

A meeting of the **OVERVIEW AND SCRUTINY PANEL (CUSTOMERS AND PARTNERSHIPS)** will be held in **CIVIC SUITE 0.1A, PATHFINDER HOUSE, ST MARY'S STREET, HUNTINGDON, PE29 3TN** on **THURSDAY, 8TH NOVEMBER 2018** at **7:00 PM** and you are requested to attend for the transaction of the following business:-

**Contact
(01480)**

APOLOGIES

1. MINUTES (Pages 5 - 8)

To approve as a correct record the Minutes of the Overview and Scrutiny Panel (Customers and Partnerships) meeting held on 4th October 2018.

**A Green
388008**

2. MEMBERS' INTERESTS

To receive from Members declarations as to disclosable pecuniary and other interests in relation to any Agenda item.

3. NOTICE OF KEY EXECUTIVE DECISIONS (Pages 9 - 12)

A copy of the current Notice of Key Executive Decisions is attached. Members are invited to note the Plan and to comment as appropriate on any items contained therein.

**Democratic Services
388169**

4. CUSTOMER SERVICES PERFORMANCE (Pages 13 - 24)

An update on the customer service centre and the automated phone system will be given to the Panel.

**M Greet
388707**

5. REVIEW OF BEARSCROFT FARM LOCAL LETTINGS PLAN (Pages 25 - 30)

Members are to receive the Bearscroft Farm Local Lettings Plan Review.

**J Collen
388220**

6. OVERVIEW AND SCRUTINY WORK PROGRAMME

Members are to receive an update on their work programme.

**A Green
388008**

Dated this 31st day of October
2018



Head of Paid Service

Notes

1. Disclosable Pecuniary Interests

- (1) *Members are required to declare any disclosable pecuniary interests and unless you have obtained dispensation, cannot discuss or vote on the matter at the meeting and must also leave the room whilst the matter is being debated or voted on.*
- (2) *A Member has a disclosable pecuniary interest if it -*
- (a) relates to you, or*
 - (b) is an interest of -*
 - (i) your spouse or civil partner; or*
 - (ii) a person with whom you are living as husband and wife; or*
 - (iii) a person with whom you are living as if you were civil partners*
- and you are aware that the other person has the interest.*
- (3) *Disclosable pecuniary interests includes -*
- (a) any employment or profession carried out for profit or gain;*
 - (b) any financial benefit received by the Member in respect of expenses incurred carrying out his or her duties as a Member (except from the Council);*
 - (c) any current contracts with the Council;*
 - (d) any beneficial interest in land/property within the Council's area;*
 - (e) any licence for a month or longer to occupy land in the Council's area;*
 - (f) any tenancy where the Council is landlord and the Member (or person in (2)(b) above) has a beneficial interest; or*
 - (g) a beneficial interest (above the specified level) in the shares of any body which has a place of business or land in the Council's area.*

Non-Statutory Disclosable Interests

- (4) *If a Member has a non-statutory disclosable interest then you are required to declare that interest, but may remain to discuss and vote providing you do not breach the overall Nolan principles.*
- (5) *A Member has a non-statutory disclosable interest where -*
- (a) a decision in relation to the business being considered might reasonably be regarded as affecting the well-being or financial standing of you or a member of your family or a person with whom you have a close association to a greater extent than it would affect the majority of the council tax payers, rate payers or inhabitants of the ward or electoral area for which you have been elected or otherwise of the authority's administrative area, or*
 - (b) it relates to or is likely to affect a disclosable pecuniary interest, but in respect of a member of your family (other than specified in (2)(b) above) or a person with whom you have a close association, or*
 - (c) it relates to or is likely to affect any body –*
 - (i) exercising functions of a public nature; or*
 - (ii) directed to charitable purposes; or*
 - (iii) one of whose principal purposes includes the influence of public opinion or policy (including any political party or trade union) of which you are a Member or in a position of control or management.*

and that interest is not a disclosable pecuniary interest.

2. 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. It also welcomes the use of social networking and micro-blogging websites (such as Twitter and Facebook) to communicate with people about what is

happening at meetings. Arrangements for these activities should operate in accordance with guidelines agreed by the Council and available via the following link [filming, photography and recording at council meetings.pdf](#) or on request from the Democratic Services Team. The Council understands that some members of the public attending its meetings may not wish to be filmed. The Chairman of the meeting will facilitate this preference by ensuring that any such request not to be recorded is respected.

Please contact Mr Adam Green, Democratic Services Officer (Scrutiny), Tel No. 01480 388008/e-mail Adam.Green@huntingdonshire.gov.uk if you have a general query on any Agenda Item, wish to tender your apologies for absence from the meeting, or would like information on any decision taken by the Committee/Panel.

Specific enquiries with regard to items on the Agenda should be directed towards the Contact Officer.

Members of the public are welcome to attend this meeting as observers except during consideration of confidential or exempt items of business.

Agenda and enclosures can be viewed on the District Council's website – www.huntingdonshire.gov.uk (*under Councils and Democracy*).

If you would like a translation of Agenda/Minutes/Reports or would like a large text version or an audio version please contact the Elections & Democratic Services Manager and we will try to accommodate your needs.

Emergency Procedure

In the event of the fire alarm being sounded and on the instruction of the Meeting Administrator, all attendees are requested to vacate the building via the closest emergency exit.

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HUNTINGDONSHIRE DISTRICT COUNCIL

MINUTES of the meeting of the OVERVIEW AND SCRUTINY PANEL (CUSTOMERS AND PARTNERSHIPS) held in Civic Suite 0.1A, Pathfinder House, St Mary's Street, Huntingdon, PE29 3TN on Thursday, 4th October 2018.

- PRESENT: Councillor T D Alban – Chairman.
- Councillors B S Banks, R E Bellamy,
S Bywater, B S Chapman, S J Criswell,
J W Davies, Ms A Diaz, K I Prentice,
Mrs S Smith, Mrs J Tavener and
D R Underwood.
- APOLOGIES: No apologies for absence from the meeting were submitted.
- IN ATTENDANCE: Councillor D M Tysoe.

27. MINUTES

The Minutes of the meeting held on 6th September 2018 was approved as a correct record and signed by the Chairman.

28. MEMBERS' INTERESTS

No declarations of interest were received.

29. NOTICE OF KEY EXECUTIVE DECISIONS

The Panel received and noted the current Notice of Key Executive Decisions (a copy of which has been appended in the Minute Book) which has been prepared by the Executive Leader for the period 1st October 2018 to 31st January 2019.

30. OVERVIEW AND SCRUTINY WORK PROGRAMME

The Chairman updated Members on the Overview and Scrutiny Work Programme. The Panel was informed that the Work Programme Working Group decided to focus on leisure and health and that Councillors Gulson and Neish of the Overview and Scrutiny Panel (Performance and Growth) will participate in the work.

The Panel was informed that the Overview and Scrutiny Panel (Performance and Growth) will be working on the areas of housing and skills.

Members discussed finishing the work of the Tree Strategy Working Group. This will involve going through the existing policy before recommending changes. The Panel was informed that previously the Tree Working Group had discussed Parish Tree Wardens and how to promote the role. The next steps will involve Members of the Group meeting with the Arboricultural Officer.

A Member suggested scrutinising the process of planning, in particular engagement and communication with residents. In addition, it is proposed to scrutinise the relationship between consultees and officers and how the applications are managed. Members decided not to pursue this topic for scrutiny.

The Panel,

RESOLVED

- 1) to accept the topics selected by the Work Programme Working Group.
- 2) to appoint Councillors Alban, Prentice, Smith and Tavener to work on leisure and health.
- 3) to appoint Councillors Diaz and Smith to work with the Overview and Scrutiny Panel (Performance and Growth) on housing and skills, and
- 4) to finish the work of the Tree Strategy Working Group with Councillors Banks, Chapman, Davies and Tavener appointed to the group.

(At 7.22pm, during the consideration of this item, Councillor D M Tysoe entered the meeting.)

31. ANNUAL COMPLAINTS REPORT 2018

With the aid of a report by the Corporate Team Manager (a copy of which is appended in the Minute Book) the Annual Complaints Report 2018 was considered by the Panel.

In 2017/18, the Local Government Ombudsman received 20 complaints in regards to Huntingdonshire, out of which only three were investigated. Of those three, two were upheld, one was due to the speed of communication and the other was due to the quality of the communications.

The Council received 565 Stage 1 complaints in 2017/18 with the majority relating to the Operations service as a result of the waste round reconfiguration. It was explained that Stage 1 complaints are responded to by the service and Stage 2 complaints are responded to by a senior manager who has not previously been involved in the process. There are also a number of unreasonable complainants which requires the Council to appoint a single point of contact.

The Executive Councillor for Digital and Customer explained to Members in detail why Operations had a high volume of complaints. The waste round reconfiguration contributed to this as there were a number of missed bins. Also, if a resident informs the Council that their bin has been missed three times then this becomes a Stage 1 complaint. The Executive Councillor explained that action had been taken to reduce complaints and discussed the benefits of in-cab technology in managing missed bin complaints.

Following a query, it was explained to the Panel that when the Council receives compliments they are shared on an informal basis and therefore not formally recorded.

Discussion ensued on unreasonable complainants and it was explained that there is a potential for services to be withdrawn. This means that when a complainant repeatedly asks questions of a similar nature then a decision could be taken not to respond particularly if an answer has previously been provided.

Clarification was given on registering complaints. Members were informed that they can't register a complaint on behalf of the resident and that Members should encourage the resident to register the complaint themselves.

It was confirmed that the majority of complaints were submitted online. In addition, if a resident telephones the Council to follow up on an electronic complaint or letter, regarding the same issue, it is classified as the same complaint.

A Member asked what software is used and is there any intention to upgrade it. In response, the Panel was informed that the system is not as user friendly as users would like. If a complaint is submitted online then it would appear on the system however, if it is submitted by other methods then it is up to Officers to enter the complaint manually.

Following a query regarding potential audits of procedures, confirmation was given that there will be a review of the complaints process.

The Panel stated that they are keen to see developments in the software and a breakdown of the types of complaints. Members note the positive comments and also note that it is not necessarily about the number of complaints received but rather the way they are dealt with.

(At 8.06pm, during the consideration of this item, Councillor S J Criswell left the meeting and did not return.)

Chairman

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NOTICE OF EXECUTIVE KEY DECISIONS INCLUDING THOSE TO BE CONSIDERED IN PRIVATE

Prepared by Councillor G J Bull, Executive Leader of the Council
Date of Publication: 24 October 2018
For Period: 1 November 2018 to 28 February 2019

Membership of the Cabinet is as follows:-

Councillor Mrs M L Beuttell	Executive Councillor for Regulation and Operations	Councillor J A Gray	Executive Councillor for Resources
Councillor G J Bull	Executive Leader of the Council	Councillor J M Palmer	Executive Councillor for Partnerships and Well-Being
Councillor R Fuller	Deputy Executive Leader and Executive Councillor for Housing, Planning and Economic Development	Councillor D M Tysoe	Executive Councillor for Digital and Customer

6 Notice is hereby given of:

- Key decisions that will be taken by the Cabinet (or other decision maker)
- Confidential or exempt executive decisions that will be taken in a meeting from which the public will be excluded (for whole or part).

A notice/agenda together with reports and supporting documents for each meeting will be published at least five working days before the date of the meeting. In order to enquire about the availability of documents and subject to any restrictions on their disclosure, copies may be requested by contacting the Democratic Services Team on 01480 388169 or E-mail Democratic.Services@huntingdonshire.gov.uk.

Agendas may be accessed electronically at www.huntingdonshire.gov.uk.

Formal notice is hereby given under The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 that, where indicated part of the meetings listed in this notice will be held in private because the agenda and reports for the meeting will contain confidential or exempt information under Part 1 of Schedule 12A to the Local Government (Access to Information) Act 1985 (as amended) and that the public interest in withholding the information outweighs the public interest in disclosing it. See the relevant paragraphs below.

Any person who wishes to make representations to the decision maker about a decision which is to be made or wishes to object to an item being considered in private may do so by emailing Democratic.Services@huntingdonshire.gov.uk or by contacting the Democratic Services Team. If representations are received at least eight working days before the date of the meeting, they will be published with the agenda together with a statement of the District Council's response. Any representations received after this time will be verbally reported and considered at the meeting.

Paragraphs of Part 1 of Schedule 12A to the Local Government (Access to Information) Act 1985 (as amended) (Reason for the report to be considered in private)

1. Information relating to any individual
2. Information which is likely to reveal the identity of an individual
3. Information relating to the Financial and Business Affairs of any particular person (including the Authority holding that information)

4. Information relating to any consultations or negotiations or contemplated consultations or negotiations in connection with any labour relations that are arising between the Authority or a Minister of the Crown and employees of or office holders under the Authority
5. Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings
6. Information which reveals that the Authority proposes:-
 - (a) To give under any announcement a notice under or by virtue of which requirements are imposed on a person; or
 - (b) To make an Order or Direction under any enactment
7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

Huntingdonshire District Council
 Pathfinder House
 St Mary's Street
 Huntingdon PE29 3TN.

- Notes:- (i) Additions changes from the previous Forward Plan are annotated ***
 (ii) Part II confidential items which will be considered in private are annotated ## and shown in italic.

10	Subject/Matter for Decision	Decision/ recommendation to be made by	Date decision to be taken	Documents Available	How relevant Officer can be contacted	Reasons for the report to be considered in private (paragraph no.)	Relevant Executive Councillor	Relevant Overview & Scrutiny Panel
	Gambling Act Statement of Principles Review	Cabinet	22 Nov 2018		Chris Stopford, Head of Community Tel No. 01480 388280 / Email: Chris.Stopford@huntingdonshire.gov.uk		M Beuttell	Not Applicable
	Approval of Council Tax Base	Chairman of Corporate Governance and Section 151 Officer	3 Dec 2018		Amanda Burns, Benefits Manager, Benefits Manager Tel No. 01480 388122 or email: amanda.burns@huntingdonshire.gov.uk		J A Gray	Performance and Growth
	HDC Ventures - Business Plans ## ***	Cabinet	13 Dec 2018		Chris Stopford, Head of Community Tel No. 01480 388280 or email: chris.stopford@huntingdonshire.gov.uk	3	D M Tysoe	Performance and Growth

Subject/Matter for Decision	Decision/ recommendation to be made by	Date decision to be taken	Documents Available	How relevant Officer can be contacted	Reasons for the report to be considered in private (paragraph no.)	Relevant Executive Councillor	Relevant Overview & Scrutiny Panel
Hinchingsbrooke Country Park Long Term Business Plan###	Cabinet	13 Dec 2018		Neil Sloper, Head of Operations Tel No. 01480 388635 / Email: Neil.Sloper@huntingdonshire.gov.uk	3	J M Palmer	Customers and Partnerships
Publication of Rural Settlement List ***	Cabinet	13 Dec 2018		Amanda Burns, Benefits Manager, Benefits Manager Tel No. 01480 388122 or Email: Amanda.Burns@huntingdonshire.gov.uk		J A Gray	Performance and Growth
Off Street Car Parking Investment and Affordability ***	Cabinet	13 Dec 2018		Neil Sloper, Head of Operations Tel No. 01480 388635 / Email: Neil.Sloper@huntingdonshire.gov.uk		M Beuttell	Customers and Partnerships
Paxton Pits Long Term Business Plan ##	Cabinet	17 Jan 2019		Neil Sloper, Head of Operations Tel No. 01480 388635 or Email: Neil.Sloper@huntingdonshire.gov.uk	3	J M Palmer	Customers and Partnerships
Treasury Management Strategy 2019/20***	Cabinet	14 Feb 2019		Clive Mason, Head of Resources Tel No. 01480 388157 or email: clive.mason@huntingdonshire.gov.uk		J A Gray	Performance and Customers
Final Revenue Budget 2019/2020 and Medium Term Plan Financial Strategy 2019/20 to 2022/23 ***	Cabinet	14 Feb 2019		Clive Mason, Head of Resources Tel No. 01480 388157 or Email: Clive.Mason@huntingdonshire.gov.uk		J A Gray	Performance and Growth

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Public
Key Decision - No

HUNTINGDONSHIRE DISTRICT COUNCIL

Title/Subject Matter: Customer Services Performance

Meeting/Date: Overview and Scrutiny Panel (Customers and Partnerships)
– 8th November 2018

Executive Portfolio: Councillor Darren Tysoe, Executive Councillor for Digital and Customer

Report by: Customer Service Manager - Michelle Greet

Wards affected: All

RECOMMENDATION

The Overview and Scrutiny Panel is invited to comment on the performance of the Customer Service Team which includes the Customer Service Centres in Huntingdon, St Neots, Ramsey, Yaxley and the Call Centre, which is based in Huntingdon. The latest statistical graphs are at Appendix A.

The performance summary also provides an update on the Automated Phone System introduced at the beginning of September 2018.

WHAT IS THIS SUMMARY ABOUT?

The Customer Service performance summary is intended to update councillors on the performance and progress within the Customer Services Department over the last 6 months.

WHY IS THIS NECESSARY?

As Customer Services are the front line and first contact for 1000s of customers it is important that we are always looking for opportunities to continuously improve. We do this by reviewing our management information to identify our strengths and opportunities to improve helping us ensure we are getting the best from our team and providing a service to be proud of to our customers.

Background to Service

HDC customer services team, are a shared team across the whole of HDC. They provide first line support for all services, and where necessary hand off calls to other services.

The Customer Service department offers customers Face to Face contact in Huntingdon, St Neots, Ramsey, Yaxley and the Call Centre which is based in Huntingdon, and the management of online and social media channels. There has been a shift in the nature of demand over the years, with surveys, other evidence and our volume of contacts demonstrating a desire for the public to do more online, and at their convenience rather than ours.

The service was consolidated in Huntingdon in 2016, with the Call Centre moving from its previous base in St Ives.

This move has allowed us to more dynamically resource across the various functions of the team. With decisions being made to move resources from the Call Centre to F2F, or to free people up to deal with electronic channels as required.

Evidence from both the public and private sector demonstrates a changing environment in relation to customer services, with new channels and customer behaviour changing expectations. We expect this to continue and will continue to respond to these challenges.

PERFORMANCE SUMMARY

Our key corporate indicators are to answer 90% of all calls and for 80% of our customers to rate our service as good or excellent.

We have missed the answered calls target in 11 out of 12 months. Over the last 12 months we have answered 84% of calls on average, 16% of calls are abandoning due to long wait times. We are making good progress with a number of solutions, outlined below that demonstrate how we are seeking to address these challenges. One response would be to provide more resource, however evidence shows that a lot of this contact is 'avoidable' and does not add value to the customer, or the need could be met in another way.

We survey 10% of customers for one week every Qtr. and have an average response rate of 20%. The results show an overall satisfaction score of 91% of customers are satisfied or very satisfied with the service they're receiving. The only area that scored below 80% was for the speed at which the call was answered.

In response to these challenges, as part of the Council's Mosaic Transformation programme, an active project of LEAN improvement is taking place with back office services. Targeted at those services that generate the highest amount of avoidable contact into customer services, chasing for updates, ringing to clarify meanings of letters etc. This programme is ongoing but is beginning to deliver results in the back office that we believe will result in fewer calls to the call centre.

The resource challenges in customer services are also being addressed through the upgrade of our online capability, and replacement of our Customer Relationship Management (CRM) system. The system which is now being implemented will enable customers to do more themselves, receive more regular updates on progress, and allow customer services to have a fuller view of all customer interactions. Meaning better services for customers, whilst reducing demand on Face to Face and phone channels. Work has started on this and it will be implemented in stages, on the basis of need and scale of demand over the next 12 months. These tools form the basis of demonstrations at the quarterly Digital Advisory Group, to ensure members can shape the solutions to the needs of their constituents.

We have also changed the way that we recruit for vacancies. Historically we have found that the length of time taken to recruit and train a new staff member was 6-9 months. Anyone leaving the team would only need to give 1 month notice. Therefore we were up to 8 months under resourced whilst we train up the new recruit. This problem put a lot of pressure on the team and affected customer wait times. This financial year we have taken a different approach, taking into account our average annual staff turnover and the impact this has on budgets, we have recruited 2 additional temporary staff members who are trained and ready to step in when vacancies arise. This has worked really well allowing us to instantly fill a recent vacancy, putting the team in a much stronger position whilst still operating within budget.

To help improve the speed of answering calls and make better use of resources we introduced a new Automated Phone System (APS), at the beginning of September 2018. This was identified as an opportunity for improvement as more and more customers call the switchboard number regardless of the service they needed, this would result in a high number of customers being connected with an advisor who did not have the skills required to answer their query, requiring them to be transferred internally and often resulting in them queuing for a second time. Understandably customers were not happy about this.

The new APS system has been in place for a month now and is proving beneficial to customers and staff. The improvements we have noticed are:

- APS gives us more control over the calls and enable us to direct the call to an Advisor who can help at the first point of contact – which is saving the customer time, improving their first impression of HDC and also making much more efficient use of the resources in the team. 70% of calls are resolved at the first point of contact.
- Internal transfers have reduced from 1231 in August to 321 in September. A 74% drop.
- Customers who call to report a missed bin before 3pm would have taken Advisors time to explain that a report can't be made before this time, now an automated message is on the "Bin" line so customers hear the message and hang up before they have been connected to an Advisor which is much more efficient. This had a positive impact on 43 calls during September.

- Training has improved significantly as we are now able to filter calls, meaning that once an advisor has been trained in a service they will have the opportunity to receive these in greater volume. This means that we can multi-skill much more quickly.
- In September we had 3 new starters and the APS enabled us to work through the training plan at a much greater pace and it looks like it will halve the time it takes to get someone multi skilled.

It's clear to see that the APS and other changes to proactively manage customer demand have been a success but this isn't enough to enable us to meet the answered calls target. We are more efficient and offering a better service to customers but long wait times will still happen from time to time if we experience peaks due to staffing issues, Council Tax bills/reminders, bad weather/frozen bins and green bin charging etc.

To enable customer services to meet the corporate indicator of answering 90% of calls we are looking at the opportunity for temporary resource between now and the customer portal being in place.

COMMENTS OF OVERVIEW & SCRUTINY PANEL

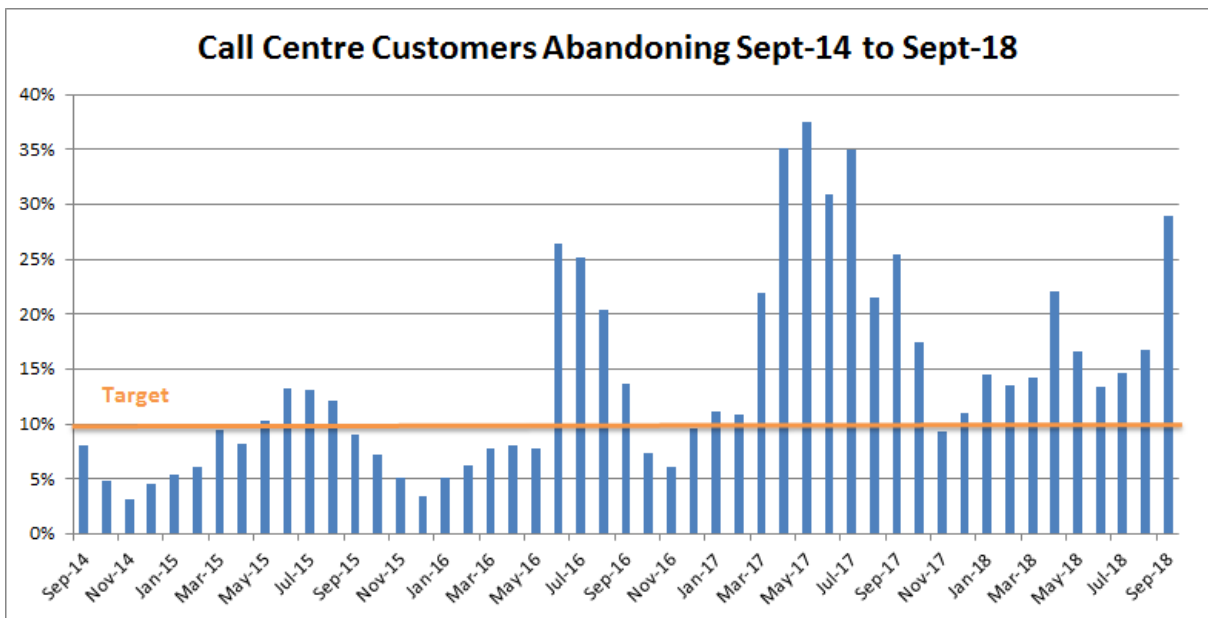
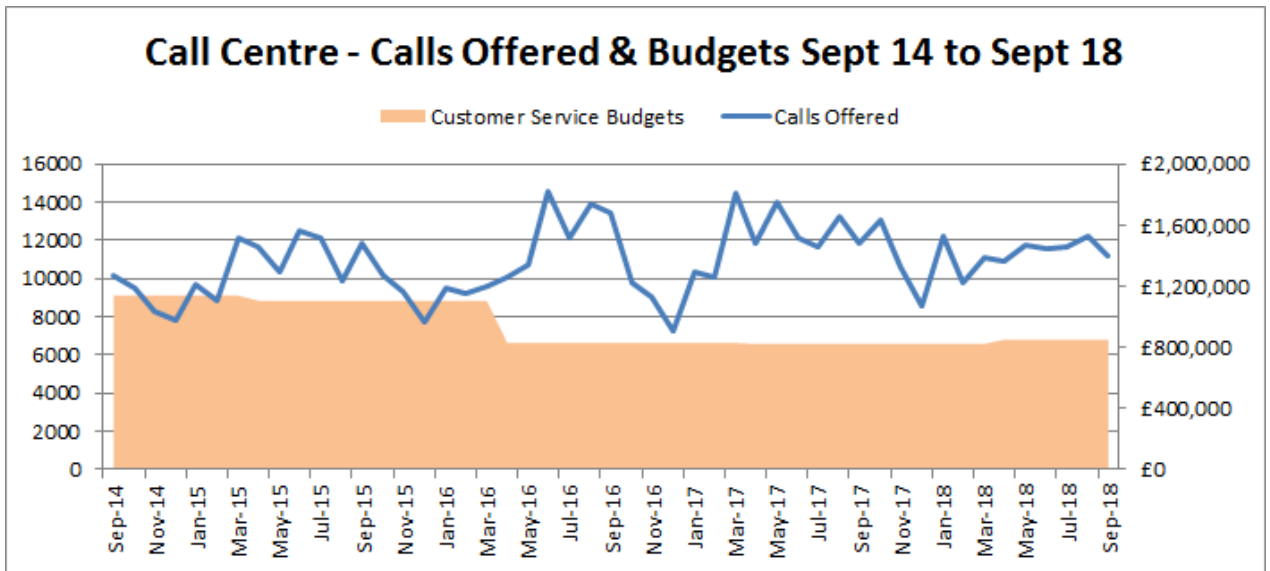
Feedback on the content of this report and requests for additional useful information from Members is welcomed.

CONTACT OFFICERS

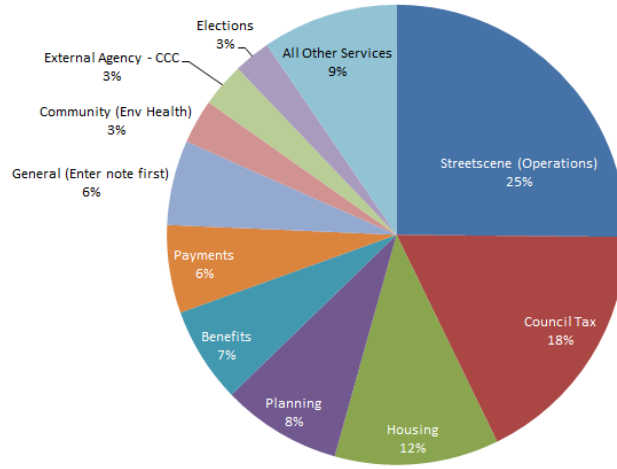
Michelle Greet – Customer Service Manager
Tel No. 01480 388707

APPENDIX A

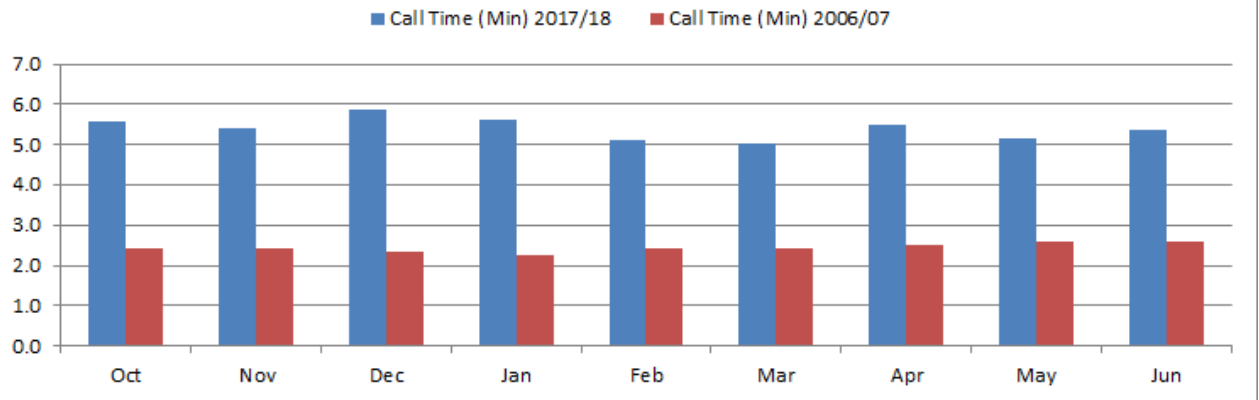
Call Centre



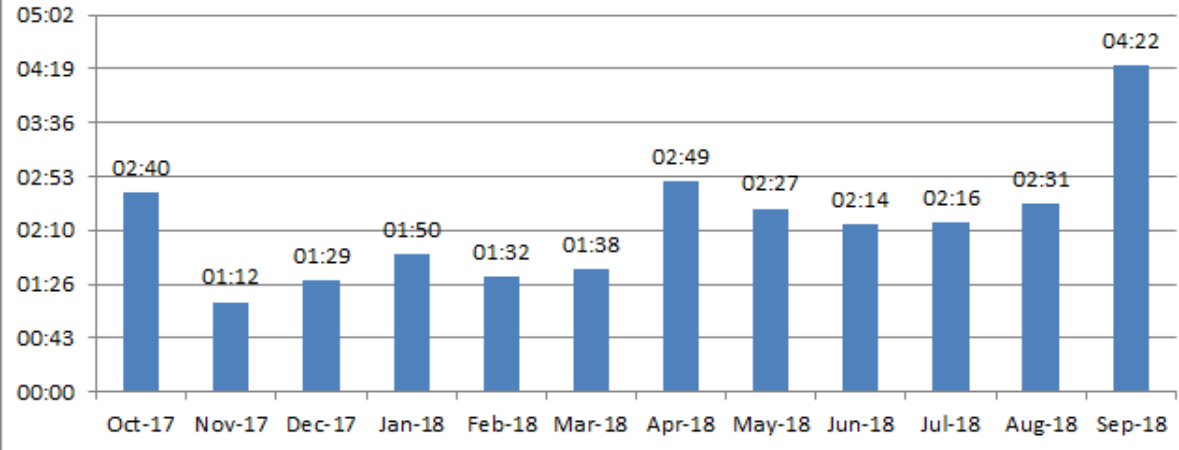
Call Centre Calls and Email Service Breakdown 2018



Average Call Time comparison 2017/18 vs 2006/07

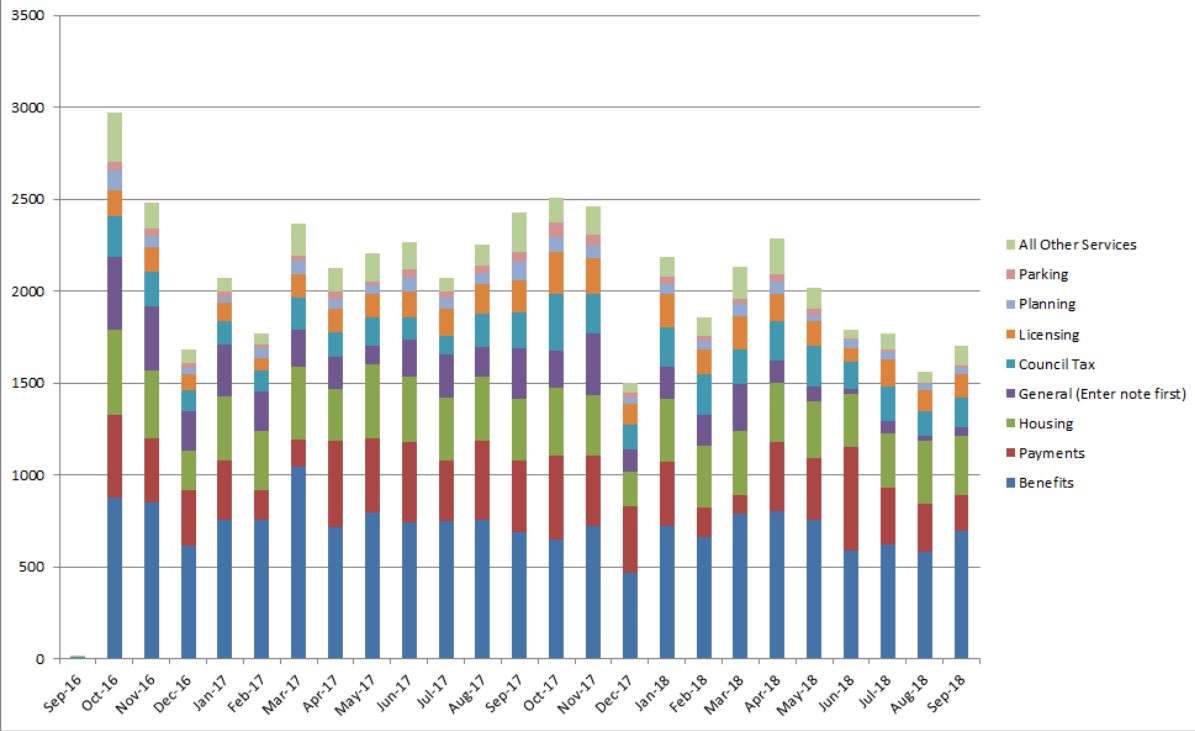


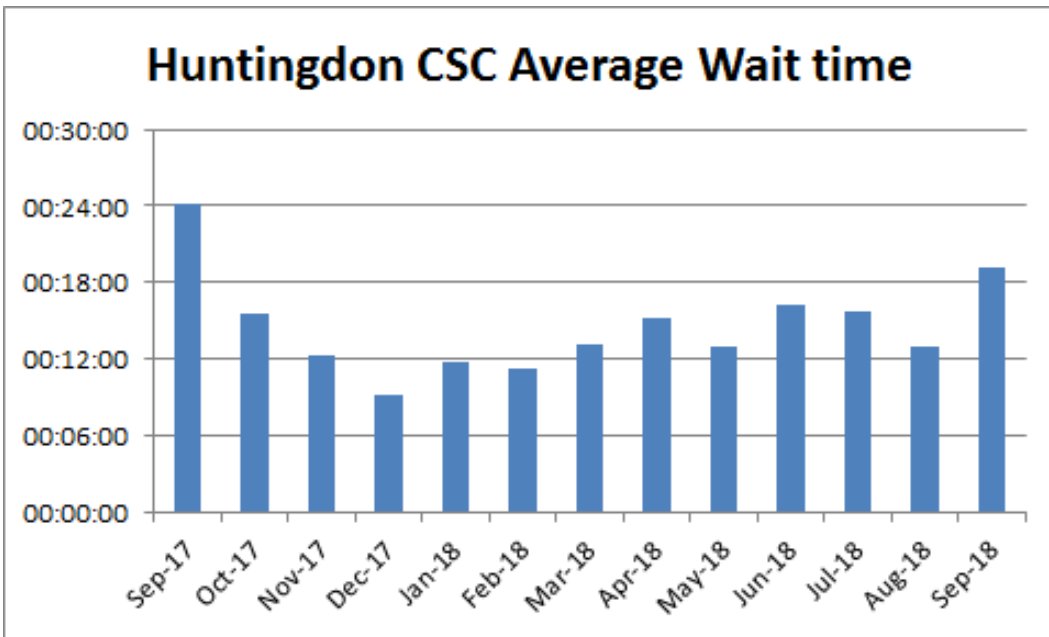
Call Centre - Average Wait Time



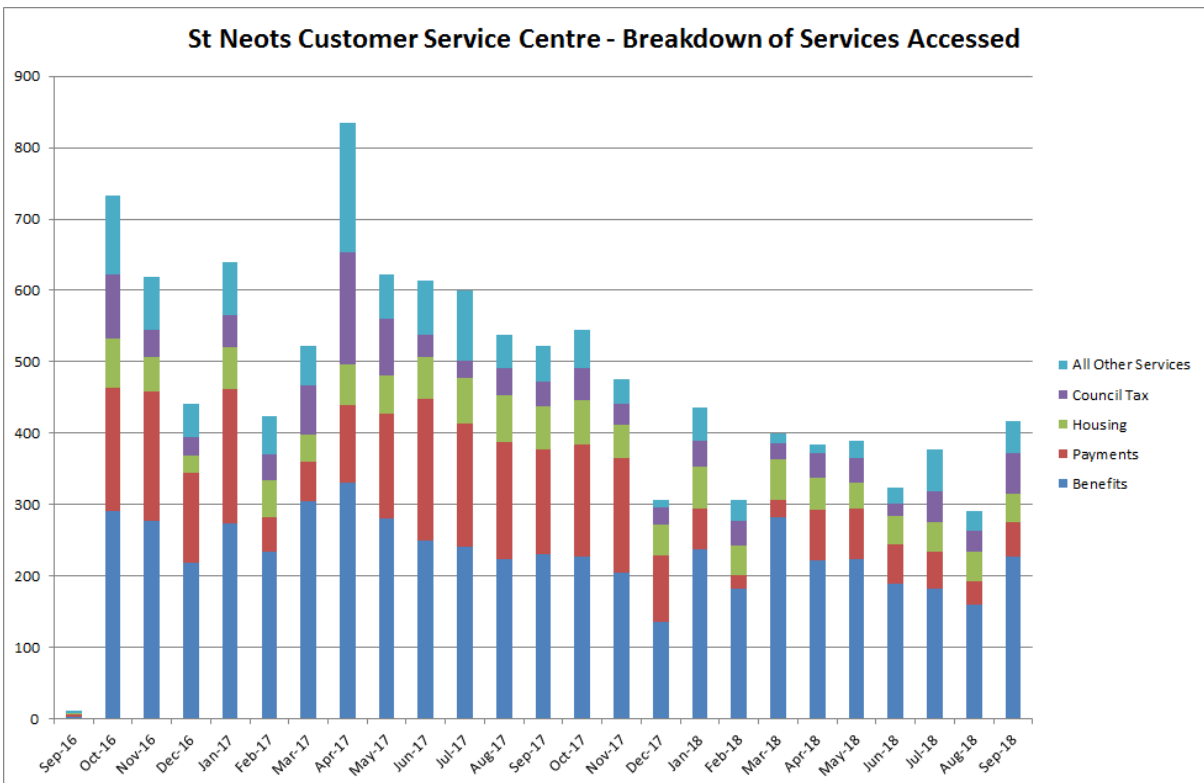
Huntingdon Customer Service Centre

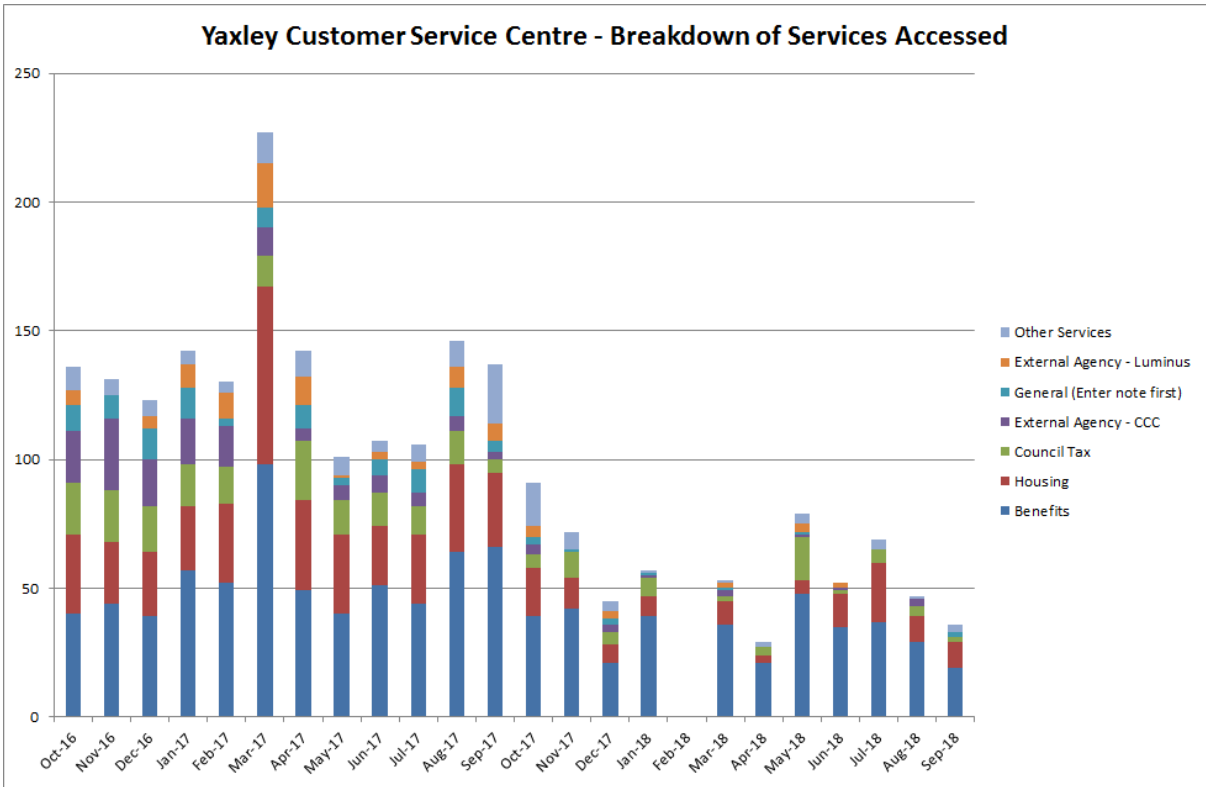
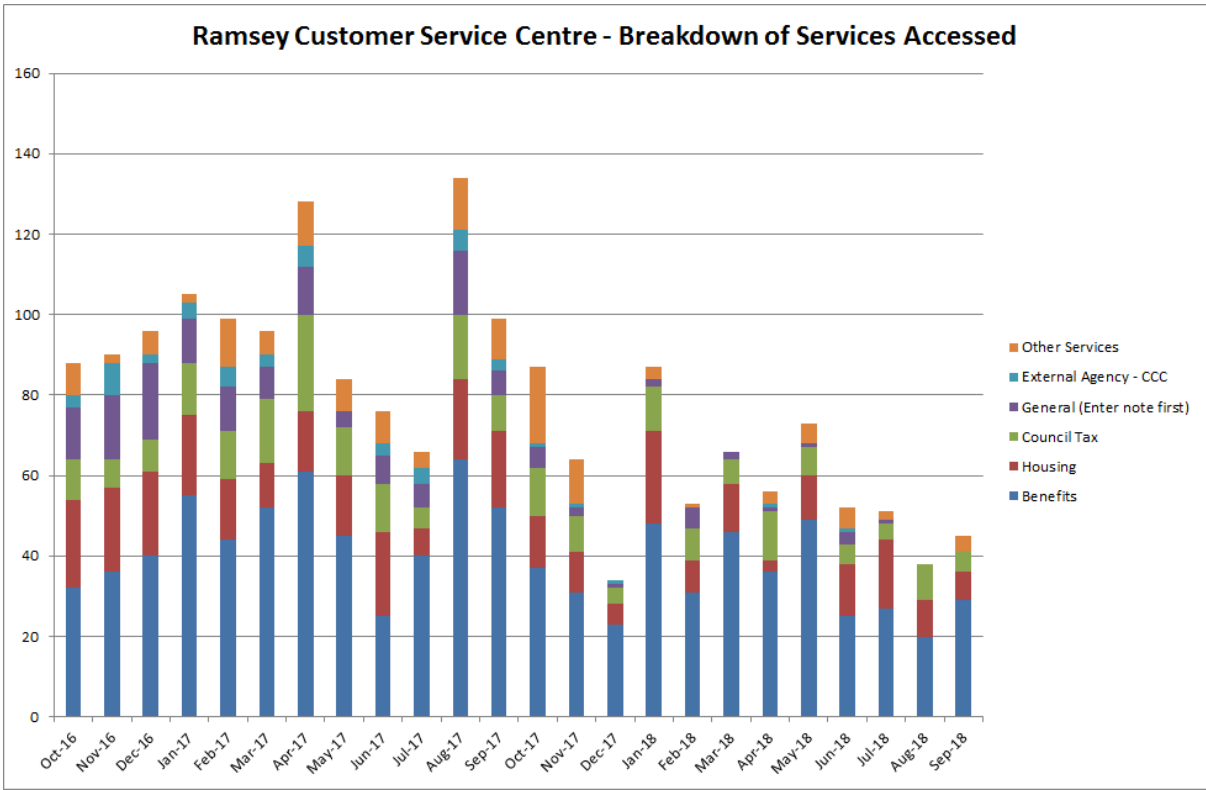
Huntingdon Customer Service Centre - Breakdown of Services Accessed



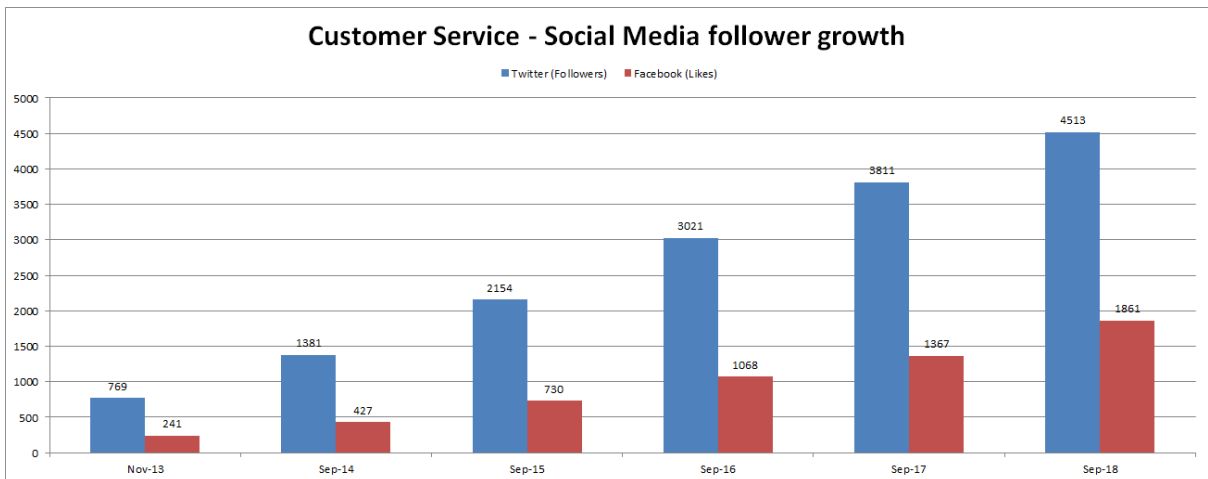
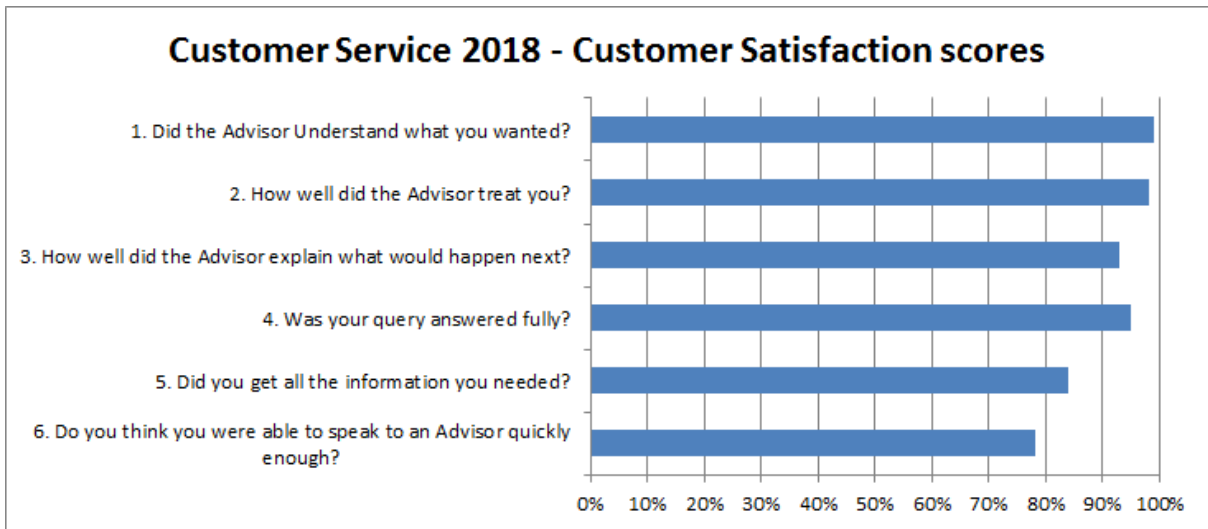


Satellite Customer Service Centres





Customer Services



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Public
Key Decision - No

HUNTINGDONSHIRE DISTRICT COUNCIL

Title/Subject Matter: Review of Bearscroft Farm Local Lettings Plan

Meeting/Date: Overview and Scrutiny Panel (Customers and Partnerships)
– 8th November 2018

Executive Portfolio: Cllr R Fuller, Executive Councillor for Housing, Planning and Economic Development

Report by: Housing Needs and Resources Manager

Wards affected: All

Recommendation

The Overview and Scrutiny Panel is invited to note and comment on the review of the initial lettings on the Bearscroft Farm development site.

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HUNTINGDONSHIRE DISTRICT COUNCIL

Title/Subject Matter:	Review of Bearscroft Farm Local Lettings Plan
Meeting/Date:	Cabinet – 22nd November 2018
Executive Portfolio:	Cllr R Fuller, Executive Councillor for Housing, Planning and Economic Development
Report by:	Housing Needs and Resources Manager
Ward(s) affected:	All

Executive Summary:

The Council's Lettings Policy provides the legal framework as to who may be accepted onto the Council's housing register and how those households are prioritised for the available socially rented housing within the district. Local lettings plans may be adopted as an appendix to the Lettings Policy as a means of varying the lettings scheme to create more mixed communities, for example by setting aside a proportion of vacancies for applicants who are in employment. They are often used on the initial lettings on new build estates.

The Council adopted a local letting plan with Cross Keys Homes in February 2017, for the initial 51 affordable rented homes being developed at Bearscroft Farm site. The intended aim of plan was twofold:

- To apportion the allocation of properties equally between households in the various priority bands on the housing register; and
- To ensure that properties are apportioned between households both in and out of employment.

Cabinet requested a review of this local lettings plan after its implementation and this report gives feedback on these initial lettings. Although it will take several years to determine whether the initial lettings on a new build development site fully achieve their aims of creating a more mixed and balanced community this report provides analysis of the two main aims of the plan as applied to the initial lets that have now been completed.

Recommendations:

Cabinet are invited to note and comment on the review of the initial lettings on the Bearscroft Farm development site.

1. PURPOSE OF THE REPORT

- 1.1 To review the initial letting of the 51 affordable rented properties on the Bearscroft Farm development site.

2. WHY IS THIS REPORT NECESSARY

- 2.1 The Panel requested a twelve month review of the local lettings plan. Delays in the completion of the phases that contained these properties meant that this review was not possible until the initial lettings were complete, hence this report being delayed until now.
- 2.2 The local lettings plan set the following targets as to how the initial lettings should be apportioned:

Band A - 17 Applicants of which 8 to be allocated to applicants where one tenant is working. No more than 8 households moving from homelessness temporary accommodation.

Band B - 17 Applicants of which 8 to be allocated to applicants where one tenant is working

Band C - 17 Applicants of which 8 to be allocated to applicants where one tenant is working

- 2.3 The initial lettings were apportioned as follows:

Band	1 bed	2 bed	3 bed	Total	Number in work
A					
Phase 1	3	8	4	15	5
Phase 2	1	1		2	2
8 of the households from band A moved from temporary accommodation					
B					
Phase 1	1	7	3	11	6
Phase 2	1	3	2	6	5
C					
Phase 1	6	4	1	11	5
Phase 2	4	2		6	4
Total	16	25	10	51	27

- 2.4 Although 7 households from band A were in work at the point of allocation compared to a minimum target number of 8, this was agreed with Cross Keys Homes given that a higher proportion of households were in employment overall compared to the plan's original aims.

3. KEY IMPACTS

- 3.1 Although it is too early to determine the success of this lettings plan Cross Keys Homes have provided positive anecdotal feedback on the first months of the new tenancies - *'From a CKH perspective the local lettings plan has worked well and we have had a negligible rate of incidents in the area of ASB, rent arrears, requirement for a Neighbourhood Manager to visit the site'*. As housing associations often encounter issues with a proportion of tenancies on new

developments the early signs are that the Bearscroft development has made a positive start to delivering a mixed and balanced community.

4. COMMENTS FROM OVERVIEW AND SCRUTINY

4.1 *The comments of the Overview and Scrutiny Panel (Customers and Partnerships) will be added to the report after their meeting on 8th November.*

5. REASONS FOR THE RECOMMENDED DECISION

5.1 Cabinet are invited to note and comment on the review of the initial lettings on the Bearscroft Farm development site.

BACKGROUND PAPERS

Local Lettings Plan – Bearscroft Farm, Godmanchester

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