

ANNUAL REPORT 2020-2021



Welcome to the Housing Annual Report 2020-21 which sets out how the council's Housing and Regeneration Department (HRD) has performed over the last year.

This has been a year like no other and we, like many organisations, have had to adapt to a new way of working while still striving for excellent service delivery.

Much of this year was not business-as-usual, instead spent in emergency response to the pandemic. An unprecedented time and one which we look forward to leaving in the past. This included contacting all our elderly and vulnerable residents, organising food parcels, aiding a befriending service for those who were socially isolated, as well as housing around 300 rough sleepers. We also changed the way we work, with many staff moving to working from home, which posed challenges of logistics and service delivery. Despite these challenges we have adapted well to provide our residents with a good quality of service and value for money, while maintaining our duties as a landlord and Local Authority.

We made progress towards our targets, including delivering 1,000 new homes by 2027 and to improve the energy efficiency of the homes we manage, not least by creating the Green Agenda Housing Steering Group to drive forward significant changes.

Fire safety remains of the utmost importance, and we have signed up to the Building a Safer Future Charter which promotes positive culture, putting people's safety first in how we plan, design, build and maintain properties.

We worked throughout the year towards achieving accreditation from the Domestic Abuse Housing Alliance (DAHA), and I'm proud to say that in summer 2021 we received this. Accreditation shows that we provide the best possible service to those reporting domestic abuse.

I would also like to extend my gratitude and admiration to the entire Wandsworth community, who came together, supporting one another and displaying brilliant community spirit.

This Annual Report was produced in partnership with a residents' focus group which once again took place on a virtual platform. I'd like to thank all the participants for their contributions.

To find out more about how you can get involved with matters affecting your housing or join your local residents' association visit: www.wandsworth.gov.uk/getinvolvedhousing

Brian Reilly
Director of Housing and Regeneration

The Annual Report tells you how well we have done in five key areas:

- **Tenancy**
- **Home**
- **Resident involvement**
- **Neighbourhood and Community**
- **Value for money**

A traffic light system is used within the Annual Report to assess how well we have performed.



standard met



standard partially met, some work to do



work required to meet the standard

Priorities for 2020-2021 were:

Conclude re-cladding works to Sudbury House and Castlemaine and progress plans to retro-fit sprinklers in sheltered and hostel accommodation.

Re-procure **fire risk assessments** to meet the requirements of new fire safety legislation.

Progress the delivery of the **regeneration plans** for Winstanley/ York Road and Alton Estates.

Progress the development of the **new CCTV and emergency control facility** to be fully functioning by early 2021.

Carry out **communal electrical testing and inspections**, prioritising blocks of 10 storeys and over.

Continue work to gain **Domestic Abuse Housing Alliance** accreditation which recognises best practice in dealing with domestic abuse

Put forward proposals to review the council's **Tenancy Conditions**.

Develop a **performance monitoring framework** for the new cleaning contract.

Work with our partner housing associations to complete delivery of **95 extra care homes units** for frail, older residents by 2021.

Continue to progress plans to **deliver 1,000 new homes** over the next 5 to 7 years through the council's development programme.

Commission a survey to provide accurate data on stock condition and identify opportunities for **energy efficiency improvements** to help tackle fuel poverty.

Explore options to install **new technologies** to improve **energy efficiency** in council owned housing blocks including moving to LED lighting.

Work with partners to deliver the **rough sleeper recovery plan** to help re-house rough sleepers temporarily housed during the COVID-19 outbreak and to minimise rough sleeping in the borough.

Produce an easy read version of the **Resident Participation and Consultation Strategy** and review the resident engagement webpages.

***Council residents mean council tenants, council leaseholders and people living in properties managed by a Resident Management Organisation (RMO).**

****Where available figures for the previous year 2019-20 are shown in brackets.**

Tenancy

We will

- Make the best use of the available housing stock
- Be clear with residents about how properties are allocated
- Provide support to residents to enable them to maintain their tenancy

Allocations

- Provide information on how we allocate properties and how to apply for housing.
- Make sure we are making the best use of the housing available to meet a range of housing needs.

How have we met the standard?

- Housed **956 (879)** households in 2020/21 which is slightly lower than the forecast target of **975 (1,241)**.
- Received **2,236 (2,080) online housing applications** this year, which equates to **79.3% (87.5%)** of all applications received.
- **286 vulnerable families** had their homelessness prevented by our teams; this exceeded our target of **282**.
- It took an average of **33.55 (36.8) days to re-let a property**, this is an improvement on last year.
- **Moved 28 (46)** under occupying households to smaller more suitable accommodation therefore freeing up larger properties for families in the borough. Although this is a decrease on last year, we aim for this figure to rise as we move on from the pandemic.
- The number of households in **temporary accommodation (TA)** rose to **2,525 (2,414)** which was lower than the forecast of **2,810 (2,032)**.
- **3.65% (5.68%) of households** in TA are in Bed and Breakfast. This is better than the council forecast of **6% (10%)**, the department has been working hard to provide self-contained accommodation, and only use B&Bs where this is unavailable.
- More than **300 rough sleepers** were accommodated as part of the Government's 'Everybody In' scheme, with **130** currently in TA and **97** now permanently rehoused.
- The council's self-build programme has been progressing well:
 - **70 (31) new homes** completed in 2020/21 despite lockdown restrictions
 - **134 (194) further homes** are under construction, of which **93 (70)** are due to be completed in 2021/22
 - **171 (46)** have secured planning consent
 - A further **110 (210) have had planning applications** submitted or are due to have planning applications submitted for 2021/22
- **189 (221) tenants** were helped to maintain their tenancy by the tenancy support team during 2020/21 who supported them to reduce their arrears by **£54,355**.

Rents

- Provide an efficient, effective and responsive rent collection service.
- Review rents and service charges each year and provide information on how we calculate them.

How have we met the standard?

- At the end of the year, **total rent arrears** were **£7.46m (£6.21m)**. This equates to **5.85% (4.7%)** of the total rent collected. **12% (10.48%)** of tenants have more than **seven weeks arrears**. This increase is understood to be in part as a result of the financial hardship brought on by the pandemic, and we will work via our financial inclusion, tenancy support and rent collection teams to assist where possible in clearing debts and managing finances.
- For those tenants who need assistance, the financial inclusion team provide **free benefit advice, debt management intervention and help with budgeting, assisting 675 (659) tenants** during 2020/21. The team also run monthly virtual advice sessions and helped around **93 (95) residents**.

Tenure

- Provide either introductory, flexible fixed term or secure tenancies.
- Give new residents a copy of their tenancy or lease agreements and explain the content.
- Check our homes are occupied legally and take action where they are not.

How have we met the standard?

- All tenants received a **written tenancy agreement** which is explained to them.
- **27 (32) illegally occupied properties** were recovered by the council in partnership with the South West London Fraud Partnership.
- **326 (185) flexible fixed term reviews** were carried out during 2020/21.

Neighbourhood and community

We will

- Work with partners to prevent and tackle anti-social behaviour
- Work with residents to improve local facilities and the environment
- Respond to emergencies in a timely manner and work to keep our estates clean and safe



Tackling anti-social behaviour and crime

- Work with other services and the police to prevent and tackle anti-social behaviour (ASB).
- Take action against offenders and tell residents about outcomes.

How have we met the standard?

- Through a dedicated steering group, the Department continued its work toward achieving the **Domestic Abuse Housing Alliance (DAHA) accreditation** to ensure its response to DA is the best it can be and that clients' safety is at the heart of our decision making. Accreditation was received in summer 2021.
- The department now has **18 DA Champions** across all our teams who will ensure the service given to those fleeing or seeking assistance for DA is excellent.
- The department now has a specialist module on the IT system designed to **monitor reports of DA** which ensures that those who

disclose DA are supported appropriately.

- Served **17 (27) Notices of Seeking Possession for ASB**, this decrease is due to the Covid-19 restrictions on seeking possession.
- **84% (90%) of noise complaints** were responded to within five days.
- Continued to **attend regular meetings with local police's neighbourhood safety teams** and took action in areas of concern where required.



Daffodils at Lennox Estate



Hoarding at Fontley Way



City Harvest - Social Distancing

Neighbourhood management



- Ensure estates are maintained to a good standard and improved where possible.
- Respond to emergencies in target times.
- Work with other services and the police to keep your communities and estates clean and safe.

How have we met the standard?

- There were **37,220 (37,244) calls to Wandsworth Emergency Control (WEC)** which required further action during 2020/21.
- **99.6% (99.5%)** of emergency calls* to WEC were responded to within 30 minutes.
- Our **new CCTV and emergency control facility** went live in Spring.
- Removed **29,235 square metres (18,353 msq) of graffiti** at a cost of **£203,654 (£128,230)**.
- **97.87% (99.31%)** of graffiti was removed within target time.
- Allocated **£257,243 (£193,541)** to the small improvement budget for residents' associations (RAs) to fund community projects. This year these have included:
 - Lane Court - external lighting
 - Battersea High Street – cycle hangers
 - Overton House – railing improvements
 - Battersea Coop – bin enclosures
- Plans for **163 homes** at Randall Close and Patmore Centre both received planning consents and are due to start on site in January and February 2022. We continue to explore opportunities for development across many of our existing plots of land.
- The **installation of high-speed broadband** has advanced; CFL have now upgraded **27,453** council owned properties, **77%** of the council stock now has access to full fibre broadband.

- The regeneration schemes on the Alton Estate (Roehampton) and the Winstanley and York Road Estates (Latchmere) continue to progress.

Alton Regeneration

- In September 2020 we saw the **departure of our development partners, Redrow Homes**, whom we intend to replace in the near future.
- We gained approval of the Masterplan by the Planning Committee in October 2020 which will see **1,100 new homes including 261 council homes** (an increase of 103). The proposals will also deliver new community facilities including a new library, youth centre, community hall, GPs, nurseries and more.
- We are focusing heavily on **resident engagement** and have published a revised Community Engagement Strategy and appointed a Community Engagement and Cultural Coordinator.

Winstanley and York Road

- **46 new build flats** have been completed at Mitchell House, York Gardens. Mitchell House is made up of a mix of two and one bed homes, residents began moving-in in April.
- **The first phase of the scheme** will include **502 homes of which 35% are affordable**. The new community hub incorporating a new leisure centre with swimming pools, the improved library and children's and community centres will be delivered later in the programme.



Happy Streets event Nine Elms



Mitchell House

597 Dog related incidents were responded to by the animal welfare **team**

33 stray dogs handled

13 microchips implanted

8 prosecutions | **102** verbal warnings
100% success rate

136 micro-chipping enforcement notices issued

3 community protection notices issued

133 complying | **3** prosecuted

*Emergency calls include lift trappings, fire related incidents and dangerous structures.

Neighbourhood and community

continued



Local area co-operation

- **Work with residents to improve local facilities and the environment.**
- **Work with other agencies and residents to protect them from risk and prevent harm to children, young people and vulnerable adults.**
- **Work to achieve wider borough objectives including improving employment opportunities and prospects.**

How have we met the standard?

- The department continue to support the **Children's Services Multi-Agency Safeguarding Hub (MASH)** to ensure effective joint working to **improve safety of children** in the borough.
- The department also continues to have representation on the **Multi-Agency Risk Assessment Conference (MARAC)** every four weeks which is a conference to discuss the highest risk DA cases in the borough.
- **Our safeguarding procedures** continue to be **reviewed annually** and we carry out an annual audit of working arrangements to **ensure staff understand** their safeguarding responsibilities.
- **All Housing and Regeneration staff** undertake safeguarding training when they join the council and every three years thereafter. With many staff working from home we have encouraged **231 (62) staff members to undertake specialist courses** on safeguarding adults and children.
- **296 staff members** undertook online training in how to recognise and respond to DA, we also have classroom-based training on this subject.
- We began **work on Doddington Square** as part of a £300,000 programme to improve the garden for the residents and create an area where people can be proud to live and work.
- Our gardeners made sure the estates were bright, even in lockdown, **planting 55,000 daffodil bulbs** across six estates.
- **The roll out of LED lighting** has started with approximately **970 new LED bulbs/ lights** installed across nine estates.
- We established the **Green Agenda Housing Steering Group**. This brings together colleagues to drive forward the significant changes needed to deliver on the objectives of the Wandsworth Environmental and Sustainability Strategy.
- We successfully bid for funding from the **Green Home Grant Local Authority Delivery 1a and 2 schemes**. The grants will contribute to a suite of retrofit works to improve the energy efficiency of around **30** tenanted houses including improved insulation, solar panels, low carbon heating and heating controls.
- The department continued partnership work with the **Chelsea Football Club Kicks** who had to work differently this year, providing virtual activities including quizzes, challenges and podcasts as opposed to the usual physical sessions. In December the Kicks delivered a programme called **Winter Unlocked** in collaboration with the **Food Activity Programme** to **47 children** in Wandsworth.
- **Chelsea Kicks** also helped our **Lennox sheltered residents** remain active at home by providing activity packs and committed to providing **30** of the Lennox's most vulnerable residents with three meals a day.
- We continue to work with **Wandsworth Workmatch** which couldn't hold events this year, however, did complete training with 451 residents, and engaged with 524 Wandsworth residents.



Home

We will

- Provide a value for money, timely and good quality repairs and maintenance service for residents, and always ensure that necessary health and safety checks are undertaken
- Maintain all homes to the Decent Homes Standard* as a minimum
- Undertake a programme of Decent Homes Plus** work to improve blocks and estates
- Monitor and report our performance for emergency, urgent and routine repairs, and act where contractors do not meet standards set

Quality of accommodation

- Meet the Decent Homes Standard and undertake a programme of Decent Homes Plus works.

How have we met the standard?

- Continued to meet the **Decent Homes Standard** and **invested £20.199m (£31.663m)** to maintain the council's housing stock; because of COVID-19, any work that involved entering homes was temporarily suspended, therefore leading to a reduction in spend. We look forward to an increase with the return of business as usual.

- We undertook further **environmental improvements** to our estates at a cost of **£497,000 (£595,000)**. These included:
 - improvements to communal spaces
 - additional planting
 - resurfacing and ramped access provision of play area
 - improved security and lighting
 - increased cycle parking
 - providing screens for the recycling bins

- **Started 38 (40) major works projects** including roof renewals, window renewals and external decoration schemes.

- We reviewed our existing policies and procedures around **communal heating systems** in blocks to ensure that, when existing systems are due for renewal, consideration is first given to how these can be **replaced with sustainable solutions**.

*The Decent Homes Standard is set by the Government and outlines specific criteria that social housing must meet to be considered decent. For more information www.gov.uk (search Decent Homes).

**Decent Homes Plus Standard is Wandsworth Council's own higher standard based on Government guidelines.

Repairs and maintenance

- Provide an efficient and cost effective repairs service, which gets the job done right the first time.
- Carry out health and safety checks.

How have we met the standard?

- **£25.9m (£28.1m)** spent on planned and responsive repairs.

- **86.4% (86.6%) of repairs were completed within target time.** We continue to monitor repairs performance; the re-tendering of contracts is expected to improve performance over the coming year.

- Launched a **new transactional repairs satisfaction survey** as a method for collating real-time satisfaction data and responding to individual issues as they arise.

- Carried out **annual gas servicing in 99.22% (98.47%)** of tenanted properties.

- The **new cleaning contract** which was as a result of a resident consultation started in April 2020 and will run until 2028.

- A monitoring framework for the cleaning contractors is in place, their work is inspected and rated A-D. For 2021/22 the target will be **90% grade B** or above.

- We have procured a new contract which will enable the council to periodically **test the electrics in our tenanted units** and communal spaces.

- We successfully bid for inclusion on the **Technical Assistance Pilot**. This offers specialist consultancy services free of charge over the course of six months. The consultants have assessed our housing stock and are using this analysis to develop a strategy for **improving the energy efficiency of our stock** along with a resident engagement plan.

- Established a new **Compliance Team** in September 2020. As well as ensuring

compliance of safety requirements across our housing stock, the team are commissioning **new Fire Risk Assessments for all blocks**, a new stock condition survey and are improving our asset management system.

- Block and estate **health and safety checks** are carried out on a quarterly basis. In addition, Estate Service Officers (ESOs) carry out ad-hoc inspections.

- We are one of four local authorities in the country to be an early adopter for the proposed changes coming in via the **Building Safety Bill** following Dame Judith Hackitt's independent review of building regulations and fire safety.

- We've signed up to the **Building a Safer Future Charter** to promote positive culture and change; focusing on putting people's safety first in how we plan for, design, build, maintain, and look after the safety of our buildings and protect those that use them.

- A **Building and Fire Safety Project Group** has been established to progress several workstreams to meet the new building safety requirements.

- The **retrofitting of sprinklers** in sheltered housing schemes is progressing well with phase 1 surveys now complete, and designs being put together to be approved by building control.

- **30 out of 32** flats in Homeleigh Court are complete

Resident involvement

We will

- Involve residents in decision-making processes over issues that affect them
- Support the development of accredited residents' associations
- Provide residents with a variety of methods to tell us what they think of the services
- Learn from complaints and make use of them to improve services

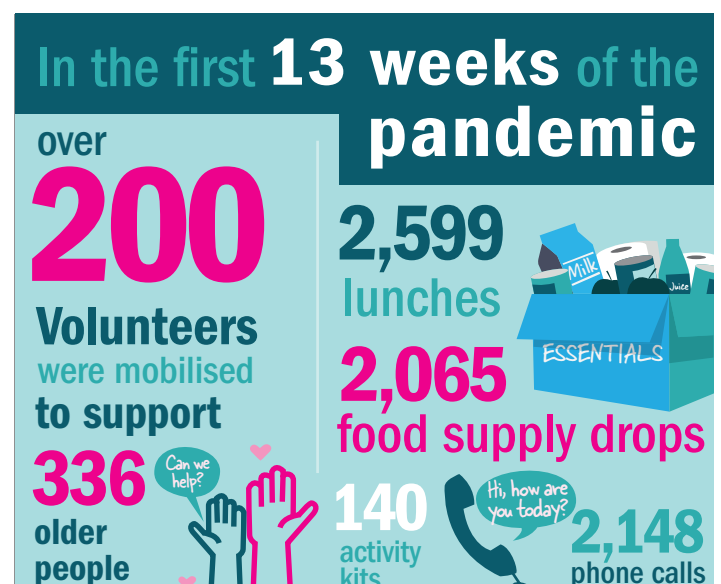


Understanding more and responding to diverse needs

- Treat residents with fairness and respect.
- Make sure services meet a range of needs and are easily accessible to all residents.

How have we met the standard?

- When lockdown was first announced the department contacted over **3,000 tenants** aged over 70 to check how they were coping, and assisted with food parcels, shopping schemes and a befriending service.
- The department worked closely with Age UK to facilitate the delivery of over **3,500 food parcels** at the beginning of the pandemic and have continued to support vulnerable residents throughout.
- Our supported housing services continued to run for our sheltered housing residents despite the pandemic.
- Despite being unable to conduct business-as-usual, we still managed to deliver **263 (369) disability adaptations** to enable people to remain independent in their home.
- We invested in **staff training** – an additional member of staff has completed the Level 4 Trusted Assessor course. This allows them to complete more minor adaptations such as grab rails and stairlifts. It means these cases do not have to be placed on a waiting list and have a quicker turn around.
- Exercised powers to **complete adaptations** without a means test, where the client was vulnerable and unable to undertake the assessment e.g. due to dementia.
- **19 (17)** people requiring adapted housing were allocated accessible homes.
- **2,249 (2,167)** residents use **WATCH Lifeline** service which helps older residents and those with disabilities to remain independent in their homes. **82 (220) new users** signed up to the service in 2020/21.
- There were **324 (203) Telecare users** at the end of 2020/21. Telecare provides a range of sophisticated sensors and alarms to help residents remain independent.
- The number of **'Stay Put Stay Safe' (SPSS)** applicants assisted during the year was **46 (48)**, despite lockdown restrictions we continue to support survivors of domestic abuse to make their homes safe through our sanctuary scheme.
- The council work in partnership with **House Exchange**, a website which helps council residents across the UK find someone to swap homes with. Tenants can register for free with House Exchange*.
- **Two extra care homes (95 units)** in the Borough for frail and elderly people are progressing well with both now on site and under construction despite a slight delay due to the pandemic.
- We continue our partnership with Chelsea Football Club with the **Chelsea Kicks programme**, paying **£20,000** a year in contributions. The programme conducts projects across our estates not only to young residents but older residents living in sheltered accommodation. This year they took their events onto a virtual platform hosting quizzes, challenges, and podcasts for **506** participants during 2020/21.
- Equalities data is analysed and published on the council's website to ensure services are accessible to all residents. The council also completes **Equality Impact Need Assessment's (EINAs)** for all policy statements to ensure we are serving all members of the community fairly.
- We also created a **staff equalities board** to continue to push for cultural growth and change.



*www.houseexchange.org.uk



Involvement

- Encourage resident involvement.
- Inform residents about services and give them the opportunity to check and challenge how well the housing service is doing.

How have we met the standard?

- Supported **40 (54)** accredited **Resident Associations** in the Borough, our RPOs continue to work with **18 associate RAs** who hope to gain their accredited status soon.
- The council created, piloted (special thanks to Park Court RA), and supported a **virtual reaccreditation process**, helping RAs not to lose their accredited status due to social distancing restrictions.
- **2 resident focus groups** were conducted, one to review last year's annual report and another to review the department's resident engagement webpages. Social distancing meant that these focus groups were on Microsoft Teams and attendance was as successful as face-to-face events.
- **Area Housing Panels** had to be temporarily suspended due to social distancing, before being moved to a virtual platform.
- We have continued to deliver **Homelife newsletters** quarterly to keep in contact with our residents and keep them informed, including an additional edition in May 2020 with a COVID-19 update.
- **Social inclusion schemes** have been delivered across the borough, including film screenings on the Alton Estate aimed at our elderly residents.
- There are **14 (19) Housing Community Champions**. These are resident volunteers who have been recognised for the community work they do on their estates. We support them to continue their work and provide funding.
- We **consulted** with our residents regarding whether they would like a virtual **residents' conference**, or whether it would be preferred to be face-to-face. Listening to our residents, we look forward to hosting a residents' conference with training and networking when physical social gatherings are safe.
- We **redesigned** our resident engagement webpages making them more user-friendly and engaging, as well as publishing an **easy-read version** of our Resident Engagement and Consultation Strategy.
- Overall **tenant satisfaction** is **64% (66%)** and **54% (51%)** for leaseholders. The council will always strive to provide the best service to the residents of our borough, and we welcome your views and comments with how we can improve.
- We also carried out a perceptions survey which found that **71% (82%)** of tenants and **76% (83%)** of leaseholders are satisfied with their neighbourhoods as a place to live

Customer service, choice and complaints



- Give residents good quality, up to date information.
- Make sure residents know how to complain.
- Learn from comments and complaints.

How have we met the standard?

- In this daunting period, we have kept residents up to date through **letters, webpage updates** and a **'special' Homelife edition** specifically aimed at tenants and leaseholders and their concerns e.g. COVID-19 updates, eviction information and landlord obligations.
- The council has now **implemented a two-stage complaints system** which ensures the complainant has easier access to fair and swift redress.
- We have had an increase in the number of complaints, dealing with **299 (227) complaints** (both housing service and contractor).
- **55.85% (69.16%)** of complaints were responded to within the target time of 10 working days, this reduction can be attributed to the transition to a new complaints' procedure, we will endeavour to remedy this moving forward.
- **62.58% (67.40%)** of complaints were dealt with at stage one of the complaints procedure.
- We **continue to work** with our co-ops to amend their management agreements with a new complaints process.
- We welcomed the Social Housing White Paper from central government, which outlines a **Charter for Social Housing Residents** which we have reported on and continue to contribute to consultations.
- We have also welcomed the new **Housing Ombudsman Scheme** and completed a self-assessment to ensure the council's compliance.

We conducted a survey with new tenants

76% feel that they understand what to expect from their landlord after the sign-up

65% overall are satisfied with their new home

72% of tenants are satisfied with the running of the local area

67% are satisfied with the services provided by Wandsworth Council

63% agreed common parts of the block were in good order

74% said their neighbourhood was a nice place to live

Value for money

We will

- Provide frontline services in the most cost effective manner
- Take action to prevent fraudulent use of council owned and managed properties
- Monitor the use of services to ensure they are fully utilised and they are providing value for money



Value for money

- Consult residents on major works projects and inform them of smaller works, which do not require statutory consultation.
- Aim to achieve value for money by tendering services where, for example, contracts have come to an end.
- Each year look at our 30 year business plan to check it remains financially viable.



Putney community gardeners



Sudbury House



Aerial view of Battersea Park

How have we met the standard?

- Continued to effectively manage the **Housing Revenue Account** (HRA) and the 30-year business plan remains viable. Within this plan there are balances available to deal with emergencies.
- Balances have reduced by **£11.065m to £298.847m**. This is expected as we have a significant programme of site development and estate regeneration underway.
- The council consulted on all major works and external redecoration schemes, we served:
 - **1,867 (1,530)** Notices of Intention*; and
 - **1,450 (851)** Section 20 Notices* on leaseholders.
- In addition to notices for major works the council consulted on the **renewal of long-term service agreements** for the area repairs contract:
 - **16,315** Notices of Intention served on leaseholders
- The average weekly management cost during the year was **£20.58 (£19.01)**.
- The average weekly maintenance cost was **£30.16 (£32.46)**.
- Average weekly rent was **£126.32** compared to **£125.50** last year.

* These are a statutory requirement to consult leaseholders on schemes of major works costing more than £250 per leaseholder.



Food Parcel Delivery

Priorities for 2021-2022

During 2021/22 undertake a **stock condition survey**.

Improve the efficiency of housing estates by continuing the move to **LED lighting**, delivering energy efficiency works to Longhedge Street properties through **grant funding** and by tackling fuel poverty.

Explore options to **install new technologies** to improve energy efficiency in council owned housing including bidding for funding where appropriate.

Deliver the **Wandsworth Decent Homes Plus programme** to improve Wandsworth's homes and estates.

Progress the regeneration on the Winstanley and York Road Estate and Alton Estate.

Continue the programme for **retro-fitting sprinklers** in sheltered and hostel accommodation. First Phase due to complete in December 2021.

Begin a programme of **communal electrical testing and inspections**, prioritised towards blocks of 10 storeys and above.

Gain the **domestic abuse housing alliance accreditation** which recognises best practice in dealing with domestic abuse.

Complete a procurement exercise for **new fire risk assessments** for low rise blocks. Complete new FRAs on all 146 high rise blocks.

Deliver the council **1,000 Homes Development Programme**. Meeting delivery plan forecasts by completing 93 units and commence works on 215 new homes. Progress designs on 150 new homes whose works are scheduled to begin in 2022/23.

Supported Housing Delivery – to complete delivery of **95 extra care homes** on two developments at St Johns Hill and Pocklington Court by the first quarter of 2022/23.

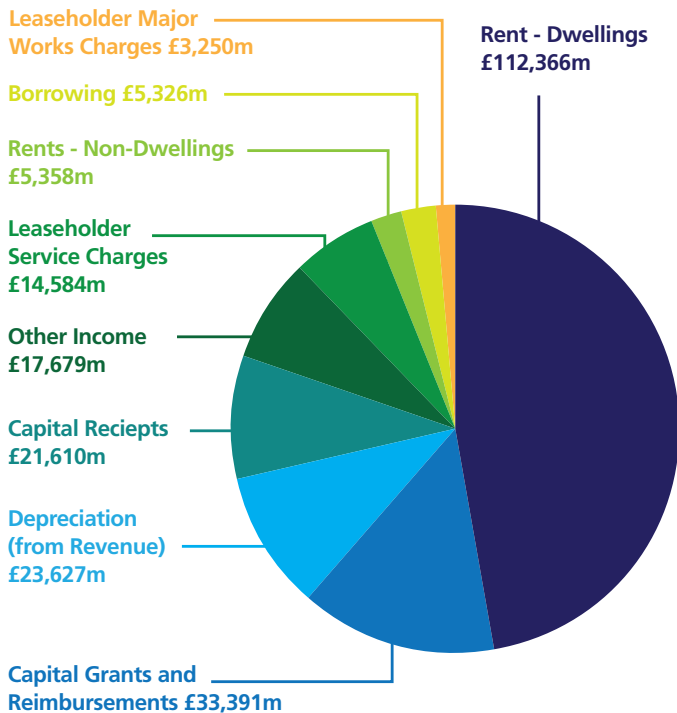
Work with partners, including developers, registered providers and the planning service to enable the **delivery of 244 affordable homes in 2021/22**.

In preparation for the potential increase in homelessness approaches as a result of the pandemic, **review resources to prevent and alleviate homelessness where possible**.

* Specialist Services include cleaning, electricity, heating and hot water.

Housing revenue account 2020/21

Income total **£237,191m** (£219,302m)



Housing revenue account 2020/21

Expenditure total **£248,256m** (£252,811m)

