



*Please reply to:*

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Date: 21 March 2022

## **Notice of meeting**

### **Community Wellbeing and Housing Committee**

**Date:** Tuesday, 29 March 2022

**Time:** 7.00 pm

**Place:** Council Chamber, Council Offices, Knowle Green, Staines-upon-Thames

#### **To the members of the Community Wellbeing and Housing Committee**

Councillors:

S.A. Dunn (Chairman)	C. Bateson	M. Gibson
S.M. Doran (Vice-Chairman)	J.R. Boughtflower	T. Lagden
C.L. Barratt	R. Chandler	O. Rybinski
R.O. Barratt	N.J. Gething	J. Vinson

Substitute Members: Councillors J.T.F. Doran, R.D. Dunn, K.M. Grant and H. Harvey

*Councillors are reminded that the Gifts and Hospitality Declaration book will be available outside the meeting room for you to record any gifts or hospitality offered to you since the last Committee meeting.*

**Spelthorne Borough Council, Council Offices, Knowle Green**

**Staines-upon-Thames TW18 1XB**

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# Agenda

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Terms of Reference

The Committee's terms of reference are attached to assist.

### 1. **Apologies and Substitutes**

To receive apologies of absence and notification of substitutions.

### 2. **Minutes**

**7 - 10**

To confirm the minutes of the meeting held on 01 February as a correct record.

### 3. **Disclosures of Interest**

To receive any disclosures of interest from Councillors in accordance with the Council's Code of Conduct for members.

### 4. **Questions from members of the Public**

The Chair, or his nominee, to answer any questions raised by members of the public in accordance with Standing Order 40.

At the time of publication of this agenda no questions were received.

### 5. **Ward Issues**

To consider any issues raised by ward councillors in accordance with Standing Order 34.2

At the time of publication of this agenda no ward issues were received.

### 6. **Capital Monitoring Report Q3 (Oct-Dec 2021)**

**11 - 18**

### 7. **Revenue Monitoring Report Q3 (Oct-Dec 2021)**

**19 - 26**

### 8. **Community Wellbeing & Housing Strategy**

**27 - 56**

### 9. **Procurement of Property Acquisition Service and Funding Bid for Rough Sleeping Accommodation Programme (RSAP)**

### 10. **Homes England Compliance Audit**

**57 - 58**

### 11. **Tenancy Strategy**

**59 - 102**

### 12. **Procurement of Housing First Provider**

**103 - 132**

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| <b>13.</b> | <b>Key Worker Policy Review</b>  | <b>133 - 160</b> |
| <b>14.</b> | <b>Housing Disrepair Issues</b>  |                  |
|            | To receive a verbal update from the Senior Environmental Health Manager on current housing disrepair issues. |                  |
| <b>15.</b> | <b>Forward Plan</b>  | <b>161 - 164</b> |
|            | To consider the Forward Plan for committee business.   |                  |
| <b>16.</b> | <b>Urgent business</b>   |                  |
|            | To consider any business deemed as urgent by the chair.  |                  |

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## **TERMS OF REFERENCE**

All Committees will have the following functions in respect of their respective areas:

- To develop the Council's policy, strategy and budget proposals
- To work at meeting the Council's corporate objectives, as set out in the Corporate Plan.
- To encourage performance improvement in relevant services, consistent with Value for Money principles and within the policy and budgetary framework agreed by the Council. This includes responding appropriately to statutory reports on external inspections and service reviews.
- To develop a full understanding of the functions and services within the Committee's remit
- To facilitate and encourage public participation in the Council's activities by engaging key stakeholders in the Council's processes for decision making.
- To oversee the publication of consultation papers on key issues and ensure that there is appropriate public consultation.
- To consider budget priorities and actions on the delivery of Council services within the overall policy and budgetary framework agreed by the Council.
- To consult with local Ward councillors about policy developments or service initiatives which have a specific relevance to the Committee.
- To support positive relationships and practices through co-operative working with staff.
- To commission studies or the collection of information relating to policy issues (Corporate Policy and Resources Committee) or service delivery (Service Committees).
- Each Committee is limited in authority to grant expenditure to £1 million for any particular project without seeking approval from full Council. Any project must be taken as a whole, and the project cannot be sub-divided into its constituent parts with each being authorised separately to avoid this limit set by this rule.

## **COMMUNITY WELLBEING & HOUSING COMMITTEE**

### **Membership**

13 members reflecting political balance.

### **Functions**

This committee has responsibility for the following functions of the Council:

- Leisure, libraries, arts, sports and culture
- Community development and engagement
- Voluntary sector strategy and liaison
- Housing policy & strategy
- Housing options, allocations and support services
- Affordable housing and homelessness
- Private sector and social housing enforcement
- Home Improvement Agency
- Grants to outside bodies
- Education and young people
- Services for older people
- Day centres
- Supported living independently – including meals on wheels
- Family support
- Disability issues and grants
- To monitor and review relevant Council policies and strategies and recommend changes or new policies to the Corporate Policy and Resources Committee.
- To review and scrutinise service delivery and in particular ensuring that best value in service delivery is being obtained for the community.
- To undertake scrutiny and monitor the performance of external bodies who deliver services to the community
- To review and scrutinise budget proposals and make recommendations to the Corporate Policy and Resources Committee.

**Minutes of the Community Wellbeing and Housing Committee  
1 February 2022**

**Present:**

Councillor S.A. Dunn (Chairman)  
Councillor S.M. Doran (Vice-Chairman)

Councillors:

C. Bateson

S. Buttar

O. Rybinski

**Apologies:** Councillors C.L. Barratt, R.O. Barratt and J. Vinson

**In Attendance:** Councillors R.D. Dunn and M. Beecher

Councillor V Siva attended the meeting via Microsoft Teams

**59022 Minutes**

The minutes of the meeting held on 23 November 2021 were agreed as a correct record of the meeting.

**59122 Disclosures of Interest**

There were none.

**59222 Questions from members of the Public**

There were none.

**59322 Ward Issues**

There were none.

**59422 Capital Bids 2022/23 (part of annual budget process)**

The Committee **resolved** that the four bids as presented should be rated green (to commence in 2022/23) for recommendation to the Corporate and Resources Committee.

**59522 Revenue Growth and Savings Bids 2022/23 (part of annual budget process)**

The Committee noted the proposed revenue growth and savings bids.

The Committee were advised that the two items originally highlighted as savings totalling £19,500 had been withdrawn and replaced with three other possible areas to make savings as follows:-

1. £57,000 – Benwell Community Centre
2. £50,000 - Shorthold tenancy scheme
3. £50,000 - Grants budget

The Committee **resolved** to:

- 1 change one item from Green (to commence in 2022/23) to Amber (could be deferred to 2023/24) on the Revenue Growth paper and;
2. to note and agree that the revised savings be recommended to the Corporate and Resources Committee for consideration if required to balance the overall Budget.

**59622 Committee Review of Fees and Charges for Service Areas 2022/23 (part of annual budget process)**

The Committee reviewed the proposed fees and charges for the Committee's areas of responsibility for 2022/23.

The Committee agreed that charges for vulnerable clients should be protected from any inflation uplift.

The Committee **resolved** to agree the Fees and Charges as proposed for recommendation to the Corporate Policy and Resources Committee.

**59722 Refugee Schemes Policy**

The Committee received a report from the Strategic Lead, Housing that sought approval of the adoption of the Refugee Policy (Option 2 of the Report). This policy seeks to require the Committee to consider all refugee schemes proposed by Central Government and assess their merits.

**Alternative options considered and rejected:**

Option 1: To reject the policy

The Council will not adopt the Policy, but still have the freedom to consider future refugee schemes at the time that they are published by the government. The Council will just not have a policy that requires to consider all schemes as they are offered.



Option 3: To adopt an altered version of the proposed Policy

To propose changes to the proposed Policy, consequently adopting a revised version of the Policy.

**Reason for Decision:**

To require the Committee to consider all refugee schemes proposed by the Government and assess this merits.

The Committee **resolved** to approve the adoption of the Refugee Policy.

**59822 Annual Council Community Grants Report**

The Committee considered a report from the Deputy Head Community Wellbeing that sought:

1. Approval of the grants awards for 2022/23,
2. The Committee to note all other support Spelthorne Borough Council provides to the voluntary/charity sector and;
3. Consideration of the proposal that unallocated Councillors' Better Neighbourhood Grant monies for 2022/23 be transferred to the Grants Panel for allocation.

**Alternative options considered and rejected:**

None

**Resolved:**

1. Approve the grants awards for 2022/23,
4. To note all other support Spelthorne Borough Council provides to the voluntary/charity sector and;
2. To transfer the unallocated Councillors' Better Neighbourhood Grant monies for 2022/23 to the Grants Panel for allocation.

**Reason for Decision:**

To ensure that grants can be awarded to existing organisations to continue to provide support, assistance and other essential services for Borough residents and to enable new organisations to begin to provide services that are needed.

Transferring unallocated Councillors' Better Neighbourhood Grants will allow this funding to be assigned to local organisations.

**59922 Forward Plan**

The Committee **resolved** to note the Forward Plan for the business of the Committee. The Principal Solicitor asked that a standing item be put on future agendas to receive updates on the Community Wellbeing Recovery Plan.

**60022 Urgent business**

The Deputy Group Head Community and Wellbeing provided the Committee with an update of the Community Wellbeing Recovery Plan.

The Committee **resolved** to note the briefing document.

The Chair advised the Committee that the Committee System Working Group were currently considering the proposed Calendar of Meetings for 2022/23 and the frequency of individual committee meetings. The Committee agreed that the current frequency of the Community Wellbeing & Housing Committee's meetings were adequate for the business of the Committee. They also agreed that they would be happy to receive a periodic briefing pack that could replace 'information only' reports on the agenda.

# Community Wellbeing & Housing Committee



29 March 2022

<b>Title</b>	<b>Capital Monitoring Report 2021/22 – Q3 December 2021</b>
<b>Purpose of the report</b>	To note
<b>Report Author</b>	Paul Taylor Chief Accountant
<b>Ward(s) Affected</b>	All Wards
<b>Corporate Priority</b>	Financial Sustainability
<b>Recommendations</b>	<p><b>This is an abridged copy of the full report to be submitted to the Corporate Policy &amp; Resources Committee (CPRC) at their meeting on 29 November and just shows the capital projects that fall under the Community Wellbeing &amp; Housing Committee's remit.</b></p> <p><b>The Committee is asked to note the current level of underspend on capital expenditure against its Capital Programme provision as at 31 December 2021, which may be subject to change at the CPRC meeting in 14 March.</b></p>

## 1. Key issues

- 1.1 The Capital Monitoring report covers the cumulative actual expenditure to date, against the cumulative Council approved capital programme budget and compares this against the latest forecast outturn from Officers.
- 1.2 Although the projects may have a budget allocation in the capital programme, any increases in budget will require prior approval by Corporate Policy & Resources Committee before drawing down on the budget.
- 1.3 Officers are beginning to see the impact of BREXIT, COVID-19 on our building costs, availability of labour and shorter fixed price guarantees from building suppliers.
- 1.4 For the quarter ended 31 December 2021 the committees approved capital expenditure programme was £304.0m (September: £303.0m). The latest forecast outturn position is £318.6m (September: £304.2m), giving a projected aggregate overspend £14.6m (September: overspend of £1.2m) as per appendix B.
- 1.5 The substantial rise in overspend, which has yet to be approved by the Development Sub Committee and is almost entirely due to the Oast House development, where officers are indicating that due to the prolonged delays in obtaining council agreement to the development, costs are estimated to rise by £13.4m.

1.6 There are also two downward adjustments to the approved budgets from last quarter following a review of all Development Sub Committees minutes, as follows:

- (a) Spelthorne Leisure Centre £40.42m reduced to £40.0m
- (b) Ashford MSCP £15.267m reduced to £15.0m

## **2. Variance analysis**

2.1 We report on any significant movement in forecast variance over £50k or 20% of budget, whichever is the highest, since last quarter by committee as follows:

- (a) Spelthorne Leisure Centre - £420k overspend, as highlighted in section 1.6 above.
- (b) Community Centre Projects - £69.5k overspend, no significant change from last quarter.
- (c) Ashford MSCP - £500k overspend, £267k increase due to amendment in approved budget, section 1.6 above refers.
- (d) Bugle - (£680k) underspend, no change from last quarter
- (e) Benwell 1, no change to the reported underspend of (£2,700k) of last quarter.
- (f) Benwell land £623k overspend, no change to the financials since our last report.
- (g) Whitehouse Land £299k overspend back in 2017 and no change to the figures reported last quarter.
- (h) Thameside House £1,570k overspend, no change to since last quarter.
- (i) Thameside House Land & Building (£160k) underspend and is unchanged since last quarter's report.
- (j) West Wing the projected overspend is below the reporting limit and unchanged since last quarter.
- (k) Whitehouse Hostel Phase £356k overspend, no change since last quarter.
- (l) Victory Place (Ashford Hospital) £768k projected overspend is due to additional contractor costs and on 21 February Development Sub Committee recommended to the Corporate Policy & Reserves Committee to accept an addition £3.965m increase in the contractor costs, due to price inflation, shortage of labour and longer lead times for delivery of materials, due to the ongoing delays in obtaining planning permission. (September: £1.570k overspend due to Council approved expenditure on new heat pumps to be installed at the properties, which resulted in the approved budget being increased by the same amount).
- (m) Oast House £13.4m overspend, due to the delays in agreeing the final design and as mentioned above in Victory Place, costs for construction have been forecast to rise significantly (September £nil)

### **3. Financial implications**

- 3.1 Once a project is completed, any underspend on the approved Capital Programme enables the Council to invest the monies to gain additional treasury management investment income or to fund additional schemes.
- 3.2 Working closely with our Treasury Management advisors, officers are currently saving the Council more than £1,300k per annum in interest charges, through prudent use of short-term interest rates to fund regeneration development projects.
- 3.3 Upon completion of each project, officers obtain fixed rate interest loans to significantly reduce the Council's exposure to risk of future interest rate rises over the next 50 years.

### **4. Other considerations**

- 4.1 None.

### **5. Equality and Diversity**

- 5.1 Not Applicable.

### **6. Sustainability/Climate Change Implications**

- 6.1 Not Applicable.

### **7. Timetable for implementation**

- 7.1 Not Applicable.

**Background papers:** There are none.

### **Appendices:**

**Appendix B** – Detailed DFG Capital Monitoring Report by Committee at 31 December 2021.

**Appendix B** – Detailed Other Capital Monitoring Report by Committee at 31 December 2021.

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## CAPITAL MONITORING REPORT AT 31 DECEMBER 2021

Portfolio / Service Head	Cost Centre	Description	Revised Cumulative Budget 2017-25	Actuals Cumulative 2017-22	Managers Projected Outturn at 31 Dec	Budget vs Outturn Variance	Comments
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Housing Investment ProgrammeCommunity Wellbeing & Housing- DFG

Karen Sinclair & De	<a href="#">40203</a>	Disabled Facilities Mandatory	943,200	628,716	943,200	-	No change from Q2 reported financials
Karen Sinclair & De	<a href="#">40204</a>	Disabled Facilities Discretion	29,600	5,284	29,600	-	No change from Q2 reported financials
<b>Net Cost of Disabled Facilities Grants</b>			<b>972,800</b>	<b>634,000</b>	<b>972,800</b>	<b>-</b>	
<b>Total For HIP</b>			<b>972,800</b>	<b>634,000</b>	<b>972,800</b>	<b>-</b>	

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# CAPITAL MONITORING REPORT AT 31 DECEMBER 2021

Portfolio / Service Head	Cost Centre	Description	Revised Cumulative Budget 2017-25	Actuals Cumulative 2017-22	Managers Projected Outturn at 31 Dec	Budget vs Outturn Variance	Comments
<b>Community Wellbeing &amp; Housing</b>							
Lee O'Neil	<a href="#">41024</a>	SpelthorneLeisurCenDevelopment	40,000,000	2,307,372	40,420,000	420,000	No change from Q2 reported financials
Karen Sinclair & De	<a href="#">41622</a>	Affordable Housing Opportunity	1,000,000	-	1,000,000	-	No change from Q2 reported financials
							Awaiting final retention payment. Overspend to be funded from Repairs & Maint budget at and of the financial year.
Lee O'Neil	<a href="#">42034</a>	Community Centre Projects	230,000	295,508	299,500	69,500	Project complete.
Lee O'Neil	<a href="#">41328</a>	Ashford MSCP Residential Scheme	15,000,000	40,005	15,500,000	500,000	No change from Q2 reported financials
Lee O'Neil	<a href="#">42039</a>	Bugle	2,400,000	1,720,870	1,720,870	(679,130)	Project completed. Well controlled to bring in substantially under budget
Lee O'Neil	<a href="#">42042</a>	Benwell House I	13,800,000	10,962,130	11,100,000	(2,700,000)	Project completed. Awaiting final account from contractor.
		Benwell Land & Building cost Phase 1	10,123,100	-	10,746,000	622,900	Land acquired on 30/09/17.
	<a href="#">Memorandum Item</a>	Whitehouse Land Acquisition	1,501,500	-	1,800,000	298,500	No change from Q2 reported financials
		Whitehouse - Design Fees & Construction					Dev Sub Committee approved budget for design fees of £230k to progress a smaller scheme that will take unit numbers down from 28 to approx 12-15 units.
Lee O'Neil	<a href="#">42052</a>	Phase B	3,230,000	379,878	3,230,000	-	
							Planning application submitted in March 21. Planning decision in abeyance until moratorium lifted. Demo in delay until planning approval. Demo and construction budgets at risk due to ongoing delays. DSC approved revised plans to reduce height to 12/10 storeys but call in upheld by FC and referred back to DSC. DSC to reconsider.
Lee O'Neil	<a href="#">42054</a>	Thameside House	54,430,000	1,338,566	56,000,000	1,570,000	
	<a href="#">Memorandum Item</a>	Thameside House Land & Building cost	9,860,000	-	9,700,000	(160,000)	No change from Q2 reported financials
Lee O'Neil	<a href="#">42055</a>	West Wing	5,780,000	5,498,608	5,850,000	70,000	No change from Q2 reported financials
Lee O'Neil	<a href="#">42056</a>	Whitehouse Hostel - Phase A	4,417,000	4,720,734	4,773,000	356,000	No change from Q2 reported financials
		Victory Place (Ashford Hospital car park site)					Resolution to grant planning subject to S106 obtained in Nov 21. Full Council approved enhanced energy efficiency proposal as requested by Planning Committee. Indicative build cost budget received from contractor of £27.6m which is over budget.
Lee O'Neil	<a href="#">42057</a>	Victory Place - Land & Building Costs	27,505,000	1,480,027	28,273,000	768,000	No change from Q2 reported financials
	<a href="#">Memorandum Item</a>		5,260,000	-	5,260,000	-	Significant cost increases due to moratorium /political delays. Dev Sub Committee approval to progress redesign to accommodate NHS requirement. DSC approved 14/8 storeys on residential on 5 Jan 22 - at risk of call in by
Lee O'Neil	<a href="#">42060</a>	Oast House	105,200,000	21,288,689	118,600,000	13,400,000	Staines Cllrs.
Lee O'Neil	<a href="#">42062</a>	Harper House Redevelopment	3,390,000	3,084,108	3,390,000	-	No change from Q2 reported financials
<b>Committee Total</b>			<b>303,126,600</b>	<b>53,116,496</b>	<b>317,662,370</b>	<b>14,535,770</b>	

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# Community Wellbeing & Housing Committee



29 March 2021

<b>Title</b>	Draft Q3 Revenue Monitoring Report as at 31 December 2021
<b>Purpose of the report</b>	To note
<b>Report Author</b>	Anna Russell, Deputy Chief Accountant
<b>Ward(s) Affected</b>	All Wards
<b>Exempt</b>	No
<b>Corporate Priority</b>	Financial Sustainability
<b>Recommendations</b>	<p>The Committee is asked to note the draft forecast outturn for 2021/22 as at 31 December 2021 and the aggregate variances by cost centre reported in Appendix C2.</p> <p>(Please note that this is a draft report taken from the full report currently being prepared for the Corporate Policy &amp; Resources Committee meeting on 14 March and has been collated before the completion of a full review process and may be subject to change, and if this is the case the Committee will be notified.)</p>
<b>Reason for Recommendation</b>	Not applicable

## 1. Key issues

- 1.1 This report provides a summary of the forecast outturn position for the financial year 2021-22 as at 31 December, for the Community Wellbeing & Housing Committee which is showing a projected net underspend of (£225k) (September: £122k overspend).
- 1.2 The forecast underspend of expenditure amounted to (£6,705k), (£804k) *excluding HB Payments*, (September: (£6,658k), (£757k)) and the forecast under-recovery of income was £6,480k, £617k *excluding HB Payments*, (September: £6,780k, £916k). The major differences from Q2 are as follows (*see key at end of this paragraph*):
  - (a) A (£27k) increase in the Span (Spelthorne Alarm Network) net income forecast.
  - (b) A (£19k) net income increase in the Community Centres forecast.
  - (c) A (£45k) decrease in Spelthorne Family Support costs forecast.
  - (d) A (£22k) decrease in Community Development costs forecast
  - (e) A (£42k) net decrease in Housing Needs costs forecast.

- (f) A £22k net increase in Homelessness costs forecast.
- (g) A (£201k) increase in Homelessness income forecast.
- (h) A (£22k) decrease in Housing Benefits Admin net costs forecast.
- (i) A £10k increase in Leisure Administration net costs forecast.

*where the (negative) and positive changes indicate:*

*(negative): a favourable change = increase in income or decrease in spend*

*positive: an adverse change = decrease in income or increase in spend*

**1.3 The net under recovery of income is further broken down to show the impact of COVID-19 on the Council forecast outturn position**

- (a) COVID-19 – a projected net under recovery of income of £239k (September: £408k).
- (b) Non COVID-19 a projected net underspend of (£464k) (September: (£286k)).

The forecast outturn shows the projected impact of COVID-19 on Cost of Services is mainly an under recovery of fees, charges, and income for our Day Centres and Leisure Centres, together with significant underspends all shown below in section 2.

**2. Significant Forecast Budget (under)/overspends at year end.**

**2.1 Noting that we are only providing commentary for those budget lines with £20k or more variance, and where there has been a change in variance since Q2.**

**2.2 A projected net underspend of £129k (September: £122k), with significant net variances as follows:**

- (a) SPAN (Spelthorne Alarm Network) - a projected (£25k) over recovery of income (September: (£5k)) following an influx of new clients earlier in the year due to COVID-19; numbers have since reduced
- (b) Community Care Administration – a projected net underspend of (£21k) (September: (£27k)) mainly due to the following:
  - i) £25k overspend due to unbudgeted posts transferred from A2 Dominion during the year
  - ii) (£55k) over recovery due to additional Wellbeing Prescriber grant awarded
- (c) Community Centres - a net projected overspend of £50k (September: £77k overspend), which was due to the following:
  - i) £233k under recovery of income (September: (£261k)) due to the pandemic, offset by
  - ii) (£121k) underspend (September: (£125k)) due to unfilled vacancies, caused by the pandemic; and

- iii) (£62k) underspend in costs (September: (£59k)) due to the pandemic
- (d) Spelthorne Family Support - a net projected underspend of (£50k) (September: (£5k) underspend), due to savings expected for a vacant post offset by temporary staff costs and to reimbursement for work relating to Afghan Refugees
- (e) Community Development – an underspend of (£49k) (September: (£27k)) which was due to an unfilled vacancy
- (f) Housing Needs – a net underspend of (£41k) (September: (£1k)) which was mainly due to periods of staff vacancies before posts were filled. All posts are now filled.
- (g) Homelessness – a net underspend and over recovery of income of (£183k) (September: (£2k)), with delays in the delivery of White House and Harper House contributing to the underspends offset by under-recovery of income.
- (h) Housing Benefit Admin – a net underspend and over recovery of income of (£122k) (September: (£100k)) mainly due to:
  - i) A projected underspend of (£75k) (September: (£59k)) for vacancies which are being recruited to.
  - ii) Minor change in the forecast (£49k) (September: (£47k)) over-recovery of income reported last quarter.
- (i) Housing Benefits Payments – No change in the forecast net underspend of (£37k) reported last quarter
- (j) Leisure Administration – a net underspend and over-recovery of (£64k) (September: (£75k) underspend) due to:
  - i) Minor change in the forecast underspend of (£45k) (September: (£52k)) reported last quarter.
  - ii) Minor change in the forecast over-recovery of (£20k) (September: (£24k)) reported last quarter.
- (k) Spelthorne Leisure Centre – No change in the forecast net overspend of £297k reported last quarter.

### **3. Other considerations**

3.1 None.

### **4. Equality and Diversity**

4.1 Not applicable.

### **5. Sustainability/Climate Change Implications**

5.1 Not applicable.

### **6. Timetable for implementation**

6.1 Not applicable

**Background papers:** There are none.

**Appendices:**



## Community Wellbeing & Housing

<b>Results to 31-Dec-21</b>	<b>Budget Revised £</b>	<b>Forecast Outturn £</b>	<b>COVID-19 Variance £</b>	<b>Non-COVID-19 Variance £</b>	<b>Total Variance to Revised £</b>	<b>Staffing Budget FTE</b>	<b>Staffing Actual FTE</b>	<b>Comments</b>
Employees	118,900	125,200	0	6,300	6,300	3.50	1.50	Influx of new clients earlier in the year due to COVID-19, although numbers have since reduced
Other Expenditure	83,300	81,600	0	(1,700)	(1,700)			
Income	(205,000)	(230,000)	0	(25,000)	(25,000)			
<b>SPAN</b>	<b>(2,800)</b>	<b>(23,200)</b>	<b>0</b>	<b>(20,400)</b>	<b>(20,400)</b>	<b>3.50</b>	<b>1.50</b>	
Employees	440,800	465,800	(30,500)	55,500	25,000	10.14	11.67	HIA (Health Impact Assessment) posts transferred from A2 Dominion during the year were not budgeted for.
Other Expenditure	19,900	29,500	0	9,600	9,600			Additional Wellbeing Prescriber grant funding has been awarded
Income	(20,000)	(75,400)	0	(55,400)	(55,400)			
<b>Community Care Administration</b>	<b>440,700</b>	<b>419,900</b>	<b>(30,500)</b>	<b>9,700</b>	<b>(20,800)</b>	<b>10.14</b>	<b>11.67</b>	
Employees	654,000	533,400	(124,800)	4,200	(120,600)	17.56	16.20	Minor change since Qtr 2 Minor change since Qtr 2 Increase in forecast under-recovery, with continued impact from closure of Community Centres due to COVID-19. Losses will be partially offset by the Sales, Fees and Charges 71.25% COVID-19 reimbursement grant
Other Expenditure	292,000	230,200	(61,800)	0	(61,800)			
Income	(394,200)	(161,400)	232,800	0	232,800			
<b>Community Centres</b>	<b>551,800</b>	<b>602,200</b>	<b>46,200</b>	<b>4,200</b>	<b>50,400</b>	<b>17.56</b>	<b>16.20</b>	
Employees	162,300	160,800	0	(1,500)	(1,500)	3.94	3.44	Savings expected of £18k due to vacant post, partially being covered by temporary staff. Remainder costs are expected to be recharged/ identified as work relating to Afghan Refugees
Other Expenditure	87,400	106,600	0	19,200	19,200			
Income	(184,400)	(181,800)	0	2,600	2,600			
<b>Meals on Wheels</b>	<b>65,300</b>	<b>85,600</b>	<b>0</b>	<b>20,300</b>	<b>20,300</b>	<b>3.94</b>	<b>3.44</b>	
Employees	577,200	524,800	0	(52,400)	(52,400)	11.78	10.52	Savings expected of £18k due to vacant post, partially being covered by temporary staff. Remainder costs are expected to be recharged/ identified as work relating to Afghan Refugees
Other Expenditure	12,400	15,200	0	2,800	2,800			
Income	(589,600)	(589,600)	0	0	0			
<b>Spelthorne Family Support</b>	<b>0</b>	<b>(49,600)</b>	<b>0</b>	<b>(49,600)</b>	<b>(49,600)</b>	<b>11.78</b>	<b>10.52</b>	
Employees	58,800	11,400	0	(47,400)	(47,400)	1.00	-	Community Development post currently vacant. Team structure currently under review
Other Expenditure	40,800	39,000	0	(1,800)	(1,800)			
Income	0	0	0	0	0			
<b>Community Development</b>	<b>99,600</b>	<b>50,400</b>	<b>0</b>	<b>(49,200)</b>	<b>(49,200)</b>	<b>1.00</b>	<b>-</b>	

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## Community Wellbeing & Housing

<b>Results to 31-Dec-21</b>	<b>Budget Revised £</b>	<b>Forecast Outturn £</b>	<b>COVID-19 Variance £</b>	<b>Non-COVID-19 Variance £</b>	<b>Total Variance to Revised £</b>	<b>Staffing Budget FTE</b>	<b>Staffing Actual FTE</b>	<b>Comments</b>
Employees	0	0	0	0	0			
Other Expenditure	257,500	257,500	0	0	0			
Income	0	0	0	0	0			
<b>General Grants</b>	<b>257,500</b>	<b>257,500</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>-</b>	<b>-</b>	
Employees	0	0	0	0	0			
Other Expenditure	13,000	0	0	(13,000)	(13,000)			
Income	0	0	0	0	0			
<b>Research &amp; Consultation</b>	<b>13,000</b>	<b>0</b>	<b>0</b>	<b>(13,000)</b>	<b>(13,000)</b>	<b>-</b>	<b>-</b>	
Employees	1,354,300	1,308,000	27,795	(74,095)	(46,300)	28.65	28.50	All posts filled, however underspend in year, due to an interval of time between leavers and starters
Other Expenditure	63,900	69,100	0	5,200	5,200			
Income	(2,000)	(2,000)	0	0	0			
<b>Housing Needs</b>	<b>1,416,200</b>	<b>1,375,100</b>	<b>27,795</b>	<b>(68,895)</b>	<b>(41,100)</b>	<b>28.65</b>	<b>28.50</b>	
Employees	176,900	259,500	0	82,600	82,600			Salary costs to be transferred at end of financial year, majority of which is covered by grant funding
Other Expenditure	4,103,000	3,172,900	349,218	(1,279,318)	(930,100)			Rent Assure team have focussed their attention on interviewing tenants for the Benwell House and West Wing properties, which has not needed any financial input. Delays in the delivery of White House and Harper House have contributed to the underspends
Income	(3,680,000)	(3,015,200)	(406,137)	1,070,937	664,800			
<b>Homelessness</b>	<b>599,900</b>	<b>417,200</b>	<b>(56,919)</b>	<b>(125,781)</b>	<b>(182,700)</b>	<b>-</b>	<b>-</b>	
Employees	612,800	538,300	0	(74,500)	(74,500)	16.56	15.33	Recruitment in progress for vacant hours/positions
Other Expenditure	41,700	43,900	0	2,200	2,200			
Income	(300,000)	(349,400)	0	(49,400)	(49,400)			Minor change since Qtr 2
<b>Housing Benefits Admin</b>	<b>354,500</b>	<b>232,800</b>	<b>0</b>	<b>(121,700)</b>	<b>(121,700)</b>	<b>16.56</b>	<b>15.33</b>	
Employees	0	0	0	0	0			
Other Expenditure	28,672,000	22,771,000	0	(5,901,000)	(5,901,000)			No change from Qtr 2
Income	(28,621,000)	(22,757,300)	0	5,863,700	5,863,700			No change from Qtr 2
<b>Housing Benefits Payments</b>	<b>51,000</b>	<b>13,700</b>	<b>0</b>	<b>(37,300)</b>	<b>(37,300)</b>	<b>-</b>	<b>-</b>	No change from Qtr 2

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## Community Wellbeing & Housing

<b>Results to 31-Dec-21</b>	<b>Budget Revised £</b>	<b>Forecast Outturn £</b>	<b>COVID-19 Variance £</b>	<b>Non-COVID-19 Variance £</b>	<b>Total Variance to Revised £</b>	<b>Staffing Budget FTE</b>	<b>Staffing Actual FTE</b>	<b>Comments</b>
Employees	304,300	259,700	(50,000)	5,400	(44,600)	4.44	5.19	Minor change since Qtr 2
Other Expenditure	11,200	11,500	0	300	300			
Income	0	(19,800)	0	(19,800)	(19,800)			Minor change since Qtr 2
<b>Leisure Administration</b>	<b>315,500</b>	<b>251,400</b>	<b>(50,000)</b>	<b>(14,100)</b>	<b>(64,100)</b>	<b>4.44</b>	<b>5.19</b>	
Employees	0	0	0	0	0			
Other Expenditure	57,600	501,500	443,900	0	443,900			No change since Qtr 2
Income	(260,300)	(407,300)	(147,000)	0	(147,000)			No change since Qtr 2
<b>Spelthorne Leisure Centre</b>	<b>(202,700)</b>	<b>94,200</b>	<b>296,900</b>	<b>0</b>	<b>296,900</b>	<b>-</b>	<b>-</b>	
Employees	12,600	10,400	0	(2,200)	(2,200)			
Other Expenditure	4,300	4,600	0	300	300			
Income	(3,100)	(2,200)	0	900	900			
<b>Resource Centre</b>	<b>13,800</b>	<b>12,800</b>	<b>0</b>	<b>(1,000)</b>	<b>(1,000)</b>	<b>-</b>	<b>-</b>	
Employees	1,600	800	0	(800)	(800)			
Other Expenditure	24,700	16,600	0	(8,100)	(8,100)			
Income	(7,100)	(4,100)	2,500	500	3,000			
<b>Sports and Active Lifestyle</b>	<b>19,200</b>	<b>13,300</b>	<b>2,500</b>	<b>(8,400)</b>	<b>(5,900)</b>	<b>-</b>	<b>-</b>	
Employees	0	0	0	0	0			
Other Expenditure	0	0	0	0	0			
Income	(46,200)	(46,200)	0	0	0			
<b>Sunbury Golf Club</b>	<b>(46,200)</b>	<b>(46,200)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>-</b>	<b>-</b>	
Employees	0	0	0	0	0			
Other Expenditure	5,400	6,800	0	1,400	1,400			
Income	(8,000)	(8,000)	0	0	0			
<b>Museum</b>	<b>(2,600)</b>	<b>(1,200)</b>	<b>0</b>	<b>1,400</b>	<b>1,400</b>	<b>-</b>	<b>-</b>	
Employees	0	0	0	0	0			
Other Expenditure	25,900	25,100	0	(800)	(800)			
Income	0	0	0	0	0			
<b>Youth</b>	<b>25,900</b>	<b>25,100</b>	<b>0</b>	<b>(800)</b>	<b>(800)</b>	<b>-</b>	<b>-</b>	

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## Community Wellbeing & Housing

<b>Results to 31-Dec-21</b>	<b>Budget Revised £</b>	<b>Forecast Outturn £</b>	<b>COVID-19 Variance £</b>	<b>Non-COVID-19 Variance £</b>	<b>Total Variance to Revised £</b>	<b>Staffing Budget FTE</b>	<b>Staffing Actual FTE</b>	<b>Comments</b>
Employees	1,500	500	0	(1,000)	(1,000)			
Other Expenditure	30,800	30,000	0	(800)	(800)			
Income	(3,000)	0	0	3,000	3,000			
<b>Arts Development</b>	<b>29,300</b>	<b>30,500</b>	<b>0</b>	<b>1,200</b>	<b>1,200</b>	-	-	
Employees	0	0	0	0	0			
Other Expenditure	7,900	14,300	3,363	3,037	6,400			
Income	(12,900)	(6,800)	0	6,100	6,100			
<b>Public Health</b>	<b>(5,000)</b>	<b>7,500</b>	<b>3,363</b>	<b>9,137</b>	<b>12,500</b>	-	-	
Total Employees	<b>4,476,000</b>	<b>4,198,600</b>	<b>(177,505)</b>	<b>(99,895)</b>	<b>(277,400)</b>	<b>97.57</b>	<b>92.35</b>	
Total Other Expenditure	<b>33,854,700</b>	<b>27,426,900</b>	<b>734,680</b>	<b>(7,162,480)</b>	<b>(6,427,800)</b>			
Total Income	<b>(34,336,800)</b>	<b>(27,856,500)</b>	<b>(317,837)</b>	<b>6,798,137</b>	<b>6,480,300</b>			
Net Total	<b>3,993,900</b>	<b>3,769,000</b>	<b>239,338</b>	<b>(464,238)</b>	<b>(224,900)</b>	<b>97.57</b>	<b>92.35</b>	

# Community Wellbeing & Housing Committee



29 March 2022

<b>Title</b>	<b>Spelthorne Health &amp; Wellbeing Strategy</b>
<b>Purpose of the report</b>	To note
<b>Report Author</b>	Mary Holdaway, Active Lifestyle & Wellbeing Manager Stephen Mortimer-Cleevely, Strategic Lead Independent Living
<b>Ward(s) Affected</b>	All Wards
<b>Exempt</b>	No
<b>Exemption Reason</b>	N/A
<b>Corporate Priority</b>	Community Affordable housing Recovery Environment Service delivery
<b>Recommendations</b>	<b>Committee is asked to:</b> Adopt the Spelthorne Health & Wellbeing Strategy 2022-2027
<b>Reason for Recommendation</b>	To embed Health & Wellbeing into SBC practice and decision making

## 1. Summary of the report

- 1.1 This report seeks to provide an overview of the new Spelthorne Health & Wellbeing Strategy 2022-2027.

## 2. Key issues

- 2.1 The current Health & Wellbeing Strategy expired in 2019. A new strategy for Spelthorne is vitally important, particularly, as we continue to live with, and recover from, the Coronavirus pandemic.
- 2.2 The Strategy focuses on three priorities, known as pillars, of People, Place and Community. The Council will enable residents to take positive action to improve their own health (People); encourage a positive environment to improve health (Place); and foster communities which are integrated where residents feel connected (Community).
- 2.3 These priorities support the recently adopted Corporate Plan priorities, playing a proactive part in supporting Community, Recovery, Environment and Service Delivery.
- 2.4 Health & Wellbeing is a broad topic which incorporates numerous areas such as obesity, housing and mental health. The Council can play an active role in

initiatives to target some of these areas, however, some of the functions lie within the County Council or other partners. The scope of the strategy will focus on the areas within our control, whilst taking on board feedback from key stakeholders, that as a Council, we can play a strong leader and advocacy role in other areas.

- 2.5 Internal consultation has taken place with numerous departments including officers from Neighbourhood Services, Environmental Health, Planning, Economic Development, Customer Services, Leisure, Housing and Independent Living.

### **3. Options analysis and proposal**

Option 1: Adopt the Spelthorne Health & Wellbeing Strategy and action plan

Advantages:

- Helps to embed health and wellbeing in Spelthorne Borough Council (SBC) practice and decision making for example, by creating our Health & Wellbeing checklist for all Management Team (MAT) Reports
- Supports the health/Integrated Care Partnership (ICP) place based approach
- Embed SBC and resident priorities in the development of the 'Staines Health and Wellbeing Centre'
- An instrumental to encourage positive change
- Enhances the wider arts and leisure offer
- Bring together funding streams from health, care, leisure, arts and the built environment to support people, places and communities in Spelthorne
- Creates the foundation for the Spelthorne Living Well agenda

Disadvantages:

- It is not a statutory requirement for SBC to have a Health & Wellbeing Strategy
- Apart from specific project funding, health partners (Public Health, Clinical Commissioning Group, Alliance) do not fund any specific core costs

Option 2: Do nothing

Advantages:

- There are no advantages

Disadvantages:

- Negates the importance of Health & Wellbeing as a priority for both the Council and for individuals

Option 3: Amend the strategy

Advantages:

- More information could be included

Disadvantages

- A robust process to draft the strategy has taken place including internal consultation with departments and with key external stakeholders

- Further work and research to ensure an evidence base would be required to make changes

#### **4. Financial implications**

- 4.1 There is no allocated budget for the Health & Wellbeing Strategy – it is covered within existing budgets. By having a corporate Health & Wellbeing Strategy, it can be used to seek external funding. The Strategy will also help to focus and prioritise suitable spending of the current budget to deliver the key priorities.

#### **5. Other considerations**

- 5.1 The Health & Wellbeing supports and dovetails numerous other Council Strategies eg. Housing, Economic Development.

#### **6. Equality and Diversity**

- 6.1 These are celebrated within the Strategy and an equality impact assessment will be carried where necessary for relevant actions in the action plan.

#### **7. Sustainability/Climate Change Implications**

- 7.1 This underpins all areas of the strategy. For example, active travel will be encouraged to support people's physical health but also positively contribute to reducing air pollution. The Council will lead by example to encourage residents to make positive steps towards reducing the carbon footprint.

#### **8. Timetable for implementation**

- 8.1 If approved, the Strategy will be adopted and the action plan will be implemented. Progress on the action plan will be reported annually and new actions will be introduced. The Strategy will also help to relaunch the Spelthorne Health & Wellbeing Group which has paused during the Covid pandemic

#### **9. Contact**

- 9.1 Mary Holdaway – [m.holdaway@spelthorne.gov.uk](mailto:m.holdaway@spelthorne.gov.uk)  
Stephen Mortimer-Cleevely – [S.Mortimer-Cleevely@spelthorne.gov.uk](mailto:S.Mortimer-Cleevely@spelthorne.gov.uk)

**Background papers: There are none.**

#### **Appendices:**

**Appendix A - Draft Spelthorne Health & Wellbeing Strategy**

**Appendix B – Spelthorne Health & Wellbeing Action Plan**

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# **Spelthorne Borough Council**

## **Health & Wellbeing Strategy 2022-2027**

### **Foreward**

I am proud to introduce the second Spelthorne Health & Wellbeing Strategy and the first Council Strategy following on from the Coronavirus Pandemic. Over the last two years, the Covid 19 pandemic has impacted the lives of each and every one of us. We have all lived through unprecedented times and now, more than ever, we must all play a role in positively influencing our own health, alongside others, and the wider community. Whilst the Council doesn't directly deliver healthcare services, we can play an active role in influencing health behaviours and lifestyle factors such as exercise, housing and community safety. To demonstrate our commitment to the NHS Long Term Plan we have chosen to create our own health and wellbeing strategy, with an extensive action plan which far exceeds our statutory responsibilities. As active members of the North West Surrey Alliance we can influence both health and social care agendas and leverage both assets and funding for our communities. The Health & Wellbeing Strategy forms a statement of intent over the next 5 years, where we will work together, with our partners to achieve our priorities. The Strategy aims to put prevention first to empower residents to take positive steps towards looking after their own health as well as focusing on Council led initiatives with prevention at their heart. Furthermore, sustainability will be critical to ensure our outcomes and initiatives can benefit residents in the long term.

Cllr Sandra Dunn, Chair of Community Wellbeing & Housing Committee

## The local picture

### The local picture

The Borough of Spelthorne lies to the south west of London and is situated in the north-west of the county of Surrey. It covers an area of 20 square miles. Located 15 miles from central London, it shares its border with Heathrow Airport in the north and the River Thames in the south.



Overall, the health of people in Spelthorne is better than the England average. However, when compared to the rest of Surrey, Spelthorne residents experience poorer health than other Surrey boroughs and more in line with their London Neighbours. There are health inequalities within the borough with life expectancy being 5.6 years lower for men and 6.0 years lower for women in the most deprived areas of Spelthorne than in the least deprived areas. The Covid 19 pandemic has exacerbated these health inequalities. This is where we will focus our initial efforts using detailed health metrics to identify areas of priority need.

All North West Surrey Integrated Care Partnership (ICP) partners including Spelthorne Borough Council (SBC) adopted an Alliance Agreement which set out a shared vision, values and objectives, as well as a framework for the collective oversight of resources and decision making. The Alliance Board oversees the delivery of these objectives and the council's Chief Executive is a member of the Alliance Board.

The objectives of the Alliance are:

- To help to prevent ill health and manage own care
- To reduce health inequalities, using collective resources to support those with the highest need and deliver excellent outcomes for all North West Surrey residents
- To deliver planned, responsive joined up health and care services
- To create a culture of excellence and supportive environment for staff
- To deliver innovative solutions supported by technology and digital infrastructure
- To provide services as close to people's homes as possible



- To create One Team to facilitate the best holistic care and to attract and retain the best talent
- To reduce duplication and waste
- To consider the way resources are invested, focusing on prevention and the wider determinants of health outcomes
- To work with local communities to build new forms of partnership between public sector, local citizens, community groups, the voluntary sector and local business.
- To develop a vibrant, sustainable Alliance between partner organisations.

This strategy has been informed by the 10 year Surrey Health and Wellbeing Strategy which identifies the priorities of:

- Helping people in Surrey lead healthier lives
- Supporting the mental health and emotional wellbeing of people in Surrey
- Supporting people in Surrey to fulfil their potential

We have shared our priorities with partners across the county including colleagues at Surrey Heartlands, North West Surrey Integrated Care Partnership, Voluntary Support North Surrey, A2 Dominion and Adult Social Care.

We have engaged with officers across all service areas in a series of workshops.

Spelthorne Borough Council has drawn on its expertise in the borough and numerous statistics that are added for completeness in our appendix to inform this council owned strategy. We are committed to work alongside our partners, both internal and external, to support the delivery of our detailed action plan.

We will cover in detail the scope of our strategy, reflecting on the uniqueness of Spelthorne's geography, population and our remit in relation to social care services which includes the service area of Independent Living, where nationally this sits with county or unitary authorities.

### **Principles of the Strategy**

- To embed health & wellbeing in Spelthorne Borough Council (SBC) practice and decision making
- An instrument to encourage positive change
- To include health & wellbeing impact assessments in the Council's management & committee structure
- Bring together funding streams from Health, Care, Leisure, Arts and the Built Environment to support People, Places and Communities in Spelthorne.

### **Vision**

*Moving beyond the Covid-19 pandemic, Spelthorne is a place of choice to live, where children have a healthy start in life, and residents have the opportunity to lead happy, active, healthy and independent lives, achieving their full potential into later lives.*

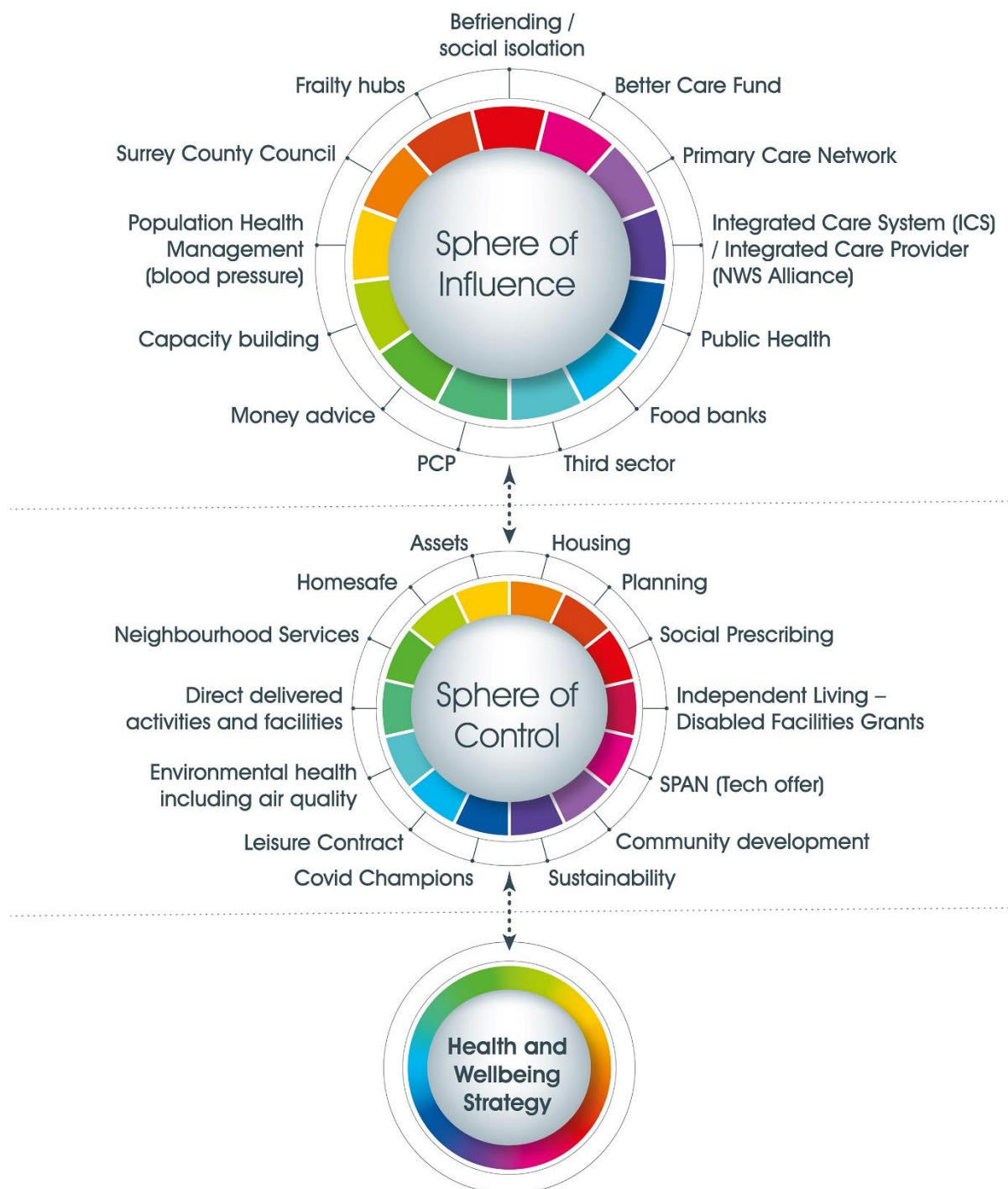
## **Scope of the Strategy**

Numerous factors play a role in contributing to overall health as explained in the Determinant of Health model below:

Health behaviours 30%	Socioeconomic factors 40%	Clinical care 20%	Built environments 10%
Smoking 10%	Education 10%	Access to care 10%	Environmental quality 5%
Diet/exercise 10%	Employment 10%	Quality of care 10%	Built environment 5%
Alcohol use 5%	Income 10%		
Poor sexual health 5%	Family/social support 5%		
	Community safety 5%		

Source - Kings Fund

As a Council, we can play an active role in influencing numerous factors listed above. Spelthorne Council has a wide area of influence alongside a narrower area of control. This has helped shaped the scope of this Strategy which is demonstrated in the diagram below:



## Council Services to promote Health & Wellbeing

### Services to promote Health & Wellbeing

<div>Housing</div> <div>Leisure &amp; Community Development</div> <div>Environmental Health</div> <div>Independent Living</div> <div>Neighbourhood Services</div> <div>Regeneration &amp; Growth</div> <div>Other Council services</div>		 Enabling Move-On Options	 Community centres	 River Thames task group	 Warmer home grants
		 Walking for Health	 Junior Citizen	 Air quality monitoring and air alert service	 Community grants
 Climate change action group	 Homelessness Prevention Grant	 Out of hours noise service	 Cycling for Health	 Discretionary Housing Payment	 Active travel
 Eat Out Eat Well	 Surrey Youth Games	 Disabled Facilities Grants	 Housing Disrepair Actions	 Outdoor Gyms	 Food safety and the food hygiene rating scheme
 Affordable housing	 Community Safety Spelthorne Safety Stronger Partnership	 Licencing	 Social Prescribing	 Spelthorne Museum	 Partnership Action Day
 Playgrounds and parks	 Rough Sleeper Initiative Fund (RSI)	 Xplorer	 Economic Development	 Tree planting	 SPAN services
 Leisure Centres	 Customer services	 Strategic Planning	 Water Safety Group	 Meals on wheels	 Swimming pools and sports grounds

## **Priorities**

The Strategy is formed of 3 pillars which are the Borough's Health and Wellbeing priorities for the next 5 years. Under each priority, there are 3 focus areas.



### **People – enable residents to take positive action to improve their own health**

- Enable resident to manage their physical health
- Support residents to manage their mental health positively following Covid-19
- Enable residents to increase their physical activity in an accessible and affordable way

### **Place – encourage a positive environment to improve health**

- Residents have homes that meet their needs
- Residents are happy in their neighbourhoods
- Maximise use of parks and open spaces

### **Community – foster communities which are integrated where residents feel connected**

- Community led services reaching all members of community
- Maximise community engagement and cohesion
- Help Build community resilience

## **Summary of Council Services to Support Priorities**

### **Community Services**

Spelthorne offers a range of services to support residents in their own homes, there is an increased pressure from the system to support people over 65 to live in their own homes independently:

- 1) Spelthorne partners with Runnymede, Woking and Elmbridge via Homesafe Plus – to enable a safe and coordinate approach to discharge from hospital and also provides support in the first few weeks on their return home.

- 2) Spelthorne's Older People Actively Living (OPAL) groups continue to expand – these groups provide supported Day Centre type input across the borough for residents with numerous long term conditions. Operated from our community centres in Ashford and Shepperton they provide support for up to 25 clients per day and enable residents to stay living independently for as long as possible with a mix of care and support.
- 3) Meals on Wheels service – providing affordable nutritionally balanced meals 365 days of the year enabling residents to continue living at home who find it difficult to prepare their own meals.
- 4) Spelthorne Personal Alarm Network- this community alarm service enables residents to live at home independently with the confidence to know that if they fall or have a medical emergency that help is at hand. We currently serve 1200 residents.
- 5) Handyperson Service – commissioned by Spelthorne but managed by Woking Borough Council, this service provides minor adaptations including grab rails and keysafes. The service supports rapid hospital discharge and promotes independence.
- 6) Community Equipment Store – Spelthorne Borough Council funds works required by residents that supports their discharge or independence. The community equipment store provides items such as hospital beds and hoists.
- 7) Disabled Facilities Grants – Administered by Spelthorne, Disabled Facilities Grant (DFG) is a means-tested grant for people with a permanent disability of any sort, including physical and learning disabilities, sensory impairments and mental illness. A DFG will enable you to make changes to your home that will help you to continue living there.
- 8) Home Improvement Agency – An in-house service enabling the resident to maximise the benefit of their Occupational Therapy assessment based on their needs, support to access the DFG or alternative support to make adaptations to their home. This includes the support of a case manager, technical officer and access to a borough employed Occupational Therapist.
- 9) Step Down Accommodation – Spelthorne Borough Council, leads on this service fully funded by the North West Alliance, providing 9 units across NWS to support the rapid discharge of medically fit for discharge clients. These units are available for up to 6 weeks to support residents to ultimately return to independent living.

### **Social Prescribing**

Many things affect your health and well-being. General Practitioners tell us that a lot of people visit them feeling isolated, lonely, or stressed out by work, money, and housing problems. These are issues that cannot be fixed by doctors and medicine alone. At its most basic, a social prescription offers the kind of help that doesn't come in a prescription. The idea behind social prescribing is to help you to have more control over your healthcare and find ways to manage your needs in a way that suits you. There are many different ways of providing social prescribing services. It often starts with a conversation, Spelthorne first assign a link worker, they are there to listen to you and put you in touch with whatever it is you might need in order to feel better. That might mean being introduced to a community group, a new activity or local club. It could be legal advice for volunteers to help around the house. It might just be information and guidance, a bit of inside knowledge on your situation, and what local resources there are available. It could even be some support in how to create something new.

Studies show that individuals with social prescriptions get better and feel better faster than those treated with medicine alone. And because it works, we have embedded this service in the heart of what we do at the council.

## **Whole systems approach to obesity**

Actions to tackle obesity at a local level do not just benefit people's health. They can also have positive impacts on other local agendas including employability and productivity of local populations, as well as the potential to reduce the demand for health and social care. There is growing recognition that a whole systems approach, involving stakeholders from across the local system, is what is needed to tackle obesity. A whole systems approach enables local stakeholders, including communities, to come together, share an understanding of the reality of the challenge, consider how the local system is operating, and where there are the greatest opportunities for change. Stakeholders agree actions and decide, as a network, how to work together in an integrated way to bring about sustainable long-term systems change.

### **Be Your Best**

A free family weight management service for families with children under 11 years old to help achieve a healthier lifestyle through 1:1 sessions, nutrition workshops and family activity sessions.

### **Frailty hub**

In order to support the work of the multi-disciplinary frailty team, there has been early involvement from all partners to build linked datasets that can analyse a patients pathway and aggregate all those pathways up into system wide Dashboards. There is still ongoing work to develop this, but using the principles of Population Health Management this has shown that linked data can be a powerful tool in understanding how interventions can effect a patients pathway and longer term prevention work around falls prevention.

### **Leisure & Community Services**

1. Walking for Health – group walks between 1 and 4 miles in and around Spelthorne, led by trained volunteers, at least three times a week, particularly aimed at beginners who are looking to get more physically active.
2. Cycling for Health – group cycle rides between 5 and 12 miles in and around Spelthorne, led by trained volunteers once a week.
3. Spelthorne ParaSports Club – a multi-sports club for young people with disabilities aged between 5 and 25, offering the opportunity to play boccia, goalball, tennis and numerous other sports
4. Specsavers Surrey Youth Games – a programme of free sports activities aimed at reaching our less advantaged young people which culminates in a weekend festival, participating alongside young people across Surrey
5. Xplorer – family orienteering events in our parks, offering a friendly navigation challenge that is educational and fun
6. Music in the parks – free weekly concerts held in the Walled Garden and Lammas Recreation Ground for residents to enjoy listening to local performers.
7. Arts & cultural activities – offering the opportunity to residents to participate in creative initiatives, particularly through projects developed as part of Surrey Arts Partnership
8. Resource centre – offers scrap materials for fun and creative arts. A craft club for young people aged 5-11 years and open days are also offered throughout the year.

Everyone Active – our operator of Spelthorne & Sunbury Leisure Centres who deliver GP referral, weight management programmes amongst a wide programme of activities and events

## **Housing**

### Enabling Move-On Options

The Council supports Knowle Green Estates Housing Delivery Programme to provide affordable homes to residents and keyworkers. Two high quality housing developments are now available within the borough of Spelthorne which will provide much needed emergency accommodation for residents who are facing homelessness. The White House, Ashford provides specialist accommodation for single homeless people with multiple or complex needs. Harper House, Ashford, provides self-contained emergency accommodation for up to 20 homeless families whilst they await move-on to settled accommodation.

The Council provides a 24-month rent guarantee scheme “Spelthorne Rent Assure”. The Council guarantees to pay landlords the full market rent for their property, for up to two years. The scheme also offers, one month’s rent in advance, a five-week repair bond, a free inventory to landlords, arrangement of property viewings, initial tenant training and ongoing support for both the landlord and tenant for the duration of the scheme.

### Homelessness Prevention Grant

Each year, central government allocate a proportion of monies to local government to put towards homelessness prevention initiatives. This funding is used to support homeless households with deposit payments, rent in advance, rental payment support, and mortgage support. Additional costs associated with storage, transport, legal/court fees, court desk duty, a medical advisor, an out of hours service and translation and legal services are also included within this budget. Built within the budget is a projects element to allow for a small number of strategic initiatives to be implemented as part of the Homelessness and Rough Sleeping Strategy action plan. The Council’s contract with Rentstart to support single homeless people and childless couples, contract with Citizens Advice to provide debt and support advice as well as the Council’s contribution to the contract for floating support provided by Look Ahead is also covered through the fund.

### Discretionary Housing Payment (DHP)

Central government allocate a proportion of DHP each annum which the Council top-up. DHP awards are designed as a temporary measure to support households with some financial relief. An annual DHP review is presented to Strategic Housing Group to demonstrate how DHP is awarded and to ensure targeting towards homelessness prevention.

### Rough Sleeper Initiative (RSI) Fund

RSI funding was introduced to support the Government’s ambition to end rough sleeping by 2025. RSI is made up of four elements 1) Prevention; 2) Intervention; 3) Recovery and 4) Systems Support. A Rough Sleeper Coordinator and Outreach Worker was appointed from 2019 to work with rough sleepers in Spelthorne which has seen a reduction from an average of 8 rough sleepers per night to 2. Whilst the officer predominantly provides an outreach service, they also have a smaller caseload to help support rough sleepers placed in accommodation to sustain their tenancy and avoid returning to sleeping rough.

Furthermore, in preparation for the anticipated surge in evictions due to the economic impact of COVID-19, RSI funding was used in 2021/22 to commission several advice and support services with A2Dominion. This included ‘Project Breakthrough’ aimed at providing tenancy support to those aged 18-30 including employment, skills, and training. A specialist tenancy support worker for residents



aged 50+ with multiple needs who needed tenancy sustainment intervention. And 'Advice Plus' - a borough-wide drop-in advice service.

## **The Priorities Explained**

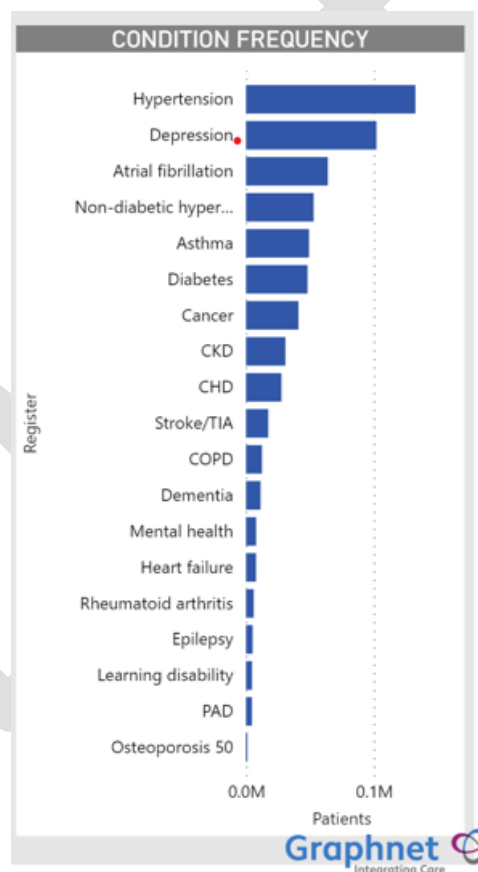
### **People**

*'Evidence supports the case for a shift to more person and community-centred approaches to health and wellbeing. Actively involving citizens in prevention programmes and strengthening community assets is a key strategy in helping to improve the health of the poorest fastest' (Communities and health; Kings Fund May 2021)*

**“Exercise is the key not only to physical health but to peace of mind”. Nelson Mandela**

**What are the challenges locally?**

### **The Medical Imperatives**



### **The Social Imperatives**

Mortality rate / life expectancy  
Deprivation  
Physical inactivity  
Obesity  
Nutrition  
Smoking

Alcohol use  
Sexual health  
Mental health

### **How are we going to address this?**

#### **Enable residents to manage their physical health**

Social Prescribing  
Nutrition – providing meals for schools, foodbanks, meals on wheels  
Be Your Best  
Whole systems approach to obesity  
Access to GP  
Hypertension  
Blood pressure  
Falls prevention  
Frailty hub  
SPAN services  
Sexual Health Services  
Smoking cessation – smoke free alliance  
Alcohol consumption

#### **Support residents to manage their mental health positively following Covid-19**

Community Centres  
Commissioning new Crisis Support  
Increasing funding to CAB

#### **Enable residents to increase their physical activity in an accessible and affordable way**

Leisure projects  
New Leisure Centre  
Active travel

### **What will success look like?**

- The gap between life expectancy in the most and least deprived areas to narrow
- Physical activity to be embedded into everyone's daily lives
- Obesity and smoking levels to decrease
- Residents to make good behaviour choices towards nutrition, alcohol consumption, and sexual health
- Residents to access opportunities to boost their mental health

### **Place**

*'The gap in healthy life expectancy in England between the most and least deprived areas is 19 years, and for life expectancy it is 9.4 years for males and 7.4 years for females (2015 to 2017) – the gap in life expectancy is growing.*

*The extra cost to the NHS from health inequalities have been calculated as £4.8 billion a year in greater hospitalisations alone.*

*Health inequalities reduce employment and productivity, which costs national and local economies – acting on health inequalities is, therefore, an investment for England's national and local economies.*

*Health inequalities are not caused by one single issue, but a complex mix of environmental and social factors which play out in a local area, or **place** - this means that local areas have a critical role to play in reducing health inequalities' (PHE Place based approaches for reducing health inequalities)*

## **“The natural environment is the great outpatient department where we can go for healing”. Dr William Bird**

### **What are the challenges locally?**

Homelessness  
Overcrowding on the register  
Property prices and rental levels  
Lack of social/truly affordable housing  
Excess winter deaths  
Air pollution related mortality  
Noise pollution  
Access to parks & open spaces  
Levels of crime and disorder  
Fear of crime

### **How are we going to address this?**

#### Residents have homes that meet their needs

Homelessness and rough sleeping work  
Fuel poverty  
Downsizing scheme  
Hoarding policy  
Extra care and retirement housing  
Hospital discharge – ICS and Spelthorne  
Disabled Facilities Grants  
Affordable housing delivery

#### Residents are happy in their neighbourhoods

Shopping centre developments  
Spelthorne Museum  
Arts & Culture Strategy  
Air quality work  
Staines Development Framework  
Development of Heathrow  
Safe Streets Initiative  
Cycling & walking infrastructure

#### Maximise use of parks and open spaces

Playing Pitch Strategy  
Use of parks / open spaces  
CIL / s106  
Brooklands open space  
Climate change action group  
River Thames task group  
Tree planting  
Outdoor Gyms  
Park licences – tennis, outdoor gyms

Music in the parks  
Skate parks

### **What will success look like?**

- Increase of homelessness prevention to ensure households do not have to spend any length of time in emergency accommodation.
- In instances where this is not possible, and a resident becomes homeless. The Council would consider no use of costly nightly paid B&B's and less duration spent in temporary accommodation as a measure of success.
- No clients returning within a 12-month period demonstrating tenancy sustainment success. Resident are assisting in managing their own tenancies, finances, health, and wellbeing which in turn helps them to live independently.
- No rough sleepers in Spelthorne.
- Increase in genuine affordable housing options available to residents with longer tenancy security.
- There will be fewer avoidable winter deaths
- Air and noise pollution levels will decrease, with less complaints being received
- Residents will enjoy and experience the benefits of parks and open spaces, close to their homes
- Reductions in crime and disorder levels
- Reduction in anti-social behaviour levels

### **Community**

*'Community life, the places where people live, and having social connections and a voice in local decisions, are all factors that make a vital contribution to health and wellbeing and help buffer against disease. Despite progress in supporting population health, health inequalities persist and the gap is widening. Communities and populations that experience socioeconomic deprivation and/or marginalisation and powerlessness have worse health than those that are more affluent. (Kings Fund May 2021)*

**“The power of community to create health is far greater than any physician, clinic or hospital”. Dr Mark Hyman**

### **What are the challenges locally?**

Loneliness  
Unemployment  
Financial resilience  
Digital exclusion  
Living arrangements

### **How are we going to address this?**

Use Council resources to enable community led services reaching all members of our community  
Community Grants – encourage alignment of criteria more closely with the H&W strategic aims  
Loneliness  
Support young carers  
Support the BAME community

Spelride development  
Community centre offers  
Support Older Peoples Forum  
Community Lettings Policy  
Shopmobility  
Family Support Programme  
Volunteer opportunities  
Develop creative initiatives and cultural partnerships

Work with partners to maximise community engagement and cohesion

How do we work with housing associations, Knowle Green Estates, community investment teams  
Development of Health & Wellbeing Group  
Prevent / Community Safety initiatives  
Digital inclusion

Build community resilience post Covid-19

Community Champions  
Development of community navigators  
Consider using Support4Spelthorne as a vehicle for response and change

**What will success look like?**

- Residents will feel connected with their community and loneliness will reduce
- Employment levels will increase, residents will be upskilled, and volunteering opportunities will be boosted
- Residents will be financial resilient
- More residents will be digitally connected
- All residents will be able to access appropriate and affordable services

**Monitoring & Evaluation**

The Action Plan comprises service specific targets of how we will implement actions on an annual basis to achieve our priorities. We will work in partnership with the Spelthorne Health & Wellbeing Group, as well as other relevant local partnerships to ensure we deliver our priorities.

We will monitor our success using the measures above and report annually on our progress to Community Wellbeing & Housing Committee.

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## Spelthorne Health & Wellbeing Action Plan 2022-2024

Priority	Area	Action	Measure of Success	Timescale	Lead
<b>People – enable residents to take positive action to improve their own health</b>	Enable resident to manage their physical health	Relaunch the food poverty working group to address local issues, link in with Surplus to Supper and all food banks	Group established and outcomes set	Summer 2022	Family Support
		Support the whole systems approach to obesity, focusing in Stanwell	Identify residents in partnership with Health partners who are classified as obese and enable access to the tools to help reduce obesity	Spring/Summer 2022	Leisure & Community Services
		Explore potential for free or discounted gym membership for residents in emergency accommodation.	Funding secured	December 2022	Strategic Lead Housing
		Identify and target restaurants in Stanwell to be part of the Eat Out, Eat Well campaign	Number of restaurants who are awarded Eat Out, Eat Well	March 2023	Environmental Health
		Food safety and the food hygiene rating scheme (FHRS)	% of businesses scoring 3 or higher	March 2023	Environmental Health
		Create a new community allotment in Sunbury Common	Identify site and secure funding to start developing plot	March 2023	Parks & Open Spaces
		Run cookery classes at the White House	Number of courses delivered	Spring 2022	Housing/Independent Living

		Increase low level mental health referral to partner agencies	New system in place for referrals	December 2022	Independent Living
	Support residents to manage their mental health positively following Covid-19	Develop a 10-week exercise programme for young clients aged 18-25 with mental health issues.	Attendance at sessions and more young people reporting a positive attitude towards sport and building an active lifestyle through participation	Spring/Summer 2022	Leisure & Community Services
		Access to mental health practitioner via the Housing Options team.  Use social prescribing to offer art, music, and horticulture sessions to residents in emergency accommodation.	Number of referrals	April 2023	Strategic Lead Housing
		GPIMHS -integrated mental health service and emotional & wellbeing service for adults	Integrated work with social prescribers use St David's as a Hub	April 2023	Independent Living
		Relaunch the annual Junior Citizen event – to deliver key health & safety messages to all primary pupils in Spelthorne	Attendance at events	September 2022	Community Safety
		Support the Local Cycling and Walking Infrastructure Plan (LCWIP) to increase the	Identify and prioritise the areas of need based on	2027	Leisure & Community Services/Planning



		opportunities for active travel in the Borough	resident priorities and statistical need		
	Enable residents to increase their physical activity in an accessible and affordable way	Implement a coordinated approach to promote cycling in the borough: <ul style="list-style-type: none"> <li>• Maximise existing infrastructure (including bike storage)</li> <li>• Offer affordable options for accessing bikes</li> <li>• Develop opportunities for bike maintenance and servicing</li> </ul>	Installation of bike storage on new developments. Installation of servicing stands in Shepperton and Staines. Explore funding to subsidise bike purchase. Support the establish of bike kitchen.	Ongoing	Leisure & Community Services/Planning/Economic Development/Neighbourhood Services
		Ensure the new contract for the Leisure Centre embeds affordability and accessibility to all residents	Pricing structure is appropriate and concessions are offered. Build design is fully accessible and dementia friendly.	2024	Leisure & Community Services
		Work with new partners to deliver the Specsavers Surrey Youth Games, specifically targeted at working with harder to reach groups	% of participants from less advantaged areas	June 2022	Leisure & Community Services
		Provide discounted gym membership for residents at the White House	Number of memberships	Ongoing	Housing/Leisure
		Knowle Green Estates Housing Delivery Programme	Number of affordable and	Ongoing	Asset Management

			keyworker homes delivered		
<b>Place – encourage a positive environment to improve health</b>	Residents have homes that meet their needs	Improve housing conditions of Spelthorne residents by resolving 100 private sector and social housing condition complaints each year (this target constituting 90% of the average number of housing condition complaints received each year).	Number of complaints resolved	Ongoing	Environmental Health
		Promote the opportunity for residents to access funding from Action Surrey and Happy Energy to reduce fuel poverty, helping to contribute towards making them more fuel efficient and reducing carbon emissions	Number of grants allocated	Ongoing	Climate Change Officer
		Collect feedback from residents in emergency accommodation and have a public consultation on emerging Council policies.	Number of responses and quality of feedback	April 2022 and Ongoing	Strategic Lead Housing
	Residents are happy in their neighbourhoods	Resolve 70% of noise complaints made by Spelthorne residents within 3 months	Number of complaints on noise pollution	Ongoing	Environmental Health
		Work to reduce air pollution through: promoting air alert system, specific campaigns eg. anti-idling/bonfires/Clean	Number of residents signed up to the Air Alert	Ongoing	Environmental Health

		Air Day and write the air quality action plan			
		Work with SCC to develop plans to identify future opportunities of Youth Clubs and Health Centres in the Borough to provide more accessible services on the same site to offer a mix of community services	The identification of a suitable site(s)	2027	Strategic Planning
		Work with the SCC local area coordinator to support residents living in Stanwell to improve their perception of place	Supporting the new local area coordinator	January 2023	Independent Living
		Expand the provision of sports activities to divert young people from crime and anti-social behaviour	Decrease in anti-social behaviour	December 2022	Community Safety
		Set up a town centre problem solving group to address youth anti-social behaviour in Staines Town and work to re-open the youth club at Leacroft	Decrease in anti-social behaviour	December 2022	Community Safety
		Raise the awareness of locations of defibrillators in the borough and seek funding to support provision of more where required	Map of locations produced and funding secured for additional provision	December 2022	Environmental Health
		Explore funding opportunities to increase number of electric vehicle charging points	Funding secured to increase number available	December 2022	Climate Change Officer

		Promote the new outdoor gyms and Staines Park Fitness Trail, work with the Great Outdoor Company and local personal trainers to deliver a community engagement programme. Scope use of app	Establish formal licence procedure for personal trainers and free community session	Spring/Summer	Leisure & Community Services/ Neighbourhood Services
	Maximise use of parks and open spaces	Design and produce a leaflet of a walk around Lammas Recreation Ground and Church Lammas Lakes	Leaflet available for residents to download or collect from kiosk at Lammas	Summer 2022	Leisure & Community Services/Communications
		Introduce an annual licence for use of tennis courts and/or parks for personal training/fitness classes	Number of coaches with tennis licences	April 2023	Leisure & Community Services/Assets
		Use the new local plan to ensure that green space is provided or enhanced as part of new developments. Existing local spaces will also be protected.	Ensure financial contributions from new developments are secured to improve new and existing green space.	Ongoing	Strategic Planning
		Implement at least one project through the Colne Valley Regional Park partnership, targeting Stanwell/Stanwell Moor	One project delivered in area of need	December 2023	Strategic Planning
		Promote the opportunities for green social prescribing including recruiting green champions	Use social prescribers to help recruit Green volunteers	December 2022	Independent Living

		Plant more trees to promote biodiversity, air quality, reduce flooding and clean air	Identify suitable locations and start tree planting programme	December 2022	Climate Change Officer
		Support the launch and promotion of the 'Choose Local' App to help link employers with the unemployed and for the unemployed to see local employment opportunities	Number of employers on app and the number of successful unemployed individuals connected to employment	December 2022	Economic Development
<b>Community – foster communities which are integrated where residents feel connected</b>	Community led services reaching all members of community	Deliver Making Every Contact Count Training to all frontline SBC staff	Number of courses delivered and staff trained	Ongoing	Customers Services
		Ensure staff members are aware of the strategy through inclusion on new staff induction day	Present at all staff meeting and new staff induction day	Ongoing	Leisure & Community Services/ Independent Living/Human Resources
		Write and implement a policy for an unpaid carers	Consider adopting the county wide policy	January 2022	Independent Living
		Relaunch the Spelthorne Health & Wellbeing Group	Group established with relevant partners attending and quarterly meetings held	Summer 2022	Leisure & Community Services
	Maximise community engagement and cohesion	Support the NW Surrey Digital Inclusion Group to address local inequalities to access	Promote the digital inclusion workshops in the community Centres	January 2023	Independent Living
		Promote the Youth Hub in Sunbury and run an	Attendance at youth club session	December 2022	Economic Development

		intergenerational project to upskill local young people eg. Men in Sheds or community allotment	and delivery of at least one intergenerational project		
		Develop Spelthorne Community Champions to providing a forum to discuss Covid updates, Council updates and link in with health/national campaigns	Number of champions and attendance at monthly meetings	Ongoing	Leisure & Community Services
	Help Build community resilience	Ensure sufficient access to advice and support services to enable tenancy management and independent living.	Positive outcomes measured through contract management	Ongoing	Strategic Lead Housing
		Write and implement the new licencing policy for taxi and private hire vehicles incorporating the new statutory standards	New policy written, adopted and implemented	December 2022	Environmental Health
		Support the development of an over 50s Job Club	Establishment of job club in area of need	December 2022	Economic Development
		Hold the annual jobs and careers fair	Attendance at event	April 2023	Economic Development
		Deliver Partnership Action Days, linking in with multi-agencies and focusing on the following themes: <ul style="list-style-type: none"> <li>Road education day</li> <li>Anti-slavery</li> <li>Asb week</li> <li>Fly-tipping/waste carrier enforcement</li> </ul>	Attendances at events Reduction in crime	Summer 2022	Community Safety

		Water safety			
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## AUDIT COMMITTEE

**24 March 2022**

<b>Title</b>	Homes England Compliance Audit
<b>Purpose of the report</b>	To note
<b>Report Author</b>	Marta Imig, Strategic Lead, Housing
<b>Ward(s) Affected</b>	All Wards
<b>Exempt</b>	No
<b>Exemption Reason</b>	N/a
<b>Corporate Priority</b>	Affordable Housing
<b>Recommendations</b>	To note the outcome of the Compliance Audit
<b>Reason for Recommendation</b>	Homes England requires the outcome of the Compliance Audit to be brought to the attention of the relevant committee within 3 months of the audit result release.

**1. Key issues**

- 1.1 Spelthorne Borough Council (the Council) was selected to have the White House scheme audited in the 2021/22 Homes England Compliance Audit programme. The Council has passed the Compliance Audit.
- 1.2 The purpose of the Compliance Audit exercise is to carry out a comprehensive review of a sample of Homes England funded schemes to confirm that grant recipients have met all of Homes England's funding conditions and contractual requirements and have properly exercised their responsibilities as set out in the Capital Funding Guide Options analysis and proposal.
- 1.3 As the grant recipient, the Council is responsible for using the grant funds for the purposes stated in the grant agreement, maintaining proper records which comply with Homes England's terms and conditions of grant and providing relevant information to Homes England in accordance with the requirements of the grant conditions.
- 1.4 Homes England use the Compliance Audit findings (which are confidential between Homes England and the grant recipient) to inform their future investment decisions and to reassure the Homes England Chief Accounting Officer that public funds have been properly used.
- 1.5 The outcome of the 2021/22 Compliance Audit for the Council has now been agreed by Homes England's Strategic Investment Board and the final Compliance Audit report is enclosed in Appendix A. The Council has passed the Compliance Audit.

- 1.6 The Compliance Audit lead for the Council, (Marta Imig, Strategic Lead, Housing), is required to bring the outcome of the Compliance Audit, any breaches, and recommendations to the committee's attention at the earliest opportunity. Once the report has been brought to the attention of the committee, the Compliance Audit lead will need to confirm the committee's acknowledgement of the report and the committee's acknowledgement of any actions being undertaken to address the breaches and recommendations. This must be completed within three calendar months of receipt of the report.
- 2. Financial implications**
  - 2.1 There are currently no financial implications in noting the Compliance Audit outcome. The Council has passed the Compliance Audit and sufficiently documented that the funds have been appropriately spent, conditions met and records correctly maintained.
- 3. Other considerations**
  - 4.1 N/A
- 4. Equality and Diversity**
  - 4.1 N/A
- 5. Sustainability/Climate Change Implications**
  - 5.1 The Compliance Audit process has been completed electronically and does not have an impact on the sustainability or climate change.
- 6. Timetable for implementation**
  - 6.1 Once the outcome of the Compliance Audit is noted, the Compliance Audit Lead will log this with Homes England to complete the process.

**Background papers: There are none.**

**Appendices:**

*Appendix A: Compliance Audit Report*

## COMMUNITY WELLBEING AND HOUSING COMMITTEE MEETING

**29 March 2022**

<b>Title</b>	Tenancy Strategy
<b>Purpose of the report</b>	To make a Key Decision
<b>Report Author</b>	Marta Imig, Strategic Lead, Housing
<b>Ward(s) Affected</b>	All Wards
<b>Exempt</b>	No
<b>Exemption Reason</b>	N/a
<b>Corporate Priority</b>	Housing
<b>Recommendations</b>	Committee is asked to:  Approve the Tenancy Strategy
<b>Reason for Recommendation</b>	This Strategy is a review of the existing Tenancy Strategy, originally introduced in 2012.

**1. Key issues**

- 1.1 The Council's Tenancy Strategy has not been reviewed since it has been originally introduced in 2012. Within the Housing Strategy, it was stated that the original Tenancy Strategy (enclosed in Appendix B) should be reviewed, to ensure that tenures offered to residents meet local needs.
- 1.2 The revised Strategy (enclosed in Appendix A) is a more comprehensive version of the original document, setting out all types of tenancies permitted within the Borough and the circumstances when those can be offered. The revised draft Strategy focuses on local needs and affordability of housing within the Borough.
- 1.3 The proposed Strategy was consulted with Registered Providers (RPs) and Knowle Green Estates (KGE) in July 2021. At the time, it proposed a reduction of the affordable rent - up to 70% of market value. The reduction was supported by the RPs and KGE at the time, but it was rejected by the Members. Thus, the redrafted version of the Strategy proposes to retain the affordable rent levels at up to 80% of market rent value.

**2. Options analysis and proposal**Option 1: To reject the Tenancy Strategy

The revised Strategy will not apply, and the existing Tenancy Strategy will remain in force.

Option 2: To adopt the proposed Tenancy Strategy (**recommended**)

The adoption of the revised Tenancy Strategy will ensure that tenancies are offered fairly and consistently across the Borough by Registered Providers (RPs) and Knowle Green Estates.

Option 3: Adopt an alternative Tenancy Strategy

There remains the possibility of adopting an alternative Tenancy Strategy, should Committee consider it appropriate.

**3. Financial implications**

- 3.1 The revised Tenancy Strategy proposes to retain affordable rent levels at up to 80%, therefore there is no financial impact on RPs and KGE.

**4. Other considerations**

- 4.1 N/A

**5. Equality and Diversity**

- 5.1 An Equality and Diversity Impact Assessment has been carried out and is provided in Appendix C.

**6. Sustainability/Climate Change Implications**

- 6.1 The proposed Strategy itself does not have any impact on the Council's sustainability / climate change position.

**7. Timetable for implementation**

- 7.1 Once adopted, the Strategy will be put into effect immediately.  
7.2 This Strategy will be comprehensively reviewed every 5 years.

**Background papers: There are none.**

**Appendices:**

**List as Appendix A, B etc with a short description of each.**

*Appendix A: Revised Tenancy Strategy*

*Appendix B: Original Tenancy Strategy*

*Appendix C: Equality Impact Assessment for Tenancy Strategy*



# **SPELTHORNE TENANCY STRATEGY**

**July 2021**

## **1. Introduction and background**

1.1. The Localism Act 2011 (the Act) requires local authorities to publish a Tenancy Strategy setting out the matters which registered providers of social housing (RPS) should have regard to when formulating their policies or their own housing stock relating to: .

- (a) The types of tenancies they grant
- (b) The circumstances in which they will grant a particular type of tenancy
- (c) Where there are fixed term tenancies the length of the term granted
- (d) The circumstances in which they will or will not grant a further tenancy on the termination of an existing fixed tenancy

1.2. The Act introduced a number of new options for RPs including:

- (a) fixed term tenancies rather than secure or assured tenancies
- (b) flexible tenancies which can be for a minimum fixed term of two years
- (c) 'affordable rent' which permits rents to be set at up to 80% of market rent (inclusive of service charges). The introduction of affordable rent made building more new homes possible, allowing more people in housing need to have access to a good quality home at a reduced rent.

1.3. The Act required local authorities to keep the Tenancy Strategy under review. This strategy replaces the Council's Tenancy Strategy, published in 2012 and now includes and applies to Knowle Green Estates Limited (KGE), the Council's housing delivery company .

1.4. Knowle Green Estates Limited whilst not currently a registered provider has agreed to have regard to the Tenancy Strategy in formulating any of its policies relating to its affordable housing stock.

1.5. The strategy sets out all types of tenancies that all RPs operating in Spelthorne and KGE, must consider when they draw up their own individual policies on the types of tenancies, they will grant. The Council does not own

its own housing stock and is reliant on its RP partners and KGE for properties to allocate to households on the Council's Housing Register.

1.6. All RPs operating in Spelthorne and KGE must have regard to the Council's Tenancy Strategy, when meeting their duty to state clearly what types of tenancies they will grant and in which circumstances these different types of tenancies will be granted, also the length of any fixed-term tenancies they will grant and in what circumstances a new tenancy will be given should any fixed-term tenancy expire.

1.7. This strategy is the result of the review and consultation with RPs operating within Spelthorne Borough and KGE, their views have informed this strategy review. We will continue to work in partnership to ensure that this Tenancy Strategy and local RPs and KGE policies meet local housing needs.

## **2. Local Context**

2.1 Spelthorne is an attractive borough with excellent schools, attractive open spaces, and good transport links. The Borough benefits from scenic river walks along the banks of the River Thames and is in close proximity to Heathrow which offers good and varied employment opportunities for residents. As such, the demand for housing in the borough is high and like most areas in the South East, property prices are high. Levels of home ownership are high<sup>1</sup> at approximately 72.5%, 25.5% rent their home with 13.1% of these renting from the private sector. Further 2% either lives with family or has other living arrangements.

2.2 Access to the private rented sector for those on low incomes and benefits remains difficult and has become more difficult due to welfare reform changes.

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<sup>1</sup> Source: UK Census of 2011

2.3 The supply of affordable rented homes is limited, and it is important that the stock that is available is used to its full potential to provide homes for those in the highest housing need who require assistance from the Council.

### **3. Objectives of the Tenancy Strategy**

3.1 The purpose of this Tenancy Strategy is to provide guidance to RPs and KGE, informing their policies and practices to ensure that they meet housing need across the whole of the Spelthorne Borough. This Strategy clarifies to housing applicants the type of tenancy they can expect.

3.2 The Strategy has the following aims:

- a) **Make best use of social housing stock** - to ensure that affordable homes are used as effectively as possible to meet the housing needs of Spelthorne residents where their needs are not met by the private sector. This can be achieved by supporting and enabling existing social housing tenants to move on from affordable housing once they are able to sustain an alternative housing option, such as home ownership or the private rented sector.
- b) **To meet local housing needs and prevent homelessness** - The use of fixed term tenancies provides an opportunity to address under-occupation. It gives affordable housing providers greater opportunity to move people into a smaller property when their current accommodation is larger than their actual housing need (i.e. occupying a three bedroom property when their need is only for a two bedroom property). This will release larger properties for those who need them, including overcrowded households or families facing homelessness. RPs and KGE will not be obliged to renew a fixed term tenancy at the end of the term and will support tenants who are under occupying an affordable property to find a more suitable alternative in this situation.



- c) **To enable a range of tenure options** - maximising the potential of existing affordable housing enables the balance of the wider housing market in the Borough. Getting a better balance between the different housing sectors ensures that residents can access the homes with a suitable tenure that they need, when they need them, at an affordable cost. RPs will prepare tenants for independence once their circumstances have improved by making it clear from the start of their tenancy that the arrangement is not necessarily a permanent one/assured lifetime tenancy.

People's needs may change over time and different tenure options may be more suitable subject to their circumstances, including accessing home ownership and the private rented sector. Flexible tenancies should encourage people to make flexible choices about their housing options, rather than assuming that limited social rented housing is their only effective choice.

3.3 The strategy has been drafted to support the Council's current strategic priorities of:

- Enabling the delivery of more affordable homes
- Promoting independence and wellbeing
- Preventing homelessness and rough sleeping

## **4. The Strategy**

4.1 The Strategy sets out guidance to RPs and KGE for their own individual Tenancy Policies.

4.2 The following tenancy types are recognised as being permitted:

- Probationary Tenancies
- Flexible/Fixed Term Tenancies
- Secure/Assured Tenancies
- Licences – limited use

- Assured Shorthold Tenancies – limited use

4.3 This Strategy aims to define the types of tenancies and will apply to all RPs and KGE providing social and affordable rented properties in Spelthorne Borough. In addition, it also sets out standards expected of all RPs and KGE, who have been consulted during its development. All local RPs and KGE must give due regard to the guidelines set out in the strategy, upon completion of the review consultation.

4.4 RPs are required by Homes England and the Regulator of Social Housing, acting as their regulatory body, to let their homes in a fair, transparent and efficient way, which takes into account the housing needs and aspirations of tenants and potential tenants whom they serve. RPs and KGE are expected to demonstrate how their lettings:

- make the best use of available housing
- are compatible with the purpose of the housing
- contribute to the Local Authority's strategic housing function and sustainable communities.

4.5 RPs and KGE are also required to publish clear and accessible policies setting out the term of the tenancies, when they will be renewed and the approach to management, including interventions to sustain tenancies and to prevent unnecessary evictions and tackle tenancy fraud. The Council expects RPs and KGE to positively engage with counter-fraud initiatives to pro-actively manage any tenancy fraud.

4.6 Most RPs operate across more than one local authority boundary. Therefore, they may need to acknowledge and have regard to several tenancy strategies, which will then be tailored to suit a borough or district's particular circumstances.

4.7 The Council considers that prospective tenants should have fair access to the available social housing in the Borough and not be confused by various

landlords offering different tenancies or terms. Without broad compatibility between the policies of the RPs operating in the same borough or district the choices made by housing applicants could be affected and this may affect our ability to meet their housing need. We therefore expect that RPs and KGE engage with and consult with the Council to ensure their policies are in line with the principles of this strategy.

4.8 The legal status of the Tenancy Strategy is such that it does not override existing agreements regarding tenure.

### **Probationary Tenancies**

4.9 Probationary or Trial tenancies provide an effective housing management tool, to ensure that new tenants understand their obligations under their tenancy agreement and can sustain that tenancy.

4.10 Where a RP uses a Probationary Tenancy, they should normally be entered into for a 12-month period, which may be extended to a maximum of 18 months, where reasons for extending the probationary period have been given and where the tenant has had the opportunity to request a review.

4.11 New tenants may be offered a starter tenancy, known as 'probationary tenancy'. These usually last 12 months and are a 'trial' period. The tenant becomes a fixed term tenant after 12 months, unless the RP has either:

- Started an action to evict the tenant
- extended the starter tenancy

4.12 Probationary tenancies were created by the Housing Act 1996. They are intended to allow RPs to decide if a tenancy is granted to a suitable tenant. At the end of the starter tenancy, the tenant will be offered either:

- an assured tenancy - meaning the tenant can remain in the property for the rest of their life
- a fixed-term tenancy - usually lasting for at least 5 years (the RP will decide whether it's renewed based on individual circumstances)

4.13 Upon successful completion of the probationary period, tenants should graduate to the relevant tenancy as set out within the individual RPs tenancy policy.

### **Fixed Term Tenancies**

4.12 The Council considers that fixed-term tenancies provide opportunities to make best use of the limited stock available, as well as opportunities at tenancy renewal to review the existing housing need. Although these tenancies do not offer lifetime security of tenure, in other respects tenants will have similar tenancy rights to assured tenants.

4.13 It is desirable that all new affordable tenancies across the Borough are offered on similar fixed terms, rather than there being a range of terms, which may create confusion for those households relying upon the social housing sector to meet their housing need.

4.14 The Council expects a fixed-term tenancy of five years to be granted to new social housing tenants, after probationary period, with few exceptions. In the authority's view, five-year tenancies give adequate security to most households, as they provide a balance between residents having stability and feeling settled in an area, with the ability to help make tenancies work and be sustainable, as well as making the best use of housing stock retained by the landlord.

4.15 All such tenancies will be subject to review towards the end of the fixed term and, subject to the circumstances of the tenant at that time, a decision will be made as to whether to renew the tenancy for a further fixed-term period, not to renew or to offer an assured tenancy.

4.16 It is essential that RPs clearly communicate renewal terms to new tenants when they are offered fixed-term tenancies, so that they understand that in most circumstances tenancies will be renewed. This will help people, particularly those who are vulnerable, feel connected and settled and contribute to their local areas and to invest in their homes.

4.17 Social housing also comes with responsibilities and there should be a link between expected behaviour and tenancy renewal, which needs to be strongly communicated at the start of the tenancy.

### **Two-year flexible tenancies**

4.18 Although five-year flexible tenancies are recommended as the usual minimum term, two-year tenancies may be offered in certain circumstances. The Council considers that shorter fixed terms may be desirable in a number of exceptional circumstances, as follows:

- Where a short tenancy is being offered for a fixed period and there is no intention to renew
- An offer of accommodation to someone who has lived with a tenant who has died, but is not entitled to succeed to the tenancy, to provide them with some transitional protection<sup>2</sup> to overcome their bereavement where they are likely to be able to meet their own housing needs in the longer term.

4.19 Shorter tenancies may also be considered in certain circumstances, where an existing five-year tenancy is coming to an end and there is uncertainty about the future needs of the tenant, for example:

- a family where children have been taken into care, and where it is not known if those children will return home
- a family where there is a relationship breakdown and there are ongoing negotiations about residence arrangements for the children that could affect the household's future social housing requirements

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<sup>2</sup> The period of transitional protection would be for two years.

- a family with adult children at university or living away from home where it is uncertain as to whether the adult children will return to live at home permanently.

4.20 In some instances, a further shorter tenancy may be more appropriate where a tenant has a history of not keeping to the terms of their tenancy agreement.

4.21 These examples do not necessarily cover all types of exceptional circumstance that might arise. Further advice will be available to RPs in the use of discretion for shorter tenancies, if required.

### **Assured tenancies**

4.22 Assured tenancies must be retained for those tenants who held them on the day that section 132 of the Localism Act 2011 came into force.

4.23 The Localism Act requires RPs to offer Secure or Assured tenancies to applicants that were already social tenants before the provisions were enacted, and this applies to mutual exchanges reciprocal moves or moves as a result of major works or regeneration.

4.24 The Council expects that existing Secure and Assured tenants will retain their security of tenure when they choose to move to another social rented home.

4.25 In transfers between tenants with different levels of security, Secure or Assured tenants keep their security of tenure if they swap with a Fixed-term tenant or an Affordable rent tenant. However, it is not guaranteed they will keep the same rent or other tenancy conditions.

4.26 Older people who have reached state retirement age and will occupy a general needs property will always be granted assured tenancies. The terms

of sheltered housing and extra care tenancies will remain the same as they are and will be let as assured tenancies.

4.27 Assured tenancies can be used in circumstances where the tenant will require long term affordable housing. This can be due to long term physical or mental ill health.

4.28 Assured tenancies are designed to provide security of tenure and stability to the household in need.

4.29 Assured tenancies for new tenants should be used after a successful probationary tenancy period.

#### **Other tenancies and licences**

4.30 There are other types of tenancies and licences that may be used by RPs and KGE in appropriate circumstances. The Council supports the continued use of such tenancies, as set out here, below:

- **Non-Secure Tenancies/ licences** are used for households provided with accommodation under the Council's statutory homelessness duties. They do not offer security of tenure. They last until the Council has discharged its duty to provide temporary accommodation and may be used by the RPs if they provide temporary accommodation for this purpose at the request of the Council.

- **Assured Shorthold Tenancies (ASTs)** are generally used for private sector rented homes, but RPs and KGE may also use them in some circumstances. They are frequently used in supported housing schemes or in general needs accommodation, which is intended for short-term use, for example to help prevent immediate homelessness or where properties are leased for a fixed period and the landlord needs to be able to offer up vacant possession at the end of the term.

## **Overview**

4.31 Tenants who were awarded their assured tenancy prior to the Localism Act 2011 introduction, will not be affected by any changes brought by the Act and will continue their tenancies under their existing terms and conditions, including the right to buy/right to acquire, succession rights and the right to exchange their tenancy with another assured tenant.

4.32 Where fixed-term tenancies are awarded they should be for at least 5 years and any 'probationary' tenancies should initially be for 12 months, with a possible 6-month extension.

4.33 The flexible tenancy supports the government's aim to move away from the 'tenancy for life' approach and, instead, provide social housing at a time of need and throughout the time of need, rather than permanently. This approach recognises that social housing tenancies are prioritised for those with the greatest current need, such as those who are overcrowded or those facing homelessness.

4.44 The Government's intention is to assist RPs to maximise effective use of their housing stock, and to help more people move on from affordable housing, should their circumstances change, and they become in a position to sustain alternative housing, such as home ownership or accessing the private rented sector.

## **5. Affordable rent**

5.1 Affordable Rented (AR) housing is a model of social housing that can be let at up to 80% of local market rents. This is in contrast to social rented housing, which has to be let at 'target rents' which are set by the Government and are usually between 40 % and 50 % of market rents. Any increase in rent is to be used to fund new social housing development.



5.2 AR housing is not directly linked to tenancy – it can be offered as a lifetime tenancy or a flexible tenancy. It is important that tenants and prospective tenants understand the difference between AR and social rents. The Council expects RPs to set out their intentions to use ARs in their individual tenancy policies, which may relate household income to eligibility for AR housing.

5.3 The National Planning Policy Framework (NPPF) defines AR housing as: “rented housing let by registered providers of social housing to households who are eligible for social rented housing. Affordable Rent is not subject to the national rent regime but is subject to other rent controls that require a rent of no more than 80 per cent of the local market rent (including service charges, where applicable).”

5.4 All RPs that have entered into development contracts with Homes England and receive grants are required to charge Affordable Rents. It also recommends that when setting rents, RPs take into account the local market context (including the relevant Local Housing Allowance) and wider Benefits’ policy.

5.5 Private rents are extremely high in the Borough. Therefore, the Council wants to ensure that affordable rent levels in Spelthorne remain affordable. The affordable rent model will enable affordable housing providers to set affordable rents for new build properties as well as re-let of existing properties at up to a maximum of 80% of the market rent for a comparable property within the same locality<sup>3</sup>. Spelthorne’s market rent levels vary between localities, these variations will be reflected in the affordable rents calculated for each locality. However, in no instance will the rents charged for affordable rented properties, exceed the relevant Local Housing Allowance (LHA) rate that is applicable for that property size at the time of

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<sup>3</sup> Due to introduction of the Localism Bill 2011

rent setting. This is to avoid excessively high affordable rents in high value areas.

5.6 The Council accepts that the AR model will help secure new housing supply. However, we expect developers, KGE and RPs to follow the guidance laid in the Supplementary Planning Document on S.106 sites. This indicates that we expect Affordable rents across the borough to be at a maximum of 80% of a market rent, or LHA rate, whichever is the lowest. Developments with planning permissions granted prior to the review of this Tenancy Strategy, where viability was assessed at up to 80% of market rent, will be permitted to offer AR tenancies up to 80% of market rent.

5.7 Although this guidance is for S.106 sites the Council expects RPs and KGE developing any site, or converting their rents, to abide by the principles set out in this guidance.

5.8 Given the importance of homes being affordable for tenants, the Council considers it essential that RPs and KGE develop approaches to financial inclusion and capability for tenants, ensuring that prospective tenants will be allocated a home they are able to afford in the longer term and financial issues will be addressed at an early stage. Likewise, tenants likely to be affected by welfare reform changes should be given appropriate advice and information.

5.9 Applicants who are officially ineligible for housing, for example foreign nationals who are subject to immigration control and other people from abroad excluded by statute or regulation and do not therefore, have recourse to public funds, will not be nominated for housing by the Council or local providers of affordable housing.

## **6. Succession**

6.1 In some circumstances and depending on the tenancy type, a spouse, partner or any other household member may be entitled to succeed the tenancy. The Localism Act has introduced only one statutory right of

succession, to a spouse, partner, or any other household member. Any other successions will be entirely at the discretion of the affordable housing provider in consultation with the Council. All applications to succeed a tenancy will be assessed on a case-by-case basis by RPs.

6.2 All successions to a flexible tenancy will only be for the remainder of the life of that tenancy, and subject to a full review as set out below when the end of the tenancy is due.

## **7.Tenancy Reviews**

7.1 No less than six months before a flexible tenancy is due to end, it will be subject to a review using the criteria detailed below. If it is decided, as a result of the tenancy review, that a tenancy will not be renewed, written notice advising the tenant of such will be served. The notice must contain the reasons for the decision and also notify the tenant of their right to appeal. Should a tenant appeal and fail to have the decision overturned, the landlord will be able to seek possession of the property. The landlord's right of possession may then be challenged in the County Court only on the grounds that the landlord has made a legal error or a material error of fact.

## **8. Review Criteria**

8.1 The tenancy review criteria could include the continuing needs of tenants, any assets they might have accrued or inherited during the period of the tenancy, attitude to work/training opportunities that might have presented themselves during the period of the tenancy and pressures on social housing.

8.2 Tenancies will not normally be extended where one or more the following apply:

- The financial capacity of the tenant/s to secure alternative market accommodation or affordable tenures, under the financial criteria as

set out in the Allocation Policy. However, any assessment of financial capacity must be managed in such a manner that ensures it does not act as a disincentive to work.

- The conduct of the tenant throughout the fixed term. This includes any anti-social behaviour issues, rent arrears, or property management issues. In instances that the affordable housing provider wants to refuse a further tenancy due to the conduct of the tenant, they will be expected to provide a detailed record of support and engagement with the tenant to assist them in maintaining their tenancy.
- The property is under-occupied by one bedroom or more.
- The property has been extensively adapted for someone with a disability who no longer lives with the tenant (this allows the property to be released for someone who will benefit from the adaptations).

8.3 The Council recognises that there may be circumstances in which it would be unreasonable to expect someone to move even if the above criteria applied, and would want a tenancy to continue if:

- The tenant is a care leaver and still receiving support from social services because of this.
- The tenant is participating in a family intervention programme or an equivalent programme.
- Other circumstances as deemed appropriate by the RP and KGE

## **9. Termination of a flexible/fixed term tenancy**

9.1 Once the tenancy review is completed, if it is decided that the tenancy will not be renewed, the RP and KGE must serve a written notice advising the

tenant of their decision. The notice will contain the reasons for the decision and formally notify the tenant of their right to appeal and the appeal process. It is a legal requirement for the notice to be issued at least six months before the expiry of the tenancy so that the tenant has time to seek advice about their options.

9.2 The RPs have the statutory duty to provide housing advice/support to tenants in this situation. Before a tenancy being terminated, the RP will assist the tenant to explore their options for alternative housing. Such options could include home ownership, a privately rented home or a more suitable affordable rented home. The Council's Housing Options team will also offer housing advice to tenants in this situation if requested.

9.3 The housing officers in the Council Housing Options team will assist tenants with a wide range of advice to help them resolve the issues arising from the termination of their tenancies. This will include signposting to other Council departments where appropriate and to voluntary organisations that may help support people with resolving their housing issues.

9.4 RPs and KGE are asked to notify the Council without delay about tenancies that will not be renewed, subject to the consent of the tenant, as this will help any offer of further assistance if necessary.

9.5 If the tenant refuses to move when the notice period expires, the normal possession procedure will take effect.

## **10. Appeals**

10.1 If a tenant disagrees with the decision reached by their affordable housing provider to terminate their tenancy, they may use the appeal process as follows.

- All applicants have the right to request general information about their tenancy review, including the facts that have been taken into account and the reasons for terminating their tenancies.

- An applicant who is unhappy with a decision made under this policy should in the first instance contact their affordable housing provider, area housing officer to explain why they think that the decision is unreasonable.
- If an applicant wishes to pursue the matter further, they should obtain a copy of their affordable housing provider's appeal process and ensure that they submit an appeal within the stated time limit.
- Where an applicant wishes to appeal the termination of a tenancy and the notice period expires during the period of the appeal, the tenant will be permitted to stay in the property where this is not likely to lead to an unreasonable delay in the property being vacated.
- If the appeal review upholds the decision, the tenant then has recourse to the County Court.
- Should the County Court uphold the decision, the tenant will be obliged to leave the property.

## **11. Strategy review & monitoring**

11.1 The Tenancy Strategy has been developed and reviewed through consultation with RPs and KGE operating within the Borough.

11.2 This strategy may be updated from time-to-time to ensure that any information and links remain relevant and will be further reviewed as circumstances require at regular intervals of not less than every five years. Any material revision to the strategy will be considered in consultation with all relevant parties, who will be given a reasonable timescale to respond and comment as appropriate.

11.3 The responsibility for monitoring the implementation of this strategy is delegated to the Council's Strategic Housing Group (SHG), with periodic updates provided to the Community Wellbeing and Housing Committee. SHG exists to ensure that Spelthorne Borough Council has a focussed strategic approach on housing matters, in order that Spelthorne's housing need is identified and met.

## **12. Equalities and diversity**

12.1 The Tenancy Strategy will be subject to an Equality and Diversity Assessment and the Council expects RPs to carry out their own Equality and Diversity Assessment for their individual tenancy policies.

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# **SPELTHORNE TENANCY STRATEGY**

**December 2012**





# **SPELTHORNE TENANCY STRATEGY**

## **1. Introduction and background**

1.1 As part of its package of Localism, Welfare Reform and Austerity measures, the Government is introducing changes to the way in which affordable housing is provided in England. These include changes to the way that affordable housing is funded and also far reaching welfare benefit reforms. In addition as part of the new Localism Bill 2011, the Government is proposing a set of measures, which will allow local authorities and Registered Social Landlords (RSL's) increased flexibility in the way they allocate and provide tenancies. At the heart of this are two key changes.

- The provision of fixed term tenancies for tenants of social housing
- Local authorities/RSL's to have increased flexibility on how they allocate social housing

1.2 These tenancies will in most cases be for a minimum of five years. This is in recognition that currently RSL tenancies are granted to meet an immediate need, such as homelessness or overcrowding, which might change over time resulting in homes being under-occupied or occupied by tenants who could afford to buy a home or rent a home on the open market.

1.3 The Council and its RSL partners welcome the additional flexibility that fixed term tenancies will provide. Providers of affordable housing in the borough will give due regard to our policy when granting tenancies. It should be noted that the Council does not own its own housing stock and is reliant on its RSL partners for properties to allocate to households on the Housing Register.

## **2. Overview**

2.1 The Government change to legislation that allows providers of affordable housing to grant a fixed term tenancy is a change to the current situation, whereby affordable homes are let on what is known as an assured tenancy. An assured tenancy is effectively for life, subject to full payment of rent and compliance with all tenancy conditions.

2.2 Existing tenants who remain in their current affordable homes will not be affected by these changes and will continue their tenancies under their existing terms and conditions, including the right to buy/right to acquire, succession rights and the right to exchange their tenancy with another assured tenant.

2.3 As of 27<sup>th</sup> February 2012, there are 1,882 households on the Spelthorne Housing Register. Within these figures, 17 households are classified as being in emergency housing need (Band A), 162 households in urgent housing need (Band B) and 1199 households with an identified housing need (Band C).

### **3. Local Context**

- 3.1 Spelthorne is an attractive borough with excellent schools, attractive open spaces and good transport links. The borough benefits from scenic river walks along the banks of the River Thames and is in close proximity to Heathrow which offers good and varied employment opportunities for residents. As such, the demand for housing in the borough is high and like most boroughs in the South East, property prices are high. Levels of home ownership are high at about<sup>1</sup> 77%, 22% rent their home with 9% of these renting from the private sector.
- 3.2 Access to the private rented sector for those on low incomes and benefits has become more difficult due to the changes in housing benefits that were introduced in April 2011.
- 3.3 The supply of affordable rented homes is limited and it is important that the stock that is available is used to its full potential to provide homes for those in the highest housing need who require assistance from the Council.

### **4. Objectives**

- 4.1 The objective of Spelthorne's Tenancy Strategy and each respective RSLs Tenancy Policy is to ensure that the affordable housing stock is used as effectively as possible, to provide homes for Spelthorne residents in housing need who are unable to secure a home that meets their housing needs for themselves in the private sector. This can be achieved if more people can be assisted in moving on from affordable housing once they are in a position to sustain an alternative housing option, such as home ownership or the private rented sector.
- 4.2 The use of fixed term tenancies also provides an opportunity to help address under-occupation by giving the affordable housing providers more opportunity to move people to smaller accommodation when their current accommodation is larger than their actual housing need (i.e. occupying a three bedroom property when their need is only for a two bedroom property). This will release larger properties for those who need them, including overcrowded households. Currently an incentive scheme is in place and a financial reward can be offered to encourage those under occupying properties to move, however neither an RSL nor the Council has the power to require people to move to a smaller home. The RSL's will not be obliged to renew a fixed term tenancy at the end of the term and will support tenants who are under occupying an affordable property to find a more suitable alternative in this situation.
- 4.3 The affordable housing providers will prepare tenants for independence once their situation has improved by making it clear from the start of their tenancy that the arrangement is not necessarily a permanent one/assured lifetime

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<sup>1</sup> Figures from Housing Needs & Stock Condition survey undertaken in 2006

tenancy. The Council's Housing Options team will also be available to offer housing advice to tenants when appropriate. While our Tenancy Strategy deals with the granting of tenancies from affordable housing providers, it is important to understand that applicants for affordable housing may also be offered properties/tenancies within the private rented sector.

- 4.4 Currently the majority of affordable housing properties in Spelthorne are let under assured tenancies at target social rents (formerly council housing rents). However, a new type of rent setting regime for affordable housing, known as Affordable Rent was introduced by the Government in 2011, as a new type of tenancy, designed to help address the shortage of affordable homes in England and ensure those in the most need can be housed. Affordable Rents are calculated at up to 80% of the private market rent in the locality they are situated. Although they are more expensive than target social rents, they are more affordable than renting at the full market rent – hence the Government naming them Affordable Rents. An Affordable Rent is usually around 70-80% of the market rent. These will also be a fixed-term tenancy, which is usually a minimum of five years, but in some exceptional circumstances, can be two years. The rent for any property will not exceed the Local Housing Allowance (LHA) rate for the property type in any instance. The percentage of full market rent charged will vary, with the affordable rent for larger family homes (three, four and five bedrooms) likely to be discounted more than one and two bedroom properties to keep within the LHA rates. New affordable housing tenancies offered in Spelthorne will either be under the target social rent regime or the new affordable rent regime, and the rent regime applicable for the tenancy will be made clear to applicants on offer of the tenancy.

## **5. The Strategy**

- 5.1 The Council wants to ensure that affordable rent levels in Spelthorne remain affordable. The affordable rent model will enable affordable housing providers to set affordable rents at up to a maximum of 80% of the market rent for a comparable property within the same locality<sup>2</sup>. Spelthorne's market rent levels vary between localities, these variations will be reflected in the affordable rents calculated for each locality. However, in no instance will the rents charged for affordable rented properties, exceed the relevant Local Housing Allowance (LHA) rate that is applicable for that property size at the time of rent setting. This is to avoid excessively high affordable rents in high value areas.
- 5.2 The Government plans to introduce a universal credit system and benefit cap in April 2013 which will limit the amount of benefit available to families to £500 per week. When setting rents, affordable housing providers should also be mindful of the potential impact of the proposed benefit cap.

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<sup>2</sup> Due to introduction of the Localism Bill 2011

- 5.3 This section sets out the circumstances in which an Assured tenancy will be granted and those in which a fixed term tenancy will be used. This approach takes account of the objectives set out in this document and the continuing rights of existing Assured tenants.
- 5.4 The following will be granted assured tenancies:
- Assured tenants whose tenancy commenced before 1 April 2012 moving to another affordable/social rented property (already protected in law).
  - Older people who have reached state retirement age and will occupy a general needs property. The terms of sheltered housing and extra care tenancies will remain the same as they are and will be let as assured tenancies.
- 5.5 Fixed term tenancies should normally be offered for a minimum period of five years, including any probationary period. The Council is supportive of the use of Starter Tenancies by RSL's. The Council and its RSL partners are of the opinion that the minimum fixed term of two years should only be used in exceptional circumstances, as this is unlikely to encourage a household to invest in their home and community. The Council will require written justification in all instances of RSL's offering two-year tenancies. Two-year tenancies should only be issued where there is a short-term risk that the tenant might no longer require the property within a relatively short time of commencing occupancy, or the property has been identified as being part of a regeneration scheme or other development project. In all other circumstances a fixed term tenancy of five years will be granted for new affordable housing tenancies after April 2012.
- 5.6 Applicants who are officially ineligible for housing, for example foreign nationals who are subject to immigration control and other people from abroad excluded by statute or regulation and do not therefore, have recourse to public funds, will not be nominated for housing by the Council or local providers of affordable housing and will be obliged to seek their own accommodation.

## **6. Succession**

- 6.1 In some circumstances and depending on the tenancy type, a spouse, partner or any other household member may be entitled to succeed the tenancy. The Localism Act has introduced only one statutory right of succession, to a spouse, partner, or any other household member. Any other successions will be entirely at the discretion of the affordable housing provider in consultation with the Council. All applications to succeed a tenancy will be assessed on a case by case basis by the landlord.

- 6.2 All successions to a flexible tenancy will only be for the remainder of the life of that tenancy, and subject to a full review as set out below when the end of the tenancy is due.

## **7. Tenancy Reviews**

- 7.1 No less than six months before a flexible tenancy is due to end, it will be subject to a review using the criteria detailed below. If it is decided, as a result of the tenancy review, that a tenancy will not be renewed, written notice advising the tenant of such will be served. The notice must contain the reasons for the decision and also notify the tenant of their right to appeal. Should a tenant appeal and fail to have the decision overturned, the landlord will be able to seek possession of the property. The landlord's right of possession may then be challenged in the County Court only on the grounds that the landlord has made a legal error or a material error of fact.

## **8. Review Criteria**

- 8.1 The tenancy review criteria could include the continuing needs of tenants, any assets they might have accrued or inherited during the period of the tenancy, attitude to work/training opportunities that might have presented themselves during the period of the tenancy and pressures on social housing.
- 8.2 Tenancies will not normally be extended where one or more the following apply:
- The financial capacity of the tenant/s to secure alternative market accommodation or affordable tenures, financial criteria as set out in the Choice Based Lettings Partnership Allocation policy. However the Council and its RSL partners are keen to ensure that any assessment of financial capacity is managed in such a manner that ensures it does not act as a disincentive to work.
  - The conduct of the tenant throughout the fixed term. This includes any anti-social behaviour issues, rent arrears, or property management issues. In instances that the affordable housing provider wants to refuse a further tenancy due to the conduct of the tenant, they will be expected to provide a detailed record of support and engagement with the tenant to assist them in maintaining their tenancy.
  - The property is under-occupied by one bedroom or more.
  - The property has been extensively adapted for someone with a disability who no longer lives with the tenant (this allows the property to be released for someone who will benefit from the adaptations).

8.3 The Council recognises that there may be circumstances in which it would be unreasonable to expect someone to move even if the above criteria applied, and would want a tenancy to continue if:

- The tenant is a care leaver and still receiving support from social services because of this.
- The tenant is participating in a family intervention programme or an equivalent programme.
- Other circumstances as deemed appropriate by the RSL/Council:

## **9. Termination of a flexible tenancy**

9.1 When flexible tenancies are coming to an end, it is essential that the tenant is given sufficient notice so that they can seek advice about their options. Accordingly, notice will be served six months before the tenancy is due to end. It is the statutory duty of the affordable housing provider to provide housing advice/support to tenants in this situation. Well in advance of a tenancy being terminated, the affordable housing provider will assist the tenant to explore their options for alternative housing. Such options, could include, home ownership, a privately rented home or a more suitable affordable rented home. The Council's Housing Options team will also offer housing advice to tenants in this situation if requested.

9.2 If the tenant refuses to move when the notice period expires, the normal eviction procedure will take effect.

## **10. Advice**

10.1 The housing officers in the Council Housing Options team will assist tenants with a wide range of advice to help them resolve the issues rising out of the termination of their tenancies. This will include signposting to other Council departments when appropriate and to voluntary organisations that help people with their housing issues. Housing information can also be accessed on Spelthorne Council's website, use the following webpage/link –

<http://www.spelthorne.gov.uk/article/684/Housing>

## **11. Appeals**

11.1 If a tenant disagrees with the decision reached by their affordable housing provider to terminate their tenancy, they may use the appeal process as follows.

- All applicants have the right to request general information about their tenancy review, including the facts that have been taken into account and the reasons for terminating their tenancies.



- An applicant who is unhappy with a decision made under this policy should in the first instance contact their affordable housing provider, area housing officer to explain why they think that the decision is unreasonable.
- If an applicant wishes to pursue the matter further, they should obtain a copy of their affordable housing provider's appeal process and ensure that they submit an appeal within the stated time limit. For reference the majority stock holding RSL in Spelthorne, state that an appeal must be put in writing within 21 days of receiving notice that the tenancy is not to be renewed. The same RSL states, in cases that a new tenant wishes to appeal against the type of tenancy offered to them or the length of the fixed term tenancy they have five working days to do so from the time they first receive the offer.
- Where an applicant wishes to appeal the termination of a tenancy and the notice period expires during the period of the appeal, the tenant will be permitted to stay in the property where this is not likely to lead to an unreasonable delay in the property being vacated.-
- If the appeal review upholds the decision, the tenant then has recourse to the County Court.
- Should the County Court uphold the decision, the tenant will be obliged to leave the property.

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## Equality Analysis

<b>Directorate:</b> Community Wellbeing <b>Service Area:</b> Housing Strategy & Policy	<b>Lead Officer:</b> Marta Imig <b>Date completed:</b> 04 February 2022
<b>Service / Function / Policy / Procedure to be assessed:</b>  Tenancy Strategy	
<b>Is this:</b> New / Proposed <input type="checkbox"/> Existing/Review <input checked="" type="checkbox"/> Changing <input type="checkbox"/>	<b>Review date:</b> The strategy will be comprehensively reviewed not later than every 5 years

## Part A – Initial Equality Analysis to determine if a full Equality Analysis is required.

### **What are the aims and objectives/purpose of this service, function, policy or procedure?**

The Housing Strategy 2020-25 sets the strategic direction for the Council in its ambition that local residents have access to suitable and affordable housing options locally.

The final strategy contains three strategic priorities, and an associated Action Plan:

1. Enabling the delivery of more affordable homes across a range of tenures.
2. Promote independence and wellbeing to enable residents to remain living independently.
3. Prevent homelessness and rough sleeping.

Within the Housing Strategy, there is a specific action under priority 1 that proposes Spelthorne Borough Council will review the Council current tenancy strategy. The aim of this is to engage with Registered Providers in a more proactive way, encourage new providers to the area, and to ensure social landlords are offering tenures which meet local need.

### **Please indicate its relevance to any of the equality duties (below) by selecting Yes or No?**

	Yes	No
Eliminating unlawful discrimination, victimisation and harassment		✓
Advancing equality of opportunity	✓	
Fostering good community relations	✓	

**If not relevant to any of the three equality duties and this is agreed by your Head of Service**, the Equality Analysis is now complete - please send a copy to **NAMED OFFICER**. **If relevant**, a Full Equality Analysis will need to be undertaken (PART B below).

## PART B: Full Equality Analysis

### Step 1 – Identifying outcomes and delivery mechanisms (in relation to what you are assessing)

<b>What outcomes are sought and for whom?</b>	<p>The main outcome of the strategy is to ensure that all registered providers operating in the borough of Spelthorne have due regard to the Council's tenancy strategy, when meeting their duty to state what types of tenancies they will grant, in which circumstances these different types of tenancies will be granted, the length of any fixed-term tenancies they will grant, and in what a circumstances a new tenancy will be given should any fixed-term tenancy expire. Furthermore, the strategy aims to ensure that affordable housing is available and delivered in Spelthorne to meet local housing need.</p> <p>Affected groups will include (not exhaustive):</p> <ul style="list-style-type: none"> <li>• Partners involved in the delivery of affordable housing in Spelthorne, such as Registered Providers, property developers, health and social care providers;</li> <li>• Those who are unable to access the housing market locally due to high property prices and increasing rents;</li> <li>• Housing Options Staff at Spelthorne Borough Council.</li> </ul>
<b>Are there any associated policies, functions, services or procedures?</b>	<p>Housing Act 1996 (as amended by various)  Housing Strategy 2020-2025  Homelessness and Rough Sleeping Strategy 2020-2025  Corporate Plan  Capital Strategy  Local Plan  Economic Development Strategy  Asset Management Plan</p>
<b>If partners (including external partners) are involved in delivering the service, who are they?</b>	<p>Whilst partners have a role in delivering affordable housing in Spelthorne, the overall strategy and it's implementation is the responsibility of Spelthorne Borough Council.</p>

## Step 2 – What does the information you have collected, or that you have available, tell you?

**What evidence/data already exists about the service and its users?** (in terms of its impact on the 'equality strands', i.e. race, disability, gender, gender identity, age, religion or belief, sexual orientation, maternity/pregnancy, marriage/civil partnership and other socially excluded communities or groups) and **what does the data tell you?** e.g. are there any significant gaps?

### General Spelthorne context

Almost half of Surrey's 20 most deprived super output areas are in Spelthorne. Three are in the ward of Stanwell North, two in Ashford North and Stanwell South and one in each of Ashford East and Sunbury Common. Spelthorne has the highest number of lone parent families and the highest level of child poverty in Surrey; it also has the highest under-18 conception rate in the county. That said, residents are largely healthy, with life expectancy for both males and females slightly above the national average.

Although the number of VAT and/or PAYE-registered business has fallen slightly over the past four years, Spelthorne has a low rate of unemployment: 1.4% of those economically active aged 16 to 64, compared to the South East (2.2%) and UK as a whole (3.5%). Heathrow Airport is a significant local employer, with 8.3% of Spelthorne's working population employed there. Significantly, 21.5% of those in work in Stanwell North are in low level employment compared to an average of 11.6% in Surrey. Average wages are slightly above regional averages at £630 per week for full-time employees.

Whilst house prices remain well above the national average, most residents are owner-occupiers (73%), followed by private rented (13%) and social rented (12%).

### Gender / gender identity

Census data from 2011 shows that 50.5% of residents in Spelthorne were female, with the remaining 49.5% being male. There is no data known to be held in relation of other gender identities.

Source: ONS Census, 2011 - neighbourhood statistics for residents aged 16 to 74

*A White Paper published in December 2018 (Help shape our future: the 2021 Census of population and housing in England and Wales) sets out the Office for National Statistics' (ONS) recommendations for what the census should contain and how it should operate. The White Paper recommends that the census in 2021 includes a question about gender identity, asking respondents whether their gender is the same as the*

sex they were registered as at birth. The question will be separate from the question about sex (i.e., whether the respondent is male or female), which will be phrased in the same way as previous years. There is currently no official data about the size of the transgender population (the word 'transgender' is used here to describe people whose gender identity does not match the sex they were assigned at birth). The Government Equalities Office (GEO) has said that there may be 200,000 to 500,000 transgender people in the UK, but stresses that we don't know the true population because of the lack of robust data. The ONS has identified user need for official estimates in order to support policy-making and monitor equality duties.

Source: <https://researchbriefings.parliament.uk/ResearchBriefing/Summary/CBP-8531>

Age

Spelthorne has a slightly lower population of under-30s (34%) compared to the rest of the country (37%), and a slightly higher population of 30-69 year olds (42%) compared with the UK average of (40%), The number of 70+ is 23%, which is broadly in line with the rest of the UK (24%).

Source: <https://commonslibrary.parliament.uk/local-data/constituency-statistics-population-by-age/>

Ethnicity

The ethnic make-up of Spelthorne is largely in line with the UK average, although we have more residents who identify as Asian and fewer residents who identify as Black than the national average.

Ethnic group	Spelthorne		Region	UK
	Number	%	%	%
White	83,455	87.3%	90.7%	87.2%
Mixed	2,382	2.5%	1.9%	2.0%
Asian	7,295	7.6%	5.2%	6.9%
Black	1,545	1.6%	1.6%	3.0%
Other	921	1.0%	0.6%	0.9%
Total	95,598	100.0%	100.0%	100.0%

Source: <https://commonslibrary.parliament.uk/home-affairs/communities/demography/constituency-statistics-ethnicity/>

Disability

As of July 2019 there were around 2,020 PIP claimants in Spelthorne constituency. In comparison, there was an average of 2,500 claimants per constituency across the South East. Within Spelthorne, psychiatric disorders were the most common reason for claiming PIP. They accounted for 37% of awards, compared to 36% in Great Britain. 'Psychiatric disorders' include anxiety and depression, learning disabilities and autism. The second most common reason for awards was musculoskeletal disease (general), which accounted for 17% of awards within the constituency and 21% in Great Britain. Musculoskeletal disease (general) includes osteoarthritis, inflammatory arthritis and chronic pain syndromes.

Source:

<http://data.parliament.uk/resources/constituencystatistics/personal%20independence%20payment/PIP%20claimants%20in%20Spelthorne.pdf>

## Religion

Residents of Spelthorne predominately identify themselves as either Christian or having no religion. There is a smaller Muslim population compared with the national average, but a larger Hindu and Sikh population.

	Constituency		Region	UK
	Number	%	%	%
<b>Has religion</b>	<b>67,392</b>	<b>70.5%</b>	<b>65.0%</b>	<b>66.7%</b>
of which				
Christian	60,954	63.8%	59.8%	58.8%
Muslim	1,808	1.9%	2.3%	4.5%
Hindu	2,332	2.4%	1.1%	1.4%
Buddhist	420	0.4%	0.5%	0.4%
Jewish	206	0.2%	0.2%	0.4%
Sikh	1,325	1.4%	0.6%	0.7%
Other	347	0.4%	0.5%	0.4%
<b>No religion</b>	<b>21,511</b>	<b>22.5%</b>	<b>27.7%</b>	<b>26.1%</b>
<b>Not stated</b>	<b>6,695</b>	<b>7.0%</b>	<b>7.4%</b>	<b>7.2%</b>

Source: <https://commonslibrary.parliament.uk/home-affairs/communities/constituency-data-religion/>

## Sexual orientation

*There is no accurate dataset which can be used to reflect solely Spelthorne. The White Paper recommends asking a new question about sexual orientation. The ONS has identified a user need for better data on sexual orientation – particularly for small areas – to inform policy-making and service provision, as well as monitoring equality duties. The ONS has previously used the Annual Population Survey (APS) to estimate the size of the lesbian, gay and bisexual (LGB) population in the UK. According to these estimates, just over 1 million people identified as LGB in 2016 (around 2% of the population). However, the sample population used in the APS isn't big enough to provide robust estimates of the LGB population in smaller areas.*

Source: <https://researchbriefings.parliament.uk/ResearchBriefing/Summary/CBP-8531>

## Marriage / Civil Partnership

More people in Spelthorne are married compared to the rest of England and Wales, and fewer people identify as single.

Marital Status	Spelthorne		England and Wales	
All usual residents aged 16+	78,089		45,496,780	
Single (never married or never registered a same-sex civil partnership)	24,562	31%	15,730,275	35%
Married	38,984	50%	21,196,684	47%
In a registered same-sex civil partnership	153	0%	104,942	0%



Separated (but still legally married or still legally in a same-sex civil partnership)	2,042	3%	1,195,882	3%
Divorced or formerly in a same-sex civil partnership which is now legally dissolved	6,870	9%	4,099,330	9%
Widowed or surviving partner from a same-sex civil partnership	5,478	7%	3,169,667	7%

**Has there been any consultation with, or input from, customers / service users or other stakeholders?** If so, with whom, how were they consulted and what did they say? If you haven't consulted yet and are intending to do so, please list which specific groups or communities you are going to consult with and when.

A consultation with Knowle Green Estates and all registered providers who currently operate in Spelthorne is to be held in July 2021.

**Are there any complaints, compliments, satisfaction surveys or customer feedback that could help inform this assessment? If yes, what do these tell you?**

None

### Step 3 – Identifying the negative impact.

#### a. Is there any negative impact on individuals or groups in the community?

##### **Barriers:**

What are the potential or known barriers/impacts for the different 'equality strands' set out below? Consider:

- **Where** you provide your service, e.g. the facilities/premises;
- **Who** provides it, e.g. are staff trained and representative of the local population/users?
- **How** it is provided, e.g. do people come to you or do you go to them? Do any rules or requirements prevent certain people accessing the service?
- **When** it is provided, e.g. opening hours?
- **What** is provided, e.g. does the service meet everyone's needs? How do you know?

\* Some barriers are justified, e.g. for health or safety reasons, or might actually be designed to promote equality, e.g. single sex swimming/exercise sessions, or cannot be removed without excessive cost. If you believe any of the barriers identified to be justified then please indicate which they are and why.

##### **Solutions:**

What can be done to minimise or remove these barriers to make sure everyone has equal access to the service or to reduce adverse impact? Consider:

- Other arrangements that can be made to ensure people's diverse needs are met;
- How your actions might help to promote good relations between communities;
- How you might prevent any unintentional future discrimination.

Equality Themes	Barriers/Impacts identified	Solutions (ways in which you could mitigate the impact)
<b>Age</b> (including children, young people and older people)	Young people aged 16-17 cannot hold tenancies and so housing options are severely limited.	Young people aged 16-17 receive enhanced services via the Surrey Joint Protocol. They have access to specialist young peoples homelessness accommodation.

	<p>Older people may be less likely to access our services when needed.</p> <p>Those aged 18-39 may have reduced access to social or affordable housing as a result of welfare policies as well as local landlord policies (age restrictions)</p>	<p>Older people have greater access to social housing via age restrictions across the A2Dominion stock.</p> <p>Spelthorne Borough Council has a Discretionary Housing Payment pot which this group can access in case of hardship. Under the Spelthorne Borough Council Housing Strategy 2020-25, A2Dominion have agreed to a comprehensive review of age restrictions in Spelthorne.</p>
<b>Disability</b> (including carers)	<p>Anecdotally we know that physically disabled people accessing settled accommodation in Spelthorne have much more limited options available to them in relation to settled accommodation due to potential property adaption requirements.</p>	<p>See action 1.3 of the Homelessness and Rough Sleeping Strategy 2020-2025 – we will review the availability of accessible accommodation options for this affected group. Spelthorne Borough Council are also currently considering a disposal protocol which will help inform an acquisition delivery programme. If this policy is approved, it will ensure that the Council maximises opportunities to support physically disabled people into affordable settled adapted accommodation that meets their needs. Equally, those who may not have a physical disability but are instead impacted by severe anxiety, depression or poor mental health may have specific property requirements, such as, the need for homes on lower floor levels, sound proofing rooms or homes within a quieter part of the Borough. With a disposal protocol and property acquisition policy, the Council will be able to secure dispersed affordable homes that will potentially meet with some of these more specialised needs.</p>
<b>Gender</b> (men and women)	<p>No negative impacts have been identified.</p>	<p>n/a</p>
<b>Race</b> (including Gypsies & Travellers and Asylum Seekers)	<p>Accommodation for people seeking asylum is the responsibility of the Home Office.</p> <p>Provision for pitches for gypsies and travelling showpeople are dealt with under the Local Plan.</p>	<p>n/a</p>
<b>Religion or belief</b> (including people of no religion or belief)	<p>No negative impacts have been identified.</p>	<p>n/a</p>

<b>Gender Re-assignment</b> (those that are going through transition: male to female or female to male)	No negative impacts have been identified.	n/a
<b>Pregnancy and Maternity</b>	No negative impacts have been identified.	n/a
<b>Sexual orientation</b> (including gay, lesbian, bisexual and heterosexual)	No negative impacts have been identified.	n/a

#### Step 4 – Changes or mitigating actions proposed or adopted

Having undertaken the assessment are there any changes necessary to the existing service, policy, function or procedure? What changes or mitigating actions are proposed?

No changes required.

#### Step 5 – Monitoring

How are you going to monitor the existing service, function, policy or procedure ?


The Housing Strategy 2020-25 including the action plan and tasks within it will be monitored by the Council's Strategic Housing Group who meet monthly.

#### Part C - Action Plan

Barrier/s or improvement/s identified	Action Required	Lead Officer	Timescale
n/a	n/a	n/a	n/a
n/a	n/a	n/a	n/a

n/a	n/a	n/a	n/a
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### Equality Analysis approved by:

Group Head:  	Date: 04/02/2022
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Please send an electronic copy of the Equality Analysis to the Equality & Diversity Team and ensure the document is uploaded to the EA Register which will be available to the public:

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## Community Wellbeing and Housing Committee

29 March 2022

<b>Title</b>	Procurement of a Housing First service
<b>Purpose of the report</b>	To make a decision
<b>Report Author</b>	Marta Imig, Strategic Lead, Housing
<b>Ward(s) Affected</b>	All wards
<b>Exempt</b>	No
<b>Exemption Reason</b>	n/a
<b>Corporate Priority</b>	Affordable Housing
<b>Recommendations</b>	<p><b>Committee is asked to:</b></p> <ol style="list-style-type: none"> <li>1. Approve the proposed procurement of a Housing First service for the duration of 3 years, with 3 x 1-year extensions in the Council's sole discretion subject to government funding availability and the performance of the contract,</li> <li>2. Delegate the appointment of the contractor to the Group Head of Housing in consultation with the Chair and Vice Chair of the Community Wellbeing and Housing Committee</li> <li>3. Authorise the Group Head of Corporate Governance to enter into any legal documentation necessary to implement the new contract.</li> </ol>
<b>Reason for Recommendation</b>	To provide a Housing First service

### 1. Key issues

- 1.1 The Council has a current contract for the provision of a Housing First service with A2 Dominion. The contract is being carefully managed and reviewed regularly. Due to contract performance issues the Strategic Housing Group (SHG) recommended going out to procurement of this contact and to select a provider through a competitive tender process. The current contract with A2 Dominion ends on 31 May 2022. A2Dominion are welcomed to submit their tender in accordance with the updated specification of service.

- 1.2 The Housing First service is delivered to households of single people or childless couples, who are identified by the Council to be most at risk of eviction and therefore rough sleeping, and/or who have a history of tenancy failure.
- 1.3 The Council will carry out an open tender to invite bidders to provide the service, which requires the provision of 10 suitable bedsits/1-bedroom properties within Spelthorne Borough, or by exception, a small number of units in adjacent boroughs, to house clients as identified by the Council.
- 1.4 The service will be delivered in the spirit and in accordance with the Housing First principles, and in accordance with the specification forming the Contract. The new provider will be required to support those who are recovering from sleeping rough and support improvements in their wellbeing and prospect of tenancy sustainment.
- 1.5 The Contract will be monitored and managed by the Council's Data and Contract Officer.

## **2. Options analysis and proposal**

### **Option 1 Reprocure a new contract in line with the new Specification, and to delegate the appointment of the contractor to the Group Head of Housing in consultation with the Chair and Vice Chair of the Community Wellbeing and Housing Committee [as attached]– (recommended)**

The new contract will be procured to commence on the expiry of the current contract. The scope and specification of the Contract requirements will be more clearly defined to ensure clearer contract responsibilities of the Service Provider. The new Contract will also include a range of Key Performance Indicators (KPIs) intended to monitor and measure the Service Provider's performance. It will ensure that we provide appropriate support to our most vulnerable clients.

### **Option 2 Do nothing**

The contract will not be procured, and the Housing First service will end. This is not recommended, as there is a clear need for the service to be provided.

### **Option 3 – Reprocure a new contract with changes to the new Specification and Delegate the appointment of the contractor to the Group Head of Housing in consultation with the Chair and Vice Chair of the Community Wellbeing and Housing Committee [as attached]**

The Committee may wish to make changes to the proposed Service Specification and approve it for procurement in the amended form.

## **3. Financial implications**

- 3.1 The rent and service charges will be covered through Housing Benefit or Universal Credit collections. The full value of the contract is estimated at approx. £100,000 per annum and will be covered through the Rough Sleeping Initiative (RSI) funding, therefore there will be no net cost to the Council. The current RSI funding is for a period of 3 years. It is proposed that the new Housing First service contract is also for 3 years with the option to extend for 3 further 1-year periods, subject to further funding availability, in the Council's



sole discretion, and subject to the performance of the contract by the Service Provider.

**4. Other considerations**

n/a

**5. Equality and Diversity**

- 5.1 An Equality and Diversity assessment has been completed and is enclosed in Appendix A.

**6. Sustainability/Climate Change Implications**

- 6.1 The contractor will be required to use environmentally friendly methods of transport and sustainably sourced furniture and white goods. The proposed procurement does not otherwise have any impact on the Council's sustainability / climate change position.

**7. Timetable for implementation**

- 7.1 Once approved, the tender will be advertised on the e-tendering portal with target service commencement date of 1 June 2022.

**Background papers:** there are none

**Appendices:**

Appendix A - Equality and Diversity Assessment, Housing First  
Appendix B – Housing First Service Specification

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## Equality Analysis

<b>Directorate:</b> Community Wellbeing <b>Service Area:</b> Housing Strategy & Policy	<b>Lead Officer:</b> Marta Imig <b>Date completed:</b> 9th February 2022
<b>Service / Function / Policy / Procedure to be assessed:</b>  Housing First	
<b>Is this:</b> New / Proposed <input checked="" type="checkbox"/> Existing/Review <input type="checkbox"/> Changing <input type="checkbox"/>	<b>Review date:</b> The contract will be for a 3-year main term with options to extend for a further period, to be reviewed in light of future funding available.

## Part A – Initial Equality Analysis to determine if a full Equality Analysis is required.

### **What are the aims and objectives/purpose of this service, function, policy or procedure?**

The Authority has a duty to provide housing and homelessness advice to residents of the Borough who are threatened with or who are facing homelessness, which upon investigation, may lead to a main housing duty. The Housing First support service provides intense wraparound support for resident households of single people or childless couples with multiple and complex needs, who are identified by the Council to be most at risk of eviction and therefore rough sleeping and/or have a history of tenancy failure.

The Service Provider is to make available 10, bedsits/1-bedroom properties within the Spelthorne Borough to house Housing First residents for the lifetime of the contract. In exception, a small number of units can be provided in adjoining boroughs, details to be agreed. The Housing First nominations are to be solely made by the Council.

The Service Provider is to deliver high quality person-centred support to the clients in the spirit of and in accordance with the Housing First principles, enabling clients to sustain their tenancies by promoting independence, freedom, and choice. Key to this role will be liaising with health professionals, other agencies, and colleagues as appropriate, taking follow-up action and coordinating wraparound support if required from other agencies (for example Adult Social Care, Criminal Justice, Health services) and internal departments.

The Housing First Principles for England, published by Homeless Link in November 2016, are based on the evidence initially gathered by [Pathways to Housing](#) in the USA, and are aligned with the core principles in the [FEANTSA Housing First Guide Europe](#). The below definitions and details are taken from The Principles of Housing First guidance document produced by Homeless Link in 2019, which can be found on their website at <https://hfe.homeless.org.uk/principles-housing-first>.

Multiple and complex needs are persistent and interrelated health and/or social care needs, which impact an individual's life and ability to function in society. These may include:

- Entrenched street homelessness, repeat service use or being otherwise vulnerably housed
- Mental, psychological, or emotional health needs
- Drug and/or alcohol dependency
- Contact with the criminal justice system
- Physical health needs
- Experience of domestic violence and abuse

The 7 principles of Housing First in England are:

#### **1. People have a right to a home:**

- Housing First prioritises access to housing as quickly as possible

- Eligibility for housing is not contingent on any conditions other than willingness to maintain a tenancy
- The housing provided is based on suitability (stability, choice, affordability, quality, community integration) rather than the type of housing
- The individual will not lose their housing if they disengage or no longer require the support
- The individual will be given their own tenancy agreement

**2. Housing and support are separated:**

- Support is available to help people maintain a tenancy and to address any other needs they identify
- An individual's housing is not conditional on them engaging with support
- The choices they make about their support do not affect their housing
- The offer of support stays with the person – if the tenancy fails, the individual is supported to acquire and maintain a new home

**3. Flexible support is provided for as long as it is needed:**

- Providers commit to long-term offers of support which do not have a fixed end date; recovery takes time and varies by individual needs, characteristics, and experiences
- The service is designed for flexibility of support with procedures in place for high/low intensity support provision and for cases that are 'dormant'
- Support is provided for the individual to transition away from Housing First if this is a positive choice for them
- The support links with relevant services across sectors that help to meet the full range of an individual's needs
- There are clear pathways into, and out of, the Housing First service

**4. Individuals have choice and control:**

- They choose the type of housing they have and its location within reason as defined by the context (this should be scattered site, self-contained accommodation, unless an individual expresses a preference for living in shared housing)
- They have the choice, where possible, about where they live
- They have the option not to engage with other services as long as there is regular contact with the Housing First team
- They choose where, when and how support is provided by the Housing First team
- They are supported through person-centred planning and are given the lead to shape the support they receive; goals are not set by the service provider

**5. The service is based on people's strengths, goals and aspirations:**

- Services are underpinned by a philosophy that there is always a possibility for positive change and improved health and wellbeing, relationships and community and/or economic integration
- Individuals are supported to identify their strengths and goals
- Individuals are supported to develop the knowledge and skills they need to achieve their goals
- Individuals are supported to develop increased self-esteem, self-worth and confidence, and to integrate into their local community

**6. An active engagement approach is used:**

- Staff are responsible for proactively engaging their clients; making the service fit the individual instead of trying to make the individual fit the service
- Caseloads are small allowing staff to be persistent and proactive in their approach, doing "whatever it takes" and not giving up or closing the case when engagement is low

- Support is provided for as long as each client requires it
  - The team continues to engage and support the individual if they lose their home or leave their home temporarily
- 7. A harm reduction approach is used:**
- People are supported holistically
  - Staff support individuals who use substances to reduce immediate and ongoing harm to their health
  - Staff aim to support individuals who self-harm to undertake practices which minimise risk of greater harm
  - Staff aim to support individuals to undertake practices that reduce harm and promote recovery in other areas of physical and mental health and wellbeing

How Housing First differs from other more traditional floating support or tenancy sustainment models:

- Floating support workers may have caseloads of 20-40 people, whereas Housing First workers will typically support an initial caseload of 5-7 people at any one time
- Housing First employs active engagement, supporting individuals by recognising and emphasising their strengths and capacity for positive change, and links with relevant services that help to meet the full range of an individual's needs
- Housing First is also fundamentally a choice-led approach, which fully respects the choices of each person and supports their self-determination; this approach also allows for people to be rapidly rehoused in instances of housing loss
- The smaller caseloads enable more intensive, flexible and personalised support for a cohort of people who have not been successfully engaged and supported by other housing services due to the level and complexity of their needs; evidence suggests that, over time, those housed by Housing First require less support from services and, in some cases, may no longer require support – however, this is completely dependent on the individual and may take several months or years

**Please indicate its relevance to any of the equality duties (below) by selecting Yes or No?**

	Yes	No
Eliminating unlawful discrimination, victimisation, and harassment	✓	
Advancing equality of opportunity	✓	
Fostering good community relations	✓	

**If not relevant to any of the three equality duties and this is agreed by your Head of Service**, the Equality Analysis is now complete - please send a copy to **NAMED OFFICER**. **If relevant**, a Full Equality Analysis will need to be undertaken (PART B below).

## **PART B: Full Equality Analysis**

## Step 1 – Identifying outcomes and delivery mechanisms (in relation to what you are assessing)

<b>What outcomes are sought and for whom?</b>	<p>The main outcome of the policy is to provide intense wraparound support for resident households of single people or childless couples with multiple and complex needs, who are identified by the Council to be most at risk of eviction and therefore rough sleeping and/or have a history of tenancy failure, having regard to any legislative requirements, regulations or Government Codes of Guidance.</p> <p>Affected groups will include (not exhaustive):</p> <ul style="list-style-type: none"> <li>• All adults with multiple and complex needs who are eligible to be housed in the borough, who are identified by the Council to be most at risk of eviction (and therefore likely to face homelessness and rough sleeping);</li> <li>• Partners involved in the delivery of secure housing and of providing support to vulnerable residents, such as Registered Providers, private landlords, Adult Social Care, Criminal Justice, and Health services, and internal Spelthorne Borough Council departments</li> </ul>
<b>Are there any associated policies, functions, services or procedures?</b>	<p>Corporate Plan Health &amp; Wellbeing Strategy Local Plan Housing Act 1996 (as amended by various) Housing Strategy Homelessness and Rough Sleeping Strategy Housing First England</p>
<b>If partners (including external partners) are involved in delivering the service, who are they?</b>	<p>Partners involved in sourcing and providing suitable accommodation, e.g. Registered Providers and private landlords (not exhaustive)</p> <p>Partners involved in the delivery of advice and support services, e.g. Job Centre Plus, Citizens Advice, DWP, Surrey County Council, Adult Social Care, Criminal Justice, North Surrey Domestic Abuse Service, Community Mental Health Team and other health services, voluntary, community and faith-based groups (not exhaustive)</p>

## Step 2 – What does the information you have collected, or that you have available, tell you?

**What evidence/data already exists about the service and its users?** (in terms of its impact on the ‘equality strands’, i.e. race, disability, gender, gender identity, age, religion or belief, sexual orientation, maternity/pregnancy, marriage/civil partnership and other socially excluded communities or groups) and **what does the data tell you?** e.g. are there any significant gaps?

### General Spelthorne context

Almost half of Surrey’s 20 most deprived super output areas are in Spelthorne. Three are in the ward of Stanwell North, two in Ashford North and Stanwell South and one in each of Ashford East and Sunbury Common. Spelthorne has the highest number of lone parent families and the highest level of child poverty in Surrey; it also has the highest under-18 conception rate in the county. That said, residents are largely healthy, with life expectancy for both males and females slightly above the national average.

Although the number of VAT and/or PAYE-registered business has fallen slightly over the past four years, Spelthorne has a low rate of unemployment: 1.4% of those economically active aged 16 to 64, compared to the South East (2.2%) and UK as a whole (3.5%). Heathrow Airport is a significant local employer, with 8.3% of Spelthorne’s working population employed there. Significantly, 21.5% of those in work in Stanwell North are in low level employment compared to an average of 11.6% in Surrey. Average wages are slightly above regional averages at £630 per week for full-time employees.

Whilst house prices remain well above the national average, most residents are owner-occupiers (73%), followed by private rented (13%) and social rented (12%).

### Gender / gender identity

Census data from 2011 shows that 50.5% of residents in Spelthorne were female, with the remaining 49.5% being male. There is no data known to be held in relation of other gender identities.

Source: ONS Census, 2011 - neighbourhood statistics for residents aged 16 to 74

*A White Paper published in December 2018 (Help shape our future: the 2021 Census of population and housing in England and Wales) sets out the Office for National Statistics’ (ONS) recommendations for what the census should contain and how it should operate. The White Paper recommends that the census in 2021 includes a question about gender identity, asking respondents whether their gender is the same as the sex they were registered as at birth. The question will be separate from the question about sex (i.e., whether the respondent is male or female), which will be phrased in the same way as previous years. There is currently no official data about the size of the transgender population (the word ‘transgender’ is used here to describe people whose gender identity does not match the sex they were assigned at birth). The Government Equalities Office (GEO) has said that there may be 200,000 to 500,000 transgender people in the UK, but stresses that we don’t know the true population because of the lack of robust data. The ONS has identified user need for official estimates in order to support policy-making and monitor equality duties.*

Source: <https://researchbriefings.parliament.uk/ResearchBriefing/Summary/CBP-8531>



### Age

Spelthorne has a slightly lower population of under-30s (34%) compared to the rest of the country (37%), and a slightly higher population of 30-69 year olds (42%) compared with the UK average of (40%). The number of 70+ is 23%, which is broadly in line with the rest of the UK (24%).

Source: <https://commonslibrary.parliament.uk/local-data/constituency-statistics-population-by-age/>

### Ethnicity

The ethnic make-up of Spelthorne is largely in line with the UK average, although we have more residents who identify as Asian and fewer residents who identify as Black than the national average.

Ethnic group	Spelthorne		Region	UK
	Number	%	%	%
White	83,455	87.3%	90.7%	87.2%
Mixed	2,382	2.5%	1.9%	2.0%
Asian	7,295	7.6%	5.2%	6.9%
Black	1,545	1.6%	1.6%	3.0%
Other	921	1.0%	0.6%	0.9%
Total	95,598	100.0%	100.0%	100.0%

Source: <https://commonslibrary.parliament.uk/home-affairs/communities/demography/constituency-statistics-ethnicity/>

### Disability

*As of July 2019 there were around 2,020 PIP claimants in Spelthorne constituency. In comparison, there was an average of 2,500 claimants per constituency across the South East. Within Spelthorne, psychiatric disorders were the most common reason for claiming PIP. They accounted for 37% of awards, compared to 36% in Great Britain. 'Psychiatric disorders' include anxiety and depression, learning disabilities and autism. The second most common reason for awards was musculoskeletal disease (general), which accounted for 17% of awards within the constituency and 21% in Great Britain. Musculoskeletal disease (general) includes osteoarthritis, inflammatory arthritis and chronic pain syndromes.*

Source:

<http://data.parliament.uk/resources/constituencystatistics/personal%20independence%20payment/PIP%20claimants%20in%20Spelthorne.pdf>

### Religion

Residents of Spelthorne predominately identify themselves as either Christian or having no religion. There is a smaller Muslim population compared with the national average, but a larger Hindu and Sikh population.

	Constituency		Region	UK
	Number	%	%	%
<b>Has religion</b>	<b>67,392</b>	<b>70.5%</b>	<b>65.0%</b>	<b>66.7%</b>
of which				
Christian	60,954	63.8%	59.8%	58.8%
Muslim	1,808	1.9%	2.3%	4.5%
Hindu	2,332	2.4%	1.1%	1.4%

Buddhist	420	0.4%	0.5%	0.4%
Jewish	206	0.2%	0.2%	0.4%
Sikh	1,325	1.4%	0.6%	0.7%
Other	347	0.4%	0.5%	0.4%

<b>No religion</b>	<b>21,511</b>	<b>22.5%</b>	<b>27.7%</b>	<b>26.1%</b>
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<b>Not stated</b>	<b>6,695</b>	<b>7.0%</b>	<b>7.4%</b>	<b>7.2%</b>
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Source: <https://commonslibrary.parliament.uk/home-affairs/communities/constituency-data-religion/>

### Sexual orientation

*There is no accurate dataset which can be used to reflect solely Spelthorne. The White Paper recommends asking a new question about sexual orientation. The ONS has identified a user need for better data on sexual orientation – particularly for small areas – to inform policy-making and service provision, as well as monitoring equality duties. The ONS has previously used the Annual Population Survey (APS) to estimate the size of the lesbian, gay and bisexual (LGB) population in the UK. According to these estimates, just over 1 million people identified as LGB in 2016 (around 2% of the population). However, the sample population used in the APS isn't big enough to provide robust estimates of the LGB population in smaller areas.*

Source: <https://researchbriefings.parliament.uk/ResearchBriefing/Summary/CBP-8531>

### Marriage / Civil Partnership

More people in Spelthorne are married compared to the rest of England and Wales, and fewer people identify as single.

Marital Status	Spelthorne		England and Wales	
All usual residents aged 16+	78,089		45,496,780	
Single (never married or never registered a same-sex civil partnership)	24,562	31%	15,730,275	35%
Married	38,984	50%	21,196,684	47%
In a registered same-sex civil partnership	153	0%	104,942	0%
Separated (but still legally married or still legally in a same-sex civil partnership)	2,042	3%	1,195,882	3%
Divorced or formerly in a same-sex civil partnership which is now legally dissolved	6,870	9%	4,099,330	9%
Widowed or surviving partner from a same-sex civil partnership	5,478	7%	3,169,667	7%

**Has there been any consultation with, or input from, customers / service users or other stakeholders?** If so, with whom, how were they consulted and what did they say? If you haven't consulted yet and are intending to do so, please list which specific groups or communities you are going to consult with and when.

None

**Are there any complaints, compliments, satisfaction surveys or customer feedback that could help inform this assessment? If yes, what do these tell you?**

Yes, quarterly reports from the initial agreement with A2 Dominion which comes to an end on 31st May 2022. This tells us that for a total of 10 clients in the first 3 quarters in 2021/22, 4 were successfully accommodated and 6 evictions were prevented. Personal budget interventions were used to reduce arrears, pay rent in advance, and for the purchase of personal items to enable independent living. Over a period of time, it would be beneficial to collate equality and diversity data to ensure future policy making targets underrepresented groups.

### Step 3 – Identifying the negative impact.

#### a. Is there any negative impact on individuals or groups in the community?

##### **Barriers:**

What are the potential or known barriers/impacts for the different 'equality strands' set out below? Consider:

- **Where** you provide your service, e.g. the facilities/premises;
- **Who** provides it, e.g. are staff trained and representative of the local population/users?
- **How** it is provided, e.g. do people come to you or do you go to them? Do any rules or requirements prevent certain people accessing the service?
- **When** it is provided, e.g. opening hours?
- **What** is provided, e.g. does the service meet everyone's needs? How do you know?

\* Some barriers are justified, e.g. for health or safety reasons, or might actually be designed to promote equality, e.g. single sex swimming/exercise sessions, or cannot be removed without excessive cost. If you believe any of the barriers identified to be justified then please indicate which they are and why.

##### **Solutions:**

What can be done to minimise or remove these barriers to make sure everyone has equal access to the service or to reduce adverse impact? Consider:

- Other arrangements that can be made to ensure people's diverse needs are met;
- How your actions might help to promote good relations between communities;
- How you might prevent any unintentional future discrimination.

Equality Themes	Barriers/Impacts identified	Solutions (ways in which you could mitigate the impact)
<b>Age</b> (including children, young people and older people)	<p>Young people aged 16-17 cannot hold tenancies and so housing options are severely limited.</p> <p>Families are excluded from Housing First, the service is only for single people and childless couples.</p>	<p>Young people aged 16-17 receive enhanced services via the Surrey Joint Protocol. They have access to specialist young peoples' homelessness accommodation.</p> <p>Families facing homelessness receive advice and assistance via the Council's Housing Options team who will assess their needs and offer support to find and secure alternative accommodation. Families that require additional help are referred to North East Surrey Family Support Team who work with the family as a unit and the children individually to understand and address support needs. Safeguarding of children is a priority.</p>
<b>Disability</b> (including carers)	<p>Anecdotally we know that physically disabled people accessing settled accommodation in Spelthorne have much more limited options available to them due to potential property adaption requirements.</p>	<p>When the level of need is identified for specific types of accommodation, such as disabled adapted, the Council's disposal protocol helps inform the acquisition delivery programme. This ensures that the Council maximises opportunities to support physically disabled people into affordable settled accommodation that meets their needs. Furthermore, the Council offers Disabled Facilities Grants which can be used to enable property aids and adaptations to ensure independence is retained.</p> <p>Equally, those who may not have a physical disability but are instead impacted by severe anxiety, depression or poor mental health may have specific property requirements, such as, the need for homes on lower floor levels, sound proofing rooms or homes within a quieter part of the Borough. With a disposal protocol and property acquisition policy, the Council is able to secure dispersed affordable homes that will</p>

		<p>potentially meet with some of these more specialised needs.</p> <p>The Council has also recently reviewed the availability of accessible accommodation options for this affected group and are working with Knowle Green Estates on future developments to ensure future homes meet resident needs.</p>
<b>Gender</b> (men and women)	No negative impacts have been identified.	<p>Please note better data collection through monitoring of outcomes (as mentioned below) for the Council to better understand if there are any differences in success rates between different genders.</p> <p>The service should aim to be wholly inclusive for people who identify as non-binary or gender fluid.</p>
<b>Race</b> (including Gypsies & Travellers and Asylum Seekers)	<p>Accommodation for people seeking asylum is the responsibility of the Home Office.</p> <p>Provision for pitches for gypsies and travelling showpeople are dealt with under the Local Plan.</p>	Housing First outcomes should be monitored by the service provider and shared with Spelthorne Borough Council on a quarterly basis. A more detailed data return should be completed by the service provider detailing both the outcomes as well as information relating to equality and diversity. The Council aims to use this data to inform future policy improvements and will be able to determine success rates between different groups e.g. genders, people of different ethnic origins etc.
<b>Religion or belief</b> (including people of no religion or belief)	No negative impacts have been identified.	Please note better data collection through monitoring of outcomes (as mentioned above) for the Council to better understand if there are any differences in success rates between different groups.
<b>Gender Re-assignment</b> (those that are going through transition: male to female or female to male)	No negative impacts have been identified.	Please note better data collection through monitoring of outcomes (as mentioned above) for the Council to better understand if there are any differences in success rates between different groups.
<b>Pregnancy and Maternity</b>	Families are excluded from Housing First, it is only for single people and childless couples.	Families facing homelessness receive advice and assistance via the Council's Housing Options team who will assess their needs and offer support to find and secure alternative accommodation. Families that

		require additional help are referred to North East Surrey Family Support Team who work with the family as a unit and the children individually to understand and address support needs. Safeguarding of children is a priority.
<b>Sexual orientation</b> (including gay, lesbian, bisexual and heterosexual)	No negative impacts have been identified.	Please note better data collection through monitoring of outcomes (as mentioned above) for the Council to better understand if there are any differences in success rates between different groups.

### Step 4 – Changes or mitigating actions proposed or adopted

Having undertaken the assessment are there any changes necessary to the existing service, policy, function or procedure? What changes or mitigating actions are proposed?

No changes required.

### Step 5 – Monitoring

How are you going to monitor the existing service, function, policy or procedure?

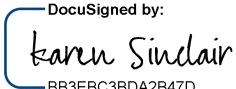
The Contract will be managed by the Council's Data and Contract Officer. The Provider will be required to report quarterly on agreed KPIs as a single report, including quarterly updates on progress towards annual targets, to be submitted to the Authority no later than 5 Working Days after the last calendar day of each month of the Contract Term.

Where contract performance falls short of the required KPI standards, the Contractor will be expected to attend (in person or virtually) a Contract Review meeting to discuss the measures to be implemented to address the issues.

### Part C - Action Plan

Barrier/s or improvement/s identified	Action Required	Lead Officer	Timescale
N/A	N/A	N/A	N/A

### Equality Analysis approved by:

Group Head:	DocuSigned by:  BB3EBC3BDA2B47D...	Date: 24 February 2022   11:53 AM GMT
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## **Specification of Requirements**

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# Housing First

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PRIVACY IMPACT ASSESSMENT**

## 1. Introduction

Spelthorne Borough Council (the Authority) is inviting Bidders to submit proposals which fully meet the requirements of this Specification, and which demonstrate value for money.

Bidders are asked to provide their detailed responses to demonstrate their technical capacity and professional ability in delivering the requirements set out in this document.

Additionally, Bidders should fully complete the Pricing Schedule with a detailed price breakdown for all elements of the Specification.

The Authority will evaluate Bidders' proposals based on a Quality to Price weighting of 60% Quality and 40% Price.

## 2. Background

The Borough of Spelthorne has an excellent location immediately to the south of Heathrow Airport and adjacent to the River Thames in the economically buoyant area to the west of London.

Spelthorne Borough Council is the administrative body for the area, providing a wide and varied range of local services to residents and businesses, from community buildings, planning and housing support through licencing, permits and food safety to parks and car parking. The Council's main administrative office is at Knowle Green, TW18 1XB.

The Council's Corporate Plan 2021 – 2023 sets out five Corporate Priorities as shown below:



The Authority has a duty to provide housing and homelessness advice to residents of the Borough who are threatened with or who are facing homelessness, which upon investigation, may lead to a main housing duty. The Authority currently commissions a Housing First support service which provides intense wraparound support for

residents with multiple and complex needs. The current agreement comes to an end on 31 May 2022, and the Authority are inviting tenders to recommission the provision of a Housing First Service.

Chronic homelessness among people with serious mental illness appeared irresolvable for many until the appearance of a new approach to combining housing and support, known as Housing First.

An important component of Housing First includes providing individuals some choice of accommodation.

In addition to assistance with moving into, and furnishing a new home, Housing First services include portable and intensive community support. Other aspects of the Housing First approach include an emphasis on consumer choice and empowerment, harm reduction, community integration, and recovery.

The receipt of Housing First services is expected to enable the client to rapidly exit homelessness and establish housing stability in the first 6 months. Improvements in health status, quality of life, and community integration follows, ultimately leading to longer-term recovery.

### **3. Scope of the Contract**

The Housing First Service (the Service) is to be delivered to households of single people or childless couples, who are identified by the Council to be most at risk of eviction and therefore rough sleeping and/or have a history of tenancy failure.

Bidders must have suitable bedsits/1-bedroom properties available within Spelthorne Borough to house clients as part of the Service. The rent and service charge are to be covered through Housing Benefit or Universal Credit collections. The contract for the Service will be managed by the Authority's Data and Contract Officer, to ensure that a minimum void period is maintained during the contract term; however a small amount of money (the value to be agreed with the Authority) can be set aside to cover any void period.

The Service is to be delivered in the spirit of and in accordance with the Housing First principles <https://hfe.homeless.org.uk/principles-housing-first>

The Service Provider shall administer a budget for households identified by the Authority to support sustainment of existing accommodation, or access to alternative accommodation. This may include, for example, support towards reducing arrears, support with costs associated with accessing specialised support services, or support towards deposits and rent in advance. The expenditure is to be reported to the Authority quarterly.

The Service Provider shall provide support to those who are recovering from sleeping rough and to improve their wellbeing and prospect of tenancy sustainment.

### **4. Detailed Requirements**

#### **4.1 The Service Provider shall:**

- make available 10, bedsits/1-bedroom properties within the Spelthorne Borough to house Housing First residents for the lifetime of the contract. In exceptional circumstances, a small number of units (to be agreed with the Authority) may be provided in an adjoining borough, providing those details are agreed in advance with the Authority. The Housing First nominations are to be made by the Authority. The properties can be owned by the Service Provider or sourced through the private rented market. In exceptional cases, a small number of units may be provided in an adjoining borough, details to be agreed.
- offer security of tenure to the Housing First clients for the duration of the contract. All properties must meet H&S requirements and be of a decent standard. deliver high quality, person-centred support to the clients in accordance with the Housing First Principles (<https://hfe.homeless.org.uk/principles-housing-first>)
- give due consideration to individual circumstances, recognising that some clients may need intensive support prior to being housed and alternative arrangements for accommodation before being housed.
- at all times provide a service to enable clients to sustain their tenancies by promoting independence, freedom and choice. coordinate the Housing First offer within the Authority by assessment of referrals and engage with prospective clients using a person-centered approach. Key to this role will be liaising with health professionals, other agencies, such as police, CMHT, and more, and colleagues as appropriate.
- ensure that clients are fully aware of the support available, their financial obligations, their rights and responsibilities under their tenancy/occupation arrangements.
- agree and review client Independent Living Plans and Risk Assessments on a quarterly basis, and fully deliver the contracted hours of support to achieve the required outcomes, as shown in 4.4
- flexibly deliver the support identified in an Independent Living Plan through regular person-centered contact as appropriate, taking follow up action and coordinating wraparound support if required from other agencies (for example Adult Social Care, Criminal Justice, Health services) and internal departments
- forge and maintain links with partner agencies and other key stakeholders as appropriate to ensure that good communication and co-operation is maintained.
- manage and facilitate access to the personal fund to support the clients
- report any concerns relating to the safeguarding of vulnerable people using the correct procedures, attending case conferences and other meetings as required.
- ensure that all relevant documentation and records are completed and submitted in an accurate and timely manner.
- actively contribute to the collection of data to be used in statutory returns
- handle complaints and representations and undertake any necessary investigations.

#### **4.2 Staff requirements**

All staff appointed by the Service Provider to undertake the execution of the contract shall

- demonstrate exceptional relationship skills, including empathy, mutual acceptance, supportive and constructive challenge; strength-based approach, setting positive expectations for the future.
- Have a good understanding of the Housing First Model and a belief in the values and principles.
- be highly professional and value led demonstrating integrity, inclusivity and respect for diversity.
- be able to work flexibly outside of standard office hours, as required, to deliver services, following lone working procedures.

### **4.3 Funding conditions**

- The Service Provider will employ 1.5 FTE Support Officers and include a provision of staff cover for periods of sickness and annual leave, where appropriate.
- The Support Officers will only work on cases as agreed by the Authority.

### **4.4 Functional Requirements**

The primary expected outcomes for the assessment of effectiveness of Housing First will be the achievement of housing stability and improvement in community functioning (i.e., level of ability to live independently in the community). This is known as hard outcomes. Secondary expected outcomes will be improvements in self-rated physical and mental health status, substance use problems, quality of life, community integration, and recovery. This is known as soft and person specific outcomes.

#### **Hard outcomes (see KPIs)**

- Tenancy sustainment (for a minimum of two years)
- Financial inclusion and budgeting skills
- Improvements in mental and physical health
- Reduced drug and/or alcohol use
- Management of medication
- Reducing re-offending and anti-social behaviour
- Reconnecting with family or children
- Engaging meaningfully with services – including a move from use of emergency services to planned appointments.

#### **Soft outcomes**

- Becoming more independent and less institutionalised
- Change in self-worth, self-understanding/reflection and self-esteem/confidence
- Increased trust in the Housing First worker, services and themselves

- Willingness to take responsibility and reduction in requests for support
- Awareness of personal choices and the impact of these on others
- Taking healthy risks and returning for support when mistakes are made
- Being resilient
- Being safe in their own environment and managing their visitors
- Taking pride in their home
- Feeling part of a community and citizenship
- Families working better together
- Changes in personal hygiene.

### **Person-specific outcomes**

This will vary from client to client depending on their specific circumstances. However, examples of the type of outcomes which may be expected are below:

- Asking for a piece of equipment or item of furniture after living in a property for a short while – showing that the individual is beginning to settle
- Reporting being a victim of domestic abuse for the first time – showing increased confidence and desire to protect themselves.
- Deciding to get a haircut – showing increased self-esteem and personal care
- Having a smiling face – showing real improvements in mental wellbeing

## **4.5 Performance Requirements**

**See Appendix A - Performance Schedule and KPIs**

## **4.4 Exit Strategy**

At the end of the contractual term, the Service Provider shall work with the Authority and the new Provider (where applicable) to hand over all data and information about the clients supported as part of Housing First service.

## **5. Sustainability**

### **5.1 Environmental**

Where possible the Service Provider shall consider environmentally friendly resources for the provision of service, i.e., use of environmentally friendly form of transport.

## **5.2 Economic**

Where possible the Service Provider shall engage with local charitable organisations to provide resources, such as white goods and furniture, at minimal cost.

## **5.3 Social**

The Service Provider shall consider the impact on the community when placing clients as well as to support clients to making a positive contribution to the community.

In addition to the social value delivered by the scope of this this contract, the Service Provider shall consider additional means of enhancing the social wellbeing of the clients and the community impacted by this service.

## **6. Contract Management and Review**

The Contract will be managed by the Council's Data and Contract Officer. The Service Provider shall report on the agreed KPIs at the required frequencies and submit a report to the Authority no later than 5 Working Days after the last calendar day of each quarter of the Contract Term.

Where contract performance falls short of the required KPI standards, the Service Provider will be expected to attend (in person or virtually) a Contract Review meeting to discuss the measures the Service Provider will implement to address the issues, and the timeframes for the improvements.

Contract review meetings are to take place every quarter.

## **7. General Data Protection Regulation (GDPR), and Privacy Impact Assessments (PIA)**

The Service Provider shall duly observe all their obligations under the Data Protection Legislation, including the Freedom of Information Act 2000, Environmental Information Regulations and the Data Protection Act 2018 and the GDPR, which arise in connection with the performance of this Contract.

The Service Provider shall perform its obligations under the Contract in such a way as to ensure that it does not cause the Authority to breach any of its applicable obligations under the Data Protection Legislation.

The Service Provider shall be liable for and shall indemnify (and keep indemnified) the Authority against each and every action, proceeding, liability, cost, claim, loss, expense (including reasonable legal fees and disbursements on a solicitor and client basis) and demands incurred by the Authority which arise directly from a breach by the Service Provider of its obligations under the Data Protection Legislation. This includes every action, proceeding, liability, cost, claim, loss, expense (including reasonable legal fees and disbursements on a solicitor and client basis) and any



demands, including, without limitation, those arising out of any third party demand, claim or action, or any breach of contract, negligence, fraud, wilful misconduct, breach of statutory duty, or non-compliance with any part of the Data Protection Legislation by the Service Provider or its employees, servants, agents or Sub-Contractors.

The Service Provider agrees that it shall enter into a data sharing agreement (or a revised data sharing agreement) with the Authority, if required to do so, at the Authority's absolute discretion, so as to set out the Parties' obligations in relation to any personal data which may be shared between the Parties.

## **8. Contract Period**

The Contract shall be for a 3-year main term with options to extend for a further 3 x 1 year extension periods, in the Authority's sole discretion, to be reviewed in light of future funding available, and the Service Provider's contract performance.

## Appendix A – Performance Schedule and KPIs

KPI No.	KPI Description	Measure	Target KPI
1	Provision of 10 properties within the Spelthorne Borough (with a maximum of 3 in any period in adjacent boroughs by exception) for clients identified by the Authority.  The properties to be let on secure tenures to tenants.	Number of property tenancies signed with clients identified by the Authority	100% identified households housed within 7 days since nomination to specific property agreed with the Authority
2	Tenancy sustainment	Number of clients sustaining the required tenancy of a minimum of two years	80% of clients achieve a minimum of 2 years' tenancy sustainment
3	Improvements in mental and physical health	Feedback from jointly agreed professional health assessment against mental and physical health baseline measures	A minimum of 80% of clients have improved mental and physical health
4	Reduced drug and/or alcohol use	Feedback from jointly agreed professional health assessment	A minimum of 80% of applicable clients have reduced their drug and alcohol use

		against drug and alcohol usage baseline measures	
5	Reduction of re-offending and anti-social behaviour	Feedback from jointly agreed professional assessment against offending and ASB baseline measures	A minimum of 75% of applicable clients have reduced re-offending and anti-social behaviour
6	Engaging meaningfully with services – including a move from use of emergency services to planned appointments.	Support services identified and a client plan put in place to prevent use of emergency services	A minimum of 90% of applicable clients have a client plan and have engaged with the support services identified
7	Financial awareness and budgeting skills	Provision of basic financial training and assistance for all clients.	A minimum of 80% of clients have attended at least one financial awareness and budgeting skills training session
8	Health and safety performance reporting	All health and safety incidents, accidents are recorded in a designated record log. Any RIDDOR-reportable accidents must be reported in accordance with statutory requirements.	Health and Safety log with 100% of accidents and incidents recorded

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## COMMUNITY WELLBEING AND HOUSING COMMITTEE MEETING

**29 March 2022**

<b>Title</b>	Key Worker Policy
<b>Purpose of the report</b>	To make a Key Decision
<b>Report Author</b>	Marta Imig, Strategic Lead, Housing
<b>Ward(s) Affected</b>	All Wards
<b>Exempt</b>	No
<b>Exemption Reason</b>	N/a
<b>Corporate Priority</b>	Housing
<b>Recommendations</b>	Community Wellbeing and Housing Committee is asked to:  Approve the revised Key Worker Policy.
<b>Reason for Recommendation</b>	This proposed revised policy will ensure that these homes are let in a fair and transparent way.

**1. Key issues**

- 1.1 The existing Key Worker Policy (in Appendix A) was approved on 14 April 2021, with a review period after 12 months, following consultation.
- 1.2 The proposed revised policy draft (in Appendix B) has been consulted on with the Council's wholly owned housing company Knowle Green Estate Limited (KGE).
- 1.3 The revised policy seeks to simplify the process and slightly widens the definition of a key worker, specifically it removes the requirement for health workers and education workers to be "employed by a public sector organisation". This enables agency workers employed in healthcare and education in Spelthorne to access key worker housing. In addition, the definition was expanded to include workers of publicly funded organisation as well as workers of registered charities, and other workers who can be assessed and agreed on merit. This change is being proposed after the difficulties encountered by KGE in the allocation of key worker housing to its flats at Benwell House. In that case, Dexters Estate Agents had to be involved to find suitable applicants outside of the Housing Register.

**2. Options analysis and proposal**Option 1: To reject the policy

The Committee will not adopt the revised policy, the existing version of the policy would remain in place until new revised version of the policy is agreed.

Option 2: To adopt the proposed revised policy (recommended)

The adoption of the policy will ensure that homes are let in fair and transparent way to the residents who require key worker housing, in accordance with the revised definition of a key worker.

Option 3: To adopt an altered version of the proposed policy

To propose changes to the proposed policy, consequently adopting a revised version of the policy.

**3. Financial implications**

- 3.1 There are currently no financial implications in the adoption and implementation of the proposed revised policy as it has been based around existing resources and technical capabilities. A wider review of the Council's Housing Allocations Policy is taking place, we propose to make all software changes required at the same time to provide efficiencies.
- 3.2 In operation, should a key worker no longer qualify to remain in their home, and the Housing Provider has to commence possession proceedings, there may be a financial impact on the Council should it have a duty to provide emergency accommodation under the Housing Act 1996 (as amended). The policy makes clear, however, that the Housing Provider and the Council will work together to support tenants affected, to minimise the risk of them requiring this.

**4. Other considerations**

- 4.1 N/A

**5. Equality and Diversity**

- 5.1 An Equality and Diversity Impact Assessment has been carried out and is provided in Appendix C.

**6. Sustainability/Climate Change Implications**

- 6.1 The proposed revised policy does not have an impact on the Council's sustainability / climate change position.
- 6.2 The operation of the Council's Housing Register is managed online, with email used as primary contact methods, reducing the use of paper and printing. The sign-up process for new tenants has now moved to a fully digital service.

**7. Timetable for implementation**

- 7.1 Once approved, the policy will be implemented immediately.
- 7.2 This policy will be comprehensively reviewed every 5 years.

**Background papers: There are none.**

**Appendices:**

*Appendix A: Existing Key Worker Policy*

*Appendix B: Proposed Key Worker Policy - review*

*Appendix C: Equality Impact Assessment for Acquisition of Key Worker Policy*

## **Key Worker Housing Policy**

### **1. Introduction**

- 1.1 Spelthorne Borough Council is dedicated to providing affordable housing locally to key workers who are critical in keeping local public services going. As such, a proportion of lettings at upcoming Council developments, through its wholly owned housing company Knowle Green Estates Ltd. will be prioritised for key workers.
- 1.2 The definition of 'key worker' has varied significantly since the concept was developed in the early 2000s. No formal definition exists in relation to affordable housing, although several definitions exist for other reasons, such as the Government's criteria for critical workers to access school placements during the Coronavirus pandemic.
- 1.3 It is in the Council's gift to define key worker locally, based on local requirements and the local housing context. In preparation for these lettings, the Council commissioned a piece of research regarding the likely demand for accommodation amongst key workers, and the sectors in which those key workers are employed. This research provided valuable insight into the demand particularly for key workers in education, health and social care, and public safety and national security. As a result, these sectors will initially be prioritised as part of this.

### **2. Policy scope**

- 2.1 A number of properties at Benwell House, Sunbury have been identified as being suitable for an initial key worker housing scheme.
  - (a) 9 x one bed two person flats
  - (b) 2 x two bed four person flats
- 2.2 This policy is initially intended to support the initial and any subsequent re-letting of that development. The operation of this policy will be reviewed after twelve months, the results of which will inform a more embedded key worker housing policy.

### **3. Policy objectives**

- 3.1 The Council has not had a standalone key worker policy in operation before. Although lettings to Knowle Green Estates Ltd. developments fall outside of Part VI Housing Act 1996, as they are not defined as social housing, in its early stages, any key worker policy will need to be delivered through existing 'infrastructure' in terms of IT and staffing structures. As such, the eligibility for a key worker home is in line with the broad eligibility requirements of The Borough of Spelthorne Housing Allocations Policy (2018) ('the Housing Allocations Policy').
- 3.2 This policy has been designed to ensure that affordable housing, designated as priority for key workers, is allocated fairly and transparently.

### **4. Definition of a Key Worker**

- 4.1 Based on the research undertaken in 2020, to qualify as a key worker under this policy, an individual must be in one of the following roles:

- (a) **Health and social care:** Doctors, nurses, midwives, paramedics, social workers, care workers employed by a public sector organisation.
- (b) **Education and childcare:** Childcare, teaching staff, specialist education professionals [including FE teachers and Early Years/nursery teachers; Local Authority Therapists, including Occupational Therapists and Speech and Language Therapists; and Local Authority Educational Psychologists] employed by a public sector organisation.
- (c) **Public safety and national security:** Police Officers; Armed forces personnel; Fire and rescue service employees; Prison and probation staff.

## 5. Eligibility criteria for a Key Worker home

5.1 A key worker as defined by this policy will qualify for a key worker home in Spelthorne provided they meet the following criteria:

- (a) Must have the Right to Rent as defined by the Immigration Act 2014
- (b) Must have a Local Connection to Spelthorne as defined by the Housing Allocations Policy.
- (c) Annual household income of less than £50,000
- (d) Savings of less than £30,000
- (e) Do not own or part own a property
- (f) Be employed as a key worker on:
  - i) a permanent contract of at least 18 hours per week, or
  - ii) an existing fixed term contract of 12 months or more of at least 18 hours per week, or
  - iii) a zero hours contract, where the applicant can demonstrate that they have worked more than 18 hours per week on average over 12 months. This will be considered on a case by case basis.
- (g) The contracted place of employment must be in Spelthorne, except in the specific exceptions listed below.

5.2 Exceptions to the requirement for employment to be based in Spelthorne include:

- (a) Key workers based in St Peter's Hospital, Chertsey
- (b) Key workers employed by the South East Coast Ambulance Service NHS Foundation Trust based at the Chertsey Ambulance Station
- (c) Key workers employed by Surrey County Council in education and childcare to provide therapy or psychology services to children across Surrey, where their work provides significant services to the residents of Spelthorne.
- (d) Officers of Surrey Police who are redeployed / seconded to the Metropolitan Police or other areas of Surrey Police will remain eligible provided their substantive role remains with Surrey Police based in Spelthorne.



(e) Armed forces personnel do not need to be based in Spelthorne

- 5.3 Key workers will be eligible for a home which meets their household needs, as defined by the Housing Allocations Policy. For clarification, property sizes are defined as follows:

Household	Bedroom Need
Adult person – single	Bedsit / One Bedroom
Adult couple	One bedroom
An overnight carer	One bedroom
Two persons / children of the same sex with less than a ten year age gap	One bedroom
Two persons / children of different sex both under 10 years of age	One bedroom
Two persons / children of the same sex with more than a ten year age gap where both are under 16	One bedroom
Two persons / children of different sex, of whom at least one is over 10 years of age	Two bedrooms
Two persons of the same sex with more than a ten year age gap and where at least one is 16 or over	Two bedrooms

## 6. Application process

- 6.1 All applications must be made and kept updated through Search Moves ([www.searchmoves.org.uk](http://www.searchmoves.org.uk)).
- 6.2 Applications will be assessed as per Spelthorne Borough Council's Housing Allocations Policy in use at the time, and prioritised based upon housing need.

## 7. How accommodation will be allocated and offered

- 7.1 Accommodation will be advertised on Search Moves clearly identified as a key worker home. The advert will include details of the location of the property, the rent level, and any other criteria or special features. Adverts are usually open for six days, but this can vary depending on operational requirements.
- 7.2 Key workers will need to express an interest in the advert ('bid') whilst the advert is open.
- 7.3 Once the advert closes, Housing staff will create shortlists of key workers, prioritised by housing need and registration date. There may be some reasons why an eligible key worker may be 'bypassed' for consideration. These are set out below:

### (a) Applicant is ineligible or unsuitable for the property

Applicants may be bypassed where their household does not meet the criteria for the property set out in the advert e.g. due to age restriction requirement, due to the household size not matching the property size, due to ages of household members or because any property adaptations in the vacant property are either not required or not matched to the household who has bid.

### (b) Change in applicant's circumstances

Applicants may be bypassed where there has been a change in their circumstances which makes them unsuitable or ineligible e.g. change in medical requirements, change in financial situation

(c) **History of anti-social behaviour**

Applicants may be bypassed where they or their family members have a recent history of significant antisocial behaviour which would make them unsuitable for the property.

(d) **Community safety concerns**

Applicants may be bypassed where there are community safety concerns / risks which relate to the applicant being placed in a particular property or area.

(e) **Rent arrears / debt**

Applicants may be bypassed where they have current or recoverable former rent arrears with any landlord or other debts with the Council and which are not being satisfactory repaid. Statutory homeless applicants will generally not be bypassed for this reason but individual circumstances will be assessed the Council and the relevant landlord.

(f) **Fraudulent application has been made**

An applicant will be bypassed where there are reasonable grounds for believing that false information has been given.

(g) **Circumstances not confirmed**

Applicants may be bypassed where the required verification process has not been completed.

(h) **No response from applicant**

Applicants may be bypassed where they have been contacted for information relating to their application and / or a potential offer of accommodation and the applicant has not responded to that contact within a reasonable period of time.

(i) **Local Letting Plans**

Applicants may be bypassed where they do not match specific criteria set out in Local Lettings Plans which will be adopted for specific areas / schemes to ensure communities are as balanced as possible. Properties subject to local letting plans will be clearly advertised and priority will be given to those that meet the criteria.

(j) **Sensitive letting**

In exceptional circumstances, an applicant may be bypassed for a property where they are not considered suitable due to housing management reasons. For example, an applicant who has a history of drug dependency may be bypassed for a property in an area where the landlord is aware there are a number of other residents with drug problems. Any final decision about whether to bypass an application based on sensitive letting will be made by the Council rather than the landlord.

(k) **Property not suitable for adaptation**

Applicants requiring property adaptations to meet their mobility needs may need to be bypassed if the property they have bid for cannot be adapted to meet their needs.

(l) **Property advert withdrawn**

Some properties advertised for letting may need to be withdrawn either because it is urgently needed for a direct letting or because it was being advertised before the previous tenant had left and they have rescinded their notice. This could result in those who have bid being treated as having been 'bypassed'.

(m) **Special requirement of landlord**

Some Housing Association landlords have very specific applicant criteria built into their Allocations policies or charitable rules relating to ages of applicants or area of residence for example. These requirements will usually be set out in the adverts but applicants who bid may need to bypass if the requirements are not met.

(n) **Applicant has alternative property offer outstanding**

An applicant will be by passed if there is an outstanding offer of accommodation available to them which has not been resolved.

7.4 Housing staff will notify the top applicant(s) and carry out a 'verification check'. This is a process of checking documents, identity documents and employment status, to ensure that the key worker's circumstances are as stated on their application form. An enhanced identity check may also be carried out using credit reference agencies. Usually, the key worker will need to complete this process within 48 hours, or else their bid may be bypassed.

7.5 The key worker who is the highest on the shortlist, who has successfully passed a verification check, will be referred to Knowle Green Estates Ltd. who will make the final decision on who is granted the tenancy, in line with the Nominations Agreement between the Council and Knowle Green Estates Ltd.

7.6 Key workers are expected to accept their offer of accommodation. Unreasonable refusals create unnecessary delays for other applicants in need and for landlords to relet much needed affordable homes. If the key worker has bid on and been offered two or more properties within a 12-month period and unreasonably refused, then in line with the Allocations Policy, the Council will downgrade the applicant's banding.

## **8. Applicant reviews of decisions**

8.1 Applicants can request a review of the following decisions:

- (a) A decision that an applicant is not a keyworker or is not eligible for keyworker housing.
- (b) Any decision relating to the facts of their case which have been taken into account in considering whether to make any offer of key worker housing to them.
- (c) A decision to bypass an application - Applicants will not be advised that their case has been bypassed but can establish this by specific enquiry

if they have bid for a property but find out in the lettings outcome list that the property was offered to someone with a lower banding or later registration than the applicants within the same banding.

- 8.2 The applicant's review request should be made in writing to the Council within 21 days of the original decision being made. Details of why they are requesting a review of the decision and any information they wish to be considered should be provided.
- 8.3 An independent senior officer who was not involved in the original decision will consider the review and they will decide whether to overturn or support the original decision. The applicant will be informed in writing of the decision within 21 days of receipt of the review request. The reply will contain the decision made, the reasons for the decision and the facts taken into account when making the decision.
- 8.4 If an applicant is still not satisfied with the decision that has been made they have a right to make a formal complaint which will be considered under the Council's Complaints Procedure.

## **9. Tenancy type and management**

- 9.1 It is a requirement of the scheme that at least one eligible key worker must remain on the tenancy at all times.
- 9.2 Tenancies will be offered by Knowle Green Estates Ltd. which is Spelthorne Borough Council's wholly owned housing delivery company.
- 9.3 The tenancy offered to key workers will be an Assured Shorthold Tenancy with a fixed term of 12 months. This is the same as is usually offered by private landlords.
- 9.4 It is important to note that the tenancy offered to key workers is not a Council tenancy, and no secure rights of tenure are offered.
- 9.5 Key workers will not be allowed to sub-let any part of their home, including to lodgers.

### Tenancy review

- 9.6 Two months prior to the end of the 12-month fixed term, tenancies will be reviewed, primarily to ensure that at least one tenant remains eligible under this policy. At this stage consideration will also be had to the conduct of the tenant and their household. Provided at least one tenant continues to be eligible under this policy, and that no steps to commence legal action have been taken in relation to non-payment of rent or other tenancy breach, then the tenancy will ordinarily be renewed.
- 9.7 If nobody in the household is eligible as a key worker at the point of review then possession action will commence in line with the established legislative framework for recovering possession. This will either be through:
  - (a) Section 21 Housing Act 1988, otherwise known as 'no fault eviction'. Provided the notice is served correctly, then a Court has no discretion to not agree to the eviction.

- (b) Ground 12, Schedule 2 Housing Act 1988 (“a breach of tenancy condition”). This ground requires that a Court is satisfied that the ground is made out and reasonable in all of the circumstances of the case.
- 9.8 Knowle Green Estates Ltd. and the Council’s Housing Options service will work together to prevent and relieve homelessness amongst households whose tenancies are not being renewed.
- 9.9 If the key worker’s household composition has changed since the last review which would otherwise make the household ineligible for the size of home they occupy, then they may be required to transfer to a smaller or larger property.
- 10. Rent levels**
- 10.1 Key worker housing in Spelthorne is offered at up to 80% of the market rent for an equivalent property, capped at the relevant Local Housing Allowance for the relevant size of property. The key worker will be charged the lower of either the 80% of market rent, or the relevant Local Housing Allowance.
- 10.2 Rents must be paid to Knowle Green Estates Ltd. in line with the tenancy agreement.
- 10.3 Rent reviews will be carried out annually, and increases will be limited to fall in line with the Government’s Rent Standard. Currently, this is capped at Consumer Prices Index (CPI) + 1%.
- 10.4 When properties are vacant, the rents will be ‘rebased’ in line with the above criteria.
- 11. Void management**
- 11.1 Where an empty key worker home is not let within 28 days of notification that a vacancy is due, then Spelthorne Borough Council and Knowle Green Estates Ltd. will work together to fill the vacancy with an applicant from the Housing Register who is in employment as defined by the Housing Allocations Policy.
- 12. Equality and diversity implications**
- 12.1 An Equalities Impact Screening has been completed which has not identified any negative impact which needs addressing. This will be reviewed once this policy is reviewed at the end of the first twelve months.
- 13. Monitoring and reviewing**
- 13.1 This policy is owned by the Strategic Lead, Housing, who is responsible for its monitoring and review.
- 13.2 At the end of the first year of operation, a comprehensive review will be carried out by Spelthorne Borough Council in partnership with Knowle Green Estates Ltd., to report on the following:
- (a) Current residents still meeting the criteria
  - (b) Demand for the key worker homes, including unit size
  - (c) Void performance and management
  - (d) Affordability of key worker homes

- (e) Review of key worker definition based on implementation and priority groups

13.3 This review will inform a more embedded policy position on key worker housing in Spelthorne.



## **Key Worker Housing Policy**

**March 2022**

## 1. Introduction

- 1.1 Spelthorne Borough Council is dedicated to providing affordable housing locally to key workers who are critical in keeping local public services going. As such, a proportion of lettings at upcoming Council developments, through its wholly owned housing company Knowle Green Estates Ltd. will be prioritised for key workers.
- 1.2 The definition of 'key worker' has varied significantly since the concept was developed in the early 2000s. No formal definition exists in relation to affordable housing, although several definitions exist for other reasons, such as the Government's criteria for critical workers to access school placements during the Coronavirus pandemic.
- 1.3 It is in the Council's gift to define key worker locally, based on local requirements and the local housing context. In preparation for these lettings, the Council commissioned a piece of research regarding the likely demand for accommodation amongst key workers, and the sectors in which those key workers are employed. This research provided valuable insight into the demand particularly for key workers in education, health and social care, and public safety and national security. As a result, these sectors will initially be prioritised as part of this.

## 2. Policy objectives

- 2.1 This policy has been designed to ensure that affordable housing, designated as priority for key workers, is allocated fairly and transparently.

## 3. Definition of a Key Worker

- 3.1 Based on the research undertaken in 2020, to qualify as a key worker under this policy, an individual must be in one of the following roles:

- (a) **Health and social care:** Doctors, nurses, midwives, paramedics, social workers, care workers; and other staff employed within this sector who are critical to service delivery
- (b) **Education and childcare:** Childcare, teaching staff, specialist education professionals [including FE teachers and Early Years/nursery teachers; Local Authority Therapists, including Occupational Therapists and Speech and Language Therapists; and Local Authority Educational Psychologists].
- (c) **Public safety and national security:** Police personnel; Armed forces personnel; Fire and rescue service employees; Prison and probation staff.
- (d) **Public sector and charity workers:** Staff of any organisation run and funded by tax-payers' or paid staff of any registered charity
- (e) **Other specialised services in exceptional circumstance can be assessed on merit, as agreed by Group Head of Service of Community Wellbeing**

## 4. Eligibility criteria for a Key Worker home

- 4.1 A key worker as defined by this policy will qualify for a key worker home in Spelthorne provided they meet the following criteria:
  - (a) Must have the Right to Rent as defined by the Immigration Act 2014



- (b) Must have a Local Connection to Spelthorne as defined by the Housing Allocations Policy.
- (c) Annual household income of less than £60,000
- (d) Savings of less than £30,000
- (e) Do not own or part own a property
- (f) Be employed as a key worker on:
  - i) a permanent contract of at least at least 16 hrs. a week for a single person, or 24 hrs for a couple, or
  - ii) an existing fixed term contract of 12 months or more of at least 16 hrs. a week for a single person, or 24 hrs for a couple, or
  - iii) a zero hours contract, where the applicant can demonstrate that they have worked more than at least 16 hrs. a week for a single person, or 24 hrs for a couple on average over 12 months. This will be considered on a case by case basis.

4.2 Key workers will be eligible for a home which meets their household needs, as defined by the Housing Allocations Policy applicable at the time. For clarification, currently property sizes are defined as follows:

Household	Bedroom Need
Adult person – single	Bedsit / One Bedroom
Adult couple	One bedroom
An overnight carer	One bedroom
Two persons / children of the same sex with less than a ten year age gap	One bedroom
Two persons / children of different sex both under 10 years of age	One bedroom
Two persons / children of the same sex with more than a ten year age gap where both are under 16	One bedroom
Two persons / children of different sex, of whom at least one is over 10 years of age	Two bedrooms
Two persons of the same sex with more than a ten year age gap and where at least one is 16 or over	Two bedrooms

## 5. Application process

5.1 Applications will be assessed and agreed as per Spelthorne Borough Council's Housing Allocations Policy in use at the time, and prioritised based upon housing need.

## 6. Tenancy type and management

6.1 It is a requirement of the scheme that at least one eligible key worker must remain on the tenancy at all times.

6.2 The tenancy offered to key workers will be an Assured Shorthold Tenancy.

6.3 It is important to note that the tenancy offered to key workers is not a secure tenancy, and no secure rights of tenure or the right to buy are offered.

6.4 Key workers will not be allowed to sub-let any part of their home.

### Tenancy review

- 6.5 Two months prior to the end of the fixed term, tenancies will be reviewed, primarily to ensure that at least one tenant remains eligible under this policy. At this stage consideration will also be had to the conduct of the tenant and their household. Provided at least one tenant continues to be eligible under this policy, and that no steps to commence legal action have been taken in relation to non-payment of rent or other tenancy breach, then the tenancy will ordinarily be renewed.
- 6.6 If nobody in the household is eligible as a key worker at the point of review then possession action will commence in line with the established legislative framework for recovering possession. This will either be through:
- (a) Section 21 Housing Act 1988, otherwise known as ‘no fault eviction’. Provided the notice is served correctly, then a Court has no discretion to not agree to the eviction.
  - (b) Schedule 2, Ground 12 of the Housing Act 1988 (“a breach of tenancy condition”). This ground requires that a Court is satisfied that the ground is made out and reasonable in all of the circumstances of the case.
- 6.7 **Housing Providers** and the Council’s Housing Options service will work together to prevent and relieve homelessness amongst households whose tenancies are not being renewed.
- 6.8 If the key worker’s household composition has changed since the last review which would otherwise make the household ineligible for the size of home they occupy, then they may be required to transfer to a smaller or larger property.

## **7. Rent levels**

- 7.1 Key worker housing in Spelthorne is offered at up to 80% of the market rent for an equivalent property, capped at the relevant Local Housing Allowance for the relevant size of property. The key worker will be charged the lower of either the 80% of market rent, or the relevant Local Housing Allowance.
- 7.2 Rents must be paid to **Housing Provider** in line with the tenancy agreement.
- 7.3 When properties are vacant, the rents will be ‘rebased’ in line with the above criteria.

## **8. Void management**

- 8.1 Where an empty key worker home is not let within **14** days of notification that a vacancy is due, then Spelthorne Borough Council and Housing Providers will work together to fill the vacancy with an applicant from the Housing Register who is in employment as defined by the Housing Allocations Policy.

## **9. Equality and diversity implications**

- 9.1 An Equalities Impact Screening has been completed which has not identified any negative impact which needs addressing. This will be reviewed once this policy is reviewed at the end of the first twelve months.

## **10. Monitoring and reviewing**

10.1 This policy is owned by the Strategic Housing Group, who is responsible for its monitoring and review. The policy will be reviewed every 5 years and presented to the Community Wellbeing and Housing committee for approval.

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## Equality Analysis

<b>Directorate:</b> Community Wellbeing <b>Service Area:</b> Housing Strategy & Policy	<b>Lead Officer:</b> Marta Imig <b>Date completed:</b> 06 December 2021
<b>Service / Function / Policy / Procedure to be assessed:</b>  Key Worker Housing Policy	
<b>Is this:</b> New / Proposed <input type="checkbox"/> Existing/Review <input checked="" type="checkbox"/> Changing <input type="checkbox"/>	<b>Review date:</b> 5 years from date of inception.

## Part A – Initial Equality Analysis to determine if a full Equality Analysis is required.

### What are the aims and objectives/purpose of this service, function, policy or procedure?

The Housing Strategy 2020-25 sets the strategic direction for the Council in its ambition that local residents have access to suitable and affordable housing options locally.

The final strategy contains three strategic priorities, and an associated Action Plan:

1. Enabling the delivery of more affordable homes across a range of tenures.
2. Promote independence and wellbeing to enable residents to remain living independently.
3. Prevent homelessness and rough sleeping.

Within the Housing Strategy, there is an action under priority 1 that specifically focuses on key worker accommodation. This action indicates that Spelthorne Borough Council will work with Knowle Green Estates to establish the demand for key worker accommodation locally, to address both current and future needs. This policy is to ensure that key workers are prioritised for good quality, affordable, local housing. It is framed around the broad principles of what Spelthorne Borough Council wants to deliver as part of a key worker housing scheme and forms a policy that will be reviewed and improved as Knowle Green Estates homes are delivered. This policy was initially designed for Benwell Phase 1, following a 12 month period of reflection and learning, it has been reviewed in preparation for the Victory Place Scheme.

### Please indicate its relevance to any of the equality duties (below) by selecting Yes or No?

	Yes	No
Eliminating unlawful discrimination, victimisation and harassment	✓	
Advancing equality of opportunity	✓	
Fostering good community relations	✓	

**If not relevant to any of the three equality duties and this is agreed by your Head of Service**, the Equality Analysis is now complete - please send a copy to **NAMED OFFICER**. **If relevant**, a Full Equality Analysis will need to be undertaken (PART B below).

## PART B: Full Equality Analysis.

### Step 1 – Identifying outcomes and delivery mechanisms (in relation to what you are assessing)

<b>What outcomes are sought and for whom?</b>	<p>The main outcome of the policy is to ensure key workers who live or work in the borough have access to good quality, affordable, local homes.</p> <p>Affected groups will include (not exhaustive):</p> <ul style="list-style-type: none"> <li>• All adults (and associated dependants) who are defined as a Key Worker within Spelthorne Borough Councils definition (outlined in detail in the proposed policy);</li> <li>• Those who are unable to access the housing market locally due to high property prices and increasing rents;</li> <li>• Partners involved in the delivery of affordable key worker housing, such as Registered Providers, property developers, private landlords, health and social care providers;</li> <li>• Housing Options Staff at Spelthorne Borough Council.</li> </ul>
<b>Are there any associated policies, functions, services or procedures?</b>	<p>Corporate Plan  Capital Strategy  Health &amp; Wellbeing Strategy  Local Plan  Economic Development Strategy  Asset Management Plan  Housing Act 1996 (as amended by various)  Housing Strategy  Homelessness Strategy</p>
<b>If partners (including external partners) are involved in delivering the service, who are they?</b>	<p>Whilst Knowle Green Estates and potential other partners have a role in delivering key worker housing, the overall policy is the responsibility of Spelthorne Borough Council.</p>

## Step 2 – What does the information you have collected, or that you have available, tell you?

**What evidence/data already exists about the service and its users?** (in terms of its impact on the ‘equality strands’, i.e. race, disability, gender, gender identity, age, religion or belief, sexual orientation, maternity/pregnancy, marriage/civil partnership and other socially excluded communities or groups) and **what does the data tell you?** e.g. are there any significant gaps?

### General Spelthorne context

Almost half of Surrey’s 20 most deprived super output areas are in Spelthorne. Three are in the ward of Stanwell North, two in Ashford North and Stanwell South and one in each of Ashford East and Sunbury Common. Spelthorne has the highest number of lone parent families and the highest level of child poverty in Surrey; it also has the highest under-18 conception rate in the county. That said, residents are largely healthy, with life expectancy for both males and females slightly above the national average.

Although the number of VAT and/or PAYE-registered business has fallen slightly over the past four years, Spelthorne has a low rate of unemployment: 1.4% of those economically active aged 16 to 64, compared to the South East (2.2%) and UK as a whole (3.5%). Heathrow Airport is a significant local employer, with 8.3% of Spelthorne’s working population employed there. Significantly, 21.5% of those in work in Stanwell North are in low level employment compared to an average of 11.6% in Surrey. Average wages are slightly above regional averages at £630 per week for full-time employees.

Whilst house prices remain well above the national average, most residents are owner-occupiers (73%), followed by private rented (13%) and social rented (12%).

### Gender / gender identity

Census data from 2011 shows that 50.5% of residents in Spelthorne were female, with the remaining 49.5% being male. There is no data known to be held in relation of other gender identities.

Source: ONS Census, 2011 - neighbourhood statistics for residents aged 16 to 74

*A White Paper published in December 2018 (Help shape our future: the 2021 Census of population and housing in England and Wales) sets out the Office for National Statistics’ (ONS) recommendations for what the census should contain and how it should operate. The White Paper recommends that the census in 2021 includes a question about gender identity, asking respondents whether their gender is the same as the sex they were registered as at birth. The question will be separate from the question about sex (i.e., whether the respondent is male or female), which will be phrased in the same way as previous years. There is currently no official data about the size of the transgender population (the word ‘transgender’ is used here to describe people whose gender identity does not match the sex they were assigned at birth). The Government Equalities Office (GEO) has said that there may be 200,000 to 500,000 transgender people in the UK, but stresses that we don’t know the true population because of the lack of robust data. The ONS has identified user need for official estimates in order to support policy-making and monitor equality duties.*

Source: <https://researchbriefings.parliament.uk/ResearchBriefing/Summary/CBP-8531>



### Age

Spelthorne has a slightly lower population of under-30s (34%) compared to the rest of the country (37%), and a slightly higher population of 30-69 year olds (42%) compared with the UK average of (40%). The number of 70+ is 23%, which is broadly in line with the rest of the UK (24%).

Source: <https://commonslibrary.parliament.uk/local-data/constituency-statistics-population-by-age/>

### Ethnicity

The ethnic make-up of Spelthorne is largely in line with the UK average, although we have more residents who identify as Asian and fewer residents who identify as Black than the national average.

Ethnic group	Spelthorne		Region	UK
	Number	%	%	%
White	83,455	87.3%	90.7%	87.2%
Mixed	2,382	2.5%	1.9%	2.0%
Asian	7,295	7.6%	5.2%	6.9%
Black	1,545	1.6%	1.6%	3.0%
Other	921	1.0%	0.6%	0.9%
Total	95,598	100.0%	100.0%	100.0%

Source: <https://commonslibrary.parliament.uk/home-affairs/communities/demography/constituency-statistics-ethnicity/>

### Disability

*As of July 2019 there were around 2,020 PIP claimants in Spelthorne constituency. In comparison, there was an average of 2,500 claimants per constituency across the South East. Within Spelthorne, psychiatric disorders were the most common reason for claiming PIP. They accounted for 37% of awards, compared to 36% in Great Britain. 'Psychiatric disorders' include anxiety and depression, learning disabilities and autism. The second most common reason for awards was musculoskeletal disease (general), which accounted for 17% of awards within the constituency and 21% in Great Britain. Musculoskeletal disease (general) includes osteoarthritis, inflammatory arthritis and chronic pain syndromes.*

Source:

<http://data.parliament.uk/resources/constituencystatistics/personal%20independence%20payment/PIP%20claimants%20in%20Spelthorne.pdf>

### Religion

Residents of Spelthorne predominately identify themselves as either Christian or having no religion. There is a smaller Muslim population compared with the national average, but a larger Hindu and Sikh population.

	Constituency		Region	UK
	Number	%	%	%
<b>Has religion</b>	<b>67,392</b>	<b>70.5%</b>	<b>65.0%</b>	<b>66.7%</b>
of which				
Christian	60,954	63.8%	59.8%	58.8%
Muslim	1,808	1.9%	2.3%	4.5%
Hindu	2,332	2.4%	1.1%	1.4%

Buddhist	420	0.4%	0.5%	0.4%
Jewish	206	0.2%	0.2%	0.4%
Sikh	1,325	1.4%	0.6%	0.7%
Other	347	0.4%	0.5%	0.4%
<b>No religion</b>	<b>21,511</b>	<b>22.5%</b>	<b>27.7%</b>	<b>26.1%</b>
<b>Not stated</b>	<b>6,695</b>	<b>7.0%</b>	<b>7.4%</b>	<b>7.2%</b>

Source: <https://commonslibrary.parliament.uk/home-affairs/communities/constituency-data-religion/>

### Sexual orientation

*There is no accurate dataset which can be used to reflect solely Spelthorne. The White Paper recommends asking a new question about sexual orientation. The ONS has identified a user need for better data on sexual orientation – particularly for small areas – to inform policy-making and service provision, as well as monitoring equality duties. The ONS has previously used the Annual Population Survey (APS) to estimate the size of the lesbian, gay and bisexual (LGB) population in the UK. According to these estimates, just over 1 million people identified as LGB in 2016 (around 2% of the population). However, the sample population used in the APS isn't big enough to provide robust estimates of the LGB population in smaller areas.*

Source: <https://researchbriefings.parliament.uk/ResearchBriefing/Summary/CBP-8531>

### Marriage / Civil Partnership

More people in Spelthorne are married compared to the rest of England and Wales, and fewer people identify as single.

<b>Marital Status</b>	<b>Spelthorne</b>		<b>England and Wales</b>	
All usual residents aged 16+	78,089		45,496,780	
Single (never married or never registered a same-sex civil partnership)	24,562	31%	15,730,275	35%
Married	38,984	50%	21,196,684	47%
In a registered same-sex civil partnership	153	0%	104,942	0%
Separated (but still legally married or still legally in a same-sex civil partnership)	2,042	3%	1,195,882	3%
Divorced or formerly in a same-sex civil partnership which is now legally dissolved	6,870	9%	4,099,330	9%
Widowed or surviving partner from a same-sex civil partnership	5,478	7%	3,169,667	7%

### Key Workers

The Council commissioned a piece of research regarding the likely demand for accommodation amongst key workers, and the sectors in which those key workers are employed. This research provided valuable insight into the demand particularly for key workers in education, health and social care, and public safety and national security.

Based on the Council's definition, 24% of employed Spelthorne residents aged 16-64 are key workers (12,000 people).

Approximate key worker figures in Spelthorne:	Health	Education	Social Care	Public Order
	3,480	4,800	1,920	1,440

Estimated age distribution of key workers in Spelthorne	Aged 20-29	Aged 30-39	Aged 40-49	Aged 50-64
	19%	24%	25%	27%

The majority (71%) of key worker housing need in Spelthorne relates to women.

Married / Civil Partnership status of key workers in Spelthorne	Single, never married	Married, living with spouse	Other
	32%	56%	12%

Household make-up of key workers in Spelthorne	No Children	1 Child	2 Children	3 Children	4+ Children
	51%	21%	22%	4%	1%

Housing status of key workers in Spelthorne	Owner occupier	Local Authority	Registered Provider	Private rental sector	Employer and other
	73%	4%	4%	16%	3%

Overall, 2,100 (17.5%) is an estimate of the volume of key workers in Spelthorne that likely have some propensity to consider rental accommodation. The propensity to take up renting is particularly high in Health and Social care.

As a result of Covid-19, demand for key worker roles may increase in the future due to reduction in employment elsewhere in Spelthorne, for example, BP and Heathrow airport redundancies. The potential impact of Brexit and the need to make key worker jobs attractive (particularly health and social care) will also have an effect. The short property market boom is also likely to drop when stamp duty exemption is lifted. There has been a rise in the proportion of those looking for accommodation with a garden, close access to green spaces and with space for homeworking. Many key workers have roles that are 'frontline' and therefore do not work from home, but consideration must be given to those in couples. Gross median annual earnings within Spelthorne are approximately £30,000 p.a. Taking this in to consideration, 50% of those in

Health; 100% in Social Care; 80% in Education; approximately 80% across Public Services and Transport; and 30% in Public Order are potentially needing of support (i.e. they are in key worker posts and earning below the median wage for the area). Two- bedroom units seem a relatively central offer (Spelthorne has significant proportions of young couples with and without children) and multiple occupancy involving 3 or 4 adults. The research does not detail analysis of the commuting patterns of key workers into and out of Spelthorne. However, the 2020 survey of Surrey and Sussex Police suggests that, of those who do not live in the County in which they work, around 45% would prefer to do so.

Based on all data, the research arrived at an estimated key worker housing need figure of 1,400 in Spelthorne. The figure of 1,400 is partly based on need, in terms of identifying early career key workers with lower earnings. Demand will partly reflect awareness of opportunities, and across respondents to the Surrey and Sussex Police study, less than 50% were aware of key worker housing.

**Has there been any consultation with, or input from, customers / service users or other stakeholders?** If so, with whom, how were they consulted and what did they say? If you haven't consulted yet and are intending to do so, please list which specific groups or communities you are going to consult with and when.

A consultation with Knowle Green Estates has been carried out on the policy.

**Are there any complaints, compliments, satisfaction surveys or customer feedback that could help inform this assessment? If yes, what do these tell you?**

None

### Step 3 – Identifying the negative impact.

#### a. Is there any negative impact on individuals or groups in the community?

##### **Barriers:**

What are the potential or known barriers/impacts for the different 'equality strands' set out below? Consider:

- **Where** you provide your service, e.g. the facilities/premises;
- **Who** provides it, e.g. are staff trained and representative of the local population/users?
- **How** it is provided, e.g. do people come to you or do you go to them? Do any rules or requirements prevent certain people accessing the service?
- **When** it is provided, e.g. opening hours?
- **What** is provided, e.g. does the service meet everyone's needs? How do you know?

\* Some barriers are justified, e.g. for health or safety reasons, or might actually be designed to promote equality, e.g. single sex swimming/exercise sessions, or cannot be removed without excessive cost. If you believe any of the barriers identified to be justified then please indicate which they are and why.

##### **Solutions:**

What can be done to minimise or remove these barriers to make sure everyone has equal access to the service or to reduce adverse impact? Consider:

- Other arrangements that can be made to ensure people's diverse needs are met;
- How your actions might help to promote good relations between communities;
- How you might prevent any unintentional future discrimination.

Equality Themes	Barriers/Impacts identified	Solutions (ways in which you could mitigate the impact)
<b>Age</b> (including children, young people and older people)	Young people aged 16-17 cannot hold tenancies and so housing options are severely limited.	Young people aged 16-17 receive enhanced services via the Surrey Joint Protocol. They have access to specialist young peoples homelessness accommodation.

	<p>Older people may be less likely to access our services when needed. This includes those that are retired from employment and will be excluded from key worker accommodation.</p> <p>Those aged 18-39 may have reduced access to social housing as a result of welfare policies as well as local landlord policies (age restrictions)</p>	<p>Older people have greater access to social housing via age restrictions across the A2Dominion stock. This includes sheltered and extra care homes.</p> <p>Spelthorne Borough Council has a Discretionary Housing Payment pot which this group can access in case of hardship. Under the Spelthorne Borough Council Housing Strategy 2020-25, A2Dominion have agreed to a comprehensive review of age restrictions in Spelthorne.</p>
<b>Disability</b> (including carers)	Anecdotally we know that physically disabled people accessing settled accommodation in Spelthorne have much more limited options available to them due to property adaptation requirements.	See action 1.3 of the Homelessness and Rough Sleeping Strategy action plan – we will review the availability of accessible accommodation options for this affected group. Spelthorne Borough Council also offers Disabled Facilities Grants and handy person services to help residents live independently in their current home.
<b>Gender</b> (men and women)	As noted above from the independent research, the majority (71%) of key worker housing need in Spelthorne relates to women which may consequently see the housing of more female key workers than males.	Male key workers will still have the same access opportunities as female key workers but due to less male uptake in these roles, females will most likely make-up the majority of key worker nominations.
<b>Race</b> (including Gypsies & Travellers and Asylum Seekers)	Accommodation for people seeking asylum is the responsibility of the Home Office. Provision for pitches for gypsies and travelling showpeople are dealt with under the Local Plan.	n/a
<b>Religion or belief</b> (including people of no religion or belief)	No negative impacts have been identified.	n/a
<b>Gender Re-assignment</b> (those that are going through transition: male to female or female to male)	Where individuals are transitioning, they may be impacted if they are placed into accommodation with shared facilities.	It is intended for key worker accommodation to be self-contained units.
<b>Pregnancy and Maternity</b>	As part of the key worker policy, it is a requirement for residents to have at least one tenant in the household who remains eligible under the policy. If nobody is eligible as a key worker at the point of the 12-month tenancy review, possession action	After a period of maternity leave, if a resident does not return to their key worker employment (or similar under the policies eligibility criteria) and becomes ineligible for key worker housing, Knowle Green Estates Ltd. and the Council's Housing Options service will work together to prevent and relieve

	<p>will commence. This group may be impacted if a tenant decides not to return to their key worker employment after a period of maternity leave.</p> <p>Furthermore, depending on the family make-up, the tenants may also become overcrowded depending on the size of the property.</p>	<p>homelessness amongst households whose tenancies are not being renewed.</p> <p>If the keyworker's household composition has changed since the last review which would otherwise make the household ineligible for the size of home they occupy, then they may be required to transfer to a larger property. Furthermore, tenants may make an application to the Council's housing register where their housing need will be assessed for overcrowding as outlined in Part 10 of the Housing Act 1985 and in line with the Council's Housing Allocation's Policy.</p>
<b>Sexual orientation</b> (including gay, lesbian, bisexual and heterosexual)	No negative impacts have been identified.	n/a

### Step 4 – Changes or mitigating actions proposed or adopted

Having undertaken the assessment are there any changes necessary to the existing service, policy, function or procedure? What changes or mitigating actions are proposed?

No changes required.

### Step 5 – Monitoring

How are you going to monitor the existing service, function, policy or procedure ?

The Housing Strategy 2020-25 including the action plan and tasks within it will be monitored by the Council's Strategic Housing Group who meet monthly.

This policy will be reviewed and improved as Knowle Green Estates key worker homes are delivered. The next review is anticipated to be due 5 years from inception. Any required changes to the policy will be recommended to elected members (where required) as a result.

## Part C - Action Plan

Barrier/s or improvement/s identified	Action Required	Lead Officer	Timescale
n/a	n/a	n/a	n/a
n/a	n/a	n/a	n/a
n/a	n/a	n/a	n/a
n/a	n/a	n/a	n/a

Equality Analysis approved by:

Group Head:

Date:  
04/02/2022



Please send an electronic copy of the Equality Analysis to the Equality & Diversity Team and ensure the document is uploaded to the EA Register which will be available to the public:

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## **Spelthorne Borough Council Services Committees Forward Plan and Key Decisions**

This Forward Plan sets out the decisions which the Service Committees expect to take over the forthcoming months, and identifies those which are **Key Decisions**.

A **Key Decision** is a decision to be taken by the Service Committee, which is either likely to result in significant expenditure or savings or to have significant effects on those living or working in an area comprising two or more wards in the Borough.

Please direct any enquiries about this Plan to [CommitteeServices@spelthorne.gov.uk](mailto:CommitteeServices@spelthorne.gov.uk).

## Spelthorne Borough Council

### Service Committees Forward Plan and Key Decisions for 25 June 2021 to 26 May 2022

Anticipated earliest (or next) date of decision and decision maker	Matter for consideration	Key or non-Key Decision	Decision to be taken in Public or Private	Lead Officer
Community Wellbeing and Housing Committee 29 03 2022	Homes England Compliance Audit	Non-Key Decision	Public	Marta Imig, Housing Strategy and Policy Manager
Community Wellbeing and Housing Committee 29 03 2022	Community Housing & Wellbeing Strategy	Non-Key Decision	Public	Mary Holdaway, Sports and Active Lifestyle Officer
Community Wellbeing and Housing Committee 29 03 2022	Revenue Monitoring Report Q3 (Oct-Dec 2021)	Non-Key Decision	Public	Anna Russell, Deputy Chief Accountant
Community Wellbeing and Housing Committee 29 03 2022	Capital Monitoring Report Q3 (Oct-Dec 2021)	Non-Key Decision	Public	Paul Taylor, Chief Accountant
Community Wellbeing and Housing Committee 29 03 2022	Key Worker Policy Review	Key Decision	Public	Marta Imig, Housing Strategy and Policy Manager
Community Wellbeing and Housing Committee 29 03 2022	Procurement of Housing First Provider	Key Decision	Private	Marta Imig, Housing Strategy and Policy Manager

Date of decision and decision maker	Matter for consideration	Key or non-Key Decision	Decision to be taken in Public or Private	Lead Officer
Community Wellbeing and Housing Committee 29 03 2022	Tenancy Strategy	Key Decision It is significant in terms of its effect on communities living or working in an area comprising two or more wards	Public	Marta Imig, Housing Strategy and Policy Manager
Community Wellbeing and Housing Committee	Allocation Policy Review	Non-Key Decision	Public	Marta Imig, Housing Strategy and Policy Manager
Community Wellbeing and Housing Committee 29 03 2022	Procurement of Property Acquisition Service and Funding Bid for Rough Sleeping Accommodation Programme (RSAP)	Non-Key Decision	Public	Marta Imig, Housing Strategy and Policy Manager
Community Wellbeing and Housing Committee 29 03 2022	Housing Disrepair Issues To receive a verbal update on housing disrepair issues	Non-Key Decision	Public	Tracey Willmott-French, Senior Environmental Health Manager
Community Wellbeing and Housing Committee	DFG Policy	Non-Key Decision	Public	Stephen Mortimer-Cleevely, Senior Team Manager, Independent Living

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