



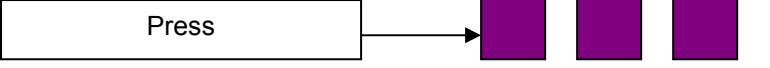
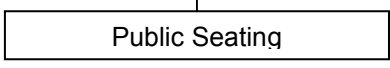
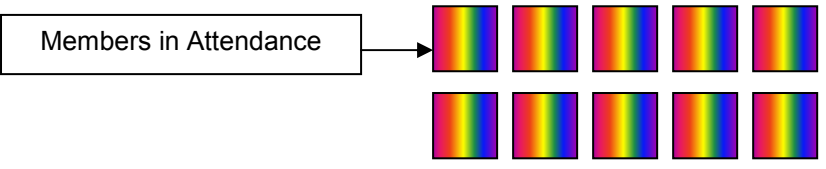
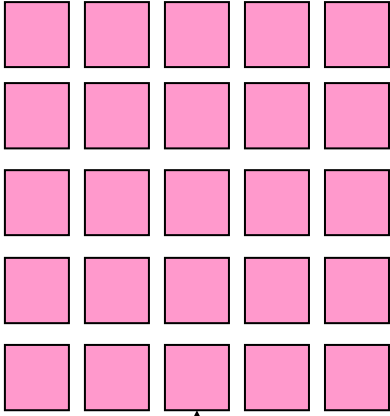
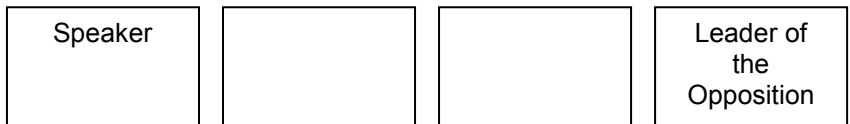
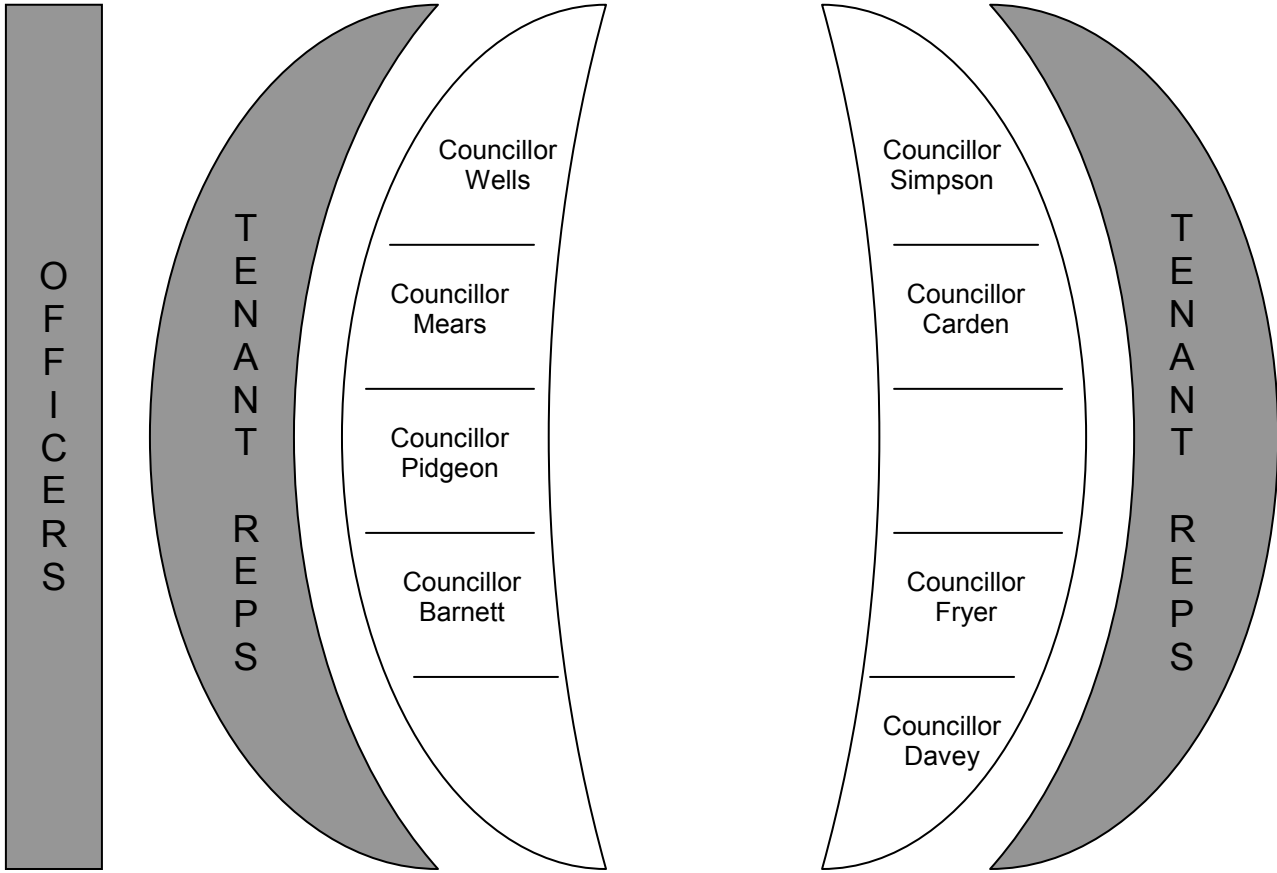
**Brighton & Hove
City Council**

Housing Management Consultative Committee

Title:	Housing Management Consultative Committee
Date:	10 May 2010
Time:	3.00pm
Venue:	Council Chamber, Hove Town Hall
Members:	Councillors: Caulfield (Chairman), Barnett, Carden, Davey, Fryer, Mears, Pidgeon, Simpson (Opposition Spokesperson) and Wells
Contact:	Caroline De Marco Democratic Services Officer 01273 291063 caroline.demarco@brighton-hove.gov.uk

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Democratic Services: Meeting Layout



Tenant Representatives:

Stewart Gover, North & East Area Housing Management Panel

Ted Harman, Brighton East Area Housing Management Panel

Heather Hayes, North & East Area Housing Management Panel

Chris Kift, Central Area Housing Management Panel

Pat Miles, West Hove & Portslade Area Housing Management Panel

David Murtagh, Brighton East Area Housing Management Panel

Beryl Snelling, Central Area Housing Management Panel

Beverley Weaver, West Hove & Portslade Area Housing Management Panel

Muriel Briault, Leaseholder Action Group

Tom Whiting, Sheltered Housing Action Group

Colin Carden, Older People's Council

John Melson, Hi Rise Action Group

Barry Kent, Tenant Disability Network

AGENDA

85. PROCEDURAL BUSINESS

- (a) Declaration of Substitutes - Where Councillors are unable to attend a meeting, a substitute Member from the same Political Group may attend, speak and vote in their place for that meeting.
- (b) Declarations of Interest by all Members present of any personal interests in matters on the agenda, the nature of any interest and whether the Members regard the interest as prejudicial under the terms of the Code of Conduct.
- (c) Exclusion of Press and Public - To consider whether, in view of the nature of the business to be transacted, or the nature of the proceedings, the press and public should be excluded from the meeting when any of the following items are under consideration.

NOTE: Any item appearing in Part 2 of the Agenda states in its heading either that it is confidential or the category under which the information disclosed in the report is exempt from disclosure and therefore not available to the public.

A list and description of the categories of exempt information is available for public inspection at Brighton and Hove Town Halls.

86. MINUTES OF THE PREVIOUS MEETING

1 - 10

Minutes of the meeting held on 29 March 2010 (copy attached).

87. CHAIRMAN'S COMMUNICATIONS

88. CALLOVER

89. PETITIONS

No petitions have been received by the date of publication.

90. PUBLIC QUESTIONS

(The closing date for receipt of public questions is 12 noon on 30 April 2010)

No public questions have been received by the date of publication.

91. DEPUTATIONS

(The closing date for receipt of deputations is 12 noon on 30 April 2010)

No deputations have been received by the date of publication.

92. LETTERS FROM COUNCILLORS

No letters have been received.

93. WRITTEN QUESTIONS FROM COUNCILLORS

No written questions have been received.

94. HOUSING REPAIRS AND IMPROVEMENT STRATEGIC PARTNERSHIP PROGRESS REPORT **11 - 16**

Report of Director of Housing, Culture & Enterprise (copy attached).

Contact Officer: Nick Hibberd *Tel:* 293756

Ward Affected: All Wards;

95. TENANT AND LEASEHOLDER INVOLVEMENT SURVEY **17 - 24**

Report of Director of Housing, Culture & Enterprise (copy attached).

Contact Officer: Ododo Dafe *Tel:* 29-3201

Ward Affected: All Wards;

96. HOUSING MANAGEMENT PERFORMANCE REPORT (QUARTER 3) **25 - 36**

Report of Director of Housing, Culture and Enterprise (copy attached).

Contact Officer: John Austin-Locke *Tel:* 29-1008

Ward Affected: All Wards;

97. PROCUREMENT OF PARKING ENFORCEMENT CONTRACT - HOUSING MANAGEMENT LAND **37 - 42**

Report of Director of Housing, Culture & Enterprise (copy attached).

Contact Officer: Robert Keelan *Tel:* 29-3261

Ward Affected: All Wards;

The City Council actively welcomes members of the public and the press to attend its meetings and holds as many of its meetings as possible in public. Provision is also made on the agendas for public questions to committees and details of how questions can be raised can be found on the website and/or on agendas for the meetings.

The closing date for receipt of public questions and deputations for the next meeting is 12 noon on the fifth working day before the meeting.

Agendas and minutes are published on the council's website www.brighton-hove.gov.uk. Agendas are available to view five working days prior to the meeting date.

Meeting papers can be provided, on request, in large print, in Braille, on audio tape or on disc, or translated into any other language as requested.

For further details and general enquiries about this meeting contact Caroline De Marco, (01273 291063, email caroline.demarco@brighton-hove.gov.uk) or email democratic.services@brighton-hove.gov.uk

Date of Publication - Thursday, 29 April 2010

HOUSING MANAGEMENT CONSULTATIVE COMMITTEE

Agenda Item 86

Brighton & Hove City Council

BRIGHTON & HOVE CITY COUNCIL

HOUSING MANAGEMENT CONSULTATIVE COMMITTEE

3.00pm 29 MARCH 2010

COUNCIL CHAMBER, HOVE TOWN HALL

DRAFT MINUTES

Present: Councillors Caulfield (Chairman); Barnett, Carden, Davey, Fryer, Mears, Pidgeon, Simpson (Opposition Spokesperson) and Wells

Tenant Representatives: Stewart Gover (North & East Area Housing Management Panel), Ted Harman (Brighton East Area Housing Management Panel), Heather Hayes (North & East Area Housing Management Panel), Chris Kift (Central Area Housing Management Panel), David Murtagh (Brighton East Area Housing Management Panel), Beryl Snelling (Central Area Housing Management Panel), Muriel Briault (Leaseholder Action Group), Tom Whiting (Sheltered Housing Action Group), John Melson (Hi Rise Action Group) and Barry Kent (Tenant Disability Network)

PART ONE

71. PROCEDURAL BUSINESS

71A Declarations of Substitute Members

71.1 There were none.

71B Declarations of Interests

71.2 Councillors Simpson and Wells, Heather Hayes and Ted Harman declared a personal interest in any discussion on the LDV as they are Board Members of Brighton and Hove Seaside Community Homes (the Local Delivery Vehicle).

71C Exclusion of the Press and Public

71.3 In accordance with section 100A(4) of the Local Government Act 1972, it was considered whether the press and public should be excluded from the meeting during

the consideration of any items contained in the agenda, having regard to the nature of the business to be transacted and the nature of the proceedings and the likelihood as to whether, if members of the press and public were present, there would be disclosure to them of confidential or exempt information as defined in section 100I (1) of the said Act.

71.4 **RESOLVED** - That the press and public be not excluded from the meeting.

72. MINUTES OF THE PREVIOUS MEETING

72.1 Councillor Simpson referred to paragraph 60.7 and asked why a report on mobility scooters had not been presented to this meeting. The Assistant Director Housing Management apologised and explained that officers were carrying out more work to ensure that a full report could be tabled at the HMCC. It was a complex issue with different solutions to different blocks. Progress was being made.

72.2 Tom Whiting mentioned that tenants in Leach Court who used mobility scooters wanted to put in an application for the use of a redundant building. The Assistant Director Housing Management said he would make the Housing Manager aware of the suggestion and would ensure a quick response.

72.3 Councillor Simpson referred to paragraphs 67.2 and 67.3 which related to the negative subsidy situation. She mentioned that the Housing Minister, John Healey had announced proposals to dismantle the current Housing Revenue Account system of funding council housing. This would mean that the council would have 10% more money available to maintain homes.

72.4 Councillor Mears stated that the council would be looking at the finer details of the proposals. There were issues with the paper and she believed that it was possible that councils could end up worse off than they were already.

72.5 **RESOLVED** – That the minutes of the meeting held on 8 February 2010 be approved and signed by the Chairman subject to an amendment to the first line of paragraph 69.2 which should read “John Melson made the point that some front line services were improving but stressed that the response *needed to be better.*”

73. CHAIRMAN'S COMMUNICATIONS

New repairs contract

73.1 The Chairman explained that the new Repairs Partnership with Mears would go live on the 1st of April. This was a very exciting time for the service and the partnership offered an opportunity to improve the service to residents across the city and bring more homes up to the Decent Homes Standard. The mobilisation was progressing well and there were currently no major outstanding issues or concerns. The council were therefore confident that the contract will get off to a good start.

73.2 As well as the double page spread in the February edition of Homing in, all tenants should have received a flyer about the new contract with their annual rent statement. The flyer gave details for contacting the service (the only change was a new email address, but the old address would continue to be monitored). The new contract meant

that repairs could now be reported 24 hours a day and the council had also introduced a local phone number so tenants with mobile phones could call without incurring further costs. The flyer also gave details of Mears ID cards, vans and uniforms.

- 73.3 The Cabinet Member was pleased that planning permission for the Supercentre in the Fairway trading Estate on Moulsecomb Way had now been achieved. This means the council could now start work on this exciting development, turning it into a state of the art operations centre for the partnership. The plan was to locate the retained council staff in this building as well as Mears, and to open the building in the summer.
- 73.4 A change of this size meant that the coming weeks were bound to see some teething problems and the council would appreciate the tenants' patience in helping the council to quickly resolve any issues that arose. The Cabinet Member thanked tenants for their continued support.

Ainsworth House

- 73.5 The Cabinet Member explained that as previously reported to HMCC, last autumn the council made a bid to the Homes and Communities Agency for funding available to local authorities to deliver new council homes for social rent. Ainsworth House in Wellington Road, was identified as the best site to seek to develop with grant funding. The council submitted a bid to build 15 new council homes on this site.
- 73.6 The Council were advised by the HCA that, unfortunately, the bid did not go through as this was a competitive process and other bids offered better value for money which was a key criteria for the HCA.
- 73.7 The Council committed to follow up on further opportunities to develop new council homes on this site and, at that time, the HCA advised that they still wished to explore with the council how the scheme might be brought forward.

The Cabinet Member stressed that although the council were not successful with the bid, it did qualify as investment partners with the HCA. This gives the council the opportunity to bid for grant funding now under the National Affordable Housing Programme. The council also had subsequent discussions with the HCA about funding development of new council homes on the Ainsworth House site.

- 73.8 The council wanted to take this forward and were looking at a number of options in relation to how to procure the design and build services and at the value for money issues associated with each.
- 73.9 The council had made it very clear that any development would be council led with the new homes delivered owned and managed by the Council.
- 73.10 The council were committed to making sure that tenants are fully consulted and engaged in the plans from the start.

Self financing proposal for the Housing Revenue Account

- 73.11 The Cabinet Member reported that last Friday the Housing Minister released the government's proposals on reform of the Housing Revenue Account (HRA). The press release for the offer stated that the deal would release additional money for managing council homes, but also that in return councils would have to accept a share of an additional £3.65bn debt.
- 73.12 The council welcomed moves to reform the unfair subsidy system which has meant that tenants have paid millions of pounds back to government each year. The offer might provide a genuine chance to resolve the long standing problem of the HRA Subsidy system, but the council would need to be cautious at this stage about whether this was a good deal for Brighton & Hove until officers had been able to give the offer detailed consideration. It was clear that the position of each Council would be different and the government had recognised this by giving the council until 6th July to respond.
- 73.13 The finance team would now begin to re-model the 30-year business plan on the basis of the proposals. There would be a report back to HMCC once there was a clearer understanding of how the opening debt figure would impact upon the business plan.

Update on the Local Delivery Vehicle

- 73.14 The Cabinet Member reported that the LDV board received the council's offer on February 12th. The Cabinet Member had since met with John Regan as the Company Chair and also received a detailed letter providing the Cabinet Member with assurances as to the company's continued commitment to securing money which could be used for raising and improving the standard of homes in the city.
- 73.15 John Regan had wanted to attend the meeting to update the tenants personally, but was unable to do so due to prior commitments. John had written a letter giving members of HMCC an update of what had taken place so far. Roy Crowhurst was in attendance. Both John and the other members of the board had personally invested a lot of time in progressing the project and the Cabinet Member thank them for all the work that had been done and continue to be done.
- 73.16 John and the board had looked at the offer and except for one or two things were generally happy with it but want to come back to the council and formally propose a number of changes that they believed would enhance the deal. The board had asked the council for a little more time, to get the right financial advice so that the lender could assess how much money could be lent. Given all the time that CLG wasted when the council asked for express consent, the Cabinet Member thought that it was only right that the council gave the time he needed to get funding in place so that as much money as possible could be used to improve the city's homes. The Cabinet Member hoped that the tenants would also see that the company needed more time.
- 73.17 Roy Crowhurst informed members that the following letter had been circulated at the meeting.

Dear HMCC members

Roy Crowhurst and the other Tenant Board Members of Brighton & Hove Seaside Community Homes (the LDV) updated all the Area Housing Management Panels this month on progress with the project, as agreed. However, we welcome this opportunity to be able to provide all members of the HMCC with an update of where we're at as a board with the offer that the council gave to us on the 12th February. The board was extremely pleased to receive the offer which now allows us to speak to our funder and acquire the much needed investment to improve council homes and achieve the aims of the company.

Our main focus has been to acquire a financial advisor who can put together a business plan and enable the board to make a formal response to the council's offer.

At this point we will be in a position to negotiate those elements of the offer that we believe currently limit the banks ability to provide the company with significant sums. Ultimately we aim to provide the council with a substantial capital receipt and enable sufficient borrowing power to support the company's running costs and overheads.

The board is working as quickly as possible to secure a funding deal and recognise that you have been considering the project and the various requirements for a while and are anxious to see the project completed soon, however the board needs more time to obtain the information it needs before it can formally respond to the council's offer and move the project on.

I hope that you will allow us to continue to develop an offer response and to discuss the funding arrangements with our banker. I would like to keep you informed of developments directly from now on and would be happy to come back to HMCC when we have received a funding offer from the bank.

Yours sincerely,

John Regan

Chair
Brighton & Hove Seaside Community Homes

- 73.19 Mr Crowhurst explained that the Board could not proceed further until a business plan was in place. They would then come back to the Council with an offer.
- 73.20 Chris Kift reported that there had still been no answer from John Denham, Secretary of State for Communities and Local Government. The Policy and Performance Manager suggested a follow up letter by recorded delivery would be the best way forward.
- 73.21 The Chairman asked the Assistant Director to set up a briefing session for members concerning the offer. There was a need to discuss the offer in detail.
- 73.22 Ted Harman invited members to a lunch on 26 April 2010 to meet members of the Board.

74. CALLOVER

74.1 The Chairman asked the Committee to consider which items listed on the agenda it wished to debate and determine in full.

74.2 **RESOLVED** - That all items be reserved for debate and determination.

75. PETITIONS

75.1 There were none.

76. PUBLIC QUESTIONS

76.1 There were none.

77. DEPUTATIONS

77.1 There were none.

78. LETTERS FROM COUNCILLORS

78.1 There were none.

79. WRITTEN QUESTIONS FROM COUNCILLORS

79.1 There were none.

80. HOUSING MANAGEMENT FINANCIAL INCLUSION STRATEGY (CONSULTATION DRAFT)

80.1 The Committee considered an update report of the Director of Housing, Culture & Enterprise concerning the development of the Financial Inclusion Strategy. The strategy aimed to address the interrelated issues experienced by financially excluded residents in Brighton & Hove.

80.2 Tom Whiting mentioned that the last meeting of the Housing Income Management Monitoring Group took place on the same day as several other meetings. Several other members also expressed concern about clashes of meetings. The Chairman asked the Policy and Performance Manager to look at this problem. She stressed the necessity of encouraging more tenants to become involved in meetings.

80.3 The Policy and Performance Manager reported that officers would be encouraging other tenants to attend and take part in tenant meetings.

80.4 **RESOLVED** - That the report and the comments of the HMCC be noted.

81. TENANT SERVICES AUTHORITY ARRANGEMENTS FOR REGULATING THE COUNCIL'S LANDLORD SERVICES

- 81.1 The Committee considered a report of the Director of Housing, Culture & Enterprise which explained that the Tenant Services Authority (TSA) would become the regulator of the council's landlord services from 1 April 2010 when, subject to the Secretary of state making a formal direction, it becomes responsible for regulating all social housing landlords including local authorities. After formal consultation, the TSA published its regulatory framework and standards for landlords on 16 March 2010. The report outlined the content of the regulatory framework for social housing in England from April 2010 for noting by the Committee.
- 81.2 The Assistant Director of Housing Management reported that the main issues were that the TSA had publicised six standards that landlords must meet. These were set out in Appendix 1 of the report. As a landlord, the Council needed to involve tenants in deciding how to meet these standards. An annual report needed to be published by 1 October. There also needed to be a report on how the council met the standards.
- 81.3 Stewart Gover stated that tenants were worried about the powers of the TSA. The council could lose a lot if it did not meet their standards.
- 81.4 John Melson described the TSA as a landlord basher. It decided its own levels of what was considered satisfactory, and did not take on board what was decided by the tenants. He accepted that there needed to be a regulator but not one that did not consult with tenants.
- 81.5 Ted Harman mentioned that there were many uninhabitable properties in the city. The LDV needed to be up and running and properties needed to be upgraded or they would be lost.
- 81.6 Councillor Simpson considered that the council had nothing to fear from the TSA. It had been set up to improve the standards of tenants.
- 81.7 Councillor Mears disagreed with Councillor Simpson. She stressed that the council had spent three years trying to upgrade properties. It had been a struggle to get consent to take the LDV forward. The council had the red flag. The TSA were a quango with exceptional powers. The council had done everything in its power not to transfer stock. Councillor Mears suggested inviting the TSA to look at what the council was doing with the City Assembly. An invitation should be sent out to ask them to see how tenants groups meet in Brighton & Hove.
- 81.8 The Policy & Performance Manager agreed that this suggestion could be taken up through the Tenant Contact Monitoring Group.
- 81.9 Councillor Simpson mentioned a government press release regarding a report on house transfers. The report stated that self financing would create a level playing field for councils retaining stock. This would enable councils who retained stock to continue to maintain them. There would be more money in the HRA to spend on stock.

- 81.10 Councillor Mears said she had read the paper but she was concerned about a number of issues. One issue was the distribution of debt around the country. The council did not know how much debt it would inherit. If the council did not meet decent home standards by December, the TSA could take action.
- 81.11 Chris Kift stated that there was a need to communicate to the TSA that the council were doing well. John Melson concurred.
- 81.12 **RESOLVED** - That the contents of the report be noted.

82. REVIEW OF CHOICE BASED LETTINGS

- 82.1 The Committee considered a report of the Director of Housing, Culture & Enterprise which set out the scope of the Review of Choice Based Lettings and systems for allocating accommodation. Following consultation, a final report would be prepared for HMCC and the Housing Cabinet Member Meeting.
- 82.2 The Chairman highlighted paragraph 3.3 of the report which stated that the review would be led by a focus group which would comprise tenants representatives. Two tenant representatives had been elected from each of the four area panels and a representative would also be elected from the Hi Rise Action Group and the Sheltered Housing Action Group. The Chairman was concerned that this had not yet been actioned, to enable the Focus Group to start meeting.
- 82.3 Chris Kift asked for the Tenant Disability Network to be included, and this was agreed by the Assistant Director Housing Management.
- 82.4 Tom Whiting stressed that the lower floors of sheltered housing should be used for disabled persons requiring adaptations, as they became vacant. He considered that there should be a policy to target that objective.
- 82.5 The Chairman replied that she was aware of this issue and suggested that it should be raised by the Sheltered Housing Action Group representative at the Focus Group.
- 82.6 Ted Harman expressed concern that adapted flats were being converted back to normal flats. The Assistant Director Housing Management assured Mr Harman that this was not the case. The council did not return adapted flats that were appropriate for disabled persons back as normal flats.
- 82.7 **RESOLVED** – (1) That the scope of the review and the timetable to achieve this be noted.
- (2) That a representative be elected from the Hi Rise Action Group, the Sheltered Housing Action Group and the Tenant Disability Network to serve on the Focus Group, to enable it to start meeting as soon as possible.

83. SOCIAL INCLUSION PILOT - INTERIM REPORT

- 83.1 The Committee considered a report of the Director of Housing, Culture & Enterprise on the work in progress on the Social Inclusion Strategy, currently in its second draft stage. Comments/feedback from key stakeholders, partners and council tenants would be

sought before presenting a final draft to Cabinet for approval/agreement later this financial year. The Social Inclusion Manager informed members that the Anti-Social Behaviour Working Group would soon be set up.

- 83.2 Heather Hayes expressed concern about anti-social behaviour at weekends when no officers were on duty. She mentioned that there were drug and alcohol problems at Hollingdean and felt that there should be weekend cover especially in the summer. The Social Inclusion Manager said she would pass these comments back to the police.
- 83.3 The Chairman commented that it was her experience that the same people caused problems each weekend. These people were known to officers and there needed to be a tougher long term approach. Turning the Tide would be dealing with these problems and she hoped the strategy would be extended to cover the whole City.
- 83.4 Councillor Barnett expressed concern about the neglected and overgrown state of some gardens on the estates in her ward. Residents received letters but these were not followed up.
- 83.5 The Social Inclusion Officer explained that the strategy would ensure that there was a consistency across the city. The Anti-Social Behaviour Officer and the Supervising Housing Officer would make sure that letters were followed up. There would be a more assertive approach and action would be recorded. Officers would therefore be able to show evidence of action.
- 83.6 Councillor Carden stated that he would like to see more vigilant house inspections to ensure houses and gardens were kept in good order. He made the point that some people moved into houses with big gardens, and were not able to maintain them. The Chairman stated that this matter could be investigated under the Choice Based Lettings Review.
- 83.7 Chris Kift mentioned that Harvest had a scheme that provided help with gardens. He expressed concern that the Data Protection Act sometimes hindered work to deal with anti-social behaviour. For example, cameras recorded people smoking in lifts. He felt that there should be a way of allowing a nominated person to see the tape and identify the persons concerned. Beryl Snelling reported that this issue had been investigated and the tape could only be viewed if a crime had been committed and the matter had been reported to the police. The Chairman suggested that this issue should be discussed at the Anti-Social Behaviour Working Group.
- 83.8 Councillor Fryer welcomed the report. The strategy highlighted that prevention was better than cure and she stressed that the root causes of anti-social behaviour needed to be addressed. Councillor Fryer drew attention to the reference in the report about consultation with tenants, which was important for community engagement. She asked about timescales. The Social Inclusion Manager replied that the delivery of the service started in January. The pilot would finish in July. The Chairman explained that the pilot would be reviewed to see what worked and what did not work. There needed to be consistency across the city.
- 83.9 Concern was expressed about letters being sent out to some vulnerable tenants regarding the state of their properties. Councillor Simpson mentioned a case where a community warden visited an elderly couple in poor health. The Community Warden

raised a number of issues with the housing officer, and the couple received a letter setting out six matters which needed attention. The Assistant Director Housing Management stated that he was aware of this case, and would be contacting the tenants concerned along with their tenant representative.

83.10 **RESOLVED** - (1) That the progress/achievements in Quarter One of the Social Inclusion Pilot be noted.

84. HOUSING MANAGEMENT PERFORMANCE REPORT (QUARTER 3)

84.1 The Committee had before them a report of the Director of Housing, Culture & Enterprise which set out the third quarter for Housing Management Performance for the financial year 2009/2010. The report included comparisons with the first and second quarter figures for this year, the end of year performance for the last financial year and targets for future years. The areas covered included key Best Value (BV) performance indicators, by which the government measure and compare the council's performance in key service areas.

84.2 John Melson commented that officers sometimes limited their responses to tenants, as they were concerned about data protection legislation, when it was not always relevant.

84.3 Chris Kift raised concerns about the new type of front doors that had to be destroyed in order for emergency services to gain access. He was informed that this matter could be raised at the City Assembly.

84.4 This item was deferred to the next meeting as the Committee was not quorate.

The meeting concluded at 6.02pm

Signed

Chairman

Dated this

day of

HOUSING MANAGEMENT CONSULTATIVE COMMITTEE

Agenda Item 94

Brighton & Hove City Council

Subject: Housing Repairs and Improvement Strategic Partnership Progress Report

Date of Meeting: 10 May 2010

Report of: Director of Housing, Culture & Enterprise

Contact Officer: Name: Nick Hibberd Tel: 29-3756
E-mail: nick.hibberd@brighton-hove.gov.uk

Key Decision: No

Wards Affected: All

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 The new Housing Management Repairs & Improvement Partnership with Mears Limited commenced on the 1st of April 2010. The partnership is central in delivering better value for money to enable the council to invest more in the maintenance and improvement of the homes it manages.

2. RECOMMENDATIONS:

- 2.1 That Housing Management Consultative Committee note progress made on delivering the new Repairs & Improvement Partnership.

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

3.1 Background

- 3.1.1 The award of the partnership contract to Mears Limited was agreed by Cabinet in July 2009. The partnership covers the whole city and includes all responsive repairs, most planned works (such as kitchen and bathroom replacements) and repairs to empty properties. Some council staff including the surveying team and Repairs Desk (repairs call centre) have been transferred to Mears.
- 3.1.2 The contract excludes gas installation and maintenance (gas in the east of the city is covered by Mears and in the west by PH Jones under separate partnering contracts) and other service contracts such as lifts, water tanks and pumps, fire safety equipment, ventilation fans, lightning conductors, door entry systems and CCTV which will be tendered separately, although it is an intention to align the duration and key outputs of these contracts with the partnership.
- 3.1.3 As well as aiming to provide better value for money, and improve customer service and the quality of works, the partnership will bring significant added value benefits in this city. These include:

- 200 apprenticeships over the 10 years of the partnership (twice the industry average)
- A variety of other training and work experience opportunities
- A kitchen manufacturing workshop
- A training academy

3.1.4 Mears brought in an experienced team to organise and manage the mobilisation process from their side including experts in project management, procurement, ICT, HR, transport fleet and buildings. These staff, along with others from the Brighton & Hove branch worked closely with council officers in order to plan and undertake the tasks necessary for a successful start to the new partnership. Mears have provided a comprehensive training programme for the transferring staff to ensure that they are up to speed with the new ICT systems, customer care standards and other procedures that they will be operating.

3.1.5 The partnership got off to a good start on the 1st of April with Mears well prepared with additional operatives and van fleet. The new technology infrastructure worked effectively (ICT system, phone and data lines). All transferring council staff and operatives transferred successfully and are mostly positive about the transition.

3.1.6 There has been a high number of calls to the Repairs Desk in the first weeks of the Partnership (possible due to the publicity with flyers sent to all homes), this has occasionally led to some extended call waiting. Mears are tackling this by ensuring that they have additional people answering calls and more are on hand if necessary. They have also taken steps to increase the speed at which calls are resolved. Mears are already looking to make some quick changes to the telephone system and working methods, to improve on previous response times and enable the team to work more effectively.

3.1.7 A change of this size inevitably brings a number of 'teething problems'. The council has been pleased with Mears quick response to issues as they have arisen, and is appreciative of the patience of residents and staff in helping the partnership to identify problems and tackle them effectively. Issues have included difficulties some residents have had contacting particular officers that they have become used to contacting directly. Many members of staff roles have changed with the transition and it is therefore important that repairs are reported and chased through the Repairs Desk; this enables all contacts to be logged and directed to the correct teams. A communication will be sent to all resident representatives clarifying new roles, responsibilities and contact details.

3.1.8 The partnership will enable the council to bring more homes up to the Decent Homes Standard by providing better value for money. The council has established a three year planned programme of works and this will ensure that 75% of homes meet the standard by March 2011. Progress will be robustly monitored to ensure that the programme is on track. The council aims to achieve the Decent Homes standard for all properties by the end of 2013.

3.2 Property & Investment Service

3.2.1 The retained Repairs and Maintenance service has been restructured to ensure that staff roles and responsibilities enable effective management and monitoring of the new contracts. The new Property & Investment Service is made up of five-specialist teams who work collaboratively, these are:

- Finance Team
- Partnering & Performance Team
- Asset Team
- Contract Compliance Team
- Mechanical & Electrical Service Team

3.2.2 This structure will deliver a consistent and sustained high level of quality service delivery, performance and customer satisfaction. In particular, the structure recognises the requirement for increased and improved:

- Strategic management
- Effective, efficient, quality partnering
- Operationally managing quality inputs and outputs
- Contract monitoring, control, compliance and improvement
- Tenant/leaseholder involvement, engagement and inclusion
- Improved levels of self management within the structure

3.2.3 The service will work collectively to provide a leading social housing property improvement and investment service. As such, roles within the teams have suitably qualified, skilled and competent staff that have the necessary and appropriate technical and operational experience, customer focus, and core business acumen.

3.2.4 The residents that have been trained to be 'mystery shoppers' will play a key role in rigorously testing performance and customer service to ensure that they are of an excellent standard. A mystery shopping exercise will take place in the early summer to test the repairs desk effectiveness.

3.3 The housing supercentre

3.3.1 Planning permission for a 'Supercentre' to house the partnership in the Fairway Trading Estate on Moulsecoomb Way has now been achieved. This means we can now start work on this exciting development turning it into a state of the art operations centre for the partnership. The plan is to locate the retained council staff in this building as well as Mears, and to open the building for September 2010.

3.3.2 This is an exciting opportunity that brings significant benefits to the council and residents, as well as 'added value' benefits to the wider community and city. The proposed centre will provide an integrated approach to the maintenance and improvement of the council's housing stock, including:

- A Resident Action Zone to enable residents to play an active role in the management of the partnership
- Co-location with BHCC's retained staff
- Integrated customer access
- Co-location of supply chain partner with on-site stores
- An onsite training academy for trade apprentices
- An onsite kitchen manufacturing workshop

- 3.3.3 The site in Moulsecoomb also has potential to bring investment, regeneration, employment and training opportunities. Links have been established with the 'Turning the Tide' social exclusion initiative which is being piloted in Moulsecoomb and Bevendean.
- 3.3.4 The super centre will deliver improved customer service with a single point of contact for all repairs related enquiries. The Repairs Desk will move from their location in Bartholomew House to the super centre enabling the staff to work more closely with surveyors and operatives to resolve issues more quickly and effectively than current arrangements allow. The centre will have an option to provide 'showroom' space to enable demonstrations and product choices for residents (e.g. different styles of kitchens and bathrooms). The super centre will enable residents to become more involved in the management and monitoring of the contract with a dedicated area within the building to enable them to fully participate in the partnership.

3.4 Next Steps

- 3.4.1 The partnership will continue to develop with a focus on ensuring that customer service is improved and that planned works are completed within target. A Partnership Development Plan has been agreed in order to ensure that key commitments are realised. This is linked to a Partnership Cost Reduction Plan which will make sure that the anticipated savings are achieved and that the partnership is focused on making ongoing efficiency savings. Progress against these plans will be monitored by the Core Group.
- 3.4.2 Brighton & Hove was given an Audit Commission 'Red Flag' for Decent Homes in their 2009/10 Comprehensive Area Assessment. The council anticipate that the partnership will support it in bridging the investment gap to achieve Decent Homes Standard which was left following the outcome of the tenants' stock transfer ballot. The Audit Commission will be reviewing the partnership between May and July 2010 to ensure that the partnership and associated business plan projections are robust and realistic.

4. CONSULTATION

- 4.1 Residents have been actively involved through the Asset Management Panel and Repairs & Maintenance Monitoring Group (RMMG). Residents, Mears and council officers have presented to Area Panels and Housing Management Consultative Committee to update them on progress with the procurement and mobilisation. Residents attend the Core Group meeting which oversees the strategic direction and operational effectiveness of the partnership. Two Partnership Workshop events were held in October which involved staff from Mears and the council working with residents to look at how the partnership best meet their needs and aspirations.

5. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 5.1 The costs of the Housing Repairs and Improvement Strategic Partnership have been included in the 2010/11 HRA Revenue Budget and the three year Capital Programme as approved at Cabinet on 11 February 2010. Future savings targets

will be monitored and driven through the Partnership Cost Reduction Plan and incorporated into future Budget Reports.

Finance Officer Consulted: Sue Chapman

Date: 27 April 2010

Legal Implications:

- 5.2 As the contract with Mears Limited was for a value in excess of £75,000, the council's Contract Standing Orders required it to be in a form approved by the Head of Law and under the Common Seal of the Council. The contract was duly sealed in March 2010. The planning permission referred to in 3.3.1 is subject to a number of conditions which need to be complied with before the Supercentre can be occupied. The Council must take the Human Rights Act into account in respect of its actions but it is not considered that any individual's Human Rights Act rights would be adversely affected by the recommendation in this report

Lawyer Consulted:

Liz Woodley

Date: 23/04/10

Equalities Implications:

- 5.3 An equalities impact assessment (EIA) has been completed as part of the procurement and mobilisation process. A further EIA will be completed now that the partnership has commenced.

Sustainability Implications:

- 5.4 A new contract of this size has potential to impact on the city's environment and carbon emissions. The partnership will aim to minimise its impact on the environment by reducing waste and minimising carbon emissions from its operations.
- 5.5 The partnership will also aim to help residents cut down on energy and water bills by the provision of energy advice and information packs. The partnership is also looking to improve properties by participating in schemes that will improve the energy efficiency of homes and utilise renewable energy sources.
- 5.6 The partnership is committed to re-furbishing the Supercentre building to a high sustainable standard to minimise its carbon emissions. Potential for onsite renewable micro energy generation are currently being investigated. The proposal for an onsite kitchen manufacturing workshop has the potential to bring sustainability benefits in terms of material use, reduced transportation and local employment.

Crime & Disorder Implications:

- 5.7 The partnership will bring added value benefits which provide community and regeneration benefits to the city. The provision of apprenticeships, onsite training academy and kitchen manufacturing workshop will bring employment and training opportunities for local people including those that are not in education, employment or training.

Risk and Opportunity Management Implications:

- 5.8 A comprehensive risk register is overseen by the partnership Core Group.

Corporate / Citywide Implications:

- 5.9 The contract has the potential to bring significant benefits to the city and its residents. It is also important that a contract of this size does not have a negative impact on established local businesses.

6. EVALUATION OF ANY ALTERNATIVE OPTION(S):

- 6.1 Alternative options including frameworks, consortia and supply chain clubs were considered as part of the development of the Procurement Strategy. The outcome of the procurement process has been assessed against the costs of keeping contracting arrangements as they are now (i.e. doing nothing) and establishing an in-house Direct Labour Organisation.

7. REASONS FOR REPORT RECOMMENDATIONS

- 7.1 The new partnership enables Housing Management to meet the key objectives of the Procurement Strategy which was agreed in April 2008. The new contract is key to enabling the council to have a sustainable 30 year Business Plan for the housing stock and bring the maximum number of homes to the Brighton & Hove Standard (exceeding the Decent Homes standard).

HOUSING MANAGEMENT CONSULTATIVE COMMITTEE

Agenda Item 95

Brighton & Hove City Council

Subject: Tenant and Leaseholder Involvement Survey

Date of Meeting: 10 May 2010

Report of: Director of Housing, Culture & Enterprise

Contact Officer: Name: **Ododo Dafe** Tel: **29-3201**

E-mail: Ododo.dafe@brighton-hove.gov.uk

Wards Affected: All

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 This report shares with Housing Management Consultative Committee the research findings from the Tenant and Leaseholder Involvement Survey carried out in December 2009. It also highlights some ways in which the results will be used.
- 1.2 Housing Management are keen to ensure there are a variety of ways in which residents can influence decisions that affect them, and that the menu of options enables people to be involved in ways that best suit them. By so doing, we are better able to shape and deliver services having considered what matters most to as broad a range of residents as possible.

2. RECOMMENDATIONS:

That the Housing Management Consultative Committee recommends that the Cabinet Member for Housing:

- 2.1 (i) Notes the findings of the survey
- 2.2 (ii) Approves with the potential ways in which interested people can become more involved than they are at present.

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

Purpose of the survey

- 3.1 The survey was carried out in order to achieve the following:-

- To gain an understanding of why some tenants and leaseholders are not more actively involved in their local tenant and resident association.
- To establish how those residents who do not want to be involved in their local association, for whatever reason, would still like to play a role in influencing the services they receive.
- To establish the key issues or service areas that tenant and leaseholders would like to be involved in.
- To develop a database of those tenants and leaseholders who are interested in becoming involved, and the ways in which they would like that to happen.

Methodology

- 3.2 A self completion questionnaire was sent to every tenant, joint tenant and leaseholder with the December edition of Homing In. Respondents were asked to confirm that their information could be held and used for the purposes of consulting and involving them, in ways that suit them best, to help improve the shape and delivery of our housing services.

Response

- 3.3 Of the 2,091 people who returned their questionnaires, 1698 (81%) are tenants and 295 (14%) are leaseholders. This information was not included in the remaining 5% of questionnaires.

From those responding, 1,802 people (86%) gave consent for their data to held and used for the purpose of contacting them to be involved in service improvement.

Resident and tenant associations

- 3.4 Among people who responded, 9% are active members of a local tenant or resident association, 11% are non active members, 7% are ex-members, and 74% have never been a member of a tenant or resident association.
- 3.5 The table below summarises, in descending order, the reasons given by the 1667 people who responded that they are not actively involved in their local tenant or resident association.

Reason for not being actively involved in my local association	Number	Percentage
I am happy with what the association is doing and don't need to get involved	516	31%
I just don't have the time	309	19%

Reason for not being actively involved in my local association	Number	Percentage
I am just not interested	258	16%
I don't know what they are	168	10%
I don't feel comfortable there	148	9%
I do not know when they meet	148	9%
I don't know of any local associations	146	9%
They meet at inconvenient times	139	8%
They are not representative of local people	77	5%
They are not for people like me	64	4%
Other	362	22%

3.6 The reasons given for not being involved in local associations varied by different demographic groups:-

- 40% of respondents under the age of 25 did not know what tenant and resident associations are. This compares to less than 5% of respondents age over 65. Similarly 23% of respondents under 25 also said that they did not know when they meet compared to less than 10% of those over 55.
- BME respondents are more than twice as likely to say that they don't know what tenant and resident associations are or don't know when they meet then are white British/Irish respondents.

Being involved

3.7 Among those respondents who consented for us to use their details, almost three quarters (74%) wanted to be more involved in the decisions that affect their local area, and just over two thirds (68%) wanted to be involved in the decisions that affect them as tenants or leaseholders.

3.8 Issues that respondent most wanted to be involved in were repairs and maintenance (44%), and anti social behaviour (30%).

3.9 Respondents were asked to select the ways they would like to be consulted or involved. They could select as many as they liked, and the table below summarises the findings in descending order starting with the most popular way.

Ways I would like to be involved in decisions that affect me	Number of people	Percentage
Questionnaires sent directly to your home	625	46%
Questionnaires sent with Homing In	437	32%
Local tenants associations	267	20%
Someone visiting you to discuss an issue	261	19%
Estate inspections	222	16%
Mystery shopping	204	15%
Established tenants groups	192	14%
Service review group or panels	188	14%
Informal residents groups	187	14%
Focus groups	164	12%
Electronic questionnaires via e-mail	164	12%
Residents conference	160	12%
Part of a citizens panel	157	12%
Someone phoning you and completing a survey	102	8%
Using twitter, Facebook or other on line media	68	5%
On line forums	65	5%
Other	29	2%

Demographic profile of people wanting to be involved in some way

3.10 There was a good cross section of residents who wanted their details to be kept for possible involvement in future service improvement work. The 1,802 people are not completely representative of what we know of our total resident profile; however it is very encouraging that each of the categories in the groups below do contain residents who are interested in becoming involved.

- Gender
- Age
- Sexuality
- Ethnicity
- Religion
- Household composition
- Property type

While there is a broad range, the following categories within the groups are over-represented:-

- Age 45 – and over
- Residents with a long term limiting illness

And the following categories within the groups are under-represented:-

- Age 16 - 44
- Households with dependent children
- People from lesbian, gay, bi-sexual or transgender communities

Use of results

- 3.11 As a result of carrying out this survey, we now have the flexibility of ensuring that our formal consultation process can be enhanced and informed by a wider variety of views and opinions. It also demonstrates that there is an enthusiasm and willingness of large numbers of residents to participate in shaping service delivery, when the opportunities are presented to them, in ways other than attending meetings. Examples of ways in which our consultation can now expand include more mystery shopping; increased testing of customer satisfaction; gathering suggestions on service improvement; and asking the same question to different audiences and through different channels to really obtain wide-ranging feedback.

4. CONSULTATION

- 4.1 The premise of the survey work reported here was to enable us to consult and involve residents in ways that suit them, and about matters that are of interest or importance to them. We now have a database of 1,802 people that will help us achieve this in a way that will enhance our existing consultative and tenant participation structures.
- 4.2 The Tenant Compact Monitoring Group have held two workshops this year to lead on work on our new Resident Involvement Strategy, and the results of this survey has influenced the development of the strategy.
- 4.3 Extensive consultations will be taking place through the coming months, and the results, along with the new Resident Involvement Strategy and Tenant Compact will be presented to a future Housing management Consultative Committee.

5. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 5.1 The costs of increasing resident involvement will come from existing resources within the 2010/11 Housing Revenue Account budget.

Finance Officer consulted: Monica Brooks

Date: 14 April 2010

Legal Implications:

- 5.2 Section 105 of the Housing Act 1985 imposes a duty on the Council to maintain such arrangements as it considers appropriate to enable its tenants who are likely to be substantially affected by a matter of housing management to be informed of the Council's proposals and to make their views known. The innovative consultation methods identified by the report, if adopted, will assist the Council in meeting that duty. No individual's rights are adversely affected by the report's recommendations.

Lawyer Consulted: Liz Woodley

Date: 16 April 2010

Equalities Implications:

- 5.3 The database of interested residents, created as a result of this survey, puts us in a better position to ensure we can obtain views from, and encourage involvement of, a much broader range of residents. Where groups may be under-represented in traditional engagement mechanisms, we now have easier access to people who can help residents achieve wider representation.

Sustainability Implications:

- 5.4 The sustainability implications of any chosen consultation and involvement methods need to be considered. This can include for example internet based methodologies with an increasing number of web based surveys and social media being encouraged as internet use continues to increase.

Crime & Disorder Implications:

- 5.5 Our survey results have informed us that anti-social behaviour is one of the main concerns of residents (behind repairs and maintenance issues). Our expectation is that we will continue to improve our responses to anti-social behaviour by better understanding and engaging with local residents.

Risk and Opportunity Management Implications:

- 5.6 Increased resident participation offers a number of opportunities for us to really put residents and their views at the heart of everything we do. There are some risks inherent in balancing opposing views or in meeting expectations, but open engagement and communications can help mitigate this.

Corporate / Citywide Implications:

- 5.7 Any developments in our consultation and engagement mechanisms will be in line with our corporate Community Engagement Framework.

SUPPORTING DOCUMENTATION

Appendices:

1. None

Documents In Members' Rooms

1. None

Background Documents

1. None

HOUSING MANAGEMENT CONSULTATIVE COMMITTEE

Agenda Item 96

Brighton & Hove City Council

Subject:	Housing Management Performance Report (Quarter 3)		
Date of Meeting:	29th March 2010		
Report of:	Director of Housing, Culture & Enterprise		
Contact Officer:	Name:	John Austin Locke	Tel: 29-1008
	E-mail:	John.austin-locke@brighton-hove.gov.uk	
Key Decision:	No		
Wards Affected:	All		

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 This is the third quarter for Housing Management Performance for the financial year 2009/2010.
- 1.2 The report includes comparisons with the first and second quarter figures for this year, the end of year performance for the last financial year and targets for future years. The areas covered include key Best Value (BV) performance indicators, by which the government measure and compare our performance in key service areas.
- 1.3 The measurement of performance, the comparison with appropriate other suppliers, locally and nationally, and the inclusion of customers in reporting and deciding what performance measures are important, remains a key driving force in developing this report. The coming of the Tenant Services Authority (T.S.A.) as the national regulator for social housing will see a further evolution in performance reporting. In the coming months we will be working with representatives and customers throughout the service to develop performance measures and service standards that are robust and meaningful to customers. Key government driven measurements will remain, but it is anticipated that additional measures will support and amplify these both in terms of the quarterly report to HMCC and local reporting to area panels. The TSA require us to demonstrate how the reporting to our customers will be accomplished by 10 October 2010 and to have these measures in place by April 2011.

2. RECOMMENDATIONS:

2.1 That Housing Management Consultative Committee comment on the contents of this report.

3. RELEVANT BACKGROUND INFORMATION

3.1.0 Rent Collection and Current Arrears

Indicator	End of Year Performance 08/09	First Quarter 09/10	Second Quarter 09/10	Third Quarter 09/10	Top 25% of Performing Authorities Figures 2 nd Quarter	Future Targets	
						09/10	10/11
BV66a Rent Collection	98.16%	98.16%	98.27%	98.05 %	Definition under review with HouseMark	98.50%	98.68%
BV66a Rent Collection (Central housing area)	98.35%	98.43%	98.42%	98.13%	n.a.	98.79%	99.03%
BV66a Rent Collection (East housing area)	97.73%	97.78%	97.97%	97.7%	n.a.	97.99%	98.13%
BV66a Rent Collection (North housing area)	98.35%	98.30%	98.35%	98.21%	n.a.	98.66%	98.82%
BV66a Rent Collection (West housing area)	98.43%	98.36%	98.52%	98.34%	n.a.	98.88%	99.12%
BV66a Rent Collection (Temporary Acc.)	97.07%	97.10%	97.61%	98.48%	n.a.	96.95%	96.95%
BV66b Those with arrears of more than 7 weeks	6.40%	5.64%	5.51%	4.98%	HouseMark Major Cities Benchmarking: Upper Quartile 4.34%	4.96%	4.13%
BV66c The NOSP figure	30.35%	5.82%	12.31%	18.68%	HouseMark Major Cities Benchmarking: Upper	26.46%	23.80%

Indicator	End of Year Performance 08/09	First Quarter 09/10	Second Quarter 09/10	Third Quarter 09/10	Top 25% of Performing Authorities Figures 2 nd Quarter	Future Targets	
						09/10	10/11
					Quartile 8.36%		
BV66d The Eviction Figure (% tenants evicted for rent arrears)	0.16%	0.02%	0.06%	0.07%	HouseMark Major Cities Benchmarking: Upper Quartile 0.11%	< than 35 evictions per annum: 0.29%	
BV69 % rent lost due to vacant dwellings	1.33%	1.10%	1.93%	2.05%	HouseMark Major Cities Benchmarking: Upper Quartile 2.12%	To be set	
Total former tenant arrears (Inclusive of Temporary Accommodation)	£784,753 (£972,732k)	£812,001 (£1,002,339)	£819,524 £1,011,396	£800,731 £991,710	n.a.	To be set	
% Collection rate for former tenant arrears (exclusive of Temporary Accommodation)	28.70	4.57	10.24%	17.50%	RIEN	To be set	
% of Write Offs for former tenant arrears (exclusive of Temporary Accommodation)	18.66%	0.04%	1.56%	2.46%	n.a.	To be set	
Total recharge debt	£95,884	£97,345	£125,752	£163,090	n.a.	£125,484	
% collection rate for recharges	31.26%	6.68%	9.32%	13.34%	n.a.	35%	
% Leaseholder recovery rate	80%	63%	67%	77%	n.a.	82%	To be set
% Leaseholder Recovery	90%	Not collected quarterly	n.a.		n.a.	90%	To be set

Indicator	End of Year Performance 08/09	First Quarter 09/10	Second Quarter 09/10	Third Quarter 09/10	Top 25% of Performing Authorities Figures 2 nd Quarter	Future Targets	
						09/10	10/11
Rate on Recoverable arrears		yet		n.a.			

3.1.1 Rent Collection and Current Arrears

3.1.2 The collection rate forecast at the end of the December 09 was 98.05%. As expected, there was a dip in performance over the Christmas period, but the collection rate was still up on previous percentages collected for December. Last year the collection rate was 97.90% and the year before it was 97.11%.

3.1.3 The percentage of debtors with more than seven weeks rent arrears at the end of December 09 was 4.98%. This represents a reduction of 257 in the number of debtors since the end of the 3rd Quarter 08/09.

3.1.4 Between April and December 09 the number of tenants served with a Notice of Seeking Possession (Nosp) was 546 compared to 725 during the same period in 08/09.

3.1.5 The number of households evicted for rent arrears at the end of the 3rd Quarter 09/10 was 8. Between April and December 08 there were 15 rent arrears evictions.

3.2.0 Former Tenant Arrears

3.2.1 Former tenant arrears have reduced since the end of the 1st Quarter 09/10 resulting in a collection rate of 17.5% at the end of the December 09.

3.3.0 Recharges

3.3.1 Between April and December 09 the number of tenants who were recharged for the cost of repairs due to deliberate damage or neglect was 152. At the end of the 3rd Quarter 09/10 the recharge collection rate was 13.34%.

3.4.0 Rent loss

3.4.1 While performance for rent loss remains within the upper quartile, the third quarter figure of 2.05% is still being targeted for further improvement. The factors that have been attributable to the current increase in rent loss are an increase in the number of properties that became empty, and the number of properties that

require major repairs before they are re-let. An improvement is anticipated in the next quarter.

3.5.0 Leaseholders' service charges - % collection rate on gross arrears

3.5.1 The Quarter 3 collection rate figure shows good progress towards target of 82% but is due in part to very low major works billing on 30 September. As a consequence a further major works billing round was levied on 31 January 2010 which will detrimentally affect end of the year collection rate due to the timescale remaining for collection and dispute resolution.

3.6.0 Leaseholders' service charges - % collection rate on recoverable arrears

3.6.1 There is no third quarter figure to report as this figure is a year-end figure only

3.7.0 Empty Home Turnaround Time

Indicator	End of Year Performance 08/09	First Quarter 09/10	Second Quarter 09/10	Third Quarter 09/10	Top 25% of Performing Authorities Figures 2 nd Quarter	Future Targets	
						09/10	10/11
BV212 average re-let times in days (all properties)	28	29	26	22	HouseMark Major Cities Benchmarking: Upper Quartile 26 Stock Retained Benchmarking: Upper Quartile 25.68	26	24
General needs	25	26	22	22	n.a.	26	24
Sheltered	38	42	54	26	n.a.	26	24

3.7.1 For the third quarter of 2009/10 the Lettings Team achieved an average empty home turnaround time of 22 days. This is an improvement on the first and second quarter figures of 29 days and 26 days respectively.

3.8.1 From April 2009 to the end of the third quarter, the team had achieved an overall turnaround time 26 days, letting a total of 641 properties, and hitting the annual target of 26 days. It is worth noting however, that many properties that would have otherwise been let in December remained empty for which the let date was carried forward to January. This was as a result of the Christmas period and the snow; when for example many people who had anticipated moving had to cancel their arrangements due to the impact on transport. Consequently a higher than average turnaround time for January is anticipated.

3.9.0 Stock investment and asset management – Performance Quarter Three

Indicator	End of Year Performance 08/09	First Quarter 09/10	Second Quarter 09/10	Third Quarter 09/10	Top 25% of Performing Authorities Figures 2 nd Quarter	Future Targets	
						09/10	10/11
Emergency Repairs Completed in time	96.8 % 98.48 % (Mears) 94.49 % (Kier)	99.15% 99.79 % (Mears) 98.22 % (Kier)	97.86% 99.09% (Mears) 96.24 % (Kier)	98.53% 99.73% (Mears) 96.73% (Kier)	HouseMark Major Cities Benchmarking: Upper Quartile 99.73%	99 %	
No of Emergency Repairs completed	7,755 4,414 (Mears) 3,341 (Kier)	1645 969 (Mears) 676 (Kier)	1733 989 (Mears) 744 (Kier)	1837 1102 (Mears) 735(Kier)	n.a	n.a.	
Urgent Repairs Completed in time	92.53 % 95.35 % (Mears) 89.18 % (Kier)	97.43% 100% (Mears) 94.31 % (Kier)	97.26 % 99.26% (Mears) 94.43 % (Kier)	98.02% 99.56% (Mears) 95.87% (Kier)	HouseMark Major Cities Benchmarking: Upper Quartile 98.38%	98 %	
No of Urgent Repairs completed	4,391 2,388 (Mears) 2,005 (Kier)	740 406 (Mears) 334 (Kier)	914 537 (Mears) 377 (Kier)	1163 679 (Mears) 484 (Kier)	n.a.	n.a.	**
Routine Repairs Completed within target time	96.01 % 97.86 % (Mears) 93.53 % (Kier)	99.08% 99.78 % (Mears) 97.97 % (Kier)	98.76% 99.51% (Mears) 97.57 % (Kier)	99.28% 99.84% (Mears) 98.44% (Kier)	HouseMark Major Cities Benchmarking: Upper Quartile 99.34%	98 %	**
No of Routine Repairs completed	19,697 11,305 (Mears) 8,419 (Kier)	5107 3133 (Mears) 1974 (Kier)	4687 2873 (Mears) 1814 (Kier)	4138 2469 (Mears) 1669 (Kier)	n.a.	n.a.	**
BV72 Right to Repair orders completed within target time	96.87 %	98.99 %	97.94%	98.4%	HouseMark Major Cities Benchmarking: Upper Quartile 98.68% Stock Retained Benchmarking: Upper Quartile 98.40	97 %	**

Indicator	End of Year Performance 08/09	First Quarter 09/10	Second Quarter 09/10	Third Quarter 09/10	Top 25% of Performing Authorities Figures 2 nd Quarter	Future Targets	
						09/10	10/11
BV73 Ave time to complete routine repairs	15 days	13 days	12 days	10 days	HouseMark Major Cities Benchmarking: Upper Quartile 10.38 Stock Retained Benchmarking: Upper Quartile 10.95	14 days	**
NI158 % of council homes that are non-decent	48.89%	42.84%	40.91%	37.34%	HouseMark Major Cities Benchmarking: Upper Quartile 27.34% Stock Retained Benchmarking: Upper Quartile 8%	36%	**
BV63 - Energy Efficiency (SAP Rating 2001)	75.9	76	76.1	76.2	HouseMark Major Cities Benchmarking: Upper Quartile 73.5(target) Stock Retained Benchmarking: Upper Quartile 72.9 (target)	76.5	**
LPI G3 Citywide % of stock with up to date gas safety certificates	99.61%	99.79%	99.77%	99.86	HouseMark Major Cities Benchmarking: Upper Quartile target 100	100 %	**
Mears Area	99.49 %	99.79%	99.84%	99.82%	n.a.	100 %	**
PH Jones Area	99.78 %	99.8%	99.69%	99.9%	n.a.	100 %	**

3.9.1 Responsive Repairs

3.9.2 Performance on completion of urgent and routine repairs has improved over the last quarter with targets met for both of these categories of repair. Completion of emergency repairs has improved since quarter two with 98.53% of repairs completed within 24 hours. This is slightly below the target of 99% but performance is expected to be maintained over the final quarter of 2009/2010.

3.9.3 All responsive repairs will be carried out by our new partner Mears Group Limited from April 2010. Mears performance has been strong in responsive repairs over the course of 2009/2010 and the partnership will be working to maintain and improve this level of performance over the next year.

3.9.4 Improvements have also been made in our other two indicators over quarter three, with performance on completion of right to repairs within target time improving to 98.4% and the average time to complete non-urgent repairs improving to 10 days. Both of these results are well above target and our major cities benchmarks.

3.10.0 Decent Homes and SAP

3.10.1 Capital programmes targeted to improve the quality of resident's homes have delivered a further 3.5% improvement in decency over quarter three. This is through a combination of kitchen and bathroom replacements, boiler installations, door replacements and surveys undertaken by BHCC. January is a significant month for decent homes as the age of components (kitchens, bathrooms, boilers etc.) is re-calculated, this will mean that some properties will fall out of decency. This is estimated to have a negative impact of approximately 3-4%.

3.10.2 Energy efficiency continues to be a strong area of performance for BHCC with a consistent improvement over the year. Performance the third quarter was 76.2 which is well above our Major Cities and Stock Retained benchmarks.

3.10.3 Gas

3.10.4 The percentage of homes with a current gas safety certificate remains high with excellent performance being delivered in partnership by Brighton & Hove City Council, Mears Group and PH Jones. Performance continues to improve with 99.86% of properties having a current gas safety certificate at the end of quarter three. This means that just 15 properties have an overdue service and none of these are greater than five months overdue.

3.11.0 Estates Service

Indicator	End of Year Performance 08/09	First Quarter 09/10	Second Quarter 09/10	Third Quarter 09/10	Top 25% of Performing Authorities Figures 2 nd Quarter	Future Targets	
						09/10	10/11
Completion of cleaning tasks	96%	92%	95.6%	97%	n.a.*	98%	98.5%
Bulk refuse removal Targets met within timescale	Emergency 77% Routine 84%	E n.a R 95%	E 95.83% R 98.23%	E 100% R 97%	n.a.*	E 100% R 95%	E 100% R 96%
Graffiti removal Targets met within timescale	Emergency 100% Routine 88%	61%	E 83.33% R 63.88%	E 91.7% R 83.7%	n.a.*	E 100% R 95%	E 100% R 96%

* Work will take place with HouseMark in the coming year to develop comparative figures

3.11.1 The third quarter saw the formal completion of the Chairman's working group on the Estates Service, with a celebration for members of the Estates Service Monitoring Group and staff, in December. Councillor Mears attended and presented awards to the two thirds of the cleaning staff who have passed their NVQ Level 2 in Cleaning. The remainder of the cleaning staff will be studying for this qualification in 2010.

3.11.2 One of the working group's recommendations was to appoint an Estates Service Business Manager to develop and take a strong operational lead within the service, Anette Cerabino-Read was appointed in October to this post, and started work in January. Ms Cerabino-Read has extensive experience of housing and estates management and is looking forward to further improving the performance of this service, and ensuring it meets residents' expectations.

3.11.3 Work is underway on reviewing and changing the way performance is recorded and assessed in the Estates Service, and a new framework will be introduced next year that includes residents' assessment of the services it provides.

3.11.4 The Estates Service Monitoring Group continues to meet and is now reviewing the grounds maintenance service. A report on their work will be presented later in 2010 to this committee.

3.12.0 Anti-social Behaviour

- 3.12.1 As part of the 'Turning the Tide' pilot we are currently developing new performance measures with the steering group that includes customers. The performance indicators that result from this work will follow good practice guidance issued by the Home office and the Tenant Services Authority. These measures will address issues including customer satisfaction, early intervention, multi agency working, and the reduction of the public perception of crime and anti social behaviour. Statistics have been recorded since January 2010 and we will therefore be in a position to make an initial report at the next Housing Management Consultative. Areas covered will include alcohol related incidents, litter / rubbish / fly-tipping, the number of early interventions taken and a breakdown of the legal actions undertaken.
- 3.12.2 We can confirm that the progress we have made to date includes the implementation of a system of enhanced tenancy checks to capture early indications of possible problems so that prompt investigation and action can be taken.
- 3.12.3 Further, we have also established case supervision focussed on developing progressive action plans with specific embedded targets. The intention of the targets is to establish a framework within which to firmly manage behaviour change and thereby ensure that a case moves forward towards resolution at the earliest date.
- 3.12.4 Each ASB case held by Housing Officers at Selsfield Drive or staff within the ASB and Tenancy Support teams now has a central case management record. This document is a clear summary of the case which acts as an action plan and assists in supervision and case progression.
- 3.12.5 We have increased focus on early interventions, and robust, assertive sets of actions. We continue to develop new strategies and seek legal outcome to address serious antisocial behaviour.
- 3.12.6 Finally, we have continued to develop close joint working with other agencies including the Partnership Community Safety Team, Sussex Police and Environmental Health.

4. CONSULTATION

- 4.1 Comments from HMCC are welcome.

5. FINANCIAL & OTHER IMPLICATIONS:

- 5.1 Most performance measures discussed in this report have financial implications which are included within the monthly Targeted Budget Management (TBM) forecast reports. For example, any improvement in turnaround times or a reduction in empty property numbers increases the amount of rent collected. Improvements in performance will, in general, lead to more

resources being available for tenants services in the future

Finance Officer Consulted: Susie Allen

Date: 25/02/10

Legal Implications:

5.2 There are none

Lawyer consulted: Liz Woodley

Date: 24/02/10

Equalities Implications:

5.3 Equalities implications are included within the body of the report.

Sustainability Implications:

5.4 Sustainability implications are included within the body of the report.

Risk and Opportunity Management Implications:

5.5 There are no direct risk and opportunity management implications arising from this report

Corporate / Citywide Implications:

5.6 There are no direct Corporate or Citywide implications arising from this report.

6. EVALUATION OF ANY ALTERNATIVE OPTION(S):

6.1 Not applicable to this report.

7. REASONS FOR REPORT RECOMMENDATIONS

7.1 These are contained within the body of the report.

SUPPORTING DOCUMENTATION

Appendices:

None

Documents in Members' Rooms

None

Background Documents

None

HOUSING MANAGEMENT CONSULTATIVE COMMITTEE

Agenda Item 97

Brighton & Hove City Council

Subject:	Procurement of parking enforcement contract – Housing Management land		
Date of Meeting:	10 May 2010		
Report of:	Director of Housing, Culture and Enterprise		
Contact Officer:	Name:	Robert Keelan	Tel: 29-3261
	E-mail:	Robert.keelan@brighton-hove.gov.uk	
Key Decision:	No		
Wards Affected:	All		

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 To implement recommendations around the way Housing Management parking controls are enforced and the outcome of the recent parking procurement process.

2. RECOMMENDATIONS:

- 2.1 That the Housing Management Consultative Committee notes the report.

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS.

- 3.1 The Housing Management department own approximately 2500 rentable spaces split between approximately 1300 car parking spaces and 1200 garages.
- 3.2 Clamping has been the preferred method for parking enforcement on housing land since 2004. Parking control by clamping is a recommendation of the Car Parks and Garages Working Group,
- 3.3 The contract is the third to be awarded, the earlier contracts being 2004 and 2007. The current contract expired at the end of 2009.
- 3.4 Interviews took place in October 2009 with the preferred candidate being Ethical Parking Management. The evaluation team consisted of Officers from Housing Management and the Procurement Team plus two tenant representatives from the Car Parks and Garages Working Group.

4. CONSULTATION

4.1 The new contract was discussed with the Car parks and Garages Working Group leading up to the tender process. The working group consists of two tenant representatives from all four geographical areas of the city. The working group wanted the following questions asked of the clamping firms and these were incorporated into their written responses and presentations. The questions were to ensure that the clamping enforcement would be tailored to the needs of local residents.

4.2 **Question 1**

Communication with the council is very important. How would you ensure that you had a good working relationship with the Car Parks and Garages team of BHCC both at the start of the contract and during the contract?

Ethical Parking Management responded with:

- An allocated contract manager.
- Bi-monthly management meetings.
- Statistics on key performance indicators as per the requirements of the council.
- 24 hour telephone response (no answer machines).

Question 2.

The successful clamping company will resolve complaints at first instance. What process will your clamping operatives undertake to ensure that you have appropriate records to deal with any such complaints and how will you store and retrieve such information when dealing with a complaint?

Ethical Parking Management responded with:

- All invoices given on payment will have full details of how to appeal or complain.
- They have a written appeals procedure.
- They have a clear record keeping strategy with photographs of all parking infringements.
- They will work with BHCC and to allow BHCC employees to sit in on the appeals meetings at their request.

Question 3

BHCC owns approximately 2500 parking spaces yet only half of these are currently covered by the clamping contract. Please can you advise how you would be able to run the clamping contract but also meet the needs of future sites being added to the contract?

Ethical Parking Management responded with:

- Dedicated staff to patrol the BHCC car parks.
- Relief staff from other areas who will be trained in our sites.
- Two visits to each site in a 24 hour period.

- 24 hour management to divert resources.
- Additional staff as the contract grows as and when sites are added.

Question 4

As you will be aware, residents will often discover they have been clamped when they are starting off on a journey. The speed of being unclamped is therefore paramount. Please can you advise on your processes and timescales after somebody makes the initial call? How would your processes differ if the call was made after midnight? What do you do if you don't meet the target response time? Would your response differ if the person clamped was verbally aggressive on the telephone?

Ethical Parking Management responded with:

- A target maximum response time of one hour whenever possible from the time that the release payment is made.
- Brighton and Hove based patrollers to facilitate this response time in unsociable hours.
- A response after midnight will have no lesser a response than that made in traditional working hours.
- A response that took longer than one hour would be considered in the appeals process for a part or full refund.
- Staff training in dealing with aggressive customers and an acknowledgment that this is part of their work.
- Police support where threats are made to ensure the safety of the vehicle immobiliser.

Question 5

It is important that your clamping operatives give good customer service and can handle people who may be distressed at being clamped. Please can you advise what training your clamping operatives receive and how the quality of their work is monitored?

Ethical Parking Management responded with:

- All operatives trained in social and communication skills.
- All operatives trained in conflict.
- All operatives trained in to maintain a 'friendly but firm' approach.
- A full training program with regular appraisals.
- A strict uniform policy.

Question 6

The regulations of the Security Industry Authority are important. What is your knowledge of these regulations and how does your company take these regulations into account in terms of licensing, training and choice of operatives?

Ethical Parking Management responded with:

- The owners of Ethical Parking management have many years experience of working with the 2001 Private Security Industry Act.

- Knowledge of the requirement to be licensed under the Act.
- All employees are licensed operatives.
- All employees understand that they risk losing their individual licence if they :
 - Clamp a visitor showing a disabled badge
 - Clamp an emergency vehicle
 - Do not provide a receipt highlighting the location, licence details, their name and date

4.3 Further, we advised the clamping companies that BHCC may move towards penalty charge notices (parking ticket fines) rather than applying clamps and asked the companies to comment on their thoughts and how they could implement this system. Ethical Parking Management already run penalty charge schemes for other land owners and would be able to implement such a system for the council as and when it can be put in place.

4.4 The company most suited to locally deliver the standards set by the Car Parks and Garages Working Group was the current contractor Ethical Parking Management. Ethical Parking Management only employ accredited immobilisers and are accredited under the Security Industry Act voluntary approved contractor scheme.

4.5 The contractors are clear that they will be required to meet with the car parks and garages team on request, that managers are accessible by telephone during working hours and that we can visit their offices without prior notice. Ethical Parking Management have advised that they would welcome regular meetings, as often as BHCC would require and recommended as a minimum bi-monthly.

4.6 Following a robust evaluation and scoring process, the evaluation panel agreed that Ethical Parking Management have submitted the most advantageous tender on the basis of both quality and meeting the expectations and aspirations of our residents.

5. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

5.1 There will be no direct costs to the Housing Revenue Account from the proposal to place the contract with Ethical Parking Management. The contract will be funded by the contractor who will keep the revenue generated by the service. There will be some internal staff time required to manage the contract but this will be absorbed within existing staffing resources.

The contract will allow the Housing Revenue Account to maximise the income from its car parks as the service will minimise illegal parking.

Susie Allen, Principal Accountant

22 March 2010

Legal Implications:

- 5.2 The general power of management, regulation and control given to local housing authorities in section 21 (1) of the Housing Act 1985 is sufficiently wide to allow the Council to enforce parking restrictions on its housing land. The method of procurement undertaken and described in the report accords with both the EU Procurement Directive and corresponding UK Regulations. The Council must take the Human Rights Act into account in respect of its actions but it is not considered that any individual's Human Rights Act rights would be adversely affected by the recommendation in this report.

Lawyer Consulted: Liz Woodley

Date: March 2010

Equalities Implications:

- 5.3 Blue badge holders are exempt from being clamped providing that their badge is displayed appropriately on the dashboard of their vehicle.

Sustainability Implications:

- 5.4 There are none

Crime & Disorder Implications:

- 5.5 There are none

Risk and Opportunity Management Implications:

- 5.6 There are none

Corporate / Citywide Implications:

- 5.7 Clamping controlled sites can operate through the city but are currently concentrated in central Brighton. Sites are added at the request of BHCC residents through the resident association structure.

6. EVALUATION OF ANY ALTERNATIVE OPTION(S):

- 6.1 No parking control. As licence holders can pay £20.00 per week for an exclusive space, this is not considered an option. Licence holders want a deterrent to stop casual users accessing their space.
- 6.2 Lockable posts could be provided to all spaces. A lockable post would be approximately £150.00 per space and the expenditure is not thought to be viable at this time. 1300 spaces would be £195 000.

- 6.3 Parking could be patrolled by the on-street team issuing penalty charge notices. The on street team patrol highways land, the housing department owned land cannot simply be added to the patrol routes. To do so would involve consultation and the application and granting of a Road Traffic Order. As this would take some time to see through, it was not felt to be a viable option at this time. Similarly, the additional sites were not part of the on-street tender and this would need to be tendered separately.
- 6.4 The contract tendered was entitled 'Security Wheel Clamping Contract', The primary function of the contract is clamping. There is some ability within the contract to vary the services but a complete change from clamping to issuing Penalty charge notices (parking tickets) would be beyond the scope of the contract offered.
- 6.5 With the current clamping system, the company retains the income, under a penalty charge system, the council would expect a contribution. It is expected that officers examine this system in view of implementation at the next tender round in three years time. There is scope within the current award to trial this on a small scale. The preferred contractor, Ethical Parking Management, run penalty charge schemes locally and have indicated at interview that they would happily implement such a trial.
- 6.6 The current contract expired at the end of 2009 and is continuing with the goodwill of the contractor on a periodic basis. We need to remedy this and ensure appropriate procurement as per the council's procurement guidelines

7. REASONS FOR REPORT RECOMMENDATIONS

- 7.1 To seek authorisation from the Cabinet Member for Housing to procure a contract with Ethical Parking Management for three years.

SUPPORTING DOCUMENTATION

Appendices:

None

Documents In Members' Rooms

None

Background Documents

None