



Telford & Wrekin
C O U N C I L

Addenbrooke House Ironmasters Way Telford TF3 4NT

CUSTOMER, COMMUNITY & PARTNERSHIP SCRUTINY COMMITTEE

Date **Monday 5 December 2016**

Time **6.00pm**

Venue **Meeting Room G4, Addenbrook House, Ironmasters Way, Telford TF3 4NT**

Enquiries Regarding this Agenda:

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Committee Membership: Councillors J C Ashford, N A M England (**Chair**), K R Guy,
L A Murray, S J Reynolds, P J Scott, J M Seymour and B D Tillotson
Co-optees: Mrs P Doherty and Mr D Johnson

AGENDA

1. **Apologies for Absence**
2. **Declarations of Interest**
3. **Minutes** Appendix A
To confirm the minutes of the meeting of the Customer, Community & Partnership Scrutiny Committee held on 4 October 2016.
4. **Housing and Homelessness** Appendix B
To receive an update on the Homelessness Strategy and the steps being taken to tackle homelessness in the borough.
5. **Houses in Multiple Occupation**
To receive data on Houses in Multiple Occupation in the borough and to consider the steps to identify and tackle issues relating to HMOs.
6. **Update on Drainage and Flood Management** Appendix C
To receive an update on the Flood Management Strategy.
7. **Work Programme** Appendix D
To agree items for the next meeting.
8. **Chair's Update**

CUSTOMER, COMMUNITY & PARTNERSHIP SCRUTINY COMMITTEE

A

Minutes of a meeting of the Customer, Community & Partnership Scrutiny Committee held on Tuesday, 4 October 2016 at 6.00pm in Meeting Room G4, Addenbrook House, Ironmasters Way, Telford, TF3 4NT 7

Present: Councillors J Ashford, N England (Chair), L Murray, S J Reynolds, P Scott, J Seymour, B Tillotson. Co-optees P Doherty and D Johnson.

Also Present: Cllr. A McClements, Cabinet Member Transport, Customer & Neighbourhood Services (CCPSC-11); A Astley, Assistant Director Customer & Neighbourhood Services (CCPSC-11); D Germany, Waste & Neighbourhood Services Performance Service Delivery Manager (CCPSC-11); S Jones, Scrutiny Officer; S Roberts, Waste Contract and Customer Engagement Team Leader (CCPSC-11); C Slaytor, Communications Manager – Veolia Midlands (CCPSC-11).

The Chair welcomed everyone to the meeting and thanked Members and co-optees taking part in the paperless meeting pilot. Feedback would be welcomed.

CCPSC-08 Apologies for Absence

None

CCPSC-09 Declarations of Interest

None

CCPSC-10 Minutes

RESOLVED – that the minutes of the meetings of the Customer, Community & Partnership Scrutiny Committee held on 10 May 2016 and 4 July 2016 be confirmed and signed by the Chairman.

CCPSC-11 Waste Management Services

The Chair welcomed Cllr McClements and officers to the meeting and thanked Ms Slaytor from Veolia for attending.

The Committee was given a presentation to address various questions on the waste management services contract let to Veolia in 2014 including:

- The phases of the contract implementation
- Savings and investments arising from the contract
- Changes to Household Recycling Centres (HRCs)
- The engagement and communications strategy
- Key performance data including recycling rates and impact on landfill
- Technological and vehicle improvements.

Highlights included:

- A £30m saving over the 25 year term of the contract

- £140k saving from early changes to HRCs with extended opening hours
- The new transfer station at Hortonwood would deliver immediate diversion of waste from the landfill site in Granville to an energy from waste facility at Four Ashes
- Veolia cabs and crews equipped with CCTV and hand held devices linked to the contact centre to respond to missing reports and complaints in real time
- Activities to promote recycling included the bi-annual household calendars, hosted visits to Hortonwood, engagement with schools (47 this year), a voucher reward scheme, social media and media events, information on vehicles etc.
- Performance data showed continuous improvement over the first two years of the contract (2014/15-2015/16) on missed bins, customer complaints, delivery of new containers, recycling rates and projected savings on landfill charges.

The following information was then given in response to Members' questions:

- A breakdown of missed red top, green and recycling collections was provided showing improvement across all types. The number of Green missed was at a lower rate as this service was not used all year round.

	Red top	Green	Purple bin and Blue bag	Total
2014/15	3203 (0.18%)	1227 (0.07%)	1732 (0.1%)	6162 (0.17%)
2015/16	2179 (0.12%)	867 (0.05%)	848 (0.05%)	3894 (0.11%)

- In response to questions about the pattern of missed bins and how they are dealt with, there was no pattern to the reports or cases of a whole street being missed. The response to a missed bin report depended on which provider was responsible for collection i.e. Veolia for recycling or TWS for red top and green waste. Veolia cabs were fitted with cameras and crews equipped with hand-held devices linked to the contact centre enabling a real time or fast response to reports from customers. CCTV footage enabled Veolia to check whether a bin had been missed or if the customer had not put the bin out and photographs could be sent by the crew to the contact centre advisor dealing with the customer where a bin had not been presented. The number of missed bin reports to the contact centre had reduced since the technology was introduced. Contractually the onus was on Veolia to provide evidence that a bin had not been put out. The TWS vehicles did not have the same technology which made it more difficult to prove a bin had not been put out. The calendars delivered to all households were important for informing customers about collection days and the need to put out containers the night before.
- In response to a query about the size of the new signage to the HRC in Hortonwood, advice had been taken from highways on the size regulations for signage but this would be checked. It was also noted that once the public became used to using the centre they would not need signs.
- Regarding the potential impact of the closure of the Ketley and Granville CRCs on fly tipping, national research showed fly tipping was not on the increase and the closures were not expected to have any significant impact. However, CCTV cameras had been installed on the old Ketley site in case anyone turned up after the closure and tipped their rubbish. The fly tip collection service was currently

provided by TWS until 2019 but would be included as part of the Grounds and Cleansing Procurement. Veolia were responsible for the disposal of this waste. Under the existing Grounds and Cleansing contract the Council paid a fixed annual amount for collecting fly tips regardless of the number but from 2019 would pay according to the number of collections. It was therefore in the Council's interest to reduce fly tipping and work was being done to consolidate enforcement activity to maximise the use of notices and convictions as a deterrent. Help from the public would be needed to tackle the issue. It was also possible that the extended opening hours of the HRCs may reduce the likelihood of fly tipping.

- Members were informed that performance data was provided by Veolia and checked for accuracy by the Council and wanted to know how this process worked. It was explained that data on reports from customers was verified against the Council's own records from the contact centre. Members were given assurances that there was a high degree of accountability and transparency and the Council had methods for tracking and checking information provided by Veolia. Performance was monitored on a continuous improvement basis against criteria set in the contract. Contract performance, or any issues, were reported twice yearly to a Strategic Board of the Cabinet Member, Director, Assistant Director and Veolia regional managers as the accountable body. There were monthly performance management meetings with Veolia to monitor performance against the framework and any failures would result in a payment deduction.
- There was a question about how the Council was looking to the future in terms of capacity at Hortonwood for commercial waste to divert away from landfill. Local authorities did not receive funding for commercial waste and had no responsibility to collect or dispose of commercial waste other than statutory duties which were costed into the contract. However, the Council wanted to help businesses to act responsibly and the business support team sign-posted businesses to Veolia and provided information about responsible recycling and waste disposal on the website. It was up to individual companies to decide their strategy and which provider to use.
- With regard to monitoring other waste sites in the borough, specifically Pink Skips, the Council's providers did not use Pink Skips. Controls on the site were the responsibility of the Environment Agency or the highways team were responsible for road issues.
- A member asked if any changes were being planned to the £18 charge for bulk collections. There had been consultation during the budget consultation on the option of introducing a sliding scale for bulk collections. The majority of the Council's costs related to disposal so increased according to the number of items. Under the new charging process residents would be able to have 3 items collected for the same price as now, they would also be able to request up to 12 items to be collected, improving on the current restrictions of maximum of 6 per collection.
- As to whether enough had been done to convince the public that the 'two super-CRC' strategy was the right way forward, there were no known concerns. There

was a need to promote the benefits of the super HRCs to the public so people understood what was happening and the reasons for it. The communications team had developed a programme to promote recycling and there would be a feature in the next edition of Your Voice. Ideas would be welcomed on what more could be done.

- A member asked how the recycling targets had been calculated and how they compared to other authorities – the projected long-term rate seemed static at 59.8%. The targets for recycling had been projected using calculations run by Veolia based on the services offered and then checked by the Council. The introduction of the purple top bins had led to an increase in the rate of recycling which had then plateaued. More needed to be done to encourage recycling but what really made a difference was the introduction of new services. For example, food accounted for 30% of waste in red top bins and the jump in the recycling rate after 2019 was accounted for by the introduction of the food collection. The food collection would be weekly and new vehicles would be introduced to collect food at the same time as green and red top bins to reduce collection costs. Veolia was committed to meeting the targets and took the risk by incurring penalties if the target was not met. The national average recycling rate was currently around 43% and Telford & Wrekin had moved up the table by around 60 places over the last few months and it was hoped this improvement would continue. Telford & Wrekin's longer term target of almost 60% was higher compared that of a neighbouring authority at 50%.
- In terms of tackling people who refuse to recycle, there had been some success from going into schools and engaging children who then taught their parents to recycle. Recyclers fell into three main categories: committed recyclers, people who do some but could do more and non-recyclers. The strategy was to target the middle group first as their behaviour was easier to influence quickly. The Veolia communication and engagement team knocked on doors if there were issues with contamination but did not door-knock non-recyclers. There were issues with HMOs which tended to have transient populations. Students at Harper Adams had been leafleted and this would be repeated.
- With regard to emptying public litter bins and grounds cleansing, this was a separate contract from the domestic waste service and was with TWS until 2019. Waste from litter bins was not currently separated into recyclable and non-recyclable because of contamination but that was not to say it could not happen in future. Road sweepings were collected by TWS until 2019 but were taken to Hortonwood for Veolia to manage under the disposal element of the contract. Veolia then separate the recyclables from this waste which go towards the Borough's recycle rate.
- There had been no involvement with Harper Adams on the large scale biomass project but this could be discussed in future.
- Work was being done with voluntary organisations to recycle or re-use bulk items which would previously have been landfilled.

- Data on waste from community centres or public buildings was not included in the performance data as it was classed as commercial waste. Organisations which generate a profit were classed as commercial but charities and not-for-profits were not classed as commercial and entitled to a waste collection where their waste is household waste.
- A Member raised an issue with litter from fast food outlets and expressed his view that there should be a byelaw to place more responsibility on restaurants.
- Members said they would like to see more awareness raised about composting and reducing food waste. Food waste tonnage tended to reduce with the introduction of a collection service because people could see how much they were throwing away.
- With regard to progress on recycling plastic film, the technology remained an issue and film was not currently recyclable. It was suggested that Members visit the materials recovery facility (MRF) in Four Ashes to see what materials can be recycled and how they are separated and processed for recycling. Ms Slaytor also offered the opportunity for members to join a cab on a collection round.

When there were no further questions, the Committee acknowledged the good steps forward made under the new contract. It was agreed that the next stage for scrutiny would be engagement on the options for the food waste service.

The Chair thanked Ms Slaytor for attending the meeting and her colleagues at Veolia for organising the visits to Hortonwood. Ms Slaytor and officers left the meeting.

RESOLVED –

- a) That the improved performance under the new contract be noted**
- b) That scrutiny be engaged in the options for the food waste service at the appropriate time**

CCPSC-12 Work Programme 2016/17

The Chair introduced the item which was for the Committee to agree items and meeting dates for the remainder of the 2016/17 work programme.

In July the Scrutiny Management Board had agreed a benchmark of six formal meetings for each scrutiny committee for the year and allocated suggestions to the scrutiny committees to consider. Suggestions for the Customer, Community & Partnership Scrutiny Committee were shown in Appendix 1 of the Work Programme report. In addition, the Committee would join the Finance & Enterprise Scrutiny Committee to review Car Parking Enforcement.

The Chair recommended focussing the work programme on a small number of priorities and suggested Houses in Multiple Occupation, the procurement of the Grounds Cleansing and Environmental Maintenance contract and the Community Safety Partnership but welcomed Members' views.

There was a discussion about the suggestions and it was agreed that the priorities would be Houses in Multiple Occupation and Housing and Homelessness, the Grounds Cleansing and Environmental Maintenance contract and the Community Safety Partnership. There was also interest in Flood & Water Management, the Definitive Map for Rights of Way, the role of the public speaking at Council meetings and the impact of changes to business rates on the Growth Hub.

Dates of future meetings were agreed as 5 December 2016, 20 February 2017, 20 March 2017 and 15 May 2017.

CCPSC-13 Chair's Update

The Chair informed Members that as the Telford & Wrekin representative on the West Midlands Combined Authority Overview & Scrutiny Committee he had attended the first meeting on 15 July to appoint a Chair and Vice Chair and to consider the committee's Terms of Reference. A work shop session arranged for September to discuss the scrutiny arrangements and how the committee would work in detail had been postponed and a new date was awaited. The Chair would provide updates as things progressed.

The meeting ended at 7.40pm

Chairman:

Date:

TELFORD & WREKIN COUNCIL**CUSTOMER, COMMUNITY & PARTNERSHIP SCRUTINY COMMITTEE – 5th DECEMBER 2016****HOUSING AND HOMELESSNESS****REPORT OF ASSISTANT DIRECTOR: COMMERCIAL SERVICES****1. Background**

The Council has a statutory duty to provide housing advice and guidance to all, prevent homelessness where possible and to provide help to homeless households who are eligible and in priority need.

2. Overview of current Homelessness Service**a) Statutory Homelessness**

The Council has a statutory duty to provide advice and guidance to all, prevent homelessness where possible and to provide help to homeless households who are eligible and in priority need as below:

- A person with whom dependent children reside or might reside or be expected to reside
- A pregnant woman
- Homeless or threatened with homelessness as a result of an emergency such as fire, flood or other disaster
- Vulnerable as a result of old age, mental illness, or disability. Having served a custodial sentence, been a member of Her Majesty's regular naval, military or armed forces.
- A person aged 16 or 17 who is not a "relevant child" (child in care) or a child in need to whom a local authority owes a duty under section 20 of the Children Act 1989.
- A person under 21 who was but is no longer looked after, accommodated or fostered between the ages of 16 and 18
- A person aged 21 or more who is vulnerable as a result of having been looked after, accommodated or fostered
- Aged 18-20 and vulnerable, having been looked after by Social Care
- Fleeing domestic abuse from an associate/perpetrator

If one or more of the criteria applies and the person has a local area connection to Telford, the local authority has a duty to provide temporary accommodation for households until they are able to move into sustainable accommodation.

b) Housing Advice

Housing Options First Point Advisor is available to see customers at Southwater Monday to Friday from 9am-5pm, where they offer:

- Face to face initial advice and guidance provided around housing options
- Complete applications for deposits for statutory and non-statutory clients
- Book appointments for more in depth housing and homelessness advice
- Referrals to KIP, Gateway and other housing provisions (see details below of partnership working arrangements)

c) Prevention

The Council takes a proactive approach to preventing homelessness in Telford and Wrekin to help local people to stay in their homes and where this is not possible, support them to find alternative accommodation before they become homeless.

Tools to support prevention of homelessness:

- Assisting people with a deposit to help secure privately rented accommodation through discretionary housing payments (DHP)
- Assisting people with hardship funding from housing benefit to pay off arrears
- Homeless prevention grant – assist with rent arrears, mediation tool to keep people at home short term i.e.: money towards food etc. Assist with additional costs such as fees for a property and rent in advance.
- Young people who have been living with family or friends and have been asked to leave may be offered mediation with a view to enabling them to return
- People who experience domestic violence are offered sanctuary measures, involving the installation of security measures within the home such as fire safe letter boxes, personal alarms and the property is gazateered with the Police.
- Signposting to debt advice (CAB-Citizens Advice Bureau)
- Signposting to resolve housing benefit problems, property disrepair, tenancy relations and adaptations
- Attending court to represent the person facing homelessness with negotiation skills
- Working with Registered Providers to find a solution to eviction
- Working with Registered providers to avoid rent arrears with those applicable to the “ bedroom tax”- this means where a bedroom or bedrooms are not being used and housing benefit will not pay full housing benefit.

d) Partnership working

- **THRIVE.** A support service delivered by STAY that offers support through the Thrive partnership, which varies depending on a customer’s needs. Their floating support service offers tailored support to meet the needs of the individual in their own home as well as out in the community whilst their accommodation based services offer accommodation combined with support. THRIVE have well established drop-in hubs around the Borough. These can be used by all and offer a service to meet the person’s immediate need. The hubs also act as a referral pathway through to our other support services.
- **KIP-** stands for KiP as in sleep, also **KiP I**nformation **P**roject
 - To be the first point of contact for homeless people in Telford whom the Local Authority deem not to be a priority under their statutory criteria
 - To help single homeless people in Telford find accommodation.
 - To beat the national target of ‘No Second Night Out’ by engaging with rough sleepers at the earliest opportunity.
 - To provide a quality support service, especially to rough sleepers, and provide a safe space at drop-in.
 - To ensure that individuals access the appropriate agencies.
 - To raise awareness of homelessness by highlighting and recording the numbers of people suffering from homelessness within Telford & Wrekin.

Maninplace- Management In Place, this was set up as an intensive housing management service to work with individuals to enable them to sustain accommodation and reduce the numbers reverting back to rough sleeping, also Maninplace took on the identity and commitment of ensuring that each man referred had a place to sleep, accessing private sector accommodation became difficult or impossible to achieve and social housing unachievable. So man in place, "Maninplace" was born. Maninplace now has 110 bed spaces and provides:

1. Night by Night Emergency accommodation (crash pad) for six people.
2. Temporary accommodation 62 bed space across several properties.
3. Social Housing 42 units (long term provision)

3. Housing Providers

a) Social Housing

Social housing in Telford and Wrekin is provided by 4 main providers:

Bournville Village Trust, Bromford Housing Group and Sanctuary Housing Association. To apply for properties with these providers visit the Homes Direct website; <https://www.homesdirect.org.uk/> and Wrekin Housing Trust. To apply for Wrekin Housing Trust properties visit their website; <https://www.wrekinhousingtrust.org.uk/>

b) Private Rented Housing

- Telford Home Finder- this website offers a range of properties for rent in Telford and Wrekin. All landlords and featured properties have been approved through a council run accreditation scheme <http://www.telfordhomefinder.co.uk/>
- **Nuplace** - Renting privately in Telford. Nuplace both build and manage the homes for rent, providing a well-designed home and a landlord service. <http://www.nuplace.co.uk/>

c) Sheltered and Extra Care Housing

There are providers that offer Extra Care Housing within Telford and Wrekin. Bromford, Bournville village Trust, Coverage Care and Sanctuary extra care are some of these. Each of these offers your own apartment which is rented directly from the registered social landlord. Care and support is provided by a care provider on site over 24 hours.

Woodlands Supported Housing

This new and innovative service brings together a partnership between Bromford, Stay, Telford College of Arts and Technology and Telford & Wrekin Council, working closely with other stakeholders and the local community.

The new housing at Woodlands View and Meadow Croft Court, Woodside, provides 22 apartments for young people aged 16 to 32 and opened at the end of April 2015. The scheme will provide a wraparound, 24-hour service based on site, providing a holistic approach to supporting young people to meet their aspirations in life and helping them to identify their own personal journey. Their web page is; <http://www.bromford.co.uk/news-hub/press-releases/2015/march/new-scheme-to-open-in-telford-for-young-people/>

The Gateway is managed by Bromford Housing Group and is a single access referral point for Short Term Supported Accommodation Services to help people with a need for accommodation and support. The Gateway helps them to gain the necessary skills to move on to independence.

4. Additional Support for Specific Vulnerable Groups

a) 16/17 year olds

Any young person aged 16/17 presenting as homeless will be offered mediation in the first instance to try to reconcile family and friend relationship breakdowns.

Where possible this enables the Housing Options Team time to work with the family to make appropriate referrals to the Gateway for a planned move into supported housing

If mediation is not appropriate or successful Housing Options work alongside Children's Social Services to complete a joint assessment of that young person's needs.

Dependant on the outcome of the assessment that young person may elect to go into Local Authority Care or if not Housing Options will provide temporary accommodation if there is not a vacancy identified through the Gateway that day.

b) Care Leavers 18+

All Care Leavers will be referred through to The Gateway prior to their 18th birthday to try prevent them becoming homeless.

The Council has a statutory duty towards Care Leavers aged 18+ under the homeless legislation. To avoid homeless presentations Housing and Social Services hold monthly meetings to discuss all care leavers before their 18th birthday. Each individual's accommodation needs are monitored and plans put in place accordingly.

c) Prison Releases

Housing Options have implemented a protocol with Local Prisons (Through the Gate) Through the Gate was Launched in July 2008 and with offices in north and south London, its workers can be the only safety net a released prisoner has to rely on. St Giles Trust charity works with offenders in prison and after their release. Resettlement teams within prison send notification to local authorities of offenders being released to Telford and Wrekin 28 days prior to the release date.

Housing Options, KIP, Maninplace and Probation/CRC-Community Rehabilitation Company have a weekly meeting set up to discuss all prison releases to ensure early identification can lead to a plan of accommodation and support on release

d) Managing Homelessness from Hospital Protocol

There is a protocol in place to ensure that anyone ready to be discharged from hospital that may be homeless has a timely housing assessment to avoid a delay in discharge and bed blocking.

The Protocol has been signed up to by these relevant agencies:

- Telford & Wrekin Council Housing Services
- Telford & Wrekin Council Social Services, Adults and Children
- Telford & Wrekin Council Public Protection Services
- Shropshire & South Staffs NHS Foundation Trust
- KIP Project. <http://www.thesalvationarmykipinformationproject.org/>

- Maninplace. <http://www.madeleyonthemap.co.uk/directory/listing/maninplace-support-for-non-statutory-homeless/>
- Telford and Wrekin Care Commissioning Group- Shrewsbury and Telford Hospital (SaTH)- The Shrewsbury and Telford Hospital NHS Trust
- Princess Royal and Royal Shrewsbury hospitals-(SaTH)-
- POhWER – independent advocacy. <https://www.pohwerreferrals.net/>

e) Emergency Duty Team (EDT)

EDT provides a number of functions across the Local Authority including homelessness out of hours.

Housing Options email EDT throughout the day notifying them of any relevant queries dealt with during the day. If they then later present out of hours EDT are aware of the situation and are able to respond accordingly.

Should EDT require emergency accommodation KIP/Maninplace have a number of bed spaces available for EDT to place people. As a last resort EDT will use B&B.

All out of hours contact is reported back to the Housing options Team to continue with the next working day.

5. Key data

<u>Key data</u>	<u>2015/16</u>	<u>Year to date</u>	<u>Projection 16/17</u>
Number homeless applications	206	106	190
Number of withdrawn applications	46	18	35
Number found intentionally homeless	8	6	15
Number found not in priority need	4	1	5
No found ineligible. This is for clients that have No Recourse to Public Funds or not Habitually Resident.	1	3	6
Number found not homeless	71	42	75
Number of priority need acceptances	76	46	80
Total nights usage of B&B	48	0	0

2015/2016

Telephone enquiries	3430
Cases closed as no further contact	1260
Cases closed at clients' request	377
Cases closed as all advice given	686
Cases closed at first point	1106

General information for 15/16

% general enquiries closed in 7 days	98%	BME groups	4
Average time to make a decision	25 working days, guideline is 33 working days	No people in B&B for more than 6 weeks(Government guideline)	0
16/17 yr. olds accepted as being in priority need	18	16/17 year olds in B&B	0
Cases where homelessness has been prevented	213	General enquiries closed at first contact	940
Number of households in temporary accommodation that the Council owns	13		

Main reason for homelessness 2015/16

Violent partner
Parents not willing to house
Non-violent breakdown
Termination of Assured Shorthold Tenancy (Most private tenants are given assured shorthold tenancies, usually for 6 or 12 months. Your deposit must be protected and you must be given at least 2 months' notice to leave)

6. Future Direction

Homelessness Strategy - The current Homelessness Strategy is due for renewal at the end of March 2017

Homelessness Reduction Bill – Government are currently pushing forward with the adoption of the Homelessness Reduction Bill. This Bill would push additional elements to preventing homelessness and change the timescale of working with priority homeless clients from the client being homeless within 28 days to if they are becoming homeless within 56 days.

Landlord Accreditation – following the launch of the landlord accreditation scheme in July 2014, we have worked closely with landlords and letting agents to not only improve the private rented sector but to also offer a platform to those in need of housing to have access to landlords and properties that have been inspected by the local authority. This has allowed us to set up direct tenancies with private landlords and letting agents with clients that may have contacted the housing and advice team and were either homeless or due to become homeless. Having consulted with landlords and letting agents, we are now proposing to make changes to the landlord accreditation to encourage more landlords to join. The proposed new scheme is set out in Appendix A.

Landlord Accreditation (Appendix A)

Landlord free membership

- Listed as an accredited landlord on the Telford Homefinder website (opportunity to opt out if desired).
- Use of Telford Home Finder, which is Telford & Wrekin Council's property portal (additional costs apply).
- When using Telford Home Finder, void properties inspected and advisory list of repairs given to landlord.
- Sign up to a code of conduct

Landlord paid membership - £100

- Includes all benefits of free membership.
- One free gas safety certificate per year.
- free smoke alarms per year (for the first 50 landlords)
- Discount to all inclusive tenant find service via Telford Home Finder to £250 + VAT.
- Discounted management fees for landlords with multiple properties.
- Quarterly newsletter with articles relevant to changes that affect landlords and their tenants.
- Regular training evenings or networking meetings (sessions would typically be 2 hours).
- Void properties inspected by Telford Home Finder to ensure they meet HHSRS standard, feedback given to landlord to ensure the standard is met if these are being let on Telford HomeFinder.
- For tenancies that are arranged by Telford Home Finder any Housing Benefit payments will be made directly to the landlord where possible.
- Access arranged to the Housing Benefit portal.
- Listed as a member of the landlord accreditation scheme on the Telford Home Finder website.
- Access to free Telford & Wrekin Council property maintenance on one property to carry out: up to £300 work of property maintenance service work to install additional security measures or safety precautions or works that are not to meet the HHSRS requirements but would improve the safety or security of the building for the tenants. The works will be linked to measure that will help with reducing anti social behaviour or raising standards of security in the private rented sector.
- Provide information/forms available to everyone online. For example, form 6a when a section 21 is required.
- 3 passes enabling you to use a commercial vehicle at the recycling center each year.
- Offer an unbranded tenancy agreement on request.
- Information sent to members regarding local forums and conferences.
- Reminder to landlords that membership is tax deductible.
- Identify a basic welcome pack that landlords can use to provide to tenants.
- * all landlords signed up to a code of conduct

Agent membership higher tier - £350

- * Advertise property with Telford Homefinder at no extra cost.
- * Access to Telford Homefinder's large tenant base of working and housing benefit tenants.
- * Houses inspected in line with HHSRS standard prior to tenant moving in with feedback.

- * Quarterly newsletter.
- * Tenant Relations Officer advice.
- * Help with deposits for tenants that qualify.
- * Housing benefit safeguarded where applicable.
- * Agents logo on Telford Homefinder website and can put accreditation logo on their own website
- * 3 x free gas safety certificates (agents can charge these back to their landlords)?
- * Free Smoke alarms (to the first 10 letting agents)
- * Answers on housing benefit queries without the long wait
- * Information on any legislative changes
- * Information on tenants.
- * All agents signed up to a code of conduct

Agent membership lower tier - £120

- * Advertise property with Telford Homefinder at no extra cost.
- * Access to Telford Homefinder's large tenant base of working and housing benefit tenants.
- * Houses inspected in line with HHSRS standard prior to tenant moving in with feedback.
- * Quarterly newsletter.
- * Tenant Relations Officer advice.
- * Help with deposits for tenants that qualify.
- * All agents signed up to a code of conduct

TELFORD & WREKIN COUNCIL**CUSTOMER, COMMUNITY & PARTNERSHIP SCRUTINY COMMITTEE – 5
DECEMBER 2016****UPDATE ON DRAINAGE AND FLOOD MANAGEMENT****REPORT OF THE GROUP MANAGER, HIGHWAYS AND NEIGHBOURHOOD
MANAGEMENT**

The purpose of this briefing note is to update the Committee on activity to minimise the risk and impact of flooding on residents and businesses in the borough.

1. The total amount of rainfall during the winter season 2016 (October 2015 to March 2016) has been 422mm.
2. The average rainfall for the area is 256mm.
3. The total amount rainfall for the year so far is 643mm (January 2016 to October 2016)
4. The Ironbridge Flood Barriers have been deployed once this year (Feb 2016) and proved to be successful. We have improved communications with businesses and local residents which has received a very positive response.
5. A new flood alert system for the Coalbrookdale Watercourse has been implemented (the Coalbrookdale Watercourse is identified as a rapid response catchment area) which is the result of partnership working with the National Flood Forum and the Environment Agency. Automated messages are sent to residents issuing a flood warning.
6. This season we have trialled supplying Floodsax to those properties that are vulnerable to flash flooding. Usually during flood events when there are requests for sand bags it is too late by the time the sandbags arrive. Providing the Floodsax prior to the flood season gives the occupier some assurance. The benefit of the Floodsax is that they are vacuum packed and have a 5 year shelf life. They are proving to be a huge success.
7. The Council is currently working with the Environment Agency to modify existing funding bids to the Regional Flood and Coastal Committee (RFCC). These bids relate to properties in Coalbrookdale and Ironbridge which are currently not defended by the Ironbridge Flood Barriers. The installation of Individual Property Resilience products, such as flood resistant doors and airbrick covers, will ensure that the damage caused during a flood event will be limited, and each property will be made more resilient to future flood events. This partnership project will also investigate the potential for natural flood management in the upper catchment.

8. This year we are trialling a new rainfall weather forecasting service. This enables the Council to give early warning to those properties and businesses susceptible to flooding and also enables us to manage surface water flooding incidents better. The forecasting is specific to Telford and Wrekin and provides dedicated forecasting 24hrs a day. It is extremely accurate.
9. Under the Flood and Water Management Act 2010 the drainage team is now a statutory consultee in the planning process (April 2015) on drainage to promote the adoption of Sustainable Urban Drainage Systems (SUDS) and ensure new developments are sustainable and not at risk from surface water flooding.
10. We are currently working with 9 other local authorities on a developers' guidance manual for sustainable drainage which is due to be published in early 2017.
11. Highway drainage maintenance continues through the year, with 36,000 gullies in the borough. Within current budgets we are able to cleanse approximately 16,000 gullies per annum.

Customer, Community & Partnership Scrutiny Committee – Work Programme 2016/17

a) Meeting schedule

Date of Meeting	Items	Type of Meeting	Attendees	Outcomes
13 June 2016	Customer services My Telford testing	Working group	Helen Wood Jamie Fletcher	Test results and ideas fed into development of application pre-launch
4 July 2016	Channel Shift / Customer services <ul style="list-style-type: none"> Update on performance of CCC Feedback from My Telford testing Saturday closure of SW1 Traffic signals <ul style="list-style-type: none"> Impact of MOVA/SCOOT technology Part-time signals at Randlay Update to changes on 6 roundabouts funded by LEP 	Committee	Cllr Angela McClements Angie Astley Lee Higgins Helen Wood Karen Webb Dom Proud	<ul style="list-style-type: none"> Improved performance noted Specific issues relating to CCC response, fly tipping web form and road safety picked up by officers to investigate
September 2016	HRC and waste transfer station visit <i>Member visit HRC and transfer station in Hortonwood</i>	<i>Arranged by service area/Veolia</i>		<i>To visit the facilities head of the scrutiny meeting</i>
4 October 2016	Waste management services <ol style="list-style-type: none"> Overview of Veolia/TWS service Performance /customer satisfaction Recycling rates / impact on landfill Update on HRCs Work programme To agree items for the work programme	Committee	Cllr Angela McClements Angie Astley Debbie Germany Sadie Roberts Catherine Slayter, Communications Manager – Veolia Midlands	<ul style="list-style-type: none"> Improved performance of waste contract commended Visits arranged to Four Ashes to see how waste from Telford is processed Re-engagement by Veolia with Harper Adams Recycling collection service offered to Harper Adams

				<ul style="list-style-type: none"> • Size of HRC signage verified with highways • Items agreed for work programme
10 November 2016	Civil Parking Enforcement <i>To consider the option for the Council to develop a business case for CPE</i>	<i>Finance & Enterprise Scrutiny Committee (joint scrutiny)</i>	<i>Cllr Angela McClements Jonathan Rowe Angie Astley Dom Proud</i>	<i>Further information requested to come back to scrutiny</i>
November/December	Waste management services <i>Optional visit to Veolia's MRF and ERF facilities at Four Ashes.</i>	<i>Veolia hosted site visits for members and parishes</i>		
5 December 2016	Housing needs and Homelessness Update on the Homelessness Strategy Houses in Multiple Occupation (HMOs) Report on data collection and options to address issues Flood & Water Management Update on drainage and flood management	Committee	Angie Astley Fliss Mercer Toni Guest Damion Clayton Nicky Minshall Dave Fletcher Steve Hollins	
20 February 2017	<i>Grounds and cleansing service contract procurement</i>	Committee		
20 March 2017	<i>Community Safety Partnership</i>	Committee		
15 May 2017				

b) Forward Plan

Item	Issue	When	Cabinet / SMT Lead
Items agreed on 4 October			
Grounds and Cleansing service contract	Oversight of procurement process and specification for the Grounds and Cleansing service contract. Links to maintenance of open spaces.	20 February 2017 (on-going)	Cllr Angela McClements Angie Astley
Community Safety Partnership	How the partnership is taking an evidence based approach to targeting activity and resources and enforcement around HMOs.	20 March 2017	Cllr Hilda Rhodes Jonathan Rowe
Definitive Map for Rights of Way	How the system for checking planning applications for rights of way is working and progress on updating of the Definitive Map.	TBC	Cllr Liz Clare Katherine Kynaston
Business support and inward investment	The impact of changes to business rates on the Growth Hub	TBC	Cllrs Shaun Davies / Gilly Reynolds / Lee Carter Katherine Kynaston / Ken Clarke
Other items remaining on the Forward Plan			
Channel shift / customer services	Update on impact of Channel Shift and performance of contact centre. Include uptake of direct debits for Council Tax.		Cllr Angela McClements Angie Astley
Management of Community Centres	To follow up on previous scrutiny recommendations about the management of Council run community centres by partners.		Cllr Paul Watling Richard Partington Rachael Jones
Community access to leisure facilities in BSF schools	How access is being negotiated in community access agreements.		Cllr Paul Watling (BSF) Jim Collins/Fliss Mercer
Marches LEP	The Marches Joint Enterprise Committee (MJEC) is accountable to the CCP Scrutiny Committee.		Cllr Shaun Davies Katherine Kynaston
Community Capacity Building and Volunteering	How is the Council working with local communities to build capacity and the volunteering strategy supports services which may be impacted by budget cuts		
Partnerships	How the Council is continuing to build relationships with partners		
Waste management services	Options for the food waste collection	2017/18	Cllr Angela McClements Angie Astley