

Dated

2010

- (1) NORTH EAST LINCOLNSHIRE COUNCIL
- (2) BALFOUR BEATTY WORKPLACE LIMITED

---

Renaissance Schedule  
Schedule 27

---

## CONTENTS

	<b>Page</b>
1 DEFINITIONS.....	2
2 OVERVIEW OF THE SERVICE.....	7
3 SERVICE SCOPE AND REQUIRED OUTPUTS AND PROCESS .....	9
4 SYSTEMS.....	51
6 PERFORMANCE.....	53
10 INTERFACES AND THE ROLE OF THE COUNCIL.....	56

## **Appendices**

1. **DEFINITIONS**

- 1.1 Terms used in this **Schedule 27** shall have the meanings given to them in **clause 1** of this Agreement (Definitions and Interpretation) and if not defined in **clause 1** of this Agreement shall have the meanings given to them in this **paragraph 1.1**. In this **Schedule 27**, unless otherwise stated, references to "paragraphs" or "Parts" shall be paragraphs and Parts of this **Schedule 27**. The following terms shall have the following meanings in this **Schedule 27**:

<b>"Annual Monitoring Report" and/or "AMR"</b>	means annual report produced by the Planning Service indicating progress on a range of Planning objectives related to the LDF in accordance with statutory guidelines and timetable;
<b>"Appropriate Assessments"</b>	means an assessment the Council must make regarding a planning application where there are major ecological and environmental implications;
<b>"Innovation &amp; Learning Hub"</b>	means a facility which incorporates managed workspaces for small businesses, training rooms, business incubation services and Third Party education provision;
<b>"CATCH"</b>	means the Centre for Assessment of Technical Competence Humber;
<b>"CATCH Extension"</b>	means the physical extension to CATCH;
<b>"CERT"</b>	means the Carbon Emissions Reductions Target;
<b>"Cleethorpes Charter"</b>	means the community statement of intent to guide the development of the resort of Cleethorpes;
<b>"Cleethorpes IDP"</b>	means the Cleethorpes Integrated Development Plan dated 2001 for the regeneration of Cleethorpes;
<b>"CLG"</b>	means the department for Communities and Local Government;
<b>"CMT"</b>	Council's Corporate Management Team;

<b>"Communications Team"</b>	means the department within the Council responsible for the Council's internal and external communications including press releases and news letters;
<b>"Contract Procedure Rules"</b>	means those rules which are set out in <b>Schedule 3</b> ;
<b>"Core Strategy Document"</b>	means the principle document in the group of documents that make up the LDF setting out the overall guidelines for development in the Area;
<b>"Corporate Customer Services Standard"</b>	means those standards which are set out within the Council's Policies;
<b>"Council's Procurement Strategy"</b>	means the procurement strategy adopted by the Council from time to time;
<b>"Customer First"</b>	means the quality standard which shows an excellence in customer service which must be obtained to receive funding through the Regional Development Agency;
<b>"Decent Homes"</b>	means the national standard applied to housing in the public and private sector;
<b>"Design Panel"</b>	means the panel consisting of the Council and its partners who have knowledge of architecture and planning and who provide advice to developers/agents in relation to sensitive and major new development proposals to ensure that the quality of the built environment remains high;
<b>"DPD"</b>	means a Development Plan Document - any one of the suite of documents which makes up the LDF;
<b>Eco Team</b>	means the project carried out by the Partner designed to reduce fuel poverty and improve housing energy efficiency in the Area;
<b>"Empty Dwelling Management</b>	has the meaning given to it in paragraph 3.1.25;

## **Orders” or “EDMO”**

<b>Empty Dwellings Strategy</b>	means the strategy developed by the Council containing its views, aims and plans in respect of empty dwellings;
<b>“Evolutive”</b>	means the internet web based inward investment client enquiry handling and management system;
<b>“Examinations”</b>	means an examination in public of each of the local development documents making up the LDF;
<b>“External Funding Team”</b>	means the team within the Council which is responsible for researching potential external funding opportunities, developing funding applications and supporting the external funding grant claims process;
<b>“GOYH”</b>	means the Government Office Yorkshire and Humber;
<b>“Handyperson Scheme”</b>	a government funded scheme to enable vulnerable people to obtain small items of work and improvements in their home;
<b>“HCA”</b>	means Homes and Communities Agency
<b>“Home Options”</b>	means the out of scope housing service
<b>“IMP”</b>	Investment Management Plan 2006-2009;
<b>“Interest Free Loans (IFL)”</b>	these are available to property owners throughout North East Lincolnshire Council. The service is offered in conjunction with Hull, East Riding of Yorkshire, North Lincolnshire Council and the Home Improvement Trust. Interest free loans are offered to owners of empty properties to encourage them to modernise their properties ready for sale or rent;
<b>“LAA”</b>	means the Local Area Agreement;
<b>“Landlord Accreditation Scheme”</b>	means the landlords accreditation scheme in force from time to time and “Landlords Accreditation” shall be read accordingly;

<b>"LDF"</b>	means the Local Development Framework which is the collective term for documents setting out statutory and non-statutory planning policy;
<b>"LDS"</b>	means the Local Development Scheme which is the three year rolling management programme for the LDF;
<b>"Lincs Building Consultancy"</b>	means the partnership between the Council and East Lindsey District Council that delivers the building control services;
<b>"Local Investment Agreement"</b>	means a document setting out the proposed investment in the Area by a government agency(s) (such as Homes & Communities Agency or Yorkshire Forward). It is based on a three year rolling programme of specific regeneration interventions which will support the Regeneration Framework;
<b>"LSP"</b>	means North East Lincolnshire Local Strategic Partnership;
<b>"LPSA"</b>	means the Local Public Service Agreement;
<b>"LTP"</b>	means the Local Transport Plan produced by the Highways and Transport Service;
<b>"Neighbourhood Services"</b>	means the department within the Council which has the responsibility for environmental services for the community such as waste and recycling, environmental health, street cleaning and trading standards amongst others;
<b>"New Horizons" and/or "New Horizons Strategy"</b>	means the Regeneration Strategy for North East Lincolnshire dated 2006 and as amended from time to time;
<b>"Pillar(s)"</b>	means those objectives set out within the New Horizons Strategy;
<b>"PINS"</b>	means the planning inspectorate - a government agency responsible for holding planning appeals and examinations on LDF documents;
<b>"Planning Committee"</b>	means the Council elected Members committee which deals with planning issues and planning

	applications;
<b>"Planning Services"</b>	means the services set out in this <b>Schedule 27</b> (Renaissance Service Information);
<b>"PMF"</b>	means the Performance Management Framework (Yorkshire Forward);
<b>"Private Sector Enforcement Policy"</b>	means the policy adopted by the Council and as adapted from time to time;
<b>"Proposal Maps"</b>	the DPD in map format to accompany the LDF;
<b>"Regional AMR"</b>	regional annual monitoring report;
<b>"RSL"</b>	registered social landlord;
<b>"RSS"</b>	regional spatial strategy;
<b>"Scanning Officer"</b>	means the member(s) of staff who is/are responsible for scanning documents to enable planning applications to be processed;
<b>"Scheme of Delegation of Decisions"</b>	means the scheme set out within the Council's constitution;
<b>"SCI"</b>	means the statement of community involvement;
<b>"SHB"</b>	South Humber Bank Infrastructure Project (North Lincolnshire & North East Lincolnshire);
<b>"Shoreline Housing Partnership"</b>	means the partner body which is a registered social landlord and which is now responsible for providing former Council housing within the Borough;
<b>"Shoreline Management Plans"</b>	means the plan produced by the Humber Estuary Coastal Group for the management of the coastline including the coastline within the Borough;
<b>"SPD"</b>	means the Supplementary DPD which is a non-statutory element of the LDF;
<b>"Statement of</b>	means the document produced by the Council in

<b>Internal Control"</b>	line with the Accounts and Audit Regulations 2003 to be published with the Council's annual statement of accounts;
<b>"Statutory Renewal Area"</b>	means the area that has been designated by the Council under Section 89, Part VII of the Local Government & Housing Act 1989
<b>"Sustainability Appraisal"</b>	the assessment of DPD against sustainability criteria;
<b>"UPRN"</b>	Unique Property Reference Number;
<b>"Urban Realm / Urban Realm Projects"</b>	means environmental improvement of public spaces;
<b>"Urban Renaissance Board"</b>	means the board which oversees the delivery of the Urban Renaissance Programme;
<b>"Urban Renaissance Enabling Project"</b>	means the live project funded through Yorkshire Forward and which consists mainly of the co-ordination of the delivery of the Urban Renaissance Programme;
<b>"Urban Renaissance Programme"</b>	means the set of projects for the Borough focussed on the Grimsby town centre from 2006-2010 which are part of the Yorkshire Forward's regional programme to deliver the national agenda for more liveable and economically successful communities;
<b>"Yorkshire Forward"</b>	means the Regional Development Agency (RDA) for Yorkshire and Humber including the North East Lincolnshire area;

## 2. **OVERVIEW OF THE SERVICE**

2.1 In delivering the Renaissance Service, the Partner shall deliver the following outcomes and performance standards:

### 2.2 **Service Quality and Value for Money**



- 2.2.1 deliver the Site Allocations DPD one (1) month ahead of the Council's current anticipated programme, with adoption in January 2013;
- 2.2.2 improve the image and perception of Grimsby through the implementation of the Greater Grimsby, Lincolnshire brand;
- 2.2.3 ensure the Renaissance Service or Projects arising from the Renaissance Service receives external recognition in the form of at least ten (10) commendations or awards during the Term;

#### **Economic Development**

- 2.2.4 identify and pursue opportunities for external funding to support the delivery of the Regeneration Framework;
- 2.2.5 support the growth and development of small and medium enterprises in the Area by directing current or potential businesses in the Area to relevant business support agencies;
- 2.2.6 support young people and school children to improve their skills by providing them with training apprenticeships or work placements through the delivery of the Services in the Area (or in close proximity to the Area);

#### **Physical Regeneration**

- 2.2.7 Through the development and delivery of the Regeneration Framework secure the development of non residential space (including commercial and retail space) in the Area in order to increase footfall within Grimsby Town Centre.

#### **Quality Housing**

- 2.2.8 increasing end user satisfaction with building design projects delivered through the Services;
- 2.2.9 deliver a programme of public realm, infrastructure, housing, community and regeneration projects including those set out in **Schedule 20** (Work in Progress);
- 2.2.10 reducing the carbon footprint of the Services;
- 2.2.11 return vacant dwellings to occupation;
- 2.2.12 increase the proportion of vulnerable households in the private sector living in homes that meet the Decent Homes Standard; and

- 2.2.13 reduce fuel poverty in the Area by reducing the proportion of people (who are receiving income based benefits) that live in homes with a low energy efficiency rating.
- 2.3 In delivering the Renaissance Service, the Partner shall align its delivery of the Renaissance Services with the following Outcomes:
- 2.3.1 reduce the difference between the proportion of working age people claiming job seekers allowance in the Area and the regional average;
- 2.3.2 increase the percentage of the working population attaining qualifications at NVQ Level 2, NVQ Level 3 and NVQ Level 4; and
- 2.3.3 maximise the amount of new affordable housing delivered in the area, achieved through planning gain, grant support and cross-subsidy as a minimum to the target /baseline set out in the Council's Planning policy;

### 3. **SERVICE SCOPE AND REQUIRED OUTPUTS AND PROCESS**

- 3.1 In the provision of the Renaissance Service, the Partner shall:

Ref	Detail
3.1.1	<p><b>Renaissance Service</b></p> <p>The Partner shall provide a Renaissance Service which will be a cohesive service and which is aligned with and will deliver the Council's contribution to the Council's economic and regeneration priorities as set out in strategic policy documents including the Sustainable Communities Strategy, Local Area Agreement, Council Plan, New Horizons and LDF, as well as supporting its CAA aspiration. This will be achieved through combining the existing Economic Development, Urban Renaissance, Spatial Futures and elements of the Strategic Housing Council teams into a single integrated service consisting of three teams of Urban Regeneration and Economic Development, Spatial Futures and Strategic Housing and working jointly with the Council's retained External Funding Team <b>Schedule 27 paragraph 3.1.10.</b></p>
3.1.2	<p><b>Renaissance Service (General)</b></p> <p>The Partner shall:</p>

Ref	Detail
	<p><b>Regeneration &amp; project appraisal</b></p> <ul style="list-style-type: none"> <li>advise the Council on taking forward Core and Strategic Projects towards delivery;</li> <li>identify Core and Strategic Projects;</li> <li>develop Core and Strategic Projects in line with <b>clause 19</b> and <b>Schedule 16</b> (Projects) of this Agreement;</li> <li>identify potential external funding sources (working with the Council's retained External Funding Team) and applying to secure available resources.</li> </ul> <p><b>Project management</b></p> <ul style="list-style-type: none"> <li>co-ordinate a wide variety of skills essential to the successful delivery of projects across the Council;</li> <li>provide mentoring to existing regeneration staff from regeneration practitioners with broad and significant expertise of regeneration project delivery;</li> <li>provide all members of the renaissance team with project management training (ie. Prince II or similar).</li> </ul> <p><b>Other Regeneration</b></p> <ul style="list-style-type: none"> <li>Facilitate, develop, deliver, monitor and report on the Council's New Horizons Strategy (primarily through the Pillar for "Marketing &amp; Promotion" of the Borough);</li> <li>transform the "Physical Environment" primarily through the Pillar for Physical Environment;</li> <li>effectively support the activities and objectives of the "People &amp; Partnerships" and "Performing Economy" and Enabling Policy Environment Pillars; and</li> <li>manage the strategic regeneration programme of projects and activities including the Grimsby and Cleethorpes Urban Renaissance Programmes, South Humber Bank and Freeman Street.</li> </ul>
3.1.3	<p><b>Management of Strategic Projects</b></p> <p>The Partner shall develop and manage Core and Strategic</p>

Ref	Detail
	Projects, through delivery to completion, in line with the provisions of <b>clause 19</b> and <b>Schedule 16</b> (Projects).
3.1.4	<p><b>Preparation of Regeneration Framework</b></p> <p>The Partner shall draft the Regeneration Framework in a manner such that it:</p> <ul style="list-style-type: none"> <li>• Reflects how the Partner intends to support the Council to deliver on the Council's agreed plans and strategies (such as New Horizons;</li> <li>• Sets out a programme of regeneration projects;</li> <li>• Identifies timing, phasing, funding and delivery plans by considering issues of viability and deliverability;</li> <li>• Sets out how the Partner intends to secure additional investment and jobs for the Area within the Term; and</li> <li>• Provides the Council's partners with added confidence that the Council can deliver its projects and programmes.</li> </ul> <p>The Parties acknowledge that they will need to agree the detailed content of the final Regeneration Framework, and any associated process of formal or informal consultation, in a manner such that it does not include comments or sections which could be construed as a statement of planning policy by the Council which conflicts with existing adopted DPDs and/or those DPDs currently under development in order to avoid undermining the "soundness" of the draft Core Strategy and the examination in public of the Core Strategy</p> <p>The Partner will provide the Council's partners with added confidence that the Council can deliver its projects and programmes.</p> <p>The Parties acknowledge that the Regeneration Framework is intended to assist in this objective and will define and articulate a clear vision and critically demonstrate how the vision will be delivered and the outcomes that it will achieve.</p> <p>The Parties agree that this approach complements and is in alignment with current initiatives such as the HCA's Single Conversation and Local Investment Agreements. The Partner recommends that the Regeneration Framework supports a Local</p>

Ref	Detail
	<p>Investment Agreement.</p> <p><b>Preparation of Draft Regeneration Framework</b></p> <ul style="list-style-type: none"> <li>• The Partner shall prepare a draft Regeneration Framework during the first 90 Days of the Term and submit it to the Council for consideration.</li> <li>• The draft Regeneration Framework shall include the following: <ul style="list-style-type: none"> <li>○ a baseline assessment of current relevant policies and projects and current and future investment programmes;</li> <li>○ a review of current economic situation and strategy for the Area including associated economic data in order to identify key economic drivers;</li> <li>○ an initial consultation with key stakeholders;</li> <li>○ mapping of key environmental and physical constraints;</li> <li>○ initial mapping of planned and potential investments in infrastructure;</li> <li>○ an initial evaluation of viability, deliverability and impact of the possible regeneration projects and programmes; and</li> <li>○ an initial prioritisation and outline regeneration programme over the Term of the Agreement.</li> </ul> </li> </ul> <p><b>Completion of Full Regeneration Framework</b></p> <p>The Partner shall consult the Council and take into consideration the Council's plans and objectives in completing the full Regeneration Framework.</p> <p>The Partner shall undertake appropriate community and stakeholder consultation during the preparation of the full Regeneration Framework as agreed with the Council.</p> <p>The Partner shall ensure the completed Regeneration Framework includes:</p>

Ref	Detail
	<ul style="list-style-type: none"> <li>• an economic assessment of the Area</li> <li>• a programme for delivering the agreed set of regeneration projects including town centres and resort regeneration, housing renewal projects and community and economic development projects;</li> <li>• the approach to securing regeneration and economic development funding, including opportunities for business funding from supplementary business rates, business improvement districts, and funding from other government bodies or agencies including HCA/ EP, Regional Housing Board, EU and others;</li> <li>• incorporate the conclusions from the inward investment strategy on the likely sources of inward investment;</li> <li>• a review of the current PPS3 Strategic Housing Land Availability Assessment plan (SHLAA);current Housing needs assessment data, and the current Joint Sub Regional Housing Strategy;</li> <li>• a review of the current development proposals in relation to Housing either as stand alone or part of mixed developments;</li> <li>• results from stakeholder consultation and mapping exercise including current relationships, status of proposals and partnership opportunities;</li> <li>• a review of other related Council strategies such as Neighbourhood Renewal Plans, Housing transformation areas;</li> <li>• reflects LSP and Local Area Agreements targets and priorities;</li> <li>• a Funded Action Plan and agreed deliverables;</li> <li>• KPI's for review and agreement focused on delivery of the key Outcomes.</li> <li>• the Partner shall review the Regeneration Framework on an annual basis in conjunction with the Service Development Plan process and as part of this propose any adjustments to the Regeneration Framework in terms of priority of project delivery, timescales or reallocation of budget which are required to reflect any changes in the Priorities; and</li> </ul>

Ref	Detail
	<ul style="list-style-type: none"> <li>• The Partner shall undertake appropriate community and stakeholder consultation during the preparation of the full Regeneration Framework as agreed with the Council.</li> </ul>
3.1.5	<p><b>Support the Councils Relationship/Negotiations on Regeneration Funding with Regional &amp; National Government Agencies</b></p> <p>The Partner shall provide support and advice to the Council during negotiations and discussions with Government agencies regarding funding for regeneration programmes and projects in the Area, including discussions with Yorkshire Forward, Homes &amp; Communities Agency and the Department for Communities &amp; Local Government.</p> <p>The Partner shall structure the Renaissance Service to actively engage with key stakeholders at a national and regional level.</p>
3.1.6	<p><b>Partnership Working</b></p> <p>The Partner shall support the Council in its relationship with key local, regional and national partners in order to enable the delivery of the regeneration programme.</p> <p>The Partner shall, together with the Council, prepare and agree a stakeholder management plan which identifies which partners/organisations:</p> <ul style="list-style-type: none"> <li>• the Partner will lead with;</li> <li>• the Council will lead with;</li> <li>• the Partner and the Council will jointly lead the relationship with; and</li> <li>• and which parties are to attend the necessary and appropriate meetings with partners as required to effectively deliver the services in line with the stakeholder management plan.</li> </ul> <p>This may include:</p> <ul style="list-style-type: none"> <li>• Local Strategic Partnership (Economic Development, Enterprise and Environment Group) and sub-groups;</li> </ul>

Ref	Detail
	<ul style="list-style-type: none"> <li>• Humber Economic Partnership and associated sub-groups;</li> <li>• Local Enterprise and Growth Initiative / Working Neighbourhoods Fund Change Board;</li> <li>• World Trade Centre Board;</li> <li>• Hull and Humber Chamber of Commerce;</li> <li>• Humber Seafood Institute Board;</li> <li>• Humber Chemical Focus;</li> <li>• Town Centre Forum</li> <li>• Grimsby Renewables Partnership;</li> <li>• Yorkshire and Humber Seafood Group;</li> <li>• Great Grimsby Renaissance Partner;</li> <li>• Cleethorpes Town Team; and</li> <li>• Other parties to assist in the pursuance of the Councils aims and objectives</li> </ul>

Ref	Detail
3.1.7	<p><b>Regeneration Funding &amp; Investment</b></p> <p>The Partner shall produce all external funding claims in relation to any source of regeneration grant funding managed by the Partnership (including the Urban Renaissance Programme and the Cleethorpes Renaissance Programme) in accordance with the requirements of the accountable body.</p> <p>The Partner shall monitor the outputs of all the projects funded by regeneration grant funding that are managed by the Partnership and shall be responsible for reporting those to the Council, Yorkshire Forward or other relevant external funding body within the relevant timescales required by the Council and/or Yorkshire Forward or those other external funding bodies (as appropriate).</p> <p>The Partner shall work with the Council's retained External Funding team to seek external funding, ensuring the overall</p>



Ref	Detail
	approach of the Partner to accessing external funding is aligned with the Councils retained External Funding activity
3.1.8	<p><b>Funding / Grant Applications</b></p> <p>The Partner shall be responsible for developing and submitting funding applications to support the delivery of the Regeneration Framework and associated regeneration projects including:</p> <ul style="list-style-type: none"> <li>Identifying potential funding sources to fund priority projects (working with project managers);</li> <li>the development of sound business cases at each stage of funding applications to meet funding provider requirements;</li> <li>liaising with funding providers throughout application process;</li> <li>developing projects with bordering authorities and developing funding applications;</li> <li>providing reports to Cabinet and Council to initiate projects,</li> <li>support the Council in its role as the accountable body for relevant external funding streams.</li> </ul>
3.1.9	<p><b>Attracting Investment in Regeneration Projects</b></p> <p>The Partner shall encourage developer and investor interest in the area through:</p> <ul style="list-style-type: none"> <li>utilising contacts amongst investment banks, developers, institutional investors and the private sector to make them aware of investment and development opportunities arising in the Area through the implementation of the Regeneration Programme; and</li> <li>advise the Council on possible approaches to seeking investment in development projects and where applicable in accordance with <b>clause 19</b> and <b>Schedule 16</b> (Projects)</li> <li>advise the Council on approaches to structuring of</li> </ul>

Ref	Detail
	investment in regeneration projects.
3.1.10	<p data-bbox="565 289 951 321"><b>Managing External Funding</b></p> <p data-bbox="565 359 1390 428">Together with the Council's External Funding Team the Partner shall:</p> <ul data-bbox="565 466 1390 1545" style="list-style-type: none"> <li data-bbox="565 466 1390 617">• align and prioritise bidding for external funding with the Council's strategic aims and the Regeneration Framework ensuring that external funds contribute and are aligned to the Council's priorities;</li> <li data-bbox="565 655 1390 842">• ensure the disbursement of external regeneration funding complies with policies and procedures and is in line with agreed Council strategies and ensure that future revenue implications are considered and exit strategies are in place;</li> <li data-bbox="565 879 1390 989">• manage the risks of external funding programmes including the risk that funding is not spent due to poor project management;</li> <li data-bbox="565 1026 1390 1136">• ensure rules and conditions attached to external funding (including claim deadlines) are understood and complied with;</li> <li data-bbox="565 1173 1390 1283">• ensure good practise taking account of experiences from the Partnership and other relationships and applying best practise;</li> <li data-bbox="565 1320 1390 1430">• support the Council to develop a consistent approach to bidding for funding ensuring that applications are co-ordinated and cohesive; and</li> <li data-bbox="565 1467 1390 1545">• work with the Community Sector in the development of funding applications.</li> </ul> <p data-bbox="565 1583 789 1614">The Partner shall:</p> <ul data-bbox="565 1652 1390 1871" style="list-style-type: none"> <li data-bbox="565 1652 1390 1730">• attend regional and sub regional meetings on behalf of the Council where required;</li> <li data-bbox="565 1768 1390 1871">• provide advice and briefing notes to the Council executive management on emerging policies and potential funding opportunities; and</li> </ul>

Ref	Detail
	<ul style="list-style-type: none"> <li>support the Council influence regional and sub regional policy.</li> </ul>
3.1.11	<p><b>Future Funding Applications / Bids</b></p> <p>The Partner shall:</p> <ul style="list-style-type: none"> <li>in conjunction with the Council's retained External Funding Team produce future funding applications to draw down allocated funding for regeneration projects or such other projects as agreed with the Council. For example the delivery of projects contained in the Grimsby Town Centre Master Plan, Cleethorpes Charter and the Strategic Development Framework including funding to support land assembly, professional property advice, architectural and urban design, transport assessments, detailed master planning, site assessments (including physical investigations) and structural engineering;</li> <li>in conjunction with the Council's retained External Funding Team develop future projects and potential funding applications for future regeneration projects in line with the Regeneration Framework. These may include: <ul style="list-style-type: none"> <li>Gateway Project – enhancing the railway station and point of arrival for visitors to Cleethorpes;</li> <li>projects coming forward out of the Cleethorpes Charter and Strategic Development Framework;</li> <li>North Promenade – comprehensive redevelopment opportunities;</li> <li>Enabling Project – provides funding to move forward Cleethorpes Renaissance Projects providing additional resource for staff to take forward future projects and to do such enabling work as feasibility studies, design and public engagement work; and</li> <li>Grimsby Fish Docks – to take forward the redevelopment of Grimsby Fish Docks in line with</li> </ul> </li> </ul>

Ref	Detail
	partner aspirations.
3.1.12	<p><b>Community Engagement and Consultation</b></p> <ul style="list-style-type: none"> <li>• The Partner shall adopt the following guiding principles for community engagement and consultation in delivering Renaissance Projects: <ul style="list-style-type: none"> <li>○ implementing an agreed structured process of engagement for regeneration projects at key stages in order to enable communities to influence the project objectives, the proposals for implementation, and support the assessment of their effectiveness post implementation. This engagement activity will be costed and delivered within the approved project budget;</li> <li>○ reporting planned community engagement and consultation activity on all projects to the Urban Renaissance Board;</li> <li>○ complying with the consultation requirements stipulated by funders, such as Yorkshire Forward;</li> <li>○ utilising the Renaissance Shop and potentially the Cleethorpe's Renaissance Shop (if opened) to underpin engagement activity, for so long as funding can be secured for these premises through appropriate business cases or funding applications;</li> <li>○ produce a quarterly Renaissance newsletter;</li> <li>○ participating in stakeholder engagement forums, in particular the Town Team meetings and groups representing the interests of elements of the community which are under-represented;</li> <li>○ supporting the wider Council community engagement activity, as reasonably can be achieved within the available resources, including specifically: <ul style="list-style-type: none"> <li>○ information to be included in citizen panel surveys and analysis of responses;</li> <li>○ participating in Council community engagement</li> </ul> </li> </ul> </li> </ul>

Ref	Detail
	<p>weeks; and</p> <ul style="list-style-type: none"> <li>○ participating in roadshows with schools.</li> </ul>

Ref	Detail
3.1.13	<p><b>Economic Development (General):</b></p> <p>The Partner shall support the following key objectives:</p> <ul style="list-style-type: none"> <li>• creating physical opportunity; and</li> <li>• providing Investment Support Interventions.</li> </ul> <p>The Parties acknowledge that the Renaissance Service may from time to time need to react to key economic development issues (such as company closures) which may result in the displacement of more proactive activity in order to provide appropriate concentrated support.</p>
3.1.14	<p><b>Creating physical opportunity</b></p> <p>The Partner shall deliver and support major industrial and commercial regeneration projects in the Area including within the areas of ports, chemicals, logistics, food and seafood and environmental technologies.</p> <p>The Partner shall align the identification, development and implementation of projects to agreed Council strategies (including the Corporate Plan, New Horizons Strategy, LDF and the Industrial Estate Strategy) as well as the delivery programme outlined in the Regeneration Framework.</p> <p>The Parties shall carry out the development of significant projects in line with the provisions of <b>clause 19</b> and <b>Schedule 16</b> (Projects). The process of developing projects will include, subject to funding, some or all of the following stages:</p> <ul style="list-style-type: none"> <li>• the Partner advising the Council on taking forward projects towards delivery;</li> <li>• the development by the Partner of feasibility studies for projects;</li> <li>• identification by the Partner of potential funding sources</li> </ul>

Ref	Detail
	<p>public and private (working with the External Funding Team) and the application to secure available resources;</p> <ul style="list-style-type: none"> <li>• management by the Partner of the Project from Project brief through to Project close including securing and co-ordinating a wide variety of skills essential to the successful delivery of the project in accordance with the Council's [Contract Procedure Rules];</li> <li>• completion by the Partner of associated project administration as per internal and external requirements; and</li> <li>• securing by the Partner of initial infrastructure investment to facilitate Projects and then ensuring the continuing investment to sites such as Europarc 4.</li> </ul>
3.1.15	<p><b>Investment Support Interventions</b></p> <p>The Partner shall be responsible for delivering the following in relation to the Renaissance Services:</p> <ul style="list-style-type: none"> <li>• developing the Inward Investment Strategy in consultation with the Council;</li> <li>• implementing and monitoring the Inward Investment Strategy, such implementation to include the promotion of the Council to businesses and handling enquiries from companies; and</li> <li>• updating the Inward Investment Strategy in consultation with the Council on an annual basis during the Term.</li> </ul> <p><b>Servicing Investment</b></p> <p>The Partner shall be responsible for the management and in-depth handling of investment enquiries ranging from international inward investors to locally established industry and business.</p> <p><b>Key Account Management</b></p> <p>The Partner shall undertake regular liaison and provide support to key existing and new businesses located in the Area in order</p>

Ref	Detail
	<p>to:</p> <ul style="list-style-type: none"> <li>Identify needs, concerns or issues affecting the business which could be influenced or addressed by the Partner or the Council</li> <li>to engage these businesses in relevant local economic development initiatives related business development</li> <li></li> </ul> <p>The Partner shall undertake staff training to enhance interfacing skills and promote effective communication with key businesses.</p> <p>The Partner shall develop key account management protocol to describe the total process of key account management and focus time and attention appropriately on the development of key accounts.</p> <p><b>Business Support Partnership Arrangements</b></p> <p>The Partner shall manage the relationship with key business support partners such as Business Link, the Enterprise Agency, E-Factor, the Regional Development Agency and Government Office.</p> <p><b>Supporting Research</b></p> <p>The Partner shall identify the need for research and undertake directly where possible within the available staff resources.</p> <p>Where the available staff do not have the capacity or technical capability the research work shall be procured from the Partner or a Third Party in line with <b>clause 19</b> and <b>Schedule 16</b> (Projects).</p> <p><b>Local Economic Assessment</b></p> <p>The Partner shall manage the production of and contribute to the joint local economic assessment of the Area, together with North Lincolnshire, as agreed with the Council and as required under legislation in line with Government guidance. This should be aligned to the development of the Regeneration Framework assuring a common underpinning data set.</p> <p>The production of the Local Economic Assessment will be</p>

Ref	Detail
	<p>regularly monitored and updated accordingly.</p> <p><b>Supply Chains</b></p> <p>The Partner shall use the team's knowledge of the Area and the businesses within the Area to make relevant linkages for investing companies.</p> <p><b>Promotion &amp; Trade</b></p> <p>The Partner shall develop an approach to promotion &amp; trade in line with the identified target industry sectors agreed as part of the Inward Investment Strategy and Regeneration Framework. Activities that the Partner shall engage in to support inward investment shall, (where appropriate) include:</p> <ul style="list-style-type: none"> <li>• preparing for and attending relevant commercial and industrial exhibitions and conferences both national and international;</li> <li>• organising and hosting both national and international relevant commercial and industrial exhibitions and conferences;</li> <li>• liaising with and developing relevant international trade links including board membership with the World Trade Centre in Hull &amp; the Humber; and</li> <li>• organise and attend relevant corporate networking events.</li> </ul>
3.1.16	<p><b><u>Promotion of the Greater Grimsby, Lincolnshire Brand</u></b></p> <p>The Partner shall work with the Council, public sector funders, private sector investors, government agencies, businesses, and educational establishments to proactively support the aims of the brand to:</p> <ul style="list-style-type: none"> <li>• Develop and implement the Greater Grimsby, Lincolnshire brand for the Area in line with the agreed marketing plan to raise the profile of the Area as an attractive place to locate, live and work;</li> <li>• Bring inward investment and employment to the Area;</li> <li>• Support the achievement of external funding for the</li> </ul>



Ref	Detail
	<p>regeneration programmes and projects identified in the overall Regeneration Framework; and</p> <ul style="list-style-type: none"> <li>• Develop promotional and economic information</li> <li>• Manage the content of the joint promotional website with North Lincolnshire.</li> </ul>
3.1.17	<p><b>Social Regeneration:</b></p> <p><b>Tackling Deprivation &amp; Worklessness</b></p> <p>The Partner shall assist the Council to reduce social deprivation and worklessness in the Area. This will include:</p> <ul style="list-style-type: none"> <li>• linking opportunities for economic investment with initiatives for tackling worklessness, building on projects such as E-factor (LEGI) and the Change Programme (Working Neighbourhood Funds);</li> <li>• ensuring the key Council regeneration plans including the Regeneration Framework take cognisance of poverty and deprivation in the area;</li> <li>• monitoring key deprivation indices (IMD 2004);</li> <li>• working with partners to ensure programmes and funding targets are appropriately targeted to areas of deprivation;</li> <li>• linking major inward investments or physical regeneration schemes to training and employability programmes;</li> <li>• working with the LSP and the Economic Development, Enterprise &amp; Employment Group (Economic block of the LSP); and</li> <li>• assisting in the development of specific programmes and projects (including Innovation &amp; Learning Hub) that will help the Area link to external funding opportunities.</li> </ul>
3.1.18	<p><b>Innovation &amp; Learning Hub</b></p> <p>The Partner shall prepare an SBC for a Innovation &amp; Learning Hub in the Area in the first 90 days of the Term in accordance</p>

Ref	Detail
	<p>with the Projects Schedule.</p> <p>The Innovation &amp; Learning Hub may include:</p> <ul style="list-style-type: none"> <li>• a business innovation centre to assist individual entrepreneurs, existing small and medium sized enterprises and, new start up businesses;</li> <li>• skills and enterprise centre to help address the issues of worklessness and the need to improve local skill levels. This will be achieved through the provision of training in construction skills and information technology;</li> <li>• knowledge transfer centre to provide a connection to local providers in education, knowledge transfer partnerships and training strengthening the links between schools, FE and HE and increasing access to the wider community.</li> </ul> <p>The SBC will be developed taking into account the Council's current education and skills policies through liaison with established forums/groups and supplemented by dialogue with existing educational establishments including the Grimsby Institute and Franklin College. This assessing needs and aspirations for the Area and ensure the proposals for the Innovation and Learning Hub reflects the views of the Council and relevant partners.</p>

Ref	Detail
3.1.19	<p><b>Housing Elements of the Renaissance Service</b></p> <p>In its provision of the property based services within Strategic Housing the Partner shall administer and enforce public health and housing legislation as it applies to dwellings in the Area. The Partner shall work closely with colleagues across the Council, most particularly Home Options and Development but also with Revenues and Benefits Service, Legal Services, Planning and Building Control, Supporting People and Community Services. The Partner shall also maintain key relationships with outside organisations such as the Humber Landlords Association and registered social landlords, most notably Shoreline Housing</p>

Ref	Detail
	Partnership.
3.1.20	<p data-bbox="565 281 1003 310"><b>Sub Regional Housing Strategy</b></p> <p data-bbox="565 348 1195 378">The Partner shall, where requested by the Council</p> <ul data-bbox="565 415 1393 1873" style="list-style-type: none"> <li data-bbox="565 415 1393 680">• Contribute to the production of the sub regional Sub Regional Housing Strategy including consultation with the Council and sub-regional Partners and other Council services by developing areas of the strategy relevant to the delivery of the Renaissance Service, particularly the work of the Private Sector Housing Team and the Home Improvement Team. This will include: <ul data-bbox="656 722 1393 1008" style="list-style-type: none"> <li data-bbox="656 722 1393 793">○ Contributing to working groups or similar involved in the production of the joint strategy;</li> <li data-bbox="656 831 1154 861">○ Developing draft documentation;</li> <li data-bbox="656 898 1393 1008">○ Commenting on draft Strategy and the role of the Renaissance service more generally in the delivery of improved housing in North East Lincolnshire;</li> </ul> </li> <li data-bbox="565 1045 1393 1234">• Implement and monitor the relevant aspects of the sub regional Sub Regional Housing Strategy, as set out in its supporting Integrated Housing Implementation Plan, during the Term in conjunction with the Council, sub-regional partners and other Council services;</li> <li data-bbox="565 1272 1393 1381">• Contribute to updating the sub regional Sub Regional Housing Strategy in consultation with the Council and sub regional Partners and other Council services;</li> <li data-bbox="565 1419 1393 1768">• The Partner shall, where applicable, implement, develop and review the following Council adopted housing policies: <ul data-bbox="656 1528 1240 1768" style="list-style-type: none"> <li data-bbox="656 1528 1240 1558">○ Empty Dwelling Management Strategy;</li> <li data-bbox="656 1596 1008 1625">○ Home Energy Policy;</li> <li data-bbox="656 1663 1133 1692">○ Housing Assistance Policy; and</li> <li data-bbox="656 1730 1247 1759">○ Derelict Commercial Land and Property.</li> </ul> </li> <li data-bbox="565 1806 1393 1873">• The Partner shall contribute to other housing related policies as requested by the Council, for example homelessness and</li> </ul>

Ref	Detail
	supported housing.
3.1.21	<p><b>Housing Mentor</b></p> <p>The Partner shall appoint a suitably qualified and experienced housing mentor who will for the first two (2) years of the Term,</p> <ul style="list-style-type: none"> <li>• Support the Head of Renaissance in delivering the housing aspects of the Renaissance Service</li> <li>• Assist in the review and development of the Service Development Plan for the Renaissance Service</li> <li>• Develop a detailed tactical plan to direct the Personnel and the Renaissance Service to focus on areas of greatest housing need</li> <li>• Contribute to setting the programme of work for the East Marsh Renewal Area in consultation with the Council</li> <li>• Carry out a business improvement programme with regard to the procurement, specification, management, certification and payment of housing improvement works with a view to reducing the administrative time spent and the cost of the capital works</li> <li>• Provide a training and mentoring role to the Personnel in the Renaissance service bringing knowledge of good practice in housing improvement plans</li> </ul>
3.1.22	<p><b>Eco Team Project</b></p> <p>The Partner shall, working with the environmental charity Global Action Plan, deliver an Eco Team project in the Area within the first year of the Term. The project will support the Council's aims to reduce fuel poverty and improve the energy efficiency of Housing.</p> <p>The Eco Team project shall</p> <p>Work with a minimum of 200 additional households in the Area who are in, or at risk of, fuel poverty in order to help them reduce their energy bills</p> <ul style="list-style-type: none"> <li>• Complete Home Energy Assessments for residents' homes,</li> </ul>

Ref	Detail
	<p>providing expert advice and tips on energy efficiency</p> <ul style="list-style-type: none"> <li>• Carry out minor improvement works and install practical household energy saving measures</li> <li>• Support and advise householders to reduce energy usage through a behavioural change programme involving household visits, community events and written communications</li> <li>• Teams of residents that have an increased sense of community and a lower carbon footprint through participating in the proven Ecoteams initiative</li> <li>• Refer householders to the Home Improvement Agency within the Renaissance service where appropriate</li> <li>• An evaluation report to Balfour Beatty and the Council with a summary of activity and carbon savings achieved through the programme</li> <li>• Increased local employment with some project staff being recruited locally and given training</li> </ul> <p>The detailed project plan will be agreed with the Council and designed to ensure maximum added value to existing Council or partner services.</p>
3.1.23	<p><b>Empty Homes</b></p> <p>The Parties acknowledge that the issue with empty homes has a high profile in the Area and is a priority in the Council Plan. In its delivery of the Renaissance Service the Partner shall implement the Empty Dwellings Strategy which provides a continuum from advice and assistance to enforcement.</p> <p><b>Preliminary actions</b></p> <p>The Partner shall:</p> <ul style="list-style-type: none"> <li>• Identify empty dwellings from Council Tax and other records;</li> <li>• respond to complaints direct from members of the public or via elected members and MPs;</li> </ul>

Ref	Detail
	<ul style="list-style-type: none"> <li>• deal with immediate public health issues such as dwellings open to access or liaising with the correct service such as refuse removal;</li> <li>• provide priority rating dwellings for appropriate action based on the adopted risk assessment;</li> <li>• establish ownership details and contacting owners to discover their intentions for the property; and</li> <li>• offer support in the form of advice on a wide range of matters including, assistance to find a tenant or market the property, obtaining builder's quotes.</li> </ul>
3.1.24	<p><b>Empty Homes – Specific services include</b></p> <p>The Partner shall:</p> <ul style="list-style-type: none"> <li>• manage the distribution of Interest Free Loans (IFL)</li> <li>• support the applicant through the application process including in completion of application forms and explaining the process, audit requirements;</li> <li>• survey the property and discuss the proposals with the owners;</li> <li>• liaise with Planning and Building Control as necessary;</li> <li>• develop the schedules of work for improvements/repairs and ensure that the property will at least meet the Decent Homes standard when the work is completed;</li> <li>• undertake an assessment to ensure that the builder's prices are a fair reflection of the cost of the work;</li> <li>• liaise with the Home Improvement Trust on matters concerning valuation, legal and financial issues associated with the establishment of a secure loan;</li> <li>• liaise with other grant giving organisations such as Warm Front;</li> <li>• monitor the schedules of works and release money in accordance with progress and the agreed payment schedule; and</li> </ul>

Ref	Detail
	<ul style="list-style-type: none"> <li>complete all monitoring paperwork and performance systems.</li> <li>Manage the distribution of Owner Occupier's Empty Homes Grants as set out in the Council's Housing Assistance Policy</li> <li>Where necessary the Partner shall advise the Council on the need for a Compulsory Purchase Orders (CPO) in accordance with Law.</li> </ul> <p>The Partner shall:</p> <ul style="list-style-type: none"> <li>identify suitable empty properties using the priority rating system or following a request from a registered social landlord partner;</li> <li>liaise with the owner to encourage them to put the property back into use or sell by voluntary acquisition;</li> <li>produce relevant Cabinet reports recommending compulsory purchase;</li> <li>support any public inquires in relation to the CPO;</li> <li>liaise with the legal department;</li> <li>following "general vesting" or "notice to treat", ensure all work needed to bring the property into the ownership of the Council is completed;</li> <li>ensure the property is secure and free from nuisance; and</li> <li>work with Valuations and Asset Management to dispose of the property with correct covenants or alternatively produce and implement an alternative scheme for the property.</li> <li>Contribute to the development of Private Sector Leasing (PSL) including: <ul style="list-style-type: none"> <li>developing a scheme with local RSL as managing agent, and negotiate Service level Agreement;</li> </ul> </li> </ul>

Ref	Detail
	<ul style="list-style-type: none"> <li>liaising with Revenues and Benefits Service to ensure dwellings are let at appropriate rent levels commensurate with Local Housing Allowance rates;</li> <li>liaise with colleagues in the Home Options Service to place suitable households and to ensure ongoing support is provided to vulnerable households as required;</li> <li>surveying properties within the scheme, produce schedule of works as necessary, monitor building works in progress, undertake "snagging" and final inspections; and</li> <li>liaising and managing the process with the private sector landlords and the housing association to bring properties into use for homeless families and vulnerable households.</li> </ul>
3.1.25	<p><b>Empty Dwelling Management Orders (EDMO) –</b></p> <ul style="list-style-type: none"> <li>The Partner acknowledges that this is a service responsibility that has not been undertaken by the Council prior to the Commencement Date and is subject to successful implementation of PSL.</li> <li>The Partner shall implement the Council's powers under the Housing Act 2004 and amended or successor legislation to take control of empty properties. In delivering the Service the Partner shall:-             <ol style="list-style-type: none"> <li>establish a Service Level Agreement for the management by one or more RSLs of properties subject to an Empty Dwelling Management Order;</li> <li>Identify suitable empty properties using the priority rating system;</li> <li>Calculate to ensure that Council income will at least match expenditure over the time scale of any FEDMO;</li> <li>Liaise with the owner to encourage them to put the property back into use;</li> </ol> </li> </ul>



Ref	Detail
	<ul style="list-style-type: none"> <li>e) Liaise with Legal Services;</li> <li>f) Produce Cabinet reports recommending an Interim EDMO or Final EDMO as appropriate;</li> <li>g) Apply to the Residential Property Tribunal (RPT) for approval of an Interim EDMO including the development of background papers and orders and representing the Council at the RPT;</li> <li>h) Make the Interim EDMO;</li> <li>i) Enter into a further period of negotiations with the owner lasting up to one year with a view to agreeing a scheme to bring the property back into use or otherwise ensure its disposal;</li> <li>j) Develop a management plan for the property should these negotiations prove unsuccessful. This could include surveying and developing a schedule of improvements and repairs to bring it up to the decent homes standard, tendering the work and managing the contract;</li> <li>k) Place the dwelling in the management scheme agreed with an RSL and maintain oversight of properties in the scheme; and</li> <li>l) Develop a plan to return the dwelling to the control of the owner or continue with further Final EDMO.</li> </ul>
3.1.26	<p><b>Energy Efficiency &amp; Affordable Warmth</b></p> <p>The Partner acknowledges that energy efficiency and affordable warmth are key priorities for the Council and one which will receive further impetus in the future with increased emphasis on meeting climate change targets.</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> <li>• produce and organise promotional activity leaflets, posters, competitions, events including liaison with Communications Services, Customer Services and Children's Services;</li> </ul>

Ref	Detail
	<ul style="list-style-type: none"> <li>• attend relevant events and locations for promotion including doctor's surgeries, leafleting Cleethorpes carnival, luncheon clubs, Sure Start;</li> <li>• attend special events held throughout the year;</li> <li>• support to very vulnerable people including the elderly and infirm in the completion of the application for Warm Front and other Grants;</li> <li>• liaise with contractors and monitor schedules of works;</li> <li>• deal with residents and owners to resolve any problems post installation;</li> <li>• develop the Council's schemes with CERT and LPSA money in partnership with utility companies and North Lincolnshire. In particular the South Humber Energy Efficiency Partnership (SHEEP) scheme with North Lincolnshire Council;</li> <li>• work with RSL, the Care Trust Plus and the other Humber Authorities on new and innovative schemes;</li> <li>• find and secure funding, draft Expressions of Interest and bid documents. Keep in contact with GOYH and HCA to ensure they are aware of our priorities and our capacity to respond to invitations to bid;</li> <li>• develop schemes with partners to ensure all financial, monitoring and audit requirements are complied with;</li> <li>• act as a "clearing house", assisting residents and owners in accessing the most appropriate assistance to meet their needs and administer referral activities such as HOT SPOTS;</li> <li>• liaise with enforcement team to ensure works are completed in rented properties where the landlords will not act voluntarily;</li> <li>• represent the Council at sub regional, regional and national bodies concerned with energy efficiency and affordable warmth; and</li> <li>• complete all performance monitoring requirement</li> </ul>

Ref	Detail
	including annual surveys as required by Local Area Agreement 2 and the Home Energy Conservation Act 1995.
3.1.27	<p><b>Housing Assistance:</b></p> <p>The Partner shall deliver the Housing Assistance Service in line with the Housing Assistance Policy.</p> <p>The Partner shall support very vulnerable residents including the elderly, infirm, disabled and victims of domestic violence to navigate their way through what is necessarily a complex and protracted process and provide after care if necessary as part of the Housing Assistance Service.</p> <p>In its delivery of the Renaissance Service, the Partner shall:</p> <ul style="list-style-type: none"> <li>• develop and promote schemes;</li> <li>• operate a waiting list scheme including regular assessment of those on the waiting list to ensure they remain eligible for assistance;</li> <li>• undertake “means testing” including visiting homes, completing forms and undertaking calculations;</li> <li>• survey properties to identify repairs and improvements;</li> <li>• liaise with Building Control, Planning and the Police and Domestic Violence team as appropriate;</li> <li>• draw up and issue schedules of work to contractors;</li> <li>• check estimates and liaise with the builder/contractor;</li> <li>• approve grants in line with policy and audit requirements, complete all computer and paper records including all the relevant administration and financial monitoring;</li> <li>• supervise work in progress to ensure work is of a high standard;</li> <li>• agree contract variations with owners and builders and undertake all necessary administrative tasks;</li> </ul>

Ref	Detail
	<ul style="list-style-type: none"> <li>• agree interim payments as appropriate;</li> <li>• inspect at snagging and final inspection stages to ensure work is done to a high standard;</li> <li>• sign off the grant as complete, review final accounts and issue payments ensuring compliance with all financial, legal and audit requirements;</li> <li>• monitor the grant conditions and provide after care for applicants; and</li> <li>• operate a Handyperson Scheme.</li> <li>• the Partner will make available grants in accordance with the Housing Assistance Policy which may include: <ul style="list-style-type: none"> <li>• Renovation grants;</li> <li>• Crisis grants;</li> <li>• Domestic Violence Sanctuary Scheme (DVSS);</li> <li>• Empty homes grant for owner occupiers; and</li> <li>• Energy efficiency grant.</li> </ul> </li> </ul> <p><i>Please see the Housing Assistance Policy for further exact detail of eligibility and grant conditions.</i></p>
3.1.28	<p><b>Housing Assistance – Loans &amp; Credit Products</b></p> <p>The Partner shall:</p> <ul style="list-style-type: none"> <li>• liaise with the Regional Loan Team in Sheffield to enable the efficient processing of the loan;</li> <li>• provide monitoring information to the Regional Loan Team;</li> <li>• attend meetings at strategic and practitioner level with the Regional Loan Team and other local authorities; and</li> <li>• introduce the Credit Union Loan (which is under development by the Regional Loan Team) once finished.</li> </ul>

Ref	Detail
3.1.29	<p data-bbox="565 205 1016 237"><b>Disabled Facilities Grants (DFG)</b></p> <p data-bbox="565 279 789 310">The Partner shall:</p> <ul style="list-style-type: none"> <li data-bbox="565 352 1390 422">• work closely with the Occupational Therapy service from initial assessment through to completion;</li> <li data-bbox="565 457 1390 611">• operate a waiting list scheme including regularly assessing those on the waiting list to ensure they remain eligible for assistance and in the correct category;</li> <li data-bbox="565 646 1390 716">• undertake “means testing” including visiting homes, completing forms, undertaking calculations;</li> <li data-bbox="565 751 1390 783">• survey properties to identify repairs and improvements;</li> <li data-bbox="565 819 1390 850">• liaise with Building Control and Planning as appropriate;</li> <li data-bbox="565 886 1390 917">• draw up and issue schedules of work to contractors;</li> <li data-bbox="565 953 1390 984">• check estimates and liaise with the builder/contractor;</li> <li data-bbox="565 1020 1390 1178">• approve grants in line with policy and audit requirements, complete all computer and paper records including all the relevant administration and financial monitoring;</li> <li data-bbox="565 1213 1390 1283">• supervise work in progress to ensure work is of a high standard;</li> <li data-bbox="565 1318 1390 1388">• agree contract variations with owners and builders and undertake all necessary administrative tasks;</li> <li data-bbox="565 1423 1390 1455">• agree interim payments as appropriate;</li> <li data-bbox="565 1491 1390 1560">• inspect at snagging and final inspection stages to ensure work is done to a high standard;</li> <li data-bbox="565 1596 1390 1713">• sign off the grant as complete and issue payment ensuring compliance with all financial, legal and audit requirements;</li> <li data-bbox="565 1749 1390 1866">• undertake work necessary to enable disabled people move to more suitable accommodation if this is the most appropriate way of ensuring their continued</li> </ul>

Ref	Detail
	<p>independence;</p> <ul style="list-style-type: none"> <li>• monitor the grant conditions and provide after care for applicants. Liaise with specialist equipment providers to deal with any ongoing maintenance problems;</li> <li>• investigate efficient procurement models including Framework Agreements and joint purchasing with North Lincolnshire Council, the other Humber authorities, the Northern Housing Consortium and others; and</li> <li>• administer the Service Level Agreement (SLA) with Shoreline to deliver DFGs for their tenants.</li> </ul>
3.1.30	<p><b>Fresh Start East Marsh Project</b></p> <p>The Partner shall:</p> <ul style="list-style-type: none"> <li>• commission and work in partnership to deliver the statutory renewal area;</li> <li>• identify and secure funding from the public and private sector to support the project;</li> <li>• develop schemes such as face lifting, environmental improvement and group repair. Such work to include: <ul style="list-style-type: none"> <li>• liaising with ward member and the Portfolio Holder on the location of schemes;</li> <li>• public consultation and promotional work to ensure residents are happy;</li> <li>• Commission Quantity Surveying assistance in contract letting and administration;</li> <li>• survey properties and then develop schedules of work;</li> <li>• administration and "sign up" of owners;</li> <li>• liaising with local RSL on the inclusion of their properties in the scheme;</li> <li>• approving grants in line with policy and audit requirements, complete all computer and paper records including all the relevant</li> </ul> </li> </ul>

Ref	Detail
	<p>administration and financial monitoring;</p> <ul style="list-style-type: none"> <li>• agreeing interim payments as appropriate;</li> <li>• budget profiling and financial projections;</li> <li>• supervising work in progress to ensure work is of a high standard;</li> <li>• agreeing contract variations with owners and builders and undertaking all necessary administrative tasks;</li> <li>• inspecting at snagging and final inspection stages to ensure work is done to a high standard;</li> <li>• Agreeing final accounts and arranging payment in line with these and the agreed payment schedule; and</li> <li>• working with Home Options Service and local RSL to place residents displaced by clearance.</li> </ul> <ul style="list-style-type: none"> <li>• organise and manage the consultation with relevant stakeholders including the community;</li> <li>• deliver projects in accordance with project management and governance;</li> <li>• perform and complete all relevant administration including the management of finances; and</li> <li>• provide performance management information as required.</li> </ul>

Ref	Detail
3.1.31	<p data-bbox="565 205 829 237"><b>Housing Clearance</b></p> <p data-bbox="565 275 1393 384">The Partner shall identify housing within the Area that is beyond its useful life and where appropriate (based upon the scale and complexity):</p> <ul data-bbox="565 422 1393 1661" style="list-style-type: none"> <li data-bbox="565 422 1029 453">• produce reports for Cabinet;</li> <li data-bbox="565 491 1393 560">• undertake detailed consultation with owners, residents and local business owners;</li> <li data-bbox="565 598 1393 751">• establish a voluntary acquisition scheme to include valuations advice, assistance to residents in moving house, the administration of home loss and basics loss payments, fees and expenses;</li> <li data-bbox="565 789 1393 898">• Work with the Asset Management service to advise on strategies for land/site assembly or acquisition where necessary to support housing clearance projects</li> <li data-bbox="565 936 1393 1005">• provide assistance to owners and residents in the practicalities of moving;</li> <li data-bbox="565 1043 1393 1113">• liaise with Home Options Service to find accommodation for those displaced by clearance;</li> <li data-bbox="565 1150 1393 1220">• negotiate with local RSL on the future of their properties;</li> <li data-bbox="565 1257 1393 1367">• ensure the site remains secure including stripping out of all valuable material and effectively boarding up to prevent entry;</li> <li data-bbox="565 1404 1393 1474">• complete compulsory purchase orders in accordance with the agreed policy;</li> <li data-bbox="565 1512 1317 1543">• undertake the necessary surveys for asbestos; and</li> <li data-bbox="565 1581 1393 1650">• work with quantity surveyors to enable the demolition of empty homes.</li> </ul>



Ref	Detail
3.1.32	<p><b>Empty homes, empty commercial property, environmental improvement and affordable warmth</b></p> <p>The Partner shall develop any special projects requested by the Council to address problems of empty homes, empty commercial property, poor environmental conditions and fuel poverty in accordance with the Projects Schedule.</p>
3.1.33	<p><b>Enforcement - Property Conditions</b></p> <p>The Partner shall:</p> <ul style="list-style-type: none"> <li>• deal with administration and enforcement of public health law. Full work is required under the Housing Act 2004 and associated legislation in line with the adopted Private Sector Enforcement Policy of the Council;</li> <li>• deal with request for service from members of the public, private tenants, elected members and MPs;</li> <li>• establish ownership details and contact owners to discover their intentions and interest in the property;</li> <li>• visit and inspect property for compliance with relevant legislation;</li> <li>• liaise with tenants and neighbours;</li> <li>• meet landlords and negotiate repair and improvement schedule;</li> <li>• issue statutory notices;</li> <li>• monitor works to ensure compliance with start and finish dates;</li> <li>• suspend, vary and revoke notices as necessary;</li> <li>• up date all computer and paper records;</li> <li>• organise works in default of the owner - draw up specifications, administer and let the contract, supervise work, receive accounts and make payments in line with agreed payment schedules;</li> <li>• in cases of emergency and as allowed by legislation act to immediately remedy a situation where there is an</li> </ul>

Ref	Detail
	<p>imminent risk of serious harm including urgent works in default as outlined above;</p> <ul style="list-style-type: none"> <li>• obtain warrants to enter premises by force, liaise with Humberside Police to ensure there is no breach of the peace on entry;</li> <li>• prepare defence cases for appeals against notices, attend the Residential Property Tribunal and courts;</li> <li>• serve charging notices and carry out relevant follow up work;</li> <li>• pursue the prosecutions of landlords; attend Court and Residential Property Tribunal in consultation with the Legal Service;</li> <li>• liaise with colleagues in Home Options Service to provide services for tenants displaced by enforcement activity;</li> <li>• serve demolition orders and prohibition orders where these are appropriate; and</li> <li>• undertake proactive enforcement including Houses in Multiple Occupation (HMO) not covered by mandatory licensing and special projects in partnership with Humberside Police, Humberside Fire and Rescue, other sections of the Council, the Gang Master Licensing Authority and others.</li> </ul>
3.1.34	<p><b>Licensing of HMOs</b></p> <p>The Partner shall administer the adopted Houses in Multiple Occupation (HMO) Licensing Scheme. This shall include the Partner:</p> <ul style="list-style-type: none"> <li>• identifying licensable HMOs;</li> <li>• obtaining warrants to enter premises by force if necessary, liaising with Humberside Police to ensure there is no breach of the peace on entry;</li> <li>• establishing ownership details and contacting owners to</li> </ul>

Ref	Detail
	<p>discover their intentions and interest in the property;</p> <ul style="list-style-type: none"> <li>• serving all associated notices and “intensions”;</li> <li>• monitoring license conditions;</li> <li>• varying and revoking licenses at the request of the owner or following a change of circumstances;</li> <li>• liaising with tenants and neighbours;</li> <li>• collecting licence fees;</li> <li>• up-date all computer and paper records;</li> <li>• providing monitoring information as required;</li> <li>• pursuing the prosecutions of landlords; attend court and Residential Property Tribunal in consultation with the Legal Service; and</li> <li>• drafting and serving rent repayment orders; liaising with Revenues and Benefits Service to reclaim Local Housing Allowance.</li> </ul> <p>The Parties acknowledge that in extreme cases it may prove necessary to take over the management of HMO where a licence has not been obtained or the licence conditions have not been complied with. In these cases, the Partner shall undertake all necessary work to safe guard tenants and ensure the effective management of the property, establish the management of the property with the RSL and advise the Council on the management of the property.</p>
3.1.35	<p><b>Selective Licensing</b></p> <p>The Parties acknowledge that the Cabinet has resolved to establish a selective licensing scheme in East Marsh in accordance with the appropriate Landlords Accreditation Scheme. In this case the Partner will undertake all associated consultation and negotiations and to work closely with Legal Services to obtain the permission of Communities and Local Government. Following approval by CLG the Partner shall administer the scheme.</p>

Ref	Detail
3.1.36	<p><b>Miscellaneous Enforcement Activity</b></p> <p>The Partner shall provide a service to tenants under the provisions of the Protection from Eviction Act 1977 through:</p> <ul style="list-style-type: none"> <li>• dealing with complaints from tenants facing eviction or harassment by their landlords;</li> <li>• undertake investigations and case preparation including conducting interviews under the Police and Criminal Evidence Act 1984;</li> <li>• liaise with Home Options Service to place tenants left homeless by the actions of their landlords;</li> <li>• liaise with Humberside Police where there are acts or threats of violence;</li> <li>• assist Legal Services in prosecutions of landlords, including case file preparation and attendance at court;</li> <li>• obtain injunctions and forcible re-entry of property; and</li> <li>• undertake inspections as part of the Rent Assist Scheme.</li> </ul>
3.1.37	<p><b>Services to Gypsies and Travellers</b></p> <p>The Partner shall:</p> <ul style="list-style-type: none"> <li>• provide welfare visits to gypsies and travellers camped in the Area in accordance with the Council's adopted procedure; and</li> <li>• work together with Legal Services (where applicable) to put together cases for eviction of gypsies and travellers from unauthorised sites.</li> </ul>
3.1.38	<p><b>Miscellaneous non enforcement activity</b></p> <p>The Partner shall:</p> <ul style="list-style-type: none"> <li>• operate a Landlords Accreditation Scheme;</li> <li>• operate the Private Rented Sector Forum, an inclusive forum for those associated or having an interest in the</li> </ul>

Ref	Detail
	<p>private rented sector; and</p> <ul style="list-style-type: none"> <li>represent the Council or support the Council on a number of regional and sub regional bodies and forums.</li> </ul>
3.1.39	<p><b>Derelict Commercial Land &amp; Property</b></p> <p>The Partner shall:</p> <ul style="list-style-type: none"> <li>review, develop and deliver the Council's adopted Derelict Commercial Land and Property Strategy and Action Plan</li> <li>liaise with environmental services, building control, planning and regeneration to develop a single list of derelict land and properties;</li> <li>liaise with the owners of derelict land and property to encourage them to put the land or property back into use;</li> <li>organise effective boarding up of properties to prevent entry;</li> <li>deal with nuisance and conditions detrimental to the amenity of the area through enforcement action;</li> <li>undertake all actions to administer a range of secured loans (in accordance with funding made available by the Council) designed to assist the owners of derelict land and property; and</li> <li>process compulsory purchase orders in respect of commercial land and property including identification of suitable sites, drafting of reports for Cabinet, liaising with planning, valuations and legal services.</li> </ul> <p>Where relevant the activities will be delivered in accordance with <b>clause 19</b> and <b>schedule 16</b> (Projects)</p>

Ref	Detail
3.1.40	<p><b><u>Forward Planning / Spatial Futures &amp; Intelligence</u></b></p> <p><b>Service Scope (General)</b></p> <p><b>Forward Planning</b></p> <p>The Partner shall:</p> <ul style="list-style-type: none"> <li>• provide the LDF plan making function (including the LDS, SCI, DPDs and all other relevant documents);</li> <li>• carry out research and the provision of planning intelligence;</li> <li>• maintain the NLPG; and</li> <li>• provide street numbering and naming service.</li> </ul> <p><b>All service areas</b></p> <p>The Partner shall:</p> <ul style="list-style-type: none"> <li>• brief and provide advice to Council Members and partners whose objectives are reflected in the Community Strategy, Local Area Agreement, New Horizon Strategy and the Council Plan;</li> <li>• attend corporate, management, liaison and monitoring meetings, both internal and external, in pursuance of the Council's and partners objectives;</li> <li>• promote the electronic delivery of services including improvements to the planning web site; and</li> <li>• maintain all records relevant to the continuing provision of a planning service.</li> </ul>
3.1.41	<p><b>Local Development Framework</b></p> <p>The Partner shall provide the LDF (including actions related to any diagnostic exercise and test of soundness) including:</p> <ul style="list-style-type: none"> <li>• preparation, monitoring and review of the documents that collectively make up the LDF</li> <li>• collecting, reviewing and understanding international</li> </ul>

Ref	Detail
	<p>and national Policy documents and guidance, Regional Policy and guidance, policies and guidance of statutory agencies, "local" strategies (including Sub Regional Housing Strategy, LTP, Health Service, LSP), reports and Council decisions, past planning history and policy including consultation databases and correspondence;</p> <ul style="list-style-type: none"> <li>• collecting, reviewing and analysing site specific information;</li> <li>• formatting scope and structure of documents;</li> <li>• formatting draft text and policy documents;</li> <li>• undertaking informal and statutory consultation processes for review of drafts (including organising and attending meetings, exhibitions, workshops);</li> <li>• maintenance of databases for consultation and review processes;</li> <li>• preparation of internal and statutory reports on consultation and review processes;</li> <li>• liaising with Government Office and Planning Inspectorate on statutory proceedings including pre – examination meeting, examination proceedings;</li> <li>• maintaining publicly accessible records of consultation;</li> <li>• providing Venue and Officer support (Programme Officer) for Examination;</li> <li>• ensuring budgetary provisions are available to support preparation of LDF documents including the examination process;</li> <li>• provision of any graphic materials needed to support the consultation processes and drafting/presentation of the DPD (including exhibition materials, photographs, diagrams, key diagrams and Proposal Maps);</li> <li>• maintenance of ongoing Sustainability Appraisal reporting and review and Appropriate Assessments. Reports on these processes to support formal statutory</li> </ul>

Ref	Detail
	<p>consultation stages as required;</p> <ul style="list-style-type: none"> <li>management of saved Local Plan policies including reviewing saved policies as international, national or regional policy changes or policies are superseded by LDF policy;</li> <li>production and review of LDS including annual (or more frequent) review of the LDF timetable according to progress, changing priorities, new legislation and guidance and resources available;</li> <li>further development of consultation methods to enhance the SCI including meeting specific and tailored requirements to support particular community engagement needs. These may be wholly specific to a LDF document topic or to meet Equalities and Diversity legislation.</li> </ul> <p><b>Support to Accelerate Development, Submission and Adoption of Site Allocations Document</b></p> <p>The Partner shall deliver the site allocations DPD 6 (six) months ahead of the current anticipated programme with adoption in January 2013. The Partner shall introduce additional expertise and resource and enhance project and programme management through:</p> <ul style="list-style-type: none"> <li>undertaking gap analysis of evidence collected to date, including if the evidence has been gathered in accordance with latest guidance and best practice. Infrastructure planning and delivery needs are to be included in this list. It is assumed that the majority of evidence has already been gathered for the Core Strategy Document. Advice indicates that the evidence gathered should be proportionate to the job being undertaken by the DPD (PPS12);</li> <li>the consideration of the needs for including within the DPDs the accommodation of new or changes to legislation introduced since the commencement of the Core Strategy and site allocations for the Area (in particular, the duty to include policies for climate change, and the ability to consider setting requirements</li> </ul>



Ref	Detail
	<p>for energy use and efficiency));</p> <ul style="list-style-type: none"> <li>the consideration of the streamlining of the Council's sign-off procedures (including determining if it is necessary for the pre-submission document to be signed off by Portfolio meeting, scrutiny meeting, Cabinet meeting and Council meeting));</li> </ul>
3.1.42	<p><b>Production of SPDs and the AMR</b></p> <p>The Partner shall:</p> <ul style="list-style-type: none"> <li>produce and commission SPDs;</li> <li>provide advice regarding other commissioned documents designed to become SPDs; and</li> <li>produce the AMR by gathering, monitoring and analysis of data sets for annual returns on Regional AMR (as required to monitor the RSS) and data sets as part of the LDF monitoring framework.</li> </ul>
3.1.43	<p><b>General Local &amp; Regional Planning Policy Advice</b></p> <p>The Partner shall:</p> <ul style="list-style-type: none"> <li>provide general policy advice and guidance in relation to planning services meeting internal and external customers requests for specific policy and site information including under the Freedom of Information Act 2000;</li> <li>prepare and present reports to relevant committees and groups as part of the LDF process;</li> <li>liaise with organisations such as the Environment Agency, Highway Agency and Natural England on relevant policy issues [in order to meet external agencies and organisations requirements as regards their planning policy related functions (e.g. Shoreline Management Plans, south Humber strategic transport network, Humber Estuary Management Scheme)];</li> <li>contribute to other plans and strategies such as the LTP, Sub Regional Housing Strategy, Regeneration Strategy, Building Schools for the Future (BSF) and Corporate</li> </ul>

Ref	Detail
	<p>Performance, Business Planning and Equality and Diversity activities;</p> <ul style="list-style-type: none"> <li>comment on the LDFs of adjoining authorities;</li> <li>assess the implications of strategic and other policy documents and taking appropriate action, including presentations and briefings, where necessary;</li> <li>participate and/or support the Council at regional and sub-regional level in officer working groups including: <ul style="list-style-type: none"> <li>attendance at Technical Advisory Group (Regional); and</li> <li>attendance at HumPOG (sub-regional group).</li> </ul> </li> <li>prepare for and support the Council at Examinations in Public for the RSS including: <ul style="list-style-type: none"> <li>reviewing RSS policy and evidence;</li> <li>preparing and reporting evidence in support of changes;</li> <li>attending examinations and acting as witness for the Council;</li> <li>providing support to the sub-regional Planning Board;</li> <li>preparing agenda reports;</li> <li>briefing Members; and</li> <li>attending meetings in support of members.</li> </ul> </li> </ul>
3.1.44	<p><b>Data Analysis / Monitoring</b></p> <p>The Partner shall:</p> <ul style="list-style-type: none"> <li>gather, analyse and monitor data for the production of key background studies such as housing availability, employment land studies, traffic impact studies, retail assessments, Strategic Flood Risk Assessments</li> </ul>

Ref	Detail
	<p>through:</p> <ul style="list-style-type: none"> <li>managing IT data collection systems;</li> <li>producing analytical reports;</li> <li>setting up and attending forums with industry agencies (including developers, land owners and agents); and</li> <li>preparing briefs and procuring specialist consultants for specific data requirements</li> <li>complete returns on national and local indicators. This will include performance management through collecting, compiling and responding to performance data.</li> </ul>
3.1.45	<p><b>LLPG / NLPG system</b></p> <p>The Partner shall, as part of the Renaissance Service, provide National Land and Property Gazetteer ("NLPG") street naming and numbering functions and link to the Unique Property Reference Number ("UPRN") system.</p> <p>The Partner shall:</p> <ul style="list-style-type: none"> <li>provide the implementation, management and maintenance of the corporate LLPG system and ensure it confirms to the common referencing system for land and property, ensuring BS7666 compliance;</li> <li>allocate new street names and numbers - this is a statutory function;</li> <li>ensure the Council's street name and numbering function is fully integrated with the maintenance procedure for the LLPG;</li> <li>prepare and submit all necessary data transfer files to the national (NLPG) custodian. This will include, where necessary, notification of changes, additions and deletions to the LLPG of properties and streets to other sections of the Council;</li> <li>liaise with Development Control, local and national Building Control agencies with regard to monitoring</li> </ul>

Ref	Detail
	<p>planning consents and building notices identifying the location of new and/or altered property addresses. Where appropriate carry out site inspections to ensure correctness, as well as identifying land parcels, and ensure that all changes are reflected in the LLPG;</p> <ul style="list-style-type: none"> <li>• attend all appropriate national/regional working/user groups relating to the Local/National Land and Property Gazetteer;</li> <li>• promote the LLPG and its integration with other Council systems as the Council's core property database to achieve the Council's "Implementing Electronic Government Strategy";</li> <li>• the provision of specialist support and advice to users and departments within the Council regarding integration of systems with the LLPG;</li> <li>• develop and support the use of the LLPG with external agencies including Royal Mail, Health Service and emergency services;</li> <li>• provide support within the Council's information technology section regarding the on-going development of the LLPG;</li> <li>• develop e-delivery in providing planning information and consultation including developing the Council website;</li> <li>• provide Ordinance Survey liaison;</li> <li>• ensure the Ordinance Survey System data is forwarded to ITC support in order for the system to be kept up to date; and</li> <li>• ensure conformity with Ordinance Survey licensing agreements.</li> </ul>

#### 4. **SYSTEMS**

4.1 The Council's current Urban Renaissance and Regeneration service uses the following systems:

<b>System Name</b>	<b>Function</b>	<b>Licensed / Owned?</b>
Grant Finder	External funding knowledge system	Licensed to the Council
Evolutive	Inward investment/client enquiry handling/management system (web based)	Licensed
GIS	Corporate Mapping system	Licensed
FAME database	Financial analysis database of registered UK companies	Licensed
M-3	Database of property information	Licensed
Foundations	Database of property information	Licensed
Limehouse	Forward planning – DTP capability and database on consultation	Licensed to the Council
Symphony	National Land and Property Gazetteer	Licensed to the Council
Gistix and MapInfo	Mapping	Licensed to the Council
Planning Portal	Online submission of applications	Licensed to the Council
Tourism Websites and booking facilities	Online data and booking facility linked through to Lincolnshire Tourism	Licensed to the Council and Lincolnshire Tourism
Oscella	A development Management Monitoring System	Licensed to the Council

4.2 The Parties acknowledge that the above systems are not a mandatory ongoing requirement. The Partner may seek to improve the Renaissance Service and, subject to the agreed governance rules and the prior written

agreement of the Council, make its own investment decisions in order to meet its output targets.

- 4.3 The Partner shall comply with its obligations in respect of Systems as set out in **clause 9.11** of this Agreement (Systems).

## 5. **SERVICE VOLUMES**

- 5.1 For volumes in relation to the Renaissance Services with are within the scope of this **Schedule 27** (Renaissance) see **Schedule 14** (Pricing).

## 6. **PERFORMANCE**

- 6.1 The performance of the Partner's delivery of the Renaissance Service shall be measured against selection of appropriate statutory, national or local performance indicators.
- 6.2 The Partner shall be responsible for collecting, submitting, commenting on, analysing and reporting all performance data and produce all relevant Performance Indicators in accordance with this Agreement.
- 6.3 The Partner will monitor and report on the Key Performance Indicators and Performance Indicators contained in **Appendix 1**.
- 6.4 **Service Standards**

6.4.1 The Partner shall ensure that:-

- 6.4.1.1 in the absence of any specification or code of practice referred to above, all plant and materials used or specified, and all workmanship specified or executed, shall be in accordance with any specification or code of practice issued by the British Standards Institution, or equivalent national standards of another member state of the European Union, or equivalent international standards recognised in the United Kingdom; and
- 6.4.1.2 that Economic Development shall have attained the 'Customer First' Accreditation as this is an essential requirement to access Yorkshire Forward Funding.

## 7. **Legislation & Policy**

- 7.1 In carrying out the Renaissance Service, the Partner shall comply with its obligations in **clauses 6.2.5** (Services - General Provisions) and **76** (Laws Policies and Related Matters).

## 8. Service Availability and Response Times

- 8.1 The Partner shall comply with the Council's Corporate Customer Services Standards which sets out response times for letters, phone calls, faxes, and other communications. In addition in its delivery of the Renaissance Service, the Partner shall comply with the availability and response times are set out in the table below:

Classification	Response Time
External Funding Claim Submission	6 <sup>th</sup> day of month to External Funding Team/Finance  10 <sup>th</sup> day of month claim to be submitted to Yorkshire Forward
External Funding Bids	To meet deadlines set by external funders and project boards.
Classification	Standard
Inward Investment Enquiries	Within 2 working days in accordance with the Customer First Accreditation
<b>Planning Policy</b>	
Carry out consultation events as part of emerging LDF	Meet milestones in the LDS and standards prescribed in the latest SCI
Preparation of AMR	Submitted to GOYH by December annually
Prepare relevant LDF components of the approved LDS	Meet LDS targets and milestones
Review LDS	Revised LDS to be submitted to GOYH by 31 March annually (when required)
Request for meetings made by LDF respondents	Within 2 working days of request

## 9. File Retention

9.1 The Partner shall ensure that file retention shall be dealt with in accordance with the Data Protection Act 1998, the Council's Records Management Policy and Retention and Disposals Standards and **clause 57** (Records and Data). As an indication for the Renaissance Service this means:

<b>File Type</b>	<b>Minimum Retention Period</b>
European Union Projects	20 years
Yorkshire Forward Projects	15 Years
Externally Funded Projects	15+ years
European Union Projects	20 years
Yorkshire Forward Projects	15 Years
Any grant application form	7 years
Planning Application files	Indefinite retention of paper files - unless digitised or microfilmed
Building Control (Lincs Building Consultancy )	15 years plus 1
LDF Background monitoring files	5 years
Performance Indicator and monitoring evidence	3 years plus current year
Informal enquiries	5 years
Enforcement records	Indefinite retention of paper files - unless digitised or microfilmed
Complaints / Ombudsman	As per corporate requirements
Sites and monuments records	Indefinite retention of paper files - unless digitised or microfilmed
Conservation area character appraisals and management plans	5 years
Buildings at Risk Register	Indefinite - this is renewed annually with buildings that



File Type	Minimum Retention Period
	are no longer "at risk" being removed
Performance data	3 years

10. **Interfaces and the Role of the Council**

- 10.1 The Partner shall interface with the Council in accordance with **clause 34A** (Council Supplied Services), **Schedule 26** (Interfaces) and this **Schedule 27** (Renaissance Service).

## APPENDIX 1

### Part 1: Renaissance Service Performance Levels and Performance Information, KPIs and PIs

The following table sets out performance levels that relate to the Renaissance Service as set out in this **Schedule 27**, which the Partner shall achieve in each year of the Agreement. The definitions of measurement for each of the PIs and KPIs are set out in Part 2 of this appendix 1.

Ref	Old ref	Short description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10	Year 11
	Local PI	Footfall in Grimsby town centre	Baseline	Targets to be set once the baseline has been established									
	Local PI	Footfall in Cleethorpes town centre	Baseline	Targets to be set once the baseline has been established									
	Local PI	Empty Commercial Properties in Grimsby town centre	<25	<22	<20	<18	<18	<15	<15	<12	<12	<12	<12
	Local PI	Empty Commercial Properties in Cleethorpes town centre	<28	<25	<23	<20	<20	<18	<18	<15	<15	<15	<15
	Local PI	Achieve Community Engagement (Ladder of Engagement level)	Level 4	Level 4	Level 5	Level 5	Level 5	Level 5	Level 5	Level 5	Level 5	Level 5	Level 5
	Additional	£s Cumulative value of Public & Private sector funding investment in regeneration projects	≥ £6m (of which £4.5m is BBW Target)	≥£18.5m	≥£39m	≥£66m	≥£88m	≥£106m	≥£120m	≥£135m	≥£152m	≥£170m	≥£170m
	Replacement for LAA EDEE 5a	Culm Value of Inward Investment Secured for North East Lincolnshire			£120m		£200m		£280m		£320m	£400m	£400m
		Number of major investments (creating 40+ jobs or capital investment of £500k+)	Council Plan target of 21 by 2013			To be established as part of the Service Development Plan							
	Local PI	Cumulative number of current or potential businesses	40	90	150	210	270	350	430	520	620	720	750

Ref	Old ref	Short description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10	Year 11
		directed to appropriate sources of business advice											
	Local PI	Projects on time (for projects starting after commencement)	75%	80%	90%	95%	95%	95%	95%	95%	95%	95%	95%
	Local PI	Projects on budget (for projects starting after commencement)	90%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
	Additional	Cumulative net number of jobs created by Wider Regeneration Projects	75	280	600	1100	1700	2200	2800	3100	3500	≥3900	≥3900
	Additional	Cumulative number of jobs created within Business Innovation and Learning Hub	0	0	0	100	150	200	250	250	250	≥250	≥250
	Additional	Cumulative number of jobs created within Balfour Beatty	≥16	≥24	≥36	≥55	≥68	≥78	≥85	≥88	≥98	100	100
	Local PI	% of people who are unemployed and/or live in most deprived neighbourhoods who enter jobs created by the Partnership	15%	20%	25%	30%	33%	33%	33%	33%	33%	33%	33%
	Local PI	Number of training sessions, apprenticeships or work placements for young people provided	≥20	≥45	≥75	≥100	≥125	≥150	≥175	≥200	≥225	≥250	≥250
	Local PI	Number of training sessions or work placements for school children provided	≥12	≥28	≥50	≥65	≥80	≥95	≥110	≥130	≥140	≥150	≥150
	Local PI	Commercial / Retail / Industrial space created by Business Innovation & Learning Hub	0	0	0	≥5,000 sq m	≥5,000 sq m	≥5,000 sq m	≥5,000 sq m	≥5,000 sq m	≥5,000 sq m	≥5,000 sq m	≥5,000 sq m
	Local PI	Cumulative Office /Commercial / Retail / Industrial / Civic space created by wider regeneration projects that involve the Renaissance	0	0	7000 sqm	17,000 sq m	27,000 sq m	37,000 sq m	30,000 sq m	42,000 sq m	49,000 sq m	≥60,000 sq m	≥60,000 sq m

Ref	Old ref	Short description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10	Year 11
		service											
	NI 154	Net additional homes	50 (of which Partner target is 40)	90	190	300	350	450	510	510	510	510	40
	Additional	Culm number of new or improved homes	50 (of which Partner target is 40)	130	320	620	970	1420	1930	2440	2950	3460	3,500
	NI 159	Supply of ready to develop housing sites (%)	>100%	>100%	>100%	>100%	>100%	>100%	>100%	>100%	>100%	>100%	>100%
	NI 170	Percentage of the previously developed land that has been vacant or derelict for more than 5 years on 1 April each year that is brought into use by the following 31 March	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%
	BV 200b	Has the local planning authority met the milestones that the current Local Development Scheme (LDS) sets out?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
		Audit Commission Score for Housing KLOEs	Performing adequately	Performing adequately	Performing good / well	Performing good / well	Performing good / well	Performing good / well	Performing good / well	Performing good / well	Performing good / well	Performing good / well	Performing good / well
	NI 187 LAA2	% of people receiving income based benefits living in homes with a low energy efficiency rating. (a) SAP ≤35 (b) SAP ≥65	a:6.5 % b: 19%	a: 6% b: 19.5%	a:5 % b: 20%	a:4.5% b:21 %	a: 4% b: 22%	a: 3.5% b:23 %	a:3 % b: 24%	a: 2% b: 25%	a:1 % b:25 %	a: <1% b: 25%	a: <1% b: 25%
	LAA1 SSC1a	%of private sector homes occupied by vulnerable	62%	64%	66%	66%	68%	70%	72%	74%	76%	78%	78%

Ref	Old ref	Short description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10	Year 11
		households that meet the Decent Homes standard											
	LAA2 LI 1a	Category 1 hazards resolved	90 (of which Partner target is 65)	95	100	100	100	100	100	100	100	100	25
	BV 64	No. of vacant dwellings returned to occupation or demolished	55 (of which Partner target is 40)	62	65	70	75	75	75	75	75	75	20
	H18	Private sector homes that have been vacant for more than 6 months (after deprivation deduction)	0.3%	0.2%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%
	Local PI	The number of derelict small, commercial sites that are returned to use	3	5	5	5	5	5	5	5	5	5	2
	Local PI	Reduction in the unit costs of the capital element of Disabled Facilities Grants	Baseline minus 20%	Baseline minus 25%	Baseline minus 30%	Baseline minus 30%	Baseline minus 30%	Baseline minus 30%	Baseline minus 30%	Baseline minus 30%	Baseline minus 30%	Baseline minus 30%	Baseline minus 30%
	Local PI	The % of people starting a DFG application who fail to complete it.	No greater than baseline	No greater than baseline	No greater than baseline	No greater than baseline	No greater than baseline	No greater than baseline	No greater than baseline	No greater than baseline	No greater than baseline	No greater than baseline	No greater than baseline

## Other Performance Information

The following table sets out PIs which the Partner shall report to the Council and the frequency of the reporting. The definition of measurement of the PIs are set out in Part 2.

Ref	Short description	Frequency
	Number of inward investment / business enquiries to Renaissance service	Monthly
NI 163	Proportion aged 19-64 for males and 19-59 for females qualified to at least Level 42	Annual
NI 164	Proportion aged 19-64 for males and 19-59 for females qualified to at least Level 3	Annual
NI 165	Proportion aged 19-64 for males and 19-59 for females qualified to at least Level 4	Annual
NI 172	Percentage of small businesses in an area showing employment growth	Annual
	Productivity as measured by Gross Value Added	Annual
	% new homes built on previously developed land	Annual
	Supply of sites allocated for employment land / employment land enabled...for development??	Annual
	Category 1 hazards resolved per 10,000 households	Annual
	Proportion of vacant properties returned to use or demolished	Annual
NI 151	Overall employment rate	Annual
NI 152	Working age people on "out of work benefits	Annual

## Part 2: Definitions of Performance Indicators

Where appropriate in the following table of definitions a PI or KPI may be defined by reference to the definition of a national PI. In such cases the definition for use in all parts of this Agreement will change from time to time as the national definition changes.

### Definitions for Performance Levels

Ref	Short description	Definition
	Increase in Footfall in Grimsby	The % change in the footfall at key locations / primary pedestrian routes in Grimsby towncentre (adjusted as necessary to account for seasonal variations)
	Increase Footfall in Cleethorpes	The % change in the footfall at key locations / primary pedestrian routes in Cleethorpes (adjusted as necessary to account for seasonal variations)
	Empty Commercial Properties in Grimsby town centre	The number of commercial properties that vacant long-term (i.e greater than 6 months) within the defined area of Grimsby town centre
	Empty Commercial Properties in Cleethorpes town centre	The number of commercial properties that vacant long-term (i.e greater than 6 months) within the defined area of Cleethorpe town centre
	Achieve Community Engagement (Ladder of engagement level)	<p>The level achieved on the Ladder of Community Engagement will be based on an annual evaluation by the Partner of their approach to community engagement against the following criteria:</p> <ul style="list-style-type: none"> <li>▪ <b>Level 1: Informing:</b> providing communities with balanced and objective information to assist them in understanding problems, alternatives, opportunities, solutions. For example, websites, newsletters and press releases.</li> <li>▪ <b>Level 2: Consulting:</b> obtaining community feedback on analysis, alternatives and / or decisions. For example, surveys, door knocking, citizens' panels and focus groups.</li> <li>▪ <b>Level 3: Involving:</b> working directly with communities to ensure that concerns and aspirations are consistently understood and considered. For example, partnership boards, reference groups and service-users participating in policy groups.</li> <li>▪ <b>Level 4: Collaborating:</b> working in partnership with communities in each aspect of the decision, including the development of alternatives and the identification of the preferred solution.</li> <li>▪ <b>Level 5: Empowering:</b> placing decision-making in the hands of the community</li> </ul>
	£s Cumulative value of Public & Private sector funding investment in regeneration projects	£s value of investment (i.e. expenditure) on projects listed within the Regeneration Framework (or other replacement regeneration strategy as updated from time to time) by any organisation in the public or private sector. This will incorporate any expenditure on feasibility, design, planning, enabling works, public realm improvements, infrastructure, construction and fit-out.

Ref	Short description	Definition
	Culm Value of Inward Investment Secured for North East Lincolnshire	£s value of inward investment (i.e expenditure) within the Area measured as expenditure by organisations / companies located outside the Area investing in new plant/facilities/infrastructure in the Area or existing companies / organisations upgrading or renewing plant/facilities/infrastructure in the Area
	Successful applications submitted	The % of applications for funding made by the Partner that are successful
	Projects on time	The % of projects directly managed by the Renaissance service that are meeting (within a +/- 5% tolerance) the milestones and timescales set out the within Regeneration Framework or the Project documentation
	Projects on budget	The % of projects directly managed by the Renaissance service where final out-turn costs are within +/-5% of projected costs at the Commit to Invest stage
	Jobs Created by Wider Regeneration Projects	<p>The cumulative number of Full-Time Equivalent jobs created through the construction, occupation and operation of the Innovation and Learning Hub. The total numbers of jobs created by each individual investment will be calculated on the following basis</p> <p>Construction jobs: Full Time Equivalent jobs lasting at least one year in the construction sector. The numbers of construction jobs for each project will be calculated based on average productivity in the construction sector for the various build types (retail, infrastructure, residential) plus the associated economic multiplier.</p> <p>Operational jobs: Full Time Equivalent jobs lasting at least one year. The number of operational jobs created through each project will be calculated based on standard employment densities (as specified by English Partnerships or similar organisation) for the relevant project type adjusted for deadweight, displacement and local economic multiplier effects.</p>
	Jobs Created within Business Innovation and Learning Hub	The cumulative number of Full-Time Equivalent jobs created through the construction, occupation and operation of the Innovation & Learning Hub
	Jobs Created within Balfour Beatty	The cumulative number of Full-Time Equivalent jobs within Balfour Beatty in the Area (excluding those posts filled by staff who TUPE transfer from the Council at the Service Commencement Date)
	Overall employment rate	NI 151: The proportion of the working age population (16-59 for females and 16-64 for males) who are in employment according to the International Labour Organisation (ILO) definition
	Working age people on "out of work benefits"	NI 152: The indicator measures the percentage of the working age population who are claiming out of work benefits. Working age benefits include the main out-of-work client group categories (unemployed people on Jobseekers Allowance, Lone Parents on Income Support, Incapacity Benefits customers, and others on



Ref	Short description	Definition
		income-related benefits) and exclude the carer, disabled and bereaved client groups who are not subject to activation policies in the same way as other groups
	Working age people on "out of work benefits" in our most deprived neighbourhoods	NI 153 (LAA2) This indicator measures the percentage of the working age population claiming out-of-work benefits in the worst performing neighbourhoods. Worst performing neighbourhoods are defined as Lower Super Output Areas (LSOAs) with a benefit claim rate (as defined above) of 25% or more based on a 4 quarter average between May 2006 and February 2007.
	Cumulative number of current or potential businesses directed to appropriate sources of business advice	The cumulative number of businesses that are referred or signposted to recognised business support services (i.e Business Link) by the Partner
	% of people who are long term unemployed and/or live in most deprived neighbourhoods who enter jobs created	The proportion of the jobs created within Regeneration Projects that are taken by people who are registered for unemployment benefits and/or live within the most deprived neighbourhoods (measured as those Wards within North East Lincolnshire which have SOAs in the 20% most deprived areas in the England as measured by the IMD2004)
	Median weekly full-time earnings	NI 166: The median gross weekly pay of full-time employees on a workplace basis.as as taken from the Annual Survey of Hours and Earnings).
	New business starts (measured by PAYE or VAT registrations)	NI 171: The proportion of business registrations per 10,000 resident population aged 16 and above.
	Number of training sessions, apprenticeships or work placements for young people provided	The number of training sessions, apprenticeships or work placements provided by Partner for people from Area aged 14 to 21. Apprentices must be following an accredited apprenticeship framework, other training sessions or work placements must be no less than four hours in length.
	Number of training sessions or work placements for school children provided	The number of training sessions or work placements provided by the Partner for school child aged 7 to 14. Training sessions or work placements must be no less than four hours in length.
	Commercial / Retail / Industrial space created by Business Innovation & Learning Hub	The cumulative total amount of new floorspace (measured as m2 Gross Internal Area) created by Innovation and Learning Hub
	Commercial / Retail / Industrial space created	The cumulative total amount of new floorspace (measured as m2 Gross Internal Area) created by new

<b>Ref</b>	<b>Short description</b>	<b>Definition</b>
	by wider regeneration projects that involve the Renaissance service	development in the Area
	Net additional homes	NI 154 This indicator measures the net increase in dwelling stock over one year. The definition of dwelling (in line with the 2001 Census) is a self-contained unit of accommodation
	Supply of ready to develop housing sites (%)	NI 159: The total number of net additional dwellings that are deliverable as a percentage of the planned housing provision (in net additional dwellings) for the 5 year period
	Previously developed land that has been vacant or derelict for more than 5 years.	NI 170: the proportion of the area of developed land that is vacant or derelict for more than 5 years.
	Has the local planning authority met the milestones that the current Local Development Scheme (LDS) sets out?	BV 200b: Whether the Local Authority has met the key milestones for publishing parts of the Local Development Framework as set out in the current Local Development Scheme
	The average score of the Council against the Housing KLOEs	The average score of the Council against the Housing Key Lines of Enquiry (KLOEs)
	% of people receiving income based benefits living in homes with a low energy efficiency rating. (a) SAP <=35 (b) SAP >=65	NI 187: the proportion of households on income related benefits for whom an energy assessment of their housing has been carried out, living in homes with (i) Low energy efficiency (ii) High energy efficiency  The energy efficiency of a house can be measured using the Standard Assessment Procedure (SAP).
	% of private sector homes occupied by vulnerable people that meet the Decent Homes standard	The % of private sector homes occupied by vulnerable people that meet the Decent Homes standard as measured by the quinquennial
	Category 1 hazards resolved	The number of dwelling which were defined as having Category 1 Hazard under the Housing Health and Safety Rating System (HHSRS) where the Cat 1 hazard is removed as result of action initiated or supported by the Partner
	No. of vacant dwellings returned to occupation or demolished	The number of dwellings which were previously vacant which are returned to use or demolished as a result of action initiated or supported by the Partner
	Private sector properties that have been Vacant for more than 6 months	The % of private sector properties that have been vacant for more than 6 months
	The number of derelict small commercial sites/properties that are	The total number of commercial properties/sites that were previously derelict or vacant which are returned to use

Ref	Short description	Definition
	returned to use	
	Reduction in the unit costs of the capital element of the DFG	The % reduction in the average costs of the capital element of the Disabled Facilities Grants after accounting for construction price inflation.
	The % of people starting a DFG application who fail to complete it	The % of people who start an application for a Disabled Facilities Grant who fail to complete it

## Definitions for Other Performance Information<sup>1</sup>

Ref	Short description	Definition
	Number of inward investment / business enquiries to Renaissance service	The number of enquiries handled from businesses handled by the economic development / regeneration team
	Proportion aged 19-64 for males and 19-59 for females qualified to at least Level 2	NI 163 (LAA2): Proportion of population aged 19-64 for males and 19-59 for females qualified to at least level 2 or higher.
	Proportion aged 19-64 for males and 19-59 for females qualified to at least Level 3	NI 164 (LAA2) Proportion of population aged 19-64 for males and 19-59 for females qualified to at least level 3 or higher.
	Proportion aged 19-64 for males and 19-59 for females qualified to at least Level 4	NI 165 Proportion of population aged 19-64 for males and 19-59 for females qualified to at least level 4 or higher.
	New business starts (measured by PAYE or VAT registrations)	NI 171 (LAA2): The number of business registrations for VAT per 10,000 resident population aged 16 and above
	Percentage of small businesses in an area showing employment growth	NI 172: Percentage of small registered businesses showing year-on-year employment growth.
	Productivity as measured by Gross Value Added	Gross Value Added per head for the North East Lincolnshire area as estimated by the Office for National Statistics
	% new homes built on previously developed land	BV 106: Percentage of new and converted dwellings on previously-developed land
	Supply of sites allocated for employment land / employment land enabled	The number of major allocated for employment use within the Area
	Category 1 hazards	LAA2 LI 1b: The number of households which have

Ref	Short description	Definition
	resolved per 10,000 households	had Category 1 hazards removed per 10,000 population