

# AGENDA

---

**Meeting:** Environment Select Committee

**Place:** Kennet Room - County Hall, Bythesea Road, Trowbridge, BA14 8JN

**Date:** Tuesday 12 November 2024

**Time:** 10.30 am

---

Please direct any enquiries on this Agenda to Ellen Ghey - Democratic Services Officer of Democratic Services, County Hall, Bythesea Road, Trowbridge, direct line 01225 718259 or email [ellen.ghey@wiltshire.gov.uk](mailto:ellen.ghey@wiltshire.gov.uk)

Press enquiries to Communications on direct lines 01225 713114/713115.

This Agenda and all the documents referred to within it are available on the Council's website at [www.wiltshire.gov.uk](http://www.wiltshire.gov.uk)

---

## **Membership**

Cllr Jerry Kunkler (Chairman)  
Cllr Richard Budden  
Cllr Tony Jackson  
Cllr Mel Jacob  
Cllr Jacqui Lay  
Cllr Dr Brian Mathew MP  
Cllr Charles McGrath

Cllr Ian McLennan  
Cllr Dr Nick Murry  
Cllr Tom Rounds  
Cllr Iain Wallis  
Cllr Derek Walters (Vice-Chairman)  
Cllr Stuart Wheeler

---

## **Substitutes**

Cllr Brian Dalton  
Cllr Matthew Dean  
Cllr Ross Henning  
Cllr Jon Hubbard

Cllr Dr Mark McClelland  
Cllr Stewart Palmen  
Cllr Ricky Rogers  
Cllr Bridget Wayman

---

## **Recording and Broadcasting Information**

Wiltshire Council may record this meeting for live and/or subsequent broadcast. At the start of the meeting, the Chairman will confirm if all or part of the meeting is being recorded. The images and sound recordings may also be used for training purposes within the Council.

By submitting a statement or question for a meeting you are consenting that you may be recorded presenting this and that in any case your name will be made available on the public record. The meeting may also be recorded by the press or members of the public.

Any person or organisation choosing to film, record or broadcast any meeting of the Council, its Cabinet or committees is responsible for any claims or other liability resulting from them so doing and by choosing to film, record or broadcast proceedings they accept that they are required to indemnify the Council, its members and officers in relation to any such claims or liabilities.

Details of the Council's Guidance on the Recording and Webcasting of Meetings is available on request. Our privacy policy can be found [here](#).

## **Parking**

To find car parks by area follow [this link](#). The three Wiltshire Council Hubs where most meetings will be held are as follows:

**County Hall, Trowbridge**  
**Bourne Hill, Salisbury**  
**Monkton Park, Chippenham**

County Hall and Monkton Park have some limited visitor parking. For meetings at County Hall there will be two-hour parking. If you may be attending a meeting for more than 2 hours, please provide your registration details to the Democratic Services Officer, who will arrange for your stay to be extended. For Monkton Park, please contact reception upon arrival.

## **Public Participation**

Please see the agenda list on following pages for details of deadlines for submission of questions and statements for this meeting.

For extended details on meeting procedure, submission and scope of questions and other matters, please consult [Part 4 of the council's constitution](#).

The full constitution can be found at [this link](#).

Our privacy policy is found [here](#).

For assistance on these and other matters please contact the officer named above for details

# AGENDA

## Procedural Document (Pages 7 - 8)

Standard Scrutiny Questions for Members' Reference

### PART I

#### Items to be considered while the meeting is open to the public

1 **Apologies**

To receive any apologies or substitutions for the meeting.

2 **Minutes of the Previous Meeting (Pages 9 - 20)**

To approve and sign the minutes of the Environment Select Committee meeting held on 3 September 2024.

3 **Declarations of Interest**

To receive any declarations of disclosable interests or dispensations granted by the Standards Committee.

4 **Chairman's Announcements**

To receive any announcements through the Chair.

5 **Public Participation**

The Council welcomes contributions from members of the public.

#### Statements

If you would like to make a statement at this meeting on any item on this agenda, please register to do so **at least 10 minutes prior to the meeting**. Up to 3 speakers are permitted to speak for up to 3 minutes each on any agenda item. Please contact the officer named on the front of the agenda for any further clarification.

#### Questions

To receive any questions from members of the public or members of the Council received in accordance with the constitution.

Those wishing to ask questions are required to give notice of any such questions in writing to the officer named on the front of this agenda no later than 5pm on **Tuesday 5 November 2024** in order to be guaranteed of a written response. In order to receive a verbal response, questions must be submitted no later than 5pm on **Thursday 7 November 2024**. Please contact the officer named on the front of this agenda for further advice. Questions may be asked without notice if the Chairman decides that the matter is urgent.

Details of any questions received will be circulated to Committee members prior to the meeting and made available at the meeting and on the Council's website.

6 **Homeless Prevention Strategy Action Plan Update 2019-2024** (Pages 21 - 50)

As resolved at the Environment Select Committee meeting on 8 November 2023, the Committee to receive an update on the progress of the Homeless Prevention Strategy Action Plan.

7 **Update on Wiltshire Housing Development Partnership**

As resolved at the Environment Select Committee meeting on 7 November 2023, the Committee are to receive an update.

*Please note: this report will follow as an Agenda Supplement.*

8 **Housing Revenue Account (HRA) Landlord Compliance Report** (Pages 51 - 72)

To receive a report updating the Environment Select Committee on the main compliance disciplines associated with the Council's landlord role in the provision of social housing.

9 **Previous Investment in Carriageway Surfacing Activities** (Pages 73 - 80)

To receive an overview of recent previous investment in carriageway surfacing activities broken down by Area Board.

10 **Cabinet Member Update**

To receive a brief verbal update from attending Cabinet Members (or Portfolio Holders on their behalf) highlighting any news, successes or milestones in their respective areas since the last meeting of the Committee that are not covered elsewhere on the agenda.

11 **Updates from Task Groups and Representatives on Programme Boards** (Pages 81 - 86)

To receive any updates on recent activity for active Task Groups and from Members of the Environment Select Committee who have been appointed as Overview and Scrutiny Representatives on Programme Boards.

12 **Forward Work Programme** (Pages 87 - 96)

To note and receive updates on the progress of items on the Forward Work Programme.

Under the revised Overview and Scrutiny (OS) arrangements there is now a single OS work programme controlled by the OS Management Committee, linked to priorities in the Business Plan.

Therefore, it should be noted that whilst any matters added by Members are

welcome, they will be referred to the OS Management Committee for approval before formal inclusion in the Forward Work Programme for the Environment Select Committee.

A copy of the Overview and Scrutiny Forward Work Programme for the Environment Select Committee is attached for reference.

13 **Urgent Items**

Any other items of business which the Chairman agrees to consider as a matter of urgency.

14 **Date of Next Meeting**

To confirm the date of the next scheduled meeting as 14 January 2025.

This page is intentionally left blank

## Sample Scrutiny Questions

Below are some sample questions for scrutineers to use as a reference and adapt according to the issue or proposal under scrutiny.

Area of Enquiry	Sample Scrutiny Questions
<b>Customers</b>	<ul style="list-style-type: none"> <li>• Who will benefit? Is there a demographic breakdown of those eligible for the service?</li> <li>• Has the proposal's impact on different groups been considered?</li> <li>• How has customer experience informed the proposal?</li> <li>• How can service users give feedback or get involved in designing or reviewing the service?</li> </ul>
<b>Purpose</b>	<ul style="list-style-type: none"> <li>• What evidence of need is there for the actions proposed?</li> <li>• How has the need been identified?</li> </ul>
<b>Link with wider objectives</b>	<ul style="list-style-type: none"> <li>• How does the proposal support the delivery of the council's Business Plan or other relevant strategies?</li> </ul>
<b>Resources</b>	<ul style="list-style-type: none"> <li>• What assurances can you give that the proposal can be delivered on time / within budget?</li> <li>• Is there a clear action plan for delivery?</li> <li>• What resources are in place to meet the identified need?</li> </ul>
<b>Workforce</b>	<ul style="list-style-type: none"> <li>• What staff development will be needed and how will this be achieved?</li> <li>• How will the staff be recruited and retained?</li> </ul>
<b>Performance</b>	<ul style="list-style-type: none"> <li>• What system is in place to monitor performance?</li> <li>• What are the key performance indicators (KPIs)?</li> <li>• How will performance indicators be used to inform planning and decision-making?</li> </ul>

Area of Enquiry	Sample Scrutiny Questions
	<ul style="list-style-type: none"> <li>• To what extent is the service meeting the needs of Wiltshire residents?</li> <li>• Is performance improving or dipping?</li> </ul>
<b>Impact</b>	<ul style="list-style-type: none"> <li>• What are the expected outcomes of the proposal?</li> <li>• What would success look like?</li> <li>• What would failure look like?</li> <li>• How will you measure the difference the service/change will make?</li> </ul>
<b>Risk Management</b>	<ul style="list-style-type: none"> <li>• Is there a framework in place for risk management?</li> <li>• What are the key risks and what actions will mitigate/reduce these risks?</li> <li>• At what point would the risk be unmanageable? Is there an exit strategy?</li> </ul>
<b>Efficiency</b>	<ul style="list-style-type: none"> <li>• How will efficiency be measured?</li> <li>• How will processes be reviewed and improvements identified?</li> </ul>
<b>Compliance</b>	<ul style="list-style-type: none"> <li>• How will you ensure compliance with regulatory standards?</li> <li>• Do the service standards meet external standards?</li> </ul>
<b>Public awareness</b>	<ul style="list-style-type: none"> <li>• How will you raise awareness of the service/changes proposed?</li> </ul>
<b>Benchmarking</b>	<ul style="list-style-type: none"> <li>• How well does the council perform compared to comparator authorities?</li> <li>• How well do service users do in comparison to those in other areas?</li> </ul>



## Environment Select Committee

---

**MINUTES OF THE ENVIRONMENT SELECT COMMITTEE MEETING HELD ON 3 SEPTEMBER 2024 AT KENNET ROOM - COUNTY HALL, BYTHESEA ROAD, TROWBRIDGE, BA14 8JN.**

**Present:**

Cllr Jerry Kunkler (Chairman), Cllr Richard Budden, Cllr Tony Jackson, Cllr Jacqui Lay, Cllr Ian McLennan, Cllr Tom Rounds, Cllr Iain Wallis, Cllr Derek Walters (Vice-Chairman), Cllr Stuart Wheeler, and Cllr Stewart Palmen (Substitute)

**Also Present:**

Cllr Ian Blair-Pilling, Cllr Nick Botterill, Cllr Nick Holder, Cllr Dominic Muns, and Cllr Bill Parks

---

54 **Apologies**

Apologies for absence were received from:

- Councillor Mel Jacob, who was substituted by Councillor Stewart Palmen
- Councillor Dr Brian Mathew MP

55 **Minutes of the Previous Meeting**

The minutes for the previous meeting held on 18 July 2024 were considered.

Mr Tony Blighe then presented a statement to the Committee under public participation with regard to Minute Item 48, Leisure Strategy and the Warminster Project.

Following which, it was:

**Resolved:**

**The Committee approved and signed the minutes of the previous meeting held on 18 July 2024 as a true and correct record.**

*Councillors Richard Budden and Tony Jackson requested that their votes against the motion be recorded.*

56 **Declarations of Interest**

Councillor Iain Wallis declared a non-disclosable interest by virtue of his employment by the Department for Environment, Food, and Rural Affairs and stated that he was speaking in a personal capacity and not as a civil servant.

57 **Chairman's Announcements**

The Chairman noted that three statements had been received by officers for Members' information.

The first was a statement submitted by David Redfern, Director of Leisure, Culture, and Communities, with regard to the Leisure Strategy and the Warminster Project which was considered at the previous meeting of the Committee on 18 July 2024. The statement was read as follows:

*"Dear Environment Select Committee,*

*You will have received a number of emails about the presentation we made to yourselves in July, in response to a public question around the Warminster Project.*

*Please be assured that all rationale, process, and data supplied to the Committee was accurate.*

*Please also be assured that any emails that required a response are being dealt with."*

The second statement was submitted by Tamzin Earley, Arts and Funding Manager, which was in relation to the Wiltshire Cultural Strategy 2024-2030 which was also considered at the previous meeting of the Committee on 18 July 2024. The statement referenced Committee Resolutions 2 and 3, and Members were informed that further discussions had taken place with Councillor Richard Clewer, Leader of the Council, confirming that there would be no additional budget attached to the Cultural Strategy. Furthermore, it was confirmed that after discussions between officers, including Sarah Valdus, Director of Environment, it was felt that Environment remain as a key principle to underpin the principle of the strategy rather than being amended to a single theme, thus being better placed to help affect change.

The final statement was in relation to the Wiltshire Local Plan Review in which Members were informed that following the close of the Regulation 19 consultation, the next steps officers were taking would be to report to Cabinet and Full Council on the 8 October and 15 October 2024 respectively regarding the submission of the Plan to the Secretary of State for Independent Examination. It was highlighted that over 10,000 comments were received through the consultation which would help to inform the preparation of a consultation statement. Finally, a full Member Briefing would be drafted in line with the publication of the agenda for the 8 October 2024 meeting of Cabinet.

58 **Public Participation**

The Chairman announced that two statements had been submitted by Mr Andrew Nicolson, Chair of Wiltshire Climate Alliance, and Mr Jeremy Wire, Member of Climate Friendly Bradford on Avon, regarding Agenda Items 6 and 9, Household Waste Management Strategy Update, and Update on the Maintenance and Management of Public Rights of Way respectively. Both Mr Nicolson and Mr Wire were invited to present their statements to the Committee.

59 **Household Waste Management Strategy Update (2024/25)**

Councillor Dominic Muns, Cabinet Member for Waste and Environment, introduced the update on the Household Waste Management Strategy alongside Sarah Valdus, Director of Environment, Martin Litherland, Head of Service for Waste Management, and Charlotte Knowles-Lawson, Waste and Recycling Engagement Officer.

The purpose of the report as per Paragraph 1 was highlighted alongside Appendices 1 – 4, before officers briefly detailed a group of key achievements throughout the year such as the increase in the recycling rate, reduction in waste to landfill, and the successful recruitment of the new position of Waste and Recycling Engagement Officer.

The impacts of the Policy Review 2024-25 was detailed as per Paragraphs 5 to 8 of the report together with Appendix 1, with Members being informed of the key waste-related changes contained within the Environment Act 2021, such as the Deposit Return Scheme (DRS), Extended Producer Responsibility for packing (EPR), and Simpler Recycling (previously known as Consistency in Recycling).

During the discussion, points included:

- Members welcomed the Reuse and Repair initiatives in tandem Household Recycling Centre (HRC) contractors and partners. Kennet Furniture Reuse (KFR) was then raised, and Members queried if officers were considering expanding the scheme across the County. Officers noted that the arrangement with KFR was progressing and as materials for reuse were being intercepted more systematically at HRCs instead of going to landfill, officers were continuing to review similar schemes in other LAs and to potentially extend to kerbside collections of bulky household waste.
- Malagby Biogas Digesters were raised, and it was queried if a pilot scheme on food waste collections in Wiltshire would involve the use of similar processes. Officers explained that there was sufficient empirical evidence from other Local Authorities (LAs) who already collected food waste that there would likely be limited direct benefits in trialling such processes and focus would therefore be directed on how to design and launch the service within the limited time frame before 2027. However,

as it was such vast project, officers did note that they would continue to review all options to ensure that the best methods were chosen.

- Members commended the reduction in the amount of kerbside recycling reject materials, and emphasised how vital education was in understanding the importance of separating recycling materials from general waste. Members further congratulated officers on recruiting to the role of the Waste and Recycling Engagement Officer who Members felt would be valuable in bringing the public's attention to the topic. Officers highlighted that the position was already having a positive impact on messaging through activities such social media engagement and workshops in local schools. Furthermore, officers noted that members of the public could sign up for email updates which contained regular information, hints, and tips to support residents through the different waste processes. The link to sign up to the Waste E-Newsletter can be found through this link: [Wiltshire News preference form \(mailchi.mp\)](#) (residents will need to select Waste as a topic of interest).
- The carbon emissions associated with large volumes of waste being burnt was then raised, with officers explaining that as there was not a standard formula recognised for the carbon emissions of all waste processes, it was difficult to quantify the results reliably. However, officers reassured Members that conversations between partners and the Waste Resource Action Programme were being regularly undertaken in order to understand carbon reporting processes and how they could be applied specifically to Wiltshire Council's different waste services.
- In response to a query, officers agreed to include in future reports the cost per kilo of sending waste to landfill and the amount of kilos of CO2 generated in the process.
- Officers confirmed that there were two overarching bodies that linked all LA waste departments together: one representing waste collection and disposal authorities, and one representing directors. Through these connections, officers had the ability to swap best practice ideas and were focussing on packaging materials and the recyclability of those materials, with these conversations then being taken to producers of packaging to support them in reducing their waste and carbon emissions.
- Other topics discussed included: supporting residents in composting food waste, accepting textiles at kerbside collections, and potential limited storage space for the separation of recyclables at residents' homes across the County.
- Finally, officers were commended for the report and thanked for their hard work and the results achieved over the past year.

At the conclusion of the discussion, it was:

**Resolved:**

**The Committee:**

- a) **Noted the content of the report.**
- b) **Endorsed the 2024-25 Action Plan.**
- c) **Requested an addendum to the current report outlining the cost per kilogram per disposal activity before the end of the year.**
- d) **Requested a further update in 12 months' time to include additional information on waste carbon emissions and communication/education programmes.**

60 **Streetscene and Grounds Maintenance Contract Update**

Councillor Nick Holder, Cabinet Member for Highways, Street Scene, and Flooding, updated the Committee on the Streetscene and Grounds Maintenance contract, alongside Adrian Hampton, Head of Highways Operations.

Councillor Holder introduced the report and invited questions from Members.

During the discussion, points included:

- It was raised that some residents/Parish and Town Councils were continuing to cut the grass on verges in certain areas across the County which were thought to be the responsibility of the Street Scene Team. In response, it was explained that there had been a significant devolution of services to both Parish and Town Councils in conjunction with asset devolution and the development of a clear geomapping system which indicated which areas were devolved, which areas sat under the responsibility of the Street Scene Team, and the frequency of the cut for each area. As such, if residents/Parish and Town Councils wanted clarity on the frequencies or responsibility of grass cutting areas, they were encouraged to contact the Street Scene Team directly who would be able to advise further.
- It was noted that the baseline mapping area had been developed through consultations with all Parish and Town Councils around the frequency of cuts, local requirements, and biodiversity and environmental considerations.
- The move to a resource-based contract was detailed, with the delegation and transferral of services to other Parish and Town Councils allowing for resources to be deployed to deliver an area's individual needs and ultimately result in cost savings to Wiltshire Council.
- Members raised the maintenance of open spaces that formed part of development sites that had been given full planning permission but were being left to overgrow. Officers explained that they were focussing on

improving communications with residents and Members on the adoption process and stated that if further clarity was needed on the process, cutting regimes for sites, land ownership, and/or responsibilities for the management of said sites, the Street Scene Team could be contacted for further information.

- Members welcomed the required environment outcomes stated in Paragraph 24 of the report and requested that future reports included a graph setting out carbon emissions year-on-year against targets.
- Members sought further clarity on Paragraph 20 of the report, with officers acknowledging that the move to electrification would be the best option in terms of meeting the Council's carbon targets, but reassured Members that further work was being undertaken as part of the Depot Strategy Programme and that further updates would be given when able.
- Officers raised wildflowers, and Members were informed that a wildflower trial was being developed to start seeding and plugging the wildflower growth areas to help accelerate growth, encourage different species, and to support the Council's policy of continuing and extending wildflower conservation areas in order to help meet carbon reduction and environmental targets.
- It was explained that historically the Streetscene and Grounds Maintenance Contract was part of the larger highway contracts, but it was now a separate contract in order to focus more on best practice, trial and error on different methodologies, processes, and equipment in order to deliver a better service.
- The average annual contract objective scores were discussed alongside the customer service and quality scores and the differences between the two.
- Finally, officers were commended for the report and thanked for their hard work and the results achieved over the past year.

**Resolved:**

**The Committee:**

- a) Noted the contents of the report and performance of the Streetscene and Grounds Maintenance contract in 2023-24.**
- b) Requested an update on service provision to the Committee in 12 months' time to include further information on annual carbon emissions and reductions, and service delegation savings.**

61 **Milestone - Highways Term Maintenance Contract Year 1 Performance**

Councillor Nick Holder, Cabinet Member for Highways, Street Scene, and Flooding, updated the Committee on the Highways Term Maintenance Contract Year 1 performance, alongside Dave Thomas, Head of Highways Asset

Management and Commissioning, and Chris Clark, Head of Local Highways and Countryside Access.

It was explained that officers maintained regular meetings with senior Milestone staff through monthly Contract Monitoring Progress Meetings in which Milestone staff would report and evidence the performance of their services across a number of different aspects as part of the contract, including carbon reduction and social value. The Contract Performance Objectives were then highlighted as per Paragraph 16 of the report, and the calculation for the final Contractor's Annual Score was explained as per the information detailed in the appendices to the report, with the overall score for Year 1 being confirmed at 8.16 out of 10.

Further updates as per the report were briefly highlighted such as the substantive update of gully asset data, increased highway investment funding allowing for additional tankers for both planned and reactive gully activities, and increased resources for pothole repairs including further machinery and different repair methods.

During the discussion, points included:

- In response to a question regarding the differences between the different types of machinery used for pothole repair, it was noted that a number of videos had been published through the Communications Team which explained how each of the machines worked and what they were used for. Members were encouraged to contact the Communications Team if they had not seen the videos and were also encouraged to pass these on to residents or Parish/Town Councils where requested. It was further explained that the newer machinery increased capacity as there were now two different teams operating 3 machines, however it was highlighted that although the new technology provided more long lasting, durable, and effective repairs over a greater area, it did occasionally lead to longer network closures.
- Members queried the impact of the increased funding on Milestone's capacity and capability to deliver their services and meet performance objectives. Officers explained that not all of the additional funding made available was being invested into the Milestone contract and was instead being split across a number of different contracts such as machine surfacing and surface dressing. However, Members were reassured that officers had been working closely with Milestone to ensure that sufficient resources were in place to handle the additional expenditure. Furthermore, due to national recruitment issues for fully qualified staff, a portion of the investment was being absorbed through sub-contractors, thus allowing Milestone to react and deliver the additional investments more quickly. In response, Members requested a report be submitted to a future meeting of the Committee to further understand the details and progress of each of the aforementioned contracts.
- Gully clearing was raised, and officers reassured Members that the additional investment into enhanced data recording and further tankers was making a significant impact on mitigating against future flooding concerns. Furthermore, officers were focussing on developing new

clearing schedules to prioritise higher risk areas, engaging with landowners, and identifying persistent gully failures to enter into Drainage Improvement Programmes. Officers then explained that the Discretionary Gully Emptying Service had experienced staff outages which impacted on the ability to deliver the service fully, however they were confident that the enhanced schedule alongside the additional investments would address those issues.

- When contemplating road closures, officers focussed on combining works where possible such as grass cutting, gully emptying, drainage works, and pothole repairs. Ahead of any potential road closures, Members were reassured that all relevant Councillors were contacted in order to relay any information to their residents, yet it was highlighted that utility companies had the statutory right to install and maintain their apparatus on public highways and as such, there could be times in which officers may be unaware of works being conducted at a certain time. However, the process by which this was undertaken was explained; namely, nationally agreed permit conditions and standards in terms of timescales, operational hours, reinstatement of carriageway, and temporary traffic management etc. Members were reassured that there was a level of accountability taken by the Council and repeated failures would lead to an escalation process that could result in the non-issuing of permits until officers were satisfied as to the resource management, capability, and performance of a utility company.
- In response to the increased number of potholes being reported, officers had made the decision to divert staff to help support repair work. Members commended officers, stating that they, and local residents, had seen a noticeable improvement.
- With regard to the additional investment received, it was reiterated that the Council were reliant on settlements from Central Government with no guarantee that funding levels would be replicated year-on-year. Furthermore, with price, material, and contract inflation, there was not a guarantee that as much work could be undertaken as had been possible with previous budgets.
- When assessing potholes, it was explained that inspections of the area as a whole was undertaken, but engineering decisions were made on the basis of the extent of works needed against budgeting considerations. Additionally, scanner surveys were being trialled to provide data relating to the condition of a carriageway, but these incurred challenges in respect of the volume of data gleaned. However, officers were continuing to pursue further trials and would update Members in future reports.
- Members raised the MyWilts app regarding pothole reporting and it was explained that updates to the app had taken longer than anticipated due to the complexities of updating both the functionality of the app alongside the integration into in-house Council highway systems. However, once an update was ready to be announced, information would be shared with Members and the public.
- The importance of communication between the Council, Members, and residents was emphasised, with officers encouraging Members to contact them with further feedback or questions.



- Officers were thanked for their presentation and hard work.

At the conclusion of the discussion, it was:

**Resolved:**

**The Committee:**

- a) Noted the contents of the report, and the progress and methodologies being used to assess performance, carbon reduction, and social value.**
- b) Requested a further update to the Committee on completion of the second year of the contract.**
- c) Requested a separate report regarding the future spend and impact of the increased funding for highways by Spring 2025.**

62 **Update on the Maintenance and Management of Public Rights of Way**

Councillor Nick Holder, Cabinet Member for Highways, Street Scene, and Flooding, updated the Committee on the maintenance and management of public Rights of Way alongside Chris Clark, Head of Local Highways and Countryside Access.

Councillor Holder introduced the report and invited questions from Members.

During the discussion, points included:

- The legal process pertaining to Definitive Map Modification Orders was explained, with officers highlighting that the backlog being experienced by the Council was a national issue and that many other Highway and Surveying Authorities were facing similar challenges. Members were reassured that officers were working with adjoining authorities in the Southwest Highways Alliance to consider best practice, lessons to be learned, and alternative processing methods.
- In response to Members highlighting the dependence of Local Highways and Footpath Improvement Groups (LHFIGs) being awarded grants through Area Boards, it was clarified that although there was a defined service budget, the level of resource this enabled was limited with only six Countryside Access Officers, thus leading to challenges in maintaining the vast network throughout Wiltshire particularly regarding boundaries between urban and semi-urban areas.
- The volunteer groups as referenced in Paragraphs 11, 12, and 14 of the report were raised, and Members queried how reliant the service was on these groups and sought further clarity on the insurance cover for volunteers when carrying out work on the network. Officers acknowledged and commended the vital work of volunteers within the service, but highlighted the risks associated with voluntary staff,

especially health and safety concerns. As such, it was explained that officers were looking to engage with Parish and Town Councils due to their ability to exercise Rights of Way maintenance semi-independently to the Countryside Access Officers for activities such as erecting location signs, installing gates and styles, and light hedge trimming etc. By using the Parish and Town Councils as a model to deliver such services, it would also address any insurance concerns as it would be undertaken through the Parish/Town Councils' own insurance policies. Officers noted that they were in the process of developing strategies to combat challenges arising from examples such as the use of specific equipment or vehicles provided by Countryside Access Officers and enforcement situations in order to best deliver the service via voluntary groups.

- Paragraphs 3 and 4 of the report's Executive Summary were highlighted, and Members emphasised the importance of the impact that accessible Rights of Ways had on residents' health and wellbeing, and queried if additional investment could be sought to support this. In response, officers noted that they were seeking to develop a hierarchical approach to network connectivity akin to frameworks used within the Highways Service which would then allow officers to prioritise funding into areas that would reap the most benefits.

At the conclusion of the discussion, it was:

**Resolved:**

**The Committee:**

- a) **Noted the contents of the report and the progress that is being made in relation to the maintenance and management of public Rights of Way in Wiltshire.**
- b) **Requested a further update to the Committee on the maintenance and management of the public Rights of Way network before May 2025, including how the Council is learning from good practice at other Local Authorities, service budgets, work with volunteer groups, the enforcement activities of countryside officers, and the development of network use data.**

63 **Executive Response to the Final Report of the Speed Limit Assessments Task Group**

Councillor Nick Holder, Cabinet Member for Highways, Street Scene, and Flooding, introduced the report on the executive response to the final report of the Speed Limit Assessments Task Group.

There being no questions, it was:

**Resolved:**

**The Committee noted the executive response to the final report of the Speed Limit Assessments Task Group.**

64 **Forward Work Programme**

The Committee received the Forward Work Programme for consideration.

Following which, it was:

**Resolved:**

**The Committee approved the Forward Work Programme.**

65 **Urgent Items**

There were no urgent items.

66 **Date of Next Meeting**

The date of the next meeting was confirmed as 12 November 2024.

(Duration of meeting: 10.35 am - 2.00 pm)

The Officer who has produced these minutes is Ellen Ghey - Democratic Services  
Officer of Democratic Services, direct line 01225 718259, e-mail  
[ellen.ghey@wiltshire.gov.uk](mailto:ellen.ghey@wiltshire.gov.uk)

Press enquiries to Communications, direct line 01225 713114 or email  
[communications@wiltshire.gov.uk](mailto:communications@wiltshire.gov.uk)

This page is intentionally left blank

Wiltshire Council

Environment Select Committee

---

Tuesday 12 November 2024

## Homeless Prevention Strategy Action Plan Update 2019 - 2024

### Executive summary

This report provides the Environment Select Committee with an update on progress on the Homeless Prevention Strategy Action Plan that was adopted by Full Council in November 2019, which included a 5 year action plan.

### Proposal

That the committee note the progress made on the Homeless Prevention Strategy Action Plan.

### Reason for proposal

The Environment Select Committee had requested an update following the last update provided in Nov 2022.

### Author:

Mrs Nicole Smith, Head of Housing, Migration and Resettlement  
Nicole.smith@Wiltshire.gov.uk

## Homeless Prevention Strategy Action Plan Update 2019 - 2024

### Purpose of report

1. The purpose of this report is to provide the Environment Select Committee with an update on progress to deliver on the Homeless Prevention Strategy Action Plan that was approved by Full Council in November 2019,

### Background

2. The Homeless Prevention Strategy Action plan was split into 5 priority areas, each having agreed key actions. Below is a table to confirm the total agreed actions for each priority area, total completed, those started but not yet completed and those not yet started.

	<b>Total Actions</b>	<b>Of which New actions</b>	<b>Completed</b>	<b>Started</b>
<b>Priority 1</b> To reduce Rough Sleeping	19	2	19	0
<b>Priority 2</b> To identify and prevent homelessness at the earliest possible stage	8	3	8	0
<b>Priority 3</b> To ensure services are designed to prevent homelessness or support those who are homeless	17	6	16	1
<b>Priority 4</b> To ensure those who are threatened with homelessness or who are homeless can secure and keep a suitable home	10	2	10	0
<b>Priority 5</b> To maintain effective strategic direction and partnership working	11	3	11	0
	<b>65</b>	<b>16</b>	<b>64</b>	<b>1</b>

Since November 2019 we continue to see a significant increase in demand, however, we have made significant progress in achieving the agreed actions with only one remaining.

See Appendix 1 for the Homeless Prevention Strategy Action Plan which is now complete.

## Main considerations for the committee

3. Looking at each priority individually I will highlight some of the positive work that has been completed since the last ESC update as well as some additional actions that have been worked on which are new actions.

### Priority 1 To reduce rough sleeping

4. We have completed all 17 actions for this priority and now continue to work through the actions contained within the Rough Sleeper Strategy which is a government required strategy that was developed to enable the authority to receive RSI grant funding and identified how we intend to work to reduce rough sleeping in Wiltshire and provide dedicated intensive support to 15 targeted entrenched rough sleepers
5. We have increased access to health services with positive contact being made with the Lodge GP practice, and we are hoping that they will have a representative who can attend the Rough Sleeper Forum as a GP representative, and also hoping that they become a member of the Rough Sleeper Partnership Group. The Lodge has taken on some of the Rough Sleeper Cohort along with the residents at Unity House, Chippenham who are some of our most entrenched rough sleepers. We are also in talks with Salisbury Medical Practise to see what support they can provide.
6. Working with public health we now have a mobile dentist and podiatry van which is providing a fantastic service to our rough sleepers right across the County, including at Alabare Place Salisbury, The Haven Trowbridge and Unity House, Chippenham which is also attended by Turning Point & the Rough Sleeper Team. This service is currently funded for 2024, and we are in discussions with Public Health in regards to potential on going funding, as well as waiting for government to announce any future RSI funding for 2025 onwards.
7. Following our successful delivery of the Next Steps Accommodation Programme NSAP which delivered (4 properties, 6 bed spaces) our Rough Sleeper Accommodation Programme RSAP which delivered (7 properties, 11 bed spaces) and last year we were successful in a further government bid to secure additional rough sleeper accommodation called Single Homeless Accommodation Programme SHAP which has helped us to acquire a further 8 properties with 14 bed spaces. These were all government funded capital grants to help increase our housing provision in Wiltshire for Rough Sleepers.

### New Actions

8. **Homeless Prevention Panel** - Recent performance indicators on the reasons for rough sleepers losing accommodation showed that one of the main causes was the loss of supported accommodation. We have therefore created a Homeless Prevention Panel in which clients who are provided with written warnings or notice are discussed to see what can be done to prevent any eviction and sustain the placement. We also continue to utilise RSI funding to help unblock barriers to assist rough sleepers in securing accommodation

9. **Wiltshire Rough Sleeper Partnership Group** - Due to the increasing numbers and complexities of rough sleepers we have set up a strategic partnership framework to ensure effective multi agency partnership to respond to the needs of rough sleepers. The partnership includes members from Police, Probation, Public Health, Mental Health, Adult Social Care, Local Rough Sleeper Drop in charities and organisations, Turning Point and we are in the process of securing a GP practice and a client who has lived experience of sleeping rough.
10. The purpose of the Wiltshire Rough Sleeper Partnership is to take a joint collaborative approach to develop the services available to those who find themselves sleeping rough in Wiltshire. It will also support all rough sleepers individual needs on the streets of Wiltshire, with the aim to support the individual into accommodation and reduce risk of harm to those currently sleeping rough. To achieve this, the partnership group is divided into 3 parts
  - A weekly operational rough sleeper meeting that considers local intel, identify urgent safeguarding concerns, and agree a person-centred action plan to ensure a holistic support package is provided to all those sleeping rough.
  - A Task and Targeting monthly meeting attended by senior professionals from each service, to enable effective and quick decision making to safeguard any individuals deemed to be at high risk due to self-harm or neglect.
  - A Quarterly Rough Sleeper Forum to work in collaboration to achieve systematic changes and to co-produce services to improve & develop the services provided to rough sleepers in Wiltshire. It provides a platform to share updates on local & government level in relation to rough sleeping across the Professional & Voluntary sector, New Innovations and Developments, and flag concerns /identify issues.

#### **Priority 2 To identify and prevent homelessness at the earliest possible stage**

11. We have now completed all five actions within this priority. It is important to recognise that we have delivered on other actions that were not listed within the original action plan and have been fundamental in helping to prevent homelessness.

#### **New Actions**

12. **Recruitment of Building Bridges Officer** – Using RSI funding we have secured two Building Bridges Officers, one officer is in post and we are out to recruitment for the other one. The officers will work with clients both in supported accommodation and known rough sleepers. They will hold a case load of 23-25 clients. Recent success has included assisting a Rough Sleeper in RS accommodation to access a mechanical engineering course and supported them to obtain a laptop via the Wiltshire Digital Drive to enable him to complete his college work online, and two further clients have been supported to access employment. In addition we have recruited a dedicated Building Bridges Officer for Ukraine nationals to help increase opportunities for employment.



13. **Recruitment and expansion of the Tenancy Sustainment team** – During the last 18 months we have successfully recruited a tenancy sustainment team which includes a team leader and 7 TSO who work with all clients in temporary accommodation to help them move on as quickly as possible as well as maximising clients income and helping to reduce debt. With decreasing numbers in TA we are now focusing the teams work on prevention work, so allocating a TSO to those families who are threatened with homelessness. Since Jan 24, 117 households have moved from TA, 74 new households a month being referred, they are currently supporting 393 households and have assisted to claim in excess of £408 in additional benefits / grants.
14. **Recruitment of two dedicated TSOs (Tenancy Sustainment Officers) for Asylum seekers and Ukraine nationals** - In the last two weeks we have recruited an Asylum Seeker TSO post working in the Migration and Resettlement team to assist with supporting the increasing number of Asylum applicants who are homeless or threatened with homelessness, and we already have a well established Ukraine TSO who has been in post for over a year assisting Ukraine households to move on from host families

### **Priority 3 To ensure services are designed to prevent homelessness or support those who are homeless**

15. Of the 11 actions in this section we have completed ten and the final one has been started but not yet completed. The outstanding action is to develop an on line directory which we are in the process of developing to better understand pathways and support that are available to clients who are homeless or threatened with homelessness. Once completed this will be available on line for easy access for clients to be able to self refer.

### **New Actions**

16. **DHLUC Homelessness inspection.**  
In May 2023 our homelessness and housing advice services was inspected by DHLUC HAST advisors who focused on 10 areas for the inspection, Homelessness and Rough Sleeping Strategy, Funding, Leadership and Corporate Support, Use of Homelessness Discretionary Housing Payments & HPG, Embedding HRA and Preventing Homelessness, Staffing and service structure, HCLIC and Performance Management, Access to accommodation, Management of Temporary Accommodation, Preventing Single Homelessness and Ending Rough Sleeping and Partnerships.

This was an extremely positive audit that clearly identified the great work being carried out within housing but also identified a few areas of improvement which we are working on and regularly updated DHLUC on progress.

17. **Piloting a new Council Phone System across Housing**  
On 1<sup>st</sup> September 2024 our housing team launched a new automated phone system to better manage the high volume of calls being received by the team, ensuring that those high risk and homeless tonight are prioritised. We are in the early stages of pulling reports from the new system on call volumes, peak times and staff call management.

18. **New 7 Bed Homeless Hostel for single clients** - We have negotiated a lease with Aster to utilise a 7 bed homeless hostel for single homeless – Shepherds Close, Devizes (Formally a refuge). Using the Councils capital funding we are in the process of purchasing this property for long term use as TA
19. **Pioneering Temporary Accommodation** - We are working with our Asset and HRA colleagues to deliver a pioneering scheme in Salisbury utilising council land (an unused car park) to deliver our first modular build of 7 low carbon affordable homes built to extremely high standards of construction and energy efficiency. (6 x 1 beds and 1 x 2 bed wheelchair accessible)  
See unused garage site and artist drawing below of new TA



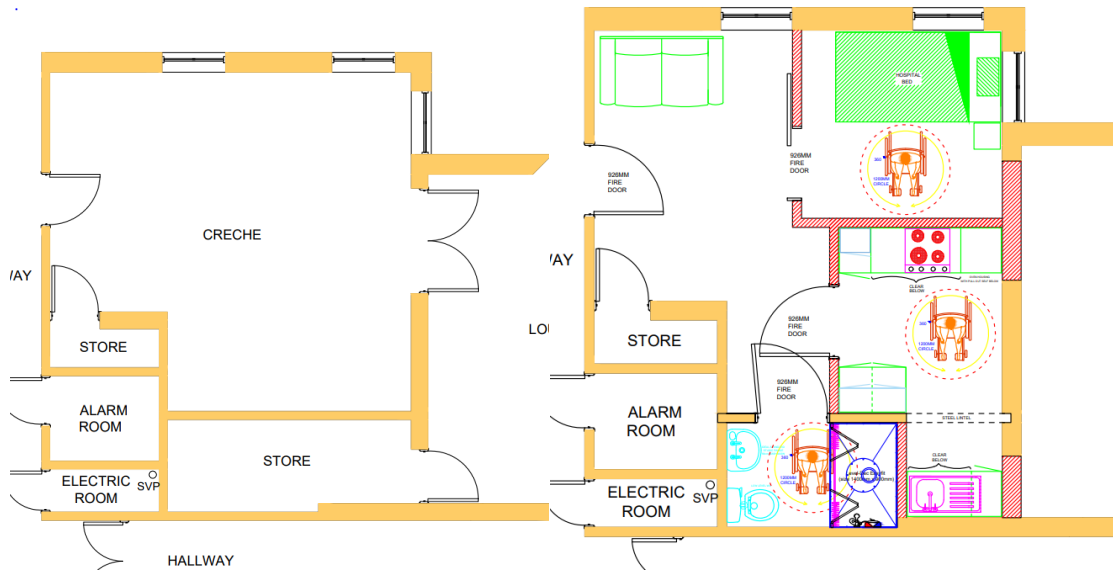
20. There is also additional social value with these homes as they are being built by Agile Homes who have a commercial arrangement with the HM Prison and Probation Service allowing Agile Homes to manufacture panels within the prison workshops across the UK
21. **Conversion and lease of Accommodation** We have converted a couple of 3 bed Temporary Accommodation homes into HMOs for single applicants due to the increasing demand for single units, as well as a 2 bed house as shared

accommodation for 16 -17 year olds and we have commenced negotiations with Stone Circle to lease 2 more 2 bed properties specifically for 16-17 year olds

22. **Refurbishment of 2 flats** We have fully refurbished 2 additional flats at Kingsbury Square ensure they are accessible for disabled applicants. As well as an additional accessible flat using unused space at the hostel

Current plan

Revised Plan



**Priority 4 To ensure those who are threatened with homelessness or who are homeless can secure and keep a suitable home**

23. All eight actions in this section have been completed
24. Our enabling team continue to maximise all opportunities to deliver more affordable homes, as well as making best use of nominations to homes secured through Stone Circle and additional homes for Ukraine households secured through Ukraine grant funding. 30 LAHF properties for Ukraine and Afghan families have now been completed and we have commenced with purchasing a further 25 Ukraine homes during 24/25.

**New Actions**

25. **Dedicated accommodation for care experienced young people:** We have commissioned a dedicated 2 bed temporary accommodation property for the sole use of care experienced young people who make the decision to be supported through housing rather than through children services under S20.
26. **Recommissioning of our housing related support schemes:** Last year we carried out a full re of all our support housing schemes which included single homeless, young people and parent and baby.

**Priority 5 To maintain effective strategic direction and partnership working**

27. Of the eight actions in this section we have now completed all of them. The final action was to establish regional comparisons with other LAs to assist with benchmarking. This was completed with DHLUC as was recognised nationally as good practice.
28. We have established and agreed suitable performance indicators that enable us to manage our service better and identify early trends. We are using comparisons with neighbouring local authorities and help to develop some good practice which was one of the outstanding actions in this section

### **New Actions**

29. **Prison Leavers SD40** - On Friday 12 July, The Lord Chancellor announced her intention to lay a Statutory Instrument before Parliament at the earliest opportunity after the King's Speech, to reduce the time those sentenced to eligible standard determinate sentences (SDS) serve in prison from 50% to 40% of that sentence, to be known as SDS40.

The changes took effect from two commencement dates.

- From 10 September SDS40 will apply to those serving sentences under 5 years (Tranche 1).
- From 22 October SDS40 will apply to those serving 5 years and more (Tranche 2).

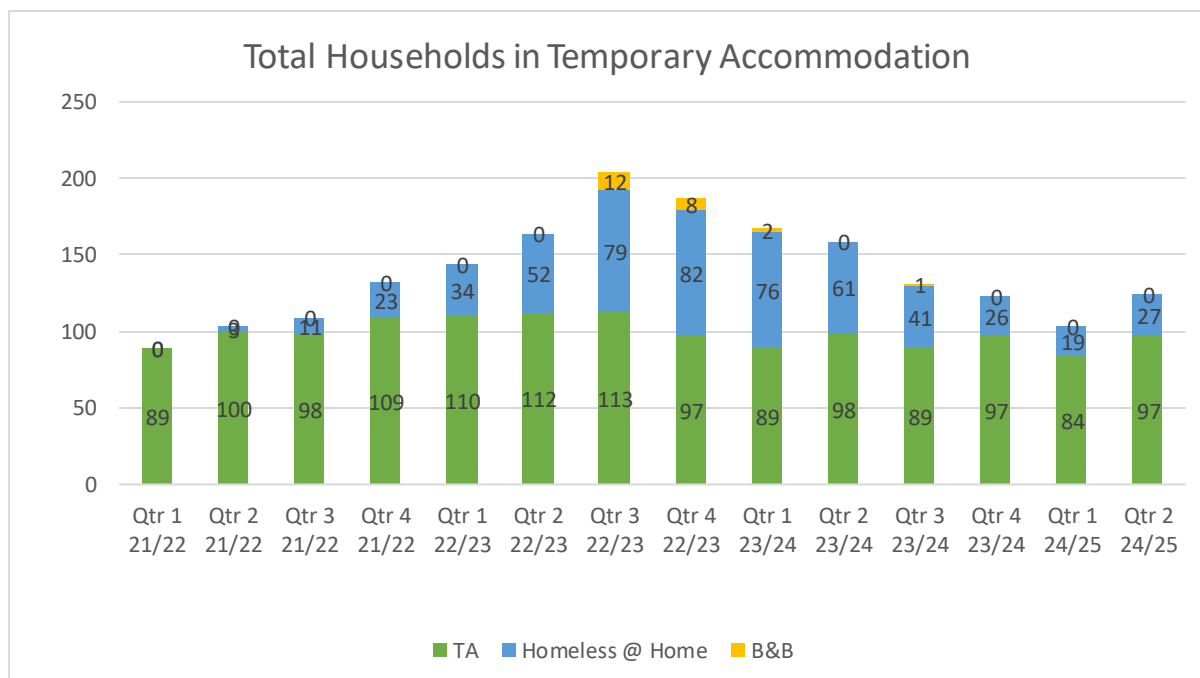
To assist with this potential increase in demand and pressures across a number of services areas housing were part of a multi agency approach where meetings were set up at strategic and tactical levels to manage these release to ensure risks were effectively managed and appropriate resources was provided. Housing was a key partner at these meetings to help facilitate and agree the actions needed to respond to this legislative change. For Wiltshire it can be confirmed we had low numbers but the process was well managed. Discussions are now taking place in regards to how the process will be managed on going.

30. **Inclusion on SASA** – The Head of Housing, Migration and Resettlement now attends SASA (Safeguarding Adults Systems Assurance Group) to ensure oversight for safeguarding of rough sleepers and ensuring we have mechanisms in place to hold partners to account, as well as Emma Legg being the named designated member on the Safeguarding Adults Board as lead for complex rough sleepers.
31. **Management of Temporary Accommodation (TA)** – Due to increasing homeless demands we had no alternative but to start using B&B in November 22 after a period of 10 years not having to use B&B. Initially it was 3 single clients in B&B but this increased to 16 single clients by February 23. The average cost each week to place a single person in B&B is £490, so to continue with 16 placements it would have cost £7,800 a week and £33,973 a month
32. If we continued to increase at this level we would have seen 232 clients in temporary accommodation within the proceeding 12 months. With only 100 units of temporary accommodation this would have meant 132 either homeless at home or in B&B. If 50% were in B&B, half singles and half families it would

cost £172,900 a month to accommodate, so this was identified as a risk and a priority target area.

33. Nationally nearly all Local Authorities are seeing an increase in the numbers of households applying as homeless as well as a significant increase in the number of households in TA. However during the last 18 months we have prioritised our work with households in TA, which has led to a reduction in the number of households in TA, as well as not needing to use B&B accommodation which is a huge expense for many other LAs.
34. I am pleased to report that with the mitigation actions put in place have seen a reduction in the numbers in TA as well as the discontinuation on the use of B&B. The chart below shows a clear steady decrease in numbers in TA since its peak in Nov 22 with a slight incline in Qtr 2 24/25.

**Chart 1**



35. The figures for end of September 24 showed a slight increase in TA, with a total of 124 households in TA of which 27 were considered homeless at home. We are seeing a large number of families who are under offer but housing providers are struggling with voids and properties are taking longer to become ready to let

causing a backlog in TA Move On's. We continue to monitor and manage TA due to the significant impact it can have on our budgets

**Environmental impact of the proposal**

36. There are no environmental impacts to this update report

**Equality and diversity impact of the proposal**

37. This report is an update report and therefore has no Equality or diversity impacts

**Risk assessment**

38. There are no identified risks to this update report

**Financial implications**

39. There are no financial implications to this report

**Legal implications**

40. There are no legal implications to this update report

---

**Appendix 1 Homeless Prevention Action Plan**

Priority 1 To reduce rough sleeping					
Headline Indicator: Number of people rough sleeping					
Action	Outcome	Responsibility	Update	Timescale	Status
1 Promote street link to help identify those rough sleeping, including a digital video campaign <a href="http://www.streetlink.org.uk">www.streetlink.org.uk</a>	Rough sleepers identified in real time and engaged with more quickly. Community made aware of services available to rough sleepers	Rough Sleeping Team Leader & (Public Protection)	Increased take up of streetlink and strong promotion via website and communications over the CV19 period as raised awareness of this – All SWEP and winter campaign promotes the use of streetlink	On-going Nov 19	Completed
2 Increase street outreach and develop a resettlement support service to provide on-going support to the most vulnerable	People get help quicker, before their problems escalate and creates an early warning service for those experiencing difficulties. Everyone will have a clear personal housing plan	Property and Support Manager	The rough sleeper outreach team are now all permanent posts. We have achieved RSI 1,2,3 bid funding and this year RSI4 for 3 years funding. As well as revenue support funding through NSAP and RSAP	April 22	Completed
3 Work with our partners to increase access to health services and support rough sleepers to access those health services including GP referrals for mental health support. Potential creation of health drop in services. Ensuring that all rough sleepers will have the opportunity to access to health services	All rough sleepers will be provided with access to health care which will reduce the health risks of rough sleepers and improve health and well-being leading to increased resilience and ability to recover from rough sleeping	Public Health Consultant	Potential GP Salisbury, is exploring opportunities to join up health-related support/advice to this community and will meet with the RS operational group.	March 2024	Completed

<p>4 Develop appropriate person-centred support to address substance misuse as well as public health initiatives -e.g. smoking cessation, diet, exercise screening vaccinations etc</p>	<p>People are empowered to build their self-sufficiency and reduce their reliance on services Rough sleepers take up appropriate support packages to help improve their health</p>	<p>Public Health Consultant</p>	<p>Before Covid health trainers were attending the homeless hostels to provide training and support on health issues but this has been suspended during covid. We have been successful in a DOH bid to recruit a dedicated drug and alcohol worker specifically to pick up support needs of rough sleepers – to work on the streets</p>	<p>April 2022</p>	<p>Completed</p>
<p>5 Develop a co-ordinated approach to tackling street Anti Social Behaviour activity associated with rough sleeping, such as begging, street drinking and drug taking, supporting as required but as a last resort taking enforcement action against individuals or groups who persist in such behaviour.</p>	<p>Well co-ordinated interventions minimise the risk that a vulnerable person may disengage from existing support, as a result of enforcement action</p> <p>Reduction in concentrated anti-social behaviour on the streets which is often wrongly associated with rough sleeping</p>	<p>Public Health Director, Head of Housing and Wiltshire Police</p>	<p>A multi agency ASB task and finish group has been developed who are looking at the ASB across Wiltshire to come up with a plan on how these issues can be addressed</p> <p>Multi agency meetings are held to discuss and RS ASB which has been working well</p>	<p>June 2021</p>	<p>Completed On-Going</p>
<p>6 Produce wallet sized information leaflet for community and agencies giving advice on what to do if they meet rough sleepers</p>	<p>Agencies have better knowledge of what services are available and how to access them</p>	<p>Rough Sleeping Partnership</p>	<p>We have produced an A5 factsheet for rough sleepers with details of support available and explaining their options</p>	<p>Nov 2020</p>	<p>Completed</p>



7 Produce wallet sized information leaflet for rough sleepers on services available to them	Rough sleepers will have information on services and support directly available	Rough Sleeping Partnership	We have now produced a waterproof wallet sized leaflet for Rough Sleepers.	Nov 2019	Completed
8 Asset mapping to better understand community resources and build relationships	All those working together to prevent and address homelessness better able to coordinate activity and avoid duplication	Rough Sleeper Team Leader	Information starting to be collected, delayed due to covid. During Covid the Well Being Hub pulled together an internal community resource document. We will be looking to create a specific asset map for those rough sleeping	April 2023	Completed
9 Explore the potential to develop a Housing first model	Accommodation will be available in advance of support packages to enable support to be more effective	Property and Support Manager / Head of Housing People Services	We have now started the first Housing Led property with Aster housing. We have also converted 3 of our own properties into HMOs. We are starting with housing led, rather than housing first as we would require an intensive tenancy support officer for housing first – we are looking at this for RSI Year 4 Bid to develop this further into a Housing First Model.	April 2021	Completed
10 Review long term funding model for services currently utilising RSI funding	High priority services for rough sleeping to continue	Head of Housing People Services	Rough sleeper outreach team now made permanent, three HMOs now commissioned as well	April 2022	Completed

			as a property with Aster as a housing led model. Successful 3 year grant funding from 2022 - 2025 in co-production with MHCLG representatives.		
11 Develop an accommodation pathway for rough sleepers based on move on provision or shared accommodation across the county.	To provide an increase in accommodation options for rough sleepers to help them regain their independence and a suitable home.	Property and Support Manager	We have converted 3 x 3-bedroom houses into HMOs to provide step down accommodation for those who are ready for independent living with some additional support provided by a tenancy sustainment officer.	Dec 2021	Completed
12 To work with our supported housing providers on issues such as removing barriers to housing, such as debt, lack of engagement & tenancy management as well as being tenancy ready	Rough sleepers are able to move into their own home and be able to manage their home long term, ensuring a robust process to remove barriers for re housing and create positive move on plans	Rough Sleeping Team Leader	As part of the June 2022 housing re structure we have recruited a dedicated officer to work on contract management and is starting to build positive relations with our support providers to look to improve move on opportunities. We have been using homeless prevention funding to unlock some of the barriers	Dec 2023	Completed
13 Increase our help and support to help known prolific rough sleepers off the streets by tailoring our approach and fully engaging to make available the	Reduce rough sleeping and an improved offer for prolific rough sleepers	Head of Housing	CV19 "everyone in" was very successful at supporting entrenched rough sleepers off the streets and we are now	Feb 2021	Completed

<p>support they need. For those who do not want to accept our help we will work with the police and other agencies to manage these individuals.</p>	<p>Not accepting rough sleeping as a choice</p>		<p>working with the cohort remaining to find long term housing solutions tailored to their needs. 11 either refused offers or returned to the streets following serious ASB evictions. We carry on our dialogue with this cohort and do welfare checks to continue to support them to look for alternatives. We have also identified 15 RS who we work and update - government on a 2 weekly basis – Dedicated offender housing solution caseworker</p>		
<p>14 Deliver Severe Weather Emergency Provision (SWEP) in line with MHCLG guidelines</p>	<p>Ensure rough sleepers have accommodation during extreme cold weather, and that nobody will sleep out rough during these periods  As well as extreme heat</p>	<p>Property and Support Manager</p>	<p>2020/21 SWEP has been very different this year, due to Covid19, We've been unable to use shared sleeping facilities at Unity House and Alabare We have worked alongside MHCLG to bid for Cold Weather/Protect Plus funding to place Rough Sleepers into self-contained B&amp;B placements.</p>	<p>On Going</p>	<p>Completed</p>

15 Organise and report quarterly counts of rough sleepers as well as the annual rough sleepers count	Improve intelligence on known rough sleepers	Rough sleeper Team Leader and Property and Support Team Leader	We completed the official rough sleeper count in November 2020 – This was certificated by Homeless Link. We now report back to MHCLG weekly on current Rough Sleeper Numbers – This data is collected through the early morning outreach sessions.	On Going	Completed
16 To produce annual communication to the public late Autumn to confirm what they can do to assist Rough Sleepers	Prevent excessive collection of bedding and other items. Create targeted requests for public support Engage and strengthen the support provided by communities in Wiltshire to help rough sleepers	Rough Sleeping Team Leader	A number of communication campaigns have taken place to inform the Public on what they can do to support rough sleepers and the work we have been doing to support rough sleepers . We have reminded the public via social media on how to report rough sleepers via street link. Articles have also been posted in the local newspapers and a television report on BBC Points west was aired , where the RS Team Leader discussed the work we have done to support RS.	Oct 2021	On Going
17 To consider the long term use of The Haven (8 bed winter	Increase provision of move on or temporary accommodation,	Head of Housing – People Services	Secured for an additional 3 years 22 – 25 as well as an	July 2021	Completed

provision) and how this can be funded	ensuing it is provided in the right localities in Wiltshire		additional 10 bed in Trowbridge 'The Bridge'		
---------------------------------------	---	--	--	--	--

Priority 2 To identify and prevent homelessness at the earliest possible stage					
<b>Headline Indicator: Increase in homeless prevention and relief figures</b>					
Action	Outcome	Responsibility	Update	Timescale	Status
1 Early identification of suitable private lets through improved workings with Local Landlords and letting agents	More private rented housing available to help people avoid homelessness	Private Rented Access Officer	During CV19 lockdown 2, estate and lettings agents remained open so we continued to work with them on both the Stonecircle work and private lets for tenants. During the last 6 months we have secured 27 properties for individuals through Wiltslet. Stonecircle properties are now also coming through and we have now recruited an 18.5 hr officer for a 6 month period to lead on the management of the Stone Circle properties as they increase. To date, all Stonecircle properties have been let within 5 working days of being ready for letting.	Dec 2019 Work continues – On going	Completed

2 Provide coordinated financial skills and financial advice and debt advice services, with a focus on up skilling single young people in budgeting and maximising income following sign up to a Wiltshire Council property	Young people taking a tenancy will have received advice on maximising their income and advice in managing their finances	Housing Income Manager / Housing Solutions Manager	Wiltshire Council have now launched a tenancy ready training module with a focus on young people and care leavers to ensure they have the skills to be able to manage a tenancy	Dec 2020	Completed
3 Promote affordable savings and low cost finance by promoting the credit union	Customers will be able to draw upon affordable loan arrangements to help at times of crisis or financial difficulty as well as people being encouraged to save to provide the up-front costs they face to avoid homelessness or have access to low cost finance	Housing Income Manager	Meetings have taken place with the credit union to enable them to manage a loan facility for our clients but it worked out to be very expensive so it was decided we would not proceed with this option	June 2020	Completed
4 Provide tailored support to prevent homelessness and sustain accommodation, including joint working with the Children Services FACT project and Council tax and benefit services to ensure services are designed around the needs of families	Multi agency pathway models will be established, so that those threatened with homelessness will receive a one council service to meet their needs	Housing Solutions Manager/ Julian House / Director of Adult Care/ Director of Children Services	Staff within Housing Options have been working with FACT to look at impacts on families and how we can improve the service that they receive. Hospital discharge has been developed during CV19 and now works well Young Persons Protocol and now a bespoke care leavers one being developed	December 2023	Completed – on going

<p>5 Review and improve our webpages to ensure effective on-line advice is provided</p>	<p>Create independence for applicants to try and resolve problems at an early opportunity by accessing help at the right time</p>	<p>Housing Solution Manager and Housing Solution Team Leaders</p>	<p>Webpages are subject to constant review and when the Council launched its new version website, we used this as an opportunity to update pages. Information relating to CV19 legislation is now available and we are using it with s21 notices to support landlords to understand the new legislation. With staff, we are also working to encourage clients to use the website and empower themselves rather than being reliant on the officers to provide them with all the information.</p>	<p>Dec 2023</p>	<p>Completed – On going</p>
---	---	---	---	-----------------	-----------------------------

Priority 3 To ensure services are designed to prevent homelessness or support those who are homeless					
Headline Indicator: Reduction in statutory homeless decisions and increase in preventions					
Action	Outcome	Responsibility	Update	Timescale	Status
1 Improve the identification of the needs of vulnerable people through a personalised multi agency approach, embedding homeless prevention into the work plans of social care, health, criminal justice and housing partners	Assessment of vulnerable adults would be improved, particularly those with complex needs. Creating a secure passage for homeless people following hospital or prison discharge	Head of Housing / Housing Solutions Manager		April 2021 – On Going	Completed
2 Research to better understand customer journey to inform service design	Services will be designed around customers' needs	Head of Housing	Re design completed, staff fully consulted and new structure developed and implemented	April 2022	Completed
3 Create new protocols with housing providers to ensure referrals are made at an early stage for those at risk of homelessness	Those threatened with homelessness are identified and helped at the earliest opportunity	Housing Solutions Manager	An existing statutory pre-action protocol already exists but we have also worked with providers in Wiltshire to create a personalised protocol for Wiltshire to ensure that they are referring on cases to us at the appropriate time, referring them in a consistent way and involving us if our intervention could	April 2020	On going



			prove useful to resolving the situation. This is working well.		
4 Refresh hospital discharge procedures to ensure early identification of housing need upon admission	Nobody is made homeless when discharged from hospital	Housing Solutions Manager / Housing Solution Team Leader Head of Housing – Hospitals ASC	Good relationship with RUH due to homelessness discharge team but less effective at SDH so training rolled out in late 2020 to their discharge team to explain about the Duty to Refer which has seen improvements. Our complex needs navigator, whose contract is now extended to March 2022 is useful link. Ongoing concerns about Mental Health discharges at short notice and very little pre-planning and rarely a duty to refer. Staff churn within Fountains Way and Green Lane makes training difficult	May 2020	On Going
5 Adopt a more collaborative approach to ensure agencies are able to provide effective information on prevention services and adhere to the new duty to refer those who may be at risk of homelessness	Early intervention and prevention of homelessness, to ensure that households threatened with homelessness are referred by agencies as soon as possible.	Housing Options Team Leader	Officers have worked with other agencies – most noticeably Probation and prisons this last half year - on ensuring the Duty to Refer is made at the appropriate time. We are now also working with internal colleagues – ASC	Oct 2019	Completed

			and CSC to ensure they take the appropriate referral process rather than simply emailing an officer they know – we are trying to make this more formalised to ensure fair work distribution and monitoring referrals.		
6 Work closely with partners in the criminal justice sector through Multi agency risk assessment conference (MARAC), and Multi agency public protection arrangement (MAPPA), Through the Gate, Integrated Offender Management (IOM) and National Probation Service to provide appropriate support	Those people who are supported by the criminal justice system are adequately assessed and helped into an appropriate home	Housing Solution Manager and Housing Solution Team Leaders	Housing Options always attend MARAC and MAPPA meetings. Our Offender Housing Adviser – funded jointly by CRC and OPCC - is proving very successful at improving the opportunities for those leaving prison to have a housing pathway that is sustainable and prevent NFA on release. We are also meeting weekly for HPT funding cases and positive joint working has helped ease the pressure of prison releases. Still some late DTR discharges but improving. We also have an Offender Navigator to help ensure that we can work holistically to deal with the issues of being released without	April 2020	On Going

			access to benefits and resources.		
7 To develop an on-line directory of services and easy to understand pathways to ensure all agencies that may come into contact with an individual who is at risk of homelessness are able to signpost confidently and effectively to prevent homelessness occurring	Homeless or those threatened with homeless are helped to find the most appropriate and best advice and support as soon as possible and receive consistent and constant support.	Housing Solution Manager and Housing Solution Team Leaders	<p>Delay due to CV19 but work is ongoing on ensuring our web pages are fit for purpose and user friendly at helping support the prevention agenda and provide signposting to empower individuals to take responsibility for resolving their situation.</p> <p>Will develop on the work done during CV19 by the wellbeing hub to document support services offered across Wiltshire</p>	May 2023	Started
8 To deliver a multi agency approach to safeguarding vulnerable households who approach as homeless	Maintain and improve the safety of vulnerable clients	Housing Solution Team Leaders	All staff are trained in safeguarding as part of their induction to the Team and have regular updates. Sue Cox has been appointed to lead the service on safeguarding matters and staff regularly refer to MASH or Advice & Contact for escalation of support for households. Officers and managers take part in regular safeguarding meetings where housing is identified as relevant. We	April 2021	On Going

			are working to embed safeguarding at the heart of the work undertaken but for also other agencies to understand that housing is not always the solution.		
9 To agree a referral process to Wiltshire' Fire Service for a safe and well check when any client is referred to temporary or supported accommodation	Improve customer safety	Housing Solution Manager / Wiltshire fire and Rescue	Referral pathway agreed and strengthened through our work with Afghan and Ukraine accommodation visits	April 2022	On Going
10 To introduce a form of mystery shopping to better understand the experiences of customers who approach for housing assistance	Improved learning and better understanding of customer experience and service quality improved	Housing Solutions Manager	Delayed due to CV19 Re Structure now implemented and being embedded. We will look to commence some mystery shopping in 2023	July 2023	Completed
11.To seek a peer review of services and consider applying for NHAS gold standard	Delivery of best possible service for customer who are homeless or threatened with homelessness.	Homeless Solution Manager and Head of Housing	Delayed due to Covid, re structure and increasing service demand. Restructure needs to be embedded before we consider this. Peer Review carried out by DHLUC in May 23	May 2023	Completed

Priority 4 To ensure those who are threatened with homelessness or who are homeless can secure and keep a suitable home

**Headline Indicator: Increase in affordable homes across Wiltshire**

Action	Outcome	Responsibility	Update	Timescale	Status
1 Increasing supply of sub market private rented housing via the Council's local housing company and local development company	More affordable private rented sector properties available for homeless households with better support arrangements for homeless	Director of Housing	LHC approved at cabinet Jan 19 – Stone Circle now delivering properties and nominations of homeless families being taken	April 2021	On Going
2 Explore options with local lettings agency to advertise private rented sector property via Home4wilts	Cost effective solution for small landlords to let their properties through the Council	Housing Solution Manager / Property and Support Manager	Following discussions with local lettings agents this was not something they wished to take up – demand for private lets is extremely high and they already get a very high take up without needing to use additional adverts	April 2021	Completed
3 Maximise opportunities on the delivery of affordable housing through planning opportunities	Increase the number of new affordable homes delivered across Wiltshire in line with Core Strategy targets	Service Development and Enabling Manager / Housing Assets Manager	Currently on course to achieve Core Strategy targets for 2019/20.	April 2021	On Going

4 Identify the incentives that agents and landlords will require to offer homes to households who are threatened with homelessness	More households threatened with homelessness are able to secure a home in the private rented sector.	Accommodation Options Officer and Homeless Prevention and Advice Manager	Limited due to the legislative changes brought about by the Tenant Fees Act but we are able to offer incentives on top of this and have done so on a case by case basis.	May 2020	Completed
5 Provide move on accommodation from emergency accommodation using a 3 bed property owned by Wiltshire Council	More move on accommodation for people who had been rough sleeping	Head of Operational Housing	We now have three available HMOs used as both temporary and move on accommodation	July 2020	Completed
6 Develop the temporary accommodation offer by reviewing the Council's leased accommodation	Best possible temporary accommodation provided for households who are homeless.	Head of Operational Housing and Homeless Prevention and Advice Manager	Due to CV19	June 2022	Completed – On Going
7 Review the shared care leaver accommodation pilot and determine need to expand with other providers by developing an appropriate framework for this service	Achieve positive outcomes for young care leavers and improve move on into independent accommodation  Increase the range of suitable housing for care leavers who may have been homeless.	Head of Operational Housing	A review with CSC took place and it was agreed that this type of accommodation is not what is needed – need to look at self contained trailer flats as an alternative option	Oct 2020	Completed

8 Review the use and access to discretionary housing payments to ensure these are able to be quickly deployed and support homeless prevention and the duties contained in the homeless reduction act	<p>Maximise the use of DHP to help prevent homelessness</p> <p>Maximise customers income to help them avoid homelessness</p>	Private rented access officer and Head of Housing Benefit	R&B have now changed the DHP policy and criteria to allow for RIA, Deposits and removals to be included as eligible costs and we are monitoring the update of this with clients.	April 2020	Completed
--	--	---	--	------------	-----------

Priority 5 To maintain effective strategic direction and partnership working					
Headline Indicator: Homeless forum meetings					
Action	Outcome	Responsibility	Update	Timescale	Status
1 Establish multi-agency forum to manage strategy action plan delivery	<p>Effective multi-agency forum to hold each other to account in the delivery of the homeless strategy and action plan</p> <p>All organisations in Wiltshire working to address homelessness supporting and delivering the homeless prevention strategy</p>	Head of Housing	First meeting due to take place in August 2020	Aug 2020	Completed
2 Provision of training for volunteer organisations	Free training packages for voluntary organisations that provide services to people who are threatened with homelessness or who are homeless.	Housing Solution Team Leaders	Training is currently delivered on an ad hoc basis to organisations either who ask for support or we identify	May 2020 – On going	Completed

	Voluntary organisations are able to expand the services they provide to homeless customers in a safe way.		would benefit from it (often due to misunderstandings) We would welcome any organisation coming forward and asking for training and working with us to improve understanding and can tailor training to meet their needs.		
3 Support for external funding bids to deliver the strategy	External charitable funding secured for services provided by voluntary organisations, ensuring that services are maintained or expanded.	Housing Solutions Manager	We have provided support for local charities to secure funding through recent rough sleeper bids (Homeless Link CV19 Response Fund 2 rounds) and have signposted them to opportunities where appropriate.	April 2020	Completed and on going
4 Making sure there is an agreed approach to assessing housing needs and homelessness with Children Services and Adult Social Care	To ensure where no housing duty is owed that applicants are dealt with under social services legislation supported by housing.	Head of Housing	Written protocol has been agreed and training carried out	June 2021	Completed
5 Continue to monitor, review and provide joint training where necessary on the 16/17 joint protocol	Improved joint working and positive experience for 16/17 year olds	Housing Solutions Manager and Head of Housing	New protocol now finalised and front line training carried out – Hos from CIC and Housing meet Qtrly	June 2021	Completed



between housing and children services			and review. 2022 we are now drafting a separate care leavers protocol. Together with the new protocol, we have created a new leaflet to assist a young person through the homelessness process and prompts for both Housing and Social Care staff on what should be considered in a single assessment meeting to ensure a consistency of delivery.		
6 Promote more joined up working with health, prison and probation services to prevent homelessness on discharge or release	Reduce approaches following an unplanned discharge from prisons, approved premises and hospitals	Housing Options Team Leader	Currently very good relationship with prison and probation services due to the recruitment of the Offender Housing Adviser and Offender Navigator. Work with hospitals taken place and improving on DTR.	June 2020	Completed and On going
7 In light of the Army Rebasing 2020 scheme, establish a multi agency partnership in the South with the MOD	To enhance the housing support offered to those leaving the armed forces	Housing Solutions Team Leader	Whilst already having a good relationship with the MOD and DIO, we are not receiving regular duty to refers and early warning of discharges and this is	June 2020	Completed On going

			something we want to work with. Agreed referral process now in place with DTR training		
8 Establish regional homeless service best practice group with Neighbouring local authorities	Shared good practice	Head of Housing	Delayed due to CV19 / re structure and high demands	Oct 2023	Work not yet commenced

---

<sup>i</sup> 'Through the Gate' services are resettlement services for offenders who have served sentences of 12 months or more

Wiltshire Council

Environment Select Committee

12 November 2024

---

## Housing Management Services Housing Revenue Account (HRA) Landlord Compliance Report

### Executive summary

The purpose of this report is to update the Corporate Leadership Team (CLT), Housing Board and the Environment Select Committee (ESC) on the main compliance disciplines associated with the council's landlord role in the provision of social housing. The scope covers the land and property assets in the Housing Revenue Account (HRA) managed by Housing Management Services (HMS).

The landlord compliance function for the HRA was fully reviewed in 2023 and a plan of improvement has been in place over the last 12 months. Compliance activity is now considered, delivered and reported against the following governing framework:

- Policy
- Procedures
- Performance
- Internal Assurance
- External Assurance

This report represents one of the key governance steps in ensuring that the council and the Housing Board are fully briefed on compliance activity and performance.

The service is reporting a high level of performance against the key compliance indicators. Where compliance is not 100% the service has a full and detailed understanding of why, and plans are developed to improve performance towards achieving that goal.

The service continues to promote a culture of check and challenge throughout all areas of the compliance framework and continues to make improvements to delivery and performance in this field.

### Proposal

That the committee:

- a) Is asked to note the contents of the report and progress being made.

### Reason for proposal

To provide assurance around the council's landlord responsibilities.

Author:

Deana Hitchins, Compliance and Servicing Officer  
Kevin Butcher, Property and Contracts Manager  
Nick Darbyshire, Head of Strategic Assets Maintenance and Facilities Management (SAM&FM) and Housing Management Services

## **Housing Management Services Housing Revenue Account (HRA) Landlord Compliance Report**

### **1. Purpose of report**

1.1 The purpose of this report is to update the Corporate Leadership Team (CLT), Housing Board and the Environment Select Committee (ESC) on the main compliance disciplines associated with the council's landlord role in the provision of social housing. The scope covers the land and property assets in the Housing Revenue Account (HRA) managed by Housing Management Services (HMS).

### **2. Background**

2.1 As a provider of social housing the council is responsible for the repair, maintenance and compliance of houses, communal blocks and sheltered living schemes contained within the HRA. Within this estate there are approximately 5,300 individual dwellings.

2.2 Compliance refers to the adherence of housing providers to legal and regulatory standards to ensure tenant safety, health and wellbeing. There are key areas of requirement known as 'the big 6' that are gas, electrical, fire safety, asbestos management, water safety, and the provisions of lifts. There are also a variety of other responsibilities relating to issues such as damp and mould, exterior H&S, log burners etc.

2.3 The Regulator of Social Housing (RSH) oversees these obligations mandating that providers maintain properties to the Decent Homes Standard and in line with the Housing Health & Safety Rating System (HHSRS). The RSH also requires landlords to undertake regular condition and safety checks of all properties in addition to those checks required to satisfy the standards of the specific areas of compliance.

2.4 As well as putting tenants at risk of harm, if the council fails to maintain compliance we can face penalties from the RSH, and poor regulatory assessment which can damage the council's reputation. Other consequences include enforcement notices from governing bodies mandating corrective actions. In severe cases where tenant safety is at risk the RSH can appoint new management. Non-compliance can also result in legal action and potential compensation claims.

2.5 A structured approach is required to provide the highest levels of assurance. Compliance activity is considered, delivered and reported against the following governing framework:

- Policy
- Procedures

- Performance
- Internal Assurance
- External Assurance

## **Main considerations for the committee**

### **3. Policy**

3.1 Over the last 12 months the Landlord Compliance Policy Framework has been reviewed and revised. Key policies have been re-written then considered and ratified by the Housing Board. Each policy has a corresponding procedures document which has also been ratified.

Compliance policies and procedures approved by the Board in the last 12 months are:

- Fire Safety Policy & Procedure which includes
  - Fire Risk Assessment
  - Carbon Monoxide Detector
  - Smoke Detector
  - Fire Door
  - Emergency Lighting
- Legionella Water & Hygiene Policy & Procedure
- Gas Safety Inspection & Servicing Policy & Procedure
- Damp & Mould Policy & Procedure
- Asbestos Policy & Procedure
- Electrical Safety Policy & Procedure
- Radon Policy & Procedure

3.2 Further compliance policies listed below will be drafted and presented to future Housing Boards.

- H&S Policy
- Automatic Doors Policy
- Lifts & Hoists Policy & Procedure
- Solid Fuel Heating Policy
- Log Burner Policy

3.3 Where appropriate, the Housing Board are invited to contribute to the development of policy and procedures. However, the key drivers behind all compliance policies are regulation and legislation and therefore the ability to influence policy is limited.

3.4 Awaab's Law is legislation aimed at improving housing standards and tenant safety, named after Awaab Ishak, who died due to mould-related issues in his social housing home. The law will require landlords to address health and safety concerns and hazards (as identified in the Housing Health & Safety Rating System HHSRS, including damp and mould) within strict timeframes after being reported. It emphasises proactive measures to ensure safe living

conditions and strengthens tenants' rights to hold landlords accountable. The legislation also encourages local authorities to prioritise housing inspections. Overall, Awaab's Law seeks to enhance housing quality and protect tenants from health hazards related to poor living conditions.

- 3.5 The consultation period has now closed. An update is awaited from the new government as to when the secondary legislation to bring Awaab's Law into force will be passed. Clause 42 of the Social Housing Regulations Act 2023 insets into Social Housing tenancy agreements implied terms that will require landlords to comply with new requirements. The secondary legislation will require landlords to inspect and repair hazards within prescribed timescales. Failure to meet those timescales will enable tenants to take action against the landlord for breach of contract.
- 3.6 While there may yet be final changes to the timescales and the requirements placed on landlords, the current indication is that our policies and procedures will meet the criteria placed upon the council when Awaab's Law is passed. A full review to provide assurance on our compliance levels will be undertaken and any necessary policy and procedural amendments implemented.

#### **4. Procedures**

- 4.1 The overall procedures for managing compliance include:
- Data to ensure full knowledge of what is required.
  - Delivery of compliance activity in all areas – inspection, testing, identification and completion of remedial works.
  - Consistently and accurately recording all of that activity.
  - Consistent performance review.
  - Regular reporting of performance.
  - Providing scrutiny and challenge.
  - Providing assurance on activity and performance to all stakeholders.
- 4.2 A HRA Compliance Dashboard has been developed that draws together performance information relating to the compliance areas. This includes comprehensive information on the big 6 and is now being developed to include other areas of interest.
- 4.3 Due to the increased number of cases, the level of concern and the need for consistent attention concerning Damp and Mould, information in this area is now included in the Dashboard. This ensures that the number, severity and status of cases is under constant review.
- 4.4 The management of compliance activity sits within the Property Maintenance section of the Housing Management Service (HMS). Responsibility for the day-to-day management rests with the Property & Contracts Manager. Within the team, delivery is overseen through the Compliance & Servicing Officer and Health and Safety Advisor. Officers from across the wider service contribute to the monitoring and delivering of compliance activity.
- 4.5 The majority of compliance-related work is contracted to specialist providers. Policy and standards are delivered through the various contract specifications.

Contractors are monitored and performance managed using contract tools and mechanisms.

- 4.6 The management and delivery of work programmes, reporting and monitoring activities are driven by the data in the housing management system.
- 4.7 Processes and procedures exist for delivering and monitoring compliance in all key areas, through contract specifications, the monitoring and management of those contracts, and through the work of Property Maintenance Team.
- 4.8 There were 3 specific areas identified in the overall review last year that required improvement. These were:
- Electrical Installation Certificate Reports – our programme with our contractor provided for Electrical Installation Condition Reports (EICR) to be undertaken in the 5<sup>th</sup> year meaning that a proportion of EICRs went beyond their 5-year anniversary. A revised approach was agreed and implemented whereby EICRs are now undertaken on or before the 5-year anniversary.
  - Fire Risk Assessments – improvements to the recording and reporting system were required. The system has been improved and now includes data relating to the remedial actions that are identified from each FRA. We are now able to monitor and report on the completion of those remedials against timescale.
  - Fire Doors – an inspection and reporting system needed to be developed in response to changes in legislation and the requirement on the landlord. All fire doors have now been surveyed and asset-tagged and a system implemented to inspect doors on an annual basis. The service is now looking to take this activity in-house and employ Compliance Technicians to deliver these inspections and other areas of compliance testing and inspections. Recruitment will take place in early 2025.

## **5. Performance**

- 5.5 Current performance across all areas is detailed in section 8 below.
- 5.6 To further strengthen the information held on compliance, performance against the Decent Homes Standard, and general knowledge of property-base Stock Condition Surveys (SCS) are being undertaken across all properties. 1,700 surveys have been commissioned from an external provider that will be completed early in 2025. Thereafter the remaining properties will be surveyed either by external providers or using in-house resources.
- 5.7 As well as information on the overall condition and an Energy Performance Certificate (EPC) inspection for each property, a HHSRS assessment is also being carried out which provide further assurance about compliance levels across the property-base.
- 5.8 One of the key challenges in achieving 100% compliance obtaining timely access to properties. Some tenants are increasingly 'hard to reach' due to

vulnerabilities and/or require significant housing tenancy interventions in order for them to agree to allow access into their property. Without access, compliance activity cannot be delivered.

- 5.9 The service has an effective escalation process in place in order to try and achieve access. Tenants are notified in advance of scheduled compliance visits and activity. Reminders are sent in the lead up to the visit. If no access is obtained, a series of letters are sent and notices hand-delivered in order to secure agreement for a compliance visit. Finally, if all other means have proven unsuccessful, legal enforcement routes will be considered.

## **6. Internal Assurance**

- 6.1 Regular meetings and reporting practices have been implemented. Monthly Compliance Meetings take place chaired and managed by the Property Maintenance Team. The Director of Assets and Head of SAM&FM & Housing Management Services are invitees. Each meeting consists of a review of all compliance policy, procedures and performance, and a monthly report is produced.
- 6.2 An six monthly Landlord Compliance Report is produced and presented to CLT, Environment Select Committee and the Housing Board.
- 6.3 A version of the HRA Compliance Dashboard is incorporated into the overall HRA Performance Scorecard. This scorecard is reviewed at the monthly HRA Managers Meeting and is an agenda item at each Housing Board meeting. Performance in the key compliance areas is therefore consistently subjected to management and Board scrutiny.
- 6.4 Performance assurance is provided through the management of the suite of contracts delivered by specialist contractors. Monthly performance meetings with a set agenda are held with all providers. Performance targets are enshrined in the contract specifications. Improvements where required are delivered through contract mechanisms.
- 6.5 In 2024 South West Audit Partnership undertook audits in 2 key compliance areas:

### Gas Safety

Audit Objective – to provide assurance that all council-owned HRA properties are safe and compliant with policy and legislation in relation to Gas Safety.

Audit Scope – the following were reviewed:

- The council's gas safety check policy framework and records to ensure compliance with the Buildings Safety Act;
- Records held to support compliance with gas safety checks;
- Management oversight, reporting of KPIs and breaches of regulations;
- Contract management, monitoring and reporting, including assurance over the competency of staff undertaking the checks.

Audit Outcome

- Organisational Risk Assessment – Low



- Assurance Opinion – Reasonable  
There is a generally sound system of governance, risk management and control in place.

#### Audit Action

- Qualification and Registration of Gas Safety Officers (employed by contractor British Gas ) – action to check the contractor’s Gas Safe Registration numbers against the National Gas Safe Register to ensure the contractor is qualified and registered to perform gas safety checks.

Action Implemented – quarterly checks being carried out using contractor’s Gas Safe Registration Numbers taken from a sample of Gas Safety Certificates.

#### Fire Safety

Audit Objective – to provide assurance that all council-owned HRA properties are safe and compliant with policy and legislation in relation to Fire Safety.

Audit Scope – the following were reviewed:

- The council’s policy framework for fire safety checks and compliance with requirements of the H&S at Work Act and Building Safety Act;
- Where records are held to support compliance and fire safety servicing;
- Fire Risk Assessments and routine evacuation procedures are conducted;
- Management oversight, reporting of KPIs, servicing activity, remedials arising and breaches of regulations;
- Contract management, monitoring and reporting, including assurance over the competency of staff undertaking the checks.

Audit Outcome –

- Organisational Risk Assessment – Low
- Assurance Opinion – Reasonable  
There is a generally sound system of governance, risk management and control in place.

#### Audit Actions

- Accuracy and consistency of the HRA Property Database – action to fully review the properties listed in the database to ensure they accurately describe and identify common parts and the fire safety measures in place for each property.
- No clear definitions for each property description particularly for flats and maisonettes – action to agree a clear definition for each property description so the description can be used as a mechanism to identify Fire Safety measures that should be in place for each property.  
Actions being implemented following recent receipt of the report.

6.6 Audits will now be carried out on Water Safety and Lifts, to be followed by Electrical Safety and Asbestos Management.

## 7. External Assurance

- 7.1 A full review of the housing data contained within the QL Housing Management System was commissioned from a consultant provider, Savills, to provide feedback on data quality, validate the current compliance activity and identify any data gaps.
- 7.2 The assessment commended Wiltshire Council for its effort and performance in establishing a comprehensive compliance dataset and accurately reporting on landlord compliance obligations. The data assessment produced a minimal number of queries for investigation, suggesting manageable workload for the Compliance Team.
- 7.3 To maintain and build on its current strong position, the Council will continue to conduct regular Landlord Compliance Data Validation and Reconciliation activities. These processes will be documented within management plans and a dedicated compliance reporting framework to ensure auditability, repeatability, and accountability are met. This will ensure clear evidence trails,
- 7.4 Within the provisions of all compliance contracts, the Landlord has the right to appoint an independent auditor to undertake quality assurance works. Audits of the key compliance areas will be considered over the next 12 months.
- 7.5 In respect of specialist supplier of gas safety works, the supplier is externally audited by Qualitas. This provides the contractor with a quality standard and assurance for its clients.
- 7.6 Future work will commission third party assurance across all compliance disciplines, this activity is included in the service action plan.

## **8. Compliance Performance**

Note – the following performance data is captured as at 31<sup>st</sup> October 2024.

### **8.1 Asbestos Management**

#### Policy, Legislation & Regulation

Wiltshire Council has a legal duty to manage asbestos containing materials within areas deemed as domestic and non-domestic, as outlined in Regulation 4 of the Control of Asbestos Regulations 2012 (CAR2012). It should be noted that any domestic property where works are to be undertaken is deemed as a workplace under the Health and Safety at Work Act 1974, and therefore will require asbestos information to be supplied as part of the pre-construction information. This is a requirement of the Construction (Design and Management) Regulations 2015 (CDM 2015).

The Housing Management Service (HMS) holds asbestos information on its housing stock in the form of a detailed asbestos register. Every property where asbestos is present is on the register. In addition, a library of asbestos surveys for each property is maintained. All surveys are undertaken on a cyclical 4-yearly basis. Additional surveys will also be undertaken when major refurbishments, demolition or other major construction works are required in a property when asbestos-containing materials are most likely to be disturbed.

All surveys are accessible by all internal and external maintenance providers and are suitable to guide all works. All void properties have a current asbestos management survey prior to re-letting.

#### Procedures & Delivery

Asbestos management activities, surveys, re-inspections, and removals are delivered through contracts with specialist Asbestos providers. Delivery standards are monitored and maintained in accordance with these contracts.

#### Performance

The following table shows the current position for asbestos surveys undertaken.

<b>Property Type</b>	<b>Number of Properties</b>	<b>Number Surveyed</b>	<b>Percentage Surveyed</b>
Communal Areas	384	384	<b>100%</b>
Dwellings	5294	5269	<b>99.56%</b>
Garages	1235	1218	<b>98.62%</b>

## **8.2 Electrical Safety**

#### Policy, Legislation & Regulation

Electrical safety checks are delivered for all property types in the housing stock. While there is currently no legislative standard for social landlords, it is generally accepted and demanded that electrical inspections in the form of Electrical Installation Condition Report (EICR) are undertaken every 5 years.

This is in line with accepted sector practice and the standards required in the Private Rented Sector. It is anticipated that this will soon become an expressed legal requirement for social landlords in the near future.

The provision of EICRs is through a contract. Previously the contract provision was to agree an annual programme with the provider for all EICRs reaching their 5-year anniversary in the forthcoming year. Depending on the delivery programme this meant that some inspections were carried out beyond the 5-year mark. Whilst this did not constitute a statutory breach, under the new contract HMS is improving on this approach and ensuring that all inspections are completed on or before the 5-year anniversary.

The 5-year target applies to all domestic dwellings and the common parts (communal areas) of flats and other grouped dwellings. All void properties receive an inspection before re-letting regardless of the age of the current EICR.

The target is to achieve 100% compliance. This includes undertaking remedial works against prescribed timescales:

- C1 Hazards (Danger present – risk of injury) – undertaken at the time of the inspection or if they cannot be rectified the area is made safe until works can be completed.

- C2 Hazards (Potentially dangerous) – undertaken at the time of the inspection or as soon as is practicably possible.
- C3 Hazards (improvement recommended) – undertaken within 28 days of the inspection.

#### Procedures & Delivery

Electrical inspections (EICRs) as well as all remedials and planned electrical works are delivered through a contract with a specialist provider. Delivery standards are monitored and maintained in accordance with these contracts. The provider also delivers further compliance activity including Portable Appliance Testing in Sheltered Schemes (see below).

#### Performance

The following table shows the current position for electrical inspections:

<b>Property Type</b>	<b>Number of Properties</b>	<b>Number Inspected 0-5 Years</b>	<b>Number Inspected 5-6 Years</b>	<b>Number Inspected 6-10 Years</b>	<b>Percentage within 0-5 Years</b>
Dwellings: Oct 2024	5315	5239	58	18	98.40%
Dwellings: Dec 2023	5294	4813	413	68	90.91%
Sheltered schemes	24	24	N/A	N/A	100%

Note performance improvement since the last period.

Portable Appliance Testing (PAT) is a not mandatory by law, however testing and maintaining electrical equipment is. The Health and Safety at Work Act 1974, Electricity at Work Regulations 1989, Provision and Use of Work Equipment Regulations 1988, and the Management of Health and Safety Regulations 1999 to ensure electrical safety of portable electrical appliances.

Following best practice electronics in the communal areas in sheltered schemes are tested every 12 months.

In addition, there are 8 assisted needs properties occupied by tenants with high care needs, where care staff regularly reside and cater for the tenants.

PAT is undertaken in these 8 properties every 12 months.

<b>Property Type</b>	<b>Number of Properties</b>	<b>Number Tested</b>	<b>Percentage</b>
Dwellings	24	24	<b>100%</b>
Assisted needs Properties	8	7	<b>87.5%</b>

Note – the outstanding test on one property is on a programme of work to be completed in the next period.

### 8.3 Fire Safety – Fire Risk Assessment

#### Policy, Legislation & Regulation

The Chief Executive is Wiltshire Council's responsible person – as defined in Article 3 of the Regulatory Reform (Fire Safety) Order 2005 (RRFSO2005). Article 9 of the RRFSO2005 requires that the responsible person must make a suitable and sufficient assessment of the risks to which relevant persons are exposed for the purpose of identifying the measures they need to take. To satisfy this requirement, Wiltshire Council undertakes fire risk assessments to all properties deemed as non-domestic, including the communal areas of domestic buildings. Current legislation states that Fire Risk Assessments should be reviewed regularly or when circumstances change relating to the property and/or its occupants.

The duty to ensure that Article 9 of the RRFSO2005 is met is the responsibility of the Director of Assets. Wiltshire Council has a Fire Safety Policy and associated Procedures to ensure it manages this compliance activity in its property portfolio safely and in line with relevant legislation.

HMS have adopted the following timescales for fire risk assessment:

- Communal areas to all domestic blocks and sheltered schemes – Every three years with an annual review.

Note – all HRA blocks are 'low rise' (the majority of which are two storey), are mainly of traditional construction, and do not have any aluminium composite material (ACM) type cladding. Multi-occupied residential buildings of 11 metres or more are not high rise but do have a range of additional fire safety requirements. There are 3 blocks in Salisbury that are 4 storeys. Although these blocks are less than 11 metres in height, for fire safety reasons they are treated as if they were. It should also be noted that Section 156 of the Building Safety Act that came into effect 1<sup>st</sup> October is being adhered to.

#### Procedures & Delivery

FRA's are currently delivered for HMS by the council's Building Control Team. All remedial actions raised from FRA's are validated, and required works are commissioned and managed by the HMS Health & Safety Officer. Works are delivered by the in-house team and specialist contractors as appropriate. Any defects which pose immediate danger, either urgent or high priority are prioritised and within two months. The remaining actions are prioritised for completion within six months.

#### Performance

The following table shows the current position for fire risk assessments:

<b>Property Account Type</b>	<b>Number of Properties</b>	<b>Number of Current FRAs</b>	<b>Percentage Compliant</b>
Blocks and Sheltered Schemes	217	217	100%

Notes:

The remedial actions from FRAs are held in the QL system and reported through the Compliance Dashboard.

	Low			Medium			High		
	On Time	Not On time	Total	On Time	Not On Time	Total	On Time	Not On Time	Total
Outstanding FRA Actions	0	0	0	24	0	24	0	1	1
Completed FRA Actions (last 6 months)	3	0	3	82	77	159	7	62	69
Completed FRA Actions (last 12 months)	8	0	8	236	78	314	37	94	131

#### 8.4 Fire Safety – Emergency Lighting/Fire Alarms

##### Policy, Legislation & Regulation

The requirements for the testing of emergency lighting are covered by the Regulatory Reform (Fire Safety) Order 2005, the Building Regulations 2006, The Workplace Directive and British Standard BS 5266-1.

Emergency Lighting is provided in all blocks, and grouped accommodations including Sheltered Schemes, a total of 217 sites. Across all sites a monthly 'flick test' of lighting and an annual drain-down battery test is delivered.

Fire alarms are provided in 24 of the 26 Sheltered Schemes. 2 Sheltered Schemes do not have fire alarms as they consist of separate bungalow units.

Across the 24 sites a weekly test of the alarm and the whole system, including the fire heads is tested every 6 months.

##### Procedures & Delivery

Fire alarm and emergency lighting testing is delivered through a contract with specialist providers. Delivery standards are monitored and maintained in accordance with these contracts. Any remedial repairs are undertaken at the time of the inspection or at the next earliest opportunity. In respect of fire alarms, a site will not be left without a functioning alarm system.

##### Performance

Property Type	Inspection Type	Number of Properties	Percentage Surveyed
Sheltered Schemes	Fire Alarm: weekly test	24	100%
	Fire Alarm: 6-monthly service and test	24	100%
	Emergency Lighting: monthly service and test	217	100%

Sheltered Schemes & Blocks	Emergency Lighting: annual service and test	217	100%
----------------------------	---	-----	------

## 8.5 **Fire Safety – Smoke Alarms**

### Policy, Legislation & Regulation

The requirements covering the provision of smoke alarms are contained in the Smoke & Carbon Monoxide Alarm (England) Regulations 2015, amended in 2022. The regulations state that landlords must:

- Ensure at least one smoke alarm is equipped on each storey of the home where there is a room used as living accommodation.

Smoke alarms are provided as per these regulations. There is no requirement on the landlord to test smoke alarms. This is a tenant responsibility. However the HMS policy and target is to test annually.

### Procedures & Delivery

The testing of smoke alarms is delivered through a contract with a specialist provider. The testing is carried out annually. In properties that have gas, oil, or solid fuel heating systems the annual smoke alarm test is delivered by the contractor as part of the annual safety inspection of the heating system. In properties that have electric heating the smoke alarm test is delivered by to a specific annual programme. Delivery standards are monitored and maintained in accordance with these contracts. A programme of work is underway to replace all battery smoke alarms with alarms hard-wired into the mains electricity.

### Performance

Property Type	Number of Properties with Smoke Alarms	Number of properties Tested	Percentage
Dwellings	5315	5058	95.16%
Sheltered Schemes	24	24	100%

Note: 100% compliance is not expected in this area, the main reason being that if a property is due a 5-yearly EICR test in the coming year, the test of the smoke alarm will be removed from the individual programme and added to the EICR programme. This reduces the number of appointments for the tenant and reduces cost. Therefore, a small number of alarms are tested beyond the 12-month anniversary, but always within 2 years.

## 8.6 **Fire Safety – Fire Doors**

### Policy, Legislation & Regulation

As part of the Regulatory Reform Order 2005, amended by the Fire Safety Act 2022, there is a mandatory requirement for the landlord to provide fire doors

that have a 30-minute resistance (FD30 door). This requirement is for doors to individual dwellings and communal fire doors in grouped accommodations.

This requirement extends to leaseholders as well as HRA tenants. It is the responsibility of the leaseholder to provide, however the HMS has a duty to enforce.

Under legislation, fire doors in social housing should be inspected regularly as part of the broad approach to fire risk and safety. The specific frequency can vary, but general guidance suggests that fire doors should be inspected annually, but more frequent inspections may be warranted based on the building's use, occupancy, and previous inspection results.

#### Procedures & Delivery

Throughout 2023 we surveyed the asset base to identify every fire door required. Each door has been given a property ID. An App connected to the QL system has been developed to provide a tablet-based means of conducting a fire door inspection against the 5 main fire safety criteria. Over the last 12 months and ongoing, the App and the inspections are being carried out and will continue on an annual rolling programme. The inspections are being carried out by the in-house team. Where defects are identified, these are added to existing contractor workstreams.

#### Performance

<b>Property Type</b>	<b>No of Fire Doors</b>	<b>No of Inspections carried out</b>	<b>Outstanding Inspections</b>	<b>Percentage</b>
Dwellings	975	218	757	22.36%

### **8.7 Gas Safety – Annual Safety Inspection**

#### Policy, Legislation & Regulation

Wiltshire Council has a duty under Regulation 36 of the Gas Safety (Installation and Use) Regulations 1988 to carry out annual safety checks on gas appliances / flues and implement an on-going maintenance regime to ensure the safe operation of gas appliances and associated pipework where gas is present.

Landlord Gas Safety Record (LGSR) certificates (referred to as CP12) are provided to tenants following gas safety checks.

#### Procedures & Delivery

The LGSR certificates, servicing and repairs of all gas boilers, and the LGSR certificates for gas appliances and systems, are delivered through a contract with a specialist provider. The same provider also delivers a programme of planned boiler replacements. Delivery standards are monitored and maintained in accordance with these contracts.

#### Performance



The following table shows the current position for gas safety:

<b>Property Type</b>	<b>Number of Properties with Gas</b>	<b>Number Inspected</b>	<b>Percentage Compliant</b>
Sheltered Scheme	6	6	<b>100%</b>
Dwellings	3825	3823	<b>99.95%</b>

Note – the outstanding test on the two properties are on a programme of work to be completed in the next period.

## **8.8 Solid Fuel Heating Safety**

### Policy, Legislation & Regulation

A number of the dwellings are heated by various solid fuel heating systems including. The landlord requirements for these systems are contained within the Heating Equipment Testing & Approval Scheme (HETAS). HMS policy is to undertake 6-monthly service of the boiler and system, and a safety check on flues and chimneys.

### Procedures & Delivery

The servicing and repairs of all solid fuel heating and hot water systems are delivered through a contract with a specialist provider. Delivery standards are monitored and maintained in accordance with these contracts.

### Performance

The following table shows the current position for solid fuel safety:

<b>Property Type</b>	<b>Number of Properties with Solid Fuel</b>	<b>Number Inspected</b>	<b>Percentage Compliant</b>
Dwellings	34	32	<b>94.12%</b>

Note – the outstanding test on the two properties are on a programme of work to be completed in the next period

## **8.9 Oil-Based Heating Systems**

### Policy, Legislation & Regulation

There is no legal requirement for a landlord to obtain a safety certificate for oil fired equipment. However BS 5410: Part 1 requires oil fired appliances and equipment to be serviced periodically. HMS policy is to service boilers and appliances annually.

### Procedures & Delivery

The servicing and repairs of all oil fired heating and hot water systems are delivered through a contract with a specialist provider. Delivery standards are monitored and maintained in accordance with these contracts.

## Performance

Property Type	Number of Properties with Oil	Number Inspected	Percentage Compliant
Dwellings	229	229	100%
Sheltered Scheme	1	1	100%

Note – the outstanding test on the one property is on a programme of work to be completed in the next period.

### **8.10 Gas/Solid Fuel/Oil Heating System – Carbon Monoxide Alarm Testing**

#### Policy, Legislation & Regulation

The requirements covering the provision of carbon monoxide alarms are contained in the Smoke & Carbon Monoxide Alarm (England) Regulations 2015, amended in 2022. The regulations state that landlords must:

- Ensure a carbon monoxide (CO) alarm is provided in any room used as living accommodation which contains a fixed combustion appliance (excluding gas cookers).
- Ensure that carbon monoxide alarms are repaired or replaced once informed and/or found that they are faulty.

CO alarms are provided as per these regulations. Combined heat detectors and CO alarms are provided in kitchens. CO alarms are provided in all properties where there is a gas, solid fuel, or oil heating appliance situated within a habitable room/living accommodation. A programme of work is underway to replace all battery alarms with alarms hard-wired into the mains electricity.

#### Procedures & Delivery

The testing of CO alarms is delivered through a contract with a specialist provider. The testing is carried out at the same time and as an integral part of as the annual gas safety inspection. Delivery standards are monitored and maintained in accordance with these contracts.

## Performance

Property Account Type	Number of Properties requiring CO Alarm	Number of Co Alarm fitted.	Percentage
Dwellings	4065	4064	<b>99.98%</b>

Note – the outstanding test on the one property is on a programme of work to be completed in the next period.

### **8.11 Passenger Lifts and Stairlifts**

### Policy, Legislation & Regulation

The landlord's responsibilities are contained within the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER). This covers the servicing, inspection and maintenance of passenger lifts and stairlifts.

The following intervals for service and inspection apply:

- Stairlifts – annual service and inspection.
- Passenger lifts and through-floor lifts – 6 monthly service and inspection.

### Procedures & Delivery

The servicing and inspections, and repairs and maintenance, of stairlifts, passenger lifts and through-floor lifts are delivered through contracts with specialist providers. Delivery standards are monitored and maintained in accordance with these contracts.

### Performance

The following table shows the current position for passenger lifts and stairlifts service and inspection:

<b>Property Type</b>	<b>Inspection Type</b>	<b>Number of Properties</b>	<b>Number Inspected</b>	<b>Percentage Compliant</b>
Dwellings	Stairlifts: annual service and inspection	55	52	94.55%
Dwellings	Through-floor lifts: 6 monthly service and inspection	5	4	80%
Sheltered Schemes	Stairlifts: annual service and inspection	6	6	100%
Sheltered Schemes	Passenger lifts: 6 monthly service and inspection	11	11	100%

Note – the outstanding test on the three properties are on a programme of work to be completed in the next period.

## **8.12 Water Supply**

### Policy, Legislation & Regulation

The Control of Substances Hazardous to Health Regulations 2002 and the HSE Approved Code of Practice (L8) The Control of Legionella Bacteria in Water Systems identifies the landlord's requirement to minimise the potential of legionella growth within its stock, including communal areas. This applies to the Sheltered Schemes only. HMS policy is to provide a risk assessment for each site supported by Written Scheme For The Control of Legionella S.156 detailing our actions resulting from the risk assessment. In accordance with HSE ACoP and Guidance L8, risk assessments are reviewed following a change of use or the delivery of major works.

### Procedures & Delivery

Weekly flushing and temperatures tests, and the annual servicing of Thermostatic Mixing Valves (TMVs) are undertaken by a specialist contractor.

Delivery standards are monitored and maintained in accordance with these contracts.

#### Performance

The following table shows the current performance for Water Risk Assessments:

<b>Property Type</b>	<b>Properties Requiring a Water Risk Assessment</b>	<b>Properties with a Water Risk Assessment</b>	<b>Percentage Compliant</b>
Sheltered Schemes	23	23	100%

The following table shows the current performance for monthly temperature tests:

<b>Property Type</b>	<b>Properties Requiring a 6 Monthly Temperature Check</b>	<b>Properties Tested</b>	<b>Percentage Compliant</b>
Sheltered Schemes	23	23	100%

### **8.13 Air Source Heat Pumps**

#### Policy, Legislation & Regulation

There is currently no regulation or legislation governing the servicing and inspection of Air Source Heat Pumps. HMS policy is to service ASHPs on an annual basis and for further inspection of the electrical system as part of the 5-yearly EICR.

#### Procedures & Delivery

The servicing and repairs of all ASHPs is delivered through a contract with a specialist provider. Delivery standards are monitored and maintained in accordance with these contracts.

#### Performance

<b>Property Type</b>	<b>Number of Properties</b>	<b>Number inspected</b>	<b>Percentage</b>
Dwellings	77	75	97.40%

Note – the outstanding test on the two properties are on a programme of work to be completed in the next period.

### **8.14 Radon Safety**

#### Policy, Legislation & Regulation

The landlord requirements for Radon safety are contained in the Ionising Radiation Regulations 2017. The Radon Action Level is the recommended limit for the activity concentration of radon in UK homes. The Radon Action

Level is 200 Bq m-3, expressed as the annual average radon gas concentration in the home. Radon Affected Areas are those parts of the country with a 1% probability or more of present or future homes being above the Action Level. Radon UK publishes a map of the UK which shows the parts of Wiltshire that are within higher risk areas.

Procedures & Delivery

There are currently no HRA properties in higher risk areas that are above the Action Level threshold. Working with the Public Protection Service, this position is routinely reviewed. Should the position change and properties fall above the threshold, monitoring procedures will be implemented.

Performance

None to report.

**8.15 Damp & Mould**

Policy, Legislation & Regulation

The profile and focus on this issue continues to be high and the number of reported cases has increased as public awareness increases. Clear guidance has been issued by the Housing Ombudsman and Regulator of Social Housing identifying the expectations on landlords in managing damp and mould reports. Damp and mould is one of the 29 hazards assessed under the Housing Health & Safety Rating System (HHSRS), a tool used to assess risks in residential properties. As such it requires the landlord to act, or to ensure that action is taken, to manage the hazard.

Procedures & Delivery

HMS reviewed its policy and procedures in 2022. As well as Property Maintenance staff, all frontline staff across the service have received damp and mould training to raise awareness and to help identify potential cases. Procedures ensure that tenants are contacted and reports inspected within a target of 7 days, and action plans agreed to tackle each case are developed and communicated with each tenant.

All reports referencing the words ‘damp’ or ‘mould’ are initially treated as Cases regardless of severity. Once each report has been investigated actions are agreed. Minor cases can be closed once actions have been delivered and reviewed. More complex cases can take years to fully resolve. The speed and scale of actions are commensurate with the severity of each case. At the most severe end of scale, a tenant can be decanted to another property while emergency works are undertaken if it was considered that the tenant was at risk. It should be noted that this measure has not been required to date.

A rating system has been developed to assess the severity and therefore risk of each case.

Level 1: Minimal	<ul style="list-style-type: none"> <li>• Limited presence of dampness or mould, usually confined to small, isolated areas.</li> <li>• No significant impact on indoor air quality or health.</li> <li>• Easily manageable with minor repairs or living adjustments.</li> </ul>
---------------------	--

Level 2: Mild	<ul style="list-style-type: none"> <li>• Dampness or mould affecting larger areas but still localized within rooms.</li> <li>• Slight impact on indoor air quality, potentially causing minor discomfort or irritation.</li> <li>• Requires moderate intervention such as targeted repairs and improved ventilation or Moderate Living adjustments.</li> </ul>
Level 3: Moderate	<ul style="list-style-type: none"> <li>• Moderate presence of dampness or mould spreading across multiple rooms or surfaces.</li> <li>• Noticeable impact on indoor air quality, leading to increased risk of respiratory issues or allergies.</li> <li>• Requires significant intervention, including repairs, moisture control measures, Or major Living adjustments.</li> </ul>
Level 4: Severe	<ul style="list-style-type: none"> <li>• Severe dampness or extensive mould growth throughout the property.</li> <li>• Significant deterioration of building materials and indoor air quality, posing serious health risks to occupants.</li> <li>• Urgent action needed, involving comprehensive remediation, structural repairs, and health assessments for affected individuals.</li> <li>• Possible need to be moved into alternative accommodation whilst work is carried out.</li> </ul>
Level 5: Critical	<ul style="list-style-type: none"> <li>• Extreme dampness or widespread mould infestation compromising the structural integrity of the building.</li> <li>• Severe health hazards, including respiratory illnesses, fungal infections, and other mould-related ailments.</li> <li>• Immediate and extensive intervention required, possibly involving evacuation, building renovation, and professional remediation services.</li> </ul>

## Performance

The key target is to carry out inspections, and thereby understand the severity and risk of each report, within 7 days. The volume of reports over the autumn and winter have meant that this target has not been achieved, with the average being 11 days. For context, it should be noted that the proposed legal requirement on landlords will be to investigate hazards within 14 days.

Where works have been completed, before closure cases go through a monitoring phase to establish whether actions have been effective. Where all works have been completed and problems persist, Tenancy Officers will take on the case and work with tenants to advise and help them with managing moisture levels within the home.

	Level 1	Level 2	Level 3	Level 4	Under Assessment	Total
Monitoring – 1 month	10	7	0	1	0	18
Monitoring – 3 months	22	10	0	0	0	32
Tenancy Cases	3	2	0	1	1	7
Active Cases	189	133	13	3	59	397
Total	224	152	13	5	60	454

Note: of the 59 active cases under assessment, 37 have been reported within the last 14 days. The remaining 22 cases are a combination of difficult to access where tenants are not responding or engaging to provide access to inspect, and cases where we have not managed to respond in an adequate timescale. All of these cases are under review.

## **9. Environmental impact of the proposal**

### 9.1 Update paper, not a proposal.

## **10. Equality and diversity impact of the proposal**

10.1 Update paper, not a proposal.

## **11. Risk assessment**

11.1 As noted in this report, Wiltshire Council has an obligation to comply with landlord statutory health and safety responsibilities. All of the specific legislative requirements are outlined under the relevant activity areas in this report.

11.2 The property stock portfolio owned by Wiltshire Council is a substantial asset. This report outlines how risks associated with health and safety compliance for this asset base is being managed.

## **12. Financial implications**

12.1 Landlord health and safety property compliance funding costs are incorporated into the HRA revenue and capital budgets.

12.2 Value for Money (VFM) – No particular concerns in relation to this paper.

## **13. Legal implications**

13.1 Covered in the report.

## **14. Options considered**

14.1 Not applicable.

## **15. Conclusion**

15.1 Landlord compliance is an essential focus for the service. The staff and structures of the service are designed to support and deliver full compliance and provide high levels of assurance for tenants and their families, as well as the council and its regulatory stakeholders. This report demonstrates the effectiveness of the policies and procedures and provides high levels of assurance across the key compliance areas. Additionally, it allows the service to better evidence its compliance with the Regulator of Social Housing's Consumer Standards and the expectations of the Housing Ombudsman Service.

---

## **Background papers**

None

## **Appendices**

None.

This page is intentionally left blank



Wiltshire Council

Environment Select Committee

12 November 2024

---

## Previous investment in carriageway surfacing activities

### Purpose of report

1. To provide an overview of recent previous investment in carriageway surfacing activities broken down by Area Board.

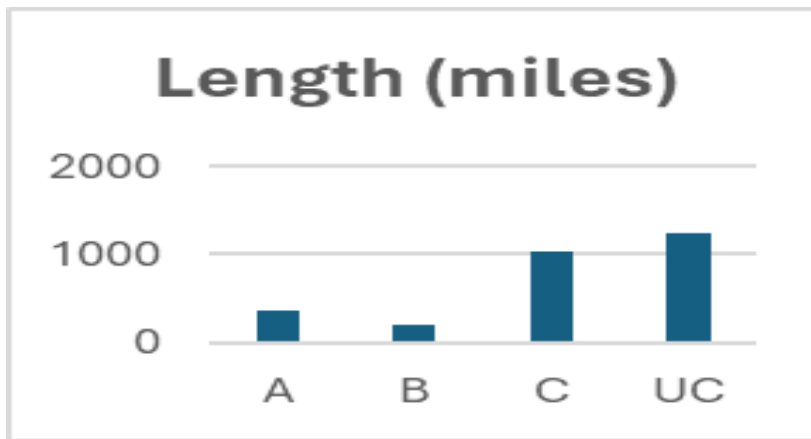
### Background

2. Further to a request at a previous Environmental Select Committee, and in line with our commitment to improve communications and engagement with residents relating to Highways and Transport matters, this report details previous investment in carriageway surfacing activities by Area Board.
3. The local highway network in Wiltshire comprises over 2,800 miles (4,554 kilometres) of road. Effective and efficient highway asset management is essential to allow residents, business and visitors to undertake travel in and around the county to meet daily needs, as well as for leisure and recreation.
4. The highway infrastructure in Wiltshire is the Council's most valuable asset, with a replacement value of over £5 billion, and its lack of availability can have a considerable impact on communities and the economy.
5. Whilst the A and B class roads are a small proportion of the network, they carry the most traffic and have a higher number of accidents.

**Table 1:** Length of road by classification

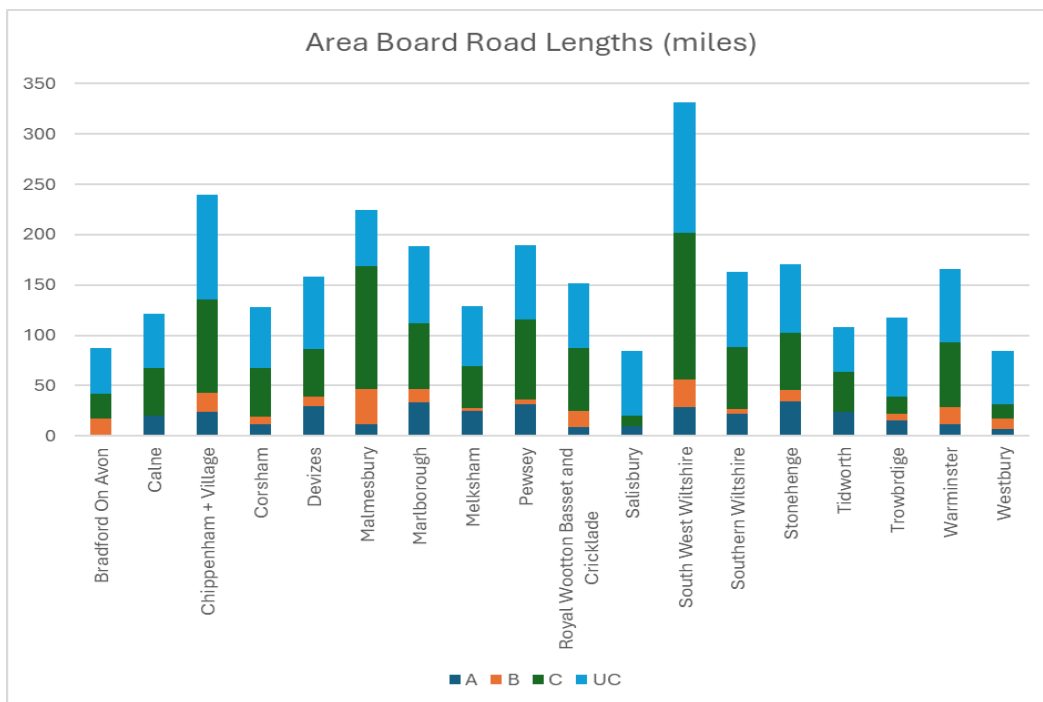
Description	Length (miles)
Principal A Class Road	356
B Class Road	201
C Class Road	1042
Unclassified Road	1251
<b>Total</b>	<b>2850</b>

**Figure 1:** Length of road by classification



6. In Wiltshire, the lengths of road in each Area Board area vary considerably, with different proportions of road types, topography, and geological conditions.

**Figure 2:** Breakdown of Area Board road lengths by classification



7. The Council undertakes preventative and reactive maintenance to effectively and efficiently maintain the network and a variety of surfacing processes and treatments are used. These processes and treatments have been selected based on technical surveys and site inspections to ensure cost effective maintenance of the carriageways and to address identified road safety issues.
8. The Council has robust processes in place to monitor road conditions and skid resistance to identify priority sites in need of treatment, and these form the basis of the annual planned work programmes.

## Wiltshire Highways Investment Plan

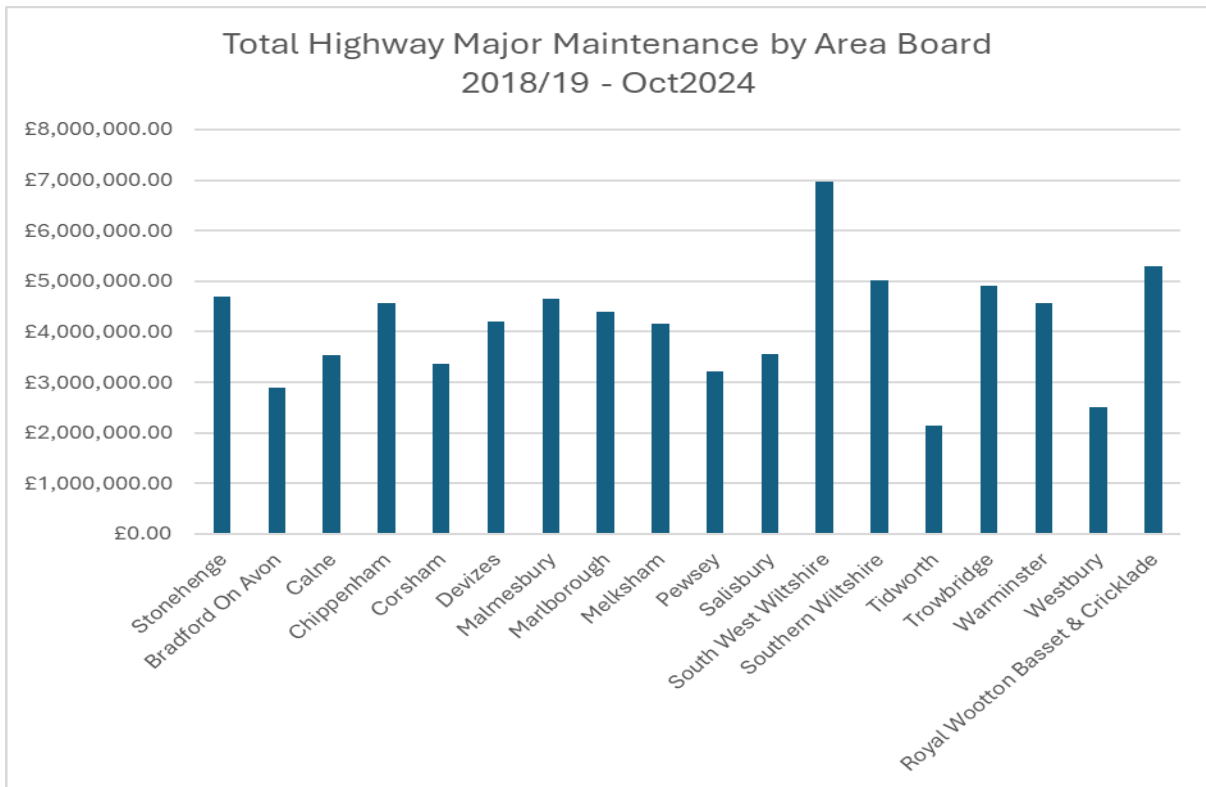
9. The Council's Asset Management Policy and Strategy sets out the approach to maintaining the Council's highway infrastructure. The Council has applied the principles of asset management to the maintenance of its highway network for many years. This involves taking into account the lifecycle of the assets and monitoring performance of the intervention and investment strategies, with the objective of minimising expenditure while providing the required performance.
10. Carriageways represent the largest element of the highway asset. The condition of carriageways is assessed by means of various regular surveys, including the use of vehicle mounted lasers and visual inspections. This information is used to prioritise sites based on their condition and anticipated deterioration.
11. A detailed analysis of current carriageway condition has been undertaken to ensure that investment in the network continues to be targeted at the right areas. A full explanation of the analysis carried out to inform the programme and historic condition data broken down by Area Board is set out in the **Wiltshire Highways Investment Plan 2024 to 2025**, a copy of which can be found at [Highways maintenance - Wiltshire Council](#).

### Expenditure By Area Board

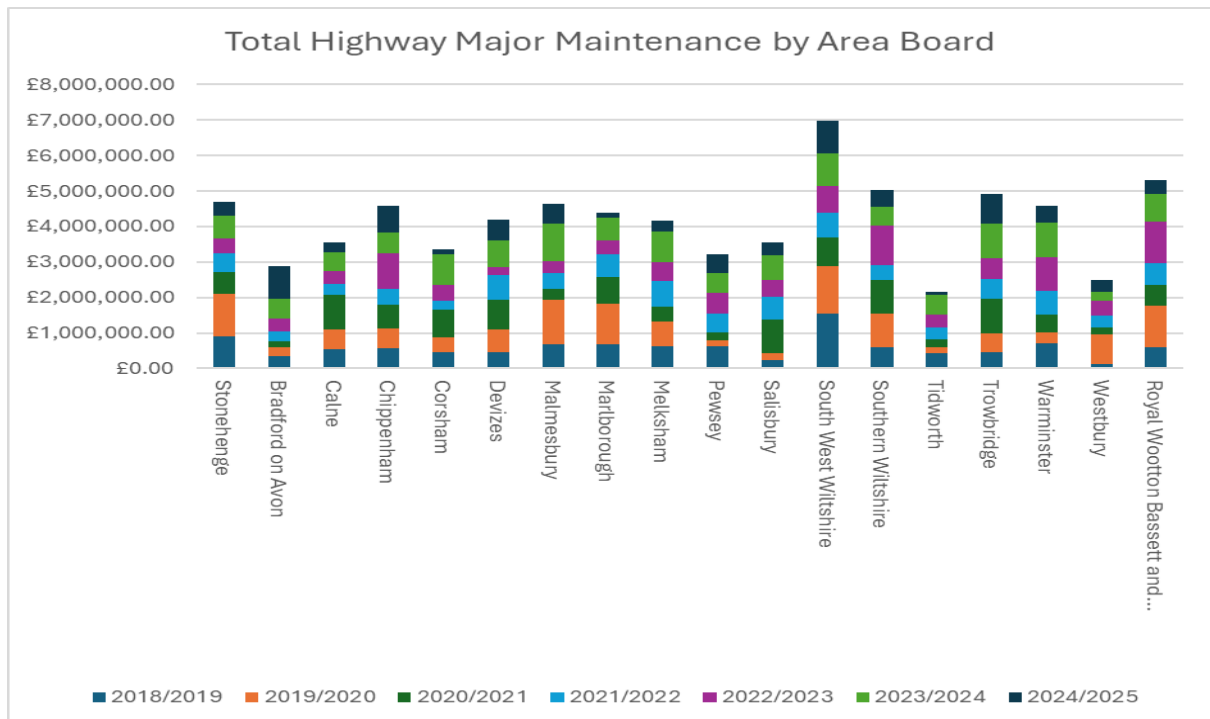
12. The following tables have been prepared to illustrate expenditure in carriageway surfacing activities for planned activities (forward work programme) from 2018/19, and reactive activities from 2021/22, to date. The difference in reporting timescales is due to the dates in which the Highways Infrastructure Asset Management System (HIAMS) modules went live.
13. HIAMS allows this level of data analysis where the previous software solutions available to the Council did not.

### Planned Major Carriageway Maintenance (2018/19 – October 2024)

**Figure 3** - Total Planned Major maintenance including resurfacing, patching, surface dressing and micro asphalt.

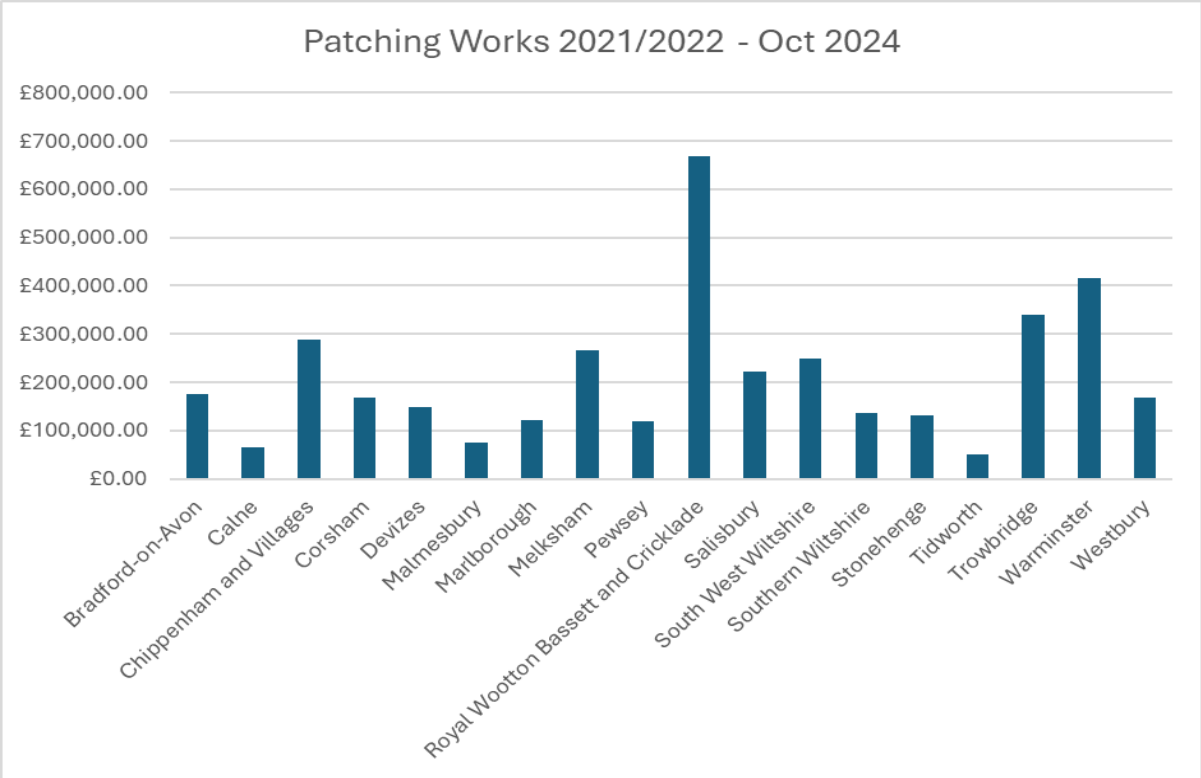


**Figure 4 - Total Planned Major maintenance including resurfacing, patching, surface dressing and micro asphalt by annual expenditure.**

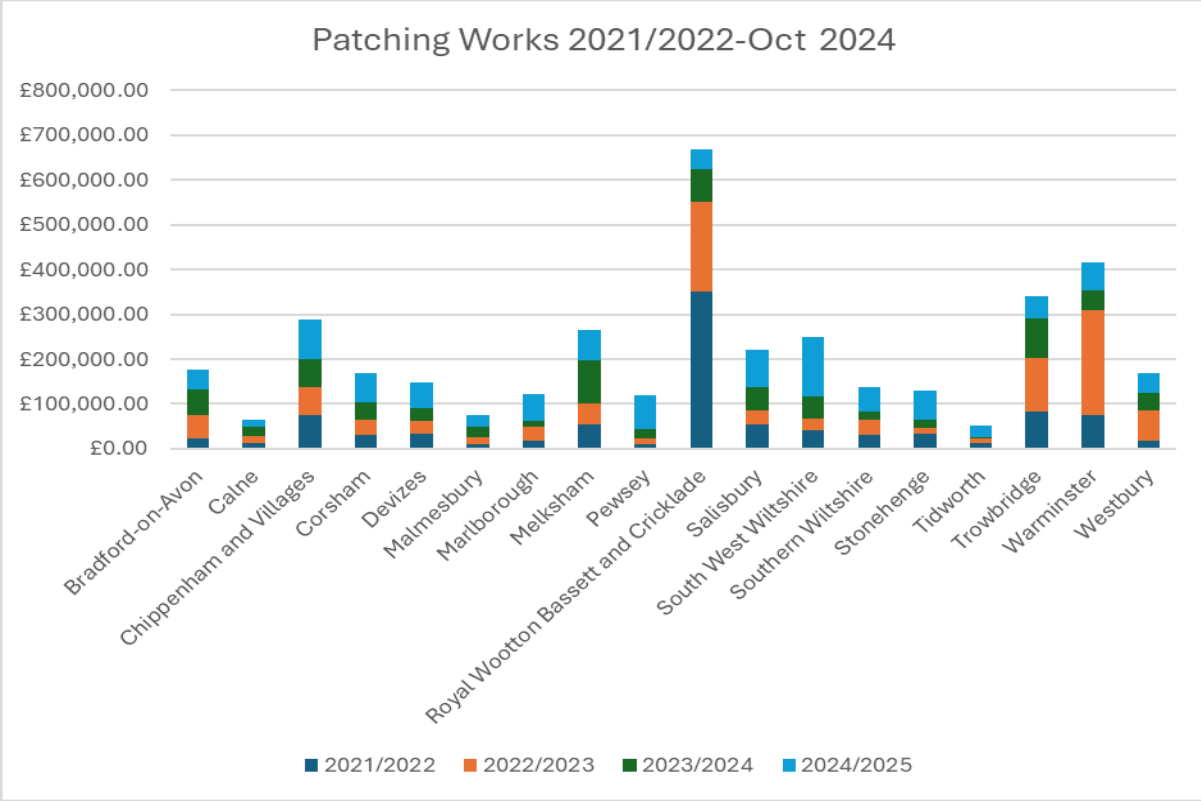


**Reactive Maintenance Patching (2021/22 – October 2024)**

**Figure 5 – Patching works.**



**Figure 6 – Patching works by annual expenditure.**



## Pothole Gangs (2021/22 – October 2024)

Figure 7 – Pothole Gangs

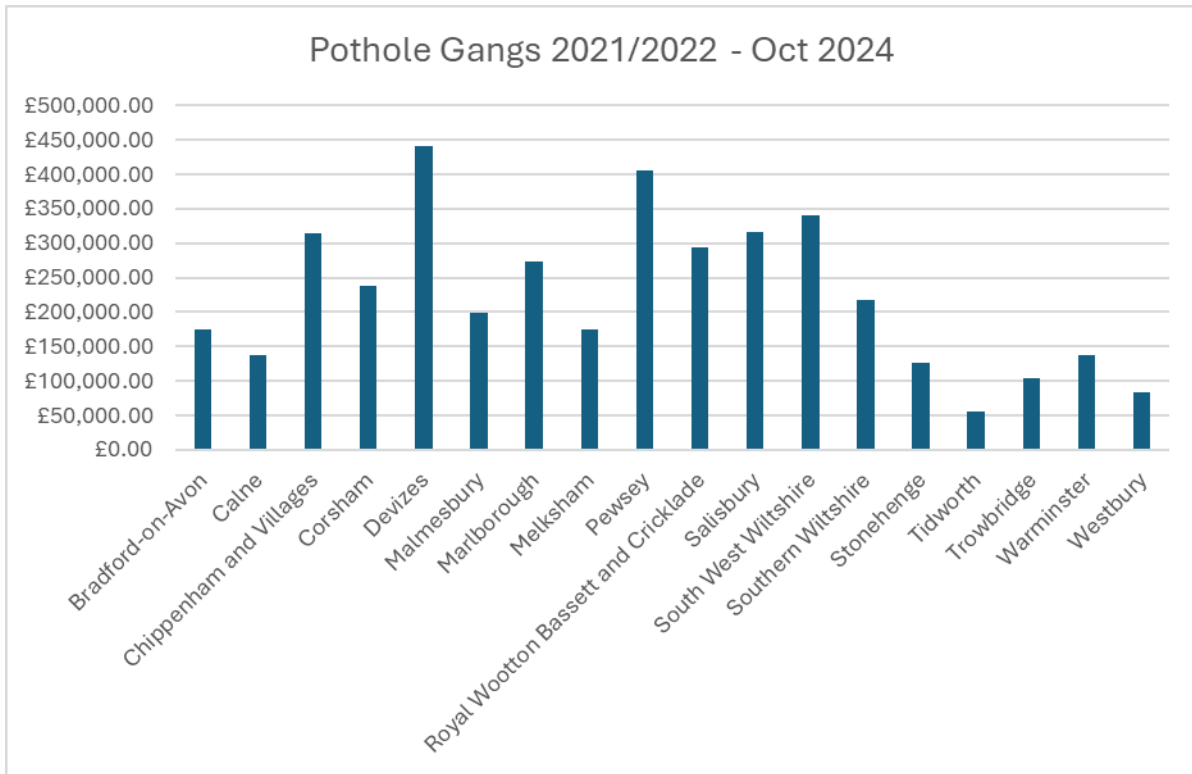
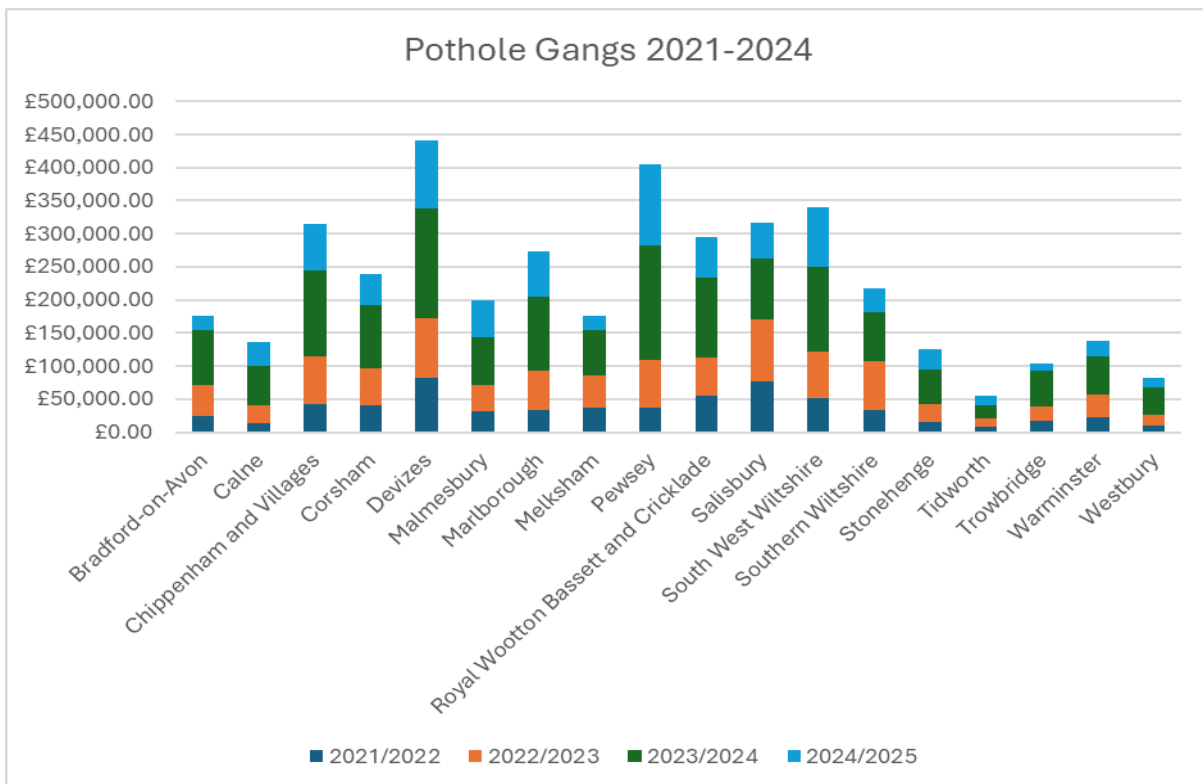
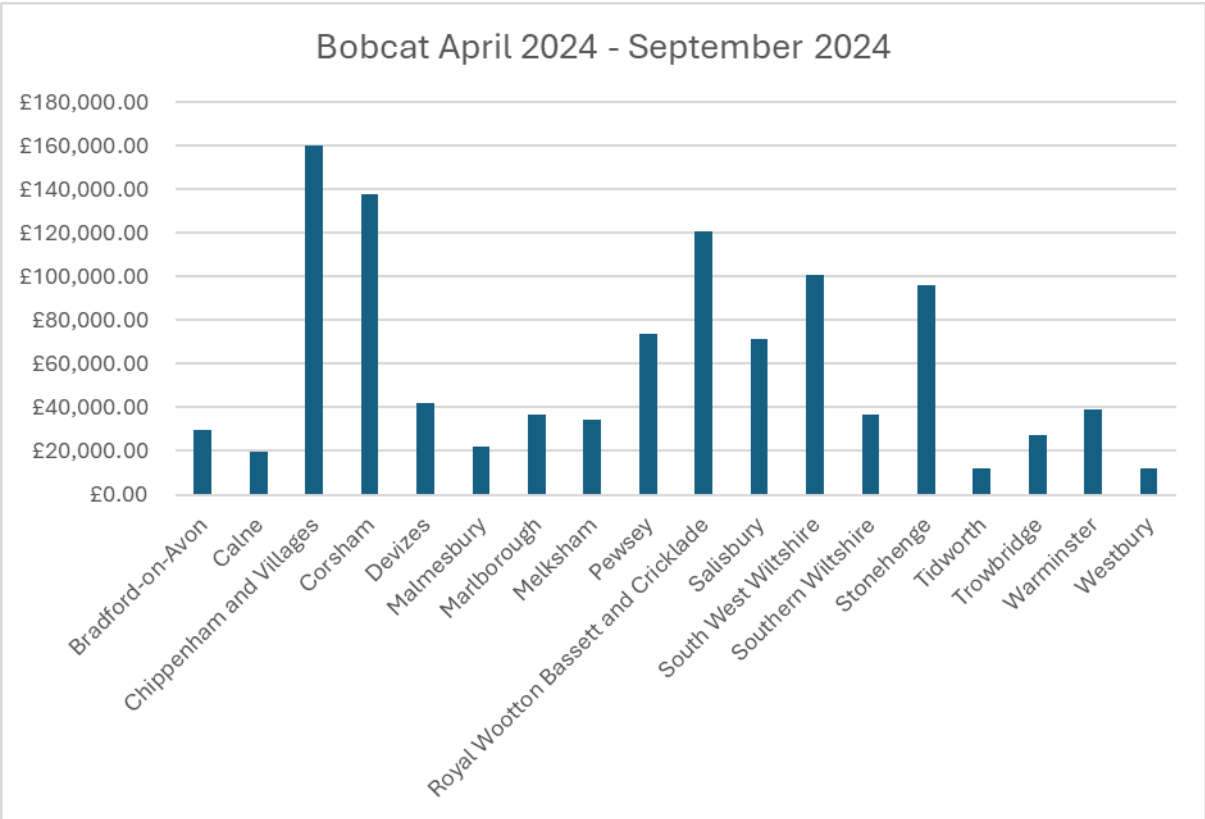


Figure 8 – Pothole Gangs by annual expenditure



**Figure 9 – Preventative Bobcat surfacing 2024/25 financial year.**



**Conclusions**

- 14. All community areas have received a level of expenditure through both planned and reactive works.
- 15. The level of expenditure is variable across each of the Community areas. This is to be expected given the variability in carriageway length, type, topography, geology and traffic levels.
- 16. Planned interventions are based on surveyed need with works taking place in accordance with Asset Management principles after analysis of robust and consistently collected data.

This page is intentionally left blank



## Wiltshire Council

### Environment Select Committee

12 November 2024

---

### Climate Emergency Task Group

#### Background

1. The Climate Emergency Task Group (CETG) is a standing task group reporting to the Environment Select Committee. The task group's initial terms of reference were endorsed by the Select Committee on 3 September 2019 and were revised on 9 November 2021.
2. The task group has produced two reports with recommendations:
  - Energy and Transport & Air quality (29 September 2020)
  - Planning (13 January 2021)
3. At its meeting on 14 June 2022 the Select Committee approved the continuation of the task group 2022/23.
4. The task group's last update to the Select Committee was on [18 July 2024](#).

#### Membership

5. The membership of the task group from October 2024 is as follows:

Cllr Clare Cape  
Cllr Sarah Gibson MP  
Cllr Jacqui Lay  
Cllr Dr Brian Mathew MP  
Cllr Dr Nick Murry  
Cllr David Vigar  
Cllr Ian Wallis  
Cllr Graham Wright (Chairman)

#### Terms of Reference:

6. The task group's revised terms of reference were endorsed by the Environment Select Committee on the 9 November 2021. These are:
  - a) To help shape and influence the development of Wiltshire Council's programme (in all relevant areas) for meeting its objective of making Wiltshire Council carbon neutral and seeking to make the county of Wiltshire carbon neutral by 2030 (excluding the geographical area administered by Swindon Borough Council).

- b) To scrutinise the delivery of this objective through the Climate Strategy (2022-2027) and its delivery plans, as well as key plans, policies, and programmes, such as the Local Plan, Local Transport Plan and Green and Blue Infrastructure Strategy. Including the way in which the Council is measuring progress and how it is performing and reporting against baselines.
- c) To provide recommendations on other aspects of decarbonising the county including partnership working and community-led approaches as well as acting as a national role model.

## **Recent Activity**

### **Climate Audit (12 July 2024)**

7. The SWAP Internal Audit Services was commissioned by the council to look at whether the council has appropriate plans and structures in place to achieve carbon neutrality by 2030.
8. The audit covered seven areas:
  - a. Funding
  - b. Structures
  - c. Decision making
  - d. Action plan detail
  - e. The task group
  - f. The 'roadmap' for Scope 3 emissions
  - g. Embedding climate into all decisions.
9. SWAP reviewed the following.
  - The governance structure, monitoring and reporting around the carbon reduction programme.
  - The tracking of progress towards carbon neutrality, including key performance indicators and the use, accuracy of access to data and evidence.
  - The embeddedness of carbon reduction in the day-to-day activities of the Council including financial, procurement, and other decision making.
  - The level to which the Council and partners are embedding the principle of adaptation to its policy frameworks.
  - How the Council is engaging with third parties to ensure progress towards carbon neutrality within Wiltshire by 2030. This report reflects the audit testing carried out. The assurance given was restricted by the quality/lack of data made available during the audit.
10. The task group asked questions around the capacity of the Climate Team, the council's capacity to bid for external funding, and what is included in scope 3 emissions.
11. The audit concluded that there was a generally sound system of governance, risk management and control in place. Some issues and scope for improvement were identified and an action plan has been developed.

12. One of the issues identified was related to the terms of reference of the task group in that they lack information such as membership, structure, reporting, responsibility/accountability, frequency of meetings and any budget allocation to the group etc. Though not all of these issues should be addressed by amending the terms, the task group would ask that the following be added to its terms of reference to address the above:

- d) **The task group is a standing task group of the Environment Select Committee; reporting to the select committee on its recent activity and on any conclusions or recommendations. The task group meets on an ad hoc basis considering items on its forward work plan.**

#### **Update on Council's response to the climate emergency (11 October 2024)**

13. The task group discussed the update report which went to Cabinet (17 September 2024) and Full Council (15 October 2024).
14. The task group asked questions regarding the council's green tariff provider, the measurement of the county's emissions and the time lag associated with the measurements. They task group also asked about active travel and overall transport emissions. They also looked at retrofitting.
15. The council is on track to reach its emissions targets by 2030, but significant work needs to be undertaken to lower the county's overall emissions. Though much of this relies upon national policy the council is looking more to focus upon areas where progress must be made, i.e., transport, buildings and agriculture, to impact the overall target.

#### **Updating the Council's Climate Strategy delivery plans (18 October 2024)**

16. This meeting looked at a summary of conclusions from the Climate Delivery Plan review and future priorities. The majority of actions in the plans have progressed as expected and most have reached their milestones. There will be a renewed focus upon the county with more countywide projects. There will be seven themes in the council's new plan with a clearer link to KPIs; a focus upon key areas, strengthened governance, monitoring and reporting (within a new framework) and the merging of some of the current delivery themes.
17. The task group asked about benchmarking outcomes with other local authorities, carbon offsetting; mapping outcomes visually; carbon trajectories, retrofitting and working with the national grid.

#### **Forward work plan**

18. The Climate Emergency Task Group forward plan is attached at Appendix 1.

## **Proposals**

**That the select committee:**

- 1. Provides feedback on the update on the Task Group's activity above.**
  - 2. Approves the amended Climate Emergency Task Group terms of reference.**
  - 3. Notes the Climate Emergency Task Group's draft forward work plan, see Appendix 1.**
- 

**Cllr Graham Wright, Chairman of the Climate Emergency Task Group**

Report author: Simon Bennet, Senior Scrutiny Officer, Tel: 01225 718709,  
email: [simon.bennett@wiltshire.gov.uk](mailto:simon.bennett@wiltshire.gov.uk)

## APPENDIX 1

### Climate Emergency Task Group – Forward Work Plan

14 November 2024	<b>Local Transport Plan</b> To understand the future strategy in particular active travel, electric vehicles charging.
2024 (tbc)	<b>Climate Change Adaptation Plan</b> To review the council's draft plan.
2024 (tbc)	<b>Home Upgrade Grant Phase 2 (HUGS2)</b> Update on the government funded programme for retrofitting.
2025	<b>Bio-diversity Net Gain</b> Biodiversity Net Gain (BNG) is a new planning policy with the potential to change the face of nature recovery in England.
2025	<b>Carbon Offsetting Strategy</b> Update on the development of the strategy.
tbc	<b>Soft Plastic Recycling</b>
tbc	<b>Alternative fuels</b>
tbc	<b>Biogas</b> To explore the potential for biogas as a replacement for natural gas and use in vehicles.

This page is intentionally left blank

## Environment Select Committee Forward Work Programme

Last updated 28 October 2024

<b>Environment Select Committee – Current / Active Task Groups</b>		
<b>Task Group</b>	<b>Start date</b>	<b>Final report expected</b>
Climate Emergency Task Group	September 2019	Standing

<b>Meeting Date</b>	<b>Item</b>	<b>Details / purpose of report</b>	<b>Associate Director</b>	<b>Responsible Cabinet Member</b>	<b>Report Author / Lead Officer</b>
21 January 2025 (tbc)	Draft Local Transport Plan	As per report to Cabinet 8 October 2025.	Samantha Howell (Director of Highways and Transport)	Cllr Tamara Reay	
21 January 2025(tbc)	Passenger Transport Service Update	As resolved at the ESC-meeting on 19 September 2023 the committee will receive an update on the Passenger Transport Service.	Samantha Howell (Director of Highways and Transport)	Cllr Tamara Reay	Jason Salter (Head of Service Passenger Transport)
21 January 2025(tbc)	Community Infrastructure Levy (CiL) Review	As resolved at the ESC meeting on 4 June 2024, the select committee will receive a full report by the end of 2024.	Parvis Khansari (Corporate Director Place)	Cllr Nick Botterill	Nic Thomas (Director of Planning)
21 January 2025(tbc)	Library Strategy / Development update	To receive the strategy and general libraries update	David Redfern (Director Leisure Culture and Communities)	Cllr Ian Blair Pilling	Rebecca Bolton (Service Manager – Libraries)
21 January 2025(tbc)	Revised Trowbridge Bat Mitigation Strategy Supplementary Planning Document - Draft for adoption		Sarah Valdus (Director – Environment)	Cllr Muns Dominic	Lynn Trigwell (Head of Natural & Historic Environment)
21 January 2025	Speed Limit Assessment process	As resolved at ESC 18 July 2024 to receive a report on progress with implementing the recommendations to the Environment Select Committee in January 2025.	Samantha Howell (Director of Highways and Transport)	Cllr Nick Holder	(Head of Highways Assets & Commissioning)



<b>Meeting Date</b>	<b>Item</b>	<b>Details / purpose of report</b>	<b>Associate Director</b>	<b>Responsible Cabinet Member</b>	<b>Report Author / Lead Officer</b>
21 January 2025	Task group update	To receive update from task groups regarding activity and its forward work plan			Cllr Graham Wright  Simon Bennett (Senior Scrutiny Officer)
4 March 2025	Highways Annual Review of Service 2024	As resolved at ESC 20 March 2024, to receive a further annual report in 2025.	Samantha Howell (Director of Highways and Transport)	Cllr Nick Holder	Dave Thomas (Head of Highways Assets & Commissioning)
4 March 2025	Leisure Services	As resolved at the ESC-meeting on 20 March 2024 the committee will receive a further update that includes the outcome of the continued public holiday pilot and further enhanced financial information.	David Redfem (Director Leisure Culture and Communities)	Cllr Ian Blair Pilling	
4 March 2025(tbc)	Future spend and impact of the increased funding for highways	As resolved at the ESC meeting 3 September 2024	Samantha Howell (Director of Highways and Transport)	Cllr Nick Holder	

<b>Meeting Date</b>	<b>Item</b>	<b>Details / purpose of report</b>	<b>Associate Director</b>	<b>Responsible Cabinet Member</b>	<b>Report Author / Lead Officer</b>
4 March 2025	Update on the Maintenance and Management of Public Rights of Way	As resolved at the ESC meeting 3 September 2024 to receive an update including how the council is learning from good practice at other local authorities, service budgets, work with volunteer groups, the enforcement activities of countryside officers and the development of network use data.	Samantha Howell (Director of Highways and Transport)	Cllr Nick Holder	Chris Clark (Head of Local Highways)
4 March 2025	Task group update	To receive update from task groups regarding activity and its forward work plan			Cllr Graham Wright  Simon Bennett (Senior Scrutiny Officer)
June 2025(tbc)	Review of the Housing Allocations Policy	As recommended by the Housing Allocations Policy Task Group and agreed by the Executive 11 January 2024	Emma Legg (Director Adult Social Care)	Cllr Phil Alford	Nicole Smith (Head of Housing Migration & Resettlement)
June 2025	Task group update	To receive update from task groups regarding activity and its forward work plan			Simon Bennett (Senior Scrutiny Officer)

<b>Meeting Date</b>	<b>Item</b>	<b>Details / purpose of report</b>	<b>Associate Director</b>	<b>Responsible Cabinet Member</b>	<b>Report Author / Lead Officer</b>
July 2025(tbc)	Wiltshire Programme Town	As resolved at the ESC meeting on 4 June 2024, the select committee will receive an update in 12 months time.  To include a Part II item regarding town's footfall data	Parvis Khansari (Corporate Director Place)	Cllr Richard Clewer	Victoria Moloney (Head of Economy & Regeneration)
July 2025(tbc)	Broadband Provision in Wiltshire	As resolved at the ESC meeting on 4 June 2024, the select committee will receive an update in 12 months time.	Parvis Khansari (Corporate Director Place)	Cllr Ashley O'Neill	Victoria Moloney (Head of Economy & Regeneration)
July 2025	Task group update	To receive update from task groups regarding activity and its forward work plan			Simon Bennett (Senior Scrutiny Officer)
September 2025(tbc)	Household Management Update Waste Strategy	As resolved at the ESC meeting 3 September 2024 to receive a further strategy update to include additional information on waste carbon emissions and communication/education programmes.	Sarah Valdus (Director – Environment)	Cllr Dominic Muns	Martin Litherland (Head of Service – Waste Management)

<b>Meeting Date</b>	<b>Item</b>	<b>Details / purpose of report</b>	<b>Associate Director</b>	<b>Responsible Cabinet Member</b>	<b>Report Author / Lead Officer</b>
September 2025(tbc)	Streetscene and Grounds Maintenance Contract Update	As resolved at the ESC meeting 3 September 2024 to receive an update to include further information on annual carbon emissions and reductions and service delegations savings.	Samantha Howell (Director of Highways and Transport)	Cllr Nick Holder	Adrian Hampton (Head of Highway Operations)
September 2025(tbc)	Milestone - Highways Term Maintenance Contract	As resolved at the ESC meeting 3 September 2024 to receive an update.	Samantha Howell (Director of Highways and Transport)	Cllr Nick Holder	Chris Clark (Head of Local Highways)
tbc	MyWilts app potholes reporting functionality	As resolved at the ESC-meeting on 20 March 2024 the committee will receive an update on the implementation of the new MyWilts app.	Mark Tucker (Director ICT)	Cllr Ashley O'Neill	
tbc	Local Nature Recovery Strategy	As discussed at meeting with the Cabinet Member (20 Oct 2023) the select committee to receive a report on the Plan.	Sarah Valdus (Director – Environment)	Cllr Dominic Muns	Lynn Trigwell (Head of Natural & Historic Environment)
tbc	UK Shared Prosperity Fund	As discussed at the ESC-Executive meeting on 23 November 2022 on the economic development portfolio.	Parvis Khansari (Corporate Director Place)	Cllr Richard Clewer	Victoria Moloney (Head of Economy & Regeneration)

<b>Meeting Date</b>	<b>Item</b>	<b>Details / purpose of report</b>	<b>Associate Director</b>	<b>Responsible Cabinet Member</b>	<b>Report Author / Lead Officer</b>
tbc	Economic Strategy	As discussed at the ESC-Executive meeting on 23 November 2022 on the economic development portfolio.	Parvis Khansari (Corporate Director Place)	Cllr Richard Clewer	Victoria Moloney (Head of Economy & Regeneration)
tbc	LHFIG Review	To receive an update report on the implementation of the Local Highway & Footway Improvement Groups (LHFIG)	Samantha Howell (Director of Highways and Transport)	Cllr Nick Holder	Dave Thomas (Head of Highways Asset Management & Commissioning)
tbc	Planning transformation programme	As resolved at the ESC-meeting on 19 September 2023 the committee will receive updates on the planning transformation programme.	Parvis Khansari (Corporate Director Place)	Cllr Nick Botterill	Nic Thomas (Director of Planning)
tbc	Private sector renewal strategy	As resolved at the ESC meeting on 8 November 2022, the select committee will receive an update report when appropriate.	Emma Legg (Director – Adult Social Care)	Cllr Phil Alford	Nicole Smith (Head of Housing)
tbc	Minerals & Waste Plan	As discussed at meeting with the Cabinet Member (18 Oct 2023) the select committee to receive a report on the plan.	Parvis Khansari (Corporate Director Place)	Cllr Nick Botterill	Nic Thomas (Director of Planning)

<b>Meeting Date</b>	<b>Item</b>	<b>Details / purpose of report</b>	<b>Associate Director</b>	<b>Responsible Cabinet Member</b>	<b>Report Author / Lead Officer</b>
tbc	Parking Strategy	As discussed at the ESC-Executive meeting on 6 December 2022 on the highways and transport portfolio.	Parvis Khansari (Corporate Director Place)	Cllr Caroline Thomas	
tbc	Active Travel	As resolved at the select committee meeting on 14 June 2022, the committee will receive a further update. (Deferred from July 2023)	Samantha Howell (Director of Highways and Transport)	Cllr Caroline Thomas	Spencer Drinkwater (Principal Transport & Development Manager)
tbc	Leisure Strategy	As discussed at the ESC-Executive meeting on 12 October 2023 on the leisure and libraries portfolio.	David Redfern (Director Leisure Culture and Communities)	Cllr Ian Blair Pilling	
tbc	Review of the Waste Delivery Plan	As discussed at the ESC-Executive meeting on 20 October 2023 on the leisure and libraries portfolio.	Sarah Valdus (Director – Environment)	Cllr Dominic Muns	Martin Litherland (Head of Service Waste Management)
tbc	Housing Development Strategy	As discussed at the ESC-Executive meeting on 21 November on housing, development management and assets.	James Barra (Director Assets)	Cllr Phil Alford	

<b>Meeting Date</b>	<b>Item</b>	<b>Details / purpose of report</b>	<b>Associate Director</b>	<b>Responsible Cabinet Member</b>	<b>Report Author / Lead Officer</b>
tbc (early 2026)	Cultural Strategy	As resolved at select committee 18 July 2024, to receive an update on the strategy in 18 months' time.	David Redfern (Director Leisure Culture Communities)	Cllr Iain Blair-Pilling	

<b>Information briefing</b>					
<b>Meeting Date</b>	<b>Item</b>	<b>Details / purpose</b>	<b>Associate Director</b>	<b>Responsible Cabinet Member</b>	
tbc	Environment Act 2021	To receive a (series of) briefing regarding the implications of the Environment Act.			

This page is intentionally left blank