

**EPHING FOREST DISTRICT COUNCIL
NOTES OF A MEETING OF STRONGER COMMUNITIES SELECT COMMITTEE
HELD ON TUESDAY, 11 JANUARY 2022
IN COUNCIL CHAMBER - CIVIC OFFICES
AT 7.00 - 8.30 PM**

Members Present: R Balcombe (Chairman), , H Brady, S Murray, C Nweke, D Plummer, J H Whitehouse, K Williamson and D Wixley

Co-opted Member: W Marshall

Other members present: None.

Other members virtually: H Kane, S Kane, A Patel, J Philip, L Burrows, D Sunger and B Vaz

Apologies for Absence: I Hadley and J Lea

Officers Present: D Fenton (Service Director (Housing Revenue Account)), R Perrin (Democratic and Electoral Services Officer), A Hendry (Democratic Services Officer), N Cole (Corporate Communications Officer),

Officers present virtually: A Small (Strategic Director Corporate and 151 Officer)

By invitation virtually:
A Marshall-Smith (HRA Consultant)

25. WEBCASTING INTRODUCTION

The Democratic Services Officer reminded everyone present that this meeting would be broadcast live to the Internet, and that the Council had adopted a protocol for the webcasting of its meetings.

26. SUBSTITUTE MEMBERS

The Committee noted that there were no substitute members.

27. DECLARATIONS OF INTEREST

There were no declarations of interest pursuant to the Council's Members' Code of Conduct.

28. NOTES OF PREVIOUS MEETING

That the notes of the previous meeting held on 21 September 2021 were agreed as a correct record subject to Councillor R Balcombe apologies appearing only on the website and not in the notes.

29. TERMS OF REFERENCE & WORK PROGRAMME

The Committee made the following comments regarding the Terms of Reference;

1. Clarification was required under *Point 3 of the Core Areas of Responsibility*, on what Partnerships were within the corporate projects for this Committee, so they could be scrutinised;
2. That the Chairman/Committee completes a detailed review of their Terms of Reference;
3. That the Committee was notified of any Government actions and initiatives which affected the Select Committee areas of responsibility;
4. That in order for effective scrutiny to be carried out by the Committee, reports needed to be presented to the Committee as soon as possible before they were submitted to Cabinet, even if this was a verbal report;
5. That items 7,8,9,10, 15 and 16 on the work programme be organised to ensure that all Housing items were discussed at one meeting and the Presentation of the District Police Commander and Community Safety Report were to be considered at the other scheduled meeting.
6. Could the Committee receive a report on the figures requested under item 20. Unfordable rents.
7. Could a date be provided for items 17, 18, 19 and 20 in the work programme.

The Tenants and Leaseholders Chairman, W Marshall advised that between himself and Housing Department, he felt that any initiatives or consultations regarding housing were considered. The Director of Housing and Property advised that going forward she would ensure that the Committee were made aware of any consultations in relations to housing.

The Housing Services Portfolio Holder advised that she hoped, that all the Housing Policies and Strategies would be presented to Committee at first meeting in March to ensure that they could be recommended to Cabinet on 7 March 2022.

RESOLVED:

The Committee agreed the following points;

1. That a list of the partnerships which were covered by the Corporate Priorities for this Committee be provided;
2. That in future Members of the Committee should be informed of any Government actions and initiatives which affected the Select Committee areas of responsibility;
3. That items 7, 8, 9, 10 (7. Homelessness and Rough Sleeping Strategy Review, 8. Allocations Scheme Review, 9. Tenancy Policy Review; 10 Overarching Housing Strategy); on the work programme be considered together at either of the scheduled meetings on 1 or 22 March 2022;
4. That items 15 and 16 (15. Presentation from the District Police Commander and 16. Community Safety Partnership Annual Report and Review of the District Strategic Intelligence Assessment) on the work programme be considered together at either of the scheduled meetings on 1 or 22 March 2022;

5. That items 17, 18, 19, 20 be discussed at the next Chairman's APG and either a report be provided, or a date set for the report to be considered by the Committee.

30. HRA BUSINESS PLAN

The Housing and Property Director presented a report on the HRA business plan, which had been developed in partnership with the retained consultant Abovo-Consult.

A bespoke HRA model had been used to enable the Council to provide a reasonable cashflow projection of the next 30 years and was based on evidential data from the Council's current systems and projections for economic assumptions in the social housing sector. Furthermore, the plan gives the Council the ability to stress test which was vital given the key dynamic risks such as the borrowing rate and changes in Government legislation regarding Social Housing.

Officers had taken both a safe and prudent approach when developing the business plan, with a balance between borrowing, developing, and improving the housing stock. The agreed minimum £2m revenue working capital balance had been maintained throughout the plan. Although all costs has been included in the plan, some potential income had not been included because at present it could not be quantified. The Plan would be amended and updated year on year and throughout, to respond to changes, which would maintain a safe and prudent approach.

The report set out the context, background and what the decent home standard were, in conjunction with factors that would affect the plan including the Council's house building programme, major works, a stock and condition survey and a sector risk profile.

The Housing Services Portfolio Holder advised that it was a very detailed and complex report which provided regeneration and the council's housing building programme, which would ensure that the more deprived areas of the community were invested, and it improved the health of those residents.

The Committee asked the following questions;

- Why had a consultant been used to produce the HRA business plan? The Housing and Property Director advised that EFDC had always used a consultant to write the HRA business plan due to its complexity and additional software required to produce the plan.
- If there were changes to the assumption within the plan, would it be altered? The Housing and Property Director advised that the HRA plan would be reviewed yearly by this Committee, O&S and Cabinet to give assurances and to monitor any changes.
- Why did the HRA Surplus assumptions increase extensively between the years 19 (2039/40) and 20 (2040/41) and 29 (2049/50) and 30 (2050/21) in the Financing Summary on page 45 of the agenda?
The Housing and Property Director advised that they would come back with clarification on this point, although the Consultant advised it could be a drop in terms of capital spend due the stock survey being 10 years old. Therefore, a Stock Control Survey was being commission.
- Would the HRA pick up any costs that the General fund should pick up? The Housing and Property Director assured the Committee that would not happen.

- Could further details be provided on the areas of the district that would receive urgent works funds set out on page 41 of the agenda. The Housing and Property Director advised that in each case an estate condition survey would take place to establish what upgrades and enhancements were required; what cyclical programme would be carried out in communal areas; and a detailed consultation with Ward members and residents. Therefore the figures were indicative at this time.

It was also mentioned that the wording 'urgent' should be reconsidered in relation to urgent works due to the period of time that these works would be carried out over.

- Had inflation and energy prices been taken into consideration? The Housing and Property Director advised that the current rate of inflation had been applied, although the business plan would be continually updated as well. The Consultant advised that in relation to energy costs, these did not really affect the HRA because they were costs related to the tenants themselves and the service charges that would be recharged to the tenants. It was worth pointing out that the tenant's rents were also linked to inflation, so if the consumer inflation rises, the rental figure would also rise. Therefore unless the Government put a limit on a rental increase, this would not affect the business plan.
- Could clarification be given on who set the limit for sharing the Right to Buy receipts between the Treasury and the local authority. The Consultant advised that the Treasury had set each of local authorities' limits, through a debt settlement arrangement populated by the Government in 2012. This figures for each authority was different depending on the amount of RTB properties sold, house prices and income collected from the rents which serviced the debt settlement.
- Why did the figures for the years 19 (2039/40) and 20 (2040/41) within the Financing Summary (on page 45 of the agenda) rise and fall significantly? The Consultant advised that this was due to a loan repayment of £33,656m in year 20 (2040/41) rather than a refinancing of a loan. It was noted that the HRA surplus would remain above the £2m requirement.
- What HRA assets were available to the Council to sell? The Housing and Property Director advised there were ransom strips, small parcels of land, possible properties that were no longer suitable and locations within the Local Plan.
- Had the Decent Home Standards been considered? The Housing and Property Director advised that it was widely expected that the Decent Home Standards would remain unchanged, although it was expected that within the Charter for Social Housing (White paper) there would be a focus on communities.
- In relation to the Decent Home Standards, had there been any consideration to the future removal of gas fires and boilers? The Housing and Property Director advised that the council were looking into a range of possibilities. The Stock Condition Survey would identify any work that would be required to enable the Council to meet its commitment to the Council's net zero target. Furthermore, the Council was currently looking at piloting a scheme for solar panels and Tesla batteries to assist with fuel poverty.
- What were the Decent Home Standards? The Housing and Property Director advised that there was a complex criteria, but for example things like the time taken to replace a kitchen, bathroom, rewiring and the quality of the fabric of the building. The criteria could be found

through the following link: [A decent home: definition and guidance - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/a-decent-home-definition-and-guidance)

RESOLVED:

- (1) That the Committee noted the Safe and Prudent HRA business plan, and recommended to the Cabinet for approval;
- (2) That the Committee received a yearly performance update, that would include stringent stress testing;
- (3) That the Committee noted that the business plan included all assumed costs but not all income streams, as such the Committee also noted appendix B (attached) which was an alternative plan including some potential income; and
- (4) That the Committee noted the opportunity to improve the estates which would improve the life span of the Council's assets and feed into the ongoing work to 'create great places where people want to live'.

31. SHELTERED HOUSING - EMERGENCY ALARM SYSTEM UPGRADE

The Director of Housing and Property advised that the Council's current sheltered schemes worked on an analogue telephone system which was being switched off in 2025.

The current emergency alarm equipment was around 16 years old, although it still provided a reliable service it had limitations. These included residents needing to get to a pull cord to raise an alarm call and a link limited number of peripherals to the system. The Housing and Property Director advised that technology has moved on and so have emergency alarm systems. Therefore to ensure the alarm systems in the Council's sheltered housing schemes continued to provide a reliable service, and meet the needs of the residents, they needed to be digitally upgraded. Officers had undertaken a review of systems currently on the market and had recommended the Everon's Lyra alarm call system.

The Committee asked the following question;

- How was the system monitored and maintained? The Director for Housing and Property advised that the Council had KPI's to monitor how the system performed against expectations and as a cloud based product, it was continually updated.
- How would the removal of the old system be managed? The Director for Housing and Property advised that the old systems box would be covered, and the wiring would be left in place, as it was already internally covered. These issues had been included in the costings.
- Were the emergency calls dealt with in the same way? The Director for Housing and Property advised that the service was under a different contract and would be coming up for renewal in 2023, where a procurement exercise would take place in consultation with residents.
- Has the system been used elsewhere? The Director for Housing and Property advised that it has been used elsewhere, as well as winning a large contract with a local housing association.
- Was there a maintenance contract alongside the system? The Director for Housing and Property advised that there would be, although there was a guarantee to replace any faulty units and these units could be lifted and moved to other properties, if required.

- How did the system work? The Director for Housing and Property advised that the system was designed for residents who maintained independent living in sheltered accommodation, which was not 24 hour care, but officers did visit residents within working hours. The system was designed to allow tenants to continue independent living, however if further care was required officers would make the necessary referrals.
- What were the costs of the system to the residents? The Director for Housing and Property advised that the capital costs would be covered by the Council although for residents who were not on benefits there would be a weekly charge.

RESOLVED:

That the Committee considered and commented on the proposal to replace the Council's Hard-Wired Alarm system with Everon, as to be presented to Cabinet.

(A copy of the presentation from Everon had been attached to the Minutes for Members reference)

32. DATES OF FUTURE MEETINGS

The Committee noted that the date of the next meeting would be 1 March 2022.

Appendix B

Financing Summary including Income

The table below shows the financial summary including additional income. The income consists of income from disposing 'Ransom Strips' and Homes England Grant for the development programme.

HRA Business Plan | Epping Forest DC

Financing Summary

Year	Year	Opening Loan Balance £'000	Loan Drawdowns £'000	Loan Repayments £'000	Drawdown of Revolver £'000	Repayment of Revolver £'000	Closing Loan Balance £'000	HRA Surplus c/f £'000
1	2021/22	159,152	0	-5,496	0	0	153,656	4,969
2	2022/23	153,656	0	0	25,068	0	178,724	2,005
3	2023/24	178,724	0	0	26,836	0	205,560	2,002
4	2024/25	205,560	0	0	20,802	0	226,362	2,001
5	2025/26	226,362	0	0	8,178	0	234,539	2,001
6	2026/27	234,539	0	0	0	0	234,539	4,328
7	2027/28	234,539	0	0	0	0	234,539	3,627
8	2028/29	234,539	0	0	0	0	234,539	5,564
9	2029/30	234,539	0	0	0	0	234,539	4,859
10	2030/31	234,539	0	0	0	0	234,539	7,436
11	2031/32	234,539	0	0	0	0	234,539	5,386
12	2032/33	234,539	0	0	0	0	234,539	2,071
13	2033/34	234,539	0	0	2,773	0	237,312	2,007
14	2034/35	237,312	0	0	0	0	237,312	4,893
15	2035/36	237,312	0	0	0	0	237,312	5,441
16	2036/37	237,312	0	0	0	0	237,312	9,116
17	2037/38	237,312	30,000	-30,000	7,612	0	244,924	2,010
18	2038/39	244,924	30,000	-30,000	0	0	244,924	6,497
19	2039/40	244,924	30,000	-30,000	3,975	0	248,899	16,698
20	2040/41	248,899	30,000	-30,000	5,462	0	254,361	27,181
21	2041/42	254,361	0	-33,656	0	0	220,705	3,495
22	2042/43	220,705	0	0	0	0	220,705	4,859
23	2043/44	220,705	0	0	0	0	220,705	8,846
24	2044/45	220,705	0	0	0	0	220,705	12,053
25	2045/46	220,705	0	0	0	0	220,705	9,273
26	2046/47	220,705	0	0	0	0	220,705	5,583
27	2047/48	220,705	0	0	0	0	220,705	4,969
28	2048/49	220,705	0	0	0	0	220,705	10,521
29	2049/50	220,705	0	0	0	0	220,705	18,283
30	2050/51	220,705	0	0	0	0	220,705	27,215

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everon™

Technology

Digital Technology, Connecting Care



WE ARE CERTIFIED



Everon

Our company

The Group



Headquartered in Finland, with subsidiary companies in Sweden and the UK.

Own development



Our large in-house R&D facility is staffed with specialist SW & HW developers, many from Nokia and Microsoft.

We are growing



Our highly competitive pioneering Digital solutions are driving change in UK Assistive Living, Social Care & Healthcare environments and applications

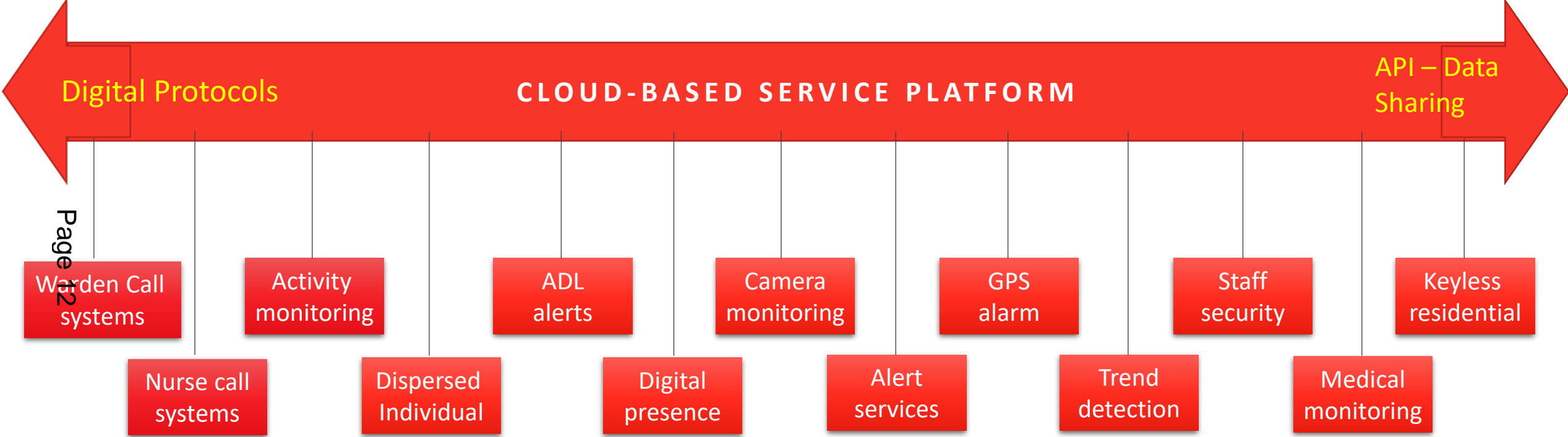
A close-up photograph of the Everon Lyra Alarm Call device. The device is white with a large black circular speaker grille at the top. Below the speaker, the brand name 'everon' is printed in white lowercase letters. Further down, there is a digital display showing the time '21:02' in white. Below the display are two oval-shaped buttons, one on each side, labeled '1' and '2'. At the bottom of the device, there is a red circular button with a white signal icon. The device is shown from a slightly angled perspective, highlighting its sleek, modern design.

Everon

Lyra Alarm Call

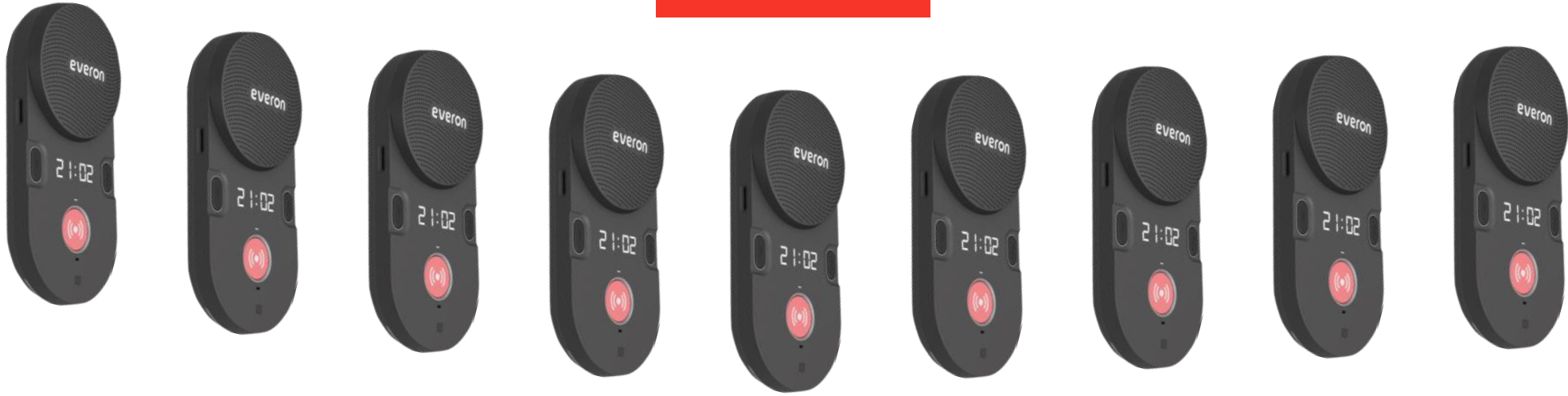
- Lyra is a wireless digital cloud-based IP alarm solution for sheltered and independent living homes and facilities. Lyra is based on a centralised server cloud infrastructure, which means that no PC or server is installed in any of your buildings.
- Lyra is a fully scalable system with positioning in real time. An extremely secure system with the highest possible reliability and constant monitoring of all components and peripherals.

Services overview



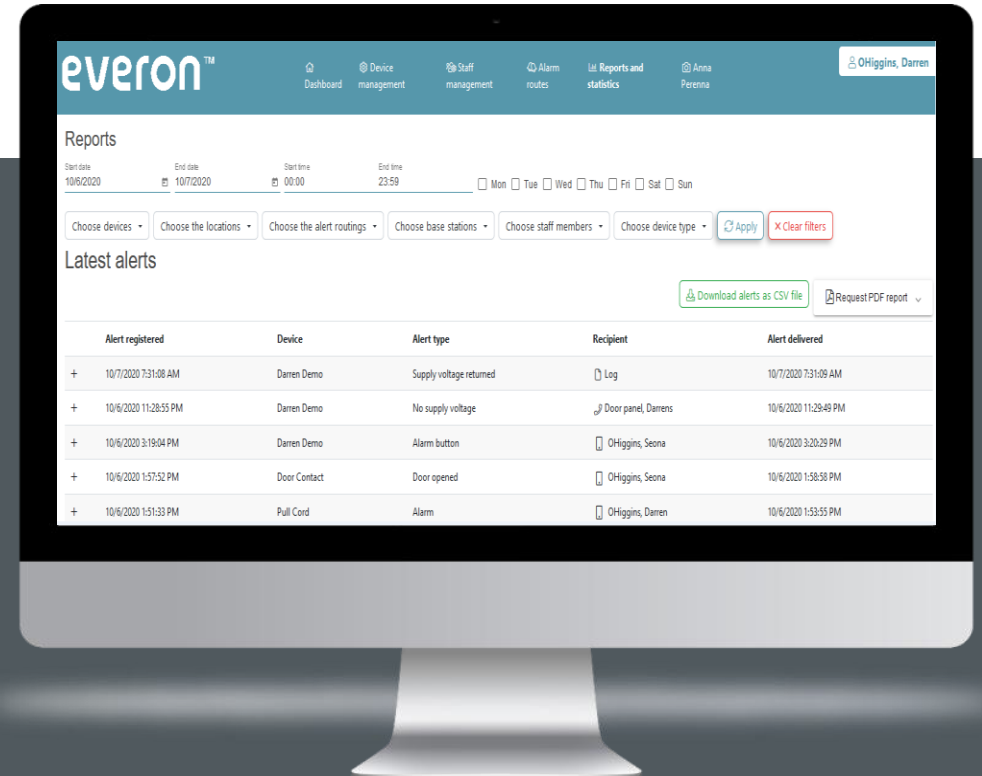
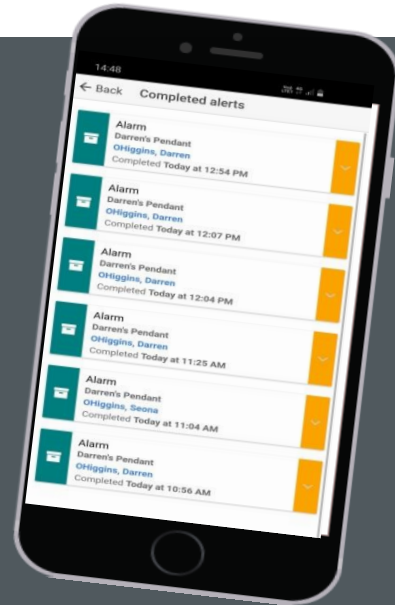
Page 12

Everon



Page 13

Small and smart Welfare Hubs, smartphones and the latest communication technology



The Origon hub



Smart Wireless Hub
Wireless devices easily programmed
3-level resilience (GSM, WiFi, LAN)
“I’m OK” functionality
Door Entry and Fire detection integration
Digital clock and LED reassurance lighting
Scheme-wide location of individual
Presence verification option (NFC)
Constant Heartbeat monitoring

Origon – Hub Connectivity

Page 15
Class 1 Receivers
869MHz Frequency
Each peripheral
'pings' presence



Peripherals

Peripherals

In the Lyra infrastructure the connecting of all alarm accessories can be completed wirelessly and effortlessly. Connection is by "Press & Play", so that staff themselves can easily add new accessories – no need for engineer attendance.

As the Lyra system is fully monitored we also check the 'heartbeat' of our buttons and accessories constantly to ensure you have a reliable solution.

When new technologies arrive we can integrate anything with an alarm output – leaving you future-proofed and always able to offer the right solution and care



Door Entry

System can call
Residents Hub

unit

Page

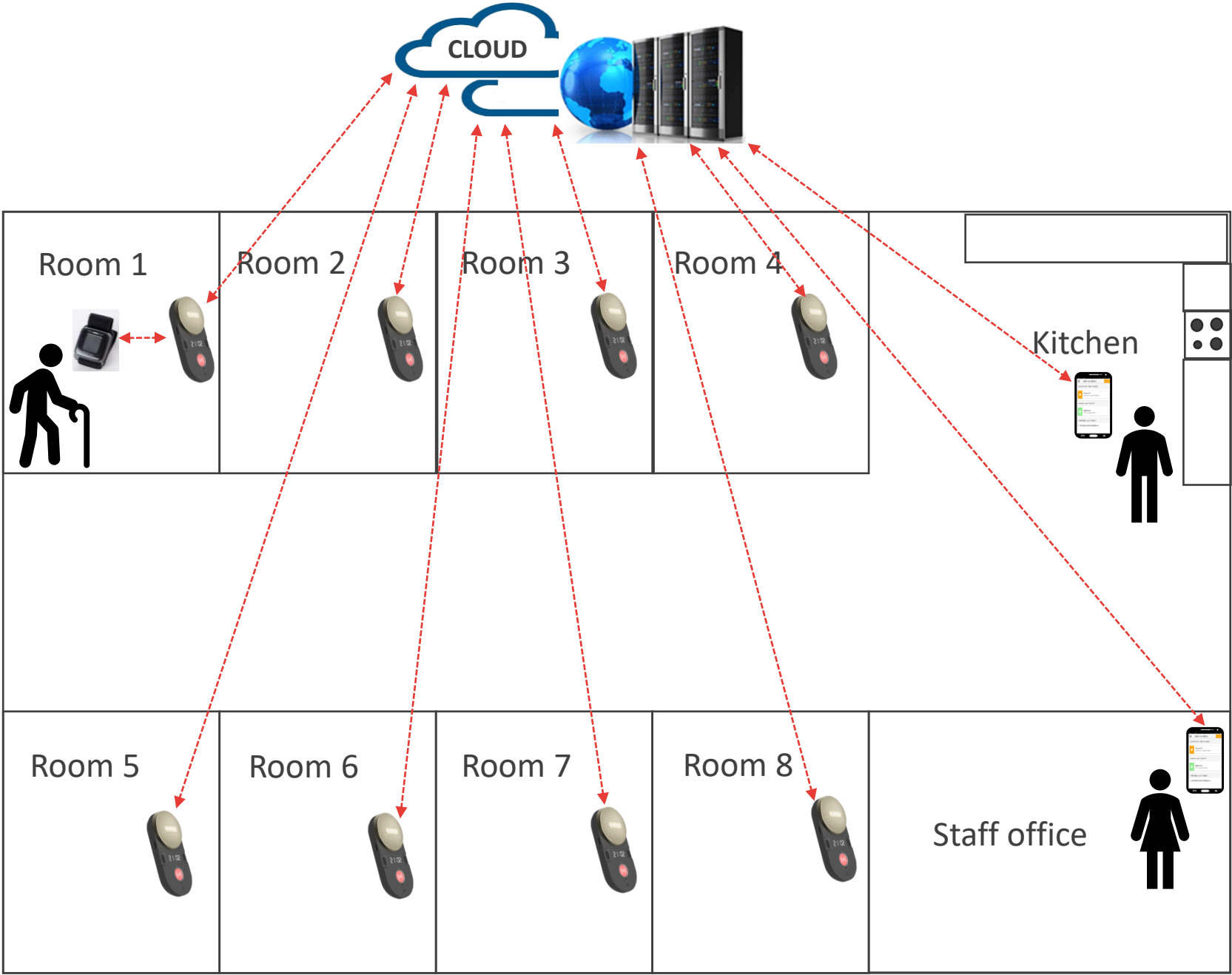
OR

Personal mobile
or landline
number if
preferred

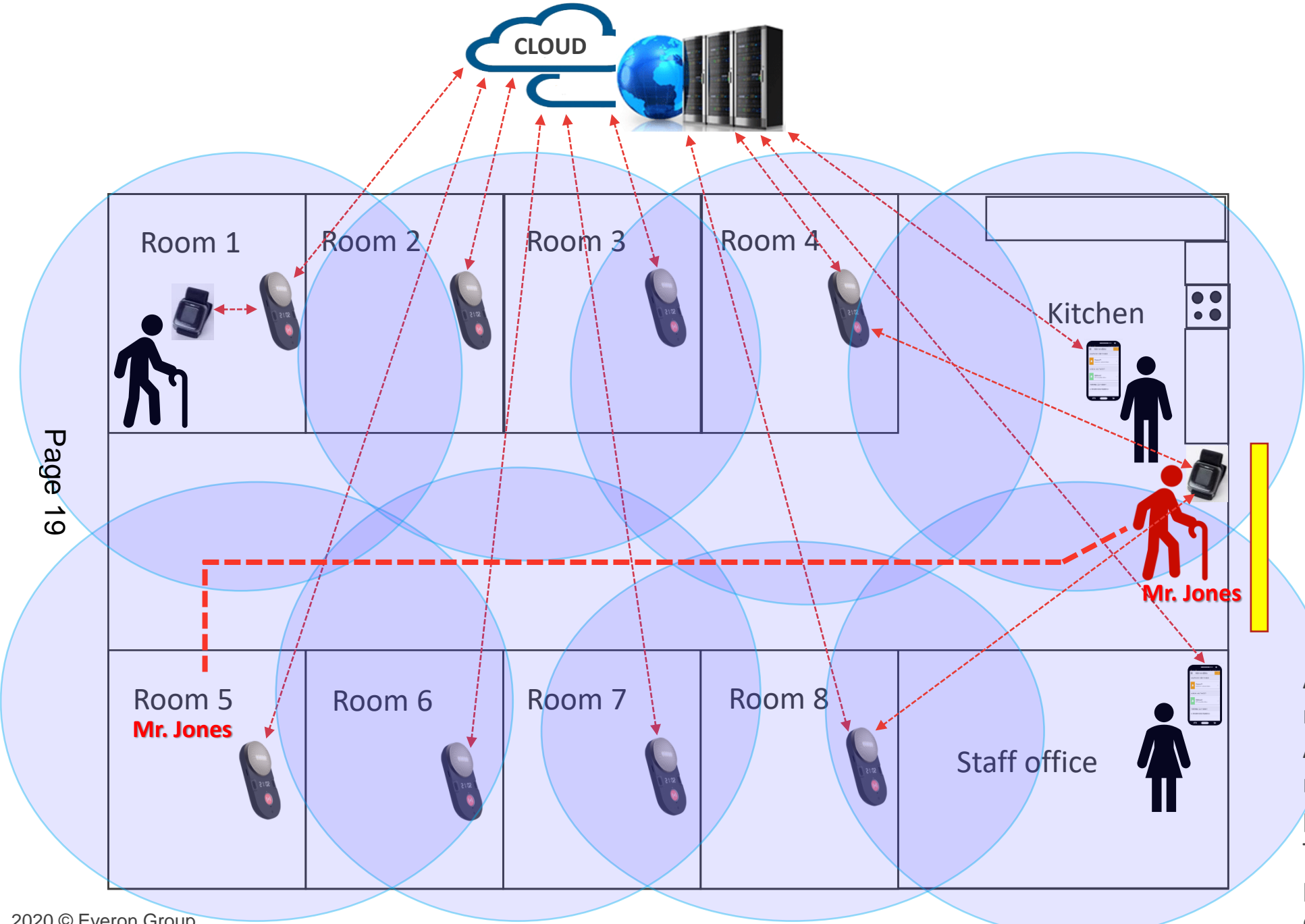


Sheltered or Extra Care scheme

Hub per room example



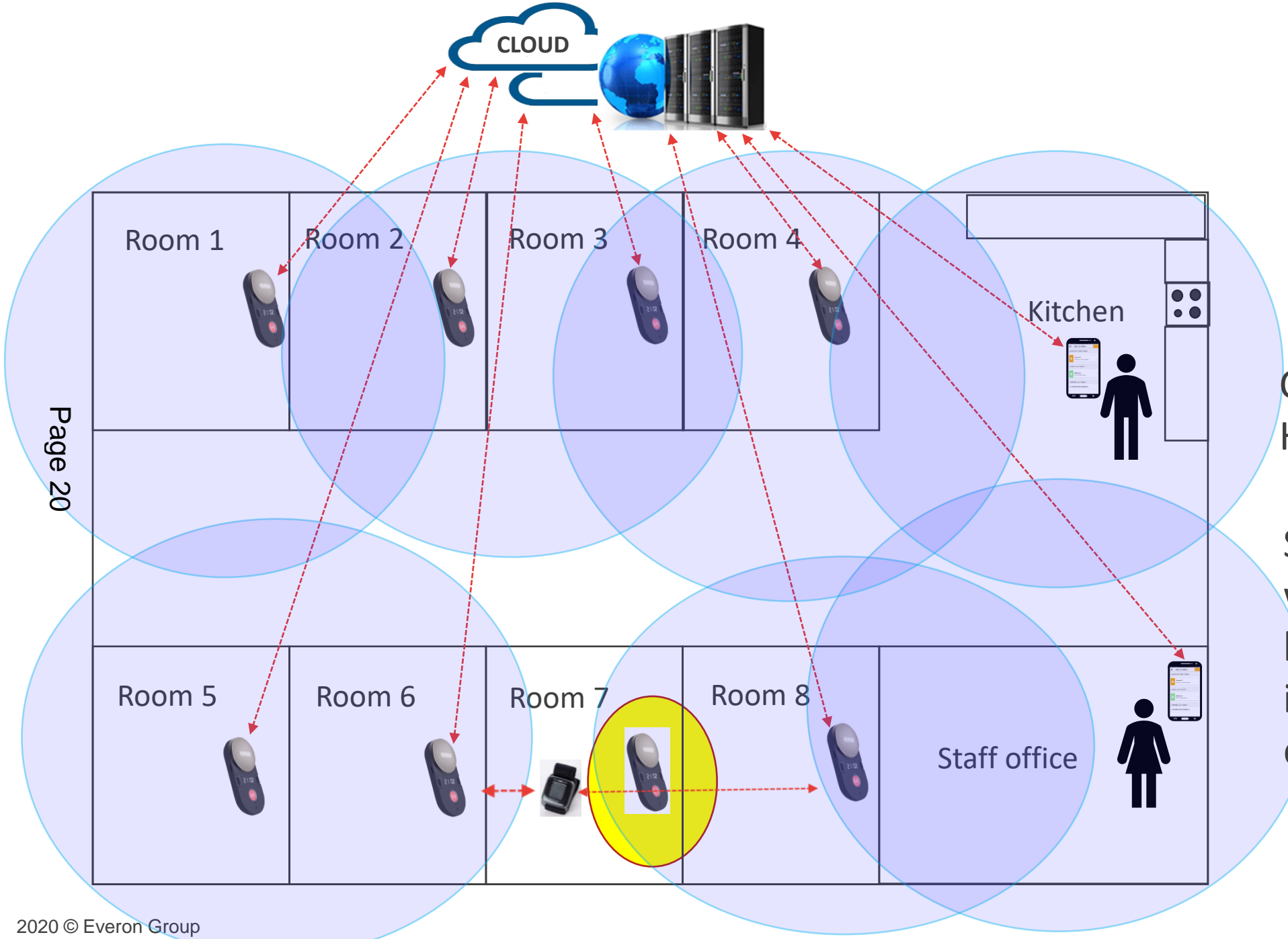
Grouped scheme **location** example



Page 19

Door Access or Monitoring

As Mr. Jones walks from his room towards the kitchen, his Alert device moves through meshed radio zones, tracking his progress. The same device could also provide access through external doors



High Resilience

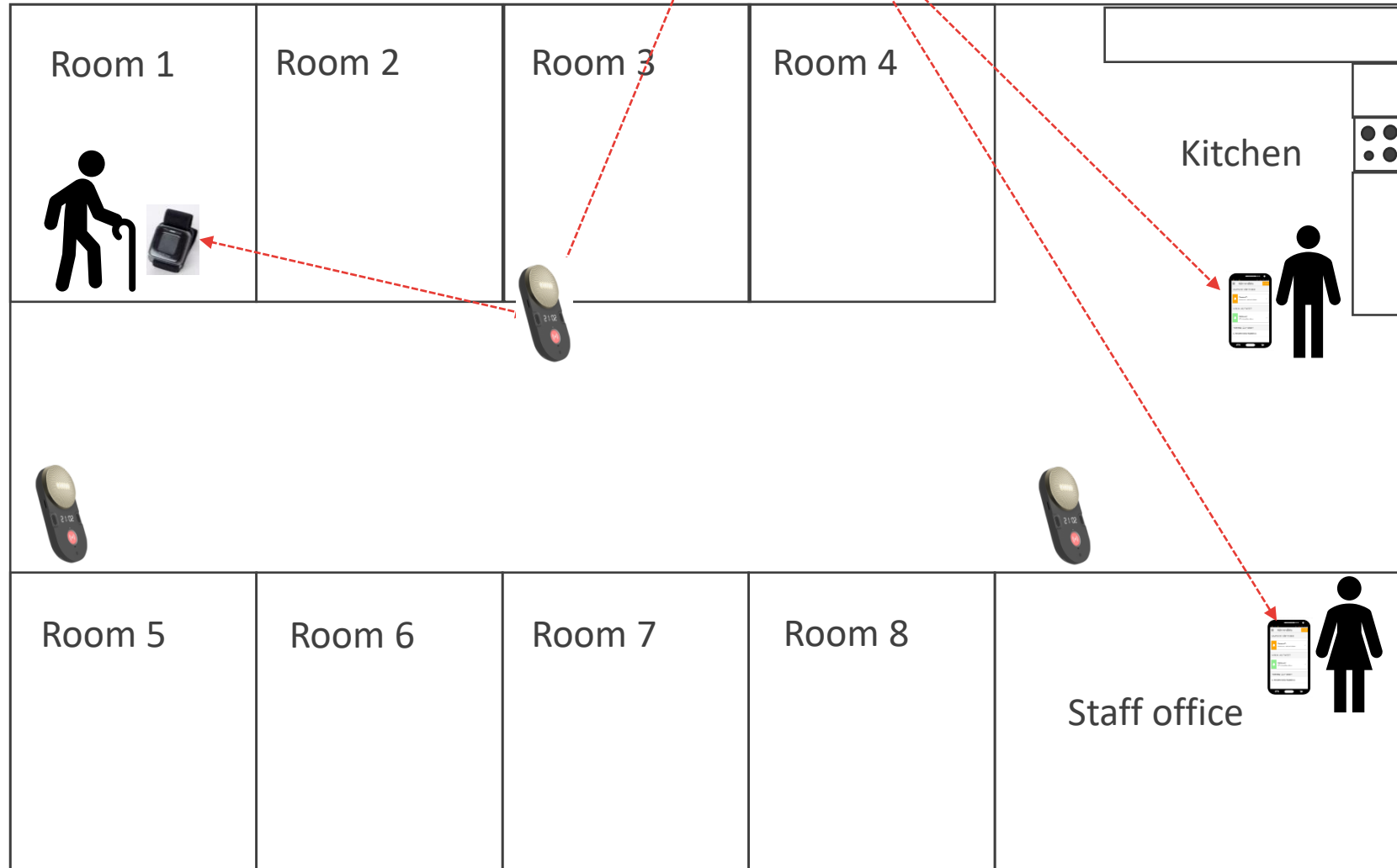
Constant connectivity
Heartbeats

System continues to work even if a room hub fails and will identify receiving device



Care home or LD facility Shared Hubs example

Page 21



Everon

Everon Mobile App

Alarm Handling

Alarms can be handled on an Android handheld device using the Everon Mobile Application. All users are uniquely identified allowing for trend and workforce planning analysis.

Attendance to any event or area can be recorded to the system using the NFC tags and notes system



Alarm Management

Intelligent Call Routing

Any alarm sensor can be renamed freely and alarms from any alarm accessories can be individually controlled according to need.

Alarms can also be switched to different routing destinations / people based on time / day of the week adding flexibility and the ability to use a skills based routing

Page 23

The screenshot displays the Everon alarm management interface. It is organized into three main sections, each with a light gray header:

- INCOMING ALERTS:** This section currently shows "No alerts".
- MY ALERTS:** This section currently shows "No alerts assigned to me".
- ALERTS TO OTHERS:** This section contains one alert card. The card is circled in red and includes:
 - A blue bell icon on a dark blue background.
 - The text "Alarm" in bold.
 - The text "Darren's Pendant / Darren Demo".
 - The name "OHiggins, Seona" in blue.
 - The timestamp "a few seconds ago".
 - A yellow dropdown arrow on the right side of the card.

Alarm Routing

Alarm route management

● = Default route ● = Route enabled ● = Route disabled

+ New alarm route

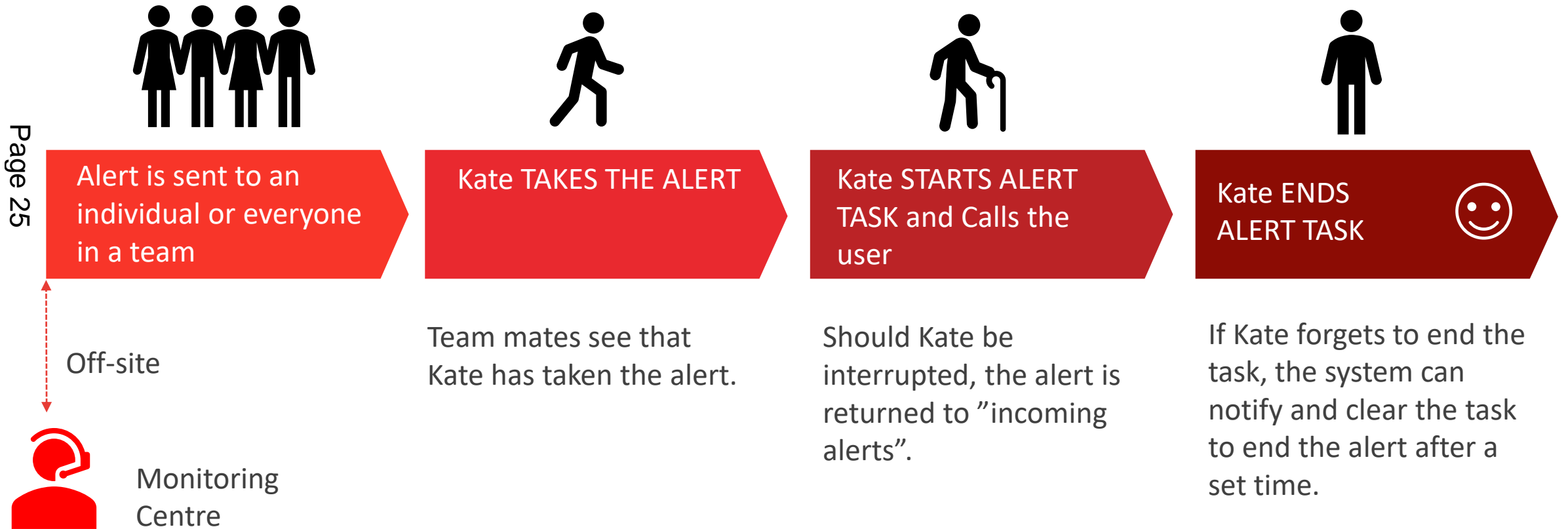
Show default routes

🏠 Darren Demo

	Name	Service time validity	Delivery type
●	Darren Routing	00:00 - 23:59	📞
●	Darrens Im ok	00:00 - 23:59	✉

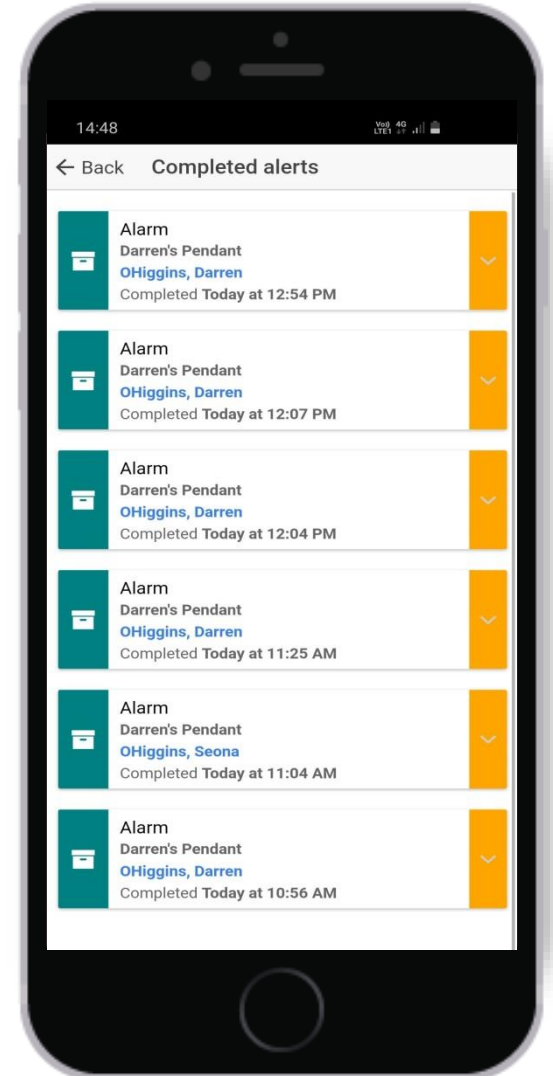
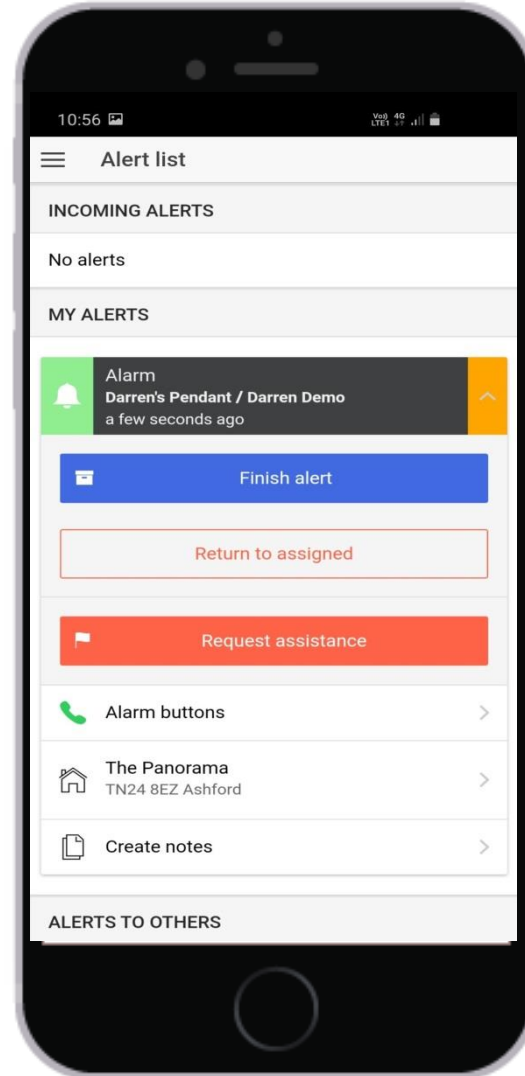
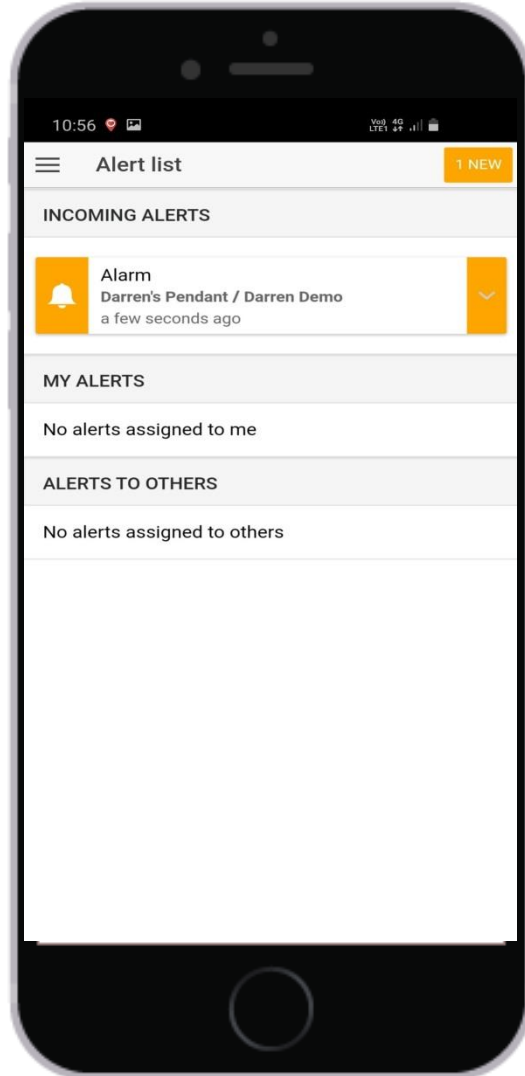
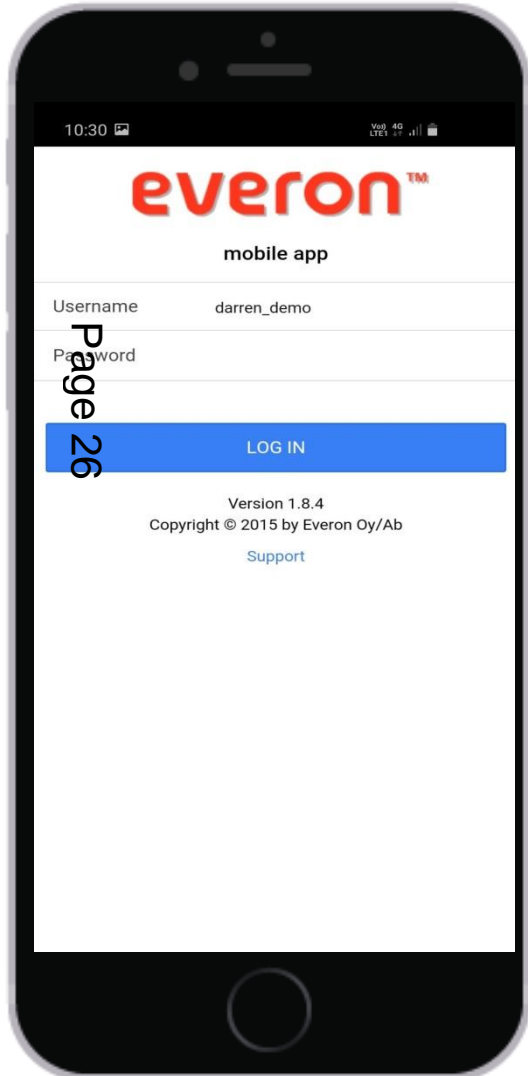
Multiple Alert Delivery options

Alert process



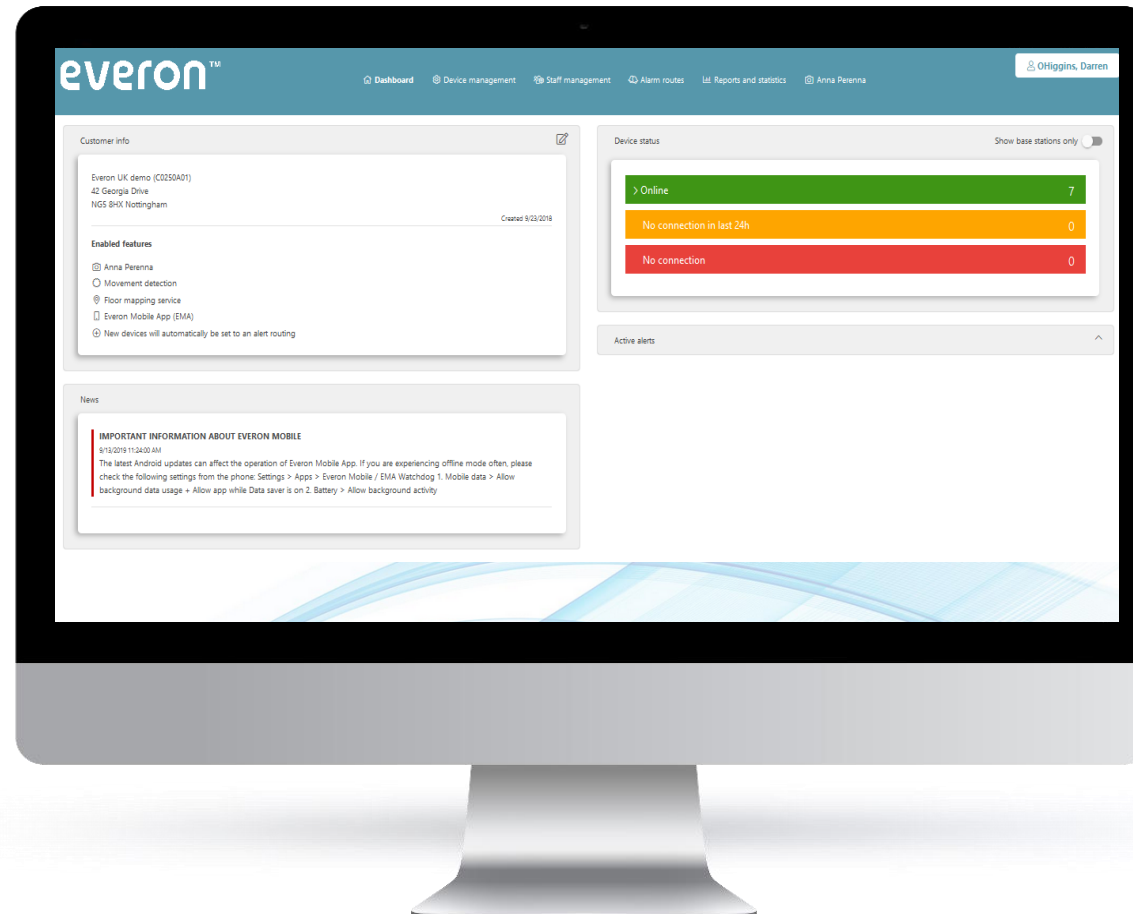
Everon

Everon mobile app



Web user interface MyEveron

In MyEveron you can handle teams, devices, routings, reports and statistics. Access to all these services is restricted on the basis of delegated authorisations.



Reports

Start date: 10/6/2020 | End date: 10/7/2020 | Start time: 00:00 | End time: 23:59 | Mon Tue Wed Thu Fri Sat Sun

Latest alerts

[Download alerts as CSV file](#)

[Request PDF report](#)

	Alert registered	Device	Alert type	Recipient	Alert delivered
+	10/7/2020 7:31:08 AM	Darren Demo	Supply voltage returned	Log	10/7/2020 7:31:09 AM
+	10/6/2020 11:28:55 PM	Darren Demo	No supply voltage	Door panel, Darrens	10/6/2020 11:29:49 PM
+	10/6/2020 3:19:04 PM	Darren Demo	Alarm button	OHiggins, Seona	10/6/2020 3:20:29 PM
+	10/6/2020 1:57:52 PM	Door Contact	Door opened	OHiggins, Seona	10/6/2020 1:58:58 PM
+	10/6/2020 1:51:33 PM	Pull Cord	Alarm	OHiggins, Darren	10/6/2020 1:53:55 PM

Report tools



RemoteSupport Everon

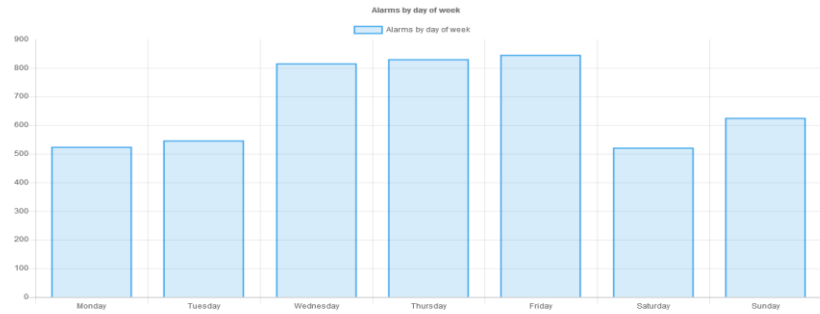
Sign out

- Dashboard
- Device management
- Staff management
- Reports and statistics
- Reports
- Statistics

Alert statistics

Alarms by day of week 5/1/2019 5/24/2019 Search

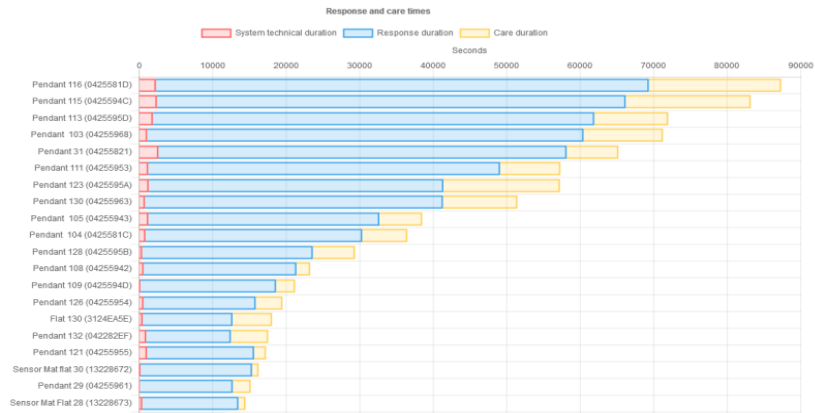
Additional settings



Alert statistics

Response and care times 5/1/2019 5/24/2019 Search

Additional settings



RemoteSupport Everon

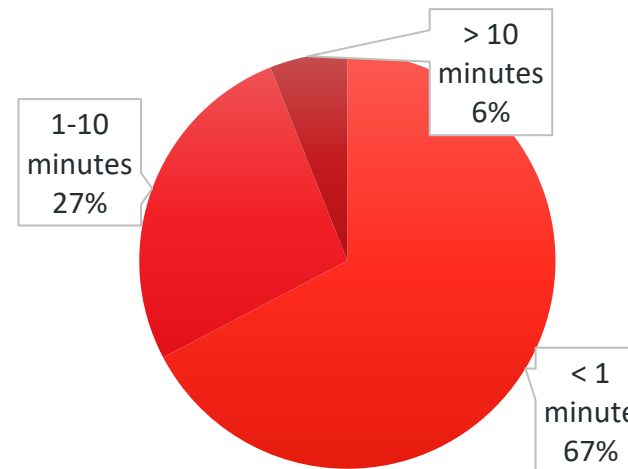
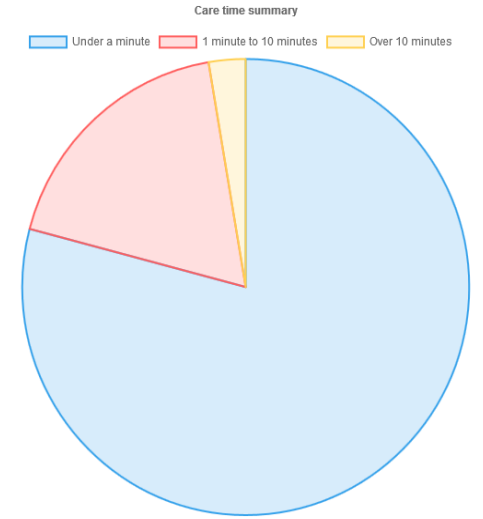
Sign out

- Dashboard
- Device management
- Staff management
- Reports and statistics
- Reports
- Statistics

Alert statistics

Care time summary 5/1/2019 5/24/2019 Search

Additional settings



RemoteSupport Everon

Sign out

- Dashboard
- Device management
- Staff management
- Reports and statistics
- Reports
- Statistics

Presence verification

For tagging staff presence we use small stickers containing NFC transmitters. These can be set in the users' rooms and communal areas to register staff presence by the use of their NFC capable smartphone. Even the bracelets can have built-in NFC tags.

Pages 30



Simple

A team member places the mobile phone over the NFC tag, the task is started and their presence is registered for colleagues to see.

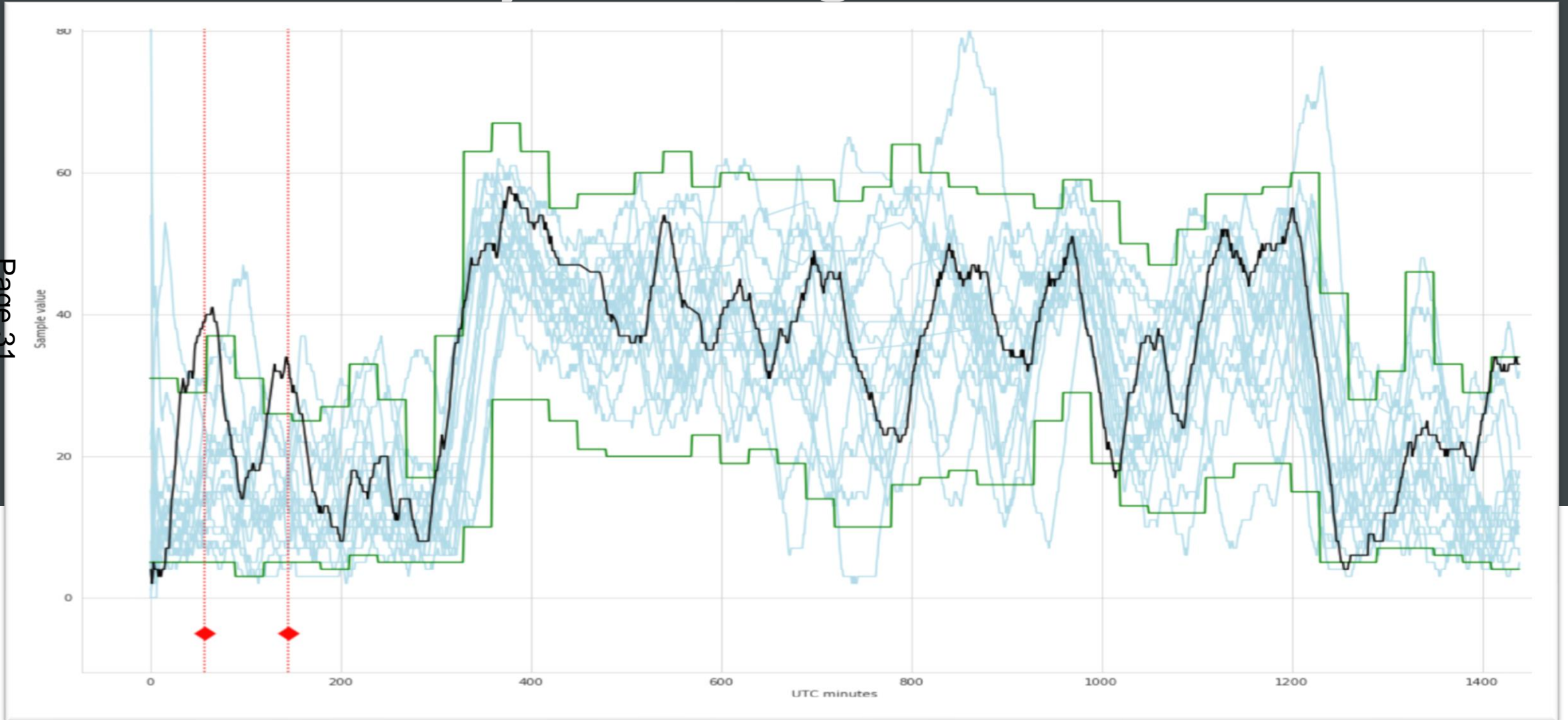


Logging in

NFC tags may also be used for 2-factor login to our apps.

Activity recording via PL-100 G

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“OnOn - Digital presence”

Safety 24/7, even without a bracelet



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Voice activated

Alerts on leaving the bed

Alerts on user falling, including soft falls or slipping that could not be detected with other sensors

Alerts on bathroom delays or patterns


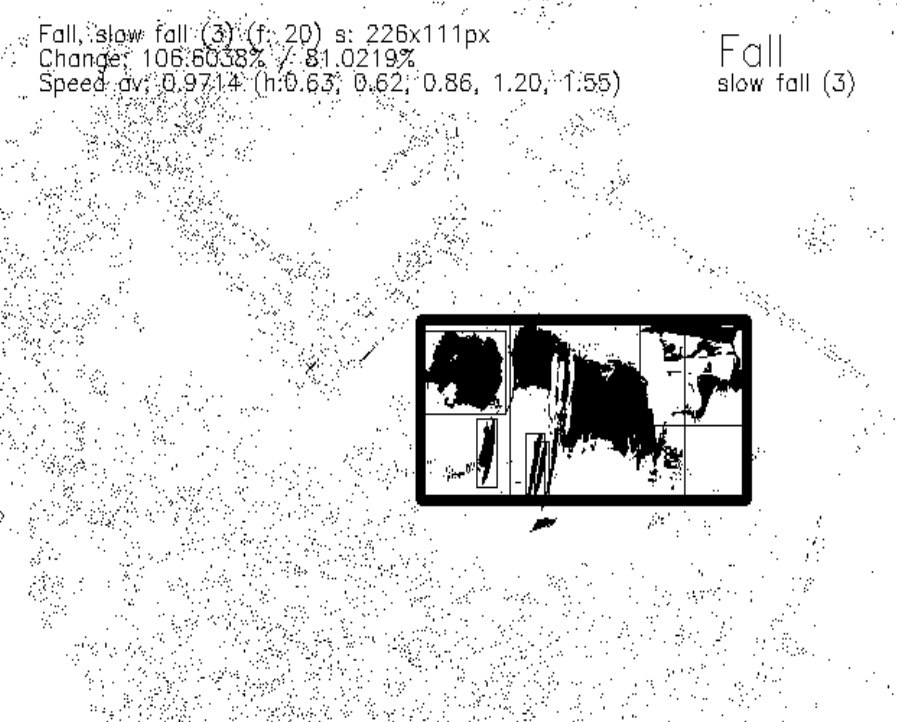
Exit alerts

OnOn Digital Observance



Fall, slow fall (3) (f: 20) s: 226x111px
Change: 106.6038% / 81.0219%
Speed: av: 0.9714 (h: 0.63, 0.62, 0.86, 1.20, 1.55)

Fall
slow fall (3)



ANNA Perenna: Fall Recognition v1.02



“EVER-ON” Features & Benefits Summary

- Wireless cloud-connected infrastructure with 100% up-time
- Dwelling Care Hubs available in stylish black or white
- Integrated Digital clock, with automatic time synchronisation
- Integrated low-power safety-orientation LED down lighting
- Integrated door entry access control may be answered on Hub or routed to any phone
- One 13A mains socket required for wall plug power supply
- Multi-purpose dwellings quickly ‘Care-enabled’
- No cable infrastructure
- No on-site central point of failure
- No onsite central processor control rack & battery bank
- No onsite network transceivers
- No practical limit to number of Hubs per site
- Stores practically unlimited global telephone numbers
- Unlimited speech paths per scheme: 100 residents = 100 simultaneous speech path possibility
- Up to 24-hours’ mains-fail backup per Hub
- Features & functionality set per user on cloud-connected Everon Portal
- Any Everon wearable wireless device will connect with any other UK Everon site Hub

- Software updates, upgrades, features, functionality & fixes via cloud-connected Everon Portal through whole lifecycle
- Connection via 2G,4G, WiFi or LAN
- Alarm Receiving Centre (ARC) monitoring uses SCAIP Digital protocol connectivity (interoperability verified at Centra ARC)
- Call management uses Everon Android mobile phone app
- No DECT system required
- Calls may be routed to multiple care staff, ARCs, relatives, care organisations/agencies
- Flexible call routing by flat and device type
- I’m OK function checks residents’ daily mobility during a set time period. If adopted, residents may opt out of this service
- Key-less lock access control – Residents doors may be opened (or locked to prevent exit) using wireless NFC
- Fire detection system connection
- Extra Care cancel at source via NFC-enabled trigger , enabled GSM phone or NFC fob
- Permitted video care monitoring
- Polymorphic mobility monitoring (On-On)
- ISO 13485 Quality related to medical devices safety and efficacy
- ISO 9001 certified (continuously delivering improved Quality)

THANK YOU



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