

# COMMUNITIES, HOUSING AND ENVIRONMENT COMMITTEE MEETING

Date: Tuesday 15 January 2019  
Time: 6.30 pm  
Venue: Town Hall, High Street, Maidstone

Membership:

Councillors M Burton, Garten, Joy, D Mortimer (Chairman), Powell (Vice-Chairman), Purle, Mrs Robertson, Rose and Webb

*The Chairman will assume that all Members will read the reports before attending the meeting. Officers are asked to assume the same when introducing reports.*

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## AGENDA

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| 1. Apologies for Absence  |         |
| 2. Notification of Substitute Members   |         |
| 3. Urgent Items   |         |
| 4. Notification of Visiting Members   |         |
| 5. Disclosures by Members and Officers  |         |
| 6. Disclosures of Lobbying  |         |
| 7. To consider whether any items should be taken in private because of the possible disclosure of exempt information. |         |
| 8. Minutes of the Meeting Held on 11 December 2018  | 1 - 5   |
| 9. Presentation of Petitions (if any)   |         |
| 10. Questions and answer session for members of the public (if any)   |         |
| 11. Committee Work Programme  | 6 - 7   |
| 12. Reports of Outside Bodies   |         |
| 13. Fees & Charges 2019/20  | 8 - 20  |
| 14. Medium Term Financial Strategy & Budget Proposals   | 21 - 45 |
| 15. Homelessness and Rough Sleeper Review   | 46 - 69 |

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**Issued on Monday 7 January 2019**

**Continued Over/:**

*Alison Broom*

**Alison Broom, Chief Executive**

## **PUBLIC SPEAKING AND ALTERNATIVE FORMATS**

If you require this information in an alternative format please contact us, call **01622 602899** or email [committee@maidstone.gov.uk](mailto:committee@maidstone.gov.uk).

In order to speak at this meeting, please contact Democratic Services using the contact details above, by 5 p.m. one clear working day before the meeting (i.e. Friday 11<sup>th</sup> January 2019). If asking a question, you will need to provide the full text in writing. If making a statement, you will need to tell us which agenda item you wish to speak on. Please note that slots will be allocated on a first come, first served basis.

To find out more about the work of the Committee, please visit [www.maidstone.gov.uk](http://www.maidstone.gov.uk).

Should you wish to refer any decisions contained in these minutes to the Policy and Resources Committee, please submit a Decision Referral Form, signed by three Councillors, to the Head of Policy, Communications and Governance by: 28<sup>th</sup> December 2018.

## **MAIDSTONE BOROUGH COUNCIL**

### **Communities, Housing and Environment Committee**

#### **MINUTES OF THE MEETING HELD ON TUESDAY 11 DECEMBER 2018**

**Present:** Councillors M Burton, Garten, Joy, D Mortimer (Chairman), Powell, Purle, Mrs Robertson, Rose and Webb

**Also Present:** Councillor Round

103. APOLOGIES FOR ABSENCE

There were no apologies for absence.

104. NOTIFICATION OF SUBSTITUTE MEMBERS

There were no Substitute Members.

105. URGENT ITEMS

There were no urgent items.

106. NOTIFICATION OF VISITING MEMBERS

It was noted that Councillor Round was present as a Visiting Member, and indicated his intention to speak on Item 12. Presentations of Outside Bodies.

107. DISCLOSURES BY MEMBERS AND OFFICERS

There were no disclosures by Members or Officers.

108. DISCLOSURES OF LOBBYING

Councillors Burton, Rose and Mortimer stated that they had been lobbied on Item 18. Heather House.

109. TO CONSIDER WHETHER ANY ITEMS SHOULD BE TAKEN IN PRIVATE BECAUSE OF THE POSSIBLE DISCLOSURE OF EXEMPT INFORMATION.

**RESOLVED:** That the Exempt Appendix to Item 18. Heather House be considered in private, as proposed, due to the likely disclosure of exempt information.

110. MINUTES OF THE MEETING HELD ON 13 NOVEMBER 2018

**RESOLVED:** That the minutes of the meeting held on 13 November 2018 be approved as a correct record and signed.

111. PRESENTATION OF PETITIONS (IF ANY)

There were no petitions.

112. QUESTIONS AND ANSWER SESSION FOR MEMBERS OF THE PUBLIC (IF ANY)

There were no questions from members of the public.

113. COMMITTEE WORK PROGRAMME

**RESOLVED:** That the Committee Work Programme be noted.

114. PRESENTATIONS OF OUTSIDE BODIES

Councillor Round and Mr Keith Harrison, Chief Executive of Action with Communities in Rural Kent (ACRK), addressed the Committee regarding the work of ACRK. Mr Harrison outlined that the organisation supported communities through various projects. These ranged from assisting residents to overcome barriers when accessing services, to enabling affordable housing in rural communities and promoting social enterprise. Furthermore, a Coffee Caravan had proved an effective means of tackling isolation by providing an informal opportunity for residents to meet up. It was stated that the work performed by the organisation was not limited to rural residents, and the work was equally applicable to urban areas.

In response to questions from the Committee, Mr Harrison stated that:

- Funding was provided by 33 contributors, with the largest funder being the Department for Environment, Food & Rural Affairs (DEFRA). Furthermore, funding was provided by eight District and Borough Councils in Kent, although recent funding from Maidstone Borough Council (MBC) had ceased in 2017.
- A new partnership project was scheduled to commence in January 2019, which aimed to promote community owned businesses.

The Committee noted that there was a Council Representative vacancy for ACRK, and stated that nominations for this position would be welcomed.

**RESOLVED:** That the presentation be noted.

115. REPORTS OF OUTSIDE BODIES

**RESOLVED:** That the Reports of Outside Bodies be noted.

116. REFERENCE FROM LICENSING COMMITTEE - STATEMENT OF LICENSING PRINCIPLES FOR GAMBLING ACT 2005 2019-2022

Mr John Littlemore, Head of Housing and Community Services, informed the Committee that the Statement of Licensing Principles for Gambling Act 2005 2019-2022 was a statutory policy that required approval by Full Council. The policy had been amended following a consultation period, and had been debated by the Licensing Committee at its meeting on 22 November 2018.

**RESOLVED:** That the Communities, Housing and Environment Committee recommend the amended Statement of Principles to Council (as attached at Appendix B) for adoption.

Voting: Unanimous

117. KEY PERFORMANCE INDICATOR UPDATE QUARTER 2 CHE

Mr Mark Green, Director of Finance and Business Improvement, stated that most Key Performance Indicators (KPIs) were on target. The exception was the housing prevention indicator. This was the result of a new, narrower, definition of housing prevention which had not yet been reflected in the target set for the KPI.

In response to a question from the Committee, Mrs Jennifer Shepherd, Head of Environment and Public Realm, stated that:

- The KPI "Percentage of reports of littering attended to" did not have a target as there was currently no baseline data available.
- The percentage of fly tips resulting in enforcement action was currently very high, but the figure was not likely to be sustainable. This was because the number of fly tips resulting in enforcement action was subject to a degree of luck. Despite investment in cameras and data analysis, cameras needed to be in the right place at the right time.

**RESOLVED:** That the summary of performance for Quarter 2 of 2018/19 for Key Performance Indicators (KPIs) be noted.

118. 2ND QUARTER BUDGET MONITORING REPORT

Mr Green informed the Committee that the revenue position was broadly positive and that there was a projected underspend of £290,000 for the Committee. Funds allocated to Homelessness Prevention were expected to be spent in the current financial year, while Grounds Maintenance commercial activity had also been successful. The capital budget had slipped, and expenditure was now scheduled for the next financial year. The budget for the acquisition of property, to provide temporary accommodation, was expected to be spent by the end of the year. This would reduce future temporary accommodation costs for the Council.

Mr Littlemore addressed the Committee, and stated that food safety was within the remit of the Environmental Health Shared Service. However, a report outlining the action taken to address food safety issues, originally

considered by the Committee on 16 October 2018, could be recirculated to Members.

**RESOLVED:** That

1. The revenue position at the end of the second quarter and the actions being taken or proposed to improve the position, where significant variances have been identified, be noted.
2. The capital position at the end of the second quarter be noted.

119. KENT JOINT MUNICIPAL WASTE MANAGEMENT STRATEGY (KJMWMS)

Mrs Shepherd outlined that the Kent Joint Municipal Waste Management Strategy (KJMWMS) was set by the Kent Resource Partnership. This was designed to ensure waste was managed effectively in Kent. The KJMWMS complemented other MBC strategies, and focussed on ensuring that waste was largely kept within Kent.

In response to a question from the Committee, Mrs Shepherd stated that treating waste locally was positive, as it ensured that residents could be engaged in the process. This in turn promoted further recycling. Furthermore, through engagement with housing developers to shape future developments, recycling could become a fundamental part of a community.

**RESOLVED:** That the refreshed Kent Joint Municipal Waste Management Strategy 2018/19 to 2020/21 is adopted.

Voting: Unanimous

120. HEATHER HOUSE

Mr William Cornall, Director of Regeneration & Place, explained to the Committee that a comprehensive redevelopment of Heather House would cost an estimated £2.4m. Mr Cornall stated that the success of this project depended upon the level of engagement with prospective partners, as it was not feasible for this project to be a solely led by MBC. The future management and stewardship of the facility would also need to be considered, as voluntary sector stewardship had the potential to unlock additional funding streams. The risk to a comprehensive redevelopment was that the level of potential partnership engagement was currently unknown, and that following a procurement process the funding gap may still be too large to make a redevelopment financially viable.

Mrs Harris addressed the Committee to make a statement with regard to Heather House.

The Committee commented that:

- The procurement process should ensure that the option to repair the current facility remains open.

- The current users of Heather House should not be without facilities during a redevelopment of the hall, and there was a need to ensure for continuity of service.
- It was important to understand the potential client group for a redeveloped facility. A clear understanding of the available provision in the area would therefore be beneficial.
- Any work undertaken should ensure that the facility was sustainable. Short-term solutions were not appropriate, as this compromised the long-term quality of facilities for the community.
- Early engagement with potential users and residents would ensure that buy-in was secured, momentum was maintained and that the outcome of the work met the needs of residents.

**RESOLVED:** That

1. An assessment of pre-existing provision in the immediately accessible area be undertaken.
2. A procurement process be undertaken to identify a suitable partner, or partners, to contribute to the design, investment and management of the new facility.
3. A report be submitted to the Committee outlining high level findings from the procurement process and the exact subsidy required from Maidstone Borough Council to complete a comprehensive redevelopment.
4. Early engagement with potential users and residents be commenced, to establish potential future uses and uptake at the centre.

Voting: Unanimous

121. DURATION OF MEETING

6.30 p.m. to 8.13 p.m.

## 2018/19 WORK PROGRAMME

	Committee	Month	Lead	Report Author
Waste Contract Review	CHE	Feb-19	Jennifer Shepherd	Jennifer Shepherd
Waste Crime Update	CHE	Feb-19	Jennifer Shepherd	Jennifer Shepherd
Strategic Plan Action Plan	CHE	Feb-19	Alison Broom	Angela Woodhouse
Safeguarding Policy Review	CHE	Feb-19	John Littlemore	Matt Roberts
Q3 Budget Monitoring 2018/19	CHE	Feb-19	Ellie Dunnet	Paul Holland
Q3 Performance Report 2018/19	CHE	Feb-19	Angela Woodhouse	Anna Collier
Litter Enforcement Review	CHE	Feb-19	Jennifer Shepherd	John Edwards / Jamie Duffy
MBOP Provided Gypsy and Traveller Sites - requested by Cllr Harwood	CHE	Feb-19	William Cornall	John Littlemore
Crime and Disorder Overview and Scrutiny Committee	CHE	Mar-19	John Littlemore	Matt Roberts
Adoption of the new Homelessness Strategy 2019-2024	CHE	Mar-19	John Littlemore	Hannah Gaston
GP Provision Update	CHE	Apr-19	Alison Broom/CCG	Alison Broom
Heather House	CHE	Apr-19	William Cornall	William Cornall
Environmental Health Annual Report	CHE	Apr-19	John Littlemore	Tracey Beattie
Environmental Services - Commercial developments	CHE	TBC	Jennifer Shepherd	Jennifer Shepherd



## 2018/19 WORK PROGRAMME

	Committee	Month	Lead	Report Author
Options to Resolve the Issue of Graffiti in the Borough	CHE	TBC	William Cornall	
Local Care Hubs	CHE	TBC	Alison Broom	
MBC Affordable Housing Supplementary Planning Guidance (SPG)	CHE	TBC	William Cornall	Mark Egerton

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# Agenda Item 13

## Communities, Housing & Environment Committee

15 January 2019

### Fees & Charges 2019/20

<b>Final Decision-Maker</b>	Communities, Housing & Environment Committee
<b>Lead Head of Service/Lead Director</b>	Mark Green, Director of Finance & Business Improvement
<b>Lead Officer and Report Author</b>	Ellie Dunnet, Head of Finance
<b>Classification</b>	Public
<b>Wards affected</b>	All

#### Executive Summary

This report sets out the proposed fees and charges for 2019/20 for the services within the remit of this committee. Fees and charges determined by the council are reviewed annually, and this forms part of the budget setting process.

The committee is invited to consider the appropriateness of the proposals for charges which are set at the council's discretion.

Charges which are determined centrally have been included in Appendix 1 for information.

#### This report makes the following recommendations to Communities, Housing & Environment Committee

1. That the proposed discretionary fees and charges set out in Appendix 1 to this report are agreed.

#### Timetable

<b>Meeting</b>	<b>Date</b>
Communities, Housing & Environment Committee	15 January 2019
Policy & Resources Committee	23 January 2019

# Fees & Charges 2019/20

## 1. INTRODUCTION AND BACKGROUND

1.1 The council is able to recover the costs of providing discretionary services through making a charge to service users. A charging policy is in place for charges which are set at the council's discretion and this seeks to ensure that:

- a) Fees and charges are reviewed regularly, and that this review covers existing charges as well services for which there is potential to charge in the future.
- b) Budget managers are equipped with guidance on the factors which should be considered when reviewing charges.
- c) Charges are fair, transparent and understandable, and a consistent and sensible approach is taken to setting the criteria for applying concessions or discounted charges.
- d) Decisions regarding fees and charges are based on relevant and accurate information regarding the service and the impact of any proposed changes to the charge is fully understood.

1.2 The policy covers fees and charges that are set at the discretion of the council and does not apply to services where the council is prohibited from charging, e.g. the collection of household waste. Charges currently determined by central government, e.g. planning application fees, are also outside the scope of the policy. However, consideration of any known changes to such fees and charges and any consequence to the medium term financial strategy are included in this report for information.

1.3 Managers are asked to consider the following factors when reviewing fees and charges:

- a) The council's strategic plan and values, and how charge supports these;
- b) The use of subsidies and concessions targeted at certain user groups or to facilitate access to a service;
- c) The actual or potential impact of competition in terms of price or quality;
- d) Trends in user demand including an estimate of the effect of price changes on customers;
- e) Customer survey results;
- f) Impact on users, both directly and on delivering the council's objectives;
- g) Financial constraints including inflationary pressure and service budgets;

- h) The implications of developments such as investment made in a service;
- i) The corporate impact on other service areas of council wide pressures to increase fees and charges;
- j) Alternative charging structures that could be more effective;
- k) Proposals for targeting promotions during the year and the evaluation of any that took place in previous periods.

### **Discretionary Charges for 2019/20**

- 1.4 Charges for services which fall within the remit of this committee have been reviewed by budget managers in line with the policy, as part of the development of the medium term financial strategy for 2019/20 onwards. The detailed results of the review carried out this year are set out in Appendix 1 and the approval of the committee is sought to the amended fees and charges for 2019/20 as set out in that appendix.
- 1.5 Table 1 below summarises the 2017/18 outturn and 2018/19 estimate for income from the discretionary fees and charges which fall within the remit of this committee. Please note that the table only reflects changes relating to fees and charges and does not include other budget proposals which may impact these service areas.
- 1.6 The overall increase in income if these changes are agreed and implemented as planned is expected to be £101,694 which amounts to a 7.99% increase in the overall budgeted income figure for this committee for the current financial year. This information excludes fees for licensing, which will be reported to the Licensing Committee for approval.

<b>Service Area</b>	<b>2017-18 Actual £</b>	<b>2018-19 Estimate £</b>	<b>Proposed increase in income £</b>	<b>2019-20 Estimate £</b>
Environmental Enforcement & Community Protection	7,510	3,900	0	3,900
Environmental Health	400	2,910	715	3,625
Recycling & Refuse Collection	1,123,278	1,136,380	66,000	1,202,380
HMO Licensing	10,604	14,380	0	14,380
Gypsy & Traveller Sites	68,463	68,200	2,179	70,379
<b>Total income from fees set by the Council</b>	<b>1,210,255</b>	<b>1,225,770</b>	<b>68,894</b>	<b>1,294,664</b>

*Table 1: Discretionary Fees & Charges Summary (CHE)*

- 1.7 A number of proposed changes to these fees are detailed within Appendix 1 and summarised below:

Food Hygiene Courses – a reduction in the income budget is proposed due to low take up of this service.

Voluntary surrender of unsound food – fees have been increased to enable full recovery of officer time. However, the income budget for this area will not be increased accordingly as this service is not widely used.

Food export certificate – fees have been increased in this area in order to enable full cost recovery, and the income budget has been increased accordingly. This is considered to be an area of potential growth.

Bulky collection – increases have been applied to the charges in this area in order to cover the additional contract costs which have arisen from indexation.

Garden waste service – the annual charge for a large bin will increase to £40 per year, as detailed in previous budget proposals. This is expected to generate additional income of £66,000 per year.

Gypsy and traveller site plot fees – an inflationary increase has been applied to the weekly charge, and the income budget will be increased accordingly.

1.8 Table 2 below summarises the income due from fees which are set by the government. *Some minor changes have been made to the income budgets for environmental health charges relating to tattooing, electrolysis, acupuncture and ear-piercing. This is based on the forecast level of demand for these services over the forthcoming year, details are provided within Appendix 1.*

Service Area	2017-18 Actual £	2018-19 Estimate £	Proposed increase in income £	2019-20 Estimate £
Environmental Enforcement & Community Protection	47,441	64,380	0	64,380
Environmental Health	14,543	10,140	7,626	17,766
<b>Statutory fees &amp; charges (included for information)</b>	<b>61,984</b>	<b>74,520</b>	<b>7,626</b>	<b>82,146</b>

*Table 2: Statutory Fees & Charges Summary (CHE)*

## 2. AVAILABLE OPTIONS

### Option 1

2.1 The committee could approve the recommendations as set out in the report, adopting the fees and charges as proposed in Appendix 1. As these proposals have been developed in line with the council's policy on fees and charges they will create a manageable impact on service delivery whilst maximising income levels.

### Option 2

2.2 The committee could increase the charges proposed within Appendix 1. Any alternative increase may not be fully compliant with the policy, would require further consideration before implementation and may not deliver the

necessary levels of income to ensure a balanced budget for 2019/20. The impact on demand for a service should also be taken into account when considering increases to charges beyond the proposed level.

Option 3

- 2.3 The committee could propose to decrease the charges proposed within Appendix 1. However, this would limit the Council’s ability to recover the cost of delivering discretionary services, and could result in the Council being unable to set a balanced budget for 2019/20.

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### **3. PREFERRED OPTION AND REASONS FOR RECOMMENDATIONS**

- 3.1 Option 1 as set out above is recommended as the proposed fees and charges shown within Appendix 1 have been developed by budget managers in line with the Council’s Charging Policy. The proposed charges are considered appropriate and are expected to create a manageable impact on service delivery whilst maximising cost recovery.

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### **4. RISK**

- 4.1 The risks associated with this proposal, including the risks if the Council does not act as recommended, have been considered in line with the Council’s Risk Management Framework. We are satisfied that the risks associated are within the Council’s risk appetite and will be managed as per the Policy.

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### **5. CONSULTATION RESULTS AND PREVIOUS COMMITTEE FEEDBACK**

- 5.1 As part of this year’s budget survey, residents were asked to rank the approaches to balancing the budget in order of preference. The results of the survey indicated that providing fewer discretionary services was the most preferred option, with a score of 2.25 out of 3. Increasing fees and charges scored the second highest, with 2.11 out of 3.

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### **6. NEXT STEPS: COMMUNICATION AND IMPLEMENTATION OF THE DECISION**

- 6.1 Fees and charges are being considered by service Committees throughout January, with an overarching report to Policy & Resources Committee on 23 January 2019.

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### **7. CROSS-CUTTING ISSUES AND IMPLICATIONS**

<b>Issue</b>	<b>Implications</b>	<b>Sign-off</b>
<b>Impact on Corporate</b>	<ul style="list-style-type: none"><li>The Council’s policy on charging has been</li></ul>	Head of Finance

<b>Priorities</b>	developed to support corporate priorities as set out in the strategic plan.	
<b>Risk Management</b>	<ul style="list-style-type: none"> <li>• Risk implications have been set out in section 4 of the report.</li> </ul>	Head of Finance
<b>Financial</b>	<ul style="list-style-type: none"> <li>• Financial implications are set out in the body of the report. If agreed, this income will be incorporated into the Council's medium term financial strategy for 2019/20 onwards.</li> </ul>	Head of Finance
<b>Staffing</b>	<ul style="list-style-type: none"> <li>• We will deliver the recommendations with our current staffing.</li> </ul>	Head of Finance
<b>Legal</b>	<ul style="list-style-type: none"> <li>• A number of the fees and charges made for services by the Council are set so as to provide the service at cost. These services are set up as trading accounts to ensure that the cost of service is clearly related to the charge made. In other cases the fee is set by statute and the Council must charge the set fee. In both cases the proposals in this report meet the Council's obligations.</li> <li>• Where a customer defaults the fee or charge for a service must be defensible, in order to recover it through legal action. Adherence to the policy on setting fees and</li> </ul>	Legal Team

	charges provides some assurance that appropriate factors have been considered in setting these charges.	
<b>Privacy and Data Protection</b>	<ul style="list-style-type: none"> <li>No specific impact identified.</li> </ul>	Legal Team
<b>Equalities</b>	The recommendations do not propose a change in service therefore will not require an equalities impact assessment	Equalities and Corporate Policy Officer
<b>Public Health</b>	<ul style="list-style-type: none"> <li>No specific impact identified.</li> </ul>	Head of Finance
<b>Crime and Disorder</b>	<ul style="list-style-type: none"> <li>No specific impact identified.</li> </ul>	Head of Finance
<b>Procurement</b>	<ul style="list-style-type: none"> <li>No specific impact identified.</li> </ul>	Head of Finance

## 8. REPORT APPENDICES

The following documents are to be published with this report and form part of the report:

- Appendix 1: Proposed fees & charges 2019/20 (Communities, Housing and Environment Committee)

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## 9. BACKGROUND PAPERS

Charging Policy: <http://aluminum:9080/documents/s58019/Appendix%201%20-%20Charging%20Policy%20November%202017.pdf>



**Medium Term Financial Strategy 2019/20**  
**Fees and Charges**  
**Communities, Housing Environment Committee**

Fees and Charges April 2018 - March 2019	* Includes VAT	Discretionary Fee	Statutory Fee	2017-2018 Actuals £	2018-2019 Current Estimate	Current Charges 2018-2019	Proposed Charges 2019-2020	% Change	2019-2020 +/- Income	2019 -2020 Estimate	Comments
				£	£	£	£		£	£	
<b>Environmental Health</b>											
Level 2 Food Hygiene Courses - C040		×		0	1,910	65.00	65.00	0.00%	-935	975	Food Hygiene Training is a competitive market and during the past year we have seen a decline in numbers of people trained through traditional classroom courses. This has reduced the number of courses run.
Voluntary Surrender of unsound food (certificate)		×		0	0	183.00	200.00	9.29%	0	0	No Food Businesses currently use this discretionary service. The increase has been set to enable full cost recovery of officer time should businesses need to claim from insurance for unsaleable or unfit foods.
Food Export certificate		×		0	0	82.00	120.00	46.34%	600	600	A re-evaluation of costs associated with issuing food export certificates has identified that the new fee will cover costs of inspection, assessment and issuing of certificate. Food export is an area of potential growth.
Food Export certificate (New Business)		×					250.00		1,000	1,000	Where food businesses approach the authority to issue export certificates the fee reflects the additional research, assessment and inspection time involved for officers.
Admin Charge for changes to certificates, re-issue of certificates		×					25.00		50	50	To cover wording or details on certificates already issued to meet the Importing Country's individual requirements before the goods can enter.
Charge for Re-Visit and Re-scoring under the Food Hygiene Rating Scheme - C045		×				160.00	160.00	0.00%			The charge has recently been introduced in 2018. no increase proposed.
Contaminated Land search fee		×		400	1,000	25.00	25.00	0.00%	0	1,000	Based on advice from Mid Kent Legal the fee should be £25 per hour rather than a set fee. This will be consistent with the charge across the partnership.
Private Water Risk Assessment- Proposed charge £40 per hour- Max £500		×				40.00	40.00	0.00%			Rates for Private Water are set by the Directorate of Water Inspectorate not local government
Private Water Sampling Charge - Max £100		×				40.00	40.00	0.00%			hourly rate up to a max of 100.00
Private water Authorisation Charge £40 per hour- Max £100		×				100.00	100.00	0.00%			hourly rate up to a max of 100.00
Private Water Investigation Charge £40 per hour- Max £100		×				100.00	100.00	0.00%			hourly rate up to a max of 100.00
<b><u>Tattooing, Electrolysis, Acupuncture &amp; Ear-piercing - C205</u></b>		×		6,131	570				2,430	3,000	
Skin Piercing/Tattooing Registration ( previously 961 CL00 C205)		×				303.00	313.00	3.30%	6,260	6,260	Registration of tattooing is a demand led service If demand continues to be maintained at the rate seen in 2017 and 2018, the estimate for 2019/20 is based on 20 new registrations.
Additional registration of tattoo/piercing or other beauty treatment		×				51.50	53.00	2.91%	106	106	Fee charged for amendment or increase in treatments provided by previously registered practitioner.
Analysis – under Reg 10 (Domestic supplies) CL21		×				25.00	25.00	0.00%			Where a domestic supply provides < 10 cubic meters per day or serves < 50 people.
Analysis – Check monitoring (Commercial supplies) (Maximum £100) CL21		×				100.00	100.00	0.00%			change from hourly rate to set fee
Analysis – Audit monitoring (Commercial supplies) (Maximum £500) CL21		×				100.00	100.00	0.00%			change from hourly rate to set fee
Statutory Fees for 48 Pollution Prevention Control Processes - C061		×		8,412	9,570	*	*		-1,170	8,400	The fee levels for this are set by the Environmental Permitting Regulations. If better pollution controls are implemented by the business their fees reduce and Maidstone income reduces.
<b>Environmental Health Total</b>				<b>14,943</b>	<b>13,050</b>				<b>8,341</b>	<b>21,391</b>	

**Medium Term Financial Strategy 2019/20**  
**Fees and Charges**  
**Communities, Housing Environment Committee**

Fees and Charges April 2018 - March 2019	* Includes VAT	Discretionary Fee	Statutory Fee	2017-2018 Actuals £	2018-2019 Current Estimate	Current Charges 2018-2019	Proposed Charges 2019-2020	% Change	2019-2020 +/- Income	2019 -2020 Estimate	Comments
				£	£	£	£		£	£	
<b>Community Protection</b>											
<b>Fixed Penalty Fines</b>		x		47,441	64,380	120.00	120.00	0.00%		64,380	Charge reduces to £90 if paid within 14 days. Income budget removed as this was associated with previous contract.
Dog Control Order (Fouling)		x				80.00	80.00	0.00%			
Dog Control Order (Exclusion)		x				80.00	80.00	0.00%			
Failure to produce waste documents		x				300.00	300.00	0.00%			
Failure to produce authority to transport waste		x				300.00	300.00	0.00%			
Unauthorised distribution of free printed matter		x				75.00	75.00	0.00%			
Fly Posting		x				80.00	80.00	0.00%			
Abandonment of a vehicle		x				200.00	200.00	0.00%			
Repairing vehicles on a road		x				100.00	100.00	0.00%			
Graffiti		x				75.00	75.00	0.00%			
Failure to comply with a waste receptacles notice		x				100.00	100.00	0.00%			
Smoking in a smoke free place		x				50.00	50.00	0.00%			Discounted to £30 for early payment - set by central government
Failure to display no smoking signs		x				200.00	200.00	0.00%			Discounted to £150 for early payment - set by central government
Community Protection Notice Fixed Penalty Notice		x				100.00	100.00	0.00%			Amount shown is the maximum penalty
Public Space Protection Order Fixed Penalty Notice		x				100.00	100.00	0.00%			Amount shown is the maximum penalty
Duty of Care (Household Waste)		x				0.00	300.00	0.00%			This is a new charge for 2019/20
Fly tipping		x				400.00	400.00	0.00%			Amount shown is the maximum penalty
				<b>47,441</b>	<b>64,380</b>				<b>0</b>	<b>64,380</b>	

**Medium Term Financial Strategy 2019/20**  
**Fees and Charges**  
**Communities, Housing Environment Committee**

Fees and Charges April 2018 - March 2019	*	Discretionary Fee	2017-2018 Actuals £	2018-2019 Current Estimate	Current Charges 2018-2019	Proposed Charges 2019-2020	% Change	2019-2020 + / - Income	2019 -2020 Estimate	Comments
	Includes VAT		£	£	£	£		£	£	
<b>Community Protection</b>										
<b>Stray dog charges</b>										
	x		7,510	3,900					3,900	Fees have been increased in line with collection fees from contractor
Collection charge (office hours)	x				85.00	85.00	0.00%			Reduced to £65 if paid within two weeks of the invoice date. Includes statutory fee of £25
Collection charge (out of office hours)	x				85.00	85.00	0.00%			Reduced to £65 if paid within two weeks of the invoice date. Includes statutory fee of £25
Collection charge (out of office hours (after midnight))	x				85.00	85.00	0.00%			Reduced to £65 if paid within two weeks of the invoice date. Includes statutory fee of £25
<b>Pest Control charges</b>										
Hourly charge for treatments carried out on industrial and commercial properties					"Call for quote"	"Call for quote"				Flexible to allow competition in bidding for contracts
For treatments outside of normal office hours	x				96.00	96.00	0.00%			
Charge per visit for the treatment of wasps nests carried out on domestic properties	x				58.50	58.50	0.00%			Per visit charge (Wasp nest requiring treatment using a ladder/tower scaffold, this will require a survey as a surcharge may be applied)
Additional nests treatment	x				8.00	8.00	0.00%			Additional nests treated on same visit
Charge per visit for the treatment of rat and mouse nests carried out on domestic premises for initial two visits.	x				58.00	58.00	0.00%			For mandatory two visits
Additional rat and mouse treatment visits £29 per visit	x				29.00	29.00	0.00%			
Minimum charge for the treatment of ants carried out on domestic premises	x				30.00	30.00	0.00%			Per visit charge
Squirrels: for a 2 x Fenn Trapping Programme	x				96.00	96.00	0.00%			
Culls	x				70.00	70.00	0.00%			
For the treatment of fleas and other household pests (Flies, Lice, Silverfish etc.) carried out on a domestic premises upto 6 x rooms. Additional rooms over the original 6 are £10 each	x				70.00	70.00	0.00%			Subsequent minimum charge will apply for further treatments after a period of 14 days has elapsed
Minimum charge (including up to four rooms) for the treatment of bedbugs carried out on a domestic premises	x				280.00	280.00	0.00%			Higher cost in relation to other services reflects the nature of the treatment and number of visits required. Subsequent minimum charge will apply for further treatments after a period of 14 days has elapsed.
For each additional room (up to four rooms additional)	x				10.00	10.00	0.00%			As above
Documentation charge added to charges above where it is necessary to send an invoice for payment.	x				29.50	29.50	0.00%			
<b>Community Safety Charges</b>										
Road closure application	x				75.00	75.00				<b>New charge</b> - standard fee to cover the cost of trained operatives displaying signage and an administration fee
CCTV Footage request (insurance companies etc.)	x				50.00	50.00				<b>New charge</b> - administration fee for handling CCTV Footage requests from insurance companies in relation to their investigations into claims
<b>Environmental Enforcement Total</b>			<b>7,510</b>	<b>3,900</b>				<b>0</b>	<b>3,900</b>	

**Medium Term Financial Strategy 2019/20**  
**Fees and Charges**  
**Communities, Housing Environment Committee**

Fees and Charges April 2018 - March 2019	*	Discretionary Fee	2017-2018 Actuals £	2018-2019 Current Estimate	Current Charges 2018- 2019	Proposed Charges 2019-2020	%	2019-2020 + / - Income	2019 -2020 Estimate	Comments
	Includes VAT		£	£	£	£		£	£	
<b>Recycling &amp; Refuse Collection</b>										
<b>Bulky Collection</b>			<b>112,816</b>	<b>126,870</b>				<b>0</b>	<b>126,870</b>	
1-4 items	x				25.00	26.00	4.00%			Any increased income through the bulky collection service will be required to fund any additional contract cost for the increased number of collections. It is recommended that the charge is increased by £1 per booking to cover the additional contract costs which have arisen due to indexation.
5-8 items	x				35.00	36.00	2.86%			
Fridge/Freezers	x				20.00	20.00	0.00%			
<b>Garden Waste Service</b>										
140 litre bin hire	x		858,635	856,340	33.30	36.00	8.11%	66,000	922,340	
240 litre bin hire					37.00	40.00	8.11%			
										There are no plans to increase the charges this year as the service needs to remain competitive in the market. The current charges are already above what some companies charge and therefore it is not recommended to increase them. In addition, the service has been consolidated over the past 12 months to ensure that it remains profitable and is now in the process of growing again and the charges should be held to reflect that.
<b>Trade Waste</b>			151,827	153,170				0	153,170	
Sack collection - refuse only	x				3.00	3.00	0.00%			
240 litre bin - refuse only	x				10.00	10.00	0.00%			
500 litre bin - refuse only	x				20.00	20.00	0.00%			
1100 litre bin - refuse only	x				25.00	26.00	4.00%			
Sack collection - with recycling	x				2.00	2.00	0.00%			
240 litre bin - with recycling	x				8.00	8.00	0.00%			
500litre bin - with recycling	x				16.00	16.00	0.00%			
1100 litre bin - with recycling	x				20.00	20.00	0.00%			
£1 charge per 240 litre bin or weekly sacks collection - for paper/cardboard	x				1.00	1.00	0.00%			
<b>Recycling &amp; Refuse Collection Total</b>			<b>1,123,278</b>	<b>1,136,380</b>				<b>66,000</b>	<b>1,202,380</b>	

**Medium Term Financial Strategy 2019/20**  
**Fees and Charges**  
**Communities, Housing Environment Committee**

Fees and Charges April 2018 - March 2019	* Includes VAT	Discretionary Fee	Statutory Fee	2017-2018 Actuals £	2018-2019 Current Estimate	Current Charges 2018-2019	Proposed Charges 2019-2020	% Change	2019-2020 + / - Income	2019 -2020 Estimate	Comments
				£	£	£	£		£	£	

**HMO Licensing**

**Mandatory HMO Licensing**

**Initial Licence Fees**

**Landlord Accreditation Status**

Accredited landlord on application						505.00	505.00	0.00%			(These fees are applicable on first application for a licence, or where a licence has been revoked or has lapsed for whatever reason.)
Non-accredited landlord						525.00	525.00	0.00%			

**Renewal Licence Fees**

**Landlord Accreditation Status**

Accredited landlord on application						490.00	490.00	0.00%			(These fees are applicable on application for a licence renewal, where a licence remains in force at the time of the application.)
Non-accredited landlord						490.00	490.00	0.00%			

**Variation Application licence fees applicable**

**Proposed Licence Variation**

Change of address details of any existing licence holder, manager, owner, mortgagor, freeholder, leaseholder etc.						no charge	no charge				(These fees are applicable on application for a licence variation, where a licence remains in force at the time of the application.)
Change of mortgagor, owner, freeholder, and leaseholder (unless they are also the licence holder or manager)						no charge	no charge				
Reduction in the number of maximum occupiers for licensing purposes						100.00	100.00	0.00%			
Variation of licence instigated by the council						no charge	no charge				
Increase in the number of habitable rooms						100.00	100.00	0.00%			Initial licence application fee applicable, less fee paid on application to be varied (minimum £100.00)
Increase in the number of maximum occupiers for licensing purposes						100.00	100.00	0.00%			
Change of use of HMO, e.g. from bedsits to shared house						100.00	100.00	0.00%			Initial licence application fee applicable, less fee paid on application to be varied (minimum £100.00) This type of charge is rarely made.
Change in room sizes of HMO						100.00	100.00	0.00%			
Change in amenity provision						100.00	100.00	0.00%			

**Other licence fees applicable**

Revocation of licence						no charge	no charge				(These fees are applicable as appropriate in relation to HMO licensing applications, or where HMOs are licensed.)
Application to licence following revocation of licence						0.00	0.00	0.00%			
Application refused by the council						0.00	0.00	0.00%			
Application withdrawn by the applicant						0.00	0.00	0.00%			
Application made in error						0.00	0.00	0.00%			
Properties that cease to be licensable during the licensing process						0.00	0.00	0.00%			
Application received following the expiry of a Temporary Exemption Notice (TEN) made by the council						100.00	100.00	0.00%			
Enforcement action under Part 1 of the Housing Act 2004 relating to a licensed HMO						0.00	0.00	0.00%			

Initial application fee (see 1.1 & 1.2) with no refund  
Initial application fee (see 1.1 & 1.2) with no refund  
Initial application fee (see 1.1 & 1.2) with no refund  
Refund of application fee will be made  
Initial application fee (see 1.1 & 1.2) with no refund  
Additional charge for non-compliance with the TEN in addition to initial licence fee  
No reduction in the charge for taking enforcement action

**Medium Term Financial Strategy 2019/20**  
**Fees and Charges**  
**Communities, Housing Environment Committee**

Fees and Charges April 2018 - March 2019	*	Discretionary Fee	2017-2018 Actuals £	2018-2019 Current Estimate	Current Charges 2018- 2019	Proposed Charges 2019-2020	%	2019-2020 + / - Income	2019 -2020 Estimate	Comments
	Includes VAT		£	£	£	£	Change	£	£	
<b>(These fees are applicable as appropriate in relation to the service of enforcement notices, and taking enforcement action under the Housing Act 2004.)</b>										
<b><u>Charge for enforcement under S49 of the Housing Act 2004</u></b>										
<b><u>Enforcement Action</u></b>										
Service of Improvement Notice under s11 and/or s12					425.00	425.00	0.00%			This type of charge is rarely made.
Service of Prohibition Order under s20 and/or s21					425.00	425.00	0.00%			This type of charge is rarely made.
Service of Hazard Awareness Notice under s28 and/or s29					425.00	425.00	0.00%			New charge in line with current powers to charge for this type of work
										New charge in line with current powers to charge for this type of work -
										Charge In addition to cost of works plus administration fee of 30% (minimum £100)
Taking Emergency Remedial Action under s40					425.00	425.00	0.00%			This type of charge is rarely made.
Making of Emergency Prohibition Order under s43					425.00	425.00	0.00%			Cost of works + 30% (minimum of £100)
Works in Default of Enforcement Notice					100.00	100.00	0.00%			
<b><u>Immigration - housing inspection and accommodation certificates</u></b>										
Fee for inspection	*				221.00	221.00	0.00%			
<b><u>Housing Register Application Medical Fee</u></b>										
					75.00	75.00	0.00%			
<b>HMO Licensing Total</b>			<b>10,604</b>	<b>14,380</b>				<b>0</b>	<b>14,380</b>	
<b><u>Gypsy &amp; Traveller Site Plot fee</u></b>										
Stilebridge Lane			34,417	29,510	51.94	53.60	3.20%	944	30,454	Weekly Increase in line with RPI increase 12 months to July 2018
Water Lane			34,046	38,690	60.41	62.34	3.19%	1,234	39,924	Weekly increase in line with RPI increase 12 months to July 2018
<b>Gypsy &amp; Traveller Site Total</b>			<b>68,463</b>	<b>68,200</b>				<b>2,179</b>	<b>70,379</b>	
<b>GRAND TOTAL</b>			<b>1,272,239</b>	<b>1,300,290</b>				<b>76,520</b>	<b>1,376,810</b>	

## COMMUNITIES, HOUSING AND ENVIRONMENT COMMITTEE

**15 January 2019**

### Medium Term Financial Strategy and Budget Proposals

<b>Final Decision-Maker</b>	Council
<b>Lead Head of Service/Lead Director</b>	Mark Green, Director of Finance and Business Improvement
<b>Lead Officer and Report Author</b>	Mark Green, Director of Finance and Business Improvement
<b>Classification</b>	Public
<b>Wards affected</b>	All

#### **Executive Summary**

This report forms part of the process of agreeing a budget for 2019/20 and setting next year's Council Tax. Following agreement by Council of the Medium Term Finance Strategy at its meeting on 12 December 2018, this report sets out budget proposals for services within the remit of this Committee. These proposals will then be considered by Policy & Resources Committee at its meeting on 13 February with a view to determining a budget for submission to Council.

#### **This report makes the following recommendations to this Committee:**

1. That the revenue budget proposals for services within the remit of this Committee, as set out in Appendix A, be agreed for submission to Policy and Resources Committee.
2. That the capital budget proposals for services within the remit of this Committee, as set out in Appendix B, be agreed for submission to Policy and Resources Committee.

#### **Timetable**

<b>Meeting</b>	<b>Date</b>
Communities, Housing and Environment Committee	15 January 2019
Policy and Resources Committee	13 February 2019
Council	27 February 2019

# Medium Term Financial Strategy and Budget Proposals

## 1. INTRODUCTION AND BACKGROUND

### Medium Term Financial Strategy

- 1.1 At its meeting on 12 December 2018, Council agreed a Medium Term Financial Strategy (MTFS) for the next five years. The MTFS sets out in financial terms how the Strategic Plan will be delivered, given the resources available. A new Strategic Plan was adopted by Council on 12 December 2018 and the MTFS reflects this.
- 1.2 There is considerable uncertainty about the resources which will be available to deliver the Strategic Plan, for a number of reasons. Outcomes for the national economy could vary widely depending on how the UK's planned exit from the EU is managed. These wider economic factors will affect the level of public expenditure generally. The framework for local government expenditure in particular is anyway subject to uncertainty, with the four year local government funding settlement 2016/17 to 2019/20 coming to an end next year, and no definitive information about the what subsequent arrangements will mean in practice for the Council.
- 1.3 Given these multiple layers of uncertainty, the financial projections underlying the MTFS have been prepared under three different scenarios – adverse, neutral and favourable. All three scenarios assume that budget proposals for future years which have already been agreed by Council will be delivered, and that Council Tax is increased by 3% in 2019/20. Existing budget savings proposals within the remit of this Committee are shown in Appendix A and total £424,000 over the MTFS period.
- 1.4 The outcomes for the Council's budget gap, before allowing for any further growth or savings, are set out below.

	19/20	20/21	21/22	22/23	23/24
	£m	£m	£m	£m	£m

<b>Scenario 1 – Favourable</b>					
<b>Budget surplus</b>	<b>-0.8</b>	<b>-0.9</b>	<b>-1.6</b>	<b>-3.3</b>	<b>-4.8</b>

<b>Scenario 2 – Neutral</b>					
<b>Budget gap</b>	<b>0.1</b>	<b>1.1</b>	<b>1.7</b>	<b>1.5</b>	<b>1.7</b>

<b>Scenario 3 – Adverse</b>					
<b>Budget gap</b>	<b>0.7</b>	<b>2.4</b>	<b>3.9</b>	<b>4.7</b>	<b>6.1</b>

- 1.5 It can be seen that next year's budget is close to being balanced in the neutral scenario, given the various assumptions underlying the projections. However, in 2020/21 the budget gap will be significant under both the



neutral and adverse scenarios. It is essential that the Council starts planning now for 2020/21.

- 1.6 Budget proposals have been developed which seek to deliver the Council's strategic priorities and achieve a balanced budget, using the 'neutral' scenario as the basis for planning. The proposals now being submitted to Service Committees will deliver a balanced budget in 2019/20 and will achieve a substantial reduction in the projected budget gap in 2020/21.
- 1.7 It is recognised that delivering the strategic priorities will require budget growth. Of particular relevance to this Committee are the strategic priorities 'Safe, Clean and Green' and 'Homes and Communities'. It is proposed that, to facilitate the 'Safe, Clean and Green' objective, £30,000 is provided for additional street cleaning in the Town Centre following completion of the Public Realm Phase 3 project.

- 1.8 The approach taken in developing budget savings proposals has followed the principles set out in the MTFS, ie:

- *Revenue savings will be sought in:*
  - *Discretionary services which are not strategic priorities.*
  - *Statutory services which are not strategic priorities, where there is scope for reconfiguring services to reduce costs.*
  - *Improved efficiency in delivering strategic priorities.*
  - *New income generation and identification of external funding.*

*These principles will be applied both to service expenditure and to corporate overheads.*

- *Revenue growth will be built into the budget where strategic priorities cannot be delivered within existing revenue budgets, provided this can be accommodated by making savings elsewhere.*
  - *Capital schemes will be reviewed and developed so that investment is focused on strategic priorities.*
- 1.9 The new revenue budget savings proposals for services within the remit of this Committee are set out in Appendix A and reflect the principles above.

- Improved efficiency – it is considered that efficiencies can be achieved within the Community Partnerships and Resilience team by streamlining the back office function (£50,000). A further minor efficiency can be achieved by buying, rather than leasing, air quality monitoring equipment (£2,000).
- New income generation – There is scope for additional income through greater volumes of business from grounds maintenance (£50,000), houses in multiple occupation licensing (£6,000) and bringing forward a planned increase in charges for collection of green waste (£22,000).
- Reconfiguring services – A saving can be made from transferring the two Gypsy and Caravan sites that we operate to Kent County Council. KCC

operate a number of sites across the county, and therefore have relevant experience and enjoy economies of scale that we do not have. There may be one-off costs to be incurred at the sites prior to transfer and this is recognised in the capital budget proposals.

- Discretionary services – The CCTV service, which is a discretionary service, has been subject to extensive discussion by this Committee. Based on the limited benefits and poor value for money offered by real time monitoring of cameras, it is proposed that the contract for this service is not renewed at the end of 2019/20. We are seeking to negotiate an earlier exit from this contract, but if this is not achieved, then an existing saving of £75,000 in 2019/20 will have to be reversed. However, the entire contract cost will be saved on an annual basis with effect from 2020/21. We will continue to maintain a budget that will allow the CCTV network to be used for recording, and we will make CCTV footage available to the police and other authorised users on request.

An existing budget saving of £125,000 in relation to environmental enforcement, which was predicated on consolidating all enforcement activity, is not now considered to be deliverable. This has therefore been reversed out of the projections. Growth of £20,000 for environmental enforcement, agreed at last year's budget Council meeting, was a one-off item and is likewise reversed out of the budget.

The net new revenue budget savings proposals total £108,000.

1.10 The capital budget proposals for services within the remit of this Committee are set out in Appendix B. The capital proposals update the existing capital programme and meet the strategic priorities as follows:

#### *Homes and Communities*

- A further investment of £3 million is proposed for acquisition of property for temporary accommodation.
- The Union Street and Brunswick Street schemes will be completed over the next two years. Further investment is planned and indicative amounts are included in the capital programme.
- A preliminary estimate has been included for investment in the Housing Delivery Partnership, proposals for which were set out in a report to the Committee on 13 November 2018.
- The rolling programmes to provide Disabled Facilities Grants and Housing Incentives have been extended.

#### *Safe, Clean and Green*

- The existing capital programme items for Street Scene Investment and the Flood Action Plan are retained.

## **2. AVAILABLE OPTIONS**

- 2.1 Agree the budget proposals relating to this Committee as set out in Appendices A and B for onward submission to the Policy and Resources Committee.
  - 2.2 Propose changes to the budget proposals for consideration by the Policy and Resources Committee.
  - 2.3 Make no comment on the budget proposals.
- 

## **3. PREFERRED OPTION AND REASONS FOR RECOMMENDATIONS**

- 3.1 The Policy and Resources Committee must recommend to Council at its meeting on 13 February 2019 a balanced budget and a proposed level of Council Tax for the coming year. The budget proposals included in this report will allow the Policy and Resources Committee to do this. Accordingly, the preferred option is that this Committee agrees the budget proposals at Appendices A and B.
- 

## **4. RISK**

- 4.1 The Council's MTFS is subject to a high degree of risk and certainty. In order to address this in a structured way and to ensure that appropriate mitigations are developed, the Council has developed a budget risk register. This seeks to capture all known budget risks and to present them in a readily comprehensible way. The budget risk register is updated regularly and is reviewed by the Audit, Governance and Standards Committee at each of its meetings.
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## **5. CONSULTATION RESULTS AND PREVIOUS COMMITTEE FEEDBACK**

- 5.1 Policy and Resources Committee received an initial report on the MTFS at its meeting on 27 June 2018 and it agreed the approach set out in that report to development of an MTFS for 2019/20 - 2023/24 and a budget for 2019/20.
- 5.2 Service Committees and Policy and Resources Committee then considered a draft MTFS at their meetings in November 2018, and this was agreed for submission to Council. The MTFS included descriptions of the different scenarios facing the Council and described how budget proposals would be sought for all scenarios, so that the Council might be suitably prepared for the adverse scenario, as defined. Council agreed the MTFS at its meeting on 12 December 2018.
- 5.3 Public consultation on the Council's budget priorities was carried out in parallel with consultation on the Strategic Plan. Details are set out in Appendix C. Note that the public were consulted on eight expenditure

priorities, in line with the eight priorities included in the first draft of the Strategic Plan.

## 6. NEXT STEPS: COMMUNICATION AND IMPLEMENTATION OF THE DECISION

6.1 The timetable for developing the budget for 2019/20 is set out below.

<b>Date</b>	<b>Meeting</b>	<b>Action</b>
January 2019	All Service Committees	Consider 19/20 budget proposals
13 February 2019	Policy and Resources Committee	Agree 19/20 budget proposals for recommendation to Council
27 February 2019	Council	Approve 19/20 budget

## 7. CROSS-CUTTING ISSUES AND IMPLICATIONS

<b>Issue</b>	<b>Implications</b>	<b>Sign-off</b>
<b>Impact on Corporate Priorities</b>	The Medium Term Financial Strategy and the budget are a re-statement in financial terms of the priorities set out in the strategic plan. They reflect the Council's decisions on the allocation of resources to all objectives of the strategic plan.	Section 151 Officer & Finance Team
<b>Risk Management</b>	This has been addressed in section 4 of the report.	Section 151 Officer & Finance Team
<b>Financial</b>	The budget strategy and the MTFS impact upon all activities of the Council. The future availability of resources to address specific issues is planned through this process. It is important that the committee gives consideration to the strategic financial consequences of the recommendations in this report.	Section 151 Officer & Finance Team
<b>Staffing</b>	The process of developing the budget strategy will identify the level of resources available for	Section 151 Officer & Finance

	staffing over the medium term.	Team
<b>Legal</b>	Under Section 151 of the Local Government Act 1972 (LGA 1972) the Section 151 Officer has statutory duties in relation to the financial administration and stewardship of the authority, including securing effective arrangements for treasury management. The Medium Term Financial Strategy demonstrates the Council's commitment to fulfilling its duties under the Act. The Council has a statutory obligation to set a balanced budget and development of the MTFS and the strategic revenue projection in the ways set out in this report supports achievement of a balanced budget.	Team Leader (Corporate Governance), MKLS
<b>Equalities</b>	The overall approach to the MTFS is to direct resources into areas of need as identified in the Council's strategic priorities. The equalities impact of individual budget decisions will be determined when setting the budget.	Section 151 Officer & Finance Team
<b>Crime and Disorder</b>	The resources to achieve the Council's objectives are allocated through the development of the Medium term Financial Strategy.	Section 151 Officer & Finance Team
<b>Procurement</b>	The resources to achieve the Council's objectives are allocated through the development of the Medium Term Financial Strategy.	Section 151 Officer & Finance Team

## 8. REPORT APPENDICES

The following documents are to be published with this report and form part of the report:

- Appendix A: Revenue Budget Proposals 2019/20 – 2023/24
- Appendix B: Capital Budget Proposals 2019/20 – 2023/24
- Appendix C: Residents' Survey

## **9. BACKGROUND PAPERS**

There are no background papers.

## Revenue Budget Proposals 2019/20 - 2023/24

Service	Proposal	19/20	20/21	21/22	22/23	23/24	Total
		£000					
Recycling Collection	Reduce publicity and increase garden waste income generation	-44	-22	0	0	0	-66
Homeless Temporary Accommodation	New temporary accommodation strategy	-100	0	0	0	0	-100
C C T V	Commissioning review	-75	-25	0	0	0	-100
Environmental Enforcement	Commissioning review of enforcement	-125	0	0	0	0	-125
Voluntary Sector Grants	Phase out direct grants over MTFS period	-11	-11	-11	0	0	-33
<b>Total Existing Savings</b>		<b>-355</b>	<b>-58</b>	<b>-11</b>	<b>0</b>	<b>0</b>	<b>-424</b>

Table 1 - Savings agreed within current MTFS

Service	Proposal	19/20	20/21	21/22	22/23	23/24	Total
		£000					
Recycling Collection	Bring forward increase in charge	-22	22	0	0	0	0
C C T V	Cease monitoring of cameras	75	-155	0	0	0	-80
Environmental enforcement	Reverse undeliverable saving	125	0	0	0	0	125
Depot/Grounds Maintenance	Commercial Income Growth	0	-50	0	0	0	-50
Community Services	Review of Community Partnerships & Resilience	0	-50	0	0	0	-50
HMO Licensing	Increase income budget	-6	0	0	0	0	-6
Gypsy & Caravan Sites	Transfer of sites to KCC	0	0	-25	0	0	-25
Air Quality	Savings on lease of air quality monitoring stations	-2	0	0	0	0	-2
Environmental enforcement	Reversal of one-off growth items	-20	0	0	0	0	-20
<b>Total adjustments and new savings</b>		<b>150</b>	<b>-233</b>	<b>-25</b>	<b>0</b>	<b>0</b>	<b>-108</b>

Table 2 - Adjustments to existing savings and new proposals

<b>TOTAL SAVINGS (£000)</b>	<b>-205</b>	<b>-291</b>	<b>-36</b>	<b>0</b>	<b>0</b>	<b>-532</b>
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Service	Proposal	19/20	20/21	21/22	22/23	23/24	Total
		£000					
Street Cleansing	Public Realm Phase 3 - increased highway cleansing costs	30	0	0	0	0	30
<b>Total Budget Growth</b>		<b>30</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>30</b>

Table 3 - Proposed growth in budgets

<b>OVERALL CHANGE IN BUDGET (£000)</b>	<b>-175</b>	<b>-291</b>	<b>-36</b>	<b>0</b>	<b>0</b>	<b>-502</b>
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Negative figures shown above represent a reduction in expenditure budgets, or increased income targets. Positive figures indicate increased expenditure, or a reduction in the income budget.

**CAPITAL BUDGET POPOSALS 2019/20 - 2023/24**

	18/19	Five Year Plan					Total
	Projected	19/20	20/21	21/22	22/23	23/24	
	£000	£000	£000	£000	£000	£000	£000
Housing Incentives	1,041	175	175	175	175	175	875
Disabled Facilities Grants	1,348	800	800	800	800	800	4,000
Housing Investments	4,683	3,000					3,000
Purchase of Lenworth House	2,228						
Gypsy Site Improvement Works		42					42
Brunswick Street - Costs of Scheme	1,642	4,454	2,812				7,267
Brunswick Street - Receipts		-1,675	-2,912				-4,587
Union Street - Costs of Scheme	917	3,224	2,307				5,531
Union Street - Receipts		-1,337	-4,150				-5,487
Indicative Scheme A		2,924	476				3,400
Indicative Scheme B		1,200	1,200				2,400
Indicative Scheme C			3,750	3,750	3,750		11,250
Housing Delivery Partnership				3,750	3,750	7,500	15,000
Commercial Waste	180						
Street Scene Investment	151	25	25				50
Flood Action Plan	500	500	63				563
<b>TOTAL</b>	<b>12,689</b>	<b>13,333</b>	<b>4,547</b>	<b>8,475</b>	<b>8,475</b>	<b>8,475</b>	<b>43,304</b>



# Budget Survey Report 2018

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## Methodology

The survey was open between 24<sup>th</sup> September and 4<sup>th</sup> November 2018. It was promoted online through the Council's website and our social media channels. Residents who have signed up for consultation reminders were notified and sent an invitation to participate in the consultation. An incentive of entering a prize draw for £50 of shopping vouchers was offered to encourage responses.

A total of 870 people responded to the survey. The results in this report have been weighted by age and gender based on the population in the ONS mid-year population estimates 2017. Based on Maidstone's population aged 18 years and over this means overall results are accurate to 3.3% at the 95% confidence level.

However, the under-representation of 18 to 34 year olds means that high weights have been applied to responses in this group, therefore results for this group should be treated with caution. It should also be noted that respondents from BME backgrounds are slightly under-represented at 4.9% compared 5.9%<sup>1</sup> in the local area.

Please note not every respondent answered every question, therefore the total number of respondents refers to the number of respondents for the question being discussed not to the survey overall.

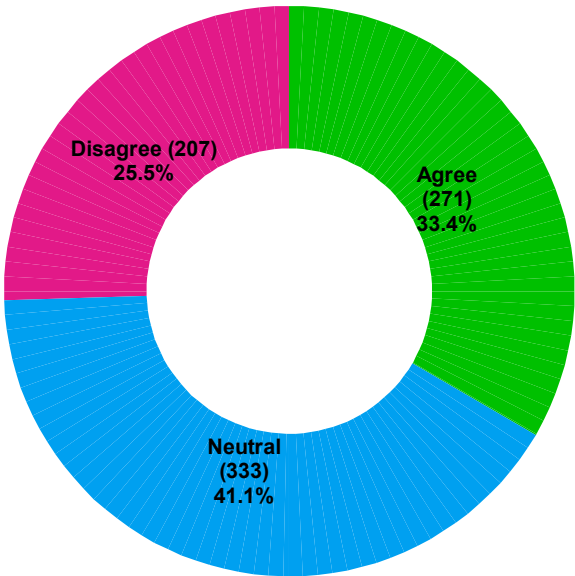
## Summary Findings

- There has been a 3.2% increase in the proportion of responding positively when asked if they agree or disagree if the Council provides Value for Money.
- The top three priorities are:
  - Well connected safe and empowered communities
  - Better transport systems
  - Great environmental quality
- For mandatory services respondents would like more spent on Community Safety and less on Democratic and Electoral Services.
- For discretionary services respondents would like more spent on Parks and Open Spaces and less on Members' facilities.
- The majority of respondents said Environmental Services was most important to them.
- As with the 2017 Resident Survey the preferred approach to balancing the budget is to provide fewer discretionary services.

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<sup>1</sup> 2011 Census

**Value for Money**



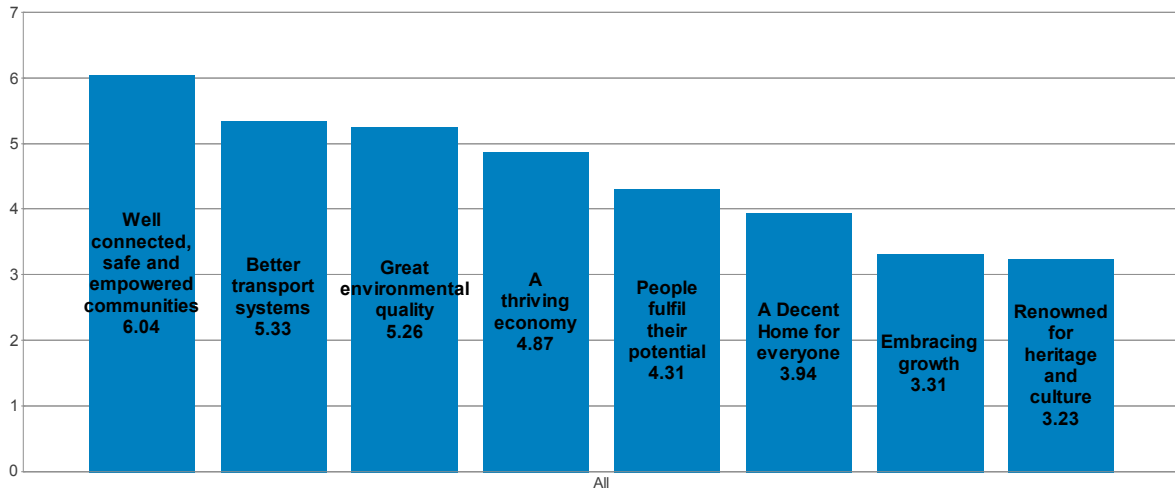
Respondents were asked to what extent they agree or disagree that Maidstone Borough Council provides value for money. The questionnaire contained a pie chart illustrating what proportion of Council tax is received by each agency.

The most common response was neither agree nor disagree.

The data shows that respondents aged 65 years had lower proportions responding dissatisfied than the other age groups with 18.8% responding this way.

We previously asked residents this question in the 2017 resident survey and 30.2% of respondents agreed. This year's result shows an improvement on the 2017 figure of 3.2%. This is positive as this increase is a result of fewer people responding disagree (the proportions responding with no strong opinion either way has only changed by 0.1%).

Which of the following priorities are most important to you?

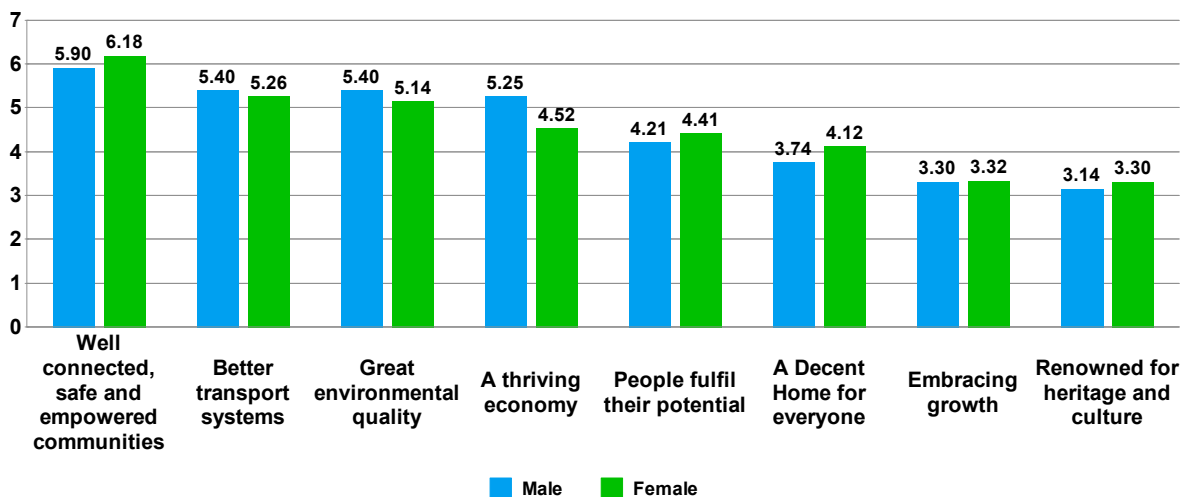


Respondents were asked to put the list of priorities in order of preference. In order to assess this data a weighted average has been used with the priorities placed as first receiving eight points and the priority ranked last given 1 point. These are then added together and divided by the number of respondents to give a weighted average.

Overall, just over half of all responders placed ‘Well connected, safe and empowered communities’ as being the most important or second most important priority and 44% placed ‘Renowned for heritage and culture’ as either seventh or eighth.

The charts below show the difference in response levels for this question between demographic groups.

Priority by gender



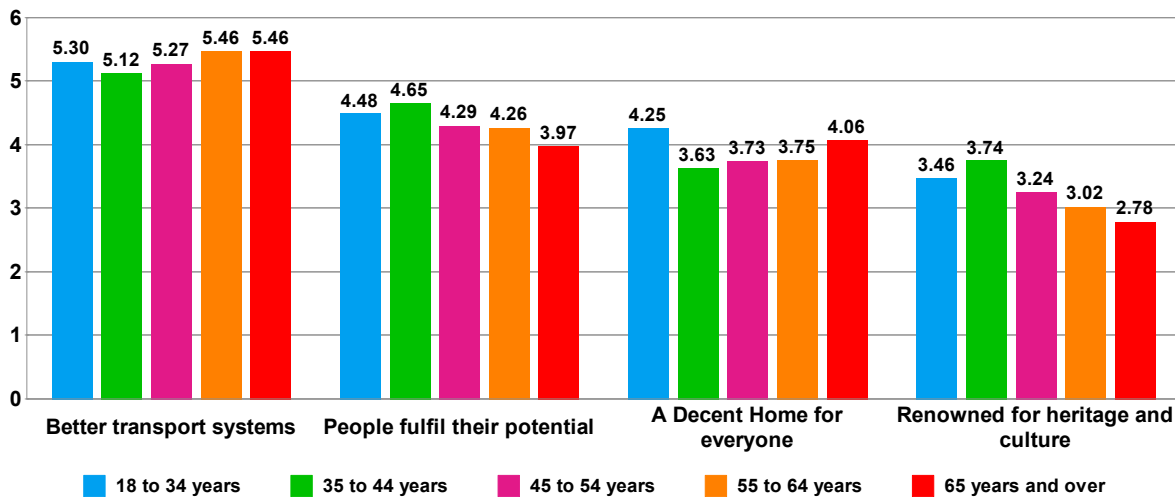
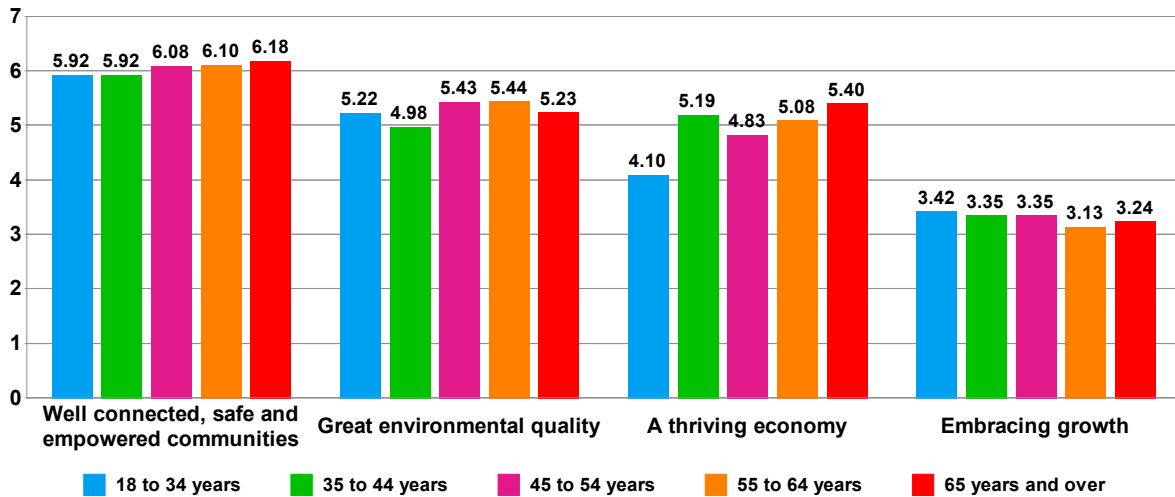
The chart above shows that the profile of responses is broadly the same for both men and women with the priorities ranked in the same order for both sexes. There are some slight differences between the two groups: men were more likely than women to rank a thriving economy higher with 49% selecting this as one of their top three priorities compared to 35.3% of female respondents.

**Priority by Age**

The charts below show priority ranking by age group.

The priority of ‘Well connected, safe and empowered communities’ was the highest ranked priority for all age groups. In addition ‘Better transport systems’ appeared in each group’s top three priorities and ‘Great Environmental Quality’ appears in each group’s top four.

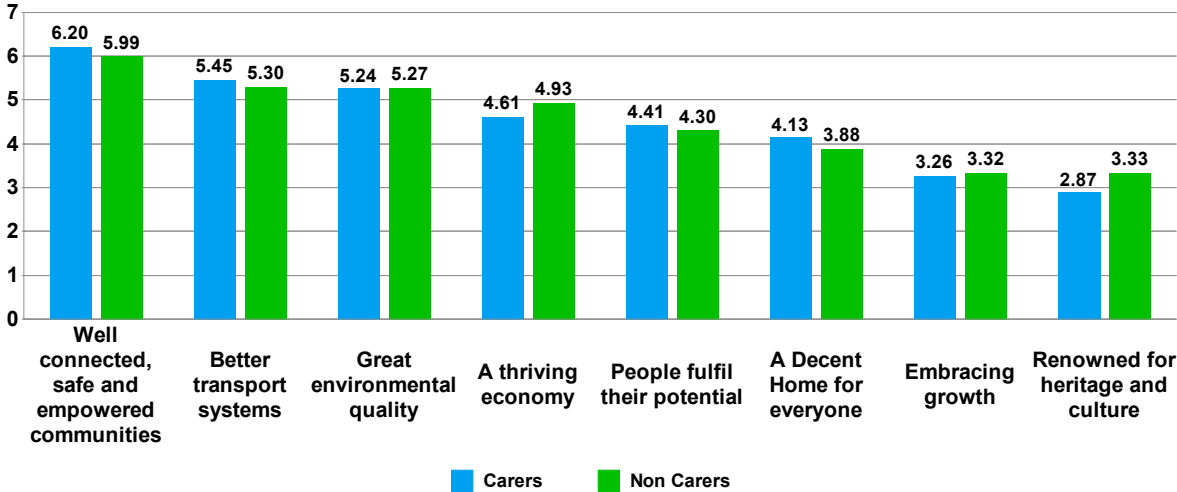
Heritage was ranked bottom by the age groups aged 45 years and over, but was rated sixth by the 35 to 44 years groups.



**Priority by Carer Responsibility**

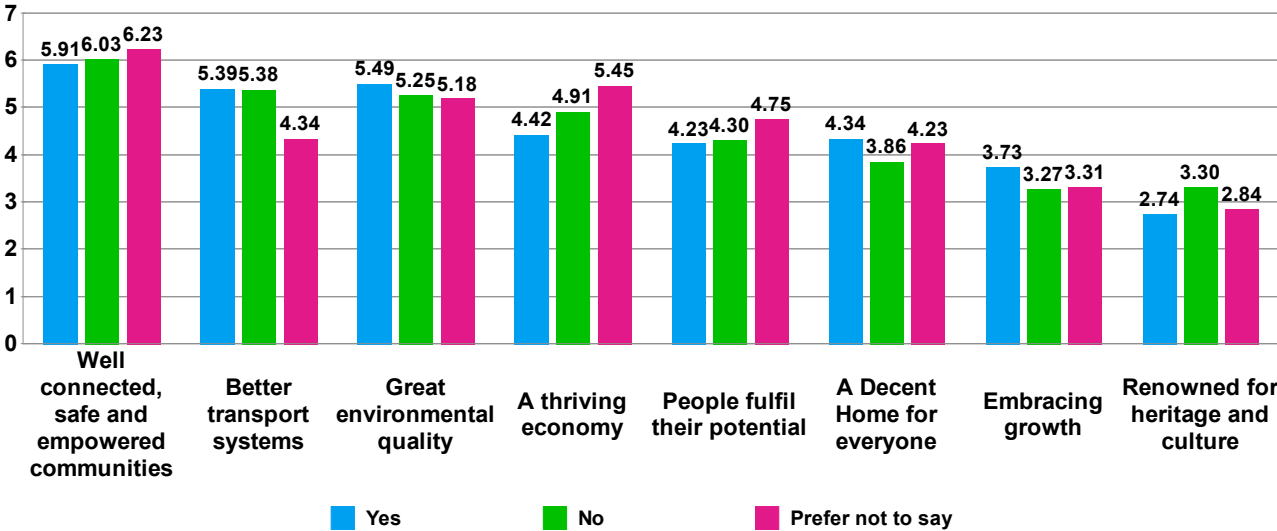
Although the profile of the ranking of priorities is in line with the overall result the data shows respondents with caring responsibilities tended to give a higher ratings to ‘Well connected, safe and empowered communities’ and ‘A Decent Home for Everyone’ than those who do not have any caring responsibilities.

# APPENDIX C



### Priority by Disability

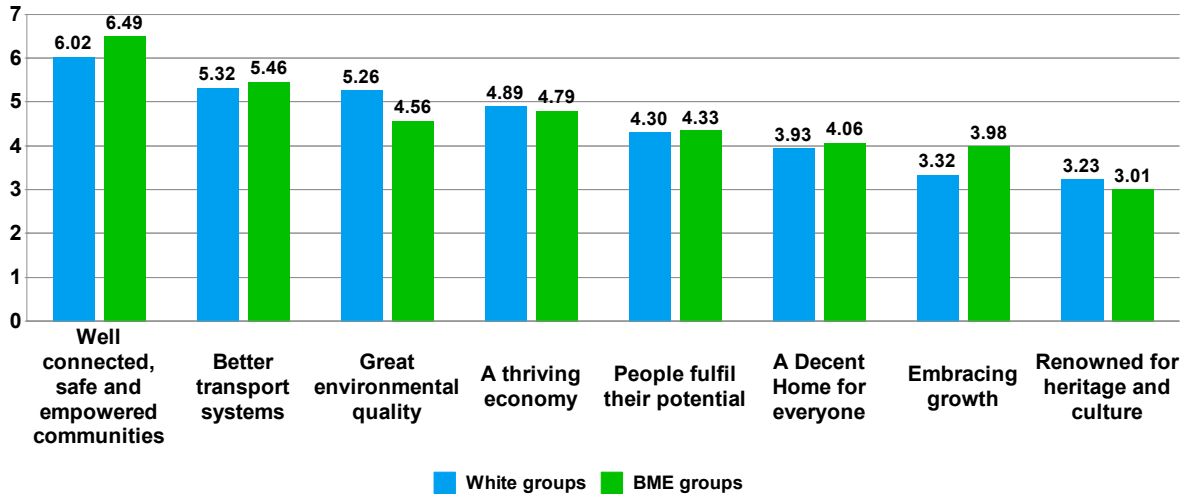
The priorities at the top and bottom of the scale remain the same for respondents with a disability. The data shows that respondents with a disability gave ‘Great Environmental Quality’ and ‘A Decent Home for Everyone’ a higher rating than respondents without a disability.



### Priority by Ethnicity

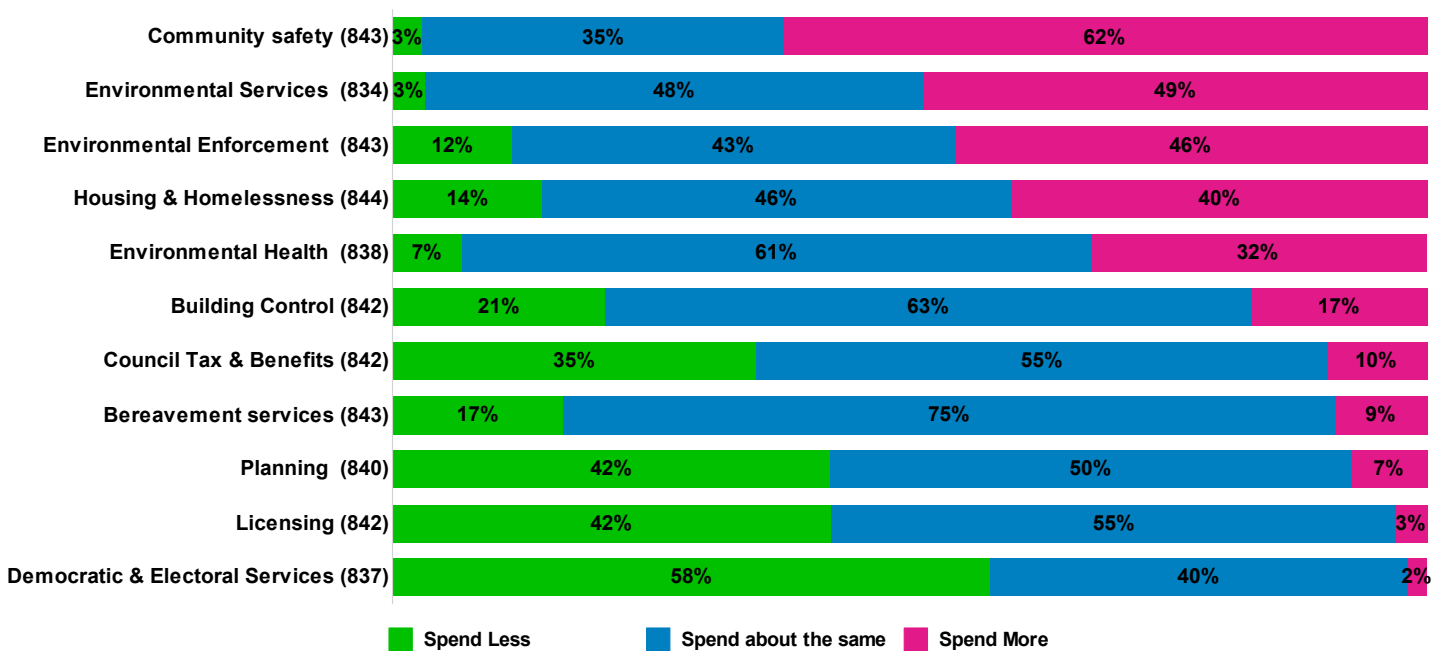
As with disability and carers there is no change in the priorities that are first and last between respondents from white groups and respondents from BME groups.

Respondents from White groups rated ‘Great environmental quality’ higher than those from BME groups and respondents from BME groups rated ‘Embracing growth’ higher than respondents from White groups. However the results for BME groups should be treated with caution owing to the small sample.



### Spending – Mandatory Services

Respondents were given a list of mandatory services that the Council is required to provide and were asked if they thought there should be more or less or the same level of spending for that service going forward. The total number of respondents to each question is show in bracket next to the service name.



The top three services where respondents said the Council should spend less were Democratic & Electoral Services, Licensing and Planning.

For Democratic and Electoral Services respondents from White groups had a significantly greater proportion saying that the Council should ‘Spend less’ in this area than respondents from BME groups, with 58.9% responding this way compared to 28.3% of BME groups. Respondents that have carer responsibilities were slightly more likely than those without carer responsibilities to say more should be spent in this area with 4.4% answering this way compared to 1.1% of non-carers.

## APPENDIX C

For Licensing, as with Democratic & Electoral Services, there is a difference in response levels between those from BME groups and those from White groups, with 43.3% of White groups saying 'Spend Less' and 26.1% of those from BME answering in the same way.

In relation to planning the data indicates Male respondents had a greater proportion saying 'Spend more' and Female respondents had a greater proportion responding 'Spend less' than their counterparts, however the greatest proportional response for both groups was 'Spend about the same'.

Bereavement Services, Building Control and Environmental Health had the greatest proportion of respondents saying that the Council should spend about the same.

Across all the different demographic groups the majority of respondents in each responded 'Spend about the same'. The data does show some variation; Women were more likely than men to respond 'Spend more' with 12.7% of women responding this way compared to 5.0% of men. The same is true for Carers versus Non-Carers with 13.1% of Carers saying the Council should spend more in this area compared to 7.8% of Non-carers.

There were no significant variations in the response levels across the demographic groups for Building Control, with the majority of each demographic group responding 'Spend about the same'. Respondents aged 65 years and over had the greatest proportion responding 'Spend more' with 23.4% answering this way and respondents with a disability had the greatest proportion responding 'Spend less' at 27.0%.

For Environmental Health, across all demographic groups, the majority of respondents answered 'Spend about the same'. The data indicates some differences between the age groups with the 35 to 44 years group having a greatest proportion responding 'Spend less' compared to respondents age 55 years and over with 10.5% answering this way.

Community Safety, Environmental Services and Environmental enforcement had the greatest proportions of respondents answering 'Spend more'.

Community Safety had the greatest proportion of respondents saying the Council should 'Spend more' in this area, with the majority of each demographic group responding this way. Female respondents had the greatest proportion saying that the Council should 'Spend more' in this area at 65.0% and male respondents had the greatest proportion responding 'Spend less' at 4.8%. The data also indicates that the difference in proportions of Carers and Non-carers responding 'Spend less' is significant, with response levels of 0.4% and 3.6% respectively. Although the sample of respondents from BME groups was too small to make any valid comparisons there were no respondents in this group that said the Council should 'Spend less' in this area.

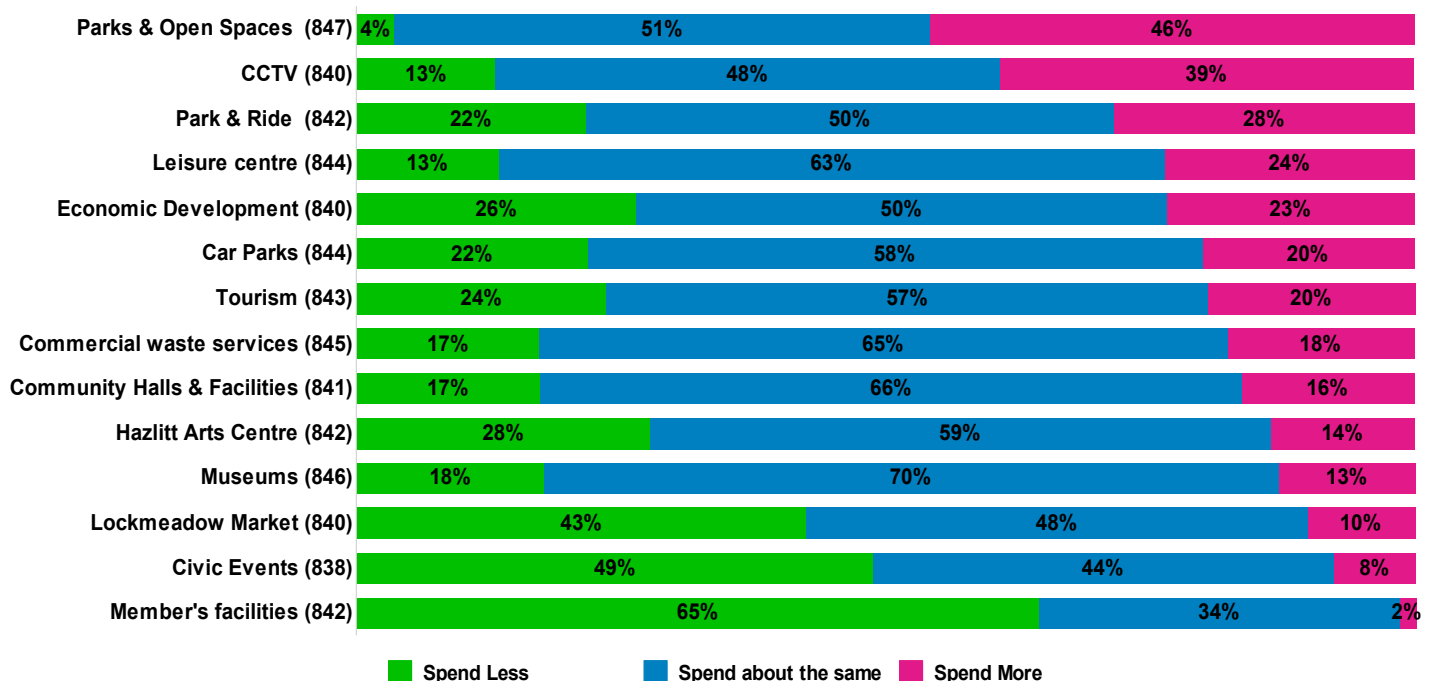
While Environmental Services had the second greatest proportion responding 'Spend more', the response to this question was fairly evenly split between 'Spend more' with 48.6% and 'Spend about the same' with 48.3%. Across all demographic groups the 35 to 44 years age group had the greatest proportion responding 'Spend more' at 56.0% and the 45 to 54 years had the greatest proportion responding 'Spend less' at 5.0%. As with Community Safety although the sample of respondents from BME groups was too small to make any valid comparisons there were no respondents in this group that said the Council should 'Spend less' in this area.

## APPENDIX C

For Environmental Enforcement the data shows that there is a significant difference in response levels between men and women with a greater proportion of women responding 'Spend less' at 14.3% compare to 8.7%. The difference between those responding 'Spend less' aged 35 to 44 years and those responding this way aged 65 years and over is significantly different with the younger group having a greater proportion that responded 'Spend less' than those aged 65 years and over at 16.3% compared to 5.8%, however almost identical proportions of these groups say 'Spend more' at 50.0% and 49.9% respectively. .

### Spending – Discretionary Services

Respondents were presented with a list of discretionary services that the Council are not required to provide, but are currently being provided by the Council and were asked if they thought there should be more or less or the same level of spending for that service going forward. The total number of respondents to each question is show in bracket next to the service name.



The top three services where respondents said the Council should spend less were Members' Facilities, Civic Events and Lockmeadow Market.

More than six out ten respondents said there should be less spending on Members' facilities, the majority of respondents across all demographic groups responded this way. The 55 to 64 years group had the greatest proportion responding 'Spend less' at 78.0%. There were no respondents aged 65 years and over or with a disability that said the Council should 'Spend more' in this area.

Just under half of all respondents said that the Council should 'Spend less' on Civic Events, across the demographic groups there were three where the majority of respondents said 'Spend less' there were; Carers (57.3%), 55 to 64 years (63.4%) and 65 years and over (60.9%). Respondents from BME groups had the greatest proportion responding 'Spend about the same' at 68.8% and respondents age 18 to 34 years had the greatest proportion responding 'Spend more' at 12.9% however due to invalid sample sizes the significance of these differences are untested.



## APPENDIX C

Just over four in ten respondents said that the Council should 'Spend less' on Lockmeadow Market. The 55 to 64 years groups had the greatest proportion responding this way at 50.0%. The data shows that the difference between response levels for men and women is significant. The data show that men may value or use the market less than women with 48.7% saying spending should be reduced compared to 36.5% of women.

Museums, Community Halls & Facilities and Commercial waste services had the greatest proportions responding that the Council should 'Spend about the same'.

Seven out ten respondents said funding for the Museum should remain about the same, the majority of people responded this way across all the demographic groups. Respondents with a disability had the greatest proportion stating that the Council should 'Spend less' on Museums at 27.4% and the data indicates the difference answering this way between respondents with a disability and those without is significant. This suggests that museums are a lower priority for this group.

Overall, 66% of respondents said that funding should remain about the same. The majority of respondents across demographic groups said that the Council should 'Spend about the same' on Community Halls and Facilities. The data shows that the difference between response levels for men and women is significant. The data show that men may value or use Community Halls and Facilities less than women with 20.4% saying spending should be reduced compared to 14.6% of women. Community Halls often host various community activities such as exercise classes, crèches, hobby and support groups; some of these activities are more frequently attended by women. It also shows the difference in proportions of Carers and Non-carer responding 'Spend more' is significant with Carers having a greater proportion answering this way at 23.0% compared to 14.3% for Non-careers.

Overall, 65% of respondents said that funding should remain about the same for Commercial Waste services. The majority of respondents across all demographic groups responded this way. Female respondents had the greatest proportion responding 'Spend about the same' across all the demographic groups and Males responders had the greatest proportion responding 'Spend less' at 22.6%. The data indicates that the difference in proportions responding 'Spend less' between men and women is significant - 12.3% of female respondents answered this way.

Parks & Open Spaces, CCTV and Park & Ride had the greatest proportions of respondent saying that funding should be increased.

Overall, 46% of respondents said that the Council should 'Spend more' on Parks & Open Spaces. Respondents aged 35 to 44 years had the greatest proportion saying that funding in this area should be increased at 58.7% and respondents with a disability had the greatest proportion saying that spending in this area should be reduced at 8.9%.

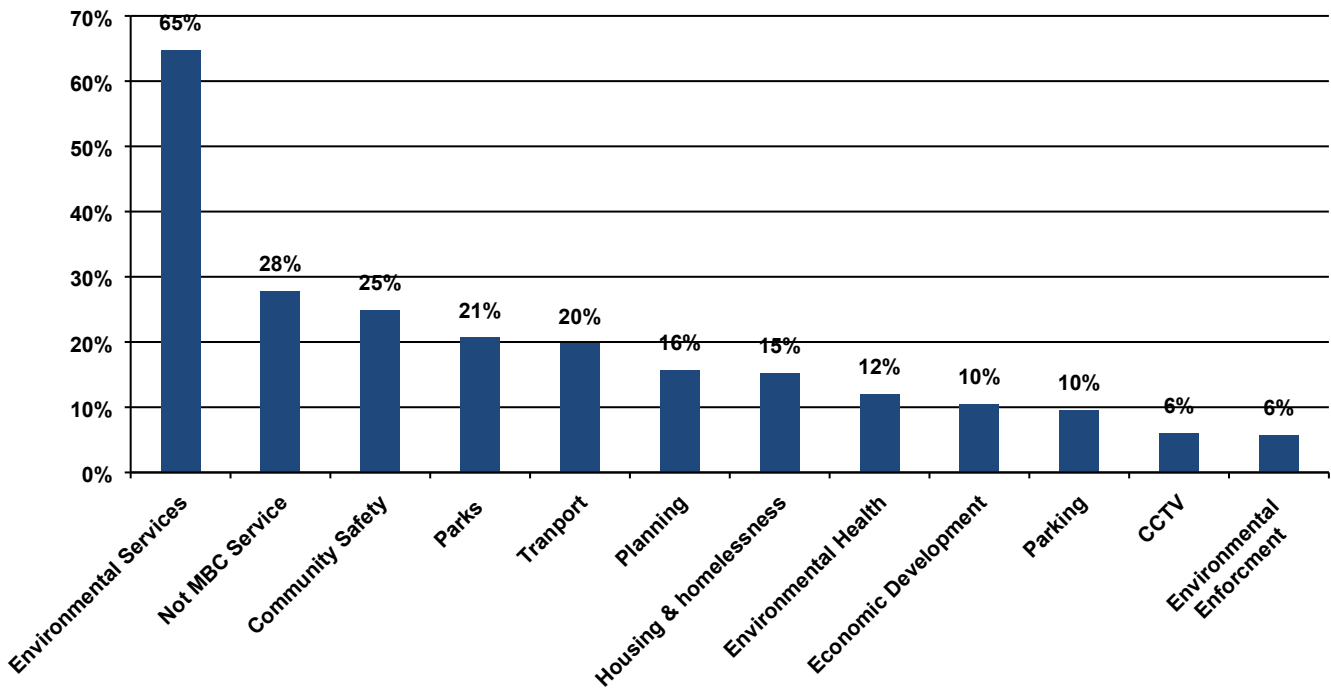
CCTV had the second greatest proportion of respondents that said 'Spend more' with just under four in ten people responding this way. Testing on the response to this service from men and women shows the differences between these groups are significant suggesting each group may have different motivations for their views. Women had a greater proportion than men responding 'Spend more' at 44.4% compared to 33.5% and male respondents had a greater proportion responding 'Spend less' at 16.9% compared to 9.6% for female respondents. Community Safety was the top mandatory services in terms of increasing spending for mandatory services, both of these services having high rates of people saying to increase spending may indicate that people do not feel safe.

## APPENDIX C

Overall, 28% of respondent said that the Council should 'Spend more' on Park & Ride. Recent changes to the service introduced 'pay to park' which meant that people with Older person's Bus passes could no longer use them on this service. It is this group, the 65 years and over, that have the greatest proportion responding 'Spend more' at 42.6%. The data suggests an age trend with the proportion of people responding 'Spend more' increasing with age. The majority of women said funding should remain the same whereas there was no majority response from male respondents.

### Important Services

All survey respondents were given a free text box and asked to state which three services are most important to them. The services which received 50 or more mentions are shown in the chart below.



Environmental services was the most frequently mentioned with 65% of respondent stating this is one of their top three most important services.

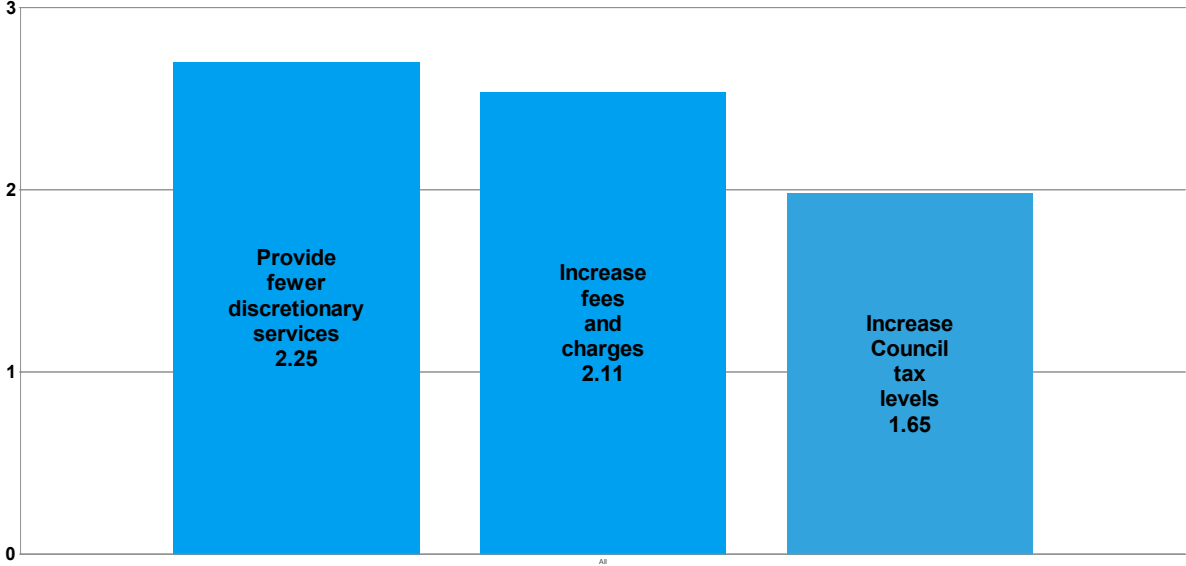
More than a quarter of respondents mentioned a service that is not provided by Maidstone Borough Council, the most common being road maintenance, but there were also people who mentioned the police, health services and adult and children's social services. As these are not MBC services, it suggests there is still some confusion amongst residents about which organisation is responsible for delivering what.

A quarter of respondents mentioned Community Safety and a further 6% mentioned CCTV. Considering responses to other areas of the survey it is clear that Community Safety is a service that residents believe is a high priority on which the Council should spend more.

The top three mandatory services and the top three discretionary services where survey respondents said the Council should 'Spend more' all appear in the services that got 50 or more mentions.

### Approaches to balancing the Council’s budget

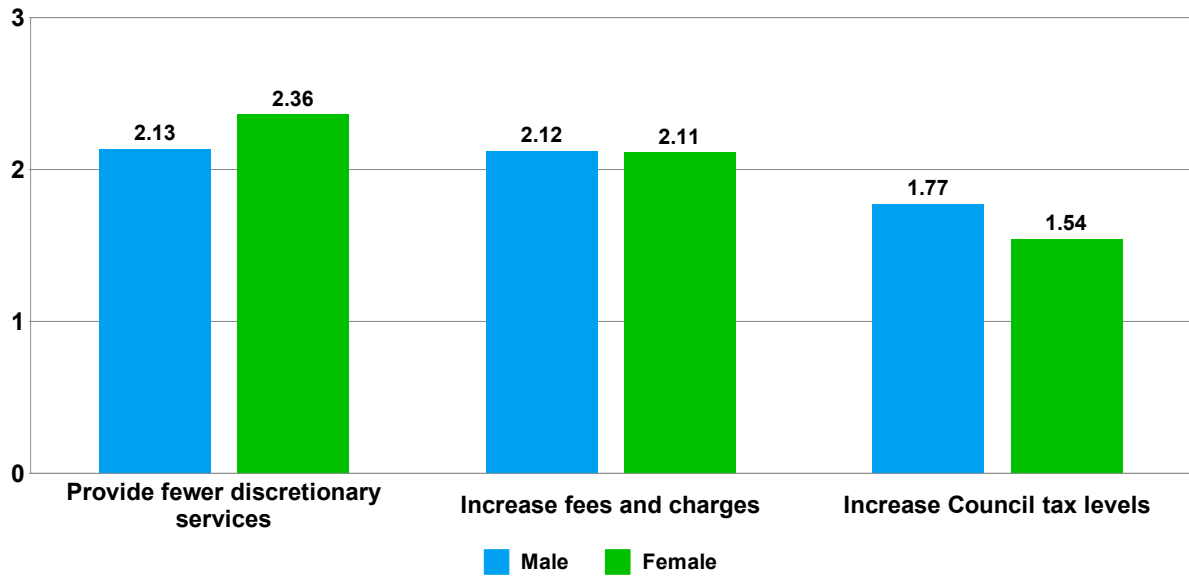
Respondents were asked to put the approaches to balancing the budget in order of preference. In order to assess this data a weighted average has been used with the approach placed as first receiving three points and the approach ranked last is given one point. These are then added together and divided by the number of respondents to give a weighted average.



Overall, ‘Providing fewer discretionary services’ was the most preferred option and ‘Increase Council tax levels’ was the least preferred option. The charts below show the differences between different demographic groups.

A similar question was asked in the 2017 Resident Survey in which respondents were asked to select which out of four options was their preferred approach to balancing the Council’s budget. The result of this were that 61.0% of respondents said that MBC should prioritise stopping delivery of non-essential services in order to balance the budget, 19% said that we should increase fee and charges for services to balance the budget and 16.4% said we should increase council tax (there was a fourth option to provide services less frequently or to a lower standard which 3% of respondents selected).

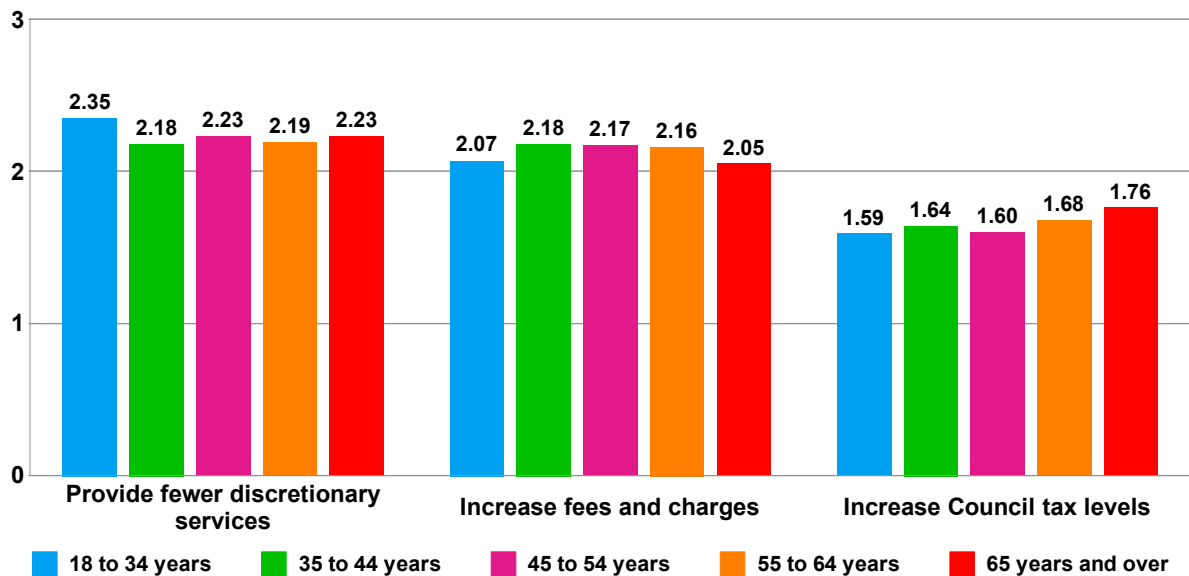
Priority by Gender



The response profile for men and women matches the overall result in terms of priority order. The data shows there is very little difference in the rating between genders to ‘providing fewer discretionary services’ and ‘increase fees and charges’. It also shows more women rated ‘provide fewer discretionary services’ higher than men with 57% of women ranking this approach as first compared to 45% of men. Just over a quarter of male respondents ranked ‘Increase Council Tax levels’ as their preferred approach compared to 16% of women respondents.

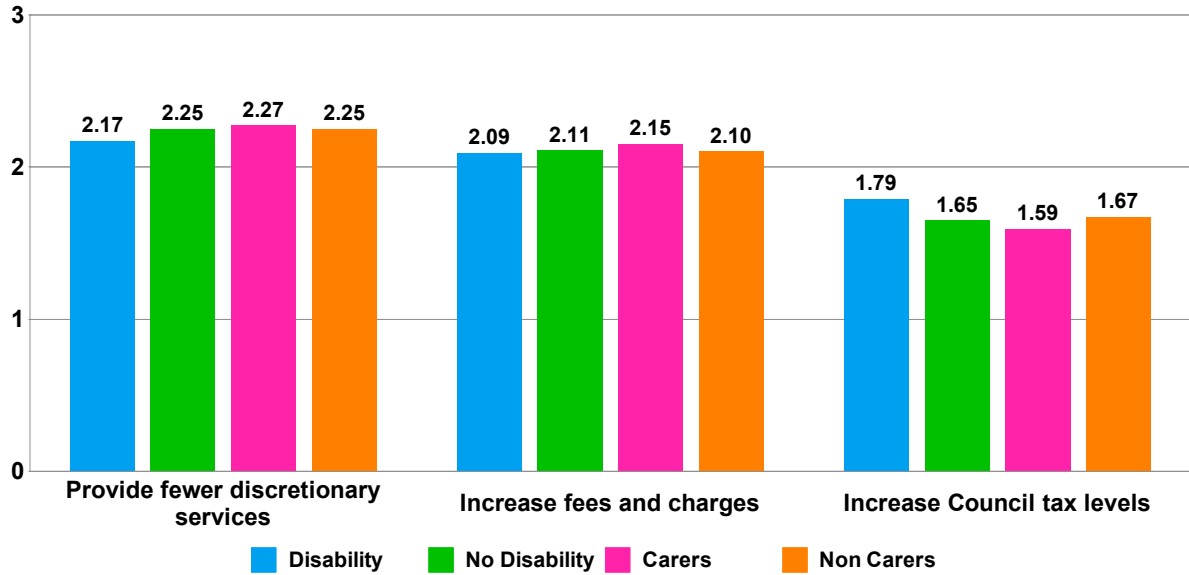
Priority by age

Again across the age groups the order of ranking has not changed from the overall results, in terms of preferred approach.



The data shows that the 35 to 44 years ranking was split between ‘Provide fewer discretionary services’ and ‘Increase fees and charges’ however it should be noted that the there was a greater proportion of this groups that put ‘Provide fewer discretionary service’ as first (51%) than put ‘Increase fees and charges’ first (30.4%).

Priority by Disability & Carer Responsibility



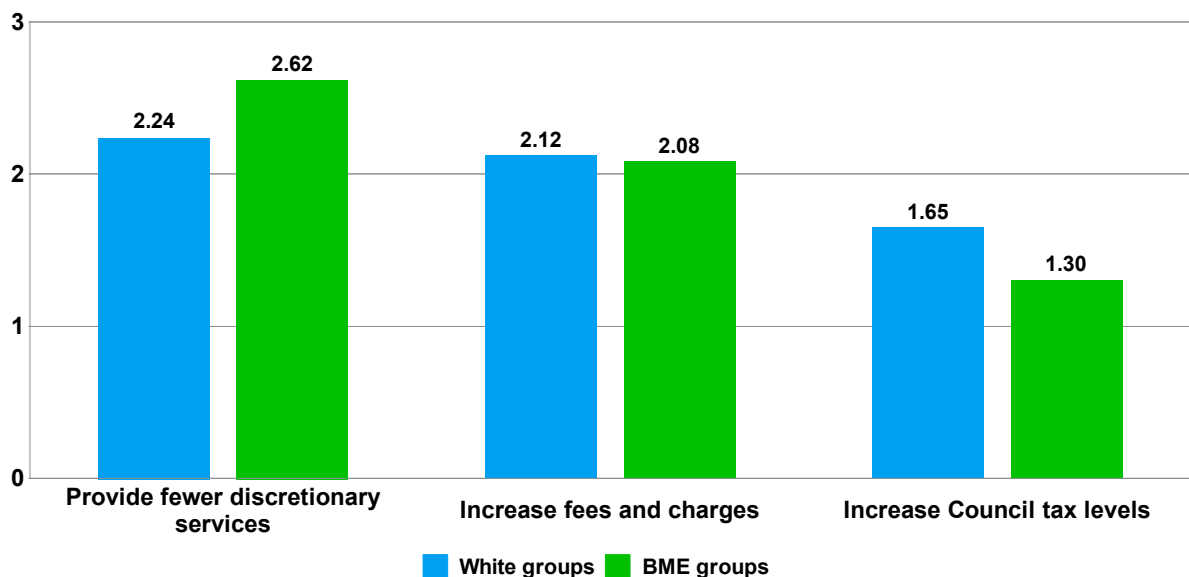
For both respondents with and without a disability and those with and without carer responsibilities the order of ranking has not changed from the overall results, in terms of preferred approach.

Respondents with a disability had a lower proportion ranking ‘Provide fewer discretionary service’ as first, with 44% responding this way compared to 51% of respondents without a disability. Those with a disability also had a greater proportion than those without a disability ranking ‘Increase council tax levels’ with 27% putting this approach first compared to 21% for respondents without a disability.

Respondents that are Carers had a greater proportion ranking ‘Increase Council tax levels’ and the least preferred option compared to those without caring responsibilities with 61% answering this way compared to 55% non-carers.

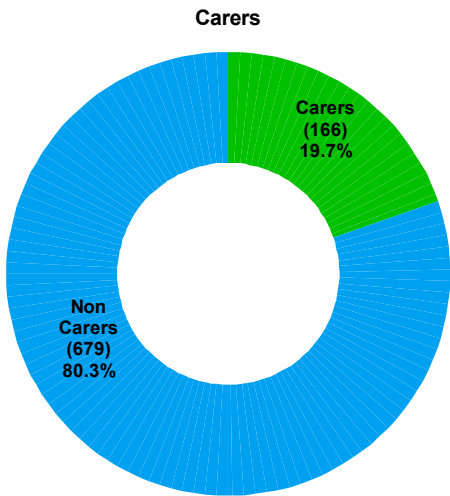
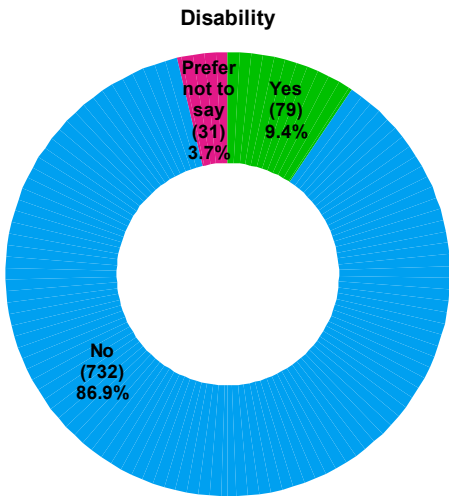
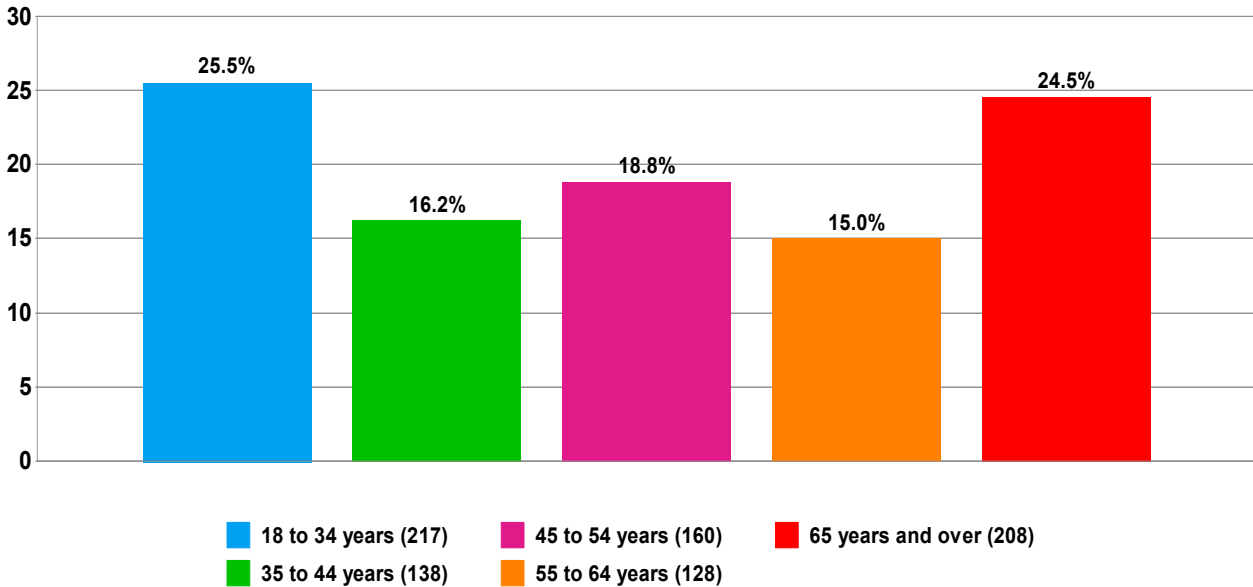
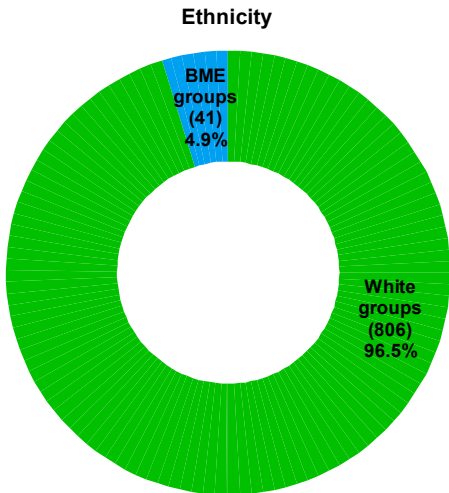
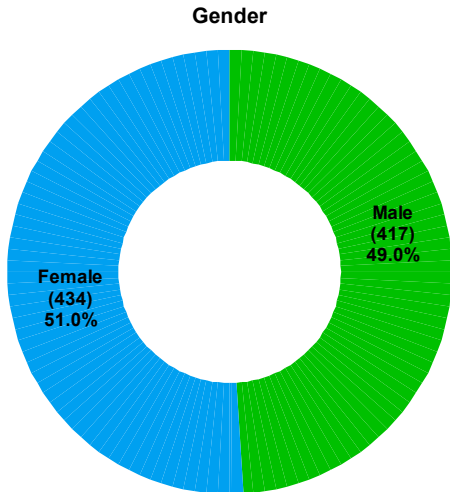
Ethnicity

Again the order of the approaches between these two groups is the same as the overall result. Although the data suggests differences between the way these two groups have responded the sample size for BME respondents is too small to make valid comparisons.



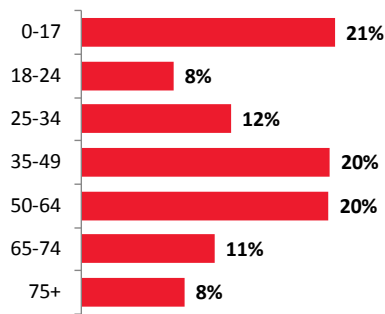
# APPENDIX C

Survey Demographics (weighted by gender and age).

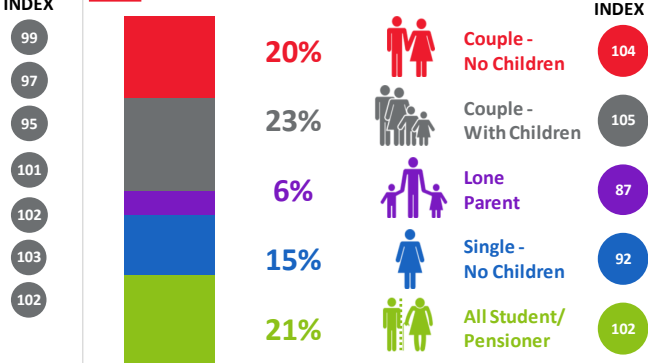


Acorn Respondent Profile

AGE



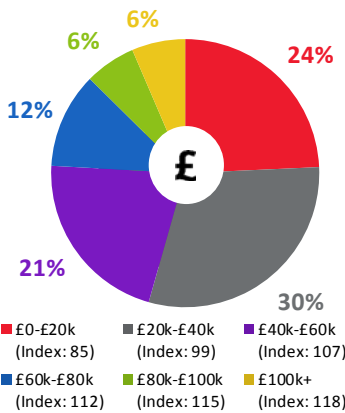
FAMILY



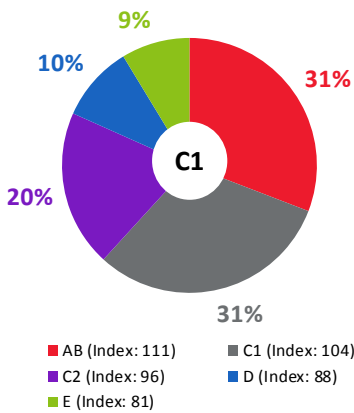
KEY INSIGHTS

- The average age of the population in the profiled households is slightly older when compared to the base.
- Households containing couples with children occur more in this profile than in the base.
- 6.5% of the profile live in households with an income of over £100k.
- The dominant Social Grade is C1 and the most over-represented is AB.
- There is a higher proportion of people in this profile who are self employed than in the base.

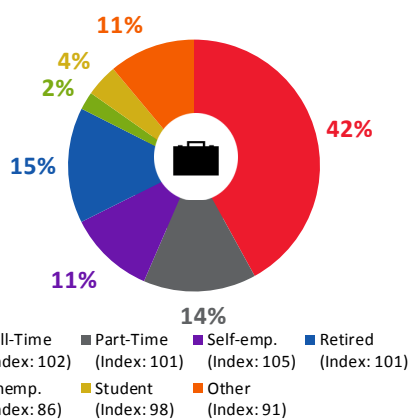
INCOME



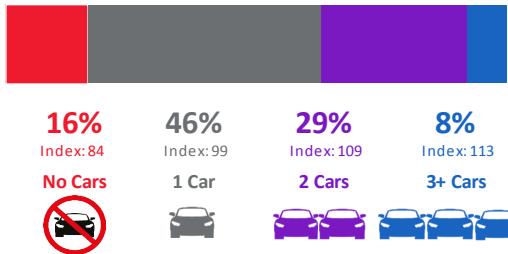
SOCIAL GRADE



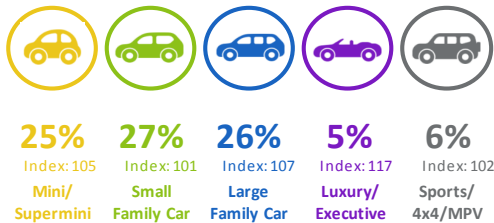
EMPLOYMENT



CARS



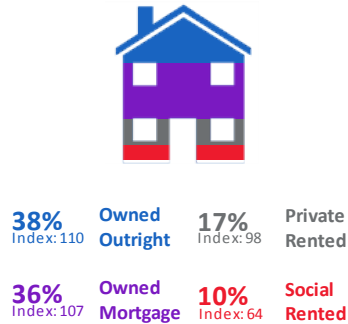
CAR TYPE



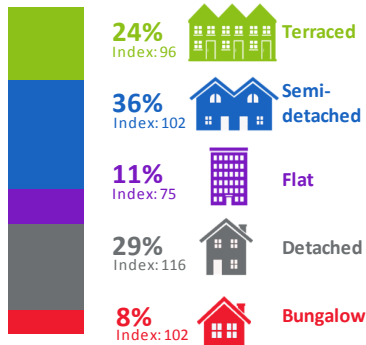
KEY INSIGHTS

- Most households will have access to a small family car.
- A higher proportion, in comparison to the base, are likely to have a luxury/executive car.
- Detached houses are 16.3% more likely than in the base.
- 37.6% of the households in the profile are likely to be owned outright.
- About 21% of households will have 4 bedrooms.
- The prevailing size is 2 people but households with 3-4 people appear more than in the base.

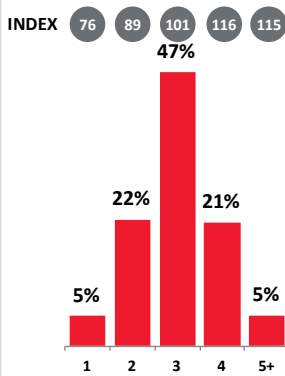
TENURE



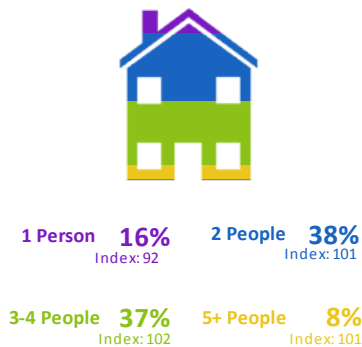
TYPE



BEDROOMS



SIZE



# Agenda Item 15

## Communities, Housing and Environment Committee

15 January 2019

Is the final decision on the recommendations in this report to be made at this meeting?

**Yes**

### Homelessness and Rough Sleeper Review

<b>Final Decision-Maker</b>	Communities, Housing and Environment Committee
<b>Lead Head of Service</b>	John Littlemore, Head of Housing and Community Services
<b>Lead Officer and Report Author</b>	Tony Stewart, Homechoice and Strategy Team Leader
<b>Classification</b>	Public
<b>Wards affected</b>	All

**This report makes the following recommendations to this Committee:** That

1. The findings of the Homelessness and Rough Sleeper Review (Appendix A) are approved to be used in drafting the consultation document and in developing the next Homelessness and Rough Sleeper Strategy.
2. The Policy and Resources Committee are recommended to invest a further sum of £3 million towards acquiring additional temporary accommodation in order to meet rising need.

**This report relates to the following corporate priorities:**

- Keeping Maidstone Borough an attractive place for all
- Securing a successful economy for Maidstone Borough

#### Timetable

<b>Meeting</b>	<b>Date</b>
Communities, Housing & Environment Committee	15 January 2019



# Homelessness and Rough Sleeper Review

## 1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 The Council's current Homelessness Strategy (2014 – 2019) ends next year and a new Homelessness and Rough Sleeper Strategy (2019 – 2024) needs to be adopted and published in 2019.
  - 1.2 The 2002 Homelessness Act requires local housing authorities to carry out a review of homelessness in their borough and to formulate and publish a homelessness strategy demonstrating how they will tackle the issue. Latest guidance suggests that areas that have high levels of rough sleeping should pay particular attention to this issue when formulating their strategy.
  - 1.3 The Homelessness and Rough Sleeper Review (Appendix A) provides information and data on the current situation within the borough which will be considered when formulating the new strategy.
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## 2. INTRODUCTION AND BACKGROUND

- 2.1 The Council's primary objective and key priority within the Housing Strategy is to prevent homelessness. This reflects the Homelessness Code of Guidance for Local Housing Authorities, which sets out the process that should be followed when formulating the Homelessness and Rough Sleeper Strategy. This commences with a review of homelessness activity and this is set out at Appendix A. covering such matters as levels and reasons of homelessness; age, gender and ethnicity of homelessness cases; the council's housing register and new social housing being built within the borough.
- 2.2 Therefore, this report does not make recommendations on the prevention of homelessness and the actions the Council will take to tackle homelessness and rough sleeping, as this will be covered in the draft Homelessness and Rough Sleeper Strategy that will be presented to the Committee early in 2019.
- 2.3 The review must be made available for any member of the public to access and will, along with the draft Homelessness and Rough Sleeper Strategy, be published on the council's website as part of the consultation process that will follow.
- 2.4 The Temporary Accommodation Strategy, introduced in December 2016 and reviewed in December 2017, recommended that the council purchase properties to use as Temporary Accommodation. Additional units have been acquired since the December 2017 report and the Council now has a portfolio of 74 units (with a further 2 nearing completion) that are used to provide temporary accommodation for homeless households and rough sleepers and that also provide a more cost effective solution for the Council.
- 2.5 The success achieved in providing Council-owned temporary accommodation has been reported previously to the Committee. As the increase in homelessness represents a current and tangible matter that needs to be tackled now, this report makes recommendations in relation to additional temporary accommodation in order to meet the further demand experienced in the last 9 months.

- 2.6 Net spending on Temporary Accommodation was at its highest in 2016/2017 but has fallen significantly since the council started procuring properties for this purpose. Whilst the total number of nights spent in Temporary Accommodation decreased by 13% from 2016/2017 to 2017/2018, the net overall cost for the year was 38% lower in 2017/2018 (£342,889) than it was in 2016/2017.
- 2.7 The review has identified a significant increase in homelessness. Although the majority of homelessness approaches are from households with a 1 bedroom need, most single homeless applicants are found not to be owed a main housing duty. The Council continues to be under a duty to secure accommodation that is available for persons who fall within the statutory definition of priority need. In the main, this is households with dependent children. In order to maintain a degree of control over the availability of good quality temporary accommodation at a reasonable cost, it is proposed to extend the Council's recent strategy of acquiring its own temporary accommodation.
- 2.8 The data suggests that family sized accommodation of a range of 2 and 3 bedroom property would best suit the Council's needs. The recent programme of acquisition has enabled 17 units of housing to be purchased within the budget of £4.1million and it is proposed that a further amount is made available to undertake an additional programme of purchasing 10 more family sized properties.

### **3. AVAILABLE OPTIONS**

- 3.1 Option A: The Council could decide not to pursue an updated Homelessness and Rough Sleeper Strategy but to do so would disadvantage the Council through policy not reflecting legislative change, tackle the increase in homelessness and potentially expose the Council to legal challenge.
- 3.2 Option B: The Committee approves the findings of the Homelessness and Rough Sleeper Review (Appendix A) to be used in drafting the consultation document in developing the next Homelessness and Rough Sleeper Strategy. In addition, additional funds are made available to increase the Council's portfolio of Temporary Accommodation stock to reduce costs to the Council and provide better quality temporary accommodation.

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### **4. PREFERRED OPTION AND REASONS FOR RECOMMENDATIONS**

- 4.1 Option B, as stated in paragraph 3.2 above, is recommended. This will ensure that the Homelessness and Rough Sleeper Strategy can be produced and adopted in 2019 and that the purchase of additional units for use as Temporary Accommodation can be delivered in order to meet current and future need.

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### **5. NEXT STEPS: COMMUNICATION AND IMPLEMENTATION OF THE DECISION**

- 5.1 Following approval of the recommended option by the Communities, Housing and Environment Committee the Council will draft a consultation document in order to comply with the Code of Guidance process to achieve a compliant and effective Homelessness and Rough Sleeping Strategy. A consultation period of not less than 8 weeks will follow that will enable the draft Strategy to be considered by the Committee by April 2019.

## 6. CROSS-CUTTING ISSUES AND IMPLICATIONS

Issue	Implications	Sign-off
<b>Impact on Corporate Priorities</b>	Preventing homelessness is a key priority of the Housing Strategy. 'A home for everyone' is a priority within the strategic plan	John Littlemore (Head of Housing and Community Services)
<b>Risk Management</b>	Under the 2002 Homelessness Act, housing authorities must carry out a homelessness review for their borough and formulate and publish a homelessness strategy based on the results of the review.	John Littlemore (Head of Housing and Community Services)
<b>Financial</b>	This report proposes a further investment of £3 million for the purchase of property for temporary accommodation. This provides a more cost-effective way of meeting our legal obligations than renting accommodation on a short term basis.	Section 151 Officer & Finance Team
<b>Staffing</b>	The Housing Service has increased as a result of successfully applying for additional grant to meet the demands placed on the service. The work outlined in this report will be delivered through existing resources.	John Littlemore (Head of Housing and Community Services)
<b>Legal</b>	Pursuant to section 2 of the Homelessness Act 2002, local housing authorities have a duty to review homelessness in their area and formulate and publish a strategy based on the results of the review. The Homelessness Reduction Act 2017 came into force in April 2018 and requires that local housing authorities must take "reasonable steps" to either maintain or secure accommodation for eligible applicant threatened with homelessness, known as the prevention and relief duties. In addition, pursuant to section 182 of the Housing Act 1996, local authorities are also bound to have regard to the Secretary of State's Homelessness Code of Guidance. A revised code was published on 22 February 2018. Failure to have an updated Homelessness Strategy may impact	Claudette Valmond – Principal Solicitor – Commercial Mid Kent Legal Services

	<p>the council's ability to defend challenges to decisions made under the Housing Act 1996 as amended by Homelessness Reduction Act 2017.</p> <p>Acting on the recommendations specified in this Report is in line with the Council's statutory duties as set out above.</p>	
<b>Equality Impact Needs Assessment</b>	An EIA will be carried out when the Strategy is drafted based on the data contained within this review.	John Littlemore (Head of Housing and Community Services)
<b>Environmental/Sustainable Development</b>	N/A	Homechoice and Strategy Team Leader
<b>Community Safety</b>	N/A	Homechoice and Strategy Team Leader
<b>Human Rights Act</b>	N/A	Homechoice and Strategy Team Leader
<b>Procurement</b>	N/A	Homechoice and Strategy Team Leader
<b>Asset Management</b>	N/A	Homechoice and Strategy Team Leader

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## 7. REPORT APPENDICES

Appendix A: Homelessness and Rough Sleeper Review – December 2018

# **Maidstone Borough Council**

## **Homelessness and Rough Sleeper Review**

**December 2018**

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## 1. Introduction

The Homelessness Act 2002 requires local housing authorities to carry out a review of homelessness within their borough and to formulate and publish a homelessness strategy based on the results of the review.

In conducting the review of homelessness, and to formulate a new strategy, Maidstone Borough Council must take into account the new duties introduced through the Homelessness Reduction Act in April 2018.

## 2. Headline Results

During the course of the current Homelessness Strategy (2014-2019) there has been a significant increase in levels of homelessness within the borough.

Since the introduction of the Homelessness Reduction Act, the information recorded about households who become homeless is becoming more detailed. This will aid the Council in how best to respond to preventing homelessness.

Evictions by family, parents and friends account for over 30% of all cases, with the ending of private rented tenancies being the next most significant cause.

Homelessness applicants are fairly evenly split between males and females although in cases when the household is a single person, this increases to around two thirds male and females feature more greatly as the lead applicant amongst households with children.

The average age of homelessness continues to decrease with applicants under the age of 34 making up the majority of cases.

Applicants with a white ethnicity account for the vast majority of homelessness applicants although the percentage has decreased in the current year.

More than half of homelessness approaches are from single persons who have a 1 bedroom housing need. A further third of all households have a 2 bedroom need.

Previous street population estimates have indicated that there are between 35 and 50 people rough sleeping within the borough. However, with the implementation of the Rough Sleeper Initiative this has reduced considerably.

### 3. Levels of Homelessness

	2013/14	2014/15	2015/16	2016/17	2017/18
Number of homelessness decisions made	426	622	626	665	675

The number of people approaching the council as homeless has increased significantly during the course of the current Homelessness Strategy. This is following on from further increases during the preceding years.

Since the introduction of the Homelessness Reduction Act (HRA) in April 2018, different duties arise at the 'Prevention, Relief, and Main Duty' stages, which makes a direct comparison of the data since April 2018 against previous years difficult.

The intention of the HRA is that fewer households end up in the 'Main Duty' stage, as people will be assisted at the earlier stages in the process. These figures will provide the focus of attention over the lifetime of the next Homelessness and Rough Sleeping Strategy.



## 4. Reason for Homelessness

Since April 2018, the reason that a household has become homeless is recorded as set out in the table below:

<b>Reason for Loss of last Settled Home – April to Oct 2018</b>	<b>Households</b>
End of Private Rented Sector – Assured Shorthold Tenancy (see below for further breakdown)	200
End of Social Rented Tenancy (see below for further breakdown)	70
End of Supported Housing (see below for further breakdown)	68
End of Private Rented Sector – not Assured Shorthold Tenancy	42
Domestic Abuse	104
Parents / Family eviction	245
Fire / Flood / Emergency	5
Friend eviction	73
Left HM forces	1
Left institution	23
Mortgage Repossession	5
Non Racial harassment/violence	26
Other	199
Property Disrepair	10
Racially motivated violence/harassment	5
Non-violent parent relationship breakdown	122
Required to leave NASS accommodation	3
Not recorded	230

The main reason that a household has become homeless is through a family/parental eviction, which accounts for 17% of all homelessness approaches. Including eviction from a friends and non-violent parent relationship breakdown, this rises to just over 30% (440 cases)

Domestic abuse, non-racial harassment / violence and racially motivated harassment / violence accounted for 9% of all approaches (135 cases) and represents an increase over previous years.

The second largest single cause of homelessness is the ending of private rented tenancies; the reasons for this are now available in greater detail as set out in the table below:

<b>Reason for loss of Assured Shorthold Tenancy</b>	<b>Count</b>
Breach of tenancy, not related to rent arrears	3
Illegal eviction	1
Landlord wishing to sell or re-let the property	122
Other	20
Rent arrears due to change in personal circumstances	24
Rent arrears due to increase in rent	1
Rent arrears due to reduction in employment income	8
Rent arrears due to tenant difficulty budgeting or tenant making other payment(s)	9
Rent arrears following changes in benefit entitlement	6
Tenant abandoned property	4
Tenant complained to the council/agent/landlord about disrepair	2

The main reason that a household has had their assured shorthold tenancy ended (61% of cases) was that the landlord wanted to sell or re-let the property.

A further 24% (48 cases) were due to rent arrears accrued for varying reasons.

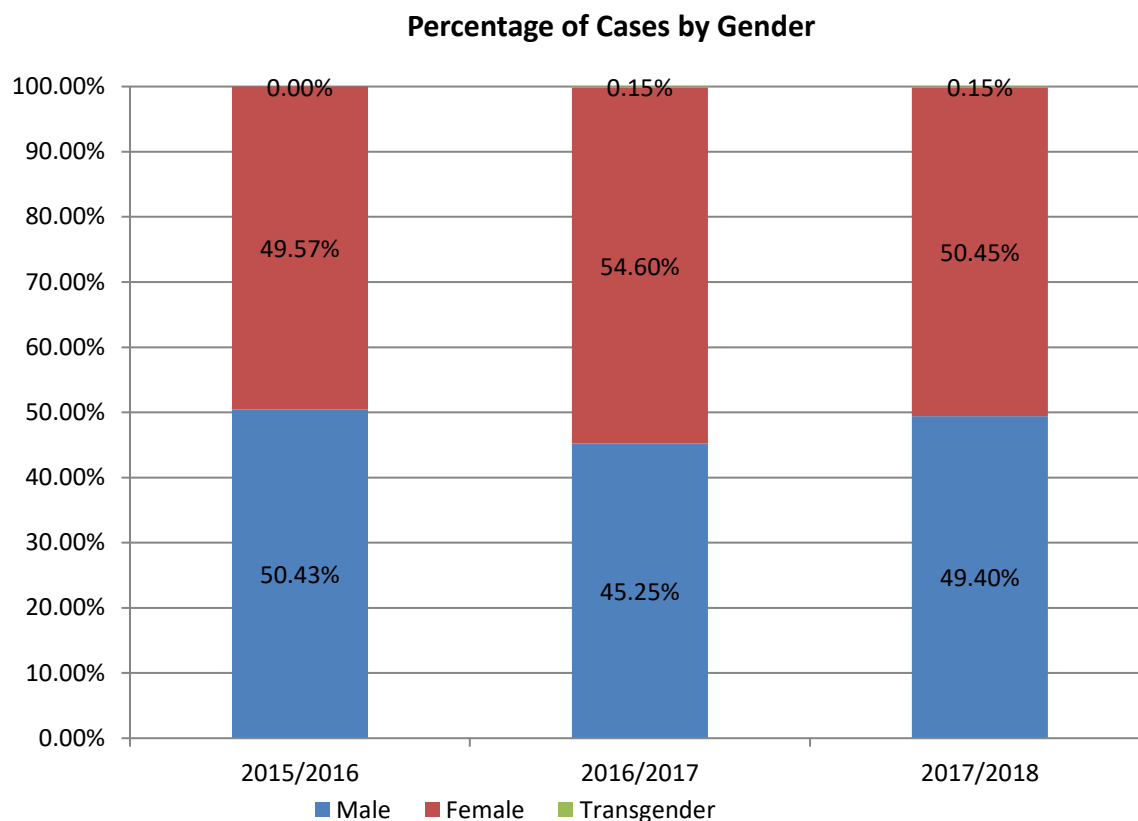
<b>Reason for loss of social rented tenancy</b>	<b>Count</b>
Breach of tenancy, not related to rent arrears	9
Other	10
Rent arrears due to change in personal circumstances	17
Rent arrears due to increase in rent	1
Rent arrears due to reduction in employment income	2
Rent arrears due to tenant difficulty budgeting or tenant making other payment(s)	18
Rent arrears following changes in benefit entitlement	12
Tenant abandoned property	1

In the vast majority of cases (71%) when a household has been made homeless from a social rented tenancy, it is due to rent arrears accrued.

<b>Reason for loss of supported housing</b>	<b>Count</b>
No longer eligible for supported housing	15
Other	15
Other breach of tenancy or licence, not related to rent	23
Rent arrears	22

The main reason given for the loss of supported accommodation was 'other breach of tenancy or licence, not related to rent,' which accounted for just under a third of all cases (32%)

## 5. Gender



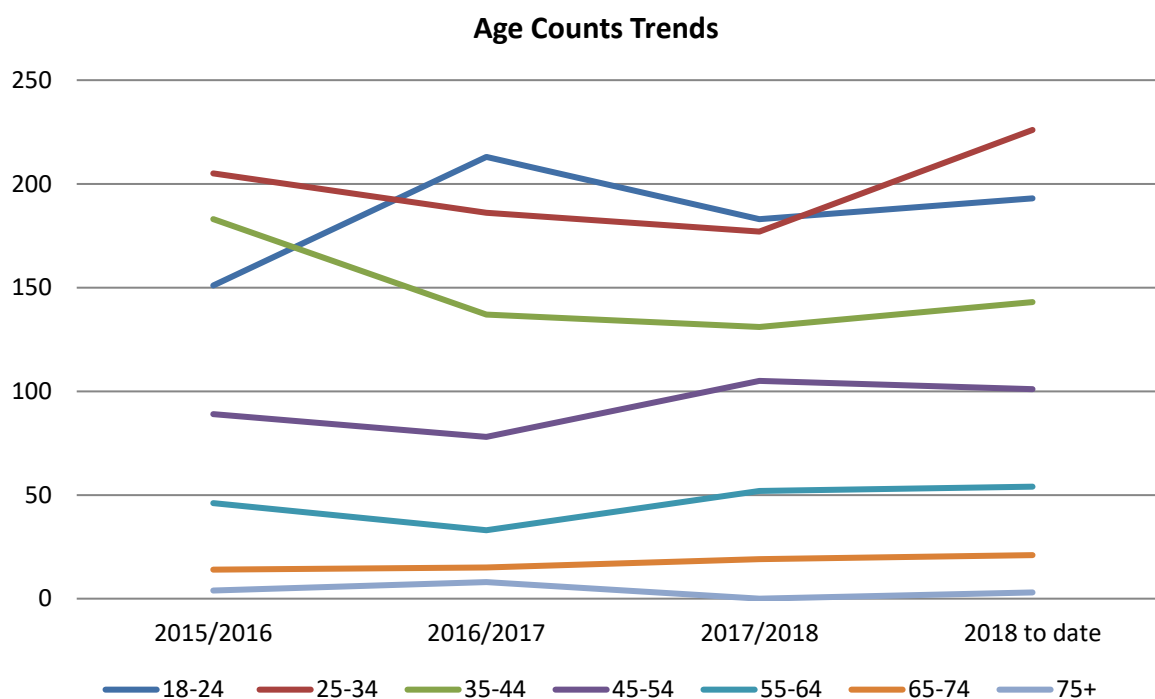
In 2015/16 by a narrow majority of around 1% most cases of those presenting as homeless were male. This changed significantly in 2016/2017 where most cases were female by approximately 10%. In 2017/2018 this has closed to a 1% majority for women.

In 2015/2016 there were no one identifying as transgender presenting as homeless. In 2016/2017 and 2017/2018 there was 1 case in each year.

The 2017 mid-year population estimates for gender give proportions of 51% female and 49% male (there is currently no national data collection for transgender people). Therefore the data for applicants 2017/18 and 2018 to date reflects the population in Maidstone overall.

Data from 2018 to date shows that men are more likely than women to apply as a single person (67% compared to 33%). The average age of single person applicants is 37.6 years for males and 33.2 years for females. Female lead applicants represent the majority of households with children.

## 6. Age

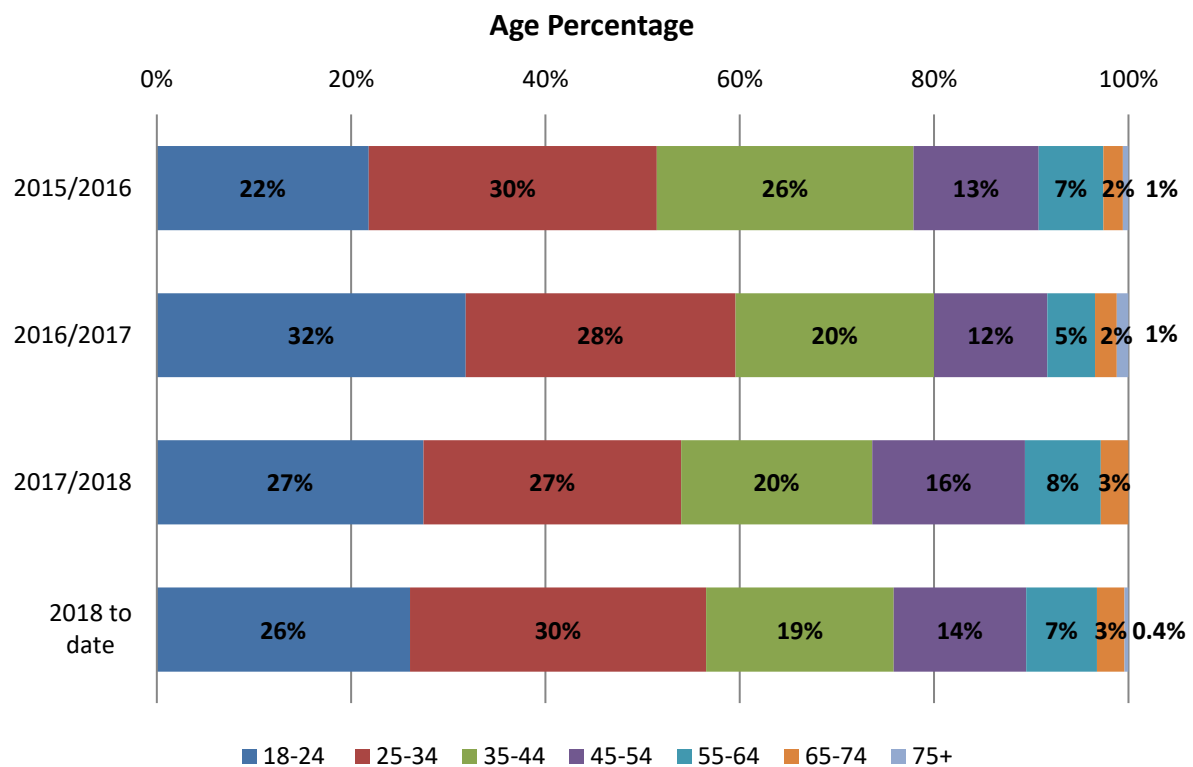


Applicants under 34 years accounted for 51% of homelessness approaches in 2015/16. This has risen to 57% for the current year to date.

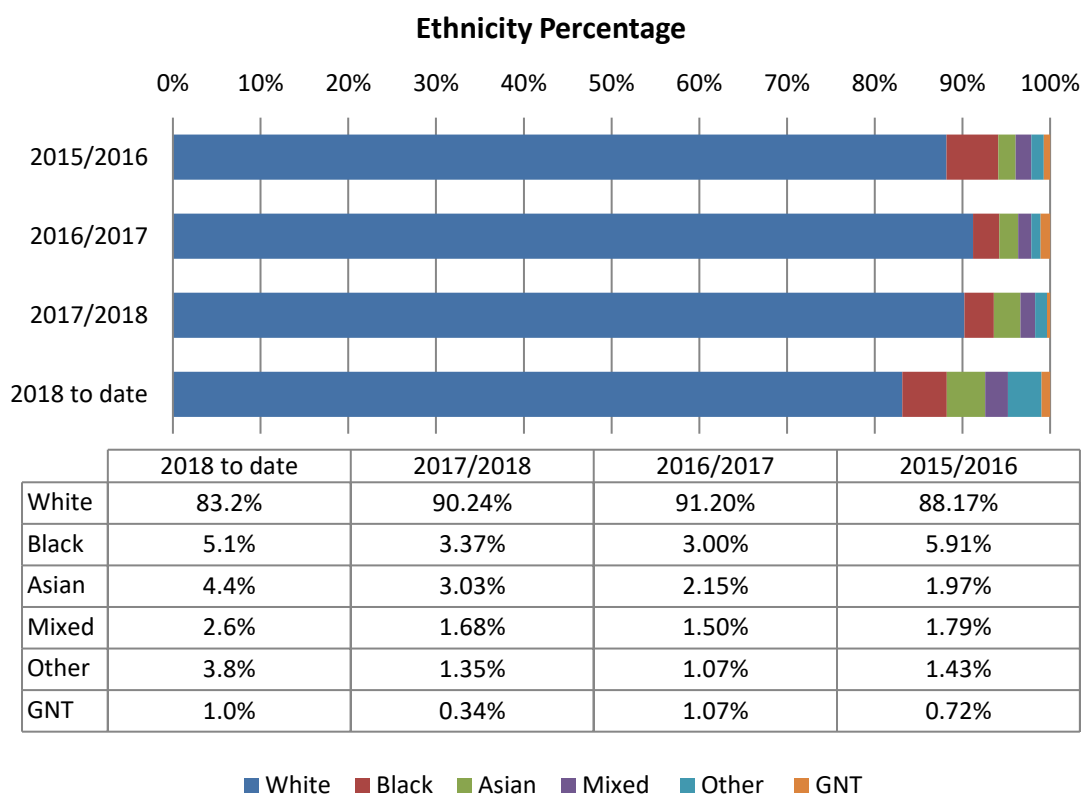
Between 2015/16 and 2017/18 there was a 21% increase in the number of 18 to 24 year olds approaching the Council as homeless.

Applicants aged between 35 to 44 are the only age group where the proportion of approaches has decreased year on year. In 2015/16 they accounted for just over a one in four whereas now they account for less than one in five. There was a 25% decrease in the number of applicants in the 35 to 44 years group between 2015/16 and 2017/18.

The trend of homeless applicants getting younger between 2015/2016 and 2017/2018 also emerges when studying the average age. In 2015/2016 it was 36.0 years; in 2016/2017 it was 34.7 years and in 2017/2018 35.4 years. These differences are not significant because there was also an increase in approaches from people over the age of 45. If this trend were to continue, we would see a polarisation in demand between early and later life. This reflects various studies that have looked at the stability of different types of housing and the age cohorts of those occupying them.



## 7. Ethnicity



The vast majority of homelessness approaches are from people whose ethnicity is 'White' however the proportion that they account for on the register has decreased in 2018 from the most recent data available.

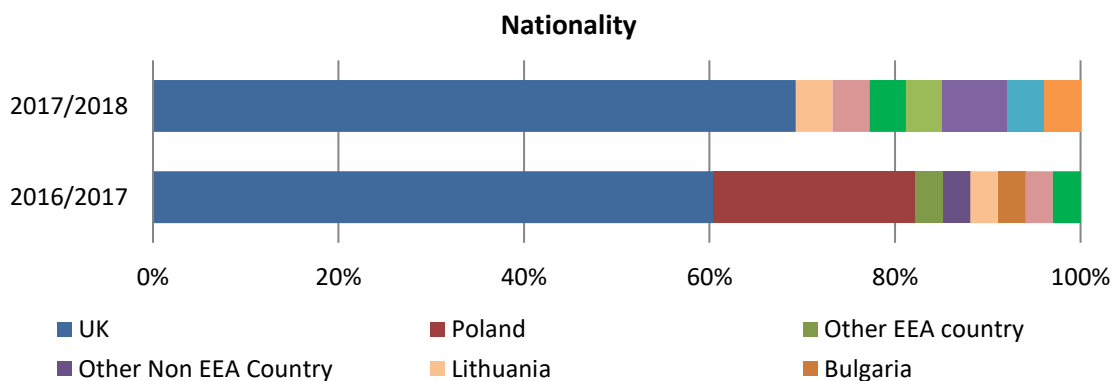
The number of approaches from people who have indicated that they are from the Gypsy and Traveller community is relatively few. The housing need for the Gypsy and Traveller Community was identified in the Council's Local Plan and is largely being met by ongoing planning applications.

The number of approaches from Asian backgrounds has increased in proportional terms but fell numerically between 2015/16 and 2017/18. Data for this year suggests an expected increase in numbers compared to the 2015/16 levels.

The number of cases where people indicated that their ethnicity was 'Black' fell by 70% between 2015/2016 and 2017/2018. Again, the data for the year to date suggests there will be an increase of at least 12% on the 2015/16 numbers.

Census data for Maidstone dates back to 2011 and must therefore be used with caution but if the population trend has not altered greatly then this would suggest that BME groups are overrepresented as needing to make a homeless application.

## 8. Nationality



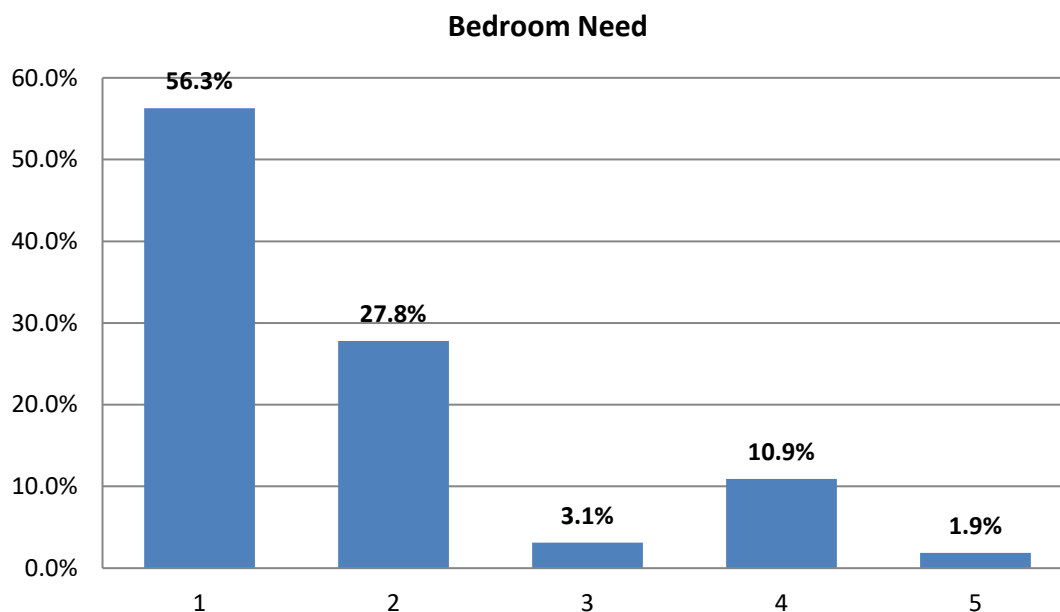
<b>Nationality</b>	<b>2018</b>	
Bulgaria	4	0.55%
Czech Republic	2	0.27%
Hungary	2	0.27%
Ireland	1	0.14%
Latvia	7	0.96%
Lithuania	3	0.41%
Non-European Economic Area country national	21	2.88%
Other European Economic Area country national	16	2.19%
Poland	15	2.05%
Romania	5	0.68%
Slovakia	1	0.14%
UK national habitually resident in UK	646	88.49%
UK national returning from residence overseas / in UK for first time	7	0.96%



In 2018, the proportion of people presenting as homeless that are UK nationals has risen to 88% from 61% in 2016/2017.

Poland represents the largest single nationality of applicants excluding the UK with 2.1% of applicants. Latvia represents the most applicants per head of origin nation's population at 1 applicant for every 280,000.

## 9. Household Bedroom Need



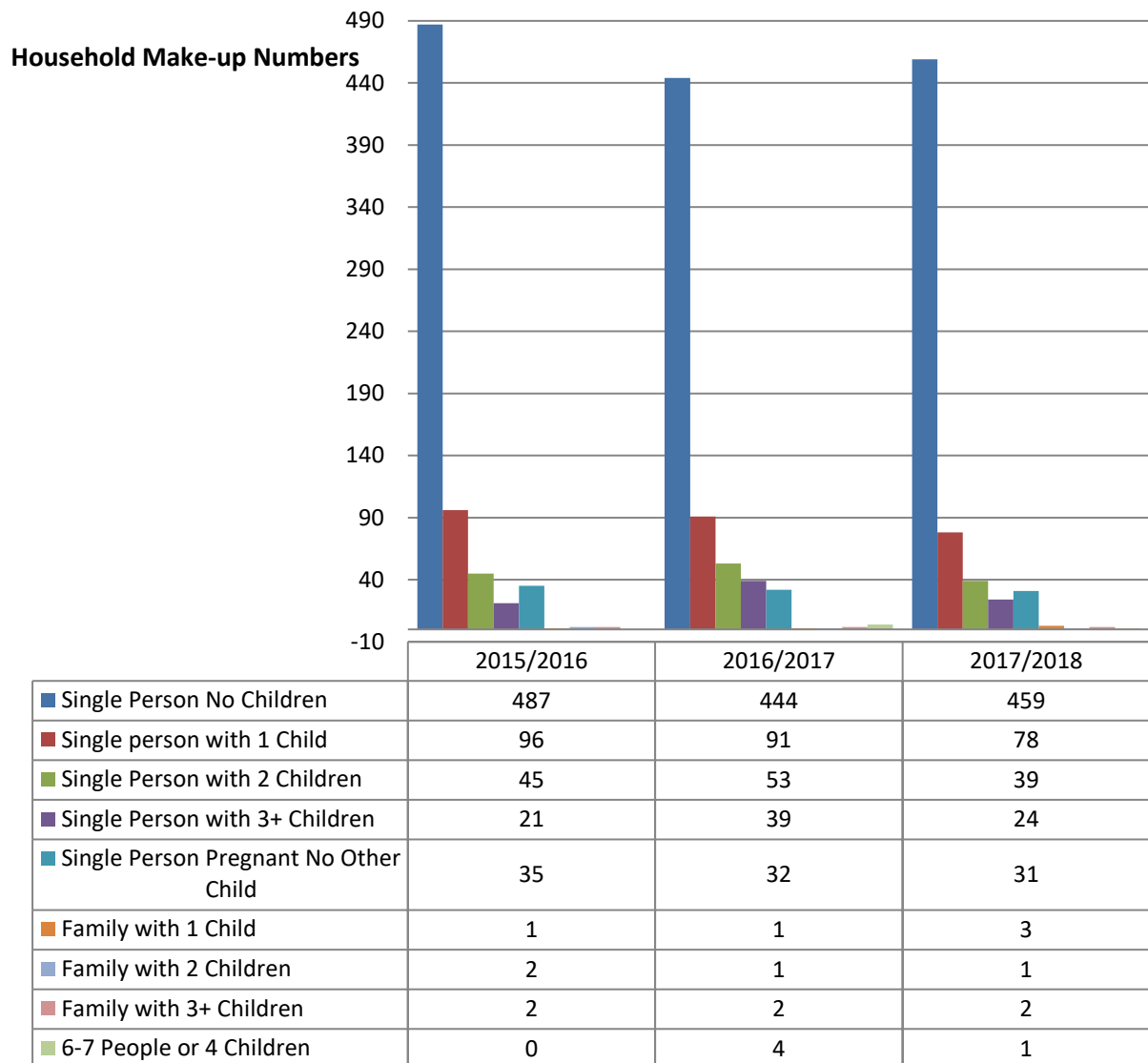
More than half of all cases (417) have a 1 bedroom need.

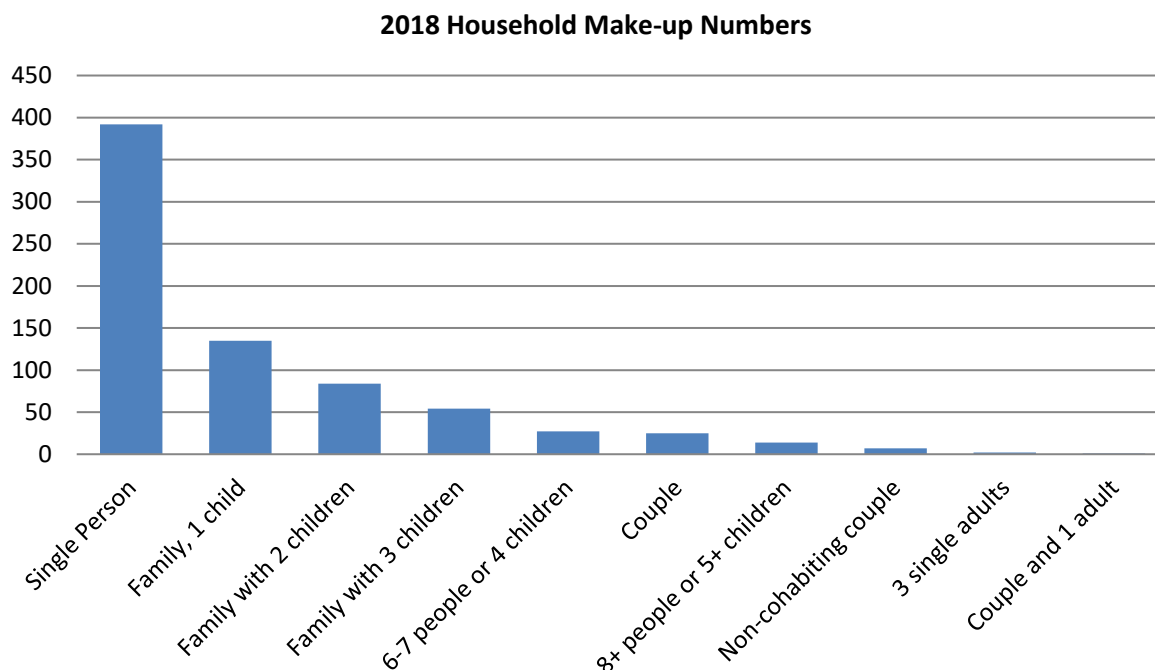
- The average age of this group is 36 years
- 6% are couples and the rest are all single persons
- 63% of this group is male and 36% are females (1% unknown).
- 83% are from white backgrounds
- 89% are UK nationals habitually resident in the UK or returning to the UK and 5% are from European Economic Area countries.

Just over a third of applicants have a 2 bedroom need.

- The average age of this group is 32 years
- 96% of this group have children.
- In 83% of these cases the main applicant is female

## 10. Household Size





How household sizes are recorded changed in April 2018. Three new categories recognising couples have been introduced and this has had a significant effect as previously they would have been recorded as 2 single people. This should be noted when considering the below.

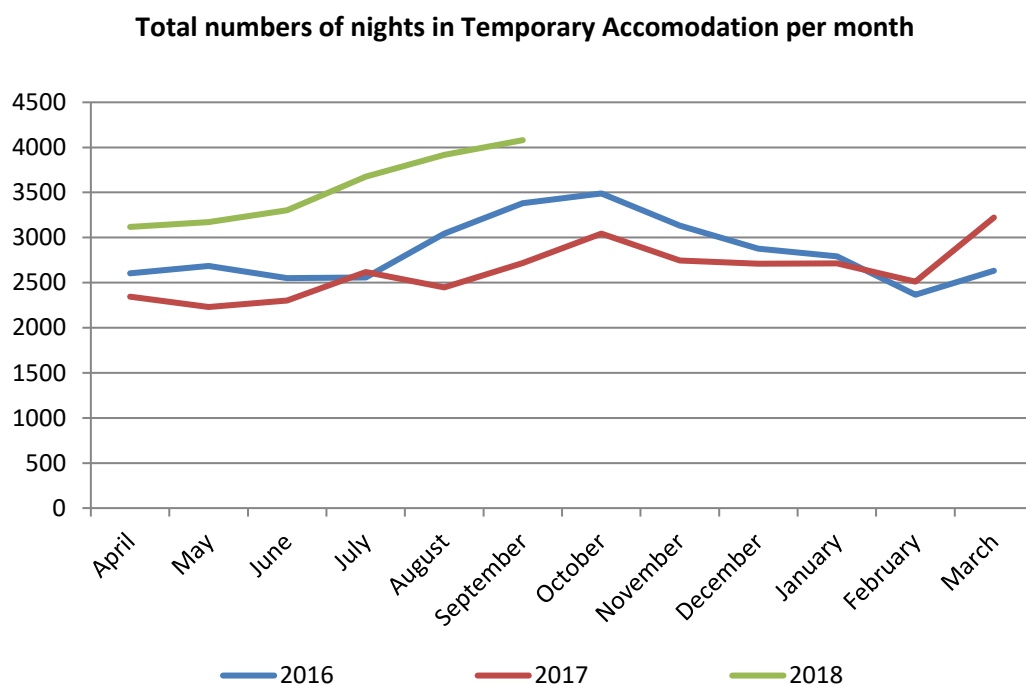
The number of single people has decreased substantially from 72% in 2017/2018 to 52.9% in for the first half of 2018/2019.

Families with 1 to 3 children have increased substantially from 2017/2018 levels.

Between 2015/16 and 2017/18 the numbers of applicants in priority need due to pregnancy has decreased slightly year on year, accounting for 5% of all applicants in each year.

The average age of pregnant applicants in 2015/16 was 23.6 years and the average age for the year to date is 25 years.

## 11. Temporary Accommodation



There has been an increase of 22% in the total number of nights in temporary accommodation in Quarter 1 between 2016/2017 and 2018/2019 and a 26% increase in the total number of nights in Quarter 2 over the same period.

There has been a peak in demand in October as this month had the highest number of nights stayed in temporary accommodation in both 2016/2017 and 2017/2018.

## 12. Rough Sleepers

Maidstone is an area in Kent that along with Canterbury has historically attracted a local and transient rough sleeper population that is bigger than other parts of Kent. The Council has tackled the issues through the provision of supported accommodation such as Lily Smiths House and an outreach service providing by the Council directly and the Kent Supporting People Programme funded by KCC.

Even with these interventions the rough sleeper population has seen a significant increase in the last few years as demonstrated below:

<b>Year</b>	<b>Total</b>	<b>Men</b>	<b>Women</b>	<b>Non UK EU Nationals</b>
2014	25	21	4	3
2015	38	32	6	6
2016	35	30	5	5
2017	41	37	4	0
2018 (September)	48	38	10	4

The increase in the number of rough sleepers is in line with the national trend and this was recognised within central government, which has led to the creation of the Rough Sleeper Initiative (RSI). The RSI has a number of funding streams that provides resources for work specifically for rough sleepers and Maidstone has benefitted from this initiative.

The Council established a larger outreach service, employed a rough sleeper coordinator, developed an assessment centre for emergency supported accommodation provision, contracted a treatment worker from Change, Grow, Live and extended the support at Pelican Court a low to medium hostel.

These interventions have had a significant and positive impact on the number of rough sleepers counted on the street during our official November 2018 count.

<b>Year</b>	<b>Total</b>	<b>Men</b>	<b>Women</b>	<b>Unknown</b>
2018 (November)	9	6	1	2

Of those found, we know seven are UK nationals, but of the unknown two we are not aware of their origin.

## Housing Register

	<b>Number of households on the housing register</b>	<b>Number of households housed</b>
2014 to 2015	1461	624
2015 to 2016	785	647
2016 to 2017	610	644
2017 to 2018	618	619
2018 – April to Sept	607	325

The number of households who are registered with the Council to apply for social housing has fallen significantly over the past 4 years. This is mainly due to applicants being contacted annually to confirm that they still want to be registered.

The number of households that obtain social housing accommodation through the register has remained fairly static. This reflects the number of vacant properties that are advertised from Housing Associations who own stock within the borough.

	<b>Number of housing register applications received</b>
2015 to 2016	2860
2016 to 2017	3981
2017 to 2018	4186
2018 – April to Sept	2585

Despite seeing a significant decrease in the number of households who are accepted onto the Council's Housing Register, there has been a large and sustained increase in the number of applications that the Council receives and has to assess in order to determine if someone is eligible to join the Housing Register.

### 13. Housing Provision

	<b>Number of new affordable housing completions</b>
2014 to 2015	303
2015 to 2016	139
2016 to 2017	163
2017 to 2018	174
2018 to 2019 (Qtr. 2)	97

The number of new affordable housing completions within the borough has slowed since 2014 / 2015 although a slight increase was seen in each of the past 3 years.