

# Public Document Pack



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25 October 2024

Dear Councillor

NOTICE IS HEREBY GIVEN THAT a meeting of the **CABINET** will be held at these offices (Council Chamber) on Monday 4 November 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](mailto:democraticservices@dover.gov.uk).

Yours sincerely

A handwritten signature in black ink, appearing to read "Nicky", written over a white background.

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
E A Biggs	Portfolio Holder for Planning and Built Environment
S B Blair	Portfolio Holder for Finance, Governance, Climate Change and 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 6-17)

The decisions of the meeting of the Cabinet held on 7 October 2024 numbered

CAB 39 to CAB 50 (inclusive) are attached.

4 **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.

- a Public Petition - Retention of our Green Space in Front of Sandown Castle, Deal (Page 18)

To consider the attached recommendation of the Overview and Scrutiny Committee.

## **EXECUTIVE - KEY DECISIONS**

5 **REVIEW OF ON-STREET PARKING PERMIT SCHEME** (Pages 19-22)

To consider the attached report of the Head of Finance and Investment.

Responsibility: Portfolio Holder for Community and Corporate Property

6 **TENANT ENGAGEMENT EXPENSES AND INCENTIVE POLICY** (Pages 23-48)

To consider the attached report of the Head of Housing.

Responsibility: Portfolio Holder for Housing, Skills and Education

7 **EXCLUSION OF THE PRESS AND PUBLIC** (Page 49)

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 **AWARD OF CONTRACT FOR PROVISION OF A SALARY SACRIFICE LEASE CAR SCHEME** (Pages 50-53)

To consider the attached report of the Head of Human Resources, Payroll and Corporate Communications

Responsibility: Leader of the Council

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Large print copies of this agenda can be supplied on request.

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: 9 October 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, 7 October 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, 15 October 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 black 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, 7 October 2024 at 6.00 pm

Present:

Chairman: Councillor K Mills

Councillors: E A Biggs  
S B Blair  
P M Brivio  
J L Pout  
C D Zosseder

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

Officers: Strategic Director (Corporate and Regulatory)  
Strategic Director (Finance and Housing)  
Strategic Director (Place and Environment)  
Head of Parks, Open Spaces and Countryside Management  
Head of Planning and Development  
Head of Property Assets  
Senior Housing Policy Officer  
Principal Planned Works Officer  
Planning Policy and Projects Manager  
Planning and Section 106 Monitoring Officer  
Planning Policy Team Leader  
Head of Corporate Services and Democracy

**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 39 7.10.24 Open  <b>Key Decisions</b> No  <b>Call-in to apply</b> Yes  <b>Implementation Date</b> 15 October 2024	<u>APOLOGIES</u>  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 40 7.10.24 Open  <b>Key Decisions</b> No  <b>Call-in to apply</b> Yes  <b>Implementation Date</b>	<u>DECLARATIONS OF INTEREST</u>  There were no declarations of interest.	None.	To note any declarations of interest.	

15 October 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 41 7.10.24 Open  <b>Key Decisions</b> No  <b>Call-in to apply</b> Yes  <b>Implementation Date</b> 15 October 2024	<u>RECORD OF DECISIONS</u>  It was agreed that the decisions of the Cabinet meeting held on 2 September 2024, as detailed in decision numbers CAB 28 to CAB 38, 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 2 September 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 42 7.10.24 Open  <b>Key Decisions</b> No  <b>Call-in to apply</b> Yes  <b>Implementation Date</b>	<u>MOTION FROM FULL COUNCIL</u>  It was agreed that the Overview and Scrutiny Committee's recommendation, made at its meeting held on 9 September 2024 (Minute No. 43), be approved as follows:  That a six-week campaign be run to encourage people to get involved in local democracy at all levels with the aim of achieving a more diverse range of candidates for election to parish and district councils. This campaign should be low cost and include the following:  (a) PR/Social media promotion and posters in support of the	None.	The Overview and Scrutiny Committee, at its meeting held on 9 September 2024, made recommendations to the Cabinet in respect of a motion made by full Council at its meeting held on 1	

15 October 2024	<p>campaign</p> <p>(b) Engagement at local community events and the Council's jobs and skills fairs</p> <p>(c) Promotional material at Council-organised events and on the Community Roots bus</p>		March 2023.	
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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 43 7.10.24 Open</p> <p><b>Key Decisions</b> Yes</p> <p><b>Call-in to apply</b> (a) No (b) Yes</p> <p><b>Implementation Date</b> (a) 17 October 2024 (b) 15 October 2024</p>	<p><u>ADOPTION OF DOVER DISTRICT LOCAL PLAN 2020-40</u></p> <p>(a) It was agreed that it be recommended to Council:</p> <p>(i) That the Inspectors' Report into the examination of the Dover District Local Plan be noted (Appendix 1a), and main modifications agreed (Appendix 1b).</p> <p>(ii) That the Dover District Local Plan to 2040, including Policies Map, as amended by the main modifications set out in the Inspectors' Report and the Council's additional (minor) modifications, be adopted as part of the Development Plan for the district (Appendix 2).</p> <p>(iii) That the current adopted Development Plan documents consisting of Saved Policies from the Local Plan 2002, the Core Strategy 2010 and the Land Allocations Local Plan 2015, be superseded by the Dover District Local Plan to 2040 in accordance with The Town and Country Planning (Local Planning) (England) Regulations 2012 Regulation 8(5).</p> <p>(iv) That Authority be delegated to the Head of Planning and Development to make further additional modifications to the Dover District Local Plan to 2040 and SA Adoption Statement</p>	None.	The Dover District Local Plan to 2040 (the Local Plan) sets out a vision, strategic priorities and spatial planning policy framework for development in the district. It positively plans for future development and the infrastructure requirements to meet the needs of the district's communities, and will be used to determine all planning applications	

	<p>that relate exclusively to factual updates and grammatical and formatting corrections, prior to making the documents available for inspection.</p> <p>(b) It was agreed:</p> <p>(i) That the Dover District Local Plan be modified in accordance with the recommended Main Modifications identified in the Inspectors' Report (Appendix 1b).</p> <p>(ii) That up to £50,000 be taken from the Regeneration Reserve to cover costs arising from the examination process.</p>		<p>submitted to the Council.</p> <p>The report advises on the outcome of the Independent Examination into the Dover District Local Plan to 2040, seeks Cabinet endorsement for the adoption of the Dover District Local Plan and asks that it be recommended for adoption by Council.</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 44 7.10.24 Open</p> <p><b>Key Decisions</b> Yes</p> <p><b>Call-in to apply</b> Yes</p> <p><b>Implementation Date</b> 15 October 2024</p>	<p><u>MANAGING UNACCEPTABLE BEHAVIOUR POLICY (HOUSING) 2024</u></p> <p>(a) It was agreed:</p> <p>(i) That the proposed Policy be approved and adopted.</p> <p>(ii) That authority be delegated 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.</p>	<p>None.</p>	<p>The Housing Ombudsman's Complaint Handling Code (2024) requires Registered Providers of Social Housing to publish a policy that sets out how they will respond to and manage unacceptable behaviour.</p>	

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 45 7.10.24 Open</p> <p><b>Key Decisions</b> Yes</p> <p><b>Call-in to apply</b> Yes</p> <p><b>Implementation Date</b> 15 October 2024</p>	<p><u>INTRODUCTION OF ARTICLE 4 DIRECTION FOR DOUR STREET, DOVER CONSERVATION AREA</u></p> <p>It was agreed that, having considered the results of the public consultation exercise, the making of the District of Dover (Dour Street, Dover Conservation Area) Town and Country Planning Direction Number 1 of 2024 Article 4 Direction, as set out in Appendix 1, be approved.</p>	<p>None.</p>	<p>Cabinet approved the Dour Street, Dover Conservation Area Appraisal in September 2023. The appraisal recommended the introduction of an Article 4 Direction to remove permitted development rights from residential properties within the conservation area.</p> <p>Cabinet gave approval in May 2024 for public consultation to take place on the implementation of an Article 4 Direction. Consultation has now been undertaken and the report recommends the making of the</p>	

			Article 4 Direction.	
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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 46 7.10.24 Open  <b>Key Decisions</b> Yes  <b>Call-in to apply</b> Yes  <b>Implementation Date</b> 15 October 2024	<u>INFRASTRUCTURE FUNDING STATEMENT 2023/24</u>  It was agreed:  (a) That the Infrastructure Funding Statement (IFS) 2023/24 (Appendix 1) and supporting CSV spreadsheets (Appendix 2) be published on the website no later than 31 December 2024.  (b) That authority be delegated to the Head of Planning and Development, in consultation with the Portfolio Holder for Planning and Built Environment, to undertake the incorporation of any minor factual amendments to the IFS and CSV files, as required.	None.	The report seeks approval for and publication of the annual Infrastructure Funding Statement for the 2023/24 financial year and supporting CSV spreadsheets. These documents set out details of all planning obligations (financial and non-financial) secured through the section 106 process from planning consents.	

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 47 7.10.24 Open	<u>KINGSDOWN AND WALMER BEACH LOCAL WILDLIFE SITE MANAGEMENT PLAN 2024-2029</u>  It was agreed that the Kingsdown and Walmer Beach Local Wildlife Site	None.	A proposed management plan for Kingsdown and Walmer Beach	

<p><b>Key Decisions</b> Yes</p> <p><b>Call-in to apply</b> Yes</p> <p><b>Implementation Date</b> 15 October 2024</p>	<p>Management Plan be approved.</p>		<p>Local Wildlife Site (LWS) has been developed, in consultation with key stakeholders. Much of the LWS is owned by Dover District Council and the document focuses on Council- owned land.</p> <p>Cabinet is asked to approve the plan so that officers can use a development contribution to manage the site and seek additional funding where needed.</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 48 7.10.24 Open</p> <p><b>Key Decisions</b> No</p> <p><b>Call-in to apply</b></p>	<p><u>FAIRTRADE COMMUNITY STATUS</u></p> <p>It was agreed:</p> <p>(a) That the Council's commitment, as expressed in a Motion adopted in October 2019, to the principles of Fairtrade be noted.</p> <p>(b) That officers be requested to develop a strategy towards</p>	<p>None.</p>	<p>This report sets out the background and next steps for achieving Fairtrade Community recognition for the Dover District.</p>	

<p>Yes</p> <p><b>Implementation Date</b> 15 October 2024</p>	<p>achieving 'Fairtrade Community' status for the Dover District. This will include:</p> <ul style="list-style-type: none"> <li>(i) How to actively promote Fairtrade locally, through support for local groups, in the media (including social media), the Council's newsletter, website and at events.</li> <li>(ii) How the Council can support Fairtrade and serve Fairtrade products wherever possible, practical and in accordance with procurement rules, at Council events, meetings and within Council buildings.</li> <li>(iii) How to organise events and publicity during national Fairtrade Fortnight – the annual national campaign in September to promote sales of products with the FAIRTRADE Mark.</li> <li>(iv) The appointment of a Dover District Fairtrade Steering Group, to sit alongside the current Dover and Deal Fairtrade Groups, to support ongoing work to promote Fairtrade.</li> <li>(v) Setting out what the Council will need to do to achieve 'Fairtrade Community' recognition from the Fairtrade Foundation.</li> </ul>		<p>As part of this, the Cabinet is asked to agree the development of a strategy towards achieving Fairtrade Community status.</p>	
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<b>Decision Status</b>	<b>Record of Decision</b>	<b>Alternative options considered and rejected (if any)</b>	<b>Reasons for Decision</b>	<b>Conflicts of interest (if any) declared by decision maker(s) or consultees (if any)</b>
<p>CAB 49 7.10.24 Open</p> <p><b>Key Decisions</b></p>	<p><u>EXCLUSION OF THE PRESS AND PUBLIC</u></p> <p>That, in accordance with the provisions of the Local Authorities (Executive Arrangements) (Access to Information) (England) Regulations 2000, the press and the public be excluded during consideration of the</p>	<p>None.</p>		



<p>No</p> <p><b>Call-in to apply</b> Yes</p> <p><b>Implementation Date</b> Immediate</p>	<p>following item of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 3 of Schedule 12A of the Local Government Act 1972.</p>			
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<b>Decision Status</b>	<b>Record of Decision</b>	<b>Alternative options considered and rejected (if any)</b>	<b>Reasons for Decision</b>	<b>Conflicts of interest (if any) declared by decision maker(s) or consultees (if any)</b>
<p>CAB 50 7.10.24 Exempt</p> <p><b>Key Decisions</b> Yes</p> <p><b>Call-in to apply</b> Yes</p> <p><b>Implementation Date</b> 15 October 2024</p>	<p><u>AWARD OF RESPONSIVE MAINTENANCE AND VOIDS CONTRACT 2025-30</u></p> <p>It was agreed:</p> <p>(1) That a five-year contract (with provision to extend for two further periods of 5 years) be awarded to Mears Ltd for responsive maintenance and void works to residential properties in the ownership of Dover District Council.</p> <p>(2) That it be delegated to the Strategic Director (Place and Environment), in consultation with the Portfolio Holder for Housing, Skills and Education, the functions of having regard to observations in relation to proposals to award a long-term agreement as required by Section 20 of the Landlord and Tenant Act 1985 and the Service Charges (Consultation Requirements) (England) Regulations 2003, and confirming the award of the contract (or reporting further to Cabinet) as he considers appropriate.</p>	<p>None.</p>	<p>Dover District Council has a social housing stock of 4,863 units of accommodation together with 907 garages. There is a responsibility to carry out responsive repair works to ensure these properties are maintained to the highest possible standard.</p>	

The meeting ended at 6.39 pm

## **ISSUES ARISING FROM OVERVIEW AND SCRUTINY OR OTHER COMMITTEES**

### **PUBLIC PETITION – RETENTION OF OUR GREEN SPACE IN FRONT OF SANDOWN CASTLE, DEAL CT14 6QU**

Responsibility: Portfolio Holder for Community and Corporate Property

Report of: Not applicable

#### **Decision Route**

Overview and Scrutiny Committee	14 October 2024	Minute No 55
Cabinet	4 November 2024	

#### **Overview and Scrutiny Committee Recommendation**

The Overview and Scrutiny Committee, at its meeting held on 14 October 2024, considered the petition and resolved as follows:

That the petition be referred to Cabinet for consideration.

#### **Background**

Public Petition: Retention of our green space in front of Sandown Castle, Deal CT14 6QU

**‘We the undersigned petition the council to retain our land as open green space and refrain from selling or leasing it.’**

The title of this public land is registered to our Dover District Council. - [ ] 97 square metres of this public grassland could be transferred from public to private land. The aim is to retain this area as an open green space. North Deal is deprived in terms of the living environment. At 3.8 square metres, it is well under the national average of 30 square metres per person. We need to retain this public green space as an integral part of the limited green space available to North Deal.’

This petition ran from 27/08/2024 to 24/09/2024 and received 418 valid signatures.

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<b>Subject:</b>	<b>REVISION OF ON-STREET PARKING PERMIT SCHEME</b>
<b>Meeting and Date:</b>	<b>Cabinet – 4 November 2024</b>
<b>Report of:</b>	<b>Helen Lamb, Head of Finance and Investment</b>
<b>Portfolio Holder:</b>	<b>Councillor Charlotte Zosseder, Portfolio Holder for Community and Corporate Property</b>
<b>Decision Type:</b>	<b>Executive Key Decision</b>
<b>Classification:</b>	<b>Unrestricted</b>

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**Purpose of the report:** To update the on-street parking permit scheme to remove emissions-based charging from the fee structure.

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- Recommendation:**
- (1) To agree the proposal to remove emissions-based charging from the parking permit fee structure.
  - (2) That the Transport and Parking Services Manager, in consultation with the Portfolio Holder for Transport, Licensing and Environmental Services and on behalf of KCC as Highways Authority, be authorised to take all necessary legal and procedural processes to give effect to the agreed recommendations as set out in Appendix 1, including the giving of notices and the making or amendment of any orders under the Road Traffic Regulation Act 1984.
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**1. Summary**

1.1 The report seeks approval to remove emissions-based charging from the parking permit fee structure which is currently in place for on-street residents' permits.

**2. Introduction and Background**

2.1 Parking provision throughout the District is regularly under review and the needs of the local economy and residents alike are always taken into consideration.

2.2 Emissions-based charging for permits was introduced in 2021. At the time, it was reasoned that the introduction of this charging system would be used to incentivise the use of low emission vehicles as part of the Climate Change Agenda. Vehicles were banded as follows for the scheme:

<b>Band</b>	<b>CO2 Emission g/km</b>
A	0
B	1 to 50
C	51 to 130
D	131 and above

2.3 Following the introduction of the emissions-based charging, there has only been an increase of 20 permits within band A of CO2 emissions and 14 vehicles in band B. It therefore appears that the differential charging has not had a significant impact on decision-making for vehicle purchases.

### **3. Revised Charging Proposal**

3.1 Following the trial period for emissions-based permits it is now considered that differential charging for resident permit holders alone is insufficient to influence the public's decision making on vehicle purchasing. It may be that emissions-based charging would work as an incentive if also introducing differential charging for visitors using public pay & display parking areas. However, it is currently not possible to introduce this in our car parks with the existing pay & display machines but is something that could be considered in the future.

3.2 It is therefore proposed that the charging structure return to one fee across all vehicles depending on the permit zone, as detailed in Appendix 1. The proposed charge has been based on the current CO2 band of 50-130 with an addition of inflation of 2.5% rounded. This band contains the majority of our current permit holders so will have the least impact on residents and the current set budgets. Approximately 185 residents with permits will have to pay a higher charge, 896 will pay a lower charge and 980 will be paying the same charge but increased by inflation. The inclusion of inflation means that there will be no further changes in the fee for these permits as part of the 2025/26 fees and charges process, eliminating the requirement to amend the fee twice within a short period of time.

3.3 In order for this change to be implemented, there will need to be an amendment to the current Traffic Regulation Order and an update to our back-office systems. Once these amendments have taken place, we will be in the position to apply the new charging structure to permit renewals and new applications received after that date. There will be no refunds or requests for further payment for current valid permits and residents will be charged the new fee when they renew their permits.

### **4. Identification of Options**

4.1 Option 1: To approve the return to a single charge permit scheme fee structure.

4.2 Option 2: To maintain the existing fee charging arrangements.

### **5. Evaluation of Options**

5.1 Option 1 is recommended. The decision to remove the emissions-based charging will ensure that all vehicles parking within each zone will be paying the same amount, creating a fairer pricing structure for residents requiring parking spaces in the vicinity of their homes.

5.2 Option 2: This option is not recommended for the reasons noted within the report.

### **6. Resource Implications**

6.1 It is estimated that this proposal will lead to a reduction of less than £1k in revenue over a year. This is based on the current number of permits purchased within each emissions band.

6.2 The change to the permit charging structure will also need to be updated in the Parking permit back-office system. This is estimated to be c.£950.

### **7. Climate Change and Environmental Implications**

7.1 It is thought that removing emissions-based charging will have minimal effect due to the detail mentioned in this report.

8. **Corporate Implications**

- 8.1 Comment from the Director of Finance (linked to the MTFP): Accountancy has been consulted on the report and have no further comments to add. (JS)
- 8.2 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.
- 8.3 Comment from the Equalities Officer: This report seeking approval to remove emissions-based charging from the parking permit fee structure 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>

9. **Appendices**

Appendix 1 – Proposed permit charges

**Background Papers**

Parking Services Papers

Contact Officer: Clare Connellan, Transport & Parking Services Manager

## Appendix 1: Schedule Current Charges and Proposed Charges

Amendments highlighted in yellow

RESIDENT PERMITS			
PERMIT TYPE	DESCRIPTION	CURRENT CHARGE	PROPOSED CHARGE
Resident permits; all Zones except B+, E+, Deal Zone 2 & Sandwich Zone J	Annual on street permit: First Vehicle	Based on vehicle emissions: C02: 0: £40 1-50: £80 51-130: £100 >130: £120	£105
	Annual on street permit: Second vehicle	C02: 0: £65 1-50: £95 51-130: £125 >130: £145	£130
Deal Zone 2 & Sandwich Zone J	Annual on street permit: First & second vehicle	Based on vehicle emissions: C02: 0: £65 1-50: £115 51-130: £135 >130: £165	£140
Zone E+ permit	On-street Zone E plus Camden Crescent Car Park	Based on vehicle emissions: C02: 0: £65 1-50: £115 51-130: £135 >130: £165	£140

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<b>Subject:</b>	<b>TENANT ENGAGEMENT EXPENSES AND INCENTIVE POLICY</b>
<b>Meeting and Date:</b>	<b>Cabinet – 4 November 2024</b>
<b>Report of:</b>	<b>Rachel Collins, Head of Housing</b>
<b>Portfolio Holder:</b>	<b>Councillor Pamela Brivio, Portfolio Holder for Housing, Skills and Education</b>
<b>Decision Type:</b>	<b>Key Decision</b>
<b>Classification:</b>	<b>Unrestricted</b>

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<b>Purpose of the report:</b>	To provide detail in relation to the proposed Tenant Engagement Expenses and Incentive Policy (“the Policy”) and seek Cabinet approval for the Policy to be adopted.
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<b>Recommendation:</b>	That Cabinet: <ol style="list-style-type: none"> <li>1. Approves and adopts the proposed Tenant Engagement Expenses and Incentive Policy.</li> <li>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.</li> </ol>
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**1. Summary**

- 1.1 Registered Providers of Social Housing (“Registered Providers”) are required to be open with tenants, treating them with fairness and respect so that they can access services, raise complaints, influence decision-making and hold their landlord to account.
- 1.2 Dover District Council (“the Council”) values the time and contribution of residents (tenants and leaseholders) who wish to participate in activities with the Housing Management Service. The Council is committed to providing residents with a clear and accessible way of claiming eligible expenses and understanding of what is covered in the context of participating in housing management activities.

**2. Background**

- 2.1 An Expenses Policy was used by East Kent Housing which has been referenced throughout this policy however, the Council does not have a Tenant Engagement Expenses and Incentive Policy (“the Policy”) which has been approved by Cabinet.

- 2.2 This report proposes that Cabinet approves this policy to ensure that as a responsible landlord we are (1) adhering to our legal and regulatory duties and (2) setting out how it will reimburse and incentivise residents to engage with housing management activities. An established Policy will ensure a consistent approach by housing staff when reimbursing or incentivising tenant engagement.
- 2.3 It is important that residents do not suffer a financial loss as a result of volunteering to improve housing services for tenants, prospective tenants and leaseholders in the district.
- 2.4 We hold tenant engagement activities, for example the Dover District Tenant Consultative Group, to take residents' views into account and to uphold fairness, we must reimburse residents for their eligible expenses associated with participation. The Policy considers their diverse needs by covering a variety of travel options and care costs.
- 2.5 An eligible expense includes (but is not limited to) travel costs or expenses associated with care arrangements to attend activities approved by the Housing Management Service.
- 2.6 In addition to expenses, Tenant Engagement services may offer an incentive for engagement, such as entry into a prize draw.

### **3. Legal and Regulatory Duties**

- 3.1 The Social Housing (Regulation) Act 2023 amended the Housing and Regeneration Act 2008 providing the Regulator of Social Housing ("the Regulator") increased powers and the ability to impose tighter regulations on social housing providers.
- 3.2 On 1 April 2024, the Regulator published its new consumer standards. The Transparency, Influence and Accountability Standard replaced the Tenant Involvement and Empowerment Standard. The new Transparency, Influence and Accountability Standard stipulates that social housing landlords treat tenants with fairness and respect (clause 1.1.1), take action to deliver fair and equitable outcomes (clause 1.2.1) and take tenants' views into account in their decision making about how landlord services are delivered and communicate how tenants' views have been considered (clause 1.3.1).

### **4. The Policy**

- 4.1 The aims of the policy are:
- 1) To provide guidance to staff and residents of what an eligible expense is in the context of engaging in housing management activities.
  - 2) To provide residents with a clear and accessible way of claiming expenses and set out when they can expect reimbursement.
  - 3) To stipulate where incentives might be offered to residents who engage with Housing Services activities and the nature of these.
  - 4) As Tenant Participation Advisory Service (TPAS) members, we endeavour to meet their [National Tenant Engagement Standards](#)
- 4.2 The Policy has been informed by the guidance published by Tpas (tenant engagement experts) and developed in line with legislative and regulatory requirements.
- 4.3 The Policy makes clear that resident engagement is vital and extremely valued to improve housing service and although the Council will not be offering payment (as participation is voluntary), it is important that residents are not out of pocket as a result of engagement. This Policy will be promoted amongst Dover District Tenancy Consultative Group



(DDTCG) to encourage expense claims, DDTCG are one of the groups who will be consulted on regarding this Policy.

4.4 This Policy should be read in conjunction with the following documents:

- Tenancy Strategy 2021 - 2026
- Tenant Management Policy
- Equality Policy

## **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) Legal Team
- 4) Finance and Accounts
- 5) Corporate Services (complaints and 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 residents with guidance when claiming expenses.

6.3 A copy of the Policy will be provided online via our website for residents 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.

## **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 provide a consistent approach followed by housing staff when reimbursing or incentivising resident engagement.
- 2) The Council will have an up to date and published Policy which informs residents (who engage in housing management activities) of what is classified as an expense, how they can claim expenses, and understand examples of incentives.
- 3) The Council will be supporting its regulatory duty as stated in 3.1, demonstrating its commitment to tenant engagement.

- 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 Policy will raise awareness among residents of the expenses they should be claiming, therefore there could be an increase in claims having financial implications for the Council, albeit relatively minor in the context of the council's expenditure. In addition, there is an amendment to procedures whereby we offer a light meal if a meeting is expected to exceed 4 hours, whereas previously this was 5 hours, again this is relatively minor, and meetings do not often last that long.

### Operational Implications (including staff resources)

- 10.2 The Policy does not make significant changes to current operations since it updates an existing Policy, following almost the same procedure, and we have a dedicated Tenancy Engagement and Scrutiny Officer to oversee operations. Raising awareness of procedures could lead to an increase in workload for the Officer and Finance if residents claim more often, however the Policy encourages residents to claim multiple expenses at one time to reduce this impact.

### Policy/Legislative Implications

- 10.3 The Policy will need to comply with the Equality Act 2010 and the Transparency, Influence and Accountability Standard within the new consumer standards.
- 10.4 Non-compliance with the new consumer standards could lead to a potentially unlimited fine and/or the Council being 'named and shamed' through published reports and findings, as introduced via the Social Housing (Regulation) Act 2023 which aims to increase social landlords' accountability. Thus, it is important that tenants are effectively engaged as supported by this Policy.

## **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 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 comments to add (AC)
- 12.2 Comment from the Solicitor to the Council: The Principal Lawyer – Litigation & Regulatory has been consulted during the preparation of this report and has no further comments to make.
- 12.3 Comment from the Equalities Officer: This report seeking to approve the adoption of the Tenant Engagement and Expenses Policy does not specifically highlight any equality implications, as noted at paragraph 7.1. 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>

### **13. Appendices**

Appendix 1 – Tenant Engagement Expenses and Incentives Policy

Appendix 2 – EIA

#### **Background Papers**

[Transparency, Influence and Accountability Standard - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

[Travel — mileage and fuel rates and allowances - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

[Equality Act 2010 \(legislation.gov.uk\)](http://legislation.gov.uk)

Contact Officer: Jodi Blizard, Housing Policy Officer

# Tenant Engagement Expenses and Incentives Policy **DRAFT** v.1

## Contents

- 1. Introduction ..... 1
- 2. Definitions ..... 2
- 3. Legal duties ..... 2
- 4. Policy purpose and scope..... 2
- 5. Policy aims..... 3
- 6. Policy principles ..... 3
- 7. Policy statements..... 4
- 8. Implementation, monitoring and review ..... 7
- 9. Complaints..... 7
- 10. Equality, diversity and inclusion ..... 8
- 11. Data protection and confidentiality ..... 8
- 12. Version control..... 8
- 13. Appendices ..... 9

## 1. Introduction

- 1.1 Dover District Council (“the Council”) values the time and contribution of residents (tenants and leaseholders) who wish to participate in activities with the Housing Management Service.
- 1.2 It is important that residents know that their contribution is valued and that they are not out of pocket because of being involved. The Council will also occasionally incentivise engagement to encourage engagement and show our appreciation.

## 2. Definitions

- 2.1 For the purposes of this Policy:
  - ‘We’, ‘ours’ and ‘us’ refers to Dover District Council.
  - ‘Tenants’ refers to an individual or individuals who have an active tenancy agreement with the Council and live in and rent a Council-owned property.
  - ‘Leaseholders’ refers to an individual who has purchased a property under a long-term lease as part of a block of flats, maisonettes owned by the Council or is partly owned by the Council through the Shared Ownership scheme.
  - ‘Residents’ refers to both our tenants and leaseholders.
  - ‘Staff’ refers to members of the Tenant Engagement Team and Housing Services.

## 3. Legal duties

- 3.1 The Social Housing (Regulation) Act 2023 introduced new rules that social housing landlords must comply with regarding the landlord’s transparency with, and accountability to tenants. The Regulator of Social Housing (“the Regulator”) published its revised Consumer Standards on 1 April 2024, including the [Transparency, Influence and Accountability Standard](#). This means that the Council must:
  - Treat tenants with fairness and respect
  - Take action to deliver fair and equitable outcomes for tenants
  - Take tenants’ views into account in their decision making about how landlord services are delivered and communicate how tenants’ views have been considered
- 3.2 For the purposes of this Policy, the Council extends its responsibilities to tenants under the Transparency, Influence and Accountability Standard to include all residents.
- 3.3 Section 149 of the Equality Act 2010, also referred to as the Public Sector Equality Duty (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.

## 4. Policy purpose and scope

- 4.1 The purpose of this Policy is to provide residents with a clear and transparent procedure for reimbursement of eligible expenses.

- 4.2 The Policy covers all groups and tenant engagement activities formally recognised by the Council's Housing Services, for example Dover District Tenancy Consultative Group (DDTCG) and other groups or activities referenced in our [Tenant Engagement Strategy](#).
- 4.3 To support the equal opportunity of underrepresented groups. For example, offering different travel options to residents who have disabilities intends to widen the scope of residents who are able to attend engagement activities.
- 4.4 The Policy should be read alongside the following policies:
- Tenancy Strategy 2021 – 2026
  - Tenant Engagement Strategy 2022 – 2027
  - Equality Policy

## 5. Policy aims

- 5.1 The aim of this Policy is to underpin the principles of our expenses and incentive procedures for residents who engage with the Housing Management Service. The specific aims of this Policy are:
- 1) To treat residents fairly by reimbursing eligible expenses for the purposes of participating in Housing Management activities.
  - 2) To limit barriers to engagement by providing a range of eligible expenses, in some circumstances, we will reimburse travelling by taxi and care costs.
  - 3) In some circumstances, provide incentives to residents to encourage engagement and show our appreciation.
  - 4) As Tenant Participation Advisory Service (TPAS) members, we endeavour to meet their [National Tenant Engagement Standards](#): that there is an appropriate system in place for recognition and reimbursement of the time given by residents for engagement activities.

## 6. Policy principles

- 6.1 We are committed to the following principles when supporting tenant engagement through expenses and incentives:
- 1) Residents who participate in housing management play a significant role in improving housing services for all.
  - 2) Those residents do not suffer a financial loss as a result of supporting us in this endeavour.
  - 3) Whilst it is important that residents are not out of pocket, staff must consider and encourage the most economical approach to tenant engagement, aligning with the Council's prudent approach to finances.

## 7. Policy statements

### Travel Expenses

- 7.1 We encourage using the most economical and environmentally friendly form of transport; public transport should be used wherever possible and car/taxi sharing is encouraged.
- 7.2 We recognise that for some residents, especially those living in rural areas or with a disability, travelling by taxi or car may be the only realistic option.
- 7.3 We will consider online meetings or appropriate venue locations when arranging meetings/events to reduce travel costs where possible and appropriate.
- 7.4 All mileage claims are paid at the current [HM Revenues & Customs \(HMRC\) mileage rates in line with government guidelines](#).
- 7.5 Travel by rail and bus
- Where possible, staff will pre-book national rail journeys for residents. When booking, both staff and/or residents should purchase the best value ticket, considering any mobility issues. For reimbursement a receipt must be provided for all journeys.
  - Bus journeys will be reimbursed with a valid ticket. If residents have a free bus pass, they will be expected to use it and where residents have a season ticket, they will be paid the equivalent to a day's journey. For example, a weekly ticket would be divided by 7 (the same approach would apply to rail season tickets to calculate the day cost).
  - Residents can provide a physical copy of their ticket(s) to the Dover District Council Offices or to a member of the Tenant Engagement Team or email an image of their ticket(s) to [tenantinvolvement@dover.gov.uk](mailto:tenantinvolvement@dover.gov.uk)
- 7.6 Private car or van use
- Car or van mileage claims will be made at the current HMRC rates.
  - We trust that residents will take the quickest or shortest route and we will not be responsible for any additional miles where a resident takes a longer route than necessary (except for extra miles to account for roadworks).
  - An extra 5p per passenger per mile for carrying fellow residents in a car or van on journeys which are also tenant engagement journeys for them.
- 7.7 Motorcycle use
- Residents travelling by motorcycle can claim mileage at the current HMRC rate.
  - We trust that residents will take the quickest or shortest route and we will not be responsible for any additional miles where a resident takes a longer route than necessary (except for extra miles to account for roadworks).
- 7.8 Bicycle use
- Residents travelling by bicycle can claim mileage at the current HMRC rate.
  - Whilst we encourage the use of bicycles from an environmental perspective, we understand that this method of transport might not be appropriate or preferred for everyone.

## 7.9 Travel by taxi

- Eligibility for a taxi includes:
  - A disability which means the resident cannot use public transport or drive a private vehicle.
  - Where/when public transport is not available or practical. We recognise that this may be the case for:
    - some of our rural communities are not serviced by public transport
    - if the meeting venue is not on or in reasonable walking distance of a public transport route
    - if the time taken to get to a meeting using public transport is unreasonable.
  - When group travel by taxi is more cost effective than individual fares.
  - Eligibility for taxis will be agreed in advance, residents should email [tenantinvolvement@dover.gov.uk](mailto:tenantinvolvement@dover.gov.uk), telephone the Council Offices to discuss this with the Tenant Engagement Team or talk to a member of the team in person. Eligibility for a taxi will be decided on a case-by-case basis in consideration of the above.
- Arrangements for taxis are only made as a last resort and consideration should be made as to why the meeting cannot be had online.
- Where travel by taxi is required, sharing of taxis is encouraged and expected wherever possible.
- We trust that residents will take the quickest or shortest route and we will not be responsible for any additional miles where a resident takes a longer route than necessary (except for extra miles to account for roadworks).
- For reimbursement a receipt(s) must be provided for all journeys.
- Residents can provide a physical copy of their ticket(s) to the Dover District Council Offices or to a member of the Tenant Engagement Team or email an image of their ticket(s) to [tenantinvolvement@dover.gov.uk](mailto:tenantinvolvement@dover.gov.uk)

## 7.10 Parking fees

- Car parking fees will be reimbursed with a valid parking ticket or image of the ticket.
- Parking fees can only be claimed for the period of the meeting or event attended including a reasonable time to get to the venue and where there is no free parking available.
- Parking or speeding fines and clamping charges will not be reimbursed.

## Care expenses

- 7.11 We understand that some of our residents are the primary carer for their relative(s) and to enable engagement we can assist with any additional care expenses incurred as a result of participating in housing management activities. This will be at the Council's discretion and will be agreed in advance. Residents should contact Housing Services to discuss this, care expenses will be decided on a case-by-case basis. Residents should email [tenantinvolvement@dover.gov.uk](mailto:tenantinvolvement@dover.gov.uk), telephone the Council Offices to discuss this with the Tenant Engagement Team or talk to a member of the team in person.
- 7.12 We must ensure that the expense is legitimate and promotes good practice in child protection or adult care, therefore we will not reimburse the cost of unregistered care



## **Acceptable bases of an expenses claim**

7.13 A resident might have been travelling to participate in one of the following:

- Dover District Tenancy Consultancy Group (DDTCG)
- Conference
- Networking event
- Training
- Other travel deemed appropriate and approved by the Tenancy Engagement and Continuous Improvement Officer.

## **Payment of expenses**

7.14 Expenses will be paid by bank transfer only. We do not have access to petty cash.

7.15 Payment is made by the Council's Finance team within 10 working days after receipt of a fully completed claim form; a resident can save up several journeys to reduce multiple claims if this is preferable to them (however this needs to be claimed within 12 months).

7.16 Payment requisition forms (see Appendix 1 and Appendix 2) and bank details forms (see Appendix 3) must be completed fully and emailed to [tenantinvolvement@dover.gov.uk](mailto:tenantinvolvement@dover.gov.uk), delivered in person to the Council Offices or handed to the Tenancy Engagement and Continuous Improvement Officer.

7.17 Payment requisition forms are held for a period of 12 months and then destroyed.

7.18 Residents are required to provide their bank details each time they submit an expense.

7.19 It is the resident's responsibility to accurately complete the form. Payments may be delayed if claim forms are not fully completed or if supporting receipts are not provided.

7.20 If the Council has reasonable grounds to suspect that expenses are being claimed fraudulently, an investigation into the claim may take place leading to the resident's exclusion from engaging in relevant activities in accordance with the code of conduct.

7.21 This Policy does not provide an exhaustive list of expenses; payment will be at the discretion of the Housing Engagement team.

## **Resident Incentives**

7.22 Housing Services will endeavour to provide suitable refreshments of tea, coffee, water and biscuits during tenant engagement activities.

7.23 In the rare case that meetings are expected to last over 4 hours, a light meal will be provided.

7.24 We will try to accommodate reasonable dietary requirements when advised. However, if a resident has complex dietary requirements, they may be asked to bring their own food and reclaim the cost claimed up to the maximum [HMRC subsistence expenses scale](#) rate, please refer to paragraph 7.16 and complete Appendix 2 to claim these relevant costs.

- 7.25 There may be occasions where we offer incentives such as gift vouchers, for example where tenants complete an incentivised tenant satisfaction survey and enter into the accompanying prize draw or where residents complete an incentivised survey and enter into the accompanying prize draw.
- 7.26 Terms and conditions will be published with notification of the prize draw.

## 8. Implementation, monitoring and review

- 8.1 Monitoring is necessary to ensure that the Council delivers the aims and objectives set out in this Policy. Senior Managers will be responsible for ensuring that staff are complying with this Policy.
- 8.2 Staff will be provided with this Policy to ensure that they comply with the Policy provisions and both legislation and regulation. The procedures will also ensure that staff are providing a consistent approach to tenant engagement.
- 8.3 This Policy will be reviewed every three years, or in response to relevant changes in legislation, organisational structure, development of good practice, or to address operational issues.
- 8.4 Any minor amendments required will be made through delegated approval. Any amendments made because of changes to operational process or Government legislation will be made through the local decision-making process. Major changes will be consulted upon 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 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 \(dover.gov.uk\)](http://dover.gov.uk).

## 10. Equality, diversity and inclusion

- 10.1 DDC is committed to promoting equality of opportunity and to eliminating unlawful discrimination on the grounds of race, age, disability, gender, sexual orientation, religion, belief, financial status, and any other difference 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 A full Equality Impact Assessment (EIA) was conducted for this policy in accordance with our Public Sector Equality Duty (PSED) when carrying out our duties (s149 of 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 in place.

## 11. Data protection and confidentiality

- 11.1 We process personal data in compliance with data protection legislation including the Data Protection Act 2018 & UK General Data Protection Regulation. All processing of personal data will be done in line with the data protection principles and where appropriate the necessary exemption applied.
- 11.2 Full details of how we store and use personal information about our residents can be found on our website and in our privacy notices at [www.dover.gov.uk/privacy](http://www.dover.gov.uk/privacy). This will also contain contact information if you have any questions or require assistance from the data protection/information governance team.

## 12. Version control

	Date required	Completed	Completed by
<b>Policy adopted</b>	N/a		Rachel Collins, Head of Housing  Beth Becks, Tenancy Engagement and Continuous Improvement Officer  Jodi Blizard, Housing Policy Officer
<b>Review required</b>			

<b>Review required</b>			
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## 13. Appendices

13.1 Appendix 1 – Travel Expenses Payment Requisition Form

13.2 Appendix 2 – Meal Expenses Payment Requisition Form

13.2 Appendix 3 – Bank Details Form

# Payment Requisition Form

## For Resident Travel Expenses



Payment to be made to			
<b>Name:</b>			
<b>Address Line 1:</b>			
<b>Address Line 2:</b>			
<b>Post Code:</b>			
Details of journeys			
Meeting name	Date	Total Mileage	Qualifying Passengers
<i>Your own vehicle and public transport</i>		<i>Your own vehicle only</i>	
<i>E.g. Dover District Tenants Consultative Group</i>	<i>01/01/24</i>	<i>7.5 miles (15 miles inc. return)</i>	<i>1 (5p x 15 = 75p)</i>
<b>If travelling in your own vehicle</b>	<b>For reference:</b> Motorcycle: Miles x 0.24p. Bicycle: Miles x 0.20p. Car or van: Miles x 0.45p. 5p per passenger per mile for carrying fellow tenants in a car or van		
	<b>Total Mileage:</b>		
	<b>Total Passenger Cost:</b>		
	<b>Total Parking Cost (if applicable):</b>		
	<b>Total Cost:</b>		
<b>Travel by public transport</b>		Total cost:	
<b>Declaration:</b> This record is accurate to the best of my knowledge and care has been taken in documentation.		Signed:	

**Please also complete the Bank Details Form for Resident Expenses each time you submit an expense.**

# Payment Requisition Form

## For Tenant Meal Expenses



Payment to be made to				
<b>Name:</b>				
<b>Address Line 1:</b>				
<b>Address Line 2:</b>				
<b>Post Code:</b>				
Details of meal(s)				
Meeting name	Date	Time of the meal	Duration of the event	Cost
<i>Eg. Dover District Tenants Consultative Group</i>	<i>01/01/24</i>	<i>2pm</i>	<i>4.5 hours</i>	<i>£3.00</i>
<b>Total cost:</b>				
<b>Declaration:</b> This record is accurate to the best of my knowledge and care has been taken in documentation.		<i>Signed:</i>		
<b>Please also complete the Bank Details Form for Resident Expenses each time you submit an expense.</b>				

# Bank Details Form

## For Resident Expenses



Payment to be made to	
Name:	
Address Line 1:	
Address Line 2:	
Post Code:	
Bank Details	
Account Number:	
Sort Code:	
<p style="text-align: center;"><b>Declaration:</b></p> <p style="text-align: center;">This information is accurate to the best of my knowledge and care has been taken in ensuring accuracy.</p>	<p><i>Signed:</i></p>

**Please note:** Dover District Council is not responsible for inaccuracies in this form. We will pay to the account details provided so please take great care in ensuring it's accuracy.

The information you provide is necessary and will only be used for the purpose of reimbursing expenses incurred as a result of getting involved in tenant engagement activities. The information you provide is stored securely and in accordance with data protection law. For further information on how the Council processes your personal data, and information on your data protection rights you can read our Corporate and Housing Services privacy notice at [www.dover.gov.uk/privacy](http://www.dover.gov.uk/privacy)

Please provide your payment details each time you claim an expense.





# Equality Impact Assessment

## Tenant Engagement Expenses and Incentive Policy

# Contents

<b>Document details</b> .....	3
<b>Purpose of the Equality Impact Assessment</b> .....	4
<b>Applicable legislation and regulations</b> .....	4
<b>1. Executive summary</b> .....	5
<b>2. Information</b> .....	5
Aim of the decision .....	5
Aim of the policy .....	6
Intended outcome(s) .....	6
Intended beneficiaries .....	6
Main stakeholders .....	6
<b>3. Assessment of the decision</b> .....	6
<b>4. Impact and Mitigations</b> .....	8

## Document details

<b>Title</b>	Tenant Expenses and Incentive Policy
<b>Document type</b>	Policy
<b>Version submitted for decision</b>	1.0
<b>New or Existing document</b>	New

<b>If this is an existing document, is this a major or minor change?</b>	N/A
<b>Decision makers</b>	Cabinet
<b>Type of decision</b>	Approval and implementation
<b>Date of decision</b>	4 <sup>th</sup> November 2024

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

Contact Officer: Jodi Blizard, Housing Policy Office

## **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 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 activities have on different groups of people, and how inclusive public services can support and open up people's opportunities, public bodies are 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.

## **Applicable legislation and regulations**

The following legislation and regulations apply to the proposed policy:

Equality Act 2010

Social Housing (Regulation) Act 2023

Transparency, Influence and Accountability Standard (Regulatory standards for landlords)

The following Council strategic documents relate to this policy:

Tenancy Strategy 2021 – 2026

Tenant Management Policy

Equality Policy

## **1. Executive summary**

Dover District Council ('the Council') are committed to providing an accessible and understandable procedure to reimburse eligible out of pocket expenses to residents

who engage in Housing Management activities. It is important to the Council that residents are not out of pocket because of supporting us in our collaborative effort to improve housing services for all residents. Eligible expenses include (but are not limited to) those associated with travelling to and from events/conferences/meetings for the purposes of housing management where resident involvement is required or beneficial and reimbursing care expenses associated to attending these.

In addition to reimbursing eligible expenses, the Council will endeavour to provide suitable refreshments, in rare cases a light meal will be provided where a meeting is expected to last for more than 4 hours, and occasionally there may be entry into a prize draw.

The Policy supports requirements of the Transparency, Influence and Accountability Standard which includes engagement with tenants. If tenants were not suitably reimbursed for eligible out of pocket expenses, their engagement might not be possible and therefore their views could not be considered. Furthermore, incentivising engagement further endeavours to meet this standard.

## **2. Information**

### **Aim of the decision**

The aim of this decision is for cabinet to approve the implementation of the Tenant Engagement Expenses and Incentives Policy that takes account of the Council's responsibilities to reimburse the eligible expenses of residents who engage in housing management activities.

The Policy will provide clear guidance to staff and residents to enable residents to be reimbursed for eligible expenditure associated with attending relevant activities.

### **Aim of the policy**

The key priorities of this policy are to:

1. Establish a clear procedure for residents to claim eligible expenses associated with residents engaging in housing management activities.
2. Establish what is considered as an incentive for resident engagement.
3. Ensure the Council is meeting its statutory and regulatory obligations stated in the Transparency, Influence and Accountability standard (Regulatory standards for landlords).

## Intended outcome(s)

1. Staff and residents understand the processes of claiming expenses and which expenses are eligible, so residents are not out of pocket because of engaging with Housing Management activities.
2. Staff and residents understand what can be offered to incentivise engagement, evidencing the Council's appreciation.
3. The housing management team have a clear procedure which sets out a mechanism for meeting consumer standards.

## Intended beneficiaries

The intended beneficiaries of this policy are residents (tenants and leaseholders) of Dover District Council.

## Main stakeholders

The main stakeholders in relation to this policy are:

- Council residents
- Council staff
- Councillors

## 3. 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.

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

## 4. Impact and Mitigations

<b>Characteristic</b>	<b>Relevance</b> High/Medium/Low	<b>Impact of the decision</b> Positive/Neutral/Negative	<b>Reasons for impact</b>	<b>Mitigations</b>
Age	Medium	Positive	The Policy provides different travel options based on individual needs, older people might be less mobile, therefore will positively be impacted by the option of a taxi, if it is concluded that they cannot use another form of transport.	No mitigations are required currently.
Disability	Medium	Positive	The Policy provides different travel options based on individual needs, if someone has a disability meaning they cannot use public transport or drive a private vehicle, they can be reimbursed for a taxi.	No mitigations are required currently.
Gender	Low	Neutral	None - Does not appear to have any specific negative impact on individuals	No mitigations are required currently.
Gender reassignment	Low	Neutral	None - Does not appear to have any specific negative impact on individuals	No mitigations are required currently.

Marriage and Civil Partnership	Low	Neutral	None - Does not appear to have any specific negative impact on individuals	No mitigations are required currently.
Pregnancy and Maternity	Medium	Positive	The Policy provides different travel options based on individual needs, pregnancy might make it difficult for someone to use public transport, therefore option of a taxi will have a positive impact, if it is concluded that they cannot use another form of transport.	No mitigations are required currently.
Race	Low	Neutral	None - Does not appear to have any specific negative impact on individuals	No mitigations are required currently.
Religion, Belief or Lack of Belief	Low	Neutral	None - Does not appear to have any specific negative impact on individuals	No mitigations are required currently.
Sexual Orientation	Low	Neutral	None - Does not appear to have any specific negative impact on individuals	No mitigations are required currently.



DOVER DISTRICT COUNCIL

NON-KEY DECISION

**EXECUTIVE**

CABINET – 4 NOVEMBER 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 item of business on the grounds that it involves 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>
Award of Contract for Provision of a Salary Sacrifice Lease Car Scheme	3	Information relating to the financial or business affairs of any particular person (including the authority holding that information)

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

**Agenda Item No 8**

Document is Restricted