

Housing Management Panel: East Area

Date: 7 January 2021

Time: 7.00pm

Venue Virtual

Members: **Councillors:** , Brennan **Ward Councillors for the Area,**
Delegates of Tenants Association in the area.

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AGENDA

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FURTHER INFORMATION

For further details and general enquiries about this meeting contact , (01273 291214, email greg.weaver@brighton-hove.gov.uk) or email democratic.services@brighton-hove.gov.uk

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Date of Publication - Wednesday, 30 December 2020

BRIGHTON & HOVE CITY COUNCIL
HOUSING MANAGEMENT PANEL: EAST AREA

7.00pm 5 NOVEMBER 2020

VIRTUAL MEETING

MINUTES

Present: Councillors Mears, Simson and Williams

Representatives: Chris El-Shabba, Sarah Harris, Alan Cooke, Janet Gearing.

Officers: Keely McDonald, Bethan Hudson, Justine Harris, Keith Perry, Indi Hicks.

Guests:

9 APOLOGIES

9.1 Apologies from Councillor Brennan.

10 MINUTES OF THE PREVIOUS MEETING

11 CHAIR'S COMMUNICATIONS

11.1 The Chair addressed the panel and gave the following communications:

“We would like to acknowledge the feedback that residents and staff took time to give us about the last round of Area Panels.

There are challenges with using the internet particularly with software, different devices and networks. I recognise that this can make the meeting more complicated to follow and we hope that these issues can be gradually resolved.

We also know that online meetings can be difficult for some and the community engagement team are working with residents to support as many people as possible to access them.

It was very useful to learn how people felt about having a large single online meeting and you can be reassured the feedback, both negative and positive, will be used to help improve the way meetings are organised in the future.

I would like to remind everyone that the Area Panels are for future planning and issues that affect everyone, they are not the forum to raise individual issues, or repairs that have not been dealt with. If you do have an individual issue that is stuck in the system, please do speak to your Community Engagement Officer who will be able to put you in touch with the right service or person.”

12 EAST AREA AGENDA

Good News from Resident's Groups

12.1 Resident gave the following statements:

- A guarded approval was granted from EDB to install a heavy fence to stop cars rolling down the hill and into blocks of flats.
- The honey collective are holding regular monthly meetings, and are due to finish their training in January/February 2021 and open the community apiary in March/April.
- The kitchen underneath Robert Lodge is working well.
- Regular meetings are being held at Robert Lodge for residents who wish to speak.
- Robert Lodge now has their own cleaner.

12.2 Janet Gearing was informed that a quick bid could happen for the Java Café, which supplies a food bank service during lockdown.

12.3 Councillor Simson said that the Java Café could be managed through the Tenant Association and would get this organised.

City Wide Resident's Question Time

12.4 Janet Gearing raised a concern about the underspend from last year which was redistributed to other areas of the city.

12.5 Councillor Simson was informed by Keely McDonald that going forward the budget would be split into 2 parts of the year in order that people would more likely get a successful bid for a project.

12.6 Councillor Mears requested a succinct answer to Janet Gearing's query about how the EDB budget would be spent going forward. Keely McDonald confirmed that she would seek the answer to that question and feed it back at a later date.

12.7 Councillor Simson was informed by Keely McDonald that the decision to split the budget in half was made by the EDB review panel and could find out the date that this decision was made if necessary.

12.8 Alan Cooke pointed out that it would make sense to roll over any underspent budget to the next half of the year but any leftover from previous years should be split evenly between the 4 areas of the city.

12.9 Keely McDonald confirmed she would give this feedback to the relevant people.

12.10 Councillor Mears was informed by Christine El-Shabba that she sat on the EDB review panel alongside Carl Boardman, Ian Bennett, and David Spafford.

12.11 Keith Perry confirmed the EDB review panel.

12.12 Councillor Simson was informed that Christine El-Shabba was unaware of this decision as she wasn't present at the last meeting.

- 12.13 Keely McDonald confirmed that the new system was confirmed in April 2020, and that the annual fund would be split into two rounds, one in April and one in October, to space out bids and speed up delivery time. In April of this year there was an underspend in the North and West areas so it was decided there would be a second bid round in October to spend the remaining money. This would be trialled to all bids in preparation for the financial year 2021/2022.
- 12.14 Councillors Simson, Mears, and Williams requested detailed guidelines about the future of EDB bids.
- 12.15 Alan Cooke read aloud the response to Item 9 (Tenancy termination following a tenant's death):
- “Tenancy Services work sensitively with people clearing and sorting out belongings after a death. We appreciate this can be very upsetting and sometimes take a bit of time, and the people assisting with this may not always live locally. If anyone has a different experience of this, please could you let Justine Harris know.”
- 12.16 Janet Gearing pointed out that the Council were good at clearing the flat but charged her for unpaid rent from her uncle.
- 12.17 Justine Harris apologised for this and hoped that it doesn't happen to anyone else.
- 12.18 Christine El-Shabba raised that it would be good for the TA's to circulate the Gardening Scheme for the Elderly leaflets to people. Janet pointed out that you must be over 70 to qualify for the scheme.
- 12.19 Christine El-Shabba raised that equipment was being provided by the Council to support virtual communication.
- 12.20 Keith Perry gave verbal updates of the documents on pages 29-36 of the Agenda which included:
- Bylands (page 31) – Bike Shelter. Keely McDonald clarified that the bike shelter would be lockable and therefore would have to be maintained by the Council, and would be included as part of the Car Parks and Garages process.
 - Craven Vale (page 32) – Tarmac Path from back of community centre to Craven Road.
 - Lichfield Court (page 33) – Bin store.
 - Westham (page 34) – Bin/Recycle hut, cycle store, new pathway.
 - Woodingdean (page 34) – New wire fence and gate.
 - Woodingdean (page 35) - Picnic tables. Councillor Simson pointed out that the park was being refurbished and the organisers weren't aware of the picnic tables, so would have to liaise. It was agreed that Janet Gearing and Keith Perry would get in touch with parks.
- 12.21 Alan Cooke gave the following updates:
- There is an outstanding bid for 2018/19 for Craven Vale about vinyl flooring. This has now been completed.
 - There is an outstanding £10,000 for the Southwater Close store – Housing need to finalise the planning application for change of use of the building and are waiting for

one minor document. It is estimated that it will be another 6-9 months until a planning decision. Keith Perry responded that the £10,00 is being reserved for this project.

- There is an outstanding quick bid for some footsteps between some houses. This request will now be withdrawn.

12.22 Christine El-Shabba asked for an update about items 18/19 about north and south gates for Robert Lodge. Keith Perry responded that he hadn't heard anything back. Keely McDonald added that there was some consultation about the gates to be scheduled but has been put on hold but is on the list to get sorted.

Reports Going to Housing Committee

12.23 The Panel welcomed an update on the Housing Report due to be taken to the Housing Committee.

12.24 **AGREED** – that the update was satisfactory.

Tenant and Leaseholder Engagement Strategy

12.25 Keely McDonald gave a presentation summarising the information from item 8 of the Agenda starting on page 37.

12.26 Councillor Williams raised that it would be helpful to have more virtual meetings to involve people in the decision-making process.

12.27 Councillor Simson mentioned that this strategy wasn't likely to work. Councillor Mears added that tenants need to be listened to and not told what the Council will do in future.

12.28 Councillor Williams said that there were some successes already and that it would be helpful to have a positive outlook.

12.29 Janet Gearing commented that funds should be prioritised on Brighton residents instead of students.

12.30 Councillor Simson noted that a lot of projects were done through community development instead of housing engagement and asked how these projects marry up with the community development work. Keely McDonald responded that a joint plan on how to address these issues is being created.

12.31 **AGREED** – that the presentation was noted.

13 RESIDENTS QUESTION TIME

13.1 Refer to Item 12.

14 EAST AREA EDB BIDS

14.1 The Panel welcomed a brief overview of the status of EDB Bids.

14.2 Residents enquired of the status of a series of EDB Bids that were ongoing while the officer provided details on this.

14.3 **AGREED** – that the update was satisfactory.

15 TENANT AND LEASEHOLDER ENGAGEMENT

15.1 Refer to Item 12.

16 ANY OTHER BUSINESS

16.1 There was no AOB.

The meeting concluded at 8.42pm

Signed

Chair

Dated this

day of

EAST

Area Panel Agenda

Thursday 7th January 2021, 7pm-9pm

Meeting will be open 15 minutes before start. Anyone requiring help joining the meeting can contact the Community Engagement Team for assistance.

1 19:00-19:10	Welcome Apologies & Introductions, Previous Minutes 10 minutes	Verbal
2 19:10-19:15	Chairs Communications 5 minutes	Verbal – Chair
3 19:15-19:50	Responses to Residents Questions 35 Minutes	Answers to Residents Questions
4 19:50-20:05	Door installation and Maintenance 15 Minutes	Response in Residents Questions. Housing officer to attend.
BREAK 10 minutes		
5 20:15-20:30	Items for Housing Committee Housing Committee Workplan Progress Update and Housing Performance Report - Quarter 2, 2020/21 15 Minutes	Verbal + Report Attached
6 20:30-20:40	Adult Learning Offer 10 Minutes	Verbal + Report attached
7 20:40-20:50	Positive Community News 10 Minutes	Verbal -Tenant representatives
8 20:50-21:00	AOB 10 minutes	Verbal

- End -

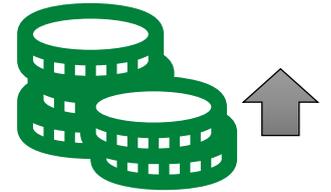
Area Panel summary: Council housing performance Quarter 2 2020/21 (Jul to Sep 2020)



96
Compliments
received



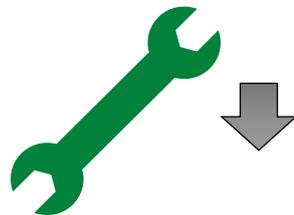
7 weeks
Waiting time
for adaptations



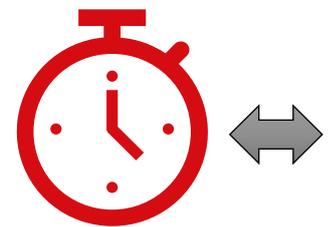
96.68%
Rent collected



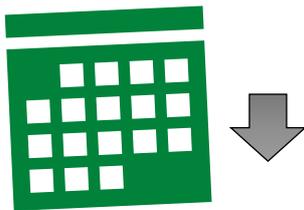
96 days
Empty home
re-let time



99.1%
Emergency
repairs within
24 hours



33 days
To complete
routine repairs



97.1%
Repairs
appointments
kept



97%
Tenants
satisfied with
repairs



100%
Gas safety
compliance

Performance since previous quarter is:



Better



Same



Worse

Quarter 2 2020/21 council housing performance – key trends

Top 5 scores (compared to target)

1. Stage two complaints upheld (9% vs 18% target)
2. Major adaptations – average time to approve applications (7 weeks vs 10 week target)
3. Compliments received from customers (96 vs 88 target)
4. Repairs completed at first visit (93.7% vs 92% target)
5. Rent collected from council tenants (96.68% vs 95% target).

Bottom 5 scores (compared to target)

1. Average re-let time excluding time spent in major works (96 days vs 21 day target)
2. Average time to complete routine repairs (33 days vs 15 day target)
3. Lifts – average time taken to respond (3.3 hours vs 2 hour target)
4. Stage one complaints responded to within 10 working days (57% vs 80% target)
5. Routine repairs completed in time (71.4% vs 92% target).

5 biggest improvements (since previous quarter)

1. Stage two complaints upheld (22% to 9%)
2. Compliments received from customers (69 to 96)
3. Lifts restored to service within 24 hours (91% to 95%)
4. Tenants satisfied with repairs (93% to 97%)
5. Rent collected from council tenants (96.28% to 96.68%).

5 biggest drops (since previous quarter)

1. Lifts – average time taken to restore service when not within 24 hours (4 to 8 days)
2. Average time to complete routine repairs (20 to 33 days)
3. Major adaptations – average time to approve applications (5 to 7 weeks)
4. Lifts – average time taken to respond (2.5 to 3.3 hours)
5. Stage one complaints responded to within 10 working days (61% to 57%).

Committee workplan progress update and Housing performance report

Quarter 2 2020/21

This report provides updates on the Housing Committee priorities and work plan for 2019-23, as well as performance indicators covering a range of Housing services.

Feedback on the report presented to Area Panels in September, and responses, is included on pages 24 to 29.

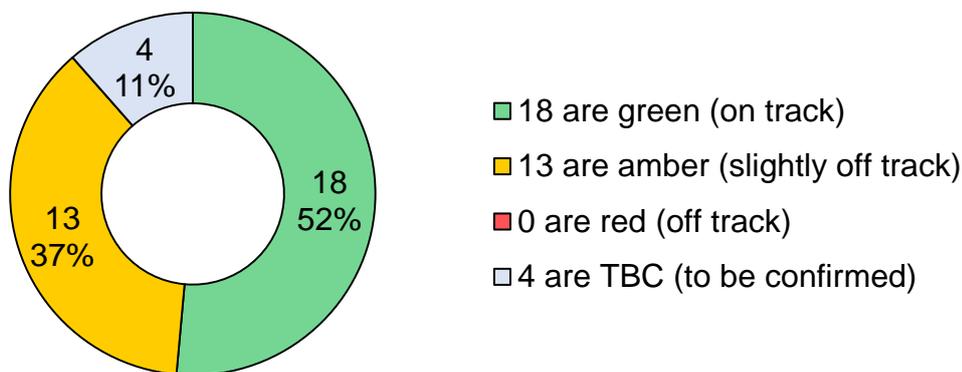
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This housing performance report covers Quarter 2 (Q2) of 2020/21 and is in two parts. It uses red, amber and green ratings to provide an indication of performance.

Part one provides an update of performance against 35 Housing Committee work plan objectives for 2019-23:

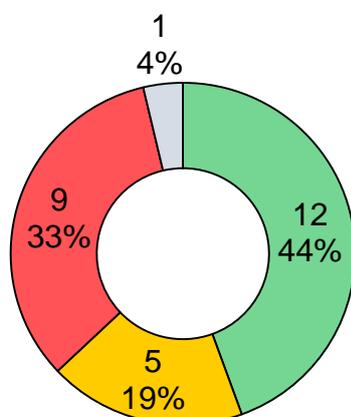
Work plan objectives



Part two presents results for 26 performance indicators across Housing and similarly uses red, amber and green ratings, as well as trend arrows:

	Green – on or above target (12)		Improved since last time (12)
	Amber – near target (5)		Same as last time (0)
	Red – below target (9)		Poorer than last time (14)

Performance indicators



Part one: Housing Committee priorities and work plan 2019-23

1. Provide additional affordable homes

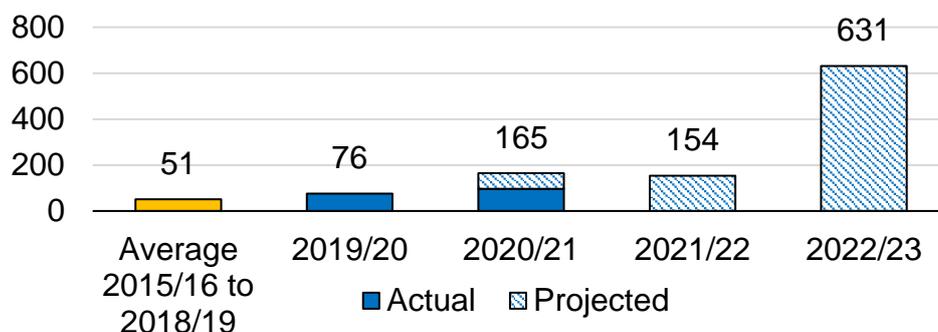
Regular updates on progress are provided to Housing Supply Member Board

1.1 On track: Achieve 800 additional council homes (including develop the existing Hidden Homes strategy)

Total of 1,026 homes projected for 2019 to 2023

- 2020/21: 165 homes – buy backs (64), Hidden Homes (11), Buckley Close (12), Gladstone Court (38), Hawkridge Court (30) and Oxford Street (10)
- 2021/22: 154 homes – buy backs (65), Hidden Homes (10), Frederick Street (4), Rotherfield Crescent (3), Victoria Road (42) and potential further schemes (30)
- 2022/23: 631 homes – buy backs (61), Hidden Homes (10), Homes for Brighton & Hove (173 rented), Moulsecoomb Hub (244) and potential further schemes (143)

Additional council homes per year

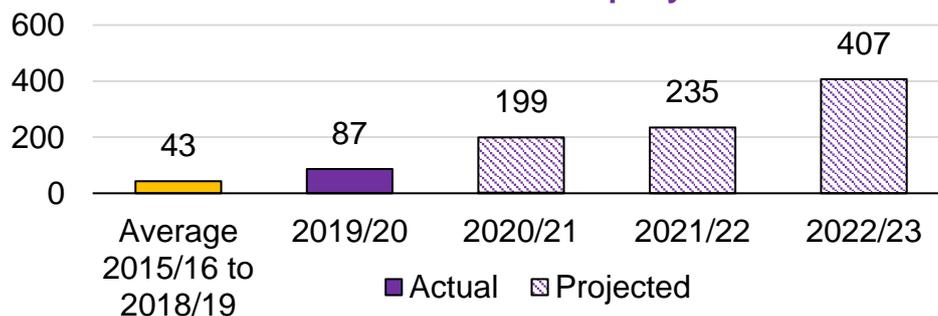


1.2 On track: Achieve 700 other additional homes (registered provider, affordable rented, shared ownership)

Total of 928 homes projected for 2019 to 2023 – 307 for rent and 621 shared ownership

- 2020/21: 199 homes – Eastergate Road (30), Freehold Terrace (8), Plumpton Road (2), Preston Road (34 from two providers) and Preston Barracks (125)
- 2021/22: 235 homes – Anston House (30), Edward Street (33), Falmer Avenue (13), Hangleton Way (33), Longley (22) and School Road (104)
- 2022/23: 407 homes – Dunster Close (5), Graham Avenue (125), Hinton Close (4), Homes for Brighton & Hove (173 shared ownership) and King's House (100)

Other additional homes per year

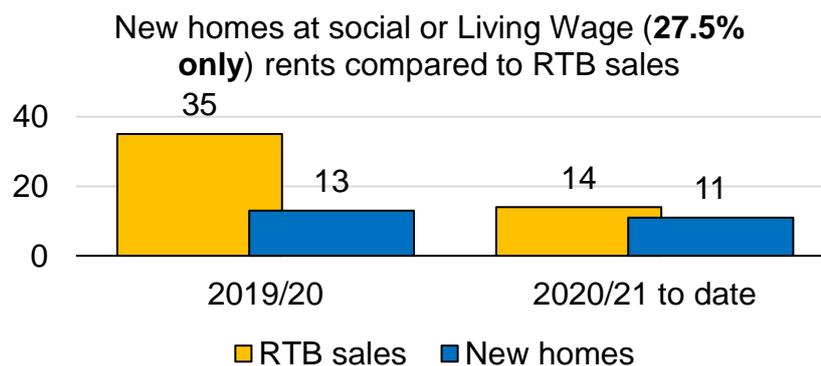
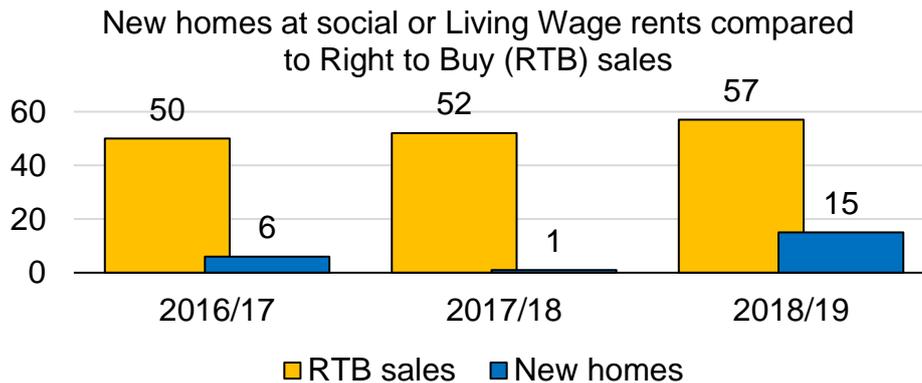


1. Provide additional affordable homes

Regular updates on progress are provided to Housing Supply Member Board

1.3 On track: Review the rent policy to maximise the number of council homes replaced at social or living wage rents (especially those at 27.5% Living Wage)

36% (or 28 of the 77) new council homes delivered so far during 2020/21 are at social (2), 27.5% Living Wage (9) or 37.5% Living Wage rents (17)



1.4 On track: Develop a policy for the council to take the role of developer on major sites

- Homes for Brighton & Hove Joint Venture is becoming a delivery company.

1.5 On track: Bring a report to committee identifying suitable sites to work in partnership with Community Land Trust (CLT) for development

- Aim is to identify 10 sites for Community Land Trust development by March 2023.

Year	Sites identified
2018/19	2
2019/20	2
2020/21 to date	1
Total	5

2. Improving private rented housing

2.1 On track: Review and resubmit selective licensing scheme proposal to improve the management and standards of private rented sector homes in the city

- Stock condition survey completed in September 2020
- Report planned for January 2021 Housing Committee



2.2 Slightly off track: Research and review an ethical loan scheme

- Committee report due for November 2020 – deferred due to Covid-19 priorities

2.3 Slightly off track: Develop or commission an information or advice hub for private renters and consider options for a private tenants' forum

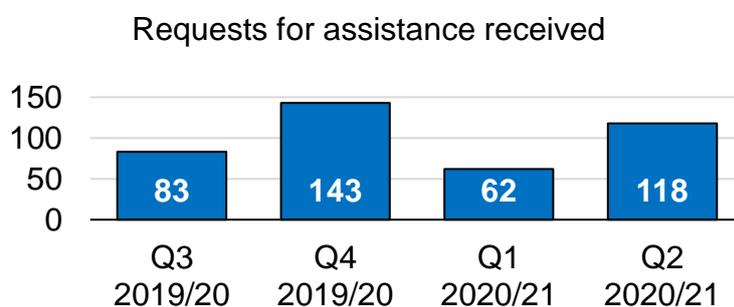
- Committee briefing due for November 2020 – deferred due to Covid-19 priorities

2.4 Slightly off track: Research and develop a social lettings agency

- Research work deferred due to Covid-19 priorities

2.5 Slightly off track: Develop the enforcement approach to private sector housing to reflect the full range of potential options available to improve management and standards

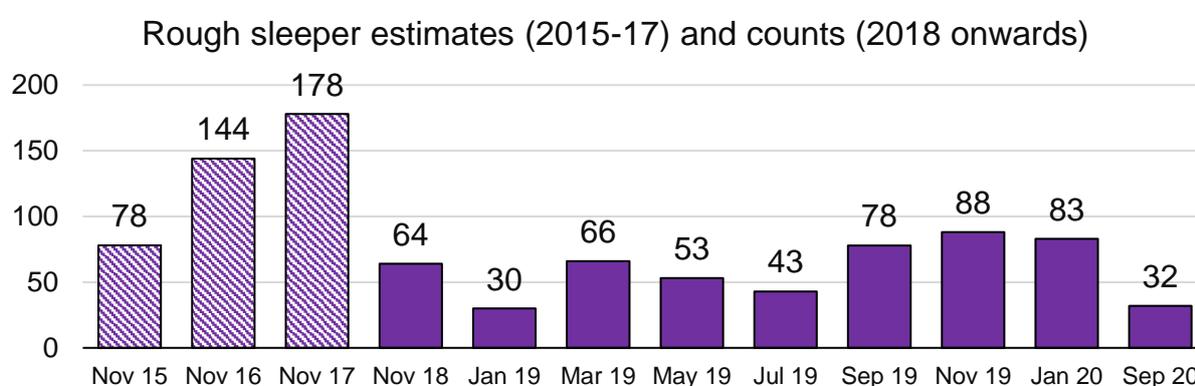
- Request for assistance top categories during Q2: disrepair (25%), other safety concerns (13%), request for information (8%) and neighbour nuisance (6%)



3. Alleviating homeless and rough sleeping

3.1 On track: Develop a rough sleeping strategy (to include partnerships with community homeless and faith projects and delivery of homeless enterprise projects)

- Covid-19 response: 369 people accommodated in hotels at end September, compared to 434 in June – a reduction of 65
- Homeless Reduction Board began meeting in September 2020 and an action plan is being developed with lead members
- Next Steps Accommodation Programme (NSAP) funding bid approved by Ministry of Housing, Communities & Local Government (MHCLG) for the costs of providing housing and support to all those accommodated due to Covid-19 (largest single award outside of Greater London)



3.2 On track: Review, consult and adopt the Homeless Bill of Rights

- Values of the Homeless & Rough Sleeper Strategy approved by Housing Committee in June 2020 align to the Homeless Bill of Rights. Strategy states that *'The Homeless Bill of Rights should be viewed as a standard against which the Council and its partners judge our policies and practices'*
- Progress of the aspirations contained in the Homeless Bill of Rights will be monitored by the Homeless Reduction Board

3.3 TBC: Provide a 365 day night shelter

- Night shelter closed in early April 2020 on the advice of MHCLG and Public Health England due to accommodation having shared facilities

3.4 TBC: Expand Housing First

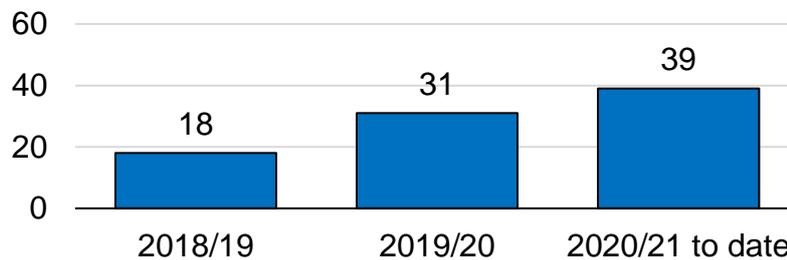
- A report on 'Commissioning of a Housing First Service for Single Homeless People' was approved at September 2020 Housing Committee
- A further report on next steps was approved at the November 2020 Committee

3. Alleviating homeless and rough sleeping

3.5 On track: Develop a strategy for the provision of council run temporary accommodation including Seaside Homes

- Gladstone Court, Hartington Road (38 homes) – purchased August 2020 and due to be let in January 2021
- Oxford Street refurbishment (10) – expected completion January 2021
- Home Purchase Policy purchases – 22 of 73 are for temporary accommodation (9 during 2018/19, 12 during 2019/20 and 1 during 2020/21 to date)

Council owned temporary and emergency accommodation delivered



3.6 On track: Develop a homeless strategy, ensuring homeless people are involved in the design and development of services which directly affect them.

- Homeless & Rough Sleeper Strategy agreed at committee – June 2020
- Homeless Reduction Board began meeting in September 2020 and an action plan is being developed with lead members
- Terms of Reference for the Homeless Operational Board has been developed

4. Achieving carbon reductions and sustainability in housing including address fuel poverty

4.1 On track: Develop an action plan to set out how we will work collaboratively to ensure housing contributes to making the city carbon neutral by 2030

- Working with corporate programme to become carbon neutral by 2030 – delivery plan for Housing will be developed and presented to Housing Committee
- Our Housing Revenue Account (HRA) capital programme targets investments that will ensure our homes are energy efficient and that we continue to improve the energy performance of our housing stock, including through modern heating systems to reduce carbon emissions and residents' fuel costs. Our HRA capital programme for 2020/21 includes £2 million for domestic/communal heating improvements
- Delivery of ground source heat project at Elwyn Jones Court expected in 2021
- Explore and apply for external funding opportunities, where eligible, to support accurate asset data analysis and programme planning and the installation of low carbon heating measures

4.2 On track: Develop a new PV and energy efficiency strategy for council homes to include standards for new homes

- Begin the domestic solar PV programme on local housing stock in 2021 (1,000 households to be delivered over 3 years)
- Standards for new council homes are guided by the revised new build specification – minimum Energy Performance Certificate rating of A

45,000

Estimated tonnes of carbon emissions from council homes per year



67.7

Energy efficiency rating of council homes (maximum of 100)



4.3 On track: Review the energy efficiency and provision on all new developments

- Central government is analysing feedback from consultation on the Future Homes standard and building regulations (proposes lower carbon emission achieved through very high standards and low carbon heating systems)

4.4 On track: Investigate and report the possibility of bulk buying PV panels and other energy saving resources

- Continued work to support Sussex-wide solar PV (Photovoltaics – for generating electricity) auction for private sector households through council branding and promotion. Estimated 170 installations between December 2020 and May 2021

5. Improving council housing and community involvement

5.1 TBC: Work with tenants to develop a 'decent environment' standard

- Work will commence with tenants during 2021/22 to jointly develop this new standard

5.2 On track: Develop a fire safety programme in conjunction with tenants and residents

- Sprinklers are now fitted as standard in all council new build homes .
- Sprinkler systems at St James's House and Essex Place – out to tender soon.
- Council is working to consider the likely impacts of the proposed Building Safety legislation including proposed resident engagement strategy for building safety.
- Fire Risk Assessments are carried out regularly to council housing buildings and are ongoing.
- Additional sprinkler systems have been installed to bin store areas in three high rise buildings over the last three months.

5.3 Slightly off track: Review and develop a new tenant and community involvement policy/strategy for housing, ensuring we learn from the lived experience of our clients, meet the 'Involvement and Empowerment' standard and that co-production is at the heart of our tenant and resident involvement work

- Committee report due for November 2020 – deferred due to Covid-19 priorities

5.4 Slightly off track: Extend participatory budgeting

- Committee report due for June 2020 – deferred due to Covid-19 priorities

5.5 Slightly off track: Develop the work undertaken with leaseholders to develop a new leasehold involvement policy, setting out how leaseholders can be supported to be more proactively involved in capital works and other leasehold matters

- Consultation with leaseholders on new planned maintenance and improvement programme contracts has concluded and work is underway to mobilise these new contracts. Leaseholders will be consulted where the council has plans to undertake works under these contracts on a block by block basis
- Second stage consultation with leaseholders on the proposed frameworks for major works will commence early in 2021
- The council is continuing to update tenants and leaseholders that sit on the 'task and finish' group that is working on the programme. Plans are now underway to hold online sessions for these residents
- The council will be undertaking a survey of all leaseholders early in 2021 and will share the results of this with the Leaseholder Action Group

6. Enabling more affordable home ownership

6.1 On track: Work with Community Land Trust (CLT) to develop self-build opportunities

- Broader work with CLT includes self-build units.
- November 2020 Housing Committee recommended the disposal by lease of two sites at Hinton Close, Hollingdean and Natal Road, Moulsecoomb.

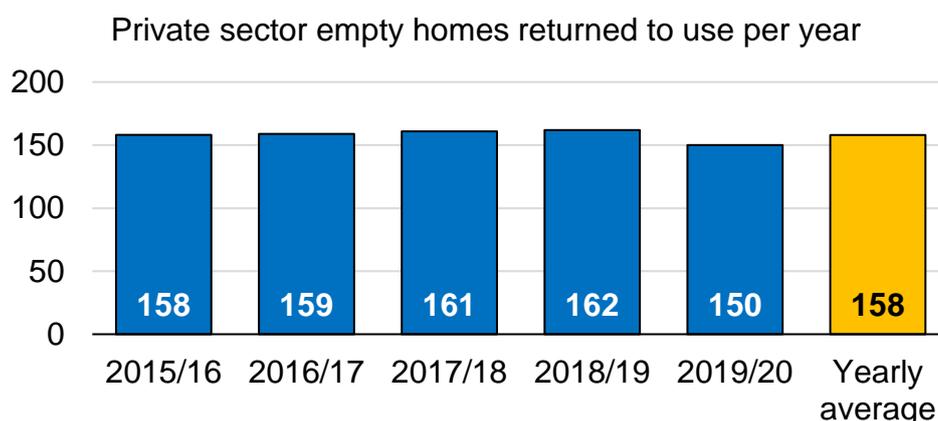
6.2 Slightly off track: Work with Homes for Brighton & Hove and registered providers in the city to develop 500 shared ownership properties for essential workers who live and work in the city

- The Living Wage Joint Venture, Homes for Brighton & Hove, has planning permission for its first two sites totalling 346 homes.
- Homes for Brighton & Hove is becoming a delivery company – the 173 rented homes will now be council and the 173 shared ownership homes will be owned/managed by Hyde.

7. Make fuller use of shared housing capacity

7.1 Slightly off track: Review our empty homes policy to ensure 650 empty homes are brought back into use

- Progress restricted by Covid-19 restrictions – 27 homes taken back during Q2 (or 54 during 2020/21 to date against a cumulative target of 80)



7.2 Slightly off track: Develop a policy to incentivise households to relinquish council tenancies as an alternative to right to buy

- Committee report due for September 2020 – deferred due to Covid-19 priorities

7.3 TBC: Investigate the possibility of supporting a ‘lodger’ scheme and report to Committee

- Committee report due March 2021

7.4 On track: Undertake an impact assessment of short-term holiday lets and Air BnB in the city and consider options that may inform an approach to alleviate the most detrimental issues arising

Report to committee Year 1 Q4 (March 2020). A report on Regulation of Short-Term Holiday Lets considered by Tourism Equalities Culture and Communities on 5 March 2020 was also considered at Housing Committee on 11 March 2020. It agreed:

- To officers using existing powers to investigate and respond to complaints about short term holiday lets, ensuring a co-ordinated approach to enforcement between services
- Noted officers are actioning the requests in the Notice of Motion to lobby central Government for a national registration scheme and for enhanced enforcement powers for officers to deal with issues caused by these types of properties and to write to Air BnB regarding a consultation. Due to Covid-19 the proposed consultation has been delayed but officers will continue to liaise with companies to ensure compliance

8. Alleviating poverty

8.1 Slightly off track: Ensure the in house repairs services includes measures to: provide opportunities for young people to develop skills for example through apprenticeships; maximise community benefits, including through use of local firms and labour for supply chain as well as planned and major works; and, develop pathways to employment that are inclusive in offering opportunities to all the communities we serve

- A report on 'Update on Repairs & Maintenance to Council Housing Stock' was considered by September 2020 Housing Committee. Following the insourcing there are many ongoing and new projects which are being delivered by the programme team
- Due to the Covid-19 outbreak, the planned and major works procurement was paused as were other areas of the programme, including taking on apprentices
- Some existing apprentices were moved to empty property works so they could physically distance while working, but it has not yet been possible to recruit additional apprentices

8.2 Slightly off track: Review arrears policy to ensure all action is taken at the earliest stage, support given and eviction is used as a last resort

- Report had been due to committee Year 2 Q2 (September 2020) but deferred given Covid-19 capacity & related issues.
- Council tenants' rent arrears have decreased during Q2, from £2.0m at end June to £1.7m at end September

8.3 Slightly off track: Develop an arrears policy for temporary accommodation, which gives tenants the same level of support and assistance as those in permanent accommodation

- Report had been due to committee Year 2 Q2 (September 2020) but deferred given Covid-19 capacity & related issues

Part two: Performance indicators

The council is responsible for managing 11,660 council owned homes and 2,394 leaseholder homes, as well as providing temporary accommodation for 1,824 homeless households plus 369 rough sleeper and other households placed in hotels under Covid-19 urgency powers.

 Customer feedback – all Housing services	Target	Q1 2020/21	Q2 2020/21	Status against target	Trend since Q1
9.1  Compliments received from customers	88	67	96		
9.2  Stage one complaints responded to within 10 working days	80%	61% (43 of 71)	57% (44 of 77)		
Of 77 stage one complaints received during Q2, 50 (65%) related to council housing and 27 (35%) related to other housing services such as Housing Needs and Private Sector Housing.					
9.3 Stage one complaints upheld	Info	34% (24 of 71)	43% (33 of 77)	n/a	n/a
9.4 Stage two complaints upheld	18%	22% (2 of 9)	9% (1 of 11)		
9.5  Leaseholder disputes received	Info	1	2	n/a	n/a
<p>Most disputes arise during Q3 when bills are sent out to leaseholders. There were two new leaseholder disputes during Q2 with the following outcomes:</p> <ul style="list-style-type: none"> • Credit given over disputed charges which came under warranty for major works • Credit given over disputed share of the cost of a communal door. <p>There were a total of 58 ongoing disputes with individual leaseholders at the end of Q2.</p>					

  Private sector housing	Target	Q1 2020/21	Q2 2020/21	Status against target	Trend since Q1	
10.1	New licences issued for Houses in Multiple Occupation (HMOs)	Info	162	59	n/a	n/a
10.2	HMOs where all special conditions have been met (for licences issued over 12 months ago)	50%	50.1% (942 of 1,882)	48.4% (996 of 2,056)		
10.3	Private sector empty homes returned to use	40	26	27		

 Housing adaptations	Target	Q1 2020/21	Q2 2020/21	Status against target	Trend since Q1	
11.1	Private housing – average weeks taken to approve Disabled Facilities Grant applications	10	16.6	14.9		
11.2	Council housing – average weeks taken to approve applications and commence works	10	5.3	7.2		

 Housing Needs – Housing Options and allocations	Target	Q1 2020/21	Q2 2020/21	Status against target	Trend since Q1	
12.1	Households prevented from becoming homeless	202	154	158		
12.2	New households accepted as homeless	Info	58	54	n/a	n/a
12.3	Number of households on the social housing waiting list	Info	8,352	7,771	n/a	n/a

Of the waiting list households above: 47% are single adults, 46% families with children, 6% couples without children and 1% households with multiple adults.

 Housing Needs – temporary accommodation	Target	Q1 2020/21	Q2 2020/21	Status against target	Trend since Q2
13.1 Homeless households in temporary accommodation (housed under statutory duties)	For info	1,750	1,824	n/a	n/a
13.2 Rough Sleepers and Covid-19 placements in hotels	For info	434	369	n/a	n/a
13.3 Rent collected for emergency accommodation	89.21%	71.84% (£846k of £1.18m)	75.15% (£2.16m of £2.87m)		
13.4 Rent collected for leased temporary accommodation properties	96.10%	95.97% (£1.67m of £1.75m)	95.66% (£3.60m of £3.77m)		
13.5  Rent collected for Seaside Homes	91%	88.38% (£1.03m of £1.17m)	92.86% (£2.37m of £2.55m)		
13.6 Empty temporary accommodation homes (leased and Seaside)	For info	57	59	n/a	n/a

 Council housing – supply		Q1 2020/21	Q2 2020/21
14.1	 Additional council homes	20	77
14.2	... at Local Housing Allowance rents	0% (0 of 20)	87% (67 of 77)
14.3	... at 37.5% Living Wage rents	80% (16 of 20)	1% (1 of 77)
14.4	... at 27.5% Living Wage rents	20% (4 of 20)	6% (5 of 77)
14.5	...at social rents	0% (0 of 20)	3% (2 of 77)
14.6	Council homes sold through the Right to Buy	8	6
Of the 14 homes sold during 2020/21 to date, 9 were flats (2 one bed, 5 two bed, 2 three bed) and 5 were houses (4 two bed, 1 four bed).			
14.7	Net change in the number of council homes – all rent levels	+12	+71
14.8	Net change in the number of council homes – social and 27.5% Living Wage rent homes only	-3	0
14.9	 Total council owned homes	11,589	11,660
Total stock includes 10,681 general needs, 877 seniors housing, 91 council owned temporary / emergency accommodation and 11 long term leases to housing associations. In addition to the 11,660 council owned dwellings there are 2,394 leaseholder and 499 Seaside Homes dwellings.			

14.10 Council housing – Home Purchase performance since start of programme

Home purchases by application date	2017/18	2018/19	2019/20	Q1 2020/21	Q2 2020/21	Total
Total applications	5	53	88	17	24	187
Of which, became purchases	2	31	40	1	0	74
Council declined	1	13	11	4	1	30
Owner declined offer	1	5	12	2	0	20
Owner withdrew	1	3	12	3	2	21
Outcome pending	0	1	13	7	21	42

Home purchases by completion date and rent level	2017/18	2018/19	2019/20	Q1 2020/21	Q2 2020/21	Total
Completed purchases	1	13	43	8	9	74
... general needs social rent	0	0	1	0	2	3
... general needs 27.5% Living Wage	0	0	5	4	5	14
... general needs 37.5% Living Wage	1	5	24	4	1	35
... temporary housing at LHA rates	0	8	13	0	1	22

NB Year to date performance for 2020/21 is 17 against an indicative target of 64 for the year (or 32 for the first half). However, many purchases have since been secured which will hopefully be completed in the second half of the year, bringing performance back on target.

Summary of all home purchases since start of scheme, September 2017

Total purchases	Social rent	27.5% LWR	37.5% LWR	LHA rate	No. rent reserve applied	Total rent reserve applied	Net modelled subsidy over all properties to date (£)
74*	3	14	35	22	7 **	£0.249m	£163,000

*Of which 65 are flats (4 studio, 26 one bed, 29 two bed, 6 three bed) and 9 are houses (4 two bed, 5 three bed).

**Following Housing Committee decision to use rent reserve to keep rents as low as possible. Next update will be at the end of 2020/21.

 Council housing – management		Target	Q1 2020/21	Q2 2020/21	Status against target	Trend since Q1
15.1	 Rent collected from council tenants (end of year projection)	95%	96.28% (£51.0m of £53.0m)	96.68% (£51.1m of £52.8m)		
<p>At September, 25% of council tenants (2,842 of 11,328) were in arrears, which breaks down as:</p> <ul style="list-style-type: none"> • 704 less than £100 • 915 between £100 and £499.99 • 673 between £500 and £999.99 • 550 more than £1,000. 						
15.2	 Tenants known to claim Universal Credit (UC)	For info	22% (2,545 of 11,357)	24% (2,674 of 11,328)	n/a	n/a
15.3	UC tenants in arrears who have an alternative payment arrangement	For info	47% (765 of 1,622)	47% (699 of 1,492)	n/a	n/a
15.4	Arrears of UC tenants as a proportion of total arrears	For info	75% (£1.5m of £2.0m)	71% (£1.2m of £1.7m)	n/a	n/a
15.5	Tenants evicted due to rent arrears	For info	0	0	n/a	n/a
15.6	Tenants evicted due to anti-social behaviour (ASB)	For info	0	0	n/a	n/a
15.7	 New ASB cases reported	For info	198	209	n/a	n/a
15.8	 Surveyed ASB victims satisfied with way their closed case was handled	85%	100% (3 of 3)	TBC	TBC	TBC
<p>The above indicator is TBC while the methodology for collecting ASB satisfaction data is revised, in order to achieve a higher sample rate for closed cases.</p>						
15.9	Tenancies sustained following difficulties	98%	100% (13 of 13)	95% (18 of 19)		

 Council housing – management		Target	Q1 2020/21	Q2 2020/21	Status against target	Trend since Q1
15.10	 Average re-let time (calendar days) excluding time spent in major works	21	91 (12 lets)	96 (50 lets)		
15.11	Average 'key to key' empty period (calendar days) including time spent in major works	For info	140 (12 lets)	111 (50 lets)	n/a	n/a
15.12	 Empty council homes (includes new homes)	For info	173	230	n/a	n/a

 Council housing – repairs and maintenance		Target	Q1 2020/21	Q2 2020/21	Status against target	Trend since Q1
16.1	Emergency repairs completed within 24 hours	99%	99.4% (2,498 of 2,513)	99.1% (2,748 of 2,772)		
16.2	Routine repairs completed within 28 calendar days	92%	74.5% (769 of 1,032)	71.4% (1,882 of 2,636)		
16.3	 Average time to complete routine repairs (calendar days)	15 days	20 days	33 days		
16.4	 Appointments kept as proportion of appointments made	97%	97.5% (3,135 of 3,216)	97.1% (7,149 of 7,359)		
16.5	 Tenants satisfied with repairs (standard of work)	96%	93% (403 of 432)	97% (984 of 1,011)		
16.6	Repairs completed at first visit	92%	93.9% (2,838 of 3,023)	93.7% (5,087 of 5,431)		

Please note that the Repairs Helpdesk resumed service in September 2020 and so the next performance report will include indicators around the volume and timeliness of call handling, once a full quarter of data is available.

 Council housing – repairs and maintenance		Target	Q1 2020/21	Q2 2020/21	Status against target	Trend since Q1
16.7	 Dwellings meeting Decent Homes Standard	100%	96.80% (11,216 of 11,587)	93.59% (10,911 of 11,658)		
16.8	Energy efficiency rating of homes (out of 100)	67.4	67.5	67.7		
16.9	 Council homes with a valid Landlord's Gas Safety Record	100%	99.79% (9,962 of 9,982)	100% (9,996 of 9,996)		
16.10	 Lifts – average time taken (hours) to respond	2	2.5	3.3		
16.11	Lifts restored to service within 24 hours	95%	91% (104 of 114)	95% (143 of 151)		
16.12	Lifts – average time taken (days) to restore service when not within 24 hours	7	4	8		

Please note that new performance indicators relating to planned and major works are currently being developed and will be included in future versions of these performance reports once new arrangements are in place. Updates are as follows:

- **Planned works and improvement programmes**

A consultation period with leaseholders has been carried out regarding our proposals to enter into long term agreements with contractors to deliver planned maintenance and improvement programmes. If no changes are made as a result of the consultation, the contracts are due to be in place and operational in January 2021.

- **Major Capital Works framework (MCW) update**

Suppliers have returned their tender bids for the Major Capital Projects framework, and evaluation and moderation of the bids is underway. We anticipate the framework will be in place in April 2021.

Response to Area Panel feedback – Quarter 1 2020/21 report

Feedback	Response
Some graphics (eg microscopes) do not seem relevant or meaningful.	The graphics have been reviewed and some (eg microscopes) have been removed.
Contents pages: the headings don't match the table headings in the report.	The contents pages have now been amended to include the table headings for the performance indicators.
Contents pages: the wording 'council house buy backs' should read 'council home buy backs' to include flats as well as houses.	The report which went to Housing Committee, following Area Panels, was amended to rectify this.
Item 5.5 ('Develop the work undertaken with leaseholders to develop a new leasehold involvement policy, setting out how leaseholders can be supported to be more proactively involved in capital works and other leasehold matters') should not be considered as 'on target' – for example, due to delays in carrying out the leaseholder survey.	The commentary for this item has been updated and as part of this is no longer marked as 'on track.'
The Senior Leasehold Liaison officer was recruited before 2020/21 so this is not relevant information.	This reference has been removed from the latest version of the report.
The green tick symbols used in the workplan actions are not useful and sometimes misleading.	The report which went to Housing Committee, following Area Panels, was amended to remove these symbols.
There are many items / performance indicators which do not have targets and should not be in the report.	While there are many indicators which do not have targets, sometimes because whether results are higher/lower does not mean better/worse performance, these provide useful contextual information to accompany the targeted performance indicators. However, there are some indicators which don't currently have targets (eg the number of empty council homes) where it may be possible to set some, so these will be consulted upon with operational managers and the Housing Leadership Team for inclusion in a future version of the report.

Feedback	Response
What are 'customer compliments' as referred to under item 9.1?	Customer compliments are recorded by the corporate Customer Feedback team, based on comments forwarded to them by staff in Housing and other council services. The vast majority are from members of the public and are often positive comments about individual members of staff. The corporate team vet the comments – eg if they are merely a 'thank you' then they are not recorded as compliments.
It would be useful to know the source of customer complaints – eg whether they come from tenants or leaseholders	This should be possible to work out but could take some considerable analytical work, so we will attempt to include a breakdown in the Q3 report to allow enough time.
There should be a target of zero for the number of leaseholder disputes raised (item 9.5)	It would not be possible or desirable to receive no leaseholder disputes. For example, often issues are logged as a dispute to put a hold on chasing payment, such as in cases where a leaseholder is challenging their share of the costs of a repair.
Report should indicate that a leaseholder dispute is often about money (as well as quality of work) and include amounts paid in compensation	We will explore the possibility of adding this as an indicator in time for Quarter 3, which is when most disputes arise.
The distinction between performance indicators relating to council housing and other services such as temporary accommodation needs to be clearer.	The headings of the report have been reworked to make the distinction clearer.
Additional council homes table: include figures for how many council homes sold through the Right to Buy were flats or houses.	A comment has been added to the Quarter 2 report under item 14.6 with a breakdown of the 14 homes sold during the first half of 2020/21: 9 were flats (2 one bed, 5 two bed, 2 three bed) and 5 were houses (4 two bed, 1 four bed).
Home purchase performance data: include figures for how many council home buy backs were flats or houses.	A line has been added to the Quarter 2 report with a breakdown of the 74 purchases achieved between the start of the programme and the end of September 2020: 65 flats (4 studio, 26 one bed, 29 two bed, 6 three bed) and 9 houses (4 two bed, 5 three bed).

Feedback	Response
There are many references to 'tenants' – who is being referred to?	Any reference to tenants refers to people or households who rent their home from the council, under a secure or introductory tenancy with their rent due on a weekly basis. This includes general needs and seniors housing tenants. This does not include other stakeholders such as leaseholders, who are specified as such when referred to elsewhere in the report.
Include additional indicators about anti-social behaviour (ASB) affecting council housing. For example, the average length of time taken to deal with cases, and the number still open.	We will be consult with operational managers and the Housing Leadership Team on how to include these indicators in future versions of the report.
Several performance indicators around major works and planned maintenance are not in the report yet.	Notes have been added to the Quarter 2 report to give more information on the timescales of when the new arrangements will take effect and performance reporting will commence.
Repairs Helpdesk performance indicators are not in the report yet.	The Repairs Helpdesk resumed service in September 2020 and the report includes a note to say that performance indicators about the volume and timeliness of calls handled will be provided in the Quarter 3 report, when there will be a full quarter of data, which can be compared with performance for September alone.
The new style performance report is shorter than the previous version – what has happened to the information taken out?	A table has been included in this document (starting on the next page) summarising the information taken out, including whether and where it is still available.

Summary of information removed from the Quarter 1 2020/21 report, compared to the 2019/20 reports

Removed item	Reason removed	Availability
Rent collection and current arrears: <ul style="list-style-type: none"> • Former tenant arrears collected • Rent loss due to empty dwellings • Tenants served a Notice of Seeking Possession. 	To allow space for indicators which gave a better indication of overall rent collection / arrears performance.	Still reported internally within Housing.
Welfare reform information <ul style="list-style-type: none"> • Universal Credit – arrears of affected households • Under occupiers on Housing Benefit – affected households and amount of arrears • Benefit Cap – affected households and amount of arrears. 	As above – these other welfare reforms have a much smaller impact on rent collection than Universal Credit (UC), although the total UC arrears figure would be useful to include again.	Still reported internally within Housing – the amount of Universal Credit arrears has been added to the Quarter 2 performance report.
Table – area breakdown of rent collected.	Gave little indication of performance.	Still collected internally within Housing.
Table – tenants in arrears by amount.	Although originally taken out to save space this seems like it could still be useful so will be put back in.	A line has been added to the Quarter 2 performance report with a breakdown of arrears.
Calls answered by Housing Customer Services.	This service has been suspended due to the Coronavirus (Covid-19) pandemic (with a temporary voicemail service in its place).	Not currently collected but can be included in future performance reports when the service resumes.
Complaints: <ul style="list-style-type: none"> • Stage one complaints – average time to respond when not within 10 working days • Stage one complaints escalated to stage two • Housing Ombudsman Complaints upheld. 	Gave little indication of overall complaints handling performance when compared to the indicators which have been kept.	Still reported internally by the corporate Customer Feedback team and within Housing.
Empty home turnaround time: <ul style="list-style-type: none"> • Average re-let time, excluding time spent in major works – split by general needs and seniors housing (calendar days) • New dwellings let for first time. 	Gave little indication of overall lettings performance when compared to the indicators which have been kept.	Still reported internally within Housing.

Removed item	Reason removed	Availability
Mutual exchange decisions made within 42 calendar days.	Mutual exchanges have been suspended due to the Coronavirus (Covid-19) pandemic.	Not currently collected but can be included again in future performance reports.
Table – long term empty dwellings by ward (empty six weeks or more).	Removed to save space but can still be provided.	Data still available from the OHMS database
Complex repairs completed in time (work needing longer than 20 days).	Removed as the volume of repairs was low compared to emergency and routine repairs.	Still available via the repairs IT database.
Post inspections: <ul style="list-style-type: none"> • Responsive repairs passing post-inspection first time • Empty properties passing post-inspection • Planned works passing post-inspection. 	Inspection processes are still to be finalised for responsive, planned and major works.	Not currently collected.
Repairs Helpdesk: <ul style="list-style-type: none"> • Calls answered • Calls answered within 20 seconds • Longest wait time. 	The Repairs Helpdesk temporarily closed due to the Coronavirus (Covid-19) pandemic and resumed service in September 2020	Indicators measuring volume and timeliness of call handling will be included in the performance report from Quarter 3.
Estate Development Budget (EDB) main bids: <ul style="list-style-type: none"> • Completions • Average duration of work. 	Removed to save space but can still be provided.	Data is still available as details of completed EDB works are still collected.
Tables – major projects programme summary 2019/20 and details of major projects on site.	New arrangements for major works are still being developed and will be in place in April 2021	This information will be included when new arrangements are in place, although possibly in a different format.
Antisocial behaviour (ASB): Closure orders obtained.	Gave little indication of performance.	Still reported internally within Housing.
Table – new antisocial behaviour (ASB) cases by type.	Gave little indication of performance.	Still collected internally and reported to the Community Safety Team.

Removed item	Reason removed	Availability
Table – new ASB cases by ward.	Gave little indication of performance – general pattern was that wards with higher stock had more cases.	Still collected internally and reported to the Community Safety Team.
Tenancy fraud – properties returned to stock.	Primarily reflects the work of corporate Fraud team rather than housing.	Still reported internally within Housing.
Tenancy visit to general needs tenants within last 5 years.	These home visits were stopped due to the Coronavirus (Covid-19) pandemic.	Not currently recorded.
Table – new tenancy management cases by type.	Gave little indication of performance.	Data still available from the OHMS database.
Table – new tenancy management cases by ward.	Gave little indication of performance – general pattern was that wards with higher stock had more cases.	Data still available from the OHMS database.
Seniors housing: <ul style="list-style-type: none"> • Residents with up to date annual review • Schemes hosting weekly social, health and wellbeing activities • Schemes hosting events in collaboration with external organisations. 	These activities were largely stopped due to the Coronavirus (Covid-19) pandemic.	Not currently recorded.



Housing Revenue Account (HRA) – Community Learning & Inclusion

Introduction

Thank you for your support. The HRA grant has allowed the Whitehawk Inn to continue to provide a range of community services and adult learning in East Brighton following the loss of the Adult learning funding. With the Bridge and the Friends Centre having closed, there are fewer places available for people to access support, employment and training opportunities in their communities; venues such as the Whitehawk Inn provide these services where they are most needed. We have invested the HRA grant in continuing to build on the work we have previously undertaken to provide much needed and wanted services in our neighbourhood and to make them available to other areas of the city. Importantly, this grant has helped us begin to widen our offer and allowed us to start to work specifically with council tenants.

A place for our community

The Whitehawk Inn provides work and learning; information advice & guidance; adult learning and community groups and activities. The HRA grant has not only helped keep services running during the Covid-19 pandemic but given us the chance to introduce new services, suggested by local residents, and the opportunity to introduce even more in the year ahead.

Although Covid-19 social distancing rules mean that we have been unable to offer our usual “open-door” access we have introduced new ways for people to access services. We were determined that people should not be isolated and that the Whitehawk Inn would be a place where people can get the human support and contact they need during the Covid-19 pandemic.

Listening to residents

In October our staff and volunteers conducted one-to-one consultations with residents either at the Whitehawk Inn, in the community or on-line to understand what courses, activities and support they want to see at the Whitehawk Inn.

We received **87 suggestions** for courses; these fell into 8 categories: Arts & Crafts, Exercise & Well Being, Family Support, Hobbies & Interests, IT, Languages, Performance Art and Vocational.

We received **39 suggestions** for activity groups people would like to attend; these fell into 4 categories: Community Cohesion, Hobbies & Interests, Vocational, and Well-being.

Many people told us that they would like Whitehawk Inn to be open at evenings and weekends.

Our response to feedback

The HRA grant has enabled us to address some of these requests immediately, for example

- We have booked a film making “Green Screen” workshop in December teaching people to capture pictures of themselves against different background that they can use to send electronic greetings cards over the festive season. This starts to address residents’ request for film-making, IT and social media courses.
- In November we ran our first weekend class with a pottery workshop running on a Sunday. This starts to address residents’ requests for Arts & Crafts and weekend opening.

Working together for our community

The HRA grant supports the Whitehawk Inn to be a resource for other community organisations to use. For example we are working with Community Engagement Officers to provide a space to store equipment from the local food bank during their refurbishment. Prior to Covid-19 restrictions we supported the local Broadway GP surgery to run a “Worry Tree Café” each Friday afternoon at the Whitehawk Inn where surgery staff, patients, family and friends could meet to chat and socialise providing peer support for each other. We are looking forward to this service resuming as soon as possible. We are linked with many networks, for example the Social Prescribing network and as we have developed robust Covid-19 safety procedures we are able to offer our facilities and space for people, local residents or organisations, to run groups and activities at the Whitehawk Inn.

Community Cohesion – A Case Study

This year 10th – 17th October 2020 was National Hate Crime Awareness Week.



Members of the Whitehawk inn Creative Writing Class worked on producing essays, poems and some artwork on the theme of Hate Crime which they displayed on the noticeboard at the Whitehawk Inn.

The classes and exercises brought together people from different communities and backgrounds, both in class and on-line, who not only produced individual pieces of work but reflected together to produce a group poem.

National Hate Crime Awareness Week
Display by Learners at Whitehawk Inn

A shared vision for the future

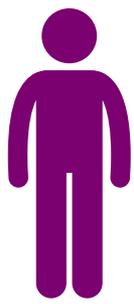
Local residents’ visions, and there are many, for the Whitehawk Inn include “...the community sharing cultures to promote mental health and well-being”, “cultural film or quiz nights where people can share food”, “...classes would help my mental health by my feeling part of a group...”, “...people all bring one dish to share with others. Introducing people to the diverse nationalities now living in Whitehawk, promoting understanding and tolerance...”, “...being open at weekends...”, “...something to look forward feeling less isolated and feeling part of the community...”, “..for many particularly older people, it is also a social lifeline”.

The Whitehawk Inn shares these visions with residents. BHT continues to invest resources into the Whitehawk Inn and, with the help of the HRA grant, we are beginning to bring these visions to reality. With the essential support of the HRA grant, council tenants, local residents and people from across the city will benefit from access to vital services and support from a resource and activity centre in the heart of East Brighton.

For more information

To find out more about any of our services, to suggest an activity that you would like to see, or to arrange to use our building or facilities, please contact us by telephone on **01273 682222**, via e-mail whitehawk.inn@bht.org.uk or visit our website www.bht.org.uk

HKP Community Learning Consultation responses - July to September 2020



274 people responded



91% had internet access.



46% Council tenant

35% Home owner*

*inc. private Council leaseholders

16% Private tenant

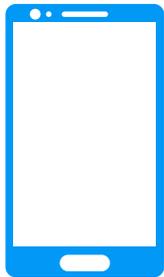
65% used more than one internet device. 38% used Smart Phones, 26% laptops, and 21% tablets.

21 wanted help to get online, of whom 16 had internet access.

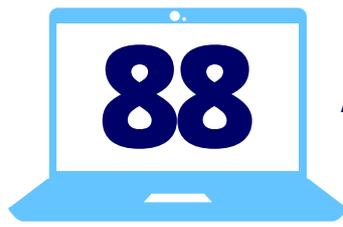


38% had done a course in the last 3 years (most commonly at University or work).

The most common barriers to learning were lack of interest, work, childcare, health, lack of time and cost.



Respondents selected their preferred topic(s) for local courses from a multiple-choice list. The votes were:



Computing & IT



Arts & crafts



Community & volunteering



Wellbeing & confidence-building



Exercise & activities

People were invited to submit ideas for other course topics. The most common suggestions (excluding those captured by the multiple-choice list) included:



Mental health & Mindfulness



Languages



Children's activities



Yoga



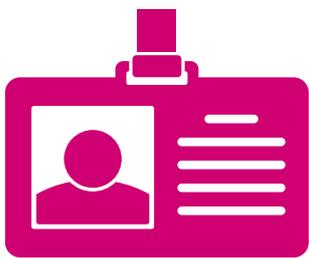
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41% of respondents wanted courses to be held in the evening. 31% wanted them held in the afternoon, and 28% in the morning.



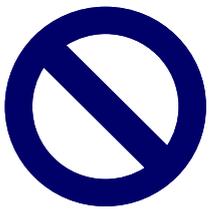
Respondents selected their preferred venue(s) for local courses from a multiple-choice list. 169 votes were received for St Richard's, 104 for Hangleton Community Centre, and 83 for Hangleton Library.

43% were interested in doing online learning. 13 people noted they would prefer face-to-face.



53% were in employment. Common reasons for lack of employment included retirement (15 people), and being a carer (3 people).

31% were looking to change jobs and/or improve their skills. 15% were looking for work.



The most common things job-seekers wanted help with included general skills improvement courses, confidence and health issues.

People were asked to share any changes they would like to see in their local community. Common responses included:

Cleaning up parks and roads



Enjoying living here



Parking and traffic



Youth activities

Gardening groups

Whole-community events and more community spirit

Anti-social behaviour, drugs, smoking and crime



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East Area Panel January 2020

Responses to Resident's Questions

**3 Star
East**

1. Draft Tenant and Leaseholder Engagement Strategy

Residents request that submission of the Tenant and Leaseholder Engagement Strategy to Housing Committee be postponed to ensure that residents can discuss its contents at their Association meetings and Service Improvement Groups.

Response

Sam Warren – Community Engagement Manager

The Tenant and Leaseholder Engagement Strategy has been discussed with a range of tenant and leaseholder groups. It has been to the Involvement and Empowerment Group twice, to the Leaseholder Action Group and many of the original ideas were taken from resident proposals and papers. The draft Strategy also came to November Area Panel and the feedback from those meetings has been incorporated into the paper.

In order to decide if the report should be taken to January Housing Committee the principles and recommendations in the paper were discussed further on 9th December at the Involvement and Empowerment Group Service Improvement Group. There were mixed views at the group and some additional amendments will be added to the paper as a result.

However, it was widely agreed that the principles of defining three categories of engagement, Pro-active, Responsive and Structural were positive and this will allow us to expand the ways that tenants and leaseholders can share their views and influence council services. At the end of the meeting there was a vote to decide if the resident representatives agreed that the paper would go to Housing Committee in January, the results were 9 in favour, 1 against and 1 abstention.

To ensure the delivery of the Tenant and Leaseholder Engagement Strategy it was agreed that we will co-produce a timebound Action Plan. This will be added

to the committee report as a key recommendation. The Involvement and Empowerment Service Improvement group will lead on the development of the Action Plan and work with a range of stakeholders in Housing and other council services to develop realistic plan that has buy in from the key partners. We aim to bring the Action Plan to Area Panel in April 2021

2. Estate Development Budget

Clarification is requested on the current guidelines, procedures and timelines for EDB. It is proposed that any unspent EDB money from 2020/21 be carried forward to 2021/22 and that funds remaining from each area be ring-fenced to be used in that area the following year.

Response

Sam Warren – Community Engagement Manager

Residents can still have appointments over the phone with their local Community Engagement Officer (CEO) or the EDB Assistant to discuss EDB generally, to receive information on how to make bids, and to find out information on local community groups/associations which can offer further support in their application.

The process of submitting a Main bid has not changed in that any group must fill in the EDB Forms, stating the order of priority, and including evidence of consultation to the Community Engagement Team by the bid deadline. This will be the first financial year where we will implement the bi-annual bid rounds. This means that the annual EDB fund (last year this was £320,000) will be split into £160,000 in April 2021 and £160,000 in October 2021 to spend, minus £20,000 for quick bids for the annual year 2021-2022, allocated at the April 2021 meeting.

We anticipate that projects will be delivered closer to the decision point using this bi-annual method. In the past EDB underspends in one Area Panel area have been ring fenced to that area for use the following financial year, however there has been a significant reduction in EDB funding from its original amount of £500,000 to £320,000 in 2020/21. Over the years the reserve funds have been used to supplement the total amount, however these reserves were gradually

depleted. In 2018/19 the EDB budget stood at £348,000, with £178,000 direct revenue funding and £170,000 from EDB reserves.

As of 2018, rather than being ringfenced to a particular area, any underspend was returned to the reserve pot, which was in turn used to supplement the EDB revenue funding for future years. Ring fencing underspends to one particular area would mean this wasn't possible and perpetuate an imbalance in funding where an area that struggled to spend its budget in one year would have more the next, while an area which had more bids than budget, would have less money the following year.

3. Leaseholder Charges Relating to Antisocial behaviour

When work to communal areas becomes necessary as a result of antisocial behaviour, is it always the policy of the Council to charge leaseholders for a proportion of the costs of the work?

Response

Glyn Huelin - Head of Housing – Repairs & Improvement

The leases set out that the costs of the council's repair and maintenance responsibility are passed on to leaseholders in accordance with the terms of the lease. The lease does not distinguish between the type of work. Some damage caused by anti-social behaviour can be claimed from our buildings insurers and we do so wherever possible. Some damage caused this way is not covered and may be recovered through the repair charges. This can vary depending on the circumstances and if there is a case that residents would like us to review please could the details be provided to our leasehold team at rtleasehold@brighton-hove.gov.uk and we can look into the matter further.

4. Leaseholder Charges

When work is done to convert a flat for disabled use, is it at the policy of Brighton and Hove City Council to charge leaseholders in the block for a proportion of the cost?

Response

Glyn Huelin - Head of Housing – Repairs & Improvement

We would not charge for conversion works, jobs for such works would usually be raised to the relevant flat in our system and would not get picked up and included in the costs we pass on to leaseholders.

The leases set out that leaseholders pay for the repair and maintenance of communal areas but not works such as conversions or adaptations to individual flats.

2 Star East

5. Covid-19 and Service Provision

Information is requested on the criteria used to decide when Community Engagement Officers will carry out estate visits with Residents Association reps

Response

Sam Warren – Community Engagement Manager

Estate inspections were carried out by the Housing Officers for each area. In 2019 (?) this formal function was stopped and passed over to the field officers. However whilst there isn't a formal role to do Estate inspections often local ward councilors and the Community engagement team are happy to do walkabouts with the residents to explore and understand what is happening on an Estate or in an area, however this is dependent on our availability.

The request for the walkabout at Langley Crescent was to address various issues like the Crescent being overgrown, the pathways being covered in slippery moss and insufficient external wall lighting.

As at the time it would have been in breach of national COVID-19 guidelines to meet in person, it was suggested that the issues which were verbally reported by the committee at their meeting, could be raised with the Housing East team straight away. A workaround potentially being arranged for a future date when guidelines were eased, if the committee still felt it was needed. However there was no need to delay these issues being looked into, therefore the information was forwarded to the Housing East Team for their response.

Apologies for any confusion over this, the Housing East team and CEO Keely

McDonald will continue to work with the Woodingdean Residents Association to resolve the issues raised about Langley Crescent.

6. Craven Vale Windows

Details are requested on:

- how many flats were surveyed at the beginning of 2020?
- what work was planned as a result of the survey?
- where window replacements have been identified as necessary , what is the timescale of this work?
- are there plans to carry out a window survey of other flats in Craven Vale?

Response

Glyn Huelin - Head of Housing – Repairs & Improvement

In 2019/20 we engaged Michael Dyson Associates to conduct stock condition surveys across a proportion of the housing stock. As part of their remit they conducted surveys to all blocks of flats across the city, and a percentage of individual street properties. Taking Craven Road as an example, we have stock condition information for each block, which identifies that the windows have around 5 years remaining life. As a result of the surveys identifying that the windows are approaching the end of their serviceable life, the window project manager will be commencing visits to the area to ascertain priority addresses to form a future programme of window replacement. The exact replacement timescales are not yet confirmed, but we are looking at potentially continuing window replacement to the area in 2022/23, as we have already renewed windows in Queensway and Tilgate Close.

Based on the volume of properties in the area, these replacements will happen over consecutive years to ensure we are balancing the priorities for window replacement across other areas of the city that are also in need.

If residents have repair issues, they should call the repair helpdesk (tel: 0800 052 6140) in the interim until their windows are replaced. As we progress with the programming of works for future years, we will start early engagement with all affected residents.

7. Maintenance and installation of external security doors in blocks of flat

Answers were requested to the following questions:

- Who is responsible for maintaining and repairing the main entrance doors in blocks of flats?
- Considering these are the main security doors, what is the maximum amount of time they should be repaired in?
- If doors break again days after being fixed, why are residents charged for the follow-up repair when this should have been done in the first instance?
- Why have such heavy and inefficient doors been chosen, without thought of their suitability for residents and the areas where they are fitted?
- How are these doors classed as being suitable and secure when breakdowns happen so often and residents are unable to open at times due to weather conditions?

Response

Glyn Huelin - Head of Housing – Repairs & Improvement

Thank you for your question and we are sorry for the issues which residents have experienced with the main doors. I have set out answers to your specific questions below:

- Our Repairs & Maintenance service undertake any repairs identified with specialist contractors.
- Repairs have emergency (one day) or routine (up to 20 days) priorities. Issues with the main door would be regarded as emergency. Main entrance doors have several different elements that may cause a fault and often require further investigation as to the cause. We are considering a 2- or 3-day repair time frame to be initiated with our contractors – subject to parts availability.
- We do consider what charges are passed onto residents and continuous faults are monitored accordingly. There are several factors that can impact on the operation of doors including electrical faults or as a result of vandalism or misuse.

- The doors are designed with the security of residents in mind and do need to be robust and as a result can be heavy. The doors have hydraulic closers and where there is a requirement due to elderly residents, we do install an assisted opener/closer as a matter of course, where this is identified as being an issue prior to installation. These can also be retrofitted where needed.
- These doors have been installed correctly and have been reviewed. We are happy to work with residents around the ongoing operation of the doors and how these are used particularly if there are concerns around mis-use of the doors.

8. Improving Communication about Covid-19

- a) Request clear information from the council on what communications will be provided to residents about COVID regulations and restrictions over the coming months.
- b) Ask for a proposal on how to improve consultation with resident representatives on this and involve them in discussions on a) what the main problems are where they live and b) how to make any communication clearer and more accessible.

Response

Sam Warren – Community Engagement Manager

The Community Engagement Team will work with our colleagues in Housing to provide up to date information in our regular bulletin that we email to all the

Tenant groups and tenant reps. We do understand that this information is by email, so we rely on some of this being shared by the reps where they know that their neighbours do not have email. In order to get information to all residents we will ensure any up to date changes are put into Homing In as this is posted to all households. On occasion where there is urgent information or there are changes to government guidance, posters, flyers or letters to residents will be used. However as much of the information about COVID 19 is directly from the government we would also advice resident to keep themselves updated through the daily news.

If the tenant associations or representatives have more ideas about how to ensure we can get information out more widely then please talk to your Community Engagement officer about this. If you would like to sign up to receive the bulletin please email Fabrizio.Oliveri@brighton-hove.gov.uk

9. Major Problems with Windows and Roofs Contract

Request for investigation: It was agreed to ask for a full investigation to be carried out into the extent of these problems across the city, with a report to the next Area Panels indicating what steps are being taken.

Response

Glyn Huelin - Head of Housing – Repairs & Improvement

Thank you for setting out these concerns. We have investigated these points in detail and have prepared a response to each issue raised. Where appropriate we are undertaking further actions as a result and are following up with contractors as necessary.

We introduced a revised and robust process for issues that are identified after major works following feedback from residents that the previous processes weren't operating well. Residents now receive a job number for every fault identified and these are reviewed by council staff.

West

10. Area Panel Process:

Propose that a different process is discussed and agreed.

This could, for example, have a range of options:

- a) Response is satisfactory (if any actions have already been completed)
- b) Response is satisfactory pending implementation (with report to future Area Panel when action has been completed)
- c) Response is unsatisfactory (with information on why and what else is needed)

Response

Sam Warren – Community Engagement Manager

In order to provide more clarity in responses we have now set up a table of actions and responses to Area Panel which we will follow up at the beginning of each Area Panel. This will include previous responses that the residents would like to follow up on. We will also follow the suggestions of the residents and mark the responses in the minutes using the criteria above.

11. Upkeep of Estates and Maintenance of Green Areas

It was agreed to ask for a report to the next Area Panel which will include concrete proposals on how the Council intends to:

- Ensure proper management and resources so areas are properly maintained. (Issues that need dealing with include fly-tipping; overgrown pathways, regular grass-cutting and pruning, general tidying up and maintenance).
- Use the local knowledge of residents to identify and resolve problems.
- Maintain and develop green spaces on the estates.

Response

Sam Warren – Community Engagement Manager

This is an ongoing issue and is regularly raised by residents about different overgrown areas in the city. As such the Community Engagement team will be setting up a task and finish group to explore the problems and how to find a more sustainable solution. We will be inviting residents, Housing and City Clean colleagues to join the group in January. The task and finish group will report back to Area Panel. If you interested in being part of the task and finish group please email Bethan.Hudson@brighton-hove.gov.uk

12. Review of Council Policy on anti-social behaviour

- a) It can take 9-12 months to resolve a problem.
- b) Living with the threat of violent or abusive behaviour from your neighbours has a huge impact on people. The stress caused is detrimental to both physical and mental health and the longer it goes on the worse this is.
- c) Violent and anti-social behaviour has an impact beyond the immediate victim and can destroy whole communities. This needs to be taken into account when considering what action to take.

d) People's safety is paramount, and sometimes the aggressor needs to be removed from the situation to make sure other people are safe. This doesn't usually happen.

e) Concerns about the council's policy and practise are growing as the amount of anti-social behaviour appears to be on the increase.

Request for a review of the present policy on anti-social behaviour, with full consultation and involvement of residents.

Response

Justine – Head of Tenancy Services

We recognise that ASB cases cause significant stress to individuals and communities and we work with other agencies, including the police, to tackle ASB and reduce the impact on individual residents and communities.

We'd be very happy to have further discussions with Tenant Reps on the processes we follow and why and also explain our internal processes, however the policy is kept under review to reflect changes to legislation. We need to make sure what we do is within the legal framework. The council's Legal team advise on the action we take and this has to be timely and compliant before a case can be presented to the court. We are reliant on witness statements.

.We have a victim-centred approach to dealing with ASB, where victims and witnesses are risk assessed, risk mitigation measures are put in place and the needs and wishes of victims are put at the centre of what we do on ASB cases. We provide a specific point of contact (SPOC) for vulnerable victims and witnesses and agree a regular pattern of contact to support and update them. We can provide additional security and make referrals to other agencies for additional support.

We have comprehensive and regularly reviewed ASB policies & procedures. We have a specialist Complex Cases Team dealing mainly with ASB and we have very experienced Housing Officers and Housing Managers across the city managing ASB cases.

Every case is different and the length of time it takes to resolve depends on the action being taken. The risk assessments that we carry out focus on the impact the behaviour is having on residents. When we prepare statements for court, we

specifically address the impact on victims and witnesses and on the wider community.

The perpetrator will only usually be removed if we evict them, because otherwise we risk simply moving the problem to another neighbourhood. What we aim to do is to tackle the behaviour.

There are provisions in the Coronavirus Act 2020 which have had a significant impact on the enforcement action that we are able to take. The aim of the housing provisions in the Act are to prevent people becoming homeless during the pandemic. This means that it is extremely difficult to obtain a possession order at the moment and there are delays obtaining injunctions and Closure Orders.

North

13. Support for Elderly and Vulnerable Residents

Information is requested at Area Panel on:

1. what steps the council is taking to ensure that all residents who are in need or vulnerable are receiving the support they need
2. how Residents Associations can work with the council, by sharing information they have about local people who need support.

Response

Justine – Head of Tenancy Services

If you know of anyone needing help or support contact the Community Hub 01273 293117 or go online to the council website Request help for yourself or someone else (brighton-hove.gov.uk).

The Covid pages on the Council website are updated frequently and have lots of information, links to other websites, forms, advice, health, food partnership etc.

The council has sent out “postcards” and newsletters to every household in the city several times this year giving advice and information about services and how to access help/support. The most recent postcard has gone out last week and includes service information for Xmas/New Year.

Individual services such as social services, housing, carers hub etc have contacted the vulnerable residents known to them on a regular basis

Housing staff have phoned over 5000 council households to check in on them to see if they needed support.

Senior's Housing staff are contacting their residents daily to check if they are ok and the Tenancy Sustainment team are in frequent contact with all their tenants; and the Welfare officers do weekly ring rounds of clients in emergency accommodation

All the clinically extremely vulnerable people or CEVS have been contacted several times to see if they need support.

As always - if residents are concerned about a tenant they can contact housing.customerservices@brighton-hove.gov.uk or phone 01273 293030. Please let us know the name and address of the person and reason for concern. Because of data protection, we can't discuss the details of case with you unless the person has given us permission for you to act on their behalf. However, we will always let you know that we have received your email/call and will be acting on it.

For safeguarding concerns (i.e concerns about abuse or self neglect) contact Front Door for Families for children or the Safeguarding Hub for Adults

How to report abuse or neglect

In an emergency, phone the police on 999.

Monday to Friday, 8.30am to 4.30pm, phone the Access Point on 01273 29 55 55, or send an email to hascsafeguardinghub@brighton-hove.gov.uk. Outside these hours calls will be answered by CareLink Plus.

If you think a crime has taken place, but it's not an emergency, phone Sussex Police on 101.

You can remain anonymous when reporting abuse and neglect if you wish.

Email the team at FrontDoorforFamilies@brighton-hove.gov.uk. Telephone 01273 290400 during working hours (9am to 5pm, Monday to Thursday and 9.00am to 4.30pm on Fridays).

Outside of our working hours please contact the Emergency Duty Service on 01273 335 905 or 01273 335 906.