

# Communities Scrutiny Commission Agenda



**Date:** Monday, 7 December 2020

**Time:** 5.00 pm

**Venue:** Virtual Meeting

## **Distribution:**

**Councillors:** Anthony Negus (Chair), Jo Sergeant (Vice-Chair), Estella Tincknell, Jon Wellington, Donald Alexander, Barry Clark, Graham Morris, Matt Melias, Martin Fodor and Carla Denyer

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**Date:** Friday, 27 November 2020



# Agenda

**1. Welcome, Introductions and Safety Information**

**(Pages 4 - 5)**

**2. Apologies for Absence**

**3. Declarations of Interest**

**4. Minutes of the Previous Meeting**

**(Pages 6 - 12)**

**5. Action Tracker**

**(Pages 13 - 15)**

**6. Chair's Business**

**7. Public Forum**

Up to 30 minutes is allowed for this item

Any member of the public or Councillor may participate in Public Forum. The detailed arrangements for so doing are set out in the Public Information Sheet at the back of this agenda. Public Forum items should be emailed to [democratic.services@bristol.gov.uk](mailto:democratic.services@bristol.gov.uk) and please note that the following deadlines will apply in relation to this meeting:-

Questions - Written questions must be received 3 clear working days prior to the meeting. For this meeting, this means that your question(s) must be received in this office at the latest by **5 pm on Tuesday 1<sup>st</sup> December**.

Petitions and Statements - Petitions and statements must be received no later than the working day prior to the meeting. For this meeting this means that your submission must be received in this office at the latest by **12.00 noon on Friday 4th December**.

**8. Decarbonisation of Residential Properties**

This item is held jointly between the Communities Scrutiny Commission and the Growth and Regeneration Scrutiny Commission. The Growth and Regeneration Scrutiny Commission is invited to attend for this item.

**(Pages 16 - 26)**



**9. HMOs and Licensing**

**(Pages 27 - 56)**

**10. Wildlife Management: Discussion with Cabinet Member**

This item is a discussion and does not have a report attached.

**11. CSC Performance Report: Q2**

**(Pages 57 - 67)**

**12. Work Programme**

**(Pages 68 - 73)**



# Public Information Sheet

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(Access to Information) Act 1985

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Members of the public may make a written statement ask a question or present a petition to most meetings. Your statement or question will be sent to the Committee and be available in the meeting room one hour before the meeting. Please submit it to [democratic.services@bristol.gov.uk](mailto:democratic.services@bristol.gov.uk) or Democratic Services Section, Brunel House St Georges Road Bristol BS1 5UY. The following requirements apply:

- The statement is received no later than **12.00 noon on the working day before the meeting** and is about a matter which is the responsibility of the committee concerned.
- The question is received no later than **three clear working days before the meeting**.

Please see [www.bristol.gov.uk](http://www.bristol.gov.uk) and the '[How to Have Your Say](#)' pdf for the parameters of each individual Committee and what will happen to your submission.

Any statement submitted should be no longer than one side of A4 paper. If the statement is longer than this, then for reasons of cost, only the first sheet will be copied and made available at the meeting. For copyright reasons, we are unable to reproduce or publish newspaper or magazine articles that may be attached to statements.

By participating in public forum business, we will assume that you have consented to your name and the details of your submission being recorded and circulated to the committee. This information will also be made available at the meeting to which it relates and placed in the official minute book as a public record (available from Democratic Services).



We will try to remove personal information such as contact details. However, because of time constraints we cannot guarantee this, and you may therefore wish to consider if your statement contains information that you would prefer not to be in the public domain. Public Forum statements will not be posted on the council's website. Other committee papers may be placed on the council's website and information in them may be searchable on the internet.

### **Process during the meeting:**

- Public Forum is normally one of the first items on the agenda, although statements and petitions that relate to specific items on the agenda may be taken just before the item concerned.
- There will be no debate on statements or petitions.
- The Chair will call each submission in turn. When you are invited to speak, please make sure that your presentation focuses on the key issues that you would like Members to consider. This will have the greatest impact.
- Your time allocation may have to be strictly limited if there are a lot of submissions.
- If there are a large number of submissions on one matter a representative may be requested to speak on the groups behalf.
- If you do not attend or speak at the meeting at which your public forum submission is being taken your statement will be noted by Members.

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## Bristol City Council Minutes of the Communities Scrutiny Commission

15 October 2020 at 10.00 am



### Members Present:-

**Councillors:** Anthony Negus (Chair), Jo Sergeant (Vice-Chair), Jon Wellington, Donald Alexander, Barry Clark, Matt Melias, Martin Fodor and Carla Denyer

### 1. Welcome, Introductions and Safety Information

The Chair welcomed the attendees. The meeting was conducted via video conference.

### 2. Apologies for Absence

Apologies were received from Cllr Morris.

### 3. Declarations of Interest

No declarations were received.

### 4. Communities Scrutiny Commission Annual Business Report

The Communities Scrutiny Commission Annual Business Report was received. The Chairs of Scrutiny Commissions were agreed at Full Council in May 2020. Cllr Sergeant was proposed to continue as Vice Chair of the commission and this was **AGREED** by Members.

It was noted that due to the changes in proportional representation that Cllr Rippington had resigned from the commission.

Due to the impact of Covid-19, the anticipated number of Scrutiny meetings for the year was amended from four to three, with additional scrutiny work taking place within a working group.



**AGREED; That the CSC Annual Business Report be endorsed by Members.**

## 5. Chair's Business

The Chair clarified the agenda.

## 6. Minutes of the Previous Meeting

The minutes of the CSC meeting held on 12th March 2020 were approved.

## 7. Action Tracker

Certain items that were agreed to be reviewed in the 2020/21 year were impacted by Covid-19 due to changing priorities and capacity. The Action Tracker provided an update around the status of these items.

It was noted that a Public Forum supplementary question raised in the previous meeting had not been addressed. The question raised whether social impact reports are made available to Councillors and the public. It was confirmed that these reports are shared with Members regularly through PGL, and would be published annually.

**RESOLVED; That an update on Libraries projects be requested for information.**

## 8. Public Forum

Public Forum questions and statements were published prior to the meeting and can be viewed [here](#).

Councillor Stevens asked a Public Forum question on how measurements of households which fall into homelessness could be measured. A written response was provided.

Councillor Stevens asked a supplementary question around whether it would be possible to create a package of measurements for longer term analysis. The Director of Homes and Landlord Services responded that a large range of indicators are monitored internally, which includes some longer term measures, and would be happy to share information on useful indicators.

Councillor Stevens asked a Public Forum question on how sufficient numbers of affordable new homes would be achieved. A written response was provided.

Councillor Stevens asked a supplementary question around whether the figure of 800 homes was sufficient, and whether the WECA duty to cooperate would be impacted by other upcoming challenges.



The Director of Homes and Landlord Services responded that work had begun on a new Spatial Development Strategy, and confirmed that Bristol would have the greatest need in the WECA area, and so would be most reliant on the duty to cooperate.

Suzanne Audrey asked a Public Forum question on public engagement around the Jubilee Pool. A written response was provided.

Suzanne Audrey asked a supplementary question to ascertain when the next public meeting was to be scheduled. Councillor Wellington responded that a Councillor meeting was scheduled to be held on 16th October which would map out future meetings, of which at least one meeting would be earmarked for local residents contributions.

Suzanne Audrey asked a question on an update on Section 106/CIL projects. A written response was provided. Members confirmed that a list had been verbally discussed at Area Committees meeting.

**RESOLVED; The updated list of S106/CIL projects to be requested from Officers.**

**RESOLVED; That the Public Forum be noted.**

## 9. Homelessness Support

The Head of Housing Options presented the Homelessness Support item. A presentation was published with the papers, and a number of Members had also attended a Member Briefing. The presentation summarised that;

- A significant challenge was that homelessness and temporary accommodation levels pre-Covid were already high, and requests for assistance had increased. It was expected that this would continue to rise as the economic and mental health impacts of Covid-19 become apparent.
- Homelessness is a multi-faceted issue requiring a multi-agency response, and Officers felt that Bristol had provided a good response to the challenge. This included housing 1,000 people over the last six months, wrap around drug and alcohol services, and food provision from 'Cheers Drive'.
- The recent focus was around moving people on from temporary accommodation, with plans for two ambitious multi-agency initiatives to prevent homelessness; the One City Move On project to deal with the bottle neck in supported housing and providing more accommodation for those ready to move on; and Change for Good, a partnership initiative to improve how agencies work together to support people with complex needs.
- Bristol City Council successfully bid for £1.9million from the Next Steps fund, and await the results of further bids. However, it was understood that government funding levels were insufficient. It was hoped that for the next financial year that funding levels would be maintained, with additional funds available for those impacted by the Covid-19 crisis.



Members were invited to ask questions. Discussion included the following points:

- It was confirmed that over 900 households were housed in temporary accommodation; this included those placed in hotels, and those with No Recourse to Public Funds.
- Preparations for winter, including a severe weather protocol, were being made. Government guidance around opening shelters in a Covid secure way was planned to be reviewed and some small pots of funding have been made available specifically for winter pressures.
- It was clarified Pathways is the homelessness supported accommodation process, in which people work their way through levels of support as required.
- Officers concerns were focused around the as yet unknown impact of the pandemic, and around the financial strain on other parts of the system which may have a knock on effect. At this point it was not known what funds would be received for the next financial year, but it was thought that a rollover budget was most likely.
- A stipulation of the first round of capital spending was for completion by 31st March, which ruled out new build projects. In future rounds it was hoped to be more creative.
- It was known prior to the Imperial Apartments deal that there was a risk attached associated with the owners, and work took place to ensure risks were mitigated, including onsite workers and site facilities. It is not being used as temporary accommodation but private rented assured shorthold tenancies.
- It was confirmed that 'extreme rent arrears' for evictions generally involve non-payment over a number of years. The priority is to work with tenants.
- The prioritisation of moving people from supported to private rented accommodation is around easing a bottleneck by finding more Move On accommodation rather than increase the competition for existing social housing.
- Officers confirmed that during the pandemic response a number of people were housed in emergency accommodation that may not have otherwise been eligible. The aim was for no one to return to the streets. Bristol City Council engaged with the refugee sector in Bristol for further input around making plans for those being accommodated. Some of this population are now eligible for support.

The Director of Homes and Landlord Services and Head of Housing Options were thanked for their attendance and input.

## 10. Moving Forward Together

The Programme Manager for Moving Forward Together presented the Moving Forward Together (MFT) item. A presentation summarised that;

- MFT is a service wide transformation programme for Housing and Landlords Services.



- It was produced through co-design including a strong response from a wide ranging survey which delivered clear priorities. By the end of the co-design phase all teams within Housing and Landlord Services would have provided input.
- The six priorities included; Local; Listen; Easy; Trust; Safety; Security. A breakdown of these priorities was provided.
- The programme remained in the co-design phase, with the expectation to complete the operating model by mid-October 2020. This would then be reviewed by wider stakeholders and a Full Business Case prepared for mid-December.
- A test pilot was planned, although it was not yet known which area this would fall in. The programme start date was estimated as early 2021, with an aim to complete by the end of 2021.

Members were invited to ask questions. Discussion included the following points:

- It was hoped the MFT would be different from other change programmes as there was a strong mandate from residents on what was needed to be delivered, produced in co-design. Upskilling staff would be essential for this programme, and dedicated HR and other personnel were being put in place to support.
- A strong message was that residents miss having a personal relationship with those managing properties. The aim was to ensure residents know who to approach, by increasing visibility for staff.
- It was not expected that job roles would significantly change, but specialisms would reduce in order to minimise the number of people it would be necessary for residents to be in contact with. The pilot would help to ascertain how workloads and areas should be divided.
- The aim was not for top down change, but to identify what was and was not working through residents and staff.
- The role of the delivery partner was to support the largescale transformation programme as they had relevant sector experience and additional capacity. Over 2021 they would support Bristol City Council to build internal capacity and run the pilot.
- A significant piece of work on benefit realisation was being conducted and a suite of success measures developed in order to assess the success of the pilot. Regular input from residents was also planned. The Benefits Realisation plan and success measures would feature in the Full Business Case.
- It was noted this would be a staff and resource intensive programme, which had previously been problematic. It was hoped that the MFT would result, in the long term, in fewer pressures on staff due to minimising duplication, improving access and delivering good outcomes more efficiently.



Members agreed that this was a useful presentation and were in favour of the programme, with an interest in seeing how the programme developed.

## 11. Q1 Performance Report

The Chair presented the CSC Performance Report. It was noted that some figures were skewed by the impact of Covid-19.

Questions raised to bring to Performance officers included:

- Under the management notes for measures BCP3B307 and BCPB308 it stated that these were ahead of target for Q1, although it is not clear how this is possible unless assessed seasonally.
- In the appendix of the report there are several responses under 'methods of calculation' in which it appears a formula is missing.

Members queried what the process would be for trends and tracking of targets to be reviewed as further information becomes available. The Chair agreed to bring this to the Overview and Scrutiny Management Board.

**RESOLVED; That Performance Officers clarify Member questions around measures BCP3B307 and BCPB308, and a potential missing formula.**

**RESOLVED; That the Chair bring the issue of any future amendments to the Performance Report to OSMB**

## 12. Q1 Corporate Risk Report

The Risk Register was noted for information.

## 13. Work Programme

Members drew attention to work taking place around Wildlife verges, and wider issues around wildlife management as related to the Ecological Emergency Strategy. This had not been added to the Work Programme at the date of the meeting, but it was agreed to be taken forward with the CSC leads.

The Bristol Impact Fund was noted as an item that was identified in 2019/2020 as requiring further consideration. It was agreed that this would be taken forward.



**RESOLVED; That the CSC leads invite Cllr Shah, Cabinet Member with responsibility for Climate, Ecology and Sustainable Growth, for discussion of Wildlife Management in Bristol.**

**RESOLVED; That further information and updates would be sought on the Bristol Impact Fund.**





<b>Action Origin</b>	<b>Action</b>	<b>Lead</b>	<b>Action taken</b>	<b>Date</b>
CSC Oct 2020 – Action Tracker	That an update on Libraries projects be requested for information.	Head of Libraries	An update was circulated to the Communities Scrutiny Commission on 27/11/20.  COMPLETE	27/11/20
CSC October 2020 – Public Forum	The updated list of S106/CIL projects to be requested from Officers	Community Resources Manager	Officers confirmed that the updated list of S106/ CIL projects was previously circulated to Members through the Area Committees. There was a delay to publication of the list online due to accessibility requirements that necessitated amendments to format. Publication is now expected shortly, and a copy of the list was circulated to the Communities Scrutiny Commission on 27/11/20. The list was also shared with the member of the public who raised the Public Forum question.  COMPLETE	27/11/20
CSC October 2020 – Performance Report	That Performance Officers clarify Member questions around measures BCP3B307	Performance Manager	<ul style="list-style-type: none"> <li>• Clarifying wording around where targets may not be delivered in equal quantities throughout the year has been included in the Q2 report.</li> <li>• The missing calculation (<math>n=b/a</math>) has now been added</li> </ul>	24/11/20

Action Origin	Action	Lead	Action taken	Date
	and BCPB308, and a potential missing formula.		to Appendix 2 (definitions) for inclusion in future reports.  COMPLETE	
CSC October 2020 – Performance Report	That the Chair bring the issue of any future amendments to the Performance Report to OSMB.	Chair of CSC	Raised at OSMB Leads meeting on 26/10/20 with a subsequent discussion held with Guy Collings on 20/11/20  COMPLETE	26/10/20
CSC October 2020 – Work Programme	That the CSC leads invite Cllr Shah, Cabinet Member with responsibility for Climate, Ecology and Sustainable Growth, for discussion of Wildlife Management in Bristol.	Scrutiny Officer / Cabinet Member	Discussion with CSC Leads and Cllr Shah held 26/10/20, with Wildlife Management added to the CSC agenda for discussion on 07/12/20.  COMPLETE	26/10/20
CSC October 2020 – Work Programme	That further information and/or updates would be sought on the Bristol Impact Fund.	Communities Manager	Bristol is consulting with VCSE on second round of BIF 2 with a Cabinet decision being made in February.  Further information on the consultation of proposals can be found here:	

Action Origin	Action	Lead	Action taken	Date
			<p><a href="https://bristol.citizenspace.com/communities/bristol-impact-fund-consultation/">https://bristol.citizenspace.com/communities/bristol-impact-fund-consultation/</a></p> <p>The window for applications will be open in March.</p> <p>The BIF year is 1st July - 30th June so there won't be end of year/end of programme information until that point.</p> <p>Officers are now discussing and considering further information that can be provided to the commission.</p>	

# Communities Scrutiny Commission

## 7 December 2020



**Report of:** Julian Higson (Director of Housing and Landlord Services)

**Title:** Decarbonisation of Residential Properties

**Ward:** City-wide

**Officers Presenting Report:** Gillian Durden (Head of Planned Maintenance), Hannah Spungin (Programme Manager, Energy services) and Alex Minshull (Sustainable City and Climate Change Manager)

### **Recommendation:**

Scrutiny Commission notes the progress and plans for decarbonising homes in the Council Housing and Private Sector



## 1. Summary

This report provides an update on our commitment and progress towards improving the energy efficiency of our Council Housing and private sector housing stock in the City, alongside our aspiration to bringing performance of stock to net zero carbon by 2030. The briefing will set out our achievements so far and our current and future plans including estimated required investment and outlined initiatives.

## 2. Background – policy and government funding

- 2.1.1 The Climate Change Act and subsequent decisions by Government have resulted in a statutory UK target for net-zero carbon emissions by 2050.
- 2.1.2 In February/March 2020 the Mayor and One City Partners adopted the [One City Climate Strategy](#). This includes the goal of making Bristol carbon neutral and climate resilient by 2030.
- 2.1.3 Carbon emissions from homes accounts for 38% of the city's direct emissions<sup>1</sup> - approximately 27% from gas and 11% from electricity. Gas is used to heat approximately 95% of homes. From 2005 to 2018 there was a 23% reduction in emissions from gas, compared to a 20% reduction nationally.
- 2.1.4 The analysis undertaken for the Climate Strategy identified the need to cease burning of gas to heat buildings in the city.
- 2.1.5 The One City Climate Strategy sets out objectives to:
- cease the installation gas boilers in new buildings,
  - insulate existing buildings to reduce heat demands, and
  - replace every gas boiler in the city with either:
    - an individual air source heat pump
    - a connection to a suite of new heat networks, supplied by large heat pumps.
- 2.1.6 The strategy identified that capital investment of approximately £3 billion would be needed to decarbonise heat in the city. In addition, we would need substantially more renewable electricity generated nationally to both decarbonise the existing supplies and provide the additional supply need to meet heat requirements. Improvements to the national and local electricity supply network would also be needed.
- 2.1.7 In 2014, the government introduced in legislation a fuel poverty target for England to improve as many fuel poor homes as is reasonably practicable to a minimum energy efficiency rating of Band C, by the end of 2030. As such the majority of funding for energy efficiency improvements in private sector houses is aimed at those in fuel poverty.
- 2.1.8 To help achieve the objectives of the climate strategy we are developing a Heat Decarbonisation Plan, for publication in 2021. This plan is being informed by several existing and new studies:
- [The evidence base for the One City Climate Strategy](#)
  - An assessment of BCC Council Housing and options for achieving a carbon neutral stock.

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<sup>1</sup> The term “direct emissions” is used to refer simply to Scope 1 and 2 emissions in the Greenhouse Gas Emissions protocol and include the use of electricity and gas and local transport emissions.

- Demonstration of Energy Efficiency Potential Project – an on-going project funded by the department for Business, Energy and Industrial Strategy. This study is expected to report in June 2021, and includes non-domestic public buildings and council housing.
- 2.1.9 The [City Leap Energy Partnership](#) project is currently procuring a strategic partner to deliver a substantial programme of investment in sustainable energy. This will create future opportunities for investment in infrastructure such as district heating and in energy efficiency and low carbon heating solutions for homes. It is currently expected that City Leap will be operational by the end of 2021.
- 2.1.10 Currently homes are being built to the adopted local plan standards. A new local plan is in development and is anticipated in 2023. We will develop the evidence base for new policies on carbon emissions as part of this plan, subject to any changes to the planning system which may arise in the meantime. In the meantime the council will refresh its standards for new build homes in its own control, taking into account the capability of the industry to deliver, cost and carbon emissions.
- 2.1.11 The Government has recently announced a number of policies and measures which will assist, to a limited extent, with the achievement of the objective of the climate strategy in respect of home heating, and a Heat and Buildings Strategy is expected from Government next year.
- 2.1.12 In the Chancellor’s Summer Statement the Government announced funding which supports decarbonisation of heating in homes, specifically:
- Social Housing Innovation Fund – A £50m fund to fund pilot projects in 2021 – see para. 3.3.1 for more details of the Bristol bid.
  - Green Homes Grants direct to householders – A £1,500m fund providing vouchers of up to £5,000 or £10,000 for low income households for specific measures.
  - Green Homes Grants English Local Authority Delivery Scheme – A £500m fund to implement the same measures as above, but delivered through Local Authorities – see para. 4.2.3
- 2.1.13 Decarbonisation of home heating is being progressed with close collaboration between council services, in particular Landlord Services, Energy Service, City Leap team and the Sustainable City and Climate Change Service.

### 3. Council Owned Homes

#### 3.1. Background and key information:

- 3.1.1. The One City Plan and the UK Clean Growth Strategy, set similar targets for all council homes to reach a minimum of EPC (Energy Performance Certificate) ‘C’ within the next 10 years.
- 3.1.2. Good progress has been made over the last 17 years in improving the thermal efficiency of our homes, and our average Energy Performance Certificate (EPC) rating compares favourably with other large stock owning authorities. Our focus has been getting the basics right, in uplifting the EPC ratings of our stock and in helping our tenants out of fuel poverty and preventing tenants from become fuel poor.
- 3.1.3. In order to succeed in achieving our targets of both EPC ‘C’ and net zero carbon by 2030, we recognise the need for trial, research and evaluation prior to any roll out solution. The challenge ahead is complex and we understand that there is a risk to our tenants and their

susceptibility to fuel poverty if managed incorrectly. At present, the cost for gas per unit remains significantly lower than electricity, therefore a move from gas to renewable heat sources needs to be planned alongside other measures such as PV generation or improved insulation works to avoid additional risks of our tenants falling into fuel poverty and increased cost to them to heat their homes adequately.

### 3.2. Progress to date:

3.2.1. Over the past 15 years, in response to the requirement for social housing to meet the Decent Homes Standard and an increasing awareness of the causes and effects of fuel poverty, Bristol City Council has invested significantly in its homes to improve the heating type, insulation and overall thermal efficiency.

Measure installed	As at 2003	As at 2019	Comments
Double Glazing	28%	98.9%	
Condensing boiler	<1%	95%	% of properties with individual gas heating
Cavity wall insulation	11%	98%	% of houses/HT flats with fillable masonry cavity walls
Loft insulation (>=200mm)	8%	91%	% of dwelling with lofts

### 3.2.2. How are our homes performing?

To assess Energy Performance ratings of our homes we use the SAP (Standard Assessment Procedure) and have ratings on around 97.5% of our homes. SAP ratings give the expected energy performance of the property, by using property data input into the calculation.

Our average SAP rating is 70 – EPC banding C.

Banding 'C' covers 69 – 80 SAP points. Changes in calculation methodology occur periodically and this year we have noticed that around 1000 of our properties have now been downgraded to below EPC C due this recalculation (rather than any changes we have made to the property). Whilst we will investigate the impact of this latest change and plan our remedial action this does assert our increasing vulnerability to changes within the calculation methodology and the difficulty it brings to achieving EPC 'C' or above within our programmes of work.

We are continuing to target improvement works at the most poorly performing properties, and working with those households who have previously refused improvement works to their homes.

Our homes in EPC bandings (October 2020)

EPC band	Numbers of Council Homes
A	5
B	232
C	18,159
D	7,607
E	320

F	8
G	0
Blank (no information)	626

Bristol compares favourably to other large stock owning authorities - see table below (figures taken from 18/19 Local Authority Housing Statistics)

Local Authority	No of assets 18/19	Average EPC band rating 18/19
Birmingham	60898	D
Leeds	55382	C
Sheffield	39260	C
Southwark	38104	D
Sandwell	28615	C
Bristol	27100	C
Islington	25336	C
Nottingham	25302	C
Newcastle upon Tyne	25261	C
Lambeth	24047	D

### 3.2.3. Tenants Energy Advice Service and addressing fuel poverty

We have a contract with the Centre for Sustainable Energy (CSE) to deliver impartial energy advice to our tenants.

The service helps tenants to reduce their energy bills, switch supplier, access grants and fuel bills as well offering assistance in many other areas including benefit entitlement and links to food banks.

The team have also worked with us on specific projects that have included targeted engagement with tenants who have previously refused heating upgrades.

We think the service offers incredibly valuable service for our tenants. In the past year alone, their work has saved Bristol tenants a total of **£124,686**.

Housing Services is also a member of the 'No cold Homes' steering group, a group made up of city's leaders from housing, healthcare, support services, energy and community groups which sets out to develop collaborative action to eliminate fuel poverty in the city.

### 3.2.4. Tenants Energy Advice Service (TEAS) Heat Pump Research Study

In October 2020 we asked the TEA to undertake a research study into Heat Pumps. The TEAS specifically targeted a block where a number of tenants had flagged to us their dissatisfaction with their heat pump system. The Research Study set out to explore their feedback and experiences of their heat pump system and present to us any recommendatory actions for future installations. Less than 2% of our stock is currently heated by heat pump and more than 80% of our stock is heated by gas. We understand the role that renewable heating systems like

heat pumps will play towards net zero carbon targets and therefore this research study will be fundamental in ensuring any larger scale roll out of this type of heating system is a success.

### **3.3. Our plans over the next year:**

#### **3.3.1. Social Housing Decarbonisation Fund Demonstrator – £50m Programme – BEIS**

- We are working with Energiesprong UK to identify a site of 40 properties to be used in a pilot project. Energiesprong promote a whole-house retrofit approach that is delivered in a cost-neutral way that guarantees performance and comfort for tenants and a real energy cost saving.
- We have joined a consortium led by London Borough of Barking and Dagenham who have submitted a bid for this demonstrator funding with 8 other councils and a Registered Provider in England.
- The fund is in place to encourage and accelerate retrofit works that set out to achieve net zero carbon and that can be used as best practice examples to scale up across the country.
- Bidders will be notified of the outcome of their bid by December 2020, with the retrofit work to homes having to be delivered by December 2021.

#### **3.3.2. West of England Low Carbon Challenge Fund – Innovative Housing Retrofit Funding - £200k - WECA**

- We have successfully applied to the above fund for the maximum amount available of £200k to use as match funding for our above pilot project with Energiesprong.

#### **3.3.3. Green Homes Grant and Local Authority Delivery (LAD) Scheme – BEIS**

- In July 2020, the Chancellor announced £2 billion of support through the Green Homes Grant (GHG) to save households money; cut carbon; and create green jobs.
- The GHG is comprised of up to £1.5 billion of support through energy efficiency vouchers and up to £500m of support allocated to English Local Authority (LA) delivery partners, through the Local Authority Delivery (LAD) scheme.
- The GHG and LAD scheme offers a good opportunity to top up funding (of up to £10,000 per property, however, there are certain criteria needed in which to qualify, one of which is timescales for delivery.
- The GHG requires delivery of retrofit measures by March 2022 and the LAD scheme by September 2021. We expect there to be future rounds of funding for both schemes beyond these dates and we are committed to utilising the GHG and LAD scheme where this is possible in both our pilot projects and existing programmes of works.

#### **3.3.4. Retrofit Pilot Project**

- We are in the process of identifying further sites of around 20-30 properties to use within our Retrofit Pilot Project.
- We will work with a skilled contractor to assist us in identifying and designing works required to the selected stock and in what sequence. We will be using the two pilots to help us better understand the different works required, the challenges and costs which will later inform our wider retrofit strategy and future programmes of work.

#### **3.3.5. Heat networks**

- The Asset Management team have started working alongside Energy Services on understanding where heat networks are already available or are scheduled to be built and how this will fit in with plans to decarbonise Council owned homes. Research has shown the important role which heat networks will play in providing zero carbon heating.

### 3.3.6. **City Leap**

Housing recently assisted the City Leap team with updating and revising documentation for the City Leap project, which included the information on our stock and the potential opportunity for improvements to net zero. Housing will continue its liaison with the City Leap team and notes the significant benefits that having a pre-procured partner for project delivery and, potentially, investment could have on the rapid roll out of carbon reduction programmes.

### 3.3.7. **Tenants Energy Advice**

The Tenants Energy Advice service will continue to provide support and advice to our tenants over the next year and beyond. Over the next few months the service will focus particularly on assisting tenants eligible for the warm home discount (a single £140 payment towards their heating bill), last year the service secured over £43k in warm home discounts for our tenants.

### 3.3.8. **Training for Housing Surveyors, Operatives and Engineers**

We are identifying some retrofit training resources and courses suitable for our staff and engineers, and have already participated in webinars to build our low carbon expertise, and beginning the transition to installing and maintaining renewable heating and other low carbon technologies.

### 3.3.9. **Net Zero Carbon Council Housing Strategy:**

Over the coming year, we will be developing this strategy and shaping a possible programme of works to reduce carbon emissions in our homes to net zero whilst improving the SAP rating to C and above.

The strategy will set out the principles which will underpin the decision-making process, embedding the commitment to reducing fuel poverty, tackling the most inefficient homes first and ensuring a quality outcome fit for the future of the home.

The strategy will be informed by our own pilot schemes and expertise, the research studies as well as intelligence from our peers.

Achieving net zero carbon presents a real challenge to our Housing Revenue Account Business Plan. Current estimates for the total additional costs are somewhere between £250m and £540m. As we develop costed options and model scenarios for achieving the aims, the total costs to BCC will become more accurate. We will aim to deliver the necessary works in the most efficient and effective way, considering investment already planned and re-profiling expenditure. We will be working with the City Leap partner for innovative financing solutions, and maximising use of grant funding opportunities.

We will use our learning experiences from our pilot schemes, research projects and studies, intelligence from our peers, and the future input from our City Leap partner to develop and evolve a strategy that will inform a programme of works for our stock. The first draft of the strategy will be drafted in the coming year.

### 3.3.10. The Housing Investment Plan:

The current Housing Investment Plan includes programmes to install cavity wall and loft insulation to homes not yet improved, or to top up existing levels, and to replace electric night storage heating systems with more efficient modern heaters reducing tenants heating and hot water costs and bringing greater heating control.

## 4. Private Sector Housing

### 4.1. Progress to date

4.1.1. Carbon emissions from gas consumption across all homes in the city have been reduced by 23% since 2005, compared to 20% nationally, which reflects an improvement in the energy efficiency of homes.

4.1.2. EPC ratings of all homes in Bristol is included in the table below:

EPC Band	All homes	Council Homes	Non Council Homes
A	0%	0%	0%
B	10%	1%	11%
C	29%	69%	23%
D	39%	29%	41%
E	18%	1%	21%
F	4%	0%	5%
G	1%	0%	1%

4.1.3. In 2014 the council formed a domestic energy efficiency team within the council to help delivery the Green Deal Communities grant funding. This team now sits within the Energy Service and focuses on improving private owner occupier and rented properties as well as working specifically with those in fuel poverty.

4.1.4. Between 2014 and 2020 the team has retrofitted 1,323 homes with a combination of boilers, loft and cavity insulation, external wall insulation and solar PV.

### 4.2. Current work

#### 4.2.1. Energy Company Obligation (ECO)

The Energy Company Obligation (ECO) is a government energy efficiency scheme in Great Britain to help reduce carbon emissions and tackle fuel poverty. Large energy suppliers provide ECO funding to support the installation of energy efficiency in fuel poor households. The Energy Service holds an ECO contract and delivers its own program of works into homes in Bristol.

#### 4.2.2. Green Homes Grant direct to householders

In July 2020, the Chancellor announced £2 billion of support through the Green Homes Grant (GHG) to save households money; cut carbon; and create green jobs. The GHG is comprised of £1.5 billion of support through energy efficiency vouchers.

It is clear that currently there is much more demand for measures, via the GHG, than there are suppliers registered to provide them via the appropriate certification bodies. WECA have commissioned consultants to assess the capacity of the supply chain in the area and what interventions are needed to increase that capacity to not only meet the needs of the GHG but also on-going retrofit and new build.

#### **4.2.3. Green Homes Grants English Local Authority Delivery (LAD) Scheme – BEIS**

The Government allocated £500m of support to English Local Authority (LA) delivery partners, through the Local Authority Delivery (LAD) scheme. The GHG LADs scheme is specifically focused on low income, poor energy efficiency buildings with an EPC of D and below and a combined income of £30,000/annum.

An initial competition (Phase 1A) was launched in August 2020 with a minimum value of £500k with a delivery deadline of March 2021. Bristol City Council did not have pre-existing contractual arrangements in place which would have enabled us to deliver the volume of measures in that timescale.

Phase 1b of the Local Authority Delivery Scheme was announced in October 2020 with a submission timeline of 6 weeks (4<sup>th</sup> December deadline) and a delivery window up to September 2021. Bristol City Council is submitting a bid within this round of funding.

At the time of writing the bid is still being developed however below is an outline of the bid as it stands.

- Program of domestic retrofit in around 150 homes focusing on underfloor insulation, loft and cavity insulation, solar PV and solar thermal systems. EPC data for the city enables us to target specific buildings which will be suitable for these measures.
- Pilot whole house retrofit project. Additional to the above BCC is going to pilot a whole house approach using community energy initiative CHEESE project which provides a thermal image of a property, highlighting energy efficiency issues and enabling low level draft proofing measures whilst at the same time producing a plan for a whole house retrofit. Funding will then be applied where possible to install measures.
- North Somerset project of park homes. BCC have partnered with North Somerset to delivery retrofit in their park homes.

Phase 2 of the GHG LAD is due to be launched in March 2020 and this funding is coming from BEIS and being channelled through the [South West Energy Hub](#). Currently there is no information as to how the Phase 2 funding will be accessed, whether it is delivered by the LA or by the hub.

#### **4.2.4. Minimum Energy Efficiency Standard (MEES) Project**

The Energy Service have been working with the Private Housing Team to deliver energy efficiency measures into private rented sector homes where they are facing enforcement for not meeting the Minimum Energy Efficiency Standard of EPC E for rented properties. The Private Housing Team (PHT) within the council is responsible for enforcing the MEES relating to privately rented properties. Under the terms of the MEES, landlords are not required to spend in excess of £3,500 on energy measures to meet their obligations. Therefore, the PHT have ring-fenced £250,000 of funding to subsidise landlords' costs where these are in excess of £3,500. The Energy Service is delivering these measures into rented homes and facilitating the grant process.

#### 4.2.5. **“No Cold Homes” group**

The Energy Service sit on a group called the “No Cold Homes” group which was founded in 2017 by a collective of organisations in the city who support those in fuel poverty with the ambition to better collaborate and build services within Bristol and its borders. This group has members from a variety of areas such as the third sector, Western Power Distribution, Health sector and community organisations. The group helps support referrals into different services as well as inform and build policy.

#### 4.2.6. **Warmer Homes Advice and Money (WHAM)**

The Energy Service supports the WHAM project in Bristol and in 2019 secured funding to expand their services in the city. The WHAM project is an innovative model for supporting Bristol and North Somerset's most vulnerable residents – giving advice on energy, money, benefits and carrying out home repairs.

The project is an almost unprecedented example of multi-agency working together in which, with a number of partners - [Talking Money](#), [We Care Home Improvements](#), Bristol and North Somerset councils, [Citizens Advice](#), [Bristol Energy Network](#) and [AMS Electrical](#), provide a comprehensive service to people living in fuel poverty and financial hardship. WHAM will particularly help those on low incomes and those living in hard to heat properties, whether these are private rentals, housing associations or their own homes.

#### 4.2.7. **Plans over the next 10 years**

The heat decarbonisation planning work referred to in the introduction and the national heat decarbonisation strategy will enable us to more effectively plan interventions in the private sector housing market. In the short term, making the best use of the existing funding opportunities is the priority. In the medium term, it is anticipated that the retrofit of domestic properties will be included in the program of works delivered by the City Leap Energy Partnership. The requirement to retrofit domestic properties is essential to the decarbonisation of heat and to achieving carbon neutrality. It is necessary to adopt a fabric first approach to retrofitting homes where the council is considering the installation of heat networks and heat pumps.

**Appendices:**

None.

**LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985**

**Background Papers:**

None.

# Communities Scrutiny Commission

## 7 December 2020



**Report of:** Director of Housing and Landlord Services - GANDR

**Title:** Houses in Multiple Occupation (HMOs) in the Private Rented Sector

**Ward:** Citywide

**Officer Presenting Report:** Tom Gilchrist, Gary Collins, Nick Carter

**Contact Telephone Number:** 0117 352 1975

**Recommendation:**

Update only for information only.

**The significant issues in the report are:**

This report provides a summary of the work currently being undertaken by the council to tackle issues relating to HMOs in the city.



## 1 Summary

1.2. Communities Scrutiny commission has requested that officers set out how the Council tackles issues presented by the 14,000 Houses in Multiple Occupation (HMOs) in the city that provide housing for people in a Private Rented Sector of around 62,000 properties. This report explains the regulatory framework and the actions taken to address licensing and standards, planning, noise and waste related antisocial behaviour sometimes found in HMOs.

## 2. Introduction

2.1. Bristol's private rented sector has grown dramatically in the past 20 years with 30% of the City's population living in the sector compared with 12% in 2001. This has had two major impacts on the City:

- Firstly, an increase in the proportion of the City's housing stock that is exposed to the hazards and poor-conditions historically associated with the private rented sector.
- Secondly, an increase in the amount of shared rented housing accommodating-a largely younger, more transient population. This increase is particularly concentrated in certain areas around the City centre bringing about fundamental changes in the make-up of local communities and a growth in environmental pressures – typically noise nuisance, waste management and parking issues.

2.2. Two groups in Bristol find their quality of life seriously challenged by these changes: private rented tenants are more likely to face unacceptable safety hazards and poor conditions in their living accommodation; and long-established communities facing radical changes to their neighbourhoods with much greater concentrations of multiple occupation housing bringing more noise nuisance, waste management issues and parking problems.

2.3. These two impacts are distinct and demand different responses from the Council if they are to be addressed effectively. The legislative tools being employed are:

- Focused use of rented accommodation licensing powers to identify properties that are in shared rented use to enable comprehensive survey of their safety and quality to be made. This provides the information for much more accurate targeting of enforcement resources to eliminate unacceptable hazards and living conditions.
- Expansion of areas of the city covered by Article 4 Directions, which has the effect of requiring planning applications for changes of use from dwelling houses to small HMOs, a change of use that would normally come under the definition of "permitted development". Alongside this there has been the adoption of a Supplementary Planning Document (SPD) which provides further detail on existing planning policies and brings tighter planning control on the further expansion of shared accommodation in defined areas, primarily providing greater definition of what may constitute a "harmful concentration" of this type of accommodation.

2.4. Neither of these measures have immediate effect (licensing schemes have a life of five years with some properties not being inspected until later in that five-year period, and the Article 4 planning

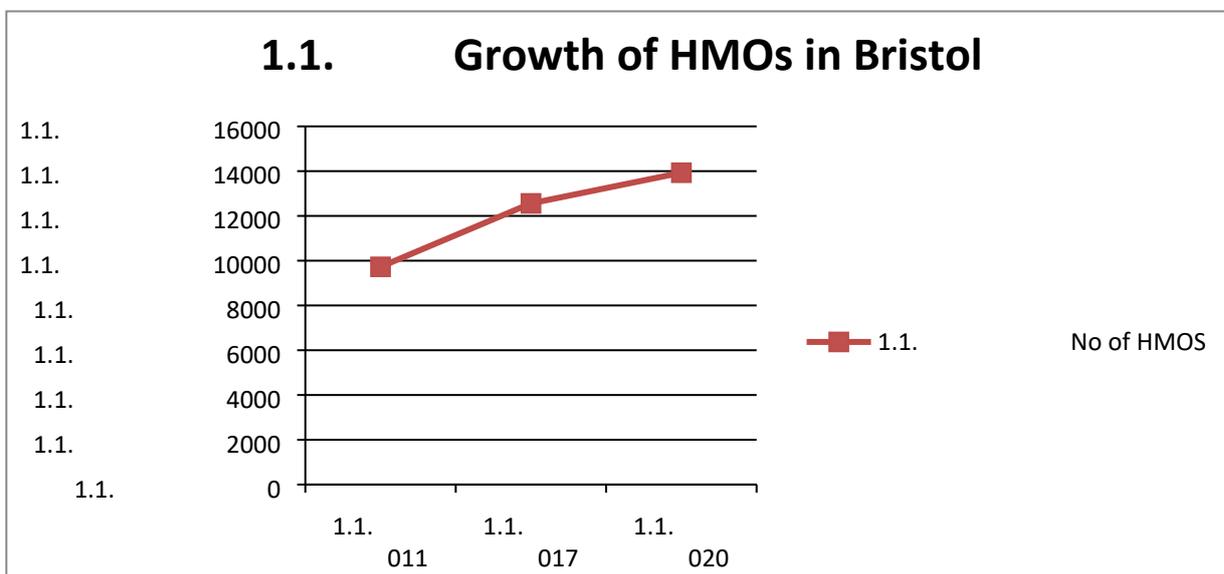
controls can only address future changes and are not retrospective in their effect). An immediate response to environmental nuisance is provided by the Neighbourhood Enforcement Team (NET); however in the most difficult cases, where prosecution is required, time is needed to build up strong legal cases if they are to be effective.

2.5. This report provides outlines on work on the work of three Council service areas to three strategic responses:

- The use by the Private Housing Service of licensing schemes and Housing Act enforcement powers to address examples of unacceptable housing conditions;
- The use by the Planning Service of the new Supplementary Planning Document (SPD) *‘Managing the Development of Houses in Multiple Occupation’* designed to address the potential of even higher concentrations shared housing in certain parts of the City;
- The use by the Neighbourhood Enforcement Team of environmental protection enforcement powers to address day-to-day environmental problems of noise nuisance and ineffective waste management.

### 3. Condition of HMOs in the PRS (Private Rented Sector)

3.1. The PRS in Bristol has grown significantly from 12.2% in 2001 to 30.3% in 2020. This figure compares to the national figure of 19%. Of the 61,580 properties in the PRS in Bristol, 13,929 are Houses in Multiple Occupation.



3.2. Different regulatory regimes have different definitions for HMOs. The Housing Act 2004 definition of an HMO is a house or flat or building let to 3 or more people from two or more households sharing facilities like kitchen, bathroom or toilet facilities i.e. shared accommodation. Typically they are shared houses, flats or bedsits.

3.3. The Planning definition of an HMO however is small shared houses or flats occupied by between 3 and 6 unrelated individuals who share basic amenities.

3.4. The PRS and HMOs in particular, are in the poorest physical condition compared to other accommodation and suffer from variable property management standards. These issues in combination with a transient population with little or no connection with an area can sometimes lead to an increase in anti-social behaviour and crime.

3.5. The Building Research Establishment (BRE), Dwelling Level House Stock Modelling Report, October 2020 identified that:

- In some wards of Bristol the concentration of HMOs in the private rented sector is much higher than the citywide average - Bishopston & Ashley Down 44%; Horfield 41%; Cotham 38%, Lockleaze 33%; Clifton Down 31%; Ashley 30%;
- In four wards there are estimated to be over 1,000 HMOs – Ashley (1,098), Central (1,200), Clifton Down (1,042), and Cotham (1,046)

Table 1: BRE Report 2020: Number of HMOs and percentages of those with hazards; disrepair and those HMOs occupied by tenants in Fuel Poverty (Low Income/High Cost definition)

HMOs in Bristol		Number	Percentage HMOs	Citywide Average	PRS
Number of Dwellings		13,929	23%		
HHSRS Category 1 Hazards present	All Hazards	1,797	12%	12%	
	Excess Cold	556	4%	3%	
	Falls	802	6%	5%	
Disrepair		424	3%	4%	
Fuel Poverty		3,203	23%	17%	

#### 4. HMO Licensing

4.1. HMOs falling within the scope of the nationwide ‘Mandatory Licensing Scheme’ are those where five or more people forming different households’, share or lack facilities such as kitchen or bathrooms. Since the introduction of the Mandatory licensing scheme in 2004 until 2018, only HMOs of three storeys or more were included. However in 2018 the number of stories was removed from the definition, increasing significantly the number of HMOs falling within the scope of the ‘Mandatory Licensing Scheme’. In Bristol this increased the number of mandatory HMOs from 1,550 to 2,400.

4.2. In addition to the duty to administer the national ‘Mandatory Licensing Scheme’, local authorities have the power to declare Discretionary Licensing schemes (known as Additional Licensing – where a wider definition of HMOs require a licence (typically in defined areas). In Bristol three Additional licensing Schemes have been declared which have brought more HMOs into the scope of licensing locally: firstly in the Stapleton Road area (this scheme completed its five-year life in 2018), secondly in 2016 in the Eastville and St George wards, and most recently in 2019 across the 12 central wards of the City.

4.3. Property licensing is a mechanism for tackling problems of poor management and housing conditions in privately rented properties. It helps tenants, residents and members of the public

where landlords have failed to properly manage their tenancies. The key objective of licensing is to improve the condition of tenant's homes.

#### 4.4. Some of the issues facing private renters in Bristol today (Images below)



### 5. Work to improve conditions in HMOs under the Housing Act

5.1. In addition to licensing, Local Authorities have a number of other ways in which to monitor and improve HMOs:

- Through the use of the minimum legal powers for all rented accommodation;
- Regulations controlling the management of HMOs;
- Enforcement and the promotion of voluntary schemes such as the West of England (WoE) Rental Standard.

### 6. Legal framework applying to condition and management of HMOs

6.1. The Housing Act 2004 sets out a very basic, risk based approach to all privately rented properties whether they are an HMO or not. To take action the Local Authority needs to be satisfied that a serious hazard exists where, within a 12 month period, there is a likelihood that someone effected by the risk needing medical attention. This is known as the Housing Health and Safety Rating System (HHSRS.) There is no criminal offence for letting a property which is not free of serious hazards, however a Local Authority is able to require a landlord to remedy serious hazards under the HHSRS and failure by the landlord to comply with this requirement, could lead to prosecution.

6.2. There are also minimum electrical safety standards for rented properties for new tenancies which apply from July 2020.

6.3. All HMOs falling within the Housing Act definitions whether they require a licence or not also have to be managed in accordance with Management Regulations. These place legal duties on landlords to manage and maintain HMOs, placing duties on them to make sure they are safe and clean to use

and that the tenants are able to follow the Council’s requirements in relation to refuse and recycling.

Table 2: Outcomes of Additional licensing schemes

Scheme Name	Stapleton Road	Eastville/St George	Central Area (so far)
Start Date	Apr-13	Jul-16	Jul-19
Additional Licence Applications received	194	260	3191
Inspections	203	220	310
HMO Service Requests Received	119	279	909
Notices Served	46	51	57
Hazards Identified	126	161	7
Breaches in Management Regulations	183	262	200
Civil Penalty Notices Issued	1	2	0

## How the Private Housing Service regulates HMOs:

### 7. Private Housing policies

7.1. How we enforce legal requirements for rented properties is set out in the Private Housing [Enforcement Policy](#) and [Policy in relation to basic standards under the Housing Act its objectives](#).

### 8. Non-Licensed HMO Reactive complaints service

8.1. HMOs that are not subject to licensing are dealt with by the Council on an individual basis (responding to complaints from tenants/others). Landlords must adhere to minimum legal requirements for all rented properties and the management of HMOs.<sup>1</sup> The former dealing with serious hazards in the property and the latter ensuring the general maintenance and upkeep of the premises is satisfactory.

8.2. Where a complaint is made in relation to the conditions or management of an HMO an assessment is made whether or not we have the power to help the tenants concerned and if so the Regulation Team will investigate the complaint made.

### 9. Inspection programme for licensed HMOs

9.1. Where a property requires a licence, the Licence Inspection Team will inspect the property to check if it meets the licensing standards for these HMOs. If it doesn’t then

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<sup>1</sup> Part 1 Housing Act 2004 (health and housing safety rating scheme) and the Management of Houses in Multiple Occupation (England) Regulations 2006.

the licence holder will be required to improve the property within a certain period of time.

9.2. Licensing of HMOs allows the Council to require higher than the minimum basic HHSRS standards in relation to their management, use and condition. It also allows the Council to regulate who is able to be a licence holder or manager of a property and decide whether that person is Fit and Proper to hold the licence or be a manager. If there are unsatisfactory management arrangements, licences can be refused or revoked. This power is used in a small number of cases to protect tenants against rogue landlords.

Table 3: The table below gives a breakdown of the measures taken to improve licensed HMOs this year **(1 April to 31 Oct 2020)**

HMO Licensing Scheme	Licences issued	Inspections	Inspection schedules	Informal Improvement Notices (Cat 1 and Cat 2 hazards)	Management Regulation schedules
Eastville and St George West (Additional)	19*	7	9	1	7
Central (Additional)	1,342	202	184	36	120
Mandatory	446	265	278	39	203
<b>Totals</b>	<b>1,807</b>	<b>474</b>	<b>471</b>	<b>76</b>	<b>330</b>

\* NB most licences for this scheme were issued in previous years as the scheme started in 2016.

## 10. Identifying unlicensed HMOs

10.1. It is important to understand there is no single database which gives an accurate up to date picture of where rented properties are. When licensing schemes are being considered a number of sources are used to establish an overview of the potential licensable HMOs in a specific area(s). The primary source used to gather this information is from BRE Dwelling Level Housing Stock Modelling Report.

10.2. Following the declaration of a scheme and the deadlines for the submission of licence applications, those landlords who are believed should have licensed their HMOs, but have not done so, are investigated. These investigations continue throughout the life of the schemes (five years) where checks and searches of many databases and information sources to identify possible unlicensed properties. These include Land Registry, Benefits, Council Tax, Electoral Register, Energy performance property records and where appropriate National Anti-Fraud Network data base. Following the 'desk-top' investigations the next stage in the process will be to prioritise the outstanding investigations and prioritise properties for a visit/inspection (subject to COVID restrictions). Officers will then assess occupancy levels and tenant/landlord details to determine if the property is licensable and also assess property condition.

10.3. The main objective of the investigation work is to ensure that these properties are licensed and improved to a decent standard, above the national minimum HHSRS requirements. However, where landlords who we believe should be licensing their HMOs, do not engage with the council's investigators they are referred to the Regulation team for possible enforcement action.

10.4. The 178 licence applications received following investigations undertaken in 2020 represent 19% of the potential unlicensed properties in the Central Additional licensing scheme. These investigations have identified properties where no license is required together with other properties that are exempt from licensing as they are registered providers or religious community housing.

10.5. The table below sets out the ‘desk-top investigations undertaken for the current schemes in operation this year.

Desk-top licensing investigations (1 April to 31 October 2020).			
Investigations	Licence applications from investigations	Income from licence applications	Investigations referred for possible enforcement
961	178	£213,600	58

## Regulation and enforcement by the Private Housing Service

### 11. Proactive and Targeted Action

11.1. The Regulation Team take a more formal approach where landlords have not complied with informal requests to improve the condition or management of an HMO, focussing on licence enforcement, including unlicensed HMOs and where licence conditions are not met.

11.2. The Regulation Team may also target particular landlord agents or types of HMOs where particular serious regulatory failures are identified. This can mean formal legal action or sanctions are taken without giving an informal opportunity to rectify a situation.

### 12. Regulatory sanctions

12.1. There are a number of regulatory powers available to use where an HMO is not being managed, operated or licensed as it should be.

12.2. The offences relating to HMOs are technically very complicated and certain pieces of evidence must be obtained to be able to prove an offence has been committed. Officers carrying out criminal investigations are due to the serious implications required to make sure the investigations are compliant with the [Criminal Procedure and Investigations Act Code of Practice](#).

12.3. Where there is evidence of a criminal offence the Private Housing Service is required by law<sup>2</sup> to consider whether or not there is evidence to prove beyond all reasonable doubt and offence has been committed. The code makes it clear even through if the law may have been broken “*It has never been the rule that a prosecution will automatically take place once the evidential stage is met.*”<sup>3</sup> Officers must demonstrate that it would be in the public interest to prosecute and criminalise a landlord or agent to be able to take a case forward. These tests are scrutinised by the

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1.1. <sup>2</sup> [The Code for Crown Prosecutors](#)

<sup>3</sup> The Code for Crown Prosecutors para 4.10

courts and if cannot be demonstrated, the Council's case fails. The code we are bound to follow makes it clear that Where there is sufficient evidence the Council has powers to:

- Make a simple caution
- Take a prosecution to the magistrates court where there are unlimited fines; and for some offences;
- Make a Civil Penalty of up to £30,000.

12.4. Civil Penalty Notices are not like fixed penalty notices. The Council has to have the same level of proof as is required to go to court and it must also still be in the Public Interest to penalise the landlord. The amount of Penalty is decided by the Council in line with our [policy on determining the level of a civil penalty](#). There are appeal rights for landlords which are easy and inexpensive to invoke and many notices are subject to appeals to tribunal. The Private Housing Service has won all the appeals made against notices so far, however they do take up significant resources and so in addition to all the legal tests that must be met it is also important any civil penalty notice served will withstand an appeal in tribunal. These penalty notices can be an effect tool and some examples of recent ones are given below.

### 13. Prosecutions

- Landlord in Avonmouth fined for serious fire safety breaches of management regulations - £87,500 fine.
- Landlords prosecuted for failing to return information required to identify whether a property requires a licence £10,500
- Landlord in Ashley being prosecuted for serious fire safety breaches including use of Aluminium Composite Material (ACM) inside a property and non-return of information under Management Regulations.
- Landlord being prosecuted for failure to licence a property and for failure to return documents demanded to determine whether a property was required to have a licence or not
- Following multiple convictions - Banning order applied for to ban a landlord for renting any properties for up to five years.

### 14. Civil Penalty Notices (CPN)

- A Civil Penalty for circa £6,000 was issued to a portfolio landlord who failed to licence a property and let an attic room to tenants who could only access or escape using a ladder.
- A CPN was served on a landlord for failure to licence two flats in the same building. The fine was for £1,289.93 for two offences under section 95(1) and he eventually made two valid applications.
- A Civil Penalty Notice for £3,200 on a landlord for permitting occupation of more than the permitted number.

### 15. Rent Repayment Orders (RRO)

- 15.1. Where a property has been found to be unlicensed or fails to meet the management regulations, a Rent Repayment Order can be made by a Tribunal to require the landlord to repay up to 12 months' rent to the tenants or where Housing Benefit has been paid, to the Local Authority. RROs are not able to be used where a landlord has failed to meet the licence conditions.
- 15.2. So far in 2020, three Rent Repayment Orders resulted in £31,000 being repaid to tenants where their landlords have been found to have not complied with offences related to HMO regulations or licensing requirements. Please note other rent repayment orders have been made but these were for offences that did not relate to HMOs.

### 16. Revocation and refusal of licences

- 16.1. Where a landlord breaches licence conditions or there is a serious breach, in addition to being liable for prosecution they can also have their licence revoked or refused. This is a serious step as it means that the landlord has to make alternative arrangements for the management of their property without them involved. Currently, proceedings are underway to revoke and refuse around 20 licences where portfolio landlord believed not to be Fit and Proper partly due to them failing to meet their obligations to manage their property.

## **17. Other Enforcement Action**

- 17.1. In a large city centre HMO Emergency Remedial Action was taken to repair fire alarms and instate a 'waking watch' (fire wardens patrolling the premises at night) to protect around 80 residents who were at imminent risk from fire. This led to Prohibition Notices being made by Avon Fire and Rescue who are now prosecuting the then owner for alleged failure to comply with the prohibition notices.
- 17.2. The Private Housing Service also uses powers under the Protection from Eviction Act and Trading Standards legislation to protect tenants. This is not subject of the report so no further detail provided.

## **18. Properties which are not HMOs**

- 18.1. Certain types of buildings or parts of buildings are not HMOs. <sup>4</sup> These broadly speaking include:
- Buildings managed or owned by public sector bodies. (i.e. local authority housing, and properties managed or owned by registered social landlords, police authorities, Fire and Rescue authorities and the NHS);
  - Buildings where the residential accommodation is ancillary to the principal use of the building i.e. caretaker accommodation
  - Buildings occupied by religious communities;
  - Student accommodation managed and controlled by educational establishments<sup>6</sup>;
  - Buildings regulated otherwise than under the Act, such as care homes;
  - Bail hostels;
  - Hostels - the description of which are specified by law;
  - Buildings entirely occupied by freeholders or long leaseholders;
  - Buildings occupied by owners;
  - Buildings occupied by no more than two, unrelated people;
  - Buildings occupied by a resident landlord with no more than two lodgers;
  - Buildings which are Housing Co-operatives.

## **19. HMOs which are exempt from Licensing**

- 19.1. Before declaring an area as an Additional Licensing scheme and subject to licensing the Council are legally required to consider whether organisations managing properties in the area which are

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<sup>4</sup> Schedule 14 of the Housing Act 2004

subject to government approved codes of practice, are being complying with the requirements of the codes<sup>5</sup>.

19.2. The relevant codes of practice are approved under s233 of the Housing Act and relate to larger developments of student accommodation not managed and controlled by educational establishments such as universities. E.g. those properties signed up to the ANUK/Unipol National Code.

19.3. The definition of “larger development” is a development where 15 or more students live in one building in rooms off a central corridor, in cluster flats, or in self-contained flats.

19.4. In addition, under the Housing Act 2004, any House in Multiple Occupation which is owned and managed by Bristol University or University of the West of England are also legally exempt from the Additional Licensing Proposal.

## **20. Overcrowding in HMOS**

20.1. For non-licensable HMOs no standards are published by the Council in relation to minimum room sizes and number of amenities. The main reason for this is the Private Housing Service use of minimum Housing standards (HHSRS) to intervene where rented accommodation is severely overcrowded.

20.2. Licensed HMOs must comply with the Council’s ‘room size and amenity standard’. The minimum size for bedrooms and shared facilities is determined by the number of occupant. In addition to the Council’s standard, new minimum room sizes for licensed HMOs were introduced by the Government in 2018. When licences are issued, landlords are given up to 18 months to comply.

20.3. Following inspections of licensed HMO’s, the number of these properties that require action to reduce the number of occupants is relatively small. However, although these instances are dealt with and recorded the information this statistical information is not retrievable without investigating each individual case.

20.4. With regard to undersized rooms, the landlord will be required to either prohibit the use of the room for sleeping, change the layout to increase the size of reduce the number of occupants. Where there is a lack of facilities for the number of occupants, the landlord will be required to consider how the facilities can be increased. This could be met through the provision of additional amenities. If this is not achievable then the number of occupants will be reduced in line with the amenities standard.

20.5. Numbers of Service Requests in relation to overcrowding in HMOs during April to Oct 2020 is 1. For unlicensed HMOs unless tenants or local residents complain about overcrowding, the service will be unable to investigate, unless it is a licensable HMO due an inspection.

## **21. Reducing the impact of licensed HMOs on local communities**

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<sup>5</sup> Section 233, Housing Act 2004

- 21.1. The majority of regulatory controls and focus of the Private Housing Service is to improve the living standards of HMOs for their occupiers. Consideration is also given to the impact these types of rented accommodation have on neighbours and community cohesion.
- 21.2. There are licence conditions which relate to the impact of the way an HMO is managed in relation to people in its immediate vicinity. These conditions require the landlord *‘to take reasonable and practical steps within their power to assist with problems arising in relation to antisocial behaviour arising from occupiers or visitors to the licensed HMO, which is an annoyance or nuisance to people in the immediate vicinity of the HMO’*.
- 21.3. Where there are complaints about noise, waste or other ASB arising from a licensed HMO these are referred to Neighbourhood Enforcement Team (NET) to investigate.
- 21.4. Where NET or other council services are dealing with issues arising from their investigations of a licensable HMO they are able to refer cases to Private Housing to assist them by considering whether the landlord is complying with licence conditions and whether action can be taken to address tenant’s behaviour.

## 22. Waste and recycling issues

- 22.1. There is currently an agreed advice and guidance for dealing with these matters (see Appendix 1 Briefing note – Neighbourhood issues - Mandatory and Additional Licensing) 2018
- 22.2. Licensed HMOs have a condition now which requires the landlord to have enough space and arrangements for tenants to be able to comply with the Council Waste and recycling collections in relation to a property.
- 22.3. It is the tenant’s legal obligation to recycle and present their waste as the Waste Management Authority part of the Council requires. General requirements are published but in some cases where there are physical limitations other non-standard waste collection arrangements are put in place.
- 22.4. If these arrangements are not followed then the Council’s Neighbourhood and Enforcement Team investigate and have powers to require occupiers to present their waste in the appropriate way. As above if this action is taken and tenants repeated fail to meet their obligations then cases can be referred to Private Housing teams.
- 22.5. There are a small number of cases referred to Private Housing for consideration. So far no prosecutions under licensing conditions have been found to have met the threshold for formal legal action in relation to ASB. Private housing has also made 11 referrals to NET – 6 related to rubbish and 5 to noise complaints.
- 22.6. Powers that are available in relation to waste, noise and ASB in relation to licensed HMOs have been reviewed to be clear what powers the Council has available to address the issues raised in relation to licensed HMOs. The legal advice is clear-) there are constraints on when we can use HMO licensing powers to require the landlord to take action and more importantly there are other powers available to the Council to address waste problems from tenants. The legal advice on housing enforcement on these matters is outlined in Appendix 2.
- 22.7. Private Housing are currently carrying out work with NET and Waste Management teams in particular problem locations to see how a joint approach may improve situation for local residents.

This approach is very resource intensive and often requires multiple stranded actions to manage the situation. Commonly even through a problem is immediately resolved, it can frequently reoccur with further intervention needed to manage the problem.

### **23. Non licensable HMOs and waste**

- 23.1. As mentioned above there are regulations covering the management of all HMOs whether or not they require a licence.
- 23.2. Waste and recycling - Duties on managers on all HMOs whether or not they have or require a licence.
- 23.3. Managers of HMOs have a legal duty to ensure that sufficient bins or other suitable receptacles are provided for their tenants taking into account the collection arrangements at that property.
- 23.4. Tenants though are responsible for ensuring that their refuse and recycling are put out for collection in line with what is required by the Council.
- 23.5. It is the duty of the manager to maintain common parts, fixtures, fittings and appliances.
- 23.6. The manager must also ensure that any garden belonging to the HMO is kept in a safe and tidy condition. This does not include the pavement outside of a property.

#### **Duty on occupiers of HMOs**

- 23.7. Tenants must conduct themselves in a way that will not hinder or frustrate the landlord to carry out their obligations under the management regulations. This includes, storing and disposing of litter in accordance with the arrangements set out by the landlord which are necessary to meet the recycling or waste disposal requirements made by the Council.
- 23.8. What does this mean in practice if it is found that tenants at a property are not putting their waste out as required?
- 23.9. A tenant can be prosecuted under the Housing Act if there is evidence they have not complied with these requirements. However, in practice, it is difficult to prove a particular tenant has not put waste in the bin or who is responsible for causing the receptacle to overflow with waste. . There is only a power to prosecute the alleged offender under the Act - there is no power to issue a warning or a notice for example there is no FPN option.
- 23.10. In contrast, the powers under Environmental Protection Act (EPA) sections 46 and 47 are available and specifically designed to deal with low level waste issues. The two legislative regimes have been discussed with legal services. Their view was that it would not be appropriate to use the Housing Act to routinely criminalise a tenant for this extremely low level conduct. Further, it is very unlikely that the vast majority of cases would be in the public interest to pursue in this manner. The Housing Act is designed to ensure HMOs are managed correctly. There is, as mentioned above, almost a 'last resort' option to penalise tenants who refuse to comply with a 'good management' regime. It is suggested that this provision should be reserved for a tenant deliberately refusing to comply with requirements; a refusal that results in a dangerous situation – for example persistently blocking a fire exit with immovable objects. The EPA has a specific section relating to waste and how it should be managed by a household in terms of receptacles etc. It is suggested this is the more appropriate regime to deal with the issues being discussed.

## 24. The Interaction between the Planning and Property Licensing regimes

- 24.1. Planning and licensing are separate regimes. The lack of license cannot constitute a reason to refuse planning permission, and it is also the case that when determining a HMO licence application it is not a requirement of the Housing Act, to consider whether the property has planning consent.
- 24.2. Appendix 3 has a map showing areas in the city covered by Additional/Mandatory HMO licensing and Article 4 directions. There are some small areas which are not covered by both regulatory controls. This differences are partially due to ward boundary changes introduced in 2016 but also because licensing declarations are based on ward boundaries and meeting the licensing designation criteria and not just on HMO concentrations.

## 25. Housing legislation

- 25.1. Housing legislation is used to regulate licensable HMOs. Part 2 of the Housing Act 2004 sets out the criteria for houses in multiple occupation that are required to be licensed. Amongst other things the act is also explicit in the criteria to be adhered to when granting or refusing a licence.

## 26. Housing and planning legislation links

- 26.1. There are some links within the two regimes, however, these two pieces of legislation are designed to achieve different purposes and were not designed to be interdependent on each other.
- 26.2. That said, there is a lack of a joined-up approach of housing and planning legislation in relation to HMOs. A letter from the Private Housing service sent to the Ministry of Housing, Communities and Local Government in 15 May 2019 highlighted the problems caused by the current regulatory framework along with some solutions..
- 26.3. The only action taken to-date is to add the following paragraph to the above HMO guidance:
- 26.4. “We actively encourage local authorities to ensure planning permission has been given before issuing a licence. Wherever possible we recommend processing consents in parallel, to resolve any issues as early as possible”.

## 27. Legal advice

- 27.1. Discussions with Legal Services have confirmed the following:
- When Private Sector Housing receives a HMO licence application it must determine the application (grant or refuse) in accordance with Housing Act 2004.
  - Following submission of a licence application if the property requires planning consent to operate as a HMO but does *not* have the consent this cannot be taken into consideration when determining the licence application.
  - Where a HMO *has* planning consent and requires a HMO licence it cannot operate without the relevant licence (Mandatory, additional) as this is a criminal offence (Housing Act 2004). If the relevant licence application has not been submitted, action will be considered in accordance with the Private Housing Enforcement Policy 2018, where appropriate.

- If a HMO *is* licensed but does *not* have the required planning consent this is a matter for planning enforcement.

## 28. Information sharing between housing and planning

- 28.1. Every quarter Private Housing sends a list of licensed HMOs to Planning to map on the HMO Planning tool to enable checks to be made on harmful concentrations of existing HMOs when considering new HMO planning applications.
- 28.2. In return Planning sends to Private Housing a list of HMO Planning decisions from the previous quarter which is then be checked against Private Housing records to ensure that a licensable property has the appropriate licence in place and if not follows up to ensure the landlords make a licence application.

## 29. Legislative Change

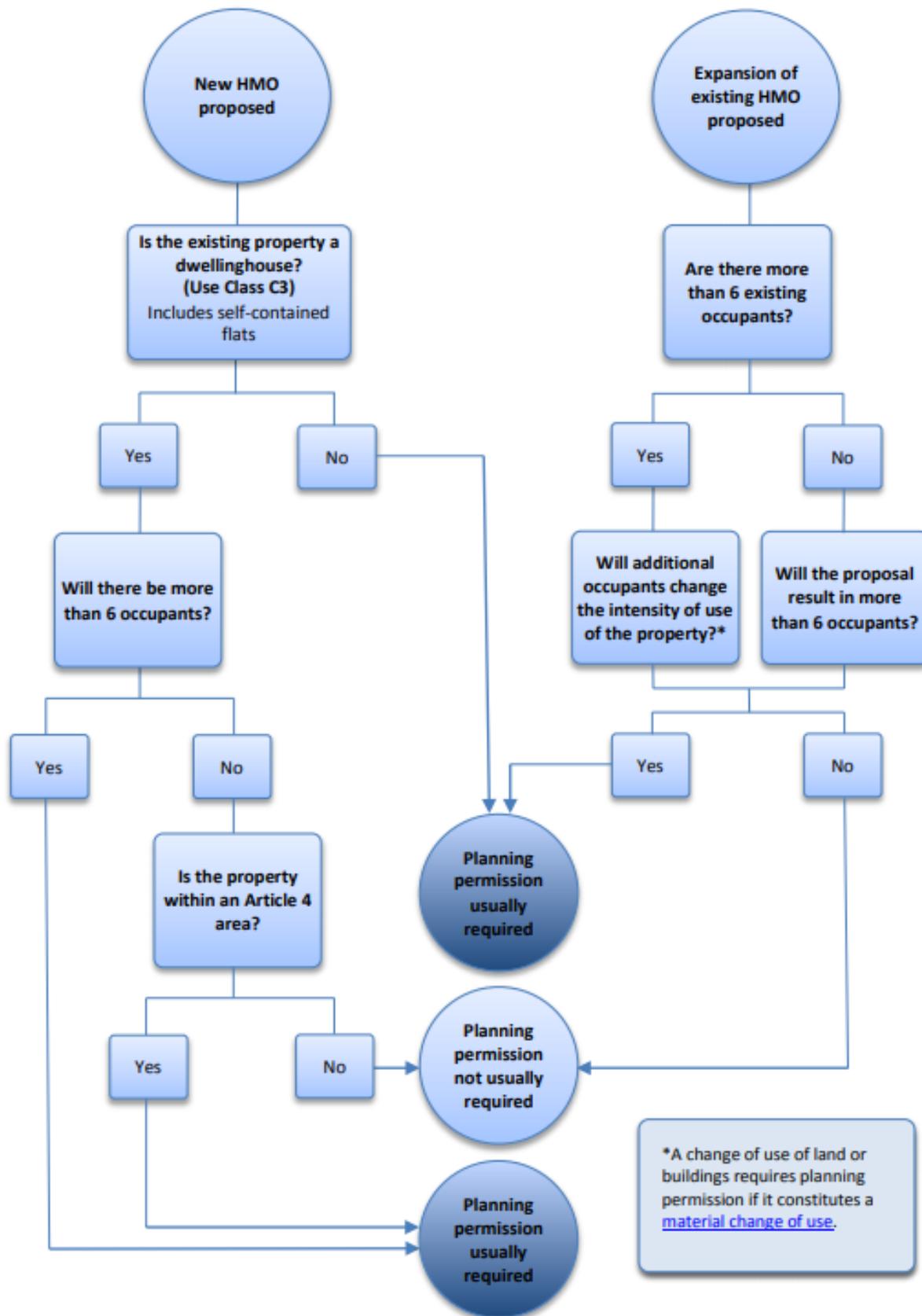
- 29.1. Without a change in legislation, we believe the arrangements in place, bridge the gap between the two regulatory regimes and do link the work of Private Housing licensing to Planning enforcement, giving the planning enforcement team to take the appropriate enforcement action under planning regulations.

## 30. Planning Legislative Background

- 30.1. Under planning legislation, the requirement to obtain planning permission covers not only new building work but also changes in use of buildings or land.
- 30.2. The Use Classes Order places uses of land and buildings into various classes. Changes of use within a use class do not require an application for planning permission. In addition, there are also separate provisions that allow for changes of use between certain classes in the Order without the need for planning permission. These are set out in separate legislation – the General Permitted Development Order – and are known as permitted development rights.
- 30.3. An amendment to the Use Classes Order in April 2010 introduced a definition of small-scale HMOs into the planning system. Dwelling houses and small HMOs are covered by the following classes in the Use Classes Order:
- Class C3: Dwelling houses – this class is formed of 3 parts:
    - C3(a): those living together as a single household as defined by the Housing Act 2004 (basically a ‘family’);
    - C3(b): those living together as a single household and receiving care, and
    - C3(c): those living together as a single household who do not fall within the C4 definition of a house in multiple occupation.
  - Class C4: Houses in multiple occupation (3-6 occupants) – in broad terms, the C4 class covers small shared houses or flats occupied by between 3 and 6 unrelated individuals who share basic amenities.

- 30.4. In October 2010, amendments were made to the General Permitted Development Order. These changes gave permitted development rights for changes of use from a dwelling house (Class C3) to a small HMO (Class C4).
- 30.5. Large HMOs (those with more than 6 people sharing) are unclassified by the Use Classes Order. In planning terms they are described as being sui generis (of their own kind). As a result, a planning application will be required for a change of use from a dwelling house to a large HMO or from a Class C4 small HMO to a large HMO where a material change of use is considered to have taken place.
- 30.6. Whilst a planning application is therefore not always required for the development of a small HMO falling within Class C4, as with most types of permitted development rights, local authorities are able to use powers, in the form of Article 4 Directions, to remove these rights and require planning applications for such changes of use in defined areas. Article 4 Directions relating to HMO development are in force in parts of the City and this is discussed further below.

The diagram below summarises the requirement for planning permission:



31. Article 4 Directions

- 31.1. The Council has introduced Article 4 Directions which remove permitted development rights that allow a dwelling house (Class C3) to change to a small HMO (Class C4) without the need for planning permission. The first Article 4 Directions were introduced in December 2011 within the wards of Clifton East, Cotham, Cabot, Ashley and Lawrence Hill (based on ward boundaries pre-May 2016).
- 31.2. Further Article 4 Directions were introduced in October 2012 within the wards of Clifton and Redland (based on ward boundaries pre-May 2016).
- 31.3. The continuing increase in the numbers of HMOs citywide since 2014 led to a review of Article 4 Direction coverage. This has resulted in the introduction of further Article 4 Directions in parts of North, South and East Bristol in July 2020.
- 31.4. The location of all Article 4 Directions can be viewed using the Council's web mapping tool Pinpoint available on the Council's website.
- 31.5. It is important to note that an Article 4 Direction simply results in permitted development rights being withdrawn and planning permission is therefore required. It does not follow that all planning applications will then be refused; instead they must be duly assessed relevant planning policies.
- 31.6. In parallel, extensions to HMO licensing control have been introduced by the Government and the Council. These include a widening of Mandatory licensing control over larger HMOs introduced in October 2018 and local Additional licensing schemes introduced by the Council to cover smaller HMOs. The Additional licensing schemes were introduced in East Bristol (Eastville and St. George West) in July 2016 and in Central Bristol (Ashley, Bishopston and Ashley Down, Central, Clifton, Clifton Down, Cotham, Easton, Hotwells and Harbourside, Lawrence Hill, Redland, Southville and Windmill Hill) in July 2019.

## **32. Planning Policy Context**

- 32.1. The Council's policies relating to HMOs, housing type and community health and well-being are set out in the Bristol Local Plan and are consistent with National Planning Policy.
- 32.2. In response to issues identified and to prevent further or new harmful impacts occurring policy DM2: Residential Sub-divisions, Shared and Specialist Housing was developed and brought forward as part of the Site Allocations and Development Management Policies (SADMP) Local Plan. The plan was adopted in July 2014. The policy offers an approach to addressing the impacts arising from HMOs and other forms of housing with similar issues. Its key aims are to ensure that such development preserves the residential amenity and character of an area and that harmful concentrations do not arise.
- 32.3. The supporting text to policy DM2 provides a broad definition of harmful concentration and some explanation of how existing and likely future conditions should be analysed. Implicit within this guidance is the need to assess the quantity and type of existing housing in an area to determine whether a harmful concentration of a particular type of housing has arisen or is likely to arise. There is also an implicit understanding that the greater the quantity of such housing the greater the cumulative impact it has on the residential qualities and characteristics of an area and the more limited the housing choice will be. The policy and explanatory text does not quantify a harmful concentration or explain in detail the method for assessing one.

32.4. Also of relevance is Core Strategy Local Plan policy BCS18: Housing Type and SADMP Local Plan policy DM14: The Health Impacts of Development. Policy BCS18 ensures that all residential development contributes to the mix of housing in an area to support mixed, balanced and inclusive communities. This includes a need to redress any housing imbalance that exists. Policy DM14 ensures that all new development contributes to and does not result in unacceptable impacts on health and wellbeing. Development resulting in harmful concentrations of HMOs will be contrary to these policies.

### **33. HMO Supplementary Planning Document**

33.1. On 3rd November 2020, the Council adopted a new Supplementary Planning Document (SPD) on developing houses in multiple occupation (HMOs) 'Managing the development of houses in multiple occupation'.

33.2. The SPD provides further guidance on the implementation of policy DM2: Residential Sub-divisions, Shared and Specialist Housing set out in the Site Allocations and Development Management Policies Local Plan.

33.3. The SPD provides guidance on parts of the policy and explanatory text that relate to harmful concentrations of HMOs and to the standard of accommodation proposed. In particular, the SPD identifies situations where harmful HMO concentrations are likely to arise. These include a residential property being located between two HMOs, referred to as the 'Sandwiching assessment', and areas where more than 10% of dwellings are occupied as HMOs, referred to as the 'HMO threshold assessment'.

33.4. To accompany the newly adopted SPD a GIS application has been created to calculate the proportion of residential properties known to be HMOs within 100 metres of any planning application site to inform the carryout of the HMO threshold assessment.

33.5. The datasets used to calculate the proportion of dwellings that are occupied as HMOs in any given area include total identified dwellings and total identified dwellings in use as HMOs.

33.6. Total identified dwellings are based on residential records held within the Bristol Local Land and Property Gazetteer (LLPG) and include all approved residential classifications but exclude garages, residential car parks and provisional records.

33.7. Total identified dwellings in use as HMOs include:

- All licensed HMOs including properties with a mandatory licence or an additional licence (in areas of the city where additional licensing schemes have been declared);
  - All planning permissions and other authorisations for HMOs that are not licensed.

33.8. HMO datasets are updated on a quarterly basis to ensure current HMO numbers are available to help determine planning applications. Not all HMOs can be identified as licences and/or planning permission/authorisation is not required for all properties.

33.9. The dataset on purpose-built student accommodation bed spaces is drawn from annually updated records of all completed schemes and schemes with planning permission. The update is carried out as part of the Council's annual Residential Development Survey.

### **34. Planning Enforcement**

- 34.1. The Bristol Local Enforcement Plan (April 2017) sets out the City Council's priorities for investigation, explains what will be investigated and what will not, and it outlines the Council's general discretionary powers with regard to planning enforcement.
- 34.2. The Council can investigate complaints related to the planning status of HMOs. The Planning Enforcement Team investigates possible planning breaches and takes the appropriate form of action. The aim is to provide a service that is reactive to complaints made by citizens, members and stakeholders. Where appropriate, the Planning Enforcement Team liaises and works with other enforcement functions of the Council.
- 34.3. For a breach of planning control to have occurred, it must first be established that development requiring planning permission has taken place.
- 34.4. It should be noted that in those areas covered by Article 4 Directions, but where changes of use from a dwelling house (Class C3) to a small HMO (Class C4) were carried out prior to the introduction that Direction, no planning enforcement action may be taken against such changes of use in those instances as they would have been considered lawful in planning terms at the time.
- 34.5. It is also the case that unauthorised HMO development can become immune from enforcement if no action is taken within 10 years of the breach of planning control. Lawful Development Certificate applications can be submitted to the Local Planning Authority to obtain a decision on whether such an existing use is lawful for planning purposes or not. These applications must be assessed based on evidence and not planning merits.
- 34.6. Where it is established that breaches of planning control have taken place, Local Planning Authorities have discretion to take enforcement action, when they regard it as expedient to do so having regard to the development plan and any other material considerations.

### **35. Interaction between Planning and Licensing Regimes**

- 35.1. Planning and licensing are separate regimes. The lack of license cannot constitute a reason to refuse planning permission, and it is also the case that when determining a HMO licence application it is not a requirement of the Housing Act, to consider whether the property has planning consent. Lists of addresses are however shared periodically between services to assist with the operation of these respective functions. When assessing planning applications for HMO development using the new GIS application, notifications will also be sent to Private Housing by planning officers to enable a cross-check to take place.

### **36. Managing future HMO development**

- 36.1. It is anticipated that overall demand for HMOs will increase as a result of student growth and new pressures for HMOs are likely to result in residential areas surrounding the proposed University of Bristol campus at Temple Quarter. For these reasons it was considered expedient to remove permitted development rights that allow a change of use from a dwelling house (Use Class C3) to a small HMO (Use Class C4) through the Article 4 Directions that came into force in parts of North, South and East Bristol in July 2020.
- 36.2. This will ensure that the local amenity and wellbeing of these areas is protected through greater planning control over this form of development, exercised through current and emerging Local Plan policy.

### **37. The Future**

37.1. There is every indication that the number of properties in the private rented sector, and within that the number of HMOs, will continue to increase over the coming few years. Recent surveys continue to identify poor conditions in the sector, and at the same time the environmental issues that accompany high concentrations of HMOs continue to threaten local communities.

### **38. New initiatives**

38.1. In order to deal with these challenges the Council is considering a range of measures. Consideration is being given on options to broaden the areas currently covered by licensing to bring improvements to housing conditions. The Private Housing and Planning services are looking at the potential of information sharing protocols to use the comprehensive information yielded by licensing on the location of HMOs to support the effectiveness of Article 4 planning initiatives.

### **39. Collaborative work between Council services is critical**

39.1. As was discussed in the introduction to this report the Council uses three distinct legislative regimes to address different aspects of the impact of the growth in shared rented accommodation in the City: housing legislation, planning legislation and environmental protection legislation. Each of these three is administered by different service areas and there may be opportunities to improve data sharing between these services.

39.2. For any legal action to be successful it is important that the most appropriate piece of legislation is used and there is frequent contact between the service areas to ensure that the most effective legal approach is taken in dealing with the particular circumstances of individual cases.

### **40. Policy**

Not applicable

### **41. Consultation**

Internal "Not applicable"

External "Not applicable"

### **42. Public Sector Equality Duties**

42a) Before making a decision, section 149 Equality Act 2010 requires that each decision-maker considers the need to promote equality for persons with the following "protected characteristics": age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation. Each decision-maker must, therefore, have due regard to the need to:

Eliminate discrimination, harassment, victimisation and any other conduct prohibited under the Equality Act 2010.

ii) Advance equality of opportunity between persons who share a relevant protected characteristic and those who do not share it. This involves having due regard, in particular, to the need to --

Remove or minimise disadvantage suffered by persons who share a relevant protected characteristic;

take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of people who do not share it (in relation to disabled people, this includes, in particular, steps to take account of disabled persons' disabilities);

Encourage persons who share a protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

Foster good relations between persons who share a relevant protected characteristic and those who do not share it. This involves having due regard, in particular, to the need to –

Tackle prejudice; and

Promote understanding.

42b) this report is for information only.

#### **43. Appendices:**

Appendix 1: Briefing note – Neighbourhood issues - Mandatory and Additional Licensing

Appendix 2: Legal Advice on Waste, Noise and ASB in HMOs

Appendix 3: Map - Article 4 areas and Property Licensing areas – showing gaps

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

Background Papers:

None

## **Appendix 1: Private Housing / NET Briefing note – Neighbourhood issues - Mandatory and Additional Licensing**

### **44. Waste storage and disposal**

With regard to properties that are HMOs the disposal, storage and collection of refuse is the responsibility of the local authority, landlords and tenants.

### **Government position**

(Houses in Multiple Occupation and residential property licensing reforms consultation 2016-17)

### **Government response to waste and refuse in HMOs**

The Government recognises that overfilling bins and rubbish dumped inappropriately is not only a visual blight, but can attract vermin and cause health issues. The more people living in separate households in a building, the more domestic rubbish is going to be generated from that building. Whilst tenants are responsible for properly disposing of their rubbish, they need adequate and accessible receptacles to do so. We accept that the issue of rubbish collection is not within the control of the landlord and there is no intention to require landlords to perform functions which are the responsibility of the local waste authority. However, securing the provision of suitable facilities for disposal and storage of refuse is, in the Government's opinion, a fair and proper responsibility for the manager of an HMO.

Although we acknowledge that the management regulations (The Management of Houses in Multiple Occupation (England) Regulations 2006) cover refuse disposal, regulation 9 is reactive because it is only concerned with situations where the facilities are deemed by a court to be inadequate, if the local authority has chosen to prosecute. A condition of a licence, on the other hand, would proactively require the provision of adequate facilities in the first instance.

We, therefore, propose to include a mandatory condition in all HMO licences (mandatory and additional) going forward, relating to the provision of suitable facilities for refuse storage and disposal.

### **Bristol Waste Company**

Waste collection is carried out for Bristol City Council by Bristol Waste Company

Collection

Two weekly collections

180ltr bin for up to 5 people

Larger bins for more than five

Weekly collections

recycling facilities/boxes; Green Black and Brown food caddy

## **Alternative arrangements**

Where it is not possible for the above bin collections to be accommodated, due to the inability to store bins in the premises, the curtilage of the property, or other circumstances the following may apply:

### **Weekly**

Refuse black bag (60L per bag) collection and recycling facilities/boxes; Green Black and Brown food caddy

NB. Any arrangements must be agreed through Bristol Waste Company call via Customer Services 922 2100

### **Fly tipping/Rubbish dumped.**

Where rubbish is dumped illegally on the road, pavement or public land Bristol City Council through its Neighbourhood Enforcement Service will where there is evidence take enforcement action will clear the obstruction (Tel. 0117 922 2100)

Where rubbish is dumped in front or rear gardens and not presented in the correct manner for collection action can be taken against either the occupant(s) or land owner to clear the rubbish by Bristol City Council through its Neighbourhood Enforcement Service. Where appropriate the council will clear the obstruction (Tel. 0117 922 2100).

## **Landlords' responsibilities**

All mandatory and additional licences will include the following conditions:

The licence holder and/or manager:

- Must provide suitable facilities for the storage and disposal of refuse and recycling in accordance with the Council's waste and recycling collection requirements.
- Must issue new tenants/occupiers with a tenancy/written agreement that include clauses that will allow the licence holder to take reasonable steps to tackle anti-social behaviour

## **Breach of Licence conditions**

Where there are serious and or continued breaches of licence conditions enforcement actions may be taken by the Licensing team and could result in the revocation of the Licence

## **Tenants' responsibilities**

It is the tenant's responsibility to ensure the receptacles provided for refuse are used in a proper manner and the refuse is presented for collection at the times indicated by Bristol Waste Company

The Neighbourhood Enforcement Service has the powers to take enforcement action against tenants, where appropriate if refuse is not presented in the proper manner and in the correct receptacles.

## **Tenancy agreements**

All Tenancy Agreements should include a clause(s) relating to the storage and disposal of refuse from the premise and clearly state what the tenant's responsibility is in relation to this matter.

### **The Government's model tenancy agreement has two clauses:**

- Disposing of all rubbish in an appropriate manner and at the appropriate time.
- The Tenant must remove all possessions (including any furniture) belonging to the Tenant or any Member of the Tenant's Household or visitor and all rubbish from the Property at the end of the Tenancy. If any such possessions are left at the Property after the Tenancy has ended, the Tenant will be responsible for meeting all reasonable removal and storage charges. The Landlord will remove and store the possessions for one month (other than any perishable items which will be disposed of immediately) and will take reasonable steps to notify the Tenant. If the items are not collected within one month, the Landlord may dispose of the items and the Tenant will be liable for the reasonable costs of disposal. The costs of removal, storage and disposal may be deducted from any sale proceeds.

## **Breach of Tenancy Agreement**

Where a landlord has a legal reason for ending a fixed term tenancy, e.g. rent arrears or breach of the tenancy agreement he/she can apply to the courts for a possession order under Section 8 Housing Act 1988.

## **Noise nuisance**

### **Bristol City Council**

The Neighbourhood Enforcement Service will investigate noise from:

- noisy neighbours, like loud music, shouting or DIY at night
- burglar and car alarms
- animals, like barking dogs or crowing cockerels
- Complaints can be made by telephone: 0117 922 2500, option 3 or on-line through the council's web sites. The complainant will be asked to follow a set procedure and this will include the completion of a diary over a period of time listing the times, dates, duration and the type of noise nuisance being experienced.
- Following initial investigations undertaken by the Neighbourhood Enforcement service the property licensing team will be made aware of any complaint where it involves a private landlord with a HMO in the designated area. Where anti-social behaviour caused by noise nuisance is established through the Neighbourhood Enforcement service investigations the licensing team will investigate the landlord's actions to ensure they have taken reasonable steps to mitigate this and have adhered to the licence conditions

- Neighbourhood Enforcement Service has delegated powers to take action under the Anti-social Behaviour Crime and Policing Act 2014 and under the Environmental Protection Act 1990 where appropriate.

## **Landlords' responsibilities**

All mandatory and additional licences include the following conditions:

The licence holder and/or manager:

- Must issue new tenants/occupiers with a tenancy/written agreement that include clauses that will allow the licence holder to take reasonable steps to tackle anti-social behaviour
- Must take all reasonable steps to deal with anti-social behaviour perpetrated by occupiers and/or visitors to the property
- Must ensure that the property is inspected on a regular basis to assess if there is evidence of anti-social behaviour; this should be at least quarterly, but more frequently if anti-social behaviour has been established.
- Landlords need to demonstrate that they have taken steps to address the threat of noise nuisance to neighbours and to residents in the local area from the HMO(s) they manage and this will include their compliance with licence conditions and how they deal with their tenants responsibilities/obligations agreed at the start of the tenancy.

Although the council cannot dictate to landlords what is in their tenancy agreements it would be reasonable to expect that a landlord considers the following conditions to be included for both the tenants and their visitors:

- The level of sound being emitted from radios, televisions and stereos at all times of the day.
- Avoid placing sound emitting appliances next to shared walls.
- Consider the time of day chosen to carry out housework, DIY and gardening.
- Limit noise at inconvenient hours.
- Look after any pets properly and clean up after them.
- Avoid leaving dogs barking and disturbing the neighbours.
- Inform neighbours if they are to carry out disruptive DIY work such as drilling, hammering etc.
- Let neighbours know if they intend to have a party or bonfire.
- If going out or returning home late at night take extra care not to disturb neighbours through loud voices and slamming of car doors.

## **Objections and representations to an application for a mandatory or additional licence**

These licences are granted under the Housing Act 2004.

The process for granting a licence is in two parts. Prior to granting a licence a local authority must serve a notice on those individuals, companies or organisations with an interest in the property; e.g. joint owners or mortgage companies and consider any representations received from those people. This does not include tenants (unless the tenant is under a lease with an unexpired term of 3 years or less) or residents.

The Council also needs to consider if the management arrangements (Part 2 section 66 Housing Act 2004) are satisfactory and will take into account any evidence available to them at the time of granting a licence.

As part of the licence application landlords will need to confirm that there are systems in place to comply with licence conditions, including anti-social behaviour.

The council must also have regard to the Department of Communities and Local Government draft guidance (A guide to the licensing and management provisions in Parts 2, 3 and 4 of the Housing Act 2004)

The section of this guidance concerning management standards and satisfactory management arrangements gives the following guidance:

Paragraph 90 states; it is the proposed competences and structures that need to be satisfactory, not those actually pertaining at the date of application. Thus arrangements can be made satisfactory through the imposition of conditions in the licence.

The council has included within an Additional Licence conditions that landlords must comply with and these include:

The requirement for all landlords/managers to undertake competency training (West of England Landlord Development Programme or equivalent) and

The need to put in place measures to deal with anti-social behaviour.

## Appendix 2: Legal Advice on Waste, Noise and ASB in HMOs

*"I do not consider it in the public interest to punish or criminally sanction landlords for the acts of their tenants relating to waste, which are low level and essentially beyond their overall control. I have reviewed the relevant conditions on licences and I'm pleased to say BCC has robust conditions in place to ensure landlords manage their properties effectively - if tenants choose to break the law, there is only so much a landlord can do to remedy a problem in terms of stopping the behaviour (although clearly in line with his licence, he should be doing everything he can...). Ultimately, the tenants need to be held responsible for their actions and sanctioned appropriately.*

*In my view, there is no question that fly-tipping and littering by tenants are criminal offences that should be prosecuted by the Neighbourhood Enforcement Team as appropriate. These crimes are not within the remit of Private Sector Housing. Likewise, serious and ongoing ASB should be reported to the dedicated ASB team – I do stress that the examples I have been given of issues relating to waste would not fall into this Category however as whilst persistent, are low level and minor in nature.*

*The examples of issues I have been referred to relate to tenants putting out their bins early/not on the right day/leaving them out late/not putting them out in a proper fashion, litter escaping etc.*

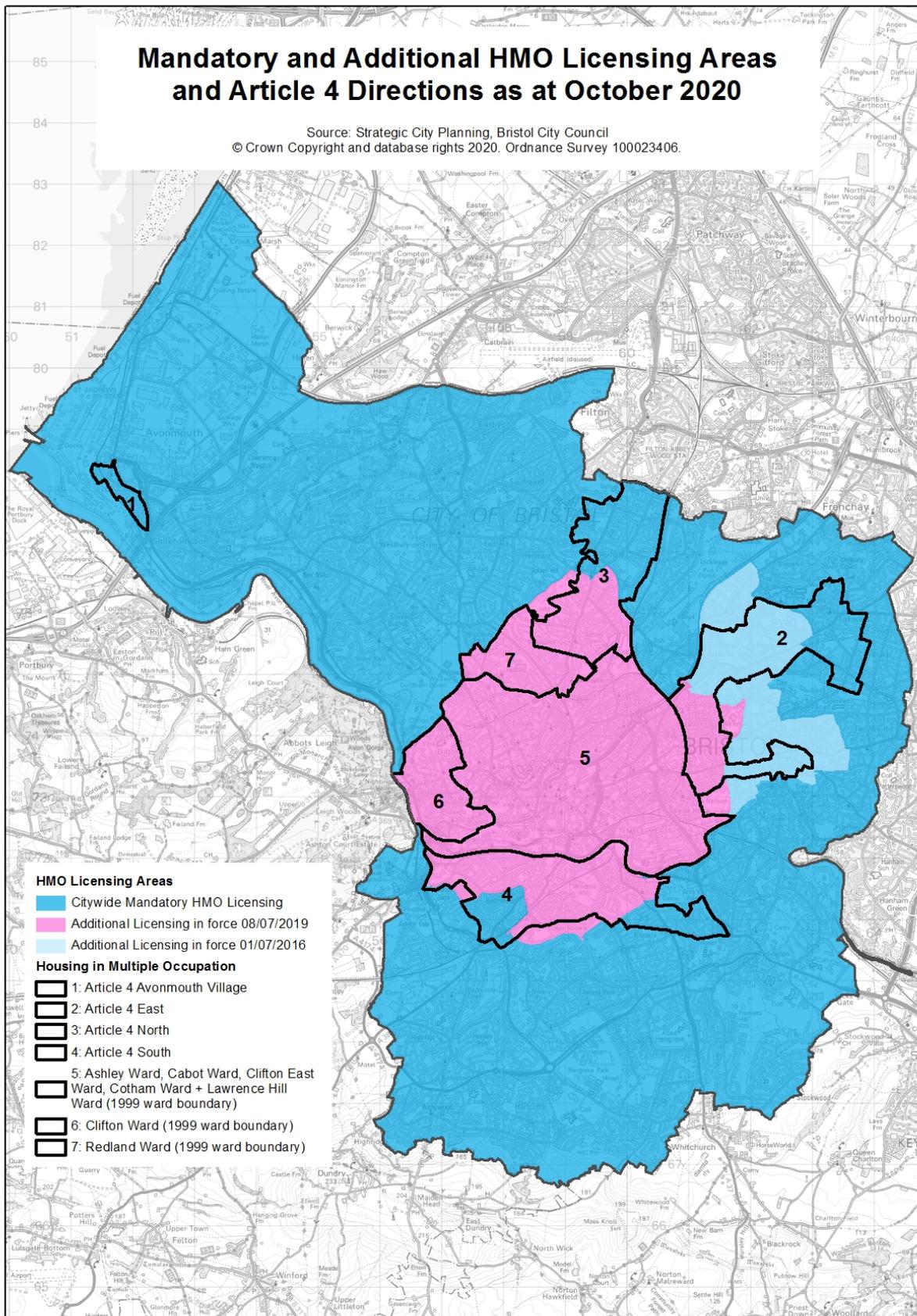
*It would be my proposal, having consulted with a colleague specialising in anti-social behaviour issues, that Bristol City Council should be targeting occupiers of HMO's to deal with the waste issues described. The waste issues, whilst an irritating and consistent issue for some, are fairly minor when compared to serious cases of ASB involving waste. Such targeting of occupiers would avoid potentially criminalising landlords and/or taking action affecting their livelihoods for minor problems over which they have limited control. Targeted action could include a mix of Community Protection Warnings and Notices or Injunctions either at common law (nuisance), or under statute using ASB legislation, statutory nuisance (Environmental Protection Act 1990) etc. Of course, if we serve CPNs, we can also do the works in default, and charge the occupiers for so doing.*

*The Neighbourhood Enforcement team/ASB team have the tools to deal with these issues within their legislation – such as S46 Environmental Protection Act 1990. Any targeted action of this nature therefore, should properly be instigated by those teams. Private Sector Housing may be required to become involved in cases where landlords are failing in their duty to comply with the licence conditions but in reality, many of them will be diligent landlords complying with their licence conditions by informing/reminding tenants of their responsibilities, inspecting regularly and addressing issues as and when they arise.*

*However, if the landlord is failing to comply with his conditions, not taking an active role in the situation and failing to engage with BCC then action can and should be taken under the HA 2004 to remedy. I note Liverpool Council have taken cases like this where a pattern arises with the tenant's ASB not being addressed by the landlord. This situation would be appropriate for Private Sector Housing to become involved with and could involve a prosecution/CPN/action on the licence itself depending on the circumstances."*

Therefore it will only be in serious circumstances of ASB, not minor incidences where a landlord is not, at each stage, taking reasonable and practicable steps to prevent ASB that a landlord can be prosecuted for non-compliance with conditions of their licence.

Appendix 3: Map of Article 4 Areas and property Licensing Areas.



# Communities Scrutiny Commission

7<sup>th</sup> December 2020



**Report of: Nick Smith, Strategic Intelligence and Performance Manager**

**Title: Communities Performance Progress Report - Quarter 2, 2020/21**

**Ward: All wards**

**Officer Presenting Report: Nick Smith, Strategic Intelligence & Performance Manager**

**Contact Telephone Number: (0117) 90-37304**

## **Recommendation**

1. For Communities Scrutiny Commission to note the progress made by Directorate teams against the relevant Key Performance Indicators (Appendix A1).
2. For Scrutiny to consider where additional engagement with the managers of individual service areas may be appropriate.

## **The significant issues in the report are:**

Of all measures reported this quarter:

44% are on or above target

28% are performing better than at the same time last year

Note that all Performance indicators carry something of a 'health warning' due to the impacts of Covid-19; some targets were re-profiled in Q1 to account for the significant impacts of Covid-19, and these targets will now remain for the duration of the year. However, some indicators have been more adversely impacted than others during both the Q1 lockdown and subsequent '2<sup>nd</sup> wave', so the headline figures of "% meeting target" do not give a full picture of the current situation. Further, it is to be expected that many indicators are reporting worse outcomes than last year.



## 1. Summary

This performance progress report and appendix is part of the standard reporting arrangements around the Bristol City Council (BCC) [Corporate Strategy 2018-23 and Business Plan](#) for 2020/21. The performance indicators included here are for the areas covered by Communities Scrutiny Commission (CSC), as listed in detail in Appendix A1. A list of short definitions for each measure is in Appendix A2.

Indicators are “RAG rated” alongside management comments indicating progress of actions underway or planned to bring performance in line with target.

**BCC measures and City-wide measures** - This differentiates between indicators wholly owned by BCC, so are direct measures of our performance, and those where BCC is a key player but performance is dependent on other partners. Indicators are listed accordingly.

**Impact of Covid-19** – Many indicators are significantly affected, and some suspended; where relevant, targets were adjusted during Q1 to take account of this. Some adjusted targets have also been profiled to reflect significantly reduced activity in the first half of the year, so a target may not be delivering in four equal quarters. Individual details are in the management comments (Appendix A1).

“Covid-19 Recovery & Renewal” is a new section added to the [BCC Business Plan 2020-21 \(Covid-19 Recovery edition\)](#) for Q2 onwards (published Sept 2020). 2 measures are reported here as they fall under the CSC remit (noted as “new measures” in the commentary below).

Note – formal Performance reporting looks at indicators on a quarter by quarter basis; for Covid-19 response work, other routes such as the [BCC COVID-19 data site](#) report data much more frequently.

## 2. Context

This report and appendix is to standardise a set of Key Performance Indicators (KPIs) for Communities Scrutiny Commission (CSC). In most cases the KPIs here come from the Growth & Regeneration Directorate and are only scrutinised by CSC (not at G&R Scrutiny), but relevant ones also go to People or Resources Scrutiny Commissions. [N.B. Due to the Council restructure in 2018 there is no standard management report with the CSC portfolio of indicators]. Due to a further restructure in Q2, the Community Development teams are now under Public Health.

In terms of performance for the areas covered by CSC in Q2, progress can be summarised as follows:

### Performance summary

Taking the 20\* available KPI results available and noting the BCC / City-wide differentiation:

- **44% of measures** (with established targets) **are performing on or above target** (8 of 18)
  - 36% of BCC-only measures (4 of 11)
  - 57% of city-wide measures (4 of 7)
- **28% of measures** (with a comparison from 12 months ago) **have improved** (5 of 18)
  - 36% of BCC-only measures (4 of 11)
  - 14% of city-wide measures (1 of 7)

\*Note: The 2 Covid-19 related measures are new and so have no target or comparison to last year. A further 10 measures are annual and not yet due to be reported.

### Housing and Landlord Services

- There is a new measure this quarter: “Number of people housed in emergency Covid-19 accommodation who have subsequently been resettled.” Following on from the major positive activity to re-house rough sleepers as a result of the emergency Covid-19 response (“Everyone In”), this reports on people’s continuing housing pathways.
- The number of households where homelessness is prevented has risen and is well above target, reflecting successful outcomes to enquiries from citizens. However, numbers in temporary accommodation continue to be well below target.
- The most recent count of rough sleepers continues to show a positive decrease with levels reduced to 2014/15 levels.
- The number able to “access care & support through the use of Technology Enabled Care” is now below target, as restrictions on access for further home visits continued.

### Management of Place

- There is a new measure this quarter: “Average weekly number of regulatory contacts requesting Covid-19 advice and guidance”, as part of the Covid-19 recovery edition of the Business plan. This figure has increased strongly and can be seen as a reflection of local businesses taking the necessary steps to ensure compliance with Covid-secure operations, which is to be welcomed as a contribution to local businesses remaining open.
- The percentage of household waste sent for reuse, recycling and composting is still below target. The amount of kerbside waste continues to be high, linked to people staying at home more, and this impacts on the amount being recycled.

### Public Health

- There was gradual re-opening of a number of fitness facilities/sports centres from August 2020, albeit with reduced hours and limited attendances in order to ensure centres are Covid-secure. A reduced interim target has been set for Q2, but may need to be reviewed due to changing guidelines.
- Community building conversations re-started during this quarter, focussed on connecting Covid-19 volunteers into their local area. Levels of engagement with community development work (now under Public Health) is now above the revised target.

For all divisions, attention is drawn to the commentaries where the service has indicated exception in delivery, and/or details of plans and activities underway.

## **3. Policy**

Performance is reported as part of quarterly governance process as soon as possible after gathering all the necessary data.

## **4. Consultation**

### **a) Internal**

Performance progress has been presented to the Growth and Regeneration Directorate leadership teams and Cabinet Members prior to the production of this report.

### **b) External**

Not applicable.

## 5. Public Sector Equality Duties

- 5a) Before making a decision, section 149 Equality Act 2010 requires that each decision-maker considers the need to promote equality for persons with the following “protected characteristics”: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation. Each decision-maker must, therefore, have due regard to the need to:
- i) Eliminate discrimination, harassment, victimisation and any other conduct prohibited under the Equality Act 2010.
  - ii) Advance equality of opportunity between persons who share a relevant protected characteristic and those who do not share it. This involves having due regard, in particular, to the need to:
    - remove or minimise disadvantage suffered by persons who share a relevant protected characteristic;
    - take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of people who do not share it (in relation to disabled people, this includes, in particular, steps to take account of disabled persons' disabilities);
    - encourage persons who share a protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.
  - iii) Foster good relations between persons who share a relevant protected characteristic and those who do not share it. This involves having due regard, in particular, to the need to –
    - tackle prejudice; and
    - promote understanding.
- 5b) Not applicable

### Appendices:

Appendix A1: Performance Progress Update (Q2 2020/21)

Appendix A2: A list of short definitions for each measure shown in Appendix A1

### LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

Background Papers: None

## Communities Scrutiny Commission – Q2 2020/21 Performance Summary

**OVERALL SUMMARY:**

44% (8/18) PIs are on or above target  
28% (5/18) PIs are better or the same than at Q2 last year

MANAGEMENT OF PLACE		
Title	Target status	DoT
BCPC541: Increase the percentage of household waste sent for reuse, recycling and composting	Below	↓
BCPC563: Average weekly number of regulatory contacts requesting COVID 19 advice and guidance	37 (no target)	n/a
DGRC542: Reduce the residual untreated waste sent to landfill (per household)	Well Below	↓

HOUSING AND LANDLORD SERVICES		
Title	Target status	DoT
BCPB353: Reduce the number of households in temporary accommodation	Well Above	↑
BCPB357: Increase the number of households where homelessness is prevented	Well Below	↓
BCPB358: Number of people housed in emergency Covid-19 accomodation who have subsequently been re-settled.	282 (no target)	n/a

PUBLIC HEALTH		
Title	Target status	DoT
BCPB253: Increase the number of attendances at BCC leisure centres and swimming pools	Above target	↓
BCPC311: Levels of engagement with community development work	Above target	↓

DoT = 'Direction of Travel' compared to this time last year



## Communities Scrutiny - Quarter 2 (1st April - 30th September 2020) Performance Progress Report

Corp Plan KC Ref	Code	Title	+/-	2019/20 Outturn	2020/21 Target	Q1 Progress	Q2 Progress	Comparison over last 12 months	Management Notes
<b>Growth &amp; Regeneration - Housing &amp; Landlord Services</b>									
<b>Bristol City Council (BCC) owned performance indicators:</b>									
CV1	BCPB358	Number of people housed in emergency Covid-19 accommodation who have subsequently been re-settled		n/a	new measure	89	<b>282</b>	n/a	In Q1 we were in the middle of getting everyone in and setting up emergency accommodation. In Q2 we focussed on moving people on from COVID emergency accommodation. Twice as many people moved on in Q2 compared with Q1.
EC2	BCPB353	Increase the number of households where homelessness is prevented	+	1,241	1,100	346	<b>733</b>	↑	The number of households where homelessness is prevented is above target
EC2	BCPB357	Reduce the number of households in temporary accommodation	-	728	700	<b>895</b>	<b>910</b>	↓	We continue to accommodate high numbers of people as part of our "Everyone In" response. The number of vulnerable single people sleeping rough and threatened with homelessness is increasing.
EC2	DGRB356	Reduce the number of households who were in Temporary Accommodation for more than 6 months	-	292	300	304	<b>387</b>	↓	We are continuing to prioritise households in Temporary Accommodation for move on.
EC3	BCPB307	Increase the number of people enabled to live independently through home adaptations	+	4,151	3,400	674	<b>1,389</b>	↓	Progress ahead of target for Q2 following the return to home visits and contractor availability since July. Targets weighted to Q3 & Q4, so this quarter's performance should cushion any further home visit restrictions later in year.
FI1	BCPB375	Reduce the number of empty council properties to 250 by 2020 (true voids)	-	248	250	<b>282</b>	<b>257</b>	↑	We are seeing the number of lets increase as applicants are now able to move and bid on properties which is also having an impact on our void times and rent loss.
FI1	DGRB374a	Reduce Average Relet Times	-	85	85	<b>114</b>	<b>97</b>	↓	197 properties were relet in April and May. Standard void repairs have continued to be delivered within an average of 13 days for Q1. An improvement plan is currently being agreed between all services areas involved.
FI1	DGRB374b	Reduce Average Relet Times for Standard Voids	-	50	35	<b>64</b>	<b>64</b>	↑	A tracking spreadsheet for standard relets has been created which is updated/monitored daily by both Relets and Lettings, this enables us to advertise properties and a point of contact meeting is held twice a week.
WC2	BCPB308	Increase number of people able to access care & support through the use of Technology Enabled Care	+	559	753	<b>128</b>	<b>210</b>	↓	Performance slightly behind target following access delays to residents home in Q1 due to C-19. Performance should improve in Q3 and Q4 to meet the end of year target.
WOP4	DGRB372	Maximise the rent income from council housing (total debt outstanding)	-	£12,209,000	£12,000,000	<b>£13,108,000</b>	<b>£12,909,000</b>	↓	Tenants are being contacted by telephone, setting affordable action plans, sign posting for support where applicable and implementing new recovery policies. Proactive work focussing on Discretionary Housing Payments and Universal Credit managed payments, has resulted in a reduction in current arrears.
WOP4	DGRB376	Reduce the loss of gross rental income through voids	-	£1,434,000	£1,400,000	<b>£355,540</b>	<b>£633,000</b>	↑	There has been a direct correlation with the relet times and the reduction in void rent lost due to the impact of Covid 19.
<b>City Wide Performance Indicators that BCC contributes to:</b>									
EC2	BCPC352b	Reduce the number of people sleeping rough on a single night in Bristol - BCC quarterly Count	-	93	75	35	<b>69</b>	↑	The number of people sleeping rough has reduced to 2014/15 levels due to our COVID 19 response.
EC2	DGRC352a	Reduce the number of people sleeping rough on a single night in Bristol - Annual Count	-	98	75	Data not due	<b>Data not due</b>	n/a	The annual count is generally done during November and will be reported at Q3. There are in-year quarterly counts which are reported below at BCP352b.
FI1	BCPC310	Increase the number of private sector dwellings returned into occupation	+	499	490	109	<b>232</b>	↓	Performance on track for Q2 following recommencement of home visits and access to contractors to complete refurbishment work in Q2 on long term empty units.

Corp Plan KC Ref	Code	Title	+/-	2019/20 Outturn	2020/21 Target	Q1 Progress	Q2 Progress	Comparison over last 12 months	Management Notes
F11	DGRC379	Private rented properties improved	+	1,968	900	60 (target 55)	300 (target 280)	↓	Performance slightly ahead of target following an increase of inspections in Q2 following the lifting of restrictions on visiting private rented properties.

### Growth & Regeneration - Management of Place

#### City Wide Performance Indicators that BCC contributes to:

CV2	BCPC563	Average weekly number of regulatory contacts requesting COVID 19 advice and guidance	+	n/a	new measure	24	37	n/a	There was an increase in the number of cases from 306 in Q1 to 487 in Q2. This is a new measure responding to the Covid-19 Recovery and Renewal theme in the Corporate Plan.
W2	BCPC333	Increase the percentage of residents visiting a park or open space at least once a week (QoL)	+	52.90%	55.00%	Data not due	Data not due	n/a	The Quality of Life (QoL) survey took place in Autumn 2020. Headline results will be issued via the QoL Priority Indicators briefing report in January 2021 followed by a full set of results in March 2021.
W2	BCPC540	Reduce percentage of people who feel that street litter is a problem in their neighbourhood (QoL)	-	81.10%	80.00%	Data not due	Data not due	n/a	The Quality of Life (QoL) survey took place in Autumn 2020. Headline results will be issued via the QoL Priority Indicators briefing report in January 2021 followed by a full set of results in March 2021.
W2	BCPC541	Increase the percentage of household waste sent for reuse, recycling and composting	+	46.80%	50.00%	48.00%	46.00%	↓	Covid related waste trend is increasing the amount of refuse collected at the kerbside and therefore negatively impacting recycling rates.
W2	DGRC194	Numbers of citizens participating in community clear-ups per quarter	+	2,886	1,000	0	38	↓	Community litter picks resumed in September with 17 events in 13 different wards. Over 100 bags of waste and recycling collected. There was no activity during Q1
W2	DGRC542	Reduce the residual untreated waste sent to landfill (per household)	-	129.00 kg	100.0 kg	28.0 kg	65.9 kg	↓	Data is cumulative and will be monitored through the year. Primary treatment facility is in commissioning phase leading to additional landfill reliance.

### People - Public Health

#### Bristol City Council (BCC) owned performance indicators:

W4	BCPB253	Increase the number of attendances at BCC leisure centres and swimming pools	+	2,373,178	695,145	N/A	56,820 (August)	↓	Hengrove opened fitness facilities on 25th July and SLM opened fitness facilities (at four of their six sites) on August 1st. Only three SLM pools opened in August but not until the 20th. All sites have made arrangements to ensure that they are covid secure/safe and as such can only take a limited number of customers. They are also phasing their recovery and are not operating normal opening hours yet.
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#### City Wide Performance Indicators that BCC contributes to:

EC4	BCPC311	Levels of engagement with community development work	+	8,000	3,000	N/A	1,041	↓	The team is adapting and finding new ways to work with communities in a challenging environment. The community building conversations for this quarter have been with C19 volunteers to connect them up and into their local area and develop more sustainable approaches. Most of the team still working on Covid19 community response.
EC4	BCPC312	Increase % respondents who volunteer or help out in their community at least 3 times a year (QoL)	+	47.6%	44.0%	Data not due	Data not due	n/a	The Quality of Life (QoL) survey took place in Autumn 2020. Headline results will be issued via the QoL Priority Indicators briefing report in January 2021 followed by a full set of results in March 2021.
EC4	BCPC314	Reduce the percentage of people who lack the information to get involved in their community (QoL)	-	27.8%	28.0%	Data not due	Data not due	n/a	The Quality of Life (QoL) survey took place in Autumn 2020. Headline results will be issued via the QoL Priority Indicators briefing report in January 2021 followed by a full set of results in March 2021.
FI4	BCPC324	Increase the percentage of people who feel they belong to their neighbourhood (QoL)	+	62.0%	60.0%	Data not due	Data not due	n/a	The Quality of Life (QoL) survey took place in Autumn 2020. Headline results will be issued via the QoL Priority Indicators briefing report in January 2021 followed by a full set of results in March 2021.

Corp Plan KC Ref	Code	Title	+/-	2019/20 Outturn	2020/21 Target	Q1 Progress	Q2 Progress	Comparison over last 12 months	Management Notes
FI4	BCPC327	Reduce the percentage of people who have noted "mainly negative effects" from gentrification (QoL)	-	21.4%	25.0%	Data not due	Data not due	n/a	The Quality of Life (QoL) survey took place in Autumn 2020. Headline results will be issued via the QoL Priority Indicators briefing report in January 2021 followed by a full set of results in March 2021.
WC3	BCPC323	Increase % of people who see friends and family as much as they want to (QoL)	+	82.1%	70.0%	Data not due	Data not due	n/a	The Quality of Life (QoL) survey took place in Autumn 2020. Headline results will be issued via the QoL Priority Indicators briefing report in January 2021 followed by a full set of results in March 2021.
W1	BCPC255	Increase % of people living in the most deprived areas who do enough regular exercise each week(QoL)	+	55.3%	38.7%	Data not due	Data not due	n/a	The Quality of Life (QoL) survey took place in Autumn 2020. Headline results will be issued via the QoL Priority Indicators briefing report in January 2021 followed by a full set of results in March 2021.
W4	BCPC256	Increase the % of adults in deprived areas who play sport at least once a week (QoL)	+	33.1%	23.2%	Data not due	Data not due	n/a	The Quality of Life (QoL) survey took place in Autumn 2020. Headline results will be issued via the QoL Priority Indicators briefing report in January 2021 followed by a full set of results in March 2021.



Progress Key
Well Above Target
Above Target
On Target
Below Target
Well Below Target

Improvement Key	
↑	Direction of travel <b>IMPROVED</b> compared to same period in the previous year
=	<b>SAME</b> as previous same period in the previous year
↓	Direction of travel <b>WORSENERD</b> compared to same period in the previous year

[Corporate Strategy - Key Commitments](#)

Covid-19 Recovery and Renewal Actions	
CV1	Community and People
CV2	Economy and Business
CV3	Organisational Change
Empowering & Caring	
EC1	Give our children the best start in life by protecting and developing children's centre services, being great corporate parents and protecting children from exploitation or harm.
EC2	Reduce the overall level of homelessness and rough sleeping, with no-one needing to spend a 'second night out'.
EC3	Provide 'help to help yourself' and 'help when you need it' through a sustainable, safe and diverse system of social care and safeguarding provision, with a focus on early help and intervention.
EC4	Prioritise community development and enable people to support their community.
Fair & Inclusive	
FI1	Make sure that 2,000 new homes (800 affordable) are built in Bristol each year by 2020.
FI2	Improve educational outcomes and reduce educational inequality, whilst ensuring there are enough school places to meet demand and with a transparent admissions process.
FI3	Develop a diverse economy that offers opportunity to all and makes quality work experience and apprenticeships available to every young person.
FI4	Help develop balanced communities which are inclusive and avoid negative impacts from gentrification.
Wellbeing	
W1	Embed health in all our policies to improve physical and mental health and wellbeing, reducing inequalities and the demand for acute services.
W2	Keep Bristol on course to be run entirely on clean energy by 2050 whilst improving our environment to ensure people enjoy cleaner air, cleaner streets and access to parks and green spaces.
W3	Tackle food and fuel poverty.
W4	Keep Bristol a leading cultural city, helping make culture, sport and play accessible to all.
Well-Connected	
WC1	Improve physical and geographical connectivity; tackling congestion and progressing towards a mass transit system.
WC2	Make progress towards being the UK's best digitally connected city.
WC3	Reduce social and economic isolation and help connect people to people, people to jobs and people to opportunity.
WC4	Work with cultural partners to involve citizens in the 'Bristol' story, giving everyone in the city a stake in our long-term strategies and sense of connection.
Workplace Organisational Priorities	
WOP1	Redesign the council to work effectively as a smaller organisation.
WOP2	Equip our colleagues to be as productive and efficient as possible.
WOP3	Make sure we have an inclusive, high-performing, healthy and motivated workforce.
WOP4	Be responsible financial managers and explore new commercial ideas.

# Defintions and reporting timescales for Performance Indicators

## 2020/21 Growth & Regeneration: Housing & Landlord Services

PI ref	Measure	Frequency/period reported	Method of calculation
<b>Bristol City Council (BCC) owned performance indicators:</b>			
BCPB307	Increase the number of disabled people enabled to live more independently through home adaptations	Quarterly (Cumulative)	This measure records the number of people enabled to live more independently in their own home as the result of a home adaptation. the Home Adaptations Service operates across both the public and private housing sectors.
BCPB308	Increase the number of people able to access care and support through the use of adaptive technology	Quarterly (Cumulative)	This measure records the number of people enabled to live more independently in their own home as the result of the installation of Technology Enabled Care, and is linked to BCP307 which records the number of homes which has received home adaptions are part of enabling independent living.
BCPB353	Increase the number of households where homelessness is prevented	Quarterly (Cumulative)	This measure reports the number of households where homelessness is prevented as a result of advice provided through a dedicated Housing Advice service funded by a local authority, or in-house housing advice service, to fulfil the authority's statutory duties under section 179(1) of the Housing Act 1996 part VII, as amended by the Housing Act 2002.
BCPB358	Number of the rough sleepers emergency housed during Covid pandemic who are subsequently re-settled	Quarterly (Cumulative)	This is the overall number recorded in the "Move On" section of the weekly return to MHCLG and is made up of: 1) people who were moved straight into settled accommodation and those who were accommodated as a result of the emergency Covid-19 response who have since been moved into settled accommodation. 2) people moved into rough sleeping pathways that sit outside of temporary accommodation
BCPB375	Reduce the number of empty council properties to 250 by 2020 (true voids)	Quarterly (Snapshot)	This is a count of current number of empty properties as at the end of the measuring period. A property is classified as empty when there is no tenancy in force and the property is void. The number includes all standard voids as well as those classed as undergoing major works, or pending a decision to dispose or demolish.
DGRB356	Reduce the number of households who were in Temporary Accommodation for more than 6 months	Quarterly (Snapshot)	This measure reports on the number of households who were in Temporary Accommodation, including B&B, for more than 6 months as a snapshot at the end of each quarter.
DGRB372	Maximise the rent income to housing delivery (total debt outstanding)	Quarterly (Snapshot)	This pereformance indicator gives a snapshot figure of the total arrears outstanding to the Housing Revenue Accounts (HRA) on a given date.
DGRB374a	Reduce Average Relet Times	Quarterly (Cumulative)	On a year-to-date basis, this measures the average number of calendar days an HRA dwelling spends vacant before it is relet. It is calculated as follows: $n=B/A$ where A is the total number of properties relet in period, and B is the total number of calendar days these properties spent void prior to relet. All relet properties should be included, both major/minor works , for the total period spent vacant.
DGRB374b	Reduce Average Relet Times for Standard Voids	Quarterly (Cumulative)	On a year-to-date basis, this measures the number of days an HRA property spends void before relet if it does not require major works. Void Properties requiring major works are not be included in this calculation: It is calculated as follows: $n=B/A$ where A is the total number of standard void properties relet in period, and B is the total number of calendar days these properties spent void prior to relet. Only 'standard' voids are included (i.e. those not requiring major works) , for the total period spent vacant.
DGRB376	Reduce the loss of gross rental income through voids	Quarterly (Cumulative)	This measure calculates the amount of rent and service charges lost through properties being vacant. Rent lost through voids is the total amount of rent which was not collectable during the period because dwellings were vacant (i.e. with no tenant liable for the rent). Properties where a formal decision to demolish has been taken should be excluded from the rent roll. Properties held for use as temporary accommodation are excluded from the calculation. Service charges include warden alarm, concierge, caretaking, communal cleaning, laundry, CCTV, Supporting People, Youth Project Council Tax

### City Wide Performance Indicators that BCC contributes to:

BCPC310	Increase the number of private sector dwellings returned into occupation	Quarterly (Cumulative)	This measures the number of non-local authority-owned vacant dwellings returned to occupation or demolished during the financial year as a direct result of action by the local authority.
BCPC352b	Reduce the number of people sleeping rough on a single night in Bristol - BCC quarterly Count	Quarterly (Snapshot)	The number of people sleeping rough on a single night within the area of the authority. This is a local count done to the same methodology as the annual count and is intended to provide a snapshot each quarter.
BCPC357	Reduce the number of households in temporary accommodation	Quarterly (Snapshot)	This measure reports on the numbers of households living in temporary accommodation provided under the homelessness legislation.
DGRC352a	Reduce the number of people sleeping rough on a single night in Bristol - Annual Count	Annual (Snapshot)	The number of people sleeping rough on a single night within the area of the authority. This count is undertaken by all local authorities and is a snapshot of a single night
DGRC379	Private rented properties improved	Quarterly (Cumulative)	This is the cumulative total of all private rented properties improved through property licensing (mandatory and discretionary) and through a range of enforcement actions.

## 2020/21 Growth & Regeneration: Management of Place

PI ref	Measure	Frequency/period reported	Method of calculation
<b>Bristol City Council (BCC) owned performance indicators:</b>			
BCPB563	Average weekly number of regulatory contacts requesting COVID 19 advice and guidance	Quarterly (Snap shot)	This measure counts the number of business who request EH / Reg C-19 service requests for advice that produced through the Council customer call centre. (Inc Trading standards / Neighbourhood enforcement / Food Safety / H&S / Infectious Deiseases / Licencing)
<b>City Wide Performance Indicators that BCC contributes to:</b>			
BCPC333	Increase the percentage of residents visiting a park or open space at least once a week (QoL)	Annual (Survey)	The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol.
BCPC540	Reduce percentage of people who feel that street litter is a problem in their neighbourhood (QoL)	Annual (Survey)	The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol.
BCPC541	Increase the percentage of household waste sent for reuse, recycling and composting	Quarterly (Snapshot)	This measures the percentage of household waste which is sent for reuse, recycling and composting.
DGRC542	Reduce the residual untreated waste sent to landfill (per household)	Quarterly (Cumulative)	This indicator is the number of kilograms of residual household waste collected per household.  The Numerator (X) for this indicator is total kilograms of household waste less any household waste arisings sent for reuse, sent for recycling, sent for composting, or sent for anaerobic digestion.  The Denominator (Y) is the number of households as given by the dwelling stock figures from the Council Taxbase.

## 2020/21 People: Public Health

PI ref	Measure	Frequency/period reported	Method of calculation
<b>Bristol City Council (BCC) owned performance indicators:</b>			
BCPB253	Increase the number of attendances at BCC leisure centres and swimming pools	Quarterly (Cumulative)	This measures attendances at BCC leisure centres and swimming pools on a monthly cumulative basis. Occasionally the latest month is delayed and in those instances the month indicated in brackets.

PI ref	Measure	Frequency/period reported	Method of calculation
<b>City Wide Performance Indicators that BCC contributes to:</b>			
BCPC255	Increase the percentage of people living in the most deprived areas who do enough regular exercise each week(QoL)	Annual (Survey)	The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol.
BCPC256	Increase tthe percentage of adults in deprived areas who play sport at least once a week (QoL)	Annual (Survey)	The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol.
BCPC312	Increase the percentage respondents who volunteer or help out in their community at least 3 times a year (QoL)	Annual (Survey)	The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol.
BCPC314	Reduce the percentage of people who lack the information to get involved in their community (QoL)	Annual (Survey)	The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol.
BCPC323	Increase the percentage of people who see friends and family as much as they want to (QoL)	Annual (Survey)	The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol.
BCPC324	Increase the percentage of people who feel they belong to their neighbourhood (QoL)	Annual (Survey)	The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol.
BCPC327	Reduce the percentage of people who have noted "mainly negative effects" from gentrification (QoL)	Annual (Survey)	The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol.

# Bristol City Council - Scrutiny Work Programme 2020 / 2021 (Public Meetings)

People Scrutiny Commission	Communities Scrutiny Commission	Growth & Regeneration Scrutiny Commission	Resources Scrutiny Commission	Overview & Scrutiny Management Board
<b>June 2020</b>				
				<b>01/06/2020 3pm</b>
				Current Scrutiny Arrangements
				Bristol Energy Company (Exempt Item)
				Covid-19 Response (Information Item)
				Mayor's Forward Plan - Standing Item
				Performance Report: Quarter 4 (Information Item)
				Corporate Risk Report: Quarter 3 (Information Item)
				WECA Forward Plan - Standing Item (For Information)
<b>July 2020</b>				
				<b>08/07/2020 1.30pm</b>
				City Leap
				Council Tax Reduction Scheme
				Finance Working Group - update
				Cabinet 14th July
				Mayor's Forward Plan - Standing Item
				WECA Overview and Scrutiny Committee Forward Plan - Information / Standing Item
				From Response to Recovery - Covid-19 update report Information Item

People Scrutiny Commission	Communities Scrutiny Commission	Growth & Regeneration Scrutiny Commission	Resources Scrutiny Commission	Overview & Scrutiny Management Board
				Corporate Risk Report Q4 - Information Item
				Performance Report Q4 - Information Item
<b>August 2020</b>				
				<b>26/08/2020 2.30pm</b>
				Air Quality / Clean Air Plan Update
				2020-21 Corporate Business Plan (Covid-19 Recovery Edition)
				Scrutiny Work Programme
				Q1 Performance Report
<b>September 2020</b>				
	<b>Sept / Oct Date TBC</b>	<b>14/9/20 5.30pm</b>		
Page 69		Annual Business Report		
		Housing Delivery Update		
		Mayor's Climate Emergency Action Plan		
		Planning for the Future - White Paper		
		Performance Report		
		Risk Report		
<b>October 2020</b>				
<b>22/10/2020 2pm</b>	<b>15/10/2020 10.30am</b>			<b>5/10/2020 3pm</b>
Annual Business Report	Annual Business Report			Bristol Energy – Position Statement
Public Health Update	Homelessness Support			Clean Air Zone - Update
Update on Mental Health Strategy	Moving Forward Together			Corporate Risk Report
Performance Report	Performance Report			Finance Task Group - Update
Risk Report	Risk Report			Call In Chairing Arrangements
				Cabinet Reports, 6 <sup>th</sup> October

People Scrutiny Commission	Communities Scrutiny Commission	Growth & Regeneration Scrutiny Commission	Resources Scrutiny Commission	Overview & Scrutiny Management Board
				2020
<b>November 2020</b>				
			<b>30/11/2020</b>	<b>2/11/2020 3pm</b>
			Annual Business Report	Scrutiny Working Groups - Feedback
			Council Tax Reduction Scheme and Council Tax Base Report (OSMB invited to participate in this item)	Advertising & Sponsorship Policy
			Collection Fund - Financial Surplus/Deficit Report	<b>30/11/2020 3pm</b>
			Finance Monitoring Report (P7)	Covid-19 update - Information Item
			Community Bank	Clean Air Zone (CAZ) Update
			Risk Report	City Leap
			Performance Report Q2	Performance Report Q2
<b>December 2020</b>				
<b>14/12/2020, 10am</b>	<b>7/12/2020, 5pm</b>			
Public Health Update; focus on the impact of Covid-19 on BAME communities	Decarbonisation of Residential properties			
People Scrutiny Working Group Findings	HMO's / Licensing			
Review of SEND Evidence Day Findings and Recommendations	Wildlife Management – conversation with Cabinet Member			
Secondary School Placements and Oasis Temple Quarter School	Performance Q2			
Quarterly Performance Report				
<b>January 2021</b>				
		<b>28<sup>th</sup> January 5.30pm</b>		<b>18<sup>th</sup> January, 4pm</b>
		Temple Quarter / Temple Meads and St Philips Master		Companies Business Plans (to include performance)

People Scrutiny Commission	Communities Scrutiny Commission	Growth & Regeneration Scrutiny Commission	Resources Scrutiny Commission	Overview & Scrutiny Management Board
		Plan		
		Temple Island		Corporate Risk Report
		City Centre Framework		Performance Report
		Western Harbour Update		Covid-19 update - Information Item (TBC)
		Performance Report		
		Risk Report		
<b>February 2021</b>				
	<b>8<sup>th</sup> February, 2pm</b>		<b>4<sup>th</sup> February, 2pm</b>	
	Future Parks		Budget Scrutiny Meeting	
	Waste			
	Building Security and Safety regulations			
	Community Safety Partnership Needs Analysis			
<b>March 2021</b>				
	<b>8/3/2021, 2pm</b>	<b>March Date TBC</b>		
Public health update		Strategic Transport Plans (details TBC)		
Healthy eating		Local Rail / Metrowest (details TBC)		
Children In Care, Adoption and Fostering				
Adult Care – Older People: Isolation				
Alternative Learning Provision (Including Hospital Education)				
Risk Report				
Quarterly Performance Report				
<b>Items to be scheduled</b>				
<ul style="list-style-type: none"> <li>Quarterly Performance Reports</li> <li>Twice yearly Risk Reports</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly Performance Reports</li> <li>Twice yearly Risk Reports</li> </ul>	Bristol Local Flood Risk Management Strategy, including River Avon Flood	IT Transformation Programme (TBC)	Review of Company Accounts – Dec (TBC)

People Scrutiny Commission	Communities Scrutiny Commission	Growth & Regeneration Scrutiny Commission	Resources Scrutiny Commission	Overview & Scrutiny Management Board
		Strategy (Jan/Feb)		
			Commercialisation and Innovation	HSID review – postponed until further notice.
			Legal Services Strategy (progress update)	Bristol Energy
				Covid Recovery Plans – Cabinet reports for information only unless items for discussion
				City Leap (Jan/Feb TBC)

<b>Health Scrutiny</b>	
<b>Subject</b>	<b>Provisional Date</b>
<b>Joint Health Scrutiny Committee</b>	
<p>Agenda subject to any proposed substantial changes to health services brought to the Committee's attention, and agreed with North Somerset and South Gloucestershire Councils.</p> <p>Initial proposals include:</p> <ul style="list-style-type: none"> <li>• BNSSG CCG system plan to 2021 (including Integrated Care Systems progress, and Covid-19 recovery plans);</li> <li>• Stroke services programme</li> <li>• Mental Health Strategy;</li> <li>• 111 First programme.</li> </ul>	December 2020 (tbc)
<b>Health Scrutiny Committee (sub-Committee of the People Scrutiny Commission)</b>	
<p>Agenda to be informed by JHOSC and any proposed substantial changes to health services brought to the Sub-Committee's attention.</p> <p>Initial proposals include:</p> <ul style="list-style-type: none"> <li>• Bristol GP Closures and New Arrangements</li> <li>• Drug and Alcohol Strategy</li> </ul>	March 2021 (tbc)