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27 March 2024

Dear Councillor

NOTICE IS HEREBY GIVEN THAT a meeting of the **CABINET** will be held at these offices (Council Chamber) on Monday 8 April 2024 at 6.00 pm when the following business will be transacted.

Members of the public who require further information are asked to contact Democratic Services on (01304) 872303 or by e-mail at democraticservices@dover.gov.uk.

Yours sincerely

A handwritten signature in dark ink, appearing to be "N. Smith", written over a horizontal line.

Chief Executive

Cabinet Membership:

K Mills	Leader of the Council
J L Pout	Deputy Leader of the Council and Portfolio Holder for Transport, Licensing and Environmental Services
S H Beer	Portfolio Holder for Finance, Governance, Climate Change and Environment
E A Biggs	Portfolio Holder for Planning and Built Environment
P M Brivio	Portfolio Holder for Housing, Skills and Education
C D Zosseder	Portfolio Holder for Community and Corporate Property

AGENDA

1 **APOLOGIES**

To receive any apologies for absence.

2 **DECLARATIONS OF INTEREST** (Page 5)

To receive any declarations of interest from Members in respect of business to be transacted on the agenda.

3 **RECORD OF DECISIONS** (Pages 6-22)

The decisions of the meeting of the Cabinet held on 4 March 2024 numbered

CAB 80 to CAB 93 (inclusive) are attached.

ISSUES ARISING FROM OVERVIEW AND SCRUTINY OR OTHER COMMITTEES

To consider any issues arising from Overview and Scrutiny or other Committees not specifically detailed elsewhere on the agenda.

EXECUTIVE - KEY DECISIONS

4 VULNERABLE TENANT POLICY (Pages 23-50)

To consider the attached report of the Head of Housing.

Responsibility: Portfolio Holder for Housing, Skills and Education

5 DEAL BEACH MANAGEMENT PLAN 2023/24-2025/26 (Pages 51-55)

To consider the attached report of the Head of Property Assets.

Responsibility: Portfolio Holder for Community and Corporate Property

EXECUTIVE - NON-KEY DECISIONS

6 RENOVATION OF FORMER HAIR SALON AT 9 SHERIDAN ROAD, DOVER TO PROVIDE EXTENDED FACILITIES FOR CROSSLINKS YOUTH AND COMMUNITY HUB (Pages 56-59)

To consider the attached report of the Head of Property Assets.

Responsibility: Portfolio Holder for Community and Corporate Property

7 EXCLUSION OF THE PRESS AND PUBLIC (Page 60)

The recommendation is attached.

MATTERS WHICH THE MANAGEMENT TEAM SUGGESTS SHOULD BE CONSIDERED IN PRIVATE AS THE REPORT CONTAINS EXEMPT INFORMATION AS DEFINED WITHIN PART 1 OF SCHEDULE 12A OF THE LOCAL GOVERNMENT ACT 1972 AS INDICATED AND IN RESPECT OF WHICH THE PROPER OFFICER CONSIDERS THAT THE PUBLIC INTEREST IN MAINTAINING THE EXEMPTION OUTWEIGHS THE PUBLIC INTEREST IN DISCLOSING THE INFORMATION

EXECUTIVE - KEY DECISIONS

8 EXTERNAL PRINT PROCUREMENT FOR ELECTIONS AND ELECTORAL REGISTRATION (Pages 61-64)

To consider the attached report of the Head of Corporate Services and Democracy.

Responsibility: Portfolio Holder for Finance, Governance, Climate Change and

9 **DOVER DISTRICT CREMATORIUM PROJECT** (Pages 65-75)

To consider the attached report of the Head of Place and Growth.

Responsibility: Leader of the Council

10 **DOVER TOWN CENTRE REGENERATION - REGIONAL CAPACITY BUILDING GRANT FOR DOVER'S WESTERN HEIGHTS** (Pages 76-96)

To consider the attached report of the Head of Place and Growth.

Responsibility: Leader of the Council and Portfolio Holder for Community and Corporate Property

11 **DOVER TOWN CENTRE REGENERATION - ROMAN PAINTED HOUSE AND ROMAN LAWN, DOVER** (Pages 97-109)

To consider the attached report of the Strategic Director (Place and Environment).

Responsibility: Leader of the Council and the Portfolio Holder for Community and Corporate Property

EXECUTIVE - NON-KEY DECISIONS

12 **YOUR LEISURE ADDITIONAL FUNDING** (Pages 110-114)

To consider the attached report of the Strategic Director (Place and Environment).

Responsibility: Portfolio Holder for Community and Corporate Property

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Declarations of Interest**Disclosable Pecuniary Interest (DPI)**

Where a Member has a new or registered DPI in a matter under consideration they must disclose that they have an interest and, unless the Monitoring Officer has agreed in advance that the DPI is a 'Sensitive Interest', explain the nature of that interest at the meeting. The Member must withdraw from the meeting at the commencement of the consideration of any matter in which they have declared a DPI and must not participate in any discussion of, or vote taken on, the matter unless they have been granted a dispensation permitting them to do so. If during the consideration of any item a Member becomes aware that they have a DPI in the matter they should declare the interest immediately and, subject to any dispensations, withdraw from the meeting.

Other Significant Interest (OSI)

Where a Member is declaring an OSI they must also disclose the interest and explain the nature of the interest at the meeting. The Member must withdraw from the meeting at the commencement of the consideration of any matter in which they have declared a OSI and must not participate in any discussion of, or vote taken on, the matter unless they have been granted a dispensation to do so or the meeting is one at which members of the public are permitted to speak for the purpose of making representations, answering questions or giving evidence relating to the matter. In the latter case, the Member may only participate on the same basis as a member of the public and cannot participate in any discussion of, or vote taken on, the matter and must withdraw from the meeting in accordance with the Council's procedure rules.

Voluntary Announcement of Other Interests (VAOI)

Where a Member does not have either a DPI or OSI but is of the opinion that for transparency reasons alone s/he should make an announcement in respect of a matter under consideration, they can make a VAOI. A Member declaring a VAOI may still remain at the meeting and vote on the matter under consideration.

Note to the Code:

Situations in which a Member may wish to make a VAOI include membership of outside bodies that have made representations on agenda items; where a Member knows a person involved, but does not have a close association with that person; or where an item would affect the well-being of a Member, relative, close associate, employer, etc. but not his/her financial position. It should be emphasised that an effect on the financial position of a Member, relative, close associate, employer, etc OR an application made by a Member, relative, close associate, employer, etc would both probably constitute either an OSI or in some cases a DPI.



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Our ref: KBS/CABRCD
Your ref:
Date: 6 March 2024

TO: ALL MEMBERS OF THE COUNCIL

Dear Councillor

CABINET: RECORD OF DECISIONS

Please find attached the Record of Decisions of the Cabinet meeting held on Monday, 4 March 2024. Unless otherwise indicated within the schedule, these decisions may be called in for scrutiny, provided notice is given to me in writing by **10.00am** on **Tuesday, 13 March 2024**.

The call-in procedures are set out at paragraph 18 of the Overview and Scrutiny Procedure Rules. Call-in may be activated by the Chairman of the Overview and Scrutiny Committee, the Controlling Group Spokesperson of the Overview and Scrutiny Committee or any three non-executive Members. The reasons for calling in an item must be given.

Yours sincerely

A handwritten signature in purple ink that reads "Kate Batty-Smith". Below the signature is a short horizontal line.

Kate Batty-Smith
Democratic Services Officer

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Record of the decisions of the meeting of the **CABINET** held at the Council Offices, Whitfield on Monday, 4 March 2024 at 6.00 pm

Present:

Chairman: Councillor K Mills

Councillors: J L Pout
S H Beer
E A Biggs
P M Brivio
C D Zosseder

Also Present: Councillor M Bates
Councillor D R Friend
Councillor N S Kenton
Councillor M J Nee
Councillor O C de R Richardson
Councillor C A Vinson

Officers: Chief Executive
Strategic Director (Corporate and Regulatory)
Strategic Director (Finance and Housing)
Head of Finance and Investment
Head of Housing
Head of Place and Growth
Head of Property Assets
Regeneration Delivery Manager
Senior Housing Policy Officer
Democratic Services Officer

The formal decisions of the executive are detailed in the following schedule.

Record of Decisions: Executive Functions

Decision Status	Record of Decision	Alternative options considered and rejected (if any)	Reasons for Decision	Conflicts of interest (if any) declared by decision maker(s) or consultees (if any)
CAB 80 4.3.24 Open Key Decisions No Call-in to apply Yes Implementation Date 13 March 2024	<u>APOLOGIES</u> It was noted that there were no apologies for absence.	None.	To note any apologies for absence.	

Decision Status	Record of Decision	Alternative options considered and rejected (if any)	Reasons for Decision	Conflicts of interest (if any) declared by decision maker(s) or consultees (if any)
CAB 81 4.3.24 Open Key Decisions No Call-in to apply Yes Implementation Date	<u>DECLARATIONS OF INTEREST</u> There were no declarations of interest.	None.	To note any declarations of interest.	

13 March 2024				
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Decision Status	Record of Decision	Alternative options considered and rejected (if any)	Reasons for Decision	Conflicts of interest (if any) declared by decision maker(s) or consultees (if any)
CAB 82 4.3.24 Open Key Decisions No Call-in to apply Yes Implementation Date 13 March 2024	<u>RECORD OF DECISIONS</u> It was agreed that the decisions of the meeting held on 5 February 2024, as detailed in decision numbers CAB 69 to CAB 79, be approved as a correct record and signed by the Chairman.	None.	Cabinet is required to approve the Record of Decisions of the Cabinet meeting held on 5 February 2024.	

Decision Status	Record of Decision	Alternative options considered and rejected (if any)	Reasons for Decision	Conflicts of interest (if any) declared by decision maker(s) or consultees (if any)
CAB 83 4.3.24 Open Key Decisions Yes Call-in to apply No Implementation Date	<u>SECTION 25 REPORT</u> It was agreed that the report be noted and taken into account when considering the Budget 2024/25 and Medium-Term Financial Plan 2024/25-2027/28.	None.	The Council's Section 151 Officer is required under the Local Government Act 2003 (Section 25) to report to Members on the robustness of the estimates used for the purposes of the budget calculations	

7 March 2024			so that Members can take it into account when considering the annual budget and Council Tax precept. In this instance, Members' attention is drawn to two significant factors that could potentially undermine the budget over the next year or two.	
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Decision Status	Record of Decision	Alternative options considered and rejected (if any)	Reasons for Decision	Conflicts of interest (if any) declared by decision maker(s) or consultees (if any)
CAB 84 4.3.24 Open Key Decisions Yes Call-in to apply (a) Yes (b) No Implementation Date (a) 13 March 2024	<u>COUNCIL BUDGET 2024/25 AND MEDIUM-TERM FINANCIAL PLAN 2024/25-2027/28</u> (a) It was agreed: (i) That, subject to Council approving the 2024/25 budget, the grants to other organisations, as set out in Annex 9, be approved as follows: Grants to Concessionary Rentals 2024/25 - £30,125 Various Grants towards rentals/lease charges: Sandwich Tennis Club - £50 Aylesham Parish Council - £75 Dover Bowling Club - £225	None.	The Medium-Term Financial Plan (MTFP) is the Council's key financial planning tool and underpins the Council's financial planning strategy and corporate planning process. The MTFP 2024/25-2027/28 incorporates the General Fund	

(b) 7 March 2024	<p>Victoria Park Bowling Club - £355 Deal & Walmer Angling Club - £325 Capel-le-Ferne Parish Council - £450 Dover Rugby Football Club - £1,255 Dover Rugby Football Club - £1,750 Dover Athletic Football Club - £2,500 Dover Athletic Football Club - £8,000 Dover District Citizens' Advice Bureau - £11,800 Cross Links - £3,250 Model Boat Association - £120</p> <p>Financial Assistance Payments to Other Outside Bodies:</p> <p>Your Leisure - £117,440 Budget for Tides Leisure Centre, increased by 6% in line with Consumer Price Index</p> <p>Pegasus Playscheme - £1,500 Provision of a playscheme for children with disabilities</p> <p>Age Concern - £1,500 Provision of area office services</p> <p>Kent County Council - £3,000 Contribution to Sports Partnership</p> <p>Gazen Salts Nature Reserve - £4,500 To assist in managing and maintaining the reserve</p> <p>Sandwich Town Cricket Club - £20,688 To assist the club in defraying its expenditure in managing, maintaining and improving the recreation grounds at The Butts and Gazen Salts.</p> <p>Dover Outreach Centre - £10,000</p>		<p>Revenue Budget, the Housing Revenue Account Budget and the Capital and Special Projects Programmes.</p> <p>Cabinet approval is required for the annual budget for 2024/25 and the MTFP before final approval by Council on 6 March 2024.</p>	
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	<p>Grant towards the Winter Shelter costs</p> <p>Dover Rugby Club - £15,600 For grounds maintenance at Crabble Athletic Ground</p> <p>Victoria Bowls - £1,000 Contribution towards running expenses</p> <p>Dover Bowling Club - £1,000 Grant towards grounds maintenance at Dover Bowling Green</p> <p>Dover District Citizens' Advice Bureau - £111,850 £101,850 Core Funding grant including £10,500 from Housing Revenue Account, plus £8,500 for full service charge contribution and £1,500 other potential services</p> <p>Neighbourhood Forums - £22,500 Grant to support voluntary and community organisations</p> <p>Deal Town Council - £5,000 Astor Theatre grant</p> <p>Action with Communities in Rural Kent - £3,500 Contribution to rural housing</p> <p>(ii) That the various Cabinet recommendations produced at the end of the sections within the budget and Medium-Term Financial Plan (MTFP) and summarised in Annex 10 to Appendix 1 of the report be approved.</p> <p>(b) It was agreed that it be recommended to Council:</p> <p>(i) That the General Fund Revenue Budget, the Capital and Special Projects Programmes, the Housing Revenue Account Budget, the Council Tax Resolution and the content of the</p>			
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	<p>MTFP be approved.</p> <p>(ii) That the Strategic Director (Finance and Housing), in consultation with the Portfolio Holder for Finance, Governance, Climate Change and Environment, be authorised to draw on the Earmarked Smoothing Reserve to meet in-year variations in the budget.</p> <p>(iii) That a Council Tax increase of 2.98% for Dover District Council (DDC) purposes be approved, resulting in an increase on Band D properties of £6.21 per year and an annual DDC Council Tax of £214.38.</p> <p>(iv) That it be noted that it is the opinion of the Section 151 Officer that the Council's budget has been prepared on a rigorous and robust basis and the Council's reserves are sufficient for its immediate needs. However, it is also the opinion of the Section 151 Officer that there are significant factors that can undermine the budget over the next year or two because of the actions of the Department for Environment, Food and Rural Affairs (DEFRA) and the Department for Levelling Up, Housing and Communities (DLUHC). (Members are referred to the Section 25 Report.)</p> <p>(v) That the various Council recommendations at the end of the sections within the budget and MTFP, and summarised in Annex 10 to Appendix 1 of the report, be approved.</p>			
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Decision Status	Record of Decision	Alternative options considered and rejected (if any)	Reasons for Decision	Conflicts of interest (if any) declared by decision maker(s) or consultees (if any)
CAB 85 4.3.24 Open	<p><u>HOUSING REVENUE ACCOUNT RENT-SETTING POLICY</u></p> <p>It was agreed:</p>	None.	As a social housing landlord, the Council is required	

Key Decisions Yes Call-in to apply Yes Implementation Date 13 March 2024	(a) That the content of the proposed Policy be approved. (b) That the adoption of the proposed Housing Revenue Account Rent-Setting Policy be approved. (c) That the Strategic Director (Finance and Housing), in consultation with the Portfolio Holder for Housing, Skills and Education, be authorised to make future minor amendments to the Policy as required.		to set its rent in line with legislation and Government rent policy. Key changes to national rent policy since 2020 have necessitated a review of the Council's rent-setting policy and an updated version has been produced to reflect these changes.	
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Decision Status	Record of Decision	Alternative options considered and rejected (if any)	Reasons for Decision	Conflicts of interest (if any) declared by decision maker(s) or consultees (if any)
CAB 86 4.3.24 Open Key Decisions No Call-in to apply Yes Implementation Date 13 March 2024	<u>EKS SERVICE TRANSITION BUSINESS CASE</u> It was agreed: (a) That the Council should exit from the contract with Civica UK Limited for the delivery of revenue, benefits and customer services. (b) That the Local Authority Trading Company (LATCo) service delivery vehicle be approved as the preferred option for future service delivery. (c) That the business case for the LATCo, pursuant to Article 2(2)(b) of the Local Government (Best Value Authorities) (Power to trade) (England) Order 2009, be approved.	None.	At its meeting held on 5 February 2024, Cabinet deferred a decision on this matter pending further information (CAB 73). Since 2018 customer services, revenues and benefits services have been delivered by Civica	

	<p>(d) That the East Kent Services Committee, to the extent that it is not otherwise authorised to do so, be authorised to exercise the powers and functions of the Council to form the LATCo and to enter into the contract with it to include (but not limited to) making decisions on behalf of the Council in relation to the matters set out in paragraph 9 of the report.</p>		<p>UK Limited on behalf of Canterbury City and Thanet and Dover District Councils. Civica requested an early withdrawal from its contract which is due to expire in January 2025 and this was agreed by the East Kent Strategic Board.</p> <p>The report recommends that a Local Authority Trading Company is established to deliver these services in the future.</p>	
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Decision Status	Record of Decision	Alternative options considered and rejected (if any)	Reasons for Decision	Conflicts of interest (if any) declared by decision maker(s) or consultees (if any)
<p>CAB 87 4.3.24 Open</p> <p>Key Decisions No</p> <p>Call-in to apply</p>	<p><u>IMPLEMENTATION OF CONSOLIDATED INCOME SYSTEM</u></p> <p>It was agreed that the purchase of additional modules in TechnologyOne to replace Adelante and Pay360, and the taking of all necessary actions to deliver the project, including awarding the contract, be approved.</p>	None.	The Council currently uses three software systems to receive and process income. The proposal is to replace two of them	

Yes Implementation Date 13 March 2024			by adding to the existing TechnologyOne system. This will reduce the manual handling of data, increase efficiency and deliver savings.	
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Decision Status	Record of Decision	Alternative options considered and rejected (if any)	Reasons for Decision	Conflicts of interest (if any) declared by decision maker(s) or consultees (if any)
CAB 88 4.3.24 Open Key Decisions No Call-in to apply Yes Implementation Date 13 March 2024	<u>ADDITIONAL FUNDING FOR NEW BRIDGE AT THE BUTTS, SANDWICH</u> It was agreed that, due to the presence of water voles, an additional £25,000 from the Special Revenue Contingency budget for the construction of a new bridge be approved.	None.	Works to construct a new bridge at The Butts in Sandwich were suspended when water voles were discovered. Additional funding is requested to cover abortive costs associated with the suspension and to implement mitigation measures to protect the water voles.	

Decision Status	Record of Decision	Alternative options	Reasons for Decision	Conflicts of interest
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		considered and rejected (if any)		(if any) declared by decision maker(s) or consultees (if any)
CAB 89 4.3.24 Open Key Decisions No Call-in to apply Yes Implementation Date 13 March 2024	<u>STRATEGIC PERFORMANCE DASHBOARD - THIRD QUARTER 2023/24</u> It was agreed that the Council's Strategic Performance Dashboard for the Third Quarter 2023/24 be noted.	None.	The Strategic Performance Dashboard provides an overview of how the Council and East Kent Services are performing against a number of key performance indicators as a means of measuring whether the Council is achieving its aims and objectives. The Strategic Performance Dashboard – Third Quarter 2023/24 covers the period from October to December 2023.	

Decision Status	Record of Decision	Alternative options considered and rejected (if any)	Reasons for Decision	Conflicts of interest (if any) declared by decision maker(s) or consultees (if any)
CAB 90 4.3.24 Open	<u>EXCLUSION OF THE PRESS AND PUBLIC</u> That, in accordance with the provisions of the Local Authorities	None.		

Key Decisions No Call-in to apply Yes Implementation Date Immediate	(Executive Arrangements) (Access to Information) (England) Regulations 2000, the press and the public be excluded during consideration of the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in paragraph 3 of Schedule 12A of the Local Government Act 1972.			
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Decision Status	Record of Decision	Alternative options considered and rejected (if any)	Reasons for Decision	Conflicts of interest (if any) declared by decision maker(s) or consultees (if any)
CAB 91 4.3.24 Exempt Key Decisions Yes Call-in to apply Yes Implementation Date 13 March 2024	<u>DOVER BEACON (BENCH STREET EAST) PROJECT</u> It was agreed: <ul style="list-style-type: none"> (a) That the award of the first-stage design and build contract (Preconstruction Services Agreement) to Jenner Contractors Limited be approved. (b) That a package of further surveys and design work as described in the report, releasing Levelling Up Fund and Future High Streets Fund grant funding that has already been received to cover the costs, be approved. (c) That the Strategic Director (Place and Environment) be authorised, in consultation with the Leader of the Council, to take all decisions and actions necessary that do not increase the costs of the project to progress it up to, but not including, the award of the second stage design and build construction contract(s), subject to all actions being in accordance with the memorandums of understanding with the Department of Levelling Up, Housing and Communities and, where appropriate, with the oversight of 	None.	The Dover Beacon project comprises two elements, including the provision of a creative centre and underpass improvements (funded by a Future High Streets Fund grant), and the provision of a further education campus building, business centre and outside public space (funded by a Levelling Up Fund grant). At its meeting held	

	the Dover Beacon and Dover Town Regeneration Project Advisory Group.		on 3 July 2024, Cabinet approved the progression of the project to the construction contract stage (CAB 16). That point has now been reached and Cabinet is requested to award the first construction contract.	
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Decision Status	Record of Decision	Alternative options considered and rejected (if any)	Reasons for Decision	Conflicts of interest (if any) declared by decision maker(s) or consultees (if any)
<p>CAB 92 4.3.24 Exempt</p> <p>Key Decisions Yes</p> <p>Call-in to apply Yes</p> <p>Implementation Date 13 March 2024</p>	<p><u>REMEDIATION AND DECONTAMINATION WORKS AT POULTON CLOSE, DOVER</u></p> <p>It was agreed:</p> <p>(a) That the Council enters into a contract with Vertase FLI Ltd for the sum set out in the report, using funding accepted via the Brownfield Land Release Fund Round 2 (BLRF R2), to undertake remediation works at the development site in order to facilitate the delivery of 24 flats for temporary accommodation.</p> <p>(b) That future decisions regarding the acceptance of BLRF R2 funding, the detailed appointment of the contractor and entering into the works contract be delegated to the Head of Housing, in consultation with the Portfolio Holder for Housing, Skills and Education.</p>	None.	Following approval to add Poulton Close to a project to provide interim housing for homeless people at two sites in Dover and Deal, progression of the Poulton Close site has stalled due to land contamination issues. The Council has secured funding for the requisite	

			remediation work which, once completed, will allow the land to be released for housing.	
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Decision Status	Record of Decision	Alternative options considered and rejected (if any)	Reasons for Decision	Conflicts of interest (if any) declared by decision maker(s) or consultees (if any)
<p>CAB 93 4.3.24 Exempt</p> <p>Key Decisions Yes</p> <p>Call-in to apply Yes</p> <p>Implementation Date 13 March 2024</p>	<p><u>AWARD OF CONTRACT FOR REPOINTING AND ASSOCIATED WORKS TO COUNCIL DWELLINGS</u></p> <p>It was agreed:</p> <p>(a) That the award of the 2-year contract for repointing and associated works to Council dwellings to AW Construction Services Limited, for the sum set out in the report, be approved, subject to the 30-day notice period required by Section 20 of the Landlord and Tenant Act 1985 and the Service Charges (Consultation Requirements) Regulations 2003.</p> <p>(b) That the Strategic Director (Place and Environment) be authorised, in consultation with the Portfolio Holder for Housing, Skills and Education, to have the function of having regard to observations in relation to the proposals to award a contract agreement as required by Section 20 of the Landlord and Tenant Act 1985 and the Service Charges (Consultation Requirements) Regulations 2003, and to confirm the award of the contract or report further to Cabinet as he considers appropriate.</p>	None.	<p>A competitive tender exercise was undertaken in relation to the awarding of a contract for repointing and associated works to Council-owned dwellings.</p> <p>Three valid tenders were received, and it is proposed that the contract be awarded to AW Construction Services which scored highest overall on quality and cost.</p>	

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The meeting ended at 6.44 pm.

Subject:	VULNERABLE TENANT POLICY
Meeting and Date:	Cabinet – 8 April 2024
Report of:	Rachel Collins, Head of Housing
Portfolio Holder:	Councillor Pamela Brivio, Portfolio Holder for Housing, Skills, and Education
Decision Type:	Key Decision
Classification:	Unrestricted
Purpose of the report:	To provide detail in relation to the proposed Vulnerable Tenant Policy (“the Policy”) and seek Cabinet approval for the Policy to be adopted.
Recommendation:	That Cabinet: <ol style="list-style-type: none"> 1. Approves and adopts the proposed Policy. 2. Delegates authority to the Strategic Director (Finance and Housing), in consultation with the Portfolio Holder for Housing, Skills and Education, to make minor amendments to the Policy as required.

1. Summary

- 1.1 Dover District Council (“the Council”) is committed to ensuring that housing services are easily accessible to all our residents, including those with vulnerabilities.
- 1.2 The Council has both legal and regulatory duties to ensure it demonstrates a clear understanding of the different needs of individuals and that equal access to housing services is given to tenants with protected characteristics and vulnerabilities.
- 1.3 The Council does not have a Vulnerable Tenant Policy (“the Policy”). This report proposes that the Council adopts such a Policy to ensure that as a responsible social landlord it is (1) adhering to our legal and regulatory duties (please see sections 2 & 3) regarding supporting equal access to services, and (2) setting out how it will identify, record and support vulnerable tenants in accessing housing-related services. An established Policy will ensure there is a consistent approach by housing staff when supporting vulnerable tenants.

2. Background

- 2.1 In 2017 the Regulator of Social Housing (“the Regulator”) published its Tenant Involvement and Empowerment Standard (“the Standard”), which forms 1 of 5 consumer standards. The Standard sets the expectation for Registered Providers of Social Housing (including Local Authorities) to provide choices, information and communication that is appropriate to the diverse needs of tenants. The clauses within the Standard pertaining to this Policy are:
 1. **Clause 1.1.1(a)** - provide choices, information and communication that is appropriate to the diverse needs of their tenants in the delivery of all standards.
 2. **Clause 1.3.1(a)** – treat all tenants with fairness and respect.

3. **Clause 1.3.1(b)** – demonstrate that they understand the different needs of their tenants, including in relation to the equality strands and tenants with additional support needs.
 4. **Clause 2.3.1** – Registered providers shall demonstrate how they respond to tenants' needs in the way they provide services and communicate with tenants.
- 2.2 Currently, Housing Services records on internal housing systems if a tenant's vulnerability would affect the service provided to them, and so that any adjustments can be made to enable Housing to fulfil a first-class tenant-centred housing service. Housing Officers are also made aware of any vulnerabilities via the Housing Options team through homelessness applications, or via another social housing landlord if the tenant is mutually exchanging their property.
 - 2.3 Records of tenant vulnerabilities on our housing systems are incorporated under the current Housing Services Privacy Statement.
- 3. Legal and Regulatory Duties**
- 3.1 The Council has a legal duty under the Equality Act 2010 to advance the equality of opportunity between persons who share relevant protected characteristics and persons who do not, and where required make reasonable adjustments to advance equality of opportunity between persons who share relevant protected characteristics and persons who do not share it.
 - 3.2 Further regulatory requirements are set out in the Regulator's Tenant Involvement and Empowerment Standard (see para. 2.1). The proposed Policy complies with the Standard's requirements.
 - 3.3 The Housing Ombudsman's Complaint Handling Code states that social landlords comply with the Equality Act 2010 and may need to adapt normal policies, procedures or processes to accommodate an individual's need.
- 4. The Policy**
- 4.1 The aims of the Policy are:
 1. To ensure that vulnerable tenants receive equal access to services.
 2. To ensure vulnerable tenants are provided with the correct support and assistance to sustain their tenancy or home where required.
 3. To outline how the Council will identify and record tenant vulnerabilities, and what adjustments to service provision can be made to facilitate equal access.
 - 4.2 The Policy recognises that 'vulnerability' can (1) be a changeable state and influenced by various factors and experiences, and (2) may not be a constant state but can occur at different points in a person's life that may require adjustments to service provision for a short period of time, or for the entirety of their tenancy.
 - 4.3 Our definition does not assume that entire groups of people are vulnerable (i.e., age, disability) but highlights that some tenants may be vulnerable and may require additional support to access our services and sustain their tenancy or home.
 - 4.4 The Policy defines an 'adjustment' as a change made to a housing-related service the Council provides. In accordance with the Equality and Human Rights Commission, a request for an adjustment made by a tenant must be both 'reasonable' and 'justified' (Appendix 1, 6.16 – 6.20).

- 4.5 The Housing Service areas included in the Policy are: complaints, communications, allocations and lettings, arrears and income collection, repairs and maintenance, anti-social behaviour, and domestic abuse.
- 4.6 The Policy applies to existing and prospective Council tenants (including those housed in temporary accommodation) as well as homeless applicants. Tenants can also inform Housing if they believe a household member is vulnerable as defined by the Policy and would require an adjustment to be made to a housing service the Council provide.
- 4.7 The Policy should be read in conjunction with the following documents:
- Tenancy Management Policy
 - Equality Policy
 - Complaints Policy
 - Safeguarding Policy
 - Anti-social Behaviour and Hate Crime Policy (when approved and adopted)
 - Domestic Abuse (Housing) Policy (when approved and adopted)
 - Managing Unacceptable Behaviour Policy (when approved and adopted)

5. Consultations

- 5.1 The following teams and groups were also consulted on the proposed policy:

1. Dover District Tenants Consultative Group (DDTCG)
2. Housing Services
3. Property Services
4. Housing Options
5. Legal team
6. Corporate Services (complaints & equality)

6. Monitoring and Implementation

- 6.1 Formal reviews of the Policy will be conducted every 3 years or where changes to legislation and/or regulations require an immediate review. If the Policy is approved for use, the next expected review date will be in 2027.
- 6.2 Staff will be provided with guidance and processes to ensure that they can (1) comply with the Policy and (2) provide good customer service and care when dealing with vulnerable tenants.
- 6.3 A copy of the Policy will be provided online via our website for resident to access. Alternative forms of communication can be provided where requested.

7. Equality Impact Assessment (EIA)

- 7.1 In accordance with our Public Sector Equality Duty (PSED) (Section 149 of the Equality Act 2010), a full equality impact assessment (Appendix 2) has been completed for the proposed policy and has identified no negative impacts to the protected characteristics. The reason for this is the Policy is designed to make a positive impact through reasonable adjustments to services and provide additional support to vulnerable individuals, which will greatly increase access to housing services.

8. Identification of Options

- 8.1 Option A: Cabinet agrees to the recommendations of this report.
- 8.2 Option B: Cabinet does not agree to the recommendations of this report.

9. Evaluation of options

- 9.1 Option A is the preferred option for the following reasons:

1. The Policy will ensure that there is a consistent approach followed by housing staff when supporting vulnerable tenants.
2. The Council will have a published Policy which informs housing staff and tenants how vulnerabilities are identified, and what support and reasonable adjustments will be made to accommodate the diverse needs of our tenants.
3. The Council will be meeting its regulatory and legal duties as stated in section 3 of this report.

9.2 Option B is not the preferred option since it would be counterproductive to the points raised in 9.1.

10. Resource Implications

Financial Implications

10.1 The report does not highlight any significant financial implications as a result of adopting the Policy. While the Policy mentions 'adjustments' these are in reference to adjustments to the provision of services, and not adaptations or adjustments to properties. For this, the Council has a separate Disabled Adaptations Policy.

Operational Implications (including staff resources)

10.2 The Policy does not make significant changes to current operations since staff are already recording vulnerabilities using our internal systems (2.2) and the Council is legally obliged to reasonable adjustments where required, that are both 'reasonable' and 'justified'. However, it will establish an approved practice and process for staff to follow when identifying, recording and supporting vulnerable tenants. This will require staff to undergo an induction on the provisions of the policy to ensure they are complying with it. Accompanying processes have been written to assist staff to make informed decisions.

Policy/Legislative Implications

10.3 The Council will need to ensure that when supporting vulnerable tenants that it complies to the relevant legislation and regulations, which includes: the Human Rights Act 1998, the Equality Act 2010 and the Regulator's Tenant Involvement and Empowerment Standard. Failing to comply with these puts the Council at risk of breaking the law.

10.4 The Regulator's new enhanced regulatory powers as first proposed by the Social Housing White Paper and introduced into law via the Social Housing (Regulation) Act 2023, now make it possible for failing landlords to be fined and / or 'named and shamed' through published reports and findings. Should the Council fail to comply with its legal and regulatory duties towards its tenants, it is at the risk of being identified by the Regulator as non-compliant, which could result in both financial and reputational damage.

11. Climate Change and Environmental Implications

11.1 No implications or impacts have been identified in the preparation of this report or the development of the proposed Policy in relation to climate change or the environment.

12. Corporate Implications

- 12.1 Comment from the Director of Finance (linked to the MTFP): 'Accountancy have been consulted in the writing of this report and have no further comment to add (AC)'
- 12.2 Comment from the Solicitor to the Council: The Solicitor to the Council has been consulted in the preparation of this report and has no further comments to make (BD).
- 12.3 Comment from the Equalities Officer: As referenced at paragraph 7.1 the adoption of this policy will have a positive impact on those with a protected characteristic. The Equality Officer has no further comments to make, other than to remind Members that in discharging their responsibilities they are required to comply with the public sector equality duty as set out in section 149 of the Equality Act 2010 <http://www.legislation.gov.uk/ukpga/2010/15/section/149>

13. Appendices

Appendix 1 – Vulnerable Tenancy Policy DRAFT

Appendix 2 – Equality Impact Assessment

14. Background Papers

[Tenant Involvement and Empowerment Standard - 2017 - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

[Equality Act 2010: guidance - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

[Human Rights Act 1998 \(legislation.gov.uk\)](http://legislation.gov.uk)

Contact Officer: Perry DeSouza, Senior Housing Policy Officer

Vulnerable Tenant Policy

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1. Introduction

- 1.1 Dover District Council (the “Council”) is committed to ensuring that our services are easily accessible to all our tenants. It is important that everyone can access and benefit from our housing services. For some tenants who may be vulnerable, barriers can exist which may prevent participation or accessing housing-related services we provide, therefore we recognise the importance of having an established policy that supports staff in making informed decisions when supporting vulnerable tenants to have equal access to our services.

2. Definitions

- 2.1 For the purposes of this policy:

- ‘We’, ‘ours’ and ‘us’ refers to the Council as the landlord.
- ‘Staff’ refers to member of staff who provide housing related services, including housing management, housing options, strategic housing, and property services.
- ‘Contractors’ refers to third party organisations who provide housing-related services on our behalf.
- ‘Tenant’ refers to an individual or individuals who have an active tenancy agreement and are renting and living in a Council owned property.
- ‘Household member’ refers to an individual or individuals living in a Council owned property with a tenant, who are not named tenants.
- The ‘Policy’ refers to this Vulnerable Tenancy Policy

3. Legal and regulatory requirements

- 3.1 The Council has a duty under the Equality Act 2010 to advance equality of opportunity between persons who share relevant protected characteristics and persons who do not share it, however as a social landlord we recognise that many other tenants can be vulnerable for reasons other than the characteristics under the equalities legislation, and this policy sets out how we define vulnerability and how we aim to respond to those tenants’ needs.
- 3.2 The Regulator of Social Housing’s (RSH) Tenant Involvement and Empowerment Standard, requires registered social landlords, including local authorities, to provide choices, information and communication that is appropriate to the diverse needs of tenants and to demonstrate that they understand the different needs of tenants, including in relation to equality and to tenants with vulnerabilities.

- 3.3 The Housing Ombudsman Complaints Handling Code states that landlords should comply with the Equality Act 2010 and may need to adapt normal policies, procedures, or processes to accommodate an individual's needs.

4. Purpose and scope

- 4.1 This Policy sets out the Council's commitment to assisting vulnerable tenants to ensure they can access our services and where required, receive support to help them sustain their tenancy and home.
- 4.2 The Policy focuses on tenants who are vulnerable but have capacity to make their own decisions. Where a tenant has been assessed as lacking, or believed to lack capacity to make decisions, we will work with their appointed representative as set out in section 6 of this policy.
- 4.3 The Policy does not aim to explain how we will approach every circumstance where a tenant requires a service to be adjusted. It is a general statement of our commitment to endeavour to make sure vulnerable tenants are not at a disadvantage when accessing housing-related services.
- 4.4 The following strategies and policies should be read alongside this Policy:
- [Tenancy Strategy 2021 – 2026](#)
 - [Tenancy Management Policy](#)
 - [Tenant Engagement Strategy 2023 – 2027](#)
 - Domestic Abuse (Housing) Policy
 - Anti-Social Behaviour and Hate Crime Policy
 - [Complaints Policy](#)
 - [Safeguarding Policy](#)
 - [Equality Policy](#)

5. Policy objectives

- 5.1 As a responsible landlord, our overall aim is to ensure that vulnerable tenants receive equal access to services and where required assistance to sustain their tenancy or home. This policy sets out to achieve the following:
1. How we identify vulnerable tenants.
 2. How vulnerable tenants can access services from the Council.
 3. How the Council can adapt its services to make adjustments to housing-related services to support vulnerable tenants have equal access.
- 5.2 To achieve this, we aim to:
- Use all available and relevant information to identify if a tenant is vulnerable.
 - Record any vulnerabilities on the tenant contact record and keep this consistently up to date.
 - Take account of known vulnerability factors in the provision of services and in decisions around tenancy management and enforcement.

- Assist vulnerable tenants in accessing additional services that they may need.
- Record any known representatives who act as a delegated authority or power of attorney to act on a tenant's behalf.
- Ensure that vulnerable tenants have equal access and are not disadvantaged because of their vulnerability.
- Make appropriate referrals to statutory agencies and other external partner support agencies, based on our local knowledge of resources and the needs of the tenant, where appropriate to do so.
- Make safeguarding referrals whenever they are needed.

6. Policy statements

Defining vulnerability

- 6.1 For the purposes of this policy, the Council defines 'vulnerable' in relation to the provision of our housing services as:

A dynamic state which arises from a combination of a tenants' personal circumstances, protected characteristics and / or life experiences that may mean they are unable to independently manage and / or unable to cope with managing their tenancy without additional tenancy support.

- 6.2 Our definition does not replace statutory definitions, but reflects our understanding that 'vulnerability' can be a changeable state influenced by various factors and experiences such as age, disability, bereavement, mental health, domestic violence etc. We also recognise that vulnerability may not be a constant state but can occur at different points in a person's life, and therefore the support needed may be required for a temporary period or for the entirety of their tenancy.
- 6.3 This policy does not assume that whole groups of people are vulnerable, but merely highlights that some tenants are vulnerable and may require additional support to sustain their tenancies and homes. An individual's ability to act, engage or cope with everyday activities is an important factor in considering how vulnerable they are and what, if any, additional support they need to sustain their tenancy is required.

Identifying vulnerability

- 6.4 The Council can identify vulnerabilities in several ways, including the following:
- At the sign-up stage for a new tenant and upon completion of a benefit review.
 - A member of Council staff, or staff/contractors working on behalf of the Council, raises concerns about potential vulnerability after contact with a tenant.
 - Reports from relatives or caregivers of the tenant.
 - Reports via an external agency or organisation such as the police, social services, KCC wardens or probation.
 - Through local knowledge gathered or observed through day-to-day housing management activities, e.g., neighbourhood walkabouts, tenancy home checks, repairs, and maintenance or as a result of a breach of tenancy.

- 6.5 We will attempt to ascertain whether a tenant is vulnerable whenever they contact us, throughout the tenancy where contact is made, or where we are made aware of potential vulnerability.
- 6.6 Council staff delivering housing-related services to tenants will be provided with training, so they are able to recognise potential signs of vulnerability such as:
- Anti-social behaviour because of mental health issues.
 - Being a victim of anti-social behaviour, harassment, or domestic violence.
 - A repeated failure to respond to correspondence or to answer the door when visited by a member of Council staff.
 - Hoarding, self-neglect or other behaviour which results in the person's home and / or garden becoming damaged, neglected or unfit for occupation.
 - Erratic rent payments and falling into arrears when the tenant previously has a good payment history.
- 6.7 These are some examples of potential vulnerability. Staff should be alert to all signs and possibilities that a tenant may be vulnerable and ensure that actions are taken to review making adjustments and / or support is given to the tenant.
- 6.8 If the tenant believes there is a member of their household whose vulnerability (in terms of the landlord and tenant relationship and as defined by this Policy) may require an adjustment to a housing service we provide, they should inform us at the earliest opportunity so that housing-related services we provide can accommodate an adjustment if we deem it to be reasonable and justified (6.16 – 6.20).

Recording vulnerability

- 6.9 We will record on the tenant record any known vulnerability, any communication or access needs and whether there is anyone with delegated authority to speak on the tenant's behalf, such as care or support worker, or family member. This will ensure our staff will have advance knowledge of any additional factors to consider when delivering services.
- 6.10 The Council has a duty to protect children and vulnerable adults. Where it is brought to our attention that a child or adult may be at risk or there are safeguarding concerns, we expect all housing staff to adhere to the Council's [Safeguarding Policy](#) and procedures.
- 6.11 Safeguarding concerns must be raised with line managers in the first instance who will determine if the concern needs to be discussed further with the Council's Designated Safeguarding Officers (DSO) who will advise on how to proceed. This may include referrals to external organisations that provide specialist support, and where referrals are made, staff must have the tenant's consent to do so.

Tenants lacking mental capacity

- 6.12 Capacity is a person's ability to understand information and make decisions about their life.

- 6.13 The Mental Capacity Act 2005 provides the legal framework for acting and making decisions on behalf of people who lack mental capacity. This might be due to illness, injury, a learning difficulty, or a mental health condition.
- 6.14 In accordance with the Mental Capacity Act 2005, the Council will liaise with those who have legal authority to act on behalf of a tenant who lacks capacity.
- 6.15 We consider a representative of a tenant in these circumstances to be:
- Lasting Power of Attorney (LPA)
 - Deputyship Order from the Court of Protection
 - Litigation friend appointed in Court proceedings if the tenant lacks capacity to litigate.
 - Appointee appointed by the Department of Work and Pensions (DWP) to manage a person's benefits if they lack capacity.
 - An Independent Mental Capacity Advocate (IMCA) appointed where a person aged 16 or over lacks ability to act to decide for themselves where to live and has no-one, such as a friend, relative, attorney or deputy to advise or support them.
- 6.16 Officers will work in line with the [Mental Capacity Act Code of Practice](#) in any dealing with a tenant who lacks or who may lack mental capacity.

Adjustments to housing-related services

Our definition of an adjustment

- 6.17 When we say 'adjustment' we are only referring to a change made to a housing-related service we provide. Tenants who require physical adaptations or alterations to their properties as a result of an identified disability should refer to our Disabled Adaptations Policy.
- 6.18 By making adjustments to our housing-related services we aim to ensure that vulnerable tenants have equal access and are not disadvantaged because of their vulnerability. In deciding whether to approve an adjustment to service provision, we will consider the following when determining whether an adjustment is reasonable and justified:
- How effective the adjustment will be in assisting a tenant with a vulnerability and in preventing or reducing the possibility of them being at a disadvantage.
 - The practicality of making the adjustment.
 - If there is a cost associated with the adjustment, and whether this is possible within our current available resources; and
 - Any disruption to the service that making the adjustment may cause.
- 6.19 An adjustment to a service can be requested from Housing Services in the following ways:
- By the tenant calling, emailing, or writing to the Housing Service and explaining what the adjustment is and why it is needed.
 - By referral from a support or external agency.
 - By a family member when they have been given permission by the tenant to do so; and

- A member of Housing staff who may suggest for an adjustment to be made if they are aware, it will support the tenant's access to a housing-related service. However, all suggestions made by Housing staff must be done so with the tenant's permission.
- 6.20 In determining whether a request for an adjustment to a service is reasonable and justified, we may ask for additional information or ask additional questions. Tenants are expected to respond to and provide this information when requested.
- 6.21 We will endeavour to make adjustments to a service we provide when this is requested by a tenant, however in some cases we may not always be able to approve a request if we deem it to be unreasonable and unjustified as identified in 6.17.

Provision of services

- 6.22 While we do not define whole groups of people as vulnerable by default (e.g., age or disability) we will embed in our way of working consideration for vulnerable tenants' needs, abilities, and circumstances in the delivery of our services.
- 6.23 Where a vulnerable tenant has been identified, they can be assessed for further advice and support and where appropriate sign posted to:
- The Council's Community Development team
 - The Property Services team regarding aids and adaptations
 - External services and / or providers for financial advice and support
- 6.24 Each service area will consider what support, consideration or variation in usual service provision is appropriate for vulnerable tenants. This section will provide an overview of the types of adjustments each housing-related service area can make.

Complaints process

- 6.25 We will make reasonable adjustments to our complaints service and processes where necessary, ensuring vulnerable tenants receive equal access and are not disadvantaged because of their vulnerability when accessing any one of our services. All adjustments will be made in accordance with the Council's [Complaints Policy](#).
- 6.26 Types of reasonable adjustments we may make include:
- Using the tenant's preferred form of communication throughout the duration of the complaint.
 - We will not request a complaint to be made in writing where this presents a barrier or disadvantage to the tenant or leaseholder due to their disability of additional needs.
 - Extension for any time limits (where it is lawful to do so).
 - Provide information in alternative formats (e.g., Braille and large print).

Communications

- 6.27 The Council communicates with tenants using a variety of methods, including:
- In person, which includes home visits or booked officer appointments

- Phone
 - Letters
 - Email
 - Keep Me Posted bulletins
 - Text messaging
 - Social media
 - Reports
 - The Council website
- 6.28 The tenant will be asked at the earliest opportunity if they have any support needs and / or any communication preferences but also at other opportunities throughout their tenancy term. This ensures that Housing Services are always communicating with the tenant effectively and where appropriate in their preferred method of contact.
- 6.29 Tenants can request that correspondence is sent to someone who has 'delegated authority' to act on their behalf.
- 6.30 Communication preferences will be recorded onto our internal systems and will be used to meet the tenants' specific needs through the duration of their tenancy.
- 6.31 Tenants can update their communication preference at any time should they wish to change this. Officers will also regularly check that our internal systems have the correct communication preferences, and that the information held is up to date.

Allocations and lettings

- 6.32 When allocating our homes, we will review any information we receive on vulnerability to help ensure that an offer of housing is right for the individual and their family, as a commitment to longer-term tenancy sustainment. All determinations on housing priority due to an applicant's vulnerability will comply with our Housing Allocation Policy.
- 6.33 When we let a property, new tenants will be given the opportunity at the sign-up stage to tell us about their needs, the needs of any vulnerable household members (see 6.8), and any existing care and support services received. Where appropriate adjustments can be made by Officers to accommodate the vulnerable tenant and household member. Examples of adjustments include, but are not limited to:
- Providing documents in a format that the tenants understand.
 - Communicating with tenants and applicants in their preferred method of contact.
 - Speaking with tenants in person about their tenancy.

These are just some of the adjustments we can make, however, we will adjust our support based on the requirements of the individual(s). We may also make a referral to an external support agency for further advice and support; however, this will only be done with the vulnerable tenant's permission.

- 6.34 We will ensure that any new prospective tenant is able to understand the following when entering into a tenancy agreement:
- Their obligation to pay rent as a tenant and to occupy and maintain the interior of the property;
 - The landlord's obligations, e.g., to maintain the property; and

- That failure to keep to the terms of the tenancy agreement may mean that enforcement action is taken. This may involve legal action resulting in repossession of the property and the tenant being evicted.

6.35 We will ensure that information and documentation pertaining to the tenancy agreement is in a format that is both easily accessible and understood by the vulnerable tenant.

Arrears and income collection

6.36 All tenants must pay their rent or service charge or both on time, as this is a condition of their Tenancy Agreement. Advice and support are available to tenants who struggle to make these payments on time. The Council will sign-post tenants to external support and advice services to seek assistance, such as from the Citizens Advice Bureau (CAB), debt advice agencies or other appropriate agencies.

6.37 We recognise that many vulnerable tenants may well have other financial problems and / or difficulties with budgeting as a result of a disability or their current circumstances. In these situations, tenants will be referred to Benefit and Money Advisors who will:

- Complete a full benefit review to ensure that tenants are in receipt of their correct entitlements and can support them with any applications for other welfare benefits.
- Offer advice on current schemes to help those on low incomes with their utility bills and low tariff options.
- Carry out these services in the tenant's home, preferred location or remotely, using the communication method that most suits them.
- Make referrals to the most appropriate support services/agencies both local and national, with the agreement of the tenant.
- When necessary, work intensively with the tenant over a longer period of time.
- Support or complete applications for grants, financial support and discretionary housing payments, where appropriate.
- Update the case file if details of any vulnerability and/or support needs are missing, incorrect or outdated.
- Liaise with the Income Collection Officer regarding the arrears/court process when appropriate.
- Complete a benefit review for every new tenant following sign up and identify any vulnerability.

Repairs and maintenance

6.38 We recognise that vulnerable tenants may find it more difficult to cope if something goes wrong in their home and where maintenance and / or a repair are required.

6.39 When a tenant contacts the Council to request a repair or service, the contact centre will:

- When made aware by a tenant about a vulnerability, ensure that this is appropriately flagged on our internal systems;

- Update the case file if details of any vulnerabilities and / or support needs are missing, incorrect or outdated; and
- Ensure that the repairs and maintenance team or contractor is aware that the tenant is vulnerable and / or has support needs so that the repair service can be adapted to meet their needs.

If the contact centre is unable to update and / or flag a tenant's vulnerability on their file, information about the vulnerability should be securely shared with the Housing Officer so that it can be appropriately recorded. In these occasions, the contact centre should inform the tenant that this is what they will do.

6.40 In circumstances where a tenant is vulnerable, the Council may:

- Schedule the repair faster than is normal, particularly if the repair will have a detrimental impact to the vulnerable tenant if it is not repaired urgently. By 'normal' we refer to the normal service response timescales for repairs as shown on our [website](#).
- Provide appropriate assistance or guidance for customers in carrying out repairs that are the tenant's responsibility.
- Where necessary, ensure that a Housing Officer is present when the repairs are carried out.

6.41 If the tenant's vulnerability is preventing the Council and / or our contractors from entering the property to carry out and complete the repair, we will work with the tenant to make adjustments that are reasonable and justified while allowing us to carry out the repair work.

Anti-social behaviour

6.42 Officers will at all times comply with our Anti-Social Behaviour and Hate Crime Policy when resolving incidents of anti-social behaviour.

6.43 The Council have adopted the definition of Anti-Social Behaviour (ASB) used in Section 2 of the Anti-Social Behaviour Crime and Policing Act 2014, which states that ASB refers to:

- Conduct that has caused or is likely to cause, harassment, alarm, or distress to any person; or
- Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises; or
- Conduct capable of causing housing-related nuisance or annoyance to any person.

6.44 We recognise that some vulnerable tenants may act in an anti-social way due, or due in part, to behaviours related to their vulnerability. When anti-social behaviour is reported, Officers should endeavour to evidence any vulnerabilities and record them on either the complainant's and / or perpetrator's files. This is so that when Officers investigate allegations, they are well informed and can do so objectively in line with the Anti-Social Behaviour and Hate Crime Policy.

6.45 While we recognise that a tenant's vulnerability may be, or may in part be, a relevant consideration in respect of their alleged anti-social behaviour, any adjustments made

to housing-related services in no way means that we excuse any alleged anti-social behaviour by the tenant. Neither does it mean that we will not pursue tenancy enforcement action for anti-social behaviour in line with the Anti-Social Behaviour and Hate Crime Policy.

Victims / survivors of domestic abuse

- 6.46 We understand that victims / survivors of domestic abuse may need additional support and may require adjustments to how we provide our services. Some of the adjustments we may make include:
- Where appropriate only contacting them on their chosen / preferred method of contact.
 - Arranging to meet them at places they feel safe.
 - Only Officers of the same sex to contact, support and advise.
- 6.47 These are some of the common adjustments requested by victims / survivors, however we understand that not all victims / survivors require the same level of support, and we will tailor our support and adjustments to the needs of the individual on a case-by-case basis.
- 6.48 In carrying support and setting adjustments, Officers will comply with our Domestic Abuse (Housing) Policy which provides a framework of how and what we will do to support victims / survivors of domestic abuse and our Safeguarding Policy.

7. Safeguarding

- 7.1 Every effort is made to ensure that vulnerable tenants are kept safe from harm and abuse. All Officers will comply with the Council's Safeguarding Policy when dealing with concerns for the wellbeing and safety of a vulnerable tenant. The Council has assigned Designated Safeguarding Officers (DSO) who are trained to deal with safeguarding incidents for both adults and children.
- 7.2 Officers are also trained on safeguarding issues and are aware of the correct processes for reporting any safeguarding concerns, whether for a vulnerable adult or child, and work closely with DSOs to ensure that vulnerable individuals are supported.

8. Implementation, monitoring, and review

- 8.1 Line managers and team leaders will be responsible for ensuring that their staff comply with the provisions within this Policy. Training and procedures will be provided for Officers to ensure they are aware of their responsibilities and our expectations on staff conduct when supporting vulnerable tenants.
- 8.2 This policy will be regularly monitored to ensure that it is reflective of current operational practices and is working effectively to support vulnerable tenants.

- 8.3 This policy will formally be reviewed every 3 years, or in response to relevant changes in legislation, regulation, changes to organisational structure or processes, and / or good practice.
- 8.4 Any minor amendments to the policy will be made through delegated approval. Any significant changes made as a result of changes to our operational processes, Council strategy or Government legislation or regulation will be made through our internal governance process and approved by Cabinet. Any significant changes will be consulted on before a decision is taken to implement them.

9. Complaints

- 9.1 The Council's definition of a complaint is:
- "An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or a group of residents."*
- 9.2 The Council takes complaints made about any service it provides, officers who work for the Council or contractors who provide our services, seriously. If a tenant or leaseholder wishes to make a complaint about the service they have received, a Council officer or contractor, they can be made:
- In writing (letter or email)
 - Using our online complaint form
 - Using the Council's Complaint Leaflets (these are available at the Council's office reception, or they can be posted to the tenant / leaseholder)
 - Via telephone; or
 - In person by an appointment
- 9.3 Reasonable adjustments can be made during the complaints process for vulnerable tenants (please see 6.23 & 6.24).
- 9.4 All complaints received will be dealt with in accordance with the Council's Complaints Policy and Procedure. More information about how to make a complaint can be found on our website: [If you are unhappy \(dover.gov.uk\)](https://www.dover.gov.uk/if-you-are-unhappy).

10. Equality and diversity

- 10.1 The Council is committed to promoting equality of opportunity and to eliminating unlawful discrimination on grounds of race, age, disability, gender, sexual orientation, religion or belief, financial status and any other differences that can lead to discrimination or unfair treatment considering the principles of the Equality Act 2010. Please see our [Equality Policy](#) for more details.
- 10.2 The provisions of this policy aim to make a positive impact to all vulnerable tenants, including those who have one or more protected characteristics.
- 10.3 A full Equality Impact Assessment (EIA) was conducted for this policy in accordance with our Public Sector Equality Duty (PSED) when carrying out our public duties (s149

of the Equality Act 2010). The EIA has identified no negative impacts as a result of the Policy's implementation, and therefore there is no requirement at this time for mitigative actions to be put into place.

11. Data privacy and confidentiality

- 11.1 Information pertaining to a tenant's (or a member of their household) vulnerability will be kept confidential, and only accessible by staff who are required to know. To ensure that we provide a consistent and human-centric service to vulnerable tenants, we may on occasion need to inform other staff, such as maintenance contractors working on our behalf, of any adjustments that are required.
- 11.2 All data captured in relation to the provision of housing-related services as identified in this policy and other housing-related policies will be used in accordance with the functions as outlined by the Council's [Housing Service Privacy Notice](#).

12. Version control

	Date required	Completed	Completed by
Policy adopted	N/a		Rachel Collins, Head of Housing Perry DeSouza, Senior Housing Policy Officer
Review required			
Review required			
Review required			
Review required			



Equality Impact Assessment

Vulnerable Tenant Policy

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Document details

Title	Vulnerable Tenant Policy
Document type	Policy
Version submitted for decision	1.0
New or Existing document	New
If this is an existing document, is this a major or minor change?	n/a
Decision makers	Cabinet
Type of decision	Approval and implementation
Date of decision	8 April 2024

Responsible department	Housing Services
Are other departments or partners involved in delivering this strategy, policy, plan, or project? If 'Yes' please provide details.	<p>Yes</p> <p>Officers in the following teams will be involved to some extent in the Policy's implementation and delivery:</p> <ul style="list-style-type: none"> • Housing Management • Housing Options • Property Services • Legal • Corporate Services (complaints handling & equality)

Contact Officer: Perry DeSouza, Senior Housing Policy Officer (ext. 42137)

1.0 Purpose of the Equality Impact Assessment

The Equality Act 2010 replaced the previous anti-discrimination laws with a single Act simplifying the law by removing inconsistencies, making it easier to understand and therefore comply with it, and strengthens it to help tackle discrimination and inequality. The Act came into force on 1 October 2010.

The Public Sector Equality Duty (PSED) came into force on 5 April 2011. The duty ensures that all public bodies, including Dover District Council (“the Council”):

- play their part in making society fairer by tackling discrimination and providing equality of opportunity for all; and
- consider the needs of all individuals in their day-to-day work, in shaping policy, delivering services and in relation to their own employees.

PSED encourages public bodies to understand how different people will be affected by their activities so that policies and services are appropriate and accessible to all and meet the needs of different groups of people. Where activities may have an impact to one particular group of people, public bodies are required to identify mitigations that will either lessen the impact or provide an alternative solution to meet the needs of that particular group.

By understanding the effect our activities have on different groups of people, and how making our services inclusive can support and increase people’s opportunities, the Council will be better placed to deliver policies and services that are efficient and effective.

This Equality Impact Assessment (EIA) helps the Council to ensure that we fulfil our legal obligations as per the PSED and to have due regard to:

- a) Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- b) Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
- c) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

2.0 Applicable legislation and regulations

The following legislation and regulations apply to the proposed policy:

- Equality Act 2010
- Tenant Involvement and Empowerment Standard (Regulator for Social Housing)
- Complaint Handling Code 2024 (Housing Ombudsman)

The following Council documents relate to this policy:

- Tenancy Management Policy
- Disabled Adaptations Policy
- Complaints Policy
- Safeguarding Policy

3.0 Summary

3.1 General

Dover District Council (“the Council”) is committed to ensuring that housing services are easily accessible to all our residents, including those with complete and / or additional support needs because of an identified vulnerability.

The Housing Service already document and record where a tenant’s vulnerabilities may require adjustments to services or additional support. This can be recorded throughout the tenancy. Housing Management may also be made aware of vulnerabilities through the Housing Options team via homelessness applications, and from other landlords when a tenant is transferring to a Council property.

The Council does not have an established Vulnerable Tenant Policy that explains to staff, existing tenants, and prospective tenants about what reasonable adjustments Housing Management can make to support equal access to housing services. The Policy, therefore, simply codifies current operational practices.

3.2 Defining vulnerability

The Policy acknowledges that ‘vulnerability’ can (1) be changeable and influenced by various factors and experiences, and (2) may not be a constant state but can occur at different points in a person’s life that may require adjustments to be made to the services we provide.

The Council’s definition of vulnerable does not assume that entire groups of people are vulnerable (i.e., age or disability), but highlights that some residents may be vulnerable and may require adjustments to have equal access to our services to help them sustain their tenancy or home. Additionally, adjustments made may be for a short time or may be required for the entirety of the tenancy period.

Where we are required to make reasonable adjustments due to a legal duty we will do so in cooperation with the tenant.

3.3 Defining 'adjustment'

'Adjustments' pertaining to the Vulnerable Tenant Policy refer to changes made to housing-related services to enable equal access for vulnerable tenants. The Council will adhere to the Equality and Human Rights Commission guidance that adjustments must be both 'reasonable' and 'justifiable'.

4.0 Information

4.1 Aim of the decision

The aim of this decision is for Cabinet to approve the implementation of the proposed Vulnerable Tenant Policy that takes account of the Council's responsibility for ensuring that tenants have equal access to the services we provide made through reasonable adjustments.

The Policy will provide clear guidance to staff to enable them to provide a consistent approach to supporting the needs of vulnerable tenants.

4.2 Aim of the policy

The key priorities of the policy are to:

1. Ensure that existing and new tenants are supported by the Council to have equal access to services through reasonable adjustments.
2. Staff approach to identifying, recording, and supporting vulnerable tenants in a competent and consistent manner.
3. Ensure the Council complies with its regulatory and legal duties as stated in the Tenant Involvement and Empowerment Standard, the Equality Act 2010 and the Human Rights Act 1998.

4.3 Intended outcome(s)

The intended outcomes of the policy would be:

1. Tenants feel supported by the Council to access housing related services.
2. Housing staff can confidently identify, record, and make adjustments so that vulnerable tenant can access our services equally.
3. Housing staff make informed decisions regarding adjustments to services that complies with current legislation and regulation.

4.4 Consultations

Members of the Dover District Tenant Group (DDTG) were consulted on the draft content of the Policy on <>. The feedback received has been carefully assessed and used to inform the development of the Policy. In general:

- <insert comments / feedback>

4.5 Intended beneficiaries

The intended beneficiaries of this policy are existing and new Council tenants (including tenants in Temporary Accommodation), prospective tenants, and homeless applicants.

4.6 Main stakeholders

The main stakeholders in relation to this policy are:

- Existing and prospective Council residents
- Council staff
- Councillors

5.0 Assessment of the decision

The table below assesses if the decision is likely to be relevant to the three aims of the Equality Duty.

If the decision is relevant to the three aims of the Equality Duty, the Impact and Mitigations table must be completed to show how it is relevant and what the impact(s) will be.

Aim	Relevance Yes/No
Eliminate discrimination, harassment, victimisation.	Yes
Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not.	Yes
Foster good relations between persons who share relevant protected characteristics and persons who do not share it.	Yes

6.0 Impact and Mitigations

Characteristic	Relevance High/Medium/Low	Impact of the decision Positive/Neutral/ Negative	Reasons for impact	Mitigations
Age	High	Positive	The Policy will have a positive impact to existing and prospective tenants since it prescribes the use of reasonable adjustments to services where the tenant has been identified as vulnerable.	No mitigations are required currently.
Disability	High	Positive	The Policy will have a positive impact to existing and prospective tenants since it prescribes the use of reasonable adjustments to services where the tenant has been identified as vulnerable.	No mitigations are required currently.
Gender	High	Positive	The Policy will have a positive impact to existing and prospective tenants since it prescribes the use of reasonable adjustments to services where the tenant has been identified as vulnerable.	No mitigations are required currently.
Gender reassignment	High	Positive	The Policy will have a positive impact to existing and prospective tenants since it prescribes the use	No mitigations are required currently.

			of reasonable adjustments to services where the tenant has been identified as vulnerable.	
Marriage and Civil Partnership	High	Positive	The Policy will have a positive impact to existing and prospective tenants since it prescribes the use of reasonable adjustments to services where the tenant has been identified as vulnerable.	No mitigations are required currently.
Pregnancy and Maternity	High	Positive	The Policy will have a positive impact to existing and prospective tenants since it prescribes the use of reasonable adjustments to services where the tenant has been identified as vulnerable.	No mitigations are required currently.
Race	High	Positive	The Policy will have a positive impact to existing and prospective tenants since it prescribes the use of reasonable adjustments to services where the tenant has been identified as vulnerable.	No mitigations are required currently.
Religion, Belief or Lack of Belief	High	Positive	The Policy will have a positive impact to existing and prospective tenants since it prescribes the use of reasonable adjustments to services where the tenant has been identified as vulnerable.	No mitigations are required currently.

Sexual Orientation	High	Positive	The Policy will have a positive impact to existing and prospective tenants since it prescribes the use of reasonable adjustments to services where the tenant has been identified as vulnerable.	No mitigations are required currently.
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Subject:	DEAL BEACH MANAGEMENT PLAN 2023/24-2025/26
Meeting and Date:	Cabinet - 8 April
Report of:	David Parish, Head of Property Assets
Portfolio Holder:	Councillor Charlotte Zosseder, Portfolio Holder for Community and Corporate Property
Decision Type:	Key Decision
Classification:	Unrestricted
Purpose of the report:	<ul style="list-style-type: none"> • Seek Cabinet approval to accept Environment Agency capital grant funding to the sum of £449,000 for the period 2023/24 to 2025/26. • Seek Cabinet approval to undertake coastal protection works on the sea defences between Oldstairs Bay and North Deal (Sandown Castle).
Recommendation:	<p>Cabinet approves the following actions:</p> <ol style="list-style-type: none"> 1. Acceptance of a Flood and Coastal Risk Management Capital Grant from the Environment Agency, and management of the coastline in accordance with the Isle of Grain to South Foreland Shoreline Management Plan. 2. Procurement of the coastal protection works under the select tender framework of the East Kent Engineering Partnership.

1. Summary

A Business Case has recently been prepared by the East Kent Engineering Partnership in consultation with Dover District Council and the Environment Agency. The business case outlines indicative standards of beach protection against the risk of coastal flooding. This proposes a 2-year beach management plan to address the recent beach erosion along the Walmer and Deal frontages. Necessary beach recycling works have been identified along the following stretches of beach: Kingsdown (Wellington Parade) and Deal (Deal Pier to Sandown Castle). The beach monitoring team have evidenced accreted areas that can be recycled from whilst maintaining a consistent level of flood protection. This will benefit over 3000 residential properties and 200 non-residential properties within the Deal flood plain.

2. Introduction and Background

- 2.1 A Cabinet report (CAB 45) was approved on 6 November 2023 to instruct the East Kent Engineering Partnership to conduct a study and business case on the coastal frontage from Old Stairs Bay to Sandown Castle (North Deal). After consultation with the Environment Agency an application was made for a 2-year Flood and Coastal Risk Management Capital Grant. In addition to this Dover District Council will then synchronise with the Environment Agency's 5-year capital investment programme.

This will result in a fresh Assets and Adaptation Plan being undertaken in 2024/25 to inform future management of the frontage.

- 2.2 The Environment Agency 2-year capital grant will support Dover District Council in its beach monitoring and maintenance programme in meeting the policies of the Shoreline Management Plan (Isle of Grain to South Foreland). For this given frontage the policy identifies the primary defences with “hold the line”, otherwise known to be maintaining or changing the standard of flood protection. This is conducted by firstly reshaping the beaches and or recycling beach from accreted areas to replenish areas of beach that have fallen below the expected level of protection.

- 2.3 Following recent beach monitoring, areas of beach have been identified to recycle from with necessary machinery to then replenish vulnerable sea defences that have fallen below the expected levels of flood protection or which are required to protect the primary sea defence (seawalls and beach groynes). The initial key areas of focus following winter storms will be Kingsdown timber groyne field, Wellington Parade beach and Deal beach (Deal Pier to Sandown Castle). As part of these works Natural England and the Marine Management Organisation will be consulted or notified of any future scheduled works.

3. Identification of Options

- 3.1 Option 1 – Do nothing.
- 3.2 Option 2 – To accept the funding from the Environment Agency and manage the coastline in accordance with the Isle of Grain to South Foreland shoreline management plan.

4. Evaluation of Options

- 4.1 Option 1 – Not to undertake any beach management, leaving the frontage from Old Stairs Bay to North Deal in its current state. This is not the preferred option due to the certain risk of further erosion causing coastal flooding and damage to the sea defences at Kingsdown and Deal.
- 4.2 Option 2 – Looks to accept the funding from the Environment Agency and deliver the objectives outlined in the 2-year beach management plan. **This is the officer recommendation**, allowing the Council to maintain its sea defences and reduce the risks of coastal flooding.

5. Resource Implications

The funding for the beach management plan is to be fully financed by the Environment Agency over a period of 2 years from 2023/24 to 2025/26. The total sum of the approved grant aid funding equates to £449k to be claimed over the 2 financial years.

6. Climate Change and Environmental Implications

- 6.1 The proposed works still look to recycle beach from existing frontages as opposed to dredging beach material from offshore sources. Whilst beach dredging is considered the most detrimental method this often requires further machinery and large-scale sieving processes to obtain the correct design of beach. Consequently, beach recycling locally is still considered as having the least effect on the environment.

7. Corporate Implications

- 7.1 Comment from the Section 151 Officer: Accountancy has been consulted on the report and have no further comments to add.
- 7.2 Comment from the Solicitor to the Council: The Solicitor to the Council has been consulted in the preparation of this report and has no further comments to make.
- 7.3 Comment from the Equalities Officer: This report seeking approval to accept the funding from the Environment Agency and manage the coastline in accordance with the Isle of Grain to South Foreland shoreline management plan does not specifically highlight any equality implications. In discharging their duties members are required to comply with the public sector equality duty as set out in Section 149 of the Equality Act 2010 <http://www.legislation.gov.uk/ukpga/2010/15/section/149>.
- 7.4 Comment from Climate Change Officer: The possible Scope 3 emissions from these essential works will be reviewed once data allows and if required added to future council GHG reporting.

8. Appendices

Appendix 1 – Environment Agency Award Letter

9. Background Papers

Isle of Grain to South Foreland SMP 2010

Contact Officer: Keith Watson - Ext 2399; Keith.Watson@dover.gov.uk

Our Ref: CPW3784

Your Ref:

Date: 06/02/2024

Mr Keith Watson
Coastal Engineer
Dover District Council
White Cliffs Business Park,
Whitfield,
Dover
CT16 3PJ

Dear Keith

The Flood & Water Management Act 2010
Approval of Application
Dover DC - Deal Beach Management (2yr approval)

I refer to your application for Flood and Coastal Risk Management Capital Grant for the above works. I am pleased to advise you that your submission has been approved with a total project value of £553,000. The approval of the application is subject to the terms and conditions of the Grant Memorandum 2016.

The specific grant scheme number issued for this project is **CPW 3784** and should be quoted in all future correspondence.

The approved sum is calculated as follows:

Project Summary	Estimated cost £
Total Project Value	£553,000
Less Partnership Funding Contributions	£553,000
Less Contingency	£449,000
Total approved funding allocation	£553,000

Funded by:	Cost £
FCERM Capital Grant	£449,000
Local Levy	

In line with Defra's Investment Plan "reducing the risks of flooding and coastal erosion" https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/389789/fcerm-investment-plan-201412.pdf we would like to draw your attention to the 6-year plan allocation

conditions which require FCERM GiA projects to attract 15% partnership funding contributions, realise 10% efficiency savings and contribute towards the 300,000 houses target over those six years. Please refer to your local FCERM contact for more information.

The allocation for the project is to be claimed in accordance with the Grant Memorandum 2016. The approved business case contained estimates of possible contingency; this is not allocated but is managed centrally by the Environment Agency. This enables more schemes to be funded. If you need to call down sums from the contingency included within the above project value, please do so by submitting an FCERM 4 – Variation Order to your local Area Manager. In the first instance you are expected to take into account any efficiency savings released in order to meet the 10% condition of funding before claiming the contingency for the project.

To help us manage capital grant payments, we need to understand the amount of grant that all authorities will be claiming. At the start of each financial year, you will have to fill in an FCERM 6 form, which sets out proposed claim dates and their expected values for all your projects. If these dates or amounts change within a financial year by more than £100,000, you must send us an amended FCERM6 as soon as possible. When you send us an FCERM4, you should also send an updated claim profile with it.

From time to time we could ask for information on the position on the progress of the work, such as estimated dates the work will be completed and estimates of grant claims, dates and values, to help our financial and other planning.

Please note that to draw down approved grant you should send FCERM 3 interim grant claim form(s) to the Grant Administration Team laidbfinance@environment-agency.gov.uk. Once the project is completed please send an FCERM 8 – project closure report. You must also fill in an FCERM 5 -final statement of account within 2 years of the end of the project.

Yours Sincerely;

A handwritten signature in black ink, appearing to read 'Mark Douch', with a horizontal line underneath.

Mark Douch
Area Flood and Coastal Erosion Risk Manager, KSLES.
Environment Agency

Subject:	RENOVATION OF FORMER HAIR SALON TO PROVIDE EXTENDED FACILITIES FOR CROSSLINKS YOUTH & COMMUNITY HUB AT 9 SHERIDAN ROAD, DOVER
Meeting and Date:	Cabinet – 8 April 2024
Report of:	David Parish, Head of Property Assets
Portfolio Holder:	Councillor Charlotte Zosseder, Portfolio Holder for Community and Corporate Property
Decision Type:	Non-Key Decision
Classification:	Unrestricted
Purpose of the report:	To update Cabinet on progress with the project to undertake works to the shops at Nos 9 and 13 Sheridan Road, Dover to support the work of the Crosslinks Community Hub and seek approval for the proposed concessionary rent arrangements.
Recommendation:	<ul style="list-style-type: none"> (a) To note that tenders have been sought for the works involved and that the Strategic Director (Place and Environment) will shortly be awarding the contract for the refurbishment work to the premises following review of the tenders. (b) To approve a Grant of Concessionary Rental to Crosslinks Community Hub in the sum of £4,650 per annum in respect of the rent for 13 Sheridan Road. (c) To approve an increase in the Grant to Crosslinks Youth & Community Hub in respect of the rent for 9 Sheridan Road from £3,250 to £4,350 per annum.

1. Summary

- 1.1. This report updates Cabinet on the current situation regarding units 9 and 13 Sheridan Road, with authorisation shortly being granted by the Strategic Director (Place and Environment) to award the main works contract, approve a grant increase to number 9 and a new grant to number 13 as detailed. These works will provide a larger facility for Crosslinks Youth & Community Hub who already occupy 9 Sheridan Road. The works will benefit the wider community by increasing activities and training available, create a more attractive shopfront, improve visual amenity, help reduce vandalism and stop the building falling into further disrepair.

2. Introduction and Background

2.1 At Cabinet on 6 November 2023 (CAB 44) it was agreed:

- (a) That the use of £80,000 from the Special Reserve Fund for Corporate Assets Repairs and Maintenance for works at 9 and 13 Sheridan Road be approved.
- (b) That the transfer of two disused housing stores adjoining 13 Sheridan Road for use by the Crosslinks Youth & Community Hub be approved.
- (c) That the grant of a lease for 13 Sheridan Road to Crosslinks Youth & Community Hub for a 5-year term, and the early renewal of the lease for 9 Sheridan Road to Crosslinks Community Hub, to align with the above term, be approved.
- (d) That the Strategic Director (Place and Environment) be authorised to agree the terms of the leases.

2.2 The recent rent review of 9 has concluded that the current rent is lower than market value and therefore will need to be increased to £4,350 (an additional annual sum of £1,100) on renewal of the lease. Approval was given by Cabinet at the meeting on 4 March 24 (CAB 84) to award Cross Links a Grant of Concessionary Rental for the sum of £3,250 for 9 Sheridan Road but we are seeking approval for the increase in grant funding to £4,350 in order to cover the revised rent.

2.3 The review for the Heads of Terms for 13 Sheridan Road concluded the market rental value is £4,650 and we are seeking grant funding to the same amount.

2.4 In respect of 2.2 and 2.3 the Council's Principal Valuer confirms the rents represent the best consideration reasonably obtainable.

2.5 Tenders have been sought to carry out the refurbishment works and are expected to come back in the region of £130,000; this figure will be updated when the tender evaluations are complete.

3. Identification of Options

3.1 Option 1: To proceed and deliver all aspects of the works detailed in this report

3.2 Option 2: Not to proceed with the works and leave the shop unit vacant.

4. Evaluation of Options

4.1 Option 1 is the recommended option. The Crosslinks Youth & Community Hub is a key asset in the Buckland ward as well as the Dover District with youth groups in general; therefore, the proposed renovation to both shops will enhance youth facilities and benefit the community by providing additional training and core skills within a working environment.

4.2 Option 2 – Is not the recommended option as it fails to take advantage of a good opportunity to enhance communal facilities within the Buckland area. Without the use of the additional building, it would limit what the Crosslinks Youth & Community Hub can provide and the extra services that the community are in desperate need of.

4.3 The vacant commercial unit at 13 Sheridan Road would remain untenanted and at risk of future vandalism, fly tipping and general disrepair with no other tenancy interest at the time of this report.

We have also received a letter from planning regarding the present state of the frontage to number 13 with a possible improvement notice being served.

5. Resource Implications

- 5.1 The new lease following the renovation of 13 Sheridan Road would result in a vacant facility being taken on and reduce the liability to the Council.
- 5.2 The proposed expenditure for the overall refurbishment project is £130,000 with the funding coming from various sources as below:
- £80,000 from the Special Reserve Fund for which approval was given by Cabinet at the meeting on 6.11.23 (CAB 44 6.11.23); to carry out refurbishment works at 9 and 13 Sheridan Road to extend the existing Crosslinks Youth & Community Hub across units 9 and 13 Sheridan Road.
 - £25,000 funding (as reported at CAB 44 6.11.23) from Crosslinks to carry out refurbishment works to 9 Sheridan Road in conjunction with the refurbishment of 13 Sheridan Road. This funding is to be invoiced to Crosslinks on award of the main works contract.
 - £5,000 from the insurance claim for vehicle damage to the rear wall of 13 Sheridan Road (as reported at CAB 44 6.11.23).
 - £20,000 from the HRA budget for the urgent works required to the walkway serving the Council owned dwellings above 9 and 13 Sheridan Road. These urgent works are required to stop continued water ingress into the newly refurbished commercial units.

6. Climate Change and Environmental Implications

- 6.2 Where possible long lasting or recyclable materials will be explored for work, thus contributing to the Council's Climate Change objectives including appropriate insulation to the new roofing system on the rear courtyards, new LED lights to replace existing system and double glazing to the new shop fronts for increased energy efficiency measures.
- 6.3 The Council will continue to work with Crosslinks Community Centre to find suitable solutions for Low carbon heating system.

7. Corporate Implications

- 7.1 Comment from the Director of Finance (linked to the MTFP): Members are reminded that the Council's revenue and capital resources are under pressure and so they will wish to assure themselves that all proposals progress the Council's priorities, are the best option available and will deliver value for money (AC)
- 7.2 Comment from the Solicitor to the Council: The Solicitor to the Council has been consulted in the preparation of this report and has no further comments to make.
- 7.3 Comment from the Equalities Officer: This report seeking approval to award the Sheridan Road shop refurbishment contract, approve a grant increase to number 9 and a new grant to number 13, does not specifically highlight any equality implications. In discharging their duties members are required to comply with the public sector equality duty as set out in Section 149 of the Equality Act 2010 <http://www.legislation.gov.uk/ukpga/2010/15/section/149>
- 7.4 Other Officers (as appropriate):

8. Appendices

None.

Background Papers

Relevant papers on Property Services file – Sheridan Road Shops, Crosslinks

Contact Officer: Kieron Burrett – 01304 872442 kieron.burrett@dover.gov.uk
Keith Read – 01304 872086 Keith.read@dover.gov.uk

DOVER DISTRICT COUNCIL

NON-KEY DECISION

EXECUTIVE

CABINET – 8 APRIL 2024

EXCLUSION OF THE PRESS AND PUBLIC

Recommendation

That, in accordance with the provisions of the Local Authorities (Executive Arrangements) (Access to Information) (England) Regulations 2000, the public be excluded from the remainder of the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in the paragraph of Schedule 12A of the 1972 Act set out below:

<u>Item Report</u>	<u>Paragraph Exempt</u>	<u>Reason</u>
External Print Procurement for Elections and Electoral Registration	3	Information relating to the financial or business affairs of any particular person (including the authority holding that information)
Dover District Crematorium Project	3	
Dover Town Centre Regeneration – Regional Capacity Building Grant for Dover’s Western Heights	3	
Dover Town Centre Regeneration – Roman Painted House and Roman Lawn, Dover	3	
Your Leisure Additional Funding	3	

Document is Restricted

Document is Restricted

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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Agenda Item No 10

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Agenda Item No 12

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