

To: Councillor James (Chair);
Councillors David Absolom, Debs Absolom,
Davies, Dennis, Kelly Edwards, Gittings,
Grashoff, McDonald, McGonigle, O'Connell,
Steele, Terry, Tickner and Rose Williams.

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27 June 2016

Your contact is: Amy Bryan - Committee Services

**NOTICE OF MEETING - HOUSING, NEIGHBOURHOODS AND LEISURE COMMITTEE -
5 JULY 2016**

A meeting of the Housing, Neighbourhoods and Leisure Committee will be held on Tuesday 5 July 2016 at 6.30pm in the Council Chamber, Civic Offices, Bridge Street, Reading.

AGENDA

	WARDS AFFECTED	PAGE NO
1. DECLARATIONS OF INTEREST Councillors to declare any disclosable pecuniary interests they may have in relation to the items for consideration.		-
2. MINUTES OF THE MEETING OF THE HOUSING, NEIGHBOURHOODS AND LEISURE COMMITTEE HELD ON 16 MARCH 2016		1
3. MINUTES OF OTHER BODIES Community Safety Partnership - 13 January & 13 April 2016		8
4. PETITIONS Petitions submitted pursuant to Standing Order 36 in relation to matters falling within the Committee's Powers & Duties which have been received by Head of Legal & Democratic Services no later than four clear working days before the meeting.		-

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5.	QUESTIONS FROM MEMBERS OF THE PUBLIC AND COUNCILLORS		-
	Questions submitted pursuant to Standing Order 36 in relation to matters falling within the Committee's Powers & Duties which have been submitted in writing and received by the Head of Legal & Democratic Services no later than four clear working days before the meeting.		
6.	DECISION BOOK REFERENCES		-
	To consider any requests received by the Monitoring Officer pursuant to Standing Order 42, for consideration of matters falling within the Committee's Powers & Duties which have been the subject of Decision Book reports.		
7.	LOVE CLEAN READING 2	BOROUGHWIDE	-
	To receive a presentation on Love Clean Reading 2 programme. 'LCR2' is the 2nd Love Clean Reading programme where several RBC teams are brought together to deep clean streets, alleyways and towpaths around Reading that are hard to tackle due to parked cars or other access issues. Residents were also invited to take part in four community events as part of this initiative. The second Love Clean Reading programme started in November 2015, just after the original scheme won a national Clean Britain Award, and was completed in April 2015.		
8.	SOCIAL HOUSING SOLAR PROJECT	BOROUGHWIDE	-
	To receive a presentation on the solar panels installed on the social housing stock across Reading.		
9.	READING YEAR OF CULTURE 2016	BOROUGHWIDE	17
	This report provides an update on Reading's Year of Culture 2016. The report gives a summary of the background to the Year of Culture, activity to date and planned activity through to the end of the calendar year.		
10.	HOMELESSNESS STRATEGY 2016-2021	BOROUGHWIDE	52
	This report presents the final Homelessness Strategy 2016-2021 and seeks consent to publish the Strategy and Delivery Plan.		

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| 11. | HOUSING ANNUAL REPORT | BOROUGHWIDE | 115 |
| | <p>This report sets out the work, achievements and performance of the Housing Service over the last financial year and key areas of work for the next 12 months.</p> | | |
| 12. | COUNCIL HOUSING TENANCY AGREEMENT | BOROUGHWIDE | 126 |
| | <p>This report sets out the results of the consultation with tenants that took place during summer 2015 in relation to the introduction of a new Tenancy Agreement. It also sets out the minor changes proposed to the draft Agreement as a result of tenants' and officers' feedback, the proposed final Tenancy Agreement, and the proposed scope and timeframe for further communication with tenants and the introduction of the new Tenancy Agreement.</p> | | |
| 13. | RE3 WASTE STRATEGY | BOROUGHWIDE | 188 |
| | <p>This report presents a new waste strategy adopted by the re3 Joint Waste Disposal Board to address the need to reduce costs and to achieve the 50% recycling target set by the Waste (England and Wales) Regulations 2011 by 2020.</p> | | |
| 14. | WASTE OPERATIONS - WASTE OPERATIONS SERVICE STANDARDS | BOROUGHWIDE | 219 |
| | <p>This report describes the current pressures on the waste collection service and makes recommendations for operational service changes and the adoption of a Waste Operations Service Standard which will make the service more efficient, reduce costs, reduce the amount of waste sent to landfill and improve recycling rates.</p> | | |
| 15. | CONTRACT FOR THE PROVISION OF THE FIRST STOP BUS SERVICE | BOROUGHWIDE | 247 |
| | <p>This report provides details of the procurement process to be undertaken in order to put in place a contract to deliver the First Stop Bus Service, once the current interim contract expires on 8 January 2017, and to seek delegated authority to award the contract with the most economically advantageous tenderer in accordance with the Public Contract Regulations 2015.</p> | | |

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This report presents the Community Safety Plan for 2016-19, produced by the Reading Community Safety Partnership, detailing how the Partnership intends to tackle crime and disorder.

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HOUSING, NEIGHBOURHOODS AND LEISURE COMMITTEE
16 MARCH 2016

Present: Councillor Kelly Edwards (Chair);
Councillors Debs Absolom, Davies, Dennis, Gittings, Grashoff, James,
Lawrence, Livingston, Robinson, Steele, Terry, Tickner and Josh
Williams.

19. MINUTES OF THE PREVIOUS MEETING

The Minutes of the meeting of 18 November 2015 were confirmed as a correct record and signed by the Chair.

20. MINUTES OF OTHER BODIES

The Minutes of the following meetings were submitted:

- Community Safety Partnership - 14 October 2015.

Resolved - That the Minutes be received.

21. QUESTIONS FROM MEMBERS OF THE PUBLIC AND COUNCILLORS

A Question on the following matter was submitted, and answered by the Lead Councillor:

Questioner	Subject
Councillor J Williams	Private Rented Sector

(The full text of the question and reply was made available on the Reading Borough Council website.)

22. READING FESTIVAL

James Crosbie, Regulatory Services Manager, gave a presentation on the 2015 Reading Festival.

In the build up to the Festival safety advisory groups and event specific meetings had been held along with a table top exercise for all services and partners and a residents on-site meeting. The campsite had been slightly delayed in opening due to a short period of heavy rain but 40,000 people were on-site by midday on Thursday 27 August 2015. Following the heavy rain emergency planning had liaised with Festival Republic to manage the river levels to improve drainage on the site.

On Thursday 27 August 2015, high pedestrian footfall under Cow Lane bridges had resulted in some safety concerns. Festival goers had moved through in high numbers to access Portman Road. When a restriction on the removal of trolleys from the supermarket was enforced, the flow had started to abate and on Friday 28 August 2015 there had been a safe flow of traffic and pedestrians.

HOUSING, NEIGHBOURHOODS AND LEISURE COMMITTEE
16 MARCH 2016

More day tickets had been sold for 2015 and this had had an impact on the increased exit numbers at the end of each day and therefore there were traffic pressures, especially with pick up and drop offs. There were no major issues on Saturday 29 August 2015 and when issues had been identified they were picked up and communicated quickly. The Safety Advisory Group had met twice during the day. There had been significant traffic disruption on Monday 31 August 2015.

A new system had been trialled which had enabled noise consultants to identify specific frequencies which had caused an issue and change these specific frequencies rather than just dropping the overall volume and this had proved to be very effective. 19 individuals had complained about music noise. Updates had been posted on the website before and during the Festival and there had been no negative feedback.

Reading buses recorded over 12,000 customers visiting the town centre and the shuttle which ran between Station North and Rivermead recorded over 34,000 customers over 6 days. Due to the changes to the site's Orange Gate, the number of day tickets and the rail strike, there were different pedestrian and road use dynamic than in previous years which would need to be considered for 2016. Heavy rain over the weekend and high footfall over a number of days led to mud being deposited on the footpaths. This was resolved by additional mechanical sweeping.

135 food traders had been inspected and 74% of traders had received the highest food hygiene rating. At future festivals officers would be working to improve noise at work exposure for staff and as part of the debrief process had made recommendations to Festival Republic to possibly reconfigure the layout of bars and provide education on using ear protection. All street traders had been inspected and there had been an increase in the number of illegal street traders compared to previous years.

The 2015 festival had included an increased use of paramedic and first responder foot patrols for initial assessments of casualties, a new first aid facility in the arena and an onsite x-ray facility and there had been a 60% reduction in hospital referrals.

Festival Republic had taken the Festival Vision: 2025 pledge, which aimed to achieve a 50% reduction in festival-related annual greenhouse gas emissions by 2025.

Nicky Hodgson, Festival Republic, attended the meeting.

RESOLVED - That James Crosbie be thanked for his presentation.

23. CONSUMER PROTECTION IN PRACTICE

James Crosbie, Regulatory Services Manager, gave a presentation on the work of trading standards team.

James explained that Reading Festival provided local businesses with excellent opportunities to increase their revenue over a short period of time. The Council recognised this and in addition to the year round work officers did with businesses to protect young people from the dangers of alcohol and other age restricted products test purchases were carried out over the festival period. James gave an

HOUSING, NEIGHBOURHOODS AND LEISURE COMMITTEE
16 MARCH 2016

example of an off-licence where a 15 year old test purchaser was sold 28 units of alcohol even though ID was not presented when challenged. This led to trading standards working with licensing and the business lost their premises licence.

The supply of illegal tobacco had been a growing problem in Reading. Two shops in Reading had been checked with a sniffer dog and a second visit had found smuggled alcohol too. Both of these premises had their licences reviewed and their premises licences were revoked. The work of trading standards linked to public health objectives and the priorities to the Berkshire West Tobacco alliance vision. James reported that 40,000 cigarettes were seized from a shop on Oxford Road in February 2016 following several complaints and intelligence received from members of the public. There was also an issue with smuggled or duty diverted alcohol within Reading. The Council had been working in partnership with HMRC to ensure that the duty was recovered on the seizures. James stated that the Community Alcohol Partnership was funded by Public Health and had been very successful in raising standards of alcohol retailing in the areas of age restricted sales and smuggled alcohol.

The Council had been an early adopter of the Primary Authority Scheme, which offered businesses a one stop shop for all matters regulatory. The trading standards team were also working in partnership with the National Scams team, Action Fraud, Adult Social Care and others such as banks and housing associations to identify victims and raise awareness of scams.

Resolved - That James Crosbie be thanked for his presentation.

24. EMPTY HOMES STRATEGY UPDATE

The Director of Environment and Neighbourhood Services submitted a report which provided an update on the progress of the Empty Homes Strategy and set out performance in the past two years and considered opportunities and challenges. The report set out four case studies of work on empty homes.

The report stated that the number of private homes registered by their owners as long term empty homes (LTEs) was 310 in October 2014 and 341 in November 2015. The general trend was for a reduction in LTEs as a result of sustained Council commitment, the national empty homes agenda, excellent working with Council Tax and the unquantifiable impact of housing market forces. In 2014/15, 36 high priority problematic LTEs were brought back into use, exceeding the annual target by 16. These 36 homes had generated 41 units of accommodation (not including net increases through HMO conversion).

The report stated that projections for 2015/16 had indicated that the annual target would be met, if not exceeded. In the last year, further measures of performance had been introduced. The annual target of 20 high priority LTEs per year counted only those properties where there had been a demonstrable and significant intervention by the Council that, on the balance of probability, was the main reason why each home was brought back into use. The Council was not responsible for every LTE returned back into use each year, but there were 83 further non-priority LTEs that had come back into use since April 2015 that had involved lighter touch Council inputs.

HOUSING, NEIGHBOURHOODS AND LEISURE COMMITTEE
16 MARCH 2016

The report set out how the total number of empty homes was estimated and provided information about the New Homes Bonus (NHB), which provided an incentive for Councils to reduce the numbers of homes that were registered as LTE. The report also provided information about the use of the Homes and Communities Agency funded 'Loan-Lease' schemes and the Flexible Home Improvement Loan Scheme.

The report stated that joint work with the Council Tax team had led to improved data confidence, sharing of intelligence on debt recovery cases and had helped numerous charge payers to get control of their Council Tax accounts by understanding their obligations.

The report stated that residents sometimes made an empty home referral because a house looked dilapidated but on investigation, alleged empty homes sometimes happened to be occupied, often by a householder who could no longer cope with their home. Empty home owners and those living in self-neglect were often 'difficult to engage'. The Private Housing Initiatives Officer contributed to a multi-disciplinary Chronic Disorganisation Project which aimed to improve service responses to complex householders. The Private Housing Initiatives Officer had provided training to housing, social care and regulatory services staff on self-neglect and squalor.

Resolved -

- (1) That the progress made in bringing empty homes back into use since April 2014, be noted;
- (2) That 36 high priority long term empty homes had been brought back into use in 2014/15, be noted.

25. WASTE MINIMISATION STRATEGY 2015-2020 ANNUAL UPDATE

The Director of Environment and Neighbourhood Services submitted a report which updated the Committee on the progress achieved in the first year of the Waste Minimisation Strategy 2015-2020 Action Plan and to set out the work priorities for the second year of the strategy. The Waste Minimisation Strategy Action Plan was attached to the report at Appendix A, the Waste Minimisation Strategy Marketing and Communications Campaigns Update was attached to the report at Appendix B and Waste Management Guidelines for Architects, Property Developers and Managing Agents was attached to the report at Appendix C.

The report stated that the Council had adopted the Waste Minimisation Strategy 2015 - 2020 in March 2015 demonstrating its commitment to promoting waste minimisation through reuse, recycling and composting, to minimise disposal and to achieve the EU Directive target recycling rate of 50% by 2020. Reading currently sent 27.4% of its municipal waste to landfill with 72.6% being recycled, composted or sent for Energy from Waste. This was the first co-ordinated Waste Minimisation Strategy that the Council had adopted. The Action Plan set out the detailed work programme for implementing the Strategy and Year 1 had concentrated on reviewing the Council's current practices to identify improvements to be introduced in the future. In order to reach the target of 50% by 2020 the Council would be working with re3 waste partners to develop joint working and resource sharing opportunities and to explore

HOUSING, NEIGHBOURHOODS AND LEISURE COMMITTEE
16 MARCH 2016

the current operational and collection procedures and policies with a view to reducing the waste collected and to make savings.

The report stated that the most significant successes and progress had been made with the WEEE Take Back Scheme funding and trial, the recycling contamination trial, the food waste collection review, the bulky waste review, the flats project, on the go recycling bins and receiving a Clean Britain award.

The report stated that Reading, like most authorities, was experiencing significant growth in the number of flats which were being built or converted from offices, particularly in the town centre. It was important that developers had clear guidance about how to ensure sufficient capacity was made for waste storage and disposal and in response the 'Waste Management Guidelines for Architects, Property Developers and Managing Agents' had been produced and would be made available on the Council's planning web page. Officers would continue to advise developers and address any issues they may have but the onus would be on them to make suitable provision.

Resolved -

- (1) That the progress to date of the Waste Minimisation Strategy Action Plan be noted;
- (2) That the changes to the Waste Minimisation Action Plan be agreed;
- (3) That a second annual progress report be submitted to the March 2017 Committee meeting;
- (4) That the Head of Transport and Streetcare, in consultation with the Lead Councillor, be delegated authority to make amendments to the action plan as required;
- (5) That the Waste Management Guidelines for Architects, Property Developers and Managing Agents as shown in Appendix C to the report be adopted.

26. BULKY WASTE REVIEW

The Director of Environment and Neighbourhood Services submitted a report on the outcomes of the Bulky Waste review. The Waste Minimisation Strategy 2015-2020 adopted in March 2015 set out an approach for working with residents, stakeholders and partners to improve the way waste was managed with a growing population and limited resources. The review of the Bulky Waste collection service contributed to the Waste Minimisation Strategy's objectives. The aim of the Bulky Waste service review was to increase the number of items re-used and recycled and to increase patronage by developing the service to become more efficient and more accessible to customers, especially lower income families. Attached to the report at Appendix 1 was benchmarking information of other local authorities and attached to the report at Appendix 2 was the Equality Impact Assessment.

HOUSING, NEIGHBOURHOODS AND LEISURE COMMITTEE
16 MARCH 2016

The report stated that the Bulky Waste collection service was reviewed through process mapping, workshops with the Call Centre and the Neighbourhood Services staff. This had been supplemented by an analysis of customer feedback, emails and calls, mystery shopping and data analysis of the volumes and most frequently collected items.

The report set out the details of the changes that would be implemented to address the issues identified in the review. The proposed changes included improving the online booking facility, clarifying which items were not accepted for collection, reintroducing schedules for bulky waste collections, introducing a new charging structure, continuing to provide 25% concessions, moving estimates to the trade waste section and increasing the reuse and recycling of household items.

Resolved -

- (1) That the findings of the Bulky Waste collection service review be noted;
- (2) That the following recommendations for developing and improving the Bulky Waste collection service be approved:
 - That the online booking form be improved to facilitate online bookings and online payment;
 - That the items not accepted for collection be clarified and communicated to customers;
 - That scheduled dates for Bulky Waste collections be reintroduced;
 - That a new charging structure be introduced to charge £31 per item, £5 for each subsequent item and £10 for less than 3 working days' notice of cancellations;
 - That the preparation of estimates for larger bulky collections be moved to the Trade Waste team;
 - That the reuse rate of household items be increased by signposting customers with reusable items to local charities.

27. STREET CLEANSING POLICY

The Director of Environment and Neighbourhood Services submitted a report to update and amalgamate existing Street Cleansing Policies and Working Practices into a single Street Cleansing Policy document.

The report stated that the Council had several stand-alone Street Cleansing Policies and Working Practices and it was proposed to update and amalgamate them into a single Street Cleansing Policy document. The proposed Street Cleansing Policy was attached to the report at Appendix 1. A Service Standards Leaflet for residents had

HOUSING, NEIGHBOURHOODS AND LEISURE COMMITTEE
16 MARCH 2016

been produced and was attached to the report at Appendix 2. An annual review of the Street Cleansing Policy and the Service Standards Leaflet would be carried out.

Resolved - That the Street Cleansing Policy be adopted and the Service Standards Leaflet be approved.

28. ANTI-SOCIAL BEHAVIOUR STRATEGY 2015-2019

The Director of Environment and Neighbourhood Services submitted a report which provided an overview of the Anti-Social Behaviour (ASB) Strategy 2015-19, taking into consideration the findings of the consultation that had taken place from 25 January 2016 until 28 February 2016.

The report stated that the 2015-2019 strategy acknowledged the successful work that has been achieved during the period covered by the last strategy, examples of which were set out in the report. For the first time the strategy pulled together the cross agency and department response to a wide variety of ASB types, from fly-tipping to drug dealing through the development of six key areas:

1. Victim and witness support
2. Improving communication
3. Prevention and intervention
4. Enforcement
5. Tackling situational ASB
6. Performance Management

A draft action plan had been developed alongside the strategy.

The report set out the key findings of the consultation, which included:

- Overall there was an acknowledgment that the strategy was taking the partnership in the right direction;
- There were concerns about the impact of the mental health of both victims and perpetrators and the role this played in ASB, and the need for improved joint working with the Community Mental Health Team;
- The work in relation to victim and witness support would be challenging in some service areas;
- Desire across service areas to work more closely to improve outcomes for victims and where possible reduce costs.

Resolved -

- (1) That the outcomes of the Anti-Social Behaviour Strategy consultation be noted;
- (2) That the Anti-Social Behaviour Strategy be endorsed.

(The meeting started at 6.30pm and closed at 8.10pm).

COMMUNITY SAFETY PARTNERSHIP EXECUTIVE GROUP MINUTES - 13 JANUARY 2016

Present:

Councillor Terry (Chair)	Lead Councillor for Neighbourhoods, Reading Borough Council (RBC)
Councillor Gavin	Lead Councillor for Children's Services and Families, RBC
Councillor Page	Deputy Leader and Police & Crime Panel representative, RBC
Angeline Cross	Women's Community Projects Manager, PACT/Alana House
Anthony Brain	Community Safety Manager, RBC
Bindy Shah	Youth Offending Team Manager, RBC
Councillor Page	Deputy Leader and Police & Crime Panel representative, RBC
Emily Marmion	National Management Trainee, RBC
Emma Burroughs	Acting Chief Inspector, TVP
Esther Blake	LSCB Business Manager, RBC
Hannah Powell	Senior Probation Officer, Probation CRC
Jo Middlemass	Anti Social Behaviour Team Manager, RBC
Keith Stacey	Neighbourhood Inspector, TVP
Lisa Wilkins	Troubled Families Project Manager, RBC
Liz Harrison	Chair, Berkshire Magistrates
Nicola Bell	Manager, Rahab & Mustard Tree
Nicola Webb	Asst Chief Officer, National Probation Office
Sarah Gee	Head of Housing & Neighbourhoods, RBC
Sarah Tapliss	Service Development Officer, RBC
Shona Morrison	Policy Development Manager, Police & Crime Commissioner's Office
Simon McGurk	Service Manager, Adult Social Care, RBC
Stan Gilmour	Reading LPA Commander, TVP
Steve Beard	Royal Berkshire Fire & Rescue Service
Suzie Watt	Public Health Programme Manager, RBC
Tina Heaford	Youth Engagement Service, RBC
Simon Hill	Committee Services, RBC
Apologies:	
Geoff Davis	Probation CRC
Melanie O'Rourke	Head of Adult Social Care, RBC
Natausha van Vliet	Head of Communities Development, Alana House

1. MINUTES AND MATTER ARISING

The Minutes of the meeting held on 14 October 2015 were agreed as a correct record.

Further to Minute 2(2) of the previous meeting it was reported that the community-based crime group had not yet carried out a gap analysis for services engaging with on-street sex workers.

2. STRATEGIC ASSESSMENT

Anthony Brain submitted the draft Strategic Assessment and gave a presentation on the Assessment with Emily Marmion.

COMMUNITY SAFETY PARTNERSHIP EXECUTIVE GROUP MINUTES - 13 JANUARY 2016

The presentation and assessment gave an overview of crime in Reading covering violent crime, domestic violence, acquisitive crime, anti-social behaviour, hate crime and sexual offences. The assessment also discussed the new CSP responsibility for Prevent, emerging crime priorities, Child Sexual Exploitation, Modern Day slavery and online crime.

The potential priorities for the CSP covered in the Assessment had been RAG rated against Threat, Harm and Risk and this had resulted in the following priorities being recommended:

- a) Violent Crime (associated with the Night Time Economy)
- b) Violent Crime (associated with Domestic Abuse and Sexual Violence)
- c) Child Sexual Exploitation
- d) Adult Exploitation (sex working, human trafficking and cuckooing)
- e) Vulnerable Communities (Prevent, hate crime and counter-terrorism)

The meeting discussed the draft Assessment and endorsed the proposed priorities, which reflected a regional trend for a shift from targeting acquisitive crime to protecting vulnerable people and from perpetrators to victims. It was noted the Acquisitive Crime and Anti-social behaviour should continue to be a priority for specific partners and this needed to be made clear to the public, for whom 'visible' crimes such as ASB were likely to continue to be of most concern.

AGREED: That the recommended priorities set out in the draft Strategic Assessment be endorsed.

3. NEW PARTNERSHIP STRUCTURE

The Chair noted that following the discussion of new priorities it would be premature to agree any immediate changes to the Partnership structure. Anthony Brain was asked to develop a proposal and submit it to the next meeting.

AGREED: That Anthony Brain consider potential changes to the partnership structure and submit a proposal to the next meeting.

4. DELIVERY GROUP PERFORMANCE REPORTS

A performance report was circulated with the meeting agenda showing the targets for the Delivery Groups' priorities and, where available, performance information for 2015/16 quarters 1 and 2. Members of the Delivery Groups gave updates at the meeting as follows:

Community-Based Crime

Emma Burroughs noted that all indicators were rated green.

Town Centre

Keith Stacey noted that the increase in town centre violence had been covered in the earlier discussion (see Minute 2 above).

Domestic Abuse

COMMUNITY SAFETY PARTNERSHIP EXECUTIVE GROUP MINUTES - 13 JANUARY 2016

Sarah Tapliss reported that a dip in MARAC referrals was being investigated. Domestic Abuse training for new social care staff had been implemented. Councillor Gavin asked that the results of a survey of young people be circulated if possible.

Drug and Alcohol

The Chair noted that a new drug and alcohol misuse needs assessment would be submitted to the Policy Committee meeting on 18 January 2016, which would recommend that the focus shift from long-term drug users to tackling alcohol misuse.

Integrated Offender Management (IOM)

It was noted that the changing priorities of the CSP should ideally be reflected over time in the cohort of offenders subject to IOM.

AGREED: That the performance reports be noted.

5. TROUBLED FAMILIES

Stan Gilmour and Lisa Wilkins gave an update on Troubled Families. Stan noted that work in this area was accelerating and increasing in profile, and that it was now a strategic priority for TVP. Lisa reported that a permanent team had now been appointed, and that the Payment by Results being produced by the programme was being used for an Innovations fund to support VCS work in this area.

The Chair noted that under its new terms of reference from 2015/16 the CSP were the governing body for Reading Troubled Families Programme, but that arrangements still needed to be established for how this would work in practice.

AGREED:

- (1) That the report be noted;
- (2) That Anthony Brain consider how the CSP should function as governing body for Reading Troubled Families Programme.

6. READING YOUTH JUSTICE QUARTERLY PERFORMANCE REPORT

Bindy Shah submitted the Youth Justice Quarterly Performance Report for Quarter 2 (April to September 2015). He highlighted key issues as follows:

- An increase in reoffending rates, which was being investigated. The increase was exacerbated by low numbers in the cohorts;
- A fall in the rate of ETE (Employment, training and education);
- An inspection of the service was due this year.

AGREED: That the report be noted.

COMMUNITY SAFETY PARTNERSHIP EXECUTIVE GROUP MINUTES - 13 JANUARY
2016

7. POLICE & CRIME COMMISSIONERS OFFICE UPDATE

Shona Morrison gave an update on the process of the 2016/17 Community Safety Fund allocations. Notifications would be made soon and it was expected that there would be a small overall reduction in funding.

AGREED: That the update be noted.

8. DATES OF FUTURE MEETING

The remaining meeting for 2015/16 would take place on 13 April 2016.

AGREED: That meeting dates for 2016/17 be circulated in due course.

(The meeting commenced at 9.30 am and closed at 10.51 am)

COMMUNITY SAFETY PARTNERSHIP EXECUTIVE GROUP MINUTES - 13 APRIL 2016

Present:

Cllr Liz Terry (Chair)	Lead Councillor for Neighbourhoods, Reading Borough Council (RBC)
Steve Beard	Prevention Manager, Royal Berkshire Fire & Rescue Service
Anthony Brain	Community Safety Manager, RBC
Emma Burroughs	Reading Police, TVP
Rebecca Flynn	Service Manager, Safeguarding Adults, RBC
Cllr Jan Gavin	Lead Councillor for Children's Services and Families, RBC
Sarah Gee	Head of Housing & Neighbourhoods, RBC
Stan Gilmour	Reading Police, TVP
Gemma Graham	Policy Development Officer, OPCC
Liz Harrison	Chair, Berkshire Magistrates
Tina Heaford	Area Team Leader, Youth, RBC
Emily Marmion	National Management Trainee, RBC
Jo Middlemass	Anti-Social Behaviour Team Manager, RBC
Claire Muir	Policy and Voluntary Sector Manager, RBC
Cllr Tony Page	Deputy Leader and Police & Crime Panel representative, RBC
Hannah Powell	Senior Probation Officer, Probation CRC
Bindy Shah	Service manager, Early Help, RBC
Nicola Webb	Asst Chief Officer, National Probation Office
Lisa Wilkins	Troubled Families Project Manager, RBC

Peter Driver Committee Services, RBC

Apologies:

Nicola Bell	Manager, Rahab Project
Geoff Davis	Probation CRC
Wendy Fabbro	Director of Adult Care and Health Services, RBC
Natausha van Vliet	Head of Communities Development, Alana House

1. MINUTES AND MATTER ARISING

The Minutes of the meeting held on 13 January 2016 were agreed as a correct record.

Further to Minute 5, Anthony Brain reported that arrangements for the CSP's role as 'governing body' for the Troubled Families Programme would be considered once the programme structure was in place. Councillor Gavin noted that the Council would also receive reports to its ACE Committee, to provide democratic oversight of the programme. Anthony Brain agreed to report to the next meeting on the most appropriate way to manage the CSP's role.

2. DRAFT COMMUNITY SAFETY PLAN 2016-2019

Anthony Brain submitted the draft Community Safety Plan for the period to 2019.

The new Plan set out the CSP's strategy, targets and aims for the next three years. These reflected the issues and priorities identified through the most recent annual Strategic Assessment. There were three overarching priorities identified in the Plan: Violent Crime, Exploitative Crime, and Vulnerable Communities. Multi-agency

COMMUNITY SAFETY PARTNERSHIP EXECUTIVE GROUP MINUTES - 13 APRIL 2016

delivery groups would be established, each focusing on one of the priority issues identified within the Plan (Minute 3 below refers).

It was noted that in addition to the priority areas identified, all crime would continue be monitored by the CSP through regular Crime Figures reporting. This would enable any emerging trends or areas of concern to be considered and prioritised appropriately.

The role and variable activity levels of the NAGs were discussed. Councillor Terry was pleased to report that the NAGs meeting on 12 April had been well-attended, with groups from across Reading represented. With continued nurturing, the NAGs would play an important role in ensuring local residents' views and concerns were taken into account.

AGREED: That the draft Community Safety Plan 2016-19 be approved.

3. STRATEGIC DELIVERY GROUPS 2016-19

Anthony Brain presented a report on proposals for Strategic Delivery Groups, which would address the priority areas identified in the Community Safety Plan 2016-19. The following structure was proposed:

GROUP NAME	PRIORITY AREA	LEAD AGENCY (Chair)
Domestic Abuse Delivery Group and MARAC Steering Group	Domestic Abuse	Local Authority (Sarah Gee)
Violent Crime Delivery Group	Town Centre Violence (NTE) and Adult Sexual Violence	Thames Valley Police (Emma Burroughs)
Child Sexual Exploitation Group	Child Sexual Exploitation	Local Authority (dual reporting to LSCB) (Andy Fitton and Mark Spencer)
Adult Exploitation Delivery Group	Adult Exploitation and Modern Slavery	Voluntary Sector (Nicola Bell)
Vulnerable Communities Delivery Group	Prevent - Hate and Counter Terrorism	Local Authority (Anthony Brain)

The new Community Safety Plan suggested two further elements would continue to be important in delivering its aims: the Integrated Offender Management Delivery Group and the Drug and Alcohol Delivery Group. Anthony Brain advised that these

were treated slightly differently in the report as they crossed over a number of the priority areas and were independent of the CSP.

It was noted that the IOM approach had seen very positive results by focusing effort on the small cohort of persistent offenders. The new delivery areas would identify new priority offenders. Stan Gilmour advised that each delivery group should emphasise turning round those individuals and getting them off the persistent offenders list.

AGREED:

- (1) That the proposed new delivery groups, priority areas, lead agencies and chairs be approved as set out above;
- (2) That the Chair of each Delivery Group report to the next meeting with their Group's approved action plan for delivery.

4. PREVENT UPDATE

Claire Muir presented a report on the implementation of the 'Prevent' duty in Reading. The duty to Prevent had been introduced through the Counter-Terrorism and Security Act 2015, as part of the government's CONTEST strategy. Prevent had three specific strategic objectives:

- To respond to the ideological challenge of terrorism and the threat we face from those who promote it;
- To prevent people from being drawn into terrorism and ensure they are given appropriate support and advice;
- To work with sectors and institutions where there are risks of radicalisation that need to be addressed.

The CSP had agreed, in March 2015, to take strategic oversight and scrutiny of the implementation of the Prevent duty in Reading and this was now reflected in the CSP's terms of reference.

Claire Muir advised that a full risk assessment had been carried out in January and would be revisited during April 2016. Nationally, Reading was considered to be a 'normal' risk in terms of the risk and vulnerability from terrorism and was required to produce a proportionate Action Plan. This Plan was attached at Appendix 1 to the report.

The multi-agency Channel Panel had met to review six cases so far, where individuals at risk of radicalisation had been identified. Four of these cases were ongoing. The Prevent Management Group was meeting quarterly.

The Partnership discussed how Prevent was being delivered in schools. While it was known which schools had sent staff to attend training sessions, there was no record of how many other school staff had received training. It was acknowledged that there was some misgivings around this programme within the teaching profession but also noted that the Ofsted inspection regime included an assessment of Prevent delivery. Claire Muir advised that there was a tension between the autonomy of schools and

the Local Authority's responsibility to ensure things were happening as required. The Inspection of the Local Authority's Children's Services included checking how many schools had Prevent training in place. This also applied to independent schools.

AGREED:

- (1) That the report be noted;
- (2) That it be noted that the delivery of the Prevent programme in schools was an area in need of development, and that the Chair follow-up on this issue.

5. READING YOUTH JUSTICE QUARTERLY PERFORMANCE REPORT

Bindy Shah submitted the Reading Youth Justice Quarterly Performance Report for 2015/16 Q3 (April to December 2015). The figures continued to reflect the national downward trend for youth crime. Reading's figures also tended to match or improve on those for the South East.

It was noted that custodial rates were very low, with only two reported during the period. This national trend had a perverse consequence for reoffending rates. The Youth Justice Board had now devised a new measure for reoffending rates to reflect the reducing cohort of offenders. The report showed that Reading was also in line with the national trend on this measure.

Bindy Shah reported that the Youth Offending Team would be subject to a 'Short Quality Screen' Inspection from 18-20 April 2016. The outcome would be reported in a letter to the YOT, published on the Ministry of Justice website.

AGREED: That the report be noted.

6. OFFICE OF THE POLICE AND CRIME COMMISSIONER UPDATE

Jemma Graham reported that the PCC Office was currently in pre-election purdah. Candidates for the PCC election had been declared, including the current office-holder and their details could be viewed on the 'Choose My PCC' website.

AGREED: That the report be noted.

7. CRIME FIGURES

Anthony Brain submitted the Crime Performance Report detailing crime figures as at the end of February 2016.

The figures showed a 5% increase in overall crime on baseline-comparison, with Reading remaining about average in the 'family group' of similar areas.

Burglary of dwellings had seen a 25% reduction in three years, placing Reading at the lower end and well below average for the family group.

Shoplifting had risen dramatically and had become a policing priority. This trend had begun to see a reduction in the last few months. It was a feature of Reading as a regional shopping destination that it was also a regional shoplifting destination.

COMMUNITY SAFETY PARTNERSHIP EXECUTIVE GROUP MINUTES - 13 APRIL 2016

Violent Crime showed a 56% increase on baseline-comparison. This reflected a national increase, which could be a result of changes to the recording standard, over which the Thames Valley Police had no control. There had been a reduction in violent crime since summer 2015 and Reading remained relatively low in comparison to the family group.

AGREED: That the report be noted.

8. DATES OF FUTURE MEETING

The next meeting was due to take place on 4 August 2016.

AGREED: That, if possible, a new date be identified for the next meeting, preferably in early September.

(The meeting commenced at 9.30 am and closed at 10.37 am)

READING BOROUGH COUNCIL

REPORT BY DIRECTOR OF ENVIRONMENT & NEIGHBOURHOOD SERVICES

TO:	HOUSING, NEIGHBOURHOODS & LEISURE COMMITTEE		
DATE:	5 TH JULY 2016	AGENDA ITEM:	9
TITLE:	READING 'YEAR OF CULTURE 2016'		
LEAD COUNCILLOR:	PAUL GITTINGS	PORTFOLIO:	CULTURE, SPORT & CONSUMER SERVICES
SERVICE:	ECONOMIC & CULTURAL DEVELOPMENT	WARDS:	BOROUGHWIDE
LEAD OFFICER:	GRANT THORNTON	TEL:	0118 937 2416
JOB TITLE:	HEAD OF ECONOMIC & CULTURAL DEVELOPMENT	E-MAIL:	grant.thornton@reading.gov.uk

1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 This report provides an update on Reading's Year of Culture 2016 at an opportune point approximately half-way through the year. The report gives a summary of the background to the Year of Culture, activity to date and planned activity through to the end of the calendar year. The report also emphasises that the Year of Culture is not an end in itself but an initial stage in a sustained programme to raise Reading's profile and reputation and to deliver the aspiration of the Culture and Heritage Strategy that:

'By 2030, Reading will be recognised as a centre of creativity with a reputation for cultural and heritage excellence at a regional, national and international level with increased engagement across the town.'

The report also therefore references the potential legacy of the Year of Culture, the strong support from Arts Council England (ACE) for our strategic ambition and some key activities and work programmes to help us make further progress.

2. RECOMMENDED ACTION

- 2.1 That Committee notes the significant progress made in developing and delivering the Year of Culture 2016 to date as set out in section 4.1 of the report.
- 2.2 That Committee notes and welcomes the proposed programme for the remainder of the Year of Culture as outlined in Appendix 1.
- 2.3 That Committee welcomes and endorses the proposals and work streams to provide a legacy from the Year of Culture as set out in section 4.2 of the report.

3. POLICY CONTEXT

3.1 The multi-faceted Year of Culture is about both the outcomes for Reading as a place and delivering better quality of life for residents. The initiative contributes to achieving the following Corporate Priorities:

- ☐ Keeping the Town clean, safe green and active;
- ☐ Providing the best life through education, early help and healthy living;
- ☐ Providing infrastructure to support the economy.

3.2 Provision of cultural services is a non-statutory function of local government. The Council has for many years operated a number of cultural venues in Reading including the Hexagon, 21 South Street Arts Centre and the Town Hall & Museum (including the Concert Hall). This provision has been set within the context of a cultural strategy that sets a strategic framework for the development and delivery of cultural activity in the town not only by the Council but by a wide range of other agencies and organisations.

3.3 A new Cultural and Heritage Strategy 2015-2030, developed under the auspices of the Cultural Partnership, was endorsed by the Council's Policy Committee in November 2015. This reflects the strong partnership approach in Reading to the development of both the Strategy, and the Year of Culture that emerged through the strategy consultation process, recognising that it will be these partner organisations collectively that will have a key role in delivery and success. The new Culture and Heritage Strategy clearly sets out an aspirational vision for culture and heritage to play a key role in the town's future, enhancing the quality of life for residents and increasing the attractiveness of the town for visitors and investors. The Strategy envisages Reading's profile and reputation as a cultural destination being transformed over the coming years, building from a strong base of arts and heritage organisations and assets and catalysed by a Year of Culture in 2016.

3.4 The new Economic Development Plan led by Reading UK CIC, "Growing Opportunity" has three key objectives of raising Reading's profile, growing opportunities to strengthen the local economy and employment for local people. The further development of arts, culture and digital economy to contribute to these objectives is at the heart of the plan.

4. THE PROPOSAL

4.1 Current Position:

As a result of and linked to the early discussion and consultation on the development of the Culture and Heritage strategy there was a recognition that whilst there is a vibrant and successful cultural offer in Reading this is perhaps not widely acknowledged. The town is not recognised more widely as a cultural destination. The consultation discussions generated are a huge amount of energy, enthusiasm and commitment. What emerged from this enthusiasm and the acknowledged need to raise the profile of cultural activity in the town was the concept of a 'Year of Culture' as a means of showcasing and enhancing the cultural offer and reputation of the town linked to further developing its wider attractiveness and continued economic success. The Year of Culture was seen as a catalyst and building block for a sustained programme to raise Reading's profile and reputation into the future.

A Steering Group was established to take forward the Year of Culture involving Reading University, Reading UK CIC, the Council and including representatives of both the Local Strategic and Cultural Partnerships. Reading UK CIC is acting as the accountable body, managing the budget, marketing and project staff / consultants.

Reading UK CIC on behalf of the Steering Group commissioned consultant Mark Prescott to pull together and deliver a structure and initial programme for the Year of Culture and subsequently appointed Zsuzsi Lindsay as Producer to further develop the programme and ensure effective delivery. Councillor Hacker, the then Mayor, also agreed to be a patron and advocate for the Year of Culture and continues in this role as a Councillor. Branding for the Year of Culture was developed alongside a 'Made In Reading' logo available to all local organisations:



The concept for the Year of Culture was to umbrella the diverse and extensive range of cultural activity and events already taking place in the town and supplement these with 12 monthly 'Pillar' activities and themes that would add value. An outline of the 'Pillars' and associated activities is attached at Appendix 1.

Whilst it would be impossible in this short report to do full justice to the range of activities and outcomes linked with the delivery of the Year of Culture to date, the aims and objectives were ambitious and at this half-way point in the programme for the year much has been achieved or put in place despite challenging timescales and limited resources. A fuller narrative and interim evaluation submitted to ACE as a condition of their grant funding to directly support delivery of the Year of Culture is attached at Appendix 2 and demonstrates the very many positive outcomes from the work to date, including significant development of new collaborations, delivery partnerships and networks.

Key achievements and points to note:

- The relationship with ACE has been incredibly positive and they have provided significant levels of support both in cash and as a critical friend. This has included a direct grant of £96,326 to support the delivery of the Year of Culture as well as a number of grants to enable local groups and organisations to deliver specific projects. With regard to the latter, direct investment from ACE to Reading based arts groups / projects increased from £127,780 in 2014/15 to £296,126 in 2015/16 (an increase of over 130%) with this level of funding activity continuing into 2016/17.
- Council grant funding through the Cultural Partnership directly to support delivery by local organisations has totalled £99,010 with 48 grant awards (these are listed and summarised in Appendix 3). In many cases this funding has helped lever ACE funding as outlined above and there has been a concomitant increase in the quality of bids and projects.
- To date, working through Reading UK CIC the Year of Culture has attracted private sector sponsorship of over £54,000. There remains time and opportunity for the businesses community to increase this in the latter part of the year! A list of current sponsors is attached at Appendix 4.

- Reading UKCIC has invested £12k in a town centre programme called Arena; a range of arts and cultural activities by local organisations in Reading.
- The Year of Culture has been well supported by media partners. This has included over 100 related articles on Get Reading, weekly support from Altreading, monthly features in #reading and on air & online support from Heart FM. Local BBC Radio Berkshire have also supported with editorial and have even organised their own Reading 2016 events as part of the programme.
- The Year of Culture has embraced involvement of the local community as well as national and international artists to deliver a programme that has engaged over 5000 people through 13 pillar events. In addition, the wider community will have held over 250 events, badged as the year of culture, by the time this report is read, having sold thousands of tickets.

In summary, to date, Reading Year of Culture: has witnessed hundreds of arts and cultural events as part of the programme for the first six months; new pillar events in every month for the Reading cultural calendar; the engagement of national arts organisations in Reading; a flowering of cultural partnerships between artists, arts groups, Reading businesses and stakeholders; the unlocking of new funding for the arts in Reading and new platforms and venues for artistic output in the town; an increase in the quantity and ambition of artistic output and a growing confidence among artists that Reading provides a supportive environment in which to express themselves.

4.2 Options Proposed

It was always envisaged that the profile and scale of the Year of Culture would build through the year, not least because of the greater time to plan and resource activity in the second part of the year. The programme for the rest of the year clearly reflects this, as outlined in Appendix 1 and for July - September the 'What's On' Summer guide (attached at Appendix 5 and distributed to all Councillors as well as widely across the town). There remain opportunities to further strengthen the programme in the latter part of the year, including the ambitious high impact 'Light Up Reading' programme of activities and events planned for December.

As stated in the introduction, the Year of Culture is also about the future, providing a platform for the sustained development of the town's cultural offer and ultimately to embed Reading's reputation and status as a renowned cultural hub. Catalysed by the Year of Culture there are a number of initiatives and plans in development that can support achievement of these goals, including:

- Delivery of the 'Reading Abbey Revealed' project and associated 5 year activity plan;
- Development of a Cultural Education Partnership to provide all young people with opportunities to experience high quality cultural activity, especially those who otherwise might not have access to such opportunities;
- Further development of self-sustaining networks of artists and cultural organisations within the town that have emerged or been strengthened through the development of the Year of Culture, e.g. Junction Dance, University / College collaboration.
- Refurbishment of South Street and consolidating its role in the town both as a venue and as a creative hub for original work.

- Ongoing collaboration across the Museum's sector and the potential in particular for the collaboration between Reading Museum and the revamped Museum of English Rural Life (part of Reading University) with scope to become exemplars for community engagement and interaction.
- Ongoing marketing of Reading regionally and nationally by Reading UKCIC and the Council as a great place to live, work and visit based on its quality of life and business location with the arts and culture offer at its heart.

Of particular note are the plans of Artangel to host a major exhibition in the decommissioned Reading Prison in the Autumn of this year (subject to obtaining the necessary temporary Planning Permission and Listed Building Consents). Artangel are a well-respected organisation of international repute and if it goes ahead this temporary use of the prison would be a major coup for the town. Whilst significant in and of itself, engagement with Artangel has also led to the development of proposals for an ambitious three year arts programme led by the University in partnership with Artangel, the Council and Reading UK CIC. These proposals have now been submitted to ACE as an application to their 'Ambition for Excellence' funding programme. If successful this offers an unprecedented opportunity to transform the visual arts in Reading, create a legacy for Reading Year of Culture 2016, maximise the exceptional opportunities afforded by the redevelopment of Reading Prison and the reopening of Reading Abbey Ruins, and develop partnerships that will generate a culture of artistic ambition, community involvement and audience development in the region.

5. CONTRIBUTION TO STRATEGIC AIMS

- 5.1 The multi-faceted Year of Culture is about both the outcomes for Reading as a place and delivering better quality of life for residents. The initiative contributes to achieving the following Corporate Priorities:

- Keeping the Town clean, safe green and active
- Providing the best life through education, early help and healthy living
- Providing infrastructure to support the economy.

- 5.2 A new Cultural and Heritage Strategy 2015-2030, developed under the auspices of the Cultural Partnership, was endorsed by the Council's Policy Committee in November 2015. This strategy has an over-arching ambition that:

'By 2030, Reading will be recognised as a centre of creativity with a reputation for cultural and heritage excellence at a regional, national and international level with increased engagement across the town.'

The Year of Culture is a key building block and catalyst for realising this ambition.

6. COMMUNITY ENGAGEMENT AND INFORMATION

- 6.1 Section 138 of the Local Government and Public Involvement in Health Act 2007 places a duty on local authorities to involve local representatives when carrying out "any of its functions" by providing information, consulting or "involving in another way".
- 6.2 The Year of Culture as a concept emerged from extensive consultation and engagement with residents and stakeholders as part of the development of the Culture and Heritage Strategy. There has been widespread promotion of the Year of Culture and the associated opportunities for funding both from the Cultural Partnership's grants programme funded by Reading Borough Council and from ACE.

The multiplicity of events and activities taking place as part of the Year of Culture are engaging with a wide range of residents and communities both as active participants and as audiences.

7. EQUALITY IMPACT ASSESSMENT

- 7.1 Under the Equality Act 2010, Section 149, a public authority must, in the exercise of its functions, have due regard to the need to—
- ☐ eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
 - ☐ advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
 - ☐ foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
- 7.2 The Year of Culture covers a diverse programme of activities and engagement and aims to ensure that culture plays a full role in making Reading a vibrant, tolerant and enjoyable place to live, work or visit. The role of cultural opportunities in combating inequalities and the need to address inequalities in participation in Reading are explicitly acknowledged in the Culture and Heritage Strategy and reflected in the approach to delivering the Year of Culture.
- 7.3 It is not considered that an Equality Impact Assessment is relevant with regard to the content of this report.

8. LEGAL IMPLICATIONS

- 8.1 None.

9. FINANCIAL IMPLICATIONS

- 9.1 The Council's financial contribution to the Year of Culture is being managed within existing resources and budget allocations. In particular the cultural grants budget has been re-focused to align with the Year of Culture enabling over £99,000 to be channeled to local groups and organisations to deliver events and activities.
- 9.2 The Council and partners such as Reading UK CIC and the University are working together with arts organisations and stakeholders to maximise the benefits of external investment into Reading to support the delivery of the Year of Culture. This has resulted in private sector sponsorship of £54,000 being secured to date alongside a significant increase in investment by ACE and substantial in-kind support from a range of private and public sector organisations.

10. BACKGROUND PAPERS

- 10.1 Culture and Heritage Strategy 2015-30

Year of Culture 2016

Programme of Monthly 'Pillar' Events and Themes

January - Get Fit For Culture

A month of being brave and trying new cultural offerings. This month saw a series of Cultural Partnership funded taster workshops take place, an Audience with Sir Roger Bannister and Martyn Harry's Exercise Book.

February - Design Reading

Celebrating Reading's fantastic design accomplishments with Reading University's Paul Barnes and Coralie Bickford-Smith. The Reading College Design competition for Light Up Reading was started with the winner being announced in March.

March - Reading 2050

Looking forward to what Reading will look like in 2050. Reading UK CIC in partnership with M&G took to the streets to find out what people thought Reading's future might look like.

April - New Writing

A celebration of new writing with Female Arts new writing showcase at South Street, Reading Between the Lines' Henry I first look and George the Poet taking to the stage at RYND for a Q&A.

May - The Story of Reading

On Track the Reading Museum celebration of Reading's rail history was launched, Nesta teamed up to showcase what food, technology and medicine might look like the future and finally Lucy Worsley visited the town hall to talk about Reading's dark murderous past.

June - Eat Reading

A celebration of Food in Reading was helped along by a Biscuit Experience, created by Bompas and Parr, An Audience with Nadiya Hussain, and because food would be no good without a bit to drink, Water Fest partly curated by the fantastic Amy Sharrocks.

July - Art in Unusual Places

A larger extended original and innovative Sitelines Festival curated by South Street's John Luther.

August - Music in Reading

A Different World music festival created for music enthusiasts with learning difficulties and a family World Music festival in Reading's town centre to complement the existing and acclaimed Reading Festival.

September - Made in Reading

A visit from Olivier Winning Showstoppers!, community production of Ben-Hur, a collaboration between South Street Arts and the Hexagon in the form of The Great British Bump Off and an Audience with Dexter Fletcher with a special showing of Bugsy Malone, all to celebrate Reading's arts scene and cultural heritage.

October - Reading in Reading

A literary festival in partnership with Reading University will take place at the end of the month, a series of talks at the library, a writer in residence and a schools competition for story writing.

November - Dance Reading

A month curated by Junction Dance, the local consortium of dance groups, along with Strictly Come Dancing Reading to raise money for the Mayor's Local Charities.

December - Light Up Reading

A month celebrating Reading and the end of the Year of Culture, but not an end to collaborations and partnerships. Working with local and national organisations there will be a series of light installations created across the town; A light installation created by Coralie Bickford-Smith, an Interactive light up building, a bridge installation with sound and light, a performance of people's hopes and fears for the future, an audience with Father Christmas, a rainbow village, a project created by UTC to light up the station and a shadow puppet performance (with hopefully more to come!).

Appendix 2

Interim Feedback on the Year of Culture to ACE

The first six months of Reading 2016 Year of Culture have been an exciting journey for the partners, arts organisations and stakeholders involved, and a steep learning curve for everyone.

Our aims at the outset were necessarily ambitious. We wanted to make a difference and were confident that the platform to create a truly memorable and threshold altering year of culture existed in Reading, but that pulling it together would require a co-ordinated partnership approach. We did not want to settle for a halfway house of small scale events and minor incremental change, despite the short lead times, disparate nature of the arts scene locally or the challenging funding targets. We believed Reading and its local arts community was ready to put itself on the map.

The dedication and commitment demonstrated over the past six months by all parties involved has shown that Reading is hungry and ready for the 'step change' and that we were right to be ambitious. To date, Reading Year of Culture has witnessed hundreds of arts and cultural events as part of the programme for the first six months, new pillar events in every month for the Reading cultural calendar, the engagement of national arts organisations in Reading, a flowering of cultural partnerships between artists, arts groups, Reading businesses and stakeholders, the unlocking of new funding for the arts in Reading and new platforms and venues for artistic output in the town, an increase in the quantity and ambition of artistic output and a growing confidence among artists that Reading provides a supportive environment in which to express themselves.

The groundwork put in over the first six months has the potential to create a lasting legacy for Reading and our work over the final six months is designed to reinforce everything we have done to date and create a platform for a future legacy.

Despite this sense of progress and achievement, the Reading 2016 partners are very aware that this process has underlined the scale of the task ahead to truly unlock the potential of Reading as a major cultural destination and home to a thriving arts community. For every success, there have been challenges, and we are keenly aware of the level of progress against the key points in our original funding application. To follow are the six points from the application laid out as targets, not all of them measurable, and progress against each:-

1: To raise the ambition and capacity of the existing cultural organisations operating within Reading through the opportunity to develop and produce

exciting new work, collaborate with extraordinary artists and engage new audiences.

For the past 9 months the arts community has been asked to respond to the 'Pillars' as laid out in the original plan for the Year of Culture. The Cultural Partnership has invested £99,010 into the funding stream for these organisations to apply. The Cultural Partnership board has seen an increase in applications and the level of ambition. Many of the organisations have been applying for more money and also using money invested by the Cultural Partnership as leverage to apply for ACE funding. This marks a growth in maturity for the arts community, one which we expect to continue to flourish.

There have been a wide range of community arts organisations engaged through the Cultural Partnership's grants programme. Supporting new organisations and new projects. Please see attached a copy of the projects that have been funded by the Cultural Partnership this year. Many of the organisations have taken risks and tried something new.

The Year of Culture has also 'umbrellered' existing activity across the town and added value as well as profile. For example, the long standing Water Fest, has seen Amy Sharrocks, curate part of the programme, to celebrate Reading's heritage as a water town, a part of history that has long been forgotten.

Many elements of the programme have and are taking advantage to involve and engage local groups and local people, such as community choirs, the WI, Acre, Readipop, Progress Theatre, the Samaritans, local schools, the youth offending team and many more. Through their involvement in various aspects of the year, the aim is to increase confidence and ambition, but also allow new audiences to experience culture in a different way.

There has been a surge in the Dance community lead by Junction Dance, which is an art form in Reading that has typically been under represented. This new panel of dance organisations has provided the leadership required in this area, for a strong new stream of art to emerge.

Reading UK CIC committed £13000 and provided public realm space to fund a free local arts programme in the town centre - engage more people and provide a platform for local artists. Catapulting local arts organisations into the public realm will help reach new audiences and hopefully encourage new people to try some of the events that are taking place in the town.

The Reading YOC has also seen a flurry of new organisations pop up, some lead by the next generation of artists, supported by existing groups who have more experience and are able to offer guidance. Nesta curated their event in Reading, but also offered local groups such as rlab the opportunity to showcase their offering to a new audience. An example of an international organisation working locally. Rlab's involvement with Nesta has unlocked their involvement in the arts as they are now a key partner in

the December Pillar and will be running a workshop in September bringing technologists together with artists, to create a piece of artwork for Reading.

For each of the speaker events, local organisations have been approached to be involved in some way, whether it is meeting or interviewing the speaker, this is a connection has been very well received. For example, young athletes met Sir Roger Bannister, who offered training advice as well as inspiration, local blogger Caroline Cook had the opportunity to interview George The Poet, Lucy Worsley agreed to do a podcast for a local new business and Nadiya Hussain will be meeting with local catering students.

Another example of collaboration, is the partnership that has been struck between Bompas and Parr and the Reading University. They have worked together to create a biscuit experience. But probably more importantly, out of this biscuit project a collaboration between Reading University and Reading College has been sparked and will hopefully continue to grow over the years, strengthening both institutions.

In addition, The Great British Bump Off is work by local professionals for local audiences and is a progression from previous successful shows for small audiences Labour Exchange, Jackson's Corner & Kapsar. With The Final Whistle and potentially a show as part of the Reading Prison project due soon too. This also marks the beginning of a partnership between Reading Arts and South Street Arts Centre, which is a first for both organisations.

There are also new commission's for local professional theatre makers - Beautiful Creatures 'The Fountain' & 'Gift', South Street in association with Benedict Sandiford & Cassie Friend 'The Final Whistle', Reading Rep 'Ben Hur', South Street & The Hexagon in association with Benedict Sandiford, Sabina Netherclift, Toby Davies & Cassie Friend 'The Great British Bump Off', Reading Between The Lines 'Henry I'.

All the above have been supported directly by funds and the opportunity that YoC has been able to offer in cash, resources and inspiration. This interaction and creation of partnerships has acted as a catalyst for the community, therefore creating more opportunities for the community to develop and produce exciting new work as well as engage new audiences.

2: To create a unified and successful promotional platform for the town's cultural activity.

There have been two paths trailed to ensure the success of this particular point. Initially, the Year of Culture, decided to support a local arts reviewing platform. However, it became clear part way through the year that there was not the resource to support that partnership at this time, as the organisation is run by volunteers, they were having difficulty covering all of the events in the town.

Therefore, a stronger relationship has been formed with Reading Arts, who have seized the opportunity of Reading 2016 to create a new website

platform with dedicated space for Year of Culture events and have committed to covering all of the events in the interim, as well as supporting with booking processes. This is something that still needs to be solidified to make sure that there is a legacy moving forwards.

In addition, the town's main media have got behind the Year of Culture. Over 100 related articles on Get Reading, weekly support from Altreading, monthly features in #reading and on air & online support from Heart FM. Local BBC Radio Berkshire have also supported with editorial and have even organised their own Reading 2016 events as part of the programme.

An avenue of Reading 2016 banners lines the town's main pedestrian street and the town's 2 shopping centres have given free promotional space.

3: To both celebrate but also engage the town's many diverse communities both as audiences but also as makers and commissioners.

The Year of Culture has endeavoured to ensure that the artists, performers, speakers have been from a variety of backgrounds to represent Reading's many diverse communities. The aim is to develop audiences from each of the communities and give them confidence to try different events.

This year saw the Reading Carnival take place after two years of absence. The event was put on by a new team, which will hopefully take the celebration forward next year to mark the significant birthday of the Carnival taking place in Reading. Similarly, and for the 1st time in Reading, the Chinese community organised a public celebration of the Chinese New Year in collaboration with Reading Museum that curated a linked exhibition on the development of the Chinese community in the town and their experiences.

In addition, Handle With Care had a diverse professional casting and included Anushka Samarasinghe as the local student performer. The audience was noticeably more diverse. SITELINES includes Rosana Cade's Walking:Holding that includes participation from the local LGBTQ community (6-10 local participants performing in the piece).

Junction Dance are prioritising diversity as the heart of the dance month looking to programme disability dance and include a local Kathak dance school. The dance programme is due to take place in November.

The cultural partnership funding has funded a project from CultureMix Arts in the first round and 2Heavy Productions as well as a Different World (a disability friendly festival) in the second. Small World Festival due to take place in August will be curated by John Luther of South Street Arts Centre and a local promoter Jack Hepplewaith who currently curates BBC Introducing, they will book from different cultural musical traditions and will be free to access removing financial barriers for difficult to reach audiences.

However, the time that it takes to develop links with each of the communities has been a challenge, particularly in view of the very broad multi-cultural demographic of the town, and the team have not directly been able to dedicate the time that is required to do this. The aim is to engage all communities by ensuring that there is a balanced and representative programme. A key part of this, as outlined above, has been the grants programme under the auspices of the Cultural Partnership which has assisted many communities engage and 'raise the bar' on existing levels of activity.

4: To significantly improve the perception of Reading's cultural and creative offer both internally and to visitors

This is a very difficult to measure. However, based on experience with local businesses and artists that come to Reading to produce work, they are positive about the town. National businesses based locally are becoming more open to the arts as a way to make the town a more attractive place to 'live, work and play'.

The feedback after the speaker events have been that of surprise that Reading welcomes the type of evenings that have been organised, but also that there is so much going on in Reading.

In terms of external artists visiting Reading, Amy Sharrocks, in particular, commented on the strength of Reading as a town, culturally, and the fact that she could feel the ambition and see the potential for its artistic growth.

In addition, Irish Theatre Maker Catherine Ireton tweeted on the 9th of June "always had great audiences #reading..." an appreciation of Reading's audiences is spreading among the artist community.

We will fully judge this at the end of the year and have planned a perceptions survey.

5: For Reading to be a place of opportunity for young artists, craftspeople, cultural entrepreneurs and administrators

South Street have agreed to take on a student looking for a placement in the arts to help them with their production of the Great British Bump Off. The Reading Year of Culture hopes that this will be an ongoing legacy for South Street, and offer routes for young people to gain experience.

The Year of Culture have also taken on two volunteers under the age of 25, one working with on developing the relationship with schools and the other working to gain marketing experience to add to her CV.

There has also been involvement with the Youth Offending Team, who are creating a walk around Reading celebrating Reading's history. They are artistically representing an unusual fact about Reading on telephone boxes and lamp posts. This has started to give young people a boost in confidence and the outlet to use their skills positively. Also the permanent nature of the artwork will have a lasting impression on the town and the young people that created them.

Through the Year of Culture, the partnerships between the University of Reading and Reading College has grown. With a commitment from both institutions to work more closely in the future. The college will be signposting graduated students to Reading University and the college will also be opening up their kitchens to the University to start producing food stuff in bulk.

There has also been the parallel development of the Cultural Education Partnership that has been catalysed and energised by the Year of Culture. Whilst in its very early stages, a very strong group has emerged leading the partnership, incorporating, local schools, the council and local arts organisations.

Finally, there have been specific elements of the programming that have been designed to spark and encourage interest from young people, such as Water Fest that has incorporated workshops for young people, a water fight and a drift. In May a local performer from the South Street Arts Centre youth theatre, Anushka Samarasinghe, played a role in Handle With Care in May and another will perform in I Do in July.

South Street's Youth Theatre are creating a brand new piece of self-written work for our SITELINES programme that sits alongside the professional programme in the print and advertising. The Girl Guides are going to be participating in The Great British Bump off alongside other community groups in a professionally produced theatre show made in Reading.

6: To demonstrably grow the audience for both homemade and toured work

It is still unclear as to whether the audiences have grown for both homemade and toured work, however, we will take stock at the end of the year.

There have been a number of key lessons learned over the last year that the YOC has been operating. The main ones being around timings, money, ambition and resource. Given the experience that YOC has had to date, ideally the team would have had more time to programme and plan the year. Budgets have been tight for the YOC, coupled with the fact that the local council is facing unprecedented financial challenges. This has thrown up some challenges around using local authority venues and also limits the number of nationally renowned artists that can be engaged.

Nevertheless we feel that with the resources available, both money and capacity, we have delivered a great deal whilst also raising the levels of quality and innovation. Despite the challenges that the YOC has faced, with a change in leadership, limited budgets and time constraints, the team have managed to involve the local community, as well as national and international artists to deliver a programme that has engaged over 5000 people through 13 pillar events. In addition, the wider community will have held over 250 events, badged as the year of culture, by the time this report is read, having sold thousands of tickets. The YOC team has seen more ambitious arts applications from the community, local business engagement, more opportunities for local artists and young artists and a diverse range of events to celebrate Reading's vibrant communities.

ORGANISATION	Round 1 Grants - Get Fit for Culture
Alliance for Cohesion and Racial Equality	To provide a series of dance workshops in January 2016, leading to a 'Disability Flash mob' event in July 2016 and a cultural performance by dancers from different cultural backgrounds as part of Diversity day in Nov 16 linked 'Dance'- the Year of culture theme for that month. £250
Berkshire Autistic Society	To provide a showing at RISC of a film about girls and Asperger's syndrome - 'Epidemic of Knowledge' which has been produced by a local filmmaker (Olley Edwards) who suffers from autism. This will be followed by a with Q&A with the filmmaker to discuss the issues raised £500
Nature Nurture	To raise the profile of Oscar Wilde's works for children and his connections with Reading through workshops in January in conjunction with Reading Museum. Workshops involve artists from theatre, puppetry and storytelling who will help children and adult gain creative skills and experience to inspire them to further explore stories with their children at home. Each workshop will culminate in a performance. £2,500
Reading Between the Lines	As part of a wider programme of Shakespeare workshops for schools developed in conjunction with Reading University, to offer two workshops in January to the general public to introduce a wider audience to Shakespeare as part of both the Year of culture activities and to celebrate Shakespeare's 400 th anniversary. £1,000
Reading Refugee Support Group	To support the costs of a Photography project celebrating the contribution of refugees to society, encouraging refugees who have come to the town to provide their own insight into Reading as a place. Photography workshops will culminate in an exhibition throughout 2016. £1,000
Readipop	To provide a week of free and low cost access to arts and cultural events through an Open studio programme. The week will include events, gigs and music workshops to encourage participation from both visitors to Reading and local residents including 'Sonic Cinema' - a new initiative that encourage people to view locally produced films that are interesting and artistically ambitious cinema . £1,000

Real Time ltd	To set up Culture Vultures 2016, related community partnerships and to provide initial training and production. Videos will be produced to a timetable agreed with Year of Culture organisers. Real Time will provide equipment and training to about 30 young people who will create video and visuals to document Year of Culture 2016 events, creating a lasting legacy £2,500
Rising Sun Arts Centre	To provide a day of dance to promote the year of Culture and dance as a strong element of the cultural life of the town. Taster sessions will be available throughout the day at different levels from beginners to advanced, in a variety of venues, with information available on other Year of Culture and dance opportunities. £250
St Bart's Theatre	To support two performances of 'Talking Bards' over one January 2016 weekend in St Bart's Theatre. 'Talking Bards' is a series of six newly-written monologues built upon Shakespearean characters. Performances will inspire others to try their own new writing. The project connects well to other events planned for the Year of Culture, including the launch of the new after school /theatre club for children and young people in Reading, and a writing project to take place In June /July as part of the Year of Culture. It will also increase the profile of St Bartholomew's church building as a new theatre venue £1,000
ORGANISATION	Round 2 Grants - Reading 2050
Aldworth Philharmonic Orchestra	To fund a professional recording of 'Pictures at APO's Exhibition' audio pieces as an extension to an existing Orchestra project which began in 2015 that helps engage young composers in a public performance in January 2016, linked to an arts theme. In addition, to engage with the wider public through outreach in local communities through a programme of work that includes teaching resources, website and introductions to the orchestra £2,500
Beautiful Creatures Theatre Company	To support the costs of The Fountain artwork, a 2m high construction that fuses hydraulics, water, fire and visual effects. This part installation, part performance piece that will tour 4 communities in Reading, working with local participants to create an opening ceremony specific to their location, focusing on one of the four elements. The proposal will involve a professional artist and two performers who will support

	at least 15 local participants in each of the four locations. £5000
Central Berkshire Business Education Partnership	To support the costs of a series of workshops for young people to enhance their enterprising creative skills, with an emphasis on Culture and Heritage. Working with 120 young people who will form teams, young people will be encouraged to research the history of Reading and use this as a basis to solve issues that residents and/or businesses might face between 2030 and 2050. CBEBP will recruit business volunteers to work with the young people and 6 teams will pitch their ideas to a judging panel to decide the winner. Suitable plans may be put forward for implementation by the Cultural Heritage Partnership. £1,875
CultureMix Arts	To support the costs of a series of workshops for young people to explore and celebrate the range of diverse cultures in Reading. 30 young people will work with professional musicians to create a new musical arrangement that includes elements of various cultures and explores possible impacts on the future, culminating in a CD audio recording with launch event and performance. £2,500
Launchpad	To support the costs of a theatre project working in conjunction with Beautiful Creatures Theatre that will engage Reading's homeless community to develop a performance which explores the evolution of Reading town centre from the present day to 2050. This will lead to a performance to an invited audience of service users from Reading's homeless pathways. Around 20 adults will be involved in the workshops and other service users will be engaged in providing their view on Reading as a place to live which will be reflected in the final performance. £2,360
MAPIS	To support the costs of a graduation event for a creative programme covering all aspects of events organising and management, fashion design, heritage and Reading for young people aged 16-25. The aim of the programme is for students to create a collection of designs and a brochure showcasing the history of YMCA and the history of Reading at the graduation event. Young people are working under the scheme 'learn from the past to create a better future' and will receive a Level 2 accredited qualification in Arts. £2,300
Outrider Anthems	To support the costs of research and development for Song of the Crow, a transmedia work about how Man has influenced Nature in the past and our future choices for the Earth. The professional company will provide 4 work-in-progress performances at St Laurence's Church using song, movement, film and lighting to engage the audience on ecological issues. Audiences will be invited to develop the work

	through communal feedback and post-performance discussion sessions. £5,000
Reading Caribbean Cultural Group	To support a 'Think Carnival' event on Carnival and what it means, inviting keynote speakers e.g. Luton & Notting Hill to share their experiences and help local people engage in a new event for the future. £500
Readipop	To support the costs of workshop leaders and masterclasses, performance and production as part of a Festival of Music Arts and Learning. The day-long Festival will be held in March with a theme of Reading 2050 to encourage attendees to talk about future music, musicians, educators and technology, all within the content of their current work and its future direction. The programme will include talks, swapshops and workshops with live performances. It is aimed at both educators and artists that work with young people. £1,000
Real Time ltd	To support the costs of Forward In Time Reading 2050, and intergenerational project that makes use of new technology to share the experiences of young and older residents' journeys into Reading, creating a time capsule of digital images and oral histories bringing together past stories and expectations of the future of Reading in 2050 to a wide audience. Short videos made with older people will be used as a catalyst to work with young people in primary schools across Reading, targeting those with high numbers of new arrivals in the UK. Young people will use art, video, photography and digital production techniques to explore how they see themselves growing into citizens of Reading 2050. £2,500
Rising Sun Arts Centre with Creative People	To support the costs of a creative arts project that will use a number of different arts forms, working with 20 young people (aged 10-16yrs) to explore Reading over the past 50 years and into the next 50 years, culminating in an exhibition of their work and online documentary. Students will be registered on the Explore Awards programme and participants who successfully complete the programme will be awarded a QFC Level E3 award in the arts £1,500
Tedx Reading	To support the costs of a day long event consisting of solo presentations around the Reading 2050 theme on a small stage, exposing large numbers of Reading residents to cutting edge ideas of both local and

	global significance. TEDx is a nonprofit devoted to spreading ideas, usually in the form of short, powerful talks (18 minutes or less) from science to business to global issues. Independently run TEDx events help share ideas in communities around the world. £2,000
Viscera	To support the costs of commissioning 'Pod' - a sonic artwork by artists Mike Blow and Alison Ballard. The collaboration between two visual artists will create an innovative series of 8 air filled 2m diameter PVC spheres which provide multi-sensory experience of sound, light and touch. There will be a number of scheduled performances for audiences of 250 or more; Q&A sessions with the artists; and up to 10 sessions to introduce students and participants to the science of sound and sound art. The commission will subsequently tour the UK £5,000
ORGANISATION	Round 3 Grants - Projects relating to April to August Themes
Ballad of Reading Gaol/ Reading UK CIC working with Stephen Carr	To support the costs of project management and projector hire for a high profile audio visual event in October 2016. A 15 minute audio visual film on the ballad of Reading Gaol by Oscar Wilde will be projected on the walls of Reading Prison using a 24metres wide rolling loop projection in order to reach large number of Reading's population for a free spectacle. £4,800
Bastille Events	To support the costs of staging a Bastille Day event on 16/17 July in the Forbury Gardens based on music, comedy and theatre with a French theme, celebrating Reading's multiculturalism as part of the Year of Culture. £1,500
CultureMix Arts Ltd	To support the costs of 4 workshops in May and June with people who have been involved in CultureMix and RASPO to gather a compendium of community stories, cultural anecdotes and photographs of the people involved in Reading's arts and culture over the last 10 years. The booklet will be launched as part of the Black History Month Peace and Love Concert in October 2016 £2,575
A Different World Festival	To support the costs of a music festival on 6 th August at Abbey Rugby club for adults/ young people with additional needs. This would provide a safe environment with wheelchair access for individuals to experience and enjoy a small-scale music festival, mainly acoustic, with stable lighting aimed at people with disabilities who would not otherwise access Reading Festival or similar outdoor events £2,000

Female Arts	To support the costs of 2 free to attend review writing workshops in April and May; 3 free to attend playwriting workshops, in April, May and October at the Rising Sun Arts Centre, for between 10 and 20 participants for women who are new to playwriting, from diverse backgrounds; and to support the costs of a 'scratch' night of celebratory female-led performances in May. £1,600
Jelly	To support the costs of marketing materials to promote the workshops, events and activities as part of the Open for Art weekend from 1-3 July 2016 in order to bring arts into the public realm to engage with the community and attract new audiences for the arts £2,500
Launchpad	To support the costs of 10x2 hour creative sessions for 15 people with a history of homelessness to create a sculpture and 3D art work. This will be displayed at the Caversham Readipop Festival from 8-10 July. £500
Reading Between the Lines Theatre Company	To support the costs of 2 rehearsal/ previews on 1 st April of a specially commissioned Henry 1st play to provide insight into the development of the play, process of researching and writing and plans for performance, with selected scenes and discussions with the writer, composer, producers, and historian. £2,000
Reading Fringe Festival	To support the costs of a Street Theatre and Clowning Festival in Broad Street on 16th and 17 th July, culminating in a clown parade. There will be a showcase performance for children and families, followed by an evening performance aimed at children. Community workshops will take place before the event to encourage participation. £2,850
Reading Repertory Theatre	To provide funding for a producer and stage manager for a production of Ben Hur, adapted for the stage, at the Hexagon Theatre as part of Made in Reading in October, using 3 professional cast members working alongside a 50-strong community chorus. Reading Rep will work in close collaboration with local youth theatre companies, and Reading College to create new opportunities for cultural involvement. £4,800
Reading Tree Warden Network	To support the costs of the design and printing of 5 walks leaflets, and poster publicity to enrich understanding of Reading's rich heritage of trees and local places of interest as part of the Year of Culture, working with volunteer tree wardens, with launch events in September £1,000

Real Time Video	To support the workshops and production costs of a short film drama made by the Open Mind Project for 30 people with mental health issues to increase awareness locally about mental health issues, and how those in recovery can make a dynamic and inspiring contribution to the creative life of the town. The film will be launched in September as part of the Made in Reading theme. £2,500
Rising Sun Arts Centre (1)	To support the cost of participatory workshops; hire, transport and repair of giant puppet and skilled trainers and puppeteers as part of a collaborative large scale cultural project. The project will use a giant puppet, marching bands and new music and procession to explore the chalk and flint history of the town, creating a high profile celebration of the town £4,150
Rising Sun Arts Centre (2)	To contribute towards the costs of children's activities and musicians/ artists for a one day music and arts festival Here Comes the Sun to celebrate 25 years of Rising Sun £300
The Things Network Reading (1)	To support the costs of researching, planning and providing a one day workshop for artists to meet as makers and explore ways to use Reading's data as a raw material for making art. Artists will work with raw data, which may include anything from the number of currently occupied spaces in Reading's car parks to public health data, using hands on tools such as 3d printing, sensors picking up live data, minecraft and virtual reality headsets to explore how this can be incorporated in the own art to create a Reading- based artwork. Included in the costs is the sum of £500 to be used to bring the winning idea, as voted by workshop participants, to fruition to be exhibited as part of the Year of Culture £2,000
The Things Network Reading (2)	The Things Network is a free to use, long range, low powered wireless data network across Reading and the surrounding area The grant will support the costs of developing a device that will be installed in local arts venues to show the size of the audience at each event and allow audience members to rate the event and share it on social media by counting the numbers of mobile phones in the area as an estimate of audience size. The data will be captured via the Things Network and will use an app that generates a live heat map of Reading's venues. This is innovative technology, community- based, which will leave a sustainable legacy and support data monitoring. £5,000
University of	To support the infrastructure costs of a project that will use expert staff and students at the University

Reading	along with internationally acclaimed artists to work with a group of 30 children aged 11-12 from Maiden Erlegh Reading School to take part in a series of workshops to produce their own performance tour, video and an illustrated community guide art book that will be hosted on the project website. The Canadian performance group Mammalian Diving Reflex will bring an original and innovative approach to involving children in contemporary art. £2,000
	THE FOLLOWING GRANTS ARE SUBJECT TO FINAL APPROVAL VIA THE DECISION BOOK PROCESS ON 5 JULY 2016
ORGANISATION	Round 4 Grants - Projects relating to themes for September to December
2Heavy Productions	To support the costs of 3 acting masterclasses at the MAPP centre as part of Black History Month celebrations to accompany a production of a new play 'Trim Workshop' which is set in a Black barbershop and is designed to appeal to a sub set of the BAME community and hopefully interest audiences of all cultures. The masterclasses/ workshops and advice surgeries objective is to equip aspiring performers with knowledge and information on their performance techniques and provide specific and general industry advice £500
Creative Junction	To support the cost of production/printing; displays; workshops and workshop materials; marketing and blogs for a photography project based on the theme of hanging laundry out to dry. The project will use the theme to connect residents from 12 different cultures and showcase 12 pieces of photography printed onto laundry, each featuring a washing line which has been photographed by Reading residents who have told their story. These will feature in local launderettes as an arts installation, with an online blog to promote engagement. £1,000

East Reading Adventure Playground Association	To support the costs of project including administration, marketing and artists' time, that uses sound recording, acoustic modelling and music technology for creative composition. The project is based on the sounds, music and acoustics of a variety of community buildings- including places of worship - and spaces around East Reading. Stage 1 will be based on field work, while in Stage 2 the recording will be used as the basis for creative compositions, with small prizes awarded. Stage 3 will be based on an interactive soundmap accessible online, as well as a physical presence via live installations at Reading College and the ERAPA building at Palmer Park from 5- 17 September. This will allow different sections of the community to experience the work either online or as a physical presence. £1,000
Junction Dance	To support the costs of community and participatory elements of a month long programme of diverse dance through November 2016. This will include a participatory project based at Reading Museum; a Zonation Youth workshop; a Stop Gap professional performance and workshop for local dance teachers £5,000
Reading Between the Lines Theatre Company	To support the costs of a <i>King Henry 1</i> themed event in Reading Library; an open rehearsal of the new play for the public; create an education pack to accompany a programme of workshops in schools and educational establishments. £2,000
Reading Fringe in conjunction with Battlegroundz	To support the costs of staging a one day competition showcase on 24 September 2016 at the Face Bar for DJs, street art, rap and dancers based on a hip hop theme, a dance form which has gained mainstream recognition. £500
Reading UK CIC (in conjunction with Becci Louise)	To support the costs of 8 x 1.5-2 hour workshops including poet fees, materials and marketing in libraries across Reading to encourage children and families to engage with and listen to poetry. Sessions will include storytelling, drama, learning origami, art and writing poetry in response to the poetry they are hearing and reading. £900

Rising Sun Arts Centre	To contribute towards the costs of the planning and delivery of a 2 day 'Bookface' event at the Rising Sun Arts Centre, with payment of local authors to perform, and printing of Reading in Reading Guide and Map. Bookface is an annual event that happens at the Rising Sun Arts Centre, which provides a platform for local artists, authors, poets and illustrators £500
The Rock Academy Foundation	To contribute towards the costs of planning and hosting a one night event in a Reading venue, based on competition open to all young songwriters up to the age of 25 living in Reading who will have the opportunity to perform in front of a live audience. The event will be broadcast live via the internet on the night; bands will be given a video of their performance and they will have an opportunity to promote themselves and sell their music to audience members on the night. A panel of local promoters will judge video entries of original songs submitted by young artists. Young people helping plan the event can use the activities to feed into an Arts Award Bronze qualification. £500

Year of Culture 2016

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What's On Summer Guide

Reading's Year of Culture
June to September Events

Thousands of people have already taken part in Reading's wide-ranging Year of Culture 2016, enjoying great speakers such as George the Poet or Lucy Worsley, running a musical 5K, gazing into Tomorrow's Reading or celebrating the history of beer in our town, to mention just a few of the events to date.

We have a truly exciting programme for the summer months as we embrace all things foodie, theatre in unusual locations, live music and art and culture Made In Reading, all on the streets of Reading.

A founding principle of Reading Year of Culture is that it is a celebration of the wonderful cultural groups based in our town as well as an opportunity to bring new experiences to Reading audiences. This summer, there are opportunities aplenty to enjoy both our home-grown talent and some of the most exciting performers from around the UK and beyond.

Our sponsors



Our Year of Culture wouldn't be possible without the generous support and sponsorship from many of Reading's businesses and organisations, as well as Arts Council England. We would like to thank you all for getting involved and supporting the arts in Reading.

However, our celebration of arts and culture in Reading wouldn't exist without our audience. We hope to continue to entertain you over the next six months.

Be brave and try something new!

Cover photograph Nathan Pask / Bompas & Parr. Designed by cream-design.co.uk

11 June 11am – 4pm

Do Rivers Dream of Oceans?

The Oracle, Chestnut Walk and Forbury Gardens

A mini festival of water across Reading, curated by Amy Sharrocks. Reading is a glorious confluence of water, with the River Thames, River Kennet and the Kennet & Avon canal. As part of Reading Year of Culture a witty and thought-provoking group of live artworks and interventions will take place across the town to celebrate the real life of Reading and make space to imagine the city it is becoming. Do Rivers Dream of Oceans? is part of WaterFest.

All events are free, turn up on the day. See reading2016.org.uk for a full schedule of events. Amy Sharrocks is a live artist, sculptor and film-maker. For 10 years she has made work about people and water. museumofwater.co.uk / iwanttoswim.co.uk

June

GWR Great Western Railway



18 – 19 June 12noon – 6pm

Canvas of Crumbs: Reading's Biscuit Experience created by Bompas & Parr

Reading Town Hall

For Reading Year of Culture 2016, culinary design studio Bompas & Parr (the team behind the much loved Gin Cloud in London) has collaborated with the University of Reading to create Canvas of Crumbs, an interactive installation for families that celebrates our cultural obsession with biscuits and the town's proud culinary heritage as creator of many of the country's most iconic biscuits.

It's free to attend (but booking required), everyone leaves with a tasty teatime delight, and if you upload a picture of your biscuit to Facebook or Instagram with the hashtag #canvasofcrumbs you could win a host of biscuit-related prizes. reading2016.org.uk

19 June 5pm

An Audience with Nadiya Hussein Reading Concert Hall

Over 15 million viewers saw Nadiya Hussain crowned Great British Bake Off winner in the most-watched TV broadcast of 2015 – and now she is coming to Reading for the Year of Culture. Since winning Bake Off last autumn Nadiya has been asked to bake the Queen's 90th birthday cake, been praised by David Cameron, become a guest presenter on Loose Women, a reporter for The One Show and now writes a weekly Times food column.

The special 'Audience with Nadiya Hussain' event will see her look back on how her life has changed since the nation took her to their hearts and talk about some of her favourite meals. She will also take questions from the audience and sign copies of Nadiya's Kitchen, which includes recipes such as 'Churros French Toast' and 'Bengali Korma'. **£10 / £8 concessions / £26 family ticket.** readingarts.com



11 June 11am – 5pm
Reading Green Fest

Town Hall Square

Family activities, workshops and talks to showcase the town's environmental and sustainable initiatives as part of Waterfest.
Free. transitionreading.org.uk

15 – 16 June 5pm – 9.30pm
Festival60

Reading College

Come and enjoy the work of our talented Visual arts students at Reading College. A range of exhibitions, covering many different visual arts disciplines, music and dance performances and a catwalk celebration of fashion work. Private view will take place on Thursday 16 June from 5pm.
reading-college.ac.uk/festival60

17 June Short films at 7.30pm, feature at 8pm
Stand Up Cinema:

La Grande Bouffe (Marco Ferreri, 1973)

Rising Sun Arts Centre

Four friends hole up in a chateau and eat themselves to death. On one level a witty and well acted comedy of overindulgence and excess, on another an allegory of decline.
£5 / £10 for one year membership.
0118 986 6788 / risingsunartscentre.org

18 June 10am – 5pm
Reading Chilli Fest

Broad Street, Market Place and Town Hall Square

The return: bigger, better and hotter than last year. reading2016.org.uk

18 June 8pm
Bandoramma / Club Velocity

Rising Sun Arts Centre

Local bands night with Ben Marwood, Little Red and Nick Parker performing.
£6 (advance) wegottickets.com.
0118 986 6788 / risingsunartscentre.org

19 June 12noon – 6pm
East Reading Festival 2016
Palmer Park

The annual East Reading Festival returns to Palmer Park – a celebration of the diversity of our local community aimed at strengthening the connections between the people and organisations of East Reading and beyond.
Free. eastreadingfestival.co.uk

24 June 8pm
Club Velocity
Rising Sun Arts Centre

Local bands night with Ethan Ash, Bear Woods, Jen Bird performing.
£5 (advance) wegottickets.com.
0118 986 6788 / risingsunartscentre.org

25 June 10.30am – 3pm
Battle of Hastings family day
Town Hall Square

Family activities celebrating the 950th anniversary of the Battle of Hastings, from University of Reading and Reading Museum.
Free. readingmuseum.org.uk

25 June 1pm – 3pm
Vinyl Club
Rising Sun Arts Centre

We peacefully listen to two records back-to-back in their fully intended glory – followed by a short discussion about the music. **Donations** welcome.
0118 986 6788 / risingsunartscentre.org

25 June 4pm
A City of Foxes by Becci Fearnley
Rising Sun Arts Centre

'A City of Foxes' was winner of the Reading Fringe Award 2015 for 'a show that moved and impacted its audience'. **£5** show and workshop.
0118 986 6788 / risingsunartscentre.org

25 June 9pm
Fiesta Latina
Rising Sun Arts Centre

Latin dance party – salsa, tango, bachata etc. Nice vibe, friendly atmosphere. **£6**.
0118 986 6788 / risingsunartscentre.org

26 June 11am – 12noon
Sunday Assembly
Rising Sun Arts Centre

Sunday Assembly Reading is part of an international non-religious community that welcomes everyone. **Free**.
0118 986 6788 / risingsunartscentre.org

26 June
'Icarus iii'
Rising Sun Arts Centre

Contemporary art show: An evening of sculpture, painting, film and performance.
0118 986 6788 / risingsunartscentre.org

2 July 12noon & 2pm
In Good Hands
Reading College Graduate Salon

In Good Hands is a site specific show of stories and songs inspired by the world of hairdressers – of secrets, trust and our human need to share and connect. An audience of 30 people are invited to their 'appointment' at the salon where hairdresser Julie makes them feel very much at home. Over the next 60 minutes – the time it takes for a wash, cut and blow dry – a story of small dramas unfolds, through a series of 7 extraordinary, original songs performed by Catherine Ireton and Grace Kiely.

In Good Hands explores what happens when you spend time in close contact with another person and the things we tell complete strangers given the opportunity. In Tokyo hairdressers are trained to look out for signs of suicide and in Africa they are trained as aids councillors. Why is it that people tell their hairdresser things they wouldn't even tell their best friend?
£12 / £10 concessions.
readingarts.com

3 July 12 noon; 2pm
Beautiful Creatures – The Gift
Broad Street Mall

In a place where anything is possible and nothing is quite what it seems, a passing cloud grows dragon's teeth, a dark city skyline lights up like a firefly and a whole world of imagination spills out from an empty packing crate. Join Beautiful Creatures Theatre on a journey of magic, mystery, music and dance in The Gift, a stunningly visual show celebrating the power of creativity. **Free**.
readingarts.com

July

2 – 3 July from 11am
Walking:Holding an original performance created by Rosana Cade
Town Hall Square

Walking:Holding is a subtle, experiential walk through your city in the hands of strangers ... The piece asks people to challenge prejudices in the flesh, and experience what it is to walk in someone else's shoes – or hands.

The performance involves one audience member at a time being taken on a walk around Reading, whilst holding hands with a series of different people, of different ages, sexes, and appearances from the local area. It is a unique and, at times, challenging experience investigating preconceptions, spontaneous personal connections, and the public's reactions to displays of different sexualities. **£5.** readingarts.com

5 July 6.30pm
An Audience with Neil Papworth
 Texts and tech: celebrating innovation
 in Reading
Grow@Green Park

The story of how the world's first text message came to be sent from Reading – with the man who sent it. **Free.** reading2016.org.uk



9 – 10 July 10am – 4pm
Pebble Gorge
You're Getting Warmer in
 collaboration with Cat Harrison
 and John Hunter
Whiteknights Campus, Reading University

Hurry – we don't have much time! The Three and a Half Degrees Gang are on their way, and you're our only hope of slowing them down. Everywhere they go they are getting people hot and bothered. Agent Zero and Professor Helix need your help to save the Marsh Warbler bird before The Gang catch up with you. Are you up to the task of taking on this mission? You're Getting Warmer is an outdoor adventure for families and small groups, that explores the effects of climate change in the UK. Armed with a smartphone and specialist app technology, you and your family are agents for change, hunting down clues and interacting on your mission to stall the Three and a Half Degrees Gang. **£20** per group of up to 5. readingarts.com

11 July 6pm; 7pm
South Street Youth Theatre
Stopping
A Reading Bus at a secret location

Are you top deck or bottom deck? A bus is stranded on a school trip. No grown up's aboard. Only one phone. The meagre food they brought with them. When will it stop ...

South Street Youth Theatre presents a brand new piece of theatre loosely based on Lord of the Flies. South Street Youth Theatre offers young people the opportunity to develop their drama skills. Led by professional tutors the groups work towards performances which are then staged at South Street's main theatre space ... and beyond! **£6.50.** readingarts.com

15 – 17 July Fri 7pm; Sat 2.30pm & 7pm;
 Sun 12noon & 4pm. **Dante or Die**

I Do devised by Daphna Attias and Terry O'Donovan with writing from Chloe Moss
Malmaison Hotel

Ever wanted to be a fly on the wall in the build up to a wedding? Dante or Die presents a brand new site-specific jigsaw puzzle through six rooms at the Malmaison Hotel, ten minutes before the couple say 'I Do'. The ceremony begins in ten minutes. The Best Man is practicing his last minute speech. The Bridesmaids are squeezing the Bride into her dress. Mum and Dad are seeing each other for the first time in years. Grandma is dressing her husband whilst the groom's brother is getting frisky with the maid of honour. Meanwhile, the Groom is frozen ...

Divided into six groups, you will discover the twists and turns within the plot in a different order, seeing the same ten minutes from each characters' points of view. I Do returns by popular demand to celebrate Reading's Year of Culture. **£15.** readingarts.com



19 – 23 July Tues – Fri 6.30pm & 7.30pm;
 Sat 2pm, 3pm, 6.30pm & 7.30pm

The Final Whistle
Home Changing Room, Madejski Stadium

Written and performed by Benedict Sandiford. Directed by Cassie Friend. Produced by South Street. Everything rides on this. The biggest game of the season. Win and we're heroes. Lose and... You need to be able to look yourself in the eye at the final whistle. A show about family, fandom and formations. The audience will enter via the players entrance of Madejski Stadium and then go behind the scenes to the home changing room. *'Some people believe football is a matter of life and death ... I can assure you it is much, much more important than that.'* Bill Shankly. **£12.50 / £10** concessions. readingarts.com



16 – 17 July 11am; 2pm
Kilter Theatre
The Last Post
A Red Van in Christchurch Meadows

Surrounded by postage paraphernalia from a much-travelled life you'll meet Verity, the irrepressible heiress of an international pen-pal agency, and Red a redundant Post-Master. Witness the unwrapping of their curious love story, accompanied by live music provided by Tomaz (who arrived one day in a jiffy bag).

Following the play you're invited to stay for a tot of sherry and a rummage in the stationary supplies before hopping onto a vintage typewriter or picking up a quill to write that letter you've been meaning to send. If you need some inspiration you can pick up a postcard from the 'Friends for Pens' pin-board and write to a real life recipient who is waiting for your letter. This tour is presented by House. **£10 / £7.50.** readingarts.com



1 – 3 July all day
Open for Art
Reading Town Centre

A three-day festival showcasing Reading's arts, heritage, culture and creative industries in Reading Town Centre. There will be plenty for everyone to take part in over the three-days. Some events free and some ticketed.

07702 422353 / jelly.org.uk

2 July 12noon – 1pm
Classical for Charity
Rising Sun Arts Centre

A solo performance by pianist Maija Tuomi-Nikula, featuring an eclectic programme including Bach, Scarlatti, Beethoven, Philip Martin and Liszt.

£3. All proceeds go to local charities.

0118 986 6788 / risingsunartscentre.org

2 July 12noon – 4pm
Art and Heritage Activities at Oxford Road Fun Day
Kensington Park, Kensington Road

Participate in fun family art and heritage activities at Openhand Openspace's stand at The Oxford Road Fun Day. **Free/donation.** **ohos.org.uk**

3 July 1pm – 4pm
Art Space
Rising Sun Arts Centre

An informal and social session to create your own artwork. No tutor, no pressure, bring your own materials. Opportunities to see what other people are doing and discuss ideas. **Free.**

0118 986 6788 / risingsunartscentre.org

7 July 7.30pm
An Evening with Susan Fletcher
Waterstones

Winner of the Whitbread First Novel Award for Eve Green, as she talks about her fascinating new novel Let Me Tell You About A Man I Knew. **Free.** **waterstones.com**

7 July 7.30pm – 9.30pm
arjeea21 contemporary art group
OpenHand OpenSpace, Brock Keep, Oxford Rd

Artists can meet other artists and bring work to discuss. Bi-monthly meet up. **£2** donation.

0118 959 7752 / ohos.org.uk

7 July 7pm
Caribbean Arts Discussion
Rising Sun Arts Centre

The latest in the series of monthly discussions – discussing Guyana, 50 Years of Independence and recognising Guyana as part of the Caribbean.

Free. **helloukc@gmail.com / risingsunartscentre.org**

8 – 10 July 11am
Readipop Festival
Christchurch Meadows

Live music over three stages, theatre, arts, comedy and cabaret, world music, bar and festival food and children's area. **Ticketed.** **readipop.co.uk**

8 July 8pm
The Big Untidy Night Out
Rising Sun Arts Centre

Another great if slightly untidy night out, featuring the return of 'Older, Wiser, Harder' and more. **£5.**

0118 986 6788 / risingsunartscentre.org

9 July 10am
Bookface Bookclub
Rising Sun Arts Centre

A group for book lovers and makers. We aim to make every monthly meeting a little different with workshops, talks and space to make things.

£4. **0118 986 6788 / risingsunartscentre.org**

9 July 12noon – 2pm
Yellow Teapot Café
Rising Sun Arts Centre

A new monthly cafe all about community, cake and tea! Also a showcase for local artists with work on display, and for sale. Everyone welcome.

0118 986 6788 / risingsunartscentre.org

9 July 7.30pm
Nordic Summer
St Laurence's Church

Exciting and different, a choral concert by Reading Bach Choir of works by Scandinavian and Baltic composers. **£12 / £10** concessions / **£8** students and 16–18 / **£5** under 16.

readingbachchoir.org.uk

9 July 8.30pm
Scarlet Vixens
Rising Sun Arts Centre

The Scarlet Vixens are back with The Summer of Love, another bonanza of a burlesque and

variety show! Join the Vixens in a shimmying shindig that will warm the coldest heart.

0118 986 6788 / risingsunartscentre.org

10 July 5pm
Mikron Theatre Company presents 'Canary Girls'
Forbury Gardens

Mikron presents a tale of two sisters well and truly at war. Funny, heartfelt and tender. Bring seating and a picnic. **Free.**

mikron.org.uk / reading.gov.uk

13 – 23 July 7.45pm
A Midsummer Night's Dream
Caversham Court Gardens

Come and enjoy Shakespeare's best loved comedy in the atmospheric surroundings of Caversham Court Gardens. Bring a picnic and some fizz! **£18 / £16.** **progresstheatre.co.uk**

15 July Short films at 7.30pm, feature at 8pm
Stand Up Cinema:
Opening Night (John Cassavetes, 1977)
Rising Sun Arts Centre

Gina Rowlands is outstanding as the actress beginning to unravel in Cassavetes exploration of theatre, film, life and how we can get lost in all of them. **£5 / £10** for one year membership.

0118 986 6788 / risingsunartscentre.org

16 – 17 July 10am – 4pm
Reading Fringe Festival town takeover
Broad Street

A weekend of music, theatre, magic and dance as Reading Fringe Festival previews this year's programme across the town centre. **Free.** **readingfringefestival.co.uk**

16 – 17 July 11.30am – 5.30pm
Bastille Day Reading
Forbury Gardens

The Bastille Day Reading festival is here for its 5th year. Family fayre, French cheese, music and performer's, stands, craft and fun. All welcome – vive la France! **Free.** **bastilledayreading.co.uk**

16 July 8pm
Bandoramma / Club Velocity
Rising Sun Arts Centre

Local band nights. Very special guests (tbc 1 July) and Big Zero. **£10** (advance) **wegotickets.com.** **0118 986 6788 / risingsunartscentre.org**

17 July 7pm
The Rock Academy Foundation Summer Concert
The Jazz Cafe, Madejski Stadium

Join our bands for a celebration of their achievements during summer term Band Experience workshops. Featuring performances from all our bands, plus a special guest performance. 14+ **£6** over 18 / **£4** under 18.

therockacademyfoundation.org

17 July 4.30pm – 8pm
Milonga Sympatica featuring Tango Select
Rising Sun Arts Centre

Beautiful music – worth coming just to listen to the band play but also very danceable. Always a great afternoon of socialising and dancing. **£8.**

0118 986 6788 / risingsunartscentre.org

22 July 8pm
Madcap Moonsoup
Rising Sun Arts Centre

The good people of Southcote and Earley bring you 'Madcap Moonsoup', a mashed evening of local music, mind blowing comedians and a measure of mime. Mesmerising it is!!!! **£4.**

0118 986 6788 / risingsunartscentre.org

23 July times tbc
Samba Parade
Broad Street

Readipop and Beatroots are bringing a touch of the summer samba rhythms from Rio 2016 to Reading as part of Beatroots 20th birthday! If you want to be part of the parade as a drummer or dancer, contact Readipop and join Beatroots on a Tuesday evening. **Free.** **readipop.co.uk**

23 July 2pm – 4pm
Vinyl Club
Rising Sun Arts Centre

We peacefully listen to two records back-to-back in their fully intended glory – followed by a short discussion about the music. **Donations** welcome.

0118 986 6788 / risingsunartscentre.org

23 July 9pm
Fiesta Latina
Rising Sun Arts Centre

Latin dance party – salsa, tango, bachata etc. Nice vibe, friendly atmosphere. **£6.**

0118 986 6788 / risingsunartscentre.org

24 July 7.30pm
Alternative Queen of Reading 2016
 pentahotel Reading

As part of the Reading Fringe, who will be crowned this year's Alternative Queen of Reading? Come and cheer the Queens-in-waiting as they perform for the judges – overseen by the incomparable Berlin Baroness. **£10.**
07761 972338 / alternativequeen.com

29 July 8pm
Club Velocity presents 'A Very Deep Hole' album launch gig
 Rising Sun Arts Centre

Local band nights. A Very Deep Hole, Not Fit For Humans and Sahara Dam. Free cake, all ages.
£5 (door) / **£4** (advance) wegottickets.com.
0118 986 6788 / risingsunartscentre.org

30 July 10am – 6pm
ReMade in Reading
 Broad Street and Reading Town Centre

Turning Reading town centre into a film set, Real Time will be re-making classic movie scenes in the location they should have been made in the first place, Reading ... with Reading people in front and behind the camera! Join in! **Free.**
real-time.org.uk

31 July 11am – 12noon
Sunday Assembly
 Rising Sun Arts Centre

Sunday Assembly Reading is part of an international non-religious community that welcomes everyone. **Free.**
0118 986 6788 / risingsunartscentre.org

1 – 7 August
 Mon – Fri 12noon – 4pm; Sat & Sun 11am – 5pm
Paintings Exhibition
 by John Percy
 OpenHand OpenSpace, Brock Keep, Oxford Rd

Contemporary art exhibition of mixed media paintings. Meet the artist Tuesday 2 August 7pm – 9pm. **Free.** 0118 959 7752 / ohos.org.uk

4 August 7pm
Caribbean Arts Discussion
 Rising Sun Arts Centre

Black History Month planning. Local artists discuss forthcoming arts projects, share ideas, talk about forms of Caribbean art, music and dance as well as upcoming events. **Free.** hellouk@gmail.com / risingsunartscentre.org

5 August times tbc
Dance Transport project
 Broad Street and The Biscuit Tin, Station Hill

A modern dance performance telling the story of transport in Reading, with a secret performance on a bus and a procession of dancers leading a merry dance to Station Hill. Brought to Reading by Reading Rep. **Free.** readingrep.com

5 August 1pm – 4pm
Art Space
 Rising Sun Arts Centre

Come to this informal and social session to create your own artwork. No tutor, no pressure, bring your own materials. There will be opportunities to see what other people are doing and discuss ideas. **Free.** 0118 986 6788 / risingsunartscentre.org

5 August 8pm
Tribute Night
 Rising Sun Arts Centre

The summer edition of Tribute Night will be a very special celebration of Tribute Night's 10th birthday. For details, check the Rising Sun website and Tribute Night Facebook page! **Donations** welcome.
0118 986 6788 / risingsunartscentre.org

13 August 11am – 11pm
Here Comes The Sun Festival
 Rising Sun Arts Centre

Now in its seventh year, the festival highlights some of the best music from Reading and from further afield, along with participatory activities for both children and adults of all ages and abilities. **£7.**
0118 986 6788 / risingsunartscentre.org

15 – 21 August
 Mon – Fri 3pm – 7pm; Sat & Sun 11am – 5pm
Pulling Strings
 OpenHand OpenSpace, Brock Keep, Oxford Rd

Contemporary art exhibition of work by Ingrid M Jensen, including interactive installation, sculpture, drawing work. Meet the artist Tuesday 16 August 7pm – 9pm. **Free.** 0118 959 7752 / ohos.org.uk

20 August times tbc
Carnival of the World
 Broad Street

Carnival of the World celebrates the diversity of Reading at a town centre event featuring music, dance and a procession of cultural groups that represent Reading communities including Reading All Steel Percussion Orchestra, bhangra and dhol from India, dance and carnival costumes from The Caribbean, and traditional displays from Africa and Latin America. Presented by Culture Mix. **Free.** culturemixarts.co.uk

20 August 8pm
Bandorama
 Rising Sun Arts Centre

Local band night.
0118 986 6788 / risingsunartscentre.org

26 August 8pm
Club Velocity
 Rising Sun Arts Centre

Local band night.
0118 986 6788 / risingsunartscentre.org

August

6 August 11am – 8pm
Small World Festival
 The Biscuit Tin, Station Hill

Small World Festival is a family friendly celebration of 21st Century World music, blending global beats, cutting edge world music and cultures from across our community. Featuring international, national and local talent carefully chosen and curated in a collaboration by the Year of Culture programming team, John Luther (South Street, Reading Arts) and Jack Hepplewhite (EMBEEPEE, Two Step, Purple Turtle). Expand your listening horizons with this chance to access first class, world music for free on your doorstep. **Free.**
reading2016.org.uk



6 August 12noon – 10.30pm
A Different World Music Festival
 Abbey Rugby Football Club, Emmer Green

A music festival for adults and young people with additional needs. Music starts at 2pm.
£20 / Free under 10.
adifferentworldfestival.co.uk

27 August 2pm – 4pm

Vinyl Club

Rising Sun Arts Centre

We peacefully listen to two records back-to-back in their fully intended glory – followed by a short discussion about the music. **Donations** welcome.

0118 986 6788 / risingsunartscentre.org

28 August 11am – 12noon

Sunday Assembly

Rising Sun Arts Centre

Sunday Assembly Reading is part of an international non-religious community that welcomes everyone. **Free.**

0118 986 6788 / risingsunartscentre.org

September

1 – 3 September

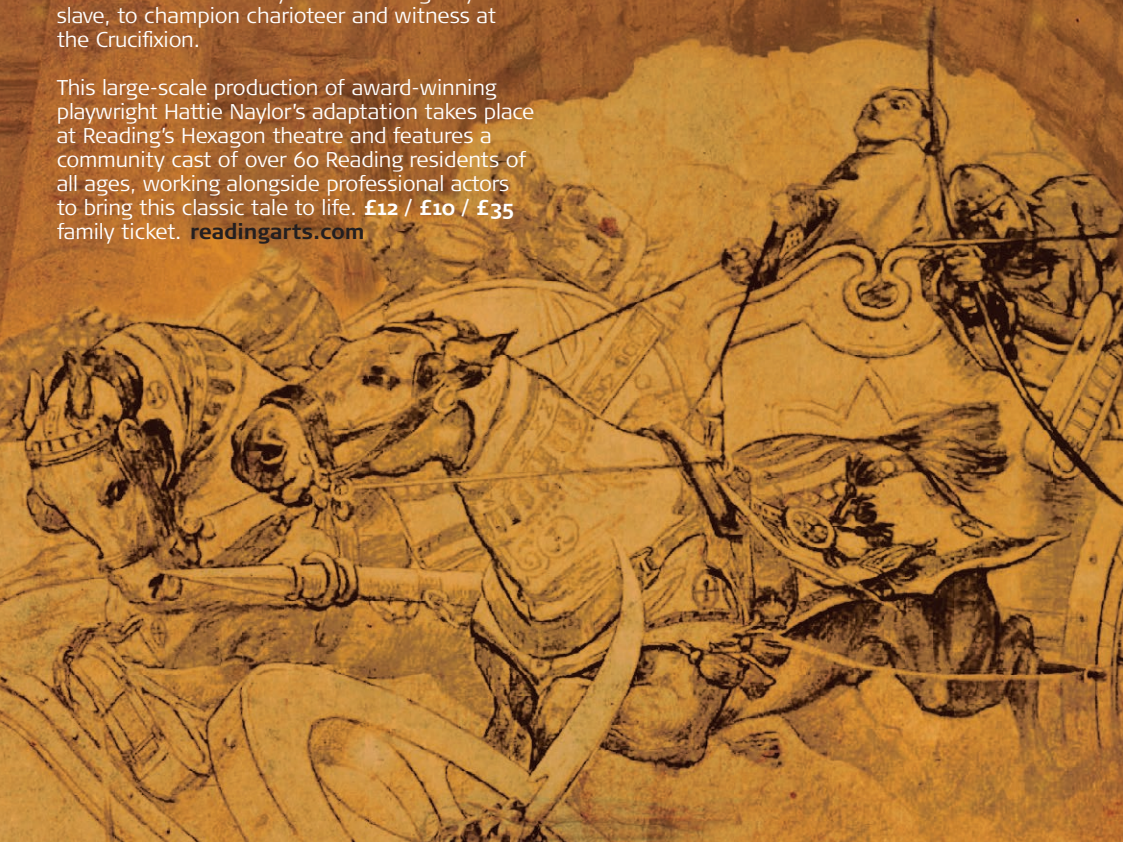
7pm; 2pm Saturday matinee

Ben-Hur

The Hexagon

Reading Rep, in association with The Hexagon and the Year of Culture, are delighted to present Ben-Hur. Join us for the epic tale of the life and times of Ben-Hur. His extraordinary journey takes him from wealthy merchant to galley slave, to champion charioteer and witness at the Crucifixion.

This large-scale production of award-winning playwright Hattie Naylor's adaptation takes place at Reading's Hexagon theatre and features a community cast of over 60 Reading residents of all ages, working alongside professional actors to bring this classic tale to life. **£12 / £10 / £35** family ticket. readingarts.com



8 – 10 September

7pm; 2pm Saturday matinee

The Great British Bump Off

The Hexagon

The first theatrical co-production between The Hexagon and South Street, 'Bump Off' brings together 4 professional theatre makers and a community cast to create a fast paced comedy featuring live baking, singing and a sprinkling of murder. Set in the mythical village of Little Itching, nestled between Sonning and Wargrave on Thames. Tongues wag and rumours fly when Sir Percival Clutch is discovered bumped off in his study the night before his sponsored Bake Off to raise funds for the local church.

Co-written by Benedict Sandiford and Sabina Netherclift, and collaborating with local WIs, Girl Guides and local Reading choir 'Time to Sing', The Great British Bump Off brings together two iconic British institutions – the spinster sleuth and the amateur baking competition, in one hilarious theatrical spectacle suitable for the whole family. **£14.50 / £12.50** under 16 / **£10** groups 10+ / **£44** family of four / **£10** South Street members. readingarts.com

9 September

6pm for vintage styling, movie at 7.30pm

A special immersive 40th anniversary showing of Bugsy Malone and an Audience with Dexter Fletcher

The Olympia Ballroom, Shearn, London Street

Marking Reading's Year of Culture and September's 'Made in Reading' pillar, Reading 2016 will be transforming the Olympia Ballroom at Shearn into Fat Sam's Speakeasy for one night only, with a 40th anniversary screening of the much-loved

film, vintage styling from Jelly and Electric Hair and a very special guest.

We will be joined, subject to availability, by Dexter Fletcher, who made his screen debut playing Babyface aged just 10. Dexter then appeared in The Long Good Friday and The Elephant Man before starring in Press Gang and Lock, Stock & Two Smoking Barrels. He is now established as one of the UK's leading film directors, having followed the award-winning Wild Bill and Proclaimers musical Sunshine on Leith, with this year's hit Eddie the Eagle. **£20** / group discounts available. readingarts.com





11 September 7.30pm
Showstopper!
The Improvised Musical
The Hexagon

Spontaneous musical comedy at its finest direct from the West End! A brand new musical comedy is created from scratch at each performance of this award-winning show as audience suggestions are transformed on the spot into an all-singing, all-dancing production with unpredictable and hilarious results.

This incredible comedy troupe never fail to impress as they create shows packed with drama, dazzling dance routines and catchy melodies, leaving delighted audiences singing all the way home. So whether you fancy Sondheim on a ski lift or Cole Porter in Poundland – you suggest it and the Showstoppers will sing it! 2016 Olivier Award Winners. **£15. readingarts.com**

28 September 7.30pm
Electric Chair
RYND

The Ultimate Reading Hairdressing Competition, proudly sponsored by Electric Hair, will crown the town's best hairdresser for 2016's Year of Culture. Think that you have got what it takes to win the Reading Hairdressing Trophy? Then take part on 28 September at RYND, to see if you have the ultimate skills, to turn a plain Jane hairdo into a one that is fit for the red carpet.

The winner will be the proud recipient of the Reading Hairdresser of the Year Trophy, but also get an all expenses paid photo shoot with their model. **Free. reading2016.org.uk**



8 – 11 September 10am – 6pm
RG Spaces @ The Turbine House
The Turbine House, Blake's Lock
Riverside Museum

A specially selected exhibition by 23 local artists with local books from Two Rivers Press, a family trail and special deals at Bel and the Dragon. Part of National Heritage Open Days. **Free. rgspaces.org.uk**

10 September 7pm – 9pm
Classical For Charity:
Evening Edition
Rising Sun Arts Centre

Pianist Maija Tuomi-Nikula; Carole Sevestre and her daughter Lilla on piano; Helen Cuthbertson, clarinet; Jonny Owens, classical guitar; Nicole Johnson, mezzo-soprano. **£8** all proceeds go to the Rising Sun Arts Centre.
0118 986 6788 / risingsunartscentre.org

17 September 11am; 2pm
Reading Scottish Pipe Band
Broad Street

The band will march and play in three locations in Broad Street from Oxford Road to Minster Street with two 1 hour performances at 11am and 2pm, ahead of a major concert on 22 October in Reading Town Hall. **Free. readingscottish.org**



Reading to Bath from 55mins and from £12.50 each way* with Great Western Railway. Book in advance at **GWR.com**

*Terms and conditions apply; visit GWR.com. Single Advanced Standard Class tickets only. Not valid with other offers. Subject to availability and may not be available at some peak times. Stated journey is the minimum time available on selected services.

Regular Events

OpenHand OpenSpace
artspeak workshops and classes

Mondays 7.30pm – 9.30pm
Watercolour for mixed ability

An informal class for mixed abilities with OHOS artist Anna Mitchell. **£13** per session.

Wednesdays 7pm – 9.30pm
Life Drawing

Hosted by Jelly. The session starts promptly at 7pm, please bring your own drawing tools and paper. **£8** per session.

Thursdays 7.30pm – 9.30pm
Exploring Drawing

For mixed abilities. Explore the formal elements of drawing using a range of tools, techniques and themes. **£13** per session.

All workshops and classes and take place in the ground floor gallery space at OpenHand OpenSpace, Brock Keep, 571 Oxford Road, Reading RG30 1HL annamitch@gmail.com / **0118 959 7752 / ohos.org.uk**

Rising Sun Arts Centre

Tuesdays 6pm – 7pm (until 26 July)
Open Mind

Open Mind is a multimedia arts project for adults recovering from mental ill health. The project is running practical script development workshops and participants to plan, record, edit and distribute a short film shot entirely in Reading. **Free.**

Rising Sun Arts Centre, 30 Silver Street, Reading RG1 2ST
0118 986 6788 / risingsunartscentre.org



FORBURY PLACE

FORBURYPLACE.COM

The Forbury Place Estate offers 600,000 sq ft of prime office space across 3 buildings. Reading's newest urban business park is a desirable location for all businesses. No.2 Forbury Place offers 191,000 sq ft and completes in summer 2017.

CURRENT OCCUPIERS INCLUDE

SSE | Osborne Clarke | Pegasystems | Yell | Convatec | PwC | BPP



ALL ENQUIRIES

DEVELOPMENT BY



READING BOROUGH COUNCIL

REPORT BY DIRECTOR OF ENVIRONMENT AND NEIGHBOURHOOD SERVICES

TO:	HOUSING, NEIGHBOURHOODS AND LEISURE COMMITTEE		
DATE:	5 th JULY 2016	AGENDA ITEM:	10
TITLE:	HOMELESSNESS STRATEGY 2016-21		
LEAD COUNCILLOR:	COUNCILLOR DAVIES	PORTFOLIO:	HOUSING
SERVICE:	HOUSING AND NEIGHBOURHOODS	WARDS:	BOROUGHWIDE
LEAD OFFICER:	HOLLIE MARSHALL	TEL:	0118 9373413
JOB TITLE:	HOMELESSNESS PATHWAYS OFFICER	E-MAIL:	hollie.marshall@reading.gov.uk

1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 This report presents the final Homelessness Strategy 2016-2021 and seeks consent to publish the Strategy at Appendix 1 and Delivery Plan at Appendix 2.
- 1.2 In addition it includes detail of the revisions made to the final draft of the Homelessness Strategy document that was presented to the Committee on the 18 November 2015.
- 1.3 The Homelessness Strategy establishes the Council's priorities in order to prevent homelessness and to ensure that appropriate accommodation and support is available for people who are or may become homeless.
- 1.4 The following are appended to the report:
Appendix 1 - Homelessness Strategy 2016-2021
Appendix 2 - Homelessness Strategy Delivery Plan
Appendix 3 - Consultation Questions
Appendix 4- Summary of Consultation Responses

2. RECOMMENDED ACTION

- 2.1 That the Committee note the findings from the final Homelessness Strategy consultation.
- 2.2 That the Committee approve the final Homelessness Strategy 2016-2021 and Delivery Plan.

3. POLICY CONTEXT

- 3.1 It is a legal requirement for every Local Authority to have a published Homelessness Strategy. In 2002 the Government amended the homelessness legislation through the Homelessness Act 2002 to ensure a more strategic approach to tackling and preventing homelessness.

- 3.2 The Homelessness Code of Guidance states that Local Authorities in developing and implementing their strategies must consider the needs of all groups of people in their district who are homeless or likely to become homeless. A key element of this consideration is through consultation with stakeholders and residents.
- 3.3 Reading Borough Council's Preventing Homelessness Strategy 2008-2013 set out six key themes: preventing vulnerable adults becoming homeless; preventing families and young people becoming homeless; moving people away from rough sleeping; preventing homelessness arising from domestic abuse; strengthening partnerships to prevent homelessness; accessing affordable housing. The Strategy 2016-2021 sets out achievements against these strategic aims, as well as setting out the Council's plans for the prevention of homelessness for the next five years.
- 3.4 The Housing, Neighbourhoods and Leisure Committee on 18 November 2015 agreed for Housing to initiate an 8 week public consultation as a final stage prior to approving the Homelessness Strategy.
- 3.5 This paper sets out the results of the consultation and the resulting amendments to the final draft of the Homelessness Strategy as a result of feedback.

Consultation Overview

- 3.6 The consultation activities undertaken for the development of the homelessness strategy began in 2013 with customer and stakeholder questionnaires. These were followed by a number of customer and stakeholder focus groups, where issues raised in questionnaire responses were given further and more detailed consideration. A broad range of services were invited and involved in the stakeholder consultations, including from the private, statutory and voluntary sectors as well as services from throughout the Council.
- 3.7 Customer focus groups were organised via existing customer involvement groups and six stakeholder focus groups were organised thematically, including sessions on access to support to prevent homelessness and services for residents with additional needs. These were followed by some specialist sessions, for example one focusing on the needs of children and families held with the Council's Children's Social Care services.
- 3.8 The final stage of consultation ran from 27 January to 23 March 2016. The aim of consultation was to confirm that the priorities and objectives of the draft Homelessness Strategy are representative of the views of stakeholders and customers and to ensure there are no areas which have been overlooked. It gave rise for the opportunity to gather any further suggestions for potential solutions to the highlighted priorities. As a result residents and stakeholders are more informed about the proposed strategic approach to addressing homelessness.
- 3.9 Consultation was undertaken through a SNAP survey accessed through the Council's website and through consultation sessions. The questions can be found at Appendix 3. The questionnaire was widely publicised through an information poster describing the process for consultation. This was circulated among colleagues and stakeholders as well as displayed in prominent locations throughout the Borough.
- 3.10 Consultation sessions were conducted with service users at Alana House as well as residents of Homelessness Pathway Accommodation and Floating Support customers.
- 3.11 Respondent Profile:
 - 42 respondents, of which 57% (24) were members of the public, 7.1% (3) represented a voluntary community group/organisation, 14.3% (6) represented a commissioned service, 4.7% (2) represented a public sector agency, 2.4% (1) represented a housing association/provider and 2.4 % (1) were landlord/temporary accommodation

providers. 11.9% (5) were categorised as 'Other' this included Reading Borough Council, Homeless Person, Letting Agency.

3.12 Consultation Results:

- *The challenges identified within the draft strategy that address tackling and preventing homelessness are accurate:* 26.2% (11) Strongly Agreed, 21.4% (9) Slightly Agreed, 21.4% (9) Neither Agreed Nor Disagreed, 14.3% (6) Slightly Disagreed, 14.3% (6) Strongly Disagreed and 2.3% (1) Gave No Opinion.
- *Priority One: To increase the use and accessibility of the private rented sector was a priority for them:* 40.5% (17) Strongly Agreed, 26.2% (11) Slightly Agreed, 0% Neither Agreed Nor Disagreed, 9.5% (4) Slightly Disagreed, 19% (8) Strongly Disagreed and 4.7% (2) Gave No Opinion.
- *Priority Two: To Prevent Homelessness by supporting people to access housing and sustain their accommodation was a priority for them:* 69% (29) Strongly Agreed, 21.4% (9) Slightly Agreed, 0% Neither Agreed Nor Disagreed, 0% Slightly Disagreed, 7.1% (3) Strongly Disagreed and 2.4% (1) Gave No Opinion.
- *Priority Three: To increase the information and advice available to enable people to make informed decisions about their housing situation was a priority for them:* 57% (24) Strongly Agreed, 26.2% (11) Slightly Agreed, 4.7% (2) Neither Agreed Nor Disagreed, 2.4% (1) Slightly Disagreed, 7.1% (3) Strongly Disagreed and 2.4% (1) Gave No Opinion.

3.13 Key Themes:

This section summarises the key themes from submissions and the Council's response to these, many of which had been included in the draft Strategy.

3.14 Priority One: To increase the use and accessibility of the private rented sector:

Some respondents expressed concern in relation to increased use of the private rented sector and the perception that private landlords can let inadequate housing at inflated costs.

Responses suggested the inclusion of further work to improve the standards in private rented accommodation.

- A specific action from Priority One is to improve standards in the private rented sector. This will be achieved through working alongside Regulatory Services to deliver an action plan to improve standards through education, partnership and where necessary enforcement. This includes a Private Rented Sector Charter, which aims to build a common understanding of values, standards and requirements for the rental sector.
- The enhancement of the Rent Guarantee Scheme will provide incentive for landlords to let their properties through the scheme in order to provide affordable private rented accommodation.
- The creation of a new Landlord Advisor role will further strengthen working relationships with private sector landlords and agents in order to raise standards of practice and accommodation.
- The launch of a new Council-owned housing company will provide responsibly managed private rented accommodation in the town.

Respondents made reference to increasing the development of Council owned housing.

- The development of Council owned housing is a priority for the authority and part of our wider approach to increase housing supply, although outside of the scope of the Homelessness Strategy. The Government mandated reductions to social housing rent levels has reduced the Council's capacity to deliver new homes. However, 58 new-build Council homes are planned at Conwy Close and a Planning Application has been submitted for 28 modular homes at Lowfield Rd.

Respondents suggested preventing tenants being able to exercise their 'Right to Buy' in order to restrict the resulting reduction in Council owned housing.

- The strategy has been amended to clarify that the 'Right to Buy' is as a result of national policy.

3.15 Priority Two: To Prevent Homelessness by supporting people to access housing and sustain their accommodation:

A small number of respondents made comments in relation to ensuring that the Council meets the needs of homeless disabled people.

- A specific aim of actions identified in Priority Two is to increase the stability of accommodation for households with additional needs.
- The commissioning strategy for the Homelessness Pathway will ensure that there is accommodation provision for those with limited mobility.
- Priority One has also been supplemented to specify that there will be disabled access options in temporary accommodation.
- Outside of the scope of this strategy, the Council's Home Improvement Agency service assists vulnerable homeowners and private sector tenants who are older, disabled or on low incomes to repair, improve, maintain or adapt their homes.

Respondents suggested that there should be a co-ordinated approach to working with local voluntary sector providers to ensure effective use of resources.

- A Homelessness Forum has been established to share information and target resources and so that there is multiagency oversight of and engagement with the strategy. The Delivery Plan will be monitored by the Homelessness Forum.

3.16 Priority Three: To increase the information and advice available to enable people to make informed decisions about their housing situation:

Respondents suggested the inclusion of work to tackle the root causes of homelessness through wider strategic work and education.

- Priority Three focuses on work across services to prevent homelessness, ensure access for professionals and customers to tailored information and advice, and increasing awareness for all frontline staff so that opportunities to intervene and prevent homelessness are not missed.
- The Strategy makes reference to joint strategic work with other departments of the Council in relation to the Domestic Abuse Strategy for Reading 2015-2018, the Private Rented Sector Action Plan and a protocol with Children's Services in relation to 16 and 17 year olds.
- Priority Three has been revised to include further detail on the role of Housing to influence other strategic documents created by the Council.

4. THE PROPOSAL

4.1 The majority of individuals who provided responses agreed that the appropriate priorities for addressing homelessness had been identified and that these had been

communicated clearly throughout the final draft of the Homelessness Strategy. There were minimal areas that were highlighted as being excluded from the draft Strategy and therefore limited revisions are required.

- 4.2 Some of the consultation responses drew attention to additional points which are relevant to other strategic areas. An area of focus for respondents was in relation to the development and expansion of Council owned homes.

- 4.3 As a result of the final consultation feedback, the final Homelessness Strategy (Appendix 1) has been amended to provide further clarity to the points highlighted through consultation responses.

5. CONTRIBUTION TO STRATEGIC AIMS

- 5.1 This proposal will contribute to the service priorities set out in the Council's Corporate Plan 2015-18:

- Safeguarding and protecting those that are most vulnerable, and
- Providing homes for those in most need.

6. EQUALITY IMPACT ASSESSMENT

- 6.1 *Under the Equality Act 2010, Section 149, a public authority must, in the exercise of its functions, have due regard to the need to—*

- *eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;*
- *advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;*
- *foster good relations between persons who share a relevant protected characteristic and persons who do not share it.*

- 6.2 The Equality duty is relevant to the Homelessness Strategy. The responses showed that there was no under or over representation of any of the equality groups. The key purpose and role of the Homelessness Strategy is in support of the Equality Act and will have a positive impact upon equality groups. It will seek to, through the actions identified 'Eliminate discrimination, harassment and victimisation as well as to advance equality of opportunity between people who share a relevant protected characteristic and people who do not share it.'

- 6.3 There may be a requirement to undertake an Equality Impact Assessment for particular actions laid out within the Delivery Plan which will be carried out on the commencement of those projects. Equality Impact has been assessed for the following individual policy changes: Re-launch of Rent Guarantee Scheme, Private Sector Offer Policy and Implementation of Floating Support Service. It has already been identified that an Equality Impact Assessment will be included as part of the re-commissioning of Supported Accommodation Services that form the Homelessness Pathway.

7. LEGAL IMPLICATIONS

- 7.1 In 2002 the Government amended the homelessness legislation through the Homelessness Act 2002 to ensure a more strategic approach to tackling and preventing homelessness. In particular Section 1(4) requires that every housing authority district formulates and publishes a homelessness strategy and makes it publically available. The strategy must be developed in accordance with Section 1 (1)(b) and be based on a review of the levels, and likely future levels, of homelessness in the district and the

activities and resources available to prevent homelessness and ensure that accommodation and support is available for people who are or may become homeless.

- 7.2 Section 1(5) of the Homelessness Act requires the local housing authority and Section 1(6) the social services authority to take their homelessness strategy into account in the exercise of their functions.
- 7.3 The Department for Communities and Local Government's Homelessness Code of Guidance states that an effective action plan should be developed to ensure that the objectives set out in the homelessness strategy are achieved. The Council has had regard to the Homelessness Code of Guidance in formulating its homelessness strategy and delivery plan.

8. FINANCIAL IMPLICATIONS

- 8.1 The strategy adopted to manage homelessness is likely to impact on the General Fund costs the Council incurs in meeting its statutory duty. The proposed strategy is consistent with the Council's likely available resources to manage homelessness over its proposed period and has been developed to ensure the best use of Councils resources, in particular the management of costs associated with the use of bed and breakfast.

9. BACKGROUND PAPERS

- 9.1 HOMELESSNESS STRATEGY 2015-2020 AND REDUCING THE USE OF BED AND BREAKFAST ACCOMMODATION.

Reading Borough Council's Homelessness Strategy

2016 - 2021

DRAFT FOR CONSULTATION



Reading
Borough Council

Working better with you

Contents

Foreword	3
Reading Context	4
Progress since the 2008-2013 Preventing Homelessness Strategy	12
Homelessness Strategy 2016-2021 - Our Priorities:	
Priority One Increase the Use and Accessibility of the Private Rented Sector	17
Priority Two Prevent Homelessness by Supporting People to Access Housing and to Sustain their Accommodation	23
Priority Three Increase the Range and Accessibility of Information and Advice Available to Enable People to Make Informed Decisions about their Housing Situation	30
Appendix One: Case conferences and meetings	35



Foreword
By Councillor Richard Davies,
Lead Member for Housing

Welcome to Reading's Homelessness Strategy 2016-2021, in which we set out the Council's priorities to prevent homelessness and also stress the importance of working in partnership to address the wide range of issues that can be linked to homelessness.

Reading Borough Council has demonstrated a strong commitment to tackle and prevent homelessness and has invested significantly in services to protect our most vulnerable residents and narrow the gaps in Reading.

Since the publication of Reading's previous Homelessness Strategy we've made substantial progress in a number of key prevention activities, however in the last few years we have had seen an unprecedented increase in demand on our homelessness services. The competitive housing market - combined with external economic pressures such as the reduced funding environment and significant changes to the way that benefits are paid - has meant that some households have been unable to access or sustain suitable accommodation.

The approach detailed in this strategy involves a commitment to early intervention and homelessness prevention. I will continue to have regular contact with officers and cover the importance of activities to prevent homelessness and the detail of the local response.

Councillor Richard Davies
Lead Member for Housing



Reading Context

Reading Borough Council is a unitary authority in the heart of the Thames Valley, 41 miles west of London. With a compact geographical boundary, Reading borough is densely populated, covering 40 square kilometres and with a population of approximately 155,000 people from nearly 63,000 households¹. The urban area centred on Reading extends beyond the borough boundaries into West Berkshire and Wokingham and has a total population of more than a quarter of a million people.

With a strong and buoyant economy, Reading has been in a comparatively robust position to cope with the recent economic downturn. In 2014 the Reading and Bracknell area was ranked top in the *Good Growth for Cities* index for the second year running, based on indicators considered key to economic success and wellbeing (including employment, health, income and skills)². In its report *Cities Outlook 2015*, Centre for Cities ranked the Greater Reading area as number one in the UK for the economic contribution per worker and third for the number of businesses per capita³.

Reading's appeal both to employers and employees is one reason that the local housing market is in high demand across all tenures, with house prices amongst the highest outside of London. Figure 1 shows the rise in average house prices since the publication of Reading's previous Homelessness Strategy.

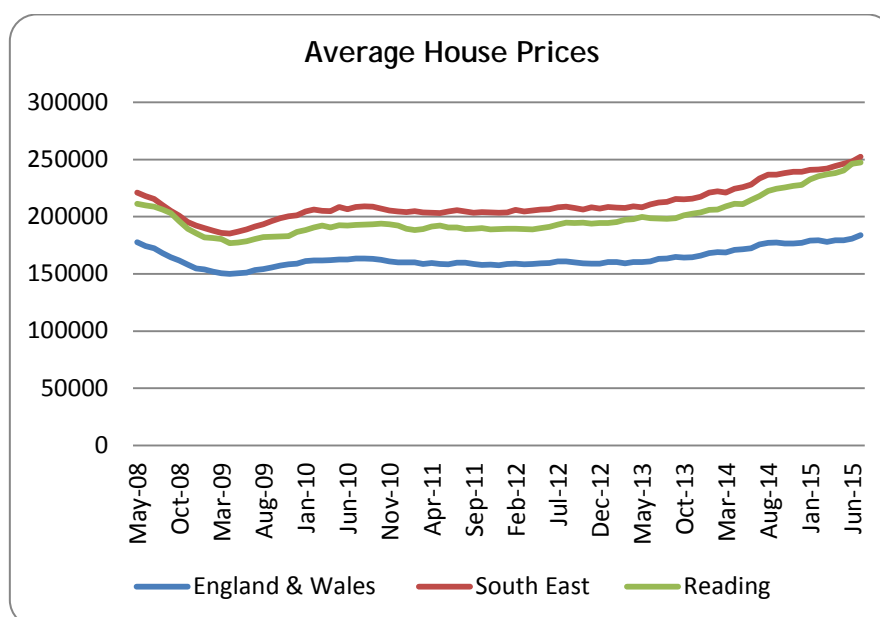


Figure 1 Average house prices in Reading compared to the whole of England and Wales and the South East May 2008 - July 2015⁴

¹ Census (2011)

² *Good Growth for Cities* (2014) PwC/Demos

³ *City Monitor Data* (2015) Centre for Cities

⁴ Land Registry House Price Index



In 2014 the Government announced that Crossrail will be extended to Reading and it has been predicted that this will further impact housing demand and costs. The Crossrail Property Impact Study 2012 predicted that property prices will rise 2% and rental prices will rise 1% in the first stage of the scheme (2012-2017) as a result of the west section of the line being developed, increasing from 2018 onwards to 3.5% for property prices and 2% for rental prices.

Tenure type in Reading

The 2011 census found that home ownership is the most common tenure type in Reading with over half of households owning their home, followed by privately renting (26%) and then social housing tenants (16%) - see Figure 2. The Private Sector Housing Stock Condition Survey 2013 indicated that 28.5% of dwellings in Reading were in the Private Rented Sector (PRS), compared to an average of 21.4% nationally (2011/12).

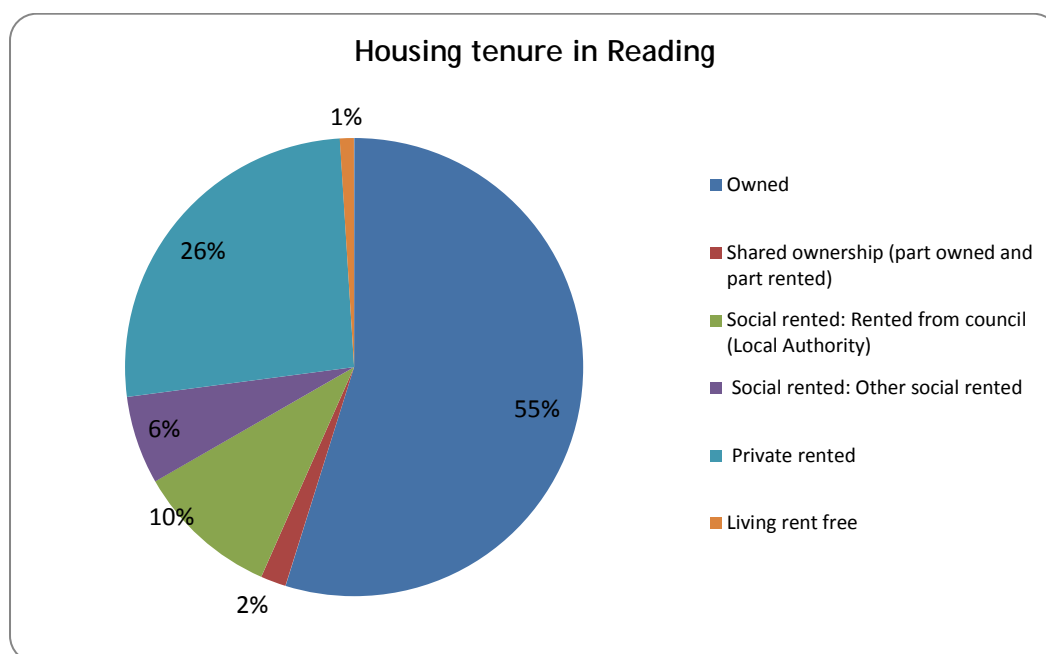


Figure 2 Breakdown of tenure type of Reading residents (2011 census)

Similarly to home ownership, the cost of privately renting in Reading has also increased. Demand for private rented accommodation locally is fuelled not only by the buoyant economy but also fewer households buying property, the student and young professional markets and households moving out of London to seek more affordable accommodation - all competing with those on a lower income.

This has had a particular impact upon residents on a low income who need to claim Local Housing Allowance (LHA) to contribute to their rent. In April 2011 the Government changed the way that LHA is calculated so that it is based on the 30th percentile (meaning that only 3 in ten properties would be affordable to anyone claiming LHA) and has been reassessed annually based on the previous year's market rents. Figure 3 demonstrates the rising cost of rent for a two bedroom property compared with the eligible rate of LHA, showing an increasing gap between the two. The LHA rate for a 2 bed property as of April 2015 is £816.10 a

month which, at the time of writing, compares to an average market rent for a two bedroom property in Reading⁵ of £1,096 per calendar month⁶. In July 2015 it was announced as part of the Emergency Budget the Local Housing Allowance will be frozen for 4 years. Therefore the 2 bed LHA rate will stay at £816.10 until 2019, regardless of any changes to average market rents.

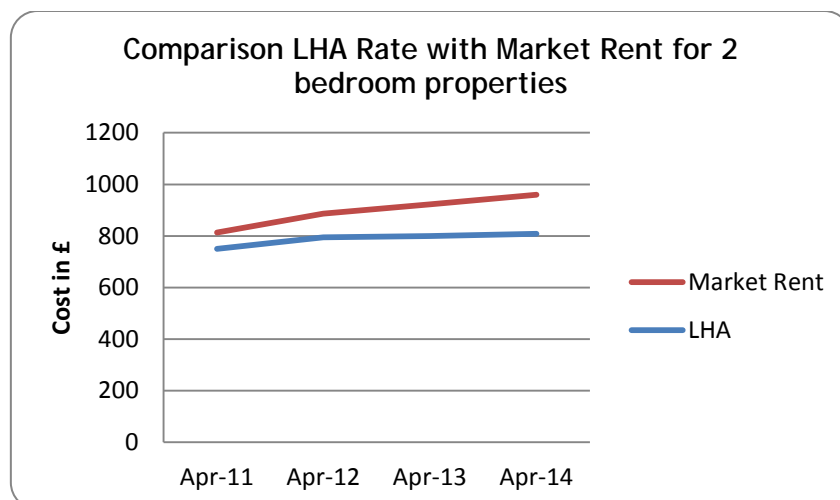


Figure 3 Average market rate for a 2 bedroom property compared to the eligible amount of Local Housing Allowance as of April of the referenced year

Partly because of the comparatively high cost of renting or buying a house in Reading, many people register to bid for social housing with the Council's Choice Based Lettings scheme, known as 'Homechoice at Reading'. There are currently on average 107 new applications to Homechoice at Reading made every month and in June 2015 there were 10,364 households registered - compared with a total number of approximately 11,700 units of social housing in the borough.

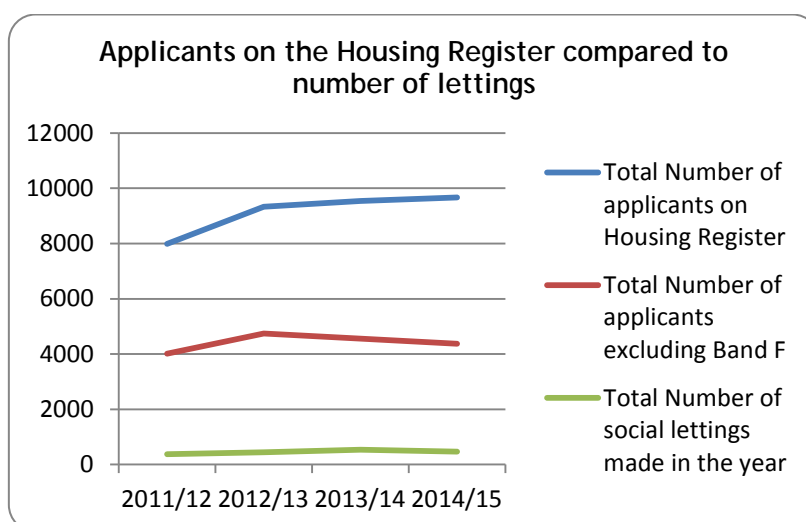


Figure 4 Number of applicants on the Council's Housing Register, number excluding those in Band F and number of social lettings made that year

⁵ Market rents in Reading were calculated by sampling over all properties for rent within 4 miles of the centre of Reading

⁶ http://www.home.co.uk/for_rent/reading/current_rents?location=reading

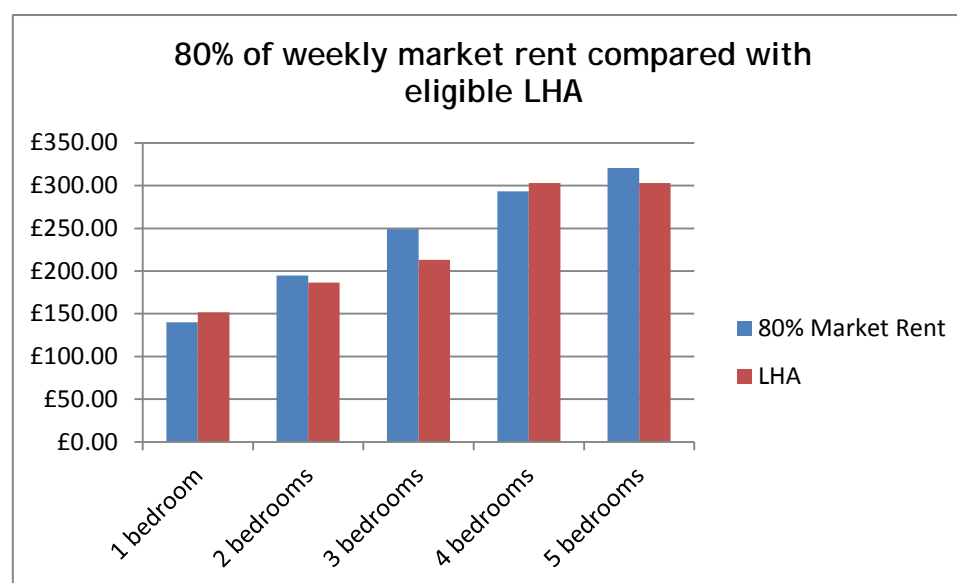
Figure 4 shows the number of social lettings made per year in comparison to the number registered with Homechoice at Reading. The total number of applicants excluding Band F is the number assessed as having a housing need (Bands A-E) and still far outnumbers the number of lettings that are made each year.

The option for Council tenants to buy their home by exercising their Right to Buy' reduces the number of Council owned properties which in turn reduces the number of properties available for re-let.⁷

An option for those wishing to rent from a social landlord is a property with an 'affordable rent'. Registered providers are able to charge affordable rents and these are set at up to 80% of the market rent, however this is not necessarily affordable for households on a low income. Figure 5 details the household income required so that housing costs do not equal more than a third of a household's gross income - this is a commonly used ratio to demonstrate whether there is sufficient income to meet basic needs such as utilities and food expenses after housing costs. Figure 6 compares affordable rent (set at 80%) with the weekly eligible rate of Housing Benefit.

	Market Rent			Affordable Rent (set at 80%)		
	Average ⁸ per month	Average per Week	Income required	Per month	Per Week	Income required
1 bedroom	£759.00	£175.15	£27,600.00	£607.2	£140.12	£22,080.00
2 bedrooms	£1,056.00	£243.69	£38,400.00	£844.80	£194.95	£30,720.00
3 bedrooms	£1,349.00	£311.31	£49,054.55	£1,079.20	£249.05	£39,243.64
4 bedrooms	£1,589.00	£366.69	£57,781.82	£1,271.20	£293.35	£46,225.45
5 bedrooms	£1,737.00	£400.85	£63,163.64	£1,389.60	£320.68	£50,530.91

Figure 5 Market rent and resulting affordable rent (where set at 80%) by property size



⁷ <https://righttobuy.gov.uk/about-right-to-buy/>

⁸ http://www.home.co.uk/for_rent/reading/current_rents?location=reading (September 2015)

Figure 6 Weekly affordable rent (where set at 80% of market rent) compared with eligible rate of Local Housing Allowance (LHA) - October 2014

Homelessness

The Council's Housing Advice Service is responsible for investigating Homelessness applications made under Part VII Housing Act 1996 and the provision of advice and assistance to prevent homelessness. Figure 7 shows the most common reasons for households approaching the Council as homeless to make a homelessness application and demonstrates a significant increase in the last 4 years in the number of households approaching as homeless because they are being asked to leave their private rented housing.

The number of households who are owed a statutory duty for the Council to secure accommodation increased from 80 in 2011/12 to 339 in 2014/15. During 2015/16 there was on average 27 statutory homelessness acceptances made per month. If this level of demand remains the same, without regard to external factors we anticipate that in the year 16/17 there will be 324 households owed a statutory duty of housing. The corresponding impact on access to social housing has caused the proportion of all social lettings to homeless households to increase from 9.5% in 12/13, to 20% in 13/14 and at December 2014 was at 33.8%.

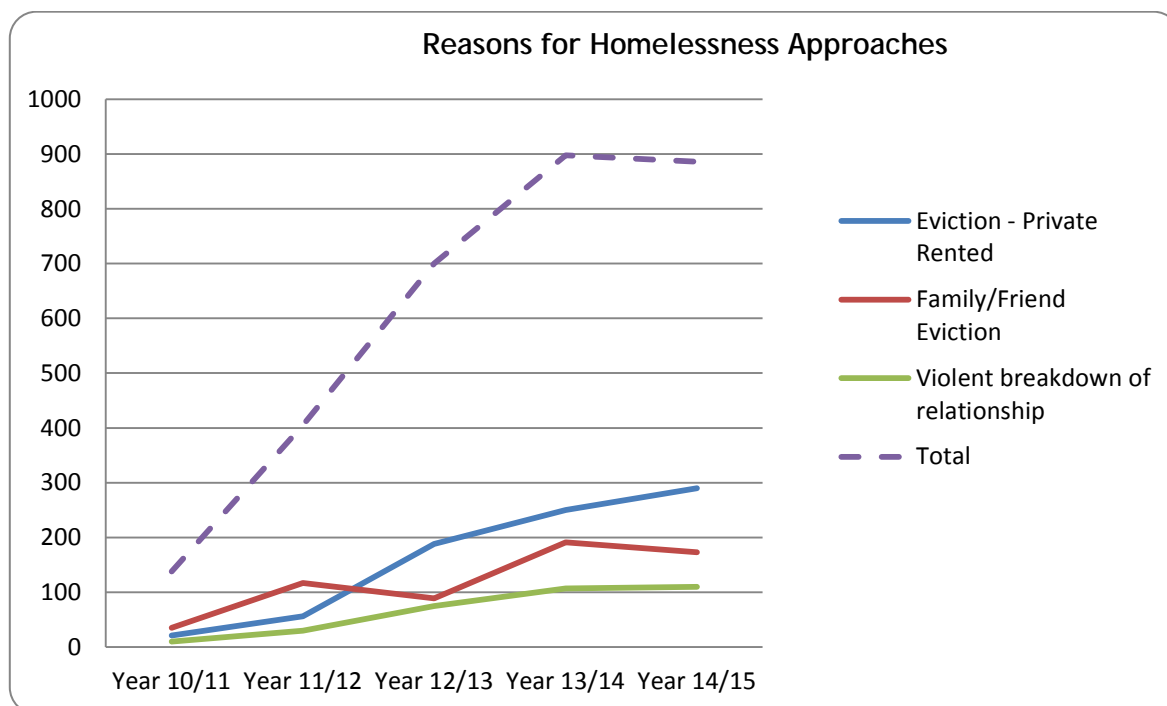


Figure 7 Most common reason for making a homelessness application compared with total number of homelessness applications.

One impact of this increased number of homelessness applications has been a significant increase in the use of emergency accommodation and in particular the number of households living in bed and breakfast (B&B) accommodation. This has

presented new challenges, including having to offer B&B accommodation outside of the Reading borough (resulting in disruption for the households involved in terms of travel to work or school for example) and for maintaining the monitoring of the standard of accommodation used.

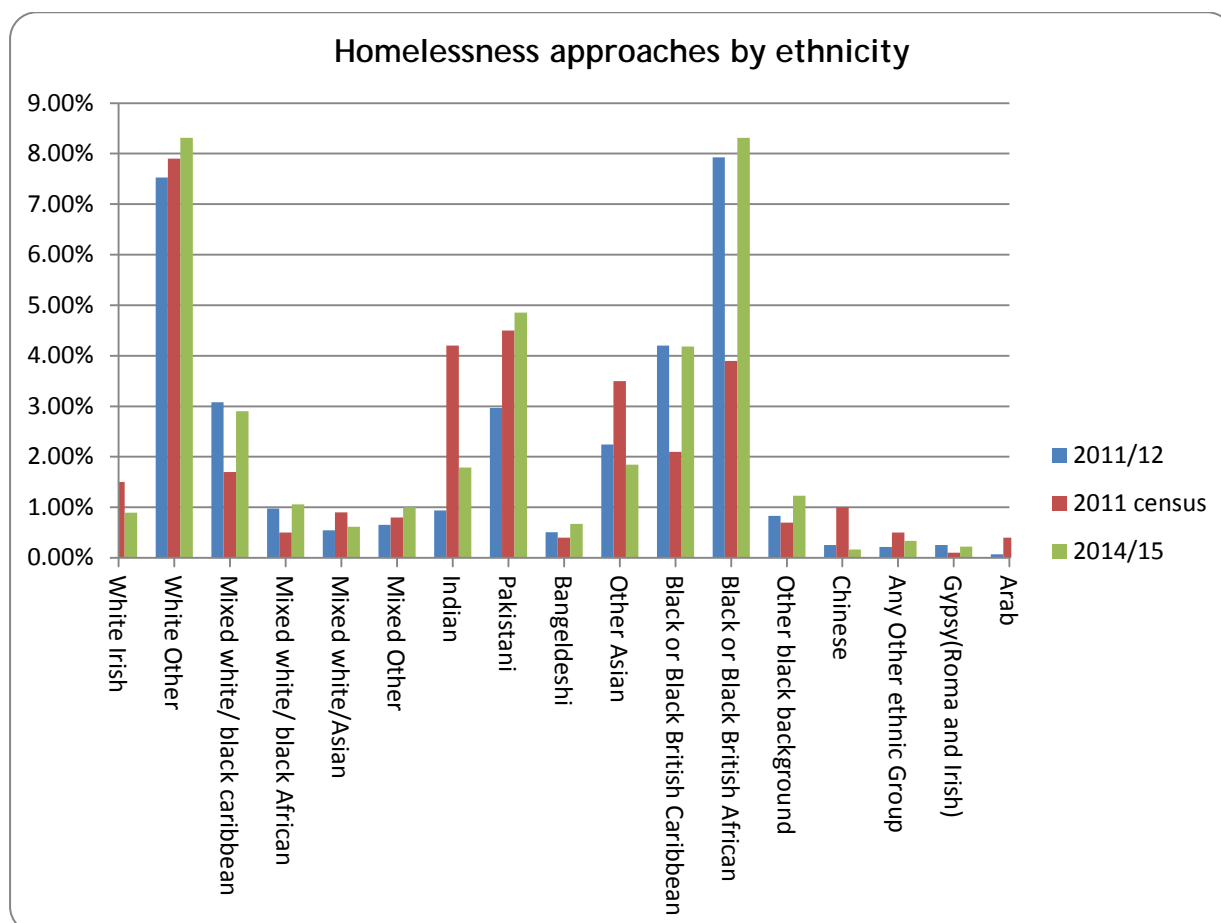


Figure 8 Breakdown of ethnicity in Reading from the 2011 Census in comparison to homelessness approaches by ethnicity in the years 2011/12 and 2014/15 - excluding White British, Unknown and Refused

Reason for homelessness - Eviction from private rented accommodation

As noted above the most common reason for homelessness is eviction from private rented sector (PRS) accommodation. As demonstrated in Figure 3, landlords can secure higher rent levels than those households in receipt of benefits can afford to pay. The amount payable is capped to Local Housing Allowance (LHA) levels, which is only reviewed annually and is not keeping pace with market rates.

Whilst there are high employment rates in Reading, because of the correlation of income to rental costs a sizeable number of working households are also reliant upon benefits to supplement their income in order to pay their rent. In November 2014 28.6% of Housing Benefit claimants living in either private rented or socially rented accommodation in Reading had some earned income. Nationally the number

of LHA claimants in private rented accommodation who are in employment had increased to approximately 556,800⁹ in May 2015 according to the Department of Work and Pensions, an increase of over 100% since the August 2009 figure of approximately 254,100.

Since the publication of Reading's last Homelessness Strategy there have been a number of significant reforms to the welfare benefit system. Those that have had the most significant impact on tenants renting in the PRS include: the introduction of a cap on the total amount of welfare benefits payable (with the excess deducted from the housing element); an increase from 25 to 35 as the age at which most claimants are eligible for a self-contained property; the introduction of Universal Credit (implemented for single people on 21st September 2015), where tenants will have all their benefits paid directly to them in one monthly lump sum.

Universal Credit in particular has caused concerns amongst some landlords nationally that some tenants may find it difficult to manage and prioritise rent payments under the new system. In the current competitive rental market these concerns have contributed to an increasing reluctance for some landlords in the PRS to renew or offer new tenancies to anyone in receipt of benefits.

Reason for homelessness - Family/friend eviction

Homelessness as a result of family and friend evictions has consistently been one of the main reasons for homelessness approaches for a number of years. It represents around 20% of the total homelessness approaches made over the last 3 years. There had been an upward trend in the total number of family and friend evictions that result in a homelessness application being made, however this last financial year has seen a slight decrease in this number.

A common factor leading to family and friend evictions can be linked to the natural expansion of families causing overcrowding; and combined with the increasingly competitive housing market and a build-up of economic pressure within households this can result in homelessness.

Another possible factor to take into consideration in the case of family/friend and PRS evictions could be a perception that the result of a homelessness application will be prioritisation for a social housing tenancy. Social housing is a scarce and desirable resource with demand far outstripping supply; households are understandably desperate to obtain secure, responsibly managed and affordable housing.

This situation risks creating a perverse incentive to households not to address any impending homelessness issue that they may be faced with, potentially inadvertently creating circumstances where households may feel that homelessness is the only chance that there is of being housed in social rented accommodation. Only two thirds of households currently in emergency homelessness accommodation are willing to engage with assistance to resolve their housing situation with offers of private rented accommodation.

⁹ <https://stat-xplore.dwp.gov.uk/>



Reason for homelessness - Violent breakdown of a relationship

Violent relationship breakdown as a reason for homelessness remains a common factor and has shown a significant increase in the last four years. However there is not a corresponding increase in reporting of Domestic Abuse incidents in the borough. Therefore it is felt that the increase in homelessness applications is both as a result of the work that we have already done to increase awareness of housing options and rights for abuse survivors and the reduced overall ability to prevent homelessness by securing alternative accommodation; and this is predominantly due to the pressure on the private rented sector.

Reading Borough Council continues to invest in refuge provision for those leaving their home due to domestic abuse and with 25 refuge places provided in the town Reading has the second highest level of provision in the Thames Valley after Milton Keynes. This has not changed since the previous Homeless Strategy. However refuge provision is not suitable for all households leaving a violent relationship and is not always available which means some are housed in non-specialist temporary accommodation and provided with outreach support. Limitations on this temporary accommodation, combined with the overall pressure on housing supply in the town risk impacting the resilience of survivors leaving a violent relationship.



Progress since the 2008-2013 Preventing Homelessness Strategy

The Homelessness Strategy 2008-2013 established a number of priorities and created a strategic plan of actions for the Council to implement over a 5 year period:

Preventing vulnerable adults from becoming homeless

- ✓ In November 2011 the Council reconfigured our accommodation-based support services to create a 'Homelessness Pathway' (see Appendix Two). By implementing a more effective way of working and better targeting of resource, the number of available beds has increased from 199 to 224 at the same time as reducing the total spend on these services. The Homelessness Pathway has different levels of support to enable homeless people to rebuild their lives and move on into independent living as soon as they are ready. The Pathway describes the journey that service users take through supported accommodation, developing the skills to live independently. The aim of the Pathway approach is to better integrate services to improve outcomes for homeless people, with a focus on personalised progress and recovery.

With 'Access' and 'Move-on' panels coordinating placements in, through and out of provision, the Pathway has led to a consistent approach to service access and support. In the first quarter of 2015/16, 30 individuals were housed into accommodation through the Access Panel.

Since 2013 a pilot project jointly funded by Thames Valley Probation has given the Access Panel a budget for bed and breakfast accommodation. In the first two years this provided 17 and 15 people respectively with emergency accommodation whilst they were waiting for a suitable vacancy in the Homelessness Pathway, so that they are not sleeping rough whilst waiting for a bed and at risk of reoffending, or becoming involved in a dangerous rough sleeping lifestyle.

- ✓ Referrals for floating support services were incorporated into the Homelessness Pathway in April 2013, emphasising the role of housing related support services in preventing homelessness and preventing the need for people to access accommodation services whenever possible.
- ✓ In 2013 an Adult Social Care Housing Panel was created to coordinate housing resources and care packages for adults eligible for social care. 31 people were housed in accommodation more appropriate for their needs in 2014.
- ✓ In 2009 a precariously housed protocol was developed to provide on-going temporary accommodation for vulnerable households with multiple needs who are found to be intentionally homeless but are subsequently positively engaging with all appropriate support services. Five households experiencing

extremely difficult housing situations have been assisted using this option. Of these, one arrangement is on-going and two households had planned moves into more appropriate housing.

- ✓ A Housing Needs Outreach Officer post was introduced in 2010 to establish satellite sessions in the community to increase the awareness of and enable access to Housing Advice services and has created links with community groups across the borough. Regular advice sessions are delivered directly to people using services where there may be corresponding housing issues such as drug and alcohol treatment and for women at risk of offending. The post also provides specialist advice on preventing homelessness to community workers and strategy groups including for sex workers and Gypsies, Roma and Travellers.

Strengthening partnerships to prevent homelessness

- ✓ Working with our partner agencies is integral to preventing homelessness and we have strived throughout the period of the last Homelessness Strategy to improve and maintain effective working relationships and create clear pathways of communication in the interest of preventing homelessness. Housing Services is a core member of a number of multiagency initiatives including with partners in criminal justice as part of integrated offender management and with community safety targeting street based antisocial behaviour such as begging and street drinking; ensuring that housing options and opportunities for the prevention of homelessness are considered as part of holistic support packages.
- ✓ A protocol between the Council's Housing Services and Thames Valley Probation was implemented in 2012; this made provision for a specialist role within the Housing Advice Service and created a named point of contact between both services.

The purpose of this protocol is to reduce homelessness amongst people released from custody and those under probation supervision orders. It aims to ensure there is a joint response between the Council and National Probation Service when working with offenders with a housing issue.

The protocol sets out a common approach to ensure a consistent service is provided across both service areas; with the aim of intervening early in order to prevent homelessness or enabling access to suitable accommodation.

Preventing families and young people from becoming homeless

- ✓ Safeguarding children is everyone's responsibility and we have made - and will continue to make - all efforts to safeguard children.
- ✓ The Young Persons Housing Support Panel was set up as a multiagency panel to agree housing and support options for young people at risk of homelessness with a focus on opportunities for service interventions to

prevent homelessness. The panel is an opportunity for Housing Services and Children's Social Care to take an active approach to access to the two specialist young people's accommodation services provided at the YMCA and Young Parents Project.

- ✓ Housing Services play a key role in attendance at multiagency meetings to identify and offer prevention solutions to families at risk of homelessness.
- ✓ A 'crash pad' was created as a short term assessment bed using a spare room in YMCA. This was successful for some time until a reconfiguration at the hostel meant the room was no longer available. The crash pad became a mechanism to make emergency referrals to the YMCA where there is capacity in the service.
- ✓ The number of 16 and 17 years olds approaching the Housing Advice Service has reduced and currently represent just 3% of the total number of homelessness approaches to Reading Borough Council. This reduction is doubtless in part due to the enhanced partnership approach developed between the Council's Housing and Children's Services and the targeting of preventative services such as the Children's Action Teams and Housing Floating Support services to help families with managing their accommodation and the prevention of homelessness.

Moving people away from rough sleeping

- ✓ Reading Borough Council commissions a proactive street outreach team to engage with rough sleepers and support them into housing and a new three year contract was awarded for his service in January 2014. This service housed over 1,000 rough sleepers between the publication of the last Homelessness Strategy in July 2009 and the end of the last financial year 2013/14.
- ✓ The Reading Street Guide is a colour, pocket-sized guide to available information, support and services in Reading that may be relevant to anyone who is at risk of rough sleeping. It was renewed by the Council in 2011 and has been updated and republished annually since and widely distributed both to service users and advisers.

Preventing homelessness arising from Domestic Abuse

- ✓ The Council commissions and funds the voluntary sector to provide local refuge as well as outreach support to survivors of domestic abuse including households in emergency bed and breakfast.
- ✓ The Sanctuary Scheme has been in place since 2009 and was reviewed and renewed in 2014. The scheme offers another choice for survivors of domestic abuse who wish to remain in their own homes but need some adaptations to make the property safer. Funding is available for additional security measures, from lock changes to ensuring the property has a safe



room, and is one of the options considered by the MARAC (Multi-Agency Risk Assessment Conference).

- ✓ Housing Services is a core member at MARAC and officers in the Housing Advice Service receive specialist training.
- ✓ The Domestic Abuse Housing protocol was reviewed in 2014 to provide a clear and consistent offer from Housing Services to survivors of domestic abuse. Domestic Abuse remains a strategic priority for Reading Borough Council and the Domestic Abuse Strategy is being reviewed and launched early in 2015.

Accessing affordable housing

- ✓ Ensuring a supply of good quality, secure and affordable housing to meet identified local housing needs is a key priority for Reading Borough Council. We have worked to improve housing standards in the private rented sector and all prospective properties for the Deposit Guarantee Scheme are inspected to ensure the appropriate standards are met.
- ✓ Building new Social housing is an important way of increasing the supply of affordable homes - rent levels and the type of tenancy offered are within the Council's control to enable supply to best meet local need. 774 affordable homes have been delivered by Registered Social Landlords since 2008.
- ✓ Occupancy levels within the Council's housing stock have improved by reducing the time taken to re-let void properties - turnaround of Council homes will continue to be a focus through the period of the 2016-2021 Homelessness Strategy.
- ✓ In response to removal of the spare room subsidy a specialist post was created to provide advice and assistance to affected households so that they were in a position to budget effectively and had assistance to move to more affordable accommodation if they chose. The Council has organised two 'Home Swap' events to match under-occupiers with households that are overcrowded.
- ✓ Registered Provider Forums are held regularly to ensure communication and discussion of measures to aid in the prevention of homelessness.



Homelessness Strategy 2016-2021 - Our Priorities

Extensive examination and analysis of demand and trends in the causes of homelessness, opportunities for homelessness prevention, service provision and gaps in services has informed the basis for our priorities for Reading's Homelessness Strategy 2016-21.

A number of workshops with those responsible for delivering the action plan for our previous Homelessness Strategy identified the key areas of focus for an initial round of consultation with key stakeholders via questionnaire. Residents who had used homelessness services were encouraged to contribute through workshops arranged as part of existing service user groups.

A final series of stakeholder workshops and review of the latest available data on homelessness in Reading (and the wider influences on the local situation) has led to the identification of three key strategic priorities for this Homelessness Strategy:

- Increase the use and accessibility of the private rented sector
- Prevent homelessness by supporting people to access housing and to sustain their accommodation
- Increase the range and accessibility of information and advice available to enable people to make informed decisions about their housing situation

We will review the Homelessness Strategy annually so that it is responsive to emerging needs. The accompanying Homelessness Strategy Delivery Plan assigns responsibility and timeframes for actions so that progress can be monitored. Key milestones in achieving the strategic priorities provide a framework to ensure that the Homelessness Strategy and the Delivery Plan are robust.

We will periodically publish an updated Delivery Plan on our website so that stakeholders and residents can see progress and achievements. The Reading Homelessness Forum - once established as one of the actions from this Homelessness Strategy - will share information and target resources so that there is multiagency engagement and a partnership approach to its delivery.

The Homelessness Strategy 2016-2021 will contribute to the service priorities set out in the Council's Corporate Plan 2015-18¹⁰:

- Safeguarding and protecting those that are most vulnerable, and
- Providing homes for those in most need.

¹⁰ http://beta.reading.gov.uk/media/2634/Corporate-Plan-2015-18/pdf/Corporate_Plan_2015-18_FINAL.pdf

Priority One: Increase the use and accessibility of the private rented sector

A quarter of Reading's households live in private rented accommodation. Private rented accommodation affords households choice and flexibility, for example choice of property type or of location to meet work or school travel commitments.

Consultation for this strategy with stakeholders confirmed that a key area of concern was the availability and accessibility of affordable and decent standard private rented accommodation.

Households on a low income face some particular challenges accessing private rented accommodation as the cost of privately renting in Reading has increased. Demand for private rented accommodation locally is fuelled not only by the buoyant economy but also fewer households buying property, the student and young professional markets and households moving out of London to seek more affordable accommodation - all competing with those on a lower income.

The Deposit Guarantee Scheme (DGS) is the Council's service to support residents to access private rented accommodation and prevent homelessness. The Council acts as a tenant's guarantor and will pay the landlord for any damage (beyond fair wear and tear) or rent arrears up to the value of a month's rent. Tenants save for their own deposit during the course of their tenancy so that if they choose to move on they have their own deposit with which to do so. The DGS run successful pre-tenancy training workshops which are delivered to support households to find properties and provide financial advice to help them to maintain their tenancy.

Since 2013 it has become increasingly more difficult to procure new properties for the DGS. The number of new tenancies secured through the DGS has decreased significantly from 456 in 2011/12 to 239 in 2013/14. A consultation with landlords in November 2012 found that 17% of DGS landlords were no longer willing to work with the scheme because they wanted to charge rents higher than those available to tenants claiming Local Housing Allowance.

Eviction from private rented accommodation is now the number one cause of homelessness in Reading. This is also having a significant impact on our ability to prevent homelessness and many more households have to move into emergency and temporary accommodation instead.

We have to increase the use and accessibility of the private rented sector to meet the needs of homeless households.

What we want to achieve:

- Reduce the number of households living in Bed and Breakfast and other types of emergency and temporary accommodation
- Reduce the number of households becoming homeless because of the end of their private rented accommodation



- Enable more efficient move on from the Homelessness Pathway (thus creating opportunities for more people to access supported accommodation)

In order to achieve this we will:

Enhance the Deposit Guarantee Scheme

An initial review of the DGS recommended that changes should be made to build on the strengths of the current scheme to ensure continued viability in an increasingly competitive market, to retain its current landlords and expand the landlord base. We need to make enhancements so that an attractive, sustainable financial product can be offered to landlords through the DGS.

We have developed the scheme to incentivise landlords and make the most appealing offer for landlords and customers and now offer a guaranteed rent product with the aim to increase the supply of DGS properties and enable us to provide more suitable accommodation to meet the needs of homeless households.

The new Rent Guarantee Scheme was re-launched in September 2015, the marketing for which will be further developed, including a stronger web presence, the use of online tools and social media to raise awareness and encourage more landlords to join the scheme.

Over the course of this strategy we will continue to review and enhance this scheme in response to the private sector market and in line with priorities for landlords.

End the homelessness duty by way of a private rented sector offer

The power now exists as a result of the Localism Act 2011 for a Local Authority to bring this duty to an end by a suitable offer of private rented accommodation and household consent for the duty to end in this way is no longer required.

The increase in homelessness has had a significant impact on the overall demand for social housing and the availability of accommodation for households on the Housing Register with other housing needs.

It is planned to explore the option to utilise our discretionary powers to fulfil duties to statutory homeless households through the provision of suitable vetted private rented accommodation through the Rent Guarantee Scheme. This would allow a more flexible approach to meeting local housing demands. By taking this approach we will be able to ensure that homeless households spend as little time as possible in temporary accommodation or bed and breakfast whilst relieving the pressure on the Housing Register.

Any offer of private rented accommodation would be subject to a Suitability of Accommodation Order. In making this offer the proximity to employment, education, support or caring responsibilities will be taken into account. In addition to this, we would ensure the property meets the required standards and is compliant with health and safety regulations. The approach would be subject to

regular monitoring and review in terms of the outcomes for the, often vulnerable, households involved.

Develop a Council Owned Housing Company

To further provide realistic options for households seeking alternative accommodation, Reading Borough Council will investigate the viability of establishing a housing company with a portfolio of properties let within the private rented sector. The company, wholly owned by the Council, will predominately purchase properties which will then be let at a mixture of rent levels. The range of rent levels, include a percentage of properties being let at market value, will enable the company to be sustainable without external financial support being required. A proportion of these properties will be let at Local Housing Allowance levels for the area, thus making them affordable for low income households reliant on Housing Benefit.

These properties will be made available to households in need of support from the local authority to access accommodation via the Rent Guarantee Scheme, and will therefore support both the prevention of homelessness and discharge of the Council's statutory homelessness duty. This will directly reduce the number of households that require temporary accommodation.

Provide additional advice and support to private sector landlords

We currently provide DGS landlords with advice and support in relation to welfare benefits, tenancy agreements and any other issues surrounding the tenancy. We regularly contact and consult with landlords, especially those renting through the DGS and we hold annual landlord forums to provide an opportunity for feedback as well as information sharing on legislative changes.

Whilst our Housing Advice Service already has some capacity to provide private sector landlords with tenancy advice, consultation with landlords has highlighted a need for the advisory service from the DGS team to be extended to all private sector landlords.

We will extend the capacity of the DGS to provide tenancy advice to all private sector landlords with support from the Housing Advice Service. The service will deliver a comprehensive, customer orientated, confidential advice and support service for private sector landlords so that we create and maintain excellent working relationships with private sector landlords in order to raise standards of practice and accommodation and maximise opportunities for preventing homelessness. The service will also develop, support and promote the Council's Housing Services' initiatives in the private rented sector.

We will provide information to private sector landlords on referral mechanisms for floating support services so that tenants at risk of homelessness can be referred for help before a notice to leave is issued.

The DGS has successfully held training sessions for landlords and consultation emphasised the positive response to these sessions. We will arrange further

training sessions for private sector landlords to cover important issues in the sector.

We will improve the provision of advice for landlords and tenants by utilising our website as well as the creation of more factsheets to provide updates on legislative changes.

Inform the private rented market to help meet the needs of all households

The increased need to use bed and breakfast as emergency accommodation has resulted in more households living in accommodation that is unsuitable, for example because they are sharing washing facilities or cooking facilities are shared or limited. We will work with landlords to identify options to convert existing bed and breakfast units into self-contained annexes, particularly for homeless families with children.

We will further expand our offer to private sector landlords to provide advice on the types of accommodation required to meet the needs of all households, including: self-contained nightly accommodation for homeless families; suitable accommodation for young people; and adults with support needs.

Increase the availability of suitable temporary accommodation for homeless households

The use of bed and breakfast for homeless households has increased significantly in the 18 months prior to the publication of this Homelessness Strategy. The use of bed and breakfast is unanimously acknowledged as unsuitable for long periods of time and Government guidance states that they should only be used in an emergency and are unsuitable for young people.

A February 2015 report by the NSPCC in partnership with the Anna Freud Centre¹¹ found that a baby's development can be affected where homelessness accommodation lacks the safety, cleanliness or facilities required by babies in order to thrive.

We will develop alternatives to bed and breakfast accommodation, especially for young people, so that this kind of accommodation is only ever used in an emergency. We will explore all options for increasing the available units of paid nightly self-contained accommodation and temporary accommodation. We will work with private rented sector landlords to help ensure vacancy availability and ensure standards are high. We will ensure that temporary accommodation options explored will take into account the needs of households with disabilities.

In particular we will:

- **Explore options to provide additional temporary accommodation through private sector leasing**

¹¹ <http://www.nspcc.org.uk/globalassets/documents/research-reports/all-babies-count-unstable-start.pdf>

In order to add to the existing pool of available temporary accommodation we will explore options to procure leased accommodation from the private rented sector to meet the needs of homeless households. Landlords could be offered short term leasing options (3 - 5 years) where the Council will provide all property management functions.

It is intended that this will complement existing schemes by providing an alternative option to landlords who may wish to let their property without significant involvement, whilst allowing the local authority to increase the market from which we are able to procure property.

➤ Develop additional units of temporary accommodation

To further support the objective of reducing the use of Bed and Breakfast units, additional temporary accommodation will be developed. Reading Borough Council will look to utilise suitable sites that it owns to directly develop suitable temporary accommodation. Opportunities to support and or work with partners in the community to bring appropriate facilities on-line will also be explored. This will include the potential use of units constructed off site due to their lower construction costs and faster development process.

For all options, wherever possible we will endeavour to secure temporary accommodation within Reading to limit the impact of having to move outside of the borough. In line with guidance¹² from the Department for Communities and Local Government, we will take into account the need to minimise disruption to the education of young people, particularly at critical points in time such as leading up to taking GCSE (or their equivalent) examinations, when discharging our temporary accommodation duty to homeless households with children. The Council will continue to work with all other services involved with a family, and in particular schools, to sustain attendance and maintain children's attainment in education.

Support mobility

In some situations households want to explore housing options outside of the Reading borough area - this could be to move closer to support networks, for work opportunities or to an area that is more affordable for them.

We will discuss opportunities with households if they want to move to another area, we will help them to apply for financial assistance and provide advice to support a household's choice to move out of the borough. We will help ensure that a household's decision to move is sustainable by advising and assisting access to local Council, employment and other support services.

Utilise Discretionary Housing Payments to prevent homelessness

¹²

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/270376/130108_Supplementary_Guidance_on_the_Homelessness_changes_in_the_Localism_Act_2011_and_on_the_Homelessness_Order_2012.pdf



Discretionary Housing Payments (DHP) may be awarded in addition to any welfare benefits when the Council considers that a claimant requires further financial assistance towards housing costs. Housing costs includes rental liability, rent in advance, deposits and other lump sum costs associated with a housing need such as removal costs.

The Government contribution towards DHP decreased from £526,806 in 2014/15 to £359,568 in 2015/16 and given the reduced funding environment there is the risk that this could reduce further in the future.

We will continue to facilitate and monitor DHP as a measure employed to prevent homelessness. We will promote the use of DHP to encourage applications to support move on from Homelessness Pathway and temporary accommodation.

Working to improve standards in the private rented sector

Many homes in the private rented sector (PRS) provide good quality housing which is managed well by landlords and agents. However, in some cases, the sector can be seen as offering poor security of tenure which is managed poorly.

The Council has set out an approach to work to improve standards in the PRS where needed through education, partnership and where necessary enforcement. An action plan has been developed to enable the delivery of this approach, including a draft PRS Charter, which aims to build a common understanding of values, standards and requirements for the rental sector. Housing Services will work alongside Regulatory Services to help deliver the action plan.



Priority Two: Prevent homelessness by supporting people to access housing and to sustain their accommodation

Our consultation with stakeholders and service users told us that some people not only struggle with the skills they need to manage their accommodation, but also need extra support to access the services that are available to help them to do so.

We recognise that securing and successfully sustaining accommodation is more difficult for some and that appropriate housing can provide a vital platform for people with additional needs to engage with the help and support they want and to progress in all aspects of their lives.

We already invest significantly in the provision of homelessness prevention and support services for vulnerable people, including the commissioning of over 200 bed spaces in the Homelessness Pathway, a rough sleeper street outreach team and floating support to prevent homelessness in the community. This is in addition to our own very proactive approach to money and debt advice support for Council and Deposit Guarantee Scheme tenants or any other residents at risk of homelessness.

We need to continue to expand and embed our work with partner organisations in order to secure an offer of accessible and personalised support to vulnerable households who are homeless or at risk of homelessness.

To succeed in this objective we have to raise the profile of these households and the opportunities and benefits for statutory, commissioned, voluntary and community services to identify and engage with them.

What we want to achieve:

- Reduce the number of people who are newly identified sleeping rough
- Reduce the number of formerly homeless people returning to rough sleeping
- Reduce the number of households living in emergency and temporary accommodation - especially bed and breakfast
- Increase the stability of accommodation for households with additional needs
- Reduce the number of families found to be intentionally homeless

In order to achieve this we will:

Coordinate services for residents with multiple needs and/or exclusions from services

We know that there are some people in Reading who have experienced repeated homelessness and have had ineffective contact and engagement with support services. Housing and homelessness services cannot address this alone, rather the inability to sustain accommodation is usually one symptom of experiencing a number of other problems at the same time, including problematic drug and alcohol use, unemployment, mental ill health and offending; and these problems



are often related to childhood and domestic abuse, bereavement and other traumatic life experiences.

There are a number of very successful multiagency panels, case management groups, forums, case conferencing and escalation processes in Reading (see Appendix 1). We know that some households might be supported by a number of these at the same time and that there are more opportunities to develop the overall strategic monitoring of needs and trends through these meetings. We will carry out a review exercise of these meetings including mapping the access, escalation routes and ownership so that households involved with a number of services receive a consistent approach.

Often the first contact with Housing services is when a person is already homeless, or sleeping rough, or when a family's difficulties in their current accommodation have become intractable.

We will continue to develop a coordinated approach with our partners in the drug and alcohol, criminal justice, employment, health and other services to identify vulnerable households at risk of homelessness and intervene with an offer of personalised support from the most appropriate services.

We will promote innovation and best practice in tailoring services for vulnerable households. We will use outcomes and learning from our local initiatives such as the Priority Treatment Group and the Personalisation project. Working within the commissioning cycle we will introduce Psychologically Informed Environments¹³ in all of our homelessness support services.

We will develop our monitoring activities, including on the reasons why people sleep rough and why families are found to be intentionally homeless, and identify opportunities for early intervention and support. We will use outcomes from this support to review the service offer for vulnerable people and ensure that our services are accessible and planned and developed so that they meet the needs of residents with multiple needs.

Improve support pathways for victims of domestic abuse

Commissioned by Reading Borough Council, support is currently provided by Berkshire Women's Aid (BWA) for survivors to access refuges, find alternative accommodation or remain in their own home. Protocols between BWA and the Council's Housing Advice Service ensure that this support is available to everyone who approaches Reading Borough Council for housing as a result of Domestic Abuse. A key objective in the draft Reading Borough Council Domestic Abuse Strategy is to ensure that all referral pathways are clearly mapped and promoted to all services.

In order to provide effective support, the Council has continued to make significant investment in refuge and outreach provision to ensure that victims can be made safe immediately following identification and any disclosure of Domestic

¹³ <http://www.rjaconsultancy.org.uk/PIEconcept.html>



Abuse. As part of our commissioning cycle, and to understand the demand and pressures for this service, we will review the current provision to ensure the right resources are in place and that we continue to provide a service that meets the needs of Reading residents.

We will continue to support and enable survivors of domestic abuse to remain in their own homes where it is safe and they choose to do so. We will continue and monitor use of the Sanctuary Scheme, providing additional security measures so that a household can return or remain at home.

This work links to the Domestic Abuse Strategy for Reading 2015-2018¹⁴.

Develop new partnership arrangement and joint working protocols with the new probation structure, to ensure the needs of offenders are met

In March 2013 the Ministry of Justice announced a programme of reform to the National Probation Service, *Transforming Rehabilitation*, making fundamental changes to how offenders are managed in the community. A key element to this programme is the introduction of Community Rehabilitation Companies (CRCs) to take over elements of responsibility from the statutory body, the National Probation Service (NPS), creating two organisations.

We have an effective protocol with Thames Valley Probation which we will renew and develop to create a new joint working protocol with both the NPS and the CRC. We will establish clear and effective pathways of communication and service access to ensure the housing needs of offenders are taken into account. The protocol with Thames Valley Probation secures that offenders who are stable and able to sustain their own independent accommodation can access the Rent Guarantee Scheme outside of some of the usual access criteria and we aim to continue this arrangement with NPS and the CRC. The protocol will be reviewed at least annually and contain mechanisms to monitor housing and reconviction outcomes.

Transforming Rehabilitation introduced measures to extend supervision of offenders to those receiving short term sentences, increasing the number of individuals being supported by the NPS and CRC on release from prison. We will use this as an opportunity to work closely with our partners across the Criminal Justice System to reduce the risk of homelessness for short term prisoners.

The new supervision arrangements only apply to offences committed after 1st February 2015 so at the time of writing it is not yet clear what the level or type of need will be for homelessness prevention activities. We do know that in July 2014 just under a third of those subject to Probation supervision had accommodation identified as a criminogenic need and short term prisoners are at risk of not being able to return to where they were staying and homelessness on release. The CRC will monitor numbers of offenders and instances of homelessness and review these in partnership with the Council's Housing Services.

¹⁴http://www.reading.gov.uk/media/4335/Domestic-Abuse-Strategy-Nov-2015/pdf/DA_Strategy_final.pdf - 18/pdf/Reading's_Draft_Domestic_Abuse_Strategy_2015-18.pdf

We will develop links with the provider responsible for assessing short term prisoners at HMPs Bronzefield and Bullingdon so that any housing issues are identified early on and appropriate advice and guidance can be provided.

Develop the coordination and availability of services for people at risk of homelessness due to financial difficulties

We deliver and fund a number of Council and community based services to support people with financial difficulties, including a Money and Debt Advice service based in the Council's Housing Services and available cross-tenure to anyone who is at risk of homelessness.

As the Government makes fundamental changes to the welfare benefit system, including the introduction of Universal Credit, we have to be increasingly aware and proactive in mitigating the connection this could have with homelessness.

We will consider the scope of available budgeting advice and test if there are any gaps in the type of advice and information available, its accessibility and scope. In partnership with all other providers of money advice we will promote these services to residents, landlords and other stakeholders.

Implement a new floating support service to prevent homelessness

'Floating support' is support delivered in people's own homes and in the community, to help residents to sustain their accommodation through developing their capacity to live independently. This can include support to manage money and reduce debt, get help for drug and alcohol problems or access employment, education and training opportunities.

We have already introduced two multiagency access points for floating support services (one for single people and one for families) in order to monitor level and type of need, prioritise resources, monitor outcomes and identify and share best practice. We have used the learning from this to implement the new service, reducing the number of providers from three to one.

Wherever possible the service will enable residents to remain in their own homes and gain the skills required to sustain their tenancies effectively into the future. In order to maximise the number of people who can access this support, the service will offer classes, workshops and group work covering activities such as accessing private rented sector accommodation and tenancy sustainment.

Volunteers, including peer mentors, will add capacity to the service whilst contributing skills and knowledge from personal experience, flexibility in working practices, dedication and empathy. The service will develop a network of peer mentoring, support and peer-led activities and promote a culture of value in the benefits to volunteers and beneficiaries of peer involvement in service delivery.

The implementation has included publicity of the aims and remit of the service with statutory and voluntary services, social and private landlords and Reading

residents at large. Protocols have been put in place with key partners including health and criminal justice services in order to secure that referral processes and information sharing are clear and robust.

Continued development of the service and will be a key achievement for the new strategy.

Supporting Troubled Families to sustain suitable accommodation

The Troubled Families programme was launched in 2012 with the aim of supporting 120,000 families nationally by May 2015. To be eligible to enter the programme, families had to meet three of the four criteria:

1. are involved in youth crime or anti-social behaviour
2. have children who are regularly truanting or not in school
3. have an adult on out of work benefits
4. cause high costs to the taxpayer

Reading Borough Council is on track to achieving improved outcomes for all 345 families supported in Phase One of the programme. From 2015 the scheme is being expanded and funding made available for a further 400,000 families nationally, equating to a further 1,220 Reading families.

A key area of activity for Phase Two of the programme will be the sustainment of suitable accommodation for families who are homeless or living in temporary accommodation.

Improve coordination with Registered Providers regarding those at risk of Homelessness

In addition to approximately 7,000 Council homes there are just under 4,000 social housing properties within Reading managed by over 20 different Registered Providers. Along with Reading Borough Council these Registered Providers are landlords to many of the most vulnerable individuals and families living in the town, and many families on a low income. Therefore it is critical that we work closely with Registered Providers to ensure that all social landlords in the town work together in partnership to prevent homelessness.

We will continue and develop the 'Registered Provider forum' that is facilitated by Reading Borough Council in order to share best practice. In addition we will set up clear protocols with relevant Housing Management Teams so that referrals to the Council's Housing Advice Service are completed for any social housing tenant at risk of homelessness. This will ensure that the Registered Provider, as well as the tenant, has access to timely advice and support as to how to prevent a household from losing their accommodation.

Renew the current Access Panel and Homelessness Pathway processes

The Homelessness Pathway and Access Panel have resulted in an increased opportunity to monitor our commissioned services to ensure consistency of

support, value for money, measureable outcomes for customers and to implement service improvements.

Partly as a result of the success of these arrangements in offering accommodation and support to single homeless people, the Access Panel receives many more referrals than there is available provision. An average 24 individuals are referred for support every month and on average 10 of these are offered accommodation. One effect of this is an increase in the time that individuals who are in housing need have to wait for a suitable vacancy, potentially affecting the stability in other aspects of their lives.

We will review the Access Panel process and develop existing monitoring information so that there is a clear service offer available for the most vulnerable single homeless people, including rough sleepers. The review will take into account the value for money and level of performance of current commissioning arrangements. We will explore opportunities to offer a service in line with the principles of *No Second Night Out*¹⁵. We will review the available provision for those who are found newly rough sleeping and the viability of adapting existing resource for use as emergency or ‘assessment’ beds so that an effective local approach is in place to tackle and prevent rough sleeping.

In order to do this we also have to address the level of demand and whenever viable we will use our support resource to prevent or by securing other statutory or community support. This will include the consideration of joint commissioning options.

In 2016 we will deliver a commissioning strategy for the accommodation-based services in the Pathway to inform the next phase of development for these services, including how to provide effective services for homeless people with multiple needs and readiness for any further changes to welfare benefit payments, including the position on exempt housing benefit. We will review national and local best practice to ensure that the support and provision type and availability are suitable for females, couples, those with limited mobility and people with dogs.

Consider breadth of housing support services and pathways available for young people

We have already begun a joint project between the Council’s Housing and Children’s Services to review housing and support provision for 16 and 17 year olds. Feedback from the consultation on this Strategy confirmed that some stakeholders see a need for a more diverse provision for this group. Because of their vulnerability or other special requirements not all young people are able to engage successfully in existing services. Arrangements for young people leaving care will also form part of this work.

The Council’s Housing Services will continue to work closely with Children’s Services and regularly review the Protocol for assessing and meeting the needs of homeless 16/17 year olds and further reduce the number of young people who

¹⁵ https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/6261/1939099.pdf



become homeless and ensure that it remains compliant with the G. vs Southwark judgement. The Council will ensure that whenever possible there is an alternative to bed and breakfast accommodation in instances where homelessness cannot be prevented and will undertake to ensure that in any case bed and breakfast is not used for 16 and 17 year olds.

The Council will carry out a cross service review of the existing Young Persons Panel to ensure it is effective and is achieving positive outcomes for young people.

Establish a Reading Homelessness Forum

We will establish a Reading Homelessness Forum to share information and target resources and so that there is multiagency oversight and engagement and a partnership approach to the delivery of this Homelessness Strategy.

The forums will be regular and inclusive and reflect the diversity of services and service users and include: partners in statutory services such as social care, probation and health; providers and commissioned services; voluntary, community and faith based organisations.



Priority Three: Increase the range and accessibility of information and advice available to enable people to make informed decisions about their housing situation

Homelessness legislation places a general duty on housing authorities to ensure that advice and information about homelessness, and preventing homelessness, is available to everyone in their district free of charge¹⁶.

We know that if residents have access to the best information and advice so that they can make informed choices at the right time, then homelessness can be prevented. We have to make sure that this information and advice is accessible to all, available across appropriate media and is current and relevant.

We will contribute to wider Reading Borough Council strategic documents to ensure that consideration is given to actions that support the prevention of homelessness.

The Care Act 2014 requires local authorities to ensure that information and advice to prevent or delay the need for social care or support is available in the right format, gives choice and control and is accessible for the whole population; the activities under this priority will help meet this duty and identify residents who are not currently using social care services to whom the new 'wellbeing principle' is especially relevant. The provision of information and advice to secure or sustain appropriate housing can be vital in order to prevent or delay the need for social care.

What we want to achieve:

- Reduced number of approaches to the Council's Housing Advice Service at the point of a housing crisis
- Fewer households living in emergency and temporary accommodation

In order to achieve this we will:

Refresh the information available on homelessness and provision of personalised housing advice on the Reading Borough Council website

We will introduce a personalised online response for applicants to Homechoice at Reading, providing enhanced housing options. Applicants will be referred to other online resources and receive written advice on their housing situation, including rights and responsibilities in the private rented sector and adjusting to any impacts from reforms to the welfare benefit system.

We will work with our customers and stakeholders to test and evaluate the form and type of information we make available online about housing options and homelessness to ensure excellent customer journeys. Our aim will be to enable access to accurate information so that residents are able to make positive choices

¹⁶ Homelessness Code of Guidance (2006) Department for Communities and Local Government

about their housing before there is any risk of homelessness. We will keep the Reading Services Guide¹⁷ up to date with information on homelessness services.

We will support the objectives of our Digital Strategy 2013-16¹⁸ by developing our online housing advice so that we minimise avoidable contact and duplication of information requests and we maximise the speed, efficiency and quality of customer service delivery.

We will promote access to community resources such as libraries where internet access is available for homeless people without access to a computer.

Ensure information regarding homelessness is available at sufficient and appropriate locations across Reading

A key theme that emerged from consultation with residents that had previously used homelessness services was the difficulty they had in finding information about the support available either before or during a housing crisis. Many felt that if this information had been more widely available, and it was made clear that people can access support before they were to become homeless, this would have had a significant impact on their situation and may have prevented them from losing their accommodation.

We will work with key statutory and voluntary partners in the town such as offender services and homelessness support services to ensure that those that they work with have access to information about the support available to people. The literature available will be reviewed and tailored to the locations to ensure that it meets both the clients and the service's requirements, for example information designed specifically for young people. A systematic campaign regarding publicity of available support services will then be developed and supported by additional training for agencies that may advise clients face to face or online.

Prioritise availability of outreach activity for vulnerable residents most at risk of homelessness

One outcome of our Preventing Homelessness Strategy 2008-2013 was the creation of a Housing Needs Outreach post delivering housing advice in the community. This service is still very effective at engaging with residents who are at risk of homelessness but are less likely to choose to access statutory services, including vulnerable women at risk of offending and people with drug and alcohol problems.

The Outreach post also acts as a 'community contact' and point of access for Housing Services for a number of community groups, including through the Indian and Pakistan Community Centres, the Nepalese and Polish communities and the West Indian Women's Circle. As demonstrated in Figure 8 above however, some BME groups are still over-represented in Reading's homelessness figures.

¹⁷ <http://servicesguide.reading.gov.uk>

¹⁸ *Digital Strategy 2013-2016* (2013) Reading Borough Council/Socitm Ltd



We will develop our outreach activity to raise awareness of the needs of the BME community and prevent homelessness by ensuring the provision of culturally sensitive housing advice and information. We will work with community and voluntary groups to promote and support the establishment of “community champions” where appropriate or similar networks of peer-led advocacy, linking in to existing community development services.

In addition we will expand the provision of pre-tenancy training delivered by the Rent Guarantee Scheme to households that may not be eligible for the Scheme.

There are a significant number of households in Reading who may be supported with accommodation by Social Care teams as they do not qualify for housing assistance. We will work in partnership with social care to target intentionally homeless households and those with otherwise limited Housing options, to develop the skills and knowledge to resolve their housing issues.

Proactively contact those that we know might be at risk of homelessness

One tranche of our response to mitigating any negative impacts of welfare reform on homelessness has been the creation of specialist posts to identify and support specific households. Those impacted by the change to the shared room rate, the benefit cap and the removal of the spare room subsidy have been contacted and offered personalised advice and information.

We will continue to closely monitor the impacts of current and any future changes to the welfare benefit system, including, further reductions to the cap of overall benefits and be proactive in ensuring that support is available for any vulnerable households who may be at risk of homelessness due to national changes to the benefits system. We will work closely with partners in JobCentre Plus and local employment and financial support services to mitigate the impact of welfare reforms.

We will continue to offer personalised advice and referrals (for example for budgeting advice or employment support) for those impacted by the benefit cap and prioritise those who have the highest deductions to their benefit payments.

We will review and trial initiatives to support mobility for social housing tenants who are under-occupying their homes - including our ‘home exchange’ events to promote and facilitate mutual exchanges - reducing the risk of tenants getting into arrears or their housing costs becoming unaffordable.

Ensuring effective and accurate information is available for people being discharged from hospital to prevent homelessness

Patients who are discharged from hospital as homeless without appropriate support and advice are at risk of continued health problems and in particular for those who rough sleep this is a factor in repeat admissions. The key to preventing vulnerable people from being discharged from hospital as homeless is through identification at



the point of admission. This involves robust information sharing and clear advertising of the Housing Advice Service.

We will create a discharge protocol with both Prospect Park Hospital and Royal Berkshire Hospital, focusing on mechanisms for hospital staff to notify the appropriate services at the point of the admission that a person is homeless, by detailing clear pathways for service access. We will monitor homeless discharges and review the resources required to coordinate these.

Meet the criteria for the Gold Standard for the Housing Advice Service

The Gold Standard has been set by the Government as a set of standards for a Housing Advice Service “to help stem future increases in homelessness and rough sleeping by encouraging local authorities to deliver comprehensive preventative services for all clients - not just the families and very vulnerable individuals who would otherwise be owed a statutory duty”¹⁹

We have pledged to work towards achieving the principles of this standard and will undertake a review of our Housing Advice Service to highlight any areas which require development and will implement service improvements as a result.

We will continue to focus on increasing the quality of the advice available from our Housing Advice Service, including by conducting formal case reviews.

Work in Partnership with Adult Social Care and other services to provide targeted advice for older people living in poor quality accommodation

As part of Reading Borough Council’s response to the enhanced Advice and Information requirement detailed in the Care Act 2014, Adult Social Care has reviewed the information currently available to Older People. It is important that information about Housing Services is included and the Reading Services Guide²⁰, Reading Borough Council’s directory of services, will be updated to ensure that this information is available and accurate.

In addition the assessment process for eligibility for Adult Social Care is changing and will include discussing with all clients what information has been shared with them and what other services they have been referred to. This discussion will be documented and additional training for Adult Social Care staff will be offered to ensure that this discussion includes advice and information that the client may require about their housing situation.

This will complement the existing process we have in place with partners and services within the Council that lead to referrals to housing services. A critical referral pathway runs from and to Reading’s Winter Watch scheme. Winter Watch provides practical support and advice to vulnerable residents in Reading who need assistance to make sure they live in homes that are warm and fuel efficient and the support offers include:

¹⁹ <http://home.practitionersupport.org/content/>

²⁰ <http://servicesguide.reading.gov.uk/kb5/reading/directory/home.page>



- Home energy checks
- Draught-proofing
- Access to grants for insulation
- Provision of heaters and bedding
- Emergency payments

Winter Watch focuses on older and disabled residents, and due to the home visits that form part of the support officers often identify high risk situations and will continue to act as a conduit for Adult Social Care clients accessing housing services, as well as making referrals to Adult Social Care for support.

Officers within the Housing Service will also continue to be trained on the support available from Adult Social Care to ensure referrals are made for assessments and support for homeless adults with social care needs.

Homeless Strategy Delivery Plan

The accompanying Homelessness Strategy Delivery Plan assigns responsibility and timeframes for actions so that progress can be monitored. Key milestones in achieving the strategic priorities provide a framework to ensure that the Homelessness Strategy and the Delivery Plan are robust.

Progress on Reading Borough Council Homelessness Strategy delivery plan will be monitored quarterly by RBC Housing Management Team.

We will review the Homelessness Strategy and action plan annually so that it is responsive to emerging needs, this will be carried out by the Reading Homelessness Forum, once established, to ensure multiagency engagement and a partnership approach to its delivery.

Post review we will publish an updated Delivery Plan on our website so that stakeholders and residents can see progress and achievements.

Appendix One Existing multiagency meetings responsible for strategy or case management for people who may be homeless or at risk of homelessness

Name of meeting	Services represented	Remit
Access Panel	<i>Housing Needs</i> Homeless Pathway providers; Community Rehabilitation Company	Access to general needs housing related accommodation-based and floating support services for single people
Young Persons Housing and Support Panel	<i>Children's Services</i> Children's Commissioning; Youth Offending Service; Housing providers; Housing Needs; Young Persons Drug Services (Source); Young Persons Employment and Training Service (Adviza)	Prevention of homelessness for under 18s and access into Young Persons supported accommodation
Move On Options Panel	<i>Housing Needs</i> Homeless Pathway providers	Move on from Homeless Pathway accommodation
Family Housing Support Panel	<i>Housing Needs</i> Children's Action Teams Floating support providers	Access to housing related floating support for families
Priority Treatment Group	Housing Needs DAAT Antisocial behaviour team Iris Street Outreach Team	Coordinated support to access services for individuals with multiple needs
Integrated Offender Management (IOM)	<i>Police/Probation</i> Housing Needs Iris RAHAB Youth Offending Service	Discussion and information sharing about individuals identified as prolific priority offenders
Multi-Agency Public Protection Arrangements (MAPPA)	<i>Police/Probation</i> Safeguarding Adults Children's Services Housing Needs Youth Offending Service JobCentre Plus	Discussion and information sharing about high risk offenders
Street Population Group	<i>Community Safety</i> Accommodation-based and floating support providers Street Outreach Team	Discussion, information sharing and target resources for those most prolifically involved in street-based antisocial

	Iris Housing Needs Police	behaviour
Street Workers Action Group	<i>Community Safety</i> Street Outreach Team Iris Housing Needs RAHAB Alana House Police	Discussion, information sharing and target resources for sex workers
Multi-Agency Risk Assessment Committee (MARAC)	<i>Police/Probation</i> Safeguarding Adults Children's Services Housing Needs Berkshire Women's Aid	Discussion and information sharing about individuals identified as being at high risk of domestic violence
Team Around The Child	Children's Services Plus any services linked to the child or family	Action plan to best engage a child or family with highlighted problem areas
Risk Enablement Panel	<i>Adult Safeguarding</i> Adult Safeguarding Any services linked to the person	Safeguarding concerns with individuals with multiple high level needs
Adult Social Care Panel	<i>Personal Budget Support Team</i> Adult Social Care services Adult Social Care Commissioning Housing Needs	Accommodation options for those with eligible for Adult Social Care needs
Case Conferences - various	Any lead agency Any services linked to the child, family or adult	Action plan to best engage a child, family or individual with highlighted problem areas
Child Protection	<i>Children's Services</i> Any services linked to the child or family	Action plan to best engage a child or family with highlighted problem areas
Troubled Families	<i>Children's Services</i> Any services linked to the child or family	Action plan to best engage a child or family with highlighted problem areas
Safeguarding Core Groups	<i>Adult Safeguarding</i> Any agencies/services linked to the person	Safeguarding concerns with individuals who are identified as a vulnerable adult.
Care Plan Approach Meetings	<i>Community Mental Health Team</i> Community Mental Health Team	Agree and update Care Plans



	Any services linked to the person	
Management Transfer Panel	Tenant Services Housing Needs Community Safety	Review referrals for management transfers within the Council's housing stock
Integrated Review Panel	DAAT Iris Housing Needs	Funding for residential drug and alcohol rehabilitation



Reading's Homelessness Strategy 2016-2021 Delivery Plan

Objective	Action	Lead Responsibility	Partners	Measure	Timescale
Enhance the Deposit Guarantee Scheme	Re-launch the revised 'Rent Guarantee Scheme' and develop marketing	Housing Needs	Media & PR	Increased supply: Numbers of DGS properties procured	September 2015 & regular review
	Continued development of guaranteed rent product for landlords	Housing Needs	Finance, Legal	Landlord and tenant satisfaction Tenancy sustainment	Ongoing
Optimise the use of the private rented sector for accommodating homeless households	Provide a Private Sector Offer for Homeless Households	Housing Needs	Legal, Finance, Property Development	Reduction in % of Part 6 offer for homeless households	January 2016
	Implement policy of Private Sector offer			Numbers of PRS offers made	
	Establish a Council owned Housing Company, letting private rented sector properties	Service Development	Finance, Legal, Housing Needs	Company established Properties procured/let	Target - Summer 2016
Provide additional advice and support to private sector landlords	Create a landlord advice function in Housing Needs Services	Housing Needs		Number of cases where homelessness prevented Improved standards of accommodation Landlords informed re: Universal Credit/welfare reforms	May 2016
	Arrange further training	Housing Needs	JobCentre Plus	Numbers attending	Summer 2016 then



	sessions for landlords			forums/training Feedback from landlords	quarterly
	Develop provision of advice online and factsheets	Housing Needs	Environmental Health	Availability of information	Summer 2016
Inform the private rented market to help meet the needs of all households	Provide advice to landlords on types of accommodation required to meet need	Housing Needs	Regulatory Services	Suitable options for homeless households Reduce use of B&B	December 2015 then regular engagement
Increase the availability of suitable temporary accommodation for homeless households	Explore options to increase availability of self-contained units for emergency accommodation, including options for use of RBC land and resources and partner resources	Housing Needs		Options appraised Number of suitable units acquired	Autumn 2016 (first site provided)
	Explore option to procure short term leased accommodation from the private sector (STLs) or a framework agreement with letting agents to procure/manage on behalf of LA	Housing Needs	Finance, Legal	Options appraised; product developed Numbers of additional units of temporary accommodation	March 2016
Support mobility	Develop package of support and advice for people who are homeless or threatened	Housing Needs	Relevant local Council and other services	Pro forma for out of area moves	July 2016



	with homelessness who wish to move to another area				
	Introduce quota queue for out of area applications for social housing	Housing Needs	Registered Providers	Review annually to check provision required to satisfy quota	April 2016
Utilise Discretionary Housing Payments to prevent homelessness	Promote use of DHP to prevent homelessness	Housing Needs/Homelessness Forum	Voluntary, community and other support services	Distribute criteria	September 2015 On-going throughout period of Strategy
Working to improve standards in the private rented sector	➡ Links to Regulatory Services' PRS Action Plan	Regulatory services			
Outcome	Action	Lead Responsibility	Partners	Measure	Timescale
Coordinate services for residents with multiple needs and/or exclusions from services		Housing Needs	ASC CSC Health NPS CRC Drug/alcohol treatment	Referral mechanisms and governance mapped and agreed	January 2017
		Housing Needs/Adult Social Care	ASC Health NPS CRC Drug/alcohol treatment	Options for approach agreed	January 2017



	Promote innovation and best practice in tailoring services for vulnerable households	Homelessness Forum	Homelessness Forum	Best local and national practice reviewed	November 2015/on-going throughout period of Strategy
	Introduce Psychologically Informed Environments into Homelessness support services	Housing Needs	Providers	PIE introduced for appropriate services	2017/18 & continues via commissioning cycle
	Develop monitoring activities, including on the reasons why people sleep rough and why families are found to be intentionally homeless	Housing Needs	Street Outreach Team Children's Services	Opportunities for early intervention and support services are accessible and developed so that they meet the needs of residents with multiple needs	Autumn 2016
Improve support pathways for victims of domestic abuse	Map referral pathways and publicise	Domestic Abuse Strategy Steering Group		➡ Links to Domestic Abuse Strategy	
	Review the current provision to ensure the right resources are in place	Domestic Abuse Strategy Steering Group		➡ Links to Domestic Abuse Strategy	
	Monitor usage of sanctuary scheme	Domestic Abuse Strategy Steering Group	Housing Needs	Monitoring system in place	June 2016
Develop new partnership arrangement and joint working protocols with	Create a new joint working protocol with the National Probation Service and Community	Housing Needs	National Probation Service Thames Valley CRC	Joint working protocol in place	Autumn 2016



the new probation structure, to ensure the needs of offenders are met	rehabilitation Company to reflect new structures				
	Monitor numbers of offenders under new supervision arrangements and incidences of homelessness	CRC	Housing Needs	Prevention opportunities identified	Autumn 2016
	Develop process to enable early housing assessments and referrals	CRC	Prisons	Prisoners at risk of homelessness identified	Autumn 2016
	Develop information pack for prisoners on housing options	Housing Needs	CRC NPS	Info pack drafted	Autumn 2016
Develop the coordination and availability of services for people at risk of homelessness due to financial difficulties	Test type of advice and information available, accessibility and scope	Housing Needs	Homelessness Forum Money advice services	Services mapped	Autumn 2016
	Promote services to residents, landlords and other stakeholders	TBC	Homelessness Forum Money advice services Housing Needs	Services promoted	August 2016
Implement a new floating support service to prevent homelessness	Offer classes, workshops and group work covering activities such as accessing private rented sector accommodation and tenancy sustainment	Launchpad Reading Housing Needs	TBC	Programme launch	October 2015
	Develop a network of peer mentoring,	Launchpad Reading Housing Needs	TBC	Programme launch	October 2015



	support and peer-led activities				
	Publicity for landlords, services and residents on access to and offer from new service	Launchpad Reading Housing Needs	PRS landlords	Number appropriate referrals increases	October 2015
	Establish links with relevant service access points to ensure that any risk of homelessness is identified and prompt referrals made for floating support (e.g. CPE, Early Help Pathway, MASH, SPOA)	Launchpad Reading Housing Needs	CPE Early Help Pathway MASH SPOA	SLA/process in place	October 2015
Supporting Troubled Families to sustain suitable accommodation	🔗 Links to Reading Borough Council Troubled Families Action Plan				
Improve coordination with Registered Providers regarding those at risk of Homelessness	Set up clear protocols with Registered Providers for prevention of homelessness	Housing Needs	Registered Providers Floating Support service	Protocols in place	December 2016
	Share best practice on homelessness prevention at Registered Provider forum	Housing Needs	Registered Providers	Training via RP forum	December 2015 onwards
Renew the current Access Panel and	Review Access Panel processes	Housing Needs	Access Panel	Review completed	August 2016



Homelessness Pathway policies and processes	Explore opportunities for effective local model of No Second Night Out, including assessment beds	Housing Needs	Providers	Options determined and included in future commissioning	August 2016
	Address level of need by focusing Floating Support resources on prevention of homelessness	Housing Needs	Access Panel Referring agencies Homelessness Forum	Increased level of homelessness prevention	October 2015
	Develop a commissioning strategy for accommodation-based homelessness support services	Housing Needs	Access Panel Referring agencies Providers Stat partners	Commissioning strategy in place	December 2015 then through commissioning cycle to 2020
	Review best practice and local data and outcomes for females, couples and people with dogs	Housing Needs	Access Panel Referring agencies Homelessness Forum	Informs commissioning strategy	August 2016
Consider breadth of housing support services and pathways available for young people	Regularly review joint-working protocol and confirm how it supports Southwark compliance	Housing Needs and Children's Social Care	Commissioning Team Providers	Protocol avoids use of B&B and is Southwark complaint Number of suitable placements in area; placements made out of area due to lack of availability locally	September 2015/on-going throughout period of Strategy



	Complete needs assessment and commissioning options for semi-independent supported accommodation for ages 16+ and other vulnerable young people (e.g. those leaving care or custody)	Children's Commissioning	Housing Needs and Children's Social Care	Commissioning options	2016/17
	Determine how the Young Person's Housing Panel supports related Strategic actions, meets the needs of young people and their pathways	Children's Social Care	Panel members Referring agencies Housing Needs	YPHSP reviewed and options appraised and developed	May 2016
Set up a homelessness forum	Establish membership and terms of reference	Housing Needs	CRC and Probation Health RBH Commissioned services Voluntary, community and faith based services Adult Social Care Children's Social Care	Commitment to joint working, service improvement and the aims of the Reading Homelessness Strategy	December 2015 then quarterly
Outcome	Action	Lead Responsibility	Partners	Measure	Timescale
Refresh the information available	Introduce a personalised online	Housing Needs		Go live	Autumn 2016



on homelessness and provision of personalised housing advice on the Reading Borough Council website	response for applicants to Homechoice at Reading, providing enhanced housing options				
	Work with customers and stakeholders to test and evaluate the form and type of information we make available online	Housing Needs		Accessible information and maximises speed/efficiency/quality of customer service delivery	August 2016
Ensure information regarding homelessness is available at sufficient and appropriate locations across Reading	Develop campaign to publicise available support and advice services	Housing Needs	M&PR	Publicity on advice /support services	2016/17
	Provide additional training for agencies that may advise homeless customers face to face or online	Housing Needs	Homelessness Forum	Training available	2016/17
Prioritise availability of outreach activity for vulnerable residents most at risk of homelessness	Promote and support community advice and advocacy	Housing Needs	Homelessness Forum	Mapping of community resources	2016/2017
	Expand pre-tenancy training to Intentionally Homeless Households	Housing Needs	Social Care	Reduction of households in B&B paid for by social care.	June 2016
Proactively contact those that we know might be at risk of homelessness	Closely monitor the impacts of current and any future changes to the welfare benefit system and be proactive in ensuring that support is available for any	Housing Needs	Housing Benefit DWP	Approach for UC and benefit changes	Immediate/on-going throughout period of Strategy



	vulnerable households who may be at risk of homelessness				
	Review and trial initiatives to support mobility for social housing tenants who are under-occupying their homes	Housing Needs	Housing Benefit DWP Registered providers	Home exchange support	Immediate/on-going throughout period of Strategy
Ensuring effective and accurate information is available for people being discharged from hospital to prevent homelessness	Create a homelessness discharge protocol with Prospect Park Hospital and Royal Berkshire Hospital	Housing Needs	Prospect Park Hospital RBH	Mechanisms in place for hospital staff to notify the appropriate services at the point of the admission that a person is homeless	December 2016
	Review the accommodation finders service	Adult Commissioning Team	CMHT Housing Needs	Option for VfM effective mechanism	October 2015
	Monitor and review resource requirement for coordination of discharges	CMHT/Housing Needs	Prospect Park Hospital RBH	Option for VfM effective mechanism	2016/2017
Meet the criteria for the Gold Standard for the Housing Advice Service	Undertake a peer review of our Housing Advice Service to highlight any areas which require development and will implement service improvements as a result	Housing Needs		Peer review completed Detailed development plan in place and regularly reviewed	2016 and on-going
	Focus on increasing the	Housing Needs		Quality assurance and	2015 and on-going



	quality of the advice available from our Housing Advice Service, including by conducting formal case reviews			case review system in place Number of cases audited Findings feed into development plan	
Work in Partnership with Adult Social Care and other services to provide targeted advice for older people living in poor quality accommodation	Provide training for Housing staff on support available from ASC services	Housing Needs/ASC	Training	Training programme	December 2016 and on-going
	Provide training for ASC on support available from Housing services	Housing Needs/ASC	Training	Training programme	2015 and on-going



Draft Homelessness Strategy 2016-2021

Consultation Questions

Appendix 3

Please provide an answer to all of the questions.

Tick one box which sums up your opinion in relation to the statements and then provide any further comments in the boxes provided

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
1. The purpose of the draft Homelessness Strategy is clear.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The priorities identified within the draft strategy are clear.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The draft strategy outlines the approach to tackling and preventing homelessness effectively.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The challenges identified within the draft strategy that address tackling and preventing homelessness are accurate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The draft strategy's <i>Priority One: To increase the use and accessibility of the private rented sector</i> is a priority for me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. The draft strategy's <i>Priority Two: To Prevent homelessness by supporting people to access housing and to sustain their accommodation</i> is a priority for me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. The draft strategy's <i>Priority Three: To increase the information and advice available to enable people to make informed decisions about their housing situation</i> is a priority for me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Reading
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8. If you disagree with any of the above statements, please tell us which statements and why you disagree with them.

9. Are there any priorities you think have been missed? Yes ☐ No ☐

If you have answered yes, please tell us which priorities you think we should include and why?

10. If you have any additional comments about the draft Homelessness Strategy, please give them here.



11. Are you responding as a:

- ☐ Member of the public
- Or a:
- ☐ Voluntary community group/organisation
- ☐ Service provider
- ☐ Public sector agency
- ☐ Housing Association/Registered Provider
- ☐ Local business
- ☐ Landlord/temporary accommodation provider
- ☐ Other

If you are responding as a representative of any of the organisations listed above, please give the name of that organisation:

12. Age Group:

- ☐ 25 & under
- ☐ 26-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65 & over

13. Are you?

- ☐ Heterosexual / Straight
- ☐ Gay or lesbian
- ☐ Bisexual
- ☐ Prefer not to say
- ☐ Other (please specify)

14. What is your religion, even if you are not currently practising?

- ☐ Buddhist
- ☐ Christian
- ☐ Hindu
- ☐ Jewish
- ☐ Muslim
- ☐ Sikh
- ☐ No religion
- ☐ Prefer not to say
- ☐ Other

15. What is your ethnic background?

- ☐ White - English, Scottish, Welsh, Northern Irish or British
- ☐ White - Irish White - Gypsy or Irish Traveller
- ☐ White - Any other White background (Please specify)
- ☐ Mixed - White and Black Caribbean
- ☐ Mixed - White & Black African
- ☐ Mixed - White & Black African Mixed
- ☐ White & Asian Mixed
- ☐ Any other Mixed background (Please specify)
- ☐ Asian or Asian British
- ☐ Indian Asian or Asian British
- ☐ Pakistani Asian or Asian British
- ☐ Bangladeshi
- ☐ Asian or Asian British
- ☐ Chinese
- ☐ Asian or Asian British - Any other Asian background (Please specify)
- ☐ Black or Black British - African
- ☐ Black or Black British - Caribbean
- ☐ Black or Black British - Any other black background (Please specify)
- ☐ Other ethnic group - Arab
- ☐ Other ethnic group - Any other ethnic group (Please specify)
- ☐ Prefer not to say
- ☐ Don't know



16. Which one of the following describes you best?

- ☐ Employed in a full-time job (30 hours plus per week)
- ☐ Employed in a part-time job (under 30 hours per week)
- ☐ Self-employed full or part-time
- ☐ On a government supported training programme (e.g. Modern Apprenticeship / Training for Work)
- ☐ In full-time education at school, college or university
- ☐ Unemployed and available for work
- ☐ Permanently sick / disabled
- ☐ Wholly retired from work
- ☐ Looking after the home/family
- ☐ Doing something else, please state:

17. Please indicate if you consider yourself to have any of the following disabilities / conditions?

- ☐ None / Not applicable
- ☐ Mobility - getting around
- ☐ Hearing
- ☐ Eyesight
- ☐ Difficulties using hands / fingers
- ☐ Learning disability
- ☐ Mental health problem
- ☐ Other - please state:



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HOMELESSNESS STRATEGY CONSULTATION SUMMARY OF RESPONSES

Agencies contacted to request completion of the online form:	
Reading Borough Council Team's	Voluntary Sector
Youth Offending Service Children's Centre Managers Children's Action Team Anti- Social Behaviour Team Access +Assessment Team MASH Environmental Health Team Housing Advice Team Rent Guarantee Scheme Housing Management Intermediate Care Team	Reading Refugee Support Group Christian Community Action CIRDIC Alana House Berkshire Women's Aid Salvation Army BCHA Riverside ECHG Launchpad Ability Launchpad Floating Support St Mungo's Welfare Rights Reading Voluntary Action YMCA FAITH Citizens Advice Bureau Mustard Tree Iris
Statutory Partners	Distribution list for Multi-Agency Meetings
Probation Services Community Mental Health Team Health Outreach Liaison Team Job Centre	Registered Provider Forum Multi-Agency Risk Assessment Conference Multi- Agency Public Protection Agenda Homeless Health Forum Adult Social Care Housing Panel Street Population Meeting Sex Workers Action Group

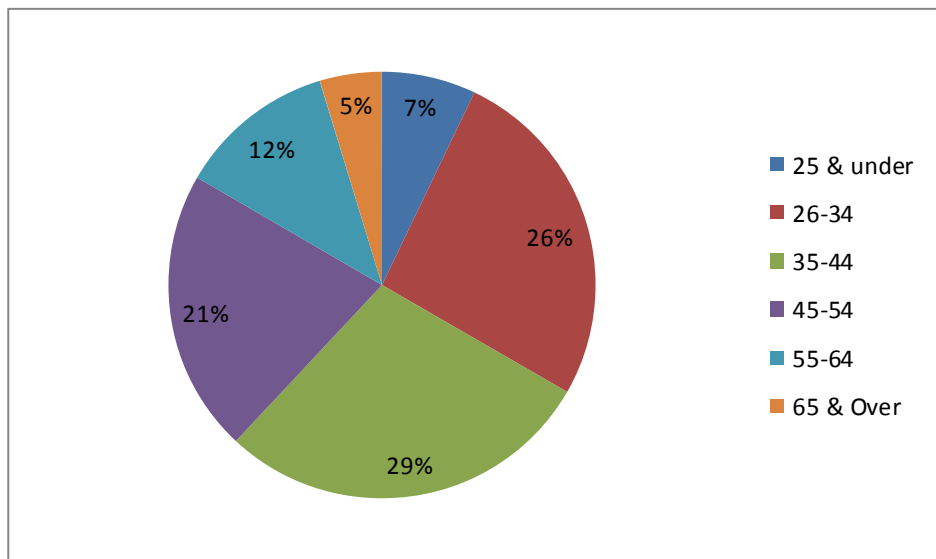
Customer Consultation sessions were conducted with the following groups:
<ul style="list-style-type: none"> Alana House Residents of Homelessness Pathway Accommodation and Floating Support customers

Respondents:

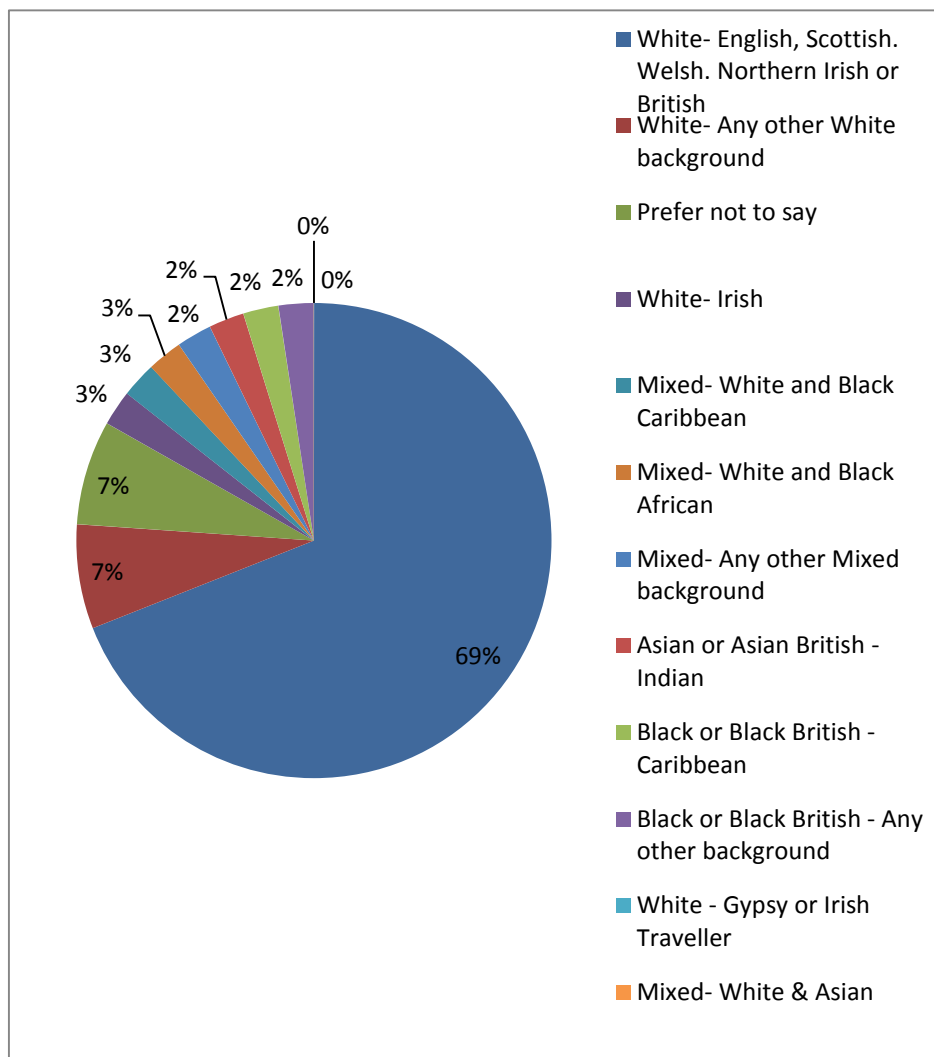
Member of the public	57%
A voluntary community group/organisation	7.1%
A service provider	14.3%
A public sector agency	4.7%
A housing association/provider	2.4%
A local business	0%
A landlord/temporary accommodation provider	2.4
Other (RBC, Homeless Person, Letting Agency)	11.9%

Organisations that provided responses were:
Launchpad Reading, Alana House and Berkshire Women's Aid

Age Group of Respondents:



Ethnic Background of Respondents:



Responses:

The purpose of the draft Homelessness strategy is clear
45% Strongly Agreed 16.6% Slightly Agreed 16.6% Neither Agreed Nor Disagreed 9.5% Slightly Disagreed 7% Strongly Disagreed 4.7% Gave No Opinion
The priorities identified within the strategy are clear
40.5% Strongly Agreed 21% Slightly Agreed 21% Neither Agreed Nor Disagreed 4.7% Slightly Disagreed 7% Strongly Disagreed 4.7% Gave No Opinion
The draft strategy outlines the approach to tackling and preventing homelessness effectively
26.2% Strongly Agreed 23.8% Slightly Agreed 19% Neither Agreed Nor Disagreed 9.5% Slightly Disagreed 16.6% Strongly Disagreed 4.7% Gave No Opinion
The challenges identified within the draft strategy that address tackling and preventing homelessness are accurate
26.2% Strongly Agreed 21.4% Slightly Agreed 21.4% Neither Agreed Nor Disagreed 14.3% Slightly Disagreed 14.3% Strongly Disagreed 2.3% Gave No Opinion
Priority One: <i>To increase the use and accessibility of the private rented sector is a priority for me</i>
40.5% Strongly Agreed 26.2% Slightly Agreed 0% Neither Agreed Nor Disagreed 9.5% Slightly Disagreed 19% Strongly Disagreed 4.7% Gave No Opinion
Priority Two: <i>To Prevent Homelessness by supporting people to access housing and sustain their accommodation is a priority for me</i>
69% Strongly Agreed 21.4% Slightly Agreed 0% Neither Agreed Nor Disagreed 0% Slightly Disagreed

<p>7.1% Strongly Disagreed 2.4% Gave No Opinion</p>
<p>Priority Three: <i>To increase the information and advice available to enable people to make informed decisions about their housing situation is a priority for me</i></p>
<p>57% Strongly Agreed 26.2% Slightly Agreed 4.7% Neither Agreed Nor Disagreed 2.4% Slightly Disagreed 7.1% Strongly Disagreed 2.4% Gave No Opinion</p>

Summary of areas of disagreement from respondents:
<i>Over use of the private rented sector where private landlords can let inadequate housing and inflated costs. Suggestion to include further work to improve standards in private rented accommodation.</i>
<i>Development of Council owned Housing and to prevent tenants being able to exercise their 'Right to Buy'.</i>
<i>Sufficient housing provision for people living with disabilities.</i>
<i>There should be inclusion of work to tackle the root causes of homelessness including education.</i>
<i>Co-ordinated approach of work with Local Charities to ensure consideration of united resources, to support in reducing costs to the Council.</i>

Additional priorities identified by respondents:
<i>Increased work with landlords to educate about Housing Benefit.</i>
<i>Work to mitigate any future impact from the 'Bedroom Tax'.</i>

Additional comments:
<i>A council owned housing company would be excellent. Overall the strategy appears positive and very well considered.</i>
<i>Increasing the information available about rights of private tenants to include advice in relation to eviction processes.</i>
<i>Suggestion to consider taking ownership of empty office blocks to convert them into housing.</i>

READING BOROUGH COUNCIL

REPORT BY DIRECTOR OF ENVIRONMENT & NEIGHBOURHOOD SERVICES

TO:	Housing, Neighbourhoods and Leisure Committee		
DATE:	5 th July 2016	AGENDA ITEM:	11
TITLE:	Housing Annual Report		
LEAD COUNCILLOR:	Councillor Richard Davies	PORTFOLIO:	Housing
SERVICE:	Housing	WARDS:	All
LEAD OFFICER:	Zelda Wolfle	TEL:	0118 9372285
JOB TITLE:	Housing Operations Manager	E-MAIL:	Zelda.wolfle@reading.gov.uk

1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 This reports sets out the work, achievements and performance of the Housing Service over the last financial year and key areas of work for the next 12 months.

2. RECOMMENDED ACTION

- 2.1 That members note the achievements, performance and planned work programme for the Housing Service.

3. POLICY CONTEXT

- 3.1 The Housing Service broadly consists of Housing Needs, Tenant Services, Sheltered Housing and Housing Property Services (repairs and maintenance).

3.2 Housing Needs

The Housing Needs Service provides housing advice and access to affordable housing for those in acute need including those who are homeless, threatened with homelessness or in need of assistance with landlord and tenant issues. The service is also responsible for administering the homeless pathway (which provides access to supported housing through to independent accommodation for single homeless people), the Housing Register and the Rent Guarantee Scheme.

3.3 Tenant Services

Tenant Services manages the Councils 5,675 non PFI stock of properties. This involves tenancy and estate management, collecting rental income, providing support to vulnerable tenants to enable them to sustain their tenancies, and providing a debt advice service. The service is also responsible for administering right to buy applications and the Council's leasehold portfolio.

3.4 Sheltered Housing

This team manages the Council's Sheltered Accommodation properties and the Extra Care Housing Scheme at Cedar Court, providing housing management and intensive housing support to older tenants over the age of 60. The service also works with tenants to put in place appropriate activities that improve the well-being of those that live there.

3.5 Housing Property Services

Housing Property Services are responsible for providing the day to day repairs to the housing stock, delivering a planned programme of improvement works and cyclical repairs and carrying out the necessary void repair work when properties become empty. In addition the service provides a day to day repairs service for Wokingham Borough Council.

4. KEY CHALLENGES

4.1 Detailed below are some of the key challenges which the service has faced over the past year and how the service has responded to these.

4.2 Increase in Homelessness

Homelessness continued to rise throughout 2015/2016 culminating in 309 households being accepted as statutorily homeless by the Local Authority. Many of these households were placed into B&B accommodation on an emergency basis with an average of 120 households in B&B in any one week. B&B is unsuitable for long periods of time but the service has had little choice in placing people due to a lack of supply of alternative accommodation. In order to minimise the use of bed and breakfast as much as possible the following action was taken:

- At Wensley Road a former homeless hostel with shared facilities, which was no longer in use, was totally refurbished creating 17 self-contained temporary accommodation flats.
- 40 units of accommodation at Dee Park ear marked for demolition as part of the regeneration scheme were refurbished and brought back into use for temporary accommodation (the regeneration will still continue and the flats will be brought back out of use when the land is required).
- The Rent Guarantee Scheme was launched in order to encourage private sector landlords to rent their properties through the Council. The offer to landlords includes guaranteed rent; a deposit guarantee; reference checks; support and advice to landlords; a video inventory; and ongoing support for tenants when needed. The service also enables tenants to save up for their own deposit over a period of time.
- A triage system was put in place for people approaching Housing Advice in order to see people at the earliest point that they are threatened with homelessness in order to give officers the best chance of preventing homelessness.
- Plans were developed to increase the supply of affordable temporary and permanent homes (see below: the year ahead).

The Housing Service will continue to strive to minimise the use of B&B in the coming year. However, continued high demand for housing in the area, coupled with the lack of supply of affordable housing and impending welfare reform changes, means that tackling homelessness will continue to present a significant challenge for the Council.

4.3 Welfare Reform

In 2015 /2016 the Government continued with its programme of Welfare Reform with the introduction of Universal Credit. The Welfare Reform and Work Act 2016 received Royal Assent on 16th March this year and introduced a range of new reforms, including a reduction in the Benefit Cap from £26,000 a year to £20,000 a year (outside of London). In order to manage the changes and prevent homelessness the service has put in place a welfare reform action plan to protect households at risk from the changes including:

- Moving management of the Discretionary Housing Payment (DHP) budget from the Housing Benefit Service to Housing. DHP can be used to assist people in receipt of Housing Benefit who have a short term need for assistance with rent or deposits.
- Introducing conditionality on DHP allocations whilst providing support for tenants to move into smaller accommodation where they are affected by the Spare Room Subsidy or providing time limited support whilst they seek employment.
- Providing personal budgeting support.
- Recruiting an additional Debt Adviser to maximise tenants' incomes and reduce their debt.
- Putting Universal Credit training in place for officers in Housing with the DWP.
- Working with the Troubled Families Team to identify lead officers in Childrens Social Care to work with households specifically affected by the Benefit Cap and support them into employment.

Over the next 12 months the service will need to prepare for further Government changes which include:

- A 1% reduction in rent across most of the Council's general needs housing stock for the next 4 years.
- The payment of a levy based on an estimate of 'higher value' Council homes becoming vacant through the year, to fund the Right to Buy discounts for Housing Associations.
- Pay to Stay - charging higher rents for tenants who have a household income over a threshold - proposed as £31,000 (outside London).
- The introduction of fixed term tenancies.
- The Government will need to introduce further guidance and secondary legislation before many of the changes are implemented.

5.0 KEY ACHIEVEMENTS

5.1 2015/16 was a year of high demand on Housing Services through a time of unprecedented change. However, the service was able to deliver a number of key achievements including:

- Drafting and completing a new Homelessness Strategy
- Procurement of a new Floating Support Contract to provide tenancy sustainment support to people at risk of homelessness, which was awarded to Launchpad.
- Launch of the Rent Guarantee Scheme (RGS) in September 2015 to attract more landlords and properties for homeless households and to retain landlords already on the Deposit Guarantee Scheme who had concerns about the impact of Universal Credit and would have otherwise left the scheme. By the end of 2015/16, 102 households had been signed up into RGS properties.

- Delivering an action plan which reduced the void turnaround time from 37.97 days at the start of the year to 32.23 at the end of the financial year - above the average performance for our comparator group.
- Maintaining 100% gas servicing within the gas servicing due dates - key to ensuring the safety of our tenants.
- Developing the design and planning for the delivery of new build temporary accommodation at Lowfield Road and applying for Planning permission.
- Beginning refurbishment work on a second block of flats at Hexham Road to improve the energy efficiency, safety and the appearance of the blocks.
- Completing the installation of solar panels on 457 Council homes.
- Contributed £68,000 for Your Community Your Cash community projects and received £10,000 from Catalyst Housing in addition. Some of the projects included the making of a Dee Park intergenerational video, Southcote Mobile school holiday activities, a well-being bid for healthy living for 13-16 year olds, and language courses to better integrate sheltered housing tenants into the community.
- Prevented homelessness for approximately 300 households.
- Developed a new specification for bathrooms which included over bath showers, responding to tenant feedback and changing expectations.
- Completed a major refurbishment of 'crosswall' homes on Dee Park which included new cladding on front and rear walls and new insulation to improve energy efficiency.
- Continued to successfully deliver the contract for Wokingham Council on a day to day repairs service.
- Maintained top quartile performance on rent collection and arrears - maximising income.

5.2 Profile on Debt Advice

The Debt Advice Service has been instrumental in keeping rent arrears to a minimum, writing off debt and enabling people to remain in their homes and manage their finances more efficiently. The team consists of 3 officers and an apprentice who provide personal budgeting support, debt advice, allocation of Discretionary Housing Payments, application for debt relief orders and welfare benefit and money advice. The work of the team is vital both in preparation for and managing through welfare reform. Detailed below is the amount of income the team have managed to claim for customers and the amount of private debt they have managed to get written off in 2015/16

	Total 15/16
Rent Arrears Arrangements	£16,319
Council Tax Arrears Arrangements	£35,968
Housing Benefit Overpayment Arrangements	£23,808

Back Dated Benefits (All including DHPs)	£32,981
Money Written Off (due to insolvency)	£248,486
Money Written Off (without insolvency)	£31,795
Housing Benefit Awarded	£22,269
Council Tax Support Awarded	£6217

6.0 PERFORMANCE

- 6.1 The Service monitors a number of key performance indicators to measure how well the service is performing. The service has performed well this year improving performance in all 6 key areas of the service. Despite this improvement the service will be focused on all of the key performance indicators and on what changes can be made to move towards top quartile performance in all areas.

Indicator description	2014/15	March 2016	Housemark Top Quartile 2014/15	Housemark Median 2014/15	Housemark Lower Quartile 2014/15
Property Services					
Average number of calendar days taken to complete responsive repairs	8.37	8.64	8.11	10.02	11.99
Percentage of responsive repairs completed at the first visit	87.64%	91.83%	96.84%	92.59%	87.77%
Appointments kept as a percentage of appointments made	87.64%	95.49%	98.87%	97.66%	91.41%
Percentage of properties with a gas servicing certificate (% of gas servicing jobs within last 12 months of service)	99.98%	100%	99.98%	99.93%	99.70%
Voids					

Average relet time for vacant properties (void to start of tenancy - days) Standard voids	37.78	32.30	25.75	35.14	41.12
Rent collection					
Rent collected from current tenants as % of rent due (excluding arrears b/f)	99.72%	99.93%	99.40%	99.10%	98.90%

7.0 TENANT SATISFACTION

- 7.1 How well the service performs is assessed not only on performance indicators but also the feedback it receives from tenants. A tenant satisfaction survey was carried out in 2015 by an independent company on behalf of the Housing Service. The results were very encouraging with satisfaction levels up across the board from the previous year. Further surveys will be conducted in 2016.

TENANTS FAIRLY/VERY SATISFIED WITH:	2014	2015
Overall Housing Service	79.5	86.6
Overall Quality of Home	77.4	83.3
Neighbourhood as a Place to Live	80.4%	84.3%
Rent Provides Value for Money	78.2%	88.5%
The Way the Service Deals with Repairs and Maintenance	75.3%	79%
Listens to Views and Acts on Them	54.5%	75.5%

7.2 Building Cleaning Survey

In summer 2015 we carried out a survey of all tenants who live in blocks of flats and who receive our cleaning service. The survey revealed that since we last surveyed tenants in 2009, satisfaction levels had gone down; there was a lack of awareness of how to complain about the standards of cleaning and a large number of tenants told us that they were not satisfied with the outcome of the complaints they had made.

The survey also showed that the most serious problems were litter, dumped rubbish and the cleanliness of the bin rooms and lifts which were rated as being in need of improvement. Some of the tenants who completed the survey told us they were interested in getting involved to help us to improve things, so in October we hosted a tenant forum to ask tenants for their ideas. As a result of the feedback we put together an action plan, and a group of tenants has joined a steering group to put that plan in to action.

The tenant group has started by looking at how to publicise the service and help tenants to understand the level of service to expect; helping tenants to understand how to complain about the service; and by carrying out joint block inspections with the cleaning team and the Block Maintenance Officer. The tenant group attends regular meetings with the building cleaning team managers. The tenant group is also keen to make sure that all tenants are aware of their responsibility to help to keep their blocks clean and tidy and to ensure that items are not left in communal areas to present a fire hazard.

7.3 Anti- Social Behaviour

The Anti-Social Behaviour Team deals with tackling anti-social behaviour to help tenants feel safe, secure and happy in their homes. When a case is closed the victim/witness is asked to give feedback on how the service was delivered, what works well and also look for areas where improvements can be made by completing a 'closed case survey'. In 2015/16 of those who completed the survey 89.5% were very or fairly satisfied with how their case was dealt with. This is a 4.5% increase from previous results. In addition 88.9% were very or fairly satisfied with the outcome of their case. This is a slight decrease of 0.1% but the satisfaction levels are still high and the service will continue to listen to victims/witnesses to inform service development.

7.4 Tenant Participation

At our Housing Consultation day in August 2015, Housing Services recognised the work that many tenants had done on the tenant panels within the formal tenant participation structures, with the presentation of certificates. Some of those tenants then asked if they could then plan and hold their own event to acknowledge the work that tenants do, not just on the formal tenant involvement panels but also within their neighbourhoods and estates. The event was set up and an evening of celebration took place with tenants celebrating the work of other tenants and awards presented by the Mayor and the Lead Councillor for Housing. Tenants thoroughly enjoyed the event and another event is planned for this year with a wider nominations process involving all tenants across our estates whether they are formally involved in tenant participation or not.

8.0 SERVICE PLAN 2016/2017

8.1 In the coming year a number of key strands of work will be delivered by the service to continue to improve services to and outcomes for our customers, these include:

- The delivery of 28 units of new temporary accommodation at Lowfield Road for homeless families (subject to Planning approval)
- Continuing to promote the Council's under-occupation scheme to free up larger homes for those in need and encouraging partner housing providers to adopt similar schemes.
- Developing a new housing company 'Homes for Reading Ltd' wholly owned by the local authority to acquire a portfolio of properties, and make a proportion of these available at Local Housing Allowance rent levels for homeless households.
- Increasing the efficiency of adaptations and improvements to homes for frail and disabled residents a through the in-house replacement for the Home Improvement Agency (HIA)
- Reviewing the Homeless Pathway which provides accommodation for single homeless people and re-tendering these contracts.
- Continuing our response to Welfare Reform to assist those in most need.

- Working with adult and children's social services to help to plan for future housing needs for their service users.

8.2 Areas of performance which we are focused on for the year ahead are:

- Percentage a. of repairs that are quality checked (inspected post completion)
- Further improving turnaround times on empty homes (voids) as this increases income and makes best use of stock, including on homes in the PFI area.
- Maintaining rental income in the context of the impacts of welfare reform.
- Improving customer service and communications especially in respect of repairs.
- Improving customer satisfaction with cleaning services.
- Continuing to develop homelessness prevention practice.

8.3 Profile on Works to Council Stock

This coming year the service will spend £15 million on a planned programme of works to Council homes and the day to day repairs service. The planned programme covers improvements to homes across the borough. Carrying out work in a planned cyclical way enables the service to spend less overall on day to day repairs. This year's programme will include:

- Over 300 new kitchens.
- Over 250 new bathrooms.
- External repairs and decoration.
- Installation of gas central heating to Granville Road flats.
- A Window replacement programme in Elizabeth House Flats.
- The continued refurbishment of the Hexham Road flats.

9 CONTRIBUTION TO STRATEGIC AIMS

- 9.1 The work of the Housing service contributes to safeguarding and protecting those that are most vulnerable and providing homes for those most in need. In addition the service promotes equality, social inclusion and a safe and healthy environment for all.

10 COMMUNITY ENGAGEMENT AND INFORMATION

- 10.1 The service has a strong link with tenants through its tenant participation structures which include quality panels, a scrutiny panel and a consultation committee. In addition the service holds a tenant consultation day once a year which is well attended.

11 EQUALITY IMPACT ASSESSMENT

- 11.1 An Equality Impact Assessment is not relevant for this report.

12 LEGAL IMPLICATIONS

- 12.1 There are no legal implications for this report. As noted above, a raft of Government legislative change is impacting on the social housing sector currently including

provisions within the Welfare Reform and Work Act 2016 and the Housing and Planning Act 2016. Further guidance, regulation and secondary legislation is anticipated which will enable a fuller appraisal of the impacts of these changes.

13 FINANCIAL IMPLICATIONS

- 13.1 The approved Housing Revenue Account budget for this year is 40 million pounds which includes day to day repairs, planned works and improvements, tenant services, PFI as well as capital financing costs.

14. BACKGROUND PAPERS

- 14.1 None

READING BOROUGH COUNCIL
REPORT TEMPLATE

FINANCIAL IMPLICATIONS

The financial implications arising from the proposals set out in this report are set out below:-

1. Revenue Implications

Use this Table in the report or as an Appendix to set out the revenue implications:

	2015/16 £000	2016/17 £000	2017/18 £000
Employee costs (see note1)			
Other running costs			
Capital financings costs			
Expenditure			
Income from:			
Fees and charges (see note2)			
Grant funding (specify)			
Other income			
Total Income			
Net Cost(+)/saving (-)			

The net cost of the proposal can be funded from (specify service and approved cost centre budget).

Note 1: Specifying any one off early retirement and redundancy costs. With regard to early retirement costs set out capitalised pension cost and pay back period in a separate paragraph.

Note 2: In a separate table/appendix set out detailed fees and charges proposals and sensitivity analysis.

2. Capital Implications

Capital Programme reference from budget book: page line	2015/16 £000	2016/17 £000	2017/18 £000
Proposed Capital Expenditure			
Funded by			
Grant (specify)			
Section 106 (specify)			
Other services			
Capital Receipts/Borrowing			
Total Funding			

Note: where more than one option /proposal is being made it may be easier to set out the above information in an Appendix.

3. Value for Money (VFM)

Given the continuing need to demonstrate VFM please include evidence that the proposal offers VFM (e.g benchmarking data)

4. Risk Assessment.

Include relevant comments around any key financial risks associated with the proposal(s)

READING BOROUGH COUNCIL

REPORT BY DIRECTOR OF ENVIRONMENT AND NEIGHBOURHOOD SERVICES

TO:	Housing, Neighbourhoods and Leisure Committee		
DATE:	5 th July 2016	AGENDA ITEM:	12
TITLE:	Council Housing Tenancy Agreement		
LEAD COUNCILLOR:	Councillor Richard Davies	PORTFOLIO:	Housing
SERVICE:	Housing	WARDS:	All
LEAD OFFICER:	Tom Martin	TEL:	01189372839
JOB TITLE:	Tenant Services Manager	E-MAIL:	Tom.martin@reading.gov.uk

1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 This report sets out the results of the consultation with tenants that took place during summer 2015 in relation to the introduction of a new Tenancy Agreement. It also sets out the minor changes proposed to the draft Agreement as a result of tenants and officers' feedback.
- 1.2 The Tenancy Agreement is subject to a formal and prescriptive consultation process with tenants. The proposed scope and timeframe for further communication with tenants and the introduction of the new Tenancy Agreement is also laid out in this report.
- 1.3 Appendices - the results of the consultation with tenants is attached as appendix A. An Equality Impact Assessment has been completed and attached as appendix B. The proposed final Tenancy Agreement is attached as appendix C. Appendix D is a section from the March 2015 Housing, Neighbourhoods and Leisure Committee report that highlighted some of the main changes to the proposed new tenancy agreement.
- 1.4 The headline results from the 1,425 completed surveys are that 93% of tenants found the new Agreement easy to follow, 96% said it was easy to understand, 92% agreed it did not contain unreasonable clauses and 91% said they had not experienced problems not covered by the conditions in the Agreement.

2. RECOMMENDED ACTION

- 2.1 That committee note the results of the consultation on the proposed new Tenancy Agreement.
- 2.2 That committee approve the further minor changes to the proposed new Tenancy Agreement and other recommendations identified as a result of the consultation (and laid out in Section 4).
- 2.3 That committee approve the serving of a Housing Act 1985 Section 103 Variation Notice on tenants formally introducing the new Tenancy Agreement.

3. POLICY CONTEXT

3.1 In March 2015 the Housing Neighbourhoods and Leisure Committee approved the start of the formal consultation process with all Council tenants on the introduction of a new Tenancy Agreement. This involved a pack of documents being sent to all tenants. The pack contained:

- A Housing Act 1985 section 103 Preliminary Variation Notice giving tenants formal notice of the Council's intention to change the terms and conditions of the current Tenancy Agreement.
- A copy of the proposed new Tenancy Agreement.
- A document that outlined all of the changes the Council proposed to undertake and the reason for the proposed change.
- A survey form for tenants to complete to allow feedback on the layout and content of the proposed new Agreement.
- An accompanying letter explaining all of this.

3.2 The Tenancy Agreement forms the basis of the Council's (landlord) relationship with its tenants and sets out the rights and responsibilities of both parties. This covers both tenants in Council managed stock and those in the North Whitley PFI area. The broad areas covered by the Tenancy Agreement include the obligations and responsibilities (on both sides) with regard to payment of rent and charges, completion of repairs and maintenance, being a good neighbour and ending the tenancy. A breach of the tenancy can lead to punitive action with the most extreme sanction (for tenants) being loss of their home through legal possession and eviction.

3.3 The headline results from the consultation with tenants include:

- 1,417 completed survey forms returned
- 96% of respondents found the wording in the new Tenancy Agreement easy to understand. 5% found most or all of it difficult to understand.
- 93% found the layout of the new Agreement easy to follow.
- A lot of new clauses have been added to the Tenancy Agreement and we asked if tenants agreed or not that this was necessary. 84% agreed it was necessary with 11% having no opinion.
- 92% said they did not think there were any clauses that were unreasonable.
- 91% said they had not experienced problems not already contained in the new agreement.
- 95% liked the look and layout of the new agreement.

A more detailed breakdown of the results can be found in appendix A. In addition, the pack of documents was emailed to all Housing staff and all Reading Borough Council Ward councillors. A number of responses were received from staff but no comments were received from Ward councillors.

3.4 There were a number of additional comments made by tenants in response to the survey questions. 367 respondents made some sort of comment in one of the comments/freetext boxes. Upon analysis of the comments there were a number of general themes:

- The Tenancy Agreement is too long, too complicated and contains too much jargon - this was a particular comment from elderly tenants.
- The 'succession rules' were difficult to understand.
- An abbreviated version of the Agreement or a booklet explaining the Agreement in easier to understand terms would be helpful.
- The 'meaning of words' section of the Agreement should be moved from the back to the front of the Agreement.
- Several specific clauses caused some negative comment - these specifically related to the clause regarding maintenance of trees in tenants' gardens, tenants possibly having to pay a higher rent for improvements to the property and limiting the number of pets in a property to two.

3.4.1 These comments should be put in the context of the total number of responses received and the overwhelming positive response to the layout and new clauses contained in the Agreement.

3.4.2 Of the 367 respondents who made a comment a large number of these were made by tenants that were not specific to the changes proposed in the new Tenancy Agreement but rather focussed on specific issues related to that tenant e.g. repair issues at the property, anti-social behaviour problems with neighbours etc.

3.5 A key aspect of the formal consultation process is that a documented Officers' meeting must take place to consider the consultation responses. The consultation period ended on 25th September 2015 and the Officers' meeting took place on 12th October 2015. A number of changes and recommendations to the proposed Tenancy Agreement were agreed. These are identified in section 4.0 of this report.

4. THE PROPOSAL

4.1 As a result of the tenant consultation and an Officers' meeting that took place to consider the responses the following actions were agreed:

- i) A 'Your Tenancy Agreement Explained' booklet/factsheet has been produced and will be sent to all tenants.
- ii) A tenant factsheet dealing with successions has been produced and will be sent to all of those who responded to the survey and were not clear on the succession rules outlined in the proposed new Tenancy Agreement. They will also be contacted by their Housing Officer to talk through any concerns or questions in relation to succession rules.
- iii) The 'meaning of words' section of the Tenancy Agreement will be moved from the back of the draft Tenancy Agreement to the front of the proposed new Tenancy Agreement.
- iv) It was noted by Sheltered accommodation staff and tenants that there are some additional services provided by Sheltered accommodation (and not applicable to the majority of tenants) that are not specifically referred to in the Tenancy Agreement. To accommodate these additional services the Council will rely on Clause 1.9 of the new Agreement and for, Sheltered tenants only, there will be a Supplementary Agreement attached to the main Agreement which will be signed by both parties.

- v) The general overwhelming consensus from the tenant feedback and consultation with staff is that the proposed Tenancy Agreement is to an appropriate length and the layout and format acceptable. The nature of tenancy agreements is that they are often quite long and complicated legal documents but every effort has been made to keep the wording to a minimum (while ensuring all necessary clauses are retained) and as jargon free and written in as plain English a format as was possible.
- vi) The proposed final Tenancy Agreement has been Tenant Quality Marked by a panel of tenants whose role is to read Housing produced documents to ensure they are in a format, style and wording that is as accessible to tenants as is possible.
- vii) As a result of tenant consultation feedback the following specific alterations have been made to the wording of the Tenancy Agreement.
 - A new clause 7.14 has been added to the Agreement related to Legionella checks 'To reduce the risk of Legionella bacteria occurring in your property it is your responsibility to clean, disinfect and descale any showerhead at least every 6 months. In addition any little used outlets (e.g. taps, etc.) must be flushed for at least 2 minutes when they have not been used for more than 1 week.'
 - A reference to not smoking in the communal areas of blocks of flats should have been included in the draft Tenancy Agreement. Clause 9.1 has therefore had the following wording added to it '..... and must not smoke in the communal areas of any block or Council building.'
 - Additional wording has been added to clause 8.23 as follows 'if tenants have been allocated a garden in a block of flats and fail to maintain it to an acceptable standard the Council will, following reasonable notice, take the garden over and return it to communal status on a permanent basis.'
 - The words 'hard wired' have been removed from clause 9.5. The words 'on your heating system' have been removed from clause 7.13.
 - The last 'will' in clause 8.15 has been changed to 'may'.
 - The reference to 'chickens and ducks' has been removed from clause 9.17.
 - Clause 5.18 has had the wording 'Secure tenants only' removed.

5. CONTRIBUTION TO STRATEGIC AIMS

- 5.1 Reviewing and updating the existing Tenancy Agreement helps to promote equality, social inclusion and a safe and healthy environment for all enabling more effective tenancy management.

6. COMMUNITY ENGAGEMENT AND INFORMATION

- 6.1 Any significant change to the Tenancy Agreement is accompanied by a requirement to consult; this was completed by the issuing of a Housing Act 1985 Section 103 Preliminary Variation Notice to all tenants in August 2015. The resulting consultation resulted in 1425 completed survey forms being returned. In addition:

- A presentation outlining the changes in the proposed new Tenancy Agreement was made to the tenant representatives that make up the Housing Joint Consultative Committee.
 - A series of seven meetings (one for each Housing Officer patch area and one for the Affinity PFI area) were organised, advertised and took place so that local residents could find out more about the proposed new Tenancy Agreement, ask questions and make comment.
 - An article was included in Housing News highlighting the consultation process.
 - A documented Officers' meeting took place in October 2015 where responses to the consultation were considered and a record kept of any changes to the proposed Tenancy Agreement as a result of the consultation.
 - The headline results of the consultation (as attached in appendix 1) have been fed back to all tenants in a Housing News article.
- 6.2 It is proposed to now move to the next stage of the process which is the issuing of a formal Notice of Variation which will be served on all tenants. The Notice will detail any changes that have been made to the Tenancy Agreement and as highlighted in this report. The Notice will include a date (no less than 4 weeks following the serving of the Notice) when the new Tenancy Agreement will become effective.
- 6.3 Subject to committee approval the aim is to issue the Notice of Variation and the new Tenancy Agreement during summer 2016.

7. EQUALITY IMPACT ASSESSMENT

- 7.1 Under the Equality Act 2010 Section 149 a public authority in the exercise of its functions must have due regard to the need to:
- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
 - Advance equality of opportunity between persons who do not share it;
 - Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
- 7.2 An Equality Impact Assessment has been completed and is attached as appendix B. A number of clauses in the proposed new Tenancy Agreement strengthen and will have a positive impact on equality issues. The consultation period where all tenants were consulted on the proposed new Tenancy Agreement highlighted that the overwhelming majority of respondents believed the proposed new Tenancy Agreement was easy to follow (93%), easy to understand (96%), did not contain unreasonable clauses (92%) and they did not experience problems not covered by the conditions in the agreement (91%).

8. LEGAL IMPLICATIONS

- 8.1 The power to vary the terms of the Tenancy Agreement is set out in Sections 102 and 103 of the Housing Act 1985 (as amended).

- 8.2 Section 102 of the Housing Act 1985 (as amended) details the ways in which the terms of a secure tenancy can be varied. One such way is 'in accordance with Section 103 (notice of variation of periodic tenancy)'.
- 8.3 Section 103 of the Housing Act 1985 (as amended) states that the terms of the tenancy agreement can be varied by service of a notice of variation; and that before service of that notice, a preliminary notice should be served upon each tenant:
- . informing the tenant of the intention to serve a notice of variation
 - . specifying the proposed variation and its effect
 - . inviting the tenant to comment on the proposed variation
- 8.4 The council has ensured that the above provisions and good practice have been followed by ensuring that:
- . All tenants (secure and introductory) have been consulted and have been able to make representations.
 - . All tenants have been notified of the reasons for the proposed variations
 - . All tenants have been given the reason for the final decision made.
- 8.5 This has been achieved to date through the serving of a formal Preliminary Notice. Service of a Notice of Variation will follow during summer 2016.
- 8.6 The current RBC Housing Tenancy Agreement clause 2.10 states 'we must consult you before making changes to the conditions of this agreement (except for rent) and must notify you in advance of actually making any changes'. This clause has been replicated in the new tenancy agreement.

9. FINANCIAL IMPLICATIONS

- 9.1 A budget has been identified from the Housing Revenue Account to fund:
- The printing of approximately 7,000 new Tenancy Agreements, a Notice of Variation, an 'explaining your tenancy agreement' factsheet and an accompanying letter.
 - Pre-paid envelopes for the return of a signed copy of the new Tenancy Agreement.
 - Postage costs for the above documents.
 - Any other associated costs.

10. BACKGROUND PAPERS

- 10.1 A report came to the Housing, Leisure and Neighbourhoods Committee in March 2015 asking the Committee to agree the process for consultation and approve the serving of a Housing Act 1985 Section 103 Preliminary Variation Notice on tenants inviting them to comment on the draft Tenancy Agreement.

READING BOROUGH COUNCIL
REPORT TEMPLATE

FINANCIAL IMPLICATIONS

The financial implications arising from the proposals set out in this report are set out below:-

1. Revenue Implications

Use this Table in the report or as an Appendix to set out the revenue implications:

	2013/14 £000	2014/15 £000	2015/16 £000
Employee costs (see note1)			
Other running costs			
Capital financings costs			
Expenditure			
Income from:			
Fees and charges (see note2)			
Grant funding (specify)			
Other income			
Total Income			
Net Cost(+)/saving (-)			

The net cost of the proposal can be funded from (specify service and approved cost centre budget).

Note 1: Specifying any one off early retirement and redundancy costs. With regard to early retirement costs set out capitalised pension cost and pay back period in a separate paragraph.

Note 2: In a separate table/appendix set out detailed fees and charges proposals and sensitivity analysis.

2. Capital Implications

Capital Programme reference from budget book: page line	2013/14 £000	2014/15 £000	2015/16 £000
Proposed Capital Expenditure			
Funded by			
Grant (specify)			
Section 106 (specify)			
Other services			
Capital Receipts/Borrowing			
Total Funding			

Note: where more than one option /proposal is being made it may be easier to set out the above information in an Appendix.

3. Value for Money (VFM)

Given the continuing need to demonstrate VFM please include evidence that the proposal offers VFM (e.g. benchmarking data)

4. Risk Assessment.

Include relevant comments around any key financial risks associated with the proposal(s)

Appendix A: New Tenancy Agreement - Consultation Feedback Results (2015)

Total Respondents: 1425

		Numbers		Percentage	
		Yes	No	Yes	No
Q1	Do you find the layout of the new tenancy agreement easy to follow?	1317	100	93%	7%

		Numbers				Percentages			
		Easy	Most of it easy	Most of it difficult	All of it difficult	Easy	Most of it easy	Most of it difficult	All of it difficult
Q2	Do you find the wording in the new tenancy agreement is easy to understand?	943	406	38	31	67%	29%	3%	2%

		Numbers			Percentages		
		Agree its necessary	Think its unnecessary	Have no opinion	Agree its necessary	Think its unnecessary	Have no opinion
Q5	We have added a lot of new clauses to help tenants understand their responsibilities and, hopefully encourage those who cause problems to act more responsibly. Do you -	1178	68	159	84%	5%	11%

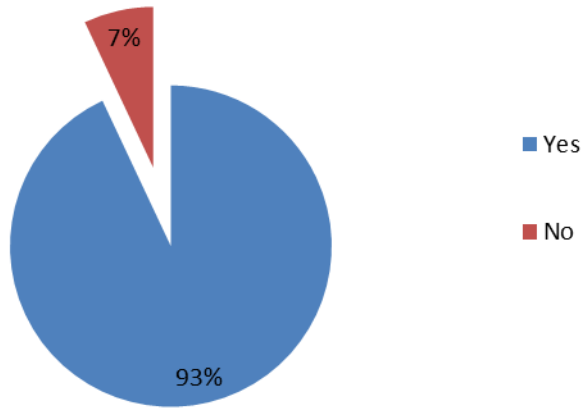
		Numbers		Percentage	
		Yes	No	Yes	No
Q6	Are there any clauses that you think are unreasonable?	98	1189	8%	92%

		Numbers		Percentage	
		Yes	No	Yes	No
Q7	Do you experience problems that are not covered by the conditions listed in the agreement?	124	1228	9%	91%

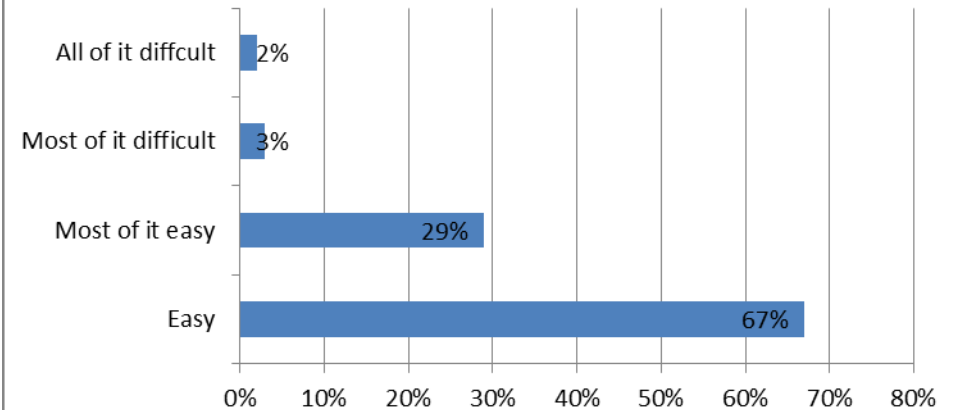
		Numbers		Percentage	
		Yes	No	Yes	No
Q8	Do you like the layout and look of the new agreement?	1298	68	95%	5%

		Numbers		Percentage	
		Yes	No	Yes	No
	May we call you if we need to seek further advice on the comments you have made?	711	588	55%	45%

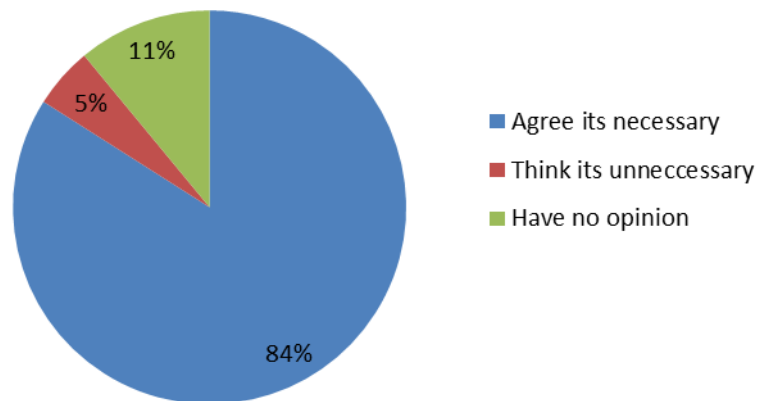
Do you find the layout of the new tenancy agreement easy to follow?



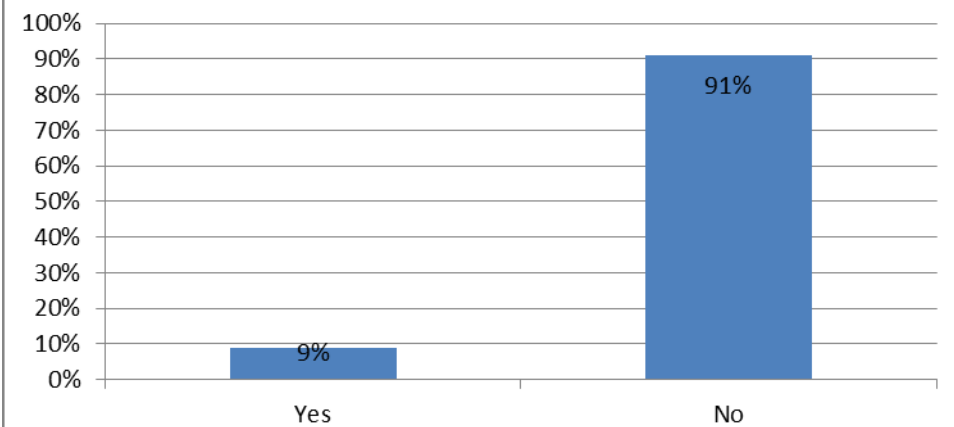
Do you find the wording in the new tenancy agreement is easy to understand?



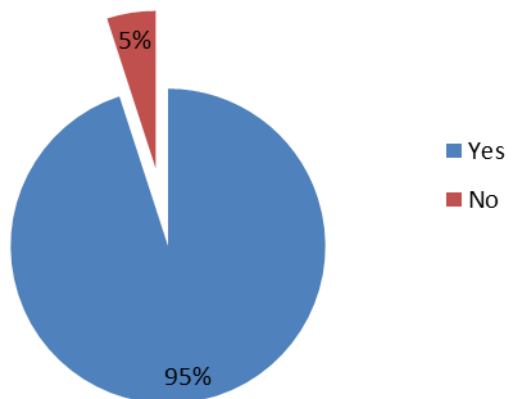
We've added a lot of new clauses - do you...



Are there any clauses you think are unreasonable?



Do you like the layout and look of the new agreement?



Equality Impact Assessment
Provide basic details

Name of proposal/activity/policy to be assessed

Issuing of a new RBC council house tenancy agreement

Directorate: DENS

Service: Housing

Name and job title of person doing the assessment

Name: Tom Martin

Job Title: Tenant Services Manager

Date of assessment: December 2015

Scope your proposal

What is the aim of your policy or new service?

To update the existing Council housing Tenancy Agreement to reflect changes in legislation, strengthen existing clauses in the agreement and to have new ones added to give greater clarity on tenant responsibility. A consultation exercise was undertaken in late summer 2015 on the draft of a new agreement. The results of the consultation have now been considered with the aim of issuing a final new tenancy agreement to all RBC council tenants in spring 2016.

Who will benefit from this proposal and how?

Tenants will benefit from having an agreement set out in a clearer format with a series of new and existing clauses that make clear their and the Council's responsibilities. The new clauses will enable the Council to take effective action against those who breach any of the Tenancy Agreement clauses. It will also offer greater protection to those who are victims/witnesses of those who breach the Tenancy Agreement clauses

What outcomes will the change to achieve and for whom?

See above

Who are the main stakeholders and what do they want?

RBC – who need a legally up to date and comprehensive Tenancy Agreement that will allow it to take more effective action against those who breach the Agreement.

RBC tenants – who will be seeking an agreement that clearly sets out, not only their responsibilities, but their rights. They want an agreement that will allow the landlord to take action against those causing them ASB and other problems. At various meetings with residents groups (Joint Consultative Council, Housing Quality Panels, Focus Groups) tenants have confirmed these as relevant issues to them and the wider tenant body.

Assess whether an EIA is Relevant

How does your proposal relate to eliminating discrimination; promoting equality of opportunity; promoting good community relations?

The new Tenancy Agreement has specific clauses laying out expectations on behaviour so that tenants, family members and visitors respect their home, their neighbours and the neighbourhood in which they live.

The results from the consultation exercise with all of our council tenants identified that 84% of tenants were in agreement with adding new clauses and understood the reasons for this and for the need to strengthen both tenant and landlord (RBC) rights and responsibilities.

- There are specific clauses around living and behaving safely in the communal areas of blocks and general estate areas.
- Having and looking after pets that do not cause nuisance to neighbours.
- A statement that we want the tenant and those around them to be able to live peacefully in their home and if suffering from nuisance, harassment, racial harassment or domestic abuse to contact us for help and support.
- A specific section entitled ‘Respecting Others’ that details the types of behaviour that are not acceptable to neighbours and Council Officers visiting or working in the area.
- A specific clause headed ‘Hate Crime’ and stating the tenant must not discriminate against anyone because of their race, colour religion, sex, age, mental or physical disability, learning disability or sexual orientation, or for any other reason.
- A specific clause related to domestic violence.

- A specific clause detailing the types of action we may take against those who breach the above clauses.

Do you have evidence or reason to believe that some (racial, disability, gender, sexuality, age and religious belief) groups may be affected differently than others? (Think about your monitoring information, research, national data/reports etc.)

No

Is there already public concern about potentially discriminatory practices/impact or could there be? Think about your complaints, consultation, feedback.

No

If the answer is **Yes** to any of the above you need to do an Equality Impact Assessment.

If No you **MUST** complete this statement

An Equality Impact Assessment is not relevant because:

Signed (completing officer)

Date

Signed (Lead Officer)

Date

Assess the Impact of the Proposal

Your assessment must include:

- **Consultation**
- **Collection and Assessment of Data**
- **Judgement about whether the impact is negative or positive**

Think about who does and doesn't use the service? Is the take up representative of the community? What do different minority groups think? (You might think your policy, project or service is accessible and addressing the needs of these groups, but asking them might give you a totally different view). Does it really meet their varied needs? Are some groups less likely to get a good service?

How do your proposals relate to other services - will your proposals have knock on effects on other services elsewhere? Are there proposals being made for other services that relate to yours and could lead to a cumulative impact?

Example: A local authority takes separate decisions to limit the eligibility criteria for community care services; increase charges for respite services; scale back its accessible housing programme; and cut concessionary travel. Each separate decision may have a significant effect on the lives of disabled residents, and the cumulative impact of these decisions may be considerable. This combined impact would not be apparent if decisions are considered in isolation.

Consultation

How have you consulted with or do you plan to consult with relevant groups and experts. If you haven't already completed a Consultation proforma do it now. The checklist helps you make sure you follow good consultation practice. ([hyperlink to Consultation proforma](#))

Relevant groups/experts	How were/will the views of these groups be obtained	Date when contacted
A working group of managers from other Housing teams (ASB, Repairs etc.)	Managers from each team area and agreed tenancy clauses specific to their team area	Jan-Oct 2014
Housing Management Team	The draft Tenancy Agreement was 'signed off' by the Housing Management Team	October 2014
Lead Councillor for Housing	The Tenancy Agreement was presented to Lead Councillor Briefing	October 2014
Joint Consultative Committee Housing Quality Panels	A draft of the new agreement and a report outlining the main changes will be presented to these groups that are made up of Housing tenants	October/November 2014

All tenants of Reading Borough Council	<ol style="list-style-type: none"> 1. A 'Preliminary Variation Notice' was sent to all tenants in late summer 2015 which will outline the proposed changes and the effect the changes will have. Tenants had a 6-8 week period to respond using a pre-paid envelope. 2. A series of local surgeries were held in each housing officer patch area (7 areas across the Borough and an additional surgery in the Affinity area of Whitley) to which all local residents were invited to hear about the proposed changes, ask questions and make comments. 3. Attendance at local resident association meetings to do the above. 	July – September 2015
For any major changes to a Tenancy Agreement the Council must follow a prescribed statutory consultation process as laid out in Section 103 of the Housing Act 1985. The consultation that was undertaken above fulfils that requirement.		
<p>The results of the consultation with tenants was as follows:</p> <p>95% said they liked the layout of the new agreement</p> <p>93% said the new layout was easy to follow</p> <p>96% said all or most of the wording in the new agreement was easy to understand</p> <p>92% said the new agreement did not contain unreasonable clauses</p> <p>91% said they had not experienced problems not covered by the conditions in the agreement</p> <p>84% agreed it was necessary to add additional clauses to help people better understand their responsibilities and to encourage those who cause problems to act more responsibly</p>		

Collect and Assess your Data

Using information from Census, residents survey data, service monitoring data, satisfaction or complaints, feedback, consultation, research, your knowledge and the knowledge of people in your team, staff groups etc. describe how the proposal could impact on each group.

Describe how this proposal could impact on Racial groups

Is there a negative impact? Yes ☐ No ☐ Not sure ☐

Describe how this proposal could impact on Gender/transgender (cover pregnancy and maternity, marriage)

Is there a negative impact? Yes ☐ No ☐ Not sure ☐

Describe how this proposal could impact on Disability

Is there a negative impact? Yes ☐ No ☐ Not sure ☐

Describe how this proposal could impact on Sexual orientation (cover civil partnership)

Is there a negative impact? Yes ☐ No ☐ Not sure ☐

Describe how this proposal could impact on Age

Is there a negative impact? Yes ☐ No ☐ Not sure ☐

Describe how this proposal could impact on Religious belief?

Is there a negative impact? Yes ☐ No ☐ Not sure ☐

Make a Decision

If the impact is negative then you must consider whether you can legally justify it. If not you must set out how you will reduce or eliminate the impact. If you are not sure what the impact will be you **MUST** assume that there could be a negative impact. You may have to do further consultation or test out your proposal and monitor the impact before full implementation.

Tick which applies

- | | | | |
|----|--|----------------|-------------------------------------|
| 1. | No negative impact identified | Go to sign off | <input checked="" type="checkbox"/> |
| 2. | Negative impact identified but there is a justifiable reason | | <input type="checkbox"/> |
| | You must give due regard or weight but this does not necessarily mean that the equality duty overrides other clearly conflicting statutory duties that you must comply with. | | |
| | Reason | | |
| 3. | Negative impact identified or uncertain | | <input type="checkbox"/> |
| | What action will you take to eliminate or reduce the impact? Set out your actions and timescale? | | |

How will you monitor for adverse impact in the future?

1. Regular Tenant Satisfaction Surveys
2. Monitoring of ASB cases
3. Monitoring of complaints
4. Attendance at local resident association meetings
5. Enquiries from local ward councillors

Signed (completing officer)	Tom Martin	Date	December 2015
Signed (Lead Officer)	Tom Martin	Date	December 2015

Appendix D - this is an extract from the March 2015 Housing Neighbourhood and Leisure Committee report outlining the main areas of change in the proposed new tenancy agreement

4.2.2.2 Increased emphasis on ASB prevention

The draft Tenancy Agreement (clause 10.4-10.5) more clearly lays out specific examples of anti-social and nuisance behaviour that are not acceptable and details of the actions the Council will take (clause 10.11) to control behaviour and protect the quality of life of other residents.

4.2.2.3 Recharges

The draft Tenancy Agreement provides greater clarity on recharges in a number of clauses so that tenants are aware that a breach of various tenancy clauses could result in a recharge being made to them to rectify the breach.

4.2.2.4 Permissions

The draft Tenancy Agreement provides greater clarity and additional clauses (7.14 - 7.18) related to ensuring that written permission from the Council is obtained prior to any alterations or improvements being carried out to a property by the tenant.

4.2.2.5 Flooring

New clauses (8.10 - 8.16) related to the tenant installing any new type of hard flooring covering have been included - this includes laminate flooring. The new clause gives a specific requirement to seek written permission before installing laminate flooring. Permission will generally be refused if the tenant lives in a flat due to the issues created for other tenants through noise nuisance.

4.2.2.6 Pets

Existing clauses related to pets have been strengthened and new ones added (9.14 - 9.23). The clauses reiterate that if the tenant lives in a house they must not keep more than two domestic pets. If they live in Sheltered Housing or a block of flats they must not keep a dog, cat or other large pet unless they have obtained permission. They also state that a pet/animal business must not be run from the home.

4.2.2.7 Gardens

Existing clauses have been strengthened and new ones added (8.19 - 8.24) to give greater clarity on tenant responsibility for garden and balcony areas.

4.2.2.8 Preventing Accidents and Fires

Existing clauses have been strengthened and new ones added (9.1 - 9.11) to give greater clarity on tenant responsibility related to safety and preventing fires in the communal areas of blocks of flats and estate areas generally. The clauses are clear that the internal communal areas (staircases, corridors etc.) must be kept clear at all times.

4.2.2.9 Pests and Infestations

Clause 9.13 states that the tenant is responsible for dealing with infestations and pests in the home.

4.2.2.10 Insurance

A new clause (8.37) has been added advising tenants of the importance of ensuring that they obtain home contents insurance.

4.2.2.11 Data Protection

New clauses have been added (Section 12) that update on what the Council does with the personal information it holds and who it may share the information with and why.

4.2.2.12 Parking

Existing clauses have been strengthened and new ones added (8.29 - 8.30) to give greater clarity on tenant responsibility related to parking issues.



Tenancy Agreement

INTRODUCTION

What does this mean for you?

This Tenancy Agreement sets out your rights and responsibilities as a tenant and those of the Council.

When you sign this Agreement you will become either an Introductory or Secure tenant and you must comply with the conditions of the tenancy. We will tell you which type of tenancy you have been given.

The tenant factsheets, which are not part of this Agreement, explain how to access the range of services we provide to help you to manage and keep your tenancy.

About your Tenancy Agreement

This Tenancy Agreement is a contract between Reading Borough Council and you and it does not give any rights or duties to anyone else.

The Agreement is a legal contract that explains your rights and responsibilities as a tenant and our rights and responsibilities as your landlord.

Any references in this Agreement to legislation only apply to legislation in force at the date of this agreement and to any amendment or replacement of it.

You must read the full Agreement before you sign.

The responsibilities in the Agreement apply to you; your husband, wife, civil partner or partner; and your friends, relatives and anyone else living in or visiting your home, including your children.

If this is a Joint tenancy, each joint tenant must comply with the obligations set out in the Agreement and is responsible for the acts and conduct of all other joint tenants.

In special circumstances we may add additional terms and conditions to this Tenancy Agreement. These extra conditions will be set out in a separate Agreement signed by you and by us and attached to this Tenancy Agreement. We can also change the terms of this tenancy if we follow one of the procedures set out in Section 102 of the Housing Act 1985.

Giving us information

You must give us correct information. We may take legal action to force you to leave your home if you (or somebody acting on your behalf) have made a statement you know is false *or* gives us misleading information in order to obtain this tenancy.

Signing this Tenancy Agreement

You must sign the Agreement on page 38 of this document when you become a Council tenant. We will also ask you to sign each section of the Tenancy Agreement to confirm that it has been read and understood.

If there is anything you don't understand please ask. You can also get help from the Citizen's Advice Bureau or other independent legal advice.

YOUR TENANCY AGREEMENT - CONTENTS

- Section 1 - Secure tenancy - general conditions
Explanation of the Tenancy Agreement
- Section 2 - Introductory tenancy - general conditions
Explanation of the Tenancy Agreement
- Section 3 - Summary of legal rights of tenants
Table setting out the main legal rights of Introductory and Secure tenants
- Section 4 - Notices, permission and complaints
Official addresses for the serving of Notices and requests for written permission
- Section 5 - Our responsibilities and your rights
General responsibilities of the Council and main rights of tenants
- Section 6 - Rent and other payments
Your rights and responsibilities - paying your rent and other charges
- Section 7 - Repairs, maintenance and improvements
Your rights and responsibilities - repairing and maintaining your home
- Section 8 - Living in and around your home
Your responsibilities for communal areas, gardens, parking, vehicles, running a business, etc.
- Section 9 - Living in a safe and healthy home
Your responsibilities for maintaining a safe and healthy home, the prevention of accidents and fires, dealing with pests and keeping pets
- Section 10 - Living in your community
Your responsibilities to prevent anti-social behaviour and harassment
- Section 11 - Ending your tenancy or moving house
Your responsibilities when you leave your home or move house
- Section 12 - Data protection
- Section 13 - Tenant factsheets
How to get more information and advice and a list of tenant factsheets referred to in this Tenancy Agreement

MEANING OF WORDS

TERMS AND DEFINITIONS USED IN THIS TENANCY AGREEMENT

You - the tenant, and in the case of joint tenants, any one or all of the joint tenants.

Council, we, us, our, landlord - Reading Borough Council and everyone working on behalf of the Council including employees and contractors.

Secure tenancy - you have the right to live peacefully at your property for as long as you want, provided you do not breach the terms of the Tenancy Agreement. The Council cannot evict you from the property without first notifying you in writing and obtaining an order from the Court to evict you.

Introductory tenancy - is a one year trial Council tenancy. It gives you most of the same rights as a Secure Council tenancy but you can be evicted more easily. However, as long as you don't breach your Tenancy Agreement while you are an Introductory tenant, you will automatically become a Secure tenant.

Sole tenancy - you are a sole tenant if only one person is named on the tenancy agreement. If two people are named on the tenancy agreement you have a joint tenancy.

Joint tenancy - joint tenants each have all the rights and responsibilities set out in the Tenancy Agreement. A joint tenancy means that two people are responsible for making sure the tenancy conditions are met and have equal rights to stay in the tenancy until it is ended.

If one joint tenant formally ends the tenancy the tenancy comes to an end even if the other joint tenant has not asked to end the tenancy.

Neighbour - everyone living in the area, including other tenants, people who own their own homes and local businesses.

Neighbourhood - for the purposes of this Agreement neighbourhood is defined as any area located within the Reading Borough Council boundary or adjoining boundaries where RBC stock is located.

Rent - payment due from you to us for occupation of the property.

Home or property - the property let to you under this Agreement, including any garden, yard, balcony, driveway, outbuildings, sheds, also including any garage within your property but not including any shared areas.

Shared areas or communal areas - the parts of the building that all tenants can use, for example, halls, stairways, entrances, landings, shared gardens, lawns and landscaped areas, bin areas.

Garden - lawns, hedges, flowerbeds, trees, shrubs, outside walls, fences, paths and yards.

Anti-social behaviour - doing something or failing to do something that causes or is likely to cause nuisance, annoyance, harassment, alarm or distress to anyone.

Hate Crime - a crime committed against someone because of their gender, identity, disability, race, religion or belief or sexual orientation.

Vehicle - anything used for transporting a person or people, for example, a car, motorbike, bike, moped, boat, caravan, van, mini bike, mini moto, quad bikes, trailer, scooter and battery powered mobility scooters.

Written permission - a letter from us giving you permission to do something.

Tenant factsheet - a leaflet providing further information or advice about your rights, responsibilities, rules or services available from us.

Animal - any bird, fish, insect, mammal, reptile or spider.

Sub-letting - to rent out part or all of the property you are living in to someone else.

Lodger - someone who rents a room in your property and shares at least part of the rest of the property with you.

Section 1 - ABOUT YOUR SECURE TENANCY GENERAL CONDITIONS

- 1.1 Your tenancy includes:
- the property (house, flat, maisonette or bungalow)
 - any gardens, sheds
 - any garage attached to your home.
- 1.2 Except in the special circumstances set out at 1.4 below, as a Secure tenant you have the right to stay in your home for as long as you want, providing that you behave responsibly and keep to the terms and conditions of this Tenancy Agreement.
- 1.3 You may lose the right to live in your home (security of tenure) if:
- the Court grants us a Possession Order
 - you do not use this home as your only or main home, or
 - you sublet the whole of your home to another person.
- 1.4 In special circumstances we have the legal right to take possession of your home. These special circumstances are:
- your home needs to be empty, temporarily for major repairs or improvements, or permanently because it has to be demolished
 - your home has been specially adapted for a disabled or older person who no longer lives in the property and another older or disabled person needs it to live in, or
 - you have succeeded to (inherited) your home and you are not the wife, husband or civil partner of the previous tenant, and your home is bigger than you need.
- If this happens we will offer you another suitable home. In certain circumstances we will help you with removal costs, compensation if you lose your home or are disturbed by repair work.
- 1.5 In the case of repairs/or improvements, if you move to a temporary alternative home you must return to your permanent home when we have done the repairs. We have the right to take possession of the temporary property when the work on your original home is finished.
- 1.6 If you break any condition in this Agreement, we may take legal action against you, for example by obtaining a Possession Order, Anti-social Behaviour Order, Injunction, Demotion Order or order suspending your right to buy your home.
- 1.7 If we take legal action against you, because of non-payment of rent, anti-social behaviour or any other reason related to your act or default, this could lead to the loss of your home and may also stop you from getting accommodation from us or other housing providers in the future, even if you become homeless.
- 1.8 If we take you to Court for breaking this Agreement, we will ask the Court to order that you pay our costs.

- 1.9 In special circumstances we may add additional terms and conditions to this Tenancy Agreement. These extra clauses will be specified in a Supplementary Agreement signed by you and the Council's representative and will be attached to this Agreement.

Section 2 - ABOUT YOUR INTRODUCTORY TENANCY GENERAL CONDITIONS

- 2.1 An Introductory tenancy is a “trial” tenancy and usually lasts for 12 months. If you show us that you can act responsibly and that you can keep to the terms of your Tenancy Agreement, you will automatically become a Secure tenant at the end of the introductory period.
- 2.2 Your tenancy includes:
- the property (house, flat, maisonette or bungalow)
 - any gardens, and
 - any garage attached to your home
- 2.3 Introductory tenants have fewer rights than Secure tenants and some additional conditions to comply with. As an Introductory tenant we can evict you more easily than a Secure tenant.
- 2.4 You may lose the right to live in your home (security of tenure) if:
- the Court grants us a Possession Order
 - you do not use this home as your only or main home
- 2.5 In special circumstances we have the legal right to take possession of your home. These special circumstances are set out in clause 1.4 of this Tenancy Agreement.
- 2.6 If we have to take possession of your home because of these special circumstances, we will offer you another suitable home. In certain circumstances, we will help you with removal costs and pay compensation if you lose your home or are disturbed by repair work.
- 2.7 If we take legal action against you because of non-payment of rent, anti-social behaviour or any other reason related to your act or default, this could lead to the loss of your home and may also stop you from getting accommodation from us or other housing providers in the future, even if you become homeless.
- 2.8 If you break any condition in this Agreement, we may extend your Introductory tenancy by a further 6 months which means that you might be an Introductory tenant for 18 months in total or we may take legal action against you, for example by obtaining a Possession Order or Injunction.
- 2.9 If we take you to Court for breaking this Agreement, we will ask the Court to order that you pay our costs.
- 2.10 In special circumstances we may add additional terms and conditions to this Tenancy Agreement. These extra clauses will be specified in a Supplementary Agreement signed by you and the Council’s representative and will be attached to this Agreement.

Section 3 - SUMMARY OF THE LEGAL RIGHTS OF TENANTS

This Tenancy Agreement is more or less the same for Introductory tenants and Secure tenants. However, if you are an Introductory tenant you have fewer rights and some additional conditions to comply with.

Throughout this Tenancy Agreement, where the rights of Introductory tenants vary from those of Secure tenants, they are clearly marked like this:

“If you are an Introductory tenant, you do not have the right to”

Throughout this Tenancy Agreement where there are extra conditions for Introductory tenants they are clearly marked like this: *“Introductory tenants only”*

Legal Right	Secure tenants	Introductory tenants	Page No.
Right to pass on your tenancy through succession or assignment	Yes	Yes	13-14
Right to repair	Yes	Yes	15
Right to be consulted on housing management	Yes	Yes	12, 16
Right to Buy (some properties may be exempt)	Yes	No (but the Introductory period counts toward the discount)	15
Right to take in lodgers	Yes	No	12
Right to sub-let (you may only sub-let part of your property)	Yes	No	12-13
Right to improve your home	Yes	No	15
Right to exchange your home with another tenant.	Yes	No	14
Right to live in the property.	Yes *	Yes*	12

*As long as you do not have a Possession Order made against you

Section 4 - NOTICE, PERMISSIONS AND COMPLAINTS

- 4.1 Any Notice we serve on you will be valid if we:
- deliver it to you personally
 - leave it at, or post it, to your home address and/or, if different, your last known address, or
 - give it to you in line with an Order made by the Court.
- 4.2 The address for serving of any Notice (including Notices in legal proceedings) on us or any other correspondence is:

Reading Borough Council
Civic Offices
Bridge Street
Reading RG1 2LU

Email: neighbourhoodservices@reading.gov.uk

Telephone: 0118 937 2161

- 4.3 You need our written permission to make any improvements or changes to your home, run a business from home, and various other activities. Any consent given, other than in writing, will be considered as not given for the purposes of this Agreement.

To find out more see the tenant factsheet on “When and How to Request permission”.

If you are an Introductory tenant, you do not have the right to make alterations, additions or improvements to your home.

- 4.4 Complaints are important to us. We want your feedback so we can change what we can to improve our service.

For more information see the tenant factsheet on “Housing Complaints”.

Section 5 - OUR RESPONSIBILITIES AND YOUR RIGHTS

This section summarises our general responsibilities and your key rights.

Our Responsibilities

- 5.1 We are responsible for setting your rent. The amount of rent you pay depends on the size, type and location of your home.
- 5.2 We are responsible for repairing and maintaining the structure and exterior of your home and any building it is in, including roofs, walls, floors, ceilings, window frames, external doors, gutters and outside pipes.
- 5.3 We must:
- carry out repairs within a reasonable time
 - clear up after a repair and give you reasonable notice of any improvements to your property which are considered necessary.

We are not, however, responsible for repairing anything which has become damaged or defective as a result of your act or default or that of a person living with or visiting you.

- 5.4 We will take reasonable care to keep any communal areas around your home (e.g. stairs, lifts, landings, lighting, entrance halls, pathways, shared gardens, parking areas and rubbish chutes) in a condition that is fit for use by you and persons living with or visiting you.
- 5.5 We will keep in repair and proper working order the installations in your home for space heating, water heating and sanitation and for the supply of water, gas and electricity. These include:
- kitchen and bathroom basins, sinks, baths, toilets, flushing systems and waste pipes (but not other fixtures, fittings and appliances that use water, gas or electricity)
 - electric wiring including sockets, switches and light fittings (excluding bulbs)
 - gas pipes, water pipes, water heaters, fitted fires and central heating installations.
- 5.6 We are legally responsible for making sure that gas appliances (except ones you are entitled to remove), gas pipe work and flues are in a safe condition. The checks we carry out are for gas and carbon monoxide leaks. We will do this in an annual gas safety check.

For more information see the tenant factsheet on “Looking after your Home”

- 5.7 We will provide you with a rent/mortgage reference upon request and will make a reasonable charge for providing this.
- 5.8 If you apply to buy your home, we will continue to do repairs that may affect health, safety or security while you are applying but we will not do any

Section 5 - OUR RESPONSIBILITIES AND YOUR RIGHTS

5.8 (Continued)

improvements, for example new windows or a new central heating system. If you buy your home, then we will no longer be responsible for its repair.

We are responsible for consulting with you and for involving you in decision making.

5.9 We must ask your views about any of our housing plans if they substantially affect you - for example we will consult you about modernisation or improvement work that is planned for your home or your area.

5.10 We must consult you before making any changes to the conditions of this Agreement (except for rent) and must notify you in advance of actually making any changes.

5.11 We must provide information each year on the performance of the Housing service. We usually do this through the publication of an Annual Report.

Your Rights

5.12 Security of tenure

Save in the exceptional circumstances set out at 1.4 above, you may live in the property without interference from us as long as you, your friends, relatives or any other person living in or visiting the property (including children) do not break any of the conditions in this Agreement. If any of the conditions are broken, we may apply to the Court to end your tenancy.

5.13 You may keep your home as long as you want unless there is a legal reason why we can take it back. We may take back your home only with the approval of the Court.

5.14 Taking in lodgers

You have the right to take in lodgers, unless doing so would breach any specific age restrictions that apply to your home. You will need to let us know if you take in a lodger in case doing so would breach your tenancy and/or there is a Local Letting policy.

5.15 Overcrowding

You must not allow more than the permitted maximum number of persons to live in your home and the Council will not give permission for you to take in lodgers or to sub-let part of your home if doing so would exceed the permitted maximum number of persons. See the final page of this Agreement for details.

5.16 Subletting part of your home

You have the right to rent part of your home to somebody else as long as you have our written permission. This is called sub-letting. You must not sub-let the whole of your home. We will refuse permission only if we have good reason to do so - if we refuse we will explain why. The Council may prosecute any tenant who parts with

Section 5 - OUR RESPONSIBILITIES AND YOUR RIGHTS

- 5.16 Subletting part of your home (Continued)
the possession of the property or sub-lets the whole of it as provided by the Prevention of Social Housing Fraud Act 2013.

If you are an Introductory tenant, you do not have the right to take in lodgers or to sub-let part of your home.

For more information see the tenant factsheet on “Taking in Lodgers and Subletting”.

- 5.17 If you want someone who wasn't part of your household when you moved in to stay permanently, you must get our written permission first. We will not refuse unless there is a good reason (such as the person being likely to cause a nuisance).

Succession Rights

- 5.18 If you are an Introductory tenant and you die while you are an Introductory tenant and succession applies, the person who takes over your tenancy will also be an Introductory tenant. They will only become a Secure tenant in accordance with the terms of this Tenancy Agreement.
- 5.19 If you are a Secure tenant you have the legal right for your husband, wife, civil partner or partner to take over your tenancy on your death. In certain circumstances, other family members may be able to take over your tenancy on your death. If you die when you are a Secure tenant and succession applies, the person who takes over will become a Secure tenant immediately.
- 5.20 On the death of a Joint tenant, the surviving joint tenant will become the sole tenant.
- 5.21 Succession can only happen once. If you have already succeeded to the tenancy you will not be able to pass it on. A succession for these purposes happens:
- In the circumstances set out at 5.18 - 5.20 above.
 - If the tenancy is assigned to someone who would be qualified to succeed to the tenancy on your death.
- 5.22 We do not generally allow any other succession to take place. However, under certain circumstances, we may help to find accommodation for someone who is not your husband, wife, partner or civil partner, where there has been no previous succession and where no-one else has a legal right to succeed. That might be help to stay in the same property or it might be help to move to a different Council property.

Section 5 - OUR RESPONSIBILITIES AND YOUR RIGHTS

- 5.23 If we agree to grant a tenancy to someone who has no legal right to succeed and the property is bigger than they need, we will offer them a smaller alternative.
- 5.24 If more than one person is entitled to make a claim, they should decide between them who is to do so. If they cannot agree, we will decide who, if anyone, should be granted a new tenancy.

For more information on this see the tenant factsheet on “Succession of Tenancy”.

5.25 Assigning your tenancy (legal transfer)

You may be able to transfer your tenancy:

- if this is necessary because of a Court Order (for example if a marriage or civil partnership breaks down), or
- to a person who would qualify to succeed to the tenancy on your death. You must make the request in writing and certain conditions apply.
- You are a Secure tenant mutually exchanging your property (Introductory tenants do not have this right).

If you want to assign your tenancy you must ask us for permission in writing. If you assign your tenancy without our agreement you will be in breach of your Tenancy Agreement and the Council may take Court action to terminate the tenancy. We can refuse permission to assign your tenancy but would not do so unreasonably. You may be refused permission because:

- You have rent arrears
- We have started Possession proceedings against you
- The property has been adapted for a person with disabilities and there would no longer be a person with disabilities living there
- There have been anti-social behaviour problems at the property

This is not a full list.

For more information see the tenant factsheet on “Assigning your Tenancy”.

5.26 Your right to exchange (swap) your tenancy

In certain circumstances, you have the right to swap the tenancy of your home with that of another tenant of social housing or give up your tenancy and then be granted a new tenancy of another social housing property. In either case you must request our written permission and we can only refuse to allow you to swap your tenancy or your property on certain grounds set out in law.

Section 5 - OUR RESPONSIBILITIES AND YOUR RIGHTS

- 5.27 **Your right to buy your home**
You may have the right to buy your home.

For more information contact us or see the tenant factsheets on:
“Your Right to Buy your home”.

- 5.28 **Your right to make improvements**
You may make changes to or improve your home as long as you first get our written permission. We may, as a condition of giving you permission, ask you to promise to restore your home to its original state at the end of the tenancy. Any gas or electrical or building work must be carried out by a qualified and competent contractor and must be inspected by us. If we think any improvement work is not safe or does not meet Planning, Building Control or other regulations, we may ask you to immediately put your home back to the condition it was in before you did the work. Alternatively, we may carry out work to put the problem right and charge you the cost of this. You will be responsible for the on-going maintenance of any such improvements.

- 5.29 **Your right to compensation**
You have a right to claim compensation for certain improvements that you have made to your home after 1 April 1994 and for which you have our written permission. You can only apply for compensation for some improvements. Contact us for more details.

If you are an Introductory tenant, you do not have the right to make alterations, additions or improvements to your home, to buy your home or the right to exchange your home or tenancy.

- 5.30 **Your right to repair**
You have the right to have certain urgent minor repairs done quickly, if the repair may affect health, safety or security. This is called your Right to Repair.

Under the Right to Repair scheme, you can claim compensation (up to a maximum agreed by law) if we do not complete the repairs within the set time period.

Find out what repairs are included - see the tenant factsheet on “How to Report a Repair”.

For further information about Repairs also see Section 7.

Section 5 - OUR RESPONSIBILITIES AND YOUR RIGHTS

5.31 Your right to information and consultation

We will consult you about any decisions to do with managing or maintaining housing, if these decisions are likely to have a major effect on your home or tenancy.

You also have the right to information about:

- the conditions of your tenancy
- our responsibilities for carrying out repairs
- our policies about consulting you, offering you a home or transferring your tenancy, and
- any proposal to transfer housing stock to a new landlord
- rent setting and how the money is spent

5.32 Your right to manage your home

In certain circumstances, we may give a group of tenants the right to manage their homes as long as they meet certain conditions. You can ask us for more information about this.

5.33 Access to your file

You have the right to see the information we hold about you and your tenancy, rent payments and application for alternative housing. You cannot see information about other people. If you want to see your file please ask your Housing Officer. We must let you know within 40 days what information we hold and let you have a copy. We can charge a small fee for checking our records.

5.34 If you believe any of the information we hold about you is incorrect, you have the right for it to be amended. Please write to us at Reading Borough Council, Civic Offices, Bridge Street, Reading RG1 2LU if you believe this to be the case.

5.35 You have the right to see our rules for deciding who gets offered a Council home.

You have the right to a free copy of a short summary of these rules - ask your Housing Officer.

Section 6 - RENTS AND OTHER PAYMENTS

Your responsibilities

- 6.1 Paying rent and Service charges is one of your most important responsibilities. Your rent and Services charges are due every Monday and you must pay them on time or in advance. Rent is due from the date on page number 39 of this Agreement.

There are occasional “free” weeks when no rent is charged. If you owe us rent (called arrears) you must continue to pay your rent in these free weeks.

- 6.2 If you do not pay your rent or other charges, or if you pay it persistently late, we will go to Court to ask for you to be evicted from your home. The Court may also order you to pay our costs.
- 6.3 If you owe rent, rechargeable repair costs or other charges in relation to a previous tenancy from the council, you agree to repay those arrears as an obligation of this tenancy. You will have to pay an agreed amount each week (in addition to the rent) until all of the arrears are repaid.
- 6.4 If this is a Joint tenancy, each named tenant is jointly responsible for paying the whole rent and any other payments due (arrears chargeable repairs and/or Service charges).
- 6.5 We can recover all the rent arrears owed on your home from either of the Joint tenants of the property.
This means that if you leave your property you are still liable for paying the rent and for any arrears, Service charges or chargeable repairs until your tenancy comes to an end.

If you have difficulty paying your rent, contact the Rents helpline immediately.

- 6.6 You must not refuse to pay your rent for any reason. If the payment of rent is not made by the due date, you will be required to pay our reasonable administrative costs in pursuing you for the late payment.
We may take any money you owe us out of any money we owe you. We can also decide how to allocate any payments that you make.
- 6.7 **Your Rent**
We can increase or decrease your rent at any time. We must tell you, in writing, at least 4 weeks before any rent change.
- 6.8 **Welfare Benefits and Housing Benefit**
If you get a welfare benefit, you must tell us immediately of any change in your circumstances that may affect your entitlement (for example if your income or savings change or the number of people living with you changes).
- 6.9 You will be responsible for paying a reasonable charge for Officer time in relation to continuous missed appointments, out of hours call outs and for a gas forced entry appointment even if you are there when we attend

Section 6 - RENTS AND OTHER PAYMENTS

6.10 Service charges

We can introduce new services which you will have to pay for. These will be charged in addition to your rent and will be collected as part of your rent. We must tell you in writing at least 4 weeks before we do this.

6.11 We can introduce Service charges for services that you already receive. These will be charged in addition to your rent and will be collected as part of your rent. We must tell you in writing at least 4 weeks before we do this.

Section 7 - REPAIRS, MAINTENANCE AND IMPROVEMENTS

- 7.1 You have the right to have certain repairs carried out to your home. You must tell us when repairs need doing as you, and we, are both responsible for looking after your home properly.

For more information see the tenant factsheet on “Looking after your Home”.

Your Responsibilities

- 7.2 You must keep the interior of your home in good condition. This means carrying out any small repairs that are needed such as unblocking sinks, replacing internal door handles, etc. You must also keep your home adequately heated and ventilated so as to prevent condensation.
- 7.3 You are responsible for decorating the inside of your own home and for repairing and maintaining your own equipment (such as your washing machine).
- 7.4 You are responsible for repairing and maintaining any improvements you have made yourself or taken responsibility for. The improvement you have made yourself or taken responsibility for may result in an increase in rent. If you do not maintain your improvements (including sheds and outbuildings) and they become a risk to health and/or safety or are detrimental to the maintenance of our property, we will tell you to remove the improvement and return the property to its original state. If you do not do this, we will do the work and charge you for it.
- 7.5 If you ask us to leave in place any alteration, improvement or other structure left by the previous tenant, for example a shed, garden pond, greenhouse, and if your request is granted, the responsibility for repairing and maintaining them will be yours.
- 7.6 You can request that we take over responsibility for the repair and maintenance of your improvements. If we agree, we will increase your rent to cover the cost of this.
- 7.7 Gas cookers and hobs are your responsibility to install through a registered provider. You are responsible for getting a gas safety check by a Gas Safe-registered contractor on any appliance you own.

Allowing us to have access to your home.

- 7.8 You must give us, including contractors acting on our behalf, reasonable access to your home to carry out any repairs, servicing or inspections for which this Agreement, or the law, makes us responsible or to do any other repairs or improvement work to your property or adjoining properties.

Section 7 - REPAIRS, MAINTENANCE AND IMPROVEMENTS

- 7.9 We will normally give you at least 24 hours' notice if we need to visit your home to carry out an inspection or any repairs or improvement work. If you refuse to allow us in, we may instead get a Court Order and you may be charged for our costs. You may also have to pay to us the cost of any visits by contractors where you fail to keep an appointment that has been made.
- 7.10 In an emergency we may need to get into your home immediately. Where there is no-one at your home to let us in, you agree that we may force our way in if needed, and you agree that you may be charged for all associated costs in relation to works that are carried out.
- 7.11 An emergency for the purposes of 7.10 above is a situation that puts someone's health or life or a property in danger.
Examples of emergencies when we may need immediate access to your home include:
- fire or flood
 - a gas or water leak
 - if we think somebody may be injured, or
 - if the structure of your home or adjoining property is dangerous.

This is not a full list.

- 7.12 We are legally responsible for making sure that gas appliances (except ones you are entitled to remove), gas pipe work and flues are in a safe condition. We will do this in an annual gas safety check.
- 7.13 You must allow us into your home to carry out this gas safety check. This is a health and safety requirement. If you refuse us entry, you agree that we may make forcible entry, providing we have given you reasonable opportunity to let us in voluntarily. If we gain entry by force, you are liable for any costs the Council might incur and these will be recovered from you by way of a recharge. We may apply to evict you for repeatedly failing to allow us access to your home.
- 7.14 To reduce the risk of Legionella bacteria occurring in your property, it is your responsibility to clean, disinfect and descale any showerhead at least every 6 months. In addition any little used outlets (e.g. taps etc.) must be flushed for at least 2 minutes when they have not been used for more than 1 week.

Getting permission for repairs and alterations

- 7.15 With the exception of painting and decorating, you must not carry out alterations or additions either inside or outside your home without first obtaining our written permission.
- 7.16 Examples of additions or alterations where you need our written permission include: aerials, conservatories, driveways, fences, garages, garden ponds, greenhouses, hard-standing for vehicles, outbuildings, satellite dishes, surveillance equipment and sheds. *This is not a full list.*

Section 7 - REPAIRS, MAINTENANCE AND IMPROVEMENTS

- 7.17 We may refuse permission if there is a good reason and will tell you why. We may give permission, but subject to some conditions that you must keep to.
- 7.18 If you fail to obtain written permission before you carry out any additions or alterations, we may (by giving you a reasonable period of time) ask you to return the property to its original state. If you don't do this, we may do the works and charge you for it. You must obtain our written permission before you carry out any gas or electrical work at your home. This work must only be carried out by a qualified and competent contractor and inspected by us. If you fail to do this, you will be asked to put this right within a specified time frame and, if you don't do this, we will do the works and charge you for it.
- 7.19 Before you start work, you must also make sure you get any Planning or Building regulations approval that you need. If you don't get our written agreement and necessary approvals, we may tell you to return the property to how it was before. If you fail to do so, we may do the work and charge you for it.

For more information see the tenant factsheet on "When and how to Request permission".

- 7.20 If you have made improvements with our permission, then you may be entitled to compensation when you move out. Contact us for more information.

If you are an Introductory tenant, you do not have the right to make alterations, additions or improvements to your home.

Repairs we will charge you for

- 7.21 You are responsible for meeting the costs of repairing any damage to your home, its fixtures or fittings or any communal area or Council property caused by you or by the actions of others living with or visiting you. The damage could be caused either accidentally or deliberately (e.g. smashed windows) or by your own neglect (e.g. by not reporting a leak).
- 7.22 We have the discretion to decide whether we will carry out the work (and recharge you) or you will carry out the work at your cost.
- 7.23 If we carry out the work, we will charge you the costs of:
- repairing any damage to your home or communal area
 - replacing any Council property you have destroyed or damaged
- 7.24 We will also charge you any costs we have to pay as a result of you breaking this Tenancy Agreement.
- 7.25 You are responsible for the cost of any repairs required following lawful entry by the police to detect or prevent crime.

For more information see the tenant factsheet on "Costs you must pay - chargeable costs".

Section 7 - REPAIRS, MAINTENANCE AND IMPROVEMENTS

Carrying out major repairs to your home

- 7.26 If your home needs major repairs and you have to move out so we can do the work, we will offer you a suitable home. This may be on a temporary or permanent basis. If we offer you temporary accommodation, you must move into it when we ask and return to your home when we have done the repairs.

Solar Panels

- 7.27 We may install a Solar Panel system at your home and retain it there. The inverter is usually installed in your loft space which means that we may need access to your loft space from time to time.

We may at any time alter the Solar Panel System or remove it from your home either permanently or for a period of time.

If the Solar Panel system, or any part thereof, fails and becomes uneconomic to repair or replace, the Solar Panel system can be left in place until it is economic to repair or replace or the Solar Panel system is removed.

- 7.28 If you apply to buy your home and you wish to continue to receive the electricity generated by the Solar Panel system, the cost of purchasing your home will take into consideration the cost of the equipment and the length of time it has been installed.

- 7.29 You must allow us (and our employees or contractors acting on our behalf) access at reasonable times and following reasonable notice to install, maintain, repair, replace or undertake other works to, or inspect the condition of the Solar Panel system and to take meter readings.

You must not cause any damage to or interfere with the Solar Panel system (including any cables) and will pay us any reasonable costs for any damage to the Solar Panel system by you, members of your household or visitors to your home.

You must ensure that trees or vegetation at your home do not grow so that they overshadow the Solar Panel system.

You must ensure that nothing is constructed or erected at your home which overshadows the Solar Panel system.

You must tell us as soon as you are aware of any damage to either the Solar Panel system or part of your home to which it is attached or in which it is contained.

Section 8 - LIVING IN AND AROUND YOUR HOME

Your responsibilities

- 8.1 We expect you (and anyone living with you or visiting you, including children) to act in a reasonable way at all times, and respect your home, the area around your home, and your neighbours.
- 8.2 You must live in the property as your only or main home. If you are a Joint tenant, one of the Joint tenants must live in the property as their only or main home.
- 8.3 You must tell us if you are going to be away from your home for more than 28 days and you must also give your Housing Officer an address and telephone number they can contact you on.
- 8.4 You must allow us access to carry out a regular inspection of the property in order for us to complete our housing management responsibilities and to ensure you are complying with the conditions contained in this Tenancy Agreement. Part of the inspection will be to check the number of persons residing in your home and to check that the legal tenant is in occupation and to record the condition (internal and external) of all parts of the property. This will be undertaken through a combination of inspection forms, photographs, recordings.
- 8.5 As part of the visit you must provide proof
 - A) Of your identity and of anyone living with you (such as driving licence or passport)
 - B) That you are living at the property.

Your rights

- 8.6 You have the right to live peacefully in your home, without us interfering, as long as you keep to this Agreement and respect the rights of others.
- 8.7 You do not need to let anyone representing the Council into your home, unless they show you official identification.

Looking after your home

- 8.8 You must immediately report to us any faults and repairs we are responsible for.
- 8.9 You must keep the following areas in a reasonable condition:
 - the inside of your home, including decoration inside your home
 - your garden and other outside areas
 - any garage or other outbuildings (such as sheds or greenhouses) which belong to you.

Section 8 - LIVING IN AND AROUND YOUR HOME

Inside your home

Flooring

- 8.10 If you wish to install any type of hard floor covering such as laminate, wood, other artificial wooden floor coverings or ceramic tiles or if you want to have bare floorboards within your home, you must receive our prior written permission.
- 8.11 We will generally grant permission if you live in a house which is detached, terraced, semi-detached or in a ground floor flat or maisonette.
- 8.12 If you live in a flat we will generally refuse permission for noise nuisance reasons or in cases where properties have asbestos tile flooring. There may be other grounds for refusing permission.
- 8.13 We may withdraw permission if at any time your floor coverings cause noise nuisance to your neighbours, and you will be required to remove the flooring and cover it with underlay and carpet. If you are unable to do this we may be able to do this for you but you will be recharged for the cost of the work.
- 8.14 You must not use adhesives (glue) to secure floor covering. If you do, we will charge you the cost of removing the floor covering if we need to do any repairs. It will be your responsibility to replace the floor coverings on completion.
- 8.15 If we are carrying out work to your home that means any laminate or wooden flooring needs to be removed (whether installed by you or not) you will be responsible for removing and re-installing it. If you are unable to do this we may be able to do this for you but you may be recharged for the cost of the work.
- 8.16 If we need to remove the flooring ourselves, we will not be responsible for any damage to the floor (Please refer to clause 7.4).

If you are an Introductory tenant, you do not have the right to make alterations, additions or improvements to your home, including laying laminate or wooden flooring.

Lofts

- 8.17 If we require access to your loft space, you must remove your belongings to allow us to carry out our inspection, repair or improvement. If you don't do this and we have to carry out the work you will be recharged for the cost.
- 8.18 At the end of your tenancy you must remove all of your belongings from the loft space. If you don't do this, and we have to carry out the work, you will be recharged for the cost.

Section 8 - LIVING IN AND AROUND YOUR HOME

Keeping your Garden tidy

- 8.19 You must keep your garden or balcony (if you have one) in a tidy and good condition. This includes cutting grass, and pruning hedges, shrubs and trees to a manageable height. You are responsible for the maintenance of any tree(s) within the boundary of the property. Trees must be maintained to prevent loss of light or damage to property.
- 8.20 You must maintain your garden (or balcony) so as not to endanger the health and safety of other people or cause damage to any property (including pipes, drains or cables).
- 8.21 You must not allow trees or vegetation to grow so as to overhang public areas or the gardens of neighbouring properties.
- 8.22 You must keep your garden (or balcony) tidy and free from rubbish and debris.
- 8.23 If you do not maintain your garden - and there is no good reason why you can't do it - we may clear it and charge you for the work. If tenants have an allocated garden in a block of flats and fail to maintain it to an acceptable standard the Council will, following reasonable notice, take the garden over and return it to communal status on a permanent basis.
- 8.24 You must obtain our written permission before you:
- remove any tree or shrub on a boundary
 - plant, remove or carry out any work on trees.
 - Any works undertaken to trees should be carried out by a tree surgeon or other professional trade person.

If you are an older or disabled person we may be able to help you. Ask your Housing Officer for more information.

Fencing

- 8.25 You must not erect walls or fences or alter, move, remove or interfere with existing boundary features without getting our written permission first.
- 8.26 You must maintain fencing erected by you or fencing that you have taken on the responsibility for from a previous tenant. It is your responsibility to maintain this to a reasonable standard.
- 8.27 If you live in an area classed as an open plan estate you must not erect fencing or any form of structure or extension at the front of your home unless you have first obtained our permission in writing.
- 8.28 If you break these conditions we may, after writing to you first, require you to return the boundary to its original state. If you don't we may do the work ourselves and charge you the reasonable costs to do so.

Section 8 - LIVING IN AND AROUND YOUR HOME

Parking - vehicles and access

8.29 You must obtain our written permission before you:

- Build a garage, car hard-standing, driveway or dropped kerb (you will also need to get Planning permission and Building Regulations approval if appropriate).
- Park a boat, caravan, motor home, trailer, lorry or large commercial vehicle or similar vehicle at your home or on land that we own or control.

8.30 You must not:

- Park any vehicle, boat, caravan or trailer in your garden without a properly constructed driveway with a dropped kerb.
- Block access to any other property by parking inconsiderately, or allow anyone living or visiting you to do so.
- Allow any motor vehicle, caravan, motor-home, trailer, lorry or other wheeled vehicle to obstruct any road, lane, path or access-way or to block the route of emergency vehicles.
- Park any vehicle either within or outside the boundaries of your home, unless it is on a designated parking area or on the road and it is in a roadworthy condition, taxed and insured or where a statutory off road notification is in force.
- Allow any motor vehicle to be repaired, serviced or worked on between 10pm and 8am the following morning at your home or on any land or road outside your home, except in an emergency.
- Carry out any repairs, servicing or other works to a motor vehicle unless it belongs to you or someone living with you at your home.
- Park or drive a vehicle on any Council-owned land that is a grassed open-plan area, footpath, grass verge or open space.
- If your property has designated residents' parking space only you and your legitimate visitors can park there. You must not give, rent or sell the parking space to anyone else.
- If you breach any of the above conditions your vehicle may be removed and you may be charged our costs in doing so.

8.31 Rights of access

Where there is a Right of Access over your property to another property or place (including over a drive or footpath), you must allow us and the adjoining occupiers and visitors to use that Right of Access. You must not cause or allow any obstruction across any Right of Access.

Section 8 - LIVING IN AND AROUND YOUR HOME

8.32 Running a business

You must not run a business or carry on a trade from your home without first getting our written permission.

8.33 We will only refuse permission if we have good reason to do so. We will however refuse permission if we think your business will cause a nuisance or annoy your neighbours, or damage your home.

8.34 If we give permission and the business causes a nuisance or annoyance, we may withdraw our permission and stop you running the business from your home.

8.35 If we give you permission, you will also need to get Planning permission and Building regulation approval if appropriate.

8.36 Some examples of the businesses we will not allow are:

- Repairing and maintaining cars
- Running a print business
- Running a shop
- Businesses that involve using hydraulic equipment, using industrial machines, and controlled substances or chemicals

This is not a full list

8.37 Insurance

You are responsible for the contents of your home and you may wish to consider taking out contents insurance. If you live in a flat, you may also take out insurance to cover you in case you cause damage to your neighbour's property, as you may be liable for any costs that arise from the damage e.g. flooding.

8.38 Rules

You must comply with any estate rules or similar regulations that apply to your home and with any covenants, conditions or obligations which affect it and which are binding on us as tenant or owner of it.

Section 9 - LIVING IN A SAFE AND HEALTHY HOME

Safety in and around your home

- 9.1 You must help to keep communal areas and estates, clean and safe and must not smoke in the communal areas of any block or Council owned building.
- 9.2 You must not block shared areas or leave litter or dirt or your belongings there.
- 9.3 You must dispose of all household rubbish and bulky items quickly and appropriately so they do not cause a nuisance.
- 9.4 You, or anyone living with or visiting you, must not damage, dirty or vandalise any communal or shared areas relating to your home.
- 9.5 You, or any contractor that you employ, must not open up any duct cover, access hatch or service opening for the purpose of running any new cables or services such as TV, satellite, phone or broadband etc. without first obtaining written permission from us. If you do this without permission, we may arrange for the disconnection of the service and you must pay any charge for reconnection.
- 9.6 You must not obstruct, jam or prop open security or shared doors and you must not give out any keys or pass codes to entry doors.
- 9.7 Preventing accidents and fires
You or anyone living with or visiting you, must not create a fire risk or trip hazard by
 - leaving rubbish, dangerous materials or personal belongings in any shared areas in the building (fire exits, staircases, corridors entrances) or on the estate (bin stores, garages or other communal areas)
 - using portable oil or paraffin heaters in your home
 - storing materials, gas canisters or bottles or any dangerous, flammable or explosive materials either inside or outside your home, including in any garden, garage, shed or outbuilding (except oxygen you need for medical reasons or items for domestic use, for example a barbecue gas bottle)
 - interfering with or damaging any fire-safety equipment in your home or communal areas of flats
 - allowing oil or other harmful substance to enter the drains
 - tampering with the supply of gas, electricity or water, or with any other services, meters, smoke detectors or equipment that we have installed in your home or communal area.

This is not a full list

- 9.8 You must not keep mopeds, motor scooters or motorbikes inside your home or in any shared areas inside the building your home is in (for example, entrance halls, stairs or landings).

Section 9 - LIVING IN A SAFE AND HEALTHY HOME

- 9.9 Battery-powered scooters for use by the elderly or disabled may be stored in your home so long as they do not cause an obstruction preventing safe exit. Mobility scooters must not be left or stored in any communal or shared areas inside the building your home is in (for example entrance halls, stairs, landings). If we provide parking areas for battery powered scooters, you must park any battery-powered scooter within those parking areas.
- 9.10 If any part of your home is a fire escape you must keep it clear and free of all obstructions.
- 9.11 You agree that any items left in communal areas that create a fire risk or trip hazard may be disposed of. If we have to get rid of your belongings or remove any obstruction caused by you, or anyone living with or visiting you, you will have to pay the costs of us doing so.
- 9.12 You or anyone at the property must not hoard items, animals or any other thing at the property. By hoarding this means the excessive collection and retention of any materials or items in the premises which could create a hazard, or a potential hazard to the tenant, other people (including Officers of the Council) or to neighbouring properties.

Dealing with Pests and infestations

- 9.13 You must keep your home free of pests and avoid doing anything which encourages an infestation of insects, vermin or other pests in either your home or communal areas. You must not throw scraps of food out of the window as this can lead to infestations.
- 9.14 You are responsible for dealing with infestations and pests, if you do not deal with infestations we will charge you the reasonable cost of special cleaning and any additional professional treatment that is necessary to deal with an infestation.

Keeping Animals and Pets

- 9.15 If you live in a house or a bungalow you must not keep more than two domestic animals, such as dogs, cats, caged birds or small animals. You must care for and keep them under proper control. You must get our written permission before keeping any other animal.
- 9.16 If you live in a building where there is a warden and/or shared access areas (for example Sheltered housing or in a block of flats), you must not keep a dog or cat or other large pet, unless it is a registered guide dog or hearing dog or you have obtained written permission.

Section 9 - LIVING IN A SAFE AND HEALTHY HOME

- 9.17 You must not keep unsuitable animals at your home, garden or outbuildings. Unsuitable animals include, among others: wild animals, poisonous insects and spiders, poisonous or dangerous snakes or fish and large reptiles. In addition:
- Animals registered under the Dangerous Wild Animals Act 1976.
 - Farm animals - for example, sheep, goats, pigs, cattle and horses.
 - Dogs specified under the Dangerous Dogs Act 1991.
- 9.18 You must not breed any animals at your home, or build a chicken coop, pigeon coop or aviary without first getting our written permission.

Keeping Animals and Pets

- 9.19 You must not:
- Run a pet/animal business from your home. This includes breeding animals for sale or boarding kennels.
 - Allow your home to become unhygienic.
 - Feed squirrels, pigeons or other vermin either at your home or within your garden, communal areas, or in your local neighbourhood.
- 9.20 You, and anyone living with you, must not allow your pets to frighten, annoy or cause a nuisance to us or anybody in the neighbourhood. This includes:
- Letting your dog bark excessively
 - Failing to keep your pet under control, and
 - Creating any kind of danger to people's health

This is not a full list

- 9.21 If your animal fouls in any area of the property, communal area or in the neighbourhood then you must immediately remove the mess.
- 9.22 If your pet creates a nuisance, we can ask you to find another home for the animal. If you fail to do so, we may take legal action to make you leave your home.
- 9.23 You, or anyone else living with you, must make sure your pet does not prevent us getting into your home.
- 9.24 If you do not comply with the above terms and conditions, we may refuse to give our permission or subsequently withdraw our permission and you may be asked to remove the pet(s) from your home.

For more information see the tenant fact sheet on 'Pets In Your Home'.

Section 10 - LIVING IN YOUR COMMUNITY

10.1 Don't suffer in silence - please talk to us.

We want you, as well as those around you, to be able to live peacefully in your home. If you are suffering from nuisance, harassment, racial harassment or domestic abuse, please contact us. We will treat you in a sensitive and supportive way, and any information that you share with us will be treated confidentially.

Your responsibilities

Respecting others

10.2 You must be tolerant of the different lifestyles of others.

10.3 You are responsible for the behaviour of every person (including children) living in or visiting your home. This responsibility applies to behaviour inside your home, in communal areas (stairs, lifts, entrance halls, pathways, shared gardens, parking areas, etc.) and in the neighbourhood around your home.

10.4 Causing a nuisance, annoyance or disturbance

You, your pets and anyone living with you or visiting you must not do anything that causes or is likely to cause a nuisance, danger, annoyance or disturbance to anyone living, visiting or working in the neighbourhood. Examples of nuisance, annoyance or disturbance include:

- loud noise
- noise during unreasonable hours
- intimidating behaviour
- abusive language and threatening behaviour
- shouting and slamming doors
- allowing dogs to bark excessively and not cleaning up dog mess
- being drunk and offensive
- rubbish dumping
- playing ball games close to someone else's home or vehicle
- repairing vehicles (except minor maintenance to your own vehicle)
- parking an illegal or un-roadworthy vehicle on or near your home
- riding unlicensed vehicles on footpaths and grassed areas
- throwing things (for example mud or stones) at another person or at property.

This is not a full list and there may be other activities which cause a nuisance or disturbance to others.

10.5 Causing Anti-social Behaviour (ASB)

You (or anyone living with you or visiting your home) must not harass, threaten, assault or abuse any other person. To do so is a serious breach of these tenancy conditions. Examples include:

- racist behaviour or language
- using or threatening to use violence towards anyone
- using abusive or insulting behaviour or words including through the use of Facebook or other social media

Section 10 - LIVING IN YOUR COMMUNITY

10.5 Causing Anti-social Behaviour (ABS) (Continued)

- stalking someone
- damaging or threatening to damage another person's home or possessions or other Council property
- writing threatening, abusive or insulting graffiti
- damaging, defacing or putting graffiti on Council property. You will have to pay for clearance, repair or replacement.
- verbally abusing, harassing or trying to intimidate or using violence against any staff employed by or contracted to the Council
- throwing things off balconies or out of windows
- storing materials that may catch fire or blow up (or vehicles that use these materials) in your home or in shared areas
- making false or malicious complaints about the behaviour of any other person
- drunken and rowdy behaviour

This is not a full list and there may be other activities which cause a nuisance or disturbance to others.

10.6 Hate Crime

You must not discriminate against anyone because of their race, colour, religion or nationality, sex, age, mental or physical disability, learning disability or sexual orientation (i.e. being lesbian or gay) or for any other reason.

10.7 Domestic abuse

You (or anyone living with you or visiting your home) must not

- inflict domestic violence or threaten violence against any other person living with you or elsewhere.
- harass or use physical, mental, emotional or sexual and financial abuse against any other person living with you or elsewhere.

If you do we will take action to evict you from your home.

Criminal activity

10.8 You (or anyone living with you or visiting your home) must not use your home or any communal area or any area in the neighbourhood for any criminal or immoral activity.

10.9 Examples of criminal or immoral behaviour include:

- prostitution and related offences
- possessing, cultivating/manufacturing or dealing illegal drugs
- storing or handling stolen or counterfeit goods
- theft
- burglary
- keeping illegal or unlicensed firearms, ammunition or weapons in a property
- storage of items or materials in your home that may be used for immoral or illegal purposes
- exploitation and abuse of children and adults

Section 10 - LIVING IN YOUR COMMUNITY

10.9 Examples of criminal or immoral behaviour include (Continued):

This is not a full list and there may be other examples of criminal, illegal or immoral activity.

10.10 If you, or any person living with or visiting you, are arrested and/or convicted of a criminal offence committed in the neighbourhood or in your home, we may take action to make you leave your home.

10.11 What action can we take?

If you, anyone living with you or visiting your home, cause nuisance, annoyance, harassment, anti-social behaviour, criminal activity or domestic abuse, we will take action to control your behaviour and protect the quality of life of other residents. Some of the things we can do are:

- write to warn you about your responsibilities as a tenant
- ask you to sign an Acceptable Behaviour Contract
- extend your Introductory Tenancy for a further six months
- get a Court order to demote your tenancy. As a Demoted tenant you will have fewer rights and some additional conditions to comply with
- get an Injunction to stop you, or any person living with or visiting you, from acting in an anti-social manner or threatening to carry out violence towards another person
- get an Order suspending your right to buy your home
- evict you from your home

This is not a full list

10.12 If you, or a person living in or visiting your home, engage in anti-social behaviour for which the Court grants the Council an Order for Possession, whether suspended or not, you may be required to pay the Council's reasonable administrative costs for pursuing you in respect of the anti-social behaviour.

For more information see the tenant fact sheet on 'Dealing with Anti-social Behaviour'.

Section 11 - ENDING YOUR TENANCY OR MOVING HOME

How you can end your tenancy

- 11.1 If you want to end your tenancy, you must give us 4 weeks' notice in writing. The notice must be signed and dated. Please contact us and we will give you a Notice form to fill in.
- 11.2 The 4 weeks' notice must end on a Monday and you must return your keys to the Housing office on or before the date the notice period ends. If you do not, we will change the locks and charge you for this plus a late key return charge.
- 11.3 If you leave your home before the end of the 4-week period, you will still be responsible for paying rent until the end of the notice period, but you may not be eligible for Housing benefit.
- 11.4 Once you have given your Notice of Termination you cannot withdraw it.
- 11.5 If you are joint tenants, any one of you can end the tenancy by giving written notice; it will be binding on both or all of you.
- 11.6 You must allow the Council access to inspect the property before you leave.
- 11.7 When your tenancy has ended you will remain responsible for and must pay immediately any unpaid rent and any other payments due under this Agreement. If you fail to do so we will undertake legal action to recover any outstanding monies.
- 11.8 At the end of your tenancy you must:
 - leave your home so we can take possession of it
 - leave your home and garden clean and tidy
 - remove all your belongings and furniture
 - remove all rubbish and
 - remove your pets.
- 11.9 You must leave your home in the same condition it was in at the start of the tenancy, allowing for fair wear and tear.
- 11.10 You must leave fixtures and fittings in the same condition they were in at the start of the tenancy or the date they were installed, allowing for fair wear and tear. By fixtures and fittings we mean all appliances in your home that we own, including installations for supplying heating and hot water, storage cupboards, pipes and cables from meters (but not the meter itself) and pipes or cables to the meter.
- 11.11 You must make good any damage to your home before you move. If you do not do so, then we will charge you for replacing or repairing missing or damaged items.
- 11.12 You agree that we may get rid of any furniture and belongings you have left in the property on the date your tenancy ends in such manner as we see fit. You also

Section 11 - ENDING YOUR TENANCY OR MOVING HOME

11.12 (Continued)

agree that we can retain any money we get from selling such items. We will charge you the cost of removing the items and doing any cleaning that is needed.

11.13 We will also charge you for removing or making good any alterations you carried out at your home without first getting our written permission.

11.14 You must not allow any person to remain living in your home when your tenancy ends. If you do we will take Court action to gain possession and you may be charged for rent and our court costs.

11.15 If, as a result of a breach by you of your obligations in this section of the Agreement, we are unable to re-let your home immediately to another tenant, you must pay to us the equivalent of the rent we lose by not being able to do so until your home is ready to be re-let.

For more information see the tenant factsheet on 'Ending your Tenancy'.

Moving Home

11.16 You have the right to apply to move to another Council or housing association home. You will have to register for social housing and if you qualify will have to bid on properties under the Council's Choice Based Lettings Scheme. Your priority will depend on the urgency of your housing need, how long you have been waiting and what accommodation is available.

11.17 Unless there are exceptional circumstances you will not be allowed to transfer to another property if:

- you owe any rent
- your property and garden are in poor condition
- you have made alterations or improvements without our written agreement
- we are in the process of taking possession

This is not a full list

11.18 You have the right to swap the tenancy of your home (called a "mutual exchange") with the tenancy of another tenant of the Council, a housing association or of another local Council, but you must get the Council's agreement in writing first. We cannot refuse permission unless it is for a reason set out in Schedule 3 to the Housing Act 1985 or in schedule 14 to the Localism Act 2011 (such as rent arrears or either of the homes would be overcrowded following the swap).

11.19 If you exchange without getting our written permission we will take legal action to evict you and you will not be able to return to your original home.

For more information see the tenant factsheet on 'Exchanging Your Home'.

Introductory tenants do not have this right to transfer or to swap or exchange their home or the tenancy of it.

Section 12 - DATA PROTECTION

Fair Processing Notice

- 12.1 Data processed by Reading Borough Council is dealt with in accordance with the Data Protection Act 1998. The Council is required to protect any personal information it holds about you and to inform you how it processes that information and who the information is shared with.
- 12.2 By signing this Tenancy Agreement you consent to the Council using the personal information you have provided to the Council in your housing application, and may provide as a tenant, for the following purposes:
- To carry out its responsibilities under this tenancy
 - To use its rights under the tenancy
 - To keep to our legal responsibilities and the responsibilities it has to other organisations under this Tenancy Agreement
 - To carry out its responsibilities to other tenants, and
 - To comply with our legal obligations to Equality and Diversity.
- 12.3 The Council will share your personal information with other appropriate organisations and Council services so they can carry out their responsibilities as required by law.
- 12.4 These may include:
- contractors appointed to carry out repair, maintenance or improvement work to the property
 - law enforcement agencies
 - Children and Adults Social Care, Education and schools
 - Housing Benefits and Council tax, DWP
 - electoral registration
 - local housing providers, and
 - professional advisers
- 12.5 If you leave your home owing rent or any other money, we may pass on information about you to any debt recovery or tracing agency that we instruct to recover that debt. If you leave your home owing money in respect of electricity, gas, water, telephone or other similar charges, we may pass on contact details to the company to whom the money is owed or any agent acting on their behalf.
- 12.6 We are required under section 6 of the Audit Commission Act 1998 to participate in the National Fraud Initiative (NFI) data matching exercise. We advise you that the data held by us in respect of your tenancy will be used for cross-system and cross-authority comparison purposes for the prevention and detection of fraud where requested.

Section 12 - DATA PROTECTION

How we will store your information

Personal and financial information is held in files which are stored in locked cupboards in a secure building. Only authorised Council staff have access to the area and only staff within the Housing team have access to unlock the cupboards.

Personal and financial information recorded on portable computer equipment is password protected and encrypted. The computer equipment is only used in line with Reading Borough Council's ICT security policies.

Personal and financial information is recorded and stored securely on the Council's electronic Housing record system.

Information will be retained for six years after the termination of your tenancy, after which it will be securely destroyed.

Section 13 - TENANT FACTSHEETS

PROVIDING MORE DETAILED INFORMATION AND ADVICE ABOUT OUR SERVICES

The factsheets referred to in this Tenancy Agreement are listed below. You will be given a copy of these and other key factsheets when you sign your Tenancy Agreement.

They provide further information and advice about your rights and responsibilities and the rules we operate and how to access the housing services we provide.

Tenant Factsheet	Sections
When and How to Request Permission	4 & 7
Housing Complaints	4
Taking in Lodgers (includes information on subletting part of your home)	5
Succession of Tenancy	5
Assigning your Tenancy	5
Exchanging your Home	5 & 11
Your Right to Buy	5
How to Report a Repair (includes information on Your Right to Repair and Your Right to Compensation)	5 & 7
Looking After Your Home (explains our responsibilities and your responsibilities for repairs)	5 & 7
Costs You must pay - Chargeable Costs	7
Ending your Tenancy	11
Introductory Tenancy	2
Pets in Your Home	9
Dealing with Anti-social Behaviour	10

For additional copies or information about the full range of further factsheets available:

- go to our website at www.reading.gov.uk
- by email: neighbourhoodservices@reading.gov.uk or
- by telephone: on 0118 937 2161 (Neighbourhood Services)

YOUR TENANCY AGREEMENT

The address of the property rented in this Agreement is:

	Postcode	
--	----------	--

The name of the tenant(s) is/are:

	Tenant Name(s)	NI Number
1		
2		

The weekly tenancy starts on:

/ /

It is an Introductory tenancy until:

/ /

when you will become a Secure tenant (unless we have notified you that the Introductory period has been extended)

You will become a Secure tenant unless:

- you are not occupying your property as your only or principal home or
- we are in the process of taking possession

The starting rent is:

£ /week

This includes a sum of additional rent for

The maximum number of persons allowed to live here is:

All tenants should sign below after reading this Agreement (please tick the boxes)

- ☐ The information I/we gave in my/our application for housing was and still is true
- ☐ I/we have been given a copy of the “Introductory Tenancy” leaflet
- ☐ I/we understand and agree to the conditions in this Tenancy Agreement

Tenant 1

Date

/ /

Tenant 1

Date

/ /

Housing
Officer

Date

/ /

SUCCESSION & ASSIGNMENT FORMS

Succession

The Council agrees that _____ (the successor)

Succeeds to the tenancy on ____/____/____

Signed: _____ Date: ____/____/____
(For and on behalf of Reading Borough Council)

I agree to observe and perform the terms of the tenancy agreement dated

____/____/____ and initially made between _____
and Reading Borough Council.

Signed: _____ Date: ____/____/____

Assignment

Type of assignment:

Assignment to a person qualified to succeed to the tenancy ☐
Assignment following an order pursuant to section 24 of the Matrimonial
Clauses Act 1973 ☐
Assignment due to Mutual Exchange ☐

By deed of assignment dated ____/____/____ the council agrees to the
assignment of the tenancy from _____
to

_____(the assignee) who is/is not a
successor

Signed: _____ Date: ____/____/____
(For and on behalf of Reading Borough Council)

I agree to observe and perform the terms of the tenancy agreement dated
____/____/____ and initially made between _____ and Reading Borough
Council

READING BOROUGH COUNCIL

REPORT BY DIRECTOR OF ENVIRONMENT AND NEIGHBOURHOOD SERVICES

TO:	HOUSING, NEIGHBOURHOODS AND LEISURE COMMITTEE		
DATE:	5th JULY 2016	AGENDA ITEM:	13
TITLE:	re3 WASTE STRATEGY		
LEAD COUNCILLOR:	COUNCILLOR LIZ TERRY	PORTFOLIO:	NEIGHBOURHOODS
SERVICE:	TRANSPORTATION AND STREETCARE	WARDS:	BOROUGHWIDE
LEAD OFFICER:	OLIVER BURT	TEL:	(0118) 937 3990
JOB TITLE:	re3 STRATEGIC WASTE MANAGER	E-MAIL:	oliver.burt@reading.gov.uk

1 PURPOSE AND SUMMARY OF REPORT

- 1.1 This report informs members that the re3 Joint Waste Disposal Board has adopted a new waste strategy which is intended as a practical response to the 2 main waste disposal challenges facing the partnership in 2016 and beyond, the need to reduce costs and to achieve the 50% recycling target set by the Waste (England and Wales) Regulations 2011 (transposing from the Revised EU Waste Framework Directive (2008) by 2020.
- 1.2 The re3 strategy shares the broad aims of the Waste Minimisation Strategy 2015-20 adopted by Reading in 2015 and sets targets for the partner Councils to achieve the 50% recycling rate target by 2020.
- 1.3 The full strategy document is appended to this report.

2. RECOMMENDATION(S)

- 2.1 That Members approve the adoption of the re3 Joint Waste Disposal Board strategy.
- 2.2 That Members and Officers continue to work closely with the re3 Joint Waste Disposal Board and the other re3 council to achieve the aims of the strategy.

2.3	That the progress of the re3 strategy delivery is reported annually to the Committee (as described at 4.2).
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3. POLICY CONTEXT

- 3.1 One of the service priorities of the Council's Corporate Plan 2016 -2019 is 'Keeping the town, clean safe green and active', to ensure we retain and attract residents and businesses and remain an attractive place to live, work and visit'.
- 3.2 In 2015, Reading Borough Council HNL Committee approved a Waste Minimisation Strategy for Reading Borough Council.
- 3.3 The Waste Minimisation Strategy for Reading Borough Council reflects the strategic priorities for in relation to this council's functions as a Waste Collection Authority (WCA). The re3 Strategy seeks to support the Waste Minimisation Strategy and ensure that the Waste Disposal Authority functions are treated in a similarly strategic manner. In so doing, the benefits of Unitary Authority status are maximised.
- 3.4 The EU Waste Framework Directive 2008 sets a recycling and re-use target of 50% for waste from household type waste to be achieved by 2020. Within the context of this re3 Strategy, the targets do not refer to the EU Waste Framework Directive explicitly because the financial benefit of achieving greater recycling/reuse is at least as important as reaching the EU target.
- 3.5 The re3 Joint Waste PFI Contract was negotiated by the re3 councils to manage and develop solutions for the management of waste in Central Berkshire and to encourage people to reduce, re-use, recycle and compost more of their waste. Under the terms of PFI agreement, the re3 councils receive revenue support of £2.9m per annum towards the cost of waste management in the re3 area.
- 3.6 The re3 Board is the joint committee for the re3 PFI Contract. The Board is comprised of six Executive Members (two from each council) and is constituted under the Section 101 (5) of the Local government Act 1972 for the purpose of discharging the functions related to, and contained within, the re3 Joint Waste PFI Contract.
- 3.7 The re3 Strategy has been endorsed by the re3 Board and is now being considered within the individual re3 Councils for adoption.

4. THE PROPOSAL

- 4.1 The re3 strategy is organised within four themes. The themes, and their objectives, are intended to promote continuous progress for the re3 councils and maximise the advantages of operating in partnership.

4.2 The strategy will be reviewed, reported and updated on an annual cycle. Final reporting for the re3 Strategy, within each of the re3 councils, will follow full reconciliation of each year's data in July.

4.3 The 4 main themes are as follows:

1. Reduce the net cost of waste

- The re3 partnership will target the cost of food waste to residents.
- The re3 partnership will review the operation of its two Household Waste Recycling Centres (HWRC).
- The re3 partnership will investigate the business case for optimised additional sharing and collaboration between the re3 councils.
- The re3 partnership will work with its waste management Contractor to maximise utilisation of the re3 facilities where that has a positive financial or performance outcome and no detriment to re3 residents or re3 services.
- The re3 partnership will seek to explore areas in which a more commercial approach can help to reduce the net cost of waste.
- The re3 partnership will keep a close eye on the development of Government Policy on waste collection harmonisation and, as relevant, will contribute to studies and evidence gathering.

2. Recycle >50% by 2020

- Targets have been set for the specific service areas of the re3 partnership in alignment with the goal of achieving 50% reuse and recycling by 2020. This is the only area where a target has been set beyond the current year. That is because it is important for the re3 councils to be able to plan ahead in order to meet these important targets.

The table below sets out Reading's targets by source to meeting the 2020 recycling target:

READING	% Recycled by Source	
	CURRENT	2020 TARGET
HWRC	9%	12%
Council Collected	20%	32%
Bring Bank	4%	5%
Total Recycling Rate	32%	50%

The table below sets out annual targets to represent a pathway towards meeting the 2020 recycling target:

READING	% Recycled by Source			
	10%	11%	11%	12%
HWRC	10%	11%	11%	12%
Council Collected	24%	28%	28%	32%

Bring Bank	5%	5%	5%	5%
Total Recycling Rate	39%	44%	48%	50%

The table below sets out recycling contamination reduction targets to 2020:

READING	2015/16	2016/17	2017/18	2018/19	2019/20
	CURRENT	TARGET CONTAMINATION RATE			
	27%	20%	15%	10%	10%

These targets are challenging but represent a coordinated re3 wide response to achieving 50% by 2020. The targets will be incorporated into the Reading Waste Minimisation Strategy 2015-2020 and progress against them reported on a regular basis.

Other re3 targets are as follows:

- Smallmead HWRC targets have been set to increase recycling rates from the current 47% to 65% by 2020.
- Targets have been set to reduce the Rate of Rejection of Target Materials at HWRC's from the current 39% to 0% by 2020.
- The re3 partnership will continue to pursue the issue of the classification of the recycling of Incinerator Bottom Ash (IBA).
- The re3 partnership will investigate and publish its assessment of the link between bin volume (per week) and recycling performance.
- The re3 partnership will take steps to increase recycling of glass bottles and jars.

3. Planning and Capacity

- The re3 partnership will support the Minerals and Waste Planning process to ensure strategic waste planning within the re3 area.
- The re3 councils will collaborate on common elements of development guidance and/or enforcement.
- The re3 partnership will consider the potential requirement for new waste management facilities within the re3 area between 2016 and 2036.

4. Supportive systems and communication

- The re3 Councils will review their relevant policies and processes and share expertise, learning and delivery where possible.
- The Board will support re3 as a local brand and seek to build upon the collective scope of the re3 partnership.
- Communication activities for re3 will be coordinated by the shared Marketing and Communications Officer and will support the re3 partnership in speaking as one on relevant waste issues.
- The re3 partnership will undertake an annual consultation process to understand aspects of public opinion on the re3 waste services.

5. CONTRIBUTION TO STRATEGIC AIMS

- 5.1 The re3 strategy contributes to the council's Corporate Plan 2016 -2019 objective of 'Keeping the Town Clean, Safe, Green and Active'.

6. COMMUNITY ENGAGEMENT AND INFORMATION

- 6.1 The re3 partnership will undertake an annual consultation process to understand aspects of public opinion on the re3 waste services.

7. LEGAL IMPLICATIONS

- 7.1 The Council has duties under various UK and EU legislation to deliver waste collection and disposal services, principally the Environmental Protection Act 1990 and the revised EU waste framework directive 2008.

8. EQUALITY IMPACT ASSESSMENT

- 8.1 In addition to the Human Rights Act 1998 the Council is required to comply with the Equalities Act 2010. Section 149 of the Equalities Act 2010 requires the Council to have due regard to the need to:-

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

- 8.2 An equality impact assessment has not been carried out for this proposal

9. FINANCIAL IMPLICATIONS

- 9.1 The re3 Strategy for 2016/17 will be delivered within existing budgets.

10. BACKGROUND PAPERS

- 10.1 RBC Corporate Plan.



re3 Strategy - 2016/17

ABOUT THIS STRATEGY

The re3 strategy is principally intended to provide a practical response to the two definitive challenges faced by the re3 waste services in 2016. The first is the impact of the change to local government funding as a result of the central government austerity programme. The second is the Waste (England and Wales) Regulations 2011 (transposing from the Revised EU Waste Framework Directive (2008)) which sets the 50% target for reuse and recycling for the re3 councils. In combination, those challenges are at the heart of the contribution waste services can (and must) make in support of the re3 councils and the communities they serve.

Though the financial impacts and performance imperatives on local government demand immediate attention, it is important that re3 has a credible plan for a thriving future. This re3 strategy aims to promote the realignment of re3 services so they are fit for modern purpose and the 'real world' business environments within which the re3 councils operate.

Fortunately, the re3 partnership has a considerable track-record in successfully addressing shared and difficult circumstances. The partnership was established to address earlier strategic challenges and this strategy seeks to continue in that vein. It aims to do that via two routes. Firstly via initiatives which build upon the shared re3 PFI contract and, secondly, by identifying and promoting the conditions for further collaboration and efficiency in the waste services operated across the re3 councils.

The re3 strategy has been developed following consultation with the Members of the re3 Board and senior officers. The individual councillors on the re3 Board, and the appropriate senior officers, also have responsibility for waste collection and thus as a collective they work together as the "re3 partnership" and towards common goals. The strategy seeks to combine the responsibilities of the Joint Waste Disposal Board and the commitments of each of the Councils in their re3 partnership capacity. Appendix 1 below describes the process that was followed in the development of this re3 Strategy.

This re3 strategy recognises the financial impacts on the re3 councils, and thus residents, which arise from how waste is managed. External factors, including legislation, have increased the exposure of the councils to the risks and rewards of secondary material markets. Accordingly, this strategy seeks to introduce, alongside the traditional emphasis on collecting waste, a more commercially-minded approach to service objectives. This re3 strategy considers the destination of waste materials no less than it considers their source.

Despite that change in emphasis, it is also more important than ever before that the re3 partnership understands and remains engaged with its residents. This two-way process must be more consistent and is critical to understanding the views of the people to whom re3 delivers services. As a result of the financial circumstances for local government, service changes are inevitable. It is essential that re3 has the platform from which to explain and communicate detail to residents. This re3 Strategy includes a number of areas in which the re3 councils will increase clarity for residents and other (some prospective) stakeholders. It is hoped that such an approach will promote greater understanding and thus more focused engagement.

The objectives in this re3 strategy seek to be non-prescriptive wherever possible. This approach is intended to reflect the shared needs of the re3 councils, their enduring

synergies and their considerable shared investment. However, the approach also affords the individual councils scope to make the necessary contribution to the strategy objectives in their own way, where such is appropriate.

Finally, the re3 Strategy must be delivered. So, while there is scope to adopt a separate approach in some cases, the shared objectives must remain the priority for the re3 partnership. Accordingly, each objective has its own delivery template which will detail ownership, timescale for delivery and, very importantly, provide a basis for shared and continued learning. Furthermore, this strategy, which covers a single year, fits within a strategy schedule which runs up to the beginning of the 2020/21 council year. It is intended that successive annual strategies as shown in appendix 1 will contribute progressively to achieving delivery of a reduction in net spending on waste services and the 50% target for reuse and recycling.

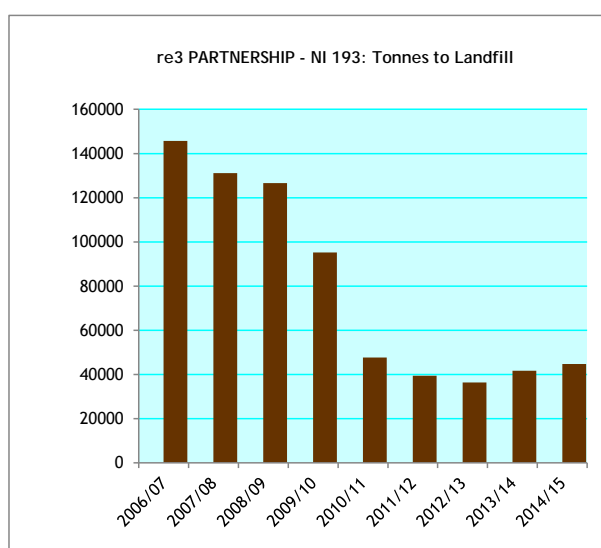
ABOUT THE re3 PARTNERSHIP

The re3 Partnership

Notable achievements

1. Greatly reduced reliance on landfill: This was one of the principal objectives that the re3 partnership had for their shared contract. It continues to be an important objective in strategic waste management. Since commencement of the re3 contract in late 2006, the amount of waste sent to landfill by the re3 partnership has reduced from [145,699 tonnes (66.70%) in 2006/07] to [41663 tonnes (21.70%) in 2014/15] as Figure 1, below, illustrates. This is principally related to the inclusion, within the re3 Contract of access to the Lakeside Energy from Waste facility.

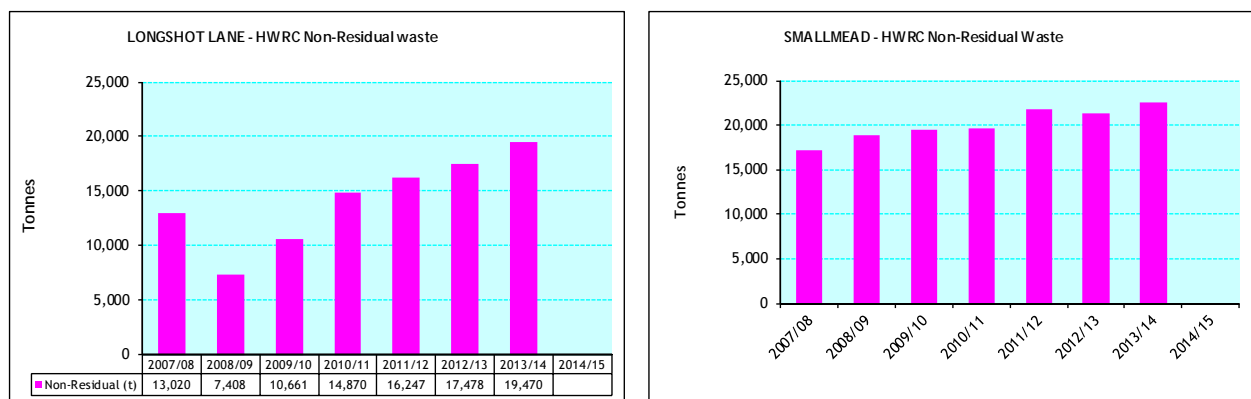
Figure 1 – Waste to Landfill re3 Partnership (Tonnes per Annum)



2. Increased HWRC recycling: Both the range of materials that can be recycled and the amount recycled or reused has increased as a result of the arrangements put in place via the shared re3 contract. Figures 2 and 3, below, illustrate the increase

since the start of the re3 Contract. There is scope for further improvement in recycling at the HWRCs.

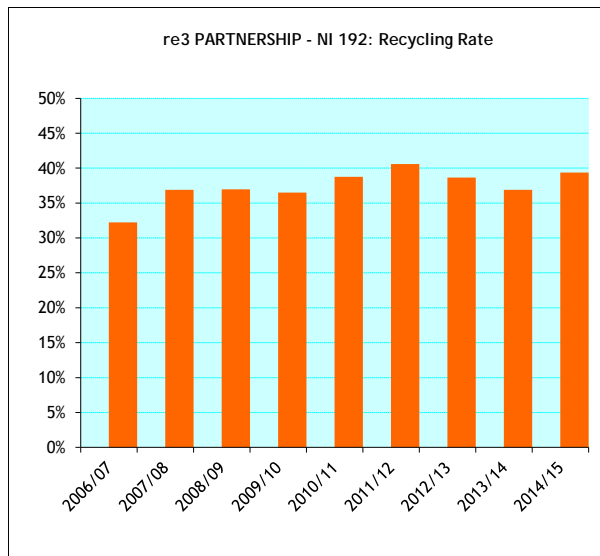
Figures 2 and 3 – Non-Residual Waste at the re3 Household Waste Recycling Centres.



3. Introduction of waste collection constraints: During the period of the re3 partnership, each of the re3 councils has introduced a form of capacity and/or frequency control for waste intended for disposal. In Bracknell Forest and Reading, that takes the form of an alternating weekly collection. In Wokingham it takes the form of a limitation on the number of bags that are freely available. The successful introduction of these constraints has contributed to savings in the cost of collection and introduced a degree of compulsion to recycle.
4. User satisfaction at HWRCs: Despite their increasing numbers of visitors and receipt of waste the re3 HWRCs have maintained high levels of user satisfaction. This is a notable achievement for the shared arrangements – the councils and the staff who work at the HWRCs. It is also worth acknowledging the willingness of re3 residents to sort the waste they bring so that we can recycle and reuse as much as possible.

Notable challenges

5. Improving performance to achieve the 50% recycling and reuse target: While performance at the HWRC's continues to improve, the councils have struggled to build-upon the initial gains that were achieved by their respective changes to collection frequency or capacity (as described at 3, above). Improved performance across the board is required in order to maximise the efficiency of existing waste services and to get as close as possible to 50% recycling and reuse. Figure 4 below illustrates the re3 recycling rate since 2006/07.



6. Local Government funding: Considerable cuts in funding across local government mean that considerable change is needed. Waste services can make an important contribution to the corporate objectives of the re3 councils and to other services such as Social Care and Health. The scope to make change exists. The motivation for all parties to engage in change must be encouraged and nurtured. Waste services will need to operate with a reduced direct cost to the councils (and thus taxpayers). Alongside that, however, all parties must recognise (in all areas) that almost everything the councils collect and manage can contribute to the net cost of the service. Recyclables may derive an income or reduce a cost and even waste for disposal might be directed to a cheaper form of processing.
7. Population growth: Recent growth predictions for households being built in the re3 area exceed those assumed at the time the re3 contract was negotiated. The re3 councils understand the need to ensure appropriate access to services that residents use directly (e.g. the shared HWRCs) and indirectly (e.g. the management of waste collected by the respective council waste collection services). However, the scope to increase access is likely to be constrained, not least financially, and so it will be necessary to balance present needs with future capacity.
8. Accommodating changes in patronage at HWRCs: The re3 councils recognise that there appears to be a link between the frequency and scale of waste collection and use of the HWRCs. A further factor may be the willingness of residents to make a trip to the HWRCs more frequently and/or with smaller amounts of waste. These factors are likely to exist within the re3 area and across boundaries with neighbouring councils. The re3 partnership will need to build such considerations into future service planning and be mindful of them in estimating future performance and financial outcomes.

VISION

The re3 partnership provides and supports universal services. While waste includes some important statutory obligations; the net reduction in funding for local government cannot be overlooked. The re3 councils have commitments to residents in the re3 area (including

some who are vulnerable) and many other important areas of service. Accordingly, this re3 Strategy reflects the need to evolve existing operations and standards, in the waste service area, in support of the corporate priorities of the re3 councils.

Accordingly, the vision for re3 reflects the need for waste services to be better aligned with one another and to contribute both corporately and, of course, to the wider community. The vision for re3 is as follows:

A high performing service that manages waste for the benefit of the whole re3 community.

STRATEGY

The re3 Strategy is encapsulated into the following objectives. The objectives are listed alphabetically within four, numbered, themes.

Reporting and renewal of the strategy is explained at Appendix 1.

1. REDUCE THE NET COST OF WASTE

Ref	Objective	
A	The re3 partnership will target the cost of food waste to residents.	
Additional Background		
Waste food represents a double cost to communities. The re3 partnership will target the cost of food waste to residents. Whenever food is wasted, residents, as consumers, pay for food that ultimately isn't consumed and then they pay, as taxpayers, to dispose of it or treat it. Even if treatment involves energy production residents are still footing the bill for food they ultimately did not consume. Accordingly re3 intends to: (a) try to address food waste at source and encourage re3 residents to become the least wasteful 'foodies' in the country, and (b) seek ways of addressing imbalances between those of us who have enough and those who don't – as one approach to addressing and reducing food wastefulness in general.		
Principal Owners	Target	Deadline
Notes		
<ul style="list-style-type: none">• This objective is linked with objective I.• Measurement of the target for this objective will be achieved via compositional analysis of waste within the re3 area.		

Ref	Objective
B	The re3 partnership will review the operation of its two Household Waste Recycling Centres (HWRC).

Additional Background

Within the context of the strategic requirements of the re3 councils, it is important that the HWRCs provide an appropriate and sustainable service for re3 residents. **The re3 partnership will review the operation of its two Household Waste Recycling Centres (HWRC).** The HWRCs each serve over 10,000 visitors a week. That number of visits represents both an indication of the demand that has built-up for this service but also the potential opportunities for engaging with re3 residents in a manner which supports better performance and a reduction to the net cost of waste.

Principal Owners	Target	Deadline

Notes

- This objective will also impact upon non-re3 residents.
- This objective will incorporate some new arrangements at the HWRCs – some of which are already in operation in neighbouring authorities.

Ref	Objective
C	The re3 partnership will investigate the business case for optimised additional sharing and collaboration between the re3 councils.

Additional Background

The re3 partnership recognises that there is potential for savings and efficiencies to be achieved via further sharing of services (including waste collection in 2019). It is important that the universality of some waste services does not prevent change but is retained, nonetheless, as an important consideration in planning their future delivery. Because of their importance, it is essential that any theoretical benefits (from further sharing) are objectively assessed and shown to be deliverable and sustainable. **The re3 partnership will investigate the business case for optimised additional sharing and collaboration between re3 councils.** This work will support the individual and collective decision-making procedures of the re3 councils.

Principal Owners	Target	Deadline

Notes

- This objective will require the modelling of (it is suggested) a manageable number of potential shared-service arrangements.
- The full support and openness of the respective councils (their client teams and contractors) will be required in order to ensure that modelling of options is accurate.
- In order to support the re3 councils in a decision-making process, and any ensuing procurement process, modelling must be complete within the 2016/17 year. Failure to undertake modelling within that timescale may mean that some opportunities are undeliverable.

Ref	Objective	
D	The re3 partnership will work with its waste management Contractor to maximise utilisation of the re3 facilities where that has a positive financial or performance outcome and no detriment to re3 residents or re3 services.	
Additional Background		
The re3 partnership will work with its waste management Contractor to maximise utilisation of the re3 facilities where that has a positive financial or performance outcome and no detriment to re3 residents or re3 services. The re3 councils have made a considerable investment in the excellent facilities provided through the shared contract. Changes in waste volumes arise for a variety of reasons. As an example, waste volumes fell sharply as a result of the financial crisis in 2008. Where capacity exists, the re3 councils will seek to use it for mutual gain and ideally on commercial terms.		
Principal Owners	Target	Deadline
Notes		
<ul style="list-style-type: none">The re3 PFI contract foresees the utilisation of any present spare capacity.The re3 PFI contract specifies that re3 (Contract) waste will take precedence.		

Ref	Objective	
E	The re3 partnership will seek to explore areas in which a more commercial approach can help to reduce the net cost of waste.	
Additional Background		
To support the re3 councils in the delivery of their wider corporate objectives, the re3 partnership will seek to explore areas in which a more commercial approach can help to reduce the net cost of waste. This, arguably more self-sufficient, perspective is a widely recognised response to the manner in which the funding for local government services is changing. The re3 councils also recognise, however, that there is both a legal and commercial balance to be struck between universal funding for universal services and commerciality.		
Principal Owners	Target	Deadline
Notes		
<ul style="list-style-type: none">The EU Waste Framework Directive recognises the manner in which commercial markets underpin the recycling of secondary materials.The Landfill Allowance Trading Scheme (LATS) was abolished in 2013. This step removes a		

disincentive to local authorities wishing to operate commercial collection services (the tonnage of such would have contributed to the LATS target for each council).

Ref	Objective	
F	The re3 partnership will keep a close eye on the development of Government Policy on waste collection harmonisation and, as relevant, will contribute to studies and evidence gathering.	
Additional Background		
Waste services are delivered across the country in a vast number of local variations. Such differences often reflect valuable local policy decisions but they may also build-in cost. The re3 partnership will keep a close eye on the development of Government Policy on waste collection harmonisation and, as relevant, will contribute to studies and evidence gathering. Differences in collection types may add variables which prevent effective assessment of optimised collections (or benchmarking) which could drive-down costs. If preferred, national, collection service archetypes are to be developed, it would be beneficial to be prepared and have contributed an re3 voice to their development.		
Principal Owners	Target	Deadline
Notes		
<ul style="list-style-type: none">One relevant initiative is the work by WRAP on the harmonisation of waste collections systems. Government appears supportive of greater harmonisation of waste collection systems.From a theoretical and economic perspective, difference is a differentiating cause of cost in pricing.		

2. RECYCLE \geq 50% BY 2020

Ref	Objective
G1 BRACKNELL FOREST COUNCIL	Targets have been set for the specific service areas of the re3 partnership in alignment with the goal of achieving 50% reuse and recycling by 2020.
Additional Background	
The re3 partnership considers that targets are a helpful stimulus for service planning and activity. Targets have been set for the specific service areas of the re3 partnership in alignment with the goal of	

achieving 50% reuse and recycling by 2020. There are two targets for each council within this objective. The first relates to the specific contribution of the kerbside recycling collection service to the overall recycling rate for the council. The second relates to the level of non-target and non-recyclable material (or contamination) delivered by the council as a part of its kerbside recycling collections. All gains, however small they are in isolation, should be considered and, wherever it is affordable, sought.

Principal Owners	Target	Deadline
	Increase collected recycling/composting/reuse rate to 23% of total household waste	31.03.17
	Reduce contamination of kerbside recycling delivered to the MRF to 15%	31.03.17

Notes

- These targets adopt the terminology and methodology of the MRF Code of Practice introduced as part of the Material Recovery Facilities (MRF) Regulations laid before Parliament in February 2014.
- Overall recycling rate includes composting and reuse.
- Reductions in contamination will make a considerable contribution to the efficient sorting of materials into marketable streams and thus help to maximise recycling.

The table below summarises current contributions to Bracknell's recycling rate of 37%, and sets out target contributions in order to meet the 2020 target of 50%.

CURRENT 2020 TARGET

BRACKNELL	% Recycled by Source	
HWRC	11%	15%
Council Collected	21%	28%
Bring Bank	5%	7%
Total Recycling Rate	37%	50%

To achieve an overall recycling rate of 50% by 2020, the targets assume that the HWRCs will recycle 65% of waste received there. Additional glass tonnage, diverted from residual waste to bring banks, is also required.

The table below sets out annual targets to represent a pathway towards meeting the 2020 recycling target.

ANNUAL TARGETS

2016/17 2017/18 2018/19 2019/20

BRACKNELL	Target % Recycled by Source			
HWRC	12%	13%	14%	15%
Council Collected	23%	26%	28%	28%
Bring Bank	6%	7%	7%	7%
Total Recycling Rate	41%	46%	49%	50%

These targets are challenging (so too are those set for the HWRC and MRF). Analysis of the residual waste and MRF sampling data suggests that the recyclable tonnage is present in the waste stream and has the potential to be diverted. It should also be noted that, from a purely commercial perspective, there is a value to the councils in recycling as much waste as possible. Every tonne of recyclable material that remains in the residual waste represents a higher processing cost and lost income. Moreover, maximising recycling via existing systems helps to delay the requirement to commission potentially costly additional processing capacity.

The table below sets out contamination targets to 2020.

	2015/16	2016/17	2017/18	2018/19	2019/20
BRACKNELL	CURRENT	TARGET CONTAMINATION RATE			
	20%	15%	12%	10%	10%

Ref	Objective	
G2 READING BOROUGH COUNCIL	Targets have been set for the specific service areas of the re3 partnership in alignment with the goal of achieving 50% reuse and recycling by 2020.	
Additional Background		
The re3 partnership considers that targets are a helpful stimulus for service planning and activity. Targets have been set for the specific service areas of the re3 partnership in alignment with the goal of achieving 50% reuse and recycling by 2020. There are two targets for each council within this objective. The first relates to the specific contribution of the kerbside recycling collection service to the overall recycling rate for the council. The second relates to the level of non-target and non-recyclable material (or contamination) delivered by the council as a part of its kerbside recycling collections. All gains, however small they are in isolation, should be considered and, wherever it is affordable, sought.		
Principal Owners	Target	Deadline
	Increase collected recycling/composting/reuse rate to 24% of total household waste	
	Reduce contamination of kerbside recycling delivered to the MRF to 20%	
Notes		
<ul style="list-style-type: none">These targets adopt the terminology and methodology of the MRF Code of Practice introduced as part of the Material Recovery Facilities (MRF) Regulations laid before Parliament in February 2014.Overall recycling rate includes composting and reuse.Reductions in contamination will make a considerable contribution to the efficient sorting of materials into marketable streams and thus help to maximise recycling.		

The table below summarises current contributions to Reading's recycling rate of 32%, and sets out target contributions in order to meet the 2020 target of 50%.

	CURRENT	2020 TARGET
READING	% Recycled by Source	
HWRC	9%	12%
Council Collected	20%	32%
Bring Bank	4%	5%
Total Recycling Rate	32%	50%

To achieve an overall recycling rate of 50% by 2020, the targets assume that the HWRCs will recycle 65% of waste received there. Additional glass tonnage, diverted from residual waste to bring banks, is also required.

The table below sets out annual targets to represent a pathway towards meeting the 2020 recycling target.

ANNUAL TARGETS				
	2016/17	2017/18	2018/19	2019/20
READING	Target % Recycled by Source			
HWRC	10%	11%	11%	12%
Council Collected	24%	28%	32%	32%
Bring Bank	5%	5%	5%	5%
Total Recycling Rate	39%	44%	48%	50%

These targets are challenging (so too are those set for the HWRC and MRF). Analysis of the residual waste and MRF sampling data suggests that the recyclable tonnage is present in the waste stream and has the potential to be diverted. It should also be noted that, from a purely commercial perspective, there is a value to the councils in recycling as much waste as possible. Every tonne of recyclable material that remains in the residual waste represents a higher processing cost and lost income. Moreover, maximising recycling via existing systems helps to delay the requirement to commission potentially costly additional processing capacity.

The table below sets out contamination targets to 2020.

	2015/16	2016/17	2017/18	2018/19	2019/20
READING	CURRENT	TARGET CONTAMINATION RATE			
	27%	20%	15%	10%	10%

Ref	Objective	
G3 WOKINGHAM BOROUGH COUNCIL	Targets have been set for the specific service areas of the re3 partnership in alignment with the goal of achieving 50% reuse and recycling by 2020.	
Additional Background		
The re3 partnership considers that targets are a helpful stimulus for service planning and activity. Targets have been set for the specific service areas of the re3 partnership in alignment with the goal of achieving 50% reuse and recycling by 2020. There are two targets for each council within this objective. The first relates to the specific contribution of the kerbside recycling collection service to the overall recycling rate for the council. The second relates to the level of non-target and non-recyclable material (or contamination) delivered by the council as a part of its kerbside recycling collections. All gains, however small they are in isolation, should be considered and, wherever it is affordable, sought.		
Principal Owners	Target	Deadline
	Increase collected recycling/composting/reuse rate to 20% of total household waste	31.03.17

	Reduce contamination of kerbside recycling delivered to the MRF to 15%	31.03.17
Notes		
<ul style="list-style-type: none"> These targets adopt the terminology and methodology of the MRF Code of Practice introduced as part of the Material Recovery Facilities (MRF) Regulations laid before Parliament in February 2014. Overall recycling rate includes composting and reuse. Reductions in contamination will make a considerable contribution to the efficient sorting of materials into marketable streams and thus help to maximise recycling. 		

The table below summarises current contributions to Wokingham's recycling rate of 38%, and sets out target contributions in order to meet the 2020 target of 50%.

	CURRENT	2020 TARGET
WOKINGHAM	% Recycled by Source	
HWRC	16%	21%
Council Collected	18%	24%
Bring Bank	4%	5%
Total Recycling Rate	38%	50%

To achieve an overall recycling rate of 50% by 2020, the targets assume that the HWRCs will recycle 65% of waste received there. Additional glass tonnage, diverted from residual waste to bring banks, is also required.

The table below sets out annual targets to represent a pathway towards meeting the 2020 recycling target.

	ANNUAL TARGETS			
	2016/17	2017/18	2018/19	2019/20
WOKINGHAM	Target % Recycled by Source			
HWRC	17%	18%	19%	21%
Council Collected	20%	23%	24%	24%
Bring Bank	5%	5%	5%	5%
Total Recycling Rate	42%	46%	48%	50%

These targets are challenging (so too are those set for the HWRC and MRF). Analysis of the residual waste and MRF sampling data suggests that the recyclable tonnage is present in the waste stream and has the potential to be diverted. It should also be noted that, from a purely commercial perspective, there is a value to the councils in recycling as much waste as possible. Every tonne of recyclable material that remains in the residual waste represents a higher processing cost and lost income. Moreover, maximising recycling via existing systems helps to delay the requirement to commission potentially costly additional processing capacity.

The table below sets out contamination targets to 2020.

	2015/16	2016/17	2017/18	2018/19	2019/20
WOKINGHAM	CURRENT	TARGET CONTAMINATION RATE			
	19%	15%	12%	10%	10%

Ref	Objective	
G4 HWRC	Targets have been set for the specific service areas of the re3 partnership in alignment with the goal of achieving 50% reuse and recycling by 2020.	
Additional Background		
The re3 partnership considers that targets are a helpful stimulus for service planning and activity. Targets have been set for the specific service areas of the re3 partnership in alignment with the goal of achieving 50% reuse and recycling by 2020.		
Principal Owner	Target	Deadline
	To recycle/ compost/ reuse 50% of household waste received at the HWRCs	31.03.17
Notes		
• Overall recycling rate includes composting and reuse.		

The targets below relate to the performance of the HWRC in isolation. They are, however, linked directly to the performance shown in objectives G1 to G3, above.

SMALLMEAD HWRC

	2015/16	2016/17	2017/18	2018/19	2019/20
	CURRENT	TARGET HWRC RECYCLING RATES			
HWRC Recycling Rate	47%	50%	55%	60%	65%

LONGSHOT LANE HWRC

	2015/16	2016/17	2017/18	2018/19	2019/20
	CURRENT	TARGET HWRC RECYCLING RATES			
HWRC Recycling Rate	49%	50%	55%	60%	65%

Ref	Objective
G5	Targets have been set for the specific service areas of the re3 partnership in alignment with the goal of achieving

MRF	50% reuse and recycling by 2020.	
Additional Background		
The re3 partnership considers that targets are a helpful stimulus for service planning and activity. Targets have been set for the specific service areas of the re3 partnership in alignment with the goal of achieving 50% reuse and recycling by 2020.		
Principal Owners	Target	Deadline
	To reduce the rate of target recyclables rejected to 20%	31.03.17
Notes		
<ul style="list-style-type: none">• These targets adopt the terminology and methodology of the MRF Code of Practice introduced as part of the Material Recovery Facilities (MRF) Regulations laid before Parliament in February 2014.• Reductions in contamination must be matched by improvements in the performance of the MRF (reductions in the loss of Target Recyclables in MRF rejects).		

	2015/16	2016/17	2017/18	2018/19	2019/20
	CURRENT	TARGET PROCESS LOSS RATE			
Rate of Rejection of Target Materials	39%	20%	10%	5%	0%

Ref	Objective
H	The re3 partnership will focus planning and development on forms of treatment that would have most impact.
Additional Background	
The re3 partnership will focus planning and development on forms of treatment that would have most impact. If significant investment is needed in order to achieve the 50% target, it must be directed (wherever possible) at forms of treatment that add value beyond the target itself. A comprehensive local treatment solution for wood waste is an example. Wood recycling is possible for some forms of wood waste while recovery via biomass is more common. Recycling wood would contribute to our target while biomass might provide a more sustainable contribution to local energy needs. Moreover, as wood is principally delivered via resident trips to the HWRCs the cost of an additional collection service may be unnecessary.	
Principal Owners	Target
Notes	
<ul style="list-style-type: none"> This objective seeks to support a widened aspiration of the re3 partnership in terms of what it can achieve. This objective links to E. 	

Ref	Objective	
I	The re3 partnership will purposefully explore the introduction of forms of treatment for the surplus food from residents that ends-up in the waste stream.	
Additional Background		
<p>The re3 partnership will purposefully explore the introduction of forms of treatment for the surplus food from residents that ends-up in the waste stream. It is important that, on behalf of residents, the re3 councils minimise exposure to conditions and arrangements which indirectly support wastefulness or penalise waste avoidance. It is for this reason that this objective sits alongside work to reduce food waste at source. Food waste represents a significant proportion of the waste not currently recycled or reused. There are no direct legal requirement for the separate collection and processing of food waste. However, policy developments (such as the recent inclusion, as part of the recent EU Circular Economy Package, of food within the TEEP arrangements) represent a direction of travel which re3 acknowledges in its strategic planning.</p>		
Principal Owners	Target	Deadline
Notes		
<ul style="list-style-type: none">• This objective seeks to support a widened aspiration of the re3 partnership in terms of what it can achieve.• This objective links to [E].		

Ref	Objective
J	The re3 partnership will continue to pursue the issue of the classification of the recycling of Incinerator Bottom Ash (IBA).
Additional Background	
<p>The re3 partnership will continue to pursue the issue of the classification of the recycling of Incinerator Bottom Ash (IBA). While re3 understands the stance¹ taken by the relevant legislative bodies (UK Government and European Union), there is a strong case for classing, as recycling, the production of construction materials from IBA. For re3, via our use of the Lakeside Energy from Waste facility, this activity displaces the use of virgin materials and does not 'crowd-out' recycling in any way. A recent report² indicated that classifying this activity as recycling would contribute 4% to recycling performance across England (and possibly more for the re3 councils). The current classification places a considerable and unhelpful additional cost burden on Waste Disposal Authorities such as re3.</p>	

¹ [Waste Data Flow Guidance \(2009\)](#) provides a good description (page 4) of the enduring Gov't position.

² ['At this rate...exploring England's recycling challenges'](#) (2015) Suez (page 9).

Principal Owners	Target	Deadline
Notes <ul style="list-style-type: none"> • This objective might be pursued via dialogue and cooperation between the re3 Board and Executive Members at like-minded Waste Disposal Authorities (e.g. Hampshire) • One approach might be to demonstrate, alongside those benefits detailed above, how the recycling of IBA doesn't 'crowd-out' other recycling. This might be achieved by an explanation of the financial benefits of recycling and reiterating the imposition of controls on EfW use within the re3 contract. 		

Ref	Objective	
K	The re3 partnership will investigate and publish its assessment of the link between bin volume (per week) and recycling performance.	
Additional Background		
Waste collection is often planned on the basis of the volume (litres per week equivalent) of the bins, bags or other receptacles provided by local authorities for waste collection. The re3 partnership will investigate and publish its assessment of the link between bin volume per week and recycling performance. This assessment of existing and new evidence will provide a clear basis upon which future local policy decisions can be made and support the planning of future re3 waste services. Such information will also assist in the requirements that the re3 councils may seek to place upon new developments (as per M below) for appropriate space.		
Principal Owners		Target
Notes		
<ul style="list-style-type: none">The successful delivery of this objective will provide essential information for future planning.This objective will benefit from the contributions of a wide range of officers (both re3 and from other authorities), Contractors and waste industry experts. It will draw upon both existing work and new evidence.This objective links to objective [P]		

Ref	Objective
L	The re3 partnership will take steps to increase recycling of glass bottles and jars.
Additional Background	
Bottle Banks are a critical part of the overall recycling package for the re3 councils. Many bottle banks are provided within the shared re3 contract while others have been added to further improve accessibility for residents. The re3 partnership will take steps to increase recycling of glass bottles and jars to 6% of	

total household waste by 2020.

Principal Owners	Target	Deadline
	Increase recycling of glass bottles and jars at bring banks to 5% of household waste	31.03.17

Notes

- re3 residents make good use of existing bottle banks. Improvement in utilisation and capture of glass is possible though.
- Using the existing bottle bank system is expected to remain the most financially advantageous system (though it will continue to be reviewed).

3. PLANNING AND CAPACITY

Ref	Objective
M	The re3 partnership will support the Minerals and Waste Planning process to ensure strategic waste planning within the re3 area.

Additional Background

Waste Planning will be an important issue for the re3 councils as the current contract progresses, and ultimately nears its final years. The re3 councils have discussed working together to prepare a Minerals and Waste Plan. Discussions were initially held across the respective Planning functions but the input and support of the re3 Project Team will be essential in ensuring that the waste element is addressed adequately. **The re3 partnership will support the Minerals and Waste Planning process to ensure strategic waste planning within the re3 area.**

Principal Owners	Target	Deadline

Notes

- This objective relates to the input of the re3 councils to the process. It should be noted that The Royal Borough of Windsor and Maidenhead are also expected to be a co-contributor to the Plan itself.
- This objective is specifically concerned with the 'waste' element of the Plan.
- This objective is intended to work alongside objectives N and O.

Ref	Objective
N	The re3 councils will collaborate on common elements of development guidance and/or enforcement.

Additional Background		
There is a need to ensure that new housing developments, of any type, within the re3 area appropriately and adequately incorporate the need for operational waste management (based on the waste hierarchy). The re3 councils will collaborate on common elements of development guidance and/or enforcement. Failure to address this may embed future costs to taxpayers and may undermine the effectiveness and efficiency of re3 services.		
Principal Owners	Target	Deadline
Notes		
<ul style="list-style-type: none"> The re3 councils will seek to develop commonly supported principles which support shared requirements on developers. The guidance they each produce may differ in other areas to reflect local and corporate priorities. The re3 councils believe that it is beneficial to all parties for common principles, and waste-related development guidance, to be adopted across the re3 area. 		

Ref	Objective
O	The re3 partnership will consider the potential requirement for new waste management facilities within the re3 area between 2016 and 2036.
Additional Background	
With increased residential development and performance considerations in mind, the re3 partnership may need to supplement the existing complement of re3 facilities. The re3 partnership will consider the potential requirement for new waste management facilities within the re3 area between 2016 and 2036 [the latter date being the same as the potential Minerals and Waste Plan timescale]. An open process of reviewing needs and aspirations will assist the re3 councils in identifying potential sites and stakeholders.	
Principal Owners	Target
Notes	
<ul style="list-style-type: none"> The re3 councils consider that being open about their aspirations and plans would assist potential service providers in bringing forward options. Moreover, the process of assessing options will ideally lend itself to sharing current expectations with residents and other stakeholders – such as on the cost and affordability of potential new facilities. This objective supports objectives N and P. 	

4. SUPPORTIVE SYSTEMS AND COMMUNICATION

Ref	Objective	
P	The re3 Councils will review their relevant policies and processes and share expertise, learning and delivery where possible.	
Additional Background		
Within the re3 partnership, the councils will seek to take advantage of all opportunities to share where they will contribute towards reduced costs, improvements in recycling performance or assist the councils in ensuring capacity. The re3 Councils will review their relevant policies and processes and share expertise, learning and delivery where possible. Shared initiatives have already been approved for marketing and communications. Further opportunities exist for working supportively on issues such as service policies, data, marketing, bids for funding and enforcement.		
Principal Owners	Target	Deadline
Notes		
<ul style="list-style-type: none">The potential advantages to working together more closely, or undertaking the initial consideration, may not lead to immediate savings but will contribute to a change of perspective that is almost certainly going to be required in future.As a specific example, working together on marketing (where existing data sources do not exist) would most likely result in positive economies of scale.A further example that the re3 partnership will explore is in bidding for additional sources of funding for specific initiatives.This objective is linked to objectives C, F and N.		

Ref	Objective	
Q	The Board will support re3 as a local brand and seek to build upon the collective scope of the re3 partnership.	
Additional Background		
A trusted brand can be invaluable in communicating purposefully with service users and external bodies. The re3 facilities are very well used and popular but recognition of whom or what re3 represents could be improved. The re3 brand could be used to a greater extent in the process of change – both internally and with external engagement. Examples of the value of a strong brand include in communicating with residents and in recognition with suppliers and material processors of the quality of services or materials from re3. The Board will support re3 as a local brand and seek to build upon the collective scope of the partnership. The partnership should ensure that residents are aware that re3 is formed of the respective councils, working together.		
Principal Owners	Target	Deadline
Notes		

- The re3 brand would be strongly supportive of efforts to strengthen the culture of re3.
- The re3 brand should also be developed to maximise the impact of re3 responses to consultations on legislation or guidance.
- This objective is supportive of R and S.

Ref	Objective	
R	Communication activities for re3 will be coordinated by the shared Marketing and Communications Officer and will support the re3 partnership in speaking as one on relevant waste issues.	
Additional Background		
The re3 partnership has agreed to work together in the delivery of marketing and communications campaigns where they relate to common (uniform) aspects of the waste service. Communication activities for re3 will be coordinated by the shared Marketing and Communications Officer and will support the re3 partnership in speaking as one on relevant waste issues. Communications campaigns for re3 will be set out in an annual Communications Strategy (to include social media).		
Principal Owners	Target	Deadline
Notes		
<ul style="list-style-type: none">The re3 Joint Waste Disposal Board and the respective Communications Teams and Senior Officers of the re3 Councils have approved a share Communications Strategy.This objective supports objectives all other objectives.		

Ref	Objective	
S	The re3 partnership will undertake an annual consultation process to understand aspects of public opinion on the re3 waste services.	
Additional Background		
It is essential that service engagement and change is undertaken in a manner which encourages resident participation and actively seeks resident opinion. The re3 partnership will undertake an annual consultation process to understand aspects of public opinion on the re3 waste services.		
Principal Owners	Target	Deadline
Notes		

- This objective works closely with objective R and may support any of the other objectives according to the content and context of any consultation.

APPENDIX 1 – STRATEGY MONITORING AND RENEWAL

PART 1 – Annual Cycle

This re3 strategy has been written to specifically address the requirements of the re3 partner councils. The urgent and ongoing financial pressures require prompt attention. But the 50% target must be achieved by 2020 and it is that ‘horizon’ which has been adopted as the principal guide in terms of meeting targets and objectives.

The re3 strategy has been developed to link Member/Officer aspirations with the specific requirements of our prevailing operating conditions. The strategy describes what the re3 partner councils will do – the strategic objectives, as shown below – to ensure that their activities are purposefully directed at successfully addressing those conditions.

Alongside identifying what needs to happen, however, the re3 partnership must demonstrate delivery and progress. This approach can be summed-up as follows:

“Good corporate performance is achieved by knowing what you are aiming for, being as certain as you can that the actions that you are taking are going to lead to where you want to be and ensuring those actions are carried out at the right level.”³

The second part of the re3 Strategy is, therefore, a compelling mechanism for reporting progress. That will be ever more important as we continue to move towards 2020.

The process for monitoring and renewing this re3 strategy will be as follows:

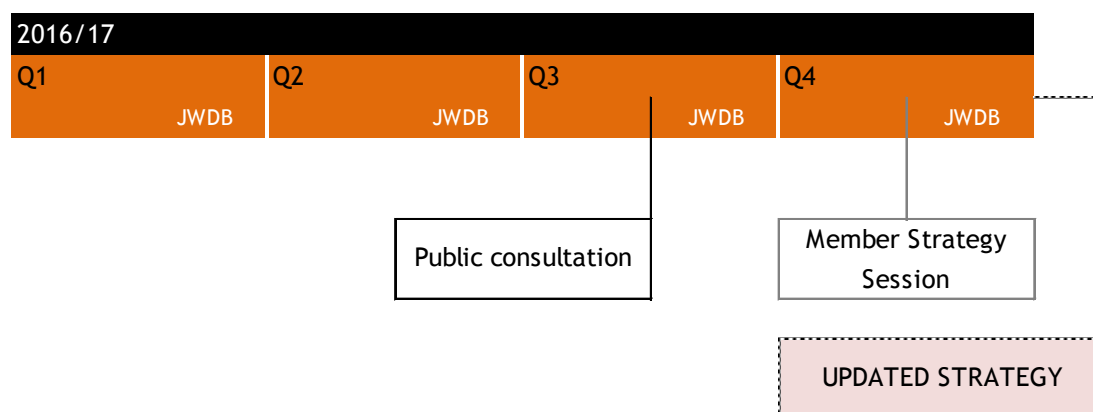
- A. Progress towards the achievement of each target and objective will be reported, by the relevant officers, at each Joint Waste Disposal Board (JWDB) meeting. It is expected that a variety of relevant officers will contribute to the delivery of any given objective. Performance reporting (presentation at the re3 JWDB) will be the responsibility of the respective Head of Service or the re3 Strategic Waste Manager. It is proposed that subsequent to reporting at the re3 JWDB, performance is also reported to an appropriate committee or forum at each council (as has previously been the case).
- B. During Q3 (October to December) each year, an appropriate and purposeful public consultation exercise will be undertaken. The financial constraints on the councils may limit the format of any consultation. However, re3 officers will seek to identify creative ways to elicit feedback from residents and other relevant stakeholders.
- C. An annual Member Strategy Session will be held in Q4 (January to March) each year. The session will consider performance in the year to date, the outcome of the public consultation and other relevant information.

³ Cranfield University, School of Management (2016)

- D. Drawing upon the data derived from A, B and C, above, a new re3 strategy will be presented to the first JWDB of the new year. This meeting will review the final outcomes (targets and objectives) for the year just gone and approve the new re3 strategy.

Figure 1.1, below, illustrates the way in which strategy is proposed to be monitored, in year, and renewed for the subsequent year.

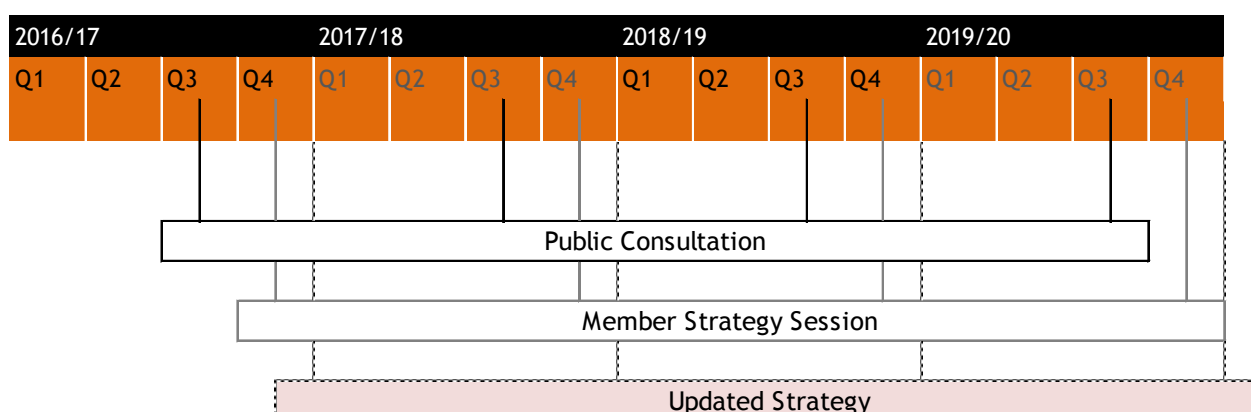
Figure 1.1 – Annual Strategy Cycle



The four years to 2020 have been identified singly, as illustrated at Figure 1.2, below.

The re3 partnership, and where appropriate each individual council, should make progress and achieve or surpass the respective year one (2016/17) targets. Via the process described above, targets and objectives will be reviewed and amended on an annual basis so that they reflect the required (or otherwise agreed) annual outcome which is required in order to reach the level of performance required in 2020.

Figure 1.2 – Annual Cycle Over Four Years to 2020



The re3 councils will monitor the development of Government policy on waste and similarly reflect change in the production of annual targets.

PART 2 – DATA DERIVED STRATEGY

In January 2016, the contributed to a detailed strategy workshop. The data collected from their contributions was collected, coded and analysed before being ordered into themes. From the themes, the 23 objectives were developed.

The process is shown at 1.3 below.

Many of the targets are challenging. In the case of the targets relating directly to recycling (such as at G and L) analysis of the residual waste and MRF sampling data suggests that the recyclable tonnage is present in the waste stream and has the potential to be diverted.

It should also be noted that, from a purely commercial perspective, there is a value to the councils in recycling as much waste as possible. Every tonne of recyclable material that remains in the residual waste represents a higher processing cost and lost income. Moreover, maximising recycling via existing systems helps to delay the requirement to commission potentially costly additional processing capacity.

All targets are derived from existing sources of data. While much data is available through the operation of the contract, objective P stresses the need to ensure that other sources, such as data procured by the councils, remains relevant. This will be particularly important in the case of the compositional data used in the objectives G1 to G5.

PART 3 – CONTINUOUS IMPROVEMENT

The annual cycle is intended to encourage immediate progress and ensure that new or updated targets can direct the councils towards addressing the two principal challenges that are described at the beginning of this re3 Strategy – reducing the net cost of waste and improving performance to achieve the 50% recycling and reuse target.

Delivery of the annual targets will be essential or the councils may find that the required levels of improvement, as they near 2020, are too large.

The recycling targets that have been set (objectives G1 to G5) can be shown to progress from the current level of performance for each council or relevant service to the level. These targets combine waste collection and waste management to contribute to the overall 50% target attributed to each council.

The other principal challenge for re3, reducing the net cost of waste, does not have a specific target in the first year. This is because several of the other objectives are expected to provide data that could make such a specific target possible. For example, the work described at objectives B and C (HWRCs and Sharing) will, respectively, represent such a shift in operational outcomes that pre-estimates would carry significant uncertainty. It is anticipated that, subject to their delivery, both will provide far greater clarity on potential savings in time for the 2017/18 re3 Strategy. Accordingly, it is advised that a savings target is introduced in future re3 strategies for years 2 to 4 (2017/18 to 2019/20).

Figure 1.3 – Development of the re3 Strategy

Transcript Excerpts	Descriptive to Interpretive	Interpretive Coding	Themes	re3 Objective
1 Flat building in re3 area	24 Genuine conversation about in-house or outsourced waste collections	Type of Collection	Reduce Net Cost of Waste	C
2 Promoting better waste management design principles	25 Outsourced collections extended across Borough boundaries (e.g. green collections by Sita in Wokingham)	Commerciality		E
3 wastemanagement provision in new developments	31 Three weekly collections of residual waste.	MRF		E + D
4 insufficient planning for waste	53 Fortnightly collections in Wokingham	HWRC		B
5 developers taking responsibility	54 Wheeled bins (instead of sacks)	Bins/ Bin Sizes	Recycle 50% by 2020	K
6 number of bins for HMOs to be reviewed (space)	75 Hunt for high value materials	Food/Glass		A, I + L
7 Too many bins - confusing/dissuading residents (generally)	65 Expectation of income generation	Biomass and Wood Waste		H
8 Renewed focus on comm's to change behaviour (better w.mgmt)	67 Charging for services undermines the justification for council tax	Bring Banks		L
9 In new developments give resident 180 litre bins instead of 240 litre bins - to encourage behaviour change	76 Invoicing/charging electronically for efficiency	Material Quality	Capacity	P
10 Waste management in flats a concern across re3	62 RBC trade service offer	Housing Growth		N + K
11 Not considering glass collection	73 Opportunities re: WEEE expanded services	Strategic Development Planning		M + O
12 encourage residents to recycle via bring banks	61 One-off biodegradeable bags for green (charged)	Facilities		O
13 Not considering food collection at the moment	70 Charge for clinical waste	re3 Board	Supportive Systems	Q, F + P
14 Opt-in food waste collection (in future)	71 Business opportunity for nappies/incontinence products	Shared Approach		P + C
15 Green bin cleaning service	15 Green bin cleaning service	Marketing		R + S
16 Engaging other members to support 50% target*	51 Plastics (other) and market issues	Ways of Working		R + S
17 Programme of engaging with managing agents, landlords, residents (flats/HMOs)	79 Bid for third party material through MRF (where no negatives)	Specific Messages	Direct Communications ('Doorstepping')	R + S
18 Office block conversions into residential needs proper planning guidance	83 Receiving (Council/third-party) waste up to 24 hours (to manage traffic)	Incentives		S, R + Q
19 No glass collection plans	55 Charging for HWRC wastes (open to the idea)			P
20 Make it easy and convenient for people to recycle	82 Open HWRCs for longer ('sweat asset')			
21 Communication on glass recycling (include jars)	57 Charges to be reasonable			
22 Put anything they (residents) want into kerbside (targetting tonnage)	74 Free bags limit at HWRC - chargeable thereafter			
23 Continue to challenge why some materials not added to kerbside	80 Reduce summer opening (close at 6pm)			
24 Genuine conversation about in-house or outsourced waste collections	81 Alternate access (by class of user/vehicle type etc.)			
25 Outsourced collections extended across Borough boundaries (e.g. green collections by Sita in Wokingham)	6 number of bins for HMOs to be reviewed (space)			
26 Common need doesn't mean common approach	7 Too many bins - confusing/dissuading residents (generally)			
27 Working with FCC to set up biomass facility	9 In new developments give resident 180 litre bins instead of 240 litre bins - to encourage behaviour change			
28 Potential use of land around Smallmead	30 Smaller bin capacity as a means to behaviour change (phased-in)			
29 Longshot Lane too small (or not big enough)	60 Containment policy (bins) and potential to charge for any excess			
30 Smaller bin capacity as a means to behaviour change (phased-in)	34 Containment (bin capacity) versus Freedom			
31 Three weekly collections of residual waste.	14 Opt-in food waste collection (in future)			
32 Doorstepping to supplement Comms and embed messages	13 Not considering food collection at the moment			
33 Incentive Schemes that reward individuals/groups	40 Weekly food waste collection not financially justifiable at present			
34 Containment (bin capacity) versus Freedom	42 Food waste collection promptim behaviour change itself			
35 Reaching Communities where English is not first language	19 No glass collection plans			
36 Coordination of contracts/contract extensions	11 Not considering glass collection			
37 Wet cardboard and how to deal with it (as significant % of contamination)	27 Working with FCC to set up biomass facility			
38 State of bring bank sites as a reflection of our service	43 Idea of an Anaerobic Digester			
39 Policy at bring bank sites (collaboration)	63 Biomass as potential business opportunity			
40 Weekly food waste collection not financially justifiable at present	38 State of bring bank sites as a reflection of our service			
41 WBC design guide for planning processes	39 Policy at bring bank sites (collaboration)			
42 Food waste collection promptim behaviour change itself	20 Make it easy and convenient for people to recycle			
43 Idea of an Anaerobic Digester	22 Put anything they (residents) want into kerbside (targetting tonnage)			
44 Expand Longshot Lane to the level (size) required	37 Wet cardboard and how to deal with it (as significant % of contamination)			
45 A third HWRC	1 Flat building in re3 area			
46 Door knocking not financially justified	2 Promoting better waste management design principles			
47 How to engage residents who do not currently participate at all	3 wastemanagement provision in new developments			
48 Who to target; where to expend energy	4 insufficient planning for waste			
49 Green Redeem - incentives not great, difficulties in finding things upon which to redeem points	5 developers taking responsibility			
50 Targetting: HMOs 'transient' residents, the young (students)	10 Waste management in flats a concern across re3			
51 Plastics (other) and market issues	17 Programme of engaging with managing agents, landlords, residents (flats/HMOs)			
52 Cardboard from online purchases as a particular opportunity	18 Office block conversions into residential needs proper planning guidance			
53 Fortnightly collections in Wokingham	41 WBC design guide for planning processes			
54 Wheeled bins (instead of sacks)	87 Section 106/ CIL			
55 Charging for HWRC wastes (open to the idea)	93 Consequences of bad planning/building			
56 Effects of policies on flytipping	28 Potential use of land around Smallmead			
57 Charges to be reasonable	64 Land as an opportunity (leasing to third party)			
58 Shared learning on charges for green bins	92 Minerals and waste plan - one voice			
59 Gather resident contacts for future communications	29 Longshot Lane too small (or not big enough)			
60 Containment policy (bins) and potential to charge for any excess	44 Expand Longshot Lane to the level (size) required			
61 One-off biodegradeable bags for green (charged)	45 A third HWRC			
62 RBC trade service offer	86 Growth driven by population increase and usage			
63 Biomass as potential business opportunity	26 Common need doesn't mean common approach			
64 Land as an opportunity (leasing to third party)	68 Position re3 as a separate entity			
65 Expectation of income generation	69 Board to be unified at re3, separate as councils			
66 Emphasising the benefits of the services already offered	88 Sticking together to build local mandate			
67 Charging for services undermines the justification for council tax	94 Collective of re3 is bigger than just three councils			
68 Position re3 as a separate entity	23 Continue to challenge why some materials not added to kerbside			
69 Board to be unified at re3, separate as councils	36 Coordination of contracts/contract extensions			
70 Charge for clinical waste	77 Shouldn't miss an opportunity to share			
71 Business opportunity for nappies/incontinence products	58 Shared learning on charges for green bins			
72 Comm's with residents on how it's not free if traders dump waste for them	56 Effects of policies on flytipping			
73 Opportunities re: WEEE expanded services	89 Working with LEP			
74 Free bags limit at HWRC - chargeable thereafter	95 Continual review			
75 Hunt for high value materials	96 Good governance = continual review of policies			
76 Invoicing/chargin electronically for efficiency	8 Renewed focus on comm's to change behaviour (better w.mgmt)			
77 Shouldn't miss an opportunity to share	59 Gather resident contacts for future communications			
78 Share expertise e.g. Doorstepping, working with flats, green charging	84 Intelligence led initiatives			
79 Bid for third party material through MRF (where no negatives)	90 Prioritise things we can do (low hanging fruit)			
80 Reduce summer opening (close at 6pm)	91 Communications should come from one central source			
81 Alternate access (by class of user/vehicle type etc.)	16 Engaging other members to support 50% target*			
82 Open HWRCs for longer ('sweat asset')	35 Reaching Communities where English is not first language			
83 Receiving (Council/third-party) waste up to 24 hours (to manage traffic)	47 How to engage residents who do not currently participate at all			
84 Intelligence led initiatives	48 Who to target; where to expend energy			
85 Doorstepping across re3 area (cost, 'resource' needs)	50 Targetting: HMOs 'transient' residents, the young (students)			
86 Growth driven by population increase and usage	12 encourage residents to recycle via bring banks			
87 Section 106/ CIL	21 Communication on glass recycling (include jars)			
88 Sticking together to build local mandate	52 Cardboard from online purchases as a particular opportunity			
89 Working with LEP	66 Emphasising the benefits of the services already offered			
90 Prioritise things we can do (low hanging fruit)	72 Comm's with residents on how it's not free if traders dump waste for them			
91 Communications should come from one central source	32 Doorstepping to supplement Comms and embed messages			
92 Minerals and waste plan - one voice	46 Door knocking not financially justified			
93 Consequences of bad planning/building	78 Share expertise e.g. Doorstepping, working with flats, green charging			
94 Collective of re3 is bigger than just three councils	85 Doorstepping across re3 area (cost, 'resource' needs)			
95 Continual review	33 Incentive Schemes that reward individuals/groups			
96 Good governance = continual review of policies	49 Green Redeem - incentives not great, difficulties in finding things upon which to redeem points			

Descriptive data from the re3 Board Strategy Session was numbered and grouped according to its relationship with waste related issues and initiatives. These initial groupings formed 19 Interpretive Codes (illustrated where data has been grouped by colour) which were then also organised into four Themes. The objectives contained within the re3 Strategy were derived from the data and analysis as described here. The link between the objectives and data is shown in the final column.

READING BOROUGH COUNCIL

REPORT BY DIRECTOR OF ENVIRONMENT AND NEIGHBOURHOOD SERVICES

TO:	HOUSING, NEIGHBOURHOODS & LEISURE COMMITTEE		
DATE:	5th JULY 2016	AGENDA ITEM:	14
TITLE:	WASTE OPERATIONS - WASTE OPERATIONS SERVICE STANDARDS		
LEAD COUNCILLOR:	COUNCILLOR LIZ TERRY	PORTFOLIO:	NEIGHBOURHOODS
SERVICE:	TRANSPORTATION AND STREETCARE	WARDS:	BOROUGHWIDE
LEAD OFFICER:	DAVID MOORE	TEL:	(0118) 937 2676
JOB TITLE:	NEIGHBOURHOOD SERVICES MANAGER	E-MAIL:	David.moore2@reading.gov.uk

1 PURPOSE AND SUMMARY OF REPORT

1.1 This report describes the current pressures on the waste collection service and makes recommendations for operational service changes and the adoption of a Waste Operations Service Standard which will make the service more efficient, reduce costs, reduce the amount of waste sent to landfill and improve recycling rates. The service review is one of the high priority actions of the Waste Minimisation Strategy (2015 - 2020) action plan.

1.2 Service Pressures.

The main pressures on the waste operations service are outlined below:

- The need to make efficiency savings equivalent to 19% of the current operating budget of £2.1 million by the end of 2017/2018.
- To achieve the EU Waste Framework Directive 2008 recycling target of 50% by 2020 thus avoiding potential fines from central government.
- An annual increase in Landfill tax equivalent to RPI.
- Risk in relation to PFI credits it receives as a joint signatory to the re3 waste PFI contract. That contract binds all parties to achieve a 50% recycling rate through the contract.

- An increase in the number of collection properties and therefore the volume of waste by c 2500 in the next 3 years.
- Continuing material price fluctuations and global commodity market volatility which affects the return we make through the re3 contract for recycled materials.
- Changes in the composition of recycling, notably a reduction in newspaper.

1.3 Proposed Service Changes

In order to address these pressures the service review, as one of the main strands of the Waste Minimisation Strategy, was conducted by officers and concluded that the amount of landfill waste currently being collected must be reduced and the recyclable material in the grey bins diverted to the red recycling bins.

In order to achieve this some of the current collection practices should be changed and a new Waste Operations Service Standard (Appendix A) should be adopted which clearly sets out what the Council will collect and the responsibilities of residents. The main operational changes are as follows:

- Closed bin lid policy - where lids are open no return visit will be made until the next scheduled collection to collect excess waste.
- No side waste - any excess waste left at the side of the grey bin will not be collected.
- One bin policy - the Council will collect one standard 240l grey bin from domestic properties and at least one recycling bin/box on a fortnightly frequency. Households with 5 or more adults permanently residing in the property, or with 2 children in nappies may be eligible for a larger 360l bin.
- Unauthorised bins - some properties have too many grey bins for the number of residents and a survey of all properties with more than one 240L grey bin will be carried out to confirm the numbers. If the number of bins is found not to be appropriate then householders will be given information on how to reduce their waste and extra recycling bins will be provided and the grey bins collected.
- The current collection round structure will be rationalised in October 2016 and in April 2017 in order to reduce the number of rounds to drive out the efficiencies required to achieve the agreed savings targets.
- Introduction of Bank Holiday collections (excluding Christmas Day, Boxing Day and Easter day), subject to staff consultation and agreement.

2.	RECOMMENDATION(S)
2.1	That Members note the results of the review of section 1k (service redesign) of the Waste Minimisation Strategy Action Plan 2016/17.
2.2	That Members adopt the Waste Operations Service Standards document as shown in Appendices A and B to this report.
2.3	That the existing waste collection rounds be re-configured with the first change being made in October 2016 and with further changes being made as required as of new properties coming on line.
2.4	That Members agree that Bank Holiday working be introduced from April 2017 subject to the necessary staff consultations being carried out.
2.5	That Members are updated on the progress of the changes at the November 2016 and March 2017 meetings of the Committee.

3. POLICY CONTEXT

- 3.1 One of the service priorities of the Council's Corporate Plan 2016 -2019 is 'Keeping the town, clean safe green and active', to ensure we retain and attract residents and businesses and remain an attractive place to live, work and visit'. An important means of delivering this priority is to reduce the volume of waste sent to landfill and improve recycling rates through implementation of the Waste Minimisation Strategy.
- 3.2 The EU Waste Framework Directive 2008 sets a new recycling and re-use target of 50% for certain waste materials from households and other origins similar to households to be achieved by 2020.
- 3.3 Reading currently sends 27.4% of its municipal waste to landfill with 72.6% being recycled, composted or sent for Energy from Waste. The recycling rate for 2015/2016 was 33%. All waste authorities must reach a target recycling rate of 50% by 2020.
- 3.4 On 15th March 2015 HNL Committee approved the Waste Minimisation Strategy 2015 -2020, which set out an approach for working with residents, stakeholders and partners to improve the way waste is managed with a growing population and limited resources. The strategy was subject to a four week web based consultation.
- 3.5 The implementation of the Strategy Action Plan delivers the 4 objectives of the Waste Minimisation Strategy:
 - To increase recycling and re-use rates.
 - To minimise the amount of waste sent to landfill.

- To increase understanding and engagement in waste and recycling for the local community and key stakeholders.
- To ensure effective, efficient, value for money service delivery.

4. THE PROPOSAL

4.1 Current position

The main waste operations service pressures are outlined below:

- The need to make efficiency savings equivalent to 19% of the current operating budget of £2.1 million by the end of 17/18. The current climate of austerity dictates that service efficiencies already agreed as part of previous budget saving proposals have to be realised. In order to achieve this, the waste service collection rounds will be re-organised to ensure the delivery of a high quality waste collection service continues.
- To achieve the EU recycling target of 50% by 2020 thus avoiding potential fines from central government.
- An annual increase in Landfill tax equivalent to RPI.
- Risk to £1 million pa PFI credit should the 50% target not be met.
- An increase in the number of collection properties by 2437 in the next 3 years. These figures don't take into account the number of additional properties that will come on stream via permitted development where commercial properties are converted to residential without the usual planning conditions around provision of suitable waste storage facilities.
- Continuing material price fluctuations and global commodity market volatility which affects the return we make through the re3 contract for recycled materials.
- Changes in the composition of recycling, notably a reduction in newspaper.

4.2 Current Policy

RBC does not currently have an adopted service standard for waste collection. The current practices have evolved over many years without a proper evaluation of additional costs of, for example, collecting bags of side waste left by a full bin.

Budget pressures, the need to make the system more efficient and an opportunity to adopt sector wide working methods dictate that a clearly defined and rigorously enforced collection standard should now be adopted.

4.3 Current Service.

The Council is committed to providing a high quality waste collection and disposal service and the proposed service changes will maintain this in the current challenging financial climate. The Council will continue to provide red recycling bins, a kerbside WEEE collection service and the collection and disposal of clinical waste free of charge.

The Council currently provides the following services:

- A residual and recycling collection service for 68,500 households, which are primarily on an alternate fortnightly collection for both residual and recycling collections. Reading has 11,500 properties within blocks of flats that are collected on a weekly basis and approximately 700 properties that have a sack collection because they have insufficient storage space for a wheeled bin.
- A chargeable bulky waste collection and disposal service which has been reviewed as part of the waste minimisation strategy and was introduced on the 1st July 2016.
- A free kerbside small electrical (WEEE) recycling service.
- A free kerbside green waste collection service.
- A free clinical waste collection service
- A successful commercial trade waste collection and disposal service the income from which helps to offset the cost of the waste service.

4.4 Current Service Design

The following crews utilise the large Refuse Collection Vehicles (RCV's) with a GVW of 26 tonnes.

- Recycling (red bin) collection crews
- Residual waste (grey bin) collection crews
- Green waste collection crews
- Bulk bin collection crews
- 1 housing crew (SLA with housing to collect fly-tipping and excess waste)
- 1 trade waste collection crew.

4.5 Proposed Service Changes.

The Waste Minimisation Action Plan 2015-2020 sets out a range of measures which aim to increase recycling rates and reduce the amount of waste sent to landfill. In order to address these pressures the service review concluded that the amount of landfill waste currently being collected must be reduced and the recyclable material in the grey bins diverted to the red recycling bins.

In order to achieve this some of the current collection practices should be changed and a new Waste Operations Service Standard must be adopted which clearly sets out what the Council will collect and the responsibilities of residents.

The main operational changes proposed are as follows:

- Closed bin lid policy - Bins are designed to be emptied safely with lids closed and the standard 240L grey bin has a set capacity and a safe weight limit of 75Kg. Under the new standard collection crews will remove any items not contained within the bin and will not collect the excess waste. Collection crews will identify properties where bins are regularly over-filled and a Waste Minimisation Officer will visit the residents to discuss a solution to the problem by carrying out a waste audit.
- No side waste - any excess waste left at the side of the grey bin will not be collected and if it is not removed from the public highway will be regarded as fly-tipping. Again, residents who regularly present side waste will be identified via the collection crew and will be visited by a Waste Minimisation Officer to discuss the issue and to find a solution if possible.
- One bin policy - the Council will collect one standard 240l grey bin from domestic properties and at least one recycling bin/box on a fortnightly frequency. As currently, households with 5 or more adults permanently residing in the property, or with 2 children in nappies may be eligible for a larger 360l bin on application to the Council.
- Unauthorised bins - Some properties have too many grey bins for the number of residents and a survey of all properties with more than one 240L grey bin will be carried out to confirm the numbers involved. A similar exercise carried out in 2009 found 3500 additional 240L grey bins were being used and it is reasonable to assume that the numbers will be similar today. Properties with multiple bins will be subject to a waste audit to determine whether this capacity is necessary or appropriate. If the number of bins is not appropriate then Waste Minimisation Officers will carry out a waste audit and householders will be given help and advice on how to reduce their waste, extra recycling bins will be provided and the grey bins collected. Red bins will continue to be issued free of charge to encourage recycling and householders will be encouraged to recycle.

4.5.1 Improving Customer Experience

The current collection round structure will be rationalised in October 2016 and in April 2017 in order to reduce the number of rounds to drive out the efficiencies required to achieve the agreed savings targets.

For waste collection purposes the Borough is currently split into East and West. Until recently round design was achieved by manual systems using paper maps and schedules, but recently the Webaspx scheduling software package has been introduced and populated with RBC collection data and it is now used to optimise routes quickly and accurately allowing changes to be made more quickly to absorb additional properties as they come on line.

The new proposed round structure will split the borough into equal areas, and each crew will be dedicated to that area collecting refuse and recyclable waste on alternate weeks. Routing and vehicle location monitoring will be more efficient and mileage will be reduced. Properties which are failing to present their waste according to the service standard will be easier to identify.

In line with the Council's ambitions to introduce digital working the waste service is trialling an in-cab reporting and monitoring system which will allow reporting of a range of issues such as bins which are not presented on time (missed bins), contaminated recycling bins, side waste and open bins by collection crews. The system will present the information to the Customer Contact Centre in real-time improving customer contacts, reducing the number of return visits made by crews and providing reports and optimisation data for the waste service. If the trial is successful the system will be introduced as soon as possible.

Introduction of Bank Holiday collections (excluding Christmas Day, Boxing Day and Good Friday and Easter Monday).

Currently, collections are not made on Bank Holidays and collections slip to the next available day resulting in a 2 day collection delay which can be longer if the bank holidays are either side of a weekend. This often results in accumulation of excess side waste, increased pressure on collection crews to re-establish normal collections, extra costs and customer dissatisfaction.

Numerous councils offer a bank holiday collection service except on Christmas Day, Boxing Day, Good Friday and Easter Monday and it is proposed that a similar service is introduced in Reading, subject to consultation with collection crews and union representatives, commencing in April 2017. This will simplify collections and provide an enhanced collection service to residents and reduce the amount of side waste which builds up over the bank holiday periods. Round calendars will be refreshed and posted to residents, information will also be available on-line. Advisory stickers will be placed on residents bins in the first instance, where non-compliance is noted.

4.5.2 A recent trial of a 7.5 tonne refuse collection vehicle (RCV) in narrow, heavily parked streets in the Borough area proved successful and the introduction of a

small vehicle into the refuse fleet will be considered as part of the service changes ensuring bins are collected on schedule in roads where access has proved more difficult in the past for a standard RCV.

4.7 Communications Strategy

A communications Strategy will be put in place to give residents as much notice as possible of upcoming service changes. This will involve the use of direct mailing of round calendars, posting of information and FAQ's on the Council and re3 websites and posts on social media.

5. CONTRIBUTION TO STRATEGIC AIMS

- 5.1 The Waste Operations Service Standard and Waste Minimisation Strategy 2015 - 2020 contribute to the council's Corporate Plan 2015 -2018 objective of 'Keeping the Town Clean, Safe, Green and Active'.

6. COMMUNITY ENGAGEMENT AND INFORMATION

- 6.1 The Waste Minimisation Strategy was subject to a public consultation via the website. It is not proposed to carry out any further consultation regarding the proposed service changes.

7. LEGAL IMPLICATIONS

- 7.1 The Council has duties under various UK and EU legislation to deliver waste collection and disposal services, principally the Environmental Protection Act 1990 and the revised EU waste framework directive 2008.

8. EQUALITY IMPACT ASSESSMENT

- 8.1 In addition to the Human Rights Act 1998 the Council is required to comply with the Equalities Act 2010. Section 149 of the Equalities Act 2010 requires the Council to have due regard to the need to:-

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

- 8.2 An equality impact assessment has been carried out and is shown in Appendix C to this report.

9. FINANCIAL IMPLICATIONS

- 9.1 The waste collection service will be delivered in line with the agreed budget subject to the number of new dwellings which come on-line in the near future.

Efficiency savings equivalent to 19% of the current operating budget of £2.1 million have been agreed and will be made by the end of 2017/2018.

10. BACKGROUND PAPERS

10.1 RBC Corporate Plan.

10.2 HNL Committee March 2016

10.3 HNL Committee November 2015

Reading Borough Council



Waste Operations Service Standards

APPENDIX A May 2016



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Contents

Introduction	4
1. Household waste containers for kerbside household waste collections:	
Grey refuse bin or black sacks	
Red recycling bins or boxes	
Green garden waste bins or bags.	4
Presentation of containers for collection	5
What materials can be placed in each bin?	7
2. Green Garden Waste	9
3. Communal properties	10
Flats	10
Mixed domestic / commercial properties	11
4. Waste Electronic and Electrical Equipment (WEEE)	11
5. Bulky Waste Collections (chargeable service)	12
6. Healthcare (Clinical) Waste Collections	12
7. Miscellaneous	13
8. Alternative sites for disposal of waste - Household Waste Recycling Centres (HWRC's)	13
9. How to contact us	14
10. Future Updates	14

INTRODUCTION

Under the terms of the Environmental Protection Act 1990, Reading Borough is classed as a Waste Collection & Disposal Authority and as such, under section 45 (1), has a statutory duty to collect household waste from all domestic properties. Under Section 46(4) of the Act, the Council has specific powers to stipulate:

- The type and size of the receptacle required for collection.
- The materials or items which may or may not be placed within the receptacle.
- Where and when the receptacles must be placed for collection

As part of the Waste Minimisation Strategy 2015 - 2020, the council is committed to providing a full collection service to all properties as well as increasing recycling re-use and composting rates and reducing the amount of waste sent to landfill.

This Service Standard sets out the responsibilities of the Council and the service user and defines how the Council will deliver both the domestic and commercial collection service.

1. HOUSEHOLD WASTE CONTAINERS

This section covers the following waste receptacles for kerbside household waste collections:

Grey refuse bin or black sacks
Red recycling bins or boxes
Green garden waste bins or bags.

- 1.1. Each household is required to have one standard size grey bin and at least one red recycling bin.
- 1.2. Properties with 5 or more adults permanently residing at the property may be eligible for a larger grey 360l grey bin. Residents must apply to the Council for a larger bin and following a residence check a Waste Minimisation Officer will assess their current waste practices before agreeing to a larger bin.
- 1.3. Households with more than one child in nappies, may be eligible for a larger grey 360l bin. This will be subject to review when the youngest child is 3.
- 1.4. Properties that accumulate non-hazardous clinical waste (incontinence pads, stoma bags etc.) will be reviewed every 2 years for eligibility.
- 1.5. Households who have limited/ no curtilage or who are in a road with limited width for a kerbside collection vehicle are required to present up to 3 black sacks on a weekly basis or clear bags (provided by the council) on a fortnightly basis.

- 1.6. Developers are required to provide one of each grey and red bins for use by households in new or converted properties.
- 1.7. Green wheeled bins or re-usable green bags can be purchased for collection of garden waste. The council will only collect green bins or bags that have been purchased from the council.
- 1.8. Additional or replacement recycling bins will be provided by the council free of charge to encourage households to participate in or increase their recycling.
- 1.9. Grey and green waste bins will be replaced by the Council If the bin falls into the waste collection vehicle on collection day or the collection vehicle damages the bin on collection, no charge will be made for a replacement.
- 1.10. In the event that a bin is stolen from within the householder's property boundary the householder is expected to pay for a replacement bin. If a bin is lost under any other circumstances the Council will use its discretion in re-charging for a replacement.
- 1.11. Where a householder damages a grey or green bin, (e.g. by using hot ashes or modifying the bin) a replacement will be provided at cost and a delivery charge will be made.
- 1.12. Households are required to purchase replacement grey or green bins for those that have been damaged through general wear and tear (eg. loose wheels, cracked body or lid).
- 1.13. New or replacement bins will usually be delivered within 20 working days after payment for grey and green bins or when requested for red bins.
- 1.14. All of these bins are provided for domestic purposes only. Their use for commercial purposes is illegal.
- 1.15. All bins remain the property of the households and can be taken with them if they move.
- 1.16. Householders are responsible for the upkeep of all wheeled bins on their property.

Presentation of containers for collection

- 1.17. Householders are informed of the collection day via a calendar delivered annually, information can also be found on the Council's website.
- 1.18. Unless otherwise notified, bins are emptied on the same day of each week and should be placed out for collection on alternate weeks, black sacks are collected weekly.

- 1.19. Households with a bag collection need to ensure that bags are not presented in bins for collection. The sacks should be removed from the bins and placed on the pavement/footpath.
- 1.20. It is the householder's responsibility to place the bin, bag or box at the boundary of their property by 7am on the day of collection. If the bin is not out by the time required the crews will not return to collect the bin until the next scheduled collection.
- 1.21. We offer assisted collections to households for elderly and/or infirm residents who do not have an able bodied person in the household to present the bins at the kerbside.
- 1.22. Bins, bags or boxes should be placed on the nearest public (Council maintained) pavement /footpath, normally in front of the householder's property in a position that does not obstruct access to pedestrians and other users.
- 1.23. Where there is no pavement adjoining a property (i.e. the property is next to the road), residents must place their bin, bag or box on collection day just inside the curtilage of their property adjacent the edge of the road).
- 1.24. The collection crews should not have to walk to retrieve bins more than 15 metres for 2 wheeled bins and 10 metres for 4 wheeled bins according to current British Standards.
- 1.25. Only bins that have been missed by the collection crew will be returned to. Bins which have not been presented by the stipulated time will not be collected as missed bins. Missed bin reports will be verified by the crew records and camera footage from the collection vehicles.
- 1.26. The Council reserves the right to change the location of any collection points for operational reasons.
- 1.27. Collections will normally be provided from private/un-adopted roads where the following conditions are met and maintained:
 - i) Road Surface - roads must be of sound construction to a suitable hard surface free of potholes and obstructions, which could cause damage to the vehicle.
 - ii) Road Width - the minimum road width to be not less than 3.2 metres with no obstruction from trees, shrubs, etc which could cause damage to the side of the vehicle.
 - iii) Height Clearance - the minimum clearance should not be less than 4 metres with no obstruction from overhanging branches, cables etc., which could cause damage to the lighting on the roof of the vehicle

iv) Turning Area - where a through road does not exist, a suitable turning area must be available to allow the vehicle to turn round. The turning area should be sufficient to allow the waste collection vehicle to turn with no more than three manoeuvres- i.e. 10.22 metres kerb to kerb.

- 1.22 The Council monitors compliance with these conditions. Should the situation deteriorate to the extent whereby the Council cannot be reasonably expected to continue the service, residents will be asked to take their wheeled bins to the nearest public highway on collection day unless a suitable accessible alternative location can be agreed.
- 1.23 Bins, bags or boxes must not be left on the public highway or footpaths after collection day (Highway Act 1980).
- 1.24 Residents are responsible for ensuring that there are no parked cars belonging to their household or visitors which impede access for waste collection vehicles on collection day. The Council is required to make reasonable efforts to collect bins provided it is safe to do so. If bins cannot be collected on the due day they will not be emptied until the next collection.

What materials can be placed in each bin?

Grey Refuse bin

- 1.25 The grey refuse bin is for waste that cannot be recycled either via the kerbside collection, at local recycling banks or the Household Waste Recycling Centre (HWRC) in Island Road. The material in the grey bin is either sent to landfill or to an Energy from Waste facility (EFW) which are both more expensive forms of disposal than recycling.
- 1.26 The lists below refers to items that can and cannot be placed in the grey bins:

Yes Please	No Thank You
General waste which can't be recycled, reused or composted:- Food waste Plastics other than plastic bottles Polystyrene Nappies and sanitary waste	Recyclable and garden waste that can be placed in the red or green bins. Small Waste Electrical and Electronic Equipment (Weee) Rubble and soil Hot ashes Hazardous waste which includes but is not limited to:- Hazardous clinical waste (sharps, blood products) Asbestos Pesticides, paint and oils

- 1.27 Bins are designed to be emptied safely with lids closed. Collection crews will remove any items not contained within the bin and will not collect that excess waste.
- 1.28 Any waste not contained within the bin with the lid closed and left as excess at the side of the bin will not be collected and if it is not removed from the public highway will be regarded as fly tipping.
- 1.29 Grey bins found to contain waste which is not household waste (e.g. vehicle parts, hazardous materials, builder's rubble, concrete, business waste, etc.) will not be emptied. There is a weight limit for wheeled bins of 75 kilograms. Any bins exceeding this weight cannot be emptied by the vehicle and residents will be required to remove all heavy items before the next scheduled collection. The crew will report this on their schedules. Crews will not return to collect bins which have been made lighter until the next scheduled collection.

Red recycling bins/boxes

- 1.30 Householders are asked to ensure recyclable containers (plastic bottles/tins) are rinsed out and lids are removed from plastic bottles.
- 1.31 The list below refers to items that can and cannot be placed in the red bins/boxes:

Yes Please	No Thank You
Paper & Card	Trade Recycling
Junk mail & flyers	Glass Bottles and jars
Plastic bottles (drinks, toiletries, bleach & detergents)*no lids	Other plastic containers (meat trays, yoghurt pots etc)
Empty drinks cans	Food waste
Empty food cans (includes pet food cans)	Nappies or sanitary waste
Empty Aerosols	

- 1.32 Small amounts of shredded paper can be sent for recycling provided they are placed in an envelope or cereal box. Loose shredded paper causes problems with the sorting equipment.
- 1.33 All recyclable waste should be placed loose in the red bins/boxes not in plastic bags as this makes it difficult to separate.
- 1.34 Large cardboard packaging boxes should be folded or cut up and placed in the bin. If they will not fit in the bin they should be placed neatly next to the bin on the day of collection to keep the cardboard as dry as possible.

Larger items of cardboard should be taken to the Household Waste Recycling Centre in Island Road

- 1.35 Bins/boxes containing items other than those described in paragraph 1.30 “Yes Please” will not be emptied and will be classed as ‘contaminated’. When found, the Council will leave the bin/box and report it to the contact centre. It will be the responsibility of the individual householder to remove the items causing contamination and dispose of them correctly. The Council will not return until the next scheduled collection
- 1.36 Excess recyclable waste only can be placed in cardboard boxes by the side of the bin/box on collection day.
- 1.37 If households have a need for an additional bin/box for recycling they may request one by contacting us using an online form of the Council’s website www.reading.gov.uk or contacting us on 0118 9373 987

2. GREEN GARDEN WASTE

- 2.1 Households in properties that maintain their own garden will need to purchase a green waste bin/box in order to receive the free garden waste collection service.
- 2.6 The service is carried out on an annual basis, with collections suspended from the last Friday before Christmas and resuming four weeks later. Charges for the purchase of bins are reviewed annually and details of current charges can be found at: <http://www.reading.gov.uk/rubbish>.
- 2.7 The list below refers to items that can and cannot be placed in the green bins/bags:

Yes Please	No Thank You
Grass cuttings and leaves Flowers and annual weeds Hedge clippings Very small amounts of turf and soil Small branches up 100mm thick	Animal waste, bedding and straw Gravel, rubble or hard core Food waste (including fruit & veg) Large amounts of turf or soil Waste from a gardener or contractor working at the property

- 2.8 All green waste should be placed loose in the green bins/bags not in plastic bags.
- 2.9 Bins/bags containing items other than those described in paragraph 2.2 “Yes Please” will not be emptied and will be classed as ‘contaminated’. When found, the Council will leave the bin/bag and report it to the contact centre. It will be the responsibility of the individual householder to remove

the items causing contamination and dispose of them correctly. The Council will not return until the next scheduled collection

- 2.10 Green bins/bags need to be presented at the curtilage of the property with the handles facing the road and away from the other grey and red bins by 7am on the morning of collection. The Council will not return to properties that have presented their green waste containers until the next scheduled collection.
- 2.11 Any green waste presented in containers other than those purchased from the council will not be collected.
- 2.12 Green bins are designed to be emptied safely with lids closed; therefore any overloaded and overweight bins exceeding 75kgs will be rejected and not emptied.
- 2.13 In freezing weather it may not be possible to empty green bins as the contents become frozen. The crew will inform the contact centre and emptied on the next scheduled collection.
- 2.14 If households have a need for an additional bin/bag for green waste they may request one by contacting us using an online form of the Council's website www.reading.gov.uk or contacting us on 0118 9373 787

3. COMMUNAL PROPERTIES

Flats

- 3.1 The Council currently provides weekly or fortnightly refuse collection services for residents living in purpose-built blocks of flats, with separate collections of recycling undertaken on a fortnightly basis.
- 3.2 The collection frequency for all new developments and new build/converted properties will be on a fortnightly basis for both household and recyclable wastes.
- 3.3 It is the responsibility of the developers or managing agents to provide the correct number of bins for both household and recyclable wastes. The Council has produced information and guidance for developers and managing agents about the Council's requirements for the management of waste in developments which can be found at www.reading.gov.uk/
- 3.4 The council will work with developers and managing agents to ensure the correct number of bins are in place in relation to the number of properties.
- 3.5 Where there is limited access to collect bins from a designated bin store (internal or external). The Council will request that managing agents/housing associations make arrangements for the bins to be presented as a designated collection point and returned to the bin store area after collection.

- 3.6 It is the responsibility of the Managing Agent/Housing Association to ensure that all bins and bin stores are secure and access and lighting is maintained.
- 3.5 Large or hazardous items are not to be placed in the communal bins e.g. furniture, electrical items, vehicle parts, hazardous materials, builder's rubble, large DIY items and concrete. See section 5 for details of the Council's chargeable bulky waste service.
- 3.6 Bins are designed to be emptied safely with lids closed; therefore any over filled bins will have any bags or other items not contained within the bin removed and placed in the bin store area.
- 3.6 Excess or side waste is not permitted and if the crews cannot access the bins they will not be emptied. The Managing Agent / Housing Association will be contacted to rectify the situation. When the area has been cleared the bins will be emptied on request of the Managing Agent / Housing Association and when payment has been made for a revisit. Otherwise the bins will be emptied on the next scheduled visit.
- 3.7 Communal recycling bins containing items other than those described in paragraph 1.30 "Yes Please" will not be emptied and will be classed as 'contaminated' and will not be emptied. The Managing Agent / Housing Association will be contacted to rectify the situation. The Council will on request empty the contaminated bins when payment has been made for a revisit. Otherwise the bins will be emptied on the next scheduled visit.

Mixed domestic / commercial properties

- 3.8 Business properties with living accommodation attached, e.g. Flats above shops or flats/developments where there are commercial businesses included on the same site (e.g. hairdresser, food outlet, grocery shop) must have separate lockable bin areas. The managing agents/landlords will need to provide the containers for both domestic and household waste to ensure properties have the standard household waste collection service. The bins provided for domestic purposes must not be used to dispose of any business waste. Anyone found using bins in this way may be subject to prosecution under the Environmental Protection Act 1990 and the bins may be removed.
- 3.9 Flats above shops that don't have access to bins, will be required to present their waste in black bags in designated collection areas set by the Council.

4 . WASTE ELECTRONIC AND ELECTRICAL EQUIPMENT (WEEE)

- 4.1 The council provides a collection service for small electrical items from households that present their own individual recycling bins for kerbside collections.
- 4.2 The items - which include electric or battery-powered children's toys, hairdryers, toasters and power tools - should be left in an untied carrier

bag next to the red bins or boxes on collection day. They should not measure any more than 30cm x 24cm and any power cables can also be included.

- 4.3 The crews will take one bag per household on each recycling collection and the items will be placed in special collection cages on the refuse lorries.
- 4.4 Where items are too large to be collected, the crew will place a sticker on the bag advising the resident of how to dispose of the item.

5 . BULKY WASTE COLLECTIONS (chargeable service)

- 5.1 This Council operates a discretionary service for the removal of up to five domestic household goods (generally items that you would take when you move home) for a charge.
Full details of what the Council will collect and its charges can be found at: www.reading.gov.uk/rubbish
- 5.2 There is a charge for the first item, and a smaller charge for up to four additional items.
- 5.3 Households can request a bulky waste collection either online at www.reading.gov.uk/rubbish or contact us on 0118 9373 787
- 5.3 Collections will be made with five working days from receipt of payment with the East of Reading collected on a Monday, the West on Wednesday and Fridges/Freezers on a Friday.
- 5.4 The Council will not collect any items other than those stated on the website.
- 5.5 Items must be left on the day of collection in a location from where they can be easily retrieved and without causing a risk to the public. Collection staff will not enter a property to collect items.
- 5.6 In the event that there are too many requests for a particular day, the Council reserves that right to change the collection day after notice is given to the resident.

6. HEALTHCARE (CLINICAL) WASTE COLLECTIONS

- 6.1 If the resident is self-treating a medical condition and has healthcare/clinical waste which could potentially carry an infection (e.g. needles, syringes or other sharp instruments, any waste which includes blood or body fluids, human tissue, swabs or dressings, drugs or other pharmaceutical products), the Council will collect this free of charge.
- 6.2 Residents requiring a clinical waste collection should be referred to the Council by their GP Surgery, District Nurse or NHS Trust. Such referrals

should be in writing either by letter or email, and be clearly identifiable as coming from the patient's medical providers.

- 6.3 The Council's contractor (Grundon) will provide the first container and replacement containers on collection. Replacements are based on the same number of containers left as those collected (i.e one for one)
- 6.4 Residents are required to leave the clinical waste for collection on their own property, usually in a discreet location agreed prior to the commencement of collections. Replacement containers are left in the same location.
- 6.5 Collection currently takes place on a Tuesday and collections may occur early morning through to late afternoon on that day. Residents will be informed by telephone if there is any delay or change to this collection day.
- 6.6 It is the surgery or NHS trust's responsibility to update the Council when a patient no longer requires a clinical collection.
- 6.7 If no clinical waste has been presented from a regular user of the service for 3 consecutive weeks, the residents will be contacted to confirm they still require the service.
- 6.8 Currently there is no charge for this service; however the Council reserves the right to charge for the service.

7. MISCELLANEOUS

- 7.1 Waste Minimisation & Recycling Officers monitor contamination reports from collection crews to identify properties that are having difficulty recycling and continually place the wrong items in their red recycling bins. The Officer will visit the household, undertake an assessment of their waste capacity and any issues relating to recycling and make recommendations for improvements.
- 7.2 The Council reserves the right to amend the collection frequency and time of collections at any time and for any reason.
- 7.3 The Council reserves the right to withdraw any discretionary services at any time.

8. ALTERNATIVE DISPOSAL OF WASTE - HOUSEHOLD WASTE RECYCLING SITES (HWRC'S) and RECYCLING BANKS

- 2.3 Residents use either the Smallmead or Longshot Lane HWRC's to dispose of excess waste and recycling materials. Details of the arrangements can be found at:

www.reading.gov.uk/rubbish.

These sites are operated on behalf of the Council and its other partners, Bracknell and Wokingham Councils by re3 Ltd. The site is their responsibility.

- 2.4 Residents can recycle glass bottle and jars and textiles at any of our neighbourhood recycling sites throughout the Borough, the location of which can be found at:-

www.reading.gov.uk/rubbish

9. HOW TO CONTACT US

- 9.1 Residents wishing to make service request, or enquiry can either fill out an online Webform at www.reading.gov.uk call 0118 9373 787 or write to Neighbourhood Services, 19 Bennet Road, Reading, RG2 0QX
- 9.2 Residents wishing to make a compliment or complaint www.reading.gov.uk/complaintorcomment call 0118 9373 787 or write to Neighbourhood Services, 19 Bennet Road, Reading, RG2 0QX
- 9.2 Residents wishing to make comment or complaint about the re3 Ltd facilities at Longshot Lane or Smallmead should contact re3 Ltd: Smallmead Waste Management Park, Island Road, Reading, RG2 0RP; Tel: 0800 9883023, website: <http://www.re3.org.uk/opening-and-access-times.asp>.

10. FUTURE UPDATES

- 11.1 These operational procedures are kept under review in light of the ever changing operational demands. The current version will be published on the Council's website.

Reading Borough Council



Waste Operations Service Standards Summary

APPENDIX B May 2016



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INTRODUCTION

Under the terms of the Environmental Protection Act 1990, Reading Borough is classed as a Waste Collection & Disposal Authority and as such, under section 45 (1), has a statutory duty to collect household waste from all domestic properties. Under Section 46(4) of the Act, the Council has specific powers to stipulate:

- The type and size of the receptacle required for collection.
- The materials or items which may or may not be placed within the receptacle.
- Where and when the receptacles must be placed for collection

As part of the Waste Minimisation Strategy 2015 - 2020, the council is committed to providing a full collection service to all properties as well as increasing recycling re-use and composting rates and reducing the amount of waste sent to landfill.

This Service Standard sets out the responsibilities of the Council and the service user and defines how the Council will deliver both the domestic and commercial collection service effectively and efficiently.

Individual Households:

- The council will collect one standard grey bin (domestic) and at least one red (recycling) bin/box from households that present their bins on a fortnightly frequency.
- Households with 5 or more adults permanently residing in the property, or with 2 children in nappies may be eligible for a larger 360l bin.
- Households who have limited or no storage for bins will have a weekly domestic waste, and fortnightly recycling waste collections.
- Households in properties that maintain their own garden, will need to purchase a green waste bin/box in order to have the free garden waste collection service.
- Households can leave small Waste Electronic & Electrical Equipment (WEEE) on the recycling collection by leaving the items in a carrier bag by the side of their recycling bin.
- All standard bins are the property of the householder and they are responsible for the replacement of lost/stolen and damaged bins.
- The Council will replace those that they have either lost in the lorry or damaged on collection.
- Householders need to place their bin, bag or box at the boundary of their property by 7am on the day of collection otherwise we won't be able to empty it.
- All bin lids are required to be down (fully closed) for collection, items stopping the lid closing will be removed.

Flats with Communal Facilities:

- Households who have limited or no storage for bins (flats) will have a weekly domestic waste, and fortnightly recycling waste collections.
- Managing agents/developers are responsible for providing the correct number of bins for the flats that have communal facilities and for ensuring the collection crew have access
- All bin lids are required to be down (fully closed) for collection, items stopping the lid closing will be removed.
- Recycling bins containing items that cannot be recycled will not be emptied and will be classed as 'contaminated', the Council will notify the Managing Agent/Housing Association who will then need to arrange for the removal of the items causing contamination and dispose of them correctly. The Council will not return until the next scheduled collection
- The Council will not remove excess (side) waste from any communal bins.
- Maintenance and cleaning of the area surrounding the bins is the responsibility of the managing agent/housing association

For all households:

- The Council will ensure that information relating to Rubbish, Recycling and Garden Waste collections is up to date and current.
- The Council will provide a free clinical waste collection service for those residents that treat themselves in their own home.
- The Council will return to collect genuine missed bins within 6 working days of being reported.
- Recyclable waste should be placed loose in the recycling bins not in carrier or black bags. Residents in flats can request reusable recycling bags to transport their recycling to communal bins.
- Waste Minimisation Officers will offer support and advice to residents, managing agents and housing associations to manage their waste and increase recycling participation & quality.
- Residents can log onto the website www.reading.gov.uk/rubbish to view their collection dates and lists of items that can or cannot be placed in their bins.
- Residents can contact us via the web at www.reading.gov.uk/rubbish or by calling the Contact Centre on 0118 9373 787
- All enquiries will be responded to within 5 working days.

Equality Impact Assessment

Provide basic details

Name of proposal/activity/policy to be assessed

Waste Operations Service Standards

Directorate: DENS

Service: Waste Operations

Name and job title of person doing the assessment

Name: David Moore

Job Title: Neighbourhood Services Manager

Date of assessment: 18.05.2016

Scope your proposal

What is the aim of your policy or new service/what changes are you proposing?

Developing and improving the Waste Operations service by introducing a waste operations service standard, setting out the responsibilities of the Council and householders. The main changes are as follows:

Closed bin lid policy - bins whose lids are open due to excess waste will not be collected and no return visit will be made until the next scheduled collection to collect excess waste.

No side waste - any excess waste left at the side of the grey bin will not be collected.

One bin policy - the Council will collect one standard 240l grey bin from domestic properties and at least one recycling bin/box on a fortnightly frequency. Households with 5 or more adults permanently residing in the property, or with 2 children in nappies may be eligible for a larger 360l bin.

Unauthorised bins - Some properties have too many bins for the number of residents and a waste audit will determine whether this capacity is necessary or appropriate and if not changes will be made to the number of

bins collected. Red bins will be issued to encourage recycling if necessary and householders will be encouraged to recycle.

The current collection round structure will be rationalised in October 2016 and in April 2017 in order to reduce the number of rounds to drive out the efficiencies required to achieve the agreed savings targets.

Introduction of Bank Holiday collections (excluding Christmas Day, Boxing Day and Easter day), subject to staff consultation and agreement.

Round calendars will be posted to residents, and all information will be available on-line.

Who will benefit from this proposal and how?

All service users will have clear guidance on how to manage their domestic waste and what services the Council will provide and how that information can be accessed.

What outcomes does the change aim to achieve and for whom?

The service review and introduction of the new waste operations service standard aims to make the waste service more efficient and reduce costs to achieve the corporate savings.

The standard sets out to clarify what services the Council will supply and the responsibilities of householders to manage their waste.

The introduction of waste collections on bank holidays will simplify and improve the waste collection service for all users.

Who are the main stakeholders and what do they want?

All residents of the borough who want an efficient, cost effective waste collection and recycling service.

Waste collection crews who need clarity on what waste to collect.

Assess whether an EqIA is Relevant

How does your proposal relate to eliminating discrimination; promoting equality of opportunity; promoting good community relations?

Do you have evidence or reason to believe that some (racial, disability, gender, sexuality, age and religious belief) groups may be affected differently than others? (Think about your monitoring information, research, national data/reports etc.)

No

Is there already public concern about potentially discriminatory practices/impact or could there be? Think about your complaints, consultation, and feedback.

No

If the answer is Yes to any of the above you need to do an Equality Impact Assessment.

If No you **MUST** complete this statement

An Equality Impact Assessment is not relevant because: There will not be a reduction in the frequency of the current statutory waste and recycling collection service. The current assisted collections service will remain as well as the concessions for opt-in chargeable services such as bulky waste.

Signed (completing officer)

Date

Signed (Lead Officer)

Date

READING BOROUGH COUNCIL

REPORT BY HEAD OF CUSTOMER SERVICES

TO:	HOUSING, NEIGHBOURHOODS AND LEISURE COMMITTEE		
DATE:	5 JULY 2016	AGENDA ITEM:	15
TITLE:	CONTRACT FOR THE PROVISION OF THE FIRST STOP BUS SERVICE		
LEAD COUNCILLOR:	COUNCILLOR LIZ TERRY	PORTFOLIO:	NEIGHBOURHOODS
SERVICE:	REGULATORY SERVICES	WARDS:	BOROUGH WIDE
LEAD OFFICER:	MATTHEW GOLLEDGE	TEL:	0118 93 (72479)
JOB TITLE:	TRADING STANDARDS AND CORONERS MANAGER	E-MAIL:	matthew.golledge@reading.co.uk

1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 The purpose of this report is to provide details of the procurement process to be undertaken in order to put in place a contract to deliver the First Stop Bus Service and to seek delegated authority to award the contract with the most economically advantageous tenderer in accordance with the Public Contract Regulations 2015
- 1.2 The current interim contract expires on the 8 January 2017 and a full procurement process is required to comply with the Council's Contract Procedure Rules.

2. RECOMMENDED ACTION

- 2.1 That delegated authority is given to the Head of Customer Services in consultation with the Lead Councillor for Neighbourhoods and the Head of Legal and Democratic Services, to enter into a contract with the successful tenderer for the provision of the First Stop Bus Service for a period of three years subject to funding being secured.

3. POLICY CONTEXT

- 3.1 To secure the most effective use of resources in the delivery of high quality, best value public services.
- 3.2 To continue to deliver the project on behalf of the multi-agency partners including: Reading Borough Council (RBC) Thames Valley Police, South Central Ambulance Service (SCAS), Reading Street Pastors, RBC Public Health, local Clinical Commissioning Groups (CCGs) and Reading Business Improvement District (BID), supported by the Department for Communities and Local Government (DCLG) and Reading's Local Strategic Partnership (LSP).

4. THE PROPOSAL

4.1 Current Position

- 4.1.1 The First Stop Bus is an intrinsic element in keeping people in the town centre safe and tackling the negative effects of excessive drinking. The primary objective of the service is to make sure people enjoy their night out in Reading and to help those whose night has not gone to plan. This in turn provides tangible outcomes by both reducing incidents of crime and disorder and admissions to overburdened Accident and Emergency (A&E) departments as well as reducing costs by dealing with minor injuries where appropriate without recourse to A&E services. The bus is staffed by volunteers with the medical treatment carried out by South Central Ambulance Service practitioners.
- 4.1.2 The service has been operational since December 2013 and since then almost 1000 people have been treated on the bus. 83% of those would have required an ambulance to be called or would have gone to A&E and required treatment. This has resulted in a conservative estimate of monetary savings in the region of £120k and immeasurable time saved to agencies on the ground.
- 4.1.3 The majority of those treated have self-presented to the bus demonstrating an increasing awareness of the service. Referrals also come from Street Pastors and from Thames Valley Police who are able to follow up cases with victims which would have previously required a visit to A&E. Over 65% of those who responded to a customer survey stated they would have used another medical treatment centre such as A&E if the bus were not available and the vast majority said the service was a positive addition to the town.
- 4.1.4 The service also delivers additional functions during the day and is used as an educational resource for schools, youth groups and community groups to offer a mobile health, advice and outreach service to residents. This has included delivering alcohol awareness sessions to Reading school children as part of PHSE lessons and providing free HIV testing outside the railway station.
- 4.1.5 The council currently have a contract with the Mustard Tree Foundation to manage the service. This was agreed through the Decision Book on the 5 December 2014, issue 466 refers. This contract was for a period of 18 months which commenced on the 5 January 2015 and will expire on the 5 July 2016. The current contract value is £50000pa
- 4.1.6 An interim contract with the Mustard Tree Foundation has been agreed for a further 6 months which will cover the period until the procurement and award of contract has been completed in January 2017.

4.2 Options Proposed

- 4.2.1 The total estimated value of the new contract is £165,000.
- 4.2.2 It is proposed that a single stage open procurement process is undertaken to appoint a contractor to manage the project for a further 3 years subject to the necessary funding being secured.

- 4.2.3 The procurement route will be undertaken in compliance with the Public Contracts Regulations 2015 and will be advertised via; OJEU (Official Journal of the European Union), the Councils electronic tendering portal as well as via 'Contracts Finder'.
- 4.2.4 Owing to possible restricted funding (year 2 onwards) the intention is to let a contract for an initial one year period with provision of an extension option of up to two years thereafter.
5. CONTRIBUTION TO STRATEGIC AIMS
- 5.1 The delivery of this programme will help to deliver the following Corporate Plan Service Priorities:
- Safeguarding and protecting those that are most vulnerable: through provision of medical treatment and emotional support for the night time operations and public health activities during the day.
 - Keeping the town clean, safe, green and active: through improving the night time offer in the town to make it an attractive and safe place to visit.
 - Remaining financially sustainable to deliver these service priorities: through working in partnership to deliver a service which results in better customer satisfaction and services for all, despite fewer resources.
6. COMMUNITY ENGAGEMENT AND INFORMATION
- 6.1 The Project Group which involves all partners involved have been informed and consulted of the proposal through the regular meetings held to deliver the project.
- 6.2 The project forms part of the Reading BID business plan which was agreed by over 100 town centre businesses and organisations. This includes a financial commitment to support the operation of the service over the lifetime of the BID.
7. EQUALITY IMPACT ASSESSMENT
- 7.1 Under the Equality Act 2010, Section 149, the Council must, in the exercise of its functions, have due regard to the need to:
- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act.
 - Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.
 - Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
- 7.2 The Council has reviewed the scope of the scheme as outlined within this report and considers that the proposals have no direct impact on any groups with protected characteristics.
8. LEGAL IMPLICATIONS
- 8.1 It will be necessary to enter into a contract with the successful tenderer.

8.2 The tender process is being undertaken in accordance with the Public Contracts Regulations 2015 and the Council's Contract Procedure Rules and will be published in the Official Journal of the European Union. It is intended to enter into a contract based on the Most Economically Advantageous Tender, the definition of which has been revised under the new procurement rules.

8.3 The Council has a duty under the Health and Social Care Act 2012 (Section 12) to take such steps as it considers appropriate to improve the health and safety of people in its area.

9. FINANCIAL IMPLICATIONS

9.1 The contract value is £55,000 p.a. over a three year period, subject to funding following the first year.

9.2 The original funding package for this project was secured from a number of sources: The Primary Care Trust (PCT) now within Reading Borough Council, the Reading Local Strategic Partnership (LSP). The Criminal Justice Intervention Programme (CJIT) and the Department for Communities and Local Government (DCLG).

9.3 A total of £205k of funding was obtained and this has been supplemented by £18k pa from Reading BID. Current projections are that the £52k of grant funding remaining at the start of 16/17 and additional BID income due in year will be sufficient to deliver the project during the interim contract period and for the first year of the awarded contract.

9.4 The appointed contractor will be responsible for securing future funding for the project for subsequent years.

10. BACKGROUND PAPERS

10.1 Decision Book Issue 466 dated 5 December 2014.

READING BOROUGH COUNCIL

REPORT BY DIRECTOR OF ENVIRONMENT AND NEIGHBOURHOOD SERVICES

TO:	HOUSING, NEIGHBOURHOODS AND LEISURE COMMITTEE		
DATE:	5 TH JULY 2016	AGENDA ITEM:	16
TITLE:	COMMUNITY SAFETY PARTNERSHIP PLAN 2016 - 2019		
LEAD COUNCILLOR:	CLLR TERRY	PORTFOLIO:	HOUSING AND NEIGHBOURHOOD SERVICES
SERVICE:	STRONGER AND SAFER COMMUNITIES	WARDS:	BOROUGH WIDE
LEAD OFFICER:	ANTHONY BRAIN	TEL:	0118 937 3179
JOB TITLE:	COMMUNITY SAFETY AND ENABLEMENT MANAGER	E-MAIL:	Anthony.brain@reading.gov.uk

1. BACKGROUND

- 1.1 The Crime and Disorder Act 1998 placed statutory obligations on Local Authorities and the Police to work in co-operation with Health Authorities and other relevant agencies. The objective is to develop and implement a Partnership Plan which would tackle crime and disorder in their area.
- 1.2 Section 97 of the Police Reform Act 2002 amended the above act and included the Fire Service and Primary Care Trusts¹ as responsible authorities. Further reforms now list the Probation Service as a responsible authority and the Environment Agency and Registered Social Landlords as 'participatory bodies'.
- 1.3 This legislation requires the Partnership to produce a three year plan detailing how it intends to tackle crime and disorder. This allows for the development of strategies to tackle short, medium and long term priorities.

¹ In 2013 the Clinical commissioning groups took over from the PCT as the statutory health partner on the CSP.

- 1.4 Reading's latest Community Safety Plan once adopted will run until the end of March 2019. The Plan identifies three overarching priorities: Violent Crime, Exploitative Crime and Vulnerable Communities.

2. RECOMMENDED ACTION

2.1 That Housing, Neighbourhood and Leisure Committee adopt the Community Safety Plan 2016 - 2019.

3. PERFORMANCE AGAINST PREVIOUS PRIORITIES.

3.1 The Partnerships Community Safety Plan 2013 - 2016 identified six core priorities:

- Burglary of a dwelling
- Shoplifting
- Violence Against a Person
- Domestic Violence, including the impact on children and safe relationships
- Situational Anti-Social Behaviour
- Hate Crime
- Substance misuse, with a separate focus on alcohol, and young people.

3.2 The tables below shows a number of key performance measures up until March 2016.

ONS recorded Crimes	2012/13	2015/16	Percentage change	Crimes per 1000 Households / Population		
				Reading	TVP	MSG average
Burglary of a dwelling	711	458	36% (-253)	7.28	4.88	8.75
Shoplifting	1903	1676	12% (-227)	10.42	6.33	8.16
Violence Against the Person (All)	2075	3732	80% (+1957)	15.69	9.29	18.30

Table 1: Key Crime Performance Indicators

Domestic Abuse Incidents - Recorded Crime	951	1463	54% (+512)
Domestic Abuse Non	2636	2834	12% (+298)

Crime Occurrence			
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Table 2: Domestic Abuse performance

- 3.3 Reading's performance for violent crime (including both non-domestic related violence and domestic related violence) showed substantial increases in the last plan period. These increases are reflected both across the Thames Valley and nationally and there is some evidence this is being driven by changes in recording. Comparing Reading to our 'Most Similar Group' (MSG) confirms this, with Reading remaining below the average for crimes per 1,000 population. Our comparative performance shows the success of the partnership, particularly in managing Reading's very strong night time economy in the Town Centre.
- 3.4 Reducing the incidence of burglary is one of the CSP's substantial achievements moving from a position where we were performing badly when compared nationally, regionally and against our Most Similar Group comparators to performing well. During the course of the last strategy the partnership has built on previous improvements, reducing burglary by over 1/3rd (36%). In doing so, Reading is now amongst the best performing partnerships within our comparator group.
- 3.5 At the beginning of the last plan Reading was seeing substantial increases in shoplifting leading to this crime type becoming a priority for the CSP for the first time. The partnership set a target to stem the increase in the first two years and begin to reduce the levels in year three. Working with the shops and Reading Businesses Against Crime (RBAC) and maximising opportunity brought about by the public space CCTV and Town Safe Radio Scheme we managed to reduce the levels of shoplifting by 12%.
- 3.6 Despite the reduction in shoplifting, Reading remains above average against our comparators. This at least in part reflects the nature of Reading. Reading is a major shopping destination and as such offers greater opportunities for shoplifters than many of those areas the CSP is compared against.
4. **CHANGES IN CRIME FOCUS DURING THE PREVIOUS PLAN**
- 4.1 During the period of the latest CSP Plan there were a number of emerging crimes and change of focus both nationally and for the Reading CSP not reflected in its original priorities. These have included Child Sexual Exploitation (CSE), Prevent and Counter Terrorism and phase two of the Troubled Families programme.
- 4.2 During 2015-16 the CSP agreed to an oversight of both Prevent and the Troubled Families programme. Whilst responsibility for CSE remains with the

Local Children's Safeguarding Board, it has been acknowledged that the CSP is well placed to assist in driving forward the joint partnership approach.

5. IDENTIFYING NEW PRIORITIES

5.1 The CSP is required to carry out a strategic assessment of crime for its area. A different approach than has previously been taken, that reflected the changing nature of crime highlighted above, was used in the strategic assessment. Rather than scanning crime types within the area to identify how the CSP is performing in relation to these, it identified priorities by an assessment against Threat, Harm and Risk. It reflects changes in the way we can best deploy our limited resources between three fundamental objectives:

- The need to minimise the threats facing the CSP in Reading;
- The need to reduce the harm which crime and disorder causes; and
- The need to have contingencies in place to manage any residual risk.

5.2 The terrain in which the CSP is working has changed. New demands and changing circumstances against a backdrop of reducing resources mean focusing on providing the best possible outcome for those most at risk of harm or causing harm. This new approach is in line with Reading Borough Council's Corporate Plan Priority 1 - "Safeguarding and protecting those that are most vulnerable" and also reflects how Thames Valley Police prioritise their resources.

5.3 This approach took account of "unknown" threats such as those around CSE. It acknowledged that local intelligence in some areas is still at an early stage and the data to base any formal assessment is missing or incomplete. In these circumstances it used national and regional information.

6. NEW PRIORITIES

6.1 Priorities: The strategic assessment identified and proposed new priorities for the CSP. These were linked to high Threat, Harm and Risk. The priorities agreed by the CSP are:

- Violent Crime (night time economy)
- Violent Crime (Domestic Abuse and sexual violence)
- Child Sexual Exploitation
- Adult Exploitation (sex-working, human trafficking and cuckooing²)
- Vulnerable communities (Prevent, hate crime and counter terrorism)

² House takeover of a vulnerable adult normally by drug dealers / gang.

- 6.2 Drivers: The strategic assessment identifies a number of common threads running through the priorities, which require coordinated action planning. These are set out in the table below:

Priority	Drugs	Alcohol	Online activity
Violent Crime (NTE)	M	H	L
Violent Crime (DA)	M	M	M
CSE	H	H	H
Adult Exploitation	H	H	L
Vulnerable Communities			

H	High involvement
M	Medium involvement
L	Low involvement

Table 3: Prioritisation Matrix

- 6.3 Resource re-alignment: The change in priorities away from Serious Acquisitive Crime requires a refocus of resources. Two areas identified are the Integrated Offender Management programme (offender profile) and the Drug Intervention Program (offender and victim profile).

7. NEW DELIVERY STRUCTURE

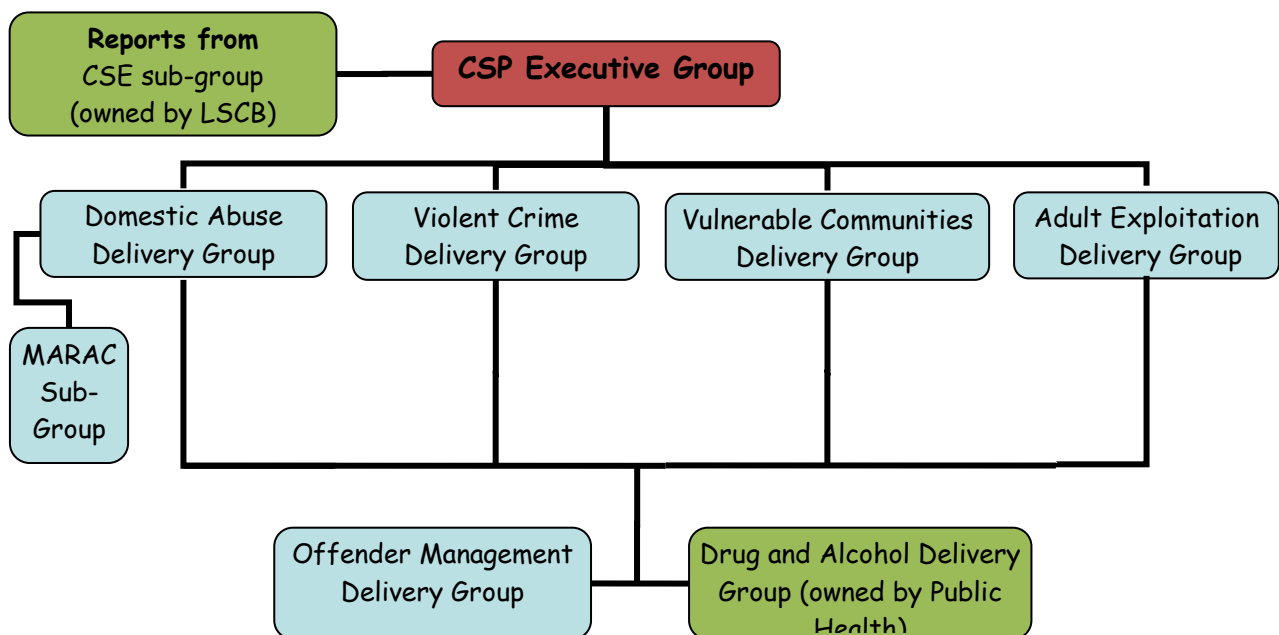
- 7.1 The previous delivery structure does not directly match across the new priorities, although there is some overlap, especially in relation to Domestic Abuse and Violent Crime.
- 7.2 In addition there is some commonality between the Community Based Crime group and the Vulnerable Communities priority.
- 7.3 Of those areas not covered by the CSP delivery group structure Child Sexual Exploitation already has a well established strategic delivery structure. In addition a strategic group looking at Modern Day Slavery has been meeting and is considering a wider remit including all forms of adult exploitation.
- 7.4 The table below shows this how this current structure would deliver the CSP's priorities including lead agency within the partnership.

GROUP NAME	PRIORITY AREA	LEAD AGENCY (Chair)
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Domestic Abuse Delivery Group and MARAC Steering Group	Domestic Abuse	Local Authority
Violent Crime Delivery Group	Town Centre Violence (NTE) and Adult Sexual Violence	Thames Valley Police
Child Sexual Exploitation Group	Child Sexual Exploitation	Local Authority (dual reporting to LSCB)
Adult Exploitation Delivery Group	Adult Exploitation and Modern Slavery	Voluntary Sector
Vulnerable Communities Delivery Group	Prevent - Hate and Counter Terrorism	Thames Valley Police

8. OTHER GROUPS

8.1 The draft plan suggests the above structure with two additional elements, the Offender Management Delivery Group and the Drug and Alcohol Delivery Group.



8.2 Integrated Offender Management: The CSP has acknowledged the contribution an IOM approach has had in delivering the substantial reduction in crime across Reading. It will be beneficial to adopt this approach to reduce

re-offending within the new priority areas. Whilst this will mean adapting the current model especially where there is no legal requirement for offenders to engage with the statutory bodies, this should not stop the approach being utilised.

8.2.1 There will need to be a period of change between the existing cohort being managed through the IOM scheme and the new cohort, indeed there may be a need to develop a twin approach with those offenders who continue to cause Reading great harm through their Serious Acquisitive Crime offending running alongside the new cohort, at least in the short term.

8.3 Drug and Alcohol Delivery Group: The recent Strategic Assessment has noted drugs and alcohol as significant drivers of the new priority areas for Reading's CSP. As a result of this, it is recommended that the Drug and Alcohol Delivery Group takes on a supportive role as part of its remit, in particular through providing data upon request to the other strategic delivery groups in order for them to achieve their performance targets. It is also expected to work closely with the Integrated Offender Management Delivery Group to identify and assist common cohorts.

9. COMMUNITY PRIORITIES

9.1 The CSP is committed to supporting and working alongside our communities in reducing the impact of crime and disorder that concern them locally. The partnership knows that there are different needs and challenges across Reading.

9.2 Neighbourhood Action Groups (NAGs) are one of the key routes to engaging and assisting communities in tackling those issues that are of most concern to them. The Local Authority, working with the Neighbourhood Action Groups carried out a survey to establish new neighbourhood priorities, and over 1,250 people responded. This excellent level of response from residents has allowed meaningful new priorities to be set at a neighbourhood level.

9.3 The successful reduction of "traditional" crime types across Reading has meant that for the first time the CSP priorities do not directly reflect neighbourhood priorities. However, the CSP will continue to strive for safer, better and cleaner neighbourhoods for Reading. Now considered 'business as usual', the Police and Council will continue to work in partnership to reduce burglary, anti-social behaviour and other environmental crimes through joined-up problem solving and neighbourhood patch working.

10. DELIVERY GROUP YEAR ONE (2016/17) PRIORITIES.

- 10.1 Domestic Abuse: The current Reading Domestic Abuse Strategy is a refresh of a previous strategy and runs from 2015-2018. The Delivery Group has identified four priority areas in order to build upon the work from the previous strategy:

Encouraging people to seek support earlier: improving information, education and prevention

- Ensuring Reading residents are able to access the information they need to stay safe and protected
- Providing comprehensive education to young people to facilitate healthy, happy and safe relationships

Providing the right response first time: improving identification, encouraging disclosures and ensuring an appropriate immediate response

- Professionals across agencies are equipped to notice the signs of and encourage disclosures of domestic abuse
- Identification of domestic abuse and disclosures are responded to with appropriate referrals so that people experiencing domestic abuse gain the help and support they need

Having the right services available: improving support to move from victim to survivor or to change abusive behaviour

- Improved outcomes for those accessing the criminal justice system, including the support provided to victims during the court process
- Improved coordination of high-risk cases and cases with multiple incidents
- Comprehensive support provided for those that have experienced domestic abuse who wish to seek alternative accommodation or remain in their own homes
- Appropriate services are available to both those experiencing and those that are perpetrators of domestic abuse in order to reduce incidents

Understanding of the challenges in our town: improving data analysis and community engagement

- Clearer understanding of the needs of minority groups in the town, reasons for under reporting and the prevalence and impact of Forced Marriage and “so-called” Honour Based Violence.
- Ensure comprehensive monitoring of domestic abuse in Reading and the impact of services.

- 10.2 Vulnerable Community Delivery Group: An action plan is currently being developed, and is likely to include as key items:

- Strengthening links between partnerships
- Building Prevent training into current safeguarding training

- Mapping out of school settings for young people and identifying risk areas
- Re-launching the SafePlaces scheme for vulnerable adults (with learning disabilities or dementia)

10.3 Violent Crime Delivery group: The Violent Crime Delivery Group will work to enhance successful interventions that have been implemented across the town centre over the past decade. It will do this by:

- Working with the local A&E department to develop robust and effective data collection on victims who present at casualty.
- Make effective use of social media to raise awareness amongst potential victims and perpetrators of violent crime and the consequences as a means of early intervention.
- Review the police operation in line with Thames Valley Police force-wide best practice.

10.4 Adult Exploitation Delivery Group: The Adult Exploitation Delivery Group is a new delivery group, and therefore the action they have undertaken thus far is limited. However, some work has been done within individual agencies to identify and aid victims of adult exploitation in Reading. This has included creative use of the new closure notices on properties where a vulnerable adult's property has been taken over by drug dealers. The closure notice is an effective way of preventing the dealer or other individuals from entering the property, whilst allowing the victim to remain. A strategic group has been identified, the priorities of which will be to:

- Develop an action plan and agree targets with the CSP Executive
- Introduce a multi-agency risk assessment matrix to identify high risk individuals
- Deliver awareness training linked to the statutory duty around modern day slavery
- Setup and oversee an operational case management group to protect high risk vulnerable adults.

11. COMMUNITY ENGAGEMENT AND INFORMATION

11.1 The Strategic Assessment including information on crime and disorder obtained through a variety of consultations with the residents of Reading. This included joint Local Authority and Neighbourhood Action Group surveys.

12. LEGAL IMPLICATIONS

12.1 The CSP has a statutory duty to produce an Annual Strategic Assessment and three year rolling plan.

13. FINANCIAL IMPLICATIONS

13.1 No additional resources are required to deliver this plan.

Community Safety Plan

2016 - 2019



Reading's Community Safety Partnership



Reading
Borough Council
Working better with you



THAMES VALLEY
POLICE

National
Probation
Service



NHS
South Reading
Clinical Commissioning Group

NHS
North and West Reading
Clinical Commissioning Group

Thames Valley
Community Rehabilitation Company



ROYAL BERKSHIRE
FIRE AND RESCUE SERVICE

Our Mission

We will continue to make Reading a safer place for those who live, work and visit here through a reduction in crime and disorder.

We will do this by:

- Discouraging and preventing criminal and anti-social behaviour
- Reducing the fear of crime and anti-social behaviour
- Tackling drugs and alcohol related crime and disorder.

Foreword

It gives us great pleasure in introducing Reading's seventh Community Safety Strategy and the fifth three-year rolling plan. The CSP comprises of statutory agencies, including Reading Borough Council, Thames Valley Police, the National Probation Service, the Community Rehabilitation Company, Royal Berkshire Fire and Rescue Service and Public Health. These agencies have joined forces to tackle crime, anti-social behaviour and the fear of crime, working together with partners such as the Crown Prosecution Service, housing providers and voluntary and community organisations. In Reading, the CSP is merged with the Drug and Alcohol Action Team (DAAT), enabling streamlined enforcement and treatment options offering people the help they need.

No one agency can tackle crime, or fear of crime, by working alone, particularly in the current economic climate. In Reading, we believe that crime, disorder, anti-social behaviour and the fear of crime can only be tackled through partnership working. We also know we can only succeed in making our vision of a Safer Reading a reality if we work with, and listen to, the diverse neighbourhoods and people of Reading. Our approach goes beyond enforcement, with a strong focus on prevention and the wider determinants of crime.

The CSP is required to produce a Strategic Assessment, which is reviewed annually. This analyses activity and performance information and is used to identify key issues and priorities concerning crime, anti-social behaviour and fear of crime. Through consultation and listening to local communities and Neighbourhood Action Groups (NAGs), we are able to hear first hand their concerns and what action they would like to happen in order to improve the quality of their neighbourhood. These concerns, together with the lessons learned, the success and good practice from previous strategies, have also fed into the latest strategic assessment, ensuring that Reading's residents influence the priorities we have identified.

All of these elements taken together have informed this Plan, which sets out the CSP's strategy targets and aims until 2019, to ensure that Reading is a safer place to live, work and spend leisure time.

This plan will take account of changing needs set against challenging budgets, and the Strategic Assessment will be revised throughout the lifetime of this plan. This will include further consultation with contributors of the 2015 Strategic Assessment. We will build on the relationship with Thames Valley's Police and Crime Commissioner to ensure that we work together for the benefit of Reading.

The targets set are a real challenge for us all, but we recognise how important they are for the well-being of all of our residents and visitors.

We hope that you will join us in rising to the challenge of continuing to make Reading a safer place for all.

Cllr Liz Terry

Superintendent Stan Gilmour

Local Context

Reading is a populous town, 41 miles from London, surrounded on all sides by the rural landscape of Berkshire, Hampshire and Oxfordshire. Its population is steadily rising and the town has seen significant growth and prosperity since the Oracle Shopping Centre, and several blue chip organisations, made Reading their home. Sitting within the M4 corridor, Reading is also popular with commuters who work in London.

The Office of National Statistics (ONS) states in the 2011 census that Reading has a population of 155,698, residing in almost 63,000 households. The Urban Area centred on Reading extends beyond the borough boundaries into West Berkshire and Wokingham, and has a total population of more than 250,000 people.

Reading has a strong economy and remains in a comparatively robust position to cope with the recent economic down turn. In 2014, the Reading and Bracknell area was ranked top in the Good Growth for Cities index for the second year running, based on indicators considered key to economic success and wellbeing (including employment, health, income and skills)¹. Similarly, Centre for Cities ranked the Greater Reading area as first in the UK for the economic contribution per worker and third for the number of businesses per capita in its *Cities Outlook 2015*.² Reading is noted as a centre for the IT industry and several multi-building campuses have been established in the Borough, particularly by Microsoft and Oracle. The financial company ING Direct has its headquarters in the town, as do the directories company Yell Group and the natural gas major, BG Group.

Despite the strong economy there are still areas of deprivation, and areas of high crime, with Reading's population being the third most deprived in the South East³. Almost one in five children in Reading live in a household below the poverty line, with the highest concentration of these living in South or West Reading⁴.

Reading University is one of the main universities in the UK and attracts students from throughout England, Wales, Scotland and Northern Ireland and from abroad. In 2015, there was an enrolment of 17,040 students from 141 different countries and over 4,000 staff members. Additionally, there are several colleges in Reading. The young people from these institutes in particular are considered to be a high risk population and within this group are a high number of victims and potential victims. Historically the term-time population has impacted on crime figures in the areas of East Reading around the universities in particular. The CSP has worked with Reading University and Reading Student's Union to improve awareness and security amongst the student population. This is reflected in reduction in burglary.

¹ PwC and Demos, *Good Growth for Cities* (2014).

² Centre for Cities, *City Monitor Data* (2015), <http://goo.gl/fkgZX0>, accessed 20/11/15.

³ Youth Offending Service, *Reading Youth Justice Plan 2015/16* (2015), p.4.

⁴ Reading Borough Council, *Poverty Needs Analysis* (2015).

Reading is also noted for having a flourishing night time economy (NTE), with its numerous pubs and clubs attracting people from all over Berkshire and further afield. There are over 100 pubs and bars within a 2 mile radius of Reading town centre. As well as having a thriving NTE, Reading is also one of the UK's top ten retail and tourist destinations. It has consistently appeared in the top twenty UK destinations in the Inbound Passenger Survey. In addition to the local population, in 2012, Reading had 5.97 million day visits.

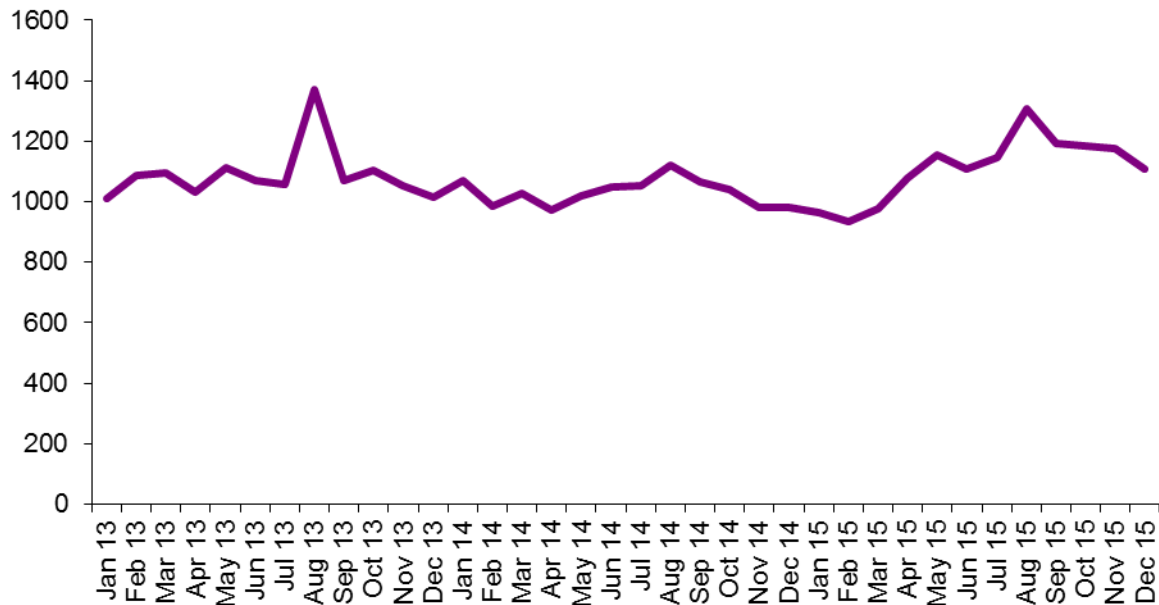
Particular demographic factors which impact on crime and disorder in Reading include the age and ethnic breakdowns of our population. The borough has a high proportion of young adults (20-35 year olds). Nationally, we know that this is an age group which is likely to be overrepresented as both victims and perpetrators of a number of crime types, in particular violent crime and robbery. Reading is already a diverse place, with a 25% black and minority ethnic (BME) population, and data shows it is rapidly becoming more so; the latest School Census records a 51% BME population and live births data shows 43% of babies born in Reading are to mothers born outside the UK. The number of children with English as a second language is over 60% in some schools and 15% of the total Reading population has a main language that is not English. This includes the migration of significant numbers of workers from the 2004 EU accession states in recent years.

An issue for the future is the increasing emergence of non-traditional crime across the country, such as Child Sexual Exploitation and Modern Day Slavery requiring a shift in CSP priorities to address these types of crime which present a greater risk of harm to the whole community.

We know that there are significant variations in the quality of life across Reading. Different neighbourhoods and different communities experience variations in health, income deprivation, educational achievement and levels of crime and these issues are often interlinked. Community safety is intimately linked to the strength of local communities and will continue to be a key element in the development of Neighbourhood problem solving that take account of underlying as well as presenting problems.

Key facts about crime and disorder in Reading

Reading - All Crime



Did you know that between January 2013 and December 2015, Reading's Community Safety Partnership (CSP) has achieved the following:

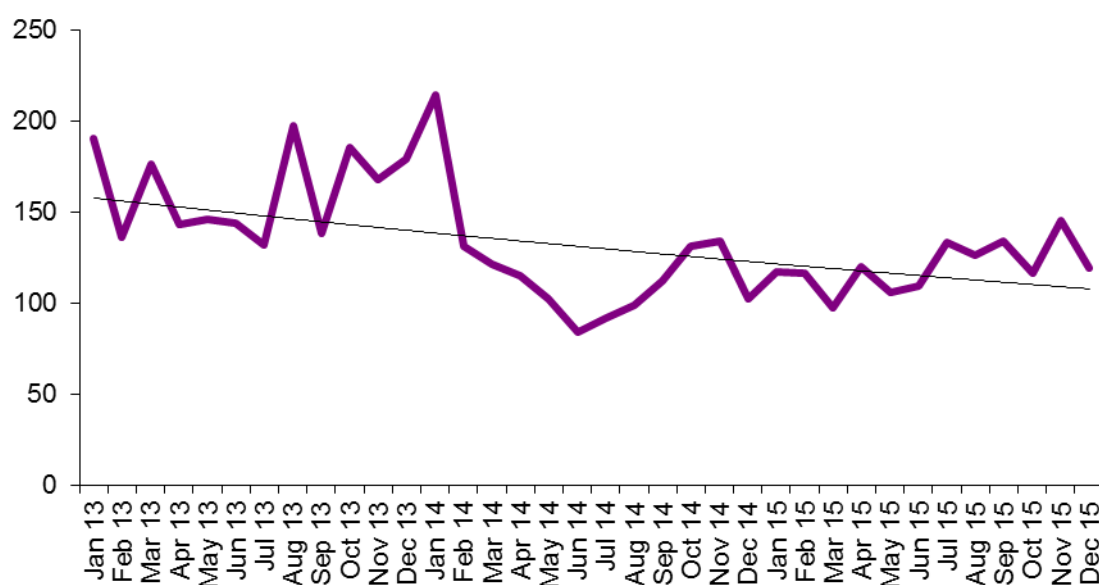
- Stability of crime levels in Reading
- Serious Acquisitive Crime reduction of 37% (71 fewer crimes)
- Burglary reduction of 36% (27 less homes were burgled)
- Reduction of vehicle offences by 41% (41 fewer cars stolen, vandalised or broken into)
- The 2015 Neighbourhood Survey shows that the 70% of residents surveyed feel that levels of burglary had reduced or remained the same in the last 12 month and 69% believed that vehicle crime had improved or remained the same.

Partnership working that makes a difference

Our experience is that working together, engaging and involving local people is the only way to realise our vision of a safer Reading. This plan re-enforces and builds on this success.

Crime Reduction

Collectively as a partnership working with and alongside communities we have continued to reduce crime and disorder. Against a background of difficult budgetary restraints, the partnership reduced Serious Acquisitive Crime during the period of the strategy by 43%⁵. The rate of burglary in Reading over the same period fell by 49%. However there are signs that these reduction have levelled out. The CSP will continue to review Reading's performance of these areas.



Serious Acquisitive Crime, January 2013 - December 2015

For the same period incidents of Violence Against the Person (VAP) have risen by almost 70%. Whilst some of this rise may be due to changes in Home Office recording criteria, it is noted that there are indications of levels increasing prior to the changes. The rise in violent crime accounts for the rise in overall crime; when eliminated, crime in Reading can be seen to have fallen by 3% during the period of the last strategy. Despite this rise Reading

⁵ Comparing the period Apr 12-Jan 13 with Apr 15-Jan 16

performance remains good when compared to our Most Similar Group (MSG), in February 2016 the CSP were 6th out of 15, and remained below our most similar group average. This does suggest a national increase in levels of reported violence since the changes introduced.

The increases in VAP have been for both Domestic and non-domestic incidents. However levels of domestic violence have been increasing at a faster rate and now accounts for just under half of all violence reported in Reading.

For those whose offending is being driven by drug addiction, Reading's Drug Intervention Program (DIP) provides key interventions in reducing their offending behaviour. For these offenders support and treatment is key to Integrated Offender Management (IOM) success, and a pre-requisite to achieving stability, accessing employment and housing. IOM has underpinned the successful reduction in acquisitive crime, by identifying the underlying reason for an individual's offending behaviour such as drug addiction, homelessness or worklessness and addressing these needs through multi-agency work.

Reading's Youth Offending Service is working with some of our most challenging young people as measured by the Ministry of Justice. Despite these challenges, our performance in managing Youth Offending remains strong; first time offender rates compare favourably with Social Care statistical neighbours (411/10,000 compared to 450/10,000). Similarly, the frequency rate of reoffending (1.03) remains below the South East (1.08), national (1.10) and statistical (1.17) neighbours. Reading's Youth Justice Plan has identified a continued reduction in First Time Entrants. It is expected that this decline will even out in both frequency and binary rates of reoffending, and reflect the national trends.⁶⁷⁸ The frequency rate of re-offending measures the average number of re-offenses.

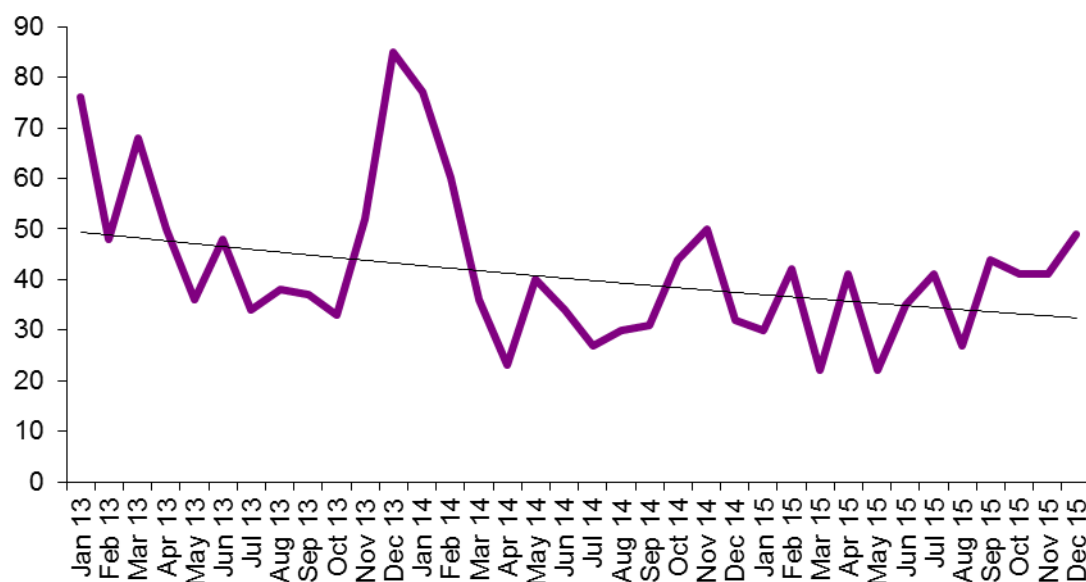
The combined effect of work across the CSP and its partner agencies has delivered considerable improvements relating to many of the priorities identified in the previous Community Safety Plan.

⁶ Reading Youth Offending Service, *Reading Youth Justice Plan* (2015), pp.5-8.

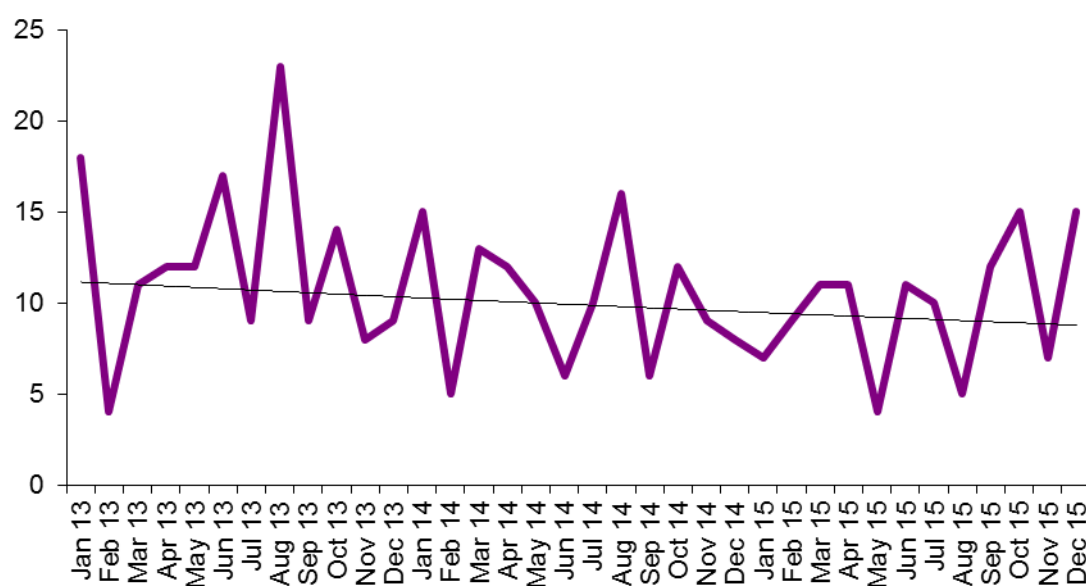
⁷ Binary rate refers to the number of young people who re-offend.

⁸ The frequency rate of re-offending measures the average number of re-offenses.

During the strategy, theft offences overall have decreased by almost 10%; shoplifting has decreased by 13% and vehicle-related offences by 30%. All decreases can be attributed to a combination of the continued use of partnership initiatives (such as the TownSafe radio scheme) and excellent Neighbourhood Policing.



Burglary of a Dwelling January 2013 - December 2015



Robbery Personal Property January 2013 - December 2015

These reductions are reflected in people's reported experiences and fear of crime. The Neighbourhood Survey carried out in 2015 showed residents' perceptions of crime had improved or remained the same in almost all areas.

Tackling Anti-Social Behaviour

We know that perception of crime is not only driven by the levels of crime but also what they see outside their front door. Litter, including drug related, graffiti and anti-social behaviour (ASB) all impact to some extent on Reading's neighbourhoods and communities. A new Anti-Social Behaviour Strategy for Reading has recently been established, which will aim to continue the excellent work of the past five years.

The Council has reviewed the way it delivers services at a neighbourhood level and has introduced patch based teams to ensure effective local coordination and problem solving across services.

The Borough has been divided into 9 patch areas based on Electoral Ward boundaries and the town centre has a designated team reflecting its unique needs and composition. The teams bring together staff across Council services including Streetcare, Highways, Community Safety, Housing and Neighbourhood Initiatives to offer improved customer service, working together to put things right, building up their knowledge of the local area and relationships with key local stakeholders. Neighbourhood Police Officers are also working closely and linking in with the neighbourhood teams.

The Anti-Social Behaviour Team is co-located at Reading Police Station, with ASB Officers working within the team to provide a flexible, cross-tenure response. This has improved service delivery, enhanced information sharing and joint action on behalf of victims, improved resilience and reduced management costs.

An emerging trend in the three years from 2012-13 to 2014-15 has been an increase in street drinking, begging and rough sleeping predominantly in the town centre. There are still issues with prostitution, particularly in the Oxford Road area of the town. The Street Population Case Management Group was established in September 2011, meeting on a monthly basis to discuss the most prolific perpetrators, including street drinkers, rough sleepers, on-street sex workers and those who are begging.

Thames Valley Police have introduced a risk matrix to target and prioritise those victims of Anti-Social Behaviour who are of greatest need. The CSP partners have formally adopted the matrix so that a common assessment is being made across agencies and to ensure that those at greatest risk have an appropriate level of response.

The latest police incident data indicates that this is working, with reports of ASB to the police reducing from 568 incidents in 2013/14 to 405 incidents in 2014/15.

Measure / Year	2008	2009	2011	2012	Trend
Perception of ASB as a problem	27%	21%	18%	18%	↓ 😊
Perception of drunk/rowdy behaviour as a problem	41%	29%	31%	28%	↓ 😊
Perception of drug use/dealing as a problem	39%	36%	34%	31%	↓ 😊
Perception of parents taking responsibility for their children	25%	32%	44%	51%	↓ 😊

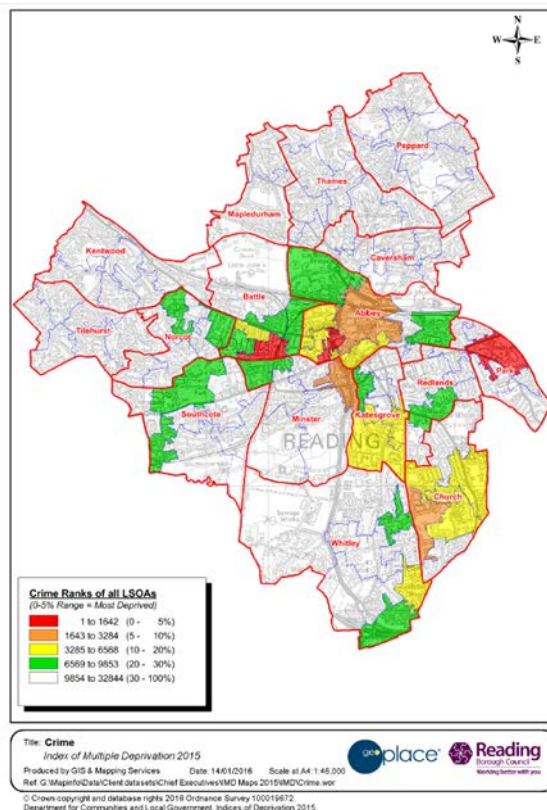
Residents' Survey: Perception of ASB 2008 - 2012

More recent data from the Neighbourhood Action Group survey carried out in 2015 showed continued improvements in most areas of ASB categories, including noise nuisance, neighbour disputes drunken behaviour and group hanging around. These improvements were not however reflected in situational ASB with the majority of those surveyed saying that begging and prostitution had got worse.

The Priorities for 2016-2019

Overview

Despite the success in reducing crime and fear of crime in Reading in recent years, we know we still have more to do. More than half of those who responded to the residents' survey identified levels of crime as the most important factor for making somewhere a good place to live and 29% identified it as an area in need of improvement.



The Index of Multiple Deprivation 2015⁹ identified that 16 Lower Super Output Areas (LSOAs) are in the worst 20% in the country, based on the crime deprivation index, and 3 in the worst 5% (identified in red)¹⁰. This represents a huge improvement on the previous IMD classifications, demonstrating a 54% and 85% improvement respectively.

The 2015 Reading Community Safety Partnership (CSP) strategic assessment provides details of changes in the levels and patterns of crime and disorder since the last strategic assessment in 2012. It also highlights the community's concerns surrounding crime and disorder and flags emerging trends. The latest strategic

assessment identified six priority areas for the CSP, which can be categorised under three key areas:

- Violent Crime** (Night Time Economy, Domestic Abuse, Sexual Violence)
- Exploitative Crime** (Child Sexual Exploitation, Modern Slavery, Adult Exploitation (including sex working, human trafficking and cuckooing¹¹))
- Vulnerable Communities** (*Prevent*, hate crime and counter-terrorism)

⁹ The Index of Multiple Deprivation is a measure of relative deprivation in small areas of England, known as lower-layer super output areas. More information is available on [GOV.UK](https://gov.uk)

¹⁰ The crime deprivation index measures the risk of personal and material victimisation at local level. More information is available on

¹¹ House takeover of a vulnerable adult, usually by drug dealers or gangs.

The CSP has established five strategic groups to deliver on the priorities, each of which is chaired by a senior manager from one of the partner agencies:

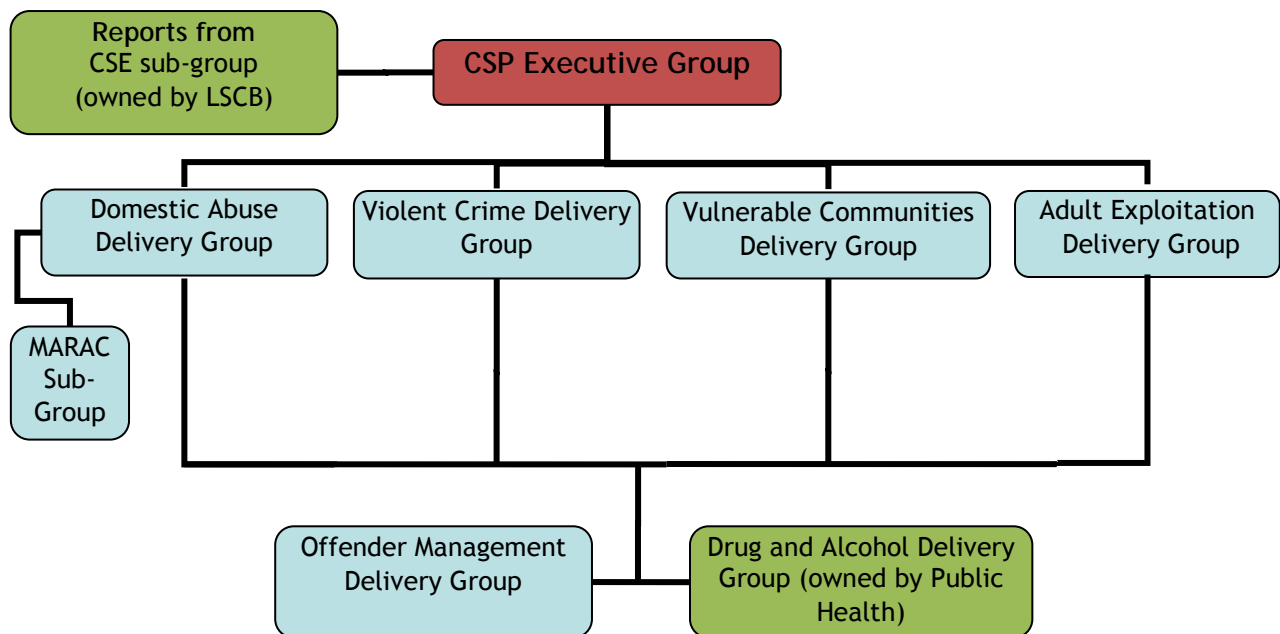
Group name	Remit
Violent Crime	
Domestic Abuse Delivery Group and MARAC Steering Group	Domestic Abuse
Violent Crime Delivery Group	Violent Crime (NTE associated), Adult Sexual Violence
Exploitative Crime	
Child Sexual Exploitation Sub-Group (LSCB) ¹²	Child Sexual Exploitation
Adult Exploitation Strategic and Delivery Groups	Adult Exploitation and Modern Slavery
Vulnerable Communities	
Vulnerable Communities Delivery Group	Hate Crime, Counter-Terrorism, <i>Prevent</i>

Exploitative Crime will be managed through existing groups: the Child Sexual Exploitation Strategy Group, and the Adult Exploitation Strategy and Operational Groups (which are responsible directly to the Community Safety Partnership). These delivery groups will be required to produce a three year plan that will deliver measurable outcomes.

The Offender Management Delivery Group and Drug and Alcohol Action Team are intended to feed information into the four delivery groups to assist them in achieving their performance targets, alongside their own.

The groups will be held to account by the CSP Executive Group. The Executive group will monitor the performance of each group against agreed targets and take action to rectify any under-achieving area.

¹² The Child Sexual Exploitation (CSE) Sub-Group is owned by, and reports to, the Local Safeguarding Children Board. Following a realignment of priorities by the Community Safety Partnership, it will hereon follow a dual line of reporting.



Community Safety Partnership Delivery Structure

The above diagram demonstrates the governance structure of the Community Safety Partnership and its sub-groups. Groups in green are those which are not directly responsible to the Community Safety Partnership executive, but have a dual line of reporting to it. All groups will be expected to share information where appropriate in order to facilitate inter-group action, as there is likely to be a degree of cross-over between the remits of certain groups.

Neighbourhood Priorities

The CSP is committed to supporting and working alongside our communities in reducing the impact of crime and disorder that concern them locally. We know that there are different needs and challenges across Reading.

Neighbourhood Action Groups (NAGs) are one of the key methods of engaging and assisting communities in tackling those issues that are of most concern to them.

The Local Authority, working with the Neighbourhood Action Groups, has recently carried out a survey to establish new priorities, and over 1,250 people responded. This excellent level of response from residents has allowed meaningful new priorities to be set at a neighbourhood level.

The provisional Neighbourhood Action Group priorities are:

NAG	Priority One	Priority Two	Priority Three
Caversham	Traffic issues	Youth related ASB	Litter
Oxford Road	Drugs	Litter/Fly-tipping	Dog Fouling
Newtown	Traffic issues	Litter/Fly-tipping	Drugs
Redlands and University	Parking	Speeding/ Traffic issues	TBC
Coley	Traffic issues	Drugs	Environmental
Southcote	Traffic issues	Drugs	Litter & Fly-tipping
Church	Traffic issues	Litter	Noise
Katesgrove	Traffic issues	Drugs	Environmental
Tilehurst East (Norcot)	Motorbike nuisance	Litter	Traffic Issues
Tilehurst East (Kentwood)	Traffic issues	Motorbike nuisance	Youth related ASB
Tilehurst East (Tilehurst)	Traffic issues	Litter	Motorbike nuisance
Whitley	Traffic issues	Youth related issues ¹³	Dog fouling
Town Centre	Rough Sleeping/Litter	Traffic Issues	Begging

For the first time, the successful reduction of community crime across Reading means that CSP priorities do not directly reflect neighbourhood priorities. However, this does not mean that the CSP will not continue to strive for safer, better and cleaner neighbourhoods for Reading. Now considered ‘business as usual’, the police and council will continue to work in partnership to reduce burglary and other environmental crimes through neighbourhood patch working.

¹³ This includes concerns about youth provision and education.

Domestic Abuse Delivery Group

Identification of need

The Crime Survey for England and Wales (CSEW 2013/14)¹⁴ reported that 8.5% of women and 4.5% of men had experienced domestic abuse in the last year. It is also estimated that only 35% of incidents are reported to the police.

The past year saw an increase in all reported domestic incidents to the police, resulting in domestic abuse accounting for just under half of all violent crime in Reading. It has also increased at a slightly higher rate than nationally, and reported prevalence falls above the national average. This could reflect either an increase in activity, improvements in identification of abuse, or an increase of confidence in the police and other agencies in responding appropriately leading to an increased likelihood of reporting.

The impact of domestic abuse resonates through the entire family who are involved or subjected to it. It well established that one of the major drivers for young people entering the social care system is domestic violence in the household.

There is increasing national concern regarding violence in young people's relationships and the fact that this has not previously been recognised to the same extent as domestic abuse in adult relationships. An NSPCC study also found that post-relationship violence was a major issue for many girls. The findings provided clear evidence that some teenage girls, especially those with a history of family violence or with an older boyfriend, are at serious risk of harm due to their partner's violence.

Reading residents have access to a comprehensive range of domestic abuse services supporting those experiencing domestic abuse, children in families affected by domestic abuse, and perpetrators - with the aim of reducing the incidence of abuse in Reading. However, data indicators (for example the low number of MARAC referrals in Reading in comparison to the national average and in contrast to incidents reported to the police, and the feedback from those who have experienced domestic abuse) suggest that awareness of services could be improved and referral routes are not always clear. Therefore, activity to prevent domestic abuse and the distribution of information has to be a priority, so that residents of Reading access support earlier, before the situation escalates and has a significant impact on themselves and any children in the household.

All front line services across Reading Borough Council and partner agencies have the potential to interact with someone experiencing domestic abuse. The Community Safety Partnership is committed to making sure that, in

¹⁴ Office for National Statistics, *Crime Survey for England and Wales 2013/14* (February 2015), <http://www.crimesurvey.co.uk/>, accessed 05/02/16.

Reading, people get the right response first time from professionals, and that it does not take the average five contacts with services that national research suggests. Effective training to notice the signs of domestic abuse and respond appropriately will mean that more domestic abuse concerns are resolved at an earlier stage and the impact on those experiencing it and their children will reduce. This in turn will lead to less call on crisis intervention services such as Children's Social Care.

Commitment to maximising the impact of services continues throughout the support pathway where it is acknowledged that better joint working and coordination of services would further enable those households experiencing domestic abuse to have a safer future. It has also become clear that further information and data is required to fully understand and improve services in the town.

Current Action:

The CSP has been working to reduce Domestic Abuse and its impact and has a Domestic Violence Strategy 2015-18 and action plan in place. Some of the key achievements of the partnership are:

- Family Choices programme commissioned by RBC Children's Services which includes support for those experiencing Domestic Abuse, the perpetrator and any young people in the household that are affected.
- Increase in referrals to the MARAC, and increasing the proportion from agencies other than the Police.
- Commissioned the IRIS project to provide training and support to GPs on identifying domestic abuse and referring on appropriately
- Sanctuary Scheme (to enable those at risk to remain safely at home through physical measures to the property) reviewed and re-launched
- Safeguarding Adults Training reviewed and now includes forced marriage and honour based violence content
- Introduced protocol between RBC housing service and BWA to increase referrals for outreach support (and refer in at the earliest stage possible)
- Introduced keyworker approach in the Housing Service for cases of domestic abuse

Priorities for 2016 - 17:

The current Reading Domestic Abuse Strategy is a refresh of a previous strategy and runs from 2015-2018. The Delivery Group has identified four priority areas in order to build upon the work from the previous strategy:

1. Encouraging people to seek support earlier: improving information, education and prevention

- a. Ensuring Reading residents are able to access the information they need to stay safe and protected
 - b. Providing comprehensive education to young people to facilitate healthy, happy and safe relationships
- 2. Providing the right response first time: improving identification, encouraging disclosures and ensuring an appropriate immediate response
 - a. Professionals across agencies are equipped to notice the signs of and encourage disclosures of domestic abuse
 - b. Identification of domestic abuse and disclosures are responded to with appropriate referrals so that people experiencing domestic abuse gain the help and support they need
- 3. Having the right services available: improving support to move from victim to survivor or to change abusive behaviour
 - a. Improved outcomes for those accessing the criminal justice system, including the support provided to victims during the court process
 - b. Improved coordination of high-risk cases and cases with multiple incidents
 - c. Comprehensive support provided for those that have experienced domestic abuse who wish to seek alternative accommodation or remain in their own homes
 - d. Appropriate services are available to both those experiencing and those that are perpetrators of domestic abuse in order to reduce incidents
- 4. Understanding of the challenges in our town: improving data analysis and community engagement
 - a. Clearer understanding of the needs of minority groups in the town, reasons for under reporting and the prevalence and impact of Forced Marriage and “so-called” Honour Based Violence.
 - b. Ensure comprehensive monitoring of domestic abuse in Reading and the impact of services.

Action Plan

An action plan has been produced to support these priorities, and can be found as Annex A.

Vulnerable Communities Delivery Group (previously the Community Based Crime Group)

The Community Based Crime Group has undergone a change of remit following the Strategic Assessment recently undertaken, most notably that ASB is no longer considered a strategic priority for the Community Safety Partnership (but will continue to be addressed in partnership as ‘business as usual’). This is largely due to the successes of the Community Based Crime Delivery Group over the past few years. As a result, the delivery group will instead focus predominantly on the most vulnerable in the community, with a particular focus on hate crime and subsequent links to *Prevent* and counter-terrorism, both in the community and online.

HATE, PREVENT and COUNTER TERRORISM CRIME

Identification of need

Over the period of the last CSP Strategic Plan, there has been a concerted effort to increase the levels of reported Hate Crime in Reading, and improve outcomes for victims. The strategic assessment identified that reports of Hate Crime (racist, religious, homophobic or disability related incidents) across the CSP have increased by 18%, surpassing the target by almost 10%. We know that Hate Crime is still vastly under reported, and following recent terrorist attacks in Europe, protecting our communities from backlash attacks is more important than ever.

The impact of Hate Crime on an individual can be substantial and in some cases nationally has led to suicide or homicide. We also know that in some types of hate crime, the impact goes much wider than the individual and can affect the wider community.

Offences ¹⁵	2013-2014	2014-2015	% change
Hate Crime (recorded crime)	167	211	26%
Hate Crime (NCO)	88	105	19%
Racially or Religiously aggravated crime	110	134	22%

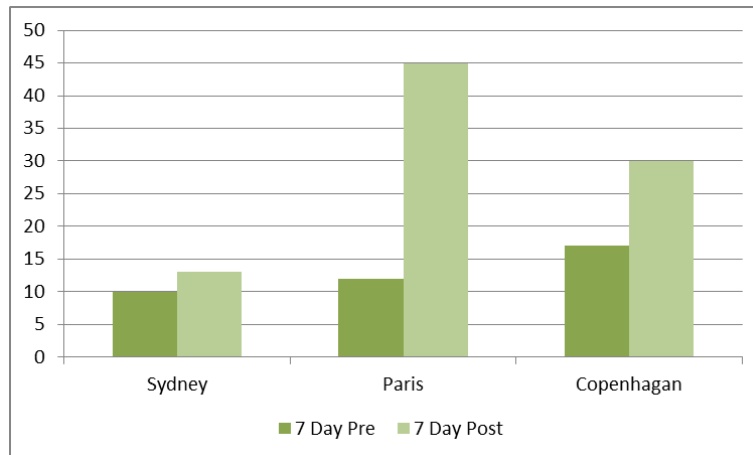
The links between hate crime (especially those relating to anti-Muslim hate) and the Prevent/Counter-Terrorism programmes have been highlighted. This is often referred to as cumulative extremism.¹⁶

¹⁵ Thames Valley Recording Systems, data extracted 12/01/2016.

¹⁶ J Busher and G Macklin *Interpreting “cumulative extremism”: Six proposals for enhancing conceptual clarity* (2015).

Advocates of cumulative extremism suggest there are four groups of actors which contribute to this:

- Conflicting social groups
- The state (both central government and local authorities)
- The media (including social media), and
- ‘Symbolic’ individuals (for example Drummer Lee Rigby)



Comparison of total number of attacks in the 7 days preceding and following the Sydney, Paris and Copenhagen attacks.

Analysis of data from periods immediately before and after jihadi Islamist attacks supports the cumulative extremism hypothesis. Figure 23 shows the total number of reports to Tell Mama¹⁷, comparing the seven day period pre- and post- attacks.

Further analysis of the data shows a more complex relationship. While all cases saw a rise in the reporting of online incidents, only the Paris attacks¹⁸ saw an increase in the reporting of cases of offline attacks, with the period following both the Copenhagen and Sydney attacks showing a modest decrease.

Current Action (Hate and Prevent Crime)

The CSP has been working to improve the levels of reporting and agency response to Hate Crime and actions were agreed as part of the Community Based Crime Delivery Group plan. Some of the key achievements of the partnership are:

- Introduction of a champion for hate crime within Thames Valley Police for the Local Police Area (LPA), who reviews each hate crime daily to ensure correct recording and that actions have been taken.
- Introduction of a new Operating Procedure for the LPA.¹⁹
- Introduction of measures to monitor performance against targets.
- Introduction of a Hate Crime Forum, chaired by the Alliance for Cohesion and Racial Equality (ACRE). The Hate Crime Forum consists of a cross-section of community members, who voice the concerns of the communities they are representing. They meet every 3 months.

¹⁷ Tell Mama is an independent, non-governmental organisation which works on tackling anti-Muslim hatred.

¹⁸ The Paris attack referred to in the report relates to the *Charlie Hebdo* attacks

¹⁹ This procedure has now been adopted force wide.

- Introduction of an agreement between individual victims and police to clarify the expectations of the victims and how the police can meet them.
- People with learning disabilities can report using pictures (laminated paper sheets with images on) at Reading Police Station, which has proven successful.
- Work is being carried out in school by 'Support You' to tackle language issues in respect of homophobia working alongside ACRE.
- Promoting successful outcomes for victims by victims at the Hate Crime forum and via other media to build confidence in reporting hate crime.
- Introduction of a Hate Crime monitoring group, this group allows community challenge of decisions being made on active hate crime cases.
- Introduced a Prevent Management group
- Provided Prevent awareness training for staff across the partnership
- Established a Channel Panel²⁰
- Distributed Prevent awareness training to schools across the borough
- Ensured that all local authority IT equipment has effective filters to protect staff and public from extremist content.

Priority Areas 2016-17

An action plan is currently under production, and is likely to include as key items:

- Strengthening links between partnerships
- Building prevent training into current safeguarding training
- Mapping out of school settings for young people and identifying risk areas.
- Re-launching the SafePlaces scheme for vulnerable adults (with learning disabilities or dementia)

Action Plan:

An action plan is being produced to support these priorities, and once agreed will be added as Annex B.

Violent Crime Delivery Group (previously the Town Centre Delivery Group)

The Town Centre Delivery Group has undergone a change of remit following the January 2016 Strategic Assessment. The most notable aspects of this are that shoplifting is no longer being considered a strategic priority for the Community Safety Partnership, and the geographical area covered by the

²⁰ The Channel Panel is a multi-agency programme to identify and provide support to vulnerable individuals at risk of radicalisation

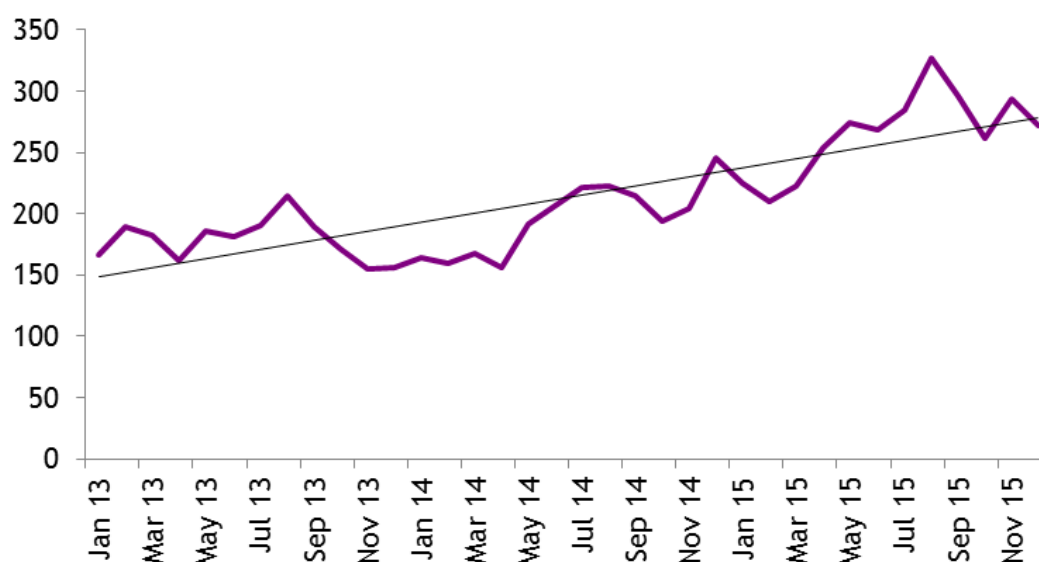
group will be expanded to cover the vast majority of Reading borough. This is largely due to the successes of the Town Centre Delivery Group over the past few years, particularly in reducing the shoplifting rate. As a result, the delivery group will widen their focus on violent crime to include that outside the town centre and tackle incidence of sexual violence.

VIOLENT CRIME

Identification of need

Reading has one of the largest night-time economies (NTE) in the Thames Valley. The CSP along with its partners in the business sector has worked hard to ensure that those visiting the Town Centre at night remain safe. Unfortunately, over the past 3 years, the rate of violent crime has risen significantly, as indicated below. It now accounts for 43% of all crime in Reading, which makes it one of the largest demands on services: the police, health and the local authority in responding to both the immediate incident and the wider implications.

As discussed earlier this trends is repeated nationally and maybe in part due to changes in Home Office recording standards. Reading performance remains good when compared to our Most Similar Group (MSG), in February 2016 the CSP were 6th out of 15, and remained below our most similar group average.



Violence Against the Person January 2013 - December 2015

Current Action:

The previous group covering this area was the Town Centre Delivery Group. The priority areas for the group were Violent Crime and Shoplifting. Some of the key achievements of the partnership are:

- Working with the Business Improvement District (BID) and a number of key stores at regional and national level to agree to move towards deterring shoplifters rather than arresting post offence.
- Agreed and provided alternative performance measures for store security staff linked to above.
- Working with Reading Business Against Crime (RBAC) improved the levels and quality of intelligence reports from shops.
- Working alongside the BID provided additional training for door-staff.
- Reviewed all incidents that impacted on the licencing objectives and taken action including performance meetings with the licensee and licencing reviews.
- Embedded the work of the First Stop bus in the Town Centre and secured with the BID an additional £8,000 for medical staffing.

Priority Action (VAP) 2016-17

The Violent Crime Delivery Group will work to enhance successful interventions that have been implemented across the town centre over the past decade. It will do this by:

- Working with the local A&E department to develop robust and effective data collection on victims who present at casualty.
- Make effective use of social media to raise awareness amongst potential victims and perpetrators of violent crime and the consequences as a means of early intervention.
- Review the police operation in line with Thames Valley Police force-wide best practice.

Action Plan

An action plan is currently being produced to support these priorities, and once finalised will be added at Annex C.

Adult Exploitation Delivery Group

Identification of Need

The most recent Strategic Assessment identified adult exploitation (including modern slavery, human trafficking, sexual exploitation and vulnerable adult property exploitation, intimidation and labour exploitation) as a key emerging priority in the town. The intelligence provided for the Strategic Assessment indicated that adult exploitation may be a significant issue for the town, particularly due to the deeply hidden nature of it and often reluctance of victims to contact the authorities.

Some people are vulnerable to and targeted by groups, especially groups linked to drug dealing and supply. The vulnerability manifests itself in one

or more or of three key areas; mental health, alcohol misuse and drug misuse. These individuals are being exploited through the occupation of their properties²¹ by both local and 'cross border' drug dealers. There appear to be several common characteristics:

- Drugs supplied to individuals allowing them to use their property (debt bondage)
- Force and intimidated into allowing them to use the property (coercion)
- Being exploited by more than one individual, as addresses and persons names are passed between groups
- Addresses often come to light due to reports of associated anti-social behaviour
- Approximately 70% of victims are male

Other individuals are forced into running drugs for specific groups. Individuals are not normally involved in criminal activity or have previously been linked to acquisitive crime. Instead, this is normally linked to a drug related debt. Reported incidents are far fewer than other forms of exploitation; this is likely to be because there are no obvious associated activities (ASB) to bring them to the attention of services. In 2015, only three incidents had been recorded.

With both the above groups, there has been intelligence that links this activity to Child Sexual Exploitation.

There is growing intelligence to suggest some businesses might be exploiting workers who may have no legal rights to work in the UK or have expired visas. This intelligence identifies fast food and convenience stores as being a focal point, along with nail bars, restaurants, petrol stations and cleaning.

The majority of victims identified so far were found in Battle Ward or the Town Centre, although there is intelligence to suggest other parts of Reading are also affected. The overwhelming majority of victims were male. The business type in which they were exploited and their nationality is more varied.

Current Action

The Adult Exploitation Delivery Group is a new delivery group, and therefore the action they have undertaken thus far is limited. However, some work has been done within individual agencies to identify and aid victims of adult exploitation in Reading. This has included creative use of the new closure notices on properties where a vulnerable adult's property has been taken over by drug dealers. The closure notice is an effective way of preventing the dealer or other individuals from entering the property, whilst allowing the victim to remain.

²¹ This is sometime referred to as 'cuckooing'.

Priority Action

A strategic group has been identified, the priorities of which will be to:

- Develop an action plan and agree targets with the CSP Executive
- Introduce a multi-agency risk assessment matrix to identify high risk individuals
- Deliver awareness training linked to the statutory duty around modern day slavery
- Setup and oversee an operational case management group to protect high risk vulnerable adults.

Action Plan

An action plan is currently being produced to support these priorities, and once finalised will be added at Annex D.

Integrated Offender Management Delivery Group (IOMDG)

Identification of need

Reading's Community Safety Partnership has a duty to produce a reducing re-offending strategy. Since the duty was introduced in April 2010, Reading's strategy has been delivered via the Integrated Offender Management Delivery Group. Historically, the cohort of offenders being monitored via the IOM Scheme is associated with Serious Acquisitive Crime offences. The Community Safety Partnership has acknowledged on a number of occasions that the reduction in Serious Acquisitive Crime across Reading has been achieved through the IOM approach. Potential threats to the successes of the Integrated Offender Management Delivery Group include the potential for reduced funding for drug intervention and the impact of welfare reform.

Following the recent Strategic Assessment, it has been recommended that the IOMDG takes on a supportive role as part of its remit, in particular through providing data upon request to the strategic delivery groups, in order for them to achieve their performance targets. It is also expected to work closely with the Drug and Alcohol Delivery Group to identify and assist common cohorts.

Current Action:

The IOMDG is a well-established and long standing delivery group within the CSP. Their success has already been well documented elsewhere in this plan and is underpinned by:

- Burglary reductions that out-perform our Most Similar Group
- Close partnership working through the Drug Intervention Programme.
- Reading Youth Offending Service (YOS) achieved a reduction in first time entrants to the Criminal Justice System (FTE), which compares favourably with our statistical neighbours (411/10,000 compared with an average of 450/10,000)
- The frequency rate²² of young offender reoffending (1.03) remains below the South East (1.08), national (1.10) and statistical (1.17) neighbours.

Priority Areas 2016-17

The IOMDG has a clearly defined action plan for the existing cohort of offenders and a number of ongoing actions that will be directly transferred into the new plan. The key priority for the group in year one is to adapt the model and adjust to reflect the new priorities.

Action Plan:

An action is currently being produced to support these priorities, and once finalised will be added at Annex E.

Drug and Alcohol Delivery Group

Identification of need

Reading has high rates of alcohol-specific mortality and mortality from chronic liver disease in both men and women. These rates indicate a significant population who have been drinking heavily and persistently over the past 10-30 years. Whilst locally the number of drug-related admissions and deaths are proportionally smaller, it is clear that drug misuse, particularly of opiates and crack cocaine, places an enormous strain on the families of drug users and can result in a myriad of health and social problems which require intervention from a range of providers.

A review of current specialist service provision for drug and alcohol misuse against current resource allocation in Reading is required. It may be appropriate to change the way current services are delivered, with the current resources allocated, in order to meet the needs of an ageing, dependent, opiate using population and increase the access to specialist alcohol misuse services and youth services.

²² The reoffending frequency rate is the average number of re-offences per re-offender.

The recent Strategic Assessment has noted drugs and alcohol as significant drivers of crime in Reading. As a result of this, it has been recommended that the Drug and Alcohol Delivery Group takes on a supportive role as part of its remit, in particular through providing data upon request to the strategic delivery groups in order for them to achieve their performance targets. It is also expected to work closely with the Integrated Offender Management Delivery Group to identify and assist common cohorts.

Current Action

A Drug and Alcohol Needs Assessment has recently been completed. This concluded that Reading needs a revised approach to its drug and alcohol services that:

- Puts a much greater emphasis on the problems of alcohol misuse at all ages (that is, younger people and older ones), and for people with different problems causing them to use drugs and/or to misuse alcohol;
- Puts a much greater emphasis on prevention, particularly targeting 0-18 year-olds, with specialist family support for children at risk, but also helping to address the issue that both young and older adults face;
- Ensures that all health and social care services, and those of the police and judicial system, work together more effectively so that people do not fall into gaps between services and so that it is simple to provide care between different agencies without the service user having to try to negotiate their way from one to another;
- Provides services of all types in different locations to improve engagement and thus outcomes;
- Enables and encourages front-line staff in all sectors, to do much more to identify people at risk of misusing drugs and/or alcohol and to provide brief interventions, and refer to appropriate services; and
- Enables different policies and services and the enforcement of regulations, to take account of the cumulative impact of drug and alcohol misuse to enable greater benefit to people's health and to the community more widely.

A Community Alcohol Partnership was established in Reading in September 2014, which aims to improve standards of alcohol retail (through test purchasing and preventing the sale of illicit or smuggled alcohol) and education levels. The Partnership is looking to train professionals in alcohol intervention brief advice (IBA) training. This is a course designed for staff and volunteers who regularly come into contact with people who may be drinking riskily, and enables them to offer brief advice or intervention, which ranges from signposting to referral into special services.

The education offer includes a Youth Health Champions qualification through the Royal Society of Public Health, and free educational resources for schools from the Alcohol Education Trust. Similarly, a range of diversional activities have been introduced to help provide an alternative to alcohol, such as sporting tournaments, which simultaneously help to raise

the profile of the CAP. The Partnership is also looking to improve data sharing regarding alcohol related assaults and domestic violence, information which is currently collected by A&E; this information has been shown in Cardiff to help reduce alcohol related assaults in the town centre. A particular success regarded the 5th Tilehurst Guides, who won a national trading standards award in 2015, and were subsequently awarded with £1,000 to enact a responsible retail scheme.

Priority Areas 2016-17

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