



Public Document Pack

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28 January 2020

HOUSING & CUSTOMER SERVICES WORKING GROUP

A meeting of the Housing & Customer Services Working Group will be held in **Committee Room 1 - Pink Room at the Arun Civic Centre, Maltravers Road, Littlehampton, BN17 5LF** on Thursday 6 February 2020 at **6.00 pm** and you are requested to attend.

Members: Councillors Bennett (Chairman), Coster (Vice-Chair), Bicknell, C Blanchard-Cooper, Chapman, Charles, Mrs Catterson, Mrs Cooper, Mrs Haywood, Hughes, Mrs Pendleton and Ms Thurston

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. **MINUTES** (Pages 1 - 6)

To approve as a correct record the Minutes of the meeting of the Housing & Customer Services Working Group held on 19 September 2019.

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. **CUSTOMER SATISFACTION SURVEY 2019** (Pages 7 - 42)

As part of the Council's performance framework an annual Residents Satisfaction Survey is undertaken. The Working Group is asked to note this report.

6. **ASBESTOS POLICY & MANAGEMENT PLAN** (Pages 43 - 94)

This report provides Members with the Councils Asbestos Policy and Management Plan which is for approval.

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

- the adoption of the Asbestos Policy 2020
- the adoption of the Asbestos Management Plan
- 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

7. **TENANCY & LETTINGS POLICY** (Pages 95 - 110)

This report seeks approval for the adoption of a new Tenancy and Lettings Policy 2020 for the lettings, granting and management of the Council's housing stock.

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

- the adoption of the Tenancy & Letting Policy April 2020
- that all current flexible tenancies are converted to secure lifetime tenancies from April 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.

8. **PETS POLICY** (Pages 111 - 122)

This report seeks approval for the adoption of a Pets Policy in respect of the management of council tenancies.

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

- the adoption of the Pets Policy April 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.

9. **EMPTY HOMES UPDATE** (Pages 123 - 160)

On the 4 January 2018 the Housing and Customer Services Working Group recommended to Cabinet that the Empty Homes Strategy 2018-2023 was adopted and this report provides an update on the work and achievements to date.

10. **ENERGY EFFICIENCY STRATEGY** (Pages 161 - 214)

Arun District Council is investing in the future and putting energy efficiency and support for those in fuel poverty at the heart of its decisions. This is supported by the recently adopted Council Strategic targets, one of which is Climate and Environment Change, this updated strategy will help support Arun's response to the climate and environment emergency.

11. **REPORT BACK FROM CABINET/FULL COUNCIL**

No recommendations were put forward at the last meeting.

12. **WORK PROGRAMME 2019/2020** (Pages 215 - 216)

To review and consider any changes needed to the approved work programme for 2019/20.

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](#)

Agenda Item 3

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

1

HOUSING & CUSTOMER SERVICES WORKING GROUP

19 September 2019 at 6.00 pm

Present: Councillors Bennett (Chairman), Coster (Vice-Chair), Bicknell, Charles, Mrs Cooper, Mrs Haywood, Hughes, Mrs Pendleton and Ms Thurston (Substitute for Mrs Catterson)

[Note: The following Councillor was absent from the meeting during the following items of business – Councillors Mrs Pendleton and Ms Thurston Minute 1 to Minute 4 (Part).]

Apologies: Councillors C Blanchard-Cooper and Chapman

1. DECLARATIONS OF INTEREST

No declarations of interest were made.

2. MINUTES

The Minutes of the meeting held on 7 February 2019 were approved as a correct record by the Working Group and signed by the Chairman.

3. MEETING START TIMES

The Working Group

RESOLVED

That the start times of meetings for the remainder of 2019/20 be 6.00 p.m.

4. RE PROCUREMENT OF RESPONSIVE REPAIRS CONTRACT UPDATE

The Group Head of Residential Services presented her update report outlining the current Contract for repairs and maintenance and associated works and services for Council Housing Stock with Mears Limited was due to expire in June 2020.

She explained that earlier in 2019 the Council appointed Faithorn Farrell Timms LLP (FFT) as its consultants to assist with the procurement of a new contract. There were now four candidates who had been invited on 16 August 2019 to tender for the new Contract, with a view to secure a contract term based on 5 years with the option to extend for a further 3 years and a further 2 years thereafter.

Members were advised that a future report would be taken to Cabinet to request the award of the new Contract when appropriate.

Housing & Customer Services Working Group - 19.09.19

A number of questions were asked by Members of the Working Group, the key points raised were:

- If an end of contract report from Mears Limited would be provided to evaluate their performance over the last three years of the contract
- Confirmation was sought about the void process and if residents would be required to pay for the work undertaken. Members were advised that charges only applied if deliberate damage had been caused. In this scenario residents would be recharged the cost of fixing the damage.

The Chairman thanked the Group Head of Residential Services for her update and the Working Group noted the report.

5. STRATEGIC DIRECTION OF CUSTOMER SERVICES

The Group Head of Neighbourhood Services and The Customer and Parking Services Manager presented their report and outlined that the new draft strategy contained within his report reflected the Council's 2020 Vision and suggested a new Customer Service Vision that would put the Customer at the heart of everything the Council does. This is summarised as follows:

- The report briefly reviewed progress since the implementation of the 2013-17 Strategy
- It introduces a new draft strategy and sets out a process of implementation. This includes consultation and workshops with elected members and staff
- The draft Customer Access Strategy (2020-25) reflects the Council's 2020 Vision and suggests a new Customer Services Vision which aims to place the customer at the heart of everything that the Council does.
- It sets out how a new strategy will be embedded into the organisation together with a proposed timescale.

Some key areas of progress that had been made were highlighted:

- Training had been provided to multi-skill staff across the Customer Service teams
- Website redesign although there was further work to be completed on this item, it had seen significant progress made and was now providing a much better service for the customer e.g. smartphone access, improved self-service options from reporting missed bin collections online to making online payments.
- Social Media, regular updates across all social media channels allow the Council to respond directly with Customers as well as using these platforms to keep our customers informed of updates.

- From the Customer Satisfaction Survey (2019) the results showed that the largest percentage of our customers (44%) said that their preference was to make contact with the Council via the website.
- Implementation of a new vision across the organisation would be vital to ensure success of the new strategy and it would require everyone across the Council to be putting the customer first in everything they do in order for this culture change to be successful.

Members to part in a full debate, the key points raised were:

- Suggestions to make improvement to the telephone Interactive Voice Response (IVR) as these can be difficult and frustrating to use
- Support for customers who want to use the website but don't have a computer or access to the internet
- A suggestion to investigate Repeat Contact reasons was made as this had not be detailed in the report provided.
- How contact is logged at the Council, and the ease of locating all the customers information was discussed and a suggestion of logging contact to a case number was made.

It was confirmed that the aim of the new strategy was to ensure that customers had options to contact the Council to suit their needs. Whilst there had been a focus on boosting the number of customers who use the website to serve themselves, it was acknowledged that this does not suit everyone.

For those customers who may find using the internet difficult, there had been computers available in the reception areas along with staff to support anyone who wanted help accessing the website. A suggestion of working with Libraries and local community groups in a bid to help support and educate specific target groups of customers was made. Further confirmation was given by the Customer & Parking Services Manager that work was being completed to identify why customers contact the Council which included investigation into customers who would be classed as repeat contact.

Further discussion took place as to how the Council would manage such a big culture change in order to see the new vision be successful, Members felt that it would require a lot of work. Officers were in agreement with Members, this was a big task, however work had already started under the existing Strategy, working with key managers across the business implementing improvements to processes. Workshops for staff to attend would be taking place as part of the implementation of the Strategy, and there was consideration to employing a consultant as required.

The Chairman advised that he had spent time in the Contact Centre last week and wanted to express his thanks to the team for the great work they do. This was echoed by the rest of the Working Group who all appreciated what a demanding role they have. He then thanked the Group Head of Neighbourhood Services and the Customer and Parking Services Manager for their update and the Working Group noted the report.

Housing & Customer Services Working Group - 19.09.19

6. ASBESTOS MANAGEMENT PLAN

The Group Head of Residential Services presented her update report and outlined that the Council as a Landlord of social housing has responsibility for managing the maintenance and repairs of its housing stock, including managing asbestos in each property.

She advised that the Control of Asbestos Regulations had come into effect from April 2012, with the aim to protect workers and other people from the potential dangers of asbestos. Explaining that duty holders must take reasonable steps to find materials in premises likely to contain asbestos and check their condition, make and maintain a record of location and condition of asbestos, assess the likelihood of anyone being exposed to asbestos and manage that risk accordingly.

In summing up she explained that Members would receive a fully updated Asbestos Policy and Management Plan at the December meeting of this Working Group.

Members had a full discussion on the update provided, the key points raised were:

- Members sought clarification on the categorisation for different risk levels for the different forms of asbestos and it was confirmed that it would be clearly defined in the next update.
- Thanks, was given to The Group Head of Residential Services in particular the work and change that she had driven since joining the Council was expressed as amazing and this was evidenced by the great results that had been achieved by her team.
- A request to understand how near the Council was to being compliant in respect of asbestos was made. It was confirmed that this information would be shared at the next meeting as part of the Health & Safety update report.

The Chairman thanked the Group Head of Residential Services for her report and the Working Group noted the report update.

7. REPORT BACK FROM CABINET/FULL COUNCIL

No queries or questions on recommendations that had been forwarded from the Working Group to Full Council on 7 February 2019 were raised.

8. WORK PROGRAMME 2019/2020

The Group Head of Neighbourhood Services presented the Work Programme for 2019/20 to members.

Members put forward a number of suggestions to be considered, these are listed below:

- Council Housing Stock update to be provided in December in particular confirming the Council being fully compliant across all Health & Safety areas by November 2019.
- Invitation to have Stone Pillow and Turning Tides attend one of these meetings to provide an update, as there is concern that when the West Sussex County Council (WSCC) cuts are implemented in November that these will impact the District significantly.
- An update on the number of Empty Homes within the district was requested as members were aware that the figure reported at 7 February 2019 meeting of 416 had now increased to 600. It was confirmed an update on this report is due to be presented to the Working Group in February 2020.
- Members were keen to confirm if the Working Group would have the opportunity to influence the Allocations Review Policy before it was presented at the February 2020 meeting. The Group Head of Residential Services confirmed that a briefing session could be arranged for members to attend.
- The Energy Efficiency and Fuel Poverty report also due in February 2020 would Carbon Emissions be addressed within this report.

Following consideration, the Working Group

RECOMMEND TO FULL COUNCIL

That the Housing & Customer Services Working Group Work Programme for 2019/20 be approved.

(The meeting concluded at 7.00 pm)

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ARUN DISTRICT COUNCIL

HOUSING AND CUSTOMER SERVICES WORKING GROUP

31 MAY 2018

PART A : REPORT

SUBJECT: Residents Satisfaction Survey 2019

REPORT AUTHOR: Jackie Follis DATE: 20 January 2020 EXTN: 37580

EXECUTIVE SUMMARY:

As part of the Council's performance framework an annual Residents Satisfaction Survey is undertaken. This report sets out the background to the survey and asks members to note the contents of the survey.

RECOMMENDATIONS:

- a) To note the contents of the Survey

1. BACKGROUND:

- a) As part of the Council's performance framework we carry out an annual Residents Satisfaction Survey. We commission an organisation called BMG to complete this in order that residents can be assured that their responses will be anonymised. The survey for 2019 is attached.
- b) Section 1.2 of the survey explains the methodology. BMG sent the survey to 1800 randomly selected residents, ensuring that this selection was geographically representative of the whole district. Overall 579 questionnaires were returned, a total response rate of 32%.
- c) The report outlines the findings from the research into the experiences of living in Arun and perceptions of the Council. In 2018 members requested a breakdown of figures at parish level. It was not statistically valid to provide this as there were varying levels of responses from different parishes. In order to provide a more local picture for 2019 parishes were therefore grouped into Western, Eastern and Downland areas for some outcomes and where possible these are contextualised within the key themes for the Council for 2018-2022.
- d) The data in the report is also benchmarked against the Local Government Association's (LGA) national public polls on resident satisfaction with local councils and section 1.3 describes this in more detail.

e) There are a two sections to the report;

Living in Arun District

- Overall satisfaction
- Community cohesion
- Cleanliness of Arun District
- Problem behaviours in Arun

Overall satisfaction levels are high, with 80% of residents saying they are either very satisfied or fairly satisfied with their local area (15-20 minutes walking distance of their home), This is on a par with the LGA benchmark which is 81%. Satisfaction levels are higher among those aged 65 or over at 84%. There are differences within the three areas in Arun and data suggests that those who are satisfied with the cleanliness of the District are significantly more likely to be satisfied with the area as a place to live.

Customer Satisfaction with the Council and its Services

- Satisfaction with the way Arun District Council runs things
- Satisfaction with specific Council services
- Value for money
- Trust in the Council to make the right decision
- Acting on concerns
- Residents preferred channels to be kept informed

66% of residents are satisfied with the way that Arun runs the things they are responsible for, but with only 14% very satisfied. However the score is positive and is above that of the LGA at 61%. There is an association between the local areas and Arun District Council in resident's minds, with those who are satisfied with their local area as a place to live are significantly more likely to be satisfied with the Council. There is some variation by area with Eastern residents saying they are considerably more satisfied than those living in the West of the District, and as with the previous point, over 65s have higher overall levels of satisfaction with the Council.

2. PROPOSAL(S):

To note the contents of the Arun Residents Survey 2019

3. OPTIONS:

N/A

4. CONSULTATION:

Has consultation been undertaken with:	YES	NO
Relevant Town/Parish Council		x
Relevant District Ward Councillors		x
Other groups/persons (please specify)	x	
Residents of the District as set out in the survey report		

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		x
Community Safety including Section 17 of Crime & Disorder Act		x
Sustainability		x
Asset Management/Property/Land		x
Technology		x
Safeguarding		x
Other (please explain)		x
6. IMPLICATIONS:		

7. REASON FOR THE DECISION:
 To keep members informed of resident's perceptions about the District and the services which the Council provides.

8. BACKGROUND PAPERS:

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Research Report



Residents' Survey 2019

Prepared for: Arun District Council

Residents' Survey 2019

Prepared for: Arun District Council

Prepared by: Shona MacAskill and Steve Handley

Date: August 2019



Produced by BMG Research

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Project: 1468

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1 Introduction

1.1 Background and method

In 2019 Arun District Council commissioned BMG to undertake research in order to understand the residents' views on their local area and their perception of, and satisfaction with, Arun District Council. The research was conducted in June and July, with a randomly sampled postal survey of Arun residents. This report summarises the findings.

1.2 Methodology

Using the Royal Mail's Postal Address File (the most complete source of residential addresses available), 1,800 addresses were selected at random across the district to receive a short questionnaire by post. The distribution of the selected addresses was checked against ward population data to ensure that the sample selection was spatially representative. Mid way through the survey period, any address that had not returned a survey to BMG Research was sent a reminder letter and a fresh version of the questionnaire in order to maximise the response rate. Overall, 579 questionnaires were completed and returned to BMG, representing a total response rate of 32%.

Prior to 2016, resident views were collected via the Council's Wavelength residents' panel. However, with this panel having reached the end of its lifecycle in 2015, a randomly sampled postal survey has been used to generate updated scores from 2016 onwards. This difference in sampling should be noted when comparing the latest findings against pre-2016 results, but self-completion postal surveys were used both here and as part of Wavelength, allowing year on year comparability.

A sample of 579 is subject to a maximum standard error of $\pm 4.07\%$ at the 95% confidence level on an observed statistic of 50%. Thus, we can be 95% confident that if a census of Arun residents had been conducted and the whole population had responded, the actual figure would lie between 45.93% and 54.07% respectively.

The data collected has been subsequently weighted by area and, within each area, by age and gender. The exact profile of the data prior to weighting and after weighting can be reviewed in the profile summary within the final section of this written report.

1.3 Report contents and analysis

This report outlines the findings from the research into experiences of living in Arun, and perceptions of the Council. Where possible these findings are contextualised within the Priority Themes contained within the Corporate Plan 2018-2022.

Throughout the data report, area analysis has been used. Wards have been grouped together into the three areas shown in Table 1.

Table 1: Area definitions

WESTERN	EASTERN	DOWNLAND
Aldwick East	Beach	Angmering and Findon
Aldwick West	Brookfield	Arundel and Walberton
Bersted	Courtwick with Toddington	Barnham
Felpham East	East Preston	Yapton
Felpham West	Ferring	
Hotham	River	
Marine	Rustington East	
Middleton-on-Sea	Rustington West	
Orchard		
Pagham		
Pevensey		

Throughout this report the word significant is used to describe differences in the data. This indicates where the data has been tested for statistical significance. This testing identifies 'real differences' (i.e. differences that would occur if we were able to interview all residents in Arun rather than just a sample). Within tables in this report, all figures highlighted are significantly higher (green) or lower (red) compared to the total.

The data in the report is benchmarked against the Local Government Association's national public polls on resident satisfaction with local councils. This benchmarking is included wherever consistent question wording was used to allow for the comparison with a national dataset. These surveys are conducted every four months, and the data used for benchmarking in this report is from the latest survey which took place between 14th and 17th February. The Local Government Association February survey consists of data from a representative random sample of 1,001 British adults (aged 18 or over). It is important to note that the LGA polling was carried out by telephone, rather than the postal methodology used for this research. There may a difference in the findings produced by the self-completion methodology used in this research (i.e., postal or online) compared to an interview administered survey on the phone, as used by the Local Government Association. Self-completion surveys can produce less inhibited, more critical responses. The impact of this on the findings, if any, cannot be quantified, but should be considered when comparing the datasets. Throughout the report, data

from the February wave of the Local Government Association's national public polls is referred to as the "LGA Benchmark."

Where tables and graphics do not match exactly to the text in the report this occurs due to the way in which figures are rounded up (or down) when responses are combined. Results that differ in this way should not have a variance which is any larger than 1%.

In keeping with previous surveys, the responses are shown as a percentage out of all the surveys received, even where certain questions were not answered by individual residents. Therefore, the sample size for all 2019 data included in the report is 579, and the responses may not always sum to 100%.

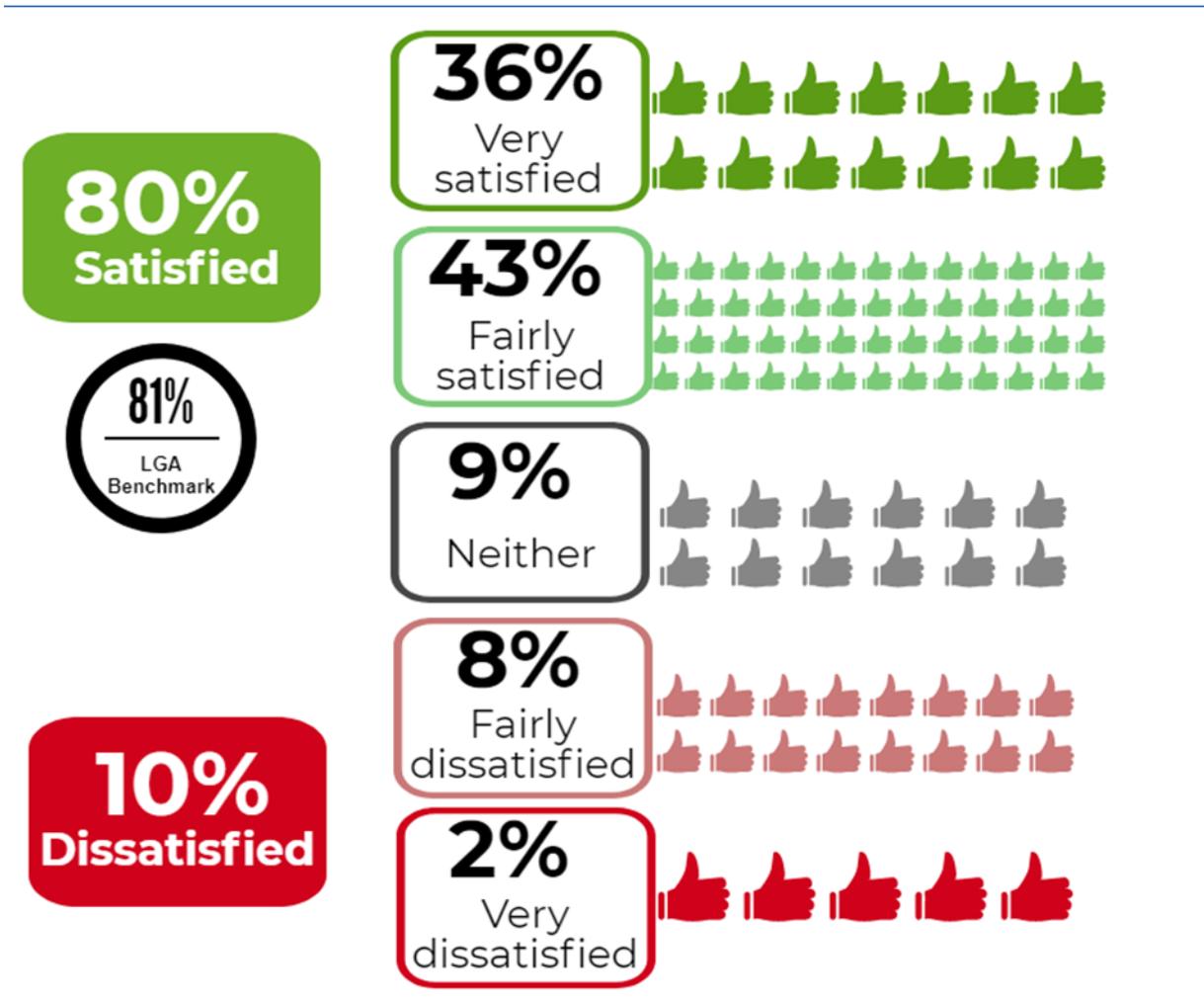
2 Living in Arun District

To understand the everyday experiences of residents in Arun, they were asked about their perceptions of their local area. This is important context in which to view their satisfaction with the Council, as this tends to inform it. Understanding residents' experiences of their local area can also be used to instruct Council decisions regarding services and resources. Therefore, Arun residents were asked, "Overall, how satisfied or dissatisfied are you with your local area as a place to live?"

2.1 Overall satisfaction

Satisfaction levels are high, with 80% percent of residents saying they are either very satisfied or fairly satisfied with their local area (15-20 minutes walking distance of their home) as a place to live. This is on a par with the LGA benchmark. Of those who are satisfied, nearly half (46%) are very satisfied (which is 36% of all sampled residents). Among those aged 65 or over satisfaction is significantly higher, at 84%.

Figure 1: Q1 Overall, how satisfied or dissatisfied are you with your local area as a place to live? (All responses: 579)



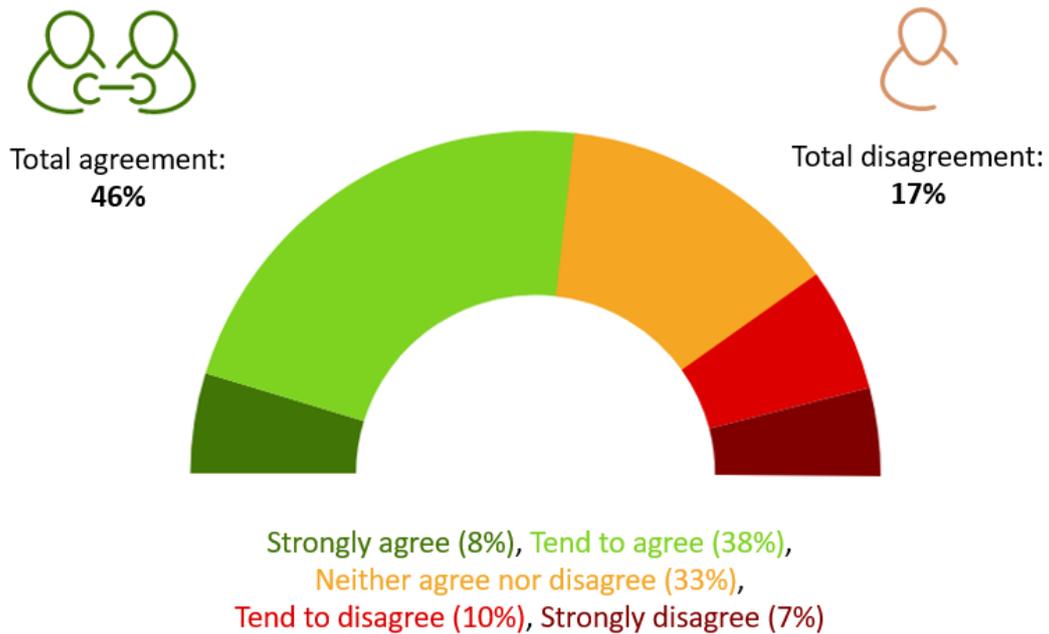
Satisfaction levels are above or around the LGA benchmark for residents in the Eastern region (82%) and the Downland region (86%). However, in the Western region satisfaction is significantly lower at 75%, driven by the highest levels of dissatisfaction across the regions (14%). The data suggest satisfaction with cleanliness may be contributing to weaker satisfaction in this area. Those who are satisfied with the cleanliness of the district are significantly more likely to be satisfaction with the area as a place to live (with satisfaction at 94%). Of those who are not satisfied with the overall cleanliness only 37% are satisfied with their local area. The data shows that Western residents are significantly less satisfied with the cleanliness of town or village shopping areas and public toilets, and significantly more likely to think that rubbish and litter lying around are an issue. This is outlined in more detail below.

2.2 Community Cohesion

To understand more about residents' daily lives, they were asked whether they agree that their local area is a place where people from different backgrounds get on well together. Slightly under half of residents (46%) agree. It may be worth noting that 13% of residents did not know, citing there are too few people in the local area to answer, that everyone in their area is of the same background, or did not answer the question. If we remove these residents, 53% of residents agree that people from different backgrounds get on well in their local area.

Nonetheless, there may be an opportunity for the Council and its partners to improve the sense of community cohesion with future initiatives if they are possible, as currently residents are fairly ambivalent to the statement. Twenty three percent hold no opinion, and the majority of those who agree, said they tend to agree (only 8% agree strongly). However, with 17% of residents disagreeing, this ambivalence underscores why social cohesion is not a priority for the Council, but should be something to be monitored. Disagreement is higher among those aged under 45 (25% cf. 17% at a total resident level and 7% among the over 65s), and Western residents (24% cf. 9% among Downland residents and 14% among Eastern residents).

Figure 2: Q7. To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together? (All responses: 579

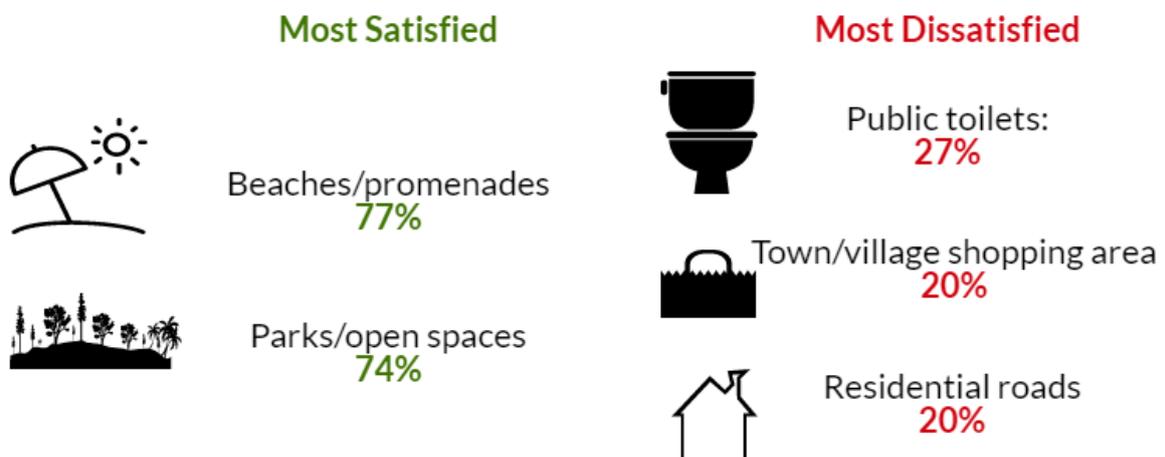


2.3 Cleanliness of Arun District

Customer satisfaction with the cleanliness of the district is of crucial importance to the Council. As part of the Council’s Corporate Plan for 2018-2022 it has sought to improve satisfaction with the cleanliness of the district by delivering the best services possible in this regard. Residents were therefore asked about their levels of satisfaction with the cleanliness of the places that the Councils has responsibility for.

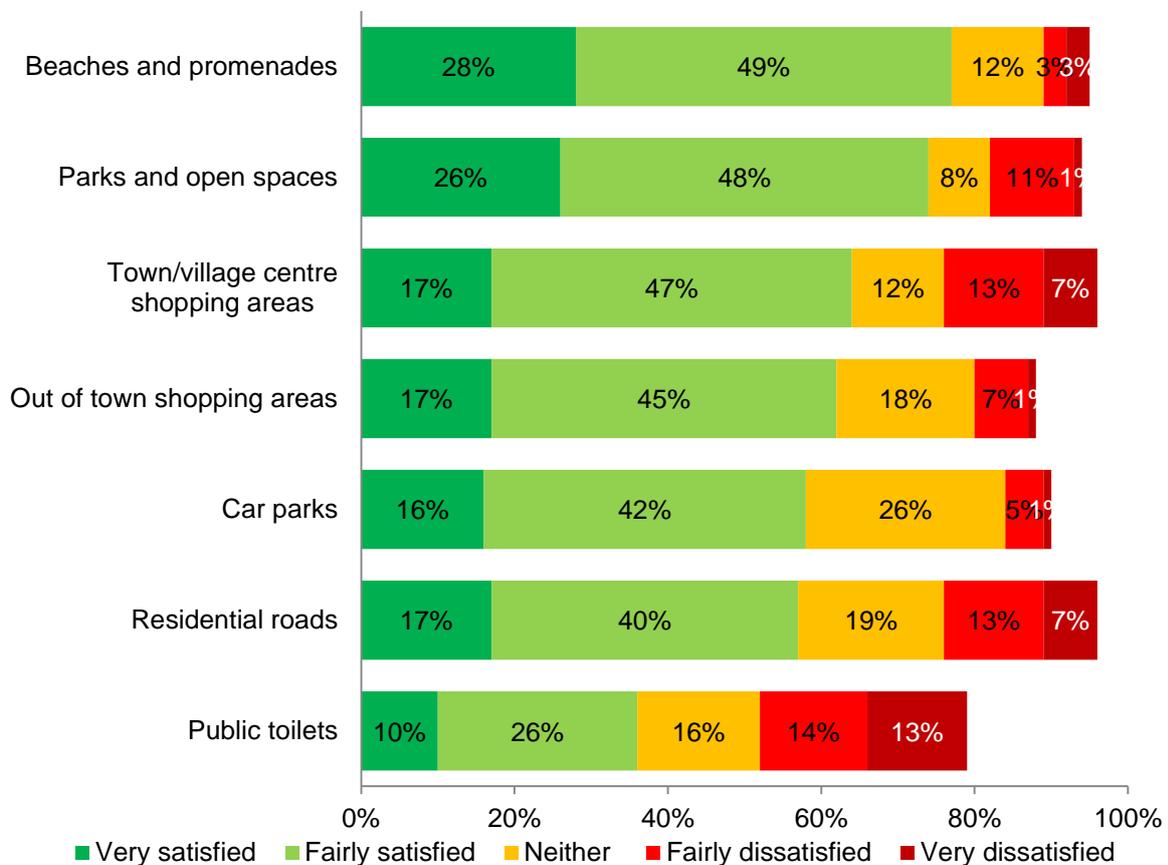
Notably, there are high levels of satisfaction with the cleanliness of beaches/ promenades (77%) and parks (74%).

Areas with Highest levels of Satisfaction and Dissatisfaction



When we break down the levels of satisfaction further, the data shows that 28% and 26% of residents are very satisfied with beaches/promenades and parks, whilst half of residents say they tend to be satisfied. Satisfaction with both out of town and in town shopping areas is at a similar level (62% and 65% respectively). However, dissatisfaction with cleanliness of shopping areas in towns (20%) is double the level felt towards those out of town (9%). Public toilets are identified as the place with the highest levels of dissatisfaction (27%), which is only 9-percentage points lower than the proportion of residents who are satisfied with them.

Figure 3: Q10. How satisfied or dissatisfied are you with the level of cleanliness of the following places within the district? (All responses: 579. Non-responses excluded from chart)



Although satisfaction with the cleanliness of public toilets is low, this has seen the greatest increase since 2018, having improved by 11-percentage points. Satisfaction with the cleanliness of the beaches has also grown (by 10-percentage points), and following this growth, beaches and promenades are considered to have more satisfactory cleanliness than parks and open spaces for the first time since tracking began. The success of the Council’s plan to improve residents’ perception of the cleanliness of the district is evident in the data when we take a longer-term view, as satisfaction has been maintained or increased over the past year. For beaches, residential roads and public toilets this growth is statistically significant. This reverses a

drop-off in satisfaction scores seen in 2018 across all places except out of town shopping areas.

Figure 4: Q10. How satisfied or dissatisfied are you with the level of cleanliness of the following places within the district? Overtime



Base sizes vary

In the below table, showing satisfaction with cleanliness over time, green indicates a significant growth, and red indicates a significant decrease.

Cleanliness of...	Proportion satisfied						
	2013	2014	2015	2016	2017	2018	2019
Parks and open spaces	75%	72%	76%	79%	73%	70%	74%
Beaches and promenades	69%	70%	71%	68%	74%	67%	77%
Town/village centre shopping areas	66%	63%	67%	68%	69%	62%	65%
Out of town shopping areas	62%	62%	61%	65%	62%	62%	62%
Car parks	58%	63%	62%	64%	60%	55%	58%
Residential roads	54%	59%	57%	56%	54%	50%	57%
Public toilets	34%	36%	34%	34%	29%	25%	36%

The high levels of satisfaction with beaches are evidenced across all demographics, with satisfaction levels only dipping in Downland (65%, perhaps driven by geographical factors). Looking at satisfaction with cleanliness in other places, the data evidences some variation. As mentioned above, satisfaction with the local area is strongest among the over 65s, and this is mirrored in the satisfaction with cleanliness scores among this age group, especially for parks and in town shopping centres. Satisfaction with cleanliness overall tends to be higher in Eastern regions. Residents in Western areas tend to have lower levels of satisfaction with in town shopping areas (53% cf. 65% for all residents) and public toilets (26% cf. 36% for all residents). Therefore, as the Council prioritises the improvement of cleanliness there may be benefits to allocating resources in Western areas where possible. However, it should be noted that residents were asked about their satisfaction with these places across Arun district as a whole, so are likely to be considering places outside of their immediate neighbourhoods.

The below table shows the variation by area and age, with scores significantly higher than the total marked in green, and scores significantly lower marked in red.

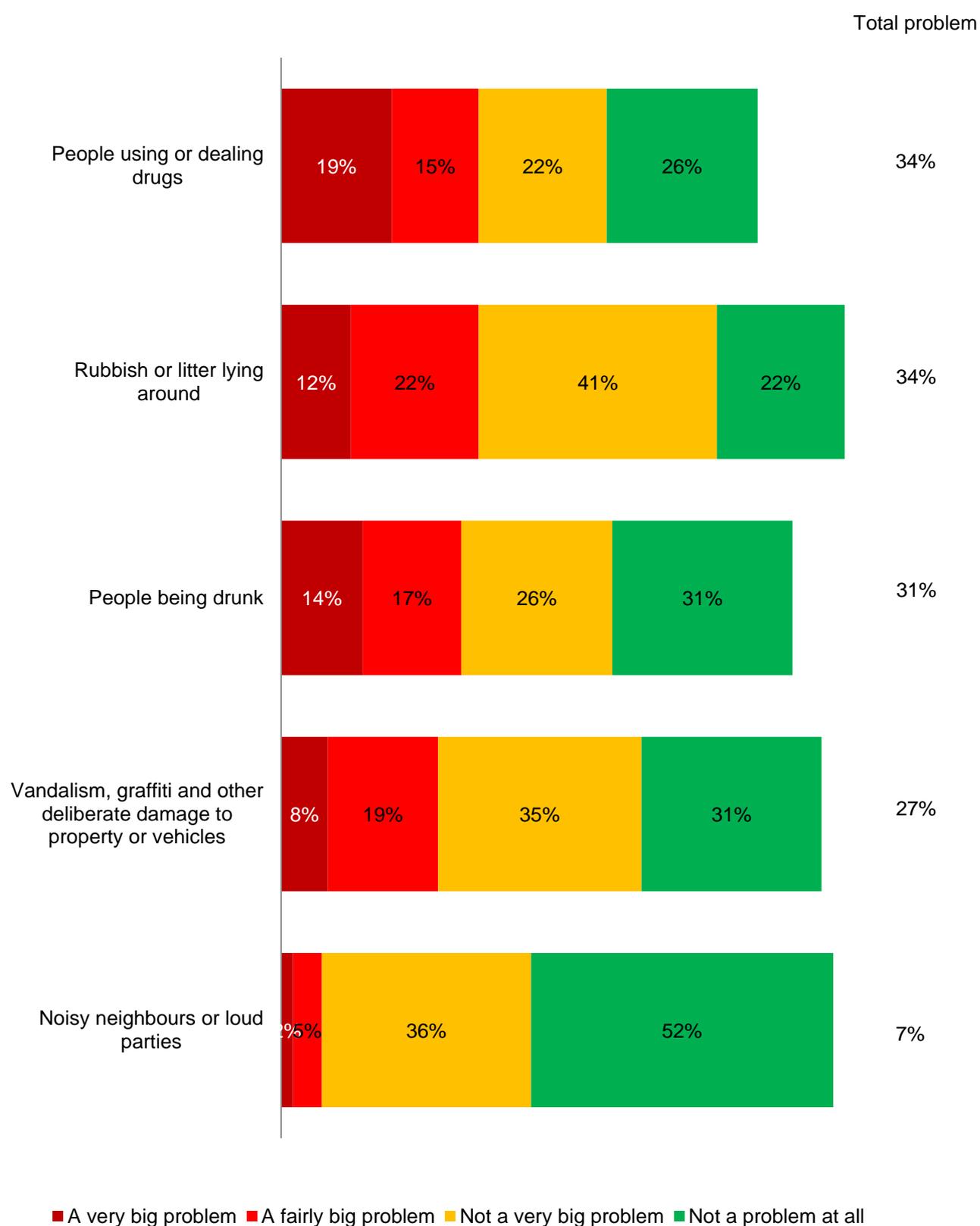
Satisfaction with Cleanliness by Age and Location

	Total	Age			Area		
		18-44	45-64	65+	Downland	Western	Eastern
Parks and open spaces	74%	75%	72%	80%	68%	75%	77%
Beaches and promenades	77%	82%	75%	75%	65%	79%	81%
Town/village centre shopping areas	65%	59%	60%	76%	72%	53%	75%
Out of town shopping areas	62%	70%	57%	63%	68%	65%	54%
Car parks	58%	56%	60%	62%	54%	55%	64%
Residential roads	57%	60%	54%	61%	55%	57%	58%
Public toilets	36%	34%	33%	41%	36%	26%	49%
Unweighted sample bases	579	53	164	333	106	250	233

2.4 Problem behaviours in Arun

As well as being asked their views on the cleanliness of the area, residents were asked whether any anti-social behaviours are a problem. The most prominent issues to be identified is people using or dealing drugs, which 32% of residents think is a problem, and nearly one in five (19%) think is a serious problem, and rubbish or litter, which 34% of residents feel is a problem. Drunkenness is also identified as a problem relatively commonly by residents (31% of residents said this), followed by graffiti and vandalism (27%). However, there is no evidence of noisy neighbours or parties being an issue. Where noisy neighbours or parties are seen as a problem, there is a higher tendency for this to be in Downland, where 14% of residents said this is a problem.

Figure 5: Q8. Thinking about this local area, how much of a problem do you think each of the following are? (All responses: 579)



Residents in Western areas are significantly more likely to think that all the anti-social behaviours are a problem, with the exception of noisy neighbours or parties.

- 41% of Western residents said litter is a problem (cf. 34% of total residents). In Bognor Regis this figure is also higher, at 54%.
- 32% said vandalism or property damage is a problem (cf. 27% of total residents).
- 47% said drug use or dealing is a problem (cf. 34% of total residents).
- 37% said drunkenness is a problem (cf. 31% of total residents).

There is also variation by area regarding the issues more commonly identified as a problem by residents:

Issue Most Commonly Identified as an Issues by Area

Downland



Rubbish/litter
33%

Western



Drugs
47%

Eastern



Drunkenness
28%

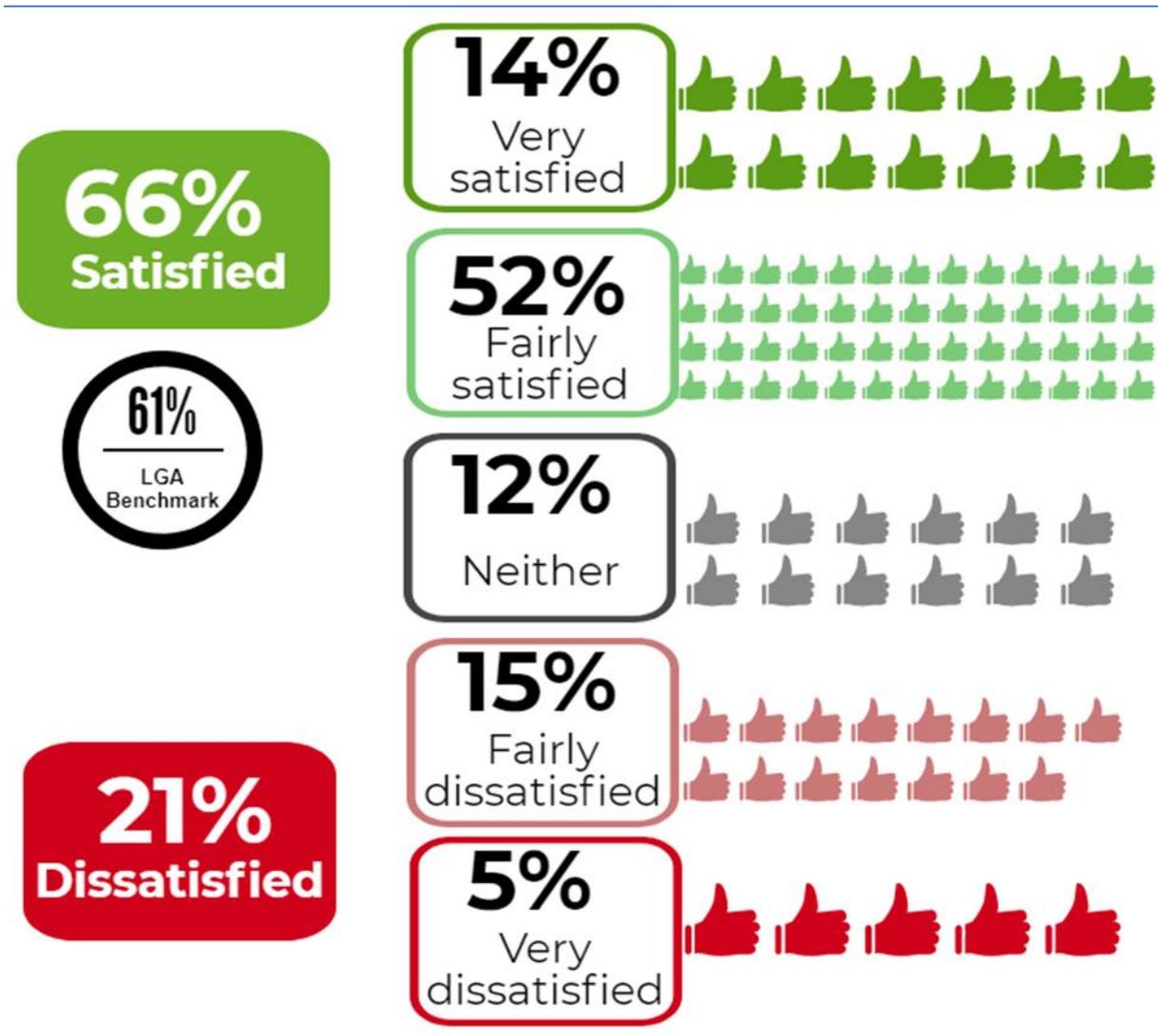
3 Customer satisfaction with the Council and its services

Within the broader context outlined above, the rest of this report looks at residents' perception of the Council and its services. Initially, residents were asked about their overall satisfaction with Arun District Council.

3.1 Satisfaction with the way Arun District Council runs things

When asked about the way that Arun District Council runs the things that they are responsible for, 66% of residents are satisfied. Although satisfaction is somewhat muted, with 52% of residents saying they are fairly satisfied, and 14% very satisfied, this is a positive score, being slightly above the LGA Benchmark. Dissatisfaction levels are at 21%, very slightly higher than the LGA benchmark of 19%, suggesting some polarisation of views.

Figure 6: Q2. Overall, how satisfied or dissatisfied are you with the way Arun District Council runs the things they are responsible for? (All responses: 579)



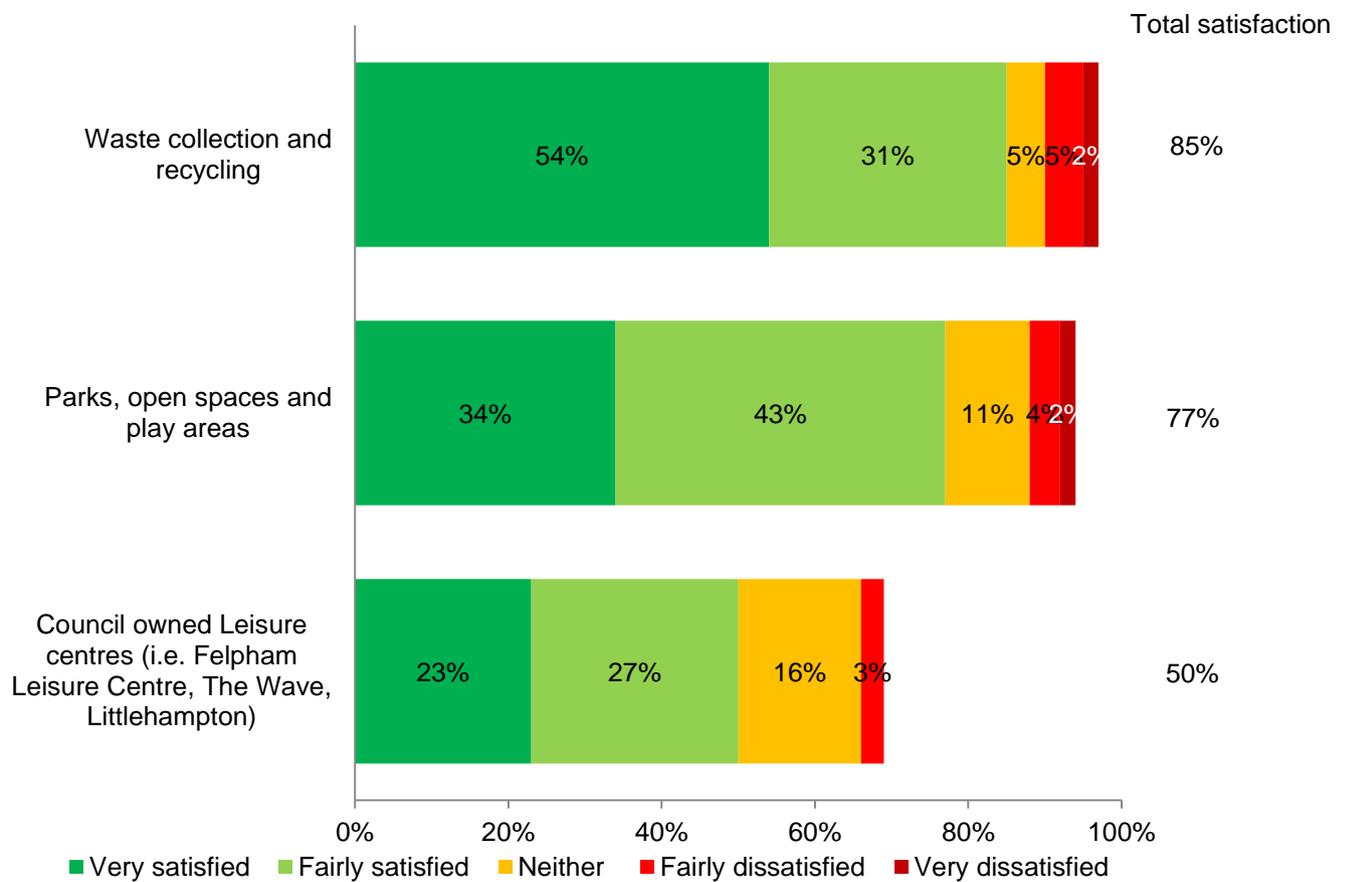
The association between the local area and the District Council in residents' minds is seen in the data in the relationship between satisfaction with the area and satisfaction with the Council. Those who are satisfied with their local area as a place to live are significantly more likely to be satisfied with the Council (78% said they are satisfied with the Council, cf. 30% of those who did not have a strong opinion about their local area, and 6% of those who are dissatisfied with it). Accordingly, over 65s have higher levels of satisfaction with the Council (71%). There is some variation by area, as only 56% of Western residents say they are satisfied, whilst 81% of Eastern residents say they are satisfied.

3.2 Satisfaction with specific Council services

To understand what is driving satisfaction with the Council, residents were asked about specific services the Council offers.

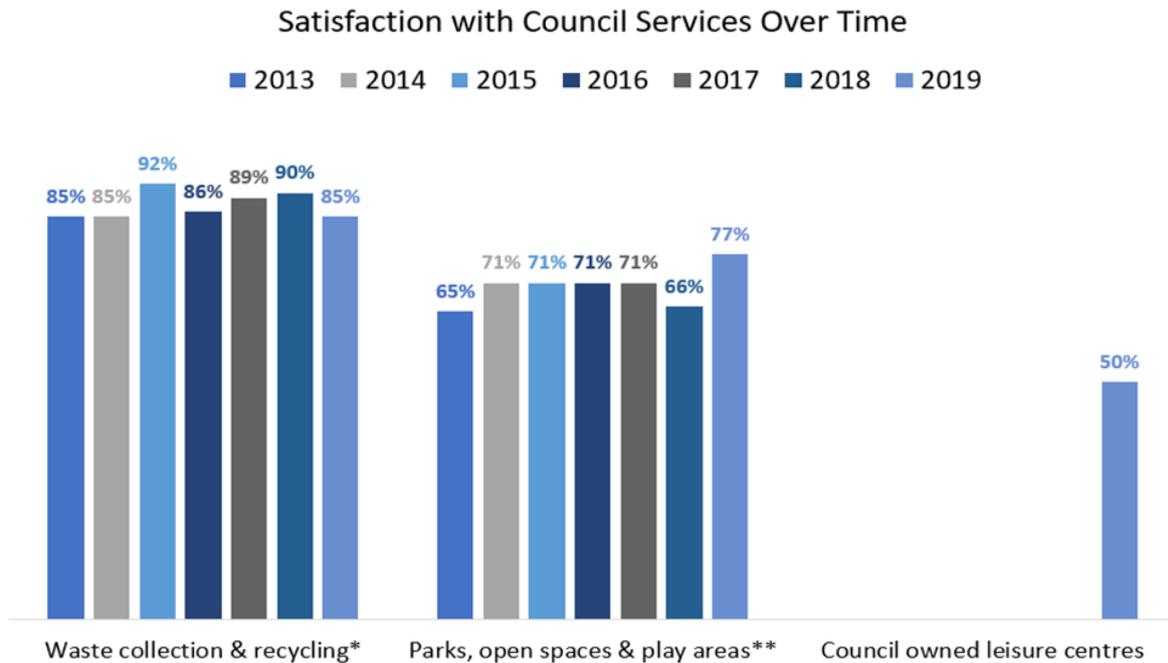
Satisfaction across services is high, especially for waste collection and recycling, a facet of the Your Future priority. Over half of residents (54%) are very satisfied with waste collection and recycling, and 85% are satisfied overall. Although not directly comparable due to differences in the wording, the closest LGA comparison, satisfaction with waste collection, is 79%, putting satisfaction with the service provided by Arun District Council significantly higher. Although Council owned leisure centres have lower levels of satisfaction, (50%) this is driven by a high proportion of residents who do not use the leisure centres and therefore have no opinion, and there are very low levels of dissatisfaction (3%). Overall, the level of satisfaction with Council services evidences successful implementation of high-quality services against the of the corporate Plan 2018-2022.

Figure 7: Q9. The following services are provided by Arun District Council. Please indicate how satisfied or dissatisfied you are overall with Arun District Council's performance for each of them (All responses: 579)



Moreover, looking over the longer term, the data shows that satisfaction with refuse collection has remained consistently high, although it has decreased by 5-percentage points since 2018, bringing satisfaction levels in line with those recorded in 2013 and 2014. However, satisfaction with parks has significantly increased since 2018. The growth in satisfaction recorded over the last year is significant, and put satisfaction levels at their highest point in the study to date for this service. (However, it is important to note that in 2018 the question text was “parks and open spaces.” In 2019 this changed to “park, open spaces and play areas.”)

Figure 8: Q9. The following services are provided by Arun District Council. Please indicate how satisfied or dissatisfied you are overall with Arun District Council’s performance for each of them (All responses: base sizes vary)



* Text change in 2019 from refuse collection
 ** Text change in 2019 from Parks and open spaces

For both waste collection and recycling and parks and open spaces, the over 65s tend to be significantly more satisfied, as the below table shows. The only other variation by age is recorded among the 18-44 age group, who are less likely to be satisfied with waste collection, compared to residents overall. The data also evidences variation in satisfaction with parks, open spaces and play areas, as residents tend to be more satisfied in Western areas and less satisfied in Downland.

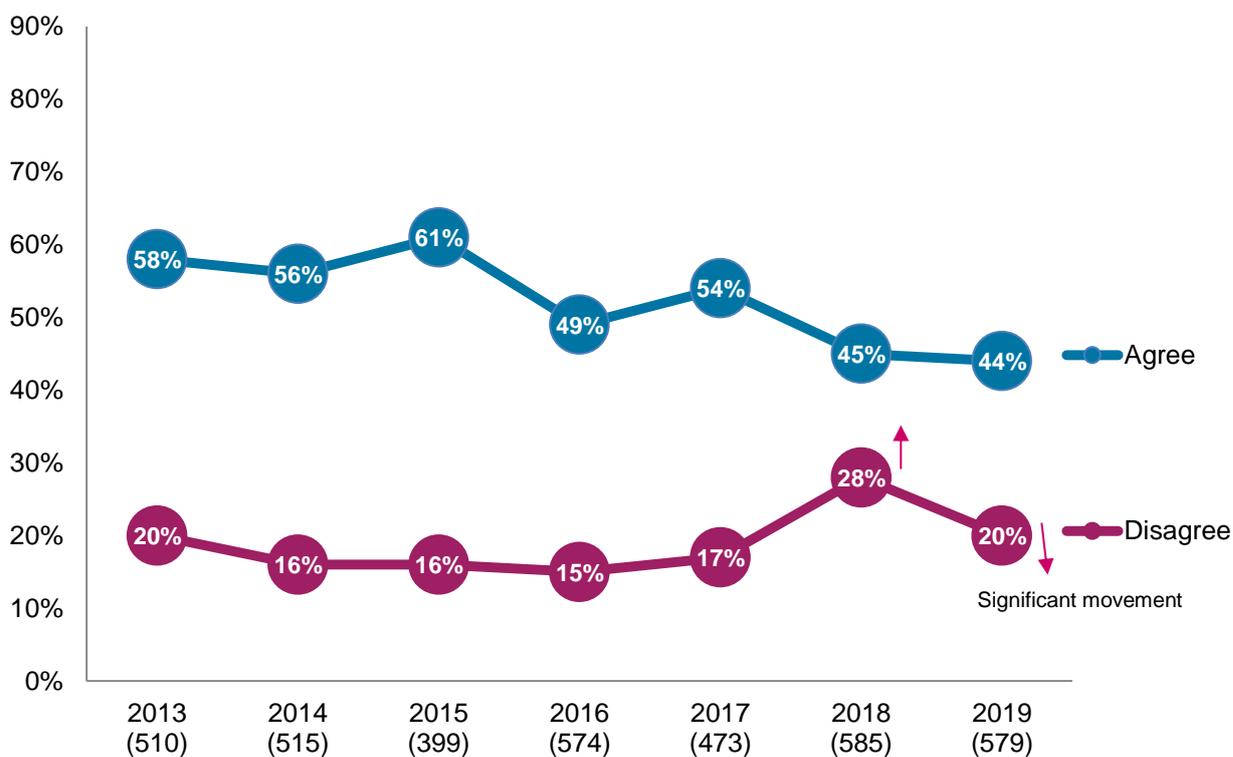
Satisfaction with Council Services by Age and Area

	Total	Age			Area		
		18-44	45-64	65+	Downland	Western	Eastern
Waste collection and recycling	85%	78%	87%	93%	83%	86%	85%
Parks, open spaces and play areas	77%	80%	73%	82%	66%	82%	77%
Council owned Leisure centres (i.e. Felpham Leisure Centre, The Wave, Littlehampton)	50%	58%	50%	46%	48%	48%	52%
<i>Unweighted sample bases</i>	579	53	164	333	106	250	233

3.3 Value for money

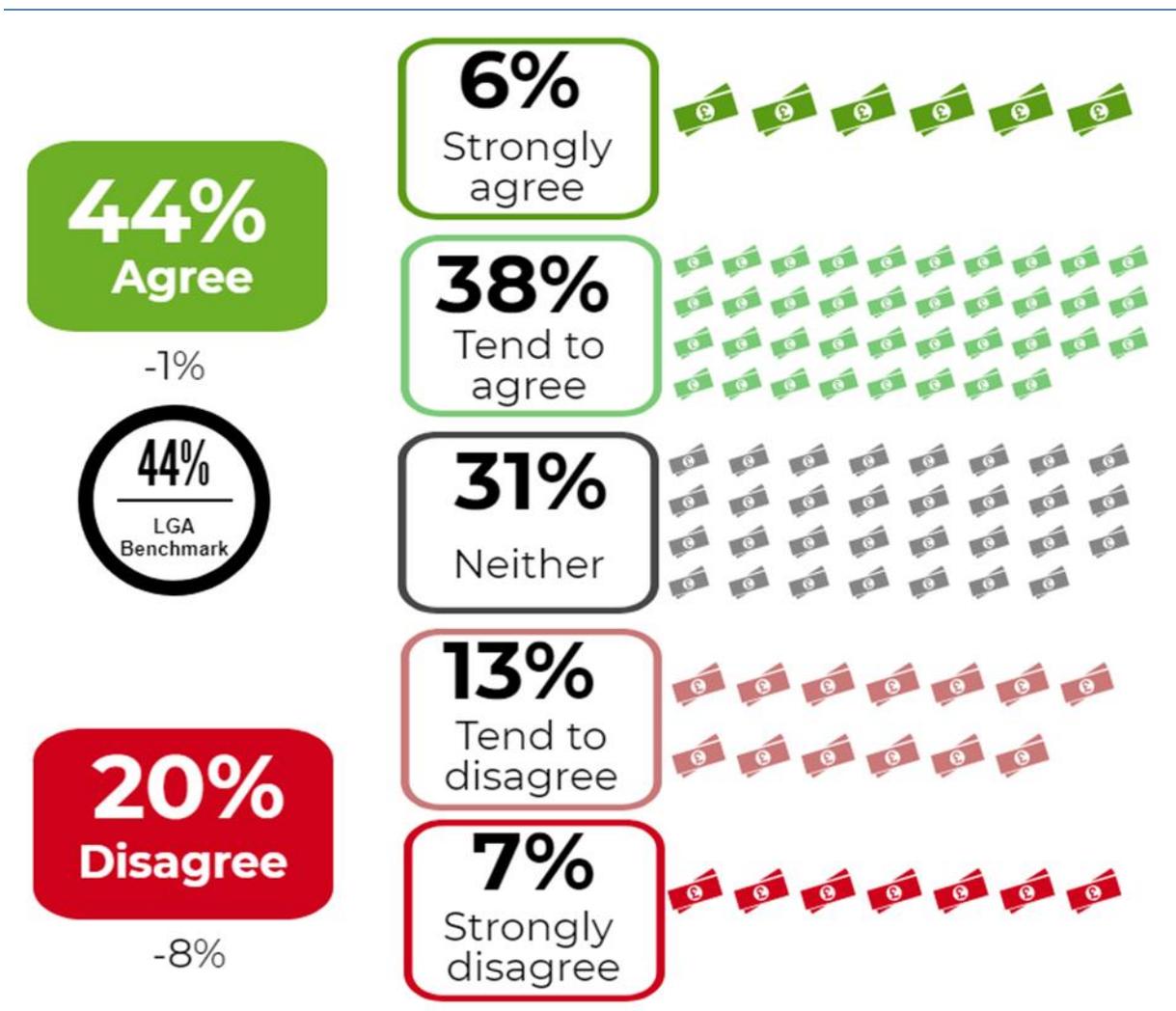
In order to gain a greater depth of understanding of residents' perceptions of Council services, respondents were asked to consider whether they feel the Council provides value for money. To frame responses to this question, all respondents were reminded that Arun's 2019/20 Council Tax is £3.49 per week for a Band D dwelling.

Figure 9: Q3. To what extent do you agree or disagree that Arun District Council provides value for money? - Over time (Based on all responses: bases in parentheses)



In 2019, the proportion of residents who agree that Arun District Council provides value for money is less than half, (44%) consistent with the levels recorded last year, (45%). This is exactly in line with the LGA benchmark (44%), which is consistently below the rating of other measures within the LGA study. Following a peak last year, the proportion of those who are dissatisfied with value for money has decreased again (20%), although it is still above the levels recorded between 2014 and 2017. Again, this is in line with the LGA benchmark. Before 2018 dissatisfaction tended to be lower among Arun residents than the benchmark, but for the last two years it has been on a par. (This should be used as an indicative guide to performance only, as unlike in the LGA polling, Arun residents were reminded of the Council tax level before this question).

Figure 10: Q3. To what extent do you agree or disagree that Arun District Council provides value for money? - (All responses: 579)



Thirty eight percent of residents said that they tended to agree that the Council provides value for money, which is 86% of all the residents who agreed with this statement to any extent. At the same time, 31% of residents do not have a strong opinion. Therefore, the data suggests high levels of ambiguity. Relatively few gave the most polarised

responses of strongly agree (6%) or strongly disagree (7%). However, the proportion of residents who strongly agree is consistent with that recorded last year, whilst the proportion of residents who strongly disagree has nearly doubled since 2018 (from 4%).

Mirroring their higher levels of satisfaction with the Council, residents aged 65 or over also tend to have higher positivity regarding value for money (55% agreement, cf. 38% among those aged under 45). By region, Eastern residents tend to have higher levels of agreement that the Council provides value for money (52%), whilst levels in Western areas agreement tends to be lower (36%).

Value for Money by Age and Area

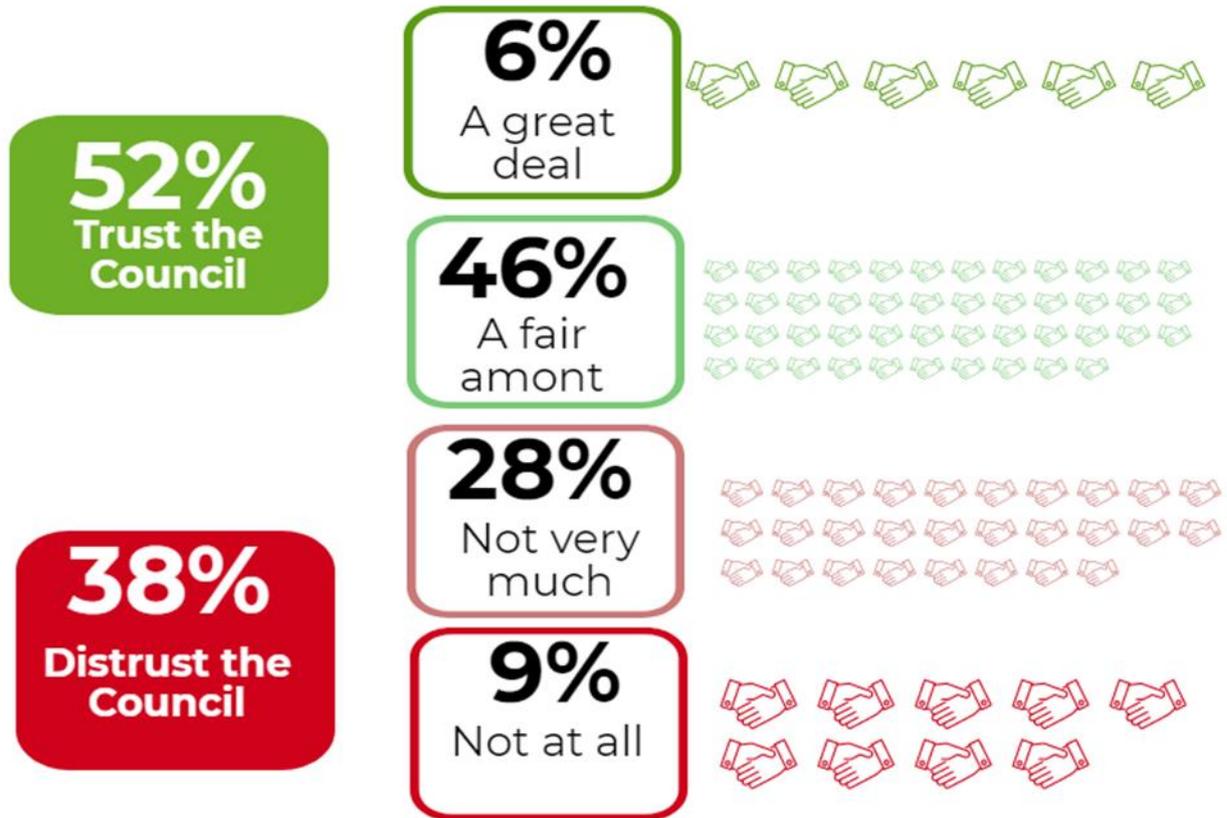
	Total	Age			Area		
		18-44	45-64	65+	Downland	Western	Eastern
Value for money	44%	38%	43%	55%	49%	36%	52%
Unweighted sample bases	579	53	164	333	106	250	233

3.4 Trust in the Council to make the right decision

Just over half of residents (52%) trust the Council to make the right decision. Most of those residents said they trust the Council a fair amount, 46% of all the residents surveyed. Trust in the Council to make the right decision is broadly consistent across socio-demographic categories, but is strongest among the over 65s, 62% of whom said they trusted the Council.

In a similar pattern recorded for residents' opinion on the value for money that the Council provides, relatively few gave the most polarised responses. However, slightly more say they do not trust the Council at all (9%) than say they trust it a great deal (6%).

Figure 11: Q6. How much do you trust Arun District Council to make the right decision? (All responses: 579)



Trust in the Council is highest in Eastern areas, and lowest in Western ones.

Trust by Area

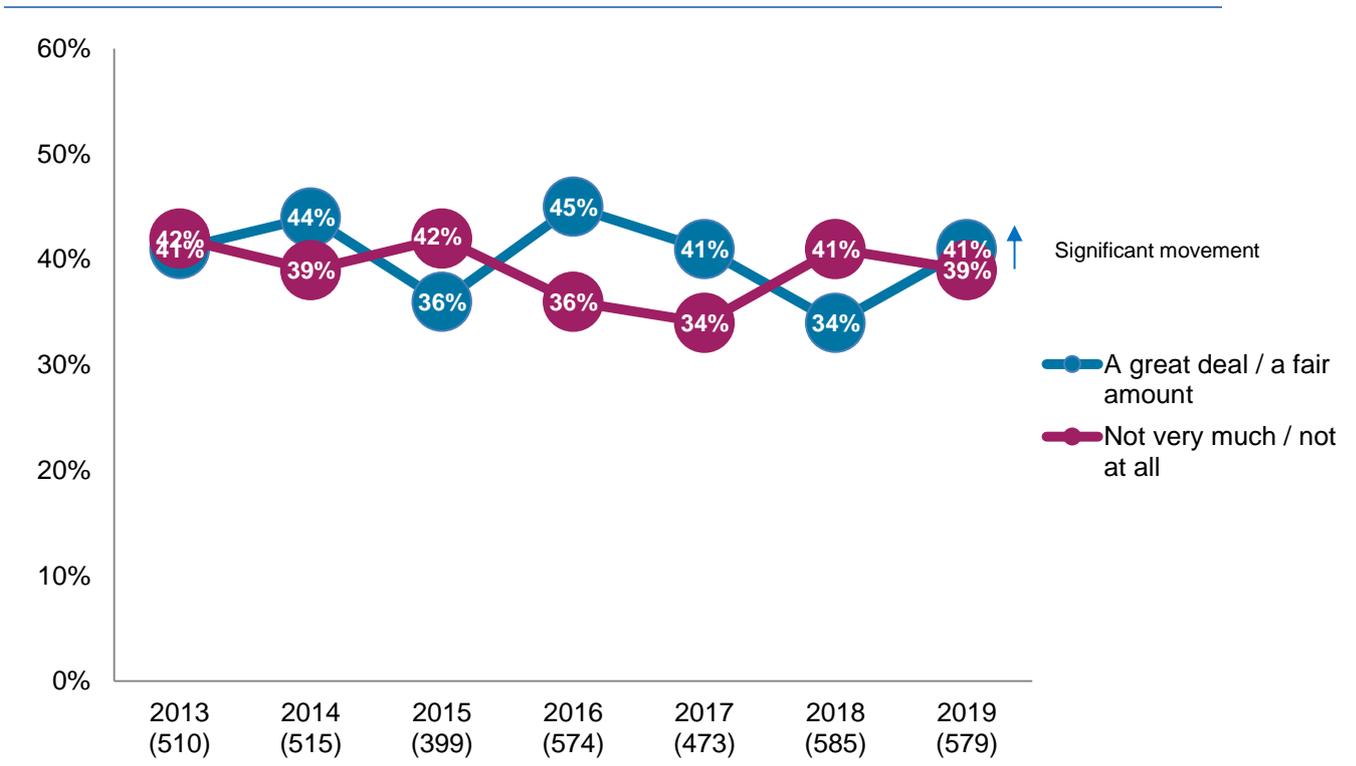


Residents in Western areas are the only ones to have a greater likelihood of distrusting Arun Council to make the right decision (47%) than trusting it (43%).

3.5 Acting on concerns

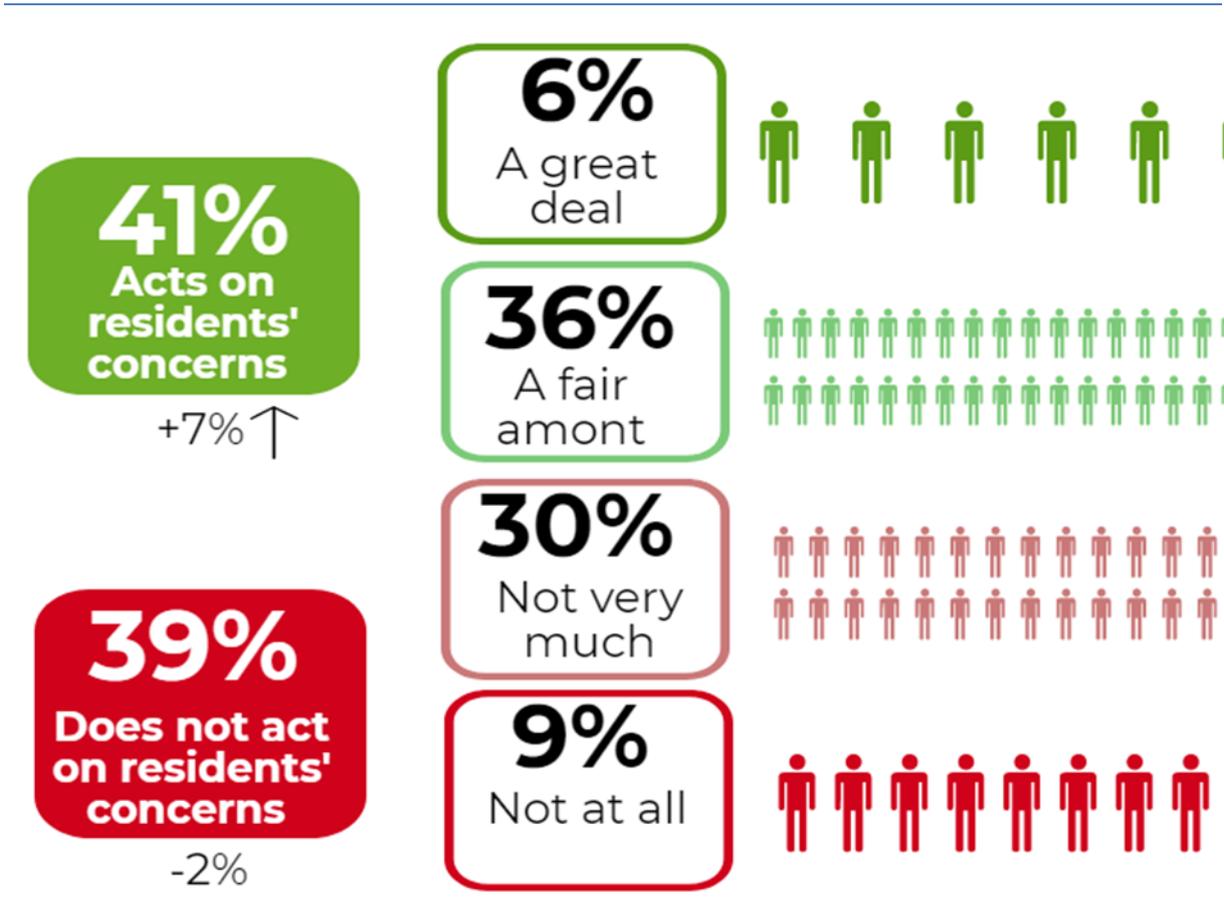
A metric that we sometimes see relating to the development of trust of the Council is the Council's responsiveness to local issues. Residents were asked whether they believe that the Council acts on residents' concerns, and 41% agree that it does. This is a significant improvement of plus 7-percentage points since last year, and puts agreement in line with that recorded in 2017. This uplift also sees agreement return to higher levels than disagreement, as disagreement has been broadly stable since last year, at 39%. However, disagreement is in line with the LGA benchmark (39%), whilst agreement that the Council acts on residents' concerns is significantly lower than the benchmark (58%).

Figure 12: Q4. To what extent do you think Arun District Council acts on the concerns of local residents? - Over time (All responses: base in parenthesis)



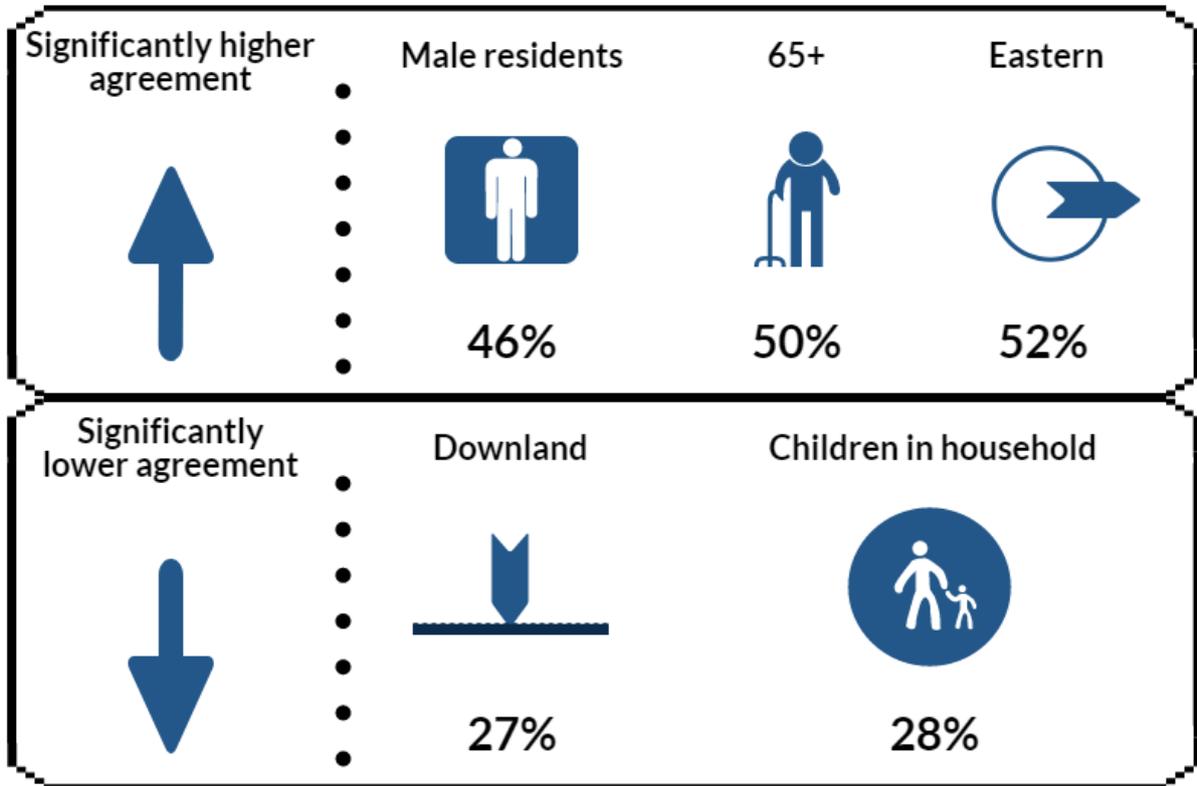
Of those who agree with this sentiment, most say they thought the Council acted on their concerns a fair amount. Only 6% say a great deal, whilst only 9% say not at all, evidencing relatively muted strength of opinions.

Figure 13: Q4. To what extent do you think Arun District Council acts on the concerns of local residents? (All responses: 579)



Agreement that the Council acts on residents' concerns is higher than average among male residents, those aged 65 or over and residents in Eastern areas. Among these demographics, agreement is approximately 50%, as the below diagram shows. On the other hand, residents who have child living in their home and residents who live in Downland are less likely to agree with the statement.

Significant Variation in Agreement that the Council Acts on Residents' Concerns



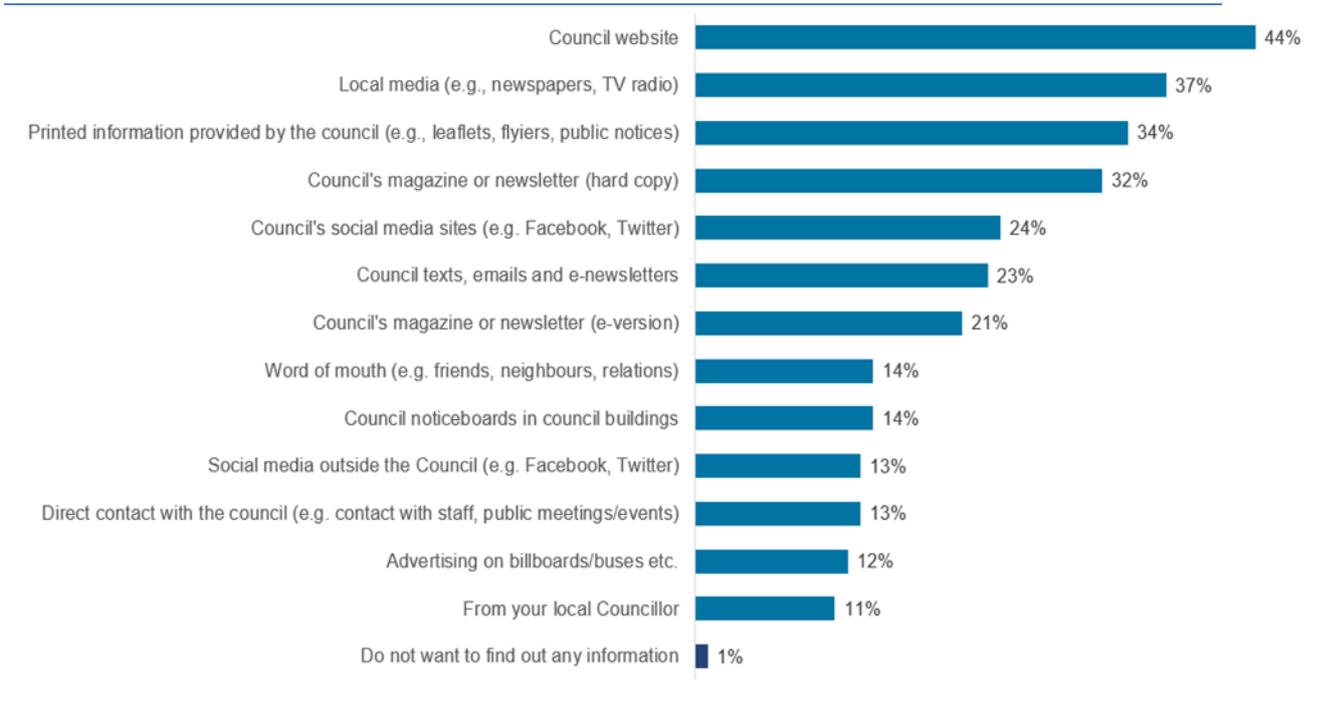
3.6 Residents' preferred channels to be kept informed

A second component of general satisfaction with the Council that relates to building a trusted relationship between Council and residents is whether the residents feel that they are kept informed. Therefore, to understand what channels of communication work hardest for the Council, residents were asked how they would like the Council to do this.

Slightly less than half of residents, 44%, prefer to be informed via the website. Local media, printed information and a hard copy of the Council magazine or newsletter are also indicated as being preferred options relatively commonly, selected by one in three residents or more. Conversely, word of mouth, social media, direct contact from Council, advertising and directly from Councillor are all preferred by relatively few residents.

Encouragingly, only 1% of residents said they did not want to find out any information, which suggests an appetite for communication.

**Figure 14: Q5. How would you like the Council to keep you informed?
(All responses: 579)**



There are some variations by demographics, primarily by age. Those under 65 are more likely to want to use the Council website (54% for 18-44s and 51% for 45-64), compared to those over 65, of whom 30% said they would want to use the website. Downland residents tend to want more direct contact with the Council, as 32% said they would want texts emails and news letters (cf. 23% of total residents), and 20% said they would want to use Council noticeboards in Council buildings (cf. 14% of total residents). People with children in the household seem to be higher user of social media, as 40% said selected the Council’s social media sites (cf. 24% of total residents), and 27% said non-Council social media (cf. 13% of total residents). However, this data is indicative only, due to the low base of 66 residents with children living a home).

4 Appendix 1: Sample profile

	Unweighted	Weighted
Gender		
Male	40%	46%
Female	57%	52%
Prefer not to say	2%	1%
Not provided	2%	1%
Age		
18-24	<1%	0%
25 -34	3%	21%
35 -44	6%	12%
45 -54	10%	16%
55 -64	18%	15%
65+	58%	32%
Prefer not to say	4%	3%
Not provided	1%	2%
Tenure		
Own outright (freehold or leasehold)	66%	47%
Buying on a mortgage	17%	28%
Rent from Arun District Council	4%	4%
Rent from a Housing Association / Trust	3%	5%
Rent from a private landlord	7%	14%
Other	1%	1%
Not provided	2%	2%
Family status		
Married / living with partner - with children	18%	30%
Married / living with partner - without children	38%	36%
Separated / divorced / widowed - with children	11%	8%
Separated / divorced / widowed - without children	18%	11%
Single - with children	2%	3%
Single - without children	8%	7%
Prefer not to say	5%	4%
Not provided	1%	1%
Number of children aged 16 or under		
None	83%	69%
One	5%	11%
Two	5%	10%
Three	1%	2%
Four	<1%	<1%
More than four	0%	0%

Prefer not to say	3%	5%
Not provided	3%	2%
Length of time living in Arun		
Less than 1 year	3%	7%
Between 1 and 2 years	5%	7%
Between 3 and 5 years	10%	9%
Between 6 and 10 years	11%	11%
Between 11 and 20 years	21%	18%
More than 20 years	49%	46%
Prefer not to say	1%	2%
Not provided	1%	1%
Number of cars in household		
None	15%	13%
One	50%	46%
Two	28%	34%
Three or more	5%	6%
Prefer not to say	1%	1%
Not provided	1%	1%
Area		
Western	43%	45%
Eastern	39%	35%
Downland	18%	20%
Employment status		
Employee full-time (30+ hours per week)	18%	34%
Employee part-time (under 30 hours per week)	8%	11%
Self-employed, full or part time	5%	7%
On a government supported training scheme	0%	0%
Unemployed and available for work	1%	0%
Permanently sick / disabled and unable to work	3%	<1%
Wholly retired from work	58%	4%
Looking after the home	3%	36%
Doing something else	<1%	4%
Prefer not to say	3%	*%
Not provided	2%	2%

Appendix 2: Statement of terms

Compliance with International Standards

BMG complies with the International Standard for Quality Management Systems requirements (ISO 9001:2015) and the International Standard for Market, opinion and social research service requirements (ISO 20252:2012) and The International Standard for Information Security Management (ISO 27001:2013).

Interpretation and publication of results

The interpretation of the results as reported in this document pertain to the research problem and are supported by the empirical findings of this research project and, where applicable, by other data. These interpretations and recommendations are based on empirical findings and are distinguishable from personal views and opinions.

BMG will not publish any part of these results without the written and informed consent of the client.

Ethical practice

BMG promotes ethical practice in research: We conduct our work responsibly and in light of the legal and moral codes of society.

We have a responsibility to maintain high scientific standards in the methods employed in the collection and dissemination of data, in the impartial assessment and dissemination of findings and in the maintenance of standards commensurate with professional integrity.

We recognise we have a duty of care to all those undertaking and participating in research and strive to protect subjects from undue harm arising as a consequence of their participation in research. This requires that subjects' participation should be as fully informed as possible and no group should be disadvantaged by routinely being excluded from consideration. All adequate steps shall be taken by both agency and client to ensure that the identity of each respondent participating in the research is protected.

With more than 25 years' experience, BMG Research has established a strong reputation for delivering high quality research and consultancy.

BMG serves both the public and the private sector, providing market and customer insight which is vital in the development of plans, the support of campaigns and the evaluation of performance.

Innovation and development is very much at the heart of our business, and considerable attention is paid to the utilisation of the most up to date technologies and information systems to ensure that market and customer intelligence is widely shared.



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ARUN DISTRICT COUNCIL

REPORT TO HOUSING AND CUSTOMER SERVICES WORKING GROUP ON 6 FEBRUARY 2020

PART A : REPORT

SUBJECT:	Asbestos Policy and Management Plan
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REPORT AUTHOR:	Adrian Wilgoss, Repairs & Maintenance Manager Satnam Kaur, Group Head of Residential Services
DATE:	January 2020
EXTN:	37718/37740
PORTFOLIO AREA:	Residential Services

EXECUTIVE SUMMARY:

This report seeks approval for the adoption of the Asbestos 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 Asbestos Policy 2020
- the adoption of the Asbestos Management Plan
- 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 asbestos in each property.
- 1.2 Our requirement to safely manage the risk of Asbestos Containing Materials (ACMs) is set out in the Control of Asbestos Regulations 2012
- 1.3 The Control of Asbestos Regulations came into effect from April 2012 with the aim of protecting workers and other people from the potential dangers of asbestos and details that duty holders must:
 - take reasonable steps to find materials in premises likely to contain asbestos and to check their condition
 - make and maintain a record of the location and condition of asbestos

<ul style="list-style-type: none"> • assess the risk of the likelihood of anyone being exposed to asbestos and • manage the risk to ensure that: <ul style="list-style-type: none"> ○ any material known or presumed to contain asbestos is kept in a good state of repair ○ any material that contains or is presumed to contain asbestos is made safe or if necessary, removed ○ information on the location and condition of the material is shared with anyone potentially at risk, for example contractors working within our properties. 		
1.4 Our proposed Policy and management plan will ensure that we are able to meet these regulations and requirements		
2. PROPOSAL(S):		
The fully updated Asbestos 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 the risk of asbestos containing materials 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 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

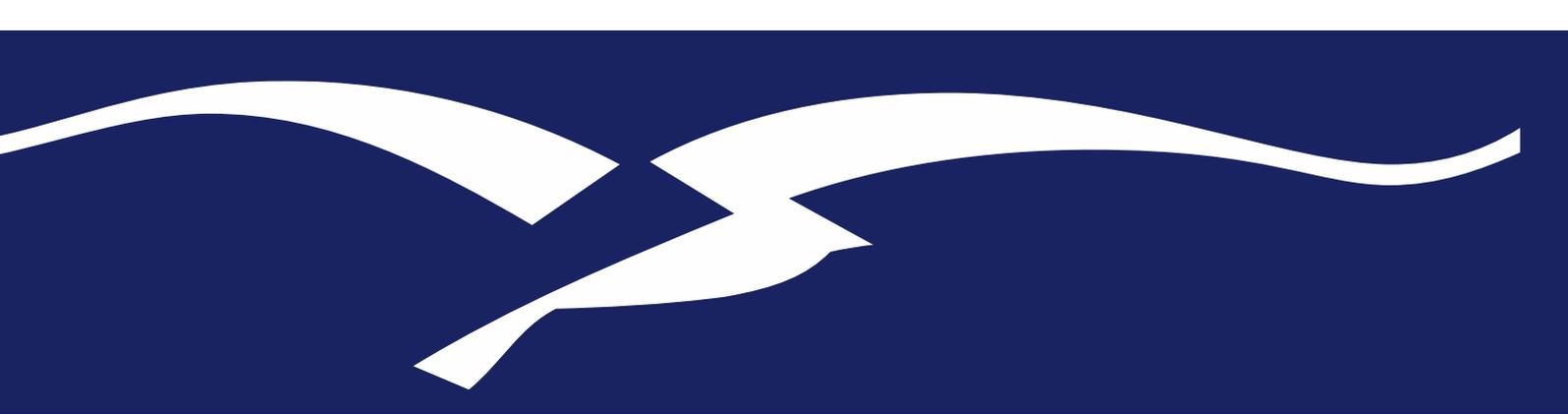
7. REASON FOR THE DECISION:

To ensure that our staff and tenants are able to safely manage the risk of asbestos containing materials in our housing stock

8. BACKGROUND PAPERS:

N/A

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ASBESTOS SAFETY POLICY COUNCIL HOUSING STOCK

Policy Date	April 2020
Approved by Full Council on	
Review Date	April 2023 or following any change in legislation, codes of practice or case law

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3	Policy	3
4	Legislation	4

1.0 Introduction

- 1.1 This policy applies to all Arun District Council owned, managed and maintained buildings. The Policy and management plan form part of our commitment to provide safe homes for our customers and clear guidance for staff.

2.0 Background

- 2.1 Asbestos is the name given to a group of fibrous minerals, composed chiefly of silicates, which occur naturally in many parts of the world. Of the six main types of asbestos, three of which were extensively commercially exploited.

- 2.2 The three main types are:

- Crocidolite - blue asbestos
- Amosite - brown asbestos
- Chrysotile - white asbestos

3.0 Policy

- 3.1 Arun District Council will take all reasonable steps to locate and manage asbestos and Asbestos Containing Materials (ACM's) in its rented accommodation and commercial (non-residential) premises. Our Asbestos policy and management plan were developed to ensure compliance with the Control of Asbestos Regulations 2012.

- 3.2 We will establish effective systems to manage asbestos maintaining an open information policy, working with customers, staff groups, contractors and statutory bodies to agree and deliver solutions to asbestos issues.

- 3.3 We will implement the asbestos management plan by empowering designated operational staff with the appropriate training, skills and resources needed to safely manage asbestos. The content of the wider management plan considers the guidance given in:

- L127 Approved Code of Practice: The management of asbestos in non-domestic premises
- HSG227: Managing Asbestos in Premises
- HSG264: Asbestos - The Survey Guide

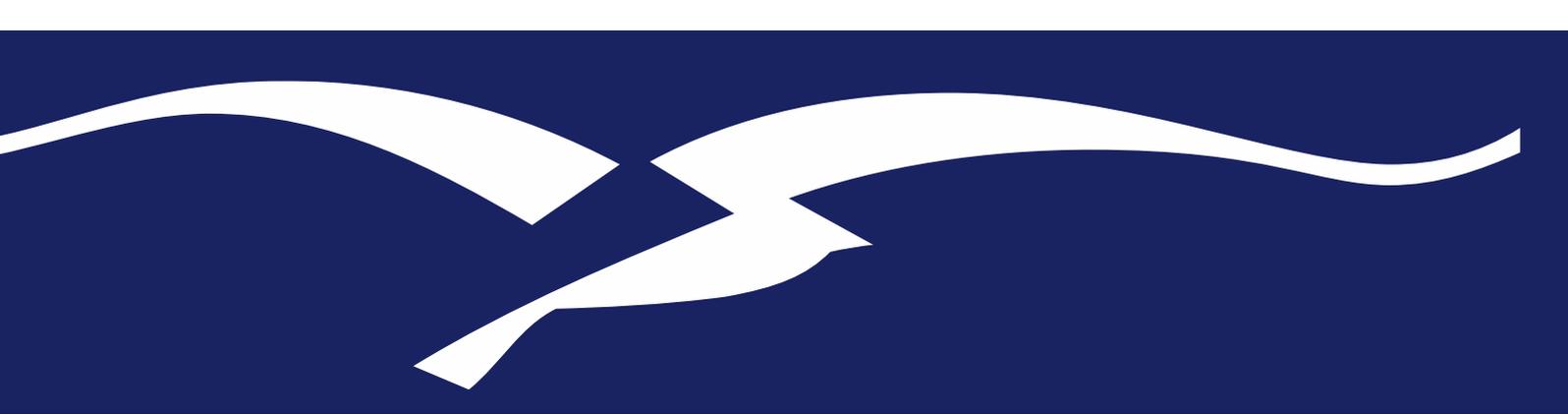
- 3.4 We will identify asbestos containing materials that pose a significant risk to health because they are seriously damaged and either remove or, where appropriate, encapsulate the materials.

- 3.5 We will manage asbestos containing materials remaining in-situ so that the risk to health of employees, contractors, residents and others is reduced to its lowest reasonably practicable level.

- 3.6 We will put arrangements in place to communicate the location and condition of asbestos containing materials to anyone likely to disturb them. In addition, we will put measures in place to ensure that work on asbestos containing materials is carried out by competent contractors in accordance with current legal standards and using safe-working practices.
- 3.7 We will ensure that staff are trained at the level required in order to manage their areas of responsibility competently.

4.0 Legislation

- 4.1 Arun District Council's asbestos management plan will assist the organisation in complying with its duties under all relevant legislation.



ASBESTOS SAFETY MANAGEMENT PLAN COUNCIL HOUSING STOCK

Policy Date	April 2020
Approved by Full Council on	
Review Date	April 2023 or following any change in legislation, codes of practice or case law



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1.0 Introduction

This management plan underpins Arun District Council's Asbestos Safety policy and relates to the management of Asbestos Containing Materials (ACMs) across the property portfolio within the ownership of Arun District Council or where a contractual responsibility exists for the management of the premises.

Statutory responsibility for discharging the landlord's obligations and to comply with the [Health and Safety at Work Act 1974](#), [Control of Asbestos Regulations \(CAR\) 2012](#) and [REACH \(Registration, Evaluation, Authorisation and Restriction of Chemicals Regulations 2006\)](#) rests with Arun District Council as the owner of the freehold of their individual properties.

1.1 Purpose of the Management Document

The purpose of this management document is to provide key information to ensure that Arun District Council as a landlord meets its legal obligations for asbestos safety.

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 staff involved in the management and administration of this service with detailed operating processes.
- Detail the key requirements and provide relevant information to all contractors responsible for delivering the service.
- Provide customers receiving the service with clear guidance on their roles and responsibilities.
- Demonstrate that Arun District Council complies with the requirements of the Regulations.

In order to comply with the Regulations Arun District Council will ensure:

- Survey/ inspection, remediation measures, monitoring where necessary is undertaken to prevent the exposure to asbestos fibres to the lowest level reasonably practicable to protect customers, colleagues and third parties who may live, work and/or visit an Arun District Council property.
- Detail how Arun District Council will discharge the landlord's duty specifically detailed in [Control of Asbestos Regulations \(CAR\) 2012](#).

Arun District Council has assessed all communal areas and will assess all domestic properties built before the year 2000 that may contain asbestos by the end of 2021, irrespective of the survey cycle as follows:

- New Property Acquisitions.
- Refurbishment.
- Change of Tenancy or Tenure (any reason).

1.2 Use of the Management Document

This management plan will be used for a number of purposes illustrated below:

Table 1: Use of the Management Document

Used by	Purpose of Use	Frequency of Use
Arun District Council (<i>Duty Holder</i>)	<ul style="list-style-type: none"> • Seek assurance that the Regulations are being adhered to and that Arun District Council meets the requirements of the Regulations thereby minimising risks to the business as far as reasonably practicable. 	Six-Monthly/ Annually
Housing and Customer Services Working Group	<ul style="list-style-type: none"> • Ensure the provision of regular reports detailing performance in relation to the implementation of the policy and management plan. 	Quarterly
Group Head of Residential Services	<ul style="list-style-type: none"> • Seek assurance that the Regulations are being adhered to and regularly review Arun District Council / contractor operational practices and performance. 	Monthly
Repairs and Maintenance Manager	<ul style="list-style-type: none"> • Seek assurance that the Regulations are being adhered to and regularly review Arun District Council / contractor operational practices and performance. • Ensure the contractor operates in accordance with the contract. • Preparation of the KPI/MPI reporting suite. • Data Manager 	Monthly Monthly Monthly Daily
	<ul style="list-style-type: none"> • Operational delivery of asbestos safety survey, inspection and repairs. • Liaising with contractors. • Liaising with customers. • Managing customer feedback (enquiries, complaints and compliments) handling and progress. • Ensure data is updated accurately and in time. 	Daily Daily As required
Contractor	<ul style="list-style-type: none"> • Operational delivery of asbestos surveys, inspection and the management of asbestos related works within the asbestos management programme. • Review property addresses and reconcile to ensure the programme remains accurate. 	Daily Daily

Used by	Purpose of Use	Frequency of Use
	<ul style="list-style-type: none"> • Liaise with Arun District Council's customers in relation to arranging/keeping appointments. • Liaise with Arun District Council officers in relation to access issues. • Update system(s) with accurate data. • Ensure system(s) and interfaces operate effectively as agreed with the Arun District Council. 	As required As required Daily Weekly
Customer	<ul style="list-style-type: none"> • Agreeing to and keeping appointments to provide access for the contractor and reporting repairs/faults without delay. • Liaising with Arun District Council Officers in relation to any contractor failure to attend/poor repair etc. • Provide customer satisfaction update. • Policy/procedural review forum if appropriate. 	As required As required As required As required
External Validation Consultant	<ul style="list-style-type: none"> • Undertake 10% external validation of asbestos survey and remedial works in line with management plan. 	Monthly

1.3 Location of Document/Version Control

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.

Contractors/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. The document will be a strictly controlled version and maintained by the Group Head of Residential Services.

2.0 Roles and Responsibilities

Table 2 provides clarity relating to the primary responsibility for complying with the asbestos safety policy as detailed below:

Table 2: Primary Responsibility Detail

Statement of general policy and arrangements	Safe management of ACMs including the undertaking of asbestos surveys and management actions.
Overall and final responsibility for delivery of the policy	Group Head of Residential Services

Day to day responsibility to ensure delivery in accordance with the policy	Repairs and Maintenance Manager (Responsible Person)
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Each process map will clearly identify responsibilities which will enable monitoring/ reporting and will also be used as a training document for all parties.

2.1 Arun District Council

Ultimate responsibility for compliance with the Regulations lies with the Arun District Council who will act as the **‘Duty Holder’** to be accountable for ensuring the implementation of this management plan/policy. The Council has final approval of budget requirements to meet delivery and of any policy amendments.

The Council, through review of performance management, will receive assurance that the Regulations are being fully complied with and that the safety of employees, customers, contractors and the wider general public who may be within the vicinity of Arun District Council properties at any time, is not or has not been compromised.

Arun District Council is responsible for ensuring and reporting regulatory landlord compliance and will receive regular summary reports of the performance of Arun District Council in relation to the implementation of this management plan. Arun District Council will undertake any necessary remedial action to comply with the management plan and the associated policy.

Arun District Council’s Chief Executive will retain the overall responsibility for the monitoring of the consistent implementation of this management plan in order to effectively comply with the regulatory standard and report to the Regulator for Social Housing.

The following Responsibilities Matrix, outlines specific responsibilities in relation to delivering the Asbestos Safety Management Plan

Chief Executive
Ensuring that asbestos management arrangements are communicated to the Council, Directors and Managers.
Organising, controlling and co-ordinating the activities of Directors and Managers in order to facilitate the effective implementation of the asbestos management plan.
Ensuring that the monitoring, maintenance and, where required, removal asbestos containing materials is suitably addressed in budgets submitted for Council approval.
Ensuring that suitable levels of insurance are maintained.
Director of Services
Oversight and monitoring of asbestos management arrangements
Periodic reporting of compliance to the Chief Executive, Council and Corporate Management Team.

Ensuring that the organisation is adequately resourced and suitably empowered to facilitate full implementation of the asbestos management plan.
Notifying the Chief Executive of shortcomings in the asbestos management arrangements.
Ensuring, in conjunction with the Group Head of Residential Services, that the asbestos contractors engaged to undertake surveys, reviews and removals are competent.
The Group Head of Residential Services has responsibility for:
Monitoring and reviewing the compliance and effectiveness of the asbestos management plan and procedure.
Advising the Chief Executive, The Council, Directors and Managers on asbestos safety matters.
Representing Arun District Council in discussions with enforcement authorities and stakeholders.
Ensuring copies of Arun District Council's Asbestos Management Plan is sent to and acknowledged by all contractors.
Maintaining a list of 'approved' contractors and, where required, removing contractors that do not meet predetermined standards of work or levels of competence.
Developing and maintaining a training matrix that identifies asbestos awareness training requirements.
Tracking and reporting asbestos management performance, completion of risk mitigation measures and adherence to Arun District Council's arrangements using the Monthly Performance Reporting Scorecard
Reviewing budgets in order to ensure that sufficient provision has been included for asbestos management.
Repairs and Maintenance Manager
Be the Data Manager for all asbestos related data and systems
Be the Asbestos practitioner for Residential Services requiring W506 qualification
Reviewing and monitoring the competence and performance of asbestos contractors.
Developing, publishing and distributing asbestos safety guidance for residents.
Ensuring that, in conjunction with the Group Head of Residential Services, desk-top studies are undertaken that identify those properties within an age range likely to contain asbestos materials.
Ensuring that, where required by age of property, management surveys are undertaken in all communal areas and a representative proportion of all domestic premises by archetype in order to establish the presence of asbestos containing materials.
Ensuring that staff engaged in activities requiring asbestos awareness training are identified and that those delegated specific responsibilities are competent to undertake their roles.
Developing and maintaining an asbestos management database.
Reviewing and monitoring management action plans based on risk assessment ratings.
Ensuring that suitable arrangements are in place to communicate the asbestos survey data to staff and contractors undertaking activities likely to disturb in-situ managed asbestos materials.
Ensuring that incidents involving asbestos are investigated and, where possible, the underlying causes identified and communicated throughout the organisation in order for lessons to be learnt.

In the event of asbestos related incidents, ensuring that work is halted, the area involved is evacuated and secured and reported to senior managers
Putting measures in place to ensure that are periodically monitored in order to ensure compliance with Arun District Council health and safety rules.
Identifying asbestos survey requirements at the scoping stage of planned, responsive and void works.
Ensuring that refurbishment surveys are undertaken prior to commencement of refurbishment works that are likely to disturb the fabric of the building.
Ensuring that sufficient time is given in the refurbishment process for surveys and removal works to be undertaken.
Arranging asbestos survey reviews in accordance with timescales.
Ensuring the remedial works identified from the surveys are completed in accordance with the risk rating.
Periodically monitoring the performance of maintenance and building contractors in order to ensure compliance with asbestos management arrangements-
Ensuring that the Asbestos Register is updated with any documentation received following the removal of asbestos materials.
Ensuring that contractors working on behalf of Arun District Council have received information relating to the location of asbestos containing materials and asbestos management arrangements.
Ensuring the contractor has sufficiently considered the prevention of exposure to asbestos materials in the method statements and risk assessments submitted for the tasks to be undertaken and has measures (supervision, monitoring) in place to ensure that their employees are complying with the safe systems etc.
Immediately halting any operation that is deemed to be in breach of asbestos management arrangements.
Maintenance and building contractor prequalification questionnaires include the provision of asbestos awareness training.
Notifying the Group Head of Residential Services of any shortcomings in the asbestos management arrangements.
Monitoring best practice and innovation in order to ensure that asbestos management arrangements remain current and up to date with developing technical standards.
Ensuring the policy and procedures meet with regulatory requirements.

2.2 Contractor

The primary responsibilities of contractors are detailed below:

- Fully comply with the terms of the Contract / Service Level Agreement (SLA).
- Comply with all relevant health and safety legislation in delivering the service.
- Provide data as required within defined timescales detailed in the contract.
- Work in partnership with Arun District Council and Arun District Council's stakeholders.

2.3 Customer

The primary responsibilities of the customer are detailed below:

- Allow access upon reasonable notice to enable asbestos survey, inspection, monitoring and remedial measures 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.

In addition, customers will be asked to provide feedback where relevant and assist in collection of performance data regarding the customer journey of asbestos safety inspections and assist with any reviews of service delivery, policy reviews and procedural amendments.

It is not general practise to routinely share asbestos survey reports with customers. The most common types of ACMs within residential properties are associated with Artex ceilings and vinyl floor tiles, the asbestos content and risk of exposure is low.

Where the ACMs within a property are rated as High Risk in accordance with this management plan, a copy of the property Asbestos Survey will always be provided to customers. This will also be with a plan and timescale to remove the risk/ACMs.

Customers are required in accordance with their tenancy agreements, to notify Arun District Council if they intend to carry out improvement works and require permission from the Council to do so. Where this permission is granted a copy of their asbestos survey report will be provided. If there is no domestic Asbestos survey report for the property, the Council will arrange for a survey to be carried out before the improvement works are authorised. If there are ACMs in the area of proposed work, the Repairs and Maintenance Manager may arrange for the ACMs to be removed at the Council's expense or decline the improvement works if ACM removal presents a significant risk or is not economically viable to do.

Where any resident funded improvement works are agreed by the Council, a copy of the Asbestos Survey will be provided to the customer at the time that written consent is given.

3.0 Management Plan Descriptions

The Management Plan descriptions detail how Arun District Council will take reasonable steps to locate and manage known ACMs within the stock and presume that all materials contain asbestos unless proven otherwise. Every property will be allocated an asbestos category of:

- Asbestos Detected Yes

or

- Asbestos Detected No
- or
- Asbestos Presumed.

It is not a requirement of the Regulations for employers or persons responsible for health and welfare of workers, employees, contractors, visitors, third parties likely to become affected by his undertakings, to remove all asbestos when identified.

However, by the use of risk management Arun District Council must manage ACMs via reasonable practicable means to prevent exposure to asbestos fibres in order to comply with the Regulations.

It is therefore NOT always essential to remove all ACMs but to manage them safely, unless it becomes a risk for them to remain in-situ.

Effective management of ACMs is predicated upon the results of surveys carried out to properties.

Where an asbestos survey does not exist, in line with [Regulation 4 - The Control of Asbestos Regulations 2012](#) Arun District Council will presume that asbestos is present unless there is strong evidence to prove otherwise.

To ensure Arun District Council deploy a structured approach in conducting surveys to domestic properties: Arun District Council will initially carry out a desk top review of all currently non-surveyed properties constructed before the year 2000 and prioritise in one of three categories for strategic assessment as detailed in table 3 below:

Table 3: Desktop Priority Rating

Description	Priority
Limited or no asbestos information known regarding the property archetype	1 –High
Low % of asbestos previously identified within the archetype	2 – Medium
No asbestos previously identified within the archetype	3 - Low

Knowledge/experience of the property, planned maintenance works and the best information available at the time in regards to the presence of ACMs will be employed in assigning the level of priority.

A survey programme will be introduced to ensure that all Arun District Council properties are surveyed for the presence of ACM's by the end of 2021.

A supplementary rolling programme of re-inspections, management and assessment reviews, as well as treatment and removal of the ACMs identified will be introduced.

Where ACMs are in a good condition and or are out of casual access it is safest to leave in place in most cases.

Arun District Council will apply the following methodology to ACM's:

- All non-domestic areas have been fully assessed and where appropriate will be re-inspected at a recommended frequency (usually annually).
- All areas of high risk asbestos material will be fully assessed, where appropriate programmed remedial or removal actions will be followed.
- Only those materials likely to pose a serious risk to health that will be affected by works will definitely be removed prior to the commencement of the works.
- Other low risk materials may remain providing their presence has been addressed in the works procedure.
- Materials which are considered to be vulnerable to disturbance by virtue of their ease of access and close proximity to other works will be considered for removal prior to the commencement of such works.
- Other materials adjacent to the area of planned works will be preferably segregated, or as a minimum labelled 'Caution asbestos' to prevent damage or indirect disturbance and will be monitored for the duration of the planned works.
- All accidental damage and disturbance will be managed by procedures given in this plan.
- Asbestos materials will be re-scored for priority, based on changes in levels of occupancy and use with recommendations being sourced from a competent person.
- ACMs will be assessed in light of planned maintenance activities by a competent person and recommendations followed.

Arun District Council will follow the recommendations contained within the survey report which will be categorised by risk as detailed in Table 4.

3.1 What is Asbestos

Background

Asbestos is the name given to a group of fibrous minerals, composed chiefly of silicates, which occur naturally in many parts of the world. Of the six main types of asbestos, three of which were extensively commercially exploited.

The three main types are:

- **Crocidolite** - blue asbestos
- **Amosite** - brown asbestos
- **Chrysotile** - white asbestos.

Asbestos splits longitudinally into very small fibres which can be inhaled. Many of these will be expelled but some may lodge in the deeper parts of the lungs. As they do not readily dissolve, they may exist for many years working their way through to the outer surface of the lung. Inhaling high levels of asbestos fibres over a period of time can eventually lead to diseases for which there are no cures including asbestosis, lung cancer and mesothelioma.

Risks

The risk of developing an asbestos-related disease depends on a number of factors, including the type and size of asbestos fibres inhaled, the cumulative dose received and time elapsed since first exposure.

Where is it used?

Asbestos was used widely in building materials, insulation and household products between the 1900s and the mid 1970s. Peak usage occurred in the 1960s to early 1970s. In traditionally built houses and flats, asbestos products (mostly chrysotile) have been used in fittings (for example backing for vinyl flooring), however, there is no evidence of fibre release from these products in buildings, and exposure in traditionally built houses and flats can be considered to be part of the ambient exposure to asbestos.

Asbestos materials are known to have been used extensively in 'non-traditionally' built housing in the 1950s and 1960s but there is little reliable information on the materials used and their locations within the different types of housing. Most 'non-traditional' housing is of steel framed or prefabricated reinforced concrete construction.

Asbestos cement sheeting was the asbestos material most commonly used in these homes, for roofing or external cladding. Asbestos cement tiles were also specified for roofing. Internally, asbestos cement sheet, mouldings, and wall linings were all used in certain types of non-traditional housing.

'Non-traditionally' built flats are likely to contain significant amounts of asbestos products (amphibole sprayed coatings, lagging, asbestos (amosite) board partitioning, asbestos cement panels, ceiling tiles, etc.).

Asbestos-containing materials were used for a wide range of construction purposes in new and refurbished buildings until 1999 when all use of asbestos was banned.

3.2 Identifying ACM's

To manage the risk from ACMs in a particular building it is necessary first to identify where asbestos is present.

All relevant properties within the Arun District Council portfolio will be surveyed in accordance with the Health and Safety Guidance document [HSG 264 \(Asbestos\) The Survey Guide](#) and the [Control of Asbestos Regulations \(CAR\) 2012](#) Regulation 4 - Duty to Manage Asbestos in Non-Domestic Premises.

This will apply in the following circumstances:

- All non-domestic properties.
- All common (non-domestic) areas to properties providing rented or leased accommodation.
- All properties based upon the priority assessment process, to be surveyed to ensure that all ACMs can be identified. This will ensure that maintenance works can be carried out safely and ACMs effectively managed, until such time as all properties are fully surveyed.

Asbestos surveys will be categorised into one of the following:

- Planned survey.
- Re-active survey.

Planned surveys will be prioritised based on the perceived risk determined by the age and previous knowledge of the premises or the impending date of major refurbishment.

Re-active surveys and project specific surveys are to be undertaken where maintenance or other specific works are planned / required. Re-active surveys will also be carried out on new acquisitions and disposals where a current survey does not exist.

3.3 Types of Asbestos Surveys

[HSG 264 \(Asbestos\): The Survey Guide](#) stipulates 2 types of surveys that are available to Arun District Council. These are Management Surveys and Demolition/Refurbishment Surveys which are detailed below:

Management Survey

This is a systematic survey of the premises in which all areas that can be accessed without causing damage. This will include internal and external areas. All suspect materials, ACMs and replacement materials are sampled for laboratory

analysis or can be presumed to contain asbestos where the surveyor assesses evidence is sufficient.

The product type, extent of damage/deterioration, surface treatment and asbestos type is assessed by the surveyor. The asbestos type is confirmed by laboratory analysis of the sample. A Priority Risk Assessment (PRA) is also undertaken based upon the agreed default criteria.

This survey type is non-intrusive and may well have areas or rooms that cannot be accessed therefore any such areas will be identified and qualified as 'No Access' areas. In such cases a presumption that ACMs may be present will be made until disproven by physical survey.

A Management Survey will be the assumed standard survey, Arun District Council will undertake this survey during the normal occupation and use of the building.

Refurbishment and Demolition Survey (R and D)

Occupied Properties

This is a systematic survey of the premises in which all areas are accessed. The survey is not fully intrusive and all visible areas with suspected ACMs will have samples taken for analysis.

In inaccessible areas ACMs will be presumed and Contractors will proceed with caution.

If suspected ACMs are encountered during the works all works will be stopped and the materials sampled and tested.

Unoccupied Properties

This is a systematic survey of the premises in which all areas are accessed. The survey is fully intrusive; involving destructive inspections to 'open up' concealed areas (e.g. boxing around services, debris within the base of an enclosure etc.).

Arun District Council will undertake this survey prior to the commencement of any refurbishment or demolition work to a property. Where refurbishment works are to be carried out to a specific area of the property (e.g. kitchen or bathroom), this more intrusive survey is only required to be conducted to these 'targeted' areas. Suspect materials uncovered are sampled for laboratory analysis.

Within this 'fully intrusive' survey, all relevant areas will be accessed; there should be no 'No Access' areas remaining within the agreed targeted areas relevant to the works proposed.

If the subject property has yet to be surveyed, then all other areas not requiring a localised Demolition/Refurbishment Survey will simultaneously receive a 'management survey' as described.

If asbestos is located within the property following the completion of the asbestos surveys, support staff or customers will be advised of the locations of the ACMs and provided with the survey information to ensure they are aware of the actions required to prevent the release of fibres.

3.4 Asbestos Survey Strategy

Arun District Council's survey strategy is based on the preferred approach of employing a Management Survey. Cloned data may be used where there is high confidence demonstrated through extensive surveying across similar property archetypes where asbestos is located. Ultimately Arun District Council will strive to achieve a 100 % survey of its relevant assets

Where access can be obtained within concealed areas, i.e. cupboards, roof areas, ducts and voids etc. details will be included within the survey information.

Where access is not available, or practicable at the time of the survey this will be included in the asbestos survey report and updated within Arun District Council Asbestos Register.

Where access is not possible the area will be presumed to contain ACMs and managed accordingly until proven otherwise i.e. until such time the area can be surveyed.

The survey can be relied upon for positive, presumptive and negative findings of ACMs for the purposes of day to day management.

Management Surveys and the associated Material Risk Assessment (MRA) have been developed in accordance with [HSG 264 \(Asbestos\) The Survey Guide](#) to provide a consistent approach for the management of all identified ACMs.

A Priority Risk Assessment (PRA) has been developed in conjunction with Arun District Council and their appointed asbestos consultants and is based upon advice given in [HSG227- 'Comprehensive guide to managing asbestos in buildings'](#). This assessment allows the determination of the risk of exposure from any fibre release

to assist the prioritisation of subsequent management actions and remedial works required.

The two risk assessment scores are totalled together to provide the overall Risk Assessment for that material a Risk Code is assigned.

Based upon the assigned Risk Code, report recommendations, Arun District Council will take appropriate actions and where required consult with the appointed asbestos consultant.

The results of a survey will include the identification and testing of materials that do not contain asbestos e.g. asbestos replacement materials. The results will be reported as part of the survey for information purposes and recorded within the relevant part of the `Arun District Council Asbestos Register`, with photographs, and plans etc.

The Responsible Person and/or the appointed asbestos consultant will be responsible for updating Arun District Council's electronic Asbestos Register – held by the appointed Asbestos Consultant - and will provide guidance/advice to Arun District Council colleagues.

If building work or refurbishment is planned which may involve disturbance of the fabric of the building, an intrusive R and D Survey must be undertaken to the areas directly affected and made available to the respective contractors before work commences.

Where access to undertake a survey to a building, or part of a building, is denied, the Arun District Council Asbestos Surveys 'No Access' Procedure will be applied until access is gained.

Failure to gain access may delay or restrict works subsequently undertaken within a property until asbestos information can be obtained.

Material Risk Assessment

The asbestos surveyor will provide this assessment as part of the survey report. The use of the material assessment allows each ACM or presumed ACM to be assessed and ranked. The Material Risk Assessment identifies how readily the material will release airborne asbestos fibres should it be disturbed.

Priority Risk Assessment

The asbestos surveyor will provide this assessment as part of the survey report. The Priority Risk Assessment considers the future likelihood of the ACM or

presumed ACM; to become damaged or disturbed by colleagues, visitor's, maintenance contractors etc. and those materials that are most likely to cause exposure of the occupants within a building to asbestos fibres.

The priority assessment will assess how likely it is for someone within the premises to disturb or damage the ACM resulting in fibre release.

A material assessment conducted for an ACM which generates a high score, does not automatically mean that those materials should be given priority for removal or encapsulation / repair.

Overall Risk Assessment

The Overall Risk Assessment provides a risk classification only in prioritising the risk from ACMs. Where an ACM is present, there is no "safe" score that will confer absolute freedom from risk to health.

The overall risk assessment for each identified ACM will be calculated with the Material Risk Assessment score added to the Priority Risk Assessment to provide an Overall Risk Assessment score from which prioritisation of the management actions for ACMs will be developed.

Based on the overall Risk Assessment score, a 'Risk Code' with an appropriate Management Action will be assigned to that material. This methodology and scoring protocol will be reflected within the Asbestos Register data.

The overall risk assessment scoring assigned 'Risk Codes' and corresponding management actions that apply are detailed in Table 4. The remedial options are detailed below:

- **Leave In-Situ and Manage** - If the material is in a good condition that presents no immediate risks to health, is not subject to abrasion or deterioration, the material will be left undisturbed. Where appropriate, i.e. in a non-domestic location it will be labelled and re-inspected periodically. The material will be identified to relevant occupants by provision of reports. Annual periodic inspections will be undertaken of all non-domestic and domestic common areas.
- **Repair, Seal, Encapsulation and Manage** - If the material has slight damage but otherwise is in a good condition, will not be subject to further damage, and presents no risk to health if left untreated, it may be repaired or sealed by an approved method. The material will be identified to relevant occupants by provision of reports or by labelling within non domestic properties. Periodical re-inspections will then be conducted to ensure he

condition does not deteriorate. Inspections will be visual to avoid unnecessary disturbance of the material and will not involve removal of covering material, i.e. duct panels or ceiling tiles.

- **Remove** - If the material is in such a condition or location that it represents a current or future risk to health, or is likely to be disturbed by maintenance work, it should be removed by an approved method. This may include materials which may be disturbed at a later time as part of planned work or refurbishments.

Any such ACM which was originally installed to act as fire protection or insulation will be replaced with suitable non-asbestos containing replacement materials which will provide a similar level of protection.

Table 4 Risk Assessment Code

This table shows an example of a Risk Scoring matrix and this or equivalent scoring matrix must be used.

MRA + PRA = Total Score	Risk Code	Management Actions
Score of 16 and over	A	High Risk - Material in poor condition: Restrict access and remove as soon as practicable .
Score of 14-15	B	Medium Risk - Material likely to be damaged or in poor condition: Remove / encapsulate material within 6 months .
Score of 11-13	C	Medium Risk - Material in fair condition: Encapsulate/repair and seal damaged areas within the recommended timescale . Monitor condition annually. Consider removal prior to maintenance or planned works.
Score of 7-10	D	Low Risk – Material in good condition: Monitor condition periodically (or annually if AIB) Consider removal prior to maintenance works.
Scores 6 and under	E	Very Low Risk – Material in good condition: Monitor condition periodically (or annually if AIB). Consider removal prior to maintenance or planned works.
Zero	F	No Risk - no asbestos detected, and no remedial measures are required.

- **High and Medium Risk Materials – Risk Codes A – C** - High and medium risk materials noted in the survey will be subjected to remedial measures or removal as appropriate to effectively manage the material and prevent any possible exposure to asbestos fibres.

- **Low and Very Low Risk Materials – Risk Codes D – E** - Low risk items can legally be worked upon or removed:
 - By personnel having a documented risk assessment.
 - Where safe system of work are in place.
 - Where documented training for this type of work is undertaken.
 - Utilising the appropriate personal and respiratory protective equipment (PPE).
 - Decontaminate themselves, the work area and understand the implications and requirements for the safe disposal of hazardous waste.

If the ACM is liable to be damaged during the process of removal; notification for some of this work will be required to the [Health and Safety Executive](#) before it commences in accordance with the ‘Notifiable Non Licensed Work’ (NNLW) category set out within CAR 2012.

- **Zero – Risk Codes F** - No asbestos present and no action required.

3.5 No Asbestos Survey Data

Where no asbestos information or survey report exists, any work will be postponed until an appropriate survey has been commissioned, completed and results reported.

Where emergency works are required to be carried out and where it is not feasible to conduct a survey in time; the contractor will view the Arun District Council Asbestos register. From this a summary of ACMs that may be present to that building based upon age and ACMs identified to properties of a similar type can be deduced.

In addition, the contractor will also be advised that this list of ACMs is based upon presumption, pending a full survey and therefore that other ACMs may be present within the building. Contractors will proceed with caution and assume that materials found which could contain asbestos must be presumed to be asbestos, until proven otherwise by sampling and bulk identification.

The retained Arun District Council asbestos survey / consultants will provide advice or attendance within 24 hours when required.

3.6 Re-Inspection of Identified ACMs

An asbestos re-inspection programme will be undertaken, to ensure that the original assessment of the asbestos material remains accurate, is still applicable,

that any associated risks have not altered and the recommended management action(s) are still valid.

Arun District Council will follow the [Health and Safety Executive](#) recommendation to inspect any ACMs within communal (non-domestic) areas a minimum of every **12 months**.

Where there is a relevant change to the parameters employed in the Material and Priority Assessments then these will be recorded. The original assessment(s) will then be amended in accordance with the findings of the re-inspection, and if required a new Risk Code will be applied. Arun District Council's Asbestos Register will be updated with the results of re-inspections regardless of outcome and the information will be used to influence the asbestos management programme in response to unacceptable deterioration of the asbestos.

Inspection and re inspection of ACMs within Arun District Council domestic properties is not covered by the Duty to Manage. However Arun District Council's aspiration will ensure a working knowledge of the condition of known ACMs within all domestic stock. This will be balanced against the customer's right to peaceful enjoyment of their homes. Arun District Council will monitor the condition of known ACMs through feedback from the following areas:

- Customer feedback.
- Empty property inspections.
- Contractors.

Within domestic areas, ACMs identified as being of a 'High' risk should be re-inspected at a frequency greater than that which would be adopted for 'Low' risk materials i.e. the level of risk posed by individual ACMs will dictate the frequency with which those re-inspections will be conducted.

The Arun District Council inspection cycle will be reviewed as part of the annual compliance review criteria, and maybe subject to revision based upon the findings of re-inspections undertaken.

Table 5 details the Arun District Council re-inspection frequency for ACMs against their assigned Risk Code, ACMs falling under Risk Category 'B' will be attended/encapsulated within 6 months and will then be recoded to Risk Code 'C'.

Table 5 – Re-inspection Parameters

Risk Code + Category	Re-inspection period:	
	Risk Code + Category	Re-inspection Period
A - High	N/A	N/A

	(remove/encapsulate)	(remove/encapsulate)
B - Medium	12 Months	12 Months
C - Medium	12 Months	12 Months
D - Low	60 Months	12 Months
E - Very Low	60 Months	12 Months
F - NAD	N/A	N/A

Changes in occupancy or use of facilities will also be considered as a relevant factor as part of the re-inspection survey. This may potentially alter the rating for vulnerability and/or the frequency of use for communal areas, but not for domestic areas.

The frequency of re-inspection will be increased to that deemed as appropriate when a material shows deterioration subsequent to the previous inspection record and could also have moved up to the next Risk Code. Should the afore-mentioned process be seen repeatedly for a given material, then that material may be considered for removal prior to reaching Risk Code A.

3.7 Property Asbestos Management Plans

Based on the current property portfolio Arun District Council does not have any individual residential property requiring a Property Asbestos Management Plan.

Any new properties acquired by Arun District Council will be assessed to identify if an individual Property Asbestos management Plan is required.

Arun District Council has a duty under Regulation 4 of the CAR 2012 to manage asbestos in non-domestic properties. Non domestic properties include industrial and commercial buildings, such as offices, shops, community rooms and also includes structures and installations (such as bridges), street furniture (such as street lighting) etc. The duty also covers the common parts of multi occupancy domestic premises and applies to foyers, corridors, lift cars, staircases, roof spaces, gardens, yards, outhouses, garages and plant rooms but **not** the private domestic area inside each flat.

The regulation is designed to make sure anyone who carries out any work in non-domestic premises and any occupants of the premises are not exposed to asbestos from ACMs that may be present. An essential part of the duty to manage is making sure that information on the location and condition of the ACM is passed on to contractors and other workers who may carry out work on the fabric of the building that could damage/disturb asbestos. This allows them to put in place appropriate controls to protect themselves and others in the building.

Any identified or suspected ACM must be inspected, and its condition assessed periodically, to check that it has not deteriorated or been damaged. The frequency

of inspection will depend on the location of the ACMs and other factors which could affect their condition, e.g. the activities in the building, non-occupancy etc. There will also be events or changes, e.g. maintenance work, new customers or colleagues that will trigger a review of the plan.

To comply with the regulation Arun District Council will produce a written Property Asbestos Management Plan (PAMP) for the relevant properties / area. The PAMP will record where the ACM is located and how it will be managed to prevent exposure to asbestos, including to contractors and other workers who may carry out work on the fabric of the building that could disturb the ACM. The PAMP will be actioned and communicated to those who will be affected.

A hard copy of the PAMP will where practicable be located within each property /area and within easy access and will include:

- A copy of the asbestos record or register and how to access it if it is kept electronically.
- Location plans of ACM's and removed ACM's.
- The schedule for monitoring the condition of any ACMs.
- Action plans for any necessary work identified from the risk assessments, e.g. repair, protect or remove ACMs.
- The asbestos survey and sampling / analysis records.
- Communication details of the content of the management plan; including instruction that work on the fabric of the building cannot start without the relevant parts of the record/register being checked. The plan will include details for how this will be achieved i.e. the procedures and arrangements to make sure: the record/register is checked in good time before the work starts.
- Contingency arrangements should that the main contact person for asbestos risk management is not available.

As a minimum, the management plan, including records and drawings, will be reviewed every 12 months. It will also be reviewed if there is reason to believe that circumstances have changed (e.g. there is a change of use of building, work being undertaken, ACMs removed or repaired etc.). The plan, including records and drawings, should then be updated accordingly.

3.8 Programme for ACM Removal/Treatment

Establishing a programme of removal/ treatment will involve a prioritisation process based upon the evaluation of the risks presented by the ACM, the order of planned Arun District Council projects and any recommendations given in the asbestos survey report. The strategy for developing a programme for ACM removal/treatment will take into account the following considerations:

- Known high risk items (priority materials) will be co-ordinated through the Repairs and Maintenance Manager to control these works.
- Details regarding planned projects, refurbishment, empty property and repair work will be assessed for the likelihood of their interference with ACM's.
- Details from survey results specifically undertaken to facilitate refurbishment.
- Interim changes which may arise from unplanned work or accidental/deliberate damage in any of the buildings – emergency work.
- Where the ACM has or is likely to deteriorate due to change in use and occupancy of the area.
- Where monitoring and/or colleague observe changes in the condition of ACMs.
- Where the ACM is likely to deteriorate due to the undertaking of work.
- Known ACMs which have exposed surfaces and require encapsulation, according to assessment recommendations, and are not areas accessible to the public may remain untreated for longer periods of time where the ACM does not present an immediate risk.

Where a project exposes or reveals unexpected items suspected to contain asbestos these will be assessed and treated immediately.

3.9 Planned Disturbance of ACMs

Planned disturbance of ACMs may be necessary when undertaking any form of repair work.

The risk associated with disturbing an ACM is related to nature of work proposed, its duration and the individual ACM concerned. Care is required to correctly determine contractor selection, processes required to complete the work and the nature of independent supervision and auditing necessary.

All licensable (and most notifiable) works require a four stage clearance process to be conducted upon the works enclosure by an independent analyst appointed by Arun District Council. Similarly the preference is that the appointed Arun District Council asbestos consultant undertakes this process to ensure continuity of compliance approach.

Work involving ACMs or presumed ACMs will be controlled through a 'permit to work' and contractors (licensed or otherwise) who are undertaking work will be required to undertake a risk assessment prior to works commencing and develop a 'plan of work' which will require permit approval.

Dependent upon the nature of ACM and extent of work involved, specialist licensed contractors, documented air monitoring and [Health and Safety Executive](#) notification may be required. Therefore, the costs of the appointment of an [Health and Safety Executive](#) Licensed Asbestos Contractor (ARCA member) and independent air testing laboratory, as well as any delay that might be generated by the **14 day** period for notification of any fully licensable works, need to be incorporated into project budgets.

3.10 Unplanned Disturbance of ACMs

In general, ACMs should not be disturbed. This can be achieved by ensuring that the asbestos survey is viewed and understood prior to commencement of any works on site, and/or prior to contractors tendering for works.

In situations where suspect or known ACMs have been disturbed or damaged to the extent that they may release fibres, the location should be secured without delay to prevent access if possible, or alternatively the immediate area must be isolated and the emergency protocol detailed in this plan followed.

The Repairs and Maintenance Manager will be notified immediately. Advice may also be provided by the appointed asbestos consultant who will, where appropriate, be called to examine the material and make recommendations and arrangements for its removal or treatment.

3.11 Asbestos Register Data Storage and Use

The Asbestos Register will be maintained in a fully accessible database format to enable both Arun District Council colleagues and contractors to identify individual properties, locations and corresponding ACMs.

Asbestos Register data will be in the form of summary information/photographs/plans together with the full attached individual Management Survey (or Refurbishment, or Re-Inspection Survey) reports which will provide information on the presence and location of asbestos within the premises. Data will include the 'Material', 'Priority' and overall risk assessment ('Risk Code') of the individual ACMs, management recommendations for all asbestos materials detected, together with photographs of sampling locations and related floor plans.

The documentation will also include relevant information relating to 'Recommended Management Process' of what action is recommended (e.g. repair/encapsulate/seal, manage or remove and dispose). This must be taken as being the most appropriate action for that material in that property and no deviation will be allowed.

Areas that could not be accessed at the time of the survey will also be detailed in the Arun District Council Asbestos Register system.

The Asbestos Register records the details of all persons gaining access, including contractors, as well as the date and time of viewing.

The Arun District Council Asbestos Register system (and associated survey reports) must be referred to whenever a repair, planned maintenance or refurbishment work is ordered to ensure that where there is a potential of asbestos being present, this is communicated to all involved with their undertakings.

The Arun District Council housing management system will contain flags identifying properties where there are known ACMs. Where Works Orders are issued to Contractors for these properties a warning will appear on the Works order.

Where asbestos has been removed, the Arun District Council Asbestos Register will be updated and historic records (including consignment notes and air test certification) will be retained as an audit trail of previous activities and for legal purposes in the case of any possible legal actions in the future.

4.0 Delivery Processes

The following provides the detailed process flows in the delivery of asbestos survey, inspection, remedial work, investment, management and maintenance. These procedures must be adhered to at all times.

4.1 Process Map One - Property Data Check and Reconciliation

The details of all properties/assets owned by Arun District Council will be held on the asbestos database.

The Group Head of Residential Services is the Data Manager.

The asbestos status for every asset will be defined in the database which will detail:

- Asbestos Risk category - High, Medium, Low, None.
- Survey completed - Yes, No, Not Required.
- Type of Survey – Management Survey, R&D survey.
- Date of initial Survey.
- Asbestos present – Yes, No, Presumed.
- Re-inspection required – Yes, No.

- Frequency of Re-inspection.
- Date of Last Re-inspection.
- Date of Next Re-inspection.

In addition, an Asbestos Master Spreadsheet is maintained by the Residential Services team which shows

- Asbestos Survey Required Yes/No
- Properties Managed but not owned by Arun District Council requiring Asbestos Surveys
- Management Voids

Non-Asbestos Properties

We will provide documentary evidence beyond reasonable doubt for all properties where asbestos is deemed 'not present' and the methodology to demonstrate that no risk is present, for example, a property is built post 2000. Where we cannot prove 'beyond reasonable doubt' that a property does not contain ACMs a survey will be undertaken.

Re-profiling Asbestos Re-inspection Survey Programme

Each year the Repairs and Maintenance Manager will seek to re-profile the asbestos survey programme in order to smooth the assessment programme to ensure a positive balance of archetypal and priority information, to ensure the most effective survey methodology is being employed and that contractor's resources can support the programme. This exercise will be undertaken in **April** each year.

Every second year, Arun District Council will undertake a strategic review of the process to identify it remains fit for purpose.

4.2 Process Map Two - Letter to Customer, Order Placed, Appointment Arranged

The Repairs and Maintenance Manager will generate the asbestos survey request. This will be in the form of a works/purchase order to external consultants, issued via email to the nominated asbestos surveyor/consultant.

The works/purchase order system will confirm the date on which the request was made to the asbestos surveyor or consultant to attend the property to undertake an asbestos survey.

Each property will have its own unique order number that will be used to identify the asbestos survey request between the surveyor / consultant and Arun District Council.

The Repairs and Maintenance Manager will issue the survey programme report to the surveyor / asbestos consultant to confirm that the orders have been raised.

Following receipt of the asbestos survey request report and using the agreed standard letter the asbestos consultant / surveyor will write to each customer to notify them of the set appointment for the inspection.

The asbestos consultant / surveyor will on a weekly basis confirm to The Repairs and Maintenance Manager by email, a report detailing the programmed survey dates for each property.

Appointment Date Changed

Where a customer changes the date of the appointment with the asbestos consultant / surveyor, the asbestos consultant / surveyor will amend the appointment date. The asbestos consultant / surveyor will notify Repairs and Maintenance Manager within the weekly report of all revised appointments.

4.3 Process Map Three – Programmed Investment and Refurbishment Asbestos Surveys

Following the Repairs and Maintenance Manager receiving a referral for programmed investment work, the Asbestos Register is interrogated for available information.

Where no management survey has previously been carried out an R&D Survey will be arranged for the areas affected by the works and management survey data will be collected for all other areas.

Where a management survey has previously been completed, a localised Refurbishment and Demolition survey will be completed on the property in all areas likely to be affected by the proposed work.

Following completion of the survey by the asbestos consultant / surveyor, the survey report is loaded onto the Asbestos Database.

The survey data upload within the Asbestos register will generate the material and priority risk assessment scores and an overall risk assessment score will be produced. This overall score will determine the action of treatment and removal or monitoring.

The Repairs and Maintenance Manager will forward the survey information to the contractor completing the works.

In all cases, the Asbestos Consultant will update the Asbestos Register with the outcome of an action including any documentary evidence (e.g. clearance certification, air monitoring etc.).

The contractor will complete the relevant works in line with any ACM identified and confirm completion to the relevant Arun District Council officer.

The Asbestos Consultant will re-inspect and update the Asbestos Register including recalculating the material, priority and overall assessment score following confirmation of completion of the works.

4.4 Process Map Four – Reactive and Void Asbestos Surveys

When a reactive repair or void repair order is issued, where there are known ACMs, a 'flag' will appear.

The Asbestos Register is then interrogated for available information.

Where information supports there is no ACM present, no further action is required beyond completing any work as required.

Where the requested repair works will potentially interfere with known ACMs the below will be followed:

An R&D Survey will be arranged for the areas affected by the works and management survey data will be collected for all other areas.

Where a management survey has previously been completed, a localised Refurbishment and Demolition survey will be completed on the property in all areas likely to be affected by the proposed work.

Following completion of the survey by the asbestos consultant / surveyor, the survey report is loaded onto the Asbestos Database.

The survey data upload within the Asbestos register will generate the material and priority risk assessment scores and an overall risk assessment score will be produced. This overall score will determine the action of treatment and removal or monitoring.

The Repairs and Maintenance Manager will forward the survey information to the contractor completing the works.

In all cases, the Asbestos Consultant will update the Asbestos Register with the outcome of an action including any documentary evidence (e.g. clearance certification, air monitoring etc.).

The contractor will complete the relevant works in line with any ACM identified and confirm completion to the relevant Arun District Council planned maintenance officer.

The Asbestos Consultant will re-inspect and update the Asbestos Register including recalculating the material, priority and overall assessment score following confirmation of completion of the works.

4.5 Process Map Five – Re-inspection Surveys

Repairs and Maintenance Manager will produce a re-inspection schedule. This will be developed from the data within the Asbestos Database. An initial interrogation of the Asbestos Register will be undertaken to review the available information.

The frequency of the inspections will be determined as in Table 5.

The re inspection of non-domestic properties will include the updating of the on-site asbestos management plan where required.

Where a management plan is required but not available the consultant / surveyor will inform Repairs and Maintenance Manager who will commission the relevant management plan, ensure delivery to site and recording of the plan in the compliance system.

4.6 Process Map Six – Remedial Work (Non-Licensed)

Where non-licensed remedial work has been identified to an ACM, the Repairs and Maintenance Manager will identify if the work is notifiable.

If the work is not notifiable, the repairs officer will raise a works order to a relevant contractor to complete works as required.

Where the work is notifiable the notification will be undertaken by the contractor commissioned to carry out the works.

The Repairs and Maintenance Manager will undertake the relevant assessment to ascertain if the customer can remain within the property during the works.

4.7 Process Map Seven – Remedial Work (Licenced)

Where licensed remedial work has been identified to an ACM, the Repairs and Maintenance Manager will raise a work order to the licensed contractor in line with priority timescales. The licensed contractor will attend site to ascertain the scope and nature of the work with the customer, agree access arrangements, duration and whether the customer will be able to remain within the property during the work. The licensed contractor will produce a 'plan of work' and method of completing the works safely.

The plan of work will outline:

- Site address.
- Identification of the type, content and condition of the ACM.
- Nature of work to be undertaken.
- How the work will be controlled.
- Measures employed to prevent/ reduce the exposure of those working on ACM's.
- Measures to prevent the spread of asbestos fibres during the works
- Detail of RPE/ PPE to be used.
- Measures to allow operatives to enter and leave the works area without spreading asbestos fibres.
- Measures and procedures for the safe handling, transporting and disposal of asbestos waste.
- Procedures, standards required and testing to be conducted to ensure the work area is left clean, fit and safe for re-occupation. This will specifically address the requirement for four stage clearance procedures.
- Emergency procedures.

The licenced contractor will liaise with the Repairs and Maintenance Manager regarding the scope, risks, decant requirements (if any), utility cap offs, duration and any specific requirements to complete the work. The licensed contractor will notify the work to the HSE before commencement of any work. This notification must be **14 days** prior to commencing the work using the ASB5 on-line format.

Where the work is non-licensed but notifiable, the licensed contractor will notify the HSE before commencement of any work using the NNLW1 on-line format. There is no notification period before works can commence.

The licenced contractor will arrange for a UKAS accredited analyst to be present for the duration of the works to ensure the integrity of the equipment/enclosures used

and to complete background air monitoring to ensure the level of fibre release is within control limits.

The licensed contractor will complete the work in line with the 'plan of work': and method statement. On completion removal, clearance and analytical certification will be forwarded to the Repairs and Maintenance Manager. The licensed contractor will inform the Repairs and Maintenance Manager of any follow on work requirements and the Repairs and Maintenance Manager will arrange for any follow on reinstatement works to be completed in line with Arun District Council response repairs process.

The Consultant will update the asbestos database with the outcome of the work.

4.8 Process Map Eight – Post Inspection

All completed works orders involving the removal or disturbance of ACMs will be post inspected and an Air Reassurance Test will be carried out.

Post inspection will be undertaken prior to any invoice being authorised.

The surveyor/ inspector will arrange access to the property with the customer to carry out the post inspection which will validate the following:

- The works are completed and are satisfactorily completed in terms of workmanship.
- The value of the work conforms to the agreed pricing schedule (including any work variations).

4.9 Process Map Nine – Asbestos Emergency Protocol

Where an asbestos exposure has been suspected, or confirmed, the customer/ contractor will be informed to stop all work immediately and the Repairs and Maintenance Manager will be informed of the situation.

The Repairs and Maintenance Manager will interrogate the asbestos database for pertinent information and advise the contractor/ customer accordingly.

Any affected person from an exposure will be advised to move to an area isolated from the ACM or external area, or to stay put and restrict access to that area, if possible, seal the area.

The Repairs and Maintenance Manager will arrange an emergency licensed contractor and a UKAS accredited analyst to attend site to complete air monitoring,

sampling of materials and complete an environmental clean to ensure the area is safe.

The Repairs and Maintenance Manager may liaise with colleagues and other contractors in order to ensure that the customer, property, other residents and surrounding areas are safe and to bring the situation under control.

The Repairs and Maintenance Manager will record the incident and complete a Arun District Council Incident report on the Arun District Council incident reporting system.

The incident may also be reportable under RIDDOR which will be issued by the Arun District Council Health and Safety Team.

Where the exposure is found to not contain asbestos, the contractor can complete works as required.

4.10 Process Map Ten – Independent External Audit Process

Arun District Council will appoint an Independent External Auditor (IEA) to undertake an external audit to a minimum of **10%** inspection of completed survey and remedial work.

A sufficient sample of completed survey and remedial works are forwarded to the IEA each month to achieve the required external assessments. Repairs and Maintenance Manager will monitor the access performance of IEA on a weekly basis.

The IEA will arrange access with Arun District Council customers individually and on completion of the audit will provide a **monthly** report of the findings to the Repairs and Maintenance Manager prior to the monthly operational meeting.

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).
- AR/Auditor (Number and percentage).
- ID/Auditor (Number and percentage).
- RIDDOR (Number and percentage).
- Monthly individual contractor performance summary.
- Annual/ to date individual contractor performance summary.
- Monthly individual operative performance summary.

- Annual/ to date operative performance summary.
- Benchmarking performance.

Technical Information to include the following:

- Accuracy of asbestos survey
- Quality of work (satisfactory and non-satisfactory).
- Number and type of defects found.
- Assessment of the effectiveness of the management plan processes.

Customer experience information to include the following:

- Overall customer satisfaction.
- Convenient time arranged.
- ID card shown.
- Contractors worked tidily.
- Good quality.

The findings of the IEA will be provided to the contractors before the monthly meetings to allow contractors to assess and report in the monthly meetings. An action plan will be developed with the contractors during the meeting 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.

5.0 Management of Contractors

5.1 Controlling the Work

The Repairs and Maintenance Manager will ensure that any notifiable works do not commence without the appointed licensed contractor completing the **14 day notice period** to the enforcing authority ([Health and Safety Executive](#)).

Licensed and Unlicensed Asbestos Removal - Licensed and unlicensed removal works will be undertaken in compliance with the [Control of Asbestos Regulations \(CAR\) 2012](#) and [HSG247- 'Asbestos: The licensed contractors' guide'](#) and only contractors holding a licence granted by the [Health and Safety Executive](#) will work on asbestos sprayed coatings, thermal insulation and insulation board (AIB).

Following the completion of asbestos works the area will be thoroughly cleaned and inspected by the licensed contractor. An independent UKAS accredited analyst will carry out a visual inspection followed by air sampling to ensure that the work area is

safe and ready for re-occupation. If the area is assessed as safe a certificate of re-occupation will be issued.

5.2 Contractor Details

The Repairs and Maintenance Manager will keep a central register (excel spread sheet), with the contractor's details. This will include the following:

Table 6 – Asbestos Safety Contractor Details Register

	Contractor Details
Contractor Details	Contractor Business name
	Trading address
	Key Contact Name
	Contact details
	Office Contact Phone Number and Mobile Phone
	Emergency phone number
	E-mail contacts
	Copy of relevant Company Asbestos Registration Certification Number (including expiry/renewal date) <ul style="list-style-type: none"> Asbestos Removal Contractor Association (ARCA) member with approved training in Asbestos removal Copy and type of <u>HSE</u> licence (including expiry/ renewal date)
	Outcome of the annual financial appraisal
	Insurance details including policy numbers and insurance cover details and excess etc.
Operatives Details	Details of prosecutions served or pending before and throughout the contract award including RIDDOR
	Full name
	Mobile phone number
	Training received – type and date and the date refresher training is required.
	The qualifications of the operative against the competence assessment Including mandatory training <ul style="list-style-type: none"> CSCS Skill Card UKATA CAT B Asbestos training Arun District Council Contract Passport (Pass) Contractor Sanctions (Red and Yellow)

5.3 Updating Details of Contractors Operatives

The contractor will provide an updated list of operatives working on the contract at the commencement of the contract and updated as operatives change at the

Operational Meeting. This information will be recorded in the operational Meeting minutes and used to update the contractor information spreadsheet as above and will be updated by the Repairs and Maintenance Manager within 5 working days of receipt of the information.

5.4 Updating Operative's Qualifications and Training

The contractor will provide an updated list, at the Operational Meeting, of new qualifications/training/refresher training for all operatives working on the contract.

This information will be recorded in the Operational Meeting minutes and used to update the contractor information spreadsheet as above and will be updated by the Repairs and Maintenance Manager within 5 working days of receipt of the information.

NOTE: Unless Arun District Council holds documentary proof that any operative has the relevant and up to date qualifications, the operative in question is not permitted to carry out any asbestos safety survey, inspection or repair work. Details of contractor competence must be held on the contract file by Repairs and Maintenance Manager.

In order for Arun District Council to discharge their duties under [CDM 2015, Regulation 4\(6\)](#) Arun District Council must check that any contractor carrying out any asbestos related works for Arun District Council is competent to do so. Prior to the commencement of the works Arun District Council Responsible Person will provide pre-construction information to the contractor, indicating if any asbestos related works are to be undertaken.

The contractor will provide a construction phase plan, including his competencies. **Details of contractor competence must be held on the contract file by the Repairs and Maintenance Manager.**

5.5 Operational Meeting

The Repairs and Maintenance Manager will meet with contractor representatives on an agreed frequency.

The Agenda and requirements for the meeting will be set out in Repairs Procedure and will be part of the Contract documentation.

5.6 Gaining Access for Asbestos Surveys and Repairs

The access Protocol for gaining access and the escalation process if access is not achieved, has been appended to this management plan.

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.

6.0 Voids/Empty Property works

When a property becomes void a domestic R&D Asbestos survey will always be carried out.

During void works ACMs in areas such as Artex ceilings and vinyl floor tiles will always be removed. This will reduce the risk presented by these ACMs for future repairs and will remove the requirement for Asbestos contractors to be involved during future reactive repair requirements at that property.

Arun District Council do not routinely remove ACMs in occupied properties unless major repairs/refurbishment require the removal.

7.0 Amendments to the Property Portfolio

The following circumstances will require a controlled amendment to the Arun District Council main asset data base and the property attributes relating to **asbestos safety categories** will need to be updated.

The database will be updated in the following circumstances:

- New build property development – domestic and commercial.
- Acquisition of property - domestic and commercial.
- Property Disposal.
- Any asset addition to the HMS database.

The following circumstances will require **an assessment** of a potential controlled amendment to the main database including the property attributes relating to properties where there is a responsibility for asbestos safety:

- Property refurbishment.
- Change of property tenure.

7.1 Addition of a Property

In any of the above, documentation will be provided to fully describe the property by the seller, developer or transferring organisation, giving the location of any ACMs.

This documentation will describe the type, condition and date of last survey/ inspection including any repair work undertaken.

The documentation will be approved by the Repairs and Maintenance Manager (Responsible Person) and will be forwarded for the following actions

- Entry into Housing Management System of core property details by **ICT**.
- Entry into Housing Management System Attributes the asbestos location, type, condition, and survey/ inspection date details by the Repairs and Maintenance Manager.

8.0 Quality Assurance

8.1 Performance Monitoring

The monitoring of a range of performance indicators is crucial in achieving landlord compliance, ensuring continuous improvement and demonstrating value for money.

Each process/procedure contained within this document is interdependent upon a range of PIs.

Cat	Indicator	Frequency
KPI	Total number of properties with a current asbestos survey against the property list	Weekly
KPI	Number of properties requiring an asbestos survey (pre 2000)	Monthly
KPI	Number of outstanding asbestos survey inspections	Monthly
KPI	Number of properties containing ACM	Monthly
KPI	Number of properties which are asbestos free	Monthly
KPI	Number/Percentage of remedial actions outstanding	Monthly
KPI	The number of re-inspection surveys to communal areas	Monthly
KPI	The number of reportable incidents (RIDDOR)	Quarterly
KPI	Improvement and prohibition notices issued identifying actions completed in accordance with the required timescales	Quarterly
KPI	Audit checks undertaken in relation to asbestos survey and works undertaken on a minimum of 10% sample	Monthly
KPI	The number of reportable incidents (RIDDOR)	Monthly
MPI	Customer Satisfaction	Monthly
OPI	Contractor accreditations and operative qualifications	Monthly

Each contractor has an integrated suite of performance indicators which will be monitored through the contract management procedures within each contract

8.2 Independent External Auditing (IEA) – Survey and Work Programme

Arun District Council will engage a 'third party' independent external auditor to undertake a sample of **10%** against all completed surveys, inspection, and repair work. As defined in **Process Map 16**.

8.3 Strategic Validation

Asbestos Safety Management is a high-risk area and the management plan/policy will be reviewed on an annual basis. An external strategic review will be undertaken every **2 years** which will include all operating process workflows.

9.0 Customer Complaints and Compliments

All customer compliments and complaints will be directed to the Repairs and Maintenance Team within Arun District Council and will be responded to in accordance with the Arun District Council Complaints Policy

10.0 Competence Training

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

11.0 Promoting Asbestos Safety

Safety awareness campaigns will be proactively supported and will include the distribution of media materials and initiatives as considered appropriate and will be used to proactively promote and improve customers understanding of the dangers of asbestos material and the presence of asbestos within the property.

All front line colleagues will receive training on the presence of asbestos and the importance of reporting damages materials urgently and the steps required to maintain safety.

12.0 Changes to Regulations, Legislation and Annual Review

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, contractors, consultants and customers. 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.

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 Asbestos Consultants, professional bodies and other trade media.

13.0 Glossary of Terms

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

Specific Term / Abbreviation	Definition
Asbestos Containing Materials (ACMs)	Any material that has an asbestos content
Asbestos Insulating Board (AIB)	Sheet boarding commonly used as fireproofing material, but it had many other uses such as: partition walls, fireproofing panels in fire doors, lift shaft linings, ceiling tiles, soffits
Asbestos Management Survey	A survey to identify if asbestos is present in a property which includes sampling but may be restricted to sampling only those materials where the presumption of asbestos could create difficulties or unnecessary expense for the building's duty holder.
Asbestos Removal Contractors Association (ARCA)	The leading trade association for asbestos management services.
Control of Asbestos Regulations (2012) (CAR)	Asbestos legislation which came into force on 6 April 2012, updating previous asbestos regulations to take account of the European Commission's view that the UK had not fully implemented the EU Directive on exposure to asbestos (Directive 2009/148/EC).
The Construction Design and Management Regulations 2015 (CDM)	The Construction (Design and Management) Regulations 2015 (CDM 2015) came into force on 6 April 2015. The regulation is the legal duty regarding health & safety of the whole construction process on all construction projects, from concept to completion and the continued use of the delivered project.
Data Manager	The data manager is responsible for ensuring that all required 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

Specific Term / Abbreviation	Definition
	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
Duty Holder	The person responsible for ensuring the requirements of the CAR 2012 Regulation 4 are carried out. Under Regulation 4, landlords have certain duties towards their customers to minimise the risk of exposure to asbestos.
Homes and Communities Agency - (HCA)	The non-departmental public body that regulates affordable housing in England. It was established by the Housing and Regeneration Act 2008 as one of the successor bodies to the Housing Corporation and became operational on 1 December 2008.
Health and safety Executive (HSE)	Non-departmental public body in the United Kingdom responsible for the encouragement, regulation/enforcement of workplace health, safety, welfare, and for research into occupational risks.
Asbestos: The survey guide (HSG 264)	The Health and safety Executives guidance document for asbestos surveys.
A comprehensive guide to Managing Asbestos in premises (HSG 227)	The Health and safety Executives guidance document for the management of asbestos.
Material Risk Assessment (MRA)	The asbestos material risk scoring assessment as defined within HSG264 that identifies a risk score for type and condition of the ACM and the ease with which it will release fibres if disturbed.
Housing Management System (HMS)	This is the main asset computer database used by Arun District Council.
Performance indicators (PI's)	<p>Performance indicators are categorised into 3 areas</p> <ul style="list-style-type: none"> • Key Performance Indicators (KPI) – A strategically important 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. <p>Operational Performance Indicators (OPI) - An important measurable indicator that that supports the management of a particular departmental activity.</p>

Specific Term / Abbreviation	Definition
Priority Risk Assessment (PRA)	The asbestos material priority risk scoring assessment as defined within HSG227 that identifies a risk score for the likelihood of someone disturbing the ACM.
Reasonably Practicable	The degree of risk in a particular situation that can be balanced against the time, complexity, cost and physical difficulty of taking measures to avoid the risk.
United Kingdom Accreditation Service (UKAS)	The 'sole national accreditation body recognised by Government to assess, against internationally agreed standards, organisations that provide certification, testing, inspection and calibration services.
UK Asbestos Training Association (UKATA)	Association that sets standards, audits and undertakes the management of the list of asbestos training providers.

Appendix 1 - Process Flowchart 'Style Guide'

Appendix 2 – Standard Letters

LETTERS TO FOLLOW

1.1

ARUN DISTRICT COUNCIL

REPORT TO HOUSING AND CUSTOMER SERVICES WORKING GROUP ON 6 February 2020

PART A: REPORT

SUBJECT:	Tenancy and Lettings Policy
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REPORT AUTHOR:	Johanne Batty, Neighbourhood Services Manager Satnam Kaur, Group Head of Residential Services
DATE:	6 January 2020
EXTN:	37721
PORTFOLIO AREA:	Residential Services

EXECUTIVE SUMMARY:

This report seeks approval for the adoption of a new Tenancy and Lettings Policy 2020 for the lettings, granting and management of the Council's housing stock. It amalgamates the previous Tenancy Policy and Introductory Tenancy Policy to create a single policy that sets out the council's approach to the letting and issuing of council tenancies.

RECOMMENDATIONS:

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

- the adoption of the Tenancy & Letting Policy April 2020
- that all current flexible tenancies are converted to secure lifetime tenancies from April 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.

1 BACKGROUND

1.1 The Council manages approximately 3350 homes. There are currently two policy documents which set out the Council's approach to the grant and management of tenancies. These are the Tenancy Policy 2012 and the Introductory Tenancy Policy 2016. These have been reviewed to ensure that they comply with the Regulator of Social Housing's Tenancy Standard and meet the Council's strategic objectives. The review has concluded that changes are required to reflect operational and policy changes since the adoption of the policies and it is proposed to combine the two documents into a single policy document for ease of reference and transparency.

- 1.2 The main change being proposed in the new policy is to end the use of fixed term tenancies and revert to the granting of secure tenancies.
- 1.3 The Localism Act 2011 granting a power for local authorities to offer Flexible Fixed Term Tenancies (FFTT) to new social tenants after 1 April 2012. The changes were intended to give landlords greater freedom to manage their housing stock and to ensure the best use of Council homes.
- 1.4 In September 2012 Arun District Council's cabinet approved the introduction of flexible tenancies with effect from 1 January 2013. Since this date all new Council tenants, except for older people moving in to sheltered accommodation, are offered an Introductory tenancy which is then converted to either a 5 or 10-year Flexible Secure Tenancy. Towards the end of the fixed term period a review is carried out on each tenancy.
- 1.5 FFTT are secure fixed term tenancies that give tenants similar rights as secure tenants; the main difference is that at the end of the fixed term tenancy period the tenant's circumstances are reviewed and a decision made to either offer another fixed term flexible tenancy or not to renew the tenancy. There are limited circumstances where another flexible fixed term tenancy would not be offered. These include under-occupation, significant rent arrears and serious or persistent anti-social behaviour.
- 1.6 The main driver for the introduction of flexible fixed term tenancies was to make better use of the housing stock. Since 2013 we have issued 350 Flexible tenancies, of which 155 have been on 5-year fixed term (Flex 5) and 196 on 10-year fixed term (Flex 10) tenancies. 22 Flex 5's have expired and these have been extended by another 5 years. No tenancy has yet been brought to an end. The review process for each tenancy creates a significant amount of work for officers and is not providing the benefits originally anticipated. Each tenancy that is reviewed is estimated to take on average 3.5 hours of officer time.
- 1.7 We currently have 329 FFTTs which will need reviewing and it is estimated that this will take 1,115 hours in officer time per annum which equates to 31 working weeks.
- 1.8 Having reviewed the situation it is evident that there is little benefit being gained from the use of fixed term tenancies. The unintended consequences have been to increase officer workload and divert resources away from assisting our tenants in greatest need of support.
- 1.9 When assessing whether there are any disadvantages to not using fixed term tenancies, we have considered how we deal with under occupation, rent arrears and anti-social behaviour. The council already has mechanisms in place to deal with rent arrears and anti-social behaviour and would not wait until the end of a fixed term to deal with these. We also have a downsizing incentive scheme to encourage under-occupiers to move to suitable sized accommodation.
- 1.10 Given the very limited benefits realised so far by using flexible tenancies it is

<p>proposed that from April 2020 all new tenants are issued a 12- month introductory tenancy which will convert to a secure lifetime tenancy after the introductory period.</p> <p>1.11 If the recommendation is approved, implementation will involve issuing all existing flexible tenants with a new secure tenancy agreement from April 2020</p> <p>1.12 The Ministry of Housing Communities & Local Government Social Housing Lettings Statistical release, in 2017/18 reported that 18 per cent of all social housing lettings were on fixed term tenancies. Only 8 per cent of these were granted by local authorities.</p>		
<p>2. PROPOSAL(S):</p> <ul style="list-style-type: none"> • Replace the existing Tenancy Policy 2012 and Introductory Tenancy Policy 2016 with a new Tenancy and Lettings Policy 2020 • From April 2020 offer all new Council tenants' an Introductory tenancy that converts to a secure lifetime tenancy after the introductory period • From April 2020 all existing flexible fixed term tenancies, be converted to secure tenancies 		
<p>3.OPTIONS:</p> <ul style="list-style-type: none"> • To revert to the use of secure tenancies as detailed above. • To continue to issue flexible fixed term tenancies. However, this is not considered to be a feasible option as it is very resource intensive and does not make the best use of our staffing resource, which could be better utilised to achieve positive outcomes for our most vulnerable tenants. 		
<p>4. CONSULTATION:</p>		
	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		✓

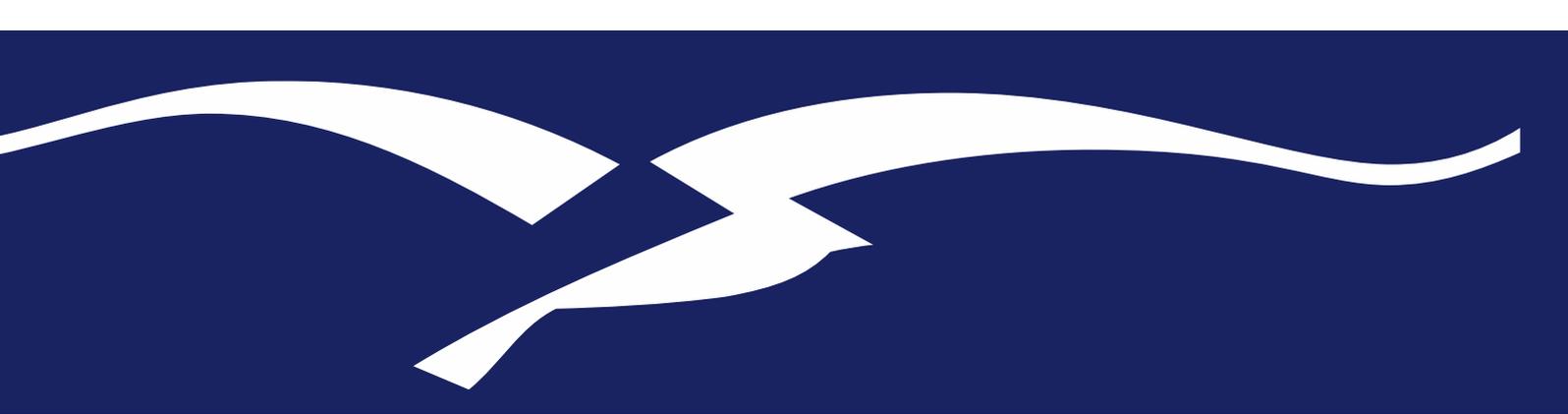
Asset Management/Property/Land		✓
Technology		✓
Other (please explain)		
6. IMPLICATIONS:		
N/A		

7. REASON FOR THE DECISION:

To give tenants better security of tenure which lends itself to creating stable and balanced communities and enables our staffing resources to be redirected to provide support and intervention to those in greatest need.

8. BACKGROUND PAPERS:

- Arun District Council Tenancy Policy 2012
- Arun District Council Introductory Tenancy Policy 2016



TENANCY & LETTINGS POLICY

Policy Date	April 2020
Approved by Full Council on	
Review Date	April 2023 or following any change in legislation, codes of practice or case law

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1.0 Introduction

- 1.1 This policy sets out the Council's approach to the issuing of council tenancies to ensure they are sustainable and make the best use of Council homes.
- 1.2 This policy also explains the legal assignment and succession rights afforded to Introductory and secure tenants.
- 1.3 This policy applies to;
 - General needs accommodation
 - Retirement/Sheltered housing
 - Temporary accommodation

2.0 Grant of Council Tenancies

- 2.1 This policy relates to the allocation of Council Housing under Part VI Housing Act 1996 in accordance with the Council's published Allocation Policy and to those persons whom the Council may owe a duty to secure accommodation under the Homelessness provisions of Part VII Housing Act 1996 or Homelessness Reduction Act 2017.

3.0 Policy Scope

- 3.1 This policy includes the following:
 - The grant of Introductory and Secure council tenancies
 - The grant of licences and non secure council tenancies
 - Mutual Exchanges
 - Legal assignment and succession rights

4.0 Related Policies

- Equality and diversity policy
- Housing ASB policy
- Housing Allocation policy
- Income recovery policy

5.0 Tenancy Offers

- 5.1 Before offering a tenancy for Council housing the Council will undertake:
 - **Vulnerability risk assessment** – we will risk assess all applicants to identify any support needs. Where we identify a need, we will need to be satisfied that adequate support is in place.

- **Affordability assessment** – applicants will be asked to complete an affordability assessment including proof of income and expenditure and full details of any debts. We will also seek permission to carry out credit checks. Where applicants have housing related debts, they will need to demonstrate that they have arrangements in place to repay them. If it is evident that the applicant cannot afford the tenancy an offer of a tenancy may be withdrawn.
- **References** – we will seek references for all applicants to ensure they are able to maintain a tenancy; including condition of property, acceptable behaviour and rent payments. If there is evidence of previous significant tenancy breaches, we will withdraw an offer.

5.2 We will not normally make an offer of a tenancy where the applicant

- Has breached the terms of a previous tenancy where if action had been taken possession would have been mandatory. This includes rent arrears, anti-social behaviour and tenancy fraud.
- Has behaved unacceptably towards Council staff or partner agencies. This includes verbal abuse, harassment and intimidation, threatening behaviour or abusive language.
- Was evicted from a previous tenancy or failed a probationary tenancy
- Knowingly given false or misleading information or has refused to provide information requested in a reasonable time scale.
- Has housing related debts and cannot provide evidence that they have either repaid or have significantly reduced the debt over a sustained period of time.
- Has recently been subject to anti-social behaviour injunction, anti-social behaviour order, an injunction, a demotion order, a closure order, a community protection warning/notice.
- Has been identified as being unable to sustain the tenancy without additional support and there is no evidence that a support or care package is in place.
- Has been identified as needing adaptations that cannot be provided and would put them at risk by not being in place.

6.0 Conditions of Tenancy Offer

6.1 An offer of a tenancy is conditional on the following;

- **Payment in advance** - All applicants, including mutual exchange applicants and applicants currently claiming benefits, are expected to pay 1 month's rent in advance and maintain this throughout their tenancy.
- **Benefit claims** – applicants are expected to provide information to support a claim at the time of signing the tenancy.
- **Direct debit** – new tenants are expected to set up direct debits to make rent payments.

7.0 Types of Tenancy

7.1 A brief description of the types of tenancies the Council will grant is set out in the table below:

Type of Tenancy	Relevant Legislation	Brief Description
Licence	Common law Protection from Eviction Act 1977	<p>Certain types of tenancies cannot be secure tenancies. These are specified in Schedule 1 Housing Act 1985 and include tenancies granted to homeless persons and asylum seekers, and properties let to the council for use as temporary housing accommodation under Schedule 1, paragraph 6 of the Housing Act 1985.</p> <p>A licence is issued when applicants are placed in Interim accommodation while enquiries take place into their homelessness.</p> <p>Licence agreements are not tenancies.</p>
Non-Secure Tenancy	Common law Protection from Eviction Act 1977 Schedule 1 Housing Act 1985 S.89 Housing Act 1980	<p>Certain types of tenancies cannot be secure tenancies. These are specified in Schedule 1 Housing Act 1985 and include tenancies granted to homeless persons and asylum seekers, and properties let to the council for use as temporary housing accommodation under Schedule 1, paragraph 6 of the Housing Act 1985.</p> <p>Non secure tenancies are granted to households placed in temporary accommodation by the Council.</p>
Introductory Tenancy	Housing Act 1985 Housing Act 1996	<p>Introductory tenancies are subject to a 12 month “probationary” period, during which the tenancy may be terminated on a mandatory ground in accordance with this policy. The probationary period may be extended by 6 months.</p> <p>All newly granted Council tenancies are Introductory tenancies.</p> <p>Introductory tenants do not have the Right to Buy, Mutual Exchange, make alterations and Improvements, take in lodgers, sub-let their home.</p>
Secure Tenancy	Housing Act 1985	<p>Traditional Council tenancies, often referred as lifetime tenancies, which last from week to week until terminated in accordance with specific grounds for possession (Schedule 2 Housing Act 1985)</p> <p>Introductory tenancies will automatically convert to a Secure tenancy after 12 months unless the Council has taken steps to extend or terminate the tenancy.</p>

Type of Tenancy	Relevant Legislation	Brief Description
Demoted Tenancy	Replaces a Secure Tenancy following an order by the Court.	<p>Used as an alternative to possession proceeding for anti-social behaviour.</p> <p>Security of tenure is greatly reduced during the 12-month period of demotion.</p> <p>Security is similar to that of an Introductory tenant.</p>

7.2 The council has chosen to operate the Introductory tenancy scheme in the Housing Act 1996. Under s.124 Housing Act 1996, in general, all new tenancies granted for permanent accommodation will automatically be an Introductory Tenancy.

7.3 All new tenants will be offered a 12-month Introductory tenancy which can be extended at any time for a further 6 months. If there are no serious tenancy breaches during the initial 12-month period, the tenancy will automatically convert to a Secure Tenancy without the need to sign a new tenancy agreement.

7.4 If an Introductory tenant is unable to sustain the tenancy because of welfare reform changes, we will consider converting the Introductory tenancy to a Secure tenancy to facilitate a mutual exchange or transfer. Conversion will take place at the point of moving to suitable alternative accommodation and will only be considered if the tenancy has been conducted satisfactorily.

7.5 New tenants are people who have received an offer of housing under Part VI of the Housing Act 1996 pursuant to the Council's Allocation Policy and are not already secure tenants of a Council, or assured tenants of a registered provider.

8.0 Tenancy Terms

8.1 The Council has adopted a combined standard form of tenancy agreement suitable for all types of Introductory and Secure tenancy which may be varied as set out below. The terms and conditions of Introductory tenancies may only be varied in accordance with the express tenancy terms.

8.2 Variation of tenancy terms and conditions

- The terms and conditions of weekly periodic Secure Tenancies can be varied under the procedure set out in s.103 of the Housing Act 1985.
- Rent or service charge may be varied in accordance with s.102 of the Housing Act 1985
- Services provided may be discontinued or changed upon 28 days' notice to tenants.

8.3 Consultation on matters of housing management

8.4 The council is obliged to consult Introductory tenants (s.137 of the Housing Act 1996) and Secure tenants (s105 of the Housing Act 1985) who are likely to be affected by a relevant housing Management matter.

9.0 Joint Tenancies

- 9.1 Joint tenants have equal rights of occupation and are jointly and severally liable for all the obligations owed under the tenancy. This means the council can pursue each of the tenants for arrears of rent even in circumstances where one of the tenants has moved out of the property but still remain on the tenancy agreement
- 9.2 We will usually grant a joint tenancy to partners at the start of a tenancy, irrespective of their legal status providing the condition of the Allocation scheme has been met and they are joint applicants.
- 9.3 Decisions to create a joint tenancy is discretionary but we will not unreasonably refuse a request from a sole tenant providing the following conditions are met;
- the applicant meets the criteria set out as if they were being offered a new tenancy
 - there are no rent arrears outstanding
 - there is evidence that the applicant has lived at the property as their main and principle home for 12 months.
 - They are not considered to be a risk to the local community
 - They have not been evicted, or abandoned a previous council property

10.0 Succession

- 10.1 When a secure tenant dies, there is provision for succession to take place in certain circumstances. There cannot be more than one succession to a secure tenancy, unless the tenancy agreement allows for it.
- 10.2 The rights to succeed a tenancy only exist if the claimant qualifies as a successor and lives with the tenant at the time of death and occupies the property as their main and principle home.
- 10.3 For tenancies granted before 1 April 2012 succession rights are extended to members of the family in addition to spouse, and civil partner. A member of the tenant's family means a parent, grandparent, child, grandchild, brother, sister, uncle, aunt, nephew or niece. Step-relations, half-relations, and relations by marriage are included in the definition. Cohabitees in this context means a couple who are living together as if married or as if civil partners, whether a 'couple' meet this criterion will depend upon the facts in each individual situation
- 10.4 For tenancies granted after 1 April 2012 only spouses, partners and civil partners have the statutory right of succession.
- 10.5 Where the original tenancy is a joint tenancy and one tenant dies, the surviving tenant will take over the tenancy by survivorship. This is counted as a succession in law. If, however the surviving tenant does not live in the property, the tenancy will cease to exist on the death of the resident joint tenant.

10.6 For Introductory tenancies there is a right to succeed on the death of the tenant.

11.0 Transfers

11.1 Council tenants whose homes are no longer suitable for their needs can apply to go onto the Housing Register. Once they are accepted, they can bid for properties by choice-based lettings. If they bid successfully, they will be offered a tenancy with the same security of tenure as the tenancy they are giving up.

12.0 Ending a Tenancy

12.1 Surrender

12.2 An implied surrender will result from the tenant handing the keys back to the council with the intention to end the tenancy, and us accepting the keys and agreeing to the termination of the tenancy with immediate effect.

12.3 If the keys are simply handed back, this does not amount to implied surrender. It would only be the tenant's offer of surrender which the landlord is not bound to accept.

12.4 Tenant Notice to Quit

12.5 Tenants can end their tenancy at any time by serving a valid Notice to Quit with a notice period of at least 4 weeks' notice in writing.

12.6 There is no specified form of notice required and we will accept notice by letter, but it must be clear that it is the tenant's intention to end the tenancy. Once a Notice has been given it cannot be withdrawn.

12.7 The council may, at its discretion choose to accept less than 4 weeks' notice for sole tenancies. This decision will be confirmed in writing.

12.8 A joint tenancy can be ended by either tenant giving notice without the consent of the other tenant. In this instance the notice period cannot be shortened to less than 4 weeks. At its discretion the Council may choose to grant the remaining tenant a new tenancy.

12.9 A valid Notice to Quit given by the tenant will end the tenancy. We will obtain a court order to evict any of the former tenants if they remain in the property after the expiry of the Notice to Quit.

12.10 Council Notice to Quit

12.11 Failure to give proper notice will result in the council serving a relevant Notice to Quit. During the period of the Notice the tenant will remain responsible for charges and rent.

12.12 The Council can terminate a Secure tenancy at any time by seeking possession relying on any of the statutory Grounds set out in the Housing Act 1985. The

Council can also rely on mandatory Grounds for anti-social behaviour as set out in s.84A in the Housing Act 1985.

12.13 On the death of a tenant the Council will serve a notice to quit where there is no statutory or contractual successor.

12.14 If the tenant does not occupy the property as their main and principle home, or sublets the whole of the property, the tenant will lose their secure tenancy status and the Council will serve a Notice to Quit to end the tenancy.

13.0 Decants

13.1 Tenants who have to vacate their home so that we can carry out major repairs, improvement or redevelopment work, or demolition, will be offered suitable alternative accommodation with the same type of tenancy as their original, or they will be provided with temporary accommodation until such time as suitable alternative accommodation is found; these tenants will retain their original tenancy until suitable alternative accommodation has been accepted.

13.2 Where tenants refuse the councils offer to find suitable alternative accommodation the council can also terminate tenancies for the purposes of demolition, re-development, repair or improvement, or in accordance with the council's policies and procedures from time to time.

14.0 Mutual Exchanges

14.1 A mutual exchange operates by assignment of the original tenancy agreement under s.92 of the Housing Act 1985. In most cases, new tenants by way of Mutual exchange do not need to sign a new tenancy agreement as they become tenants of the property under the original agreement.

14.2 Introductory tenants do not have the right to exchange their tenancy. Landlords, including the Council, can withhold consent to an exchange of tenancies in limited circumstances as listed under Schedule 3 of the Housing Act 1985. These include where:

- The Council has started legal proceedings to repossess the property.
- The property has been adapted for someone with a disability and nobody in the exchange household has a need for the adaptation.
- The property is substantially more extensive than the incoming household needs, and the property would be under occupied.
- The property is smaller than the incoming household needs, and the property would be overcrowded.

14.3 Due to the shortage of social housing the Council are unable to consent to exchanges that would result in under occupation of properties. The size of property suitable for households is outlined in the Councils Allocations Policy.

- 14.4 The Council will only consider permeant members of the applicant's household when calculating the size of property suitable.
- 14.5 If an applicant has rent arrears, they will be asked to clear the arrears before the exchange can take place. If they qualify for an under-occupancy incentive this will be used to clear the following before any remaining amount is sent to the tenant on completion of the exchange;
- Rent arrears
 - Housing related debts
 - Rechargeable cost for property damage
 - Cost for property or garden clearance
- 14.6 Most mutual exchanges are affected by Deed of Assignment, but where flexible tenancies are swapped with weekly Secure tenancies and the tenancy was granted before 1 April 2012 each tenant will be required to surrender their tenancy. They will then be granted a new tenancy with the same tenure as the original.
- 14.7 Un-authorized Mutual Exchanges – if tenants move without the council's permission, we will treat the occupiers as unauthorised occupants and take legal action to remove them.

15.0 Under-Occupancy Incentive

- 15.1 The council may from time to time offer a fixed payment to existing council tenants wishing to move to suitable sized accommodation so that we can make best use of council homes. This payment will be made after the tenant has moved and will only be paid once any debts owing to the council as outlines above have been cleared.

16.0 Data Protection, Confidentiality and Information Sharing

- 16.1 The council will ensure it complies with the requirements of the Data protection Act 1998 and its own data Protection Policies when managing information, it holds about its tenants.

17.0 The Equality Act 2010 and the Human Rights Act 1988

17.1 Equality Act

The Equality Act 2010 identifies those characteristics in respect of which it is unlawful to discriminate (protected characteristics). Examples of these are; age, disability, race, sex, religion or belief, sexual orientation. The Act protects a person from discrimination if they are associated with someone who has a protected characteristic e.g. a family member.

17.2 Disability

The Council must have regard to those who have a disability. This is called the Public Sector Equality Duty. In relation to disability, the duty may mean treating disabled people more favourably than other tenants, having due regard to the need

to remove or minimise disadvantage suffered by protected groups, taking steps to meet their needs, where different, and encouraging participation in public life where participation is disproportionately low. E.g. tenant representative groups. The Courts have held that the disability equality duty applies to decisions about individuals, including decisions about evictions.

17.3 Human Rights

The Convention Rights have a specific role to play in the context of social housing. The rights protected under the Human Rights Act 1998 are incorporated into the law of England and Wales. The Council is required to treat people in accordance with the Convention Rights unless required by Act of Westminster to do something that is incompatible with the Convention Rights. Interference with a person's human rights must be proportionate to those rights, this means balancing the rights of the individual with the duties and responsibilities of the Council as a landlord. The Council is responsible for showing that the actions it takes are necessary and therefore proportionate. Thus, the principles are directly relevant to the day to day decision making of officers.

17.4 The Equality and Human Rights Commission states that there are rights contained in Articles 6, 8 and 14 that are most likely to be relevant to social housing.

17.5 Article 6 - Right to a fair trial

17.6 Article 8 - Right to respect for private life, family life and the home.

17.7 Article 14 - Prohibition of discrimination.

17.8 These rights do not necessarily prevent the Council from managing its housing stock and acting to end or manage tenancies, but the Council must act in accordance with the law and in a way that is in pursuit of a legitimate aim and both necessary and proportionate. This is a balancing exercise between the human rights of a tenant or occupier and the rights of others. The convention does not prohibit the Council from taking sensible and proportionate measures to encourage or enforce payment or other compliance.

18.0 Decisions and Appeals

18.1 We will always consider requests in line with our policy and let you know in writing what our decision is.

18.2 If you are not happy with our decision you can appeal in writing to the Neighbourhood Services team with your reason. You must do this within 5 working days of our decision.

18.3 We will respond fully in writing to the appeal within 10 working days following receipt of the appeal.

18.4 While we are reviewing our decision, we will not vacate the property the tenancy

related to.

19.0 Equalities Impact Assessment

19.1 An equality impact assessment has been carried out on this policy.

ARUN DISTRICT COUNCIL

REPORT TO HOUSING AND CUSTOMER SERVICES WORKING GROUP ON 6 FEBRUARY 2020

PART A : REPORT

SUBJECT: Pets Policy

REPORT AUTHOR: Johanne Batty Neighbourhood Services Manager
Satnam Kaur, Group Head of Residential Services
DATE: December 2019
EXTN: 37721
PORTFOLIO AREA: Residential Services

EXECUTIVE SUMMARY:

This report seeks approval for the adoption of a Pets Policy in respect of the management of council tenancies.

RECOMMENDATIONS:

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

- the adoption of the Pets Policy April 2020
- give delated authority to the Group Head of Residential Services in conjunction with the Cabinet Member for Residential Services to make minor changes to the policy.

1. BACKGROUND:

- 1.1 As a landlord of social housing Arun District Council is responsible for ensuring that pets in our properties are managed responsibly so that they do not cause a nuisance to other residents and do not cause damage to our homes.
- 1.2 The introduction of this policy will provide clear controls and guidance to residents and staff to prevent irresponsible pet ownership which has historically resulted in suffering to animals, nuisance to neighbours, and damage to properties.
- 1.3 Although our tenancy agreement states that some of our properties are suitable/not suitable for pets, and in those that are suitable we will allow a reasonable number of pets, it does not specify which of our properties are suitable or what is generally considered to be a reasonable number. Whilst the tenancy agreement allows the council to take action against tenants causing a nuisance, the legal route is costly and generally would not be considered proportionate in all but the most serious cases.

- 1.4 The council routinely receives serious complaints from residents about persistent nuisance resulting from irresponsible pet ownership and keeping pets in unsuitable circumstances. We consider that managing when we give residents permission to keep pets in our properties will reduce the number of nuisance cases and will ultimately lead to less conflict between residents.
- 1.5 As a council we recognise the benefits that keeping a pet can have, particularly for people with mental health issues, and want to balance this with the rights of all residents to peaceful enjoyment of their homes.

2. PROPOSAL(S):

To introduce a pet policy that is transparent and sets our approach to have a pet and how our decisions will be made and what action we will take if pets cause a nuisance to other residents.

3.OPTIONS:

- Approve the proposed Pets Policy
- Not to approve the policy and continue to operate without a policy. This is not considered a feasible option as it leads to inconsistent decision making and lacks transparency for tenants and prospective tenants.

4. CONSULTATION:

	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

7. REASON FOR THE DECISION:

To enable the council to manage the number of pets in our properties and deal more effectively with reports of nuisance and damage caused by animals.

8. BACKGROUND PAPERS:

None

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PETS POLICY

Policy Date	April 2020
Approved by Full Council on	
Review Date	April 2023 or following any change in legislation, codes of practice or case law

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1 Introduction

1.1 This policy outlines our approach to giving residents permission to have pets and has been developed in line with the Pet Advisory Committee's publication "Pet Management for Housing Providers 2010" which sets out best practice for keeping pets in social housing.

1.2 This Policy applies to council residents living in:

- General needs properties
- Retirement properties
- Shared Ownership and leasehold properties
- Temporary accommodation

1.3 We encourage responsible pet ownership; balancing the positive impact pets can have, while ensuring they don't negatively affect others or cause a nuisance.

1.4 It is widely accepted that pets provide people with companionship. It is important to recognise that an increase in the number and variety of species being kept has implications for both human and animal welfare and that Landlords have a duty to manage this responsibly.

1.5 We recognise the benefits that having a pet can bring but we need to ensure that there are controls in place to prevent irresponsible pet ownership which can cause suffering to animals and nuisance to other residents.

1.6 Where we receive complaints about nuisance caused by pets and the resident has not requested permission in line with their tenancy agreement, we will require the resident to request permission retrospectively.

1.7 Where previous permission can be evidenced in writing we will honour this permission; however, all permissions are subject to withdrawal if conditions as set out in this policy are not being met.

2 Aims and Objectives

2.1 The aim of this policy is to promote responsible pet ownership in our properties and to make sure they do not cause a nuisance to other residents or cause damage to our properties.

2.2 This policy will assist us to make consistent decisions when giving residents permission to keep a pet and how to deal with reports of pet nuisance and / or animal welfare concerns within council properties.

3 Legal Framework

3.1 Arun District Council will ensure that the Pets policy meets legislative and good practice requirements contained within the following Acts and Codes of Practice:

3.2 Animal Welfare Act 2006

Legally requires pet owners to meet 5 welfare needs of their pets, including

- Somewhere suitable to live
- A proper diet, including water
- The ability to express normal behaviour
- Any need to be housed with, or apart, from other animals
- Protection from, and treatment of, illness and injury

3.3 Dangerous Dogs Act 1991 section 1

It is an offence to keep specific breeds of dogs. The council will not give permission for any of the following dogs;

- Pit bull terrier
- Dogo argentine
- Fila brasileiro
- Japanese tosa

3.4 Dangerous Wild Animals Act 1976

Designed to protect the public and safeguard the welfare of the animals.

Licences are required from the council for any animal that appears on a schedule of the act

3.5 Disability Discrimination Act 2005

Assistance dogs such as guide dogs for the blind, hearing dogs for hearing impaired people and dogs for people with disabilities must always be permitted.

3.6 Environmental Protection Act 1990 – section 70

It is an offence to keep an animal in conditions that are prejudicial to health, or for an animal to cause nuisance or emit noise from a building which causes a nuisance.

3.7 Related Policies

This policy should be read in conjunction with the following Arun policies, procedures and regulations:

- Equality and Diversity Policy
- Housing ASB Policy

4 Our Approach

- 4.1** Our tenancies, apart from non secure tenancy agreements (where pets are not permitted) state that tenants must obtain permission from us to keep a pet and that permission will not be unreasonably withheld.

4.2 When considering whether to give permission the council will take the following into consideration;

- Size and type of animal that permission is being requested for
- Type and size of property
- Whether the property has a private garden
- Whether there are issues relating to property condition or irresponsible pet ownership
- Whether there are any current or previous issues relating to nuisance
- Whether permission has already been granted for other pets in the property

4.3 Animals that we will give permission for;

- Domestic cats if they are neutered.
- Domestic dogs if they are micro chipped and vaccinated.
- Fish in a small aquarium
- Small birds in cages
- Rabbits, hamsters, guinea pigs, gerbils and domestic mice and rats in small cages

4.4 We will not grant permission for the following;

- Running a kennel or cattery business from council homes
- Aviaries of birds
- Poisonous spiders, reptiles, insects or snakes
- Farm animals including chickens, pigs, sheep, horses, cattle
- Dogs listed in the Dangerous Dogs Act 1997
- Animals listed in the Wild Animals Act 1990

4.5 What we consider suitable in our properties;

- **Houses, and bungalows, with private gardens;** we will give permission for 2 pets; 2 dogs, or 2 cats, or 1 of each. We may also consider giving permission for other smaller domestic pets in cages.
- **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
- **Ground floor flats, and maisonettes, with a private garden;** we will give permission for 1 dog or 1 cat. We may also consider giving permission for other smaller domestic pets in cages
- **Temporary accommodation;** permission will not be given for pets in our temporary accommodation.
- **Assistance pets;** we will give permission for residents to have 1 assistance animal regardless of the property type they live in.

5 Giving Permission

5.1 Before we grant permission, we'll ask you to sign a Pet Agreement which will set out the conditions that need to be met. If we refuse to give permission, we will contact you to explain why.

5.2 Where we discover a pet is being kept without our knowledge, we may give permission retrospectively if other conditions for keeping a pet can be met.

5.3 We will not give permission on the following grounds;

- Where a resident already has the permitted number of pets
- Where a resident has a previous history of irresponsible pet ownership that has caused nuisance or damage to any property
- Where there is a previous history of animal welfare issues
- Where the condition of a resident's home means it is not suitable for a pet
- Where the pet is pregnant

5.4 If you feel we have refused permission for a pet unfairly, you can appeal by following the appeals process as set out in Section 10 of this policy.

6 Withdrawing Permission

6.1 In all instances we would investigate reports of nuisance caused by pets and encourage pet owners to voluntarily agree to resolve the problem.

6.2 We will withdraw permission for a pet in the following circumstances;

- Roaming animals
- Persistent noise nuisance or odours
- Too many animals
- Allowing pets to foul without removing and disposing of waste
- Aggressive animals
- Damage to council property, including outside space
- Flea and vermin infestation

7 Unauthorised Pets and Enforcement Action

7.1 Where we discover that a resident has a pet without obtaining permission, we will consider the following action;

- Require the resident to re-home the pet
- Refuse a transfer until the matter is resolved
- Involve agencies such as the Police, environmental health or RSPCA

7.2 Where it is found that a breach of tenancy has occurred, and no effort is made by the resident to resolve the problem we will consider taking the following action;

- Extend or end an Introductory tenancy
- Obtain an injunction
- Take legal action to obtain a possession order
- Evict the resident

8 Data Protection, Confidentiality and Information Sharing

8.1 The council will ensure it complies with the requirements of the Data protection Act 1998 and its own data Protection Policies when managing information, it holds about its tenants.

9 The Equality Action 2010 and the Human Rights Act 1988

9.1 Equality Act

The Equality Act 2010 identifies those characteristics in respect of which it is unlawful to discriminate (protected characteristics). Examples of these are; age, disability, race, sex, religion or belief, sexual orientation. The Act protects a person from discrimination if they are associated with someone who has a protected characteristic e.g. a family member.

9.2 Disability

The Council must have regard to those who have a disability. This is called the Public Sector Equality Duty. In relation to disability , the duty may mean treating disabled people more favourably than other tenants, having due regard to the need to remove or minimise disadvantage suffered by protected groups, taking steps to meet their needs, where different, and encouraging participation in public life where participation is disproportionately low. E.g. tenant representative groups. The Courts have held that the disability equality duty applies to decisions about individuals, including decisions about evictions.

9.3 Human Rights

The Convention Rights have a particular role to play in the context of social housing. The rights protected under the Human Rights Act 1998 are incorporated in to the law of England and Wales. The Council is required to treat people in accordance with the Convention Rights unless required by Act of Westminster to do something that is incompatible with the Convention Rights. Interference with a person's human rights must be proportionate to those rights, this means balancing the rights of the individual with the duties and responsibilities of the Council as a landlord. The Council is responsible for showing that the actions it takes are necessary and therefore proportionate. Thus, the principles are directly relevant to the day to day decision making of officers.

9.4 The Equality and Human Rights Commission states that there are rights contained in Articles 6, 8 and 14 that are most likely to be relevant to social housing.

Article 6 - Right to a fair trial

Article 8 - Right to respect for private life, family life and the home.

Article 14 - Prohibition of discrimination.

These rights do not necessarily prevent the Council from managing its housing stock and acting to end or manage tenancies, but the Council must act in accordance with the law and in a way that is in pursuit of a legitimate aim and both necessary and proportionate. This is a balancing exercise between the human rights of a particular tenant or occupier and the rights of others. The convention does not prohibit the Council from taking sensible and proportionate measures to encourage or enforce payment or other compliance.

10 Decisions and Appeals

- 10.1** We will always consider requests in line with our policy and let you know in writing what our decision is.
- 10.2** If permission is refused you can appeal in writing to the Neighbourhood Services team with your reason. You must do this within 5 working days of our decision.
- 10.3** We will respond fully in writing to the appeal within 10 working days following receipt of the appeal.

11 Equalities Impact Assessment

- 11.1** The equality impact assessment showed a potential adverse impact on residents with disabilities or vulnerabilities. This policy sets out that we will grant permission for Assistance Pet for residents with disabilities. Other residents that may be considered vulnerable will be supported to re-home their pets.

ARUN DISTRICT COUNCIL

REPORT TO AND DECISION OF HOUSING AND CUSTOMER SERVICE WORKING GROUP ON 6 FEBRUARY 2020

PART A : REPORT

SUBJECT: EMPTY HOMES STRATEGY 2018 – 2023 UPDATE

REPORT AUTHOR: Nat Slade, Group Head of Technical Services

DATE: 10 January 2020

EXTN: 37683

PORTFOLIO AREA: Technical Services

EXECUTIVE SUMMARY:

On the 04 January 2018 the Housing and Customer Services Working Group recommended to Cabinet that the Empty Homes Strategy 2018-2023 was adopted and this report provides an update on the work and achievements to date.

The Housing and Customer Services Working Group on 03 July 2014 recommended to Cabinet that the Empty Property Assistance Program (EPAP) was set up to help provide grants and loans to owners of empty properties to bring them up to decent home standard and back into occupation. Additional funds are requested for the continuation of this work. It is proposed that this is achieved via the transfer of unspent receipts from discretionary housing grants repayments accessible for home improvement programme.

On 24 November 2016 the Housing and Customer Services Working Group recommended to Full Council, on 11th January 2017 the adoption of the Enforced Sale Procedure, this report also provides a review and update to this procedure for approval.

RECOMMENDATIONS:

Members are requested to recommend to Cabinet:

1. To note the update on the Empty Homes work.
2. To adopt the updated Enforced Sale Procedure.
3. To delegate authority to the Group Head of Technical Services to make changes resulting from identified good practice and legislative changes to the Enforced Sale Procedure, a review of which will take place by the end of 2022.
4. To approve 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

1. BACKGROUND:

1.1 On 04 January 2018 the Housing and Customer Services Working Group recommended to Cabinet that the Empty Homes Strategy 2018 – 2023 was adopted.

1.2 Empty homes represent a wasted resource and can have a negative impact on local communities. Long term empty properties can:

- attract crime, vandalism and anti-social behaviour.
- become a public health hazard and magnet to vermin as well as look unsightly and pose a potential danger to the community including children.
- detract from the neighbourhood amenity.
- reduce the value of adjacent properties.
- cost the community for visits and action by Police and the Council's Private Sector Housing and Public Health Team.

1.3 As of April 2019, there were 394 Empty Homes in the Arun District based on Council Tax records. The figures for the number of properties brought back into use by the direct intervention of the Empty Homes Officer, are detailed in the table below:

Year	Number of Properties Brought Back into Use
2014/2015	35
2015/2016	20
2016/2017	40
2017/2018	49
2018/2019	82
2019/20 as at 31 st December 2019	57

1.4 All these figures exceed the corporate target set annually which for 2019/20 is 25 properties.

1.5 The New Homes Bonus is a grant paid by central government for increasing the number of homes and their use. The New Homes Bonus until 2017 was paid each year for 6 years and based on the amount of extra council tax revenue raised for new build homes, conversions and long term empty homes brought back into use and equated to approximately £1,500 per property each year. In 2017/2018 changes to the way the New Homes Bonus 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 carries out contributes to the amount of New Homes Bonus the Council receives. Since 2014 this has equated to approximately £1.6 million.

- 1.6 The focus of empty homes work is on any property that has been empty for more than 6 months and initially a letter is sent to the property owner advising them of the free service the Council offers in advice and the options that are available to them to bring the property back into use. This includes how they can:
- Reduce the costs of owning an empty property including council tax and deterioration in value.
 - Reduce the risks of leaving their property unoccupied - vandalism, squatters, complaints from neighbours and the decline in its condition.
 - Gain rental income or lump sum by letting or selling their property.
- 1.7 Options available to help empty property owners:
- List of individuals and companies interested in purchasing empty homes
 - Advice and guidance on selling their home, probate, letting and renovations
 - Availability of a grant or loan to assist in bringing the property back into use.
- 1.8 This initial letter often encourages owners to contact the Council. However, if no response is received a second and, if necessary, a third letter is sent in the hope that they will engage with the Empty Homes Officer.
- 1.9 Each empty property is different and there are many reasons why they become empty. These reasons can be sensitive, and it is important to be understanding of all different situations.
- 1.10 The Empty Homes strategy is based upon an approach of:
- Engage – engage in methods of identifying properties
 - Encourage – encourage owners of empty properties to bring them back into use
 - Enforce – enforcement action will be used in appropriate circumstances to target long term empty properties, if owners fail to co-operate with renewal options.
- 1.11 The Housing and Customer Services Working Group on 03 July 2014 recommended to Cabinet that the Empty Property Assistance Program was set up to help provide grants and loans to owners of empty properties to bring them up to decent home standard and back into occupation. £200,000 was approved for the provision of loans which would be directly paid back and a supplementary estimate of £100,000 was agreed to support the grants and enforcement work.
- 1.12 Property owners can apply for assistance which can be in the form of a grant which will be up to a maximum of £5,000 or an interest free loan which is up to £10,000 and paid back on a monthly basis over an agreed term.

1.13 In exchange for a grant or loan the property will be referred to the guaranteed rent scheme and the Council will have nomination rights for a five year period. The property owner is also required to join the Arun and Chichester Landlord Accreditation Scheme and meet these standards.

1.14 The grants and loans are registered with the Land Registry as a charge on the property and become payable if the property is sold or there is a change of tenure within 5 years. The table below shows the number of grants and loans provided over the past 5 years:

	Number of Grants	Number of Loans
2014/2015	0	0
2015/2016	3	0
2016/2017	0	1
2017/2018	0	0
2018/2019	0	0
2019/20 to 31 st Dec 2019	5	0
Total Value	£40,000	£10,000

1.15 There has been limited take up of this funding and therefore a review is to take place regarding the criteria with a hope that this will be more attractive to property owners and encourage them to bring their properties back into use.

1.16 The informal engagement and encouragement can be effective in a number of cases, however, often the Empty Homes Officer has to resort to enforcement to ensure that the property is brought back into use. This can involve a range of formal enforcement notices requiring repair and renovation works to be completed by the owner in a specified timescale or requiring works to deal with public health issues such as clearing gardens and/or properties of waste and tackling rodent infestations. Often failure to comply with such a notice provides the Council with a legal right to carry out the works in default and to recover the cost. Over the past year works in default have been carried out on approximately 7 properties which have utilised various pieces of legislation to deal with a range of issues, for example, garden clearances to address potential vermin infestations, securing of premises where unauthorised entry is being made and there is a risk to public safety, internal refurbishments where improvement notices have not been complied with. In all cases, the works in default have either facilitated the property being sold or reoccupied.

1.17 The funding from the Empty Property Assistance Program is used to support the Council undertaking enforcement action including works in default. Any money the Council spends in undertaking works in default is recharged back to the owner. Non-payment can lead to a Charge being secured on the property. Where a Charge has been placed on the property and registered as a Local Land Charge by the Council's Local Land Charges Team, it provides the basis for the Enforced Sales Procedure. The Council has the power of sale of the property, conferred by the Charge, to recover the money it is owed for carrying out the works in default. It is the same power that a bank or building society would rely upon to sell a house, when the owner has defaulted on the mortgage, which is secured as a Charge against the property.

- 1.18 The Enforced Sale Procedure was approved by Full Council on 11th January 2017 following a recommendation from the Housing and Customer Services Working Group at their meeting on 24th November 2016. Since the approval of the Enforced Sale Procedure three cases had unpaid debts for works in default which have enabled the Council to begin proceedings for the enforced sale.
- 1.19 As part of the adoption of the procedure it was agreed that a review would take place after 18 months, therefore this has taken place and a revised procedure is appended to this report. In consultation with Legal it has been agreed that the only amendment required is to page 9 section 10 which now identifies that the officer within Private Sector Housing in consultation with legal will serve the relevant notice on the owner.
- 1.20 Due to the expenditure on grants as identified in the table above and carrying out works in default this element of the funding, £100,000, is decreasing and is essential to this work and facilitating action in relation to empty properties. The sum of £130k has been identified from existing revenue funds and it is therefore proposed that any unspent funds to be utilised for the continuation of the Empty Homes Property Assistance Programme. Any unspent funds to be Earmarked at the end of each financial year so the balance will remain available in future years.
- 1.21 For the first time in 2018 the Council used powers under the Housing Act 1985 and 2004 to serve demolition orders, four have been served to date, 3 of which were in 2019, the outcomes of which were:
- The owners of the property complied with the order and undertook the demolition works themselves
 - The property was sold via auction and the new owner has undertaken significant renovation and refurbishment to a high standard.
 - Demolition Order currently under appeal therefore the demolition order is suspended whilst this is heard.
- 1.22 Demolition orders remain available under Part 9 of the 1985 Act as amended. They are a possible response to serious hazards that are identified in a property where this is the appropriate course of action. In deciding whether to make a demolition order the Council will:
- take into account the availability of local accommodation for rehousing any occupants;
 - take into account the demand for, and sustainability of, the accommodation if the hazard was remedied;
 - consider the prospective use of the cleared site;
 - consider the local environment, the suitability of the area for continued residential occupation and the impact of a cleared site on the appearance and character of the neighbourhood.

- 1.23 Whilst this course of action removes a residential property from the private sector housing stock, and therefore these decisions are not taken lightly, it does deal with and remove an empty property and in turn generally provides for a more viable plot of land and development opportunity either for the owner or a prospective buyer.
- 1.24 Since 2018 the Council has received five appeals, via the First Tier (Property) Tribunal from property owners regarding notices that have been served. In all cases the Tribunal found in favour of the Council and upheld the notices, thus supporting the work and enforcement approach that is taken in regard to empty homes. However, it should also be noted that any appeal requires considerable time to prepare and therefore impacts on the time available to the Empty Homes Officer to engage with owners of other empty properties.
- 1.25 Another enforcement option available is one of compulsory purchase. This is considered a last resort and would mean that the Council becomes the legal owner of the property before then selling it on the open market. Such action was undertaken in 2014 in respect of a property in Bognor Regis and in January 2019 the compensation funds were credited to the nominated account and the process finalised, illustrating that enforcement cases can be very complex and time consuming.
- 1.26 The success of the work being achieved in regard to empty properties has been recognised by the Empty Homes Officer obtaining the National Empty Homes Conference Practitioner of the Year 2019 award.

2. PROPOSAL(S):

Members resolve to recommend to Cabinet:

1. To note the update on the Empty Homes work.
2. To adopt the updated Enforced Sale Procedure.
3. To delegate authority to the Group Head of Technical Services to make changes resulting from identified good practice and legislative changes to the Enforced Sale Procedure, a review of which will take place by the end of 2022.
4. To approve 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

Whilst the Enforced Sales Procedure was adopted by Full Council in January 2017, there is no constitutional requirement for this decision to be made by the Council. Therefore Cabinet is being asked to sign off the revisions to the procedure along with the other proposals.

3. OPTIONS:

Other options available to Members:

- Not to agree the use of identified existing revenue funds for Empty Homes Assistance Programme.
- To agree the use of a different sum of existing revenue funds for Empty Homes Assistance Programme.
- Not to adopt the updated Enforced Sale Procedure or to recommend it to full council for approval.
- To amend and adopt the updated Enforced Sale Procedure
- Not to agree that the Group Head of Technical Services is delegated authority to make changes resulting from identified good practice and legislative changes to the Enforced Sale Procedure, a review of which will take place by the end of 2022.

4. CONSULTATION:

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		X
Community Safety including Section 17 of Crime & Disorder Act	X	
Sustainability		X
Asset Management/Property/Land		X
Technology		X
Other (please explain)		X

6. IMPLICATIONS:

Financial: - If the proposals are agreed, there are no financial implications anticipated as the funding is already identified and available.

If the proposals are not agreed, the aims and objectives of the Councils Empty Homes Strategy 2018-2023 is likely to be impacted, decreasing the number of empty homes brought back into use, which would reduce the new homes bonus that the council receive.

Legal: - Advised on the review of the Enforced Sale Procedure.

Equalities – No adverse impact identified on protected characteristics.

7. REASON FOR THE DECISION:

To assist in bringing empty properties back into use and support the aims and objectives of the Councils Empty Homes Strategy 2018-2023.

8. BACKGROUND PAPERS:

Case studies to be provided for members at the meeting.

Enforced Sale Procedure

Equality Impact Analysis

ARUN DISTRICT COUNCILS'
ENFORCED SALES PROCEDURE

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Introduction

The purpose of this document is to explain Arun District Council's policy on the Enforced Sales Procedure (ESP).

The aim of this policy is to ensure that the Enforced Sales Procedure is used in a consistent and transparent way and proportionately targets long term empty residential properties, and encourages the bringing back of these properties into use, where appropriate.

The ESP is a procedure whereby the Council can recover an outstanding debt, whilst also bringing about the sale of a privately owned property, in circumstances where a debt has created a Land Charge against a property.

1. Benefits of using the Enforced Sales Procedure

Social Benefits

Empty properties can have an adverse impact on people's quality of life in a number of ways. Where there are derelict or neglected properties in an area, this can negatively affect perceptions of the safeness, cleanliness and quality of that area.

In addition, long term empty properties can become a target for vandalism and other forms of anti-social behaviour and minor crime.

It is hoped that the change of ownership will bring investment in the property and subsequent occupation. It is anticipated that by bringing about a change of ownership, the new owner would be more willing and able to invest in the property and there is a stronger prospect that it would be inhabited again. Alternatively if that property were to be rented out, that would have a positive effect on reducing the numbers on the housing registers.

Financial Benefits

It is believed that the use, or potential use, of ESP to recover debts owed to the Council will be a more successful method of debt recovery than normal debt recovery processes, as the mere prospect of an enforced sale is likely to encourage some debtors to pay their outstanding debts to the Council.

Failure to effectively manage debts owed to the Council can reduce the level and quality of services the Council are able to offer.

There are also financial benefits to the Council from a reduction in Officer time spent on enforcement and savings from a potential reduction in the use of temporary accommodation.

Environmental Benefits

The use of this procedure will contribute towards improving the condition of the private sector housing stock within the Arun district.

The re-occupation of long term empty homes will improve the visual appearance of both the empty property and the immediate neighbourhood. This will help to enhance the desirability of an area and assist the local housing market.

2. Legislative Basis for Enforced Sales Procedure

Where there is a financial Charge registered in Part 2 of the Local Land Charges Register, a Local Authority has the power to enforce that Charge via the ESP.

The power to carry out an enforced sale is within the Law of Property Act 1925. This is essentially a method of debt recovery and a measure of last resort; however it can be used as a tool for regeneration in certain circumstances.

Where an Owner has not complied with certain Statutory Notices, the local authority may undertake works in default of a Notice and recharge the cost of the works to the Owner. This debt may be registered as a Local Land Charge. An authority that holds one or more Charges against a property where the debt remains unpaid may register that debt at the Land Registry as a priority legal interest. In effect this gives the local authority the same powers as a mortgagee, including the power of sale. The local authority can therefore enforce their Charge to satisfy the debt.

Attached at **Appendix 1** is a list of statutes which enable a Charge to be placed on a property in the event of works being carried out in default by the Council. This list is not exhaustive and the relevant statute should be checked. If the relevant statute results in a Charge on the property, it confers a power of sale under the Law of Property Act 1925 enabling the ESP to be used.

Section 7 of the Local Land Charges Act 1975 provides that a financial Local Land Charge takes effect as if it had been created by a Deed or Charge within the meaning of the Law of Property Act 1925.

Section 101(1) Law of Property Act 1925 confers on a mortgagee a power of sale. It is important to note that an Order of the Court is not necessary as the legislation itself provides that power.

Section 87(1) Law of Property Act 1925 confers a right of possession. In addition, many of the statutes used by the Council which result in carrying out work in default give the Council a power of sale and a right of priority over other Charges. However this should be checked from the outset as it may not be financially viable to pursue ESP if the Council Charge does not take priority.

If the Statute(s) does not create a Charge then it will be necessary to consider whether Section 7 of the Local Land Charges Act 1975 can be applied. If it can, the procedure may still be used as the Charge will be registered on the Local Land Charge Register but this

may **not** take priority over existing Charges. As previously noted, the existence of any prior Charges is a major consideration when deciding whether to pursue ESP.

If none of the above applies, the ESP cannot be used and consideration should be given to other procedures such as a Compulsory Purchase Order, if appropriate, or continuing to pursue the matter via the authority's normal debt recovery process.

3. The Legal Process

If ESP can be pursued, the first step is to serve a Notice under Section 103(i) Law of Property Act 1925. The Council may not exercise the power of sale unless and until this Notice (requiring payment of the mortgage money) has been given and a default of payment has been made for three months after the service of the Notice.

The Council must write to the Owner(s) stating that it intends to carry out the ESP (**Appendix 2**). The Council must also write to any other Chargees similarly.

If at any stage prior to the actual sale of the property the outstanding debt is repaid then ESP is no longer an option.

Once default of payment is apparent, the Council can apply to the Land Registry for registration of the Charge, claiming priority over all other Charges.

The Land Registry will return the Charge Certificate at which point the property can be marketed for sale.

4. Human Rights Act 1998

When deciding whether to use ESP, consideration must be given to the Human Rights Act 1998. In particular, selling property belonging to a third party engages Article 8 of the Act, namely 'the right to respect for private and family life, home and correspondence.' Also, Article 1 of Protocol 1 is also engaged, namely ' the peaceful enjoyment of possessions' Therefore, interference is only permitted if such action is considered proportionate. The individual's property rights have to be balanced against the general benefits to the community if the property were to be brought back into use.

A statement detailing the reasons why the power of sale is considered proportionate should be recorded on the file and should be covered by correspondence to the Owners and Chargees. These matters will be dealt with by Legal Services.

5. The Limitations Act

Section 20 of the Limitations Act 1980 states that no action shall be brought to recover the principal sum of money secured by a mortgage, or other charge of property, or the proceeds of the sale of the land, after the expiration of 12 years from the date on which the right to receive the money accrued. Therefore enforces sales action must be taken within 12 years of the right to receive the money arising.

6. Authorisations

The Head of Technical Services Group has the delegated authority to decide to proceed with the ESP in respect of a particular property.

7. Identifying potential properties for ESP

The following actions will be carried out by the Empty Properties Officer.

Vacant properties can be identified in a number of ways. For example, information from:

- Council Tax database;
- Neighbours or other residents;
- Council Officers, local Councillors;
- Other bodies such as gas, electric and water companies;
- Electoral Register.

To assess whether a vacant property is potentially one that could be the subject of ESP the following needs to be checked:

- Land Registry registration. This can be done online via <http://www.landreg.gov.uk>
- Debt. The file will contain details of Works in Default and the Sundry Account Number of any Land Charge Debts.

It is important to liaise with all relevant departments to consider whether they have any outstanding debts on the property and to take those into account as well, in particular, Planning, Building Control and Environmental Health.

The Empty Property Officer will identify if there is a Land Charge against the property by contacting the Land Charges Department.

8. Action to be taken prior to consideration of ESP

The ESP is only one of the enforcement options available under the Empty Property Strategy and the Environmental Health and Private Sector Housing Enforcement policy. ESP will be used when it is the most appropriate option under the particular circumstances. The file will contain details of what other actions have been considered and why they were not appropriate.

Initially the Owner of the property should be traced and contacted. The following sources may assist:

- Council Tax (last payer);
- Land Registry;
- Neighbours;
- Serving Local Government (Miscellaneous Provisions) Act 1976 Section 16 Notices;
- Other Council departments.

Once an Owner is identified and contacted, the problems regarding the property should be discussed and the Owner should be offered advice and potential solutions should be discussed. They may include:

- offering advice about letting out the property;
- grants and loans available through the Council;
- with the Owner's consent, contacting relatives or others who may be able to assist;
- voluntary sale.

Each case will be assessed individually to ensure the most appropriate action is taken.

ESP can still be used when the Owner cannot be traced.

The use of ESP is available, where the statutory provisions permit, for the recovery of debts subject to four checks being carried out, namely:

- a property must be a residential dwelling;
- the property must be vacant;
- the property must be registered with the Land Registry;
- the property must have financial Local Land Charges registered against it.

If the title is not registered at the Land Registry and the Council is not aware of the identity of the Owner(s), the following enquiries should be completed:

- The Council's electoral register;
- Council Tax records;
- Enquiries with neighbours.

9. Criteria for Enforcing the Sale of a Long Term Empty Property

Once a property has been identified as potentially suitable for ESP, the Empty Properties Officer will prepare a report and instruct Legal Services to review the case and assess whether the criteria is fulfilled.

The criteria to consider whether a property is suitable for ESP within Arun District Council are:

- the property must be a dwelling which has been vacant for more than 6 months;
- a property where the total debt exceeds £1,000;
- the necessary Enforcement Notices and documentation have been served.

However, if there is a derelict property that is causing a problem where the debt is less than £1,000 and the Owner is either refusing to co-operate or cannot be traced, the use of this procedure could be considered. It should be noted that the smaller the debt, the greater the justification for using this policy will be required.

The reasons for using this procedure should be detailed on the file by the Lawyer responsible for the particular case.

Where a debt has been incurred that is not a Charge on the land, but a personal debt such as Council Tax, the Council can apply to County Court to award an interim Charging Order. If this is successful, the Council can subsequently apply for a final Charging Order and ultimately an Order for Sale of the property.

10. Re-service of Notices

In order to ensure that the Owner or any other interested party is properly aware of the debt, The officer to re-serve copies of each of the original Notices in consultation with legal services, by the following methods, together with Notices of demand for payment (**Appendix 3**)

- One must be served on the Owner(s) by post, or by hand or by affixing it to the property; and
- One must be posted to any other address(es) shown on the Land Registry;
- Copies must be stamped and signed by the serving Officer;
- A Certificate of Service must be completed for each Notice served by the serving Officer.

However, it is important to check with the relevant statute which method of service is deemed to be adequate.

A photograph must be taken as evidence of any Notices affixed to the property and weekly visits should be made to ensure the Notices are still in place.

Also any Notices that need to be served under Section 81A Environmental Protection Act 1990 are served (**Appendix 4**). These Notices should be served using the same procedure as above.

Note that there is no right to recover interest in relation to Charges arising from action under Environmental Protection Act 1990 until a Notice has been served under Section 81A of that Act.

After a period of 28 days if no appeal is made in respect of the Section 81A Notice or payment, then a Notice pursuant to Section 103 Law of Property Act 1925 is served by Legal Services. This Notice allows the Owner three months to pay the debt and the property cannot be sold until the Section 103 Notice has expired.

Separate versions of the Section 103 Notice are served dependent upon whether or not the debt arises from Notices pursuant to the Environmental Protection Act 1990 (**Appendices 5a and 5b**).

The Notice must be served to the Owner of the property on which the previous Default Notice was served. It will also be necessary to serve a copy of the Notice on any other Chargee.

The Notice should be served by the following means:

- left at the Owner's last known place of abode or business in the UK; or
- affixed or left for him on the land or any house or building comprised in the mortgage; or
- sent by registered post to his place of abode or business;
- sent by recorded delivery to his place of abode or business.

A photograph must be taken as evidence of any Notices affixed to the property and weekly visits should be made to replace any Notices that are missing. The Certificate of Service should be completed by the serving Officer.

Following the expiry of the three month period, Legal Services must check with the Debt Recovery Section to ascertain whether or not the debt has been paid.

If the debt has not been paid, the Head of Technical Services Group, will decide whether the ESP should be followed to its conclusion. This will be done in consultation with the relevant Officers.

Legal Services should send a written instruction to:

- Suspend all legal action regarding the debt;
- Obtain written confirmation that no payment has been received.

11. When the property is registered at HM Land Registry

All work from herein will be undertaken by Legal Services, unless otherwise stipulated.

The first step is to check which of the Default Works Charges remain outstanding. If the debt has been repaid then this process can no longer be used.

If Charges are still outstanding a letter is written to all persons having an interest in the property advising them of the position (**Appendices 6a and 6b**). This will include others who have a Charge registered against the property.

The Owner and any other interested party will be given fair notice of the steps the local authority proposes to take. Every attempt is made to give such persons notice of the proposals and ample opportunity to repay the debt.

The Owner's copy must be:

- delivered to the Owner(s) by post, or by hand or be affixed to the property if the Owner cannot be traced; AND
- must be posted to any other address(es) shown on the Land Registry.

A photograph must be taken as evidence of any Notices affixed to the property and weekly visits should be made to replace any Notices that are missing.

A period of 21days is allowed for responses to the letter.

11.1 Registration of Charge

A Charge must now be registered with the Land Registry. A sealed resolution (**Appendix 7**) must be prepared and record the following:

- the statutory provisions;
- the service of the necessary Notices;
- what work was done and when;
- the registration of the Charges in the register of Local Land Charge and claims priority over all estates and interests;
- a Certificate by the Council that it has all the necessary rights and powers to make the application for registration of the Charge and that it has taken all appropriate steps in accordance with the relevant statute.

The following needs to be submitted to the Land Registry:

- Covering letter;
- Application Form AP1 together with appropriate fee. Form AP1 can be obtained from www.landregistry.gov.uk;
- Completed Form SC1 in order to claim priority in favour of the Council's Charge over any existing Charge registered against the title. Form SC1 can be obtained from www.landregistry.gov.uk;
- Sealed and dated resolution together with a certified copy of each resolution;
- The Land/Charge Certificate or copies of the correspondence requesting the same.

11.2 Notification of registration of Charges

Confirmation will be received from the Land Registry once they have completed the registration of the Charges. Arrangements can then be put in place for the sale of that property.

First a check is made to ensure that the Charges have not been paid.

A letter is then sent to the Owner(s) and all interested parties advising that the Council's Charges are registered and it is the Council's intention to pursue a sale of the property (**Appendix 8**).

The Owner's copy must be:

- delivered to the Owner(s) by post, or by hand or should be affixed to the property;
AND
- must be posted to any other address(es) shown on the Land Registry.

If the letter is affixed to the property a photograph should be taken by the Officer who affixes the letter for evidential purposes and weekly visits should be made to ensure the letter is still attached.

12. If the property is not registered at HM Land Registry

Assuming the Charges are still outstanding, a search of the Index Map is undertaken at the Land Registry to ensure that the property is not registered. The search must also include adjoining properties. This could reveal what encumbrances affect the property and also the extent / limits of the title of the property in question.

Using any information found during this investigation and any information available as to the name(s) of the Owner, the purported Owner or any other interested party, a Land Charges Act 1972 search must then be carried out against the name of any such person(s) and the property concerned. This may produce clues as to encumbrances affecting the property e.g. easements, covenants and Charges.

Where the Statutory Charges bind all the estates and interests in the property any registered Charges will be of no great significance other than for the purposes of giving notice to any charging as to the Council's intentions.

If the Statutory Charge does not bind all the estates and interests, it would probably be inadvisable to proceed unless it is certain there are no prior Charges affecting the property and the Statutory Charges binds the freehold or long leasehold.

If the search provides any information as to the identity or whereabouts of the Owner(s) or other interested parties, or such information is already available, a letter is sent to all such parties in a similar way to advise them of the position. This will include others who have a Charge registered against the property. Refer to Appendices 7a and 7b.

The Owner's copy must be:

- delivered to the Owner(s) by post, or by hand or if the Owner cannot be traced, should be affixed to the property; AND
- must be posted to any other address(es) shown on the Land Registry.

If the letter is affixed to the property a photograph should be taken by the serving Officer for evidential purposes and weekly visits should be made to ensure the letter is still attached.

If either:

- no information is found as to the identity or whereabouts of the Owner(s) or other interested parties; or
- there is no reply within 21 days to the letter referred to above

then the property is put forward for sale which is detailed below. The contract for sale will need to contain special conditions and if this situation arises then these will be drafted by the relevant Lawyer within Legal Services.

13. Methods of selling the property

The property details will now be passed to the Private Sector Housing and Public Health Team in order to arrange the sale. The property will be sold by obtaining at least three written valuations from local estate agents, who will also give opinions on the sale method that will provide best price.

13.1 Contract

Registered property

The contract for sale will be the same as any contract for sale by mortgagee.

Unregistered property

There will probably be no deeds or details of any encumbrances affecting the property and the contract for sale needs to reflect this. On completion of sale, the Land Registry requires the Council to provide a letter containing a certification that they have the necessary rights and powers to dispose of the property. In such cases the above mentioned resolution (**Appendix 7**) is incorporated into the contract as a recital.

Also in the case of an unregistered property, it will be necessary for the purchaser to apply to the Land Registry for first registration of title. This will cause a problem for the Land Registry if no deeds or details of the encumbrances affecting the property are available. In those circumstances, the Land Registry will have difficulty:

- determining the extent of the land to be registered; and
- identifying the encumbrances affecting the property.

In cases where the boundaries are clearly defined on the ground, there should be no problem in identifying the extent of the land to be registered.

However, where the boundaries are unclear, the Council's surveyor will be required to investigate and produce a disposal plan.

So far as encumbrances are concerned, the Land Registry will probably make a 'protective entry' on the register to the effect that the property is subject to such encumbrances as affect the same at the date of the registration, no details having been provided on first registration.

13.2 Title deeds

The following action should be borne in mind where the title deeds have not been recovered:

Registered title

The Land Registry can provide copies of the document referred to on the title. If they are not available then an appropriate clause in the contract should be included to cover the position.

Unregistered property

There will probably be no deeds or details of any encumbrances and the contract for sale needs to reflect that. It will also be necessary for the purchaser to apply for first registration of title to the Land Registry.

Prior to auction

Immediately prior to the auction/exchange of contracts Legal Services must make a further check to confirm whether the Charges have been repaid.

14. Post Sale

The position is similar to an ordinary sale by a mortgagee.

The following deductions will be made from the proceeds of sale:

- Auctioneer's fee;
- Legal fees;
- Surveyors fees;
- Outstanding debt;
- Private Sector Housing and Public Health team administration fee.

Where the proceeds of sale do not cover the total costs of the sale and the outstanding debt (including interest), the remaining debt is taken off the property and placed against the Owner after the sale. This then takes the form of a personal debt which may be pursued in the normal manner.

If there are any balance proceeds from the sale and the Council is aware of the whereabouts of the Owner(s), the balance is paid to the Owner in the usual way.

Enforced Sales Procedure - Appendix 1

List of relevant statutes under which the Enforced Sales Policy can be used

This list is not exhaustive

Building Act 1984	S. 59 – Drainage S. 60 – Soil vent pipe S. 76 - Defective premises S. 77/78 – Dangerous buildings S. 84 - Yards
Environmental Protection Act 1990	S. 80 – Statutory Nuisance
Highways Act 1980	S. 154 – Hedges and trees S. 165 – Unfenced land
Housing Act 2004	S. 11 – Improvement notice S. 12 – Improvement Notice S. 40 – Emergency Remedial Notice S. 49 – Enforcement Action S. 50 – Recovery of Charges under S.49
Local Government (Misc. Prov.) Act 1976	S. 33 – Restore service S. 35 – Private sewers
Prevention of Damage by Pests Act 1949	S. 4 – Rats and Mice
Public Health Act 1936	S. 45 – Works to WC closets S. 83 – Filthy and Verminous premises
Public Health Act 1961	S. 17 – Works to drains
Town and Country Planning Act 1990	S. 215 – Untidy state of land S. 172 – Planning breach

Enforced Sales Procedure - Appendix 2

Letter confirming intention to carry out Enforced Sales Policy

Dear

Re: Property at

According to our records the above property for which I believe you are the Owner is currently unoccupied and has been for a considerable period of time.

As you may appreciate void properties can often lead to social problems in the locality as they can become targets for vandalism and havens for anti-social behaviour. They are also a wasted resource for their Owners and the community.

I am currently reviewing the Council's options for bringing the above property back into use. One option that I am considering is to use the Enforced Sales Procedure. This procedure allows Local Authorities the opportunity to bring empty properties back into use as well as enabling them to recover any debts that may be owed to them. The Law of Property Act 1925 provides Local Authorities the power to sell properties in order to release the money tied up in the value of the property.

I have not as yet made a final decision regarding the above property. I would ask that you contact me as a matter of urgency and in any event within 21 days to advise me what you intend to do to bring the property back into use. My direct dial number is (telephone number)

I look forward to hearing from you.

Enforced Sales Procedure - Appendix 3

Demand for payment

Dear

**Re: Property at
Notice served under Section (specify Section)**

On (date) Notice was served upon you requiring you to undertake work in order to remedy (detail Works)

As you did not comply with that Notice, the Council arranged for the work to be carried out in default. The cost of the work is £(specify amount) excluding interest. This is now a debt which you owe Arun District Council and one which comprises a Local Land Charge attached to the property.

I would now ask that you pay the amount in full within 28 days from the date of this Notice. If you are unable to do so please contact me on (telephone number).

If the bill is not paid within 28 days, the Council has the following options:

- it may commence proceedings in the County Court without further notice;
- it may arrange for the whole or part of the property to be sold at auction and to recover the debt from the proceeds of sale.

However, prior to seeking to sell the property the Council would be required to serve Notice under Section 103(1) Law of Property Act 1925.

It is important that you contact me urgently and in any event not later than (insert date) to ascertain a settlement figure inclusive of the interest due at the appropriate time and to make arrangements to resolve the matter.

It is important that you contact me rather than trying to make the payment independently.

If you are in any doubt as to the content of this letter I would advise that you obtain legal advice.

Enforced Sales Procedure - Appendix 4

Notice under Section 81A Environmental Protection Act 1990

Property address:

To:

On (insert date) Arun District Council served on you a Notice under Section 80 Environmental Protection Act 1990 (EPA 1990) requiring certain works to be completed and the taking of such other steps in relation to the above property to abate the nuisance or prohibit or restrict its occurrence arising from the defective state of such property.

You failed to comply with this Notice and the Council, in default, carried out such works and took such steps as aforesaid at a total cost to the Council of £(specify amount). This sum is recoverable to the Council pursuant to Section 81(4) EPA 1990 in respect of the above Notice and this Notice is given pursuant to Section 81A of the Act.

I am required by Subsection 81A(2) EPA 1990 to advise you that, pursuant to Section 81A(1), where any expenses are recoverable under Section 81(4) EPA 1990 from a person who is the owner of the said premises and the Local Authority serves a Notice on him under Section 81A EPA 1990 (pursuant to which this Notice is given):

- the expenses shall carry interest, at such reasonable rate as the Local Authority may determine, from the date of service of this Notice until the whole amount is paid;
- subject to the provisions of Section 81A EPA 1990, the expenses and accrued interest shall be a charge on the premises.

The rate of interest payable is determined by the Council as referred to above and varies from time to time.

I am further required to advise you of the provisions of Subsections 81A(4) to (6) EPA 1990 which are as follows:

(4) Subject to any Order under Subsection (7)(b) or (c) below, the amount of any expenses specified in a Notice under this Section and the accrued interest shall be a Charge on the premises:

- (a) as from the end of the period of 21 days beginning with the date of service of the Notice; or
- (b) where an appeal is brought under Subsection (6) below, as from the final determination of the appeal until the expenses and interest are recovered.

(5) For the purposes of Subsection (4) above, the withdrawal of an appeal has the same effect as a final determination of the appeal.

(6) A person served with a Notice or copy of a Notice under this Section may appeal against the Notice to the County Court within a period of 21 days beginning with the date of service.

If you are unsure about any aspect of this Notice you should take legal advice.

Dated:

Signed:

**Enforced Sales Procedure - Appendix 5a
(For cases other than the Environmental Protection Act)**

**Notice under Section 103(1) Law of Property Act 1925
Letter before action**

Property address:

To:

On (insert date) Arun District Council served on you Notice under the provisions of (statute and section under which original notice served) to carry out works to the above property. You failed to comply with that Notice and the Council, in default, carried out works to the cost of
£(specify amount)

Repeat above paragraph if more than one charge

These are now debts due to the Council as well as Local Land Charges registered against the above property. Interest is also accruing on such amount at the current rate.

By virtue of the provisions of the above statute(s), the debts due to the Council are registered against the property from the date of the works to the property being completed and the Council has all the same powers and remedies under the Law of Property Act 1925 as if it were a mortgagee by deed having powers of sale or lease.

The Council now requires you to pay in full the above amount(s) with the interest owing in respect of the debt(s) on the date of payment. If you do not pay the amounts due, the Council can, without further notice:

1. commence proceedings in the County Court if the debt is not paid within 28 date of the service of this Notice;
2. sell the above property if the debt is not paid within three months from the date of the service of this Notice.

The Council is legally obliged to give you Notice in accordance with Section 103(1) Law of Property Act 1925 if it chooses to sell the property. This letter constitutes such Notice.

It is important that you contact me urgently and in any event within 28 days to advise how you intend to proceed.

I would ask that you contact me directly on (telephone number) to discuss this matter.

If you are unsure about any aspect of this Notice you should take legal advice.

Dated:

Signed:

Enforced Sales Procedure - Appendix 5B

(For Environmental Protection Act matters)

Notice under Section 103(1) Law of Property Act 1925

Letter before action

Property address:

To:

On (insert date) Arun District Council served on you a Notice under Section 80 of the Environmental Protection Act 1980 (EPA 1980) requiring you to carry out certain works to the above property. You failed to comply with that Notice and the Council, in default, carried out works to the cost of £(specify amount)

This is now a debt due to the Council as well as Local Land Charges registered against the above property. Interest is also accruing on the amount at the current rate.

On the (insert date) the Council gave you Notice under Section 81A of EPA 1980. The period of 21 days referred to in subsections 81(4)(a) and (6) have now elapsed and the Council received no appeal against that Notice. Consequently by virtue of subsection 81A(4) of EPA 1980:

- the expenses incurred in carrying out the works by the Council as referred to above and the accrued interest have become a Charge on the above property; and
- the Council has, by virtue of subsection 81A(8) EPA 1980, for the purposes of enforcing the said Charge, all the same powers and remedies under the Law of Property Act 1925 and, otherwise, as if it were a mortgagee by deed having powers of sale and lease, of accepting surrenders of leases and of appointing a receiver.

The Council now requires you to pay in full the above amount(s) with the interest owing in respect of the debt(s) on the date of payment. If you do not pay the amounts due, the Council can, without further notice:

3. commence proceedings in the County Court if the debt is not paid within 28 date of the service of this Notice;
4. sell the above property if the debt is not paid within three months from the date of the service of this Notice.

The Council is legally obliged to give you Notice in accordance with Section 103(1) Law of Property Act 1925 if it chooses to sell the property. This letter constitutes such Notice.

It is important that you contact me urgently and in any event within 28 days to advise how you intend to proceed.

I would ask that you contact me directly on (telephone number) to discuss this matter. If you are unsure about any aspect of this Notice you should take legal advice.

Dated:

Signed:

Enforced Sales Procedure - Appendix 6a

Letter to Owner requesting Deeds

Dear

Re: Property at

The Council has, pursuant to its statutory powers, carried out certain works to the above premises, the cost of which have been registered in Part 2 of the Register of Local Land Charges as financial Charges. Notice(s) detailing the works and the costs have been served, together with Notice(s) of demand for payment of the amount(s) due to the Council in order to satisfy the requirements of Section 103(1) of the Law of Property Act 1925.

The Statutes pursuant to which the Council has carried out such works confer, in favour of the Council, a Charge on the premises and all estates and interests therein and the Council has, for the purposes of enforcing the Charge, all the same powers and remedies under the Law of Property Act 1925 and otherwise as if it were a mortgagee by deed having powers of sale, of lease, of accepting surrenders of leases and of appointing a Receiver.

The Council proposes, pursuant to its statutory powers, to register the said financial Charges against the title to the above premises. Once the Charge(s) have been registered, the Council may then sell the premises and apply the proceeds of sale towards the discharge of the debt. If however the debt is greater than the proceeds of sale on any sale received, the Council has the right to pursue you for any balance owing, if necessary by legal action.

I would therefore be grateful if you would make arrangements through me for the discharge of the outstanding debt. If you are not prepared to do this, then please forward to me all the title deeds in your possession relating to the above property. If they are not in your possession, please notify me and advise me of the whereabouts of the deeds.

If I do not hear from you within 21 days of the date of this letter, namely by the (insert date), I will proceed to register the Council's Charges against your title to the above premises.

If you have any queries please contact me on (telephone number)

Enforced Sales Procedure - Appendix 6b

Letter to First Mortgagee

Registered Property

Dear Sirs,

Property:

Your charge dated:

I am aware from the contents of the register for title number (specify number), which relates to the above property, that you have a Charge registered against that property. That Charge is dated (specify date) and the owner of the property is shown to be (specify)

The Council has, pursuant to its statutory powers, carried out certain works to the above premises. The costs of those works have been registered in Part 2 of Local Land Charges register as financial Charges.

The statutes pursuant to which the Council has carried out such works confer, in favour of the Council, a Charge on the premises and all estates and interests therein and the Council has, for the purposes of enforcing the Charge, all the same powers and remedies under the Law of Property Act 1925, and otherwise as if it were a mortgagee by deed having powers of sale, of lease, of accepting surrenders of leases and of appointing a Receiver. The said statutes confer a priority on the Council's Charge over your own Charge and therefore when registered the Council will be the first Charge.

The Council proposes, pursuant to its statutory powers, to register the financial Charges against the title to the property. Thereafter the Council may exercise its power of sale over the property and apply the proceeds of sale towards the discharge of the debt due to the Council.

If you wish to repay the outstanding debt due to the Council, I can provide details of the outstanding amount. Otherwise I would be grateful if you could forward all the title deeds and documents in your possession that relate to the above property. If you do not have the deeds and documents in your possession, please notify me and advise me of the whereabouts of the deeds.

If you have any queries, please contact me on (telephone number)

Enforced Sales Procedure - Appendix 7

Property:

Arun District Council

1. Whereas Arun District Council ("the Council") is a 'local authority' within the meaning of (section from appropriate statute depending on nature of works).
2. And where a local authority, considers that (detail what works are required and why e.g. prejudicial to health, under what section and statute works were carried out and under what section Notice was served on owner / occupier)
3. And where a Notice under (state statute) is to be served in accordance with (state Section)
4. And where the expense of such works may, by virtue of (state section and statute), be recovered from the Owner or Occupier of the premises and such expense plus interest thereon, by virtue of (state section and statute), from the date of completion of the works shall, until recovered, be a Charge upon the premises and all estates and interests in them and gives a local authority for the purposes of enforcing such a Charge, all the powers and remedies under the Law of Property Act 1925 and otherwise as if they were mortgagees by deed.
5. And where such Charge is by virtue of Section 1(1)(a) of the Local Land Charges Act 1975, registerable as a Local Land Charge.
6. And where, under Section 7 of the Local Land Charges Act 1975, a Local Land Charge falling within Section 1(1)(a) Local Land Charges Act 1975 takes effect as if it had been created by deed of Charge, by way of legal mortgage within the meaning of the Law of Property Act 1925 but without prejudice to the priority of the Charge.
7. And where Section 101 of the Law of Property Act 1925 provides that a mortgagee by deed shall have inter alia the power of sale of the property so mortgaged.
8. And where pursuant to a Notice dated (insert date) the Council gave Notice to the Owner(s) of the property known as (address of property) under (section of relevant Act) by serving Notice in accordance with Section (insert relevant section) of the Act by

(Check statute for service methods and then insert how Notice was served)
9. And where there being no counter-Notice served upon the Council within the period prescribed by (insert section), the Council executed the said works between the (date) and the (date) at a cost to the Council of £xxxx
10. And where on the (date) the Council registered the cost of the works in Part (insert which Part) of Arun District Council's Local Land Charges Register as a specific

financial Charge against the premises, such Charge attracting interest at such a rate from time to time applying.

11. And where pursuant to a Notice dated (insert date) the Council gave Notice to the Owner(s) of the property known as (detail address) under Section (insert section) of the Act by serving Notice in accordance with Section (insert section) of the Act by:

Look at relevant section and insert how which method of service was used

12. And where there being no counter-Notice served upon the Council within the period prescribed by (insert section), the Council executed the said works between the (date) and the (date) at a cost to the Council of £xxxxx
13. And where on the (insert date) the Council registered the cost of the works in Part xx of Arun District Council's Local Land Charges Register as a specific financial Charge against the premises, such Charge attracting interest at such a rate from time to time applying.
14. And where the said monies continue to remain outstanding.

ARUN DISTRICT COUNCIL being now desirous of exercising their aforementioned power of sale over the premises to recover the costs they have incurred in relation thereto

HEREBY RESOLVES

- 1(i) To make application to the District Land Registry for xxxxxxxxxx under the Land Registration Act 1925 to register their Charge against all titles subsisting in the premises.
- 1(ii) To claim, affirm and avow in said application the binding nature of the Council's Charge over all existing and future Charges affecting each and every title in the premises (whether or not they be registered).
- 1(iii) To affix the Council seal hereto.

HEREBY CERTIFIES TO HM LAND REGISTRY

- 2(i) As recited in paragraph 4 of this Resolution, the Act contains provisions conferring a Charge on the premises and on all estates and interests therein.
- 2(ii) As further recited in paragraph 4 of this Resolution, the Act confers on the Council all the powers and remedies under the Law of Property Act 1925 and otherwise as if it is a mortgage by deed.
- 2(iii) The Council has followed the procedure in the Act as to service of Notices and the carrying out of the works.

2(iv) The Charge(s) for which an application for registration is made pursuant to 1(i) above affects the whole of the property known as (insert address) and registered under title number (insert number).

2(v) As recited in paragraphs 10 and 13 of this Resolution, the Charge(s) for which an application for registration is made pursuant to 1(i) hereof was / were registered in Part 2 of Arun District Councils Register of Local Land Charges on the (insert date) and the (insert date).

Dated:

The COMMON SEAL of
ARUN DISTRICT COUNCIL
was hereunto affixed in pursuance
of an Order of the Council

Authorised Signatory:

Enforced Sales Procedure - Appendix 8

Letter to Owner / First Mortgagee advising of Council's intention to sell

Dear

**Re: Property at
Your Charge dated**

I refer to the above and my letter dated (insert date) requesting the Title Deeds and advising you of the Council's statutory powers in relation to the Charges outstanding in respect of the above property.

In that letter, I advised you that the Council has the power to sell the property, for the purpose of enforcing the Charge and to deduct from the proceeds of sale the debts due to Arun District Council.

The Council's Charge has now been registered at HM Land Registry and it is now the Council's intention to market the property with a view to selling it.

If you have any queries about this matter please contact me on (telephone number)

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Equality Analysis for a Policy, Project or Report

What is the name of your policy, project, or report? Empty Homes Update	Month/Year January 2020
Name and job title of lead officer: Nat Slade Group Head of Technical Services	
<p>Briefly describe the aims of your policy, project, or report.</p> <p>On the 04 January 2018 the Housing and Customer Services Working Group recommended to Cabinet that the Empty Homes Strategy 2018-2023 was adopted and the report provides an update on the work and achievements to date.</p> <p>The Housing and Customer Services Working Group on 03 July 2014 recommended to Cabinet that the Empty Property Assistance Program (EPAP) was set up to help provide grants and loans to owners of empty properties to bring them up to decent home standard and back into occupation. Additional funds are requested for the continuation of this work.</p> <p>The funding from the Empty Property Assistance Program is used to support the works in default any money the Council spends in doing this is recharged back to the owner, nonpayment can lead to a Charge being secured on the property. Where a Charge has been placed on the property and registered as a Local Land Charge by the Council's Local Land Charges Team, it provides the basis for the Enforced Sales Procedure. The Council has the power of sale of the property, conferred by the Charge, to recover the money it is owed for carrying out the works in default. It is the same power that a bank or building society would rely upon to sell a house, when the owner has defaulted on the mortgage, which is secured as a Charge against the property. The aim is to update the procedure for enforced sale which enables the Council to recover their debt and in turn ensure that the property is brought back into use.</p>	

The Equality Act 2010 legally protects people from discrimination, both in the workplace and in wider society. It covers 9 specific groups of people who share 1 or more of these protected characteristics; age; disability; gender; gender reassignment; marriage & civil partnership; pregnancy & maternity; race; religion or belief; and sexual orientation.

As a local authority Arun District Council (and any other organisation that is carrying out a public function on our behalf) is further bound by the Public Sector Equality Duty. This means that we have to consider **all** individuals in their day-to-day work – in shaping policy, in delivering services and in relation to our own employees.

The Duty has three aims. It requires public bodies to have due regard to the need to:

- eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited by the Act.
- advance equality of opportunity between people who share a protected characteristic and people who do not share it – this means removing or minimising disadvantages suffered by people due to their protected characteristics and encouraging people with protected characteristics to participate in public life or in other activities where their participation is low.
- foster good relations between people who share a protected characteristic and people who do not share it – this involves tackling prejudice and promoting understanding.

Having due regard means consciously thinking about the three aims of the Equality Duty as part of the process of decision-making. This means that consideration of equality issues must influence the decisions reached by public bodies – such as in how they act as employers; how they develop, evaluate and review policy; how they design, deliver and evaluate services, and how they commission and procure from others.

The Equality Duty does not impose a legal requirement to conduct an Equality Impact Assessment. Compliance with the Duty involves consciously thinking about the three aims as part of the process of decision-making. Doing this will entail understanding the potential effects of the organisation's activities on different people. Keeping a simple record of how decisions were reached will help public bodies show how they considered the Duty. Producing an Equality Impact Assessment after a decision has been reached will not achieve compliance with the Equality Duty.

Analysis

Consider what it is that you are trying to achieve and write a brief equality analysis in the box below. You should mention each of the nine protected groups, plus any others (e.g. families, people on low incomes, people in remote areas, etc) who may be affected. The following questions should help shape your thought process and subsequent decision making.

- Who will benefit most from this? Will anyone be treated more favourably as a result?
- Is there any evidence to suggest that your action or policy could have an adverse impact on some groups of people and specifically those with a protected characteristic? Does it present barriers or problems for any groups or communities?
- Is there any data, research or other evidence available to help or support your decisions?
- Have you considered any existing examples of good practice.
- How do you intend to deal with any adverse impact, or lessen it?
- Who else will you need to be working with to do this e.g. partners, contractors etc and what is their approach? How will this help?

The empty property assistance program and enforced sale procedure takes account of all the specific groups age; disability; gender; gender reassignment; marriage & civil partnership; pregnancy & maternity; race; religion or belief; and sexual orientation, this is based on a number of years' experience in dealing with this type of work.

ARUN DISTRICT COUNCIL

REPORT TO AND DECISION OF THE HOUSING AND CUSTOMER SERVICES WORKING GROUP ON 6 FEBRUARY 2020

PART A : REPORT

SUBJECT: Energy Efficiency and Fuel Poverty Strategy 2020-2025

REPORT AUTHOR: Nat Slade, Group Head of Technical Services

DATE: 11th December 2019

EXTN: 37683

PORTFOLIO AREA: Technical Services

EXECUTIVE SUMMARY:

The current trend is for energy usage to rise, not fall, so tackling this trend is a challenge which the attached strategy aims to address. Arun District Council is investing in the future and putting energy efficiency and support for those in fuel poverty at the heart of its decisions. This is supported by the recently adopted Council Strategic targets, one of which is Climate and Environment Change, this updated strategy will help support Arun's response to the climate and environment emergency.

RECOMMENDATIONS:

Members are requested to recommend to Cabinet:

- That the Energy Efficiency and Fuel Poverty Strategy 2020-2025 appended to this report is adopted.

1. BACKGROUND:

1.1 Local authorities play a key role in contributing to the UK's ambitious national carbon reduction targets, reducing fuel poverty and improving energy efficiency of residential accommodation in their areas. Arun District Council has regularly produced the required Home Energy Conservation Act (HECA) reports. The last was submitted and published on the website in May 2019. This Energy Efficiency and Fuel Poverty Strategy 2020-2025 will address more specific local concerns and will greatly expand on measures included in the Council's HECA report.

1.2 Fuel poverty is an important issue and can have several serious negative effects on health and well-being. Whether the situation occurs in a small or large home, energy efficiency has a clear role to play in assisting these households.

1.3 Recognising that energy efficiency actions can have multiple benefits for the local area; environmentally, socially and economically, the strategy explains the local impact and extent of fuel poverty across the district and identifies the opportunities for energy efficiency action in the area. This includes details of local work streams and programmes already in place which are addressing these issues such as the Arun Wellbeing Home Energy Visitor service, the Housing Health and Safety Rating System (HHSRS), Decent Homes and the Safe and Warm Home Grant scheme.

1.4 The primary aims of the strategy are:

- To contribute to the Council's strategic target of preparing Arun's response to the Environment and Climate Emergency.
- To contribute towards reducing greenhouse gas emissions in residential o help meet the Government target of reaching 'net zero' by 2050.
- To encourage and support the insulation of any remaining wall cavities and lofts in the district
- To encourage and support the uptake of solid wall insulation in the district
- To encourage and support the uptake of domestic renewable energy systems
- To further improve the energy efficiency of the Council's own housing stock
- To target areas, known to contain Hard To Treat (HTT)
- To work towards reducing the number of people living in fuel poverty across West Sussex using both practical and behavioural measures
- To inform and enforce the Minimum Energy Efficiency Standards in the domestic private rental sector

1.5 In addition to the annual action plan which describes future activities and ambitions for the area, the appendices also include current and completed projects, fuel poverty data for the district and a glossary of energy terms.

1.6 The action plan for the strategy will be reviewed annually and updated against previously set targets and a revised action plan produced for the following year. However, a detailed review of the strategy itself will take place in 2024 with implementation from 2025.

2. PROPOSAL(S):

Members are requested to recommend to Cabinet:

- That the Energy Efficiency and Fuel Poverty Strategy 2020-2025 appended to this report is adopted.

3. OPTIONS:		
- To not adopt the Energy Efficiency and Fuel Poverty Strategy 2020-2025 appended to this report		
4. CONSULTATION:		
Has consultation been undertaken with:	YES	NO
Relevant Town/Parish Council		x
Relevant District Ward Councillors		x
Other groups/persons (please specify) Consultation has taken place internally with Residential Services, Community and Well Being, Property & Estates, Planning Policy, Council's Advice and Monitoring Officer and externally with West Sussex Fuel Poverty Co-ordinator.	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	x	
Community Safety including Section 17 of Crime & Disorder Act		x
Sustainability	x	
Asset Management/Property/Land		x
Technology		x
Other (please explain)		
6. IMPLICATIONS:		
Financial: Funding for initiatives to support the strategy are reliant on securing partnerships for funding from utilities and other sources.		
Sustainability – Implementing the strategy will assist in delivering environmental benefits by reducing carbon emissions and making homes warmer, which benefits the health of occupants.		
Equalities – No adverse impact identified on protected characteristics. Many interventions will be targeted at and for the benefit of the most vulnerable groups.		

7. REASON FOR THE DECISION:

To support the Council's strategic target of preparing Arun's response to the Climate and Environmental emergency and to meet the Council's obligations under the Home Energy Conservation Act.

8. BACKGROUND PAPERS:

Energy Efficiency and Fuel Poverty Strategy 2020-2025



Arun District Council

Energy Efficiency and Fuel Poverty Strategy

2020-2025

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“The economy is a wholly owned subsidiary of the environment, not the reverse.” Herman E. Daly

Executive Summary

The current trend is for energy usage to rise, not fall, so tackling this trend is a challenge which this strategy aims to address. Arun District Council is investing in the future and putting energy efficiency and support for those in fuel poverty at the heart of its decisions. The Council has a strategic target of preparing Arun’s response to the Environment and Climate Emergency.

The UK Parliament declared a climate emergency on the 1st May 2019 and has committed to some very ambitious national carbon reduction targets as part of global commitments to climate change. The UK also has some of the oldest housing stock in the developed world and most of these buildings will still be here in the next 50 years; it is crucial that the energy efficiency and carbon emissions of these homes is tackled if the UK is to meet and sustain its carbon reduction and fuel poverty targets.

Fuel poverty is an important issue and can have several serious negative effects on health and well-being. Whether the situation occurs in a small or large home, energy efficiency has a clear role to play in assisting these households.

The Government introduced a statutory fuel poverty target for England¹ in December 2014. The target is to ensure that by 2030 as many fuel poor homes as reasonably practicable achieve a minimum energy efficiency rating Band C^{2,3}. To support the implementation of this target, the Government published ‘Cutting the cost of keeping warm: a fuel poverty strategy for England’⁴, in March 2015. The strategy also set out interim milestones to lift as many fuel poor homes in England as is reasonably practicable to Band E by 2020; and Band D by 2025, alongside a strategic approach to developing policy to make progress towards these targets. Arun district has an average EPC rating for domestic properties of D which is the national average and is working hard to raise this and support people living in fuel poverty. Recently the Government has also released a consultation on the Fuel Poverty Strategy for England 2019 showing it is a constantly evolving topic.

The poverty line (income poverty) is defined as an equalized disposable income of less than 60% of the national median⁵. Fuel poverty is defined using the Low Income High Cost indicator of fuel poverty.

This finds a household to be fuel poor if it:

- has an income below the poverty line (including if meeting its required energy bill would push it below the poverty line); and
- has higher than typical energy costs

The Department for Business, Energy and Industrial Strategy (BEIS) latest statistics for 2017 revealed that 6,127(8.6%) households in Arun district are defined to be living in fuel poverty. In West Sussex 8.2% of households are living in fuel poverty.

The statistics look at the fuel poverty gap between the regions. Fuel poverty gap is the difference between a household's average bill and what their bill would need to be for them to no longer be fuel poor. On average the fuel poverty gap in the UK is £326. The South East is the highest in England at £449. In the period 2011- 2017 there has been a 0.4% increase in fuel-poor households in the Arun district, whereas nationally there has been no increase. This data highlights the fact that there is a disturbing trend within the Arun district which needs to be addressed. This strategy is vital to set out how we are supporting these residents and the measures we plan to implement to support them further.

Local authorities play a key role in contributing to the UK's ambitious national carbon reduction targets, reducing fuel poverty and improving energy efficiency of residential accommodation in their areas. Arun District Council has regularly produced the required Home Energy Conservation Act (HECA) reports. The last was submitted and published on the website in May 2019. This Energy Efficiency and Fuel Poverty Strategy 2020-2025 will address more specific local concerns and will greatly expand on measures included in the Council's HECA report.

Recognising that energy efficiency actions can have multiple benefits for the local area; environmentally, socially and economically, this strategy explains the local impact and extent of fuel poverty across the district and identifies the opportunities for energy efficiency action in the area. This includes details of local work streams and programmes already in place which are addressing these issues such as the Arun Wellbeing Home Energy Visitor service, the Housing Health and Safety Rating System (HHSRS), Decent Homes and the Safe and Warm Home Grant scheme.

This strategy is an updated version of the 2014-19 strategy with updated figures, legislation and projects. The main differences are in the inclusion of Minimum Energy Efficiency Standards (MEES) legislation and how we are working to implement this and the increased awareness of Climate Change and greenhouse gas emission targets.

In addition to the annual action plan which describes future activities and ambitions for the area, the appendices also include current and completed projects, fuel poverty data for the district and a glossary of energy terms.

The action plan for the strategy will be reviewed annually and updated against previously set targets and a revised action plan produced for the following year. However, a detailed review of the strategy itself will take place in 2024 with implementation from 2025.

1 <https://www.gov.uk/government/speeches/fuel-poverty-strategy-for-england>

2 *Banding relates to the Fuel Poverty Energy Efficiency Rating (FPEER)*

3 *Household energy efficiency ratings are banded from G (lowest) to A (highest).*

4 https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/408644/cutting_the_cost_of_keeping_warm.pdf

5 <https://www.ons.gov.uk/peoplepopulationandcommunity/personalandhouseholdfinances/incomeandwealth/articles/persistentpovertyintheukandeu/2015>

1. Introduction & Background

This document sets out Arun District Council's strategy in relation to both energy efficiency and fuel poverty for the period 2020-2025. The strategy sets out the overall task that is currently being faced, beginning with a brief overview why energy efficiency and fuel poverty have become such important issues in modern times and how the Arun district compares to the rest of the UK. The strategy highlights the key areas of work where the Council is targeting energy efficiency and fuel poverty and future opportunities. The strategy elaborates on the Council's HECA report and includes a detailed, annually updated action plan of activities and campaigns.

1.1. Energy Efficiency

Energy is a fundamental part of our way of life; powering appliances, heating homes and running industry. Energy is not a luxury; it is essential to society and the UK economy. In challenging economic times, it is even more important that energy remains affordable to all, while also making sure environmental pollution and climate change are addressed to reduce the harmful emissions that are affecting our local environment and the whole planet.

The UK has the oldest housing stock of the EU Member States, with nearly 38% of its homes dating from before 1946⁶. The England Housing Survey and a Eurofound study both suggest that the greatest housing risk to people's health in the UK is from excess cold⁷.

Energy use in domestic properties accounts for a large and increasing proportion of national energy consumption. In 1970 it accounted for 24-27% but has increased to 28-31% of UK energy consumption⁷. This increase can be attributed to an increase in the number of installed central heating systems and technological improvements. Improving energy efficiency of buildings will help to control this increase in energy use.

Generally, the existing housing stock in the UK has poor energy efficiency and most of these properties will still be in use for the next 50 years. It is therefore crucial that the energy efficiency and carbon emissions of these buildings, is tackled if the UK is to meet and sustain its carbon reduction and fuel poverty targets.

Energy efficiency is a measure of energy used for delivering a given service so improving energy efficiency is simply a means of getting more from the energy that we use. There are several different ways to improve energy efficiency, such as:

- Innovation which can lead to the equal or greater output with less energy
- Reducing wasted energy while maintaining output
- Modern technologies such as heat pumps, which require less energy to provide greater heating output than other heating technologies.

Energy efficiency is not just for environmental and health purposes. Finding ways to do the same, or more, with less makes economic sense too; it can help households and businesses reduce their energy bills at a time of increasing energy prices.

⁶ https://www.bre.co.uk/filelibrary/Briefing%20papers/92993_BRE_Poor-Housing_in_Europe.pdf

⁷ https://www.bre.co.uk/filelibrary/pdf/rpts/Fact_File_2008.pdf

Lower domestic energy bills can lead to higher disposable incomes which can be spent elsewhere in the economy. Simple changes in energy use behaviour can deliver some of these benefits with little up-front cost. In addition, longer term investment in energy efficiency technology can help innovation and lead to cost reductions which can make it cheaper and easier to invest in energy efficiency in the future.

When approaching energy efficiency, the basic principles of the energy hierarchy should be applied when deciding on priorities; seeking first to reduce energy use before meeting the remaining demand by the cleanest means possible. By prioritising demand-side activities to reduce wastage and improve efficiency, the hierarchy offers an easy to use approach to many different sectors of energy management.

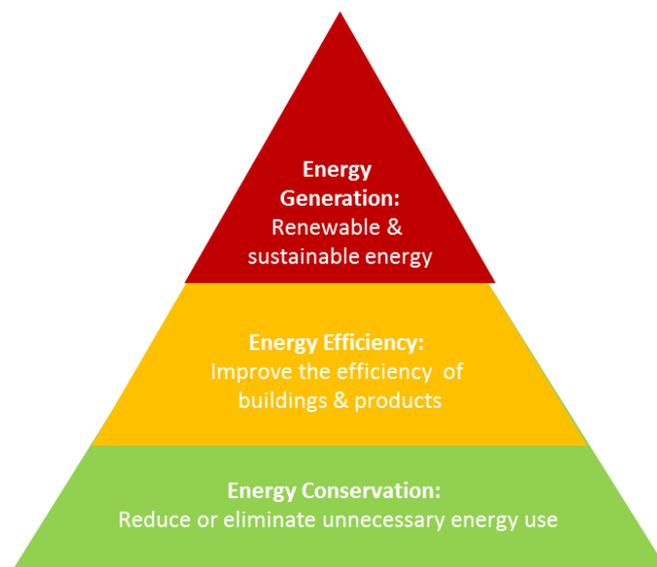


Figure 1: The Energy Hierarchy (Prioritise from the bottom first)

1.2 Fuel Poverty

‘Everyone should be protected against the cold in their home’

Chris Skidmore MP (Interim Minister of State for Energy and Clean Growth)

A household is said to be in fuel poverty when its members cannot afford to keep adequately warm at a reasonable cost, given their income.

Fuel poverty is caused by low incomes, high energy prices and energy inefficient housing.

Fuel poverty in England is measured using the Low Income High Costs (LIHC) indicator. Under the LIHC indicator, a household is considered to be fuel poor if:

- their necessary fuel costs are above average (the national median level)
- were they to spend that amount, they would be left with a residual income below the official poverty line.

There are three important factors in determining whether a household is fuel poor:

- household Income
- household energy requirements
- fuel prices

The Department of Business, Energy and Industrial Strategy (BEIS) estimates that, using the new Low Income High Cost definition, fuel poverty affects 2.53 million households in England (2017).

Fuel poverty is a widely recognised issue in the UK and is closely linked to several health and housing problems. Tackling fuel poverty is generally about helping people on low incomes who cannot keep their homes warm at reasonable cost. However, it is important to recognise that fuel poverty is an issue which is distinct from more general poverty and the Government have clarified that it should not be considered that all low-income households are living in fuel poverty. There is a growing body of evidence that certain vulnerable groups, such as households with older people and children, are at the most at risk of health problems associated with cold homes, such as respiratory and cardiovascular illnesses.

There are many other negative effects on wellbeing of people of all ages as a result of living at risk of or in fuel poverty, both direct and indirect. These include social isolation, mental health problems and, for children, underachievement in school.

Regardless of the size of home, increased energy efficiency cuts the cost of heating, making a warm home affordable and reducing the negative effect of increases in fuel costs. In fact, improving the energy efficiency of the home is often the most cost-

effective way of making a sustained reduction in household heating costs and removing that household from fuel poverty.

Energy efficiency, household characteristics and composition and fuel poverty are intrinsically linked. This has recently been highlighted in the Fuel Poverty Strategy and related Statistics Report 2019 where it states:

- Households with insulated cavity walls are least likely to be in fuel poverty (7.5 % of households with an average fuel poverty gap of £237) compared to households with uninsulated solid walls (16.8% and an average gap of £420). The fuel poverty gap is the reduction in required spending which would take a household out of fuel poverty.
- Older dwellings tend to have a higher proportion of households in fuel poverty compared to newer dwellings. Households in dwellings built between 1900-1918 were most likely to be fuel poor (18.6%) with an average gap of £377. This is compared to just 4.1% of fuel poor households in dwellings built post 1990 with an average fuel poverty gap of £207.
- The level of fuel poverty is highest in the private rented sector (19.4%) compared to those in owner occupied properties (8.0%). Those in the private rented sector also tend to be deeper in fuel poverty, with an average fuel poverty gap of £336, compared to £214 for those in local authority and housing association properties.

When considering household composition, couples with dependant child(ren) have an average fuel poverty gap of £380 compared to a single person under 60 (£274). However, the highest prevalence of fuel poverty is seen for lone parents with dependent child(ren) (25.4%)⁸.

⁸https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/719106/Fuel_Poverty_Statistics_Report_2019.pdf

2. Strategic Aims

The primary aims of the strategy for addressing energy efficiency and fuel poverty in the Arun district are listed below. The action plan in appendix 1 details the objectives connected to these aims; the action plan will be used to monitor the progress and success in delivering these objectives.

- To contribute to the Council's strategic target of preparing Arun's response to the Environment and Climate Emergency
- To contribute towards reducing greenhouse gas emissions in residential buildings to help meet the Government target of reaching 'net zero' by 2050.
- To encourage and support the insulation of any remaining wall cavities and lofts in the district
- To encourage and support the uptake of solid wall insulation in the district
- To encourage and support the uptake of domestic renewable energy systems
- To further improve the energy efficiency of the Council's own housing stock
- To target areas, known to contain Hard To Treat (HTT)
- To work towards reducing the number of people living in fuel poverty across West Sussex using both practical and behavioural measures
- To inform and enforce the Minimum Energy Efficiency Standards in the domestic private rental sector

3. National Fuel Poverty and Energy Efficiency Legislation and schemes

A number of policies support both fuel poverty and energy efficiency work in parallel. Whilst targets for carbon reduction and fuel poverty remain separate, due to the opportunities available, it is a logical step for local authorities to address both energy efficiency and fuel poverty in tandem. This next section will provide a brief overview of the national legislation on carbon reduction, energy conservation and fuel poverty that have been introduced as well as the associated policies and targets.

3.1. Climate Change and Carbon Reduction

The requirement to improve the energy efficiency of homes stems from the legal requirements to reduce carbon dioxide (CO₂) emissions set out in the Climate Change Act 2008 and the government's Carbon Plan, published in 2011. The Carbon Plan set the following targets in relation to housing:

- On 27 June 2019 the UK government amended the Climate Change Act and set out a new legally binding target to achieve 'net zero' greenhouse gas emissions across the UK economy by 2050. This was previously a target of 80% reduction from the 1990 levels.
- To insulate all cavities and lofts, where practical, by 2020;
- By 2030, between 1 – 3.7m additional solid wall installations and between 1.9 - 7.2m other energy efficiency installations;
- By 2030, 1.6m - 8.6m building level low carbon heat installations such as heat pumps.

The government has set five-yearly carbon budgets which currently run until 2032. They restrict the amount of greenhouse gas the UK can legally emit in a five-year period. The UK is currently in the third carbon budget period (2018 to 2022). The first carbon budget (2008 to 2012) was met, as was the second (2013 to 2017), and the UK is currently on track to outperform on the third (2018 to 2022). However, it is not on track to meet the fourth (2023 to 2027), and more challenging measures will be needed to meet this target and the 100% target for 2050.

3.2. Home Energy Conservation Act

The Home Energy Conservation Act (HECA) 1995 recognises local authorities' ability to use their position to significantly improve the energy efficiency of all the residential accommodation in their areas. The Department for Energy and Climate Change (DECC) requires HECA reports to be produced biennially by English Local Authorities.

The current HECA report covers the period 2019-2021 and outlines the Council's ambitions for energy conservation measures, based on what will be practicable, cost-effective and likely to result in significant improvement in the energy efficiency of residential accommodation in the Arun district. HECA reports are published on the Council's website and can be found using the shortcut; www.arun.gov.uk/energy. This report will be updated as required throughout the term of this strategy.

3.3 Warm Homes & Energy Conservation Act

The Warm Homes and Energy Conservation Act 2000 placed a duty on Government to have a strategy for tackling fuel poverty. The Fuel Poverty (England) Regulations 2014 were then produced. The Regulations created a fuel poverty target to ensure that as many fuel poor homes as is reasonably practicable achieve a minimum energy efficiency standard of C, by 2030.

There were interim targets of:

- As many fuel poor homes in England as is reasonably practicable to B and E by 2020
- As many fuel poor homes in England as is reasonably practicable to B and D by 2025

3.4 Public Health - Cold Weather Plan

The Cold Weather Plan for England was first published in November 2011. Revised each year, the plan builds on the experience from previous years of developing and improving the ability of the NHS and its partners to deal with significant periods of cold and wintery weather. It aims to prepare for, alert people to, and prevent the major avoidable effects on health during periods of severe cold in England.

Arun District Council support this through Arun Wellbeing and the Home Energy Visitor Team. Arun District Council also help to produce a 'Stay Well this Winter' booklet.

3.5 Green Deal Finance Company

The Green Deal was a UK government policy initiative which gave homeowners, landlords and tenants the opportunity to pay for energy efficient home improvements through the savings on their energy bills. It came to an end in 2015 but many private companies then provided loans until 2017 when the new Green Deal Finance Company was established. This company is financially supported by private investors but is endorsed by the Government. The principle of these grants is the same; Green Deal finance covers the upfront cost which is paid back over a period of time through the resulting savings on the occupant's energy bill. The loan is attached to the property and is therefore the responsibility of the new owner or tenant if the occupier moves to a new house. The loan can, however, be paid off early.

3.6. Energy Company Obligation (ECO)

The Energy Company Obligation (ECO) is a government energy efficiency scheme to help reduce carbon emissions and tackle fuel poverty. In October 2018 ECO3 was launched which will run from Autumn 2018 until March 2022.

The previous ECO covered properties classed as 'hard to treat' due to their construction, along with supporting the fuel poor residents. The new ECO3 is focused almost completely on supporting low income, vulnerable and fuel poor households.

The new ECO3 scheme allows for 25% of the funding to be delivered through Local Authority Flexible Eligibility (LA Flex). Arun District Council has worked collaboratively with the other district and boroughs in West Sussex to produce our criteria for LA Flex. This is published on the Arun District Council website. The

criteria were devised using the BEIS guidance and therefore focuses on supporting fuel poor households.

4. Local Carbon Emissions, Energy Efficiency & Fuel Poverty Statistics

Following the introduction of the most recent legislation and obligations, there are now new opportunities to bring substantial funding and improvements to properties in the Arun district to help alleviate fuel poverty and reduce carbon emissions. This section contains the local statistics for carbon and fuel poverty which will help to ensure that resources and information are targeted appropriately across the District.

4.1. Carbon Emissions Statistics

National Indicator 186 referred to per capita reductions in CO₂ emissions as an indicator of the impact of actions being taken by communities to reduce carbon emissions and mitigate against climate change. In 2010 the Government removed the requirement for Local Authorities to report on national indicators, however per capita carbon data continues to be collected and reported centrally on an annual basis by BEIS. Reporting relies on centrally produced statistics to measure end user CO₂ emissions in the local area; unfortunately, and similarly to the fuel poverty data, there is a long reporting time lag of almost two years.

Whilst there is little influence the Council can have on de-carbonising some elements of commercial and transport sectors; the Council is in a good position to influence carbon reduction through energy efficiency in the domestic sector and the Council's own buildings. Evidence shows a trend of reduced domestic emissions against the 2005 baseline, but there is much more that can still be done to reduce these figures further.

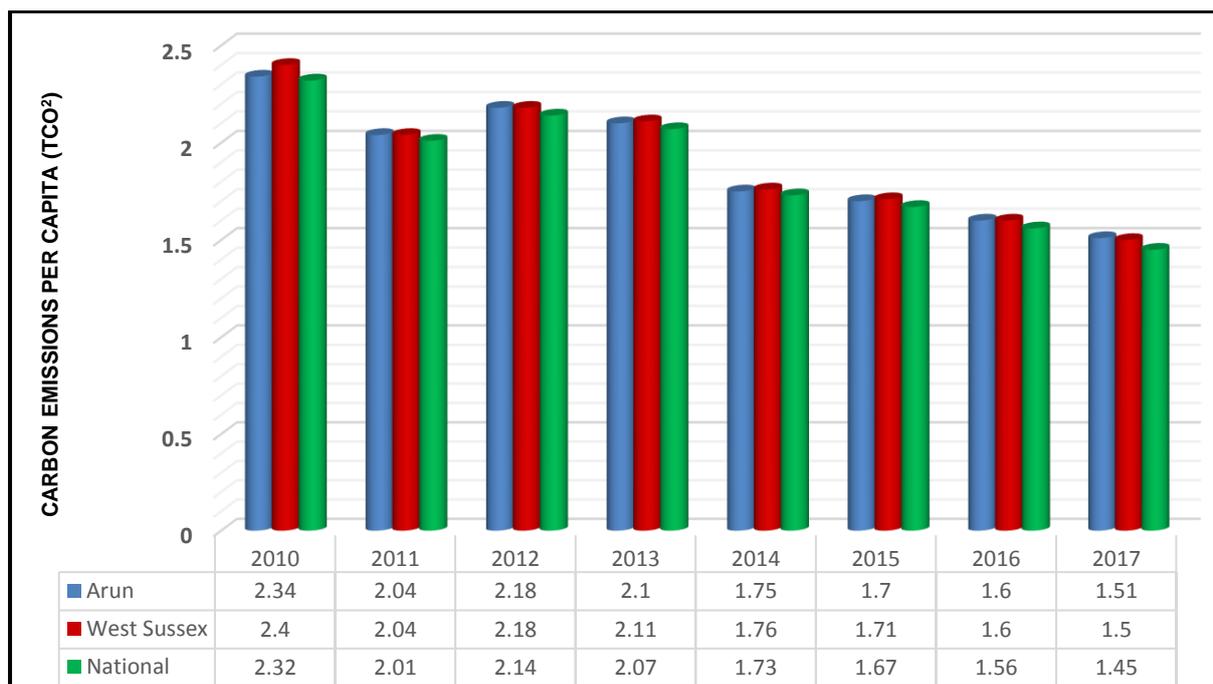


Figure 2: Domestic Carbon Emissions per capita - Arun, West Sussex and Nationally

In the Arun district, CO₂ per capita emissions from domestic properties fell by over 35% from 2010-2017; this is around the national average and the average for West Sussex. The fact the figure is marginally higher in West Sussex and Arun compared to the national average could be due to the older age of the properties in this area and the higher population density.

Nationally tackling climate change has become a high priority. A report by Sir Nicolas Stern highlighted the very high cost to society and the economy of not dealing with climate change.

The recently amended Climate Change Act 2008 commits us to legally binding targets of 'net zero greenhouse gas emission by 2050.

The UK Climate Change Programme 2006, which sets out the Government's policies and priorities for action in the UK and internationally, identifies local authorities as critical to the achievement of the Government's climate change objectives.

This role was further emphasised in the 2006 Local Government White Paper, which proposed significantly strengthening local government's leadership role, including leadership in tackling climate change. This was then reflected in the new performance assessment framework (Comprehensive Area Assessments [CAA]) and Local Area Agreements (LAA) announced in 2008.

4.1 Energy Efficiency Statistics

It is important to consider the age and energy efficiency of the properties in Arun to understand the implications and challenges in terms of improving.

The Chart below summarises the age of properties in the Arun district. In total 50% of the domestic properties in the Arun district were built prior to 1966. This means that the district has a large number of solid wall properties which are hard to treat. The education and promotion of solid wall insulation is therefore vital to support these residents. Older properties often do not have the current standard of loft insulation, can possibly be off gas and unless improvements have been made they will have single glazed windows. All of which lead to poor energy efficiency.

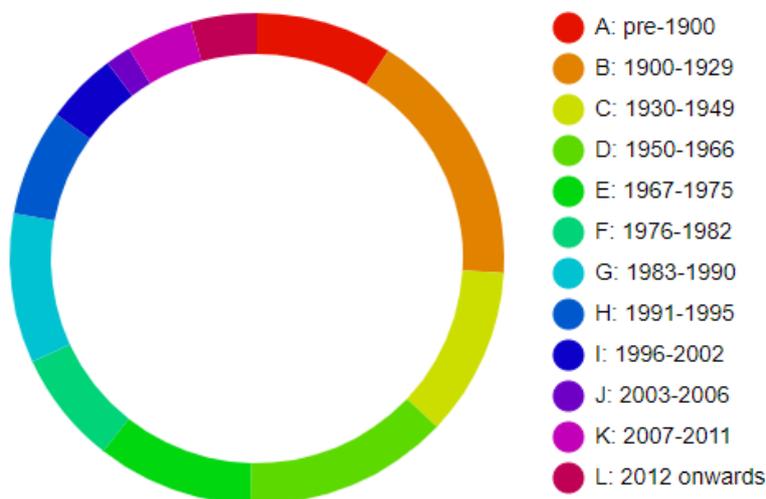


Figure 3: Age of domestic properties in the Arun district - Parity Projects 2019
 In the Arun district the average SAP (Standard Assessment Procedure) rating of the housing stock is 60.75 which is an EPC D. This reflects the national average and highlights the poor condition of the housing stock across the UK. There is a lot of improvement required to raise this rating and meet government targets.

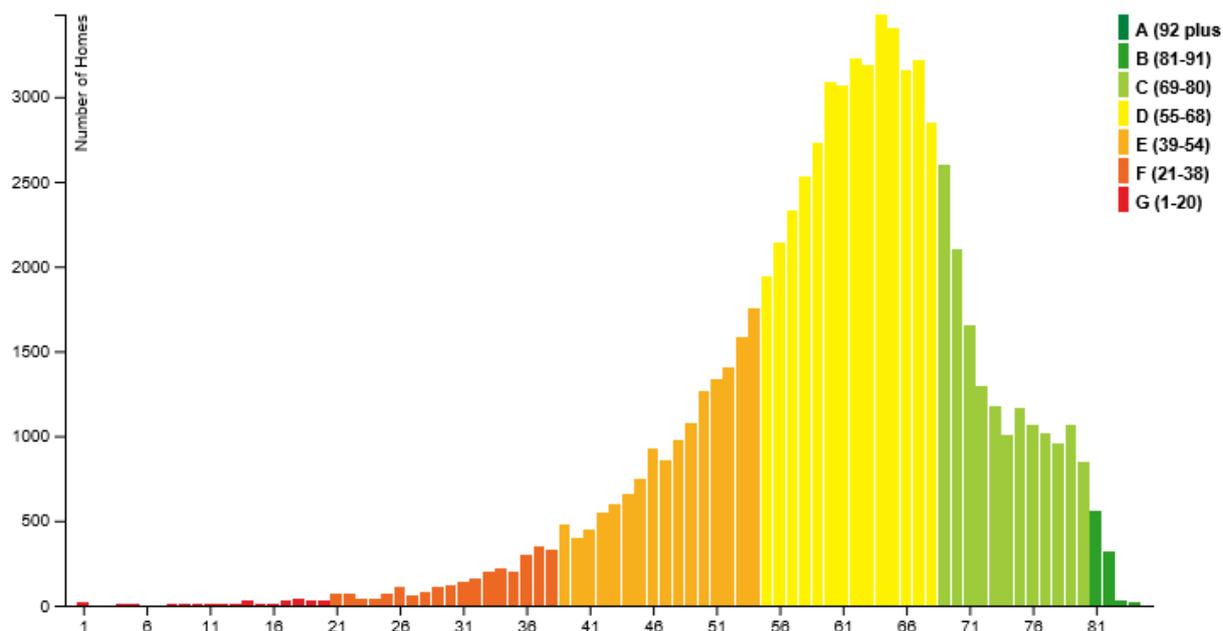


Figure 4: EPC data for domestic properties in the Arun district - Parity Project 2019

4.2. Fuel Poverty Statistics

Since 2008, DECC (the Department of Energy and Climate Change) now BEIS have published annual sub-regional fuel poverty statistics for every local authority area in England. An overview of the fuel statistics for the Arun district comparing local stats to national trends can be seen in Figure 8 below.

	Estimated Number of Households	Number of Fuel Poor Households	Proportion of Households Fuel Poor (%)	Inc./Dec. in Proportion of Fuel Poor Households 2011 -2017 (%)
Adur	28,772	2,446	8.5	+0.5
Arun	71,169	6,127	8.6	+0.4
Chichester	53,105	4,921	9.3	+0.7
Crawley	45,586	3,164	6.9	+1.6
Horsham	58,495	4,249	7.3	+0.2
Mid Sussex	61,097	4,594	7.5	-0.1
Worthing	50,058	4,530	9.0	-0.3
West Sussex	368,282	30,031	8.2	+0.4
England	23,197,000	2,532,000.0	10.9	0

Figure 5: Fuel poverty figures - Local Authority, West Sussex and England

<https://www.gov.uk/government/statistics/sub-regional-fuel-poverty-data-2019>

There have been marginal changes across the county compared to last year. Nationally the percentage of fuel poor households is now very similar to 2011 (the first year of the Low Income High Cost model).

Currently the Arun district has the highest number of fuel poor households in West Sussex with 6,127. This is relative to the number of households, as the Arun district has a high number of properties, the percentage of fuel poor is the third highest at 8.6%.

The latest statistics have a breakdown of fuel poverty gap, i.e. the reduction in required spending which would take a household out of fuel poverty, by region. The South East is the highest in England at £449. This trend could be partly due to the higher than average fuel costs for the South East, with a median fuel cost for fuel poor household of over £1400 per year, compared to areas such as Yorkshire and Humber with a median fuel cost for fuel poor households of less than 1250 per year.

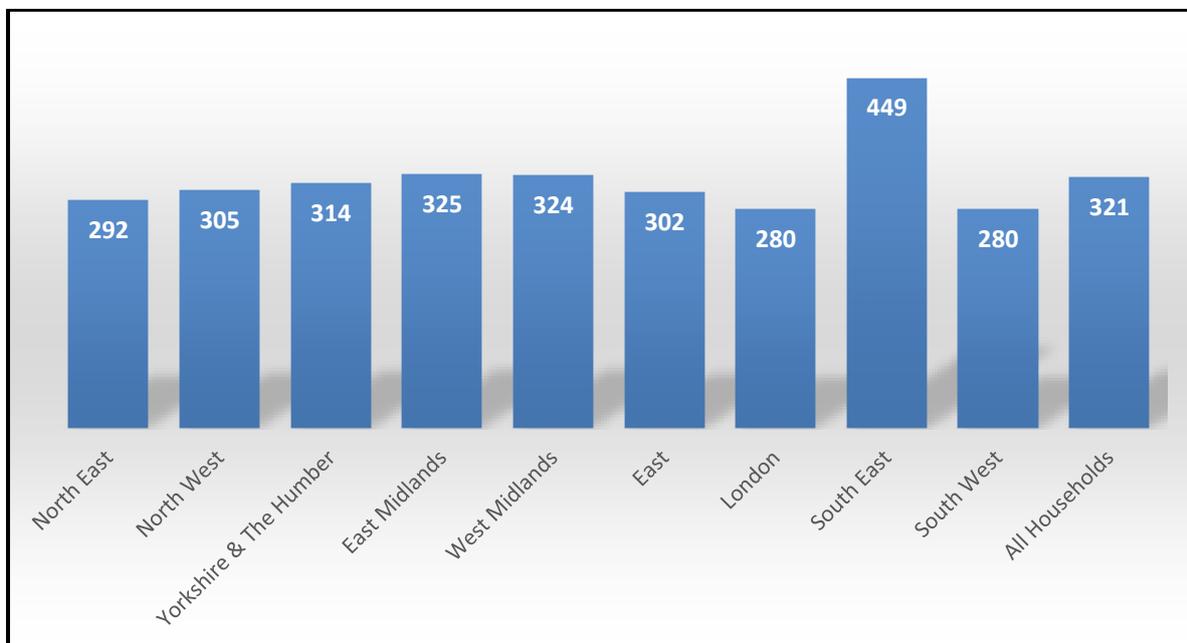


Figure 6: Regional Fuel Poverty gap data

Although the Arun district is below the national average in terms of fuel poverty, there are two concerns which the 2017 government fuel poverty statistics highlight:

- The percentage of fuel poor households has increased by 0.4%, whereas nationally there has been no increase.
- There are pockets of fuel poverty within the Arun district which are not immediately evident.

Figure 5 above indicates that the increase in fuel poverty since 2011 is above the national figure. This strategy aims to address this issue for the district, but it is important to identify those smaller areas where need is greatest.

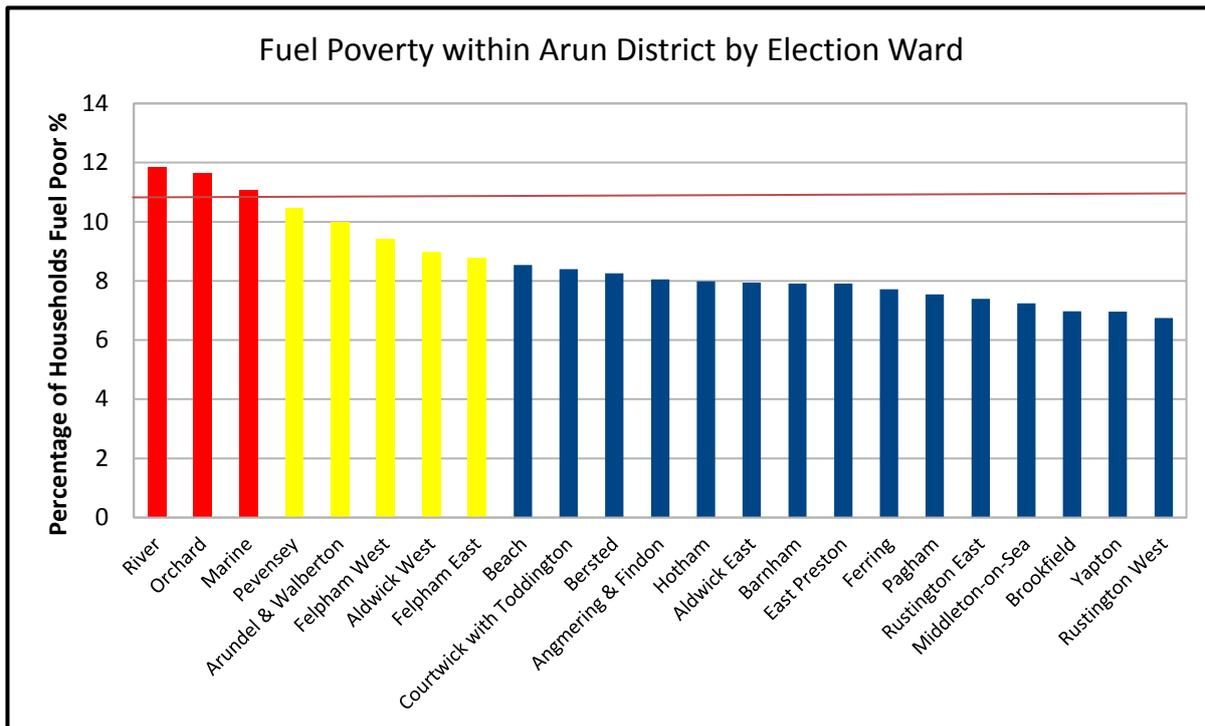


Figure 7: Fuel Poverty within Arun District by Election Ward

The national average is 10.9% (shown as a red line on the graph) with an average for the Arun District of 8.6%. This chart however identifies 3 areas, (River, Orchard and Marine) where the level is above the national average. It is important to investigate these areas further to see if the problem is specific to an even smaller section of the wards in question.

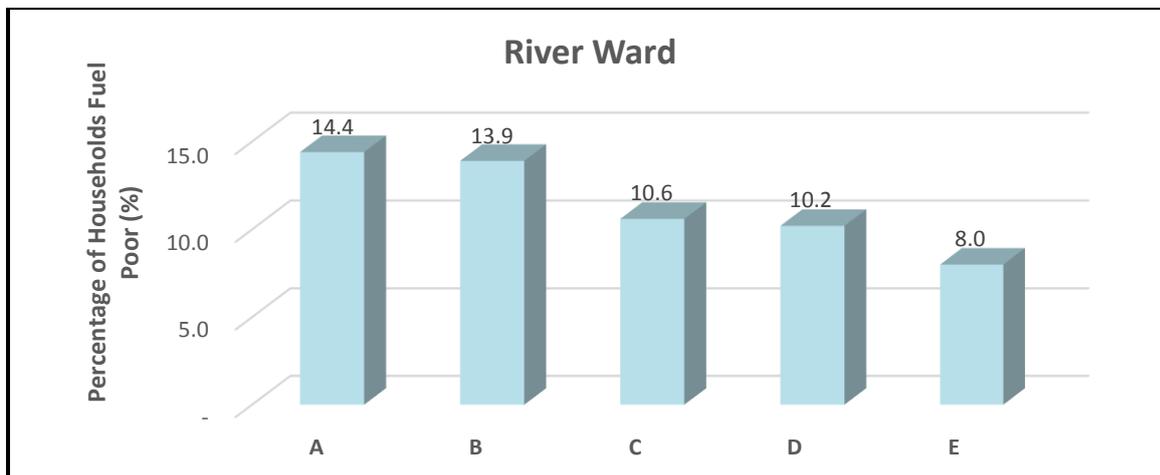


Figure 8: Percentage of households in Fuel Poverty in the River Ward

This chart, for instance, shows the sub-areas with River Ward. This is the ward which the government statistics reveal has the highest number of fuel poor households within the Arun district. The data reveals that two areas within River Ward are well above the national average, two above the Arun district average and one below.

Looking in more depth at three of these areas to try and evaluate the reason for the disparity in results within a small area:

Area A (Ropewalk, Marina, St. Martins, East Bank) has the highest percentage of fuel poor households (14.4%). It is ranked 3rd out of 94 Arun district LSOAs (lower layer super output areas) and 3rd out of 504 West Sussex LSOAs in terms of overall deprivation. It is in the top 10% most deprived in England in terms of living environment. 48% of households are in privately rented accommodation, compared to 15% for the whole of the Arun district.

Area B (Irvine Road, Civic Centre Area) has the 2nd highest percentage of fuel poor households (13.9%). It is ranked 6th out of 94 Arun district LSOAs and 7th out of 504 West Sussex LSOAs in terms of overall deprivation. It is in the top 10% most deprived in England in terms of living environment and health deprivation and disability. 52% of households are in privately rented accommodation, compared to 15% for the whole of the Arun district.

Area E (East Street) however has a percentage below the district average and the lowest in the ward (8%). It is ranked 17th out of 94 Arun district LSOAs, 52nd out of 504 West Sussex LSOAs in terms of overall deprivation. It has no serious deprivation issues and its proportion of owner occupied and privately rented housing is in line with the district.

This analysis easily demonstrates the reasons for the disparity in results for each area of the ward. For other wards, however, there are less obvious pockets of fuel poverty.

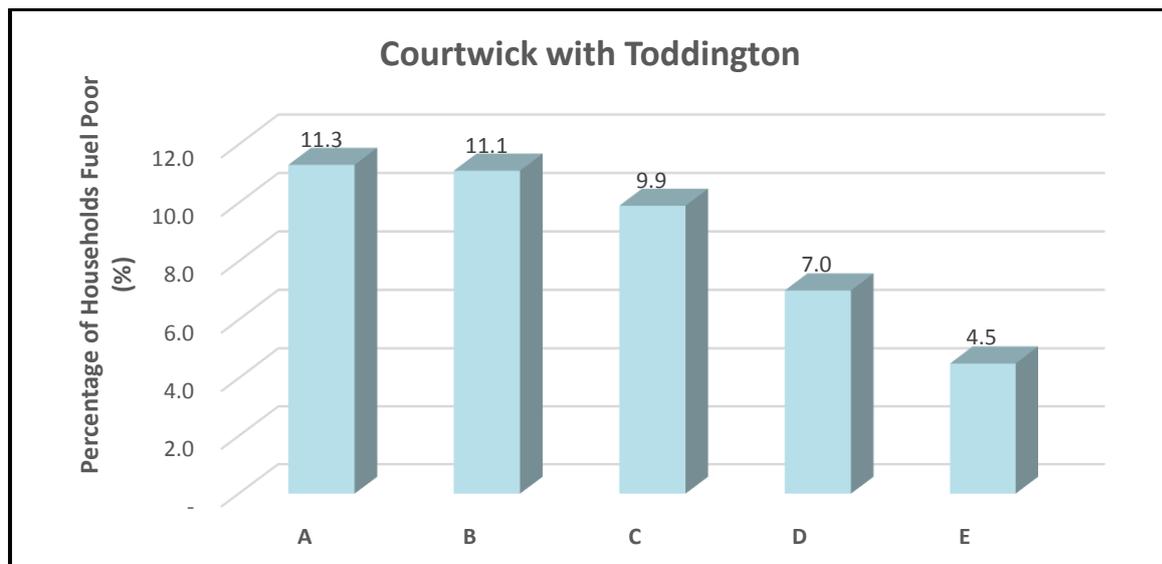


Figure 9: Percentage of households in Fuel Poverty in Courtwick and Toddington

The percentages in Courtwick with Toddington where the low proportions in areas D and E (Courtwick Lane and Toddington) offset the high ones in areas A and B (Clun Road North and South). The latter being areas with levels of deprivation and a high proportion of rented social housing. This contrasts with areas A and B which have none of these factors. In this case the headline ward percentage of 8.5%, which is slightly under the district average, hides a situation which needs attention.

It is important that the government data is scrutinised at all levels of detail so that these pockets of fuel poverty are not overlooked.

9 UK Local Authority and Regional CO₂ Emissions National Statistics June 2018 <https://www.gov.uk/government/statistics/uk-local-authority-and-regional-carbon-dioxide-emissions-national-statistics-2005-to-2017>

5. Private Rental Sector

There are over 10,000 households renting privately in the Arun district – 15% of the housing stock. Rented homes include many more households in fuel poverty; (19.4%) compared to those in owner occupied properties (7.7%). Those in the private rented sector also tend to be deeper in fuel poverty, with an average fuel poverty gap of £383, compared to just over £200 for those in local authority and housing association properties.

Many rental properties are poorly insulated and therefore heating costs are high, which can have an adverse effect on tenants' health. The private and social rental sectors also contain some of our most vulnerable residents.

A problem often found in the rental sector is the "split incentive" which has been repeatedly identified as a reason why privately rented stock performs less well than owner occupier sectors. Landlords traditionally are required to pay for energy efficiency measures such as better insulation or windows or new heating systems and boilers, but it is the tenant who reaps the benefits of more efficient heating, in terms of physical comfort and economically because of lower heating costs.

The Green Deal and ECO funding did offer some funding and gave opportunities to address the split incentive. ECO funding is now more focused on the fuel poor and private rented is excluded where there is a poor EPC rating. It is felt that these landlords now have the legal requirement to improve through the introduction of the Minimum Energy Efficiency Standards (MEES). There are also several other underplayed benefits to improving the efficiency of a rental property that can be used to motivate landlords; including lower turnover of tenants, reduced chances of rent arrears and long-term physical benefits to the property such as reduced condensation.

Where motivation is still not enough the MEES and HHSRS (Housing Health and Safety Standards) can be used to enforce improvements. This section explains the various policies and programmes that will be used by the Council to help improve the energy efficiency standards of housing in the District, in particular the private rental sector.

Arun District Council passed a motion on 15th January 2020 to support a request for officers to explore what options might exist for introducing further controls on the definition, number and quality of Homes in Multiple Occupation (HMOs) and prepare appropriate reports for the relevant decision body of the Council. Introducing further controls would be expected to contribute to an improvement in the social and economic conditions in the areas and an improvement in general housing conditions, including in energy efficiency.

5.1. Private Sector Housing Enforcement Action

The introduction of the Housing Health and Safety Rating System (HHSRS) in 2006, following changes to part 1 of the Housing Act 2004 provided Local Authorities with new powers to effect improvements to the thermal environment of dwellings. The "excess cold" hazard is the highest scoring of the 29 identifiable hazards under

HHSRS and is the most prevalent. However, it should be noted that the guidance on HHSRS encourages more emphasis on hazards that are threats to health and safety rather than the comfort or convenience of the occupiers of the property.

Since its introduction, Arun District Council's Private Sector Housing team have been responsible for the enforcement of HHSRS in the district. With the Council's Energy Efficiency Officer and the West Sussex Fuel Poverty Co-ordinator also based in this team, Officers work together to ensure excess cold hazards continue to be identified and improved in the most practicable and appropriate ways.

5.2. Minimum Standards in Private Rental Sector from 2018

The Energy Act 2011 introduced plans to address energy efficiency of homes in the private rental sector through the setting of minimum standards in England and Wales;

- As of April 2016, landlords are now obliged to permit tenants to undertake energy efficiency improvement works
- Commencing in April 2018 it is now illegal to rent out a property where the Energy Performance Certificate is rated F or G. This is currently only for new tenancies but will be for all rental properties requiring an EPC from April 2020.
- There are future plans for rental properties to achieve the minimum of a C EPC rating by 2030.

Arun District Council are supporting this legislation and are promoting this to landlords and tenants. Information leaflets have been produced and information has been presented to landlords in the Landlords Forums. The Exemption Register is regularly reviewed, and landlords are contacted regarding their exemptions.

Arun District Council recognises the benefit of enforcing Minimum Energy Efficiency Standards (MEES) in conjunction with HHSRS and this is being explored.

Arun District Council has been successful in a bid for funding from the Ministry of Housing, Communities and Local Government (MHCLG) to obtain district-wide housing stock modelling data. This will prove helpful for targeting initiatives in private rented accommodation, tackling MEES and fuel poverty and providing evidence to assist in discussions with public health and possibly access future funding.

5.3. Arun & Chichester Landlord Accreditation Scheme

Arun District Council is working in partnership with Chichester District Council, the University of Chichester and Chichester College to introduce a district wide Landlord Accreditation Scheme. Both the University and College fully support the scheme and will, in the future, only manage and promote properties which have been accredited.

The Scheme is free and as part of the application the premises are inspected and assessed against a number of criteria including energy efficiency and compliance to MEES. The inspection makes sure that the property is free of serious hazards, including excess cold, under the Housing Health and Safety Rating System (Housing

Act 2004). Once accredited the property will normally remain in the scheme for a period of 5 years where upon a new application will be required. This scheme is not restricted to student accommodation and is open to all landlords in the district.

6. Local Energy and Fuel Poverty Projects & Partnerships

Research has shown that significant improvements in energy efficiency are brought about by working in partnership and much emphasis is placed on this approach by various organisations. Partnerships can be either a formal or informal arrangement, but experience indicates that a formal partnership provides greater benefits to all parties than an informal arrangement. A formal partnership provides an opportunity to ensure projects are delivered and data is collected in a form that is appropriate to each partner organisation. Arun District Council is committed to developing and continuing such partnerships.

6.1 Identification of residents in fuel poverty

Fuel Poverty is a complex public health issue, to effectively tackle fuel poverty it is important to have a multi-agency approach. The West Sussex local authorities have come together under the direction of the Fuel Poverty Coordinator and adopted a 'Framework for Action', which draws together current interventions and governance structures, to identify influences and provide an overview of fuel poverty across the County.

The West Sussex Fuel Poverty Strategy is called Fuel Poverty- a Framework for Action across West Sussex 2015-2018 located at:

<https://westsussexenergy.co.uk/professionals/framework-for-action>

Please note that this is under review.

The council is active in locating and supporting residents in fuel poverty. The Fuel Poverty Co-ordinator works with Arun District Council and the Home Energy Visitors in the following areas:

- Developing links with health professionals. All GP practices provided with copies of Stay Well this Winter booklets. Over 10,000 copies produced and distributed.
- All Clinical Commissioning Groups (CCGs) promoting Home Energy Visits on websites and on patient communications in 2018/19.
- Training frontline teams in team meetings or dedicated training sessions to be able to identify fuel poverty and refer households for support – including OTs, Social Workers, Community Support teams, Prevention Assessment teams, Children & Family Centres, CABs, Age UK, etc.
- Dedicated 'professionals page' added to West Sussex Energy website in 2018.
- Links with key frontline and voluntary sector organisations developed.
- Newsletter published at least monthly during heating season with information on help/support available. This was sent to over 160 subscribers.
- Online mapping tool developed using EPC and Mosaic data to help locate households at risk of fuel poverty:
<https://public.tableau.com/profile/ellen.gayler#!/vizhome/WestSussexenergyho/usingdatabaseJuly2017/Story1>

- We also can enhance this using RetrofitWorks tools to identify fuel poor households, along with the able-to-pay households.

6.2 HHCRO (Home Heat Carbon Reduction Obligation) top-ups

A scheme was established in 2016 to support HHCRO funding. Contractors could access a limited amount of HHCRO funding from energy suppliers, but this did not cover the full cost of heating system installations. The County Council provided top-ups to these grants to ensure that vulnerable residents could heat their homes. In July 2016 the County Council could no longer cover this cost so Arun District Council Private Sector Housing set up a budget to provide top-ups until 2017, when HHCRO ended.

In April 2017 in the absence of any grant funding Arun set up a heating loan scheme where it helped several residents to install heating systems, with the whole cost being tied into the property value so it would not need to be repaid until the property was sold.

6.3 Arun Safe and Warm Home Grants

Since January 2018 Arun District Council has been delighted to be able to access funding through the West Sussex Better Care fund to support vulnerable residents to stay safe and warm in their homes. This funding has been predominately used for heating installations and repairs. Residents who are vulnerable and on means-tested benefits or a low income are helped to access this funding and obtain quotes for the works. They are supported through the entire journey from application through to installation and completion. This has resulted in over 60 installations with funding of £220,000 being awarded to vulnerable residents in the Arun district.

The Authority has received positive feedback from clients. Two examples of which are show below:

Mrs M: 'My husband is in a bed in the living room due to his illness and it was very cold without heating, having the heating repaired has significantly improved his health and wellbeing'

Mr S: 'I would like to thank you for all your help giving me peace of mind'. This client has a terminal illness and previously had no heating or hot water for two years.

6.4 Support for Park Homes

Arun District Council is supporting some of its most vulnerable residents by targeting support to park homes. These properties are typically very poorly constructed with little, if any, insulation. The occupants are often elderly and have health conditions. Through utilising grant funding, the Council has been able to undertake an ambitious project to provide external wall insulation to several park home sites across the district. Subject to eligibility, residents can access part, and often all, the cost of the works through this grant. Currently we have over 49 grant applications in progress with 3 installations complete. Over £160,000 of grant funding has been awarded to date for this project and we hope to continue this over the next year and, if possible, beyond.

This grant is funded through the Better Care Fund. It is hoped that this will continue but this is dependent on the Better Care Fund allocations each year from the Government and these Safe and Warm Home grants are part of West Sussex discretionary grant policy.

6.5 Empty Properties and Energy Efficiency

The Council runs an Empty Property Financial Assistance scheme where people are awarded grants and/or loans to improve their vacant properties and make them habitable. The council then has nomination rights and the property can be offered to residents in Housing Need. They are required to improve the energy efficiency of the properties by installing double glazing, loft insulation etc. to ensure the properties have a minimum EPC rating of E.

The non-repayable grants are for £5,000 and the loans are for £10,000 interest free. The funding is sourced internally; £300,000 was allocated in 2015. £100,000 for grants and £200,000 for loans. £100,000 has been spent over the last 2 years on the grants.

6.6 Innovation funding

In 2017 Arun District Council was successful in a bid for funding under the NEA (National Energy Action) Technical Innovation Project. This scheme was set up to study innovative technologies with small clusters of residents across the UK to see which ones were the most efficient to use and beneficial to the individuals.

Arun District Councils project was to supply, install and monitor, free of charge, innovative thermostatic radiator valves into ten domestic properties. The residents were assessed and classed as fuel poor and vulnerable to the cold.

It involved the installation of Honeywell Evo home intelligent heating controls and traditional thermostatic radiator valves (TRVs) in homes where residents previously had no (or old, basic) TRVs. Energy monitors were also installed to help residents understand electricity use.

It has been claimed that smart thermostats can reduce bills by 20-30%, while standard TRVs have been claimed to save around £75 per year on heating bills

The study showed that the installation of standard TRVs reduced the running costs by about 5% and where the Smart TRVs were installed there was a reduction of 12% in gas bills. Residents found the TRVs easy to use and reported higher comfort levels and lower concerns over paying for energy. This study has fed into the National Energy Action project and will help with energy efficiency across the whole country.

6.7 Wellbeing and Public Health

Living in cold homes can have a hugely negative impact on health and wellbeing. Fuel poverty often leads to people making difficult decisions between heating their homes and providing food for their family. By improving energy efficiency fuel poverty can be addressed.

The Arun Wellbeing hubs provide information and referrals to a range of services as well as motivational support to individuals to assist in the prevention of cardiovascular disease. They also support residents in fuel poverty with a range of services.

Public health and local authorities together now have central roles to play in reducing fuel poverty and excess winter deaths, especially as local and upper tier authorities take greater responsibility in the delivery of local health services.

6.7.1 Home Energy Visitor Service

In 2012, the “Wellbeing Home” project was set-up as a shared Wellbeing service for residents in Arun and Chichester Districts, offering home energy visits for fuel poor residents including the installation of physical energy saving measures but also focussing on behavioural change and helping people stay healthy in their own homes. The Home Energy Visitor (HEV) Scheme supports residents living in fuel poverty offering free home visits. This scheme has provided a vital and highly beneficial service. Since 2016 over 675 households have been supported through free; energy saving devices, energy saving advice, guidance on energy tariffs and help sourcing grants. The service helps some of Arun districts most vulnerable residents to keep warm in their homes and access funding and support to raise them out of fuel poverty.

6.8 Smart Meter promotion

Arun District Council are supportive of the Smart Meter roll out and encourage residents to monitor their energy usage. Promotional material sourced from Smart Energy has been used on display boards in receptions.

In 2018 Arun District Council was awarded £2,216 of Ebico funding to promote Smart Meters. The project involved the Home Energy Visitors raising awareness via 76 home visits, 2 training sessions, 7 events and through several leaflet drops in the District.

6.9 West Sussex Fuel Poverty Co-ordinator

In 2007 a county-wide Fuel Poverty Coordinator post was created using external funding to help alleviate fuel poverty in the Districts and Boroughs. The Fuel Poverty Coordinator works closely with all the District and Borough Council's in West Sussex to ensure that fuel poverty is targeted through a partnership approach where appropriate and local opportunities are embraced and delivered. The post continues to be supported by all the Districts and Boroughs and hosted by Arun District Council.

6.10 ECO Energy Company Obligation funding

Local Authorities (LAs) have been able to determine eligible households living in, or at risk of, fuel poverty and those vulnerable to the effects of living in a cold home, since the introduction of the ‘flexible eligibility’ mechanism – known as ‘LA Flex’. The mechanism was first introduced as a trial within the Energy Company Obligation (ECO) in April 2017 as part of the changes within ECO2t, which ran until September 2018.

The West Sussex Flexible Eligibility Statement of Intent (SOI version1) was published in January 2018 and has now been in place for over two years. An SOI is a mandatory requirement of participation in LA Flex, which sets out the criteria the LA use to identify if a household is eligible and allows declarations of eligibility to be made. The West Sussex Sol was amended with a Sol version 2 being formed in March 2019 to broaden the criteria in line with BEIS guidance. The aim of the Sol is to support fuel poor households, especially those that are not in receipt of ECO

eligible benefits, the estimated 20% of fuel poor households that are not in receipt of any benefits; and low-income households vulnerable to the effect of living in a cold home.

Since the start of the scheme Arun district have the highest number of declarations of any other Local Authority. The Council has actively promoted the benefits of insulation in the area and worked hard to raise awareness of such schemes.

6.11 Other Local Authorities and Partner organisations

6.11.1 Working with West Sussex County Council

Your Energy Sussex was set up by West Sussex County Council (WSSCC) in 2014 and is delivering exciting energy projects across the county. The partnership uses local installers to deliver these projects which creates investment, job and apprenticeship opportunities for people across county. Arun District Council along with other local authorities supports the work of Your Energy Sussex and works collaboratively with them to help deliver successful projects.

Arun District Council are working collaboratively with WSSCC to establish an exciting new project called 'Solar Together'. This involves collective purchasing to help our residents access cheaper and fully vetted solar installers to provide solar panels to their properties. This project will make it more affordable to our residents to access this renewable energy source and any surplus funding will support those in fuel poverty in West Sussex.

6.11.1.1 Sussex Tariff

Arun District Council has been a partner in the development and promotion of the Sussex Tariff. This is a West Sussex County Council initiative providing a 'not-for-profit' energy supplier offering competitively-priced, 100% renewable gas and electricity to residents. This scheme was launched in February 2018 and aims to encourage more people in Sussex to compare their energy costs, switch and save money. It has gained almost 4,000 customers.

The service is supplied under a 'white label' agreement between West Sussex County Council and Robin Hood Energy, the licensed energy company owned by Nottingham City Council.

Within its first year of operation, Your Energy Sussex acquired a large enough customer base to cover its modest set up costs and now, in year two, will begin to use the surplus it generates to build a Fuel Poverty Fund which will be used to support projects targeted at residents who are struggling to pay their bills.

Sussex Tariff has a competitive pre-payment meter (PPM) tariff and encourages PPM customers to move to credit meters where appropriate. They proactively contact customers to move them off more expensive standard variable tariffs and on to more competitively fixed price tariffs.

In terms of customer numbers Arun district has seen a huge number of residents interested in this scheme with the largest number of sign ups compared to any other local authority in West Sussex. The residents of Arun district are obviously keen to

switch energy supplier and appreciate having the option of a Council backed supplier.

Arun District Council is starting to explore the option of supporting a solar scheme in collaboration with West Sussex County Council. This will involve collective purchasing to help drive down the cost of solar installations for Arun residents and promote the take up of renewable technology.

6.11.2 West Sussex Affordable Warmth Partnership

Local Authorities in West Sussex work collaboratively to deliver projects and share information regarding energy efficiency and fuel poverty. This group consists of Arun District Council, Horsham District Council, Crawley Borough Council, Adur and Worthing Councils, Chichester District Council and Mid Sussex District Council. The group is led by the West Sussex Fuel Poverty Co-ordinator and meets every 3 months.

6.11.3 West Sussex South East & UK Carbon Action Networks

The Association of Local Energy Officers South East (ALEO South East) previously known as the South East Carbon Action Network (SE CAN) is a forum for the sharing of information among local authorities. The aim is to facilitate the reduction of carbon emissions, alleviate fuel poverty in the region and encourage sustainable energy measures. Arun District Council is an active member of the ALEO SE forum.

Arun District Council also provides regular representation at the Sussex LA Climate Emergency Group. Where Local Authorities across Sussex share information and expertise in ascertaining carbon data and projects to alleviate climate change.

6.11.4 West Sussex Sustainable Business Partnership

The West Sussex Sustainable Business Partnership (WSSBP) was originally launched in 1998 as part of West Sussex County Council's Economic Development activities. In 2009 the partnership expanded to include a local Sustainable Business Network that now has over 600 members and holds regular events across the region. Partners include the County, District and Borough Councils, Universities and the Environment Agency.

The Sustainable Business Partnership CIC Utilise Plus Programme started in January 2017 and ran until September 2019. The scheme supported businesses by offering energy audits and EPCs for eligible organisations. They have supported 15 SMEs (small to medium sized enterprises) in West Sussex along with a further 64 in progress. In Arun there have been 10 SMEs supported.

Arun District Council supports the work of the Sustainable Business Partnership to encourage environmentally sustainable business.

6.11.5 Local groups and organisations

Arun District Council recognises that it would not be possible to tackle fuel poverty and energy efficiency effectively in isolation and it therefore works in partnership with residents and organisations with an interest in the environmental, welfare and housing needs of residents in the district. In particular, the council works closely with

a range of professionals, such as Occupation Therapists, GPs, Social Workers, Disabled Facilities Grant Surveyors, Prevention Assessment team, etc.

We link to charities such as: Stonepillow, Grandad's Front Room, Peabody, Citizens Advice and Age UK.

We work closely with National Energy Awareness (NEA).

A range of local mechanical, electrical and insulation contractors are used to undertake the works. These are selected by residents.

The Warm Home Fund project is being undertaken in partnership with Southern Gas Networks (SGN) and Mears MPS (previously MITIE).

We also support the Sustainable Business Partnership CIC.

Arun District Council works very closely with other local Authorities especially West Sussex County Council. It has links to West Sussex Fire and Rescue Service, Sussex Police, West Sussex Libraries, West Sussex foodbanks, Job Centre Plus (Bognor & Littlehampton Offices) and wellbeing groups such as Arun Lifeline.

Arun District Council has supported a successful bid for BEIS funding by a company called RetrofitWorks. The project aims to develop an alliance of expert and experienced advocates, advisers, designers and contractors to help support residents in improving the energy efficiency of their homes. They plan to use a targeted approach by assessing the housing stock and identifying properties that would benefit from energy efficient improvements.

7. Energy & Arun District Council's Corporate Estate

While much of this strategy is focussed on energy in homes in the District, this section briefly outlines some of the efforts and energy saving actions being taken within the Council's own estate and planning policy. Arun District Council has made significant improvements in terms of energy efficiency with their corporate estate even with the restrictions of a limited maintenance budget. When maintenance and improvement works are required energy efficiency is taken into consideration and measures are incorporated where possible and applicable.

The Council actively support renewable technologies. The Arun Civic Centre has a 49.9kWp solar PV panel system.

7.1. Asset Management

The Council is in the process of producing a new Asset Management Strategy and it is planned for this to be in place within the next 12 months. This is being driven by the Property Investment Strategy. This is an extensive exercise which will involve looking at each individual asset and the development of a long-term plan which will incorporate future proofing.

The Council encourages sustainable practice amongst its suppliers, such as the use of renewable resources and Eco-friendly transport.

Electrical product procurements are always energy saving goods such as energy saving hand dryers etc. Voltage optimisation units have been installed and the IT department use a Power down system. With regards to ICT equipment, the Council have a PC Power Management software solution, which automatically switches computers into a very low energy hibernation mode when not in use, saving unnecessarily wasted energy. This allows the Council to manage all power policies centrally.

Where roofing replacement has taken place on sections of the Civic Centre, in Littlehampton, high specification 'laid to falls' insulation has been installed. Where window replacement is required energy efficient double-glazed units are fitted.

In areas upgraded in the Civic Centre PIR LED lighting is installed. Light graduated level controls have been installed in the new planning section and building management system heating controls have been installed in the Civic suite.

The Council has a wide range of assets from Council offices like the Civic Centre and Bognor Town Hall through to toilet blocks, beach huts and leisure centres as well as the recently purchased Bognor Arcade, all of which Arun District Council hold some level of responsibility for in terms of maintenance and or improvement.

The Arun Leisure centre has had a new energy efficient air handling unit and building management system installed. There are also plans to upgrade the heating in the gym which will dramatically improve the energy usage of the site.

The new Wave leisure centre was completed in March 2019, this high spec centre was constructed with a clear appreciation of energy efficiency. The centre has incorporated a highly efficient CHP Combined Heat and Power plant. CHP generates electricity whilst also capturing usable heat that is produced in this process. This contrasts with conventional ways of generating electricity where vast amounts of heat are lost.

8. Planning

Throughout the Arun Local Plan 2011-31 there is a commitment to plan for climate change and encourage energy efficiency. Two of the Arun Local Plan strategic objectives are:

- To protect and enhance Arun's outstanding landscape, countryside, coastline, historic built and archaeological environment, as well as the setting of the South Downs National Park, thereby reinforcing local character and identity
- To plan for climate change and work in harmony with the environment to conserve the natural resources and increase biodiversity.

Arun District Council strictly controls the development of the countryside. The council has identified a 'Built-Up-Area-Boundary' to protect the natural environment.

Arun District Council recognises the importance of Green Infrastructure and the requirement for protection of green spaces.

Arun District Green Infrastructure study 2012 highlighted the importance of mitigating the impacts of climate change and possible opportunities for strengthening the network could be through increased tree coverage in urban areas, promoting walking and cycling routes and encouraging alternative modes of transport.

The Design Section of the Arun Local Plan provides information on how the authority planning department is working to mitigate the effects of climate change and supporting measures to cope with it, as well as promoting energy efficiency. It highlights the support for innovations and the incorporation of new technologies e.g. solar panels and electric car re-charge outlets. Solar gain consideration is promoted as it states that 'proposals should, maximise sunlight and passive solar energy.'

The Arun Local Plan emphasises the importance of considering climate change adaption measures at an early stage of the design process to ensure developments are resilient against the impacts of climate change.

The Council will support development which is located and appropriately designed to adapt to impacts arising from climate change such as the increased probability of tidal and fluvial flooding; water stress; health impacts and decline in the quality of habitats and biodiversity richness. The plan describes the issues that must be considered in order to achieve this.

The planning department use the key components of the Energy Act 2013 within the Energy Hierarchy which is to:

- Reduce the use of energy
- Use energy more efficiently
- Move to energy from renewable sources
- Use remaining fossil fuels cleanly

Arun District Council has signed the Nottingham Declaration on climate change which is a public statement of intent to work with the local community and businesses to respond to the challenges of climate change. This has since been superseded by 'Climate Local – a Local Commitment to Action on Climate Change' which is a more locally specific means of identifying carbon reduction measures and improving energy efficiency. This aims to support councils both to reduce carbon emissions and to increase resilience to a changing climate.

The West Sussex Sustainable Energy Study 2009 indicated that Arun District has potential for a range of renewable energy resources such as wind turbines (medium/small scale) solar PV, Solar water heating, biomass, CHP combined heat and power.

The Council encourage renewables in all developments and has a requirement for 10% renewable or low carbon energy generation to major developments.

All new residential and commercial development will be expected to be energy efficient and to demonstrate how they will:

- Achieve energy efficiency measures that reflect the standards applicable at the time of submission;
- Use design and layout to promote energy efficiency; and
- Incorporate decentralised, renewable and low carbon energy supply systems, for example small scale renewable energy systems such as solar panels.

Arun District Council are in the process of developing an Arun District Design Guide Supplementary Planning Document (SPD). This will provide detailed guidance that will raise design standards across the Arun District. As an SPD, the Design Guide builds upon and provides more detailed advice and guidance on policies within the adopted Arun Local Plan.

9. Arun District Council Housing Stock

The Council strives to be an exemplar in terms of energy efficient housing. Through new construction and retrofitting existing housing the Council's own housing stock will inspire private residents to improve the energy efficiency of their properties. New developments and retrofit of existing stock have incorporated innovative renewable technologies such as air source heat pumps.

The council submitted a successful funding bid in 2018 to support off-gas properties. It is planned that over 200 council properties will be connected to gas and have new energy efficient boilers installed over the next year. Following this renewables will be investigated further.

EPC (energy performance certificate) data is being reviewed and where possible any properties only achieving E, F or G ratings are being improved to ensure they achieve higher ratings and are therefore more energy efficient.

The council has a cyclical improvement programme for the replacement of any remaining timber single glazed units with double glazed systems. Consideration is given to properties with listed status or in conservation areas for double glazed timber units.

Over the next 12 months the Council plan to survey the entire housing stock and to install cavity wall and loft insulation where possible.

The council support renewables and are keen to install air source heat pumps and other innovative technologies to off-gas areas.

Council tenants are supported in council properties in terms of energy efficiency concerns, where requested new EPCs are carried out and support is provided through improvements and advice. The Arun District Council Home Energy Visitor

Service offer telephone support to Arun council tenants regarding energy bills, switching energy provider and energy saving tips.

The Council have over 3000 council houses and are keen to enhance their energy efficiency and therefore their EPC ratings. We aim to raise, where practicable, all our own housing stock in line with the MEES target of all rental properties achieving EPC C or above by 2030.

10 Strategy & Action Plan Review

This strategy sets out Arun District Council's intentions regarding Energy Efficiency in the District and internally in the Council for the period 2020 to 2025.

Every October the Action Plan (appendix 1) will be reviewed and updated against previously set targets and a revised action plan produced for the next year. The revised action plans will be authorised by Arun District Council's Individual Cabinet Member Decision (ICM) by the Cabinet Member for Technical Services by December of each year.

The entire strategy will be reviewed in detail in 2025 with a view to creating a new strategy, to start from 2026.

Appendix 1: Annual Energy & Fuel Poverty Action Plan for 2020

Main Aim	Actions	Reporting department(s)	Timescales
Fuel Poverty Actions			
To work towards reducing number of people living in fuel poverty in the District using both practical and behavioural measures	Promote, support and encourage the use of the services of Home Energy Visitor (HEV) as part of the Arun and Chichester Wellbeing Home scheme	Community Wellbeing, Private Sector Housing	Post currently funded until March 2020
	Promote and maximise the number of residents with access to Safe and Warm Homes (SWH) funding for energy efficiency measures to their homes	Private Sector Housing	On-going
	Work with the West Sussex Fuel Poverty Co-ordinator to deliver fuel poverty actions in Arun District	West Sussex Fuel Poverty Co-ordinator, Private Sector Housing	Post currently funded until March 2021
	Train relevant staff within the Council on opportunities for energy efficiency to help ensure residents and tenants have affordable energy bills.	Housing, Private Sector Housing, Various departments.	On-going
	Inform upon and encourage Minimum Energy Efficiency Standards compliance. Promote Energy Efficiency to private sector landlords including HMO licensees through regular updates at the Arun Landlord's forum.	Private Sector Housing	On-going
To target areas known to contain Hard To Treat (HTT) homes	Promote energy efficiency measures to able-to-pay household in and at risk of fuel poverty due to the nature of their property rather than low income.	Private Sector Housing	On-going
To improve the energy efficiency of the Council's	Continue to digitalise and collate all new EPC data and other already stored data to establish progress in Arun Housing stock & opportunities for energy improvements.	Private Sector Housing and Maintenance services	Bi-annually

own housing stock			
	Work with Housing team to support energy efficiency improvements in the Council's own housing stock.	Private Sector Housing and Residential Services	Ongoing
To work towards the Council's wider priorities of providing help to those in need	Arrange/Attend outreach events in both rural and urban communities to educate, inform, promote and take referrals for appropriate energy efficiency and/or fuel poverty assistance	Private Sector Housing, Community Wellbeing, West Sussex Fuel Poverty Co-ordinator	On-going
	Provision of up-to-date information on help for people in fuel poverty - on Council webpages and information boards in the Wellbeing Annexe and Arun Civic Centre	Private Sector Housing	Revise at least twice a year, approx. April & October
	Provision of training for Council Officers & relevant frontline staff in partner organisations on the fuel poverty assistance available in the local area	Private Sector Housing, West Sussex Fuel Poverty Co-ordinator	On-going
	Provision of training for Elected Members to identify residents suffering from fuel poverty and what fuel poverty assistance is available in the local area	Private Sector Housing, West Sussex Fuel Poverty Co-ordinator	At least one session/ information document to be completed by December
	Support and refer eligible residents to the available grant funding for heating.	West Sussex Fuel Poverty Co-ordinator	On-going
	Encourage energy switching to ensure people are on the correct tariff.	Private Sector Housing	On-going
Energy Efficiency (Carbon Reduction) Actions			

To encourage and support the insulation of any remaining cavities and lofts in the District.	Provide information on the benefits of home insulation and signpost residents to appropriate options for installing measures, including advice on any financial assistance available	Private Sector Housing, Community Wellbeing	On-going
To encourage and support the uptake of solid wall insulation in the District	Promote and encourage uptake of ECO and future Government schemes as a mechanism to help fund solid wall insulation	Private Sector Housing	On-going
To target areas known to contain Hard To Treat (HTT) homes	Identify different types of HTT homes, their locations in the District, the various solutions available and highlight any associated risks	Private Sector Housing	On-going
	Promote energy efficiency to areas known to contain HTT homes and able-to-pay customers.	Private Sector Housing	On-going
	Create case studies of best practice examples to inspire other residents to take up energy saving measures.	Private Sector Housing	On-going
To inform and enforce the Minimum Energy Efficiency Standards in the domestic private rental sector	Promote and inform landlords, tenants and letting agents about the legislation.	Private Sector Housing	On-going
	Monitor the exemption register and correspond with landlords where required.	Private Sector Housing	Quarterly
	Where non-compliance occurs; educate, support and where necessary enforce the legislation. Enforcement to be in conjunction with HHSRS where applicable.	Private Sector Housing	On-going
To encourage and support the uptake of domestic renewable energy systems for both	Encourage the use of renewable energy systems in domestic properties.	Private Sector Housing	On-going
	Create case studies of best practice examples to inspire other residents to take up renewable energy systems.	Private Sector Housing	On-going

heat and electricity generation			
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Appendix 2: Fuel Poverty Data

A2.1 Arun District - Fuel Poverty Maps 2017

The data is sourced from a range of locations looking at EPC data, Universal credit, Experian Mosaic data providing; median household income, potential property scoring, potential vulnerability scoring.

Map A shows the households likely to be in fuel poverty filtered by those with EPC ratings E, F, G and household income below 30k, and Map B shows the most severe areas with the households most likely to be in fuel poverty. Filtered to those in F or G EPC rated properties and income below 30k.

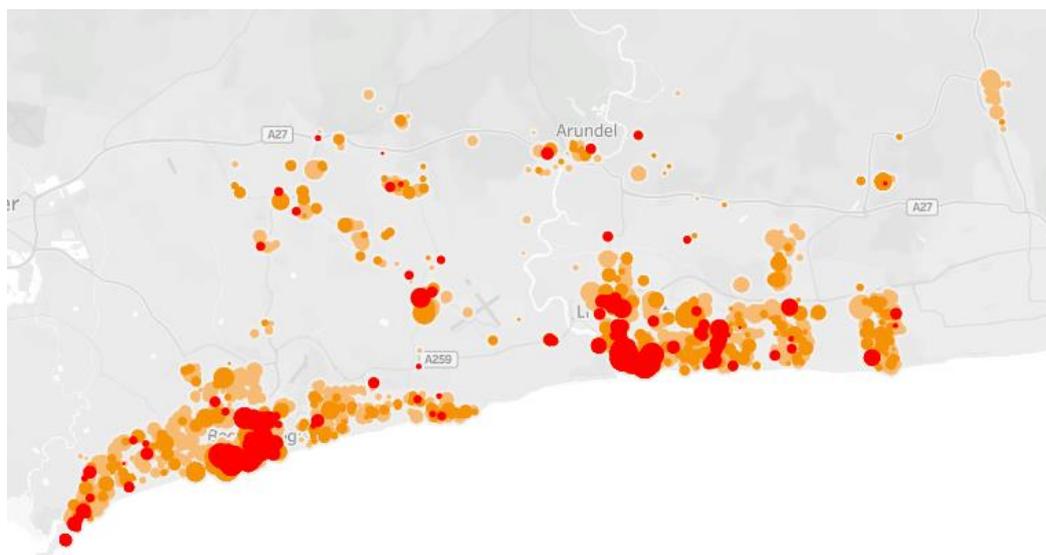


Figure A2.1: Arun Energy and Fuel Poverty Vulnerability Map

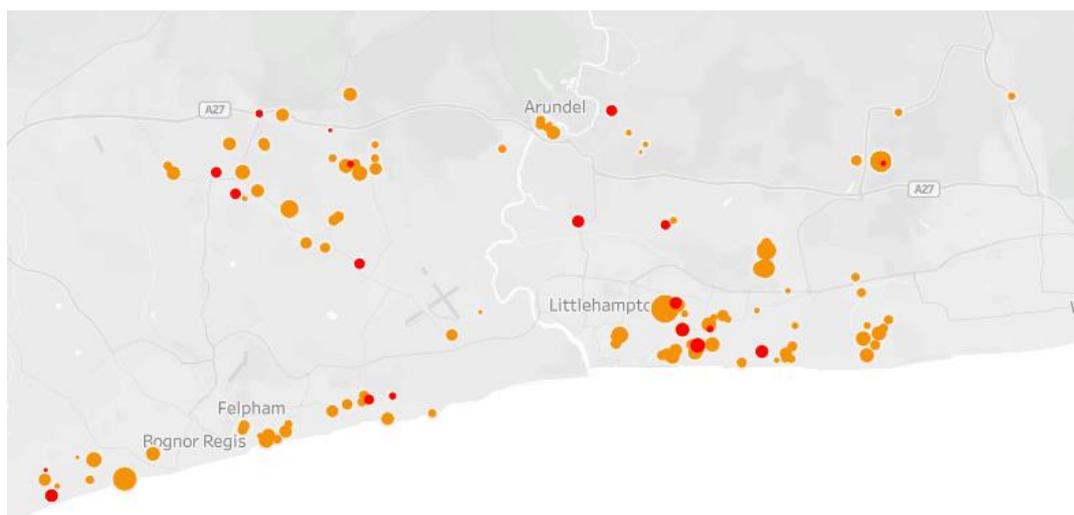


Figure A2.1.1 Arun Energy and Fuel Poverty Vulnerability Map depicting the most severe levels of fuel poverty

<https://public.tableau.com/profile/ellen.gayler#!/vizhome/WestSussexenergyhousingdatabaseJuly2017/Story1>

Appendix 3: Overview of progress and achievements for Arun District Council - Grants & Projects Delivered in the Arun District

A3.1 Insulation and boilers

A3.1.1 HHCRO Home Heat Carbon Reduction Obligation

Statistics on HHCRO scheme.

Between January 2014 and August 2016, YES provided £238K in top-up funding, with a further £50K allocated to the 2017 scheme. The YES team secured a further £10K contribution from West Sussex Public Health to support the scheme in 2017.

	Properties treated 2014/15	Properties treated 2015/16	Total
Arun Households	50	14	64
Estimated ECO funding	£75,250	£14,042	£89,292
Total West Sussex installs	211	35	246

Figure A3.1.1 Properties treated with energy efficiency measure under the HHCRO scheme

The Council participated in a Winter Warmth 'door knocking' trial during winter 2015/16, in partnership with the West Sussex Fuel Poverty Coordinator and West Sussex Fire & Rescue. WSFRS officers visited 114 properties on one street in a deprived area with mixed housing types and tenures offering a range of services developed for vulnerable households. As a result, 16 referrals were generated to a range of services.

A3.1.2 CREST (Energy Wise South) Insulation Schemes (ECO funded)

Year	Month	N° of Properties Improved
2015	Nov/Dec	80
2016	January/Feb	45
2016	March/ April	8
2016	May/ June	7
2016	June/ Jul/ Aug	22
2016	Sep/ Oct	27
2016	Nov/Dec	42

2017	Jan Feb	31
2017	March/April/ May	10
2017	June/July/Aug	27
2017	Sep/Oct	12
2017	Nov/Dec	52
2018	Jan/Feb	42
2018	March/April/May	11
2018	June/Jul	14
Total		430

Figure A3.1.2: Home insulation delivered in Arun using Council endorsed schemes 2015-18

A3.1.3 Local Authority Flexible Eligibility Scheme – Delivered by Arun District Council

District/Borough Council	Sol Version 1 (June 2018-April 2019)	Sol Version 2 (March 2019 to October 2019)	Total number of Declarations made
Arun	5	30	35
Chichester	5	4	9
Mid Sussex	3	3	6
Horsham	6	20	26
Worthing	3	1	4
Crawley	4	4	8
Total	26	62	88

Figure A3.1.3A Number of declarations made by Local Authority under the two different Statements of Intent.

District/Borough Council	CWI and LI	CWI	LI	Boiler	Total Declarations
Arun	8	26		1	35
Chichester	2	5		2	9
Mid Sussex		3	2	1	6
Horsham	2	21	2	1	26
Worthing		1		3	4
Crawley			3	5	8
Total	12	56	7	13	88

Figure A3.1.3B: Types of ECO measures installed in properties by companies utilising LA FLEX by Local Authority area. (2018-19 combined) **Key: CWI - Cavity Wall Insulation & LI - Loft Insulation,**

A3.1.4 Arun Safe and Warm Home Grant Scheme

Period	Number of boiler installs	Grant funding awarded
Jan 18- March18	11	32,311
April 2018-March 2019	29	117,684
April 2019-date	21	154,051
Total	61	227,021

Figure A3.1.4 Number of boiler installs and grants awarded to Arun residents from Arun District Council

A3.1.5 External wall insulation project data

Sites	Location	Number interested	Grants awarded to date	Total grant value per site to date	Average grant awarded per park home
Thornlea Court	Littlehampton	29	28	157,593	5628
Marigolds	Bognor Regis	15	0	tbc	tbc
Poplars	Bognor Regis	6	0	tbc	tbc

Figure A3.1.5: Number of External wall insulation grants provided and total value

A3.2 Technical Innovation Project

Technical Innovation project data

Cost Analysis using gas meter readings and gas bills

Tech Ref	"Before" period							"After" period with new heating control							Estimated Saving		
	Period	Days	Total Period (kWh)	Gas ¹ £/30 days	Degree days	kWh/Degree Day	Estimated annual cost ²	Period	Days	Total Period (kWh)	Gas ¹ £/30 days	Degree days	kWh/Degree Day	Estimated annual cost ¹			
T-01	07/11/14-10/05/16	550	27,372	£74.65	3,224	8.49	£859.25	27/08/16-28/03/17	213	12,734	£89.67	1,445	8.81	£891.93	-3.80%		
T-06	27/02/15-09/05/16	437	16,036	£55.04	2,204	7.28	£736.38	09/02/17-28/03/17	47	1,111	£35.47	356	3.12	£315.61	57.14%		
T-07	07/01/15-09/05/16	488	15,210	£46.75	2,750	5.53	£559.77	12/07/16-27/03/17	258	8,732	£50.77	1,462	5.97	£604.72	-8.03%		
T-15	05/03/15-03/03/16	364	13,432	£55.35	1,633	8.23	£832.64	10/05/16-29/03/17	323	15,877	£73.73	1,571	10.11	£1,022.99	-22.86%		
T-17	01/04/15-16/05/16	411	11,636	£42.47	1,938	6.00	£607.69	30/05/16-29/03/17	303	8,920	£44.16	1,517	5.88	£595.30	2.04%		
Average	Standard TRV						7.11	£719.15							6.78	£686.11	4.90%
T-11	02/09/15-23/05/16	264	2,985	£16.96	1,557	1.92	£194.06	30/05/16-28/03/17	302	2,547	£12.65	1,511	1.69	£170.65	12.06%		
Average	Evohome						1.92	£194.06							1.69	£170.65	12.06%

Figure A3.2: Table Analysis of gas costs before and after heating controls were installed using bill and meter readings.

The number and duration of readings varied between properties and between before and after periods at the same property. NEA was able to obtain meter readings for several households by contacting their energy suppliers. Where they were only able to provide estimated readings, these were disregarded in the analysis. Figure 5.1 shows the gas consumption (in kWh) for the 'before' and 'after' periods and the cost of the gas in £/30 days, using a standard gas price of 5p/kWh.

Properties where data is missing have been omitted from Table 5.1 which results in a comparison of 5 properties with standard thermostatic radiator valves (TRVs) including 1 with the Evo home.

The TRVs and Evo home controls were installed at the end of May 2016. Meter readings for the period prior to installation were in the range November 2014 to May 2016. Those used for the post installation period were from the earliest meter reading after the controls were installed to the date of the final interviews in March 2017.

A3.3 Home Energy Visits

A3.3.1 Home Energy Visit data

In Arun District from October 2016-19

- Supported 675 households
- Potentially saved residents £33,666
- Brought in £257,628 of energy efficiency and heating funding

A3.3.2 Home Energy Visit Case Study

BACKGROUND

Mr and Mrs H stopped by an Arun District Council Energy market stand. This was part of an energy efficiency awareness raising event. A Home Energy Visit was booked at this visit it transpired they had no heating apart from stand-alone plug-in heaters and one expensive electric flame-effect fire. They were both pensioners with disabilities and cared for three of their grandchildren, one of whom also had a long-term condition.

INTERVENTION

Type of Intervention: HEV left them a form for npower Health Through Warmth. This is a charitable trust which provides heating for those with health conditions. HEV also wrote a covering letter.

Grant arranged to get gas pipes laid up outside the house and up the garden path to the road. They qualified for this scheme by being low income and by living in an area counted as deprived.

OUTCOMES and FEEDBACK

Npower decided to pay the full amount for the gas system to be fitted, which resulted in a fast install and no future pressure on the client to find extra funding. Yorkshire Energy Solutions efficiently oversaw the laying of all the exterior pipework. The HEV monitored the situation and liaised with the client throughout. The feedback from the family was excellent and they have been helped both in the short and long term.

SHORT TERM	LONG TERM
<ul style="list-style-type: none">• New energy efficient heating system/boiler. The total cost of job was in the region of £2k. This was all grant funded.• Gas pipework laid outside – value c. £11k.• Higher comfort levels, lower cost, better health	<ul style="list-style-type: none">• Money saving on heating bills/or ability to keep warmer at home• Home Energy Visit to help support further with reducing energy costs• Increase to value of home through having central heating.

A3.3.3 Home Energy Visit feedback

Some of the feedback the home energy visitors have received from Arun residents regarding their experience of the HEV service.

- Emma was very knowledgeable and thorough. We have no computer & are complete novices in finance or anything technical, so Emma was marvellous and very reassuring. Thankyou.
- We are very grateful to the Wellbeing team, they were very helpful & arranged out new boiler very quickly & with a minimum of fuss. Thank you so much.
- A special thank you to Emma Pagett who came around to us who was so helpful & to Jo Williamson who put it forward. We find everyone at Wellbeing so helpful & thank Arun for the services
- I have always received helpful advice from the home energy visitors over several years
- Thanks, you so much for the help we received there is no way I could have replaced the boiler on our own. My health is poor, keeping warm is essential.

Appendix 4 West Sussex-wide Partnership Projects

A4.1 West Sussex Emergency Heating Scheme

Aim: To supply portable heaters to residents who have applied for grants and have no heating. The scheme is co-ordinated by the West Sussex Fuel Poverty Co-ordinator

	No. of properties who received heaters (1 heater per household)		
	2016/17	2017/18	2018-19
Arun		28	10
Crawley		4	0
Horsham		0	2
Mid-Sussex		3	4
Adur and Worthing		3	3
Chichester		8	4
TOTAL		46	23

Figure A3.2.3 Emergency Heating Scheme – Achievements 2009-2013

A4.2 Sussex Tariff

Since the start of the Sussex Tariff in February 2018 a total of 3854 customers have switched to the Sussex tariff. (figure as of September 2019).

The figures below show the location of these customers.



Figure A4.2.1: Number of customers on supply by LA area. (Data accurate to September 2019).

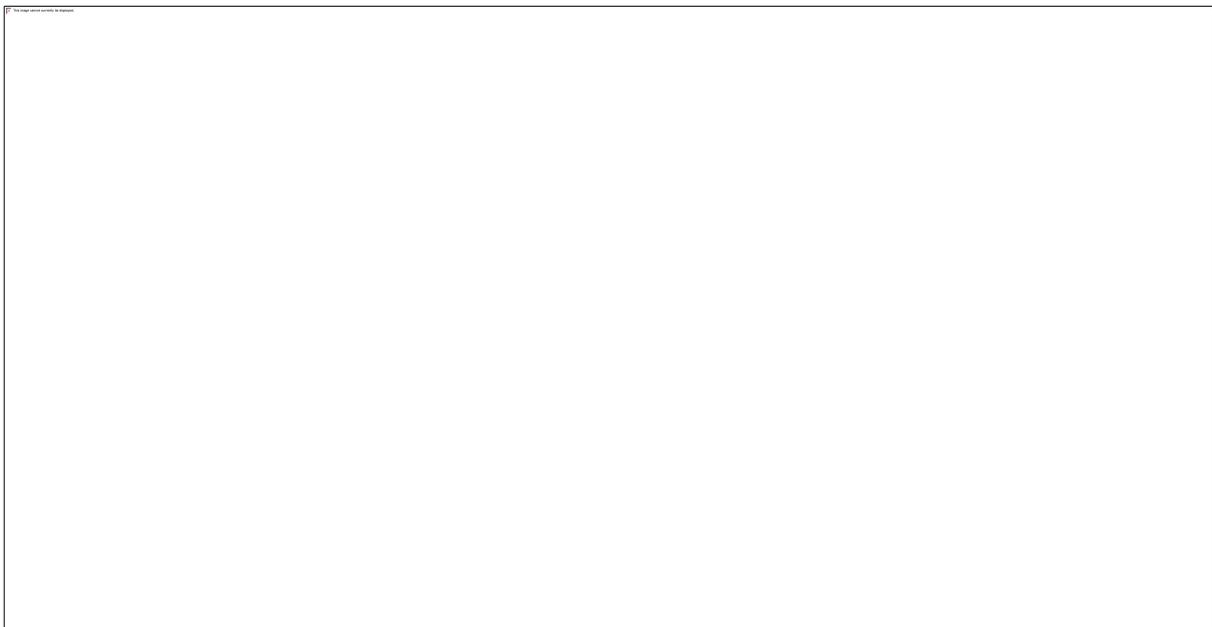


Figure A4.2.2: Percentage of customers on supply by county area. (Data accurate to September 2019)

Ranking	Local Authority Area	Customers per 1000 households
1	Crawley	10.5
2	Arun	9.9
3	Horsham	4.4
4	Mid Sussex	4.3
5	Adur and Worthing	4.2
6	Chichester	3.9
7	Rother	3.7
8	Hastings	3.6
9	Lewes and Eastbourne	3.2
10	Wealden	2.0
11	Brighton & Hove	1.7

Figure A4.2.3 Number of customers by Local Authority Area per 1000 households. (Data accurate to September 2019)

Appendix 5: Energy Glossary of Terms

ASHP	Air Source Heat Pump	Low carbon technology for domestic and commercial space and water heating, requires electricity or additional technology to run pump – best with under floor heating systems. Eligible for RHI.
BEIS	Department of Business, Energy and Industrial Strategy	Government department.
Biomass		Generic term for organic matter, also known as biofuels. Includes items such as wood fuel. Eligible for RHI.
Carbon Footprint		A measure of the total greenhouse gas (GHG) emissions caused directly and indirectly by an organisation or individual; can be measured on a personal/national level, or according to a specific activity. Expressed in amount of CO ₂ , or MtCO ₂ e.
Carbon Trust		An independent non-profit company set up by the Government with support from businesses to encourage and promote the development of low carbon technologies
CHP	Combined Heat and Power	Fuel is used to simultaneously produce electrical or power plus recover useful thermal energy for use in cooling & heating. Mainly commercial but domestic CHP available. Eligible for RHI.
CIGA	Cavity Wall Insulation Guarantee Agency	Independent 25 year guarantees for professionally installed domestic cavity wall insulation
CO₂	Carbon Dioxide	An important greenhouse gas associated with climate change
CRC	Carbon Reduction Commitment	UK government emissions trading scheme for large organisations not eligible for EU Emissions Trading (ADC is too small for this)
CSCO	Carbon Saving Communities Obligation	Cross-tenure area-based part of the Energy Company Obligation (ECO) for specific income deprived communities ranked in the bottom 20% of the IMD. Also, opportunities outside low IMD areas for some low-income rural homes.
CWI	Cavity Wall Insulation	Insulation measure for cavity walls; filling the empty air space with a porous material (normally bonded expanded polystyrene beads or mineral fibre). Some cavities are “un-fillable” due to debris inside the cavity, uneven surface or structural issues.
DEA	Domestic Energy Assessor	Someone who is trained to a diploma level to carry out home EPCs (may also be further trained to deliver DECAs or GDAs)
DEC	Display Energy Certificate	An Energy Performance Certificate tailored for commercial buildings
Ebico		Not for profit gas and electricity provider. Supply grant funding to Local Authorities.
ECO	Energy Company Obligation	New obligation from Government on energy companies to supersede CERT and CESP from end of 2012. Will partly provide grant funding for low income vulnerable customers but also subsidise green deal finance plans for hard to treat homes.

EPC	Energy Performance Certificate	Domestic energy rating using RdSAP carried out by a DEA. Since 2008 EPCs are required for when houses are sold, or new tenancies started. Not as in-depth as a Green Deal report.
EST	Energy Saving Trust	A non-profit organisation aiming to promote the sustainable use of energy, energy conservation and to cut carbon dioxide emissions in the UK. Currently contracted to run the national, impartial Energy Saving Advice Service (ESAS).
EWI	External Wall Insulation	A thermally insulated, protective exterior cladding system for insulating solid wall and non-standard construction properties or homes with un-fillable cavities. Can be insulation & render system or a rain-screen cladding. Possible planning implications.
FIT	Feed In Tariff	Scheme that offered money back for producing electricity through renewable sources. This ended in March 2019.
Fuel Poverty		“Low Income High Cost Indicator” developed by Professor John Hill. A household is said to be in fuel poverty when its members cannot afford to keep adequately warm at a reasonable cost, given their income.
Fracking	or Hydraulic Fracturing	New process being explored to extract natural gas from shale rock layers deep in the earth using horizontal & vertical drilling & injection of highly pressurised fracking fluids into the shale area.
Future Proofing		Future-proofing in terms of property is the process of anticipating the future; improving and developing the asset to allow for possible change of use in the future.
GDFC	Green Deal Finance Company	The Green Deal was financial mechanism introduced in the UK from the end of 2012. It eliminates upfront cost for energy efficiency measures by charging costs to the property not the individual and spreading the repayments over the long-term on the electricity bill. Repayments follow a “golden rule” that they should reflect the savings expected from the measures installed. The Government no longer run this scheme but the Green Deal Finance Company continue to offer this type of finance.
GHG	Greenhouse Gas[es]	GHG includes water vapour (H ₂ O), carbon dioxide (CO ₂), methane (CH ₄), nitrous oxide (N ₂ O), halogenated fluorocarbons (HCFCs), ozone (O ₃), per fluorinated carbons (PFCs), & hydrofluorocarbons (HFCs)
GSHP	Ground Source Heat Pump	Low carbon technology for space and water heating, requires electricity or additional renewable technology to run pump – best used with under floor heating systems. Eligible for RHI
HTT Homes	Hard to Treat Homes	Homes where you are unable to improve energy efficiency with lower-cost measures such as cavity wall insulation, due to the age of a property or nature of construction. Might be ‘off-gas,’ with more expensive heating fuels or medium-high rise blocks of flats. Hard-to-treat homes are often difficult and costly to heat.
HECA	Home Energy Conservation Act	Introduced in 1995, HECA recognises local authorities’ ability to use their position to significantly improve the energy efficiency of local accommodation. From March 2013 DECC require biennial “further HECA reports” from all Local Authorities.

HHCRO	Home Heat Cost Reduction Obligation (or “Affordable Warmth Obligation”)	Part of the Energy Company Obligation (ECO), focused on fuel poverty and grants for heating insulation for residents that qualify for the “Affordable Warmth Group”. Only private sector residents are eligible.
IMD	Index of Multiple Deprivation	The Index of Multiple Deprivation covers a range of economic, social and housing issues and gives an overall deprivation score for each small area in England. This allows each area to be ranked relative to one another according to their level of deprivation. IMD rank can be reported at County, District, Ward or LSOA (Lower Super Output Area) level.
IWI	Internal Wall Insulation	Energy measure used for improving solid wall and non-standard construction properties or homes with un-fillable cavities; can use rigid insulation boards or fill a stud wall. IWI should not be used to cover, hide or isolate damp as this could lead to serious problems in the future. Can be very disruptive to residents.
LIHC	Low Income High Cost Indicator	Method for calculating households in fuel poverty, adopted by BEIS (DECC) in mid-2013 to replace the previous “10% definition”.
MCS	Microgeneration Certification Scheme	Renewable energy systems and installers accreditation scheme (MCS is part of the eligibility criteria to claim the FIT)
MEES	Minimum Energy Efficiency Standards	UK Legislation regarding the requirement for rental properties to achieve a minimum EPC rating.
Microgeneration		Renewable electricity generation equipment of the smallest capacity.
MtCO_{2e}	Million Tonne Carbon Dioxide Equivalent	Considers the varying impact of other GHG on the atmosphere and their potency and offers a single “equivalent” figure.
NEA	National Energy Action	National charity aiming to eradicate fuel poverty. Campaigns for greater investment in energy efficiency to help those who are poor or vulnerable
Ofgem	Office for Gas and Electricity Markets	Regulator of gas and electricity markets for Great Britain
RDSAP	Reduced data Standard Assessment Procedure	System used to produce EPCs and Green Deal reports
RHI	Renewable Heat Incentive	Government incentive scheme launched in 2011 to financially reward those who generate renewable heat.
SAP	Standard Assessment Procedure	System used to produce detailed home energy assessment reports, mainly superseded by the easier to carry out “RDSAP method” since 2008.
SEDBUK	Seasonal Efficiency Database of Boilers (UK)	Comprehensive database of all boilers supplied in the UK showing their expected seasonal efficiency

(Solar) BIPV	Building Integrated Solar Photovoltaics	Solar photovoltaic materials that are used to replace building materials in parts of the building envelope such as the roof, skylights, or facades.
Solar Thermal	Solar Hot Water	Solar panels that generate domestic hot water only. These can be either a flat plate or evacuated tube design. Eligible for RHI.
Solar PV	Solar Photovoltaics	Solar panels that generate electricity only. Eligible for FIT.
Solar PVT	Solar Photovoltaics/Thermal	A new efficient breed of hybrid solar panels that focus on use of better PV components but also take the heat generated by the solar panels & create an incorporated solar thermal system
SWI	Solid Wall Insulation	Generic term for both internal and external wall insulation solutions.
SWIGA	Solid Wall Insulation Guarantee Agency	New scheme providing independent guarantees for professionally installed solid wall insulation
WHD	Warm Home Discount	Qualifying households receive £140 credit towards the electricity bill (in addition to winter fuel payment). Discounts will be paid and funded by participating electricity suppliers. Supplier size determines requirement to offer this.

Appendix 6: Equality Analysis

What is the name of your policy, project, or report? Energy Efficiency and Fuel Poverty Strategy 2020-2025	Month/Year December 2019
Name and job title of lead officer: Nat Slade Group Head of Technical Services	
<p>Briefly describe the aims of your policy, project, or report.</p> <p>The current trend is for energy usage to rise, not fall, so tackling this trend is a challenge which the attached strategy aims to address. Arun District Council is investing in the future and putting energy efficiency and support for those in fuel poverty at the heart of its decisions. This is supported by the recently adopted Council Strategic targets and one of which is Environment and Climate Change, this updated strategy will help support Arun's response to the environment and climate and emergency.</p> <p>The primary aims of the strategy are:</p> <ul style="list-style-type: none"> ○ To contribute towards reducing greenhouse gas emissions in buildings to help meet the Government target of reaching 'net zero' by 2050. ○ To encourage and support the insulation of any remaining wall cavities and lofts in the district ○ To encourage and support the uptake of solid wall insulation in the district ○ To encourage and support the uptake of domestic renewable energy systems ○ To further improve the energy efficiency of the Council's own housing stock ○ To target areas, know to contain Hard To Treat (HTT) ○ To work towards reducing the number of people living in fuel poverty across West Sussex using both practical and behavioural measures 	

- To inform and enforce the Minimum Energy Efficiency Standards in the domestic private rental sector
- To work towards the Council's strategic target of preparing Arun's response to the Environment and Climate Emergency.

The Equality Act 2010 legally protects people from discrimination, both in the workplace and in wider society. It covers 9 specific groups of people who share 1 or more of these protected characteristics; age; disability; gender; gender reassignment; marriage & civil partnership; pregnancy & maternity; race; religion or belief; and sexual orientation.

As a local authority Arun District Council (and any other organisation that is carrying out a public function on our behalf) is further bound by the Public Sector Equality Duty. This means that we have to consider **all** individuals in their day-to-day work – in shaping policy, in delivering services and in relation to our own employees.

The Duty has three aims. It requires public bodies to have due regard to the need to:

- eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited by the Act.
- advance equality of opportunity between people who share a protected characteristic and people who do not share it – this means removing or minimising disadvantages suffered by people due to their protected characteristics and encouraging people with protected characteristics to participate in public life or in other activities where their participation is low.
- foster good relations between people who share a protected characteristic and people who do not share it – this involves tackling prejudice and promoting understanding.

Having due regard means consciously thinking about the three aims of the Equality Duty as part of the process of decision-making. This means that consideration of equality issues must influence the decisions reached by public bodies – such as in how they act as employers; how they develop, evaluate and review policy; how they design, deliver and evaluate services, and how they commission and procure from others.

The Equality Duty does not impose a legal requirement to conduct an Equality Impact Assessment. Compliance with the Duty involves consciously thinking about the three aims as part of the process of decision-making. Doing this will entail understanding the potential effects of the organisation's activities on different people. Keeping a simple record of how decisions were reached will help public bodies show how they considered the Duty. Producing an Equality Impact Assessment after a decision has been reached will not achieve compliance with the Equality Duty.

Analysis

Consider what it is that you are trying to achieve and write a brief equality analysis in the box below. You should mention each of the nine protected groups, plus any others (e.g. families, people on low incomes, people in remote areas, etc) who may be affected. The following questions should help shape your thought process and subsequent decision making.

- Who will benefit most from this? Will anyone be treated more favourably as a result?
- Is there any evidence to suggest that your action or policy could have an adverse impact on some groups of people and specifically those with a protected characteristic? Does it present barriers or problems for any groups or communities?
- Is there any data, research or other evidence available to help or support your decisions?
- Have you considered any existing examples of good practice.
- How do you intend to deal with any adverse impact, or lessen it?
- Who else will you need to be working with to do this e.g. partners, contractors etc and what is their approach? How will this help?

The strategy is an update and based on a number of years' experience in delivering energy efficiency and fuel poverty initiatives that aim to assist a range of people and properties as well as helping those more vulnerable and in need.

The strategy incorporates all the specific groups age; disability; gender; gender reassignment; marriage & civil partnership; pregnancy & maternity; race; religion or belief; and sexual orientation. Funding and grants that are obtained can be means tested so ensures that funding is directed as priority to those on low income, vulnerable and most in need.

The strategy contains an action plan which is reviewed annually to ensure the aims are being met.

Housing & Customer Services Meeting							
Meeting Date			06-Jun-19	19-Sep-19	12-Dec-19	06-Feb-20	02-Apr-20
Item	Lead	Origin			Cancelled due to Election		
Customer Services Annual Update	JRW/CB		*				
Housing Service Performance Report 2018/19	SK		*				
Health & Safety Update	SK/AW		*				
Fire Safety Management Plan	SK/AW		*				
Reprocurement of Responsive Repairs Contract Update	SK			*			
Strategic Direction of Customer Services	JRW/CB			*			
Asbestos Management Plan	SK			*			
Asbestos Policy & Management Plan	SK/AW					*	
Tenancy & Lettings Policy	SK/JB					*	
Empty Homes Update	NS/LC					*	
Energy Efficiency and Fuel Poverty Strategy	LC					*	
Pets Policy	SK/JB					*	
Fire Policy & Management Plan	SK						*
Voluntary Undertaking Regulator for Social Housing	SK						*
Income Recovery Policy	SK						*
Void Standard	SK						*
Rechargeable Repairs Policy	SK/AW						*
Agenda Prep Timetable							
Draft Reports to Committees by 9am			13-May-19	22-Aug-19	18-Nov-19	10-Jan-20	03-Mar-20
Agenda Prep Date 16:30			21-May-19	04-Sep-19	26-Nov-19	21-Jan-20	17-Mar-20
Room			Blue&Pink	Blue&Pink	Blue&Pink	Blue&Pink	Blue&Pink
Final Reports to Committees by 9am			24-May-19	09-Sep-19	02-Dec-19	24-Jan-20	19-Mar-20
Despatch Agendas by 2pm Thurs			28-May-19	11-Sep-19	05-Dec-19	28-Jan-20	23-Mar-20
Date of Meeting 6pm			06-Jun-19	19-Sep-19	12-Dec-19	06-Feb-20	02-Apr-20
Room			Blue&Pink	Blue&Pink	Blue&Pink	Blue&Pink	Blue&Pink
OSC Meeting Dates			TBC	TBC	TBC	TBC	TBC
Cabinet Meeting Dates			TBC	TBC	TBC	TBC	TBC
Full Council Meeting Dates			TBC	TBC	TBC	TBC	TBC

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