



**COUNCILLORS' BULLETIN  
THURSDAY, 2 JANUARY  
2020**



South  
Cambridgeshire  
District Council

**CONTENTS**

**1. Meetings and events from Thursday 2 January to Friday 17 January 2020**

Date	Time	Name	Venue	Contact
Thu 2 Jan				
Fri 3 Jan				
Mon 6 Jan				
Tue 7 Jan				
Wed 8 Jan	9:30am	<a href="#">Cabinet</a>	Council Chamber	<a href="#">Ian Senior</a>
Thu 9 Jan				
Fri 10 Jan				
Mon 13 Jan				
Tue 14 Jan				
Wed 15 Jan	10am	<a href="#">Planning Committee</a>	Council Chamber	<a href="#">Ian Senior</a>
Thu 16 Jan				
Fri 17 Jan				

**INFORMATION FOR DISTRICT COUNCILLORS AND PARISH COUNCILLORS**

**2. Grant funding available for home repairs and energy efficiency measures for private households on low incomes**

Through the Better Care Fund and in accordance with the Cambridgeshire Housing Adaptations & Repairs Policy, we are pleased to be able to offer assistance to help low income households to boost the energy efficiency of their homes and to help with repairs. For example, if people are struggling to heat their homes due to an old, faulty or inefficient boiler, we may be able to help pay for a new one through our Discretionary Grants scheme.

To qualify for a grant, householders will need to have owned and lived in their home for at least two years and be in receipt of one of the following means tested benefits:

- Universal Credit
- Income Support
- Income based Job Seekers Allowance or Income Based Employment Support Alliance
- Working Tax Credit with gross income less than £18,000
- Council Tax Support
- Guaranteed Pension Credit
- Or child tax credit with a relevant income less than £18,000

We may also be able to help with improving homes' insulation, replacing draughty windows and doors and carrying out a range of other essential repairs. Work is carried

out by our partners at the Cambridgeshire Home Improvement Agency who also carry out works for disabled adaptations, such as ramps, level access showers, stairlifts, etc.

If you know of anyone within your ward who may benefit from this support, please contact the Home Improvement Agency on 01954 713330 or [HIA@CambsHIA.org](mailto:HIA@CambsHIA.org)

See [home improvement grants](#) for more information.

### 3. Annual Report to Tenants and Leaseholders 2018/19

The attached Annual Report to Tenants and Leaseholders 2018/19 has a wealth of information and highlights the impressive amount of work the Council did on behalf of its tenants and leaseholders in 2018/19.

The Report is also available on the Council's website:

<https://www.scams.gov.uk/housing/council-tenants/your-tenancy/annual-report-for-tenants-leaseholders/>

### 4. Community Right to Bid - Assets of Community Value

#### In Toft:



The Toft People's Hall - The council has approved the listing of The Toft People's Hall as an Asset of Community Value until 19 December 2024.

The Council will update the asset register accordingly.

Further information about the Community Right to Bid and Assets of Community Value can be found on our webpage:

<https://www.scams.gov.uk/acv>

## GENERAL INFORMATION

### 5. Media Monitoring



The Council's Communications Team produce a weekly summary of recent news items which is published in the Bulletin to help keep members informed of recent coverage of the Council.

Please contact the [Communications Team](#) for further information.

Date	Publication	Details		
19/12/19	Cambridge News	Views sought on plans for new railway station	P3	Cllr Aidan Van de Weyer quoted in GCP role
19/12/19	Cambridge News	Crackdown on modern day slavery	P6	
20/12/19	Cambridge Network online	Council staff send Christmas cheer to local hospital	<a href="#">Link</a>	

24/12/19	Cambridge Independent online	Your essential guide to Cambridge Christmas and New Year supermarket and doctors' surgery opening times	<a href="#">Link</a>	Info from press release about festive bin collection dates
27/12/19	Cambridge Independent online	County council puts brakes on congestion charge plans	<a href="#">Link</a>	SCDC referenced as a partner of the Greater Cambridge Partnership, and Cllr Van de Weyer quoted
28/12/19	Cambridge News	Why ban vans from council's recycling sites?	P19	Letters pages responding to CCC new e-permit scheme and SCDC new fly-tipping signs

## 6. Items of Interest from the Local Government Association (LGA)



### Items of Interest from the Local Government Association (LGA)

The Local Government Association provides a list of news headlines relevant to its members. Please click the headlines below for more details.

Thursday 19 December, *Guardian*: [Depression and suicide linked to air pollution in new global study](#)

People living with air pollution have higher rates of depression and suicide, according to a systematic review of global data led by University College London.

Thursday 19 December, *i paper*: [Council generates own electricity](#)

A council is to become the first in the UK to produce all its own electricity after buying the first of two solar farms.

Monday 23 December, *Guardian*: [PM urged to overhaul flood defence funding](#)

Boris Johnson needs to overhaul the system for deciding where flood-defence funding is spent and launch an emergency response unit to prevent a repeat of the damage caused by the November floods.

Thursday 26 December, *Independent Online*: [Amount of flood-prone land used for new houses in England doubles in a year](#)

The amount of land being used to build new homes in England's most flood-prone areas has more than doubled in a year, figures reveal.

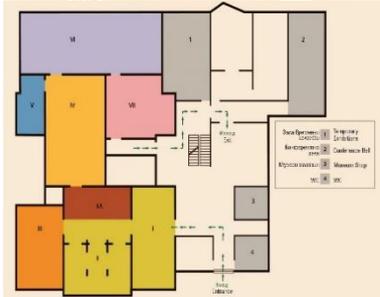
Friday 27 December, *Guardian*: [Inquiry ordered into insufficient insurance for flood hit homes](#)

Theresa Villiers, the Environment Secretary, said she was commissioning an inquiry into why some flooded communities were unable to get sufficient insurance, despite an agreement between insurers and the government in 2015 that was supposed to mean everyone would have access to affordable cover.

Monday 30 December, *Telegraph*: [Rubbish could be turned into fuel](#)

Household waste, surplus farmyard straw and discarded wood could be turned into fuel in a government-backed environmental scheme.

## 7. View Planning Applications



To view the list of planning applications that have recently been submitted to the Council, please visit the authority's on-line [Planning Application Search](#).

The system will provide a range of information on current and decided applications since 1948, including a brief description of the development, reference number, decision and the date of decision. More recent applications show the name and telephone number of the council officer who is dealing with the application.

Search results are presented in a collection of pages, the number of which depends on the number of results your search produces. There are navigation tools to allow you to browse your results.

## EXECUTIVE DECISIONS TAKEN SINCE WEDNESDAY 18 DECEMBER 2019

### Decision Making



In accordance with the [Access to Information Procedure Rules in Part 4 of the Council's Constitution](#), any executive decision shall be published normally within five days of being made. That record will bear the date on which it is published and will specify that the decision will come into force, and may then be implemented, on the expiry of 5 working days after the publication of the decision, unless called in for review by the Chairman of the Scrutiny and Overview Committee or by any five other councillors.

A list of decisions currently within the call-in period is available [on the Council's website](#).

The call in procedure is set out in full in [Part 4 of the Council's Constitution, 'Scrutiny and Overview Committee Procedure Rules'](#).

## 8. Minor changes to documents supporting the Greater Cambridge Issues & Options consultation following consultation with Statutory Consultees - the Sustainability Appraisal Issues and Options Report and Habitats Regulations Assessment Scoping Report

The Lead Cabinet member for Planning **AGREED** to confirm the proposed content of the supporting documents for the Issues and Options consultation including the SA Scoping Report and NTS, SA of the Issues and Options Report and NTS, and Scoping Report of the HRA as set out in the documents appended to this decision.

**9. Consultation response to Cambridgeshire & Peterborough Minerals and Waste Local Plan Proposed Submission**

The Lead Cabinet Member for Planning **AGREED** to confirm that the representations set out in Appendix 2 of this decision should be made to the Cambridgeshire and Peterborough Minerals and Waste Local Plan Proposed Submission (Publication) Draft.

**DECISIONS MADE BY OFFICERS AND REPORTED FOR INFORMATION**

Please click on the link below to find details of decisions made by officers under delegated authority:

<https://www.scams.gov.uk/your-council-and-democracy/access-to-information/>

**OTHER INFORMATION**

**10. Newly-Published Items on modern.gov**



**Agendas**

- [Cabinet 8 January](#)

**Decisions**

- [Minor changes to the Local Plan](#)
- [Consultation response to Cambs and Peterborough Minerals & Waste Local Plan](#)
- [Planning Committee 11 December](#)

**Minutes**

- [Climate & Environment Advisory Committee 19 November](#)
- [Council 28 November](#)
- [Cabinet 4 December](#)

**Plans**

- [Forward Plan of Key Decisions](#)

**Issues**

- [Council Tax Resolution 2020/21](#)
- [Business Plan 2020/21](#)
- [Policy for the allocation of Faith/Community Land at Northstowe](#)

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# Tenant & Leaseholders Annual Report 2018/19





# Introduction

Liz Watts, Chief Executive



Welcome to this year's annual report to tenants and leaseholders.

Our housing team provide a variety of different services to tenants and residents. This year has seen us building new council homes, letting and maintaining our existing homes as well as making them energy efficient, and ensuring our neighbourhoods are safe and enjoyable places to live.

We also have a lot to look forward to as we work on getting more of our services available online and look at the ways we involve and engage with our tenants in all that we do.

I hope you enjoy finding out more about what our housing team have accomplished in this report.

Cllr Hazel Smith, Lead Cabinet Member for Housing:



"Being green to our core" is one of our council's priorities, and our housing team have been ensuring your homes are more energy efficient by adding extra insulation to either solid walls, cavity walls or lofts, and installing more energy efficient heating systems.

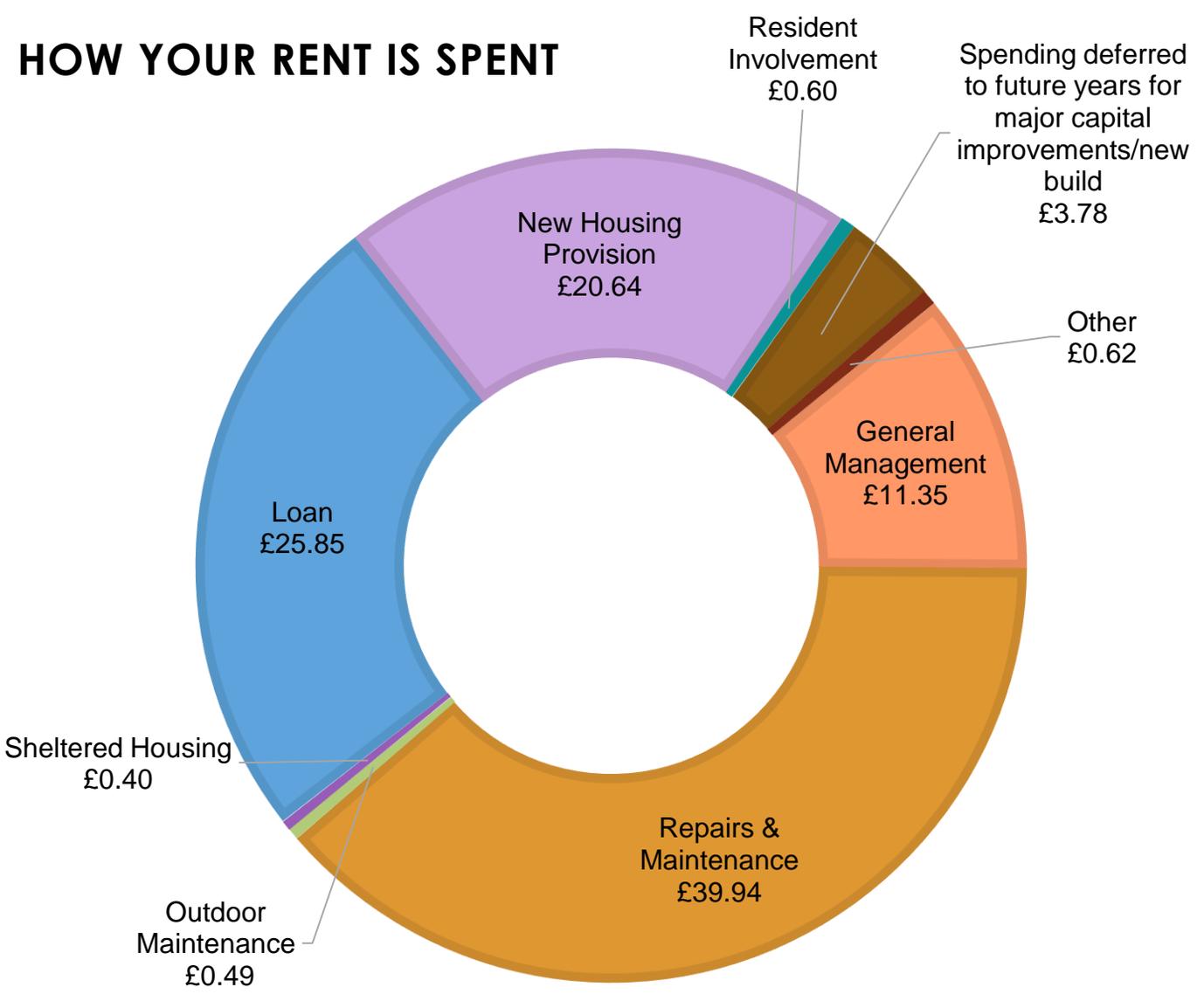
One of the ways we have been working to provide housing that is truly affordable for everyone to live in is through our new build programme which has some exciting projects in the pipeline for large-scale developments of new affordable homes in the district.

There has also been a focus on homelessness prevention work, offering advice and guidance to ensure people are able to stay in their homes, or find other housing options."



# Your Rents

## HOW YOUR RENT IS SPENT



**2%**

Level of Rent Arrears  
↑ Last Year: 1.8%



**£104**

Average Weekly Social Rent  
↑ Last Year: £103



**£145**

Average Weekly Affordable Rent  
↑ Last year: £144



# Repairs

# MEARS

Our repairs are delivered in partnership with Mears.

To try to improve the number of repairs completed at the first visit we implemented the Price Per Property contract in April 2017. This contract put the onus on Mears to complete repairs on their first visit and also check and carry out any additional repairs they identify during the same visit.

Looking at the percentage of repairs completed at the first visit from 2017/18, before the Price per property was introduced, the percentage was at 85%. This has now risen to 90% which is an indication that the scheme is already improving the repairs service.

To report a repair call our free repairs hotline  
0800 085 1313



**94%**

Appointments  
Kept

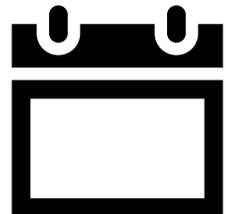
↔ Last year: 94%



**90%**

Repairs completed  
at first visit

↔ Last year: 90%



**12**

Average number of  
days to complete a  
repair

↓ Last year: 10



# Maintenance

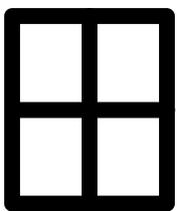
The Government Standard Assessment Procedure or (SAP for short) is used to assess the energy performance of domestic dwellings.

The SAP Rating is expressed on a scale of 1 to 100, with the higher number indicating a dwelling with lower energy running costs.

Our average SAP rating at the end of quarter 4 was 76.30 which puts us at a C rating, the highest in the country for any authority that has housing stock and is monitored by HouseMark.

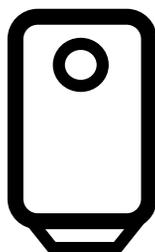
As part of the Councils priority of 'Being Green to our core' we are improving the energy efficiency of all our properties.

All those properties with cavity walls have had insulation fitted, and most of our homes that have solid walls have had internal or external insulation fitted. This has helped to save an estimated 4,000 tonnes of CO2 a year.



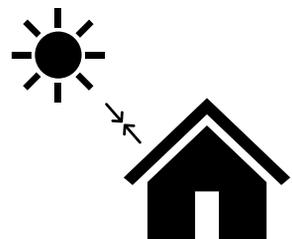
**101**

Window replacements  
↑ Last year: 96



**313**

Boiler replacements  
↑ Last year: 283



**247**

Insulations installed  
Loft, cavity wall, solid wall  
↓ Last year: 686



# New Housing Provision

We are currently building new council homes in villages across the district, including Balsham, Caldecote, Foxton, Great Abington, Hardwick and Waterbeach.

The successful bid for 81 homes at Northstowe enables South Cambridgeshire District Council to deliver its objectives to double the number of energy-efficient Council homes it builds annually and to provide homes that are affordable to live in.

The 'designer' apartments will be either 1- or 2-bed and available at affordable rent, including 60 that will be age-exclusive apartments for the over 55s.

It is anticipated that work will begin on the Urban Splash homes in spring 2020, subject to planning permission.

We also have another large scale scheme of affordable homes in the pipeline in Sawston that will deliver 63 new affordable homes for either affordable rent or shared ownership.



**25**

Affordable Rented  
New homes built  
↑ Last Year 7



**11**

Shared Ownership  
New homes built  
↑ Last Year 0



**52**

New Homes  
in the pipeline to  
complete in 2019/20



## Neighbourhood Support

Unfortunately it's possible that any of our residents could experience neighbourhood issues and anti-social behaviour in their area.

These issues can be in the form of: Abuse, anti-social behaviour, parking problems and disputes, fences and boundaries, condition of property and garden, noise and vandalism.

We have recently had success in dealing with a persistent case of anti social behaviour at a property in Waterbeach by issuing a Closure Order, closing the premises for three months, except to the tenant and people authorised by the Council and emergency services. If anyone else is found on the premises unlawfully they render themselves liable to arrest for three months.

This is just one of the ways in which we will work with communities and partner agencies to try and ensure neighbourhoods are a safe place to live.

Email [duty.housing@scambs.gov.uk](mailto:duty.housing@scambs.gov.uk)

Or call 03450 450 051



**164**

Cases opened

↓ Last year: 194



**149**

Cases closed

↓ Last year: 164



**3%**

Cases as a percent of properties

↓ Last Year 4%



# Resident Involvement

There are a number of ways you can get involved in your housing service and we always want to hear from you.

For more information visit our website

[www.scambsgov.uk/housing/council-tenants/resident-involvement/](http://www.scambsgov.uk/housing/council-tenants/resident-involvement/)

If you have any suggestions or ways in which you would like to be involved, please get in touch.

Email: [Resident.Involvement@scambsgov.uk](mailto:Resident.Involvement@scambsgov.uk)

Or call 03450 450 051



Check our Facebook Page for information and updates  
[Facebook.com/InSouthCambs](https://www.facebook.com/InSouthCambs)



**1109**

Hours of resident involvement



**455**

Number of residents who got involved



**16**

Best Kept Garden Competition entrants



# Homelessness

Our Housing Advice and Options team provides free housing advice to everyone in the district - home owners and renters.

Last year an average of 56% of the households who approached us as being threatened with homelessness were able to be prevented from becoming homeless. This may have been due to budgeting or benefits advice to address rent difficulties. Or it may have been through support and mediation to keep people with family while supporting a planned and structured independent move.

We have been able to reduce the amount we have spent on using B&B's as temporary accommodation by working in partnership with our Private Rented leasing scheme and other partnership working.

Email: [housingadvice@scams.gov.uk](mailto:housingadvice@scams.gov.uk) or  
call 03450 450 051



**1315**

Households on the  
housing register  
↓ Last year: 2269



**56%**

Homelessness cases  
prevented



**15%**

Reduction in  
spending on B&B



## Lettings and Allocations

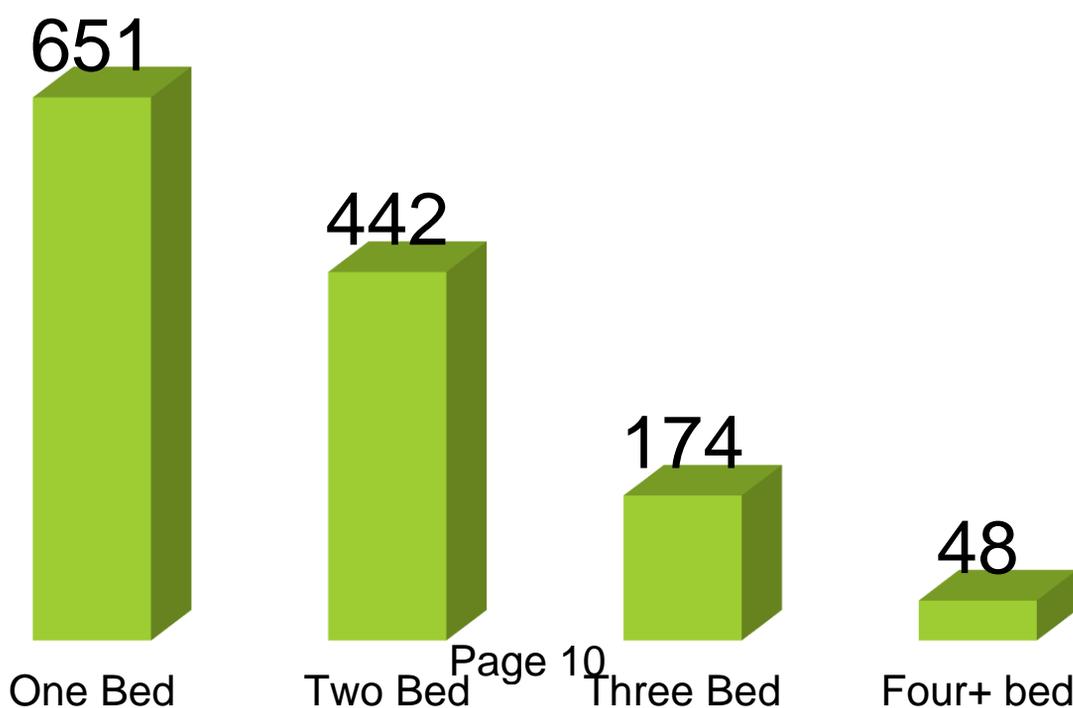
You can apply for a council or housing association home by visiting the [Homelink scheme website](#).

624 homes were let in 2018/19 through our Home Link scheme, over half of which were our own council homes and the other half were through our partner Housing Associations.

Looking at the number of households on our register and the property size they require informs us of the housing needs of the district and the type and size of homes to build. As seen from the chart below there is a higher need for smaller property sizes of one and two bedroom homes in our district.

Email [CBL@scambsgov.uk](mailto:CBL@scambsgov.uk)  
Or call 03450 450 051

NUMBER OF HOUSEHOLDS ON THE REGISTER BY BEDROOM REQUIREMENT





# Our year in numbers



**5251**

Council Homes  
↑ Last year: 5226



**36**

New build Homes  
↑ Last year: 7



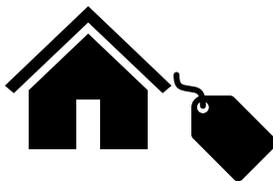
**6**

Acquired Homes  
↑ Last year: 3



**15**

Right to Buy sales  
↓ Last year: 20



**£402 million**

Value of Stock  
↑ Last Year: 401 million



**26**

Mutual Exchanges  
↓ Last year: 40



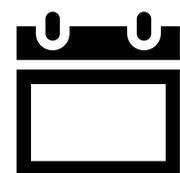
**324**

Council Homes Let  
↑ Last year: 302



**7**

Evictions  
↑ Last year: 5



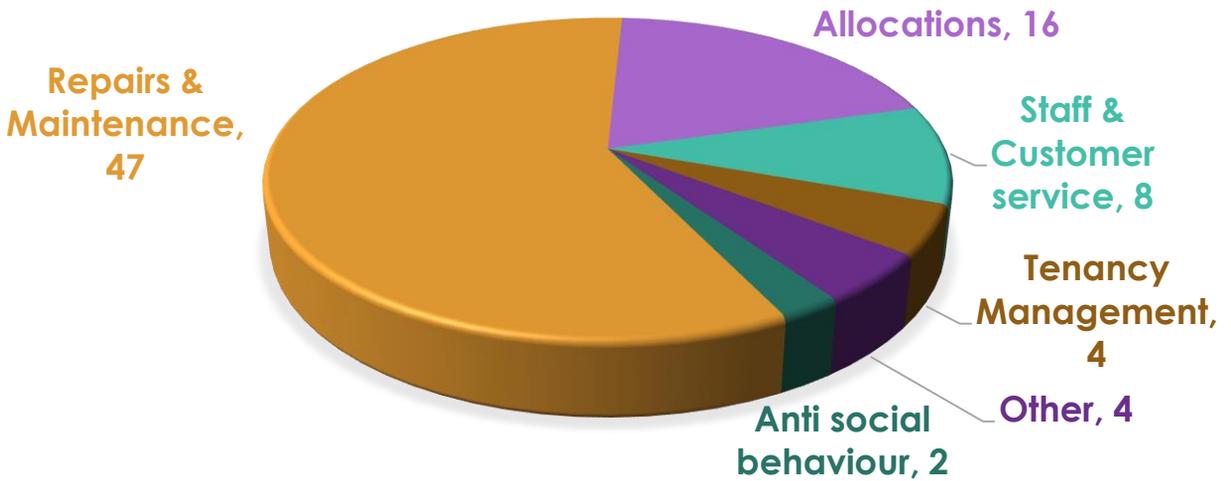
**19**

Average days to re-let  
↓ Last year: 18



# Our Performance

## COMPLAINTS RECEIVED BY SERVICE AREA



Of the 81 complaints we received this year 88% of them only reached stage 1 of the complaints process.

8% of complaints went on to stage 2 of the process and then only 4% of the total complaints went to stage 3, which involves the Housing Ombudsman.

Whilst we try our best to deliver first-class customer service at all times, we recognise that sometimes we may not perform as well as we could.

We are also always happy to hear about when we do something well and you are pleased with our service.

Please feel free to contact us to provide your feedback and help us improve our service.

Visit our [website](#) or call 03450 450 051



**66**

Compliments  
↑ Last year: 44



**81**

Complaints  
↑ Last year: 77



**1.5%**

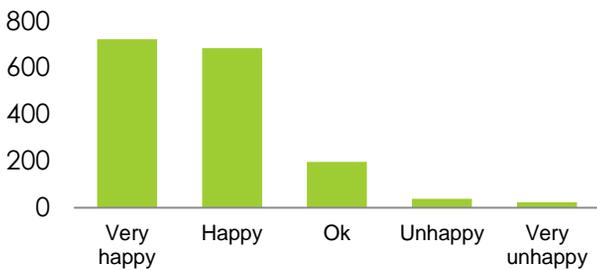
Complaints as a percent of properties



# Tenancy Audits

Tenancy visits are an ongoing project and as at January 2019 we have carried out 1730 visits to tenants in around 25 different villages. Gathering this information about our tenants is really important to help us better understand your needs and look at ways to improve our service to you.

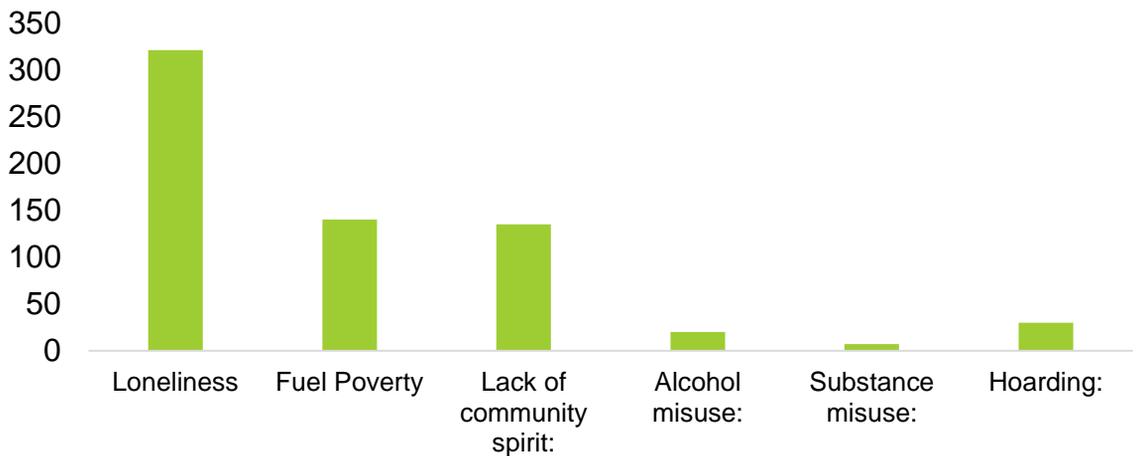
**How do you feel about your home**



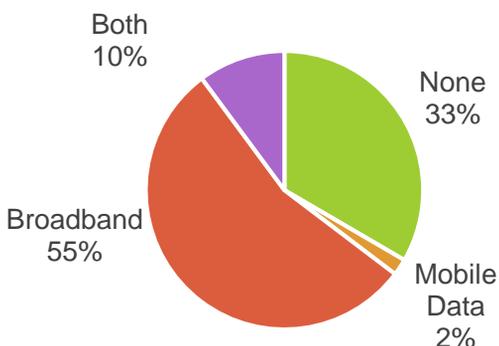
**How do you feel about SCDC as a landlord**



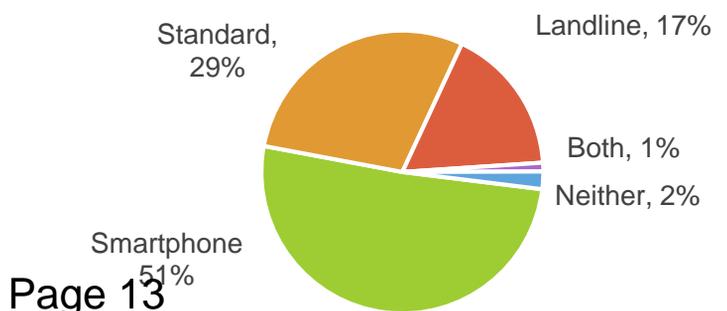
**Number of households who experience issues with:**



**Do you have access to the Internet?**



**Do you have access to a phone**

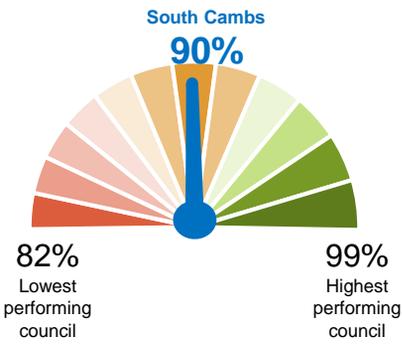




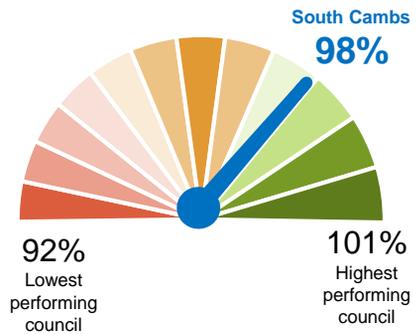
# How do we compare?

We use a tool called Housmark to help us benchmark our performance against other Councils. Below is some of the data we can benchmark and shows how we are doing against those councils that have supplied similar data.

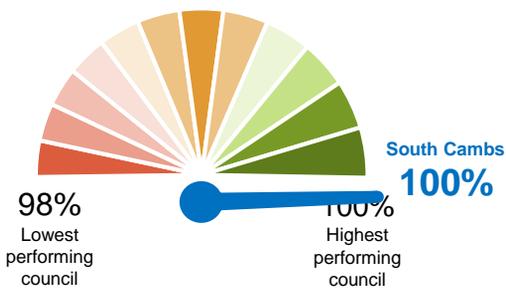
Percentage of repairs completed at first visit



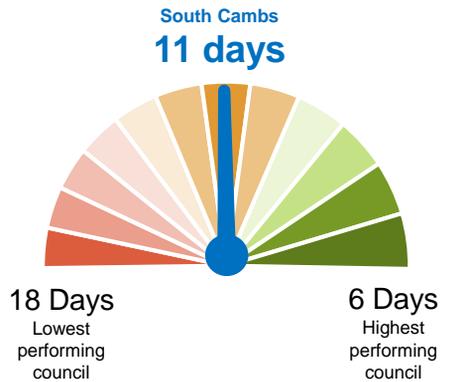
Rent collected as a percent of rent due



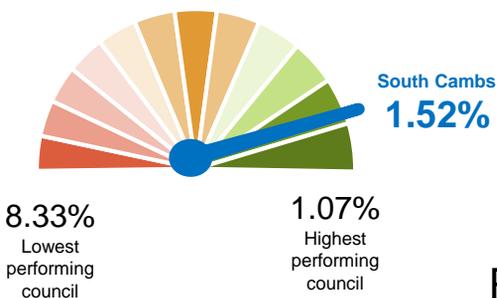
Percentage of valid gas safety certificates



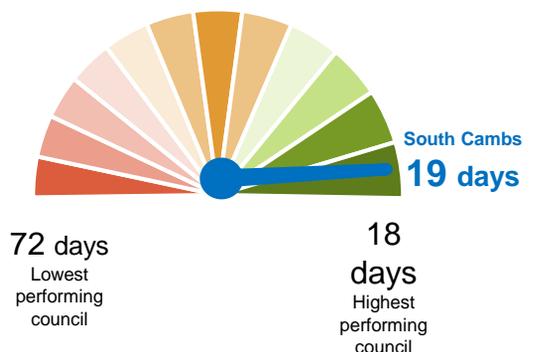
Calendar days taken to complete repairs



Current tenant rent arrears



Average re-let time in days





## Looking ahead

Our housing strategy, developed in partnership with Cambridge City Council, sets out several priorities for housing:

### **Building the right homes in the right places that people need and can afford to live in by;**

- Increasing the delivery of homes, including affordable homes, along with sustainable transport and other infrastructure, to meet the housing need.
- Diversifying the housing market & accelerating housing delivery.
- Achieving a high standard of design and quality of new homes and communities

### **Enabling people to live settled lives by;**

- Improving housing conditions and making best use of existing homes
- Promoting Health and Wellbeing through housing.
- Preventing and tackling Homelessness and Rough Sleeping

### **Building strong partnerships by;**

- Working with key partners to innovate and maximise resources available.

If you have any questions or concerns please contact us

[www.scambs.gov.uk](http://www.scambs.gov.uk)

03450 450 051

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