

# Housing, Finance and Regeneration Policy and Scrutiny Committee

**Committee date:** 18<sup>th</sup> March 2019

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**Portfolio:** Cabinet Member for Housing Services

## **Priorities for 2019**

- Focused on a smooth transition of CityWest Homes back to in-house management
- To continually ensure improvements in performance, particularly on repairs and customer services with our housing stock are maintained whilst CityWest Homes is brought back in-house
- Ensure a new robust and stringent parking enforcement system is implemented across the Westminster Council Estates as a priority.
- Ensure fire safety programmes are implemented to the Council's housing stock
- To Improve and expand on services around homelessness prevention
- To ensure our strategic policy goals reflect our commitment to affordable, safe and attainable housing provision and standards for our residents

## **1.CWH Transition Programme Update**

### **Background**

Following the decision on 15th October to proceed with bringing City West Homes back to the Council's direct control by 1st April 2019, a programme of work has been set up to manage the transition. The aim of the programme is to return the management of housing services to the Council, whilst maintaining service delivery. In order to achieve this, a number of working groups have been set up to address key areas of work required to transfer and integrate CWH staff into the Council a separate Policy and Scrutiny committee report has been prepared detailing the transition.

### **Resident Listening Programme**

In December last year, Westminster City Council launched a listening programme to start to rebuild trust with tenants and leaseholders, many of whom felt that they had been let down by the service over the last few years.

From 26 November 2018 to 21 February 2019, 861 survey forms were completed either online or face-to-face at the listening events. 235 surveys were completed face-to-face and 293 online. A further 333 were completed following visits to older and vulnerable residents' homes, giving them the opportunity to have their say.

The intention now is to ensure that resident engagement continues after 1<sup>st</sup> April and that we ensure the views of our residents are not just heard but are an integral part of the process in improving our housing services, further details of the residents listening programme have been captured in the CWH transition paper

## **2.CityWest Homes**

### **2.1 Resident Services**

#### ***Contact Centre***

There has been a steady improvement in performance during Q3 which has continued into Q4. It should be noted that, during February, there has been a steady decline in all forms of contact including calls, emails, complaints and member enquiries. This is evidence that the improvement plans are having the desired impact. In February there was a reduction of 4,744 calls including 2,601 less calls in relation to repairs compared to January. The reduction in calls included those for newly reported repairs which are the calls handled by Agilisys, the focus now being that these improvements are sustained and expanded.

During Q3 only 50% of calls were being answered within the 30 second target. However, in February we answered 96% of calls and 85% in 30 seconds. Average wait time was 22 seconds - the best performance yet against all call handle KPI's.

	Sept	Oct	Nov	Dec	Jan	Feb
Calls offered	19210	22986	23555	16543	21769	17025
Calls % answered	74%	68%	87%	95%	96%	96%
Average wait time	7:19	6:29	2:35	1:00	0:51	0:22
% calls answered in 30 seconds	22%	13%	58%	74%	80%	85%
% calls abandoned	26%	25%	13%	6%	4%	4%

In addition, the positive result of the satisfaction survey that was introduced in November which asks callers about their experience is also evidence of the improvements we are seeing. The survey asks questions about the call handler's empathy, how engaged they were and their knowledge of the issue and overall satisfaction. In order to capture residents feedback, each call handler is tasked with having 20 callers a month complete the survey to ensure any issues are picked up with individual staff members appropriately. There has been positive turnaround in customer satisfaction which In February stood at 80.5%, a focus now on sustaining and increasing customer further.



During January 4790 emails were received and 100% of them responded to within 2 days as set out in the SLA.

Complaints - 68 complaints were received during January with a closure rate of c70% in target. Although this is an improvement it is still well short of the target. As the majority of complaints are to do with repairs our focus has been on working with the senior managers on an improvement plan. This has resulted in the recruitment of 2 additional staff members whose sole purpose is to manage all the complaint responses. These officers meet with the complaints team on a weekly basis to

ensure the quality and timeliness of the response. Its early days but we are already seeing an improvement in performance.

## 2.2 Anti-Social Behaviour Services (ASB)

Case handling satisfaction is currently at 74% against the target of 83% (see table below) and the team are actively working in line with their action plans to drive satisfaction. These actions have included the team conducting a minimum of six door knocking sessions each week in blocks where ASB is being reported; and they have been holding a monthly evening surgery to provide accessibility to residents who want to report ASB outside of office hours.

Month	Monthly Satisfaction	YTD Satisfaction	Closed cases put forward for surveying	Closed cases <i>record only</i>	Number of responses received
Sept 18	90%	71%	68	26	11
Oct 18	89%	71%	87	50	9
Nov 18	80%	74%	75	82	10
Dec 18	86%	75%	40	61	7
Jan 19	63%	74%	24	22	8

The team have been focusing on taking a holistic approach to the cases where regular reports of ASB are being received in relation to loitering and general nuisance. The teams have been identifying ways to design out nuisance hotspots with the housing teams. In one case a gate was installed at the entrance to a football pitch in our West area. This gate was necessary to prevent youths loitering on the stairwell leading to the pitch during unsocial hours. The gate has put local residents at ease and has allowed them to enjoy their homes without having to listen to the nuisance during evening hours.

Following our autumn nights project which focused on the time during Halloween and Bonfire night, four youths who were ordered to leave a dispersal zone area were identified to be living within properties managed by CWH. The team mutually agreed to take an interventional non-legal approach and three case managers have been working with early help practitioners and gangs workers to draft acceptable behaviour contracts with parents.

## 2.3 Estate Services

The compliance team went live with phase one of the new mobile working solution in November 2018 allowing for all of estate inspections to take place on site without the need to come back into the office and raise cleaning and grounds maintenance issues as all actions go directly to the relevant contractor via email through internet connectivity on the iPad's.

The team completed 828 recorded site visits achieving 100% completion of block /estate inspections due in January 2019, scoring 91% for cleaning and 92% for grounds maintenance against the target of 85%.

In addition to the rollout the management team are now able to track the inspection program real time using the current in-house housing management system Orchard negating the need to rely on other teams for information as has been required in the past.

## **2.4 Income Services**

The outstanding balance for rent arrears at the end of January 2019 was £1,112,494 a decrease in arrears of £192,211 since December 2018.

The rent arrears as a percentage of the debit were 1.36% at the end of January 2019. The rent collection was 98.62% against a target of 98.93%.

There have been 9 evictions this financial year due to rent arrears.

We now have 605 residents in receipt of Universal Credit (UC) of which 381 (63%) are in rent arrears. a slight decline from the previous report in January where 75% of the 400 residents then on UC were in arrears.

In total the arrears for our UC cases amount to £214,000. The average arrears balance for our UC cases is c£350 which is 4 times that of our non-UC cases.

The team have already exceeded the target set for the collection of former tenant arrears. At the end of January 2019, the team collected £185,036 against a target of £150,000.

Most recently the team helped a customer get a charitable grant through working in partnership with the CAB. The £450.00 received helped to stop the planned court action and sustained a tenancy. The team also worked with the Adult social care team to clear a former tenant debt of £1,570.74 to prevent legal action.

## **2.5 Housing Services**

**Local Offer** - The approach to Local Offers has now been presented members and the Brunel Estate Tenants Association.

As previously stated, the Local Offer is our commitment to work in partnership with our residents and councillors to improve services, gain support for local initiatives, and give residents a voice in their neighbourhood.

Our aim is to –

- Focus on issues that are important to our residents
- Improve consistency and efficiency of services to all our residents
- Engage residents in the shaping and delivery of services
- Improve the maintenance and upkeep of the environment

- Ensure our neighbourhoods are safe places to live

The intention is to deliver services on the Brunel Estate for two months as a pilot. During those months the TA will meet with the housing staff twice to monitor performance and progress against any plans that have been agreed. There will also be an estate walkabout which will include participation from the local councillors as well as residents. The path of the walkabout will be decided by the residents.

At the start of May in my role as Cabinet Member for Housing I will review how the trial went, any changes that have been made as a result of feedback from the residents and staff and how the offer can be rolled out across the rest of our homes.

It should be noted that although the Local Offer is only on trial on one estate that the new way of working is already in place. On a monthly basis Housing Services Managers walk the estates inspecting the cleanliness (this is scored) and pick up any health and safety issues. To ensure communal repair issues are dealt with, the Area Surveyors are also inspecting the estates, on a monthly basis. This is to ensure communal repairs are not only reported but also post inspected. The results from both inspections will be publicised for all residents to see and comment on.

**Tenancy Reviews** - The teams are working hard to achieve the 500 tenancy reviews targeted for this year. With 4 weeks to go there are less than 100 visits to complete. Of the reviews completed 27 have been the statutory flexible tenancy reviews.

## 2.6 Parking

We are progressing as a priority the introduction and implementation of traffic management orders as set out in the following draft implementation plan. This timeline is indicative and assumes that there are not significant objections to the Traffic Orders:

TASK	Date
Cabinet Member briefing	Feb
Establishment of project team and project plan for implementation phase	
Joint Cabinet Member decision	March
Traffic Management Order (TMO) drafting	
Further resident and stakeholder consultation	
TMO formal consultation period (objections dependent)	April
Orders come into effect	
Phase1a (Churchill Gardens) enforcement commences	May
Phase1B enforcement commences	June
Phase 2 enforcement commences	August
Phase 3 enforcement commences	Sept

Due to the extraordinary circumstances and historical issues, Churchill Gardens estate will be implemented first as phase 1A of the project. Churchill is relatively straightforward as spaces are not allocated to individuals. From phase 1B onwards however, implementation is likely to be more complex. In the meantime a payment holiday has been introduced on the estate as a “good will “ gesture for the residents.

The completion dates quoted are estimated as detailed surveys to determine required infrastructural works (road markings and signage) are in the process of being carried out.

Whilst Parking Services and its providers will manage and carry out the technical aspects of implementation, CWH, in conjunction with WCC GP&H, will continue to manage and be responsible for engagement and communications with estate residents. Consultation will be in line with consultations for planned Highways schemes, while CityWest Homes will carry out consultation with residents and stakeholders from a housing perspective up to the start of the TMO consultation. This is likely to include mailshots and resident drop-in sessions at the affected estates.

During the implementation stage we will use all our existing powers to manage parking on our estates including doubling down our efforts to patrol and issue of warning letters whilst continuing to work with our residents in resolving individual cases.

## **2.7 Property Services**

The repairs service is continuing to make encouraging progress as we implement the Repairs Improvement Plan. The benefits of the Planned Preventative Maintenance programmes are having the desired effect, with a significant reduction in repairs right across those estates and blocks where the PPM’s have been implemented relating to leaks, water ingress and blocked drains.

This has enabled the emphasis of the Leak Detection Unit to be changed from being a dedicated team, created to rapidly respond to complex leaks, to a situation where the unit is now absorbed as a specialist service which our main repairs contractor has at its disposal with the requisite skills, knowledge and technology.

The Statutory Services relating to electricity, gas and water all continue to perform very well, with compliance levels all at 100% the exception being Gas CP12’s which at 31<sup>st</sup> January had one property, due to the tenant residing outside the borough causing repeated no access. Access has now been obtained and we are 100% compliant on CP12 domestic gas certification.

Winter Planning has gone extremely well. Lessons were learnt from last year’s winter experience and the directorate put in place remedial action plans to ensure issues from last year were addressed e.g. improved lagging to pipes, PPM’s in place, review of difficult to access properties and closer working with colleagues in Housing. The managers ensured that all contractors had well written winter response plans for dealing with emergencies, adequate resources, materials and contact numbers.

## **2.8 Planned Preventative Maintenance.**

One of the main reasons contributing to the high volume of repairs being raised, was the absence of no planned preventative maintenance programmes being in place for general repairs for many years, which addresses, leaks, water ingress etc.

This has been addressed and a planned preventative maintenance programme of works has been introduced and implemented into those estates which have been most affected by leaks, water ingress.

A detailed analysis was completed of the repairs being raised across the borough, relating to water ingress, roof leaks, blocked drains etc. These 'heat maps' identified those areas we need to concentrate on in the first instance.

The rest of the programme is being rolled out across the borough. The programme involves inspecting, rodding and clearing drains, gutters and downpipes.

The following estates have been completed so far under the PPM works:

1. Harrow Road
2. Grosvenor Estate
3. Townsend Estate
4. Barrow Hill Estate
5. Churchill Gardens (apart from Keats house)
6. Hallfield Estate
7. Warwick Estate
8. Brindley Estate
9. Brunel Estate
10. Fisherton Street Estate

See Table 1 below illustrating analysis of jobs raised between 18 and 19, as shown there is a significant drop in drainage repair demand.

Estate Office	Dec-17	Dec-18	Jan-18	Jan-19
<b>Bayswater</b>	2	1	8	2
<b>Churchill Gardens</b>	8	4	11	7
<b>Grosvenor</b>	4	3	6	1
<b>Lisson Green</b>	8	0	11	2
<b>Little Venice</b>	4	2	12	3
<b>St Johns Wood</b>	5	3	3	1
<b>Grand Total</b>	<b>51</b>	<b>24</b>	<b>62</b>	<b>24</b>

**Table 1 - repair analysis 18/19**

The initial estates identified where PPM's have commenced are as follows and programmed to be completed by March 2019;

1. Lillington and Longmore estates
2. Abbots Manor estate
3. Hall Park Estate



4. Maida Vale
5. Regency Street
6. Scott Ellis Gardens
7. Tollgate house
8. Hide Tower

These programmed works involve inspecting and clearing out all debris from stacks and waste pipes. Specialist CCTV / camera surveys are being completed which identify any fractured/broken stacks or failures in the drainage system. This will then form part of our 2019/20 capital asset strategy investment plan to carry out the replacement or major repairs to the drainage system which will turn off or reduce repair demand for these types of repairs across the City of Westminster.

**Specific findings from the PPM's** - In regards to the main downpipes, Morgan Sindall are clearing and descaling the existing drains and stacks within the buildings and installing rain gully protective screens across all roof top outlets to prevent a build-up of debris which blocks the stacks and rain water outlets in future.

Materials causing the blockage within the drains in general are a combination of general detritus, leaves, oil and grease build up over the years however no major concerns have become apparent with the stacks themselves, and the historical issues seem to be with lack of annual maintenance clearance.

## 2.9 Key Performance Indicators

Service delivery as at the end of January 2019 has confirmed the best delivery levels across both the Repairs and M&E contracts since the contract commenced in August 2017.

There is still a huge amount of work to do, however, the main KPI's below confirm the steady level of improved performance with the implementation of the Repairs Improvement Plan being well underway, including, changes to the area delivery model as we decentralise the surveyors to an area based working arrangement.

The introduction of the PPM's, impact of co-location of Morgan Sindall and CWH Surveyors, Morgan Sindall's structural change and data reviews and training of the Call Centre staff.

Property Services KPIs	Target	January
Satisfaction with quality of repair	88%	85%
% of repairs completed within timescale [Immediate]	1 day	92.6%*
% of repairs completed within timescale [Appointed]	20 working days	93.8%

\*100% completed within 48 hours

In addition, the total number of repairs orders currently with Morgan Sindall is 2,413.  
The total number of repairs outside of SLA was 8% - 193 repairs.

Morgan Sindall receives an estimated 4,000 repairs per month).

## **2.10 Fire Safety**

### **2.10.1 Fire Doors**

All inspections have finished and a programme of remedial works is being developed and members and residents will be kept fully advised of progress. Circa. 10,000 doors need to be replaced or upgraded in blocks 6 storey and above.. Around 47% need to be upgraded (a combination of door closers, strips, seals and letters boxes) and the remaining, 53%, replaced. Residents remain safe in their homes as up to date fire risk assessments are in place and work is being prioritised. An overarching communication strategy has been drafted and covers how residents will be kept informed including updating the website and the options available to leaseholders.

As a result of the prioritisation work so far, doors across Warwick and Brindley estate towers have been identified as requiring action first and work is expected to start in spring 2019.

All other buildings will be addressed as required and in most cases, in conjunction with planned major works over the next three years with the highest risk blocks completed in the first 12 months April 2019 – March 2020. The inspection programme for lower rise buildings (5 storey and below) will commence once the three year programme has been delivered.

Leaseholders are responsible for ensuring that their own fire doorsets are to standard. We have been writing to them individually to ensure we have confirmation that doors meet current performance requirements.

We can offer leaseholders the opportunity to opt-in, via written agreement, to have their fire doorset replaced by the same manufacturer, in buildings where we are also replacing tenanted doors as part of planned major works.

In cases where we cannot offer opt-in, we will suggest leaseholders contact the manufacturer directly, or make their own arrangement as long as the doorset is compliant.

### **2.10.2 Cladding (General)**

We are now consulting with residents on the alternative cladding solutions, including non-panel based systems such as insulated render systems.

A final decision will be made on the future systems, once outstanding test reports are received and residents are consulted.

### **2.10.3 Warwick and Brindley estate towers**

Residents and councillors were invited to a progress meeting 31 January 2019. The purpose of the meeting was to provide information on planned balcony resurfacing, fire doorset replacement work and the proposed change from cladding panel to external wall insulation. Feedback from attendees was positive. Balcony work started in January and the doorset replacement and the insulation work are now anticipated to start in spring 2019, subject to the outcome of resident consultation.

### **2.10.4 Torridon House**

Planning permission has now been received and work commences on site in March.

### **2.10.5 Glastonbury House and Glarus Court**

The precautionary cladding replacement work at Glastonbury House remains on hold whilst alternative insulation options are considered. In the meantime, we are moving forward with the other important fire safety work, including the retrofit of sprinklers to flats and the provision of mobility scooter storage facilities. This work remains on track for completion by December 2019.

In addition, Glarus Court (low rise, extra care scheme) will also have sprinklers retrofitted to its 20 flats, within the next 12 months. Works are likely to start in the spring following resident consultation and complete by the end of 2019.

### **2.10.6 Sprinklers**

A key recommendation is that any lessons learnt from the two installations mentioned above are incorporated into the wider roll-out across WCC stock. It is proposed to prioritise the remaining sheltered housing (community housing schemes) ahead of the tall buildings. The full cost of installation to the remaining sheltered and tall buildings is £28m. This is made up of £6m to complete the sheltered housing schemes and £20m for tall buildings. Funding will need to be considered and agreed as part of the HRA business plan from the 2020/2021 financial year. The £2m for Glastonbury House and Glarus Court sprinklers is already included in the business plan for 2019/2020.

Leaseholders in tall buildings will be surveyed to establish their views on the sprinkler roll-out and to understand whether the costs of installations (at c£10k per property) will be an inhibitor. A communication and implementation plan is being drafted and the survey will commence in late spring. The results will feed into the lessons learned from the Glastonbury House and Glarus Court installations.

### **2.10.7 Fire Safety Improvement Plans**

As part of our ongoing building safety communication plan project to increase building safety awareness, we ran a pilot from October - December 2018, providing residents with a copy of their buildings Fire Safety Improvement Plan (FSIP), which outlines the findings from their most recent fire risk assessment (FRA) and our plans to address the findings and to improve building safety.

Residents were involved in the design of the strategy, plan template and supporting communications, via a themed service review group in August 2018.

The pilot plans were built from fire risk assessments and sent with a cover letter and fact sheet, via post to residents in 3,738 flats, and via email to 1701, across 41 high rise residential buildings.

Overall the feedback from residents was positive and constructive.

- 67% of residents said they now feel extremely or well informed, compared to 49% before receiving their FSIP. Likewise the number of people who feel that they were poorly informed reduced by 50% after receiving their FSIP
- 56% feel safer after receiving their FSIP
- 70% agree that the FSIP is helpful however they want to know when actions will be completed, what is happening with sprinklers, see results from other inspections (i.e. monthly housekeeping) and receive more information about what they should do in the event of a fire
- 60% would access their FSIP if it was available online

### **3. Homelessness Prevention**

#### **3.1 Homelessness Strategy**

In line with the statutory requirements in the Homelessness Reduction Act, a new strategy, with a focus on preventing homelessness, is being developed and will be consulted on in early Summer.

#### **3.2 Trailblazer**

Since the start of the project, we have worked with 194 households to prevent possible homelessness and reduce their future risk. Each client receives specialist advice and assistance, which continues throughout their case being open with us. In addition to advice and assistance, currently our most common prevention activities are to resolve housing benefit problems (17%) and other financial issues (13%), followed by employment support (11%). In addition to the front-line service, we are also planning to start proactively training residents and community groups about homelessness and housing. Our aim is to upskill local community groups with the knowledge needed to help residents, if they are approached for advice or support, and to provide early signposting to the council where necessary

### **3.3 Commissioning**

The Supported Housing Commissioning Team have successfully re-procured all of the City's Domestic Abuse Refuges. The new provider, Refuge, is a National Leader in good practice and we are looking forward to working with them to further improve our response to Domestic Abuse in Westminster. Contracts are being implemented with a start date pending of 1<sup>st</sup> April 2019.

**3.3.1** The team have also overseen a large re-procurement of the majority of our Mental Health Supported Housing, re-procuring over 250 units in partnership with Adult Social Care and the CCG's to ensure that we are delivering the best quality accommodation with the best value for money to some of our most vulnerable residents. Awards have now been issued and we look forward to working with Look Ahead, St Mungo's, Riverside and SHP to deliver an ambitious programme of support over the next four years.

**3.3.2** The Commissioning Team have worked hard to identify and establish additional income over the past year, we have made a number of bids to Central Government on a range of programmes related to rough sleeping. We have successfully secured over £1m to spend in the next financial year on projects such as the Domestic Violence Safe Space, Women's Housing First, Expansion of our Night Centre, Mixed Housing First and others to ensure our offer to some of the country's most vulnerable people is at the forefront of innovative practice.

### **3.3 Housing Solutions**

The contract for the provision of our frontline statutory homelessness services was redesigned, re-procured and let to a partnership of Places for People, Shelter & Passage in October 2017. The implementation of the new service Housing Solutions Service (formerly Housing Options) and delivery model was successfully completed and launched in November 2018. The redesign of the contract afforded us a unique opportunity to provide a much more community based preventative service, alongside a transformed statutory response for households in Westminster, and the opportunity to utilise the contract to provide additional social value to the residents of Westminster.

Our partnership with Places for People, Shelter & Passage has a two-year delivery programme on a wide range of social value commitments. To date they have exceeded their committed provision in some areas including-

- Offering opportunities for work placements and employment to local residents (which has also led to permanent employment).
- Staff volunteering opportunities to Westminster provided services and local community projects.

- Funding provided for supporting older and vulnerable people to increase their digital awareness and inclusion.
- Sponsorship to Sir Simon Milton University Technical College for an award to science and financial support to a Woman in social enterprise event.

### **3.4 Temporary Accommodation placements for singles**

Since the introduction of the Homelessness Reduction Act (HRA) in April 2018 there has been a significant increase in the use of Temporary Accommodation placements for singles, rising from an average of 30 placements per month before the HRA to 47 afterwards.

The Westminster Prevention Team conducted a piece of research looking at the placement of singles who approach Housing Solutions Service comparing data over two weeks in October and November 2018 to see where they were placed, alongside exploring other commissioned pathway placements, to better understand the demand for the options available, in order to better address issues concerning access to provision for single clients with high levels of vulnerability and ensure their needs are met.

The main findings were that clients meeting priority need assessments and going into Temporary Accommodation had high support needs, but lower support options would not have been suitable. Alternative placement options also looked at out of borough were generally low support relief options and so not suitable for the client group. There was also a visible lack of high support placements available. As such, we are now commencing a wide-ranging look at access to supported accommodation alongside how we can join our approach with providers in the community to enable more support to be targeted.

## **4. Housing Policy**

### **4.1 Local policies**

#### **4.1.1 Implementing flexible tenancies**

In line with the Tenancy Policy, the council has been offering flexible or fixed term tenancies for new tenants since 2013 and the first of these tenancies will expire in summer 2019. The process of reviewing them started in January 2019 (eight months beforehand). The review decides if a further tenancy should be offered at the same or another address and if the tenant and their household needs any additional support. The aim of flexible tenancies is to make better use of the housing stock for those in need, as household circumstances can change over time. Households that are under occupying are likely to be offered smaller homes.

Only in limited circumstances will no further tenancy at all be offered at any address and circumstances include where there have been serious or persistent breaches of the tenancy agreement, or where the tenant has not participated in the review and it is reasonable for them to do so. The associate processes have been developed to help ensure flexible tenants are not worried about the process and the message is being communicated that in most cases tenancies will be renewed.

#### **4.1.2 Local Lettings Plan for the Tollgate Gardens Estate**

Later this year, new additional social and intermediate homes, developed at Tollgate Gardens as part of its regeneration will be ready to let. The council will shortly be consulting on a Local Lettings Plan for these homes and the aim is that local people should benefit. Social housing tenants that had to move away to enable regeneration to happen will have first priority for them and this is not being consulted on.

#### **4.1.3 Policy for Tenants in Housing Renewal Areas**

The council consulted on this updated Policy until 8th February 2019. The proposed Policy was discussed with the Residents' Council and drop ins were held for tenants across the regeneration areas. Letters about the consultation and a summary of the changes were also sent to all affected tenants. The responses are currently being analysed.

The Policy sets out the rehousing rights and options, financial compensation and general support for council tenants where the council wants to acquire their homes to enable housing renewal to go ahead. There are a range of options for council tenants, including a right to remain or return to the housing renewal area in one of the new homes. The Policy proposes that those needing to move due to regeneration have the highest priority in the Allocations Scheme, as currently those under occupying have the highest priority. The Policy also sets out the help and support for other tenants in housing renewal areas, i.e. homeless households in temporary accommodation and private rented tenants.