





**Brighton & Hove
City Council**

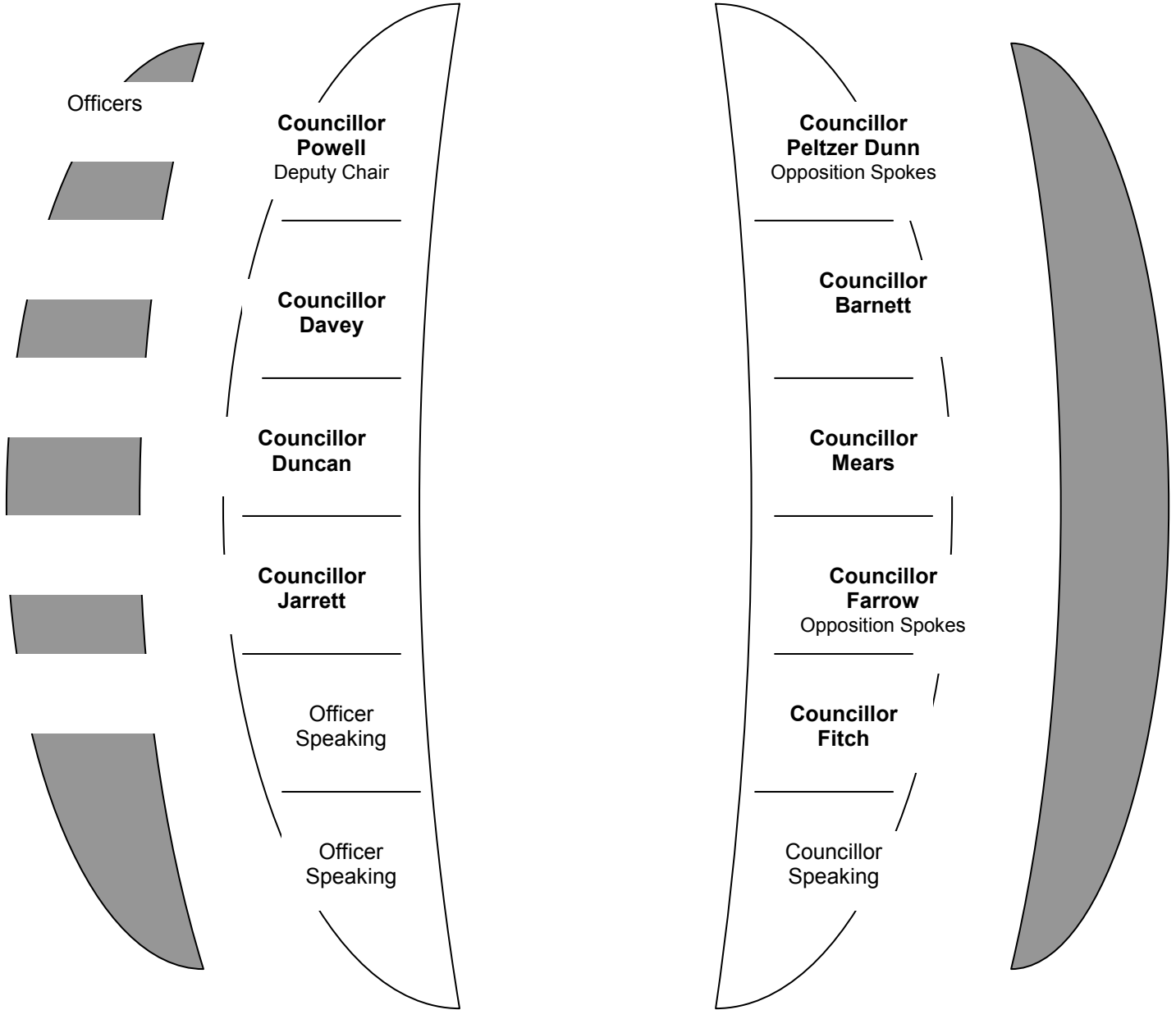
Housing Committee

Title:	Housing Committee
Date:	14 November 2012
Time:	4.00pm
Venue	Council Chamber, Hove Town Hall
Members:	Councillors: Wakefield (Chair), Powell (Deputy Chair), Peltzer Dunn (Opposition Spokesperson), Farrow (Opposition Spokesperson), Barnett, Davey, Duncan, Fitch, Jarrett and Mears
Contact:	Lisa Johnson Senior Democratic Services Officer 01273 291228 lisa.johnson@brighton-hove.gov.uk

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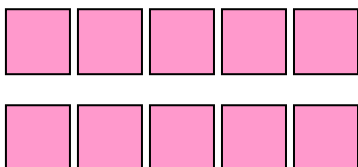
Democratic Services: Housing Committee

Head of Housing & Social Inclusion	Lead Commissioner Housing	Councillor Wakefield Chair	Strategic Director Place	Lawyer	Democratic Services Officer
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Public Speaker	Public Speaker
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Public Seating



Press



AGENDA

PART ONE

Page

24. 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:

- (a) Disclosable pecuniary interests not registered on the register of interests;
- (b) Any other interests required to be registered under the local code;
- (c) Any other general interest as a result of which a decision on the matter might reasonably be regarded as affecting you or a partner more than a majority of other people or businesses in the ward/s affected by the decision.

In each case, you need to declare

- (i) the item on the agenda the interest relates to;
- (ii) the nature of the interest; and
- (iii) whether it is a disclosable pecuniary interest or some other interest.

If unsure, Members should seek advice from the committee lawyer or administrator preferably before the meeting.

(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 Two of the Agenda states in its heading 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 exempt categories is available for public inspection at Brighton and Hove Town Halls.

25. MINUTES OF HOUSING COMMITTEE HELD ON 26 SEPTEMBER 2012 1 - 10

To consider the Minutes of the Housing Committee meeting held on 26 September 2012 (copy attached).

Contact Officer: Lisa Johnson

Tel: 01273 291228

HOUSING COMMITTEE

26. MINUTES OF THE HOUSING MANAGEMENT CONSULTATIVE SUB COMMITTEE HELD ON 23 OCTOBER 2012 11 - 16

For Information Only – Draft Minutes of the Housing Management Consultative Sub Committee meeting held on 23 October 2012 (copy attached)

27. CHAIR'S COMMUNICATIONS

28. CALL OVER

29. PUBLIC INVOLVEMENT 17 - 18

To consider the following matters raised by members of the public:

- (a) **Petitions:** to receive any petitions presented to the full council or at the meeting itself;
- (b) **Written Questions:** to receive any questions submitted by the due date of 12 noon on the (7 November 2012);
 - (i) Question from John Melson (copy attached)
- (c) **Deputations:** to receive any deputations submitted by the due date of 12 noon on the (7 November 2012).

30. MEMBERS INVOLVEMENT 19 - 20

To consider the following matters raised by councillors:

- (a) **Petitions:** to receive any petitions submitted to the full Council or at the meeting itself;
- (b) **Written Questions:** to consider any written questions –
 - (i) Councillors Farrow, Peltzer Dunn, Powell (copy attached)
- (c) **Letters:** to consider any letters;
- (d) **Notices of Motion:** to consider any Notices of Motion referred from Council or submitted directly to the Committee.

31. WELFARE REFORM - PRESENTATION

Presentation by Head of City Services

32. HOME ENERGY EFFICIENCY INVESTMENT OPTIONS - PRESENTATION

Presentation by Lead Commissioner, Housing

HOUSING COMMITTEE

33. HOUSING ADAPTATIONS 21 - 28

Report of the Strategic Director, Place

Contact Officer: Martin Reid, Sarah Potter Tel: 29-3321, Tel: 01273
29-3168

Ward Affected: All Wards

34. LV PROCUREMENT 29 - 34

Report of the Strategic Director, Place

Contact Officer: Rosie Wakley Tel: 01273 293190

Ward Affected: All Wards

35. ANNUAL REPORT TO COUNCIL TENANTS AND LEASEHOLDERS 35 - 46 2012

Report of the Strategic Director, Place

Contact Officer: Ododo Dafe Tel: 29-3201

Ward Affected: All Wards

36. ITEMS REFERRED FOR COUNCIL

To consider items to be submitted to the 13 December 2012
Council meeting for information.

In accordance with Procedure Rule 24.3a, the Committee may determine that any item is to be included in its report to Council. In addition, each Minority Group may specify one further item to be included by notifying the Chief Executive no later than 10.00am on 3 December 2012 (the eighth working day before the Council meeting to which the report is to be made), or if the Committee meeting takes place after this deadline, immediately at the conclusion of the Committee meeting.

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.

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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.

HOUSING COMMITTEE

For further details and general enquiries about this meeting contact Lisa Johnson, (01273 291228, email lisa.johnson@brighton-hove.gov.uk) or email democratic.services@brighton-hove.gov.uk

Date of Publication - Tuesday, 6 November 2012

BRIGHTON & HOVE CITY COUNCIL

HOUSING COMMITTEE

4.00pm 26 SEPTEMBER 2012

COUNCIL CHAMBER, HOVE TOWN HALL

MINUTES

Present: Councillor Wakefield (Chair), Councillor Powell (Deputy Chair), Peltzer Dunn (Opposition Spokesperson), Farrow (Opposition Spokesperson), Barnett, Fitch, Jarrett, Mears, Hawtree and Shanks

PART ONE

12. PROCEDURAL BUSINESS

12A Declarations of Substitute Members

12.1 Councillor Hawtree declared that he was attending as a substitute for Councillor Duncan.

Councillor Shanks declared that she was attending as a substitute for Councillor Davey

12B Declarations of Interests

12.2 There were none

12C Exclusion of the Press and Public

12.3 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.

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

13. CHAIR'S COMMUNICATIONS

- 13.1 The Chair said she was pleased to see the amount of building work being undertaken to properties in the city, and was encouraged that one of the benefits of the building work was that there were new opportunities for young people to undertake apprenticeships.
- 13.2 The Chair reminded the members of the Housing Committee that there would be a presentation on potential development sites on Housing Revenue Account land at the conclusion of the meeting.

14. MINUTES

- 14.1 The Committee considered the Minutes of the Housing Committee meeting held on 20 June 2012.
- 14.2 Councillor Farrow referred to paragraph 2.1 and reminded officers that he had been informed that the information he requested may come to a future meeting. It was confirmed that the matter was being looked at.
- 14.3 Councillor Mears referred to paragraph 11.3 and said that a list of properties in Essex Place which had decent homes surveys (re: kitchens and bathrooms) had not yet been provided. The Committee were advised that the matter was still in progress and information would be provided in due course.
- 14.4 **RESOLVED** – That the Minutes of the Housing Committee meeting of 20 June 2012 be agreed

15. MINUTES OF THE HOUSING MANAGEMENT CONSULTATIVE SUB-COMMITTEE

- 15.1 The Chair reminded Members that the Minutes of the Housing Management Consultative Sub Committee meeting of 4 September 2012 were provided for information only.
- 15.2 Councillor Farrow referred to paragraph 12.1 where concern had been raised over the lack of tenant representatives attending the meeting. Councillor Farrow wanted the members of the Housing Committee to be aware of the poor attendance. The Chair said she shared Councillor Farrow's concerns, and suggested to the Members present that they contact the tenant reps in their own wards and encourage them to attend future meetings.
- 15.3 **RESOLVED** – That the Minutes of the Housing Management Consultative Sub Committee meeting held on 4 September 2012 be noted.

16. CALL OVER

- 16.1 It was agreed that all items would be reserved for discussion.

17. PUBLIC INVOLVEMENT

(a) Petitions

17.1 The Committee noted that there were no petitions from members of the public.

(b) Written Questions

17.2 The Committee noted that no written questions from members of the public had been submitted for the meeting.

(c) Deputations

17.3 The Chair reported that one deputation had been received from members of the public and invited Ms Miriam Binder, who was the spokesperson for that Deputation, to come forward and address the meeting.

Ms Binder thanked the Chair and read her Deputation:

We have brought this deputation to ask the Committee to consider the implementation of essential adaptations, such as access ramps and other adaptations necessary to enable individuals within Brighton & Hove to live independent, self-determining lives. We feel that a more proactive approach once the original application and resultant assessment has taken place would greatly facilitate a far speedier delivery of the appropriate adaptations where needed. This would also require an awareness and differentiation between long term and deteriorating illnesses and disabilities. End-users are not provided with a clear explanation of the process an application for adaptations undergoes and requests for clarification regarding this process are at best met with partial responses. The process does not appear to be aware of the detrimental effect that an elongated process has on the end users. Our current experience is that there is no on-going communication between the end users and providers of the various adaptations. This can lead to applications getting caught up in the system. We would ask that the Committee, when considering our deputation, bear in mind that delay in the provision of essential adaptations can have a detrimental effect on the general health and wellbeing of disabled individuals as well as impact negatively on their ability to maintain independence. In addition there can be an increased financial burden on candidates for essential adaptations such as access ramps where equipment such as wheelchairs, both manual and power assisted, may require increased maintenance and repair costs when they are required to operate in a non-adapted and therefore more harmful environment.

Legislation and guide lines

The Human Rights Act 1998 (HRA) itself does not provide a human right to the provision of an adapted home; the provision of any home at all is not within the HRA. The HRA however does entitle individuals to a respect for their home and for respect for their private lives in the enjoyment of it. A social housing provider may in some circumstances become obliged to address difficulties that arise for particular residents which prevent them from enjoying their homes. The HRA is significant in specific in

relation to the length of time it may take for the provision of adaptations to a home where these are statutory or regulatory obligations. There is provision within the Equality Act 2010 that puts the duty to make reasonable adjustments on, amongst others, the local authority; in specific with regards to adaptations where a physical feature puts a disabled person at a substantial disadvantage in comparison with persons who are not disabled, to take such steps as is reasonable to avoid the disadvantage. Physical impairment makes taking part in normal daily activities difficult. This is greatly exacerbated where disabled individuals find themselves living in a disabling environment. This substantial disadvantage is addressed by the provision of adaptations where applicable via the Disabled Facilities Grant (DFG). The Department for Communities and Local Government published a good practice guide in June 2006 for the delivery of housing adaptations for Disabled People. This guide addresses an acceptable time frame for provision of adaptations dependent on the varying degrees of case priority. With the assumption of a 5 working day week the guide proposes that high priority cases should be completed in 16 weeks (80 working days) with a maximum target time of 52 weeks (260 working days) for the least urgent cases.

Recommendations:

- *Allocating a named individual who will be responsible for overseeing an application and maintaining regular contact with the applicant/end-user would greatly reduce these oversights, thereby reducing the backlog of applications in process.*
- *Bearing in mind the additional pressures and difficulties disabled individuals face in living independently, a more proactive engagement on the part of statutory service providers, would result in a far more effective process; essential steps in the process becoming less likely to stall as a result of having been overlooked.*
- *Being clear from the outset what process a given application has to undergo, there being a difference between various adaptations dependant on cost, form and location of the given adaptation would also significantly reduce the opportunity for stalling a process.*
Something as simple as a cover sheet attached to every application detailing the process, start and finish time, individual/department responsible in a linear progression schedule.
- *A built in alert where an application is stalled could easily be incorporated into a database that charts all the current applications being processed by the various departments responsible.*

17.4 The Chair thanked Ms Binder for attending the meeting and presenting the Deputation. The Chair said she was concerned with the issues raised and was happy to agree with all the recommendations which had been suggested.

17.5 Councillor Farrow thanked Ms Binder for attending the meeting, and said that it was important that those with disabilities got the assistance they required.

17.6 Councillor Mears thanked Ms Binder for her Deputation, and asked officers how much money was left in the budget to provide adaptations. It was confirmed that the original budget was £850,000 for council properties and £1,100,000 for private properties. Written confirmation would be provided later to confirm what budget was remaining.

Councillor Mears said that previously both Adult Social Care and Housing had been independently providing adaptations, and noted that there had been an earlier proposal to change that and move the responsibility and budget for that area of work to one department. It was confirmed that all adaptations now came within Housing.

- 17.7 Councillor Hawtree thanked Ms Binder for her Deputation, and said he was concerned with the problems she had encountered and was pleased that the recommendations had been accepted. Councillor Hawtree said that residents could always contact their councillor if they were encountering difficulties.
- 17.8 Councillor Peltzer Dunn thanked Ms Binder for her presentation and asked if a report could be provided outlining the current situation with regard to requests for adaptations. The Chair agreed that that would be useful and a report would be provided. Councillor Mears asked if that report could also go to the Housing Management Consultative Sub Committee. It was agreed it would.
- 17.9 Councillor Powell thanked Ms Binder for attending the meeting, and hoped that appropriate steps would be taken to assist Ms Binder.
- 17.10 Councillor Fitch thanked Ms Binder and apologised for what had happened and hoped that the situation would now be rectified.
- 17.11 Councillor Mears expressed surprise that Ms Binder had not taken the matter up with her ward councillor. Ms Binder said she had, and it was on their advice that she had submitted the Deputation.

18. ISSUES RAISED BY COUNCILLORS

(a) Petitions

- 18.1 The Committee noted that there were no petitions from councillors.

(b) Written Questions

- 18.2 The Committee noted that no written questions from councillors had been submitted for the meeting.

(c) Deputations

- 18.3 The Committee noted that no Deputations from councillors had been submitted for the meeting.

19. UPDATE ON SINGLE HOMELESS AND ROUGH SLEEPERS IN BRIGHTON & HOVE

- 19.1 Members were provided with a verbal update on Single Homeless and Rough Sleepers within the city.
- 19.2 The Committee were advised that the local authority commissioned services for homeless and rough sleepers in the city. The services covered Emergency Placement Accommodation, Hostel Accommodation and Rough Sleepers Street Services &

Relocation Team. There were 373 units of emergency accommodation within the city, ranging from 4 bedroom units to guest house style properties with shared facilities. The average length of stay in emergency placement accommodation was 150 days, and as of the 12th July 2012 336 households had been placed. There were 277 units of accommodation in 8 hostels. There were also a number of services commissioned to house and support young people who were homeless. These services provided 66 units of accommodation. The cost of rough sleeper's services and hostel accommodation for both adults and young people in 2012/13 was just over £3.5m. A Scrutiny Panel would shortly be set up to look at homelessness and hostel provision in the city. An annual homeless count would take place in November, and at that time more information would be available.

- 19.3 Councillor Farrow, who had requested the verbal update, thanked the officer for attending but said he was unhappy with the information provided. Councillor Farrow said he had requested a written report on the current state of homeless and rough sleepers, and had been told that there was insufficient time to prepare a written report and so a verbal update would be given. Councillor Farrow asked that a written report now come to the next Housing Committee meeting.
- 19.4 Councillor Hawtree asked that if there were a report that it include information about 'sofa surfers'. The Chair agreed that information on hidden homeless would be useful, but accepted that by their very nature the numbers were hard to know.
- 19.5 Councillor Mears thanked the officer for the update, and looked forward to seeing a written report in due course.
- 19.6 Councillor Jarrett thanked the officer for providing an update.
- 19.7 Councillor Powell thanked the officer for the update, and informed the Committee that the authority had recently employed two additional members of staff to help those who had alcohol problems and were new to rough sleeping.
- 19.8 Councillor Peltzer Dunn welcomed a written report on this issue, but suggested that if the head count was not being taken until November, that it would be more useful to wait for that to be undertaken before the report was written. Councillor Wakefield agreed that it would be preferable for a report to be prepared after the count had been taken in November.
- 20. UPDATE ON THE IMPLEMENTATION OF THE ADDITIONAL LICENSING SCHEME FOR HOUSES IN MULTIPLE OCCUPATION (HMO)**
- 20.1 The Committee considered a report of the Strategic Director Place which updated the Committee on the progress of preparation for the implementation of additional licensing.
- 20.2 Councillor Hawtree thanked officers for the report, and noted that although there would be a cost implication for landlords it would be beneficial to all parties in the long run. Councillor Hawtree asked if there was a requirement for landlords to use

environmentally friendly white goods, and was advised that landlords were always encouraged to use the most energy efficient products.

20.3 Councillor Jarrett thanked officers for the report. Councillor Jarrett hoped that the scheme, which would be self financing, would lead to an improvement in living conditions which would improve the quality of life for tenants which in turn could lead to a reduction in anti-social behaviour.

20.4 **RESOLVED**

- 1 That the Housing Committee noted the steps taken by the Private Sector Housing Team to prepare for implementation of the Additional Licensing Scheme in the five wards.
- 2 That the Housing Committee approved that licence applicants that were registered charities be granted a free application.
- 3 That the Housing Committee approved areas of clarification and revision to the acceptable sizes for shared kitchens in the Brighton & Hove City Council Standards for Licensable Houses in Multiple Occupation as outlined in the report and in Appendix A of the agenda

21. **TENANT SCRUTINY**

21.1 The Committee considered a report of the Strategic Director Place on the creation of a Tenant Scrutiny Panel. The report set out the model for the Introduction of Tenant Scrutiny Panels in the city. The matter had previously been considered by the City Assembly, Housing Area Panels and the Housing Management Consultative Sub Committee.

21.2 **RESOLVED:**

1. That the Housing Committee recommends to Policy & Resources Committee that proposals in the report as outlined in 3 and 4 below, are agreed.
2. That Policy & Resources Committee agrees to the establishment of a Tenant Scrutiny Panel in Brighton & Hove, with the terms of reference set out in Appendix A to this report with effect from December 2012.
3. That the Strategic Director, Place/Head of Housing & Social Inclusion be granted delegated powers to:
 - a. after consultation with the Chair of the Housing Committee and tenant representatives as he/she considers appropriate, appoint the selection panel for the appointment of Members of the Tenant Scrutiny Panel;

- b. after consultation with the Monitoring Officer, the Chair of Housing Committee and relevant tenant representatives, agree the code of conduct that would apply to Members of the Tenant Scrutiny Panel:
 - c. take any steps necessary or incidental to the establishment and continued operation of the Tenant Scrutiny Panel, including the power to make transitional arrangements as he/she thinks fit.
4. That Policy & Resources Committee note that the role of the Overview & Scrutiny Committee, including the powers regarding scrutiny and call-in are not affected by these proposals although the existence of the Panel and its work will be a factor taken into account in deciding what issues the committee reviews.

22. HOUSING INVESTMENT

- 22.1 The Committee considered a report of the Strategic Director Place, which provided information on the funding and delivery strategy for the development of new and improved affordable housing on council owned Housing Revenue Account (HRA) land.
- 22.2 Councillor Farrow welcomed the report, but had concerns over the time lines given and the costs involved, particularly those of the consultants and the design and feasibility studies. Officers advised that the timelines would certainly be looked at. With regard to costs, the figures provided in the report were ballpark amounts, and as the scheme progressed the costs would be become more detailed and accurate. Consultants needed to be used, and if there were an in-house team there would still be a significant cost implication.
- 22.3 Councillor Mears said that this matter had been started under the previous administration, and felt that the matter hadn't been taken forward any further. Officers confirmed that the matter was progressing and previous work undertaken had been incorporated into the report. Councillor Mears stated that £5m had previously been put aside and asked where that amount now was. It was confirmed that it was in the HRA Capital Account.
- 22.4 Councillor Hawtree thanked officers for the report, and welcomed the opportunity for more affordable housing.
- 22.5 Councillor Peltzer Dunn thanked officers for the report, and felt that whilst 29 units was not a large number it would make a difference. Councillor Peltzer Dunn had a number of concerns; he referred to paragraph 4.17 and suggested that as the developments would be over nine sites, it may be difficult to reduce costs through economies of scale. Paragraph 4.12 stated that Cabinet had approved £0.675m for preparing vacant council owned garage sites for development, and he asked how much of that amount was left. Paragraph 4.20 provided a schedule for taking the garage site development scheme forward and said that a planning application would be submitted in April 2014 with anticipated on site construction commencing in July 2014. Councillor Peltzer Dunn suggested that was unrealistic. Officers agreed with the points made, and said that more detailed costs and timelines would be provided in due course. With regard to the funding, £375k had been spent. A more detailed written response would be provided.

22.6 Councillor Fitch said that many Brown Field sites in the city had been identified, and asked why those sites were not being used before other locations. The Chair said that the issue of Brown Field sites could be considered at a future meeting of the Housing Committee.

227. RESOLVED

1. That the Committee agree to the procurement of a delivery partner to take forward the final feasibility, design and development of new council homes on vacant garage sites in consultation with stakeholders, utilising a range of housing options based on Low Cost Home ownership, Affordable rents and Target Rents. Once full schemes were developed they would be reported to Housing Committee.

2. That the procurement of initial feasibility and design, on identified case studies for housing opportunities on Housing Revenue Account land, where appropriate at an estimated cost, including stakeholder engagement and consultation, of £1 million.

3. That the Committee note the current timetable for the development of the garage sites in paragraph 4.20 of the report and for development of feasibility studies in paragraph 4.27 of the report.

23. ITEMS REFERRED FOR COUNCIL

23.1 **RESOLVED** That no items be referred to Council

The meeting concluded at 6.00pm

Signed

Chair

Dated this

day of

BRIGHTON & HOVE CITY COUNCIL
HOUSING MANAGEMENT CONSULTATIVE SUB-COMMITTEE

3.00pm 23 OCTOBER 2012

COUNCIL CHAMBER, HOVE TOWN HALL

MINUTES

Present: Councillor Wakefield (Chair); Councillor Peltzer Dunn (Opposition Spokesperson), Farrow, Jarrett, Pidgeon, Robins, Mears and Shanks

Tenant Representatives Lynn Bennett (Brighton East Area Housing Management Panel), David Murtagh (Brighton East Area Housing Management Panel), Trish Barnard (Central Area Housing Management Panel), Jean Davis (Central Area Housing Management Panel), Tina Urquhart (West Area Housing Management Panel), Roy Crowhurst (West Area Housing Management Panel) Tony Worsfold (Leaseholder Action Group), Barry Kent (Tenant Disability Network), Charles Penrose (Sheltered Housing Action Group) and Keith Cohen (Hi Rise Action Group).

PART ONE

18. PROCEDURAL BUSINESS

18A Declarations of Substitute Members

18.1 Councillor Mears declared that she was attending as a substitute for Councillor Wells. Councillor Shanks declared that she was attending as a substitute for Councillor Duncan.

18B Declarations of Interests

18.2 There were none.

18C Exclusion of the Press and Public

18.3 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.

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

19. CHAIR'S COMMUNICATIONS

- 19.1 The Chair welcomed Keith Cohen, Roy Crowhurst and Charles Penrose to the meeting. Keith had been elected as the representative for the Hi Rise Action Group, Roy as representative for the West Hove & Portslade Area Housing Management Panel and Charles as the representative for the Sheltered Housing Action Group.
- 19.2 The Chair reminded everyone that The City Assembly was taking place on Saturday 17th November 9.30 to 4.00pm at Hove Town Hall. The key themes for the day would be:
- Changes to benefits/welfare reform - Update and meet the teams and services who can help with advice and support
 - Information Cafe - find out about training, courses and social activities; money and benefits advice; getting online; community spirit - getting people involved.
 - Elections for Assembly Chair and Community Safety Forum Rep
 - Have your say on balancing the budget.
 - Creche facilities available, lunch and refreshments provided.
 - The event could be followed on twitter or online through the live webcast.
- For more info or to book a place for the creche, attendees should contact the Resident Involvement Team on 294651

20. MINUTES

- 20.2 **RESOLVED** That the Minutes of the Housing Management Consultative Sub Committee held on 4 September 2012 be agreed and signed as a correct record.

21. CALL-OVER

- 21.2 It was agreed that all items be reserved for debate and determination.

22. PUBLIC INVOLVEMENT

- 22.1 There were no petitions, written questions or deputations.

23. ISSUES RAISED BY COUNCILLORS

- 23.1 There were no petitions, written questions, letters or notices of motion from councillors.

24. HOUSING ADAPTATIONS

- 24.1 The Sub Committee considered a report of the Strategic Director Place which provided an update on housing adaptations. A report had been requested at the Housing Committee held on 26 September 2012. The report provided background information on the role of the Integrated Housing Adaptations Team within Housing Commissioning, and the work being undertaken to improve access to housing adaptations across all tenures in the city.

24.2 Mr Crowhurst was aware that some properties had had adaptations which were not needed by the current tenants, and asked whether officers received training on letting properties which had been adapted. Officers advised that surveyors and letting agents did receive training. Properties were advertised appropriately, adapted properties were ring fenced and those who had particular needs were taken to view flats to ensure they were appropriate.

24.3 Councillor Mears asked how much money remained in the budget for adaptations, and asked what would happen if the budget ran out as it was important that all those who had been assessed received the work needed. Officers advised that should there be any shortfall it would be topped up from the budget from the Housing Revenue Account. It was anticipated that there may need to be a top up during the current financial year of around £200,000 to £300,000. The budget was monitored and any increases within the current financial year would be reported to Policy and Resources Committee through Targeted Budget Monitoring report. In addition, officers advised that increased annual HRA funding for council housing adaptations is being identified within future HRA capital programme budgets. For the private sector housing adaptations, private sector housing renewal capital funding, supported by borrowing against New Homes Bonus following the end of Government financial support for housing renewal, has been used to 'top up' the Government Disabled Facilities Grant allocation to support a total budget of £1.1m. There is no private sector housing renewal funding currently identified for next financial year. This year the cost and commitments of adaptations to the private sector would exceed the money available and discussions were being held with the Finance Team. Councillor Jarrett was supportive of continued funding to maintain private sector housing adaptations budget. Councillors Mears asked if a report providing more details on this could be provided for a future meeting. The Chair agreed.

24.4 Mr Penrose noted that it had been four years since he last attended the meeting as a tenant representative, and was pleased to note how much the performance had improved.

24.5 Councillor Peltzer Dunn referred to paragraph 3.5 of the report which gave the number of new referrals received each month and the current number of cases in the assessment process, and asked why it appeared to be taking longer to deal with applications. Officers advised that the information provided was intended to give a snapshot of work being undertaken, and the cases in progress were at different levels of assessment. Councillor Peltzer Dunn asked if a report could be provided giving more detailed information. The Chair agreed.

24.6 **RESOLVED**

1. That the Housing Management Consultative Sub Committee noted the background information and service improvements to better manage the demand for adaptations, the improved assessment and delivery times, and the current situation concerning capital budgets.

2. That the Housing Management Consultative Sub Committee noted and approved the proposals to improve communication and client involvement through the team's on-gong work with the Brighton & Hove Federation for Independent Living and the Tenants Disability Network.

25. **HOUSING & SOCIAL INCLUSION PERFORMANCE REPORT QUARTER 1 2012/13**

- 25.1 The Sub Committee considered the Housing and Social Inclusion Performance report for Quarter 1 for the financial year 2012-13.
- 25.2 Councillor Shanks thanked officers for the report and was very pleased to note the impressive statistics. Councillor Shanks asked how the authority compared with other authorities. The Sub Committee was informed that officers were looking to provide benchmark information for the next year end report.
- 25.3 Councillor Mears referred to paragraph 3.3 and noted that the target for rent collection was 98.75% and suggested that the target should be 100%. Officers agreed that the aspiration should be to collect 100% of rent, but accepted that that would never be possible. Rent collection was excellent and the target was set at 98.75% in order to give staff a manageable figure to achieve.
- 25.4 Councillor Mears referred to appendix 1 to the report, and noted that there was one property in Hangleton and Knoll which had been empty for 630 days and asked why it had not been transferred to the Local Delivery Vehicle. Officers advised that the property required substantial repairs and had not been suitable for transfer to Seaside Homes.
- 25.5 Mr Crowhurst referred to paragraph 3.5 and asked for clarification on whether the percentage of appointments kept, were those kept by Mears or by tenants. Officers confirmed it was the percentage of appointments kept by Mears.
- 25.6 Councillor Robins noted that the tables in the report had a column for 'Service Pledge', and asked what that referred to. Officers advised that following consultation with tenants a few years ago, the authority had made a pledge that certain things would be undertaken. It was agreed that a list of those pledges would be circulated to members of the Sub Committee.
- 25.7 Mr Kent referred to the level of rent collected and asked how quickly tenants are advised if they were in arrears. Officers advised that an initial letter would be sent two weeks after monies were due, and then a follow up letter would be sent after four weeks if monies were still outstanding.
- 25.8 **RESOLVED** - That the Housing Management Consultative Sub Committee note the report.
- 26. ACTION PLAN FOR SUGGESTIONS FROM INNOVATION GROUP REPORT ON RESIDENT INVOLVEMENT**
- 26.1 The Sub Committee considered the report which set out the action plan for suggestions of the Innovation Group, as requested at the previous Housing Management Consultative Sub Committee (HMCSC) held on 4 September 2012. However, there was concern that the original report on the Innovation Group was not appended to the report. It was agreed by all present that it would be preferable to defer this report to the next meeting of the HMCSC, which due to be held on 18 December 2012, when the original report would be included.

27. ANNUAL REPORT TO COUNCIL TENANTS AND LEASEHOLDERS 2012

- 27.1 The Sub Committee considered a report of the Strategic Director Place which provided a copy of the Annual Report for year ending 31 March 2012 which is sent to all council tenants and leaseholders. Members of the Sub Committee were asked to comment on both the Annual Report (appendix 1 to the report) and the summary version of the report (appendix 2 to the report).
- 27.2 Councillor Farrow thanked officers for producing the Annual Report, but felt that it could be improved. It was important that the document was read, and it was therefore important to ensure it was accessible to all. Councillor Farrow suggested that the Annual Report be passed to journalists within the council to see if it could be improved. Officers advised that the document had been produced in conjunction with the Corporate Design Team. There was a legal requirement to produce the report, and officers had liaised with tenant groups when producing it. Whilst it was very important that the document was read, it was also important that it contained the necessary information. It was essential to get the balance right and have the information available in an accessible way, but at the same time not to patronise anyone.
- 27.3 Councillor Mears appreciated the work which had gone into producing the Annual Report and agreed that it was necessary to strike the right balance, but had concerns that it was too simplistic. On page 56 there was a heading for 'What we are doing', and she suggested that information on the number of kitchens and bathrooms fitted would be useful. On page 60 there were two diagrams showing Income and Expenditure, and Councillor Mears thought the information was not detailed enough. There was a figure for 'Rents, other' which needed further explanation. Officers agreed that information could be included, and also suggested that additional information could be provided under 'Value for Money'.
- 27.4 Mr Crowhurst thanked officers for the report and felt that a good balance had been reached. He agreed that more information could be provided, but it was important that there weren't pages of facts and figures as that could put people off reading it.
- 27.5 Mr Cohen thanked officers for preparing the Annual Report and agreed that it was important to get the wording correct to ensure as many people as possible read it. Mr Cohen suggested that a short version of the Annual Report be provided for Homing In.
- 27.6 Councillor Shanks thought it was a very good report with good news contained within it. There was a section on anti-social behaviour, and Councillor Shanks asked whether there were a number of departments within the council all dealing with that issue. Officers advised that there was Corporate Safety Team which Housing worked closely with to ensure there was no duplication of work.
- 27.7 Ms Barnard asked for clarification on whether bullying, name calling etc would be classed as anti-social behaviour. It was confirmed it would.
- 27.8 Councillor Peltzer Dunn thanked officers for the report, but noted there were a few inconsistencies. Some parts of the report referred to 'working days', or 'days', and it would be useful to use one or the other. For example the report said that the average time to re-let a property was 17 days, but it wasn't clear if that was working days.

Councillor Peltzer Dunn suggested that additional information could be provided. He referred to the summary sheet which referred to the 'ASB' service, and thought it would be useful to clarify what that stood for. Page 60 of the report, which gave the Income and Expenditure could explained more clearly, and suggested that there could be a diagram showing how each pound of rent collected was spent.

27.9 Officers agreed to consider all the comments and suggestions. An updated version of the Annual Report and Summary Sheet would be circulated to all members of the Sub Committee.

27.10 **RESOLVED** - That the comments of the Housing Management Consultative Sub Committee on the 2012 Annual Report to Council Tenants and Leaseholders and of the Summary version be noted.

The meeting concluded at 5.00pm

Signed

Chair

Dated this

day of

Agenda Item 29

Public Question to Housing Committee (14th November 2012)

Communal Digital TV Aerial Installations.

When were the Communal Digital TV Aerial Installations, for B&HCC's Council Housing, insured and in which Insurance Policy are they included?

Agenda Item 30

To Chair of Housing Committee

Re: Article on Homelessness in 'The Argus' newspaper on 26th October 2012

We are writing to you with regards to the above article in 'The Argus' newspaper on 26th October 2012 on homelessness in the city.

Please can you provide more information on the current position regarding both the demand within the City and the provision of services to meet that demand.

Thank you.

Kind regards,

Cllr Farrow
Cllr Powell
Cllr Peltzer-Dunn

Subject:	Housing Adaptations Update		
Date of Meeting:	14 November 2012		
Report of:	Strategic Director, Place		
Contact Officer:	Name:	Martin Reid	Tel: 29-3321
	Email:	Martin.Reid@brighton-hove.gov.uk	
Ward(s) affected:	All		

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 Brighton & Hove has a rising demand for housing adaptations in the City as people live longer with more complex needs.
- 1.2 Investment in housing adaptations promotes independent living and has been demonstrated to deliver significant cost benefits for both Health & Social Care.
- 1.3 The Integrated Housing Adaptations Team within Housing Commissioning works to improve access to housing adaptations across all tenures in the City.
- 1.4 As requested at Housing Committee on 26 September this report provides background information on the role of the Integrated Housing Adaptations Team within Housing Commissioning and its work to improve access to housing adaptations across all tenures in the City.
- 1.5 As part of the on-going work of the team and in response to the deputation to Housing Committee 26 September this paper also sets out proposals to improve the communication and client involvement in what can be a complex process, by providing more and better information about the process and timescales for both council and private sector residents waiting for housing adaptations.

2. RECOMMENDATIONS:

- 2.1 That Housing Committee note the background information and service improvements to better manage the demand for adaptations, the improved assessment and delivery times, and the current situation concerning capital budgets.
- 2.2 That Housing Committee note and approve the proposals to improve communication and client involvement through the team's on-going work with the Fed (the Brighton & Hove Federation of Disabled People) and Tenants Disability Network. In particular, as outlined in 3.9 below, to identify contact details for a named officer contact within the Housing Adaptations Service.

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

3.1 Brighton & Hove has a high number of households with a support need and a rising demand for housing adaptations in the City in light of:

- General growth in the number of households in the City;
- An ageing population, in particular, a projected growth of more vulnerable older households in the City. It is estimated that by 2030 there will be a 35% increase in people aged over 85 in the City increased demand on Housing, Adult Social Care, Health and other Third Sector provision delivering services to older people to support independent living. Up to 75% of those living 85years+ are likely to experience a life limiting illness which is likely to impact on the proportion of people able to maintain living in their own homes. Over half the older people in Brighton and Hove live in the 40% most deprived areas for older people in England;
- Applicants with disabilities, in particular children, are living longer and displaying more complex needs;
- More people requiring adaptations remaining at home rather than in residential care settings.

Pressures on meeting demand for housing adaptations are compounded by the topography of the City and age and location of housing stock. Much of the City is hilly preventing full wheelchair access. Many homes were built in the 19th Century and subsequently converted into flats, often with small rooms and narrow stairways making accessibility and adaptation difficult.

3.2 Last year, in 2011/12, the Housing Adaptations Team invested £2.0 million in 711 council and private sector housing adaptations in the City:

- 556 council housing adaptations, including 264 major adaptations
- Investing £0.876 million &
- 155 private sector housing adaptations
- Investing £1.098 million (Disabled Facilities Grant including local authority 'top up').

3.3 Following changes arising from Improving Access to Housing Adaptations report in November 2010 the trend has been for reduced assessment time despite increased demand for major housing adaptations. Based on our Q1 figures for this financial year 2012/13 we are within national assessment time guidelines:

- average time from receipt of the case in the Housing Adaptations Team to the OT recommendation, Q1 our performance 8.25 weeks, national guideline within 12 weeks;
- average time from OT recommendation to start on site for council adaptations, Q1 our performance 14 weeks, the Care Quality Commission benchmark is 26 weeks;

- In response to feedback we have simplified & speeded up the assessment process and now 'fast track' some of the most common adaptations e.g. level access showers.

3.4 The team more proactively manage the demand for adaptations:

- Adopting a housing options approach, look at re-housing as an alternative to costly & disruptive adaptations, in both council and private sectors;
- Dedicating up to 18.5 OT hours with the council's lettings team to ensure accessible housing, Mobility rated 1 & 2, goes to those with matching need, working closely with the Accessible Housing Officer, accompanying disabled people at the property viewing;
- Making best use of resources – linking adaptations in council homes with the Decent Homes programme, joint working & co-funding 47 bathroom adaptations to date, and with the upgrading & modernising the council's sheltered housing stock e.g. Laburnum Grove where 29 single units previously shared bathroom were refurbish all with wet room showers; linking with the Extensions & Relief of Overcrowding Project to joint work & co-fund the relevant works where there is both an overcrowding and a disability need;
- Delivering 'Enhanced Assessor' training to the Housing Estates Team enabling estate based staff to assess and install minor adaptations for council tenants in response to a request at the housing office rather than a Community Care Act assessment in Adult Social Care;
- Commissioning new affordable housing ensuring all meet Lifetime Homes Standard and a proportion, 10%, wheelchair accessible from start, with currently over 43 new wheelchair adapted homes funded as part of our current Affordable Housing Development Programme 2011-14;
- Re-commissioning the Home Improvement Agency service - commissioning a HIA that will develop the housing options approach in the private sector, and less reliant on Disabled Facilities Grant aided work.

3.5 In terms of current demand the team currently receive 30 to 40 new referrals each month and currently have 130 cases in the assessment process. Referrals are prioritised based on the risk assessment, whether critical, substantial or moderate need, and by date of first referral to the service. Post assessment there are currently around 266 council adaptations where works are being ordered or are in progress and 212 private sector cases.

3.6 Housing Cabinet meeting in January this year approved the re-tender and joint procurement with Adult Social Care of specialist adaptations framework contract, with representatives from the Fed and Tenants Disability Network engaged in process throughout. This framework of specialist contractors will deliver housing adaptations in both council and private sectors; it simplifies the current arrangements, and will deliver better value for money.

3.7 The emerging pressure is availability of future capital funding for both council and private sector adaptations going forward:

- We already have significant spend of £0.611million against the 2012/13 HRA Council adaptations budget for major adaptations of £0.850 million;
- In terms of private sector housing adaptations, this year we are able to maintain 'top up' of Government DFG allocation of £0.723 million through private sector housing renewal capital in order to maintain a total programme of £1.1million. However, no private sector housing renewal capital funding is currently identified for 2013/14 to top up Government DFG allocation. Commitments against current private sector housing adaptations budget, including DFG & top-up are significant: £0.722million.

3.8 In terms of assessing the cost benefit of timely housing adaptations we know that:

- Housing adaptations help prevent or defer entry into residential care for older people; one year's delay will save £26,000 per person, less the cost of the adaptation;
- Housing adaptations that remove or reduce the need for daily homecare visits pay for themselves in a time-span ranging from a few months to three years and then produce annual saving; national evidence suggests annual savings varied from £1,200 to £29,000 a year (using an average DFG of £6,000);
- The average cost to the state of a hospital admission for a fractured hip is £28,665 i.e. four times the average DFG;
- CIEH & BRE toolkit estimates the cost of poor housing. For Brighton & Hove it suggests there are more than 1,200 excess cold & falls in the home related incidents each year that impact on quality of life & cost society £20 million per annum (£8 million NHS costs & £12 million in lost work & the need for benefits & support). The cost to adapt & improve this housing is estimated at £2 million.

3.9 We accept that communications and client involvement in what can be a complex process can be improved, providing more and better information about the process and timescales for both council and private sector residents waiting for housing adaptations, including the contact details for a named contact within the Housing Adaptations Service.

We have committed to do this as part of our on-going work with the Fed and with the Tenants Disability Network.

We propose to work with the Fed and the Tenant Disability Network and signatories to this deputation to fully consider and report back on the implementation of recommendations of this deputation.

4. COMMUNITY ENGAGEMENT AND CONSULTATION

4.1 Housing Adaptations Operational Manager and Senior OT regularly attend Tenants Disability Network meetings; a meeting with TDN specifically to work on updating and improving the information leaflet to council tenants is due to take place 17 October , this piece of work one of three key pieces of work to be completed by TDN this year. HAS involvement with TDN will be on-going.

- 4.2 On-going involvement with the Fed, Housing Adaptations Service is currently working with the Fed and Dr Jon Hastie to update & improve the information leaflet for private sector residents.

5. FINANCIAL & OTHER IMPLICATIONS:

5.1 Financial Implications:

The capital programme budgets for both Council Housing adaptations and Private Sector (DFG) adaptations will be reviewed as part of the councils 3 year Capital Programme Strategy for 2013/14 to 2015/16. Progress against the current financial years capital programme budgets will be updated through the Targeted Budget monitoring report to the Policy & Resources Committee.

Finance Officer Consulted: Susie Allen

Date: 10/10/12

5.2 Legal Implications:

The legislation in relation to the delivery of adaptations is fragmented. For example, the Chronically Sick and Disabled Persons Act 1970 places a duty on social services authorities to arrange practical assistance in the home and any works of adaptation or the provision of additional facilities designed to secure greater safety, comfort or convenience; the National Health Service and Community Care Act 1990 establishes a requirement that a needs assessment must be carried out where it appears to the social services authority that any person for whom they may provide or arrange community care services, may be in need of such services and under the Housing Grants, Construction and Regeneration Act 1996 local housing authorities are under a duty to provide grant aid for disabled people for a range of adaptations to their homes. The report sets out how the council discharges its functions under those Acts. The report's recommendations do not adversely affect any individual's human rights

Lawyer Consulted: Liz Woodley

Date: 10/10/12

5.3 Equalities Implications:

A full Equality Impact Assessment has been carried out on the Service October 2011 The scope of the assessment to review the assessment and delivery of major housing adaptations following the Improving Access to Housing Adaptations recommendations Jan 2010 - to move toward a preventative approach to managing major adaptations demand pro-actively rather than in response to a Community Care Act assessment, to improve and simplify the assessment and delivery of major adaptations within the Housing Adaptations Service. For further information about the review of the Housing Adaptations Service and follow up actions please contact: Sarah Potter, Operational Manager Housing Adaptations at: sarah.potter@brighton-hove.gov.uk Tel: 01273 290789

5.4 Sustainability Implications:

The delivery of major adaptations in council homes enabling people to live as independently as possible for as long as possible is an investment in the existing council housing stock, increasing the supply of accessible council housing for its life long use. Adapted and accessible council and housing association homes for rent are advertised and re-let through the council's homemove scheme to those on the council's housing register with a matching need. The accessible housing register ensures accessible properties are let to those with a matching need. In addition the housing options approach as an alternative to costly and disruptive adaptations in public & private sector homes where it is appropriate ensures we adapt where it is reasonable and practicable to do so.

5.5 Crime & Disorder Implications:

The Housing Adaptations Service EIA action plan includes developing links with the Community Safety Team, in particular around disability hate crime and role of adaptations in preventing and responding to this.

5.6 Risk and Opportunity Management Implications:

Risk and opportunity implications are outlined in the report.

5.7 Public Health Implications:

The delivery of housing adaptations positively promotes disability equality enabling disabled people to live as independently as possible for as long as possible in their homes. In line with the Older Peoples Housing Strategy 2008-13, we know we need to improve the supply of housing that can be adapted to meet changing needs, and in line with the roll out of more personalised support, & ASC commissioning continue to focus on people maintaining their independence for as long as possible, we know the importance of timely adapts in enabling this.

5.8 Corporate / Citywide Implications:

The recommendations in this report intend to improve the provision of information about the adaptations services and timescales and to identify service improvements to benefit disabled adults with a permanent and substantial disability across the City.

6. EVALUATION OF ANY ALTERNATIVE OPTION(S):

6.1 No alternative options are considered

7. REASONS FOR REPORT RECOMMENDATIONS

- 7.1 To provide the background and information regarding the on-going service improvements, and the emerging pressure on capital budgets.
- 7.2 To provide a full response and action plan going forward in response to the deputation presented at Housing Committee meeting 26th September, for approval for the proposals to improve communication and client involvement through the team's on-going work with the Fed and Tenants Disability Network.

SUPPORTING DOCUMENTATION

Appendices:
None

Subject:	LV Procurement		
Date of Meeting:	Housing Committee 14th November 2012 P&R 29th November 2012		
Report of:	Strategic Director, Place		
Contact Officer:	Name:	Rosie Wakley	Tel: 29-3190
	Email:	rosie.wakley@brighton-hove.gov.uk	
Ward(s) affected:	All		

FOR GENERAL RELEASE.**1. SUMMARY AND POLICY CONTEXT:**

- 1.1 The Council wishes to tender a contract or contracts to be offered as 4 lots for supply, service and repair of (1) Door Entry Systems/CCTV, (2) Fire Alarms/Emergency Lighting, (Low Voltage Electronic Security Systems), (3) one lot encompassing all these services and incorporating Warden Call for Sheltered Accommodation and (4) Ventilation & Air Conditioning to Housing Revenue Account ('HRA') properties. The Council anticipates that procurement of contract/s to cover these areas will provide improved value for money, reliability and service for residents.

2. RECOMMENDATIONS:**2.1 That Housing Committee agrees**

- (1) To the procurement of a contract or contracts under EU regulations, for the supply, service and repair of Door Entry Systems/CCTV, Fire Alarms/Emergency Lighting, (Low Voltage Electronic Security Systems), and one lot encompassing all these services and incorporating Warden Call for Sheltered Accommodation, and Ventilation & Air Conditioning for a 4 year period, with an option for up to two 2 year extensions.
- (2) To give delegated authority to the Strategic Director Place in consultation with Director of Finance to a) award the contract or contracts following the recommendations of the evaluation panel and the results of the tendering process and b) approve extensions to the contract or contracts if required dependent on performance.

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

- 3.1 The Council is seeking to procure a contract or contracts for the supply, installation, servicing and repairs following areas. The contract will be separated into 4 lots enabling contractors to bid for one or more service listed areas:
- Door Entry Systems/CCTV
 - Fire Alarms/Emergency Lighting
 - Low Voltage Electrical Systems for Sheltered Accommodation
 - Ventilation & Air Conditioning
- 3.2 Current contracts in the areas above are short term arrangements spread over a number of contractors that are managed by different BHCC Officers. These contracts are primarily for service, maintenance & repair with no remit to carry out any capital works (e.g. supply and installation). Currently each capital requirement has to be assessed and tendered for on an individual basis. The process for this is not conducive to a good timely service response for residents. This is therefore an opportunity for the Council to achieve greater value for money through the consolidation of these requirements and also benefit from a streamlined process which will result in improved service and response for residents.
- 3.3 Many of our assets in these areas are very old and in a general poor state of repair. The maintenance costs are high, and in some cases the obsolescence of parts renders them beyond repair. Any equipment failure usually has an immediate impact on the people living in the properties affected and therefore an expectation that they will be repaired or replaced quickly and effectively. Failure to deliver the expected service, which is often due to the age and obsolescence of the equipment, leads to heightened resident dissatisfaction and a negative perception of the service provided by the Council.
- 3.4 This procurement offers an opportunity for BHCC Officers to work with the successful contractors to create a programme of capital works that improves the reliability of the assets, and over time, reduces the cost of maintenance and repair. More reliable equipment and a better response when breakdowns occur will have a direct impact on the quality of life for our residents. They will feel safer if we can improve the delivery of Door Entry, CCTV, Fire Alarms, Emergency Lighting and Warden Call services, and the Ventilation contract will enable us to improve damp and condensation issues within our blocks.
- 3.5 The tables below give an overview of the number of systems and blocks managed by the council.

Door Entry Systems	No. of Blocks	No. of homes	No of Main Entrance Door's	No of Sheltered
Low Rise	380	4716	586	19
High Rise	45	2675	78	2
Conversions	82	306	82	0

Fire Alarm Systems	No
Systems that cover all common ways	295
Systems that are linked to the Tunstall warden- call system	23
Systems that cover communal bin stores / storage rooms	39

Other:	No of Blocks
Ventilation Systems	35
BMS Systems	2
Warden Call	23
Emergency Lighting	>100 Blocks

- 3.6 For Door Entry Systems (DES) a capital replacement programme is recommended which is linked to the Main Entrance Door (MED) replacement programme which is managed by Mears on behalf of BHCC. In most cases this will involve a complete upgrade of the DES system, including wiring and containment. The specification of materials for DES and Fob access systems will be of a high level i.e. Entrotec equipment and KMS Fobs (or equivalent) to ensure longevity and reliability of the new systems.
- 3.7 The CCTV element of the contract is for service, repair & maintenance of our systems with a known capital element in relation to the lift replacement programme. Liftec install the cameras & the wiring as part of the lift replacement. The CCTV contractor provides the Monitor, DVR and Lockable Cabinet. They then assume responsibility for the maintenance & repair of the equipment.
- 3.8 For Sheltered Schemes a contract encompassing all Low Voltage assets is recommended. This is because in these Schemes the systems are often interlinked, and several different contractors may be asked to attend before ownership of any reported fault remedy can be established. A dedicated contractor will become familiar with the systems in each building and will only require one call out from the BHCC Repairs Helpdesk.
- 3.9 The age and condition of the warden call system is poor and a capital replacement programme is recommended to ensure the system remains operational. Any change in equipment will not affect the Carelink service.
- 3.10 The Fire Alarms & Emergency Lighting contract will primarily be to carry out periodic testing, service and maintenance of the systems. Fire Alarms will be replaced as the need arises and any remedial work on emergency lighting is carried out by Mears under the existing partnering agreement.

- 3.11 The Ventilation and Air Conditioning contract will encompass a periodic servicing, maintenance and repair regime, and a capital investment programme is recommended.
- 3.12 A recent (Dec 2011) condition survey identified 20 out of the 35 blocks have installations consisting of parts that are now obsolete. Most blocks have multiple fans on the roof. Only 19 blocks had all the fans running.
- 3.13 The indicative timetable for the procurement and the implementation of the contract is shown below. The contract would therefore be in place by December 2013:

	Start Date	End Date
Leaseholder Consultation Stage 1	03/12/12	07/01/13
Place Advert	10/01/13	10/01/13
Closing date of Advert	14/02/13	14/02/13
PQQ Evaluation	14/02/13	April 2013
Tender Issued	May 2013	May 2013
Tender Return Date	July 2013	July 2013
Tender Evaluation	August 2013	August 2013
Tender Clarifications	August 2013	September 2013
Leaseholder Consultation Stage 2	September 2013	October 2013
Award / Rejection Letters	End October 2013	End October 2013
Mandatory Standstill	End October 2013	End October 2013
Contract Start Date	January 2014	

4. COMMUNITY ENGAGEMENT AND CONSULTATION

- 4.1 Housing & Social Inclusion has a programme of continuous engagement with our residents through the various resident groups and representatives attend regular meetings with BHCC officers and contractors. The Council will engage residents in procurement and contract management through resident working groups such as the Repairs and Maintenance Monitoring Group and the Sheltered Housing Action Group.
- 4.2 Leaseholders will be consulted on the procurement outcome following Section 20 legislation.

5. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 5.1 The existing HRA capital programme and revenue budgets for this contract total approximately £0.630 million per annum and will be reviewed as part of the Targeted Budget Monitoring and annual budget setting processes during 2013/14 once the contract is awarded and programmes of works have been established.

- 5.2 A comprehensive contract covering each Low Voltage area, plus Ventilation, will allow a programme of works to improve the general condition of our assets. The capital investment will make our assets easier to maintain and the cost of repairs should reduce over time.

Finance Officer Consulted: Susie Allen Date: 18th October 2012

Legal Implications:

- 5.3 The value of the supply, service and repair contract is such that the EU Procurement Rules, as applied by the Public Contracts Regulations 2006, as amended, will govern the process to be followed in the letting of the contract. Given that the existing contractual arrangements are due to end in 2012, a notice needs to be placed in the Official Journal of the European Community at the earliest opportunity. Any contract worth over £75,000 must be in a form approved by the Monitoring Officer and given under the Common Seal of the Council. 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 recommendations in this report."

Lawyer Consulted: Liz Woodley Date: 18th October 2012

Equalities Implications:

- 5.4 These assets affect the quality of life for all our residents, without discrimination. However, the Warden Call system is specifically for our Sheltered Schemes which house some of our elderly and most vulnerable residents.

Sustainability Implications:

- 5.5 The procurement process that will be undertaken for the re-letting of this contract will require the Service Provider to demonstrate that they:
- Have policies in place that will improve energy efficiency and encourage awareness of energy issues in terms of their own operations
 - Have a commitment to reducing waste, reusing and recycling resources used in the delivery of the service wherever possible, and aim to ultimately send a minimum amount of waste to landfill
 - • Have a commitment to reduce green house gas emissions to the atmosphere arising from its activities including operational and embedded CO2 levels.
 - As part of this commitment the Service Provider should encourage low carbon modes of transport and fuel efficient driving, as well as reducing the need to travel
 - Have a commitment to sustainable procurement and consider the whole life cost of goods and services procured on behalf of the council. All aspects of procurement should be assessed to help reduce significant environmental impacts, whilst also maintaining a balance between social and economic needs of the wider community. This will include, where possible, procuring energy and other natural resources from renewable sources, those with low embodied energy, the procurement of local

materials, or those materials made from renewable or waste resources, wherever possible.

- Actively engage with and improve the performance and sustainability of its own supply chain

Crime & Disorder Implications:

- 5.6 Door Entry Systems and CCTV are both perceived by the Police to have a positive effect on general perceptions of crime prevention.

Risk and Opportunity Management Implications:

- 5.7 Risks associated with this procurement will be managed using the corporate risk management methodology.

Public Health Implications:

- 5.8 Well-maintained Door Entry Systems/CCTV, Fire Alarms/Emergency Lighting, Warden Call (Low Voltage Electronic Security Systems) & Ventilation Systems have a real impact on the quality of life for residents and their sense of security and wellbeing.

Corporate / Citywide Implications:

- 5.9 New and well-maintained systems will improve the general environment for our residents and demonstrate the Council's commitment to the wellbeing of local residents.

6. EVALUATION OF ANY ALTERNATIVE OPTION(S):

- 6.1 The main alternative option is to retain the status quo. However, for the reasons outlined in part 3 of this document, this does not offer the best vehicle for service delivery due to the absence of a capital element to the existing contracts.

7. REASONS FOR REPORT RECOMMENDATIONS

- 7.1 To provide new and well-maintained Door Entry Systems/CCTV, Fire Alarms/Emergency Lighting, Warden Call (Low Voltage Electronic Security Systems) & Ventilation Systems to the residents in BHCC HRA dwellings.

SUPPORTING DOCUMENTATION

Appendices:

None

1.

2.

Subject:	Annual report to council tenants and leaseholders 2012		
Date of Meeting:	14 November 2012		
Report of:	Head of Housing & Social Inclusion		
Contact Officer:	Name:	Ododo Dafe	Tel: 29-3201
	Email:	Ododo.Dafe@brighton-hove.gov.uk	
Ward(s) affected:	All		

FOR GENERAL RELEASE**1. SUMMARY AND POLICY CONTEXT:**

- 1.1 An annual report for the year ending 31 March 2012 has been produced with the involvement of tenants and leaseholders. This is in line with the plan and timetable agreed with the Housing Management Consultative Committee on 6 February 2012.

2. RECOMMENDATIONS:

- 2.1 That Housing Committee approves the annual report to council tenants and leaseholders 2012 at Appendix 1 of this report, for publication and distribution to all council tenants and leaseholders in December 2012.

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

- 3.1 The current regulatory framework for social housing has changed substantially since the publication of the 2011 annual report. The Tenant Services Authority (TSA) has been abolished and the legal framework is now provided by the Homes and Communities Agency (HCA). Where the TSA laid out detailed instruction on how such an annual report should be produced, the HCA guidance is concise and leaves much of the substance and content to the provider.
- 3.2 The HCAs requirements are that the annual report should:
- Contain timely and relevant information
 - Contain information on the repairs and maintenance budget
 - Provide support to tenants to build capacity to be more effectively involved.
- 3.3 In February 2012 the Housing Management Consultative Committee noted the progress already made in implementing the council's improvement plans included in the 2011 annual report to council tenants and leaseholders. The Committee also noted the proposed plan and timetable for involving residents in producing this annual report to tenants and leaseholders for the year ending 31 March 2012.

- 3.4 For this year's report we involved the editorial board of *Homing In* at their meeting on the 28 August 2012 and used a focus group comprising 10 tenants to ascertain their views.
- 3.5 In the focus group, residents were shown the 2011 Annual Report produced by Brighton & Hove City Council (BHCC) and asked to compare this with annual reports produced by other housing organisations for the same period. One key view supported by the vast majority of the group was a preference for less text and a more visual style of presentation, with the key elements of text presented in bullet points. A minority of the group expressed the view that a report which minimised text in favour of photos and design icons could be seen as 'superficial' and might be used to hide poor performance. Only a minority of the residents had read the 2011 report when it was published.
- 3.6 In view of this feedback, and feedback from HMCC committee members last year, the report has been shortened to make it more accessible to all tenants. For residents wanting more information, supplementary articles on tenancy management, repairs, anti-social behaviour, leaseholders, sheltered housing, and resident involvement will be included on the council's website. To further allow for a more detailed study of statistics the quarterly performance report, which contains key performance indicators for many areas, will also be signposted as available on the website.
- 3.7 Comments from a few residents, in their own words, have also featured in this report.
- 3.8 Two versions of the report, the full version and a summary version of the report were produced for comparison and discussion at Housing Management Consultative Sub Committee on 23 October 2012. The Committee made a number of comments on the style of the full document, the importance of balancing achievements with improvements and how financial information is displayed. Some further suggestions were also made on the content and the importance of ensuring the document is accessible to residents. The committee also requested that the editorial board of *Homing In* review a revised draft.
- 3.9 While we recognise that one style of report will not suit everyone, we have made a number of changes to the draft report to reflect the feedback from Housing Management Consultative Sub Committee.
- 3.10 Copies of this revised report were forwarded to members of the *Homing In* editorial board who advised that it was much better and that they were happy with the way it looked and read. Feedback was also sought from members of the focus group. Those who responded commented that they were very happy with the report, that it was a fine piece of work that was easy to read, that it was good to see more graphics and less text, and that the graphics were helpful.
- 3.11 If approved by Housing Committee at its meeting on 14 November 2012, the annual report will be sent to all tenants with the winter edition of *Homing In* magazine. It will also be publicly available on our website and made available in alternative formats on request.

4. COMMUNITY ENGAGEMENT AND CONSULTATION

- 4.1 Council tenants and leaseholders have been involved in producing the annual report. This has been through the resident Homing In editorial panel, and through a focus group consisting of a wide demographic profile of residents.

5. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 5.1 The cost of producing the annual report can be met within the existing 2012/13 Housing Revenue Account Budget. The cost of printing the report within the Homing In magazine is estimated to be £500.

Finance Officer Consulted: Monica Brooks

Date: 29.10.12

Legal Implications:

- 5.2 Paragraphs 3.1 and 3.2 of the report address the current legal framework for annual reports to tenants and leaseholders. No individual human rights are adversely affected by the report's recommendations.

Lawyer Consulted: Simon Court

Date: 30.10.12

Equalities Implications:

- 5.3 The HCA lays out no specific requirement for equalities reporting in the annual report. However, guidance on this issue is contained in the *Regulatory Framework*. The annual report illustrates how the council meets that standard and its progress in continuously improving its performance in this area. It is hoped that based on the feedback from residents as per paragraph 3.5 of this report the format of the annual report will be more accessible than the previous version. Alternative formats of the report will also be available on request.

Sustainability Implications:

- 5.4 The annual report outlines how the council as landlord addresses sustainability issues and its progress in meeting its objectives. The commitments in the report include actions to reduce residents' energy bills, fit solar panels, and support local employment through apprenticeships. Sustainability implications were also a factor in the decision to produce a shorter printed report – eight pages rather than twenty eight pages.

Crime & Disorder Implications:

- 5.5 There are no crime and disorder implications arising from the report itself.

Risk and Opportunity Management Implications:

- 5.6 The HCA says that providers are expected to 'achieve the expectations of the regulator'. These are laid out in paragraph 3.2 of this report. The report seeks to meet these requirements. The annual report informs residents about opportunities for a greater number of tenants to be involved in resident involvement – one of the key requirements of the HCA.

Public Health Implications:

- 5.7 There are strong links between improving housing and reducing health inequalities. The annual report details the council's investment in improvements to its housing stock to bring all tenants homes up to Decent Homes Standard. The annual report also reflects our progress and commitments to reducing inequality, such as continuing to extend financial inclusion, to help residents manage their finances and to increase our understanding of tenants' needs and tailor our services to meet them.

Corporate / Citywide Implications:

- 5.8 Publication of this honest and robust assessment of our performance to council tenants and leaseholders meets the council's commitment to resident involvement and transparency. The commitments in the annual report to further improve our landlord services and housing stock support the council's priorities to involve residents in everything we do, tackle inequalities and create sustainable communities throughout the city. The annual report illustrates how the council as landlord works together with residents and other agencies to improve neighbourhoods and provide opportunities for local residents.

SUPPORTING DOCUMENTATION

Appendices:

1. Annual report to council tenants and leaseholders 2012 final draft

Documents in Members' Rooms

None

Background Documents

1. *The regulatory framework for social housing in England from April 2012*, HCA <http://www.homesandcommunities.co.uk/ourwork/regulatory-framework>
2. Annual report to council tenants and leaseholders 2011 http://www.brighton-hove.gov.uk/downloads/bhcc/housing/council_housing/3799_Housing_Annual_Report_2011.pdf

Annual Report

to council tenants & leaseholders

2012



Welcome to the 2012 annual report to all council tenants and leaseholders.

We've worked closely with residents to make sure we're giving you the information you want and, following your feedback, have produced this shorter annual report.

Inside you'll find information on how we're performing, how we use the money we get from rents and service charges, what we're doing well and where we need to improve.

You'll also find details of how we've met our commitments to you and the improvements we're making this year.



**Brighton & Hove
City Council**

Performance highlights

- Results from the STAR customer satisfaction survey – which 1,200 residents completed in December 2011 – showed 83% of residents are satisfied with the service provided by Brighton & Hove City Council housing services. This is a significant increase on 2008 when 72% were satisfied.
- An independent inspection in early 2012 identified that we deliver high quality services.
- Among the councils we compare our performance to who also directly manage their housing, we were the 'biggest improver' in terms of overall satisfaction.



Our new single number for tenancy enquires
01273 293030

Resident involvement and empowerment

We will provide a wide range of opportunities for you to be involved in what we do and how we do it, involving you in setting our standards and making sure we meet them. If you'd like to get involved, please contact the Resident Involvement Team on 01273 292112 / 294561, or email RIT@brighton-hove.gov.uk

What we have done

- Over 2,000 residents are involved in providing feedback to help us improve our services.
- We support 65 tenant and resident associations, and residents from these play an active role on the four area panels and other groups that help to improve the service.
- We have improved access to the City Assembly using social media.

What we are doing

- Establishing a Tenant Scrutiny Panel to ensure residents are independently able to hold us to account and help improve our services.
- Exploring ways of involving under-represented members of the community.



4 out of 5 tenants
are very or fairly satisfied with our service

Customer service, choice and complaints

We will be easy to reach, treat you with respect, listen and get things done.

What we have done

- We answered 230,000 phone calls, 5,000 emails and over 4,000 letters. While lower than last year, we also had 40,000 visits to our housing offices. That's a total of over 1,000 contacts every working day.



We've received over **230,000** phone enquiries

- We launched the Housing Customer Online Service so residents can have direct access to their rent and other housing accounts whenever they want – over 1,000 people have signed up.
- Complaints about tenancy management fell but complaints about repairs rose.
- We have created a new Customer Service Team as a single point of first contact for general enquiries and tenancy management - you can call them on 01273 293030.
- Appointed a new Financial Inclusion Officer and a Money Advice Worker to help residents with money concerns, especially with the upcoming benefit changes.
- Updated our website (www.brighton-hove.gov.uk/council-housing) to make it more interactive.

What we are doing

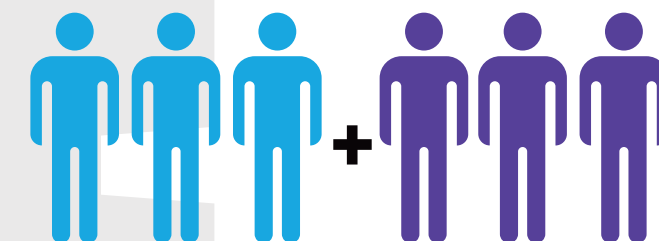
- We will be doing more work to respond well when you complain, and learn lessons from complaints.
- Introducing the Institute of Customer Service training to support staff in their new roles.
- The Customer Services Team are working to increase the number of calls resolved at the first point of contact.

Supporting diversity

We will ensure we communicate and deliver our services in a way which meets the diverse needs of our community.

What we have done

- Provided translations and alternative versions of leaflets and handbooks.
- Worked with the 'Trust for Developing Communities' to provide training for our staff to help us better understand the diverse needs of the community.
- Carried out 556 adaptations to council properties to support residents with disabilities.
- Increased the number of Tenancy Sustainment Officers from three to six to provide support to our most vulnerable residents.



An extra three Tenancy Sustainment Officers to provide support for our most vulnerable residents.

What we are doing

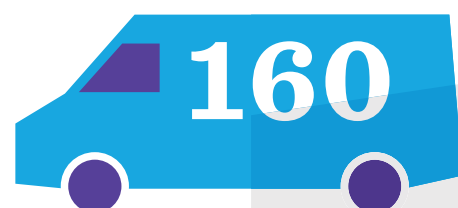
- Looking at how we can improve our services to the transgender community.
- Reviewing our services to the black and minority ethnic community to see where changes need to be made.
- Starting skills training for tenants who would like to improve their reading, writing, maths or computer skills.
- Doing more kitchen and bathroom adaptations for tenants with disabilities.

Your home

We will advise you of major home improvements and work to agreed timescales. We will make sure all empty homes meet the locally agreed standard before we let them.

Repairs and maintenance

- The repairs and maintenance budget totals £10.4 million, divided into three main areas:
 - Responsive repairs - £6 million
 - Empty Properties - £1.4 million
 - Servicing and other repairs - £3 million
- 41,252 responsive repairs were completed – an average of 160 each working day.
- The STAR survey records satisfaction with the last repair tenants had done at 81%.



An average of 160 repairs carried out each working day

Other improvements

- We fitted 30 new solar installations to properties in Woodingdean, Hollingdean and the Bristol Estate.
- 90% of our properties now meet the Decent Homes standard and we are on target to complete all homes by 2014.
- 99.87% of properties had a current gas safety certificate at 31 March 2012.
- Our Neighbourhood Response Team completed minor adaptations for residents in an average of three days of the request.
- We installed 736 new kitchens and 273 new bathrooms during the year.

What we are doing

- We are continuing to make homes more energy efficient, with programmes on over-cladding, and tackling damp and condensation.

- Working hard to reduce the number of repair jobs cancelled by doing more to get the correct information.

Your tenancy

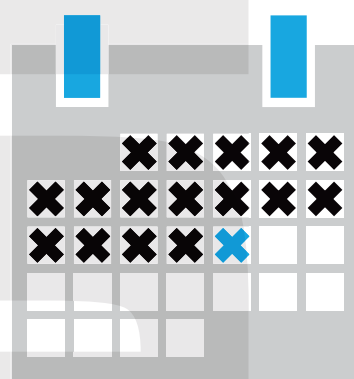
We will provide the advice and information to maintain your tenancy. We will carry out tenancy visits at least once every three years.

What we have done

- We visited over 8,000 people in their own homes (excluding repairs), including the most vulnerable and disabled residents in the city.
- We started work on building 15 new council homes at Ainsworth House and prepared other sites for development.
- 56 people moved into smaller homes through the Transfer Incentive Scheme – up from 50 the previous year.
- Our average time to re-let a property is 17 days – down from 18 – saving over £60,000 for the year. (The national average is 23 days).
- We brought 161 empty homes brought back into use – eight above target.

What we are doing

- Re-housing Officers are spending more time with new tenants to make sure we know of any concerns as early as possible.
- We have appointed a mutual exchange officer to help tenants who want to transfer.
- Providing advice to residents on the impact of the government's welfare reforms.



On average, we re-let a home in

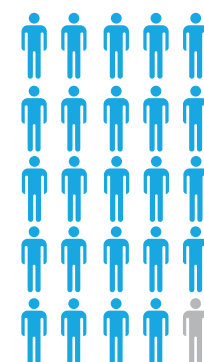
17 days

Sheltered housing

We will provide every tenant with a support plan to aid their wellbeing. We will prioritise support for the most vulnerable tenants.

What we have done

- In a survey of 124 people living in sheltered housing, 96% were satisfied.



96% are satisfied with our service

- Opened a 'digital centre' in Leach Court, to provide residents with free access to computers and the internet.
- Worked very closely with agencies such as MIND, AgeUK, the Alzheimer's Society and Diabetes UK to increase the wellbeing of our residents.
- Developed flats in two sheltered schemes with shared bathrooms into self-contained flats with showers.
- 97% of tenants have a support plan to aid their well-being.
- Worked closely with Brighton University to help run the 'Active Pharmacy', where pharmacy students and their tutors meet groups of older residents.

What we are doing

- Working closely with the Sheltered Housing Action Group to further improve services.
- Continuing to train staff in the Chartered Institute of Housing Level 3 Certificate in Supported Housing to provide the highest level of support.



Getting it fixed!

One Sunday afternoon I returned to my flat to find the bathroom floor wet – not a flood exactly but enough to cause concern. I called the Repairs Helpdesk on 0800 052 6140 and some 20 minutes later I had just finished mopping up when a Mears plumber rang my bell. He identified a leaking stopcock and fixed it, he also said that this was a problem that had been going on for some time, as the hardboard panel was sodden. He took measurements and a picture and said that a colleague would come and fit a new panel the following Thursday. Sure enough, as promised, on Thursday I had a new panel and my bathroom left clean and tidy.

The 0800 number is great for emergencies and for those without the internet but for most repairs I prefer to use email - bhcc.repairs@mearsgroup.co.uk

In addition to the repairs service there is also the Estates Service Team for things such as hallway lights out and making safe potential hazards – they are on 01273 294769 or email them when you will see a full list of the tasks they undertake - estateserviceteam@brighton-hove.gov.uk

Barry Hughes, Sylvan Hall Estate

Tackling anti-social behaviour together

Anti-social behaviour is a problem that has been growing and affecting our communities for many years. It comes with varying levels of nuisance; the neighbour's budgie chirping non-stop, bikers tearing up and down the street, and unfortunately escalating to cases of violence, threats and intimidation. Brighton & Hove has its fair share of anti-social behaviour like any other sizeable city, but I feel that the dedication and thoroughness of our anti-social behaviour team make them some of the best in the country.

The highest number of reported crimes in Brighton & Hove since January 2012 has been for anti-social behaviour, far out weighing any other reported crime. Tenants and residents working together with the police and the council can help to reduce these crimes. Many people feel intimidated about reporting these types of crimes, Don't, the support available to you when you do is the best. Just dial 293030.

Leon Delaney, North Whitehawk

!@#?%!&

#\$&!

Your neighbourhood & community

Neighbourhood management

We will make sure common areas and estates are clean; carry out estates inspections and provide a budget for residents to decide on improvements.

What we have done

- Extensively cleared potential fire risk items in hallways and common areas.
- Worked with residents and the council's City Parks service on a Grounds Maintenance Review to co-ordinate actions and improve services.
- Introduced the Estates Development Budget quick bid process to allow tenants to bid for smaller items of up to £500 to improve their estate.



What we are doing

- Providing training for staff in our Neighbourhoods Team so that they are able to deal with a wider range of issues.
- Planting wildflowers to make estates like Craven Vale and Albion Hill look more colourful and encourage wildlife.
- Improving the way we publicise and report back on estate inspections.

Anti-social behaviour

We will not tolerate anti-social behaviour (ASB). We will take action, keeping you informed and offer support to all those who are victims of anti-social behaviour.

What we have done

- Trained more officers to help victims and witnesses receive greater support with their case.
- Worked with other services in the city as part of a nationally recognised partnership approach to tackling high risk anti-social behaviour.
- Of 73 people surveyed about ASB, 68 were

satisfied with the service provided – far above the national average.

What we are doing

- Frontline housing staff are being trained in the use of the police monitoring system for victims of crime to co-ordinate actions between the police, Community Safety Team and housing.
- Working closely with residents, police, and the Community Safety Team to reduce drugs offences and hate crime.
- We are a pilot local authority for the government's new 'Community Trigger' scheme.

Local area co-operation (working with other organisations)

We will work with other agencies in the city to increase safety and support for residents. We work to try to increase local employment.

What we have done

- Worked closely with the police and the Community Safety Team to do risk assessments on all victims of anti-social behaviour.
- Worked with the Community Payback Team on a number of projects, such as decorating work in Coldean and cleaning on the Bates Estate.

What we are doing

- Mears took on another 20 apprentices in September



- Working in partnership with an independent money advice service (MACS) to provide advice to residents.

- Working with the fire service on safety exercises in our blocks of flats.

Value for Money

To assess annually the Housing Revenue Account and seek to produce high class services at the lowest cost.

What we have done

- Continued to deal with new tenants' benefit claims as quickly as possible to stop them getting into rent arrears.
- Collected 98.75% of rent due – in line with last year and among the top performing councils on rent collection.

Almost **99%** of rent collected



- Reduced tenancy management costs from an average of £17.85 per unit per week in 2011/11 to £17.09 in 2011/12.
- Lowered the number of evictions for rent arrears from 26 to 16 (an eviction can cost over £10,000).
- Improved tenancy services creating more frontline posts and saving over £150,000.

What we are doing

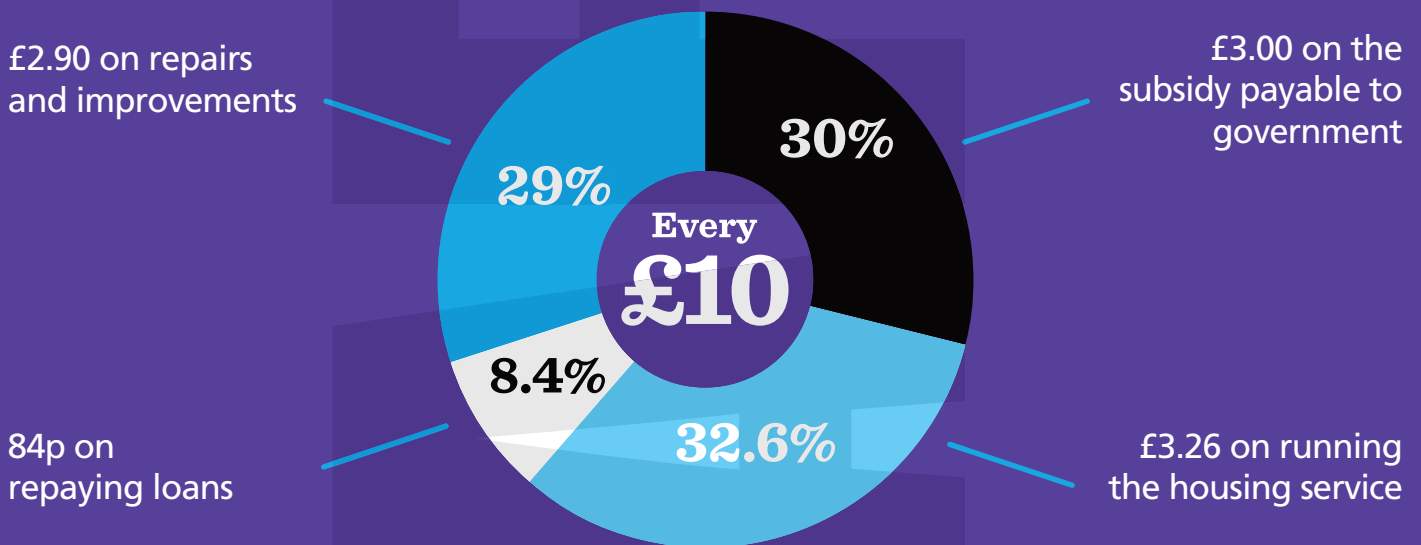
- Leasing properties to Brighton & Hove Seaside Community Homes, generating revenue so far of £10 million.
- Following a self-financing model, which means we can control more of our income locally.
- Looking at further ways to reduce costs to allow us to invest more in your homes and neighbourhoods.

Income & Expenditure 2011/12

Total income (from rents, service charges, grants, etc): £50,197,000

Total expenditure: £48,178,000

How we spent tenants' rents and service charges in 2011/12
Of every £10, we spent:



For a version of this report containing more information on our services, please visit our website at www.brighton-hove.gov.uk/ctl-annualreport. You can also find more information on our performance at www.brighton-hove.gov.uk/hsi-performance.

If you have any comments on this annual report or if there's anything you'd like to see in a future issue, please let us know. Contact James Pemberton, Performance & Improvement Officer on 01273 290562 or e-mail james.pemberton@brighton-hove.gov.uk with your suggestions.

