

HOUSING COMMITTEE

8 JUNE 2021

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Report Title	CLEANER ESTATES STRATEGY ACTION PLAN			
Purpose of Report	For Housing Committee to agree that the action plan is fit for purpose in line with the Cleaner Estates Strategy.			
Decision(s)	The Committee RESOLVES to agree to adopt the Cleaner Estates Strategy Action Plan.			
Consultation and Feedback	Consultation has taken place with the Tenancy Management Team, involved tenants, Housing Committee Tenant Rep, Community Group Middle of the Hill (MoTH) and Community Services colleagues.			
Report Author	Kevin Topping, Head of Housing Services Email: kevin.topping@stroud.gov.uk			
Options	Committee may review and add or retract any actions following debate.			
Background Papers	Cleaner Estates Strategy 2021-2024			
Appendices	Appendix A - Cleaner Estates Strategy 2021-2024 Action Plan			
Implications (further details at the end of the report)	Financial	Legal	Equality	Environmental
	Yes	No	No	Yes

1.0 INTRODUCTION

- 1.1 Tenant Services Cleaner Estate Strategy is a new piece of work and reflects a commitment to improve the quality and cleanliness of where people live and somewhere they can be proud of. The strategy was presented to Housing Committee and adopted in April 2021 with a resolution to present a comprehensive action plan that met the needs of the strategy and our communities.
- 1.2 The action plan aims to address concerns raised by members and tenants regarding the condition of estates, fly tipping and community engagement.
- 1.3 Stroud District Council has a critical leadership role supporting and encouraging strong communities for the best possible quality of life, so that all can live well together. We are committed to developing a sustainable, proactive and respected relationship with our communities. This will be reflected in how our services are organised and delivered and the two-way communication which works to meet the needs of all our communities and individuals who need our support.
- 1.4 The Regulator for Social Housing requires landlords as part of the Neighbourhood and Community Standard (One of four regulatory consumer standards for social housing) to ensure their neighbourhood's and communal spaces are kept clean and safe. In addition, landlords should co-operate with relevant partners to help promote social, environmental and economic wellbeing in the areas where they own properties.

2.0 KEY PRINCIPLES

2.1 The action plan has been broken down into four key elements as follows:

2.2 **Communities**

How we as an organisation support and interact with our communities and work together for mutual benefit.

2.3 **Consultation**

Insight from tenants, leaseholders, ward members, town and parish councils and internal and external partners.

2.4 **Satisfaction**

Activities and governance of standards and conditions on our estates and in our communities linking with the regulator of Social Housing and the Charter for social housing tenants as part of the government white paper.

2.5 **Innovation**

Activities that are new, which may benefit our communities by doing things a little differently to what we have done previously and again increasing satisfaction levels with the Council.

2.6 A number of areas naturally cross over into other principles but the key piece of work is to capture the detail of the action plan.

3.0 ACCOUNTABILITY

3.1 This action plan sets out the expectations, aspirations and methodology we utilise in the delivery of services by putting our communities at the heart of what we do. The ability to transition from a Tenant Services only approach to a 'one Council' approach working together with our communities is a journey and one which we have successfully begun.

3.2 The Housing White Paper includes the Charter for Social Housing Residents outlining seven key commitments that residents should expect from their landlords and this underpins all the work we deliver; the charter includes:

- 1. To be safe in your home.** Government will work with industry and landlords to ensure every home is safe and secure.
- 2. To know how your landlord is performing,** including on repairs, complaints, and safety, and how it spends its money, so you can hold it to account.
- 3. To have your complaints dealt with promptly and fairly,** with access to a strong Ombudsman who will give you swift and fair redress when needed.
- 4. To be treated with respect,** backed by a strong consumer Regulator, and improved consumer standards for tenants.
- 5. To have your voice heard by your landlord,** for example through regular meetings, scrutiny panels or being on its Governance board (Housing Committee). The Government will provide help, if you want it to give you the tools to ensure your landlord listens.
- 6. To have a good quality home and neighbourhood to live in,** with your landlord keeping your home in good repair.
- 7. To be supported to take your first step to ownership,** so it is a ladder to other opportunities, should your circumstances allow.

4.0 OUTCOMES

- Excellent customer service including satisfaction.
- Sustainable and stronger greener communities.
- Partnership working.
- Stronger enforcement for persistent offenders of fly tipping including condition of gardens, communal areas and open spaces with other items such as bulky rubbish (sofas white goods etc).

5.0 SUMMARY

5.1 The approach outlined in the action plan require resourcing and financial support some of which is not exactly known until the process begins to roll out, where practical a view has been taken on expected costs but this may be subject to change depending on any unknown factors that occur during the duration of this action plan. Tenant feedback has included that it is pleasing to see cleaning standards being addressed and that of waste and fly-tipping specifically in and around communal blocks.

5.2 As always finance colleagues will be heavily involved in this process and any additional spend that has not been budgeted for will require committee sign off.

6.0 IMPLICATIONS

6.1 Financial Implications

Any actions would need to be delivered within existing resources. Any bids for additional funding will need to be put forward to Housing Committee and Council as part of the budget setting process and considered against other priorities.

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6.2 Legal Implications

There are no significant legal implications.

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6.3 Equality Implications

An EqlA has been carried out by Officers in relation to the decision made in this report and due regard will be given to any implications identified in it.

6.4 Environmental Implications

There may be a continued increase in fly tipping and a small number of cases of bad behaviour and non-compliance, in the short term as we align work streams and colleagues however, these will be directly addressed as outlined in the strategy.