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**Service Director – Legal, Governance and
Commissioning**

Julie Muscroft

The Democracy Service

Civic Centre 3

High Street

Huddersfield

HD1 2TG

Tel: 01484 221000

Please ask for: Sheila Dykes

Email: sheila.dykes@kirklees.gov.uk

Tuesday 2 November 2021

Notice of Meeting

Dear Member

Ad Hoc Scrutiny Panel – Residential Housing Stock, Health and Safety Compliance

The **Ad Hoc Scrutiny Panel – Residential Housing Stock, Health and Safety Compliance** will meet in the **Virtual Meeting - online** at **10.00 am** on **Wednesday 10 November 2021**.

This meeting will be live webcast. To access the webcast please go to the Council's website at the time of the meeting and follow the instructions on the page.

The items which will be discussed are described in the agenda and there are reports attached which give more details.

A handwritten signature in black ink, appearing to read 'Julie Muscroft', on a light-colored background.

Julie Muscroft

Service Director – Legal, Governance and Commissioning

Kirklees Council advocates openness and transparency as part of its democratic processes. Anyone wishing to record (film or audio) the public parts of the meeting should inform the Chair/Clerk of their intentions prior to the meeting.

The Ad Hoc Scrutiny Panel – Residential Housing Stock, Health and Safety Compliance members are:-

Councillor Elizabeth Smaje
Councillor Susan Lee-Richards
Councillor Amanda Pinnock
Councillor Anthony Smith
Kevin McAllister (Co-Optee)
Linda Summers (Co-Optee)

Agenda

Reports or Explanatory Notes Attached

Pages

1: Membership of the Panel

To receive any apologies for absence.

2: Interests

Councillors will be asked to advise if there are any items on the Agenda in which they have a disclosable pecuniary interest, which would prevent them from participating in any discussion or vote on an item, or any other interests.

3: Admission of the Public

Most debates take place in public. This only changes when there is a need to consider certain issues, for instance, commercially sensitive information or details concerning an individual. You will be told at this point whether there are any items on the Agenda which are to be discussed in private

4: Deputations/Petitions

The Panel will receive any petitions and hear any deputations from members of the public.

A deputation is where up to five people can attend the meeting and make a presentation on a particular issue of concern, relevant to that body's terms of reference. In accordance with Council Procedure Rule 10 (2) members of the public should provide at least 24 hours' notice of presenting a deputation.

A member of the public can also hand in a petition at the meeting subject to the petition relating to something on which the body has powers and responsibilities

5: Public Question Time

The Panel will hear any questions from the general public in accordance with Council Procedure Rule 11.

Questions should be emailed to:
executive.governance@kirklees.gov.uk no later than 10.00 am on
9th November 2021.

6: Terms of Reference 1 - 2

The Panel's Terms of Reference are attached for information.

7: Governance Arrangements 3 - 26

The Panel will receive a report on the new governance arrangements introduced in the Homes and Neighbourhoods Service since the transfer of the Housing Management and Maintenance Services from KNH in April 2021.

Eric Hughes – Head of Business Assurance & Transformation

8: Communications 27 - 34

The Panel will receive an update on the approach to effectively communicate and engage with tenants and leaseholders in council high risk residential buildings on matters relating to fire safety.

Officer: Michelle Anderson-Dore – Head of Partnerships, Homes and Neighbourhoods

9: Alignment of Compliance Review Actions and Regulatory Requirements 35 - 40

The Panel will receive an update on all compliance recommendations resulting from the compliance review and ongoing FRA Actions notified to the Regulator.

Asad Bhatti – Head of Building Safety, Homes and Neighbourhoods.

Ad Hoc Scrutiny Panel in respect of Residential Property - Health and Safety Compliance

Proposed Terms of Reference:

The Ad Hoc Scrutiny Panel will consider the Council's policies, procedures and arrangements for managing the health and safety of its tenants and its residential property portfolio, with a particular focus on high rise and multiple occupancy blocks.

The Panel will give consideration to:

- How the health and safety regime adopted by the Authority supports compliance with regulatory standards and puts appropriate risk mitigation strategies in place to ensure the health and safety of tenants.
- The six compliance areas: Fire; Gas; Electrical; Asbestos; Legionella; and LOLER (lifts) and the steps being taken to keep tenants safe.
- The impacts of the Social Housing White Paper, Draft Building Safety Bill and Fire Safety Bill 2019-21 for tenants.
- Progress in relation to the Ad Hoc Scrutiny Panel in respect of the Future Arrangements for the Council's Residential Housing Stock's recommendation that an Assurance Board be established focussing on housing compliance.
- Feedback from the Regulator and how that is being progressed.
- Governance and ensuring that a sustainable and adaptable system is in place to ensure that safety is embedded for the future.
- Engagement with, and provision of information for, tenants on health, safety and compliance issues.

Following consideration of all the evidence presented, the Ad Hoc Panel will produce a findings report, including recommendations, which will be considered by the Overview and Scrutiny Management Committee prior to submission to Cabinet.

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Name of meeting: Housing H+S Ad Hoc Scrutiny

Date: 10th November 2021

Title of report: New Governance Arrangements

Purpose of report: To Provide the panel with an overview of the New Governance arrangements introduced in the Homes and Neighbourhoods Service since the transfer of the Housing Management and Maintenance Services from KNH in April 2021.

Key Decision - Is it likely to result in spending or saving £250k or more, or to have a significant effect on two or more electoral wards?	No
Key Decision - Is it in the <u>Council's Forward Plan (key decisions and private reports)?</u>	Key Decision – No
The Decision - Is it eligible for call in by Scrutiny?	Not Applicable
Date signed off by <u>Strategic Director</u> & name	Naz Parkar, Service Director Homes and Neighbourhoods
Is it also signed off by the Service Director for Finance?	29th October 2021
Is it also signed off by the Service Director for Legal Governance and Commissioning?	Not Applicable
Cabinet member portfolio	Cllr Cathy Scott

Electoral wards affected: ALL

Ward councillors consulted: No

Public:

Has GDPR been considered? Yes

1. Summary

In preparation for the transfer of the Housing Management and Maintenance Services from Kirklees Neighbourhood Housing (KNH) to the council on 1st April 2021 a governance structure was developed and implemented to provide operational oversight and scrutiny of the service. This structure is set out in appendix 1 attached to this report.

Whilst the ultimate authority and control rests with the Council's Cabinet (as the Registered Provider) the structure set out in the appendix provides the additional oversight of the homes and neighbourhood service and provide advice to the Cabinet (through the portfolio holder) on any policy or strategic matters that require the Cabinet's decision. In addition, the structure provides for the operational oversight of service delivery and provides a direct route for the tenant's voice to be heard in line with regulatory requirements.

The remainder of this paper will set out the key bodies within the governance structure, how they relate together and support the Homes and Neighbourhood service in its delivery to tenants and leaseholders.

2. Information required to take a decision

Housing Advisory Board (HAB)

The HAB consists of up to twelve members comprising up to six tenants or leaseholders of the council, up to four co-opted members (recruited for specific housing expertise) one council officer (Executive Director Growth and Regeneration). The panel is chaired by the Portfolio Holder for Housing and Democracy who is the twelfth member. The Board has no delegated authority (being advisory) however it has a direct link to the Cabinet through the portfolio holder.

The key duties of the panel are:

- To provide the Cabinet with views and advice on housing related strategies and policies
- To ensure the service meets the Consumer regulatory standards
- To review and track risks across the service
- To ensure that Value for Money is delivered and that budgets are monitored and managed effectively

(Full terms of reference are available at appendix 2)

In undertaking these duties, the panel supports the portfolio holder and Cabinet to ensure that regulatory standards are met and that the tenant's voice is at the heart of service delivery. It provides essential oversight for the homes and neighbourhoods service and supports the council in discharging its regulatory obligations.

The board currently meets on a bi monthly basis with some induction and training sessions interspersed with these formal meetings. The board agreed

that's after six months of operation it would undertake a review to ensure the effectiveness of the arrangements that have been put in place.

Tenants Advisory and Grants Panel

The panel comprises up to 12 tenants and leaseholders of Kirklees Council. The panel meets bi monthly and considers a range of matters let's have a direct influence on tenants. The panel provides a standing report on its activities to the Housing Advisory Board and in particular advises the Board on policy and regulatory matters from a tenant's perspective. The panel also has a role in making small grants for tenant involvement activities to tenants groups across the borough. In summary the key focus of the panel are:

- to ensure the voice of the tenants is heard
- to inform and shape turn facing policies and strategies
- to sense check tenant facing correspondence
- to work closely with tenants and residents' associations
- to commission and oversee tenant scrutiny activities

Whilst this panel was formed as part of the new governance arrangements it builds on the activities of the tenants involvement activities undertaken in KNH and in particular the work of the service improvements and challenge panel.

Terms of reference are attached as appendix 2

Building Safety Assurance Board

The building safety assurance board comprises seven officers from across Kirklees and is chaired by Colin Parr strategic Director for Environment and Climate Change. The group meets monthly and provides a report to each meeting of the Housing Advisory Board. The group also has direct access and reports to the councils health and safety oversight board bringing any matters of note to their attention. The board maintains operational oversight of the following key compliance areas including building safety governance; strategic planning and risk management; building safety compliance and regulatory oversight; and communication with tenants and leaseholders on building safety matters. Standing agenda items for the board are as follows:

- Minutes of previous meeting/arising actions
- Review of performance: Building Safety Review (Quarterly only)
- Review of Monthly Key Performance Indicators – highlight report
- Building Safety Improvement plan
- Audit recommendations
- Forward Plan Actions and Emerging Key Decisions
- AOB

The bold terms of reference can be found at appendix 4

Assurance Framework

The above bodies are designed to provide a triangle of assurance by focusing on three key regulatory and compliance matter such as building safety regulations, tenants voice and housing regulatory standards. With each body bringing their skills and experience to bear on these areas and reporting their finding to each other for combined scrutiny and oversight. This assurance framework addresses brought to light during the Hackett review and as part of this puts tenants and their voice at the heart of the governance framework.

The strength of the arrangement is that it brings the critical skills and experience of tenants, experts and officers together to focus on our key compliance and regulatory objectives.

Whilst still relatively new this framework is bedding in well with reporting lines established and key information flows working well. A review is planned to identify how the framework is embedding and identify any areas for further enhancement.

Policy Framework

On moving back to the authority many of the former KNH policies fell away in favour the council equivalent. However, the homes and neighbourhoods service has retained the following service level policies.

Compliance Policies

- Asbestos
- Legionella
- Electrical safety
- Fire safety
- Lift repairs and maintenance
- Gas safety

Housing Policies

- Anti-social behaviour
- Safeguarding
- Domestic abuse
- Approach to preventing rent arrears and evictions
- Leaseholder arrears
- Playschemes
- Service risk
- Quality

The compliance policies in particular have been retained as they focus on domestic (rather than commercial) properties and focus particularly on protecting tenants in their homes. These policies are all currently under revision to take account of the new building safety team this has been established. Policies will be reviewed on at least a three-year cycle less other legal, regulatory or service changes require an earlier revision.

3. Implications for the Council

3.1 Working with People

As part of our service excellence initiative homes and neighbourhoods has undertaken an extensive exercise consulting with a tenant, staff and wider stakeholders to identify the key deliverables and outputs that the service should focus upon. This exercise is informing the new Service Plan from 2022 to 25.

3.2 Working with Partners

Opportunities to work with both internal and external partners has been identified as part of the service excellence initiative.

3.3 Place Based Working

Service has always operated on a patch-based model and is reviewing this to work more closely with other department across the council in a place-based approach.

3.4 Climate Change and Air Quality

The service is planning to deliver a number of passive houses as part of its development programme together with enhanced insulation standards to support fuel efficiency.

3.5 Improving outcomes for children

Not directly addressed in this paper

3.6 Other (eg Legal/Financial or Human Resources) Consultees and their opinions

The homes and neighbourhoods service is currently developing it's 2022 to 25 Service plan that will address human financial and other resource implications to deliver an efficient and effective housing management and maintenance and reinvestment service.

4. Next steps and timelines

The new Governance structure will be reviewed in late 2021 early 2022 to ensure it is operating as intended and where needed that any changes are made to ensure its efficiency and effectiveness.

5. Officer recommendations and reasons

To note the Governance framework established for the Homes and Neighbourhoods Service.

6. Cabinet Portfolio Holder's recommendations

None provided

7. Contact officer

Eric Hughes: Head of Business Assurance and Transformation

Tel 01484 221000 x

email eric.hughes@kirklees.gov.uk

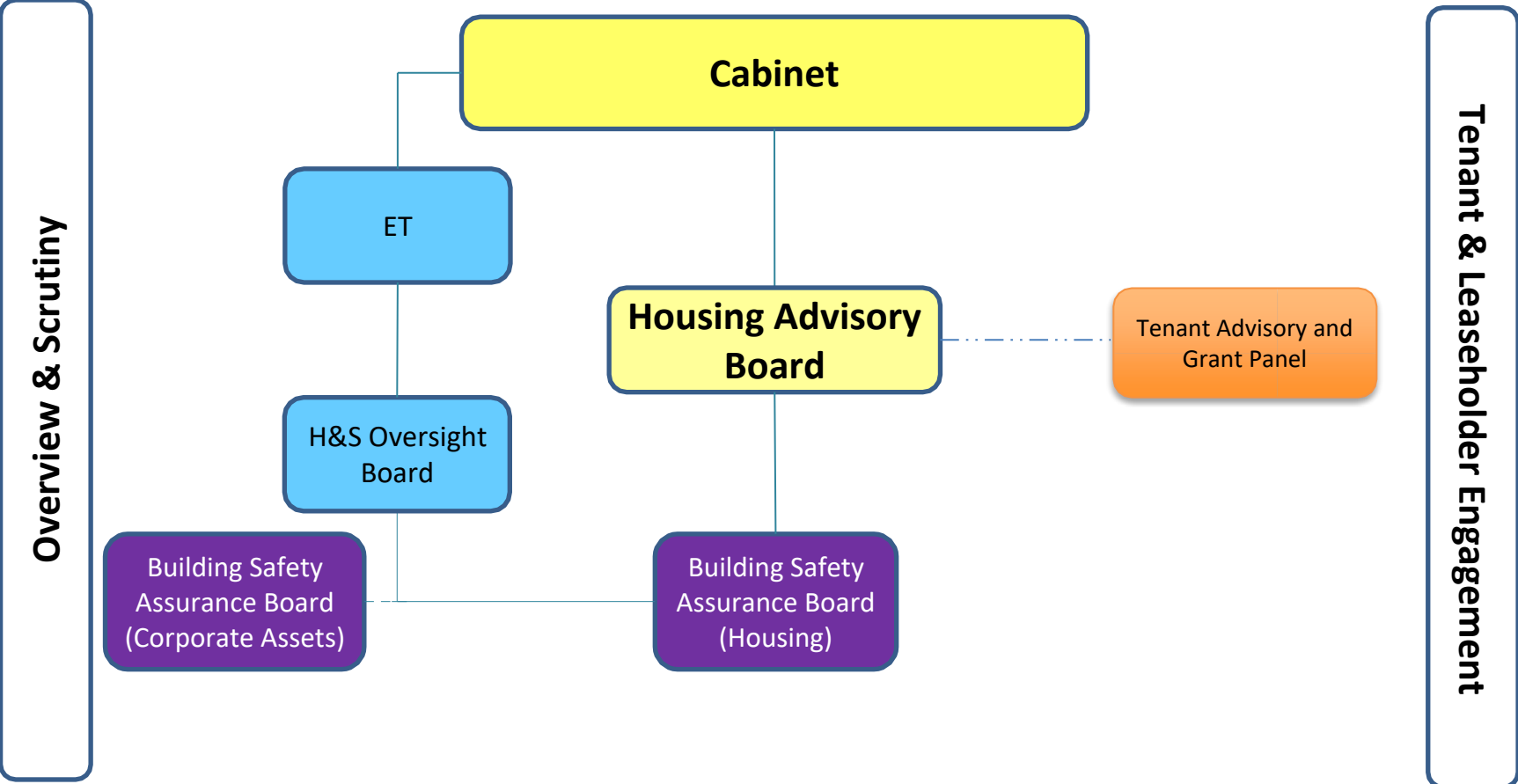
8. Background Papers and History of Decisions

As presented to the Panel

9. Service Director responsible

Naz Parkar, Service Director Homes and Neighbourhoods

Housing Assurance



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KIRKLEES COUNCIL HOUSING ADVISORY BOARD

Item: TERMS OF REFERENCE

Issued: April 2021

Review Due: April 2022

Version: FINAL (v.8)

1. Purpose

- 1.1 The Housing Advisory Board ('the Board') ensures Kirklees Council have the appropriate governance arrangements for a housing function of the scale and complexity that is the Kirklees Homes and Neighbourhoods Service.
- 1.2 The Board aligns with the Council's governance and decision-making structures and supports tenant focussed decisions. The Board achieves this by ensuring the voice of tenants and leaseholders ('Tenants') is aligned to strategic decision making in relation to the delivery, management and growth of council housing services in Kirklees. For clarification, a Tenant is an individual who holds a secure tenancy or lease of a residential property from and occupies a property belonging to Kirklees Council (funded by the Housing Revenue Account or HRA).
- 1.3 The operation of the Board will be reviewed after the transition year (2021/22) and, subject to its continuation, the effectiveness of the Board will be reviewed every 3 years thereafter.

2. Role

- 2.1 To provide Kirklees Council's Cabinet (via the Portfolio Holder) with information, views, and expert advice on a range of housing and related strategies and policies.
- 2.2 To ensure that agreed service delivery standards for Tenants is achieved and, that expectations and outcomes of the Consumer Regulatory Standards are met, as follows:
 - Tenant Involvement and Empowerment Standard – provide choice and effective communication to customers, including complaint handling
 - Tenancy Standard – letting homes in a fair and transparent way
 - Home Standard – ensure homes are safe, decent and in a good state of repair
 - Neighbourhood and Community Standard – keeping the wider area clean, safe, promote wellbeing and tackling anti-social behaviour
- 2.3 To have early sight of proposed strategy and policy developments to ensure the views of tenants have informed proposals and, that the tenant voice is visible, heard and responded to.

- 2.4 To review and track risks (and sub-risks), controls and mitigations relating to tenant facing services through the appropriate risk registers.
- 2.5 To comment and advice on decisions that seek to ensure value for money is achieved across all housing revenue account (HRA) services e.g., review of relevant housing budgets at least annually.
- 2.6 The Board will, in advising the Cabinet via the Portfolio Holder, consider the following key areas:
- The council's current and subsequent housing strategies
 - The management and investment in the council housing stock and services to Tenants and wider residents
 - Property management and maintenance including safety and statutory compliance and the strategy and implementation of capital and revenue funds on investment, refurbishment, servicing and maintenance and repairs
 - The council's strategic housing function including housing strategy and operational services such as homelessness, adaptations, and private rented sector compliance
 - The housing growth agenda including new build council homes and specialist supported housing
 - Place, environmental and community services that relate to council housing neighbourhoods and environmental standards (including aspects of grounds maintenance, community safety and waste collection as appropriate)

3. Membership

- 3.1 The Board has a maximum membership of 12 including the Chairperson. The Board is chaired by the Portfolio Holder for Housing and Democracy who has full voting rights.

Tenant Members

- 3.1.1 The wider membership of the Board includes up to 6 Tenant representatives. Leaseholder representation is desirable but not compulsory and there cannot be more than 2 leaseholders on the Board. Tenant representatives, if possible, will reflect North and South Kirklees and the four areas across the district, Huddersfield, Rurals, Batley and Spennings Dale and Dewsbury and Mirfield.

Co-opted Members

- 3.1.2 The wider membership of the Board includes up to 4 professional co-optees. Co-optees will be selected based on their abilities to meet the Council objectives for housing services and will have full voting rights.

Council Officers

- 3.1.3 Kirklees Council's Strategic Director, Growth and Regeneration is a member of the Board who has full voting rights. The Strategic Director is also the local authority's nominated person responsible for complying with the Regulator for Social Housing's consumer regulations including health and safety requirements.

3.1.4 Other Council officers may be invited to sit on or, to attend the Board by agreement with the Chair, in an advisory capacity. Other Council officers do not have voting rights on the Board.

Elected Members

3.1.5 Elected Members can attend meetings of the Board at the discretion of the Chair. Elected Members do not have voting rights.

4. Meetings

4.1 The quorum for the transaction of the business of the Board is no fewer than 3 Tenant members and 1 co-optee (professional) plus the Chair.

4.2 The Board will meet a minimum of 6 times per year at approximately equal intervals (every 2 months).

4.3 Council officers or elected members in attendance at the Board do not account towards a quorum.

4.4 Decisions arising at a Board meeting are decided by the majority vote. Each member present in person (including at virtual meetings) is entitled to one vote. In the event of an equality of votes, the Chair has the casting vote.

4.5 Any Board member who has an interest in any item tabled at the meeting, will disclose that interest to the Chair before the item is discussed. Where necessary, the Board member will not remain present during the discussion or take part in any related decision, unless agreed by the Chair. If the declaration of interest is by the Chair, the decision will be taken collectively by the Board members present.

4.6 All decisions made by the Board at a meeting or, by a Board member or council officer acting on behalf of the Board will stand. The exception being if it transpires that there was a defect in the appointment of that Board member (s) that would disqualify the person from holding that position.

5. Requirements of Members

5.1 Members will be expected to:

- Be committed to inclusively represent all Tenants of Kirklees
- Be able to see the bigger Kirklees picture understanding that places and communities are diverse and that needs are different
- Adopt an approach that is fair, honest, and friendly
- Have great communication skills in terms of listening to others and the confidence to participate in discussions
- An ability to make effective decisions based on the facts presented
- A desire to improve and change housing services for the better
- A commitment to be present and to support other Board members

5.2 The following persons are not able to join the Board:

- Elected Members (excluding the Portfolio Holder)
- Council Officers (excluding the relevant Strategic Director)
- Contractors/Consultants of the council who are directly involved with housing activity
- A person who lives in the same household as an existing member of the Board
- A person who is bankrupt or has an outstanding County Court Judgement or, is forbidden from being a Company Director
- A person who has failed to attend three meetings in a row without reasonable excuse

5.3 Any person who is considered to:

- Be in serious breach of their tenancy agreement e.g., rent arrears with no agreed payment plan, involved in Anti-Social Behaviour etc
- Have demonstrated any serious inappropriate behaviour at the Board
- Have brought about any action that has brought the Board or Kirklees Council into serious disrepute

5.4 Any co-optee will cease to be a member of the Board if they (i) cease to be a member of a professional body whose membership was conditional on their appointment (ii) are subject to personal censure by a professional body or (iii) cease to be an employee of an organisation when employment by that organisation was conditional on their appointment.

6. Management of Meetings

6.1 A Council Lead Officer will also be identified to oversee management of Board meetings. The officer will:

- ensure that an agenda is produced for each meeting
- agree the agenda with the Chair of the Board in advance of each meeting
- oversee the follow up of actions from Board meetings
- ensure papers are circulated at least 1 week in advance of the meeting
- ensure that Minutes are formally recorded for each meeting
- ensure the Chair receives a copy of the draft Minutes within 1 week (excluding public holidays)

7. Recruitment of Board Members

Tenant Members

7.1 A maximum of 6 Tenant members will be recruited to the Board, through a formal process to ensure the Board membership reflects, as far as possible, the demographics of the council's Tenant community. The opportunity to join the Board will be promoted through a wide range of local networks and including tenant publications and networks and, social media. Leaseholder representative is desirable but not compulsory and there cannot be more than 2 leaseholders on the Board. Tenant representatives, if possible, will reflect North and South Kirklees and the four areas across the district, Huddersfield, Rurals, Batley and Spennings Dale and Dewsbury and Mirfield.

7.1.1 Up to 3 Tenant representatives appointed to the Board can be invited to join the Council's Tenant Advisory and Grants Panel (by the Chair of the Panel). The Tenant Advisory and Grants Panel is a Tenant member only forum working to ensure the voice of tenants and leaseholders influences good management of council housing services.

The Panel also foster close working between Tenant and Resident Associations (TRAs), the wider tenant community and the Council.

Co-Optees (Professional)

- 7.2 The wider membership of the Board includes up to 4 professional co-optees. Each co-optee will, in addition to the generic responsibility of all Board members, hold a specific housing portfolio. Co-optees will be selected based on their abilities to meet the Council objectives for housing services.
- 7.3 Where the total number of Board members remaining on the Board at any time, is less than two thirds of the maximum membership of 12, an interim selection process will take place as soon as possible to replace either Tenant and/or Co-optee vacancies.

8. Payment

- 8.1 Board members will not be remunerated for their services. However, the Council reserves the right to reconsider the option to pay Co-optees to attract and retain Board members who can support the Council to meet key objectives for housing services.
- 8.2 The reimbursement of reasonable travel and other expenses will apply to all Board members (e.g., childcare) in accordance with the Council's standard arrangements.

9. Terms of Office and Termination of Membership

- 9.1 The term of office of appointment for each Board member is normally for 3 years. However, membership can be extended for a period of 1, 2, or 3 years formally by the Board to enable the business of the Council to continue to be delivered effectively but should not exceed 6 years continuously or cumulatively for any member.
- 9.2 Board members may have their membership terminated if they are absent for more than 4 consecutive months without the permission of the Board or, attend less than 60% of the meetings of the Board during a 12-month period

10. Support and Development

- 10.1 Board members are expected to attend appropriate training in relation to their role.
- 10.2 Board members will have access to Council officer support e.g., responsible for circulation of report packs, responding to Board member enquiries relating to packs, attending meetings, dealing with expense claims etc.
- 10.3 Induction and relevant training will be made available to all Board members and will include (but is not limited to):
- personal development opportunities (internal and external) such as shadowing, mentoring, and undertaking relevant training or qualifications as resources allow.
 - Board members will be able to access IT equipment as required to carry out their role e.g., PC's, tablets, chrome books etc and, if appropriate, can book council meeting space to support their work and enable full participation in meetings and board activities

Item: **TERMS OF REFERENCE**

Issued: **April 2021**

Review Due: **April 2022**

Version: **FINAL v7**

KIRKLEES COUNCIL TENANT ADVISORY AND GRANTS PANEL

PURPOSE

The Tenant Advisory and Grants Panel ('the Panel') ensures the voice of tenants and leaseholders ('Tenants') is heard and influences the development and delivery of council housing services.

The Panel monitors how well the landlord (Kirklees Council) delivers on the consumer outcome-based standards for social housing. The Consumer Standards are:

- Tenant Involvement and Empowerment Standard – provide choice and effective communication to customers, including complaint handling
- Tenancy Standard – letting homes in a fair and transparent way
- Home Standard – ensure homes are safe, decent and in a good state of repair
- Neighbourhood and Community Standard – keeping the wider area clean, safe, promote wellbeing and tackling anti-social behaviour

The effectiveness of the Panel will be reviewed 12 months on from the transition of council housing services to Kirklees Council on 1st April 2021 and, at least every three years thereafter

ROLE

Responsibilities:

The Panel is made up of 12 members who are current tenants or leaseholders and living in a council property of Kirklees Council. Panel members are expected to:

- Ensure the voice of tenants and leaseholders is heard, understood, and helps to influence housing services
- Help to develop tenant strategies, policies, and procedures and, monitor action plans
- Drive improvements in service delivery by contributing to service planning and monitoring of key performance data
- Receive recommendations from the Service Improvement and Challenge Panel (SIC)

(provides tenant scrutiny function)

- Sense checks tenant facing correspondence e.g. rent and fire safety communications
- Approve small grants from the Social Investment Fund for tenant involvement activities
- Works closely with Tenant and Resident Associations (TRAs) to ensure these groups remain connected to decision-making e.g. sharing good practice, report back to TRAs on how any comments they provide as part of any engagement or community activity has been used to help inform decision making e.g. a policy change
- Approve the dissolution of TRAs as a last resort
- Support the Council to make tenant focussed decisions
- Receive recommendations from the Service Improvement and Challenge Panel (SIC) (tenant scrutiny function) and by agreement, commission the SIC to review service areas
- Report on activities and achievements each year to all tenants and leaseholders to show how the tenant voice has contributed to policy, service delivery and improvements

Conduct

- Uphold the Council's Values and Behaviours
- Uphold the Council's Code of Conduct and any other relevant standards
- Work in partnership to support the Council's Senior Teams, Managers and Staff
- Prepare for and attend meetings, training or development sessions and other events as required
- Be focused on the 'we' and not on the 'I'
- Be respectful and considerate to your colleagues, staff, and other stakeholders
- Treat everyone fairly
- Act within the law

TOP 10 SKILLS

1. Is proud to be a tenant or leaseholder of Kirklees
2. Has the best interest of all tenants and leaseholders
3. Listens to others
4. Is confident and able to ask questions
5. Treats everyone fairly and respectfully
6. Is fair, honest, and friendly
7. Understands that people and communities are different and have different needs
8. Makes decisions based on facts
9. Wants to improve and change housing services for the better
10. Commits to attend meetings and to support other Panel members

TERMS

- Panel members are voluntary, however travelling and out of pocket expenses will be paid
- Panel members will meet at least bi-monthly
- Panel members should prepare to commit around 2-3 days in between meetings. This includes travel, reading papers and preparing for the meeting
- The normal term of membership will run from 1st April – 31st March each year
- The term of office is 3 years. By exception, this can be extended by a further 1, 2 or 3 years maximum e.g. if insufficient new members or to ensure fair representation on the Panel
- Important Note: for transferring Tenant members from the KNH Board or Tenant and Leaseholder Panel, the expectation is that at least two thirds will stand down at the end of term 1 (3 years).

TACKLING INEQUALITIES

- Tenants who reflect unrepresented communities or people with protected characteristics will be targeted to join the Panel so that the membership reflects the Kirklees tenant community. This includes people from Black, Asian and Ethnic Minority (BAME) groups, Young People (under 30 years) and people living with a learning or physical difficulty or disability etc.
- Tenant representatives, if possible, will also reflect North and South Kirklees and the four areas across the district, Huddersfield, Rurals, Batley and Spen and Dewsbury and Mirfield.

EXCLUSIONS

The following persons cannot sit on the Tenant Advisory and Grants Panel:

- Councillors
- Officers of Kirklees Council
- Contractors/Consultants of the Council who are directly involved with housing activity
- Person who lives in the same household as an existing member of the Panel

- Any Person who found to:
 - Be in serious breach of their tenancy agreement e.g. rent arrears with no agreed payment plan, involved in Anti-Social Behaviour etc
 - Have demonstrated any serious inappropriate behaviour as a tenant and/or at Panel meetings
 - Have brought, by any alleged action, the Panel or the Council into serious disrepute

- You cease to have the right to be on the Panel if:
 - You no longer live in a house that is owned or leasehold to you by the council
 - Are a Person who is bankrupt or has an outstanding County Court Judgement or, is forbidden from being a Company Director
 - Are a Person who has failed to attend three meetings in a row without reasonable excuse

MEETINGS

Quorate

- At least half of the members of the Panel must be present for a meeting to be quorate
- The Chair/Vice Chair has the casting vote in the event of an even split of votes
- Meetings are held at a council building or another venue agreed by the Panel. For the foreseeable future, it is expected that all meetings will be held remotely
- Panel members must let the Chair/Vice Chair know of any conflicts of interest on an agenda item before the item is discussed. The Panel member will not take part in any related decision, unless agreed by the Chair/Vice Chair

Co-Optees

- The Panel may co-opt up to a maximum of 3 persons who are not Tenants to provide unpaid independent advice, support or assistance on a particular topic. Co-optees can

join for a period of up to 1 year only. The Panel may at any time, revoke such co-option by way of formal written notice to the co-optee(s).

- Co-optees do not have voting rights, and do not count towards meeting quorate.

Ward Councillors

- Ward Councillors can attend meetings if agreed with the Chair/Vice Chair. However, the attendance of Councillors cannot be unreasonably denied. Councillors do not have voting rights.

Council Officers

- A Council Lead Officer and a Support Officer will be appointed to support the Panel. Both Officers have a right to attend formal meetings but do not have the right to vote, or count in any quorate (see also Support below).
- Other Council Officers can attend at the request of the Chair/Vice Chair

REPORTING ARRANGEMENTS

Housing Advisory Board

- The Panel supports the Kirklees Council's Housing Advisory Board chaired by the Cabinet Member for Housing and Democracy. This Board supports tenant focussed decisions by ensuring the voice of tenants and leaseholders ('Tenants') is aligned to strategic decision making in relation to the delivery, management and growth of council housing services in Kirklees.
- Up to 3 Tenant representatives appointed to the Housing Advisory Board can be invited to join the Tenant Advisory and Grants Panel (by the Chair of the Panel and, if the maximum membership on the Panel (12) has not being reached).
- The Panel receives a copy of the Housing Advisory Board's Forward Plan. This enables members to feed directly into the main discussions at the Board.
- Formal minutes of the Panel meetings are shared with the Housing Advisory Board.

Disputes

- Any disputes on the Panel will be investigated by the Council Lead Officer. If the dispute is not resolved or so serious, this can be escalated to the Chair of the Housing Advisory Board (or their delegate). The decision of the Chair of the Board or, their delegate will be final.

SUPPORT

Council Support

- Members of the Panel receive Council officer support. The Council Lead Officer will:
 - ensure that Agendas are agreed with the Chair/Vice Chair and produced timely for each meeting
 - in advance of meetings, review items for discussion with the Chair/Vice Chair
 - follow up actions and ensure actions are reviewed and signed off at future meetings
- The Support Officer will ensure minutes are formally recorded for each meeting to be signed by the Chair/Vice Chair

Equipment and Costs

- Panel members can access IT equipment as required to do the role e.g. tablets, chrome books, book Council meeting space etc
- Reasonable costs including child-care and travel will also be reimbursed on presentation of receipts

SUPPORT AND DEVELOPMENT

Induction and Training

- Induction and relevant training are available to all Panel members and will include (but is not limited to), personal development opportunities such as shadowing, mentoring, informal and formal training and undertaking relevant qualifications as resources allow

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Building Safety Assurance Board: Compliance

Terms of Reference

Purpose:

To establish effective oversight of all aspects of compliance in relation to property and building safety. Particularly ensuring adequate arrangements and accountability for the key areas of compliance risk

Current (2021) Areas of Compliance:

- Fire Safety
- Asbestos Management
- Gas Safety
- Electrical Safety
- Water Hygiene
- Lift Operations & Lifting Equipment Regulations (LOLER)
- HHSRS/Homes fit for Habitation/Decent Homes (plus)

The Assurance Board will monitor progress against programmes, overall performance, scrutinise strategic direction and offer constructive challenge to ensure Council homes are safe and comply to regulatory compliance standards as set out in the Regulators Home Standard, Building Safety Bill and White Paper on Social Housing

Proposed Scope

The Building Safety Assurance Board will oversee compliance and building safety across the Council's social housing stock ("HRA") only

Terms of Reference:

1. Governance

The BSAB will:

- Establishes organisational accountability for compliance and building safety
- Ensure that the council creates and monitors an accountability framework for with clear recognition of and escalation of risk.
- Oversees arrangements within the operational areas to discharge duties and responsibilities.
- Be sighted and reassured the council is making arrangements to ensure that statutory information is being shared with internal departments and external agencies in accordance to the agreed Building Safety Gateways for new build and major refurbishment of high risk residential buildings or buildings in scope
- Ensure that the organisation creates, maintains accurate records that demonstrate statutory compliance is being achieved and maintained.
- Ensure that the council has adequate financial provision and resource to deliver the required function and -as far as practicable within any corporate constraints- works.
- Ensures the council has adequate resources with the required competency to discharge its duties in line with the recommendations from the Hackett review.

- Collaborate effectively with the Housing Advisory Board to deliver tenant focused services in a place-based context
- Communicate compliance risk and mitigation to the H&S Oversight Board consistently in accordance the proposed governance structure
- Have representations from all Homes and Neighbourhoods colleagues affected by Compliance and related regulation
- Have the right to demand the presence of any officer of the council as they see fit to discuss progress or the status of compliance related matters.

2. Strategic Planning/Risk management

The BSAB will:

- Ensure compliance remains an organisational and strategic priority
- Ensure that the council sets and maintain performance standards for compliance across all council housing, but with emphasis on Higher Risk Buildings through compliant policies and accurate/regular risk profiling.
- Ensure that the council regularly undertake a review of the overall performance of compliance systems and procedures, including the use of independent and or third-party auditors as appropriate.
- Receive and consider the detailed review and audit reports
- Ensures appropriate implementation of the Building Safety Case approach across the council housing.
- Establishes a strategic forward plan to mitigate against emerging risk

3. Compliance

The BSAB will:

- Ensure that the council takes ownership and ensures effective implementation, compliance, occupancy requirements (etc) in accordance with all relevant legislation and regulation (e.g. the anticipated Building Safety Reform Act (2021) and the White Paper on Social Housing
- Sets performance standards and targets for compliance and receive regular reports on progress
- Receives regular building safety performance reports and updates in relation to remediation programmes

4. Communications

The BSAB will ensures that the council:

- Proactively seeks tenants and stakeholder views and shapes priority accordingly
- Has effective and ongoing communications with all stakeholders
- Provides tenants, leaseholders, residents, service user and visitors with timely and accurate information on how risks are managed within their building and are given clear and effective routes for raising and escalating safety concerns.
- Is kept fully informed of changes in compliance related legislation and regulation impacting portfolios

Membership of the Board:

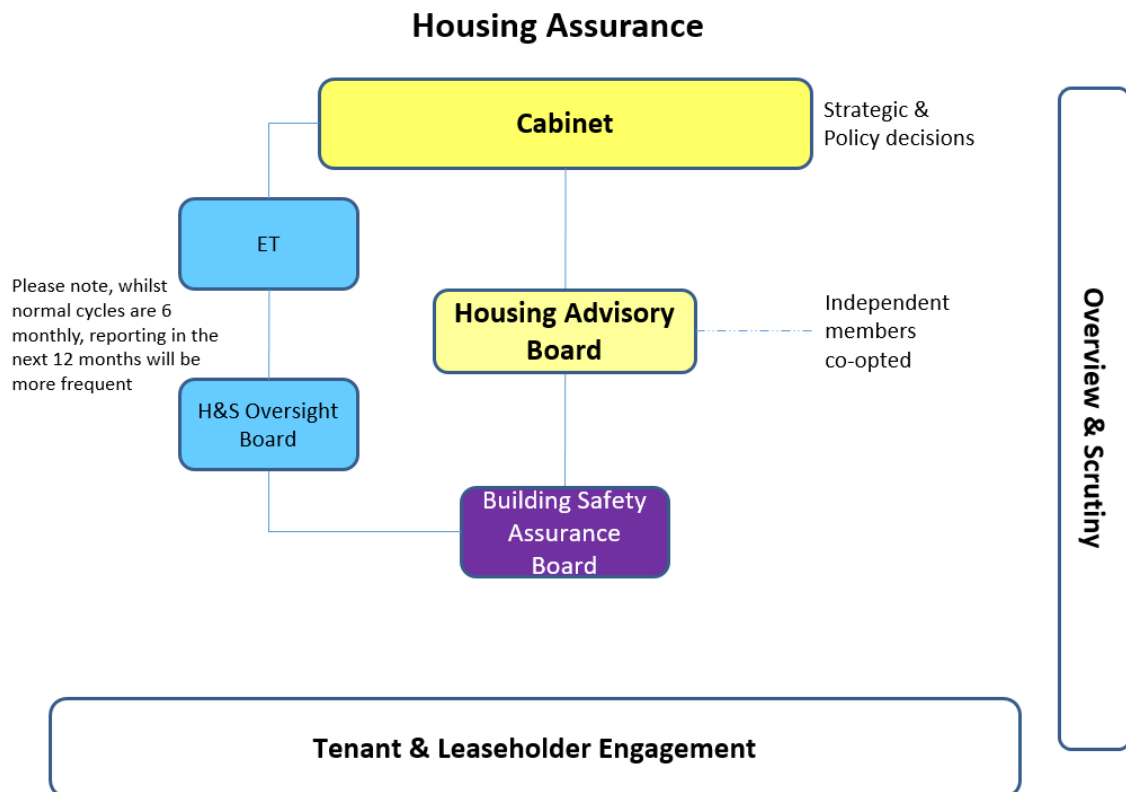
All roles should have a named substitute

Chair: Strategic Director; Environment and Climate Change (accountable person)	Colin Parr
HN Property Services	David Brook
KC PRP Assets	David Martin
Building Control	Paolo Colagiovanni
Council Housing: Neighbourhoods/Partnerships/Property	Sarah Clayton Michelle Anderson-Dore
KC SHE Team	Jane O Donnell
In attendance	
In attendance: Naz Parkar	Director: Homes and Neighbourhoods
In attendance: Asad Bhatti	Head of Building Safety
In attendance: Mark Beynon	Fire Safety: Service Manager
In attendance: Alison Clark-Williams	Compliance Manager (HRA)
In attendance: Chris Watson	Compliance Manager (GF)

All substantive members of the Board will undertake appropriate learning/training to ensure that an adequate understanding of building safety assurance is achieved and maintained

The Board will have access to professional specialist expertise, (sourced externally if necessary).

Structure:



V9

Frequency of Meetings:

Frequency; Monthly
 1st meeting: 15th April 2021

Standard Agenda

- Minutes of previous meeting/arising actions
- Review of performance: Building Safety Review (Quarterly only)
- Review of Monthly Key Performance Indicators – highlight report
- Building Safety Improvement plan
- Audit recommendations
- Forward Plan Actions and Emerging Key Decisions
- AOB



Ad Hoc Scrutiny Panel - Residential Housing Stock Health and Safety Compliance

Wednesday 10th November 2021

Fire Safety – Resident Communications & Engagement

Purpose of Report:

To provide an update on the approach to effectively communicate and engage with tenants and leaseholders in council high risk residential buildings (HRRB's) on matters relating to fire safety.

Key Decision - Is it likely to result in spending or saving £250k or more, or to have a significant effect on two or more electoral wards?	Not Applicable
Key Decision - Is it in the <u>Council's Forward Plan (key decisions and private reports)</u> ?	No
The Decision - Is it eligible for call in by Scrutiny?	Not Applicable
Date signed off by <u>Strategic Director</u> & name	Naz Parkar, Service Director
Is it also signed off by the Service Director for Finance?	Not Applicable
Is it also signed off by the Service Director for Legal Governance and Commissioning?	Not Applicable
Cabinet member portfolio	Cllr C Scott

Electoral wards affected: All

Ward councillors consulted: No

Public or private: Public

Has GDPR been considered? Yes

1. Summary

- 1.1. This report provides an update on the approach taken by staff in Homes and Neighbourhoods to effectively communicate and engage with tenants and leaseholders on fire safety to ensure residents feel and are safe in their homes and, are fully aware of their responsibilities as tenants and leaseholders.

2. Background

- 2.1 Kirklees Council Homes & Neighbourhoods (HN) is committed to putting tenants and leaseholders at the heart of what we do. This includes engaging with residents to ensure the council's high risk residential blocks (HRRB's) are a safe place to live. The blocks in scope are as follows: the 4 x high rise blocks; 12 x 6 storey blocks and 19 x retirement living schemes (RLS).

3. Fire Safety Engagement Framework

- 3.1 Our Fire Safety Engagement Framework is an integral part of the HN Fire Safety Management Plan. Both documents are currently being updated. The Framework commits the council to:
- Have a range of methods in place to allow tenants and residents to get involved in a way and at a level that suits them
 - Encourage and develop a wider range of innovative, less formal approaches to encourage more people to play their part in fire safety
 - Have arrangements in place to consult and involve tenants and residents who are not involved in formally recognised groups, and
 - Make a special effort to reach those tenants and residents who do not normally get involved

- 3.2 Our approach to engaging and communicating with residents around fire safety supports the recommendations in the Building Safety Engagement Best Practice Report, released March 2021. This independent report commissioned by Government sets out recommendations for good practice when engaging with residents on fire and building safety issues.

<https://www.gov.uk/government/publications/the-social-sector-building-safety-engagement-best-practice-group-final-report>.

The four recommendations are underpinned by the following principles:

- Building trust with residents
 - Providing a clear explanation of why access is needed
 - Using effective communication methods
 - Delivering the service well
 - Understanding and mitigating any factors impacting on the resident
 - Using a personalised approach
- 3.3 The approach to delivering the Fire Safety Engagement Framework is also aligned with the objectives set out in the HN 'Get Involved' Tenant Involvement Strategy, which states that we will:
- Listen to what our tenants are telling us
 - Put in place the right support for our tenants so they feel empowered to engage effectively
 - Ensure all tenants have a strong voice and can influence key decisions
 - Make sure engagement is planned, monitored and measurable with clear outcomes
 - Use a wide and flexible range of involvement tools and opportunities to promote fairness and inclusion, recognising that one size does not fit all
 - Create opportunities for projects to be delivered that utilise the strengths of our tenants and enable individuals to do more for themselves and each other
 - Give clear feedback on how we have acted upon what tenants tell us and what difference their contribution has made

And will complement key principles that are being developed to inform HN's journey towards service excellence i.e., 'the experience of the tenant come first' and 'contact with tenants is always an opportunity for feedback'.

- 3.4 This year, a Fire Safety Resident Engagement Team were recruited in HN to deliver the Engagement Framework. As part of the Partnerships Service, this dedicated resource works closely with compliance and neighbourhood teams to engage with tenants and leaseholders and, take a central role in the development, co-ordination, and delivery of fire safety communications to residents living in high-risk residential buildings. To date, the priority for the team is on the high-rise blocks.

4. Types of Communication

4.1 The following sections focus on the different types of communication and methods of engagement that are currently in place. These approaches are constantly evolving and developing, in line with the preferences and varying needs of tenants and leaseholders, good practice and to meet the specific outcomes of each project or programme e.g., fire door replacements etc, and each building in scope.

5. Written Communication

5.1 Letters

- In general, the first communication to residents to inform, update or raise awareness will be through a letter, posted or hand delivered to each address. Letters include FAQs where applicable, contact details should residents have further questions and instructions of how the information can be translated into different languages or formats if required. Since the recruitment of the Fire Safety Engagement Team in the spring and reduced restrictions as a result of the pandemic, letters are followed up either through a telephone conversation or a home visit by officers. Ward Councillors also receive copies of key letters sent to their constituents.
- In response to the presence of flammable materials on the high-rise buildings a year ago and, approval of immediate and long-term solutions to address the issues, communications are ongoing focused on reassurance e.g., telling residents about the waking watch arrangements and, to inform residents of the types of work that are or will be carried out, why it is needed, any likely disruptions and options to minimise the impact on households, timescales for delivery and aftercare support.

5.2 Newsletters

- The high-rise blocks at Berry Brow, Buxton House and Harold Wilson Court receive a bi-monthly newsletter. Developed in consultation with the Tenant Advisory & Grants Panel, the newsletter is an opportunity for the council to share key fire safety messages, update on compliance works to blocks and raise concerns relating to tenant behaviour such as false smoke detection alarm activations or combustible waste in communal areas. West Yorkshire Fire & Rescue Service (WYFRS) also contribute to the newsletters e.g., Bonfire Night. The newsletters are also an opportunity to promote other more general opportunities residents may be interested in such as employment support. A sample newsletter is attached at Appendix 1 – example of newsletter
- The 6-storey blocks also now receive block specific newsletters. This is currently on a 6-monthly basis, but the frequency can be increased if there are identified concerns within a block.
- A newsletter for the 19 retirement living schemes is currently being developed on the same basis as the 6-storey newsletters. The first issue is due to be published before Christmas. It is understood that tenants living in the schemes may have additional concerns relating to fire safety, therefore staff from the Fire Safety Engagement Team and Independent Living Officers will be delivering drop-in sessions for tenants linked to the distribution of the newsletters.
- As the newsletters to the high-rise blocks are now established, the Fire Safety Resident Engagement Team are now evaluating the impact of the publications which will include residents.

5.3 Surveys

- Surveys continue to support wider engagement and consultation e.g., future of the high-rise blocks carried out in the spring this year. Where possible, activities are aligned with the council's Place Standard Toolkit e.g., 'Listening to Berry Brow' engagement carried out pre-Covid, the findings helped to inform the regeneration options for the two blocks, Bishops Court and Holme Park Court.
- More recently, surveys have been used to support our work with leaseholders living in high-risk buildings to help to educate them about the importance of compliance and building safety in their homes.

5.4 Noticeboards and Signage

- A full audit of all high rise and 6-storey blocks has been carried of the current information displayed. An order has been placed to provide new noticeboards for all blocks which will be used to display important fire safety/building information.
- Going forward the Fire Safety Resident Engagement Team will carry out regular checks of all information to ensure it remains current and up to date. Updates to fire action notices and evacuation points is currently being progressed.

6. Social Media

6.1 Website

- The KNH website (that will shortly be updated to reflect we are now Homes & Neighbourhoods) provides a variety of information on 'fire safety in your home and in your building' . This includes an 'easy read' summary of the current Fire Risk Assessment for all the high rise, 6 storey blocks and retirement living schemes along with an opportunity to feedback any comments or concerns. Moving forward tenants and leaseholders will also be able to complete surveys online so we can obtain feedback on how effective we are in conveying safety messages.

6.2 Facebook, Twitter, Texts etc.

- We are currently exploring how fire safety messages can be best shared, along with the opportunity for tenants and leaseholders to feedback etc.

7. Face to Face

7.1 Fire Safety Champions

- At the Ad Hoc Scrutiny Panel meeting held on 26th October, a verbal update was provided on the Fire Safety Champions. As a reminder Fire Safety Champions are tenants or leaseholders who represent the block of flats or scheme where they live. Champions share information relating to fire safety with other tenants and leaseholders; help to advise tenants and leaseholders of their responsibility for fire safety; feedback any concerns in the block relating to fire safety; and take part in block inspections with Housing Officers to monitor communal areas ensuring they are well kept and safe. Fire Safety Champions will also be encouraged to work with other local tenant and resident associations on campaigning or community activities.
- The role of the Fire Safety Champion was developed over the summer with the support of the Tenant Advisory and Grants Panel (TGAP). Our ambition is to recruit one champion for each building in scope, namely the 4 x high rise: 12 x 6 storey blocks and 19 x retirement living schemes (RLS).
- 3 Fire Safety Champions have been recruited to date and are supported by the Fire Safety Resident Engagement Team to ensure that they can effectivity carry out their duties.

7.2 Campaigns

- Campaigns are an important way of communicating messages with partner agencies including WYFRS. Work will start after Christmas to plan for our first major campaign during Fire Prevention Month (March 22). This campaign will focus on our key programme of works. [Fire Prevention Week \(FPW\) \(nfpa.org\)](https://www.nfpa.org/).

7.3 Walkabouts

- The Fire Safety Engagement Team are now regularly on-site working alongside Housing Officers, contractors etc. The team provide a visible presence to residents, delivering newsletters or other correspondences, checking noticeboards, engaging in conversations around fire safety with tenants etc.

8. Videos

- 8.1 A suite of short films are being developed in an animated format that will share key messages with residents on the six areas of compliance which are fire, gas, electrical, water, asbestos, and lift operations (LOLER). The films are being designed to inform residents of what the council is doing to keep them safe and what they need to do as residents to ensure the safety of themselves, their family, and neighbours.
- 8.2 The first film is Gas Safety and focuses on the annual gas safety check. It describes what the engineer does at a check and the importance of tenants granting access, keeping to the appointment. It is envisaged that these videos will be shared with tenants at sign up and will be referenced in general comms and as part of inspection regimes. It is anticipated that all six videos will be completed by end of February. A sample video will be shared with the Ad Hoc Scrutiny Panel at the meeting in December.

9. Implications for the Council

- **Working with People**
It is critical that we work with tenants and leaseholders to improve awareness of fire safety in their homes.
- **Working with Partners**
Collaboration and working together with partners e.g., West Yorkshire Fire and Rescue Service is key to ensuring tenants, leaseholders and visitors remain safe.
- **Place Based Working**
Recruiting fire safety champions brings together people, places, and partners e.g., West Yorkshire Fire & Rescue Service (WYFRS) working collaboratively to keep residents safe in their homes.
- **Climate Change and Air Quality**
Not applicable
- **Improving Outcomes for Children**
Not applicable
- **Other (e.g. Legal/Financial or Human Resources)**
Not applicable

Do you need an Integrated Impact Assessment (IIA) **No**

10. Consultees and their opinions

- 10.1 The Tenant Advisory & Grants Panel (TAGP) receive regular updates on the resident engagement elements of the Fire Safety Management Plan.

11. Next Steps and Timeline

- 11.1 Work will continue to develop and amend the communications approach. The main focus for the Fire Safety Resident Engagement Team will be to evaluate effectiveness of communications and the recruitment of fire safety champions in high rise and 6 storey blocks (followed by Retirement Living Schemes in 2020). Both will involve face to face engagement with residents through door knocking and pop-up events

12. Officer Recommendations

12.1 The Ad Hoc Panel is asked to note the update provided in this report.

13. Cabinet Portfolio Holder's Recommendations

13.1 The Portfolio Holder supports the arrangements in place to ensure the voice of tenants and leaseholders is at the forefront of all activities helping residents to feel safe and be safe in their homes.

14. Contact Officer

14.1 Michelle Anderson-Dore, Head of Partnerships, Homes and Neighbourhoods (michelle.anderson-dore@kirklees.gov.uk) 01484 221000

15. Background Papers and History of Decisions

15.1 None

16. Service Director responsible

16.1 Naz Parkar, Service Director for Homes and Neighbourhoods.

BISHOPS COURT & HOLME PARK COURT NEWSLETTER

YOUR HOME - YOUR FUTURE



We would like to thank all those residents who have given property services access to fit new fire doors and smoke detectors in their homes.

We need everyone to work with us by allowing our workmen access to your home, so we can complete essential fire safety work to ensure the overall safety of each block.

You will be contacted by our **Property Assistant Celia Morgan** who will arrange an appointment for the work to be done.

Demolition and Rebuild Update

Following Council's decision to demolish and replace Bishops Court and Holme Park Court with lower height homes, we understand that you will have questions about the next steps.

Moving out – As set out in the July Council Cabinet Report, the current decant process is not anticipated to start until 2025. If it is any earlier than this date we will let you know. We will of course talk with you about alternative accommodation prior to any works starting.

Disturbance payments – You will be entitled to a disturbance payment. This will only be paid when you have moved out of the block.

Re-letting flats - We are no longer allocating flats to new tenants in the blocks. This is to reduce the number of people we will have to move out before any work starts.

If you have any questions, please get in touch by email resident.firesafety@kirklees.gov.uk or 01484 414886

Fire Safety Works Update We are working hard to keep you safe in your home and would like you to thank you for working with us by giving us access to complete works. We have fitted:

- 71 Fire doors fitted in Holme Park Court,
- 77 Smoke detectors in Holme Park Court,
- 69 Smoke detectors in Bishops Court

We are due to begin fitting fire doors to flats in Bishops Court at the end of October.

Work to fit a new door entry system to the main entrance of the blocks will start on the 1st November 2021. Access to your flat will be required to fit a new door entry handset. We will contact you to make an appointment for this work. When the work is complete on the new door entry system you will be provided with a new fob.

RUBBISH THROWN OFF BALCONIES

We have received complaints of people throwing rubbish off balconies.
PLEASE DO NOT THROW ITEMS OFF BALCONIES. This is very dangerous and could cause serious injury.
If you see anyone throwing items off a balcony report it to your housing officer.

BIN CHUTES

We are still facing issues with rubbish not being properly disposed of. The bin chutes are for small bags of rubbish, but the caretakers are finding bin chutes blocked with large bags. Please keep all corridors and stairwells clear of rubbish.

This is not only a fire risk, but also makes the block smell and look untidy.

Please can you dispose of your rubbish by either placing the appropriately sized bags into the bin chutes or by using the external communal bins for larger bags. Thank You

OTHER UPDATES

OUR PRE-APPRENTICESHIP PROGRAMME (PAP)

Applications for the next Pre-Apprenticeship Programme (PAP) is now open, but places are limited.

If you are aged between 16 and 18 years old or have friends or family that are looking to gain the skills needed to secure an Apprenticeship or move into other employment, this could be the programme for you.

It is an unpaid 26-week work experience and study programme delivered with Kirklees College (does not affect UC benefit claims).

If you would like further information, please contact the Employment Support Team on 01484 221028

Don't miss out programme due to start early October 2021. Find the link here if you are interested:
<https://www.knh.org.uk/news/open-for-applications-pap-2021>

GET INVOLVED WITH KIRKLEES HOMES & NEIGHBOURHOODS

INTERESTED IN BECOMING A FIRE SAFETY CHAMPION?

We have recently delivered several **Fire Safety Champion** flyers to your buildings. A Fire Safety Champion can be a tenant, leaseholder or householder living in a block of flats or retirement living scheme which is managed by Kirklees Council (Homes & Neighbourhoods Service) and, who would like to represent and share the views of all residents on fire safety to officers.

Fire Safety Champions will be asked to:

- Represent the block of flats or scheme where you live
- Share information relating to fire safety with other tenants and leaseholders
- Help to create a culture where everyone is responsible for fire safety
- Feedback any concerns in the block relating to fire safety
- Take part in block inspections with Housing Officers to monitor communal areas ensuring they are well kept and safe.
- For more information and application form, please contact Val Kelly, Fire Safety Team Leader on val.kelly@kirklees.gov.uk or ring **01484 414886**



Name of meeting: Ad Hoc Scrutiny (Council Housing Health and Safety Compliance)

Date: 10th November 2021

Title of report: Combined Report on Compliance Review and Regulator Actions (Actions 10 & 16)

Purpose of report:

The following report updates Ad Hoc Scrutiny (Council Housing Health and Safety Compliance) updates on the public report presented on 21st September and provides a progress update on all compliance recommendations resulting from the compliance review and ongoing FRA Actions notified to the Regulator

Recommendations for Ad-Hoc Scrutiny:

- a) Consider the contents of the report and provide feedback on the current arrangements

Key Decision - Is it likely to result in spending or saving £250k or more, or to have a significant effect on two or more electoral wards?	Not Applicable
Key Decision - Is it in the <u>Council's Forward Plan (key decisions and private reports)</u> ?	No Private Report/Private Appendix – No
The Decision - Is it eligible for call in by Scrutiny?	Not Applicable
Date signed off by <u>Strategic Director</u> & name Is it also signed off by the Service Director for Finance? Is it also signed off by the Service Director for Legal Governance and Commissioning?	Naz Parkar, Service Director Homes and Neighbourhoods
Cabinet member portfolio	Cllr Cathy Scott

Electoral wards affected: ALL

Ward councillors consulted: No

Public:

Has GDPR been considered? Yes

1. Summary

1.0.1 This report updates on progress against the recommendations from the independent review on compliance (RMS consultants) May 2021 and the ongoing programme of FRA work actions to High Rise Blocks notified to the Regulator February 2021

2.0 Report

2.0.1 The compliance review identified 48 recommendations across the following areas:

- Cross Cutting; Governance and Oversight: 7 recommendations
- Property and Assets in Management: 9 recommendations
- Compliance and Performance: 3 recommendations
- Fire Safety: 8 recommendations
- Electrical Safety: 3 recommendations
- Gas Safety: 2 recommendations
- Asbestos Safety: 6 recommendations
- Water Hygiene: 6 recommendations
- Passenger Lift Safety 4 recommendations

2.0.2 In addition to the recommendations from the compliance review we continue to monitor and report on the completion of FRA actions to high rise blocks on a weekly basis.

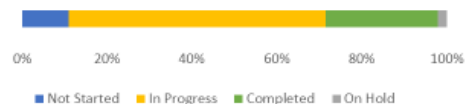
2.0.3 Up to Mid-August 2021 we combined compliance review reporting to the Building Safety Assurance Board (BSAB) to include original review recommendations, actions/sub actions, Regulator FRA actions and historical actions from Mazar compliance audits, this however make it difficult to track progress on the original review and improvement plan. In August BSAB requested that future reports should focus on the original review to be assured on satisfactory progress against original 55 recommendations.

COMPLIANCE PROGRAMME DASHBOARD

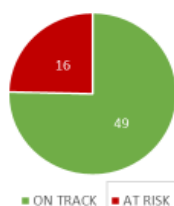
Project Actions	Not Started	In Progress	Complete	On Hold	Total	% Complete
Compliance Review	9	35	18		62	29%
Mazars Actions	1	8	2	2	13	15%
Regulator Actions		12	4		16	25%
All Actions	10	55	24	2	91	26%

Updated: 5/08/21

COMPLIANCE PROGRAMME: OVERALL PROGRESS



PROJECTS ON TARGET



PROJECTS AT RISK

	In Progress	Not Started	Grand Total
► Compliance Review	8	3	11
Asbestos Safety	4		4
Compliance and Performance		1	1
Fire Safety	2	1	3
Management Information / Agreements	1		1
Passenger Lift Safety		1	1
Water Hygiene	1		1
► Mazars Audit Actions	4	1	5
Asbestos Mgmt	1		1
Fire Safety	1	1	2
Lift Safety	2		2
Grand Total	12	4	16

2.0.4 Compliance Review progress (22/10/21)

Significant progress is ongoing with 51% completion against the overall project, the overall project remains on programme. A weekly review by the Head of Service, Service Manager for Fire safety, Compliance Manager and our Consultant (Anthony Brown) ensures a continued focus on the completion of recommendations in progress. 1 no recommendation is currently at risk due to a dependency on ongoing software development due to conclude in January `22, however; in the meantime we have completed a manual reconciliation of communal areas against the asset register which highlighted 126 `other` housing assets not assigned; we visited every asset during September and assigned 70 as communal asset, 4 remaining assets are being converted into housing after which point they will be added to the compliance register. Although we cannot currently link the asset register in Universal Housing to the asbestos register; IT colleagues have established a manual monthly report to update stock count and communal areas. Lead officers attended a project review workshop on 11th October to review overall progress and, reflect on outcomes and apply project learning. The workshop identified 11 recommendations which could be completed within 3 to 4 weeks; 7 of those actions are complete with the remaining 4 due for completion by 15th November. 1 further session is planned for early December to undertake further review but focus on completed recommendations with evidence of documented sign off.

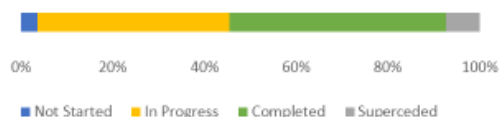
1 COMPLIANCE PROGRAMME DASHBOARD

Recommendations	Not Started	In Progress	Complete	Superseded	Total	% Complete
Compliance Review	2	19	21		42	50%
Mazars	0	4	5	4	13	56%
All Actions	2	23	26	4	55	51%

2

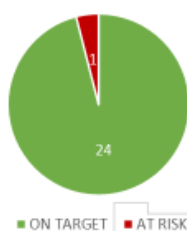
Updated: 22/10/2021

COMPLIANCE PROGRAMME: OVERALL PROGRESS



3

PROJECTS ON TARGET



4

PROJECTS AT RISK

	Grand Total
Mazars Audit Actions	1
M.A1) Carry out a regular (i.e. monthly) reconciliation of communal areas as per the Universal Housing system to the asbestos register within AsbestosPro to confirm a survey is recorded.	1
Grand Total	1

2.0.5 FRA Actions notified to the Regulator

Progress against FRA actions are updated and reported weekly, programmes remain on track at 22/10/21. 2 smaller packages of work are currently in procurement due to previous tenders not achieving the requisite number of returns to satisfy Contract and Financial procedure rules:

- Installation of 34no smoke ventilators to communal areas
- 72no compartment breaches in communal areas

Both procurements are due to conclude in mid-November with supplier appointment expected in late November, in both case we do not expect additional delay to overall project completion. 83% of all actions are fire door replacements which are fully procured and making good progress.

- Total work actions 901 (including EWI replacement to BB and HWC)
- Actions complete 124
- Project completion 18/03/22 (subject to uninterrupted access/materials)

Implications for the Council

3.1 Working with People

This is an ongoing major programme for Kirklees Council that provides assurance of compliance and safety to all stakeholders. The views concerns and opinions of residents and wider stakeholders are critical in shaping our approach

We continue to engage with residents to keep them informed of changes in regulation and what this means for their home, we are investing heavily in dedicated resource to maintain strong lines of communication with all residents to keep them informed of ongoing programmes of inspection and remediation as we develop a building safety case for each high-risk block and maintains a golden thread of information across all areas of compliance

3.2 Working with Partners

A multi-agency approach is required for the successful delivery of compliance programmes, relationships internally, and with external partners are key to success. The Council cannot deliver programmes on its own; partners will play a vital part in shaping and delivering successful outcomes

3.3 Place Based Working

Consultation plays a major part in our approach, we have carried major consultation on proposals to undertake major improvements to high rise blocks and in each case adopted the Place Model to capture and shape our decisions, the same approach will be applied to all other blocks in the compliance programme

3.4 Climate Change and Air Quality

Remediation programmes and work activity conforms to the current environmental legislation and Construction, Design and Management Regulations 2015 (CDM). Products and materials are procured using sustainable methods and procurement routes

3.5 Improving outcomes for children

The Council's approved housing strategy focusses on early intervention and prevention of homelessness thus leading to improved outcomes for all households who are at risk of, or experiencing, homelessness, including

households with children, and young people. The compliance review considers the councils responsible approach for tackling the ongoing loss of Council housing through Right to Buy and hence establish one for one replacement to meet increasing affordable housing demand.

3.6 Other (eg Legal/Financial or Human Resources) Consultees and their opinions

Regulatory reform will require ongoing investment to maintain and increase our programme of inspection, this will invariably lead to capital investment required to remediate blocks to ensure they continue to meet the building standards set out in regulatory guidance

The current 30-year Housing Revenue Account (HRA) business plan makes a capital provision to invest in high rise blocks and therefore set aside £21m for remediation. As we continue to commission detailed investigations into the building fabric of all blocks we will develop capital programmes and therefore expect the capital requirement to increase, as we complete remediation programmes we will increase the inspection regime and therefore require further revenue funding to maintain programmes

The recent compliance review has resulted in the formation of a dedicated building safety function with additional resource, capacity and competency. The additional resource has been stress tested in the HRA business plan and is affordable, we are therefore in the process of recruitment

4. Next steps and timelines

Continue to deliver the ongoing improvement plan ensuring there are no breaches in regulation while reporting progress against all recommendations

5. Officer recommendations and reasons

Consider the contents of the report and provide feedback on the current arrangements

6. Cabinet Portfolio Holders Recommendations

Keeping tenants safe is the Council's highest priority, we must ensure we meet the requirements of each regulation and demonstrate absolute compliance at all times. I fully support the approach to meeting our obligations detailed against the regulations and ongoing, inspection, repair and improvement programmes

7. Contact officer

Asad Bhatti: Head of Building Safety (Homes and Neighbourhoods)
Tel: 01484 221000 and ask for Asad Bhatti
Email: asad.bhatti@kirklees.gov.uk

8. Background Papers and History of Decisions

Compliance Review Report January, April 2021
Public Report to Ad-hoc scrutiny 21st September 2021

9. Service Director responsible

Naz Parkar, Service Director Homes and Neighbourhoods