



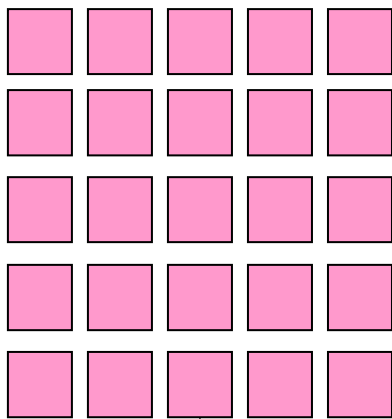
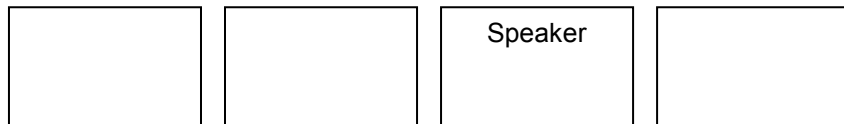
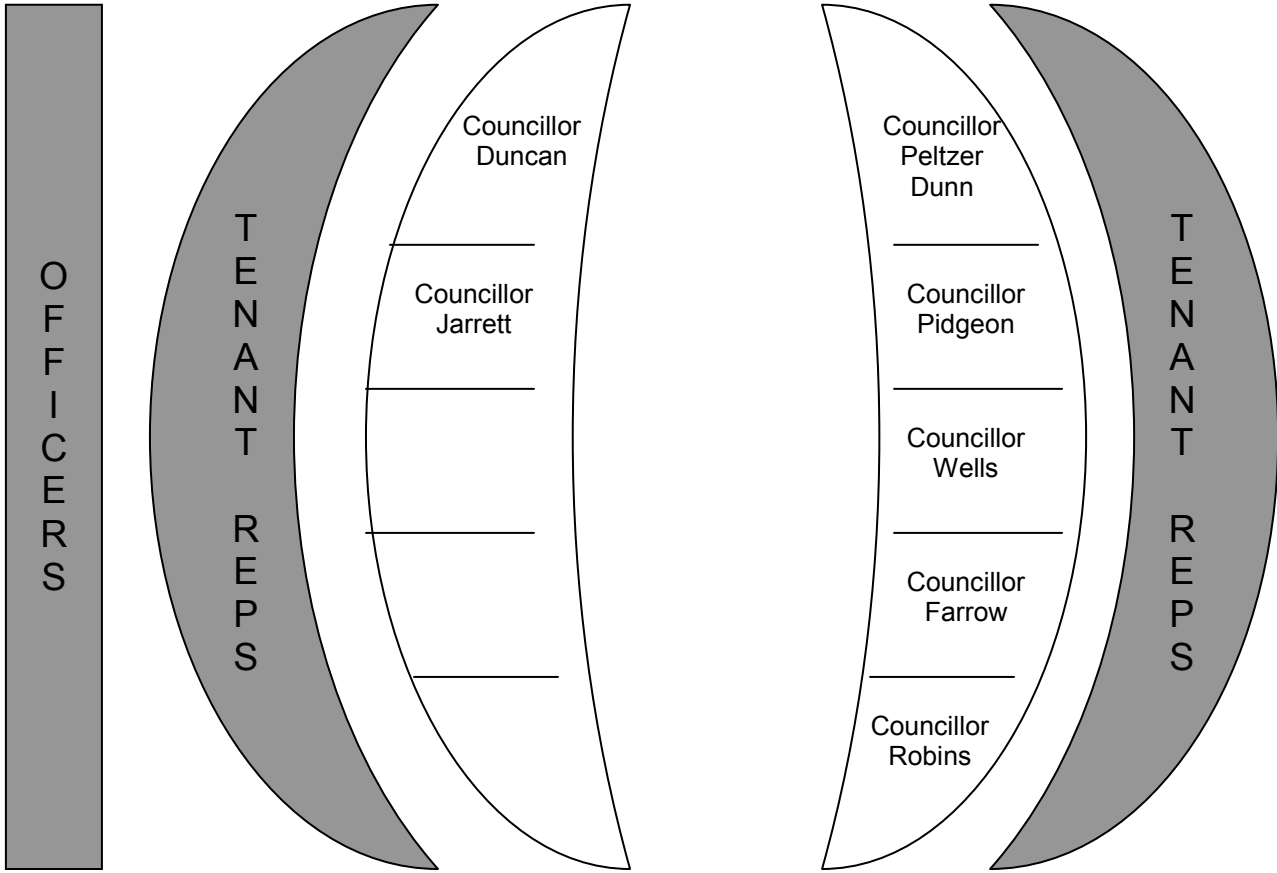
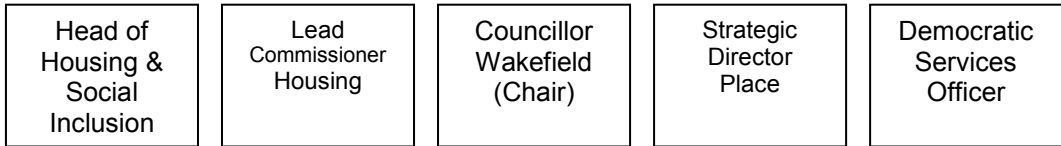
**Brighton & Hove
City Council**

Housing Management Consultative Committee

Title:	Housing Management Consultative Sub-Committee
Date:	23 October 2012
Time:	3.00pm
Venue:	Council Chamber, Hove Town Hall
Members:	Councillors: Wakefield (Chair), Peltzer Dunn (Opposition Spokesperson), Farrow, Jarrett, Duncan, Pidgeon, Robins and Wells
Contact:	Lisa Johnson Senior Democratic Services Officer 01273 291228 lisa.johnson@brighton-hove.gov.uk

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Democratic Services: Meeting Layout



Public Seating

Members in Attendance



Press



Tenant Representatives:

Lynne Bennett	- Brighton East Area Housing Management Panel
David Murtagh	- Brighton East Area Housing Management Panel
Jean Davis	- Central Area Housing Management Panel
Trish Barnard	- Central Area Housing Management Panel
Vacancy	- North & East Area Housing Management Panel
Vacancy	- North & East Area Housing Management Panel
Tina Urquhart	- W Hove & Portslade Area Housing Management Panel
Roy Crowhurst	- W Hove & Portslade Area Housing Management Panel
Keith Cohen	- Hi Rise Action Group
Tony Worsfold	- Leaseholder Action Group
Colin Carden	- Older People's Council
Charles Penrose	- Sheltered Housing Action Group
Barry Kent	- Tenant Disability Network

AGENDA

18. 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.

19. CHAIR'S COMMUNICATIONS

20. MINUTES

1 - 10

Minutes of the meeting held on 4 September 2012 (copy attached).

21. CALL-OVER

- (a) The following items will be read out at the meeting and Members invited to reserve the items for consideration.
- (b) To receive or approve the reports and agree with their recommendations, with the exception of those which have been reserved for discussion.

22. PUBLIC INVOLVEMENT

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 16 October 2012;
- (d) **Deputations** – to receive any deputations submitted by the due date of 12 noon on the 16 October 2012.

23. ISSUES RAISED BY COUNCILLORS

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;
- (c) **Letters** – to consider any letters;
- (d) **Notices of Motion** – to consider any notices of motion.

24. HOUSING ADAPTATIONS

11 - 18

Report of the Strategic Director, Place

Contact Officer: *Martin Reid*

Tel: 29-3321

Ward Affected: *All Wards*

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

19 - 34

Report of the Strategic Director, Place

Contact Officer: *Tom Matthews*

Tel: 01273 293234

Ward Affected: *All Wards*

26. ACTION PLAN FOR SUGGESTIONS FROM INNOVATION GROUP REPORT ON RESIDENT INVOLVEMENT

35 - 46

Report of the Strategic Director, Place

Contact Officer: *Emma Gilbert*

Tel: 291704

Ward Affected: *All Wards*

**27. ANNUAL REPORT TO COUNCIL TENANTS AND LEASEHOLDERS
2012**

47 - 62

Report of the Strategic Director, Place

Contact Officer: Ododo Dafe
Ward Affected: All Wards

Tel: 29-3201

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.

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 - Monday, 15 October 2012

BRIGHTON & HOVE CITY COUNCIL
HOUSING MANAGEMENT CONSULTATIVE SUB-COMMITTEE

3.00pm 4 SEPTEMBER 2012

COUNCIL CHAMBER, HOVE TOWN HALL

MINUTES

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

Tenant Representatives Keith Cohen (North East Area Housing Management Panel), Roy Crowhurst (West Hove & Portslade Area Housing Management Panel), Barry Kent (Tenant Disability Network), David Murtagh (Brighton East Area Housing Management Panel) and John Melson (Hi Rise Action Group)

PART ONE

9. PROCEDURAL BUSINESS

9A Declarations of Substitute Members

9.1 Councillor Mears declared that she was attending as a substitute for Councillor Wells. Keith Cohen declared that he was attending as a substitute for Heather Hayes.

9B Declarations of Interests

9.2 There were none.

9C Exclusion of the Press and Public

9.3 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.

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

10. MINUTES

10.1 RESOLVED – That the Minutes of the Housing Management Consultative Sub Committee held on 29 May 2012 be agreed and signed as correct record.

11. CHAIR'S COMMUNICATIONS

- 11.1 The Chair was pleased to announce that the Housing & Social Inclusion service has been awarded Keep Britain Tidy "Cleaner, Greener, Safer Neighbourhood" accreditation at initiator level. This followed a robust assessment process in the Moulseccomb, Bevendean, Coldean, Bates estate and Saunders Park Pilot area and reflects all the good work that had been done with tenants around 'rate your estate', grounds maintenance, and the estate development budget. The Service Improvement Team would now be working with residents on an ongoing Action Plan to work towards the next level of Accreditation.
- 11.2 Seaside Homes recently housed its 100th tenant, a 23 year old mother and her young family. 241 properties had now been leased as planned, with another batch due on the 1st October.
- 11.3 The seven low rise blocks on the Bristol estate had been completely refurbished. Not only did they look great but their thermal efficiency had been greatly improved with roofs and windows replaced.
- 11.4 The Financial Inclusion work was progressing with the new Inclusion Team now in place. The team included an in-house money advice caseworker to help tenants and leaseholders to look at different ways they could improve their financial situation. MACS (Money Advice and Community Support), a specialist voluntary sector money advice organisation, have been awarded the Money and Debt Advice Contract and will shortly commence outreach sessions to provide specialist casework support.
- 11.5 Officers had begun to contact tenants of 'working age' who would be affected by government changes to how their housing benefit was calculated from next April. Benefits staff had written to all tenants affected by the changes and housing staff had started to visit tenants to help explore the different options that were available to them.
- 11.6 More information on all of this good progress could be found in the next edition of Homing In along with photographs and feedback from residents, which would be sent out to tenant's homes this month.
- 11.7 The chair confirmed that it had just been announced that Mark Prisk would be the new Housing Minister in the Cabinet reshuffle.

12. CALL-OVER

- 12.1 A question was raised as to whether the meeting was quorate. It was noted that whilst all the councillors were present, only 5 of the 13 tenant representatives were in attendance. The solicitor to the meeting referred to Rule 21 of the Constitution, which stated that a meeting would be quorate providing one quarter of the number of voting members were present. As this had been satisfied it was therefore confirmed that the meeting could go ahead.
- 12.2 It was agreed that all items be reserved for debate and determination.

13. PUBLIC INVOLVEMENT

13.1 There were no petitions, written questions or deputations.

14. ISSUES RAISED BY COUNCILLORS

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

15. REPORT OF THE INNOVATION GROUP ON RESIDENT INVOLVEMENT

- 15.1 The Committee considered a report of the Strategic Director Place on the work and final proposals of the Innovation Group on resident involvement. The report followed a report to the Housing Committee in April 2012 which had made the Committee aware of the draft Innovation Group report and the plans for further resident consultation on the proposals. The report updated the draft version following consultations which took place at the May 2012 City Assembly, meetings with individual residents and through Homing In magazine. The Chair thanked all those, residents and officers, who had been involved in preparing the report.
- 15.2 Appendix one to the report (pages 20-22 in the agenda) included a summary of the 36 main suggestions, and it was agreed that the Committee would comment on each of those suggestions.
- 15.3 Councillor Peltzer Dunn noted that the report clarified that the term 'Resident' referred to both tenants and leaseholders, and he asked whether those who resided in a property but weren't a tenant or a leaseholder would be excluded. The Committee was reassured that it was not the intention to exclude anyone, and some tenant representatives and adult children who were not tenants or leaseholders had been involved in the consultation. Alternative words/phrases had been considered. A number of alternative suggestions were put forward, including 'people living in council properties', 'households', and 'tenants and leaseholders and their households'.
- 15.4 The Committee considered Suggestion 1 (adopting a revised code of conduct). Mr Melson questioned the need for a revised code of conduct as there was already one in place. Mr Kent said that different groups had different codes of conduct and it was important that everyone used the same one. The Chair referred to page 10 of appendix one (page 23 in the agenda), and noted that 87% of the residents who commented on that issue were in favour of a change.
- 15.5 The Committee considered Suggestion 2 (reassessing the need for a Tenant Compact Monitoring Group (TCMG)). Councillor Mears asked why it was necessary to reassess the need for the TCMG, and asked for clarification of what would be different with Service Improvement Group. She also commented that many of the working groups she had set up should have been closed down by now, but they were still running. The Committee were advised that there had been recognition that the TCMG were not doing what was in their terms of reference and that the TCMG had acknowledged that they had found certain issues hard to deal with. Mr Kent stated that he had not attended the last few meetings of the TCMG because there were so many arguments within the group and there was concern that if they couldn't agree amongst themselves they wouldn't be able to help others. Mr Murtagh agreed and said that the TCMG had behaved appalling over the last two years.

- 15.6 The Committee considered Suggestion 3 (Tenant and Resident Associations). Councillor Farrow noted that all communities and estates were different and would need individual help. The Committee was advised that appropriate help and support would be offered to all Tenant and Resident Associations (TRA). Mr Cohen was concerned that some areas had no representatives and wondered who would be involved in the TRA. The Chair reassured the Committee that the intention was to have representatives on all TRA. Councillor Mears noted that the report stated that 62% of residents were satisfied with housing generally and that their views were listened to and acted on, and was concerned that they may therefore feel that was no need to be involved.
- 15.7 The Committee considered Suggestion 4 (CRB checks). Councillor Farrow asked for clarification on when a CRB check would be needed and how it would be operated. Councillor Mears also asked in what circumstances it would be needed and was concerned over funding as she did not think that HRA should pay for it. The Committee was advised that the suggestion had come from residents. Some of the groups had discussed the possibility of holding homework or sports clubs etc. The council would offer support where necessary. Mr Murtagh suggested that there would a number of ways to generate additional funding such as coffee mornings, and the council would not be expected to fund it all. Mr Melson asked what would happen if someone failed a CRB check and did not think it should be the responsibility of residents.
- 15.8 The Committee considered Suggestion 5 (training for TRA chairs and other positions). Mr Crowhurst asked who would provide the training and who would monitor it. The Committee was advised that the training would be monitored as it was now, with feedback from those who undertook it. The training would be provided at the Resource Centre as it was now, but it was also hoped to use other organisations such as City College, or voluntary sector groups. Councillor Farrow suggested it would be useful to provide training in the evenings or weekends as well as during the day, and also that training for Secretary's and Treasurer's be provided. Mr Kent said that some residents may have difficulty with literacy and support for them would be useful. The Committee was advised that there was a range of training which it was hoped to provide, and that the council was already discussing with trade unions and others to look at providing literacy training at the learning centre in Moulsecoomb.
- 15.9 The Committee considered Suggestion 6 (establishment of a separate body to deal with code of conduct breaches). Mr Melson said it would be important to have a balance, and not to return to the old system.
- 15.10 The Committee considered Suggestions 7-13 (Tenant and Resident Associations). Councillor Mears noted there was reference to 'compulsory' training and asked who would police the training and whether anyone had spoken to the Resource Centre. The Committee was advised that conversations had been held with the Resource Centre, and there was an appreciation that the Resource Centre would prefer that people were not compelled to undergo training. The wording could be changed to 'highly recommended' or 'core training'. It was not the case that people would be forced to undertake training, but the council wanted to encourage as many people as possible to do it. Mr Kent felt training would be very useful but it should not be compulsory. Councillor Farrow referred to suggestion 11 (keeping a list of TRA members), and said that all tenants should already be part of associations. All residents should be given equal information and not just those who were active in the association. Councillor

Farrow referred to suggestion 12 (increasing TRA meetings that were tenant only), and said that new associations would need assistance if officers would not be present. Mr Melson said that officers should be present unless requested not to. Councillor Peltzer Dunn referred to suggestion 9 (annual impact assessment for TRAs), and the further information provided on page 54, and was concerned that it was far too detailed. Councillor Peltzer Dunn suggested that there be a two year rather than an annual impact assessment for the TRAs. Councillor Robins referred to suggestion 12 and thought that it could be advantageous for the TRAs not to always have an officer present. The Committee was advised that suggestion 11 had come from residents, but could be removed. With regard to suggestion 12, if an officer were requested they could attend. Resident Associations could meet whenever they wanted and resident feedback was that it would sometimes be useful not to have an officer present. As much support as possible would be provided, but it would not always be possible to have an officer available to attend all meetings. It was agreed that some organisations' examples of annual impact assessments were detailed, and some more simple mechanisms could be introduced, but it was necessary to look at the cost effectiveness and impact of resident involvement.

- 15.11 The Committee considered Suggestions 14-17 (Area Panels). Councillor Mears said that it appeared that Area Panels were no longer important, and asked whether the cost of running them was an issue. The Committee was reassured that Area Panels were important and their views had been taken into account. The cost of holding each round of Area Panels was around £1,800, with each round of Blue Pages costing around an additional £2,000. It was important to look at the best use of money. Councillor Mears stated that Area Panels were for tenants and were paid for out of tenant rents. Housing Management was about performance and the suggestions in this report seemed to be silencing tenants. The Chair confirmed that that was not the case. The Head of Housing & Social Inclusion reminded the Committee that this report had come from tenant's suggestions. The whole motivation for the report was to give tenants a voice and support their involvement. Mr Melson stated that the only voice tenants had was when they had Blue Pages and that Area Panels were useful. Mr Melson asked for a breakdown of the cost of preparing this report. In response to this, additional information was circulated comparing the costs of running the Innovation Group with those for running the Tenant Compact Monitoring Group (TCMG). The Committee was informed that costs considered were eg room hire, refreshments and travel; and totalled £339 for the Innovation group and £1,534 for TCMG. When the figures were averaged out per meeting, the former was £24 and the latter was £220. Mr Melson commented that he did not mean the cost of holding the innovation group meetings but the cost of preparing the actual report. It was confirmed that there would be no budget pressure from preparing this report as it was the core work of the department to bring reports to meetings.
- 15.12 Suggestion 18 related to Tenant Scrutiny Panel and would be covered in more detail in Item 16 on the agenda.
- 15.13 The Committee considered Suggestions 19-26 (resident involvement framework and working groups and the involvement of young people)). Councillor Peltzer Dunn noted the reference to 'young people' and asked if that meant those under 18. It was confirmed that it referred to young tenants aged 18-30. Councillors Farrow and Peltzer Dunn both referred to suggestion 26 and suggested that the percentage earmarked should be confirmed. Mr Crowhurst said that the Estate Development Budget (EDB) was a finite

budget for the whole city and there could be other ways to raise money. The Committee was advised that this suggestion had come from residents who wanted to include everyone. It was important to hear from younger people about, for example, what they wanted on their estate. Councillor Duncan said that this report had been looked at a number of times and it wasn't for councillors to pick apart what tenants had asked for. Residents had been asked what they wanted the money spent on and they had said that they wanted to help the whole community to be engaged. Councillor Mears replied that a lot of these issues had not been looked at before. This was Housing Management and it was important to ensure that funds were not used by other council departments.

- 15.14 The Committee considered Suggestions 27-31 (the menu of involvement, communications and social media and the funding of resident involvement). Councillor Farrow referred to suggestion 29 and said that there were different size associations and it might be better to allocate money to an area. The Committee was advised that it was a suggestion that each application be capped at £1,000. All associations could complete an application. There would be a cut off date for submission of applications, and it would not be on a first come first served basis. Resident Involvement Officers would support associations. Councillor Peltzer Dunn asked what the budget would be, and was advised it is £26,250. Councillor Peltzer Dunn thought the wording suggested that there would be a limit to one application per TRA and might be confusing. Councillor Robins thought it was clear that there would be no limit to the number of applications any association could submit, but that any application would be limited to £1,000. Councillor Mears referred to Appendix 3 (page 67 on agenda), and said that a restructure would be costly and would be a misuse of tenants rent. If the Strategic Director was looking at a restructure, why was tenants' rents being used. The Committee was advised that Appendix 3 was not a restructure of staff, but a new way of resident involvement and there would no additional cost involved. Councillor Mears said she would like to see a breakdown of the current budget and the costings alongside the new structure in Appendix 3. The Chair confirmed that it was important to know how effective and useful resident involvement is, and to ensure value for money was being achieved.
- 15.15 The Committee considered Suggestions 32-36 (resident training and annual impact assessments). Councillor Farrow referred to suggestion 33 and said that it would be good to hold workshops and particularly useful if all the TRAs attended together. Mr Crowhurst referred to suggestion 36 and asked how the assessments would be done and what the cost implications would be. Councillor Jarrett said that financial issues should be for the Housing Committee and not for this meeting.
- 15.16 Councillor Peltzer Dunn noted an inconsistency with information relating to a meeting of the Tenant Scrutiny Panel on pages 72 and 105 of the report. On page 72 it says a meeting would be quorate with 6 people and on page 105 it would be 7 people. Councillor Peltzer Dunn also noted that page 72 stated that 'inquorate meetings should be noted and decisions ratified at the next quorate meeting'. It was agreed that it should read '*any discussion at an inquorate meeting should be noted and considered at the next quorate meeting*'.
- 15.17 The Committee had been asked to endorse this report, and it would then be considered by the Housing Committee. However, following the comments made at this meeting it was agreed that an action plan be produced covering the issues raised, and that the report

together with the aforementioned action plan would come to the next meeting of the Housing Management Consultative Sub Committee.

- 15.18 **RESOLVED** – That the report of the Innovation Group on Resident Involvement, together with an action plan following comments made at this meeting, be considered at the meeting of the Housing Management Consultative Sub Committee on 23 October 2012.

16. TENANT SCRUTINY

- 16.1 The Committee considered a report of the Strategic Director Place, on the creation of a Tenant Scrutiny Panel (TSP). The report set out the model for the introduction of a TSP in Brighton and Hove.
- 16.2 Councillor Mears noted that recommendations of the TSP would be presented to the Housing Committee, and asked if it could also be presented to Housing Management Consultative Sub Committee (HMCSC) for information. Councillor Mears was concerned that the creation of a TSP would devalue the role of the HMCSC, and asked if the long term plan was to get rid of the Committee altogether. The Chair assured the Committee that she had no intention of removing the HMCSC. Officers referred Councillor Mears to paragraph 5.6 of the report which stated that all recommendations of the TSP would be presented to the Housing Committee and then the responses of that Committee would then be reported to the HMCSC. Officers explained that TSP would make recommendations directly to the Council's Housing Committee rather than formally via HMCSC. This was because HMCSC and Housing Committee had an overlapping membership, and it was a fundamental principle of scrutiny that the body responding to scrutiny recommendations should be discrete from the body making those recommendations (i.e. that members should not sit on both bodies). However, this formal reporting pathway aside, it was intended that the TSP and HMCSC should be close and mutually supportive partners.
- 16.3 Mr Crowhurst asked if the TSP would be able to make any decisions themselves. Officers confirmed that the TSP could only make recommendations.
- 16.4 Mr Kent was concerned over the role of the HMCSC, previously it had been a full Committee and now it was a 'sub' Committee with no powers and asked why it had been changed. Mr Kent was advised that the council had agreed to move from a Cabinet system to a Committee system, and so this Committee was now part of the Housing Committee. The change had been agreed by Full Council.
- 16.5 Mr Melson was concerned that if tenants were conducting the scrutiny there was a possibility that it could become adversarial. Officers reassured Mr Melson that a panel would need to be very clear about why it was being held, and confirmed that scrutiny officers would offer support to the TSP.
- 16.6 Councillor Robins thanked officers for the report and thought the introduction of a TSP was a positive thing, and encouraged everyone to support it. Councillor Robins asked if the Chair of the Panel would be independent. Officers said that the plan was to have an independent mentor who would be able to support the panel.

- 16.7 Councillor Peltzer Dunn agreed with the comments of Councillor Robins. Councillor Peltzer Dunn referred to the report and suggested the wording of paragraphs 5.3 and 5.6 be looked at, as they appeared to contradict each other. Councillor Peltzer Dunn noted that paragraph 1.2 stated that the report had 'been' presented to HMCSC on 4 September. The report on the Innovation Group, which recommended the creation of the TSP, had not yet been endorsed by the HMCSC and so the wording of that paragraph was misleading.
- 16.8 Mr Crowhurst asked if a TSP requested information, officers would be compelled to provide it. It was confirmed they would, subject to the usual scrutiny 'access to information' regulations.
- 16.9 **RESOLVED**
- (1) That the Housing Management Consultative Sub Committee noted the report.
 - (2) That the comments of the Housing Management Consultative Sub Committee be taken into consideration.
17. **HOUSING & SOCIAL INCLUSION PERFORMANCE REPORT QUARTER 4 2011/12**
- 17.1 The Committee considered the report of the Head of Housing & Social Inclusion.
- 17.2 Councillor Farrow referred to Appendix One of the report and noted with concern that there were two properties that had remained empty for a long period of time; one for 1488 days and one for 4022 days. Officers advised that those properties needed extensive work, and there had previously been insufficient resources available to do that. There were now plans in place for all empty properties.
- 17.3 Councillor Mears asked how many solar panels had been installed on council properties. Officers did not have that information available at the meeting, but were able to confirm that solar panels had been fitted to 7 blocks on the Bristol Estate and to 20 properties at the end of last year. The government had changed the tariff for solar panels earlier this year, and it had therefore been necessary to review the installation of them. Councillor Mears said that the current administration had delayed the installation of panels prior to the government's announcement and had therefore missed the boat on feed in tariffs. Councillor Jarrett said that the government's plans had not been known prior to their announcement, and this administration and the previous one had both therefore 'missed the boat'. The current administration had been looking very carefully at energy efficiency, and in particular thermal efficiency.
- 17.4 Councillor Mears noted the percentage of secure council tenants being served a Notice of Seeking Possession for rent arrears had increased, and accepted this was most likely due to the economic situation. Councillor Mears asked if information on what was being done to reduce this number, and arrears generally, could be addressed at a future meeting.
- 17.5 With regard to paragraph 3.9.1 and the content and presentation of future performance reports, Councillor Mears suggested indicators that show other local authorities' quartiles; information on what is being done to reduce management costs; area breakdown data for rent arrears performance as had been provided in previous reports; and for the end of year report to give performance from the previous year end for comparison purposes. The Chair agreed that that would be useful.

- 17.6 Councillor Peltzer Dunn commented upon the performance indicators in paragraph 3.5 regarding repairs completed on time, and asked how this figure related to the cancelled repairs jobs referred to in paragraph 3.5.1. He said he was happy for a written response. Officers agreed to provide that information. The Chair asked if that information could be provided for all the HMCSC members.
- 17.7 Mr Kent referred back to solar panels and questioned why some of those that had been installed had been fitted to west facing properties and not just south facing ones, which he understood was the appropriate direction. Councillor Jarrett said the west facing properties would get sunlight from 11 am and so were acceptable.
- 17.8 Councillor Farrow asked if officers could look into installing solar panels for the provision of hot water. Officers confirmed that a Solar Thermal had already been installed in one location, and would be happy to provide further information on the matter.
- 17.9 Councillor Farrow suggested it would be useful if future reports could give more information on those properties which had been empty for a long period of time.
- 17.10 **RESOLVED** That the Housing Management Consultative Sub Committees comments and feedback on the report be noted.

The meeting concluded at 8.00pm

Signed

Chair

Dated this day of

HOUSING MANAGEMENT CONSULTATIVE SUB- COMMITTEE

Agenda Item 24

Brighton & Hove City Council

Subject:	Housing Adaptations Update		
Date of Meeting:	23 October 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 it's 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 Management Sub 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 Management Sub 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.

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:

No implications

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

HOUSING MANAGEMENT CONSULTATIVE SUB COMMITTEE

Agenda Item 25

Brighton & Hove City Council

Subject:	Housing & Social Inclusion Performance Report Quarter 1 2012/13		
Date of Meeting:	23 October 2012		
Report of:	Head of Housing & Social Inclusion		
Contact Officer:	Name:	Ododo Dafé	Tel: 293201
	Email:	ododo.dafe@brighton-hove.gov.uk	
Ward(s) affected:	All		

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 This Housing & Social Inclusion performance report covers Quarter 1 of the financial year 2012-2013 and follows the format for presenting information agreed at the previous meetings. It incorporates the following changes suggested at the last meeting: rent collection rate broken down by area, further information on Notices of Seeking Possession and information on arrears processes. Benchmarking information and year end figures will be included in the year end report for 2012/13.

2. RECOMMENDATIONS:







- 2.1 That the Housing Management Consultative Sub Committee notes and comments on the report.

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

- 3.1 The report continues the use of the 'RAG' rating system of red, amber and green traffic light symbols to provide an indication of performance, and also trend arrows to provide an indication of movement from the previous reporting period. Where indicators are red or amber explanations have been provided.

3.2 Key to symbols used in the report

See table below:

Status		Trend	
Performance is below target (red)		Poorer than previous reporting period	
Performance is close to achieving target, but in need of improvement (amber)		Same as previous reporting period	
Performance is on or above target (green)		Improvement on previous reporting period	

3.3 Rent collection and current arrears

*As these targets are year end (rather than for each quarter), no traffic lights or trend arrows will be applied to this table until the Quarter 4 2012/13 report.

Performance Indicator	Service Pledge	Target	Actual	Status*	Trend*
Rent collected as proportion of rent due each year	Y	98.75% (£47,472,364)	98.83% (£47,511,523)	-	-
Tenants with more than seven weeks rent arrears	Y	2.85%	2.46% (281 – Cumulative Figure)	-	-
Notice of Seeking Possession (NoSP) served for rent arrears	Y	27.02% (706)	5.08% (139 NoSPs)	-	-
Households evicted because of rent arrears	Y	Less than 0.29% (less than 35)	0.02% (2)	-	-
Rent loss due to empty properties	N	1.6%	1.22% (£575,500)	-	-
Total former tenant arrears	N	£511,522	£539,076	-	-
Rechargeable debt collected	Y	20% (£66,758)	1.63% (£3,876)	-	-

3.3.1

Following a query from the last HMCSC, further information is included on our rent arrears processes. The Housing Income Management Team continues to focus on preventing and limiting debt by helping to maximise tenants' income and offering support and advice to those in financial difficulty. We adopt a firm but fair approach to debt recovery and make every effort to strike a balance between the financial needs of the council and the social well being of tenants. We support tenants in arrears and work with them to agree realistic and affordable repayment plans.

Where there are other issues that impact on a tenant being able to pay their rent, for example physical and mental health issues, substance misuse issues, or other social issues, we take a holistic approach to resolving these in order to prevent debts escalating and avoid legal action. This includes early intervention and partnership working to resolve individual tenant's needs. The same approach is taken where legal action is likely to have a significant impact on households with children.

We provide a fast track Housing Benefit claims service for all new tenants and assist existing tenants to make claims. Tenants who are liable to pay rent and/or other charges are expected to pay in advance prior to receiving the keys to their new property. We offer a range of payment methods for rent and other charges 24 hours a day, 7 days a week e.g. in person, over the telephone, on line or via banks and paypoint outlets.

Tenants who accrue arrears are contacted as soon as possible in order to establish the cause of the arrears. Officers will make personal contact wherever possible as this is a

proven aid to tenancy sustainment. Where a tenant is unable to clear the debt in full, a repayment plan is negotiated to clear the arrears over a reasonable period of time.

Every effort is made to support tenants in debt who make and keep to a repayment plan in order to sustain their tenancy. At all stages of the recovery process tenants are offered private interviews, benefits advice and debt counselling which is either provided by the council or an outside agency. Where there is a wilful refusal to engage or keep to arrangements we take legal action to recover the debt.

3.3.2 Notices of Seeking Possession (NoSPs) for rent arrears



Following a query from the last HMCSC, comparative year end figures for the number and percentage of secure council tenants served a Notice of Seeking Possession (NoSP) for rent arrears are provided in the table below. The number of NOSPs served in Quarter 1 2012/13 stands at 139, down from 165 in the last comparable period of Quarter 1 2011/12. Notices of Seeking Possession are usually served after a tenant has fallen four to five weeks in arrears and will follow early intervention work by the Housing Income Management team to try and reduce the debt. The team will review each case before serving a NoSP to see if there are any circumstances such as outstanding housing benefit payments which have contributed to the arrears.

Year	Number of NOSPs	Percentage of secure tenants served a NOSP
2009/10	753	26.97%
2010/11	750	28.36%
2011/12	706	27.02%

3.3.3 Percentage of rent collected as proportion of rent due each year by area

Area	Target	Actual
North (includes Sheltered housing)	98.95%	98.98%
West	98.74%	98.85%
Central	98.85%	98.94%
East	98.51%	98.64%
All areas	98.75%	98.83%

3.4 Empty home turnaround time

Performance Indicator	Service Pledge	Target	Actual	Status	Trend
Average re-let time in days (all properties)	N	21	14		
A table relating to long term empty properties is attached as Appendix 1					

3.4.1


























The empty home turnaround time is measured according to the BV212 performance indicator set up by central government. The BV212 is the average amount of time it takes to re-let local authority housing. All authorities report on 'normal voids' and the turnaround time excludes properties where major works have been carried out; mutual exchanges or properties that the council intends to sell or demolish.

Major works means:

- structural works – which include floors, walls and roofs
- Asbestos removal
- Works to amenities, where lacking (gas, electric, heating)
- Consequential works as a result of major works
- Fire and flood

Time is also excluded from the average turn around time of a property when used by the police or when squatted. It is only the time that the property is out of use that gets excluded, not the whole period for which the property is empty. The re-let time increases to 31 days for Quarter 1 when excluded properties are taken into account.

3.5 Property & Investment

Carrying out repairs to your home					
Performance Indicator	Service Pledge	Target	Actual	Status	Trend
Emergency repairs completed in time	Y	99%	99.46% (1,485)		
Urgent repairs completed in time	Y	98%	100.00% (78)		
Routine repairs completed in time	Y	98%	99.83% (8,026)		
Average time to complete routine repairs	Y	15 days	7 days		
Percentage of appointments kept	N	95%	91.44%		
Tenant satisfaction with repairs	N	95%	98.84% (19.8% sample, 1,839 survey responses)		
Percentage of responsive repairs passing post-inspection	Y	95%	93.39% (566)		
Percentage of repairs completed right first time	Y	97%	97.90% (9,765)		
Cancelled repair jobs	N	-	16.3% (1,724)	-	-
Home Improvements					
Percentage of homes that are decent	N	89.9%	89.5%		
Energy efficiency rating of homes (SAP 2009)	N	61 (April 2012 target)	61 (April 2012 figure)		-
Percentage of planned works passing post-inspection	Y	97%	99.46% (556)		
Stock with up-to-date gas certificates	Y	100%	99.78% (10,669)		
Empty Homes					
Percentage of empty properties passing post-inspection	Y	98%	99.43% (175)		

3.5.1

Percentage of appointments kept

Around 34% of late appointments were up to an hour late; and a further 58% up to 24 hours late. Reasons for lateness include traffic and previous jobs taking longer than expected. Mears are working to ensure operatives log progress on their handsets in a timely manner, as some appointments are incorrectly recorded as late.

Percentage of responsive repairs passing post-inspection

Performance was impacted by the post-inspection sample rate being smaller than usual in Quarter 1 (between 6 and 7% against a target of 10%). Both the sample rate and performance are back on track as of August 2012. Mears are addressing the quality of responsive repairs with staff training, and Property & Investment will continue to monitor their progress.

Cancelled repair jobs

During Quarter 1, there were a total of 1,724 orders that were cancelled:

- 36% of cancelled jobs were due to difficulties gaining access to the property;
- 26% were admin related e.g. IT interface failure or 'info only' orders;
- 15% were due to incorrect or insufficient details e.g. wrong property address or job description; and
- 11% at the request of the tenant.

The remaining 12% of cancelled jobs were for a variety of miscellaneous reasons which individually make up very small proportions of overall cancellations. We are working with Mears to ensure that staff are aware of the importance of checking details with tenants when issuing a repair, and are looking into introducing online repairs reporting for tenants. This should reduce the number of jobs cancelled due to insufficient details.

Percentage of homes that are decent

Although performance is slightly below target for Quarter 4 we are still progressing towards our target of full decency by December 2013. This is an interim target that is monitored by the Core Group in order to identify any issues in meeting the longer-term target and to decide upon action to rectify them if performance is significantly behind. The Core Group is aware of this underperformance and will review it in October.





















Energy efficiency rating of homes (SAP)

In line with government guidance and changes to the way SAP (Standard Assessment Procedure) is calculated, we are now using the approved national SAP 2009 methodology. This uses a narrower scale (1 to 100) than the previous methodology, which is why both the actual figure and the target appear lower than last quarter. However, our energy efficiency performance remains on target.

Stock with up-to-date gas certificates

Of the 10,693 properties requiring gas safety certificates, 24 were overdue at the end of Quarter 1. It is expected this figure will remain small and fluctuate slightly over time. Overdue cases are referred to tenancy management, who take action (including legal proceedings where necessary) to gain access to the property to carry out the check. Of 118 referred cases in this period, 113 (96%) were carried out within 90 days. The longest case took 181 days, as the property became empty (and therefore safe in terms of legal requirements for gas safety) after 74 days and the gas certificate was issued at a later date once the new tenant moved in. All gas access referrals are treated as open cases until the gas certificate is received by the Property & Investment Team.

3.6 Estates Service

Performance Indicator	Service Pledge	Target	Actual	Status	Trend
Percentage passing quality inspections of our cleaning service	Y	98%	99% (201)		
Percentage passing quality inspections of our minor repairs service	Y	98%	99% (69)		
Completion of cleaning tasks	N	98%	98% (13,247)		
Emergency removal of bulk waste within 24-hour target	N	100%	100% (4)		
Routine removal of bulk within 7-day target	N	97%	98% (870)		
Emergency removal of graffiti within 24-hour target	N	100%	66% (2)		
Routine removal of graffiti within 7-day target	N	100%	100% (3)		
Replacement of lights within 3-day target time	N	100%	100% (9)		
Routine replacement of lights within 7-day target	N	97%	99% (458)		
Neighbourhood Response Team jobs completed within target times	N	96%	96% (1,561)		

3.6.1

Emergency removal of graffiti within 24-hour target

Of the three reports in Quarter 1, two met the target. The third case was overdue because the removal process had to be repeated to ensure the job was done to the highest standard. Whilst the graffiti itself is usually removed within target in such cases, these jobs are not counted as complete until all work, such as repainting, has been carried out.

3.7 Anti-social behaviour (ASB)











3.7.1 The service pledges relating to ASB concern areas of work that do not easily lend themselves to target setting, eg the number of new cases or the number of new cases resolved. We are currently looking at ways of improving our anti social behaviour monitoring in order to ensure we can report on the issues that matter most to our residents. Information relating to each service pledge is presented in the table below.

Activity against the ASB service pledges		
Performance Indicator	Service Pledge	Actual
Number of new cases with the ASB team	Y	5
Number of enforcement and support actions taken by Housing & Social Inclusion	Y	736
Number of closed cases that were resolved by the ASB team	Y	6
Customer satisfaction with cases managed by the ASB team (very or fairly satisfied)	Y	100% (2 interviews)

3.7.2 Customer satisfaction with cases managed by the ASB team

The ASB team aims to call all victims of closed cases in order to interview them to find out how satisfied they were with the outcome of the case and how it was handled by staff. Interviews are not carried out for all closed cases because the case was either not reported by a victim (e.g. it was reported by the Police) or that it was not possible to make phone contact with the victim after several attempts. Examples of feedback from interviewees in Quarter 1 included that the team's actions made the victim feel safe, and that the problems stopped almost immediately once the council became involved.

3.8 Sheltered housing

Performance Indicator	Service Pledge	Target	Actual	Status	Trend
People with an up to date support plan	Y	100% 915	96% 877		
People who decline a support plan	N	0% -	2% 20		
New residents with a support plan completed within 21 days	Y	100% 20	95% 19		
Call each resident personally (if requested)	Y	100%	100%		
Provision of at least one social activity per week (in 21 of our 24 schemes)	Y	100%	100%		

3.8.1

Percentage of people with an up to date support plan

Out of 915 residents, 877 have an up to date support plan, with 20 declining a plan and 18 where a target has been missed. This represents a slight decline (1%) in performance between Quarter 1 and the previous quarter. Fluctuations in performance are caused by missed appointments, which are largely due to a tenant being too unwell to make their review appointment with the Scheme Manager. Sheltered staff continue to prioritise their work on assisting vulnerable residents through the support planning work, and the recent introduction of a new ICT system for storing support plan data will make it will be easier for staff to monitor performance and plan support work more effectively.

Percentage of people who decline a support plan

The number of people who decline a support plan increased by one from the last quarter and now stands at 20, which represents 2% of tenants. It is possible that there remains a small core group who choose not to receive this part of the sheltered service.

Percentage of new residents with a support plan completed within 21 days

19 out of 20 new tenants had a support plan completed within 21 days of moving into sheltered housing in Quarter 1, an improvement of 3% in performance compared to the previous quarter. The one case where the target was missed was due to the new tenant being too unwell. The average time for a new support plan to be completed was 10 days in Quarter 1.

4. COMMUNITY ENGAGEMENT AND CONSULTATION

- 4.1 Resident involvement is key to the successful management of council owned homes and also the setting and reviewing of our policies and procedures.

5. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 5.1 Most performance measures discussed in this report have financial implications and these are considered within the monthly financial monitoring reports. For example, any improvement in turnaround times or a reduction in rent arrears increases the amount of rent collected. Improvements in performance will, in general, lead to more resources being available for tenants' services in the future.

Finance Officer Consulted: Monica Brooks

Date: 08/10/12

Legal Implications:

- 5.2 There are legal implications attached to many of the performance indicators mentioned in the report. For example, the service of a NoSP is a pre-condition to the issue of possession proceedings in the County Court for non-payment of rent. Before making an order for possession, the court must be satisfied that not only are there arrears, but that in all the circumstances of the case, it is reasonable to make an order. However, none of implications are so significant that they need to be specifically drawn to Members' attention. It is not considered that any individual's human rights are adversely affected by the information contained within the report.

Lawyer Consulted: Liz Woodley

Date: 03/10/12

Equalities Implications:

- 5.3 Where appropriate, equalities implications are included within the body of the report.

Sustainability Implications:

- 5.4 Where appropriate, sustainability implications are included within the body of the report.

Crime & Disorder Implications:

- 5.5 There are no direct crime and disorder implications arising from this report.

Risk and Opportunity Management Implications:

- 5.6 There are no direct risk and opportunity implications arising from this report.

Public Health Implications:

5.7 There are no direct public health implications arising from this report.

Corporate / Citywide Implications:

5.8 There are no direct corporate or city wide implications arising from this report.

SUPPORTING DOCUMENTATION

Appendices:

1. Appendix 1. Long term empty properties

Documents in Members' Rooms

1. None

Background Documents

1. None

Appendix 1. Long term empty properties

General needs and sheltered long term empty properties (6 weeks or more)		
Days empty as at 06/10/12	Ward	Status
630	Hangleton and Knoll	BHCC - major repairs commenced Aug 2012. An extension is being built to increase the number of bedrooms
210	Hanover and Elm Grove	BHCC - repairs commencing Oct 2012
224	Hanover and Elm Grove	BHCC - out to tender
385	Hanover and Elm Grove	BHCC - repairs commencing Oct 2012. Went out to tender for major works in Aug 2012. Outer brick skin and insulation need to be removed and replaced
77	Moulsecoomb and Bevendean	BHCC - major repairs commenced Aug 2012
476	Moulsecoomb and Bevendean	BHCC - major repairs commenced Aug 2012. An extension is being built to increase the number of bedrooms
5133	Moulsecoomb and Bevendean	BHCC - major repairs commencing Oct 2012. Completion expected in April 2013. Works include new roof and solar panel
56	South Portslade	Ready to be let
406	St. Peter's and North Laine	BHCC – tender contract starting in Oct 2012 and works due for completion in Nov 2012
112	Woodingdean	BHCC - major repairs commencing Sept 2012
4067	Woodingdean	BHCC - major repairs commenced Aug 2012. Solar panel installed. Due to be re-let in 2012/13
Total of 11 properties		

Temporary accommodation long term empty properties (6 weeks or more)		
Days empty as at 06/10/12	Ward	Status
1105-1358	Central Hove (1 property containing 2 flats)	With BHCC awaiting major refurbishment
423-1421	Goldsmid (1 property containing 2 flats)	Requires work before leasing to BHSCCH
1105-1442	Queens Park (block of 9 flats)	Considering redevelopment options
423	Westbourne (2 properties containing 3 flats)	Requires work before leasing to BHSCCH
424	Withdean (4 bungalows within above land)	Considering redevelopment options
Total of 20 dwellings		

Housing Management Consultative Sub Committee

Agenda Item 26

Brighton & Hove City Council

Subject:	Action plan for suggestions from Innovation Group report on resident involvement		
Date of Meeting:	23 October 2012		
Report of:	Strategic Director – Place		
Contact Officer:	Name:	Emma Gilbert	Tel: 291704
	E-mail:	Emma.gilbert@brighton-hove.gov.uk	
Wards Affected:	All		

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 This report shares with Housing Management Consultative Sub Committee the action plan for the suggestions of the Innovation Group, as requested at the previous HMCSC meeting on 4 September 2012 in order to clarify some of the proposals.

2. RECOMMENDATIONS:

- 2.1 That the Housing Management Consultative Sub Committee note the action plan.

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

- 3.1 This report follows a report to Housing Management Consultative Sub Committee on 4 September 2012 which presented the final report of the Innovation Group 'Everyone Counts'. At that meeting, the committee requested that an action plan be prepared to address the points of clarification it had made, and be presented to the sub committee.

4. CONSULTATION

- 4.1 The action plan is appended to this report, and is in response to consultation at the previous HMCSC meeting.

5. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

5.1

The costs of widening resident involvement and achieving the suggested improvements will be managed from existing resources within the Housing Revenue Account (HRA) budget during 2012/13. This budget already includes £15,000 for establishing and supporting the tenant scrutiny function. The current draft budget for 2013/14 currently allows £17,000 for tenant scrutiny. Other one-off costs associated with widening resident involvement will need to be met from any underspends within resident involvement and other areas of the HRA budget during 2013/14. This expenditure will be monitored and any variances will be reported as part of the monthly (TBM) budget monitoring process.

Finance Officer Consulted: Monica Brooks

Date 10.10.12

Legal Implications:

- 5.2 There are no significant legal or Human Rights Act implications arising from the report to draw to Members' attention. Most of the measures proposed in the Action Plan fall within the Strategic Director of Place's very wide delegated housing powers. Area Panels' terms of reference are subject to review by the Policy & Resources Committee.

Lawyer Consulted: Liz Woodley

Date: 09.10.12

Equalities Implications:

- 5.3 The Innovation Group has considered equalities aspects of resident involvement throughout its work, and the actions contained in the action plan will help to increase the ability for all residents who wish to, to be involved in ways that are suitable to them.

Sustainability Implications:

- 5.4 The action plan seeks to modernise the framework and practice of resident involvement, putting it on a more sustainable footing, and the suggestions contribute to supporting and strengthening sustainable communities. The proposed improvements, for example regarding communications, use of social media, using videos to counterbalance our over-reliance on the printed word, and reduced administration of Area Panels, all contribute to more environmentally sustainable working practices too.

Crime & Disorder Implications:

- 5.5 Successful resident involvement can help reduce perceptions of fear of crime, and reduce antisocial behaviour within neighbourhoods.

Risk and Opportunity Management Implications:

- 5.6 The proposal for a new resident involvement framework creates the opportunity for higher levels of resident satisfaction with their landlord. It also minimises the risk of resident involvement (while having its successes) being perceived as the being the premise of a small minority of residents and providing poor value for money.

Corporate / Citywide Implications:

- 5.7 Any improvements to our resident involvement framework will be in line with the councils Community Engagement Framework, and will contribute to the development of neighbourhood councils.

SUPPORTING DOCUMENTATION

Appendix:

1. Housing & Social Inclusion – Innovation Group Action Plan

Documents in Members' Rooms

1. None

Background Documents

1. None

Housing & Social Inclusion – Innovation Group Action Plan

	Objective	Actions to achieve this	Timescales	Lead Team	Working with..
1	<p>Continue to support and develop the citywide interest groups</p>	<p>Support the following groups to achieve their aims, and support members to revise the terms of reference if they want to</p> <ul style="list-style-type: none"> ▪ High Rise Action Group ▪ Leaseholder Action Group ▪ Sheltered Housing Action Group ▪ Tenant Disability Network 	<p>Jan – March then ongoing</p>	<p>Resident Involvement</p>	<p>HRAG LAG SHAG TDN</p>
2	<p>Establish the three new Service Improvement Groups Home, Tenancy, and Neighbourhood and Community</p>	<p>Review the TOR of existing working groups; discuss achievements, successes and learning.</p> <p>Work with tenant representatives to end working groups that have completed their tasks</p> <p>Agree aims and areas of work for the Home Service Improvement Group</p> <p>Agree aims and areas of work for the Tenancy Service Improvement Group</p>	<p>Nov - Jan</p> <p>Nov- Jan</p> <p>Nov - Dec</p> <p>Nov - Dec</p>	<p>Relevant managers</p> <p>Relevant managers</p> <p>Property and Investment Resident Involvement</p> <p>Tenancy Team Resident Involvement</p>	<p>Group members</p> <p>Group members</p> <p>RMMG, Partnership Group, Core Group, Asset Management Panel, Energy Efficiency Working Group</p> <p>ASB Focus Group, Tenancy Management Focus Group</p>

	Objective	Actions to achieve this	Timescales	Lead Team	Working with..
		<p>Agree aims and areas of work for the Neighbourhood and Community Service Improvement Group</p> <p>Promote setting up the Service Improvement Groups - eg in Homing In, newsletters, website, at meetings, text messages, Facebook etc</p> <p>Transfer, elect and recruit membership as necessary</p> <p>Agree terms of reference for each Service Improvement Group</p>	<p>Nov - Dec</p> <p>Jan</p> <p>Feb</p> <p>Feb</p>	<p>Neighbourhoods Team</p> <p>Resident Involvement</p> <p>Resident Involvement</p> <p>Relevant teams</p>	<p>Estates Services Monitoring Group, Car Parks and Garages Monitoring Group</p> <p>Communication</p> <p>Performance & Improvement</p> <p>Service Improvement Groups</p>
3	<p>Establish the new Involvement and Empowerment Group (IEG) and reassess the need for the Tenant Compact Monitoring Group (TCMG)</p>	<p>Hold a workshop with TCMG to:</p> <ul style="list-style-type: none"> • review the role of TCMG in light of the IEG • consider whether members of TCMG should transfer into the IEG <p>Agree a draft terms of reference for the service wide Involvement and Empowerment Group (IEG)</p> <p>Promote the service wide Involvement and Empowerment Group (IEG) eg in Homing In, newsletters, website, at meetings, text messages, Facebook etc</p>	<p>Nov</p> <p>Jan</p> <p>Jan</p>	<p>Resident Involvement</p> <p>Resident Involvement</p> <p>Communication</p>	<p>TCMG</p> <p>TCMG</p> <p>Resident Involvement</p>

Objective	Actions to achieve this	Timescales	Lead Team	Working with..
	Transfer, elect and recruit membership as necessary	Feb	Resident Involvement	Performance & Improvement
	<p>Establish the IEG to enable residents to monitor and develop Housing & Social Inclusion's work within the regulatory theme of Tenant Involvement and Empowerment. They are:</p> <ul style="list-style-type: none"> ▪ Monitoring customer service, choice and complaints ▪ Monitoring what has changed due to resident involvement and empowerment ▪ Understanding and responding to the diverse needs of tenants 	Feb	Resident Involvement	Housing Customer Services IEG
	Develop the Homing In Tenants Editorial Group into a readers panel who can advise on communication	March	Communication	IEG
4	Establish the service wide Business and Value for Money Group (BVFMG)	Nov - Dec	Senior Managers	Performance and Improvement
	Promote the setting up of the BVFMG eg in Homing In, newsletters, website, at meetings, text messages, Facebook etc	Jan	Communication	Resident Involvement
	Transfer, elect and recruit membership as necessary	Feb	Resident Involvement	Performance and Improvement

	Objective	Actions to achieve this	Timescales	Lead Team	Working with..
		Agree terms of reference for the BVFMG	Feb	Resident Involvement	BVFMG
		Carry out an annual impact assessment of resident involvement work as recommended by regulator	April-June13	Performance & Improvement	BVFMG Resident Involvement
5	Plan and provide additional support for Tenants and Residents Associations (TRAs)	Prepare role descriptions, time commitments and expectations of TRA positions and support available and promote in eg Homing In	January-March	Resident Involvement	TRAs
		Continue to support the use of newsletters, Facebook and websites and encourage more groups to use them	Ongoing	Resident Involvement Social Media Officer	TRAs Resource Centre
		Support TRAs to find members who would like to get involved by developing websites and social media and signpost to training and support available	Ongoing	Resident Involvement Social Media Officer IT Training Officer	Sussex Community Internet Project
		Support TRAs to promote aims, community initiatives and encourage more involvement and support eg <ul style="list-style-type: none"> • TRA information on council website • Support projects to bring people together and reduce isolation • Increase shared use of community rooms • Support residents' groups to hold family friendly events 	Jan - Jun	Resident Involvement	TRAs

Objective	Actions to achieve this	Timescales	Lead Team	Working with..
	Work with IEG to consider a praise and recognition system for valuing residents' contribution	Ongoing	Resident Involvement	EIG
	Produce a fresh, user friendly Tenant Representative Handbook	March - May	Resident Involvement	EIG
	Review of TRA constitutions to fit with the new framework and good practice	March - May	Resident Involvement	EIG TRAs
	Encourage and support external fundraising for TRA initiatives	Ongoing	Resident Involvement	Resource Centre
	Resident involvement officers will encourage new committee members to attend training at the Resource Centre, and can take them to visit the Centre to find out about its services	Ongoing	Resident Involvement	Resource Centre
	Work with the Involvement & Empowerment Group to develop guidance for residents associations re: child protection and safeguarding vulnerable adults, including guidance on when CRB checks are advisable	Ongoing	Resident Involvement	EIG
	Consider whether grant allocations should be calculated in proportion to the size of the TRA or if an upper limit should be set	February	Resident Involvement	EIG
6	Review the policy for allocating grant support to TRA's	March	Resident Involvement	EIG
	Advise TRAs about the running costs funding process			

	Objective	Actions to achieve this	Timescales	Lead Team	Working with..
7	Introduce simple impact assessments for TRAs	Resident Involvement Officers will support TRAs to identify the key thing(s) they want to achieve, and to work with EIG/TRAs to establish a user friendly way to assess success and share learning	April	Resident Involvement	EIG TRAs
8	Revisions to Area Panels	Re-energise Area Panels eg terms of reference, purpose and format	January	Senior Managers	Area Panels
		Review the Blue Page process in terms of its high time and cost while ensuring that residents have a strong method of raising issues	January	Senior Mangers	Area Panels
9	A wider menu of options for involvement	Share issues of citywide interest arising from Area Panels eg via the website or a regular feature in Homing In and keep the focus of meetings on area and city-wide issues	Ongoing	Resident Involvement	Democratic Services Area Panels
		Develop a calendar of involvement events and publish on the website and in Homing In	January / ongoing	Resident Involvement	Communication Social Media Officer TRAs
		Promote involvement using social media	January / ongoing	Resident Involvement	TRAs
		Write to TRAs with publicity for their newsletters	January / ongoing	Resident Involvement	TRAs Resource Centre
		Establish 'The 5 minute Group'	January	Performance and Improvement	Resident Involvement Neighbourhoods

	Objective	Actions to achieve this	Timescales	Lead Team	Working with..
10	A training offer for all residents	Provide workshops to increase confidence and life skills – eg money matters	Ongoing	Inclusion Team	Residents
		Promote adult learning activities at eg community centres, Friends Centre and City College	Ongoing	Inclusion Team	Residents
		Set up a broad range of workshops that staff and/or residents working together can facilitate	Ongoing	Resident Involvement Inclusion Team	Residents
		Provide one to one support, training and peer group sessions to increase meetings, community rooms and community development skills	Ongoing	Resident Involvement	Residents
		Promote the benefits of the highly recommended training to all existing and new TRAs or for particular roles eg around equalities, safeguarding children, role of the treasurer	Ongoing	Resident Involvement	Residents
		Support, training or shared tips for tenant reps to feed back to their members including a section in the handbook	Ongoing	Resident Involvement	Residents
11	Undertake targeted work to understand why it is difficult for some people to get involved and find ways to involve them	Use the results from the work with Mosaic to develop a BME involvement action plan	June	Resident Involvement	Mosaic EIG
		Identify residents aged 18-30, survey about how would like to be involved and develop an action plan	June	Resident Involvement	Performance & Improvement
		Explore more ways to involve young tenants aged 18-30 in the EDB process	March	Resident Involvement	Home SIG
		Using skills development as an incentive for young people- this could be working for a TRA or work shadowing with the resident involvement team	From April	Resident Involvement	TRAs

	Objective	Actions to achieve this	Timescales	Lead Team	Working with..
12	Estates Development Budget	<p>Undertake an annual assessment of EDB spend</p> <p>Identify any under-represented tenants eg people aged 18-30, or families and those with no TRA and work with the Home SIG to identify ways they are able to suggest proposals for EDB spend</p> <p>Use social media to show the benefits of estates development work and encourage involvement</p>	<p>April</p> <p>May</p> <p>July</p>	<p>Resident Involvement</p> <p>Resident Involvement Performance & Improvement</p> <p>Resident Involvement Social Media Officer</p>	<p>Home SIG</p> <p>Home SIG</p> <p>Home SIG Residents</p>
13	Establish a tenant led scrutiny panel	<p>Write role profiles, recruit, train, induct and support the Tenant Scrutiny Panel</p>	<p>October 2012 - March 2013</p>	<p>Scrutiny Team</p>	<p>Residents</p>
14	Adopt revised Code of Conduct	<p>Recruit and train a Joint Adjudication Panel</p> <p>Establish terms of reference for the group</p> <p>Promote the Code of Conduct to residents and staff</p>	<p>Feb</p> <p>March</p> <p>April</p>	<p>Resident Involvement</p> <p>Resident Involvement</p> <p>Resident Involvement</p>	<p>Residents Housing mangers Complaints?</p> <p>Residents</p> <p>Residents</p>

HOUSING MANAGEMENT CONSULTATIVE SUB- COMMITTEE

Agenda Item 26

Brighton & Hove City Council

Subject:	Annual report to council tenants and leaseholders 2012		
Date of Meeting:	23 October 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 (1) That the Housing Management Consultative Sub-Committee comments on the 2012 annual report to council tenants and leaseholders 2012 at Appendix 1, for publication and distribution to all council tenants and leaseholders in December 2012.
- (2) That the sub committee also comment upon the summary version of the report at Appendix 2 that has been produced as an option in addition to the full annual report.

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* 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. We have produced two versions of the report, the full version and a summary version of the report for comparison and discussion. 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 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 both versions of the Annual Report can be met within the existing 2012/13 Housing Revenue Account Budget. The cost of printing the detailed report within the Homing In magazine is estimated to be £500. Although there wouldn't be an additional cost for producing a one page summary to be included in the Homing In magazine. there would be a requirement to separately print around 1,000 copies of the full version which is estimated to cost approximately £900.

Finance Officer Consulted: Susie Allen

Date 10.10.12

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's human rights are adversely affected by the report's recommendations.

Lawyer Consulted: Liz Woodley

Date: 09.10.12

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
2. Annual report to council tenants and leaseholders 2012 final draft (summary version)

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

In this report...

Introduction	2
Performance highlights	2
Resident involvement & empowerment	2
Customer service, choice & complaints	2
Supporting diversity	3
Your home	3
Repairs & maintenance	3
Your tenancy	4
Sheltered housing	4
Your neighbourhood & community	5
Neighbourhood management	5
Anti-social behaviour	5
Local area co-operation	6
Value for money	7
Income & expenditure	8



**Brighton & Hove
City Council**

Introduction

This is our third annual report to all council tenants and leaseholders. We've worked closely with residents to make sure we are reporting on the things you want to know about and we have listened to feedback which is reflected in this shorter report. There is also a version of this report with more information on our services available on our website at www.brighton-hove.gov.uk/ctl-annualreport. You can also find more details about our performance data at www.brighton-hove.gov.uk/hsi-performance.

This report for 2012 gives you information about how we are performing and how we use money from rents and service charges, what we are getting right and areas that need some improvement. It also sets out the progress we have made in meeting our commitments to you and the improvements we plan to make this year.

Please let us know what you think of the annual report and what you would like to see in a future report. Please contact James Pemberton, Performance & Improvement Officer on 01273 290562 or e-mail james.pemberton@brighton-hove.gov.uk with your suggestions.

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.
- In our benchmarking group of councils that directly manage their housing, we were the 'biggest improver' in terms of overall satisfaction.

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. We welcome involvement from any of our residents to improve services. 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, such as questionnaires or other consultations, which we use to help us improve our services.
- We support 65 tenant and resident associations. Residents from these associations also play an important part on four area panels, the City Assembly and the Housing Management Consultative Sub-Committee.
- Residents have continued to be involved in key groups which have oversight in such vital areas as repairs, anti-social behaviour, sheltered housing, high rise accommodation and being a leaseholder.
- We have improved access to the City Assembly using social media, and have updated our website (www.brighton-hove.gov.uk/council-housing) to make it more interactive.

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.



We've received
over
230,000
phone enquiries

- We launched the Housing Customer Online Service so that residents could have direct access to their rent and other housing accounts 24 hours a day, seven days a week – over 1,000 people have now 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 budgeting and financial advice in light of the changes from welfare reform.

What we are doing

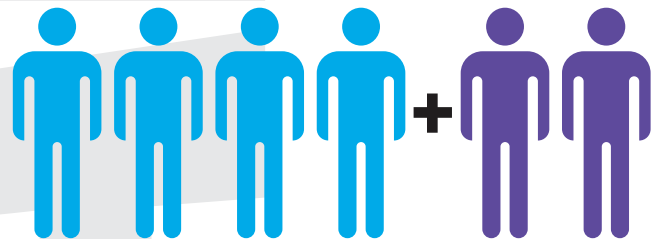
- We are committed to a 'lessons learnt' evaluation of complaints – and will be doing more work to respond well when you complain to us
- Introducing the Institute of Customer Service training to support staff in their new roles.

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.
- Provided training for frontline staff from the 'Trust for Developing Communities' to better understand the diverse needs of the community.
- Increased the number of Tenancy Sustainment Officers from four to six to provide support to our most vulnerable residents.



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

What we are doing

- Examining how we can better meet the needs of the transgender community.
- Carrying out an assessment of services to the black and minority ethnic community to pinpoint where changes need to be made.
- Starting basic skills classes for tenants who need help with reading, writing, maths or computer skills.
- Offering more help with kitchen and bathroom adaptations to 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 is £10.4 million in total. This is 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 113 each day.
- The STAR survey records satisfaction with the last repair tenants had done at 81%.



An average of 113 repairs carried out each 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 our residents in an average of three days of the request.

What we are doing

- We are continuing to make homes more energy efficient, with our programme of over-cladding, and our programme for tackling damp and condensation.
- We are reviewing the Brighton & Hove Standard to make sure we meet tenants ongoing needs.

Your tenancy

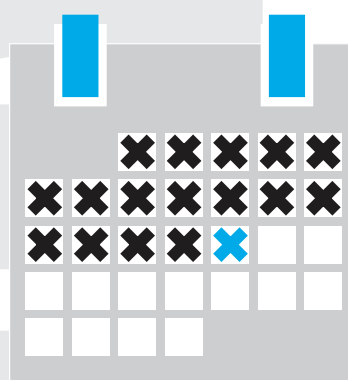
We will provide the advice and information to maintain your tenancy. We will carry out tenancy visits at least once every three years.

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 downsized on the Transfer Incentive Scheme – up from 50 on 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 assess their needs at the earliest possible stage.
- We have appointed a specialist mutual exchange officer to help tenants who wish to transfer their tenancy.



On average, we re-let a property in

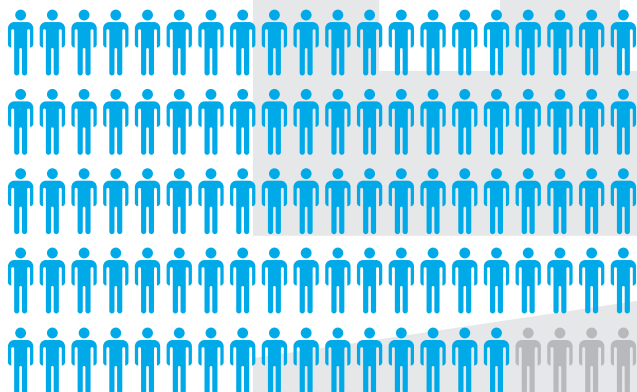
17 days

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

- We worked very closely with agencies such as MIND, AgeUK, the Alzheimer's Society and Diabetes UK to increase the wellbeing of our residents
- 97% of tenants have a support plan to aid their well-being

What we are doing

- We are working closely with the Sheltered Housing Action Group to improve services.
- We continue to train our 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 - estates Serviceteam@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

- Carried out an extensive clearing of items that might present a fire risk 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 bids process to allow tenants to bid for smaller improvement 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 deal with a wider range of issues.
- Undertaking a programme of wildflower planting to make estates like Craven Vale and Albion Hill look more colourful and encourage wildlife.

Anti-social behaviour

We will not tolerate anti-social behaviour. 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.
- We are part of a nationally recognised partnership approach to tackling high risk anti-social behaviour with other agencies in the city.
- Of 73 people surveyed in regard to 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.
- We are working closely with residents, police, and the Community Safety Team to reduce drugs offences on our premises.
- We are a pilot local authority for the government's new 'Community Trigger' scheme.

Local area co-operation (working with other organisations)

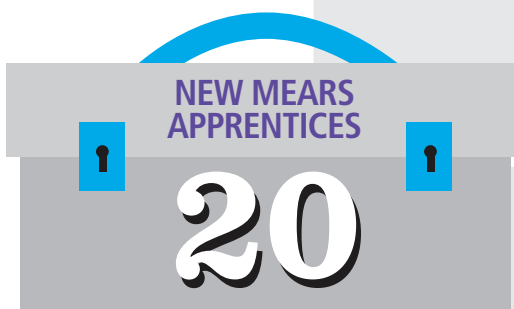
We will work with other agencies in the city to increase safety and support for residents. We work to try to increase local employment.

What we have done

- We worked closely with the police and the Community Safety Team to do risk assessments on all victims of anti-social behaviour.
- We have 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.



- The Sheltered Housing Service is working closely with Brighton University to help run the 'Active Pharmacy', where pharmacy students and their tutors meet groups of older residents.

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 fast track benefit claims for all new tenants 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

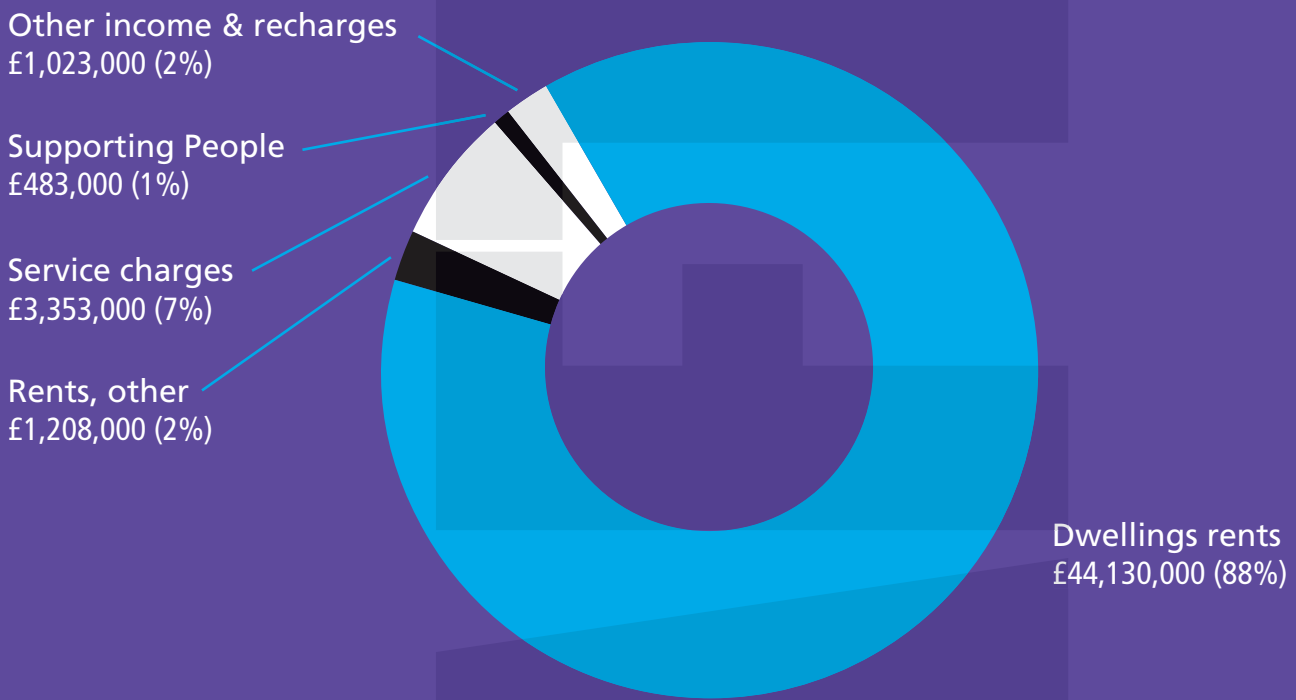


- Reduced tenancy management costs from an average of £17.85 per unit per week in 2011/11 to £17.09 in 2011/12.
- Lowered the number of evictions for rent arrears from 26 to 16 (an eviction can cost over £10,000).
- Improved tenancy services creating more frontline posts and saving over £150,000.

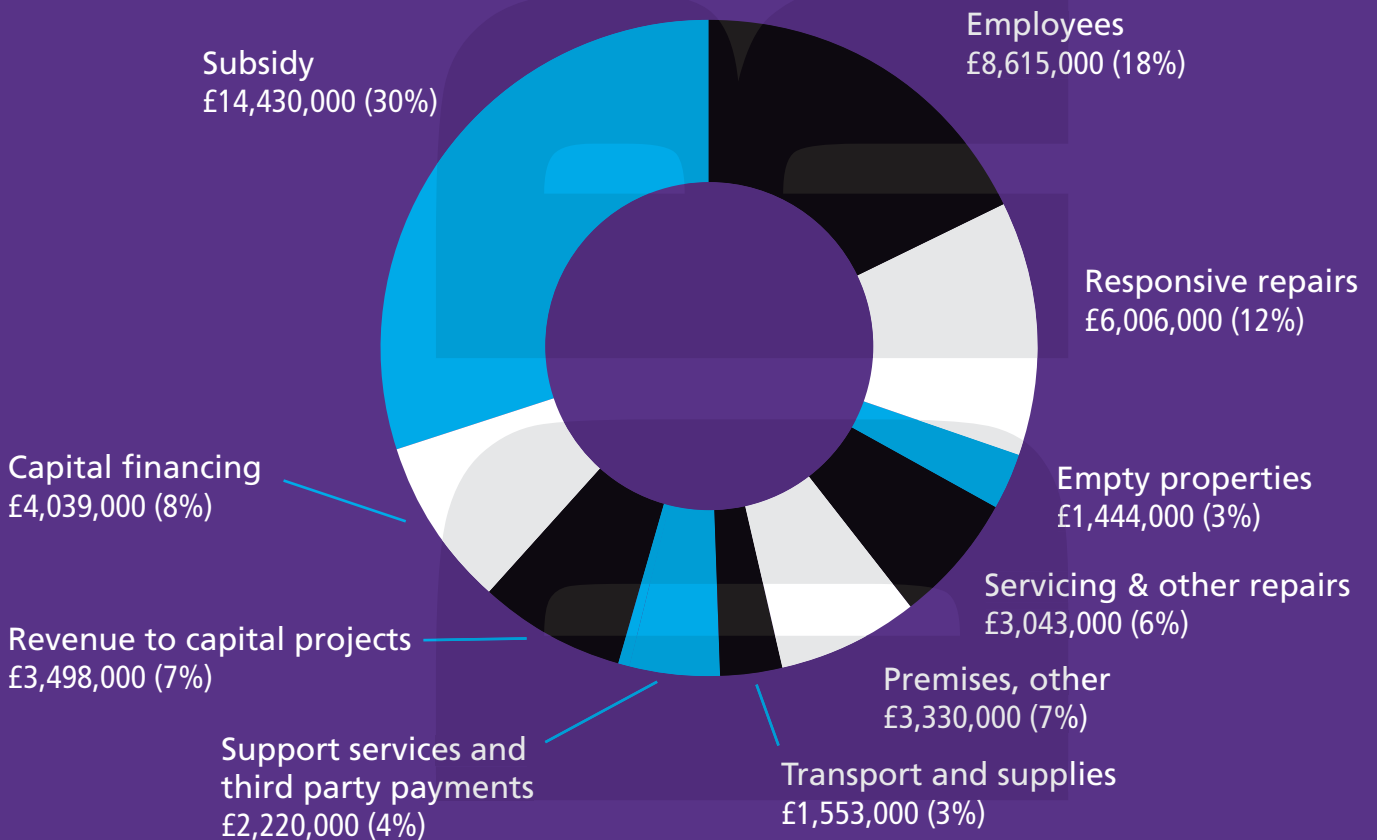
What we are doing

- 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.

Income



Expenditure



Your annual report summary

2012

Welcome to a summary of our annual report to tenants and leaseholders.

Performance highlights

- 83% of residents are satisfied overall with the services we provide – a big increase from 72% in 2008.
- We've completed over 41,000 responsive repairs last year – an average of 160 every working day.
- 68 out of 73 people surveyed are satisfied with our ASB service – that's above the national average.
- Improved tenancy services, creating more frontline posts while saving over £150,000 to reinvest in homes – we've also reduced tenancy management costs by an average of over 4.25%.

A glance at what we've done

- Established a new Customer Service Team on 01273 293030 for all tenancy enquiries.
- Supported 65 tenant and resident associations.
- Started building 15 new council homes and fitted solar panels to 30 properties.
- Set up support plans for 97% of our sheltered tenants to aid their well-being.
- Helped 56 people move to a smaller home – freeing up larger homes.

Further information

This is just a flavour of what we've been doing over the last year. The fuller version is available on our website at www.brighton-hove.gov.uk/ctl-annualreport or you can pick up a copy at any housing office.



4 out of 5 tenants

are very or fairly satisfied with our service

On average,
we carried



out 113 repairs each day

A glance at what we're doing

- Establishing a Tenant Scrutiny Panel to improve our accountability.
- Setting up training to help with reading, writing, maths and computer skills. We've also employed specialist staff to help with your budgeting and financial concerns.
- Continuing work to make homes more energy efficient, tackle damp and condensation, and review the Brighton & Hove Standard to make sure we meet tenants' ongoing needs.
- Looking at how we can better meet the needs of our transgender, Black and Minority Ethnic, and younger tenant communities.



**Brighton & Hove
City Council**

