



NOTTINGHAM CITY COUNCIL
OVERVIEW AND SCRUTINY COMMITTEE

Date: Wednesday 6 November 2019

Time: 2.00 pm

Place: LB 31-32 - Loxley House, Station Street, Nottingham, NG2 3NG

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

Corporate Director for Strategy and Resources

Senior Governance Officer: Laura Wilson **Direct Dial:** 0115 876 4301

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|----------|--|---------|
| 1 | APOLOGIES FOR ABSENCE | |
| 2 | DECLARATIONS OF INTERESTS | |
| 3 | MINUTES | 3 - 8 |
| | To confirm the minutes of the meeting held on 9 October 2019 | |
| 4 | DISCUSSION WITH THE LEADER/PORTFOLIO HOLDER FOR REGENERATION, SAFETY AND COMMUNICATIONS | 9 - 10 |
| | Report of the Head of Legal and Governance | |
| 5 | WORKPLACE PARKING LEVY | 11 - 16 |
| | Report of the Head of Legal and Governance | |
| 6 | UNIVERSAL CREDIT IMPLEMENTATION UPDATE | 17 - 20 |
| | Report of the Head of Legal and Governance | |
| 7 | CITIZEN SURVEY RECOMMENDATION WRITTEN RESPONSE | 21 - 24 |
| | Report of the Head of Legal and Governance | |
| 8 | WORK PROGRAMME | 25 - 28 |
| | Report of the Head of Legal and Governance | |

IF YOU NEED ANY ADVICE ON DECLARING AN INTEREST IN ANY ITEM ON THE AGENDA, PLEASE CONTACT THE GOVERNANCE OFFICER SHOWN ABOVE, IF POSSIBLE BEFORE THE DAY OF THE MEETING

CITIZENS ATTENDING MEETINGS ARE ASKED TO ARRIVE AT LEAST 15 MINUTES BEFORE THE START OF THE MEETING TO BE ISSUED WITH VISITOR BADGES

CITIZENS ARE ADVISED THAT THIS MEETING MAY BE RECORDED BY MEMBERS OF THE PUBLIC. ANY RECORDING OR REPORTING ON THIS MEETING SHOULD TAKE PLACE IN ACCORDANCE WITH THE COUNCIL'S POLICY ON RECORDING AND REPORTING ON PUBLIC MEETINGS, WHICH IS AVAILABLE AT WWW.NOTTINGHAMCITY.GOV.UK. INDIVIDUALS INTENDING TO RECORD THE MEETING ARE ASKED TO NOTIFY THE GOVERNANCE OFFICER SHOWN ABOVE IN ADVANCE.

NOTTINGHAM CITY COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

MINUTES of the meeting held in the Ground Floor Committee Room - Loxley House, Station Street, Nottingham, NG2 3NG on 9 October 2019 from 2:00pm to 3:51pm

Membership

Present

Councillor Anne Peach (Chair)
Councillor Carole McCulloch (Vice Chair, items 22-25)
Councillor Azad Choudhry (items 22-24, 26-27)
Councillor Maria Joannou
Councillor Gul Nawaz Khan (items 22-24, 26-27)
Councillor Pavlos Kotsonis
Councillor Ethan Radford
Councillor Cate Woodward

Absent

Councillor Sue Johnson
Councillor Jane Lakey
Councillor Georgia Power
Councillor Andrew Rule

Colleagues, partners and others in attendance:

Nancy Barnard	-	Governance and Electoral Services Manager
Lynn Griffin-Pearce	-	HR Rewards and Retention Consultant
David Hobbs	-	Selective Licensing Manager
Adrian Mann	-	Governance Officer
Daljit Singh Nijran	-	HR Organisational Manager
Dave Walker	-	Head of Safer Housing and Anti-Social Behaviour
Councillor Linda Woodings	-	Portfolio Holder for Housing, Planning and Heritage

22 APOLOGIES FOR ABSENCE

Councillor Sure Johnson	-	unwell
Councillor Jane Lakey	-	work commitments
Councillor Andrew Rule	-	on leave

23 DECLARATIONS OF INTERESTS

Councillor Azad Choudhry declared an Other Interest in item 25 because he is a trustee of property in the City that is leased privately for rent. He left the meeting prior to the discussion of this item.

Councillor Gul Nawaz Khan declared a Disclosable Pecuniary Interest in item 25 because he is a private landlord in the City and derives income from the leasing of property. He left the meeting prior to the discussion of this item.

24 MINUTES

The minutes of the meeting held on 4 September 2019 were confirmed as a true record and signed by the Chair.

25 HOUSING LICENSING - SELECTIVE LICENSING UPDATE

Councillor Linda Woodings, Portfolio Holder for Housing, Planning and Heritage; David Hobbs, Selective Licensing Manager; and Dave Walker, Head of Safer Housing and Anti-Social Behaviour, presented a report on the progress of the Selective Licensing Scheme. The following points were discussed:

- (a) the Scheme was granted permission to proceed by the Government in April 2018 following the presentation of a comprehensive case to show how it would be instrumental in combatting crime, reducing social deprivation and improving poor housing stock, against the backdrop of rising fears amongst tenants about the security of their tenure. The Scheme started on 1 August 2018 and will run until 31 July 2023. As such, the window to recruit 75 staff to 12 different roles – and to establish all of the required systems in new offices – was relatively narrow;
- (b) the Scheme has been developed to address single-family residences and does not cover Houses in Multiple Occupation (HMOs), which require separate permissions. It is completely self-financing and is not intended to generate revenue beyond the meeting of its own costs. The Scheme area does not include the whole of the City currently, but it does cover around 94% of its rented properties. However, City residents in rented property outside the area can still access the services provided by the Scheme. If the private rental sector grows in an area not covered by the Scheme currently, it has the potential to be expanded at a future date;
- (c) as private landlords have raised some concerns in relation to the Scheme, engagement work is being carried out with them on an ongoing basis. Care is being taken to ensure that the language used in the Scheme's communications does not portray landlords unfairly, as the majority provide a vital service to City communities and work with the Council to ensure that citizens have access to good housing;
- (d) a liaison group and engagement panel is in place to enable dialogue between the regulator and the landlords. Landlords have also been invited to participate in web testing of the online licence application platform, to make as much of the process as straightforward and computer-based as possible. The Scheme has been promoted with landlords at a number of events, often held at libraries – 30 gatherings took place in the summer, attended by 400 landlords. In addition, four larger meetings were held, with an attendance of around 150 at each. The Scheme's regular information newsletter has a circulation list of around 3000;
- (e) approximately 10,000 applications for licences were made during the early period of the Scheme coming into force, with 17,876 applications received to date. So far, 642 full licences have been issued, along with 4888 draft licences – which are now being issued at a rate of around 1000 per month. The number of applications received for temporary, six-month exemptions from the Scheme has been higher

than anticipated. Generally, these exemptions are granted to landlords who are in the process of selling a rented property. Initially, around 50% of applications were rejected due to errors or omissions on the form – rejections for this reason are now down to 3%. The number of Freedom of Information requests and complaints were also high, but have decreased in volume as the Scheme has progressed. Five new staff are being recruited to speed up the processing of applications;

- (f) the Scheme is anticipated to process in the region of 24,000 applications. A landlord must apply for a licence as soon as they acquire a property that they intend to rent, and a fine of £35,000 can be levied if a landlord actively attempts to avoid applying for a licence, with a possibility of prosecution. Processing applications will be a major focus for the project team over the first two years of the Scheme, with activity shifting towards enforcement and compliance work from the third year. Full reviews will take place during the second and fourth years, with mini-reviews in the years between. An internal audit was carried out within the first six months of the Scheme;
- (g) 175 properties have been inspected as part of the licensing process, and improvements can be required as part of granting the licence. Ultimately, it is intended to inspect 50% of all properties licensed. The inspections will be carried out across the City on a risk-based approach, but they can be triggered on the basis of a complaint from tenants or neighbours (which can be made through an anonymous call line). If a property is inspected on this basis, any other properties in the landlord's portfolio may also be inspected;
- (h) staff engaged in processing applications currently will be trained over the next 6-9 months to carry out a compliance role, in the future. So far, 230 investigations have been carried out, with 857 properties being door-knocked. Twenty-two civil penalty notices have been issued and five prosecutions made. Nine landlords have been failing to meet the requirements of their selective licence and four landlords have failed to licence HMOs in mandatory or additional licensing schemes. Of the 1000 landlords written to in relation to engagement with the Scheme, the current response rate is 45%;
- (i) collaborative working is underway with Safer Housing and Anti-Social Behaviour teams to help meet the major aim of the Scheme of improving housing conditions across the City – including getting better ratings on their Energy Performance Certificates, where private rented homes with an energy rating below 'D' have reduced from 25.9% in 2018 to 15.6% in 2019. If any infractions of the Tenant Fees Act are discovered, they are referred to the Trading Standards team. Work is being carried out to combat illegal evictions and Rent Repayment Orders for tenants can be served on landlords if the landlord does not have the appropriate licence under the Scheme;
- (j) planning is being carried out to address the challenge of reaching landlords who have not engaged with the Scheme, or 'accidental' landlords who have not realised that they are required to, which will include education initiatives. The Scheme website and other communications channels are being improved, including social media presence. If the name of an agent is on the licence, rather than that of the landlord, the landlord will need a new licence if they change agent. However, the person named on the licence holds all of the liabilities

associated with that licence. After the Grenfall Tower disaster, there is growing scrutiny of high-rise residential buildings, which are not necessarily classified and regulated as HMOs;

- (k) although some landlords have said that it has been necessary for them to increase rents as a direct consequence of the Scheme, the fee charged for a licence is not high, relatively speaking, and landlords can claim the cost back as a business expense. A flexible approach has also been adopted with landlords who have a large number of properties. As such, it does not seem necessary to pass the costs of the licence on to tenants. In addition, the ability by agents to charge letting fees to tenants has now been abolished by the Government;
- (l) the Committee felt that the Scheme's outcomes to date were positive in improving the safety and wellbeing of City residents.

RESOLVED to:

- (1) receive a further update on the progress of the Selective Licensing Scheme following the completion of its first formal review, after two years of operation;**
- (2) recommend that, in order to clear the current backlog of applications, steps should be taken to ensure that the process is as clear and electronic-based as possible, with a suitable level of automated systems to enhance processing speed;**
- (3) request further information regarding the ability for tenants to claim back 12 months' rent if their rented property has not been licenced, and regarding the prohibition on evicting tenants if the rented property is not licenced;**
- (4) recommend that the Selective Licensing Team promote to tenants in those areas not covered by the Scheme that they can still report problems and access enforcement services.**

26 NOTTINGHAM CREDIT UNION UPDATE

Lynn Griffin-Pearce, HR Rewards and Retention Consultant, and Daljit Singh Nijran, HR Organisational Manager, presented a report on the partnership working with the Nottingham Credit Union (NCU), and the potential financial education and support packages being investigated for Council employees. The following points were discussed:

- (a) the NCU is an independent body that works closely with the Council to meet the related Council Plan priorities for 2019-23, with a focus on how to 'Serve Nottingham Better' by helping people on low incomes to budget and manage their finances more effectively, and to promote NCU as an ethical alternative bank. The HR Rewards team works in partnership with NCU, which releases communications through the Works Perks newsletter and staff intranet. It has 488 Council members with savings (up from 378 early 2019) and 173 have loans. Its Christmas and Holiday savings clubs are popular with staff;

- (b) NCU intends to introduce money tips and financial awareness workshops, in collaboration with UNISON. It hopes to attend team meetings and recruit champions. It aims to open 300-600 Young Savers Accounts for Children in Care, which will be passed over when young person reaches 18, and is working with HM Treasury on a prize-linked savings account. NCU have seen a 7% increase in City Resident members, an 18% increase in savers, and a value of loans increase to 41%. In 2020, NCU will be able to lend £3million of new money to local residents. The new Selective Licensing team also seeks to promote NCU (along with other services) to Nottingham residents living in the private rented sector when undertaking inspections, and Nottingham City Homes (NCH) can provide information to its tenants;
- (c) the financial wellbeing of Council staff is a major HR priority. HR aims to introduce new employee benefits that complement the NCU offering that are accessible and available to all; to encourage better money management through broad and persistent educational resources; to break the cycle of debt and give colleagues a wider choice for borrowing and saving; and to improve the financial health and wellbeing of employees. These measures will have the potential to increase a member of staff's disposable income by up to 5%;
- (d) creating this provision will include working with both NCU and other providers to offer staff as wide a range as possible of financial support and products, through the Council's payroll system. It may also be possible to include employees of NCH within any new initiative. The level of support that could be made available to councillors – who are not employees of the Council – will also be investigated;
- (e) money worries are linked closely to mental health issues amongst employees who, often, are more concerned about money than any other area of life – though are not always open about their money problems. Sleep, absenteeism, productivity and retention are all impacted and money issues and financial wellbeing affects mental health and interpersonal relationships significantly;
- (f) there can be a disconnect between what employers are offering and what employees need, so work is underway to link mental health and financial wellbeing into one 'reward' strategy, which will include financial education on the importance of pensions and advice on getting out of debt. This will start on a small scale and build up incrementally following communication and engagement with Council staff, with impact measurement and review processes in place. Soft market testing has been carried out and it is intended to trial a pilot version of the scheme, before approaching a formal procurement exercise;
- (g) ultimately, investment in improved financial education for staff should result in a happier, engaged and productive workforce that perform better and have reduced sickness, and who are more likely to stay with their employer.

RESOLVED to recommend the early proposals to develop and procure a financial wellbeing and education product for Nottingham City Council employees to the Portfolio Holder for Health, HR and Equalities.

27 WORK PROGRAMME

Nancy Barnard, Governance and Electoral Services Manager, presented the proposed work programme for the 2019/20 municipal year.

RESOLVED to form a working group of Councillor Anne Peach, Councillor Pavlos Kotsonis and Councillor Carole McCulloch (with an invitation to join extended to Councillor Andrew Rule) to meet with Council officers to discuss what processes exist for citizen consultation on policy change; how cohesive, efficient, and broad the consultations are; how the full range of citizens are engaged with and how engagement is maximised; how consultations can be improved; and what cost savings may be possible. The Group will report back to the Committee once it has finalised its scope and a final report will be returned to the Committee once the Group has completed its review.

OVERVIEW AND SCRUTINY COMMITTEE
6 NOVEMBER 2019
DISCUSSION WITH THE LEADER/PORTFOLIO HOLDER FOR REGENERATION, SAFETY AND COMMUNICATIONS
REPORT OF HEAD OF LEGAL AND GOVERNANCE

1 Purpose

- 1.1 To hear from the Leader/Portfolio Holder for Regeneration, Safety and Communications on his main priorities and challenges for the 2019/20 municipal year.

2 Action required

- 2.1 To use the information received at the meeting from Councillor David Mellen, Leader/Portfolio Holder for Regeneration, Safety and Communications, to inform questioning and identify potential areas for future scrutiny.

3 Background information

- 3.1 The key responsibilities for the Portfolio Holder for Regeneration, Safety and Communications are:

Strategic Regeneration and Development

Overview of all regeneration activity across the City
City Centre, major regeneration projects
Local Economic Partnership and European Funding

Strategic Transport

HS2

Strategic and Operational Property

Metro Strategy

Community Safety

Crime and Drugs Partnership

Overview of the Council's Section 17 responsibilities.

Public and Consumer Protection

Community Safety and Respect for Nottingham

Domestic Violence

Communications and Marketing

4 List of attached information

- 4.1 None.

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 None.

7 Wards affected

7.1 All.

8 Contact information

8.1 Laura Wilson
Senior Governance Officer
0115 8764301
laura.wilson@nottinghamcity.gov.uk

OVERVIEW AND SCRUTINY COMMITTEE
6 NOVEMBER 2019
WORKPLACE PARKING LEVY
REPORT OF HEAD OF LEGAL AND GOVERNANCE

1 Purpose

- 1.1 To receive information on the performance and impact of the Workplace Parking Levy (WPL) which was introduced in Nottingham in 2011/12.

2 Action required

- 2.1 To consider the information provided and use it to inform questioning and make recommendations, where appropriate.

3 Background information

- 3.1 A WPL is a charge on employers who provide workplace parking, a type of congestion charging scheme that has been introduced in Nottingham.
- 3.2 Nottingham City Council introduced a WPL to tackle problems associated with traffic congestion, by providing funding for major transport infrastructure initiatives and by acting as an incentive for employers to manage their workplace parking provision.
- 3.3 Money raised from the WPL has helped to fund NET Phase Two, as well as the redevelopment of Nottingham Station. It also supports the Link bus network.
- 3.4 Employers, rather than employees, are responsible for paying any WPL charge, although employers can choose to reclaim part or all of the cost of the WPL from their employees.
- 3.5 Employers need a separate WPL licence for each individual premises where workplace parking is provided. Premises are any land or building inside Nottingham City Council's administrative boundary that is used by an employer to provide workplace parking.

4 List of attached information

- 4.1 Briefing note from Nigel Hallam, WPL Service Manager.

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 None.

7 Wards affected

7.1 All.

8 Contact information

8.1 Laura Wilson
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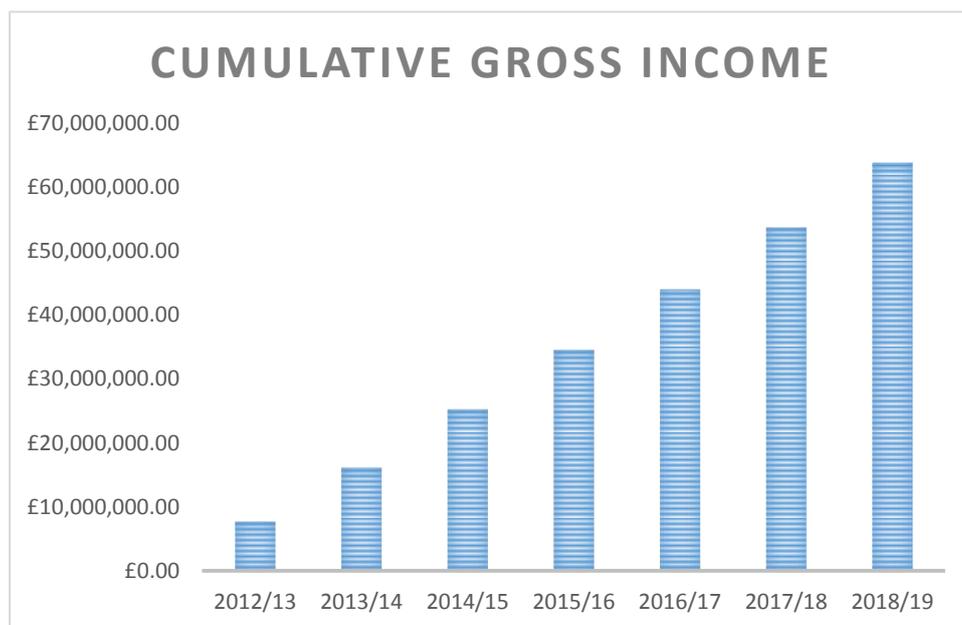
Overview and Scrutiny Committee – Workplace Parking Levy

Introduction

The Workplace Parking Levy (WPL) was introduced in Nottingham in October 2011 with employers being charged from the 1st April 2012. NCC is the first local authority in the western hemisphere to have a WPL scheme in place.

The WPL was a very contentious scheme when introduced but it can be seen that Nottingham’s WPL scheme has surpassed all expectations by delivering step change transport infrastructure improvements that has seen public transport usage increase from 67 million journeys in 2004 to 78 million in 2017.

Revenue Generation



WPL Yearly Revenue Totals

Year	Gross Income (£m)	Expenditure	Cumulative revenue	
1	2012/13	7.752	£362,000	7.390
2	2013/14	8.453	£409,000	15.434
3	2014/15	9.089	£461,000	24.062



4	2015/16	9.336	£435,000	32.963
5	2016/17	9.422	£469,000	41.916
6	2017/18	9.688	£491,000	51.093
7	2018/19	10.114	£376,000	60.831

Operational cost

WPL revenue is ring-fenced by the Transport Act 2000 and can only be used for measures contained in the Local Transport Plan (LTP) and for the operation of the WPL team.

The operational costs of running the WPL are low with the average annual operating costs of the WPL just 4.71% of gross income. This compares very favourably when compared to the London congestion charge, which has an operating cost of around 20%.

Outputs

Within the first year of the implementation of WPL Scheme, the WPL team achieved 100% compliance of employers that are liable for the charge.

No Penalty Charge Notices (PCNs) have been issued to employers and the President of the regional Chamber of Commerce remarked how smoothly the WPL Scheme had been implemented and it is now seen as business as usual by his members.

The WPL team have been successful in collection over 99.9% of revenue and to date less than £10,000 of bad debt has been written off.

Outcomes

The WPL scheme has generated almost £64m in income which has allows NCC to lever in hundreds of millions of pounds of external funding for projects such as NET Phase Two (the extension of the tram line into a tram network), the Hub Project (Redevelopment of Nottingham Train Station into a 21st century transport hub) and the continued support to the Link bus network.

The sustainable revenue stream generated by the WPL scheme has levered in further additional funding which has enabled Nottingham City Council to have one of the largest fleets of electric bus networks in Europe and the largest fleet Biogas double-decker buses in the world.

There are 19 million tram journeys taken across the tram network and the WPL has taken 3 million car journeys off the road per year. The success of the tram is further highlighted by reports showcasing that 30% of users of the new tram lines are using park & ride or are former car users.



Academic Evaluation

Rigorous academic evaluation of the scheme has been undertaken by a Professor at Loughborough University and an NCC colleague and concluded that congestion growth has been constrained and the improved sustainable public transport options are an attractor to businesses to locate or relocate into the city because of the excellent public transport infrastructure.

Technology

The WPL Licensing and back office system that was developed by the IT department has proved both successful and popular with employers and the WPL team alike.

Working closely with specialist contractors a number of technological innovations have been developed and implemented including ANPR vehicles, mobile phones that contain an ANPR search engine and a fixed camera ANPR solution at the Riverside Retail Park.

Award Winning

Judges Quote:

“Nottingham City Council is a sustainable transport exemplar and on a par with top European cities like Berlin and Vienna. It has achieved full public transport integration and brought in a unique Workplace Parking Levy and, in doing so, has succeeded in changing behaviour as well as transforming parts of the city into quieter, less polluted zones.”





Commercialisation

The financial constraints faced by Local Authorities as a consequence of diminished funding from central government, coupled with the rising focus on tackling issues of poor air quality has led to many local authorities and London Borough's actively considering whether a WPL scheme could be implemented in their area.

NCC Staff and politicians are hosting multiple meetings with interested parties, and the WPL team has secured its first commercial contract through the provision of consultancy services to Leicester City Council to deliver a route map for the development, delivery and implementation of a WPL scheme in that city.

It is anticipated that further opportunities will present themselves to support other local authorities generating additional revenue streams into NCC.

Nigel Hallam

WPL Service Manager

OVERVIEW AND SCRUTINY COMMITTEE
6 NOVEMBER 2019
UNIVERSAL CREDIT IMPLEMENTATION UPDATE
REPORT OF HEAD OF LEGAL AND GOVERNANCE

1 Purpose

- 1.1 To receive an update on the impact of the introduction of Universal Credit since its introduction in Nottingham in October 2018.

2 Action required

- 2.1 To consider the information provided and use it to inform questioning and make recommendations, where appropriate.

3 Background information

- 3.1 At its meeting on 3 October 2018, the Committee considered information on the likely impact of the introduction of Universal Credit.

- 3.2 At the meeting, the Committee heard from Lucy Lee, Head of Customer Services, and was provided with the following information:

- (a) Universal Credit represents the largest ever reform of the welfare system since its inception, and replaces child tax credit, housing benefit, income support, jobseeker's allowance, employment and support allowance and working tax credits;
- (b) the aim of Universal Credit is to reward work, encourage responsibility and support aspiration, and to ensure that citizens will be better off in work. Citizens will be responsible for the management of their own finances, with payments made monthly;
- (c) full Universal Credit will roll out on 17 October in Nottingham, being one of the last places for this to happen. From that date all new claimants or citizens with a change in circumstance will move to the new system;
- (d) 16.3% of Nottingham working-age citizens claim one or more benefit and so may be affected. Risks include a lack of digital skills to navigate the new portal, separate Council Tax support applications and a possible increase in evictions for rent arrears;
- (e) Nottingham City Council will prepare citizens with articles in the Arrow and on social media. Monthly meetings are taking place with stakeholders to identify and discuss issues and risks, and links have been established with authorities that are already on full Universal Credit such as Newcastle;
- (f) arrangements for Assisted Digital Support and Personal Budgeting Support are being finalised, which will be undertaken by Citizens' Advice.
- (g) Citizens Advice have received additional funding to provide the support services from the government, but they must ensure that they have the capacity to provide the support quickly;

- (h) the DWP have identified vulnerable citizens who require additional support if, for example, they suffer from mental health problems. Each claimant will be allocated a key worker;
 - (i) council staff who work with citizens on benefits will be trained and made aware of Universal Credit and its requirements;
 - (j) there has been assurance from the DWP that online applications for benefits will be processed on the same day;
 - (k) sickness and disability benefit will remain separate and are not covered by Universal Credit;
 - (l) access to the online portal will be with a 16 digit key which will be provided on a laminated card. Messages are going out to not leave this together with email addresses and passwords.
- 3.3 Lucy Lee will be attending the meeting to update the Committee on the impact in the first year since introduction.

4 List of attached information

- 4.1 Briefing note from Lucy Lee, Head of Customer Services.

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 Overview and Scrutiny report and minutes – 3 October 2018.

7 Wards affected

- 7.1 All.

8 Contact information

- 8.1 Laura Wilson
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0115 8764301
laura.wilson@nottinghamcity.gov.uk

Universal Credit update for Overview and Scrutiny – October 2019

Background

Universal Credit Full Service rolled out in Nottingham on 17th October 2018.

People move onto Universal Credit (UC) if they make a new benefit claim or have a change in their circumstances. Nottingham was one of the last places in the country where Universal Credit rolled out.

Universal Credit is replacing the following benefits:

- Child Tax Credit
- Housing Benefit
- Income Support
- Income-based Jobseeker's Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)
- Working Tax Credit

Universal Credit does not include any other benefits, including Council Tax Support, which can be claimed alongside Universal Credit.

Nottingham context

- 13,394 people were on Universal Credit in Nottingham in August 2019 (latest figures).
- 3,546 people were employed but still claiming the equivalent of Tax Credits, Housing Benefit or both (to top up their earnings).
- 9,853 people were out of work claimants – people in this group are either actively looking for work; have no work requirements due to health reasons or caring commitments etc; are lead carers for children aged 1 or 2; or have health conditions which are likely to improve but currently prevent them from working.
- 28,000 (approx.) benefit claimants are still to move across to UC.

Impact

NCH

- 3,454 NCH tenants are claiming UC (out of an expected 12,000 eventually).
- NCH levels of rent arrears of tenants on UC are currently £1,374,326.64. In October 2018 arrears were £139,000.
- Average rent arrears of tenants on UC is £560.72.
- 795 Alternative Payment Arrangements (APAs) have been requested.
- 76% increase in foodbank referral since Universal Credit rolled out.
- There is a shortfall of £7.77 per week for people in supported accommodation for which people cannot get Discretionary Housing Payments – this affects NCH as it is classed as a metropolitan housing association rather than social housing.

Welfare Rights

We are awaiting specific details; Welfare Rights officers have confirmed anecdotally:

- Welfare Rights officers remain very busy.
- The five-week wait continues to cause problems for people.
- Most of the concerns about which people approach Welfare Rights relate to Council Tax debt, Personal Independence Payments (PIP) and multiple debt.
- The number of people asking Welfare Rights for foodbank vouchers has increased – they give out several each day.

- The single biggest cause of people requiring foodbank vouchers is UC payment delays and/or the five-week wait.

Trussell Trust

It has not been possible to obtain a breakdown of foodbank usage in Nottingham City, but we have information for the whole of Nottinghamshire which includes figures for Nottingham City. Note: this is for Trussell Trust foodbanks only.

- 26,678 three-day emergency food supplies were provided to people in crisis in Nottinghamshire between 1st April 2018 and 31st March 2019. Of these:
 - 15,955 were for adults
 - 10,723 were for children
- This represents a 14% increase from 2017/18.

Ongoing concerns

- The level of rent arrears continues to rise.
- The five-week wait before the first award is received is still causing problems.
- Repaying any advance payment.
- Council Tax support needs to be applied for separately.
- Help to Claim team funding post-March 2020.
 - This team helps people to make their first claim, and was funded by the Government directly through Citizens Advice. This funding was only granted for one year, to March 2020, and no certainty has yet been offered for after this period.
- Lack of capacity for providing advice across a number of agencies – we are awaiting further detail.
- Lack of understanding from citizens, leading to unnecessary claims.
- There have been instances of fraud which Job Centres have been addressing.

For more information please contact Elaine Fox, Corporate Policy and Performance Officer

Information received from:

- Nottingham City Homes
- Advice Nottingham (including Trussell Trust data)
- Welfare Rights
- NCC Data and Information Team

OVERVIEW AND SCRUTINY COMMITTEE
6 NOVEMBER 2019
CITIZEN SURVEY RECOMMENDATION WRITTEN RESPONSE
REPORT OF HEAD OF LEGAL AND GOVERNANCE

1 Purpose

- 1.1 To receive the written response from the Portfolio Holder for Communities on the Committee’s recommendation made at its meeting in July 2019.

2 Action required

- 2.1 To consider the written response from the Portfolio Holder for Communities to the Committee’s recommendation to reduce the frequency of the Citizen Satisfaction survey to every other year instead of annually.

3 Background information

- 3.1 At its meeting on 3 July 2019, the Committee considered a report on the results of the Nottingham Citizen Survey 2018.
- 3.2 As part of the presentation, the Committee was informed that the annual Citizen Satisfaction Survey was no longer a statutory requirement, but there was a local commitment to continue to conduct it annually. It was procured alongside the ‘Respect’ survey, at a cost of around £23,000. The appointed consultant helped to frame the questions and aimed to carry out 2,000 face-to-face interviews with people in all wards, who were representative of the age, gender and ethnicity of the population of the City as a whole, and then input and quality check the data. The results were considered to be an accurate reflection of the views of the total City population, but they did not reflect opinion at a ward level as accurately. The results were shared with the relevant departments and Portfolio Holders.
- 3.3 The Committee raised concerns relating to the overall cost of the Citizen Satisfaction Survey, in terms of consultant fees and colleague time (given that it was no longer a statutory requirement), and the real robustness of its data in informing meaningful decision-making, due to the general nature of the data collected. Councillors felt that it would be of a much greater benefit to seek and understand citizen feedback at the level of individual wards and services. Councillors also asked whether it would be more cost-effective for the Council to carry out the survey, rather than using an external consultant.
- 3.4 As a result of the concerns, the Committee made the following recommendation:

“after the next Nottingham Citizen Survey (which will be carried out in the context of the revised ward boundaries), following surveys are carried out every other year, in conjunction with any other surveys that can be procured as part of the same package, as a cost-saving measure, and that any further cost-saving measures should be explored in relation to the Citizen Survey.”

3.5 The response to the recommendation is attached.

4 List of attached information

4.1 Written response to the recommendation.

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 Overview and Scrutiny Committee minutes – 3 July 2019.

7 Wards affected

7.1 All.

8 Contact information

8.1 Laura Wilson
Senior Governance Officer
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Written response

As part of the Council Plan there is a commitment to protect annual resident's surveys. The Citizens Survey will be undertaken in 2019. The proposal from Overview and Scrutiny will be considered as part of the budget process.

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OVERVIEW AND SCRUTINY COMMITTEE
6 NOVEMBER 2019
WORK PROGRAMME
REPORT OF HEAD OF LEGAL AND GOVERNANCE

1 Purpose

- 1.1 To consider the Committee's work programme for 2019/20.

2 Action required

- 2.1 To discuss the work programme for the remainder of the municipal year and make any necessary amendments.

3 Background information

- 3.1 The Committee is responsible for setting and managing its own work programme.
- 3.2 In setting the work programme, the Committee should aim for an outcome-focussed work programme that has clear priorities and a clear link to its roles and responsibilities.
- 3.3 The work programme needs to be flexible so that issues which arise as the year progresses can be considered appropriately.
- 3.4 Where there are a number of potential items that could be scrutinised in a given year, consideration of what represents the highest priority or area of risk will assist with work programme planning.
- 3.5 Changes and/or additions to the work programme will need to take account of the resources available to the Committee.

4 List of attached information

- 4.1 Overview and Scrutiny Committee 2019/20 Work Programme.

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 Overview and Scrutiny Committee reports and minutes.

7 Wards affected

7.1 All.

8 Contact information

8.1 Laura Wilson
Senior Governance Officer
0115 8764301
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Overview and Scrutiny Committee Work Programme 2019-20

DATE	ITEMS
4 December 2019	<p>Discussion with the Portfolio Holder for Finance, Growth and the City Centre – Councillor Sam Webster To consider information on priorities, budget pressures and challenges</p> <p>Flooding To consider the recent work carried out in the City to reduce incidents of flooding</p> <p>Work Programme To agree the work programme for the remainder of the municipal year</p>
8 January 2020	<p>Discussion with the Portfolio Holder for Early Years, Education and Employment (with a focus on the employment remit) – Councillor Neghat Khan To consider information on priorities, budget pressures and challenges within the employment remit</p> <p>Hate Crime To consider the impact of Hate Crime in the City</p> <p>Work Programme To agree the work programme for the remainder of the municipal year</p>
5 February 2020	<p>Discussion with the Portfolio Holder for Leisure, Culture and IT – Councillor Dave Trimble To consider information on priorities, budget pressures and challenges</p> <p>Nottingham City Homes Repairs To consider information on the repairs service provided by Nottingham City Homes, including tenant satisfaction</p> <p>Work Programme To agree the work programme for the remainder of the municipal year</p>

DATE	ITEMS
4 March 2020	<p>Discussion with the Portfolio Holder for Adult Care and Local Transport (with a focus on the local transport remit) – Councillor Adele Williams To consider information on priorities, budget pressures and challenges</p> <p>Fire Prevention and Safety To consider information from the Nottinghamshire Fire and Rescue Service on the work they do on fire prevention and safety</p> <p>Work Programme 2020/21 Development To discuss the work programme for 2019/20</p>
8 April 2020	<p>Discussion with the Portfolio Holder for Communities – Councillor Rebecca Langton To consider information on priorities, budget pressures and challenges</p> <p>Discussion with the Portfolio Holder for Health, HR and Equalities (with a focus on the HR and Equalities remit) – Councillor Eunice Campbell-Clark To consider information on priorities, budget pressures and challenges</p>