



**MINUTES  
OF THE MEETING OF THE  
PARTNERSHIP DELIVERY GROUP  
WEDNESDAY 17 JANUARY 2018**

Held at 7pm in Council Chamber B, Rushcliffe Arena, Rugby Road, West Bridgford

**PRESENT:**

Councillors S P Bailey, J E Greenwood, R Hetherington, G R Mallender, A Phillips, E A Plant, Mrs J A Smith, J A Stockwood, (substitute for E J Lungley), J E Thurman (substitute for J Donoghue).

**ALSO IN ATTENDANCE:**

J Kirkwood Delivery and Development Manager – Rural Community Action Nottinghamshire  
S Sutton Head of Lettings – Waterloo Housing

**OFFICERS PRESENT:**

D Banks Executive Manager – Neighbourhoods  
E Beardsley Planning Policy Officer  
D Dwyer Strategic Housing Manager  
D Hayden Principal Community Development Officer  
L Webb Constitutional Services Officer

**APOLOGIES FOR ABSENCE:**

Councillors J Donoghue, E J Lungley

**12. Declarations of Interest**

There were no declarations of interest.

**13. Minutes of the Previous Meeting**

The minutes of the meeting held on Tuesday 17 October 2017 were accepted as a true record.

**14. Review of Waterloo Housing Partnership**

The Strategic Housing Manager presented the report of the Executive Manager – Neighbourhoods which requested that members of the Group reviewed the performance of the Council's partnership with Waterloo Housing, the second largest housing provider in Rushcliffe. It was noted that Waterloo Housing, Midlands Rural Housing and the Council have a successful record of partnership working to bring forward rural exception sites within the Borough. In addition, De Montfort Housing Association (one of the three local housing associations across Waterloo Housing Group) participates in the Choice Based Lettings scheme.

The Strategic Housing Manager advised that in order to address the need for new affordable housing in rural areas, a rural exceptions site programme had been developed and that rural housing needs surveys had been finalised for

Cropwell Bishop, East Bridgford, Shelford and Willoughby on the Wolds, however despite surveys being received and housing need identified none of these areas had ultimately progressed to develop viable schemes. This was in part due to the progression of the Local Plan Part 2 which may assist in meeting local housing needs without the need for an exception site. It was also noted that there had been a negative response for rural exceptions site programmes from Hickling, Upper Broughton and Colston Bassett Parish Councils. The Executive Manager – Neighbourhoods assured the Group that they would continue to work with these Parish Councils in the future to see if they would agree to deliver a survey regarding rural exception sites.

Sarah Sutton – Head of Lettings at Waterloo Housing attended the meeting and delivered a presentation to the Group regarding performance across key service areas since the partnership had last been scrutinised in January 2017. It was noted that Waterloo Housing currently managed 377 general needs properties (95 shared ownerships) across Rushcliffe. It was also noted that Waterloo Housing were currently in talks regarding merging with Fortis Living in Worcestershire which would take their total housing stock to 45,000 which as a consequence would provide greater capacity for development. The Head of Lettings advised that Waterloo Housing's current challenges were the roll out of Universal Credit and the uncertainty about future funding for supported housing. It was noted to the Group that there would be a voluntary Right to Buy scheme piloted in the West Midlands to test processes in advance of the launch of the national scheme.

The Head of Lettings advised the last completed housing site was at Cropwell Bishop in 2015 with two other sites currently under consideration in Gotham and Barnstone-cum-Langar and that Waterloo Housing were willing to attend Parish Council meetings in order to discuss the allocation of sites, marketing and promotion. Members of the Group asked about the use of any capital receipts received from properties sold under the Right to Buy scheme and were advised that any proceeds made under the Right to Buy scheme would be used to fund future affordable housing projects. Members of the Group also asked about the next steps regarding the potential housing site in Gotham, the Planning Policy Officer advised that a meeting would be held with the Parish Council to discuss the plans for the site, obtain comments from the Parish Council and then proceed with a formal planning application if their support was received.

Members of the Group were provided information on Waterloo Housing's stock improvements and also on responsive repairs. It was noted that during this financial year eight inefficient heating systems had been replaced with modern fuel efficient gas fired central heating as part of the Warm Homes initiative. It was also stated that due to Waterloo Housing successfully securing additional grant funding from National Grid, 25 more homes in Rushcliffe would benefit from having their heating replaced by March 2018. Members of the Group were keen for Waterloo Housing to demonstrate the environmental efficiency of the new heating systems that had been replaced. The Head of Lettings advised that they would provide the members of the Group with the EPC ratings of the new systems so that they could assess if energy efficiency had improved. The Head of Lettings advised that there had been three anti-social behaviour cases within the Borough during the last year, which had all been resolved at the early intervention stage without the involvement of Waterloo

Housing's anti-social behaviour co-ordinator. The Head of Lettings provided an update regarding the impact of welfare reform and the introduction of Universal Credit and noted that in Rushcliffe average rent arrears currently stood at around £259.90, but that this figure was £60 lower in 2017 than it had been in 2016.

The Head of Lettings provided a progress report regarding Epperstone Court in West Bridgford, which was one of Waterloo Housing's largest schemes, with 87 units for those aged over 55. It was noted that there were high level of voids in Epperstone Court. The Head of Lettings assured the Group that they were working with the Strategic Housing Manager to consider other options in order to re-let the homes. The Strategic Housing Manager advised that bids had been placed on the properties within Epperstone Court which indicated that there was a demand for the accommodation but further investigation was needed regarding why the bidders had not proceeded to move into a property. Members asked several specific questions regarding Epperstone Court. The Group were informed that most properties were usually void for 30 – 40 days which was usually during the period of leaving notice.

The Head of Lettings provided an update to the Group regarding Waterloo Housing's performance on complaints and customer care. The Group were informed that Rushcliffe residents had expressed four expressions of dissatisfaction in 2017 which were all resolved at the informal stage of 'expression of dissatisfaction' and therefore, no formal process had been needed to resolve the complaint. It was also noted that overall customer satisfaction, as of November 2017 stood at 81% which Waterloo Housing were currently aiming to increase to their target of 86% satisfaction.

Members of the Group were also provided with an update about how Waterloo Housing engaged with their customers including providing online access for tenants to report repairs, make payments and access their statements and rent accounts. The Group were also informed that 40 – 50 residents were due to attend Waterloo Housing's annual conference in February 2018.

The Group were informed that Greenfingers currently administered the grounds and maintenance contract for Waterloo Housing properties. Members of the Group asked if other suppliers had been considered to provide this service. The Head of Lettings advised that Streetwise could be considered a company to carry out the grounds and maintenance work of the properties in the future. Members of the Group asked several questions about fire safety awareness by tenants and were advised that following the Grenfell Tower disaster there had been a number of campaigns run regarding fire safety.

The Chairman thanked The Head of Lettings and the Officers for attending the meeting and for answering the Group's questions.

**It was RESOLVED that:**

- a) the performance report of the Review of Waterloo Housing be noted.
- b) that the work of Waterloo Housing be endorsed.

- c) members of the Group to be supplied with the EPC ratings of the new heating systems that have been installed by Waterloo Housing.

15. **Service Level Agreement with Rural Community Action Nottinghamshire**

The Principal Community Development Officer presented the report of the Executive Manager – Communities to provide a progress report on the work undertaken by Rural Community Action Nottinghamshire (RCAN) as part of the Service Level Agreement with the Borough Council for 2016/17 and the first nine months of 2017/18.

The Principal Community Development Officer advised that the Service Level Agreement stated RCAN should provide a service to organisations and individuals engaged in voluntary work in Rushcliffe, and also provide services to Rushcliffe rural community groups as well as to Town and Parish Councils on behalf of the Council, in order to assist them in meeting the objectives set out in the Council's Corporate Strategy, 2016-2020.

Jennifer Kirkwood, Delivery and Development Manager at RCAN attended the meeting and made a presentation to provide the Group with information on the recent services that it had delivered in Rushcliffe. It was noted that RCAN primarily operated in the more rural areas of Nottinghamshire such as Newark and Sherwood, Bassetlaw and Rushcliffe, with funding being derived from those Councils, a three year grant from DEFRA and from Nottinghamshire County Council through their Nottinghamshire Together Infrastructure Partnership.

The Delivery and Development Manager advised that RCAN had supported the development of four Community Led Plans in Bingham, East Bridgford, Ruddington and Radcliffe on Trent. It was noted however that the uptake of community led plans had declined with the introduction of Neighbourhood Plans in 2011. In order to adapt to these change, RCAN held a neighbourhood planning event in March 2017 where 13 Rushcliffe parishes were represented and had resulted in six parish councils asking for follow up appointments in order to take the development of Neighbourhood Plans further.

Members of the Group asked how Community Led Plans and Neighbourhood Plans differed. The Delivery and Development Manager advised that Community Led Plans were first introduced in 2000 to enable Parish Councils to consult with the wider community to discuss what services and facilities they would like to see in their parish, and to form an action plan for a period of 10 years. A Neighbourhood Plan however was more focused on the built environment, development and open spaces and was a statutory document which integrated with the Borough Council's Local Plan. The Principal Community Development Officer informed the Group that they were not mutually exclusive.

The Delivery and Development Manager noted that during the financial year of 2016/17 support and guidance had been given to 40 different groups, with 11 funding applications submitted and 8 successful applications. The funding for these groups overall was £122,289 which was a £31,289 increase from 2015/16. Examples of successful funding applications included the

refurbishment of Sutton Bonington Village Hall at £41,920 and the completion of a drainage project on Flintham cricket pitch at £22,000.

The Delivery and Development Manager noted that RCAN had delivered two successful Town and Parish forums and an annual conference during 2016/17, and was pleased to report that they had received very positive feedback from delegates. Members of the Group noted how useful and informative the recent Town and Parish forums had been and that the events were an excellent forum for Town and Parish councillors to network with each other. It was also noted that Rushcliffe was currently the only Borough which delivered Town and Parish forums with high attendance turnouts. An update was also provided covering the current financial year of 2017/18. It was noted that RCAN were continuing their work with Ruddington and East Bridgford Parish Council to deliver their community led plans. They had provided advice to eight groups so far which had secured £19,500 in funding. RCAN also held their parish conference at Rushcliffe Arena which was attended by 56 delegates.

The Chairman thanked The Delivery and Development Manager for attending and for answering the Group's questions.

**It was RESOLVED that:**

- a) That the report on the Service Level Agreement with Rural Community Action be noted.
- b) That the performance of Rural Community Action Nottinghamshire in delivering the Service Level Agreement for April 2016 to December 2017 (as detailed in Appendix 2 and 3) be endorsed.

**16. Updated list of Partnerships**

The Executive Manager – Neighbourhoods presented a report providing information on all the partnerships that the Council currently maintained, and requested that members of the Group reviewed the procedures for scrutinising the work and performance of these partnerships in order for the Group to further develop their work programme in highlighting areas for deeper scrutiny.

The Executive Manager noted that non-contractual partnerships, where the Council had more of an influencing role should be scrutinised by the Partnership Delivery Group, whereas partnerships of a contractual nature, where the focus would be on performance issues should be scrutinised by the Performance Management Board. The Executive Manager noted that the role of the Partnership Delivery Group was to scrutinise the developments of partnerships and to identify any concerns regarding the way in which the partnerships were working. It was also noted that the Partnership Delivery Group should focus on high profile partnerships as determined by a range of factors such as financial contribution made by the Council or the scale and breadth of outcomes for the community.

The Executive Manager highlighted three new partnerships for potential consideration for scrutiny by the group which were the Communities Nature Conservation partnership with the Nottinghamshire Wildlife Trust, the Building Control Partnership with South Kesteven District Council and the Grantham

Canal Partnership with the Canal and Rivers Trust. The Executive Manager also noted that due to a reduction in the financial input made by the Council that the scrutiny of the Rural Community Action Nottinghamshire (RCAN) and Rushcliffe Community Voluntary Service (RCVS) Partnerships could potentially be carried out on a biennial basis in order to allow more time for the Group to scrutinise other partnerships.

**It was RESOLVED that:**

- a) The report of The Executive Manager – Neighbourhoods be noted.
- b) the Communities Nature Conservation Partnership, the Building Control Partnership and the Grantham Canal Partnership be added to the Work Programme for 2018/19.
- c) the partnerships with RCAN and RCVS to be scrutinised biennially.
- d) the Executive Manager – Neighbourhoods, work with Constitutional Services to develop a new work programme for 2018/19 incorporating the agreed changes.

**17. Work Programme**

The Group considered their Work Programme.

It was RESOLVED that the Group’s Work Programme, as set out below, be approved.

Date of Meeting	Item
20 March 2018	<ul style="list-style-type: none"> <li>• South Notts Community Safety Update</li> <li>• Rushcliffe Business Partnership</li> <li>• Work Programme</li> </ul>

The meeting closed at 8.41pm.