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Nottingham City Council Housing and City Development Scrutiny Committee

Date: Monday 15 April 2024

Time: 10:00am

Place: Ground Floor Committee Room - Loxley House, Station Street, Nottingham,
NG2 3NG

Councillors are requested to attend the above meeting to transact the following business

Director for Legal and Governance

Scrutiny and Audit Support Officer: Adrian Mann

Direct Dial: 0115 876 4353

- 1 Apologies for Absence**
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To note the responses received to the Committee's recommendations
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Report of the Statutory Scrutiny Officer

If you need advice on declaring an interest in any item on the agenda, please contact the Scrutiny and Audit Support Officer shown above before the day of the meeting, if possible.

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Nottingham City Council

Housing and City Development Scrutiny Committee

Minutes of the meeting held in the Ground Floor Committee Room - Loxley House, Station Street, Nottingham, NG2 3NG on 19 February 2024 from 10:03am to 11:52am

Membership

Present

Councillor Sam Harris (Chair)
Councillor Sarita-Marie Rehman-Wall
(Vice Chair)
Councillor Neghat Khan
Councillor AJ Matsiko
Councillor Michael Savage

Absent

Councillor Kevin Clarke
Councillor Adele Williams

Colleagues, partners and others in attendance:

Councillor Jay Hayes - Portfolio Holder for Housing
Councillor Angela Kandola - Portfolio Holder for Highways, Transport and Planning
Adrian Mann - Scrutiny and Audit Support Officer
Councillor David Mellen - Leader of the Council and Portfolio Holder for Strategic Regeneration and Communications
Sajeeda Rose - Corporate Director for Growth and City Development
Damon Stanton - Scrutiny and Audit Support Officer
Geoff Wharton - Consultant Strategic Director of Housing

29 Apologies for Absence

Councillor Kevin Clarke - personal reasons

30 Declarations of Interests

In the interests of transparency in relation to item 5 (Council Tenant Engagement), both Councillor Sarita-Marie Rehman-Wall and Councillor Michael Savage declared that they are Council tenants.

31 Minutes

The Committee confirmed the Minutes of the meeting held on 22 January 2024 as a correct record and they were signed by the Chair.

32 Preparedness for the East Midlands Combined County Authority

Councillor David Mellen, Leader of the Council and Portfolio Holder for Strategic Regeneration and Communications; Councillor Jay Hayes, Portfolio Holder for Housing; Councillor Angela Kandola, Portfolio Holder for Highways, Transport and Planning; and Sajeeda Rose, Corporate Director for Growth and City Development,

presented a report on the Council's preparations for the establishment of the East Midlands Combined County Authority (CCA). The following points were raised:

- a) A great deal of learning has been taken from how the Greater Manchester Combined Authority has operated, as it has facilitated the delivery of significant regeneration and development in its area. However, the mix of rural and urban areas within the East Midlands CCA is both diverse and unique, providing different challenges to those experienced in Greater Manchester, which is made up of ten urban Local Authorities. As part of increasing investment in key areas in the East Midlands, work has been carried out with the Local Authorities across the region to find common ground to achieve the best outcomes for both Nottingham and the East Midlands as a whole. In the future, further opportunities for 'deeper devolution' may also be possible.
- b) The establishment of the CCA will involve the transfer of powers currently exercised by central Government to the East Midlands region. The structure of the CCA is being established and it will have an executive Mayor, who will be elected in May 2024. It is important that as much as possible is done with the public to increase awareness of this election and why the CCA is important for the East Midlands area. The CCA will have a Cabinet, of which the leaders and deputy leaders of the four constituent unitary and upper-tier Local Authorities will be members. District and Borough Councils will be represented on the Cabinet, in addition to representation of the wider business community. The CCA will be set up as a new Local Authority, supported by professional officers, and there is a shadow team already in place assisting with its establishment. Initial strategies and governance processes are being developed and the Council is engaging with these.
- c) The CCA will have a focus on key areas and themes such as transport, housing and land, adult skills and carbon net zero targets. A significant amount of funding will be available, estimated to be around £4 billion to be distributed over a period of time. Regional funding is increasingly coming through Combined Authorities rather than directly from central Government. The CCA will be able to access a £1.14 billion devolved investment fund, with at least £38 million per year over 30 years; a new City Region Sustainable Transport Settlement of over £1.5 billion; devolution of the adult education budget worth around £50 million; an East Midlands investment zone for growth worth £160 million; £18 million early investment in housing and carbon net zero; and £17 million for the building of new homes on brownfield land.
- d) Some transitional arrangements from the constituent Local Authorities to the CCA will be required, particularly in the context of transport, which is currently led by each of the individual Local Transport Authorities. This will take place over a two-year period as the region establishes a plan to move into the CCA arrangements. There will also be alignment of some of the Council's key strategies and plans, such as the Economic Plan (for developing the right adult skills across the area) and the Housing Strategy. These will be put forward to the CCA to outline the challenges and opportunities within Nottingham. The CCA will be a Transport Authority, but not a Highways Authority – so the responsibility for funding and carrying out highway maintenance will remain with the unitary and upper-tier Local Authorities.

- e) In relation to the housing and land theme, there is an early brownfield land fund to support the unlocking of sites for housing. Preparation is being done to take advantage of this early funding, including identifying key sites in the context of the draft Housing Strategy, and steps will be taken to ensure that the Council's priorities are aligned with any strategy produced for the wider regional context of the CCA. There are challenges for developing new housing in Nottingham, but there will be focus on accelerating some of the larger sites that have the greatest potential, which could deliver around 1,000 homes. Work is also underway to identify other smaller sites that could contribute to the development of more affordable housing. Given the Council's current financial context, it was unlikely that it would be able to progress these developments without support from the CCA. The Housing Revenue Accounts of the constituent Local Authorities will remain separate.
- f) The UK Shared Prosperity Fund will transfer over to Combined Authorities from 2025 onwards. The Council has used some of the early funding available to acquire six properties for use as part of a portfolio to secure long-term tenancies and ease pressure on demand for temporary accommodation, as well as a contributing to the Council's rolling programme of social housing retrofit.

The Committee raised the following points in discussion:

- g) The Committee welcomed the anticipated investment in transport across the CCA area as a whole, but sought assurance that this would not take investment away from Nottingham's well-developed local transport services. It was explained that there is a strong transport service in the city, but that more investment is needed in many other areas within the CCA. Overall, a significant number of people who work in the city do not live within it, so it is important that transport links are strengthened with areas outside Nottingham so that people can get to their place of work in the city easily. East Midlands Airport is a major employment hub for the wider area, but it has relatively poor transport links to the city, other than by car. As such, it is important that transport links are good throughout the CCA area so that city residents can access employment opportunities across the region more easily. The £1.5 billion of investment funding could make a significant impact in this area.
- h) The Committee asked how the Council will ensure that Nottingham achieves the right level of investment from the CCA. It was explained that it will fall to each member of the CCA to put their cases forward on measures that will not only bring benefit to their area, but also to the region as a whole. The Council is doing a great deal of preparatory work to secure investment by having clear plans in place to deliver its strategic priorities. The cities of Nottingham and Derby play a large part in driving the wider economy, so there is a strong case for investment in them. The Council will now be making cases on a local basis for projects that will benefit Nottingham and the CCA region, rather than making bids into a national funding pool that are subject to higher levels of competition. A draft Regional Investment Strategy is also being produced by staff supporting the establishment of the CCA and is being fed into by the constituent Local Authorities. Once a Mayor is in post, this Strategy will be formalised and will outline the CCA's investment priorities.

- i) The Committee asked how the CCA would implement carbon net zero targets, including developing the skills required in the workforce to deliver them. It was reported that making funding cases for net zero activity on a regional basis, rather than on a national one, could give access to greater funding and allow the area to invest more effectively in its own priorities. As net zero activity increases, there will be more demand for skills in the workforce such as in retrofitting and installing heat pumps. The initial focus of the CCA will be on developing skills in adults (18 year old and above), but the Council will continue to work on building needed skills amongst young people before they enter the workforce.
- j) The Committee asked whether there was potential to expand both the tram and Nottingham City Transport (NCT) bus networks as part of the CCA. It was explained that the CCA will have greater opportunities to develop potential extensions of the tram network. Land has been set aside for possible expansion, but any future delivery will depend on a robust business case being developed. NCT is a commercial service and any future expansion would need to be considered in this context. A Joint Planning Board is in place with the other Local Authorities in the Greater Nottingham area to seek to develop transport networks in a cross-boundary context going forward.
- k) The Committee asked how the Council would spread awareness about the upcoming Mayoral election, as well as informing citizens about the requirements to present identification when voting. It was explained that branding and communications material for the CCA have been developed and work is underway with partners and stakeholders to increase awareness – it will be particularly important that the District and Borough Councils in the CCA area help to spread information to their local communities. Communications materials will be sent to every household in the CCA area to outline the Mayoral candidates and explain the CCA in more detail.

The Chair thanked the Portfolio Holders and officers for attending the meeting to present the report and answer the Committee's questions.

Resolved:

- 1) To request that an overview of the general structure of the East Midlands Combined County Authority (CCA) is provided to the Committee, including how the Council will be represented in decision-making at the CCA level.**
- 2) To recommend that the Council continues to work to identify the future workforce skills needs in the city and develop a vision for how investment in skills at all ages could ultimately be supported through the CCA.**
- 3) To recommend that all possible communications and engagement is carried out, working in collaboration with the relevant partners and stakeholders, to inform Nottingham people why the establishment of the CCA is important and encourage them to vote in the upcoming first Mayoral election in May.**

33 Council Tenant Engagement

Councillor Jay Hayes, Portfolio Holder for Housing; Sajeeda Rose, Corporate Director for Growth and City Development; and Geoff Wharton, Consultant Strategic Director of Housing, presented a report on the Council's proposed approach to tenant engagement as part of the new governance arrangements for social housing and how the Council will ensure that tenants are involved effectively in decision-making. The following points were raised:

- a) Nottingham City Homes (NCH) was brought back in-house during April 2023 and, since then, the Council has had direct responsibility for housing management and maintenance services, and acting as the corporate landlord with a tenant and leaseholder involvement function. The new Social Housing (Regulation) Act 2023 has strengthened the role and rights of tenants in regard to their influence over the services provided by their landlord. The measures proposed by the Council reflect this increased role for tenants to ensure they are at the heart of shaping the service.
- b) Under the NCH partnership agreement with the Council, NCH was responsible for ensuring tenants' empowerment, involvement in key decisions and monitoring services. The NCH Board had tenant representation as part of its constitution, as well as an 'Arms-Length Management Organisation Board' made up exclusively of tenants and who linked directly to the NCH Board structure.
- c) The Council is working to implement its own version of the previous arrangements and further empower the voice of tenants. There will be a new Housing Assurance Board (HAB), which will be made up of 10 Council tenants and 2 leaseholders, along with the Portfolio Holder with the remit for social housing. Work has been done to ascertain the issues and review the complaints raised by tenants regarding the previous NCH service. There had been some concerns that tenant representation under NCH could be largely self-selecting and did not encompass a wide enough range of opinion, so the Council will be looking to ensure that the people on the HAB are as representative as possible to ensure the broadest range of opinion. This will allow better scrutiny of the service.
- d) The Council has received independent advice on best practice and has commissioned a third party to survey a wide range of tenants to ensure that they have a voice and that their views are incorporated into its governance arrangements. In 2023, Housing Services commissioned a review of the tenant engagement structure and impact, and this was undertaken by the Tenant Participation Advisory Services (TPAS), which made a number of recommendations for service improvement. These recommendations will be implemented and will allow the Council to meet the statutory requirements – which will be overseen by the new Regulator of Social Housing (RSH), which will exercise a proactive inspection regime.

The Committee raised the following points in discussion:

- e) The Committee sought assurance that the Council was ensuring that its duties to all tenants under the Equalities Act were being upheld. It was explained that it was a major priority to ensure that tenants of all backgrounds and ages were

involved in the new engagement model. Learning has been taken from NCH's prior performance and the issues identified from the survey will be investigated further. This could include establishing a tenant working group alongside the HAB to look at particular challenges in more detail or, if necessary, a service improvement plan will be implemented.

- f) The Committee asked how the backlog in repairs to the Council's housing stock would be managed. It was set out that the recently approved Housing Revenue Account (HRA) Business Plan outlines an increase to the budget for repairs and maintenance, as well as improvements to IT systems to ensure that required repairs are now managed more efficiently. This will be supported through the ring-fenced HRA, rather than through the Council's General Fund. There will be an investment of £3.7 million for a full stock condition survey to understand where problems exist and target repairs. There are clear safeguards in place to ensure that the HRA is used properly.
- g) The Committee sought assurance that the specialist complaints department needed within Housing Services was being resourced effectively, and that work will be done to reduce the need for complaint and the risk of arising litigation. It was reported that the experienced complaints team has been drawn from NCH and will be funded from the HRA, but will be managed as part of the Council's overall corporate structure, ethos and culture. A great deal of work and investment is being done to achieve better outcomes, going forward.
- h) The Committee considered that the proposed HAB meetings should be as accessible to as wide a range of people as possible, and accommodating of those who are unable to attend meetings during the day due to work. It was set out that it is vital for trust to be built with tenants as part of the new approach. Existing engagement structures such as the Tenant Academy, events, and community and task and finish groups will remain in place. The proposed higher-level engagement will help to build on this work to make tenant engagement more meaningful and reflective, especially in the context of the new regulations. The Council will be looking to assess the tenant survey, act upon the recommendations from TPAS and ensure that tenants are further involved in its governance structure with the creation of the HAB.
- i) The Committee asked when it is likely that the Council would be inspected by the new regulator. It was explained that as the RSH is a newly established regulator that will start its assessment processes from April 2024. It is currently unknown what an inspection would look like, and the Council would be given no advance notification of an inspection – though a desktop self-review has been completed and submitted to the RSH. The RSH is likely to be most interested in those landlords that are not self-aware or seeking to improve services, rather than ones that show good self-awareness and have proactive improvement plans in place. The RSH is beginning on a 'fresh start' basis, as this is a completely new area of regulation.
- j) The Committee queried how the new engagement systems would be championed by effective Housing Patch Managers at the local level. It was explained that the Council recognised that Patch Managers are a key conduit for tenant engagement

and that work is underway on a service re-design to ensure that Patch Managers are accessible, flexible and give feedback in a timely way.

The Chair thanked the Portfolio Holder and officers for attending the meeting to present the report and answer the Committee's questions.

Resolved:

- 1) To recommend that the statistics in relation to the themes and resolution of tenant complaints is fed into the proposed Tenant and Leaseholder Involvement Structure at the appropriate point, to help identify and address wider issues in a collaborative way to improve the experience of all tenants.**
- 2) To recommend that particular consideration is given to how younger and working tenants can be supported in participating effectively in the proposed Involvement Structure, and how the types, styles and timings of participation options can be made engaging and accessible to them.**
- 3) To recommend that it is ensured that tenants can engage with Housing Patch Managers easily and accessibly, and that the Patch Managers are trained and supported in delivering the proposed Involvement Structure effectively at the local level.**

34 Responses to Recommendations

The Chair presented the latest responses received to the Committee's previous recommendations from the relevant Portfolio Holders. The following points were raised:

- a) In relation to the response of the Portfolio Holder for Skills, Growth, Economic Development and Property to the Committee's recommendation regarding the Council's Asset Management Programme that "the formal framework for considering the balance of community benefit, wider service impact and best value when assessing the potential disposal of a property asset is completed as soon as possible, to inform and support effective decision-making", the Committee requested confirmation as to when the development of the Social Value Model would be completed.

The Committee noted the response to its previous recommendations by the Portfolio Holder.

35 Work Programme

The Chair presented the Committee's current Work Programme. The following points were raised:

- a) The Committee's final meeting of the 2023/24 municipal year will be held on 15 April 2024 and is scheduled to consider the development of the new Greater Nottingham Strategic Plan.

The Committee noted the Work Programme.

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Housing and City Development Scrutiny Committee 15 April 2024

Greater Nottingham Strategic Plan

Report of the Statutory Scrutiny Officer

1 Purpose

- 1.1 To scrutinise the priorities and intended outcomes of the Greater Nottingham Strategic Plan (GNSP), and how its development been informed by the various stages of consultation.

2 Action required

- 2.1 The Committee is asked:

- 1) to make any comments or recommendations in response to the report from the Portfolio Holder for Highways, Transport and Planning on the development of the GNSP; and
- 2) to consider whether any further scrutiny of the issue is required (and, if so, to identify the focus and timescales).

3 Background information

- 3.1 The GNSP is being produced to replace the Greater Nottingham Aligned Core Strategies, which were adopted in 2014, and so will form part of the Council's statutory Development Plan within its Policy Framework. The Aligned Core Strategies constitute Part 1 of the Nottingham Local Plan, providing the strategic context for Part 2 of the Plan (the Land and Planning Policies Document), which sets out the strategic policy direction for future development in the city up to 2028. There is, however, a legal requirement to review the Local Plan every five years.
- 3.2 'Greater Nottingham' includes the Local Authority areas of Nottingham City Council, Broxtowe Borough Council, Gedling Borough Council, Rushcliffe Borough Council and part of Ashfield District Council (in Nottinghamshire), and Erewash Borough Council (in Derbyshire). The Aligned Core Strategies contain the strategic planning policies for the Greater Nottingham area up to 2028 in the context of a consistent policy framework established on a common evidence base to meet the full, objectively assessed need for housing and other development. Together, the Aligned Core Strategies provide a consistent and coherent strategic spatial planning framework for the Nottingham Core (Greater Nottingham) Housing Market Area.
- 3.3 The GNSP is a voluntary arrangement between the plan-making Local Authorities. It would be possible for each partner to prepare a single Local Plan

for their area. However, it has been agreed that there is a substantial benefit in having a consistent and coherent strategic Planning policy approach across the region, which will also help to provide certainty for users of the Planning system across Greater Nottingham. In addition, working in partnership enables significant cost savings, including through shared commissioning of evidence-base studies and with just one public examination required for the Plan, instead of four.

- 3.4 There have already been several rounds of consultation on the content of the GNSP, including on Growth Options (July 2020 and February 2021), the Preferred Approach to Housing and Employment (January 2023) and the Preferred Approach to Distribution and Logistics Development (September 2023). The next stage will be the publication of the final draft GNSP itself to enable formal representations to be made. The GNSP and copies of all representations received will then be submitted to the Secretary of State for a public examination. If found sound at examination, the GNSP can then be adopted.
- 3.5 Oversight of the GNSP development process is carried out by the Greater Nottingham Joint Planning Advisory Board (JPAB), which is made up of the relevant Executive Councillors from each of the partner Local Authorities. For Nottingham, this is the Portfolio Holder for Highways, Transport and Planning. The JPAB is not a decision-making group, so all formal resolutions on the GNSP are made by each partner's Executive body – except for the submission to the Secretary of State and final adoption, which are matters for the Full Council.

4 List of attached information

- 4.1 Report: Greater Nottingham Strategic Plan – Scope and Context
Appendix 1: Draft Greater Nottingham 2041 Vision Statement and Draft Spatial Objectives

5 Background papers, other than published works or those disclosing exempt or confidential information

- 5.1 None

6 Published documents referred to in compiling this report

- 6.1 [Greater Nottingham Planning Partnership](#)

7 Wards affected

- 7.1 All

8 Contact information

- 8.1 Adrian Mann, Scrutiny and Audit Support Officer
adrian.mann@nottinghamcity.gov.uk

Housing and City Development Scrutiny Committee

15 April 2024

Greater Nottingham Strategic Plan – Scope and Content

1 Purpose

- 1.1 This report gives an overview of the Greater Nottingham Strategic Plan (GNSP), which will cover the geographic area of Broxtowe Borough Council, Gedling Borough Council, Nottingham City Council and Rushcliffe Borough Council. Once adopted, it will form part of the Council's statutory Development Plan and will be part of its formal Policy Framework. The structure and key content of the draft GNSP is outlined below.

2 Why a Greater Nottingham Strategic Plan?

- 2.1 The GNSP is a voluntary arrangement between the local plan-making Local Authorities. It would be possible for each council to prepare a single Local Plan for their area. However, it has been agreed that there is significant benefit in having a consistent and coherent strategic planning policy approach across the area. This has the additional benefit of providing certainty for users of the planning system across Greater Nottingham and reducing the need for developers to negotiate with councils separately. Working in partnership also brings very significant cost savings, for instance through shared commissioning of evidence-base studies, and with just one public examination of the Plan required instead of four.

3 Strategic Plan Content

- 3.1 Prior to its adoption, the GNSP is required to go through a number of formal and informal consultations. The Publication Draft GNSP represents the first formal stage of preparation. All of the consultation responses received as a result of the earlier consultations have been used to inform and shape the GNSP as it has evolved. The Publication Draft GNSP will contain a Vision statement, setting out the intended character of the plan area and describing what it will look like in 2041 (the end date of the GNSP). This Vision includes key strategic issues such as climate change, enhancing Blue and Green Infrastructure, improving access to homes and jobs and the distribution of development. It is based on current and future trends of key aspects such as population and economy. GNSP objectives flow from the Vision, establishing the way in which the plan area will deal with the identified key issues. The draft Vision can be found at Appendix 1.
- 3.2 The proposed Planning Strategy follows on from the Vision and Objectives and confirms the focus on urban living through prioritising sites within the main built-up area and, to a lesser extent, those areas adjoining it, seeking to achieve sustainable growth by making the most of existing infrastructure and reducing the need to travel. This approach utilises the range of facilities and

services that are provided within Nottingham and other town centres, and will provide opportunities to redevelop brownfield sites and drive regeneration of parts of the urban area.

- 3.3 The settlement hierarchy set out in the proposed Planning Strategy consists of:
- the main built-up area of Nottingham;
 - adjacent to the Sub-Regional Centre of Hucknall (for Gelding Borough); and
 - the Key Settlements (for the Districts, such as Calverton and Bingham).
- 3.4 The settlement hierarchy reflects the role and size of urban areas and sets the preferred sequence for site development. Nottingham and its built-up area is of national and regional importance in terms of its size and economy. The Sub-Regional Centre of Hucknall (in Ashfield District) is relatively large and has its own distinct identity and economic role. The Key Settlements have been locally defined based on their role, function and planning policy considerations. Outside of the Key Settlements, development at other settlements will be of a smaller scale, which will be defined in the Part 2 Local Plan.

Housing

- 3.5 In terms of the approach to housing need, the National Planning Policy Framework (NPPF) confirms that the Government's standard method for assessing local housing need should be the starting point for determining the minimum number of homes required, unless exceptional circumstances justify an alternative approach. The standard method uses household projections and affordability factors to arrive at a figure for each Local Authority. It does not take into account housing supply or other planning constraints, such as Green Belt. Nottingham is one of the 20 largest urban Local Authorities in the country so, accordingly, the standard method applies an arbitrary 35% uplift to its housing need.
- 3.6 In common with many of the 20 largest urban areas, Nottingham does not have the capacity to meet the entirety of its need once the 35% uplift has been added, so the Publication Draft GNSP will be based on the anticipated housing land supply over the plan period. Due to Green Belt constraints, the other partners have not agreed to provide for any of Nottingham's unmet need, so housing targets for the District and Borough Councils are based on meeting their standard method housing need. A housing target of 26,685 will be provided for Nottingham, and a housing need for the Greater Nottingham as a whole of 52,710 homes (this may change slightly, as the standard method is updated annually). This housing target for Nottingham compares to the Government's standard method calculation of 32,868, leaving a theoretical shortfall of 6,183 homes.
- 3.7 Across the Greater Nottingham area, most of the planned housing growth is already included in existing Local Plans. In line with sustainability principles and the settlement hierarchy, as much housing as is feasible will be located

within and adjoining the main built-up area of Nottingham. The GNSP will only consider larger sites of 500 homes or more as all other sites will be allocated through a review of the City Council's Land and Planning Policies Document (Part 2 of the Local Plan). For Nottingham, these include the Boots site (where development has commenced for 600 homes – 207 within Nottingham and the remainder within Broxtowe), Stanton Tip for 500 homes (carried forward from the existing Aligned Core Strategy) and the wider Broad Marsh area where up to 1,000 new homes could be provided.

Employment

- 3.8 In terms of employment needs and to fulfil the requirements of the NPPF and the Planning Practice Guidance, an Employment Land Needs Study was undertaken (Nottingham Core Housing Market Area and Nottingham Outer Housing Market Area Employment Land Needs Study, Lichfields, May 2021). It used a variety of scenarios to assess a range of employment space needs for both industrial/warehousing space and office floorspace.
- 3.9 Based on this analysis, it was concluded that the regeneration scenario is the most appropriate level of growth to plan future requirements. This matches the aspirations of the D2N2 Local Economic Partnership's Strategic Economic Plan, will assist in ongoing economic recovery from the Coronavirus pandemic and will help counter the likely impacts on the economy predicted for the early years of the GNSP period. Due to constrained boundaries and a lack of available sites, Nottingham is unable to provide for the full identified industrial and warehousing need, however, provision in the other Local Authority areas offsets this. The converse is true for office development, with Nottingham providing for part of the identified needs of the other partners, principally within the city centre.
- 3.10 In addition, the Nottinghamshire Core and Outer Housing Market Area Logistics Study (July 2022) was commissioned to quantify the scale of strategic distribution and logistics (Use Class 'B8') need across the Core/Outer Nottingham Housing Market Areas. The partners have undertaken a 'call' for strategic distribution sites and the approach to large-scale distribution sites includes allocations at Ratcliffe-on-Soar (Rushcliffe) and at Bennerley (Broxtowe).
- 3.11 The Preferred Approach recognises that all uses that generate employment, such as retail, health, education and civic/science-based institutions, should be catered for. It identifies strategic locations for business, including Nottingham city centre. Economic development will also be encouraged associated with universities, hospital campuses and Further Education sites.

Other Strategic Policies

- 3.12 The Strategic Plan contains a range of other policies to ensure consistency across Greater Nottingham. These are:

- Climate Change, Sustainable Design, Construction and Energy and Managing Flood Risk, which seeks to ensure development is resilient to and mitigates the effects of climate change. It will assist in moving toward the City Council's Carbon Neutral 2028 ambition.
- The Green Belt, which seeks to protect the Green Belt from inappropriate development.
- Nottingham City Centre, which provides the strategic framework for ensuring the ongoing vitality and viability of the city centre, including the redevelopment of Broad Marsh.
- The Role of Town and Local Centres, which defines the hierarchy and network of centres and provides the strategic framework for ensuring the ongoing vitality and viability of other centres in Greater Nottingham.
- Housing Size, Mix and Choice, which provides guidance on the size type and tenure of new homes to be provided, including affordable housing.
- Gypsies, Travellers and Travelling Showpeople, which provides the criteria for councils and applicants to consider when allocating or promoting new sites.
- Design and Enhancing Local Identity, which seeks to ensure new development is of a high design standard and appropriate to its location.
- The Historic Environment, which seeks to preserve and enhance the historic environment and ensure the historic environment is appropriately respected where new development has an impact on historic assets.
- Local Services and Healthy Lifestyles, which seeks to protect existing facilities, and ensure new development is served by appropriate new or enhanced facilities.
- Culture, Tourism and Sport, which sets out the strategic approach to provision of new facilities.
- Managing Travel Demand, which seeks to ensure new development is served by appropriate transport modes and facilities, prioritising active travel and public transport.
- Transport Infrastructure Priorities, which safeguards and promotes strategic transport measures and schemes required to mitigate the impact of new development.
- Green Infrastructure, Parks and Open Space, which seeks to ensure new development provides adequate open space and in particular contributes to the network of Blue and Green Infrastructure across Greater Nottingham.

- Biodiversity, which sets out how the councils will protect and enhance biodiversity and how the requirement for a minimum of 10% biodiversity net gain will be implemented in Greater Nottingham.
- Infrastructure and Contributions, which sets out the nature of developer contributions to be sought through Section 106 agreements, or through Community Infrastructure Levy, where this exists.

4 Adoption Process

- 4.1 Following publication and consultation, Local Plans must be submitted to the Secretary of State for a public examination to determine whether the Plan is sound. An independent Planning Inspector will be appointed to undertake the examination, which involves both written evidence and public hearing sessions. The Inspector will consider if 'main modifications' are required to make the GNSP sound, and if so, these are subject to further consultation. The Inspector will then issue a report into the soundness of the GNSP and, if found sound, it can be adopted by the City Council and its partners.
- 4.2 Once adopted, the GNSP will form part of the City Council's statutory Development Plan, and Planning applications must be determined in accordance with it unless material considerations indicate otherwise.

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Housing and City Development Scrutiny Committee 15 April 2024

Appendix 1 – Draft Greater Nottingham 2041 Vision Statement and Draft Spatial Objectives

Draft Greater Nottingham 2041 Vision Statement

Please note that the Vision will be subject to further refinement.

By 2041 Greater Nottingham will lead sustainable development in the region. The area will make the most of its economic, cultural, historic and natural assets and be at the forefront of tackling and adapting to the impacts and challenges of climate change. The area's carbon footprint will be minimised, the unique abundant natural resources will be capitalised on and blue and green infrastructure, landscapes, heritage and biodiversity will be protected, enhanced and increased. Recognising the climate emergency, the councils will seek to be carbon neutral before the Government's target of 2050.

The Strategic Plan will secure a more sustainable, prosperous, safe, healthy and vibrant Greater Nottingham. People from all sections of society will be provided with better access to homes, jobs, services and nature and open space, to support improved health and wellbeing outcomes. A minimum of 52,600 new homes will be delivered, incorporating different types of homes for different life stages. Sustainable distribution of development will be achieved by seeking sites firstly within the main built-up-area of Nottingham and to a lesser extent adjoining it, resulting in an improved quality of life. As a result, urban living will be a popular choice, whilst new development elsewhere will be focused adjoining the built-up area of Hucknall and at Key Settlements. It will be implemented in a sustainable manner through developments that are compact, including a mix of uses, and connected, by sustainable modes of transport.

Economic development will seek to address the threats to growth and will seek to ensure a resilient economy. It will facilitate the economic growth potential of the decommissioned Ratcliffe on Soar Power Station. Toton in Broxtowe will also be a focus for economic development and housing growth, supported by a new transport hub. Innovation will continue to be encouraged by capitalising on links with the Universities and nurturing of new business start-ups. The area will be the pre-eminent sporting centre in the region with a broad range of cultural, tourist and sports facilities.

The City Centre will see the innovative redevelopment of the Broad Marsh centre. The city and town, district and local centres across Greater Nottingham will remain vibrant and viable by providing a range of retail, leisure and community facilities.

The area's unique built and natural environment will be enhanced through sensitive and well-designed places, neighbourhoods and developments which will be strongly connected with timely infrastructure. Environmental net gains will be delivered

alongside developments and through the enhancement of existing and the creation of new habitats.

Draft Spatial Objectives

- 1) **Environmentally responsible development addressing climate change:** to reduce the causes of climate change and to minimise its impacts, by locating development where it can be accessed by sustainable transport; requiring environmentally sensitive design and construction; reducing the risk of flooding; conserving and improving water quality; contributing to carbon neutrality; and addressing air, noise and other types of pollution.
- 2) **High quality new housing:** to manage an increase in the supply of housing and ensure the targets of the Plan are met and delivered in sustainable locations that maximise brownfield opportunities, deliver regeneration aims, and create and support mixed and balanced communities. In doing so, there will be a rebalancing of the housing mix to maximise choice and support people into home ownership, providing affordable, family, and self and custom build housing, and housing opportunities for older people, people with disabilities and Gypsies and Travellers.
- 3) **Economic prosperity for all:** to ensure economic growth is equitable and includes the knowledge-based economy. The City Centre will be enhanced by providing for new office, commercial, residential, leisure uses. In addition opportunities will be maximised at the Boots Campus, Beeston Business Park, Nottingham Science Park, Bennerley Logistics Site and the Development Corporation sites at Ratcliffe on Soar Power Station and Toton together with other employment sites. Create the conditions for all people to participate in the economy, by providing local employment opportunities, encouraging rural enterprise, improving access to training opportunities, and supporting educational developments, including the expansion of the Universities and other higher education establishments. Where appropriate further development of tourism facilities will be supported.
- 4) **Flourishing and vibrant centres:** to create the conditions for the protection and enhancement of a balanced hierarchy and network of City, town and other centres. Responding to the changes in retail and leisure industries, including the growth of internet shopping by increasing leisure, residential, tourism, cultural and local services at a scale appropriate to the centre's position in the hierarchy in addition to accessibility improvements, environmental improvements, and town centre regeneration measures.
- 5) **Regeneration:** to maximise brownfield regeneration opportunities, to encourage the recycling of derelict land and ensure that regeneration supports and enhancing opportunities for local communities and residents, leading to all neighbourhoods being neighbourhoods of choice, where people want to live.
- 6) **Protecting and enhancing the area's individual and historic character and local distinctiveness:** to achieve sustainable well-designed development by promoting high quality locally distinct buildings and places that respect local

character. To preserve and enhance the distinctive natural and built heritage, by protecting and enhancing the historic environment, including nationally recognised heritage assets, and by valuing the countryside for its productive qualities and ensuring its landscape character is maintained and enhanced.

- 7) **Achieving well-designed places in Greater Nottingham:** to create a strong sense of place with its own identity. Protecting and enhancing townscape and landscape character by responding to and reinforcing locally distinctive patterns of development and design. Ensure places are sustainable, functional, inclusive and are easy to get to, to navigate around and well-integrated with the existing community. Engage with the community, using appropriate planning tools such as design codes.
- 8) **Strong, safe, healthy and cohesive communities:** to plan positively for the provision and use of shared spaces and to design out crime, promote social interaction and create the conditions for communities to become strong, safe, healthy and cohesive. To address environmental factors underpinning health and wellbeing and promote social interaction and inclusivity by design. Work with healthcare partners to deliver new and improved health and social care facilities. Integrating health and service provision, and improving access to cultural, sport and leisure and lifelong learning activities.
- 9) **Opportunities for all:** to give all children and young people the best possible start in life by providing the highest quality educational, community, cultural, leisure and sport facilities, for instance through improving existing or providing new schools, further education establishments and Universities. Meet the needs of older and disabled people, especially through providing appropriate housing and employment opportunities and prevent the unnecessary loss of valued services and facilities.
- 10) **Promoting sustainable transport systems and reducing the need to travel:** to ensure access to jobs, leisure and services is improved in a sustainable and equitable way, addressing air and noise pollution, reducing the need to travel by private car, by encouraging convenient and reliable transport systems, particularly those focused on walking, cycling and public transport, by maximising opportunities for mixed use development. To support growth by expanded use of transport data systems aimed at reducing congestion and encouraging the electrification of vehicles and improving air quality.
- 11) **Protecting and improving natural assets:** to improve and provide new Blue and Green Infrastructure, including open spaces, by enhancing and developing the network of multi-functional green spaces for the benefit of people and wildlife. To improve their connectivity, accessibility and environmental quality, increasing ecosystem services, biodiversity and contributions to the Nature Recovery Network. Protecting and enhancing nature conservation sites and priority habitats, and their connectivity within the ecological network.
- 12) **Timely and viable infrastructure:** to make the best use of existing infrastructure and provide new and improved infrastructure which supports sustainable housing and economic growth. This will be achieved through ongoing engagement with

infrastructure providers. The new station at Toton will become a part of a key transport interchange and focus for related growth. The expansion of the tram network will be explored, including potential new routes. Opportunities provided by existing transport infrastructure will be maximised and additional strategic transport improvements including capacity improvements to strategic highway junctions will be completed.

Housing and City Development Scrutiny Committee 15 April 2024

Consumer Standards for Social Housing

Report of the Statutory Scrutiny Officer

1 Purpose

- 1.1 To scrutinise the Council's response to meeting the new Consumer Standards that must be complied with by Registered Providers of social housing.

2 Action required

- 2.1 The Committee is asked:

- 1) to make any comments or recommendations in response to the report from the Portfolio Holder for Housing on the approach being developed to ensure that the Council's Housing Service is compliant with the new Consumer Standards; and
- 2) to consider whether any further scrutiny of the issue is required (and, if so, to identify the focus and timescales).

3 Background information

- 3.1 The Regulator of Social Housing (RSH) has revised and published its new Consumer Standards for all social housing providers, which will come into effect from April 2024. These four Standards, along with Tenant Satisfaction Measures (TSMs), will form the backbone of the new regulatory regime brought about by the Social Housing (Regulation) Act 2023, which lays the foundations for changes to how social housing is managed. The Act brings forward a stronger and more proactive regulatory regime to improve standards in the sector and hold landlords to account for the service that they provide to their tenants.
- 3.2 The RSH is an independent body responsible for setting standards that all registered providers of social housing must meet, and it holds landlords to account for compliance with these standards. Its remit covers both Local Authorities and other Registered Providers. The RSH's assessment approach will be both resident and outcome focused, and the regulator has enhanced powers to issue unlimited fines and order performance improvement plans. The regulator will be taking a fully proactive approach and will be able to intervene in more resident complaint cases than previously.
- 3.3 The RSH will inspect all large social landlords, including Local Authorities, every four years. These inspections will assess compliance with the new Standards and will result in a 'C' rating reflecting the level of adherence: C1 being the

highest and C4 being the lowest. Tenants and other stakeholders can refer cases to the RSH if they believe a landlord is not meeting the Standards. The RSH will engage in responsive regulation, considering these referrals and taking action when necessary. Landlords are expected to provide documentary evidence of compliance, which the RSH will scrutinise. The RSH has indicated that it expects only a small number of housing services to achieve C1 standard, initially. If a service is graded at C3 or C4, the RSH will continue to work with the provider to bring about improvement.

- 3.4 The RSH has a full year of inspections planned, typically giving around six weeks' notice of an inspection. Inspectors will engage with the Housing Ombudsman, look at the TSM data and use other available information prior to an inspection. The RSH will engage with the Council to agree the terms of the inspection and ask for the necessary details. During the inspection, inspectors will attend a tenant engagement meeting and meet with officers, councillors and senior managers.
- 3.5 Using the Housing Quality Network Toolkit, an internal review of the Standards within the Council's Housing Services has been undertaken. The review indicates that there is a medium to high confidence rating over half of the measures in terms of policies, procedures or evidence being in place. However, this still leaves considerable work to be undertaken. The review has been used to develop an Action Plan, which is then being embedded in each relevant Service Plan.
- 3.6 Progress towards implementation is monitored by the Housing Department Leadership Team. Many of the outstanding actions will be relatively straightforward to resolve, but there are some more significant tasks to be addressed, including a 100% stock condition survey, establishment of the Housing Action Board to better engage with tenants and an independent review of the Council's compliance systems to confirm that it is keeping homes safe.

4 List of attached information

- 4.1 Report: Consumer Standards for Social Housing

5 Background papers, other than published works or those disclosing exempt or confidential information

- 5.1 None

6 Published documents referred to in compiling this report

- 6.1 [Regulator of Social Housing – Regulatory Standards](#)

7 Wards affected

- 7.1 All

8 Contact information

- 8.1 Adrian Mann, Scrutiny and Audit Support Officer
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Housing and City Development Scrutiny Committee

15 April 2024

Consumer Standards for Social Housing

1 Consumer Standards

- 1.1 The Regulator of Social Housing (RSH) has revised and published its new Consumer Standards, which all social housing providers will be required to adhere to come April 2024. These, along with Tenant Satisfaction Measures (TSMs), will form the backbone of the new regulatory regime brought about by the Social Housing (Regulation) Act 2023.
- 1.2 Following the tragedy of the Grenfell Tower fire in 2017, the Government published the Social Housing Green Paper 'New Deal for Social Housing' and the Social Housing White Paper. This signalled an increased Government focus on social housing, in particular in respect to building safety and ensuring greater transparency for residents, enabling them to scrutinise performance and have a voice in how their homes are managed.
- 1.3 The Social Housing (Regulation) Act received Royal Assent on 20 July 2023 and lays foundations for changes to how social housing is managed. The Act brings forward a stronger and more proactive regulatory regime to improve standards in the sector and hold landlords to account for the service they provide to their tenants.
- 1.4 The RSH has been clear that its approach will be both resident and outcome focused, with enhanced powers to issue unlimited fines and order performance improvement plans. The RSH is an independent body, responsible for setting standards that all registered providers of social housing must meet and holds landlords to account for compliance with these standards. Its remit covers both Local Authorities and Registered Providers.
- 1.5 The RSH is moving to a much more proactive approach. Currently, it can usually only intervene on a consumer issue where a 'serious detriment' test is passed. This restricts investigations to those landlords who are believed to be in breach of the standards. The new Act removes this test and the RSH will be able to intervene in more resident complaint cases.
- 1.6 There are four standards as follows:
 - 1) Safety and Quality Homes Standard – focuses on the safety and quality of tenants' homes, requiring landlords to address hazards within strict timescales:
 - Stock condition and quality: the landlord should keep a record of their stock condition, based on physical assessments, and use it to provide good quality,

well-maintained and safe homes that meet the Decent Homes Standard and have no category one hazards.

- Health and safety compliance and assurance: the landlord should comply with all health and safety legal requirements and statutory guidance and have sufficient assurance that they meet the relevant requirements and reflect the level of risk and impact on their residents. The landlord should also consider and mitigate the safety risks to their residents in their services.
 - Repairs, maintenance and improvements service: the landlord should provide an effective, efficient and timely service for repairs, maintenance and planned improvements for their homes and communal areas. The landlord should also enable easy reporting of issues, set and communicate clear timescales, and keep residents informed about the progress. The landlord should also deliver the service according to the needs of tenants and provide value for money.
 - Housing adaptations service: the landlord should assist residents seeking housing adaptations to access appropriate services, communicate clearly how those services will assist them, and co-operate with relevant organisations to provide the service. The landlord should also enable residents with disabilities to continue to live in their homes, if they want to, and explain the application process for adaptations.
 - New regulatory framework on safety: the landlord should be aware of their responsibilities under the new safety laws and orders, and monitor the plans of the Department for Levelling Up, Housing and Communities, the Home Office, the Health and Safety Executive and RSH to introduce the new framework. The landlord should also appoint a health and safety lead and a principal accountable person to oversee the safety of their homes and have comprehensive data and registers for various safety aspects.
 - Resident engagement and satisfaction: the landlord should engage with residents about the safety and quality of their homes, know their priorities on safety issues, and ensure their messages on safety are clear. The landlord should also gauge resident satisfaction with the safety and quality of their homes, as required by the consumer standards, and make it easy for residents to obtain information and raise issues about their homes.
- 2) Transparency, Influence and Accountability Standard – mandates clear communication, tenant influence on services, and landlord accountability:
- Fairness and respect: the toolkit emphasises the importance of fostering a culture of fairness, respect, and courtesy throughout the organisation, and of addressing any complaints of discrimination or harassment from residents.
 - Resident involvement and empowerment: the toolkit highlights the need to give residents meaningful opportunities to influence and scrutinise the strategies, policies, and services of the landlord, and to support resident-led activities and initiatives.

- Service accessibility and adaptation: the toolkit advises on how to ensure that services and communication are accessible and adapted to the diverse needs of residents, including those with protected characteristics, language barriers, or additional support needs.
 - Performance information and transparency: the toolkit outlines the requirements for collecting and publishing information on the tenant satisfaction measures, as well as information on how income is spent, how complaints are handled, and how services are improved.
 - Change management and consultation: the toolkit explains the need to consult affected residents on any significant changes in landlord or management arrangements, and to provide clear and comprehensive information on the reasons, advantages, and disadvantages of the changes.
 - Governance and compliance: the toolkit stresses the responsibility of the board or governing body to oversee the compliance with the consumer standards and the code of practice, and to communicate with the regulator on any material issues or non-compliance.
- 3) Neighbourhood and Community Standard – emphasises the maintenance of communal areas and fostering positive community relations:
- Co-operation with residents and partners: the toolkit asks landlords to work co-operatively with residents, other landlords and relevant organisations to contribute to the upkeep and safety of shared spaces and promote social, environmental and economic wellbeing in the areas where they provide social housing.
 - Diversity and integration: the toolkit asks landlords to respond to the diversity of their different communities and ensure that all residents have fair and equal access to neighbourhood and estate management services. It also asks landlords to encourage integration and challenge segregation in local communities.
 - Complaints and learning: the toolkit asks landlords to learn from the complaints that their residents have about how their neighbourhoods and communities are managed and put in place changes to their policies and practices to address the issues raised.
 - Anti-social behaviour (ASB) and hate incidents: the toolkit asks landlords to work in partnership with appropriate agencies to deter and tackle ASB and hate incidents in the neighbourhoods where they provide social housing. It also asks landlords to have clear policies and processes for dealing with such cases and to support the affected residents.
 - Domestic abuse: the toolkit asks landlords to work co-operatively with other agencies to support the victims of domestic abuse and their children within safe accommodation. It also asks landlords to have a policy for how they respond to cases of domestic abuse and to take a victim-centred approach.

- Board/governing body responsibilities: the toolkit asks landlords to ensure that their board/governing body is fully aware of its responsibilities for managing their estates, communal areas and shared spaces and for tackling ASB, hate crime and domestic abuse. It also asks landlords to provide the board/governing body with relevant and up to date information on these issues.
- 4) Tenancy Standard – pertains to fair treatment in property allocation, tenure terms, and tenant exchanges:
- Allocations and lettings service: the toolkit outlines the expectations and guidance for registered providers of social housing in England on how to allocate and let their homes in a fair and transparent way.
 - Co-operation with local authorities: the toolkit emphasises the need for registered providers to co-operate with local authorities' strategic housing functions and assist them in meeting local housing needs, including homelessness and nominations agreements.
 - Tenancy management: the toolkit sets out the requirements and good practices for registered providers on how to offer and manage tenancies that are compatible with the purpose of the accommodation, the needs of the households, and the efficient use of the housing stock.
 - Tenancy sustainment and eviction prevention: the toolkit advises registered providers to support residents to maintain their tenancy or licence and help prevent unnecessary evictions, by providing timely advice and assistance, signposting to appropriate support services, and offering flexible payment options.
 - Tenancy fraud: the toolkit urges registered providers to take action to prevent and tackle tenancy fraud, by carrying out effective checks before and during a tenancy, publicising their approach and outcomes, and providing guidance to staff on how to detect and act against suspected fraud.
 - Mutual exchange: the toolkit requires registered providers to support relevant residents living in eligible housing to mutually exchange their homes, by offering a mutual exchange service that allows them to access available matches without a fee, providing support and information, and facilitating the exchange process
- 1.7 The RSH will inspect all large social landlords, including council housing authorities, every four years. These inspections will assess compliance with the new standards and will result in a 'C' rating reflecting the level of adherence: C1 being the highest and C4 being the lowest. The RSH's approach will be proactive, moving away from the previous reactive system.
- 1.8 Tenants and other stakeholders can refer cases to the RSH when they believe a landlord is not meeting the standards. The RSH will engage in responsive

regulation, considering these referrals and taking action when necessary. Landlords are expected to provide documentary evidence of compliance, which the RSH will scrutinise.

- 1.9 The RSH has a full year of inspections planned. Housing Authorities will typically get around six weeks' notice of an inspection. Inspectors will engage with the Housing Ombudsman, look at the TSM data and triangulate with other available information prior to an inspection. The RSH will engage with the authority to agree the terms of the inspection and ask for data. Inspections will include attending a tenant engagement meeting, Inspections will also include engagement with officers, councillors and senior managers.
- 1.10 The RSH has indicated it expects only a few housing services to achieve C1 standard. If a service is graded at C3 or C4, the RSH will continue to work with them.

2 Implementation Planning

- 2.1 Using the Housing Quality Network (HQN) Toolkit, a review of the Standards within Housing Services has been undertaken. The review indicates that over half (53%) have a medium to high confidence rating in terms of policies, procedures or evidence being in place. However, this still leaves considerable work to be undertaken.
- 2.2 The review has been used to develop an action plan, which is then being embedded in each relevant Service Plan. Progress towards implementation is monitored by the Housing Department Leadership Team and will also be routinely reported to this Committee.
- 2.3 The table below provides a breakdown of responses received from responsible officers and the confidence ratings applied by the Business Transformation team. For each sub-heading there are differing numbers of actions. So, for 'stock quality' there are 3 actions (1 medium, 2 low) whilst for 'decency' there are 5 actions (2 high, 3 medium):

	RAG Status		
	H	M	L
Safety & Quality			
1a. Stock quality		1	2
1b. Decency	2	3	
1c. Health & safety		9	14
1d. Repairs, maintenance & planned improvements	1	9	11
1e. Adaptations	2	2	4
1f. Taking the lead			3
Transparency, Influence & Accountability			
2a. Fairness & respect		1	2
2b. Diverse needs			1
2c. Engagement with tenants		6	14

2d. Information about landlord services			7
2e. Performance information	2	6	6
2f. Complaints	1	16	7
2g. Self-referral			
Neighbourhood & Community			
3a. Maintenance of shared spaces		2	4
3b. Local cooperation		1	2
3c. Safer neighbourhoods	1	13	3
3d. Domestic abuse	1	4	
3e. Taking the lead			4
Tenancy			
4a. Allocations & lettings		17	
4b. Tenancy sustainment & evictions		2	5
4c. Tenure	3	8	4
4d. Mutual exchange		6	
4e. Taking the lead		2	1
Competency & Conduct			
5a. Competence & conduct			8
5b. Professionalisation			7
Total	13	108	109

2.4 Many of the outstanding actions are relatively quick and simple to resolve, such as reviewing existing policies to ensure they remain fit for purpose. However, there are some more significant tasks being addressed, including a 100% stock condition survey, establishment of the Housing Action Board to better engage with residents and an independent review of the Council's compliance systems to confirm that it is keeping homes safe.

Housing and City Development Scrutiny Committee: 16 October 2023

Response to Recommendations: Homelessness and Rough Sleeping

Portfolio: Housing

Recommendation	Response
1) That all possible steps are taken to engage with both the Home Office and the Probation Service to seek to receive viable advance notice of upcoming evictions and releases, so that support can be provided in an effective and timely way, and the Portfolio Holder for Housing gives consideration to how the Council and its partners could engage with these Government departments at a national level in relation to the impact of their current eviction/release processes on the ability of Local Authorities to discharge their statutory duties for the prevention and relief of homelessness in an effective way.	<p>A duty to refer is placed on prison and probation services, although it is different for different organisations. The Council has a Prison Navigator post that liaises with prisons. There is also an arm of the Nottingham Private Rented Assistance Scheme that works exclusively with end offenders. There is a weekly multi-agency Release Board meeting regarding the release of prisoners that will require accommodation. The Community Safety team raises the impact of the current eviction and release processes on the Council's statutory homelessness services at the meetings of the Reducing Reoffending Board, and this is also raised regularly with the Department for Levelling Up, Housing and Communities advisors and with Probation Services.</p> <p>The Council gets prior notification of National Asylum Support Service (NASS) accommodation requirements from the Government. The Council has staff who work on these cases, including a new Refugee Specialist.</p>
2) That partnership work is progressed with other local Councils both on where temporary accommodation can be provided effectively and in supporting refugees/asylum seekers to present for housing support within the right local authority area, and consideration is given to what partnership working opportunities in relation to addressing homelessness and rough sleeping might arise as a result of the establishment of the proposed Combined County Authority.	<p>The Council response around NASS notifications is as above. The Council runs the Refugee Resettlement Programme on behalf of the south Nottinghamshire Local Authorities to provide long-term accommodation for refugees. This is fully funded through a ring-fenced Home Office grant. Although the Council receives notice of national accommodation plans and seeks to mitigate the impact of this (led by Community Safety teams), the Government does not usually alter its plans in response to Local Authority concerns. The Council will examine whether this partnership should be extended as the East Midlands Combined County Authority comes into existence. There is an existing East Midlands Councils working group on strategic migration.</p>

	<p>A new hostel opened on 31 January 2024 in Nottingham to accommodate the low needs homeless population, including refugees and those recently granted asylum, plus 20 extra shelter beds for the same group. The Council communicates with partners to encourage people to make claims in the area where they get their decision to remain. Engagement is underway with Derby and Leicester City Councils to discuss opportunities to share learning and work together on homelessness and rough sleeping.</p>
<p>3) That appropriate steps are taken to ensure an effective communications campaign at the community level so that people at risk of homelessness are aware of the Housing Solutions support offer, and winter sit-up services for rough sleepers are as known about and as welcoming as possible.</p>	<p>Housing Solutions attend all multi-agency meetings to inform about available services. The Council also give grants to the Refugee Forum to publicise services provided and who is entitled to them. When cold weather is expected, the Council notifies partners, including the Police and other agencies to let them know about the services on offer so that they can notify anyone who approaches them in need. The Street Outreach team go to every single known location for rough sleepers and let people know that they can have a bed if they want one.</p>
<p>4) That all appropriate steps are taken with partners to ensure the safety of rough sleepers, prioritise support effectively, provide appropriate refuges and combat exploitation.</p>	<p>The Council continues to commission refuges for domestic violence survivors, plus accommodation and support services for rough sleepers (including refugees). The Council strategically plans a system of services that interconnect to meet all support needs, for example, accommodation services are visited by nurses and drug and alcohol support.</p>

Housing and City Development Scrutiny Committee: 18 December 2023

Response to Recommendations: Housing Strategy Development

Portfolio: Housing

Recommendation	Response
<p>1) That the Housing Strategy sets out a clear definition of what represents affordable housing for Nottingham communities, and that this is embedded within the wider strategic planning for the delivery of genuinely affordable homes.</p>	<p>The Housing Strategy considers the need for affordable housing in ‘Commitment One: Increasing the supply of affordable homes for local people’. Although still in draft, this section defines affordable housing as homes for sale or rent at below open market cost that are for people whose needs are not met by the private market. Further on, the Strategy summarise the need for affordable housing in Nottingham:</p> <p>“The Housing Need Assessment (HNA) found that the evidence points to a clear and acute need for rented affordable housing for lower-income households in Nottingham; a per year need of 921 additional dwellings. This need is predominately led by the demand for social rent as even affordable rent levels were found to be unaffordable to many in housing need.</p> <p>With regards to affordable home ownership (AHO), the HNA found that there is likely to be an adequate supply of homes for sale on the open market that are priced within what would be considered an affordable price band. However, there may be a role for some AHO products to ensure a balance of tenures and to support site viability. It was also recognised that there are some households that struggle to access mortgages and raise capital, so products such as shared ownership could help households overcome this particular barrier to owner occupation.”</p> <p>The HNA looks in detail at a number of current and projected needs, including the need for affordable housing to support evidenced-based development of planning policies. For rented housing, the latest HNA has deemed that to be considered affordable the proportion of income to be</p>

	<p>spent on housing should be 30% or less. At time of calculation (September 2023), the estimated household income to access the private rented market was £34,000. For owner occupation, the HNA assumes a household has a 10% deposit and can secure a mortgage for four times its income. Estimated household income to access home ownership is £33,100. Its notable that the income required to buy in Nottingham is actually slightly lower than the figure to rent.</p> <p>These affordability thresholds are embedded in any calculation to consider the local need for affordable housing. The finding of the HNA will inform the Local Plan and any complementary planning or housing policies developed.</p>
<p>2) That a clear strategic plan is established for the delivery of Nottingham's future new housing and housing retrofit needs, to ensure that the Council is in a strong position to take advantage of funding made available through the East Midlands Combined County Authority as the opportunity arises.</p>	<p>The Housing Strategy sets the overall strategy for the city's ambitions for housing delivery and, alongside the Carbon Neutral 2028 Plan, the overall ambition for the decarbonisation of the city's homes. The action plans that are aligned to these strategic documents give further detail as to how the ambitions will be achieved. Leveraging the opportunities that devolution presents is a key part of this.</p> <p>In the lead-up to the establishment of the East Midlands Combined County Authority (CCA), the Local Authorities within the area have started to work together to prepare for its launch. Subgroups have been set up to develop a pipeline of projects to regenerate brownfield sites to accelerate housing delivery and decarbonise local homes (including retrofit projects). Colleagues from Growth and City Development are part of these subgroups and have submitted proposals for schemes to benefit Nottingham.</p> <p>It is anticipated that Homes England will initially retain its role in funding and supporting the delivery of affordable homes across the region, though the CCA may take fuller control of affordable housing funding budgets at a</p>

	<p>later point. The Housing Strategy team will continue to work with Homes England to maximise this funding stream for Nottingham.</p>
<p>3) That the Selective Licensing Scheme is sustained and developed as part of ensuring a good standard of housing within in the private rented sector.</p>	<p>The following action is in the draft Housing Strategy: “To proactively drive up standards through Additional and Selective Licensing Schemes where the evidence shows they are needed.” This is in line with the powers given to Local Authorities to introduce selective licensing of privately rented homes under the Housing Act 2004.</p>
<p>4) That further consideration is given to how the Council can work as effectively as possible with partners across the wider region to ensure the delivery of Nottingham’s challenging long-term housing targets.</p>	<p>Throughout the development of the emerging Housing Strategy the importance of partnership working has had considerable focus. It is recognised that housing has a wide impact on the city. Homes not only effect the people that live in them, but also the environmental and economic fortunes of Nottingham and beyond. Due to this, many of the levers to achieve the Council’s aims sit outside of its direct remit and improving the city’s homes will require strong partnership working on identified shared goals across the private, public and voluntary and community sectors. The Council will need to collaborate on issues and solutions not just across the city, but regionally and nationally too.</p> <p>Like many Local Authorities around the country, the Council faces significant financial challenges. It will need to deliver and commission services differently and maximise external funding to deliver its vision. Many of the housing and related issues that Nottingham is facing are experienced across the country and cannot be solved in isolation. National Government will play a significant part in supporting Local Authorities to achieve their housing ambitions, including the development of national housing policy and providing vital funding.</p> <p>The incoming East Midlands Combined County Authority will bring about a new framework for regional collaboration and this Strategy helps make sure the city is well placed to benefit from the devolution of housing-</p>

	<p>related powers and funding from central Government that have been set out in the Devolution Deal. The Council and its partners have a strong track record of attracting investment both private and public and will continue to bid for available funding to help address the city's housing issues. The development of the Strategy has involved collaboration with partners and a strong partnership with key stakeholders across the city is envisioned to drive progress forward.</p>
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Housing and City Development Scrutiny Committee: 22 January 2024
Response to Recommendations: Asset Rationalisation – Delivery and Future Strategy
Portfolio: Skills, Growth, Economic Development and Property

Recommendation	Response
<p>1) That consideration is given to how the current staffing structure supporting the Asset Rationalisation Programme could be developed further to:</p> <ul style="list-style-type: none"> a) ensure strong recruitment and retention for the sustainable delivery of the Programme; b) develop interim and graduate posts into full-time roles wherever possible and appropriate; and c) attract students from local universities into appropriate graduate roles. 	<p>The Strategic Assets and Property team are working with Human Resources colleagues to develop new advertising methods and outlets to increase applications into the team. Recent success has been achieved by converting one interim post to a permanent post and by promoting an existing employee into a more senior role. Across the other teams, two interim staff have been converted to permanent with a third being promoted.</p> <p>At present, the recruitment market remains challenging and the likelihood of achieving permanent recruitment across all posts remains low. The Disposals and Development Team Leader role will be advertised shortly on a permanent basis and the results will be presented back to the Committee, as appropriate. The Council is working with local universities on graduate and year-out roles within the team and a candidate has recently been offered a permanent position in the Corporate Portfolio and Investment team.</p>
<p>2) That the drafting process for the Strategic Asset Plan gives due consideration to how the Council could sustainably maintain and develop community assets going forward, where viable.</p>	<p>The Strategic Asset Plan (SAP) will fully consider the requirements of the Council's Improvement Plan and Strategic Plans. The SAP will also ensure community assets meet with the Council's best value requirements. The SAP will be a continually evolving document that will respond to the Council's changing requirements.</p>
<p>3) That consideration is given to how communities and ward councillors can be engaged with fully and effectively during the disposal process for a local community asset, to ensure that there is</p>	<p>The Council formally adopted its Community Assets Policy in February 2023. The Policy recognises the positive impact that can be achieved through the transfer of assets to the community in certain circumstances. The default position of the Policy is that property will always be let at</p>

opportunity for a community solution to be found for the local asset to be continued.

market rents, but with those rents being discounted in an agreed amount to reflect the value of social outputs generated for as long as they continue to be delivered. In parallel to the adoption of the Policy, a social value calculator has been developed that forms the basis for assessing any potential rental discount.

Due to the current financial challenges facing the Council (including the significant budget reductions that are being proposed for the next financial year and the Government appointment of Commissioners to the Council), circumstances have changed materially in the short term since the adoption of the Policy so the approach to community asset transfer, and the terms of any transfers, have to be reflective of the current challenges facing the Council.

The Policy excludes consideration of those assets identified for capital or revenue income purposes and it is inevitable that, going forward, there will be a need to dispose of assets to generate capital to fund vital Council services. However, in the event that a property is no longer needed to deliver Council services directly, but is identified as a potential property for community service delivery, then these properties will be advertised through an expression of interest process to potential community tenants, in line with the Policy.

Going forward, the Council will not be able to retain any repairing liabilities and any leases granted will need to be on a full repairing basis by the tenant. Similarly, the Council will be unable to make any other financial contributions to the running of the buildings. It will be vitally important that community organisations wishing to take on assets can demonstrate their financial robustness, both for the present and the future, to take on the running and maintenance costs of the asset transferred. The Council recognises the value of community-based assets remaining in community

control and will work with groups to make this happen where it can, but this has to be within the current financial context.

The Strategic Assets and Property team is mindful of its capacity challenges so, whilst it will continue to explore potential asset transfer with communities where considered appropriate, there does need to be a realistic approach to managing expectations (and the volume of asset transfer requests) accordingly. Given that only limited resources are available to the Council, the initial focus will need to be in dealing with the required asset rationalisation and regularisation of existing occupations.

Housing and City Development Scrutiny Committee: 19 February 2024

Response to Recommendations: Council Tenant Engagement

Portfolio: Housing

Recommendation	Response
1) That the statistics in relation to the themes and resolution of tenant complaints is fed into the proposed Tenant and Leaseholder Involvement Structure at the appropriate point, to help identify and address wider issues in a collaborative way to improve the experience of all tenants.	The Housing Assurance Board (HAB) will be provided with detailed insight for analysis from Housing Services complaints, customer feedback, tenant satisfaction surveys, service requests, customer journey mapping and mystery shopper exercises. This insight will be scrutinised by the HAB to assist with its decision-making and influence on the prioritisation of areas/services to be selected for further detailed review by resident Service Improvement Groups (SIG) utilising a task-and-finish-style approach. The outcomes of these detailed reviews will be presented back to the HAB by the nominated lead and members of the SIG.
2) That particular consideration is given to how younger and working tenants can be supported in participating effectively in the proposed Involvement Structure, and how the types, styles and timings of participation options can be made engaging and accessible to them.	Through the delivery of the Involvement Structure, flexible, accessible and inclusive opportunities will be provided to ensure that residents of all ages, abilities and backgrounds are able to have their say, be actively listened to and be able to influence decision-making at a time and in a way that meets their needs and availability. The Council will consult and engage with residents either directly, through third-party community groups or local partners to ensure it is aware of and able to break down barriers to accessing opportunities to influence service improvement and decision-making.
3) That it is ensured that tenants can engage with Housing Patch Managers easily and accessibly, and that the Patch Managers are trained and supported in delivering the proposed Involvement Structure effectively at the local level.	The Tenant Involvement team works collaboratively with Housing Patch Managers across city. Work is already under way to review, train and improve Housing Patch Managers and other Housing Services colleagues to further develop the skills and knowledge required to ensure that they are meaningfully and effectively involved in resident involvement, engagement and consultation – ensuring accessibility and transparency with residents at all times at a local level.

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Housing and City Development Scrutiny Committee 15 April 2024

Work Programme

Report of the Statutory Scrutiny Officer

1 Purpose

- 1.1 To note the Committee's completed work programme for 2023/24 and to take a forward view on the Committee's 2024/25 developing work programme, based on the issues identified by Committee members previously and any further suggestions arising from this meeting.

2 Action required

- 2.1 The Committee is asked:

- 1) to note the work carried out by the Committee during the 2023/24 municipal year; and
- 2) to consider any priority topics or issues for inclusion on the developing work programme for the upcoming 2024/25 municipal year.

3 Background information

- 3.1 The Committee has been established to:

- hold local decision-makers (including the Council's Executive and the relevant Boards of the Council's group of companies) to account for their decisions, actions, performance and management of risk;
- review the existing policies and strategies of the Council and other local decision-makers where they impact on Nottingham citizens;
- contribute to the development of new policies and strategies of the Council and other local decision-makers where they impact on Nottingham citizens;
- explore any matters affecting Nottingham and/or its citizens;
- make reports and recommendations to the relevant local agencies with respect to the delivery of their functions (including the Council and its Executive);
- review decisions made but not yet implemented by the Council's Executive, in accordance with the Call-In Procedure; and
- contribute towards providing assurance and oversight of the Council's statutory responsibilities regarding housing in the context of regulatory compliance and tenant satisfaction.

- 3.2 The Committee sets and manages its own work programme for its Scrutiny activity. Business on the work programme must have a clear link to the Committee's roles and responsibilities, and it should be ensured that each item has set objectives and desired outcomes to achieve added value. Once

business has been identified, the scheduling of items should be timely, sufficiently flexible so that issues that arise as the year progresses can be considered appropriately, and reflect the resources available to support the Committee's work. It is recommended that there are a maximum of two substantive items scheduled for each Committee meeting, so that enough time can be given to consider them thoroughly.

- 3.3 The completed work programme for the 2023/24 municipal year is included and the Committee is asked to consider any priority topics or issues for inclusion on the developing work programme for the upcoming 2024/25 municipal year. Potential issues raised by Committee members are regularly scoped for scheduling in consultation with the Chair, the relevant senior officers and partners, and the Portfolio Holders with the appropriate remit.

4 List of attached information

- 4.1 Housing and City Development Scrutiny Committee Work Programme 2023/24

5 Background papers, other than published works or those disclosing exempt or confidential information

- 5.1 None

6 Published documents referred to in compiling this report

- 6.1 [Nottingham City Council - Constitution](#) (Article 9 and Article 11)

7 Wards affected

- 7.1 All

8 Contact information

- 8.1 Adrian Mann, Scrutiny and Audit Support Officer
adrian.mann@nottinghamcity.gov.uk

Housing and City Development Scrutiny Committee Work Programme 2023/24

Meeting	Items
<p>18 September 2023</p>	<ul style="list-style-type: none"> • Appointment of the Vice Chair To appoint the Committee’s Vice Chair for the 2023/24 municipal year • Committee Terms of Reference To note the Committee’s Terms of Reference and consider a proposed minor update arising from the Social Housing Regulation Act 2023 • Economic Plan To consider the development of the Council’s Economic Plan • Housing Maintenance and Repairs To consider the current position in relation to the maintenance and repair of Council-owned housing and scrutinise the plans for improvement
<p>16 October 2023</p>	<ul style="list-style-type: none"> • Homelessness and Rough Sleeping To consider the approach to meeting the need for homelessness support
<p>18 December 2023</p>	<ul style="list-style-type: none"> • Committee Terms of Reference To note the update to the Committee’s formal Terms of Reference following the passing of the Social Housing Regulation Act 2023 • Asset Rationalisation – Policy and Process To scrutinise the policy and framework for decision-making and the process for the delivery of asset disposal

Meeting	Items
	<ul style="list-style-type: none"> <li data-bbox="517 272 1861 384"> • Housing Strategy Development To consider the development of the Council's Housing Strategy and the proposed approach to public consultation
22 January 2024	<ul style="list-style-type: none"> <li data-bbox="517 464 1839 576"> • Asset Rationalisation – Delivery and Future Strategy To scrutinise delivery against the programme for asset disposal and the strategy for future delivery <li data-bbox="517 616 1839 727"> • Impact of the Proposed 2024-25 Budget on Growth and City Development To review the current budget proposals and consider their potential impact on the services delivered by the Directorate
19 February 2024	<ul style="list-style-type: none"> <li data-bbox="517 799 1877 911"> • Preparedness for the East Midlands Combined County Authority To review the Council's preparations to maximise the outcomes for Nottingham as part of the new Combined County Authority <li data-bbox="517 951 1839 1062"> • Council Tenant Engagement To review how the Council's governance arrangements for social housing ensure effective tenant engagement in decision-making
15 April 2024	<ul style="list-style-type: none"> <li data-bbox="517 1137 1823 1249"> • Greater Nottingham Strategic Plan To consider the development of the Greater Nottingham Strategic Plan and the proposed approach to the final stage of public consultation <li data-bbox="517 1289 1823 1401"> • Consumer Standards for Social Housing To consider the Council's approach to delivering the new Consumer Standards for Social Housing

Other Activity

- Reflections on the 2023/24 Work Programme (**20 March 2024**)

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