

## **Outside Bodies Report 2018/19**

### **Cumbria Community Foundation/Gateway Group/Kendal Brewery Arts Centre/The Council of Grizedale Arts**

The Culture and Leisure Portfolio Holder sits on the boards of four outside bodies: Cumbria Community Foundation; Gateway Group; Kendal Brewery Arts Centre; and The Council of Grizedale Arts.

Since being appointed in January I've needed to send apologies to the Brewery Arts Centre and Cumbria Community Foundation as their Board Meetings took place very soon after my appointment and at times when I had prior appointments in my diary. In the case of the other organisations – and in their business cycle - there has been no opportunity to attend.

I have however, received minutes and I'm satisfied that they are dealing with business effectively. In addition, I had a meeting with the Acting Chief Executive of the Brewery Arts Centre and was updated on their recruitment of a new CE and also on their innovative Digital project.

I look forward to attending future Board Meetings with these organisations and have some already diarised.

**Councillor Robin Ashcroft**

**May 2018**

## Outside Bodies Report 2018/19

### Cumbria Housing Group

This County-wide body is composed of members and officers from all relevant authorities across Cumbria. This includes the 6 District Councils, the Lake District National Park and the County Council. The Group is made up of lead politicians who have responsibility for housing (and wellbeing) issues in their areas.

I remain as Chair of the Group which, depending on business, meets between 4 to 6 times per year.

The Structure of the Cumbria Housing Group (CHG) and how it interacts with other housing-related groups is shown in the attached diagram at Appendix 1.

The purpose of the CHG is to:

- Enable collaborative working
- Help ensure a consistent approach to housing matters
- Encourage the sharing of knowledge and information
- Enable discussion of key issues
- Help provide economies of scale through joint commissioning for example of reports/studies

The objectives of the CHG are to:

- Provide advice and strategic direction with regards Housing and Wellbeing matters to the leadership of each authority represented
- Ensure that a clear understanding of the key issues relating to Housing and Wellbeing can be clearly set out to Leaders as well as other groups and organisations that are planning or delivering associated services
- Help in the co-ordination of joint activity in relation to Housing and Wellbeing where this is agreed is appropriate
- Identify opportunities for co-ordinated activity across authorities with regard Housing and Wellbeing (including the delivery of new homes in Cumbria)
- Contribute to the production of responses to consultations and requests for information as appropriate

The CHG has met in various locations around the County over the last year and has included a number of site visits to housing developments of interest across the County.

Subjects discussed during the year included the Social Housing Green Paper, The Homelessness Reduction Act, Disabled Facilities Grants, The Cumbria and Lancaster Community-led Housing Hub and the Cumbria Warm Homes bid. There were also presentations from outside bodies including most notably Homes England.

The CHG will review its operation, including its Terms of Reference and objectives at its first meeting in the new council year.

### **North West Employers**

The North West Employers (NWE) is a not for profit organisation that works with all 41 local authorities across the North West of England, including the Greater Manchester Combined Authority. NWE delivers training and advice and shares innovation across the public sector. The NWE also formally represent member organisations as employers, providing specialist employment and workforce advice and support. NWE also have a formal role with the region's trade unions, acting as the employers' organisation for all of the North West's local authorities.

I continue to represent South Lakeland and Cumbria on the Executive Board. There has been a root and branch review of operations and NWE has implemented a new operational structure and is delivering against a new financial plan. The NWE is celebrating its 100<sup>th</sup> anniversary and has arranged a number of events across the North West.

The Executive Board meets around 4 times per year. I was able to arrange for the March 2019 Meeting to be held at South Lakeland House. Following the Board meeting, SLDC hosted a member workshop and discussion covering SLDC's Customer Connect programme entitled 'The Transformation of Council Services'. This was well received and attracted attendees from local authorities across the North West.

If you are not aware of the work of NWE and particularly how they can support your work as a member, please have a look at their website <https://nwemployers.org.uk>

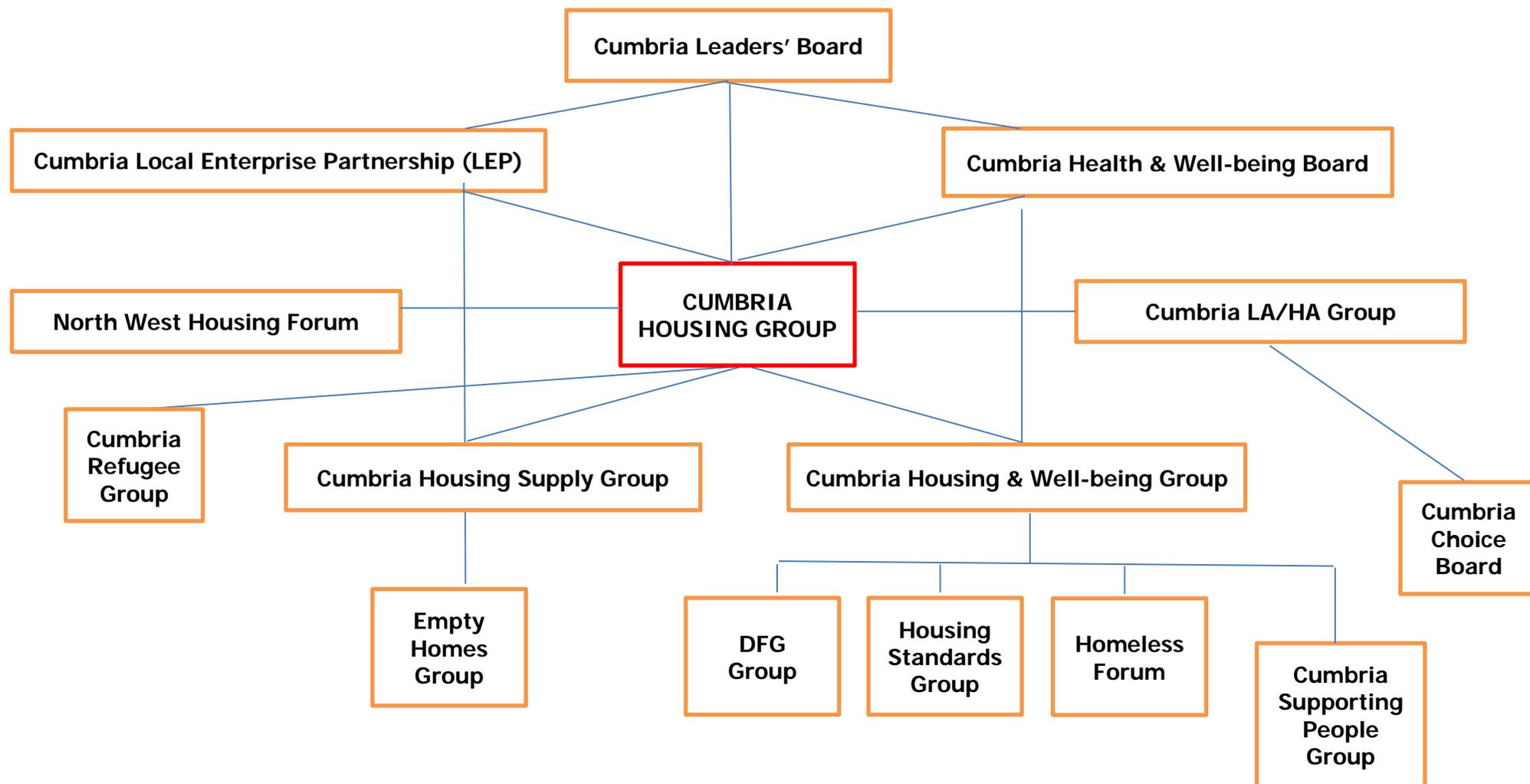
### **Cumbria County Council Local Committee for South Lakeland**

I have attended a number of meetings of the Cumbria County Council Local Committee for South Lakeland and these are a matter of Public record. Close working with other tiers of Government is crucial to enable the delivery of efficient and effective services for our residents. This remains an ongoing priority.

**Councillor Jonathan Brook**

**May 2019**

### CUMBRIA HOUSING GROUP STRUCTURE



## **Outside Bodies Report 2018/19**

### **Windermere Lake Action Plan 2017- 2022 Steering Group**

I have attended both meetings of the Steering Group which have taken place during 2018/19.

The meeting of the group in July 2018 was the inaugural meeting, at which the Group elected myself as Chairman.

The Group is comprised of two members of the Lake District National Park Authority, two members of SLDC and a member each from Windermere Town Council and Lakes Parish Council.

This meeting considered and approved its Purposes as follows:

- To drive and oversee the delivery and review of the Windermere Lake Action Plan
- To receive progress reports from the Delivery Group
- To consider and agree amendments to the Plan in light of delivery and circumstantial changes.
- To enable community accountability for the Plan's delivery and achievement.
- To make recommendations to the appropriate decision making committee in the Authorities where relevant.

The meeting was advised of the establishment of the Officer Action Plan Delivery Group, to drive the delivery of the Action Plan's Breakthrough Actions and received a progress report against each of the Actions.

This meeting was also attended by Windermere Town Council's representative, Councillor Jennifer Borer and Lakes Parish Council's representative Councillor Leslie Johnson, both of whom also sit on the Lake Administration Committee.

The second meeting of the Group took place in February 2019 and was attended by Councillors Borer, Johnson, Gardner, myself and both members from the National Park Authority.

The meeting received a progress report from the Action Plan Delivery Group. Progress is being made across the Actions, though to a varied degree as some actions are reliant on the involvement and delivery by third parties and or success in future fundraising.

The Steering Group will continue to monitor and challenge progress through 2019/20.

**Councillor Andrew Butcher**

**May 2019**

## **Outside Bodies Report 2018/19**

### **Duddon Estuary Partnership.**

There has been no meeting in the last year so I asked to Chair of the Partnership, David Savage, to provide an update for myself to pass onto Members, as follows:-

“The DEP has struggled to get traction over the past few years and attendance at the meeting has been disappointing. We sought to undertake a turn around plan last year and this did not deliver any significant changes to attendance levels.

The primary officers in the DEP (Chair and Deputy Chair) are also heavily committed to the work of the Southern Boundary Partnership which is working with the Friends of the Lake District to seek an extension of the National Park which will potentially include the Duddon Estuary. Hence time and efforts are focused on this work.

It is anticipated that the DEP will move to a Bi-annual meeting programme.”

I have asked to be kept updated on any further meetings or support that can be offered

**Councillor Tracy Coward**

**May 2019**

## **Outside Bodies Report 2018/19**

### **Lancaster Canal Restoration Partnership**

This has been a busy period for the LCRP partnership and there has been much change during this year too. Cllr Rathbone and I have managed to attend most of the meetings that have taken place and I hope that alongside our partners we have made a valuable contribution.

Firstly, I would like to thank SLDC's Ruth Leahy for her valuable contribution to this meeting which is ably chaired by Audrey Smith and aided by the work of Helen Moriarty. Helen has now left her role managing the Partnerships and that role has now been taken over by Morecambe Bay Partnership who I'm sure will do an excellent job.

The main focus for the last year has been three fold. Firstly, the successful HLF lottery bid for the Stainton Aqueduct which we are now in the process of appointing a manager for this significant project.

Secondly, working with Sports England to increase activity specifically cycling which encourages people to use routes that start from various points along the canal route with the Stainton project being a key aspect of this. Finally, the group had been trying to deliver on the Kendal to Natland project which has been generously supported by SLDC. There have been various challenges with this project but we are hopeful that with the recent changes we can now start making progress with this important project.

This year is also the bicentennial year of the Lancaster to Kendal Canal. This will be celebrated by various events throughout the year. The 'Lanky' graphic novel by Oliver East was a great recent success and we are hopeful there will be an exhibition of this work at some point at Kendal Museum. I have also asked Cumbria County Council to hold an exhibition from their Archive Service and 'Rosie and Jim' readings which I understand will also be occurring. There will also be a photographic competition amongst other events taking place throughout the year.

On a more minor but very welcome note there has been a commitment from Morecambe Bay Partnership to involve and communicate with Parish Councils along the canal.

**Councillor Chris Hogg**

**May 2019**

## **Outside Bodies Report 2018/19**

### **Lake District National Park Authority**

The LDNPA is made up of 20 members;

- 5 appointed by Cumbria County Council
- 5 by the District Councils with areas in the National Park (Allerdale, Copeland, Eden and South Lakeland)
- 10 appointed by the Secretary of State

The Authority meets approximately eight times in each year, where they receive the minutes from committees; Development Control Committee, Governance Committee, Park Strategy and Vision Committee, Resources Committee, Rights of Way Committee and Executive Performance Committee. They determine issues of policy and strategy and set the content of important documents that guide how the National Park Authority operates.

Over the last 12 months I have sat on the Development Control Committee. The committee meets on the first Wednesday of every month and, similar to the Planning Committee at SLDC, the role is to consider planning applications, enforcement issues and other matters in the Lake District National Park.

February saw the official re-opening of the bridge at Greenhead Gill in Grasmere. (I had the pleasure in attending with some of the local children.) The Routes to Resilience Project has replaced, repaired and increased the resilience of 94 bridges, 65 public foot paths and 44 gates, stiles and signposts since January 2017.

March this year I attended the NPUK Member Induction Course at Brecon. During my stay I visited Crickhowell, who were the winners of the Great British High Street award 2018. Crickhowell is a remarkable resilient community, the majority of business are independent, family run businesses and they are currently on the way to becoming a single use plastic free community. This has really inspired me and I am now working with local businesses and community organisations in Grasmere to achieve single use plastic free community accreditation.

The Pre-Submission Local Plan has just been prepared taking into consideration the views received during the public consultation in 2018. The consultation for the Pre-Submission Local Plan, runs from 8<sup>th</sup> April until 3<sup>rd</sup> June. I have included the links for anyone who is interested and hasn't had the opportunity to look at it.

[https://www.lakedistrict.gov.uk/\\_data/assets/pdf\\_file/0008/1533572/Pre-Sub-Local-Plan-Apr-2019.pdf](https://www.lakedistrict.gov.uk/_data/assets/pdf_file/0008/1533572/Pre-Sub-Local-Plan-Apr-2019.pdf)

[https://www.lakedistrict.gov.uk/\\_data/assets/pdf\\_file/0007/1533571/Proposed-Allocations-of-Land-FINAL.pdf](https://www.lakedistrict.gov.uk/_data/assets/pdf_file/0007/1533571/Proposed-Allocations-of-Land-FINAL.pdf).

It has been an eventful year and I look forward to becoming even more involved in 2019/2020.

**Councillor Vicky Hughes**

**May 2019**

## **Outside Bodies Report 2018/19**

### **Ulverston Business Improvement District 2018/19**

It has been another very busy year for Ulverston BID, Justin Wells Project Officer has been with us for over 12 months and has settled in well. Businesses, the community and Ulverston Town Council now have a person who they can contact and communicate with, this is helping the way the BID and its work is seen within Ulverston.

Meetings have been held at Tritech and the Coronation Hall under, the Chairmanship of Jan Hancock, we have lost member Suzanne Pender (Ford Park) but gained Suzanne Edgley (The Best Of), Andy Pool (Original Men's Shop) and Sarah Mammatt (The Northern Line). Meetings are well attended.

#### **Projects undertaken during 2018.**

**Choose Ulverston:** We have been updating Choose Ulverston the towns' tourist and information website for the community and a wider audience the site is going strength to strength. The BID also helped fund the Visitor Information Point (VIP) which is situated in the Market Hall.

**Loyal Free app:** The app was launched during the summer and is working well, we have frequent up-dates and presentations by the Company.

**Tour of Britain:** The BID funded the activities that took place before and after the event. Ulverston was buzzing that day and the organisers said that "Ulverston staged the best reception that they had received in the Lake District".

**Late Night Thursday Shopping:** This project started late October and ran until Christmas, it went well and we are hoping to bring it back in 2019.

#### **Projects for 2019.**

**Free Town Centre WIFI:** We hope to go live with this project very soon bringing free WIFI to the town.

**Parking:** The BID is working with SLDC to develop a new parking solution for the town.

**Ulverston in Bloom:** The Bid is this year looking to work with UIB to help showcase the town centre.

**Training Offer:** The BID are offering free training sessions for businesses. Topics include – Health and Safety in the Workplace, IT Skills, Food Safety in Catering CIEH Level 2, Fire Safety Awareness, Level 2 Emergency First Aid at Work and Social Media/On-Line Sales/E-Commerce/Merchandising.

**Funding Applications:** We will also be considering applications for funding from the community which fit with our objectives.

**Revote 2020:** The BID are busy working towards the revote so they can continue and carry on with the excellent partnership working that this group has established.

**Councillor Janette Jenkinson**

**May 2019**

## **Outside Bodies Report 2018/19**

### **Lake Line User Group**

The group represents the daily users of this vital and important stretch of line between Oxenholme and Windermere, whether residents commuting, school children or visitors from around the world.

It has been instrumental in holding Northern Rail accountable for some of the difficulties experienced by users, whom the group represents, whilst monitoring standards of services.

They fundraise to carry out investigations which inform the public, producing surveys and information for users.

Their positive relationship with Northern Rail throughout the difficulties of last summer demonstrates how bodies/groups of this nature are essential to inform and give feedback and support.

For further information about LLRUG, follow the link below.

[www.llrug.co.uk](http://www.llrug.co.uk)

### **Cumbria Strategic Waste Partnership**

An officer and member group which holds meetings to exchange good practice between districts. SLDC works cooperatively with Cumbria County Council to strategically use some shared resources (Northern Resource Park) and some common resources (Cumbria Waste).

The Government's Resource and Waste Consultations are ongoing until May. The results of this and further consultations this year will have an impact and bearing on the work on the partnership and where their greatest impact lies.

**Councillor Dyan Jones**

**May 2019**

## **Outside Bodies Report 2018/19**

### **Executive Committee of the Arnside & Silverdale Area of Outstanding Natural Beauty (AONB)**

I have represented South Lakeland District Council on the Executive Committee of the Arnside & Silverdale Area of Outstanding Natural Beauty (AONB) Partnership from June 2016 until December 2018. I attended one meeting of the Executive Committee during the year 2018/19. The meeting was held at the RSPB Nature Reserve at Leighton Moss, Silverdale, Lancashire, on 17<sup>th</sup> October 2018. Following the recent by-election, Cllr Helen Chaffey became the SLDC representative and attended the 20<sup>th</sup> March 2019 meeting at the same venue. The minutes of the Executive Committee meetings can be found on the AONB web site <http://www.arnsidesilverdaleaonb.org.uk/about-us/the-executive-committee/>

SLDC awarded the Arnside & Silverdale AONB Partnership a grant of £11,500 for the financial year 2018/19. Details of the AONB Partnership's income and expenditure can also be found on their web site. No expenses are incurred by me in attending these meetings.

Below is a summary of the AONB Partnership's role, the work that they have undertaken this year and their plan for 2019/20.

### **Arnside & Silverdale Area of Outstanding Natural Beauty (AONB)**

The Arnside & Silverdale Area of Outstanding Natural Beauty (AONB) is a nationally designated landscape, recognised for its distinctive limestone landscape, stunning views and extraordinary biodiversity. The primary purpose of AONB designation is to conserve and enhance the natural beauty of the area. Recreation and sustainable social and economic development are also encouraged in a way that supports the primary purpose.

The four responsible local authorities – Cumbria County Council, Lancashire County Council, Lancaster City Council and South Lakeland District Council – deliver their duties and obligations arising from Part IV of the Countryside and Rights of Way Act 2000 in relation to the AONB through the operation and management of the AONB Partnership and the publishing, reviewing, monitoring and implementation of the statutory AONB Management Plan. The AONB Management Plan must be reviewed every five years.

The current statutory AONB Management Plan describes four key outcomes for the area:

- An outstanding landscape rich in wildlife and cultural heritage
- A thriving sustainable economy and vibrant communities
- A strong connection between people and the landscape
- A dynamic and successful AONB Partnership

The AONB Team is a staff team employed on behalf of the AONB Partnership to prepare and drive the implementation of the AONB Management Plan.

## Key areas of work 2018/19

- Statutory AONB Partnership active and engaged involving representatives from four local authorities, six parish councils, businesses, landowners, user groups, statutory agencies, and conservation bodies, providing collaboration and coordinated management and action
- Statutory review of AONB Management Plan – A new Plan covering the period 2019-24 is due to be completed by April 2019. Public consultation has been held on the Draft Plan, SEA/SA Environmental Report and Habitats Regulations Assessment. A Review Working Group including officers from the 4 Local Authorities, Natural England, the Chair of the Executive Committee and AONB Team members has been actively involved in and supported the review process
- Core funding for AONB Partnership confirmed for 2019/20 (funding partners include Defra, four local authorities, six parish councils); added value secured by charging for services, donations and grant income
- Direct active involvement in managing over 20 sites in the area to enhance them for public access and biodiversity, and further bespoke advice and practical support provided to landowners/managers and farmers. A workshop on Ash Dieback, organised by the AONB Team and funded by the Forestry Commission, attracted over 70 delegates
- Monthly community litter picks throughout the area
- Delivering a programme of access signage improvements on the local footpath network
- Implementing Countryside Stewardship agreements for the area's two Local Nature Reserves
- Approximately 3000 hours volunteer time contributed by local people to directly looking after the area through AONB's Volunteer Programme
- Comprehensive landscape related planning advice and responses to planning applications and policy consultations provided to local authorities and other relevant bodies
- Close collaboration with South Lakeland District Council and Lancaster City Council to support and advise on the finalisation of the AONB Development Plan Document. This Plan, which complements the Arnside & Silverdale AONB Management Plan, is the first in the country to be prepared in this way to apply policies and allocations across the AONB. The DPD was adopted on 13<sup>th</sup> March 2019 as part of Lancaster City Local Plan and as part of South Lakeland Local Plan on 28<sup>th</sup> March 2019
- Annual events programme including a series of Wild! project events to encourage families and children to enjoy the outdoors and connect with nature
- Working with local primary schools including delivery of an artist in residence programme with Archbishop Hutton and Ryelands primary schools – a visit to Warton Crag LNR, poetry writing workshop and lantern-making as part of participation in Light Up Lancaster. A copy of 'The Lost Words' – a book of beautifully illustrated poems about nature words – was donated to each of the primary schools in the AONB

- Annual programme of rural skills events and training courses provided to support local contractors and volunteers including AONB Hedgelaying competition held in Arnside, November 2018
- Promotion of the area, what is special about it and what to do here, via information centre at Arnside station (including over 2000 face-to-face enquiries annually), high quality website, downloadable routes, publications, social media and working with media and tourism providers and local businesses
- A comprehensive geological audit and assessment for the area has been completed as part of a Landscape Monitoring Project in partnership with Natural England
- An AONB Conference held on 31st January 2019 focussed on the Geology of the AONB and attracted over 70 delegates
- Active support provided for community-led groups involved in caring for the AONB, organisations such as the Landscape Trust (with circa 1200 members) and the Silverdale district community wood bank
- Working with partners to advise on, develop and actively support delivery of a suite of projects which benefit the area including the England Coast Path, Local Nature Reserve management, Arnside viaduct path, Headland to Headspace, Warton Mires etc.
- Participation on Headlands to Headspace Board
- Working with partners as part of Morecambe Bay Local Nature Partnership to ensure a joined up landscape-scale approach to nature conservation across the wider area
- Direct link with National Association for AONBs and active participation at a national level – for example participation in Outstanding Week in September promoting AONBs at a national level

### **Priority areas of work planned for 2019/20**

(full work programme appears in AONB Team Business Plan)

- Publication of the AONB Management Plan 2019-24
- AONB Volunteer programme
- Direct management of key sites and support and advice to landowners/managers
- Provision of landscape-related planning advice to local authorities and other relevant bodies
- Events, education and communications programme – including the AONB Apple Day
- Rural skills and training
- Project development and support – including a new project of weekly walks aimed at people living with dementia to help them retain a sense of adventure by getting outdoors and connecting with nature and their community in a safe and secure environment

**Councillor Pete McSweeney**  
**May 2019**

## **Outside Bodies Report 2018/19**

### **SPARSE**

The SPARSE group is a Single Interest Group (SIG) of the LGA and represents the interests of Rural areas.

The main current emphasis is on the funding of rural councils and the unrecognised extra financial burdens they bear in relation to urban councils.

The Fair Funding Review makes this a very live subject.

Other issues are, Housing, Health, Transport, Broadband and other services in rural areas.

I am a member of the executive as a vice chairman (not as grand as it sounds!) representing the North West.

There is a yearly conference in Cheltenham which I am planning to attend in September.

A recent addition is a North West meeting in the Preston area to which all Councillors are invited. This will take place in the Autumn and I hope many of you will be able to attend.

**Councillor Peter Thornton**

**May 2019**

## **Outside Bodies Report 2018/19**

### **South Lakes Housing (SLH) Board – March 2019**

This has been another successful year for the district's largest provider of affordable housing. A new Chair was appointed in May 2018; Ian Munro OBE, a former CEO of a large Housing Association in Manchester. Ulverston tenant Stephen Bolton replaced Charles Howarth, who had completed his maximum term on the Board.

#### **In-Depth Assessment (IDA)**

At the end of March, SLH received confirmation of the highest regulatory judgement for both governance and viability from the Regulator of Social Housing (RSH) following an 'In Depth Assessment' (IDA), which commenced in November 2018.

The rigorous assessment considered how SLH manage risks; concentrating on financial risk, health and safety and the capacity to react and withstand economic and other shocks such as Brexit and flooding. The skills and competence of Board Directors was put to the test and the internal controls and performance management of the Board were scrutinised. The increased focus on attracting a range of skills to the Non-Executive Directors roles on the Board has resulted in a more challenging, highly skilled Board – key ingredients for excellent governance and financial stewardship.

The Regulator confirmed the award of: Governance grade of G1 and Viability grade of V1. The result is great news for our stakeholders, including our funders and SLDC, both as an investor in new homes and strategic housing enabler. This also provides assurance to tenants that their landlord is well run, and its good financial stewardship enables further investments into their homes and communities.

Governance has been strengthened in a number of ways, including the introduction of Board payment, whilst being a modest amount will nevertheless improve accountability and recruitment of skilled appointments in the future. Shareholding has also been reviewed and in addition to the Council and current tenant shareholders it is appropriate to restrict new shareholders to be non-executives of the Board. SLH is very keen to explore better ways to engage customer and respond to feedback in order to improve customer service.

Customers also gave their endorsement to the improvements SLH has been making. Satisfaction with SLH as a landlord increased to 89% (from 86%) in an independent survey conducted during the year.

#### **Key Strategic Priorities**

**SLH continues to dovetail its strategic properties with those of SLDC, particularly in the delivery of new homes, the quality and standard of existing homes and the effective management of neighbourhoods and services.**

#### **New Affordable Homes**

During the past year a significant milestone was reached, with the number of SLH homes now back at pre-transfer (2012) levels of 3,156. Around twenty properties are sold each year through the Right-to-Buy. SLH are now developing more homes each year; either through new build, section 106 with commercial developers or other Housing Association acquisitions.

SLH has grown its Development Team in order to take forward SLH's ambition to deliver more new homes in future years. In partnership with SLDC it will utilise low cost borrowing from the Council in order to unlock difficult sites to boost the supply of new homes.

### Increasing our impact

As a medium sized provider of homes, costs efficiency and scope for growth is sometimes harder to achieve. SLH is keen to work in partnership with other providers to harness combined scale and reduce duplication. It provides repairs and maintenance services to Castles & Coast Housing Association through a cost sharing group and during the year has explored possible partnership arrangements with Eden HA. We hope that closer working with our HA colleagues in the area will bring benefits to the tenants and communities of South Lakeland, but for now at least that is unlikely to result in a merger. SLH for now want to focus on its next chapters which will included more new homes, a focus on energy efficiency and addressing fuel poverty and continued investment in homes and communities. We aim to transform how customer can access services harnessing greater customer experience from digitalised processes and improved ways of working.

### Performance

The SLH Board has recently received an overview of SLH costs and performance from leading sector organisation, HouseMark. It stated that SLH has; strong financial performance, has lean overheads and excellent housing management and maintenance performance. SLH has relatively high cost per unit, in comparison to peers, - this, in part, is because of significant investment in our current homes – which we intend to continue.

The following KPIs illustrates the latest performance :-

Key Performance Indicator	2016/17	2017/18	2018/19 Projection	Quartile (comparison against all HA in 2017/18)
Rent arrears (%)	1.76%	1.32%	1.27%	Top
Void rent loss (%)	0.69%	0.46%	0.75%	Upper Middle
Properties with a current gas service (%)	100%	100%	100%	Top
Digital transactions (%)	14%	31%	41%	N/A
Properties achieving the Decent Homes Standard (%)	100%	100%	100%	Top
Repairs completed within target time (%)	91%	90%	91%	N/A
Overall customer satisfaction with landlord services (%)	86%	N/A	89%	Upper Middle
Ratio of responsive to planned maintenance	0.27	0.21	0.26	Top
Headline Cost Per Unit (£)	£4.2k	£3.8k	£3.7k	Lower Middle
Average sickness per employee (days)	5.7	9.8	6.8	Top

## SLDC Nominated Non-Executive Directors

SLDC have nominated two Non-Executives to the Board of SLH; Rupert Audland and John Holmes. Peter Thornton resigned in June 2018, replaced by Rupert. John Holmes will have served 9 years on the SLH Board in 2020 and will not be able to continue after that as it is the maximum period permitted. Attendance during the past year is given below;

Non-Executive Director	Date of Appointment	No of years since appt	Apr 18	Jun 18	Aug 18	Sept 18	Nov 18	Nov 18 Dev Day	Feb 19	Mar 19 Dev Day	Possible number of meetings	Number of meetings attended	%
Rupert Audland	2018	1	-	✓	✓	✓	X	✓	X	X	7	4	57%
John Holmes	2011	8	✓	✓	✓	✓	✓	✓	✓	✓	8	8	100%

### The year ahead

The main theme for the year ahead will be to develop a new Business Strategy. Key planks will include; new development, energy efficiency and improving neighbourhoods.

SLH will continue to focus in the South Lakeland area, but are keen to develop strategic alliances within the Morecambe Bay economic region. SLH now own a small number of homes in the Lancaster area and are pursuing other development and management opportunities in the region.

SLH has also signed up to become an 'early adopter' as part of the National Housing Federation's '*Together with Tenants*' initiative set up in response to the Grenfell tragedy. This is about strengthening the voice of the tenant and involving tenants in matters that affect them; such as providing safe and quality decent homes. SLH was the first Housing Association in Cumbria to sign up to the initiative. We are well placed to respond to the regulatory changes that are likely to arise from the Government's Social Housing Green Paper.

**Councillor John Holmes**  
**Councillor Rupert Audland**

**May 2019**