



**Brighton & Hove
City Council**

Housing Management Panel

Title:	Central Area Housing Management Panel
Date:	2 December 2015
Time:	2.00pm
Venue	Tyson Place, Grosvenor St, Brighton, Brighton BN2 0JQ
Members:	Councillors: Gibson (Chair), ; Ward Councillors for the Area, Delegates of Tenants Association in the area.
Contact:	Cliona May Assistant Democratic Services Officer 01273 29-1354 cliona.may@brighton-hove.gov.uk

AGENDA

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To <u>note</u> the minutes and reports of the following Committees and City Wide groups (copies attached):	
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B. Leaseholder Action Group;	
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F. Brighton & Hove Seaside Community Homes.	

CENTRAL AREA HOUSING MANAGEMENT PANEL

28 ANY OTHER BUSINESS

BRIGHTON & HOVE CITY COUNCIL
CENTRAL AREA HOUSING MANAGEMENT PANEL

2.00pm 18 SEPTEMBER 2015

ROSE HILL COURT, ROSE HILL TERRACE, BRIGHTON, EAST SUSSEX, BN1 4HS

MINUTES

Present: Councillors Gibson (Chair)

Voting Representatives: Charles Penrose (Sloane Court), Carl Boardman (Warwick Mount), Barry Hughes (Sylvan Hall), Ann Ewings (Mount Pleasant), John McPhillips (Albion Hill), Theresa Mackey (Highcroft Lodge), Tomm Nyhuus (Somerset Point), Owen Spence (Mayflower Square), Linda Shaw (Sylvan Hall), Tony Worsfold (LAG), Martin Cunningham (Hampshire Court), Jason Williams (Hereford Court).

Non-Voting Delegates: Christina Hadleigh (Hampshire Court)

Officers: Glyn Huelin (Partnering Business Manager), Becky Purnell (Resident Involvement Manager), Ododo Dafe (Head of Income Involvement & Improvement), Cliona May (Assistant Democratic Services Officer)

Guests:

9 APOLOGIES

9.1 Apologies were received for Alan Davies and Jean Davies.

10 MINUTES OF THE PREVIOUS MEETING

10.1 **RESOLVED** – That the minutes of the previous meeting held on 28 July 2015 were agreed and signed as a correct record.

11 CHAIR'S COMMUNICATIONS

11.1 The Chair shared the news that John Pippard and Faith Matyszak MBE had recently passed away. The Panel observed a one minute silence.

12 RESIDENTS QUESTION TIME

12.1 (Item 1 - Super Area Panels) In response to Tomm Nyhuus, the Resident Involvement Manager explained that another Super Area Panel may be arranged, depending on the reports that need to be discussed.

12.2 (Item 3 - Reinstatement of Housing Management Consultative sub-Committee) Barry Hughes and Charles Penrose had a counter response to the Head of Income Involvement & Improvement. Barry Hughes expressed to the panel that they believed it would be negligent to turn down a considerable resource of voluntary talent and knowledge from the residents.

- 12.3 It was expressed that The Special Interest Groups used Housing Management Consultative sub-Committee (HMCSC) as a conduit to put forward proposals to Housing Committee. In addition to this, Barry Hughes and Charles Penrose did not believe that since HMCSC was abolished, that “tenants are effectively represented”.
- 12.4 Barry Hughes and Charles Penrose formally requested to the Panel that the HMCSC is re-instated, as it would be a useful Committee to provide a citywide perspective. The Area Panel representatives agreed for the proposal to go forward to Housing & New Homes Committee for consideration.
- 12.5 In response to Tomm Nyhuus, Barry Hughes explained that he believed that resident’s voices were not being heard enough from area housing panels and that there is no direct contact with the Councillors at the Committee. Charles Penrose added that it would be an opportunity to meet the Councillors that sit on the Housing & New Homes Committee as Councillors are often unavailable to attend the Area Housing Panels.
- 12.6 The Head of Income Involvement & Improvement explained to the Panel that money was not the only reason HMCSC was abolished; however, it is still a problem for the Council. It was added that the Council does regularly review the committee structure and how can things be improved and how to save money.
- 12.7 The Chair suggested to the Panel that an additional agenda item could be discussed at the next Area Housing Panel regarding the budget with social housing and encourage discussion around council rent.
- 12.8 **RESOLVED** – The Panel agreed for the proposal of re-instating the Housing Management Consultative sub-Committee to be presented at the Housing & New Homes Committee.

13 TENANT AND RESIDENT SCRUTINY PANEL REPORT ON RESPONSIVE REPAIRS

- 13.1 Glyn Huelin, Partnering Business Manager, introduced the report and stated that the report will go to Housing & New Homes Committee in November.
- 13.2 It was explained that to the Panel that recommendation one, detailed in the report, would begin with current and existing helpdesk staff shadowing the repairs team in October to develop a better understanding of what is involved in the various repairs jobs and the average time taken.
- 13.3 The Partnering Business Manager explained that recommendation two had been partially agreed and the resident inspectors had been renamed to Resident Assessors. Their expanded role had been successful and they were looking at problems from the resident perspective; however, due to Health & Safety issues, it was not recommended that Resident Assessors choose and access resident’s homes.
- 13.4 It was detailed to the Panel that as estate inspections happen regularly, it is believed that “Rate Your Estate” would be duplicating schemes.

13.5 Tomm Nyhuus expressed disappointment in the report and felt unsure with the consultation that had taken place. The Partnering Business Manager explained that resident engagement was encouraged but had received a disappointing response.

13.6 **RESOLVED-** That the report be noted.

14 RESIDENT INVOLVEMENT

14.1 The Resident Involvement Manager introduced the report and stated that the attendance at the City Assembly has been falling since November 2013. Residents on the City Assembly sub group of the Involvement & Empowerment Service Improvement Group had reviewed the history of the City Assembly and had discussed ways to improve attendance, alongside looking at feedback from tenant representatives and visiting the housing offices to speak to other residents.

14.2 It was detailed to the Panel that the Friends Meeting House had been provisionally booked to hold the City Assembly, as involved residents had fed back that a central venue is preferred. In addition to this, it was proposed that the City Assembly would be held from 1600 – 2000 hours as many residents had believed that the previous City Assemblies had been “too lengthy”.

14.3 From the feedback that had been received, The Resident Involvement Manager explained that they were exploring the idea of changing the name from City Assembly to Citywide Conference. It was believed that the new name would make the purpose of the event clear to residents that had not previously attended.

14.4 Tomm Nyhuus believed having a central location is important; however, he raised concern about the date being close to Christmas. Owen Spence agreed and added that residents may not attend due to it getting dark earlier.

14.5 The Resident Involvement Manager agreed to feedback all discussion made and confirmed they would review the time.

14.6 **RESOLVED** – The Panel agreed to the name of City Assembly being changed to Citywide Conference.

15 ELECTIONS TO SERVICE IMPROVEMENT GROUPS

15.1 Following nominations and elections by anonymous electronic voting, tenant representatives were elected to groups on behalf of the Central area:

Home Group

Representatives: Jason Williams, Carl Boardman
Deputies: Martin Cunningham

Neighbourhood & Community Group

Representatives: Ann Ewings, Owen Spence
Deputies: Vacant

Tenancy Group

Representatives: Barry Hughes, Vacant
Deputies: Vacant

Involvement & Empowerment Group

Representatives: Ann Ewings, Carl Boardman

Deputies: Jason Williams

Business & Value for Money Group

Representatives: Ann Ewings, Theresa Mackey

Deputies: Vacant

Tenant Disability Network

Representatives: Owen Spence, Martin Cunningham

Deputies: Vacant

16 CITY WIDE REPORTS

16.1 **RESOLVED** – That the reports be noted and agreed.

17 ANY OTHER BUSINESS

17.1 In response to the concerns from the Panel, the Head of Income Involvement & Improvement explained that the letter detailing the new prices for the laundry room had been despatched to residents as part of the consultation process.

The meeting concluded at 1605 hours.

Signed

Chair

Dated this

day of

Items from the Central Area Resident Only meeting held on 22/10/15

1 Dog fouling

The problem of dog fouling at Hampshire Court was raised. It was agreed that this is a city-wide problem, making shared grass areas and pathways unpleasant and unhealthy.

The stencil campaign at Roundhill was noted as a good example of community action around dog fouling. The flagging campaign at Hampshire Court was also discussed, although there was some concern about a health and safety hazard from the sharp sticks of the flags. It was pointed out that any action has to be repeated regularly, as the impact of it only lasts for a limited time.

It was proposed that the Council have a policy to support estates with the proper provision for the disposal of dog mess and to support the introduction of campaigns and publicity to raise awareness and encourage people to pick up after their dogs.

ACTION: for Blue Pages

Response from Robert Keelan Neighbourhoods Housing Manager 01273 293261

The green to the East of Hampshire Court is an area much used by dog walkers in the local area. The land is not inside Hampshire Court but is land owned by the Housing department. There are three bins that can be used for dog poo on this site as the attached map shows.

The Roundhill campaign was local residents spray painting dog poo and also doing some temporary stencilling on the pavements advising offenders to 'clean it up'. The stencils typically last 4-6 weeks. The flags reference is a local resident placing flags in any dog poo left on the green adjacent to Hampshire Court.

The local Neighbourhood Officer, Karen Lord, is happy to help residents with a campaign similar to the Roundhill one should there be a group of interested residents. We can then measure the effectiveness and use the example on others estates who face this problem.

2 Representation on Home Service Improvement Groups

There are several vacancies on the Home Service Improvement Groups, and not all the places available to Resident Associations were filled at the last Central Area Panel.

There was concern that there appears to be a decreasing pool of people willing to take on these roles, and overall a declining level of involvement.

The important role of the Home Service Improvement Groups was noted, and it was agreed to do the following:

- a) *Seek as broad a participation in these groups as possible, including residents not involved in Associations, who are entitled to 40% of the places. Also, to request that the Resident Involvement Officers renew publicity and encouragement to residents to volunteer for the posts.*

- b) *Suggest to the Homing In editorial board that an article is included in the next issue, explaining the work of the groups and encouraging involvement.*

ACTION: for Blue Pages

Response from Becky Purnell, Resident Involvement Manager, Tel: 01273 293022

The Resident Involvement Team are continuously keeping an eye out for people who may be interested in joining a Service Improvement Group (SIG) and there are vacancies on all the SIGs at present. In particular people who are under 45 and Black and Minority Ethnic people are underrepresented. The Business and Value for Money Service Improvement Group was featured in the last edition of Homing In that has led to some interest and one definite new member. The Neighbourhood and Community Service Improvement Group is featured in the December edition.

You will be pleased to hear that we have a new Resident Involvement leaflet printed that we will be getting to as many places as we can, and we are continuously getting residents to complete the Resident Involvement Form. The most popular form of involvement is completing a survey and we are keen to be doing more of these in the future. It is a big step to get involved in a citywide meeting and some people prefer practical tasks, we have had a good uptake in the new Resident Inspectors role for example.

I will make sure we also discuss our promotional activities at our next Team meeting

3 Security during repair work

Concerns were raised about security in high rise blocks when contractors are carrying out work. Despite Council policy stating that the main doors should not be propped open, contractors consistently do this for extended periods of time. When tenant representatives raise this with the workmen they are often given a rude response.

It was agreed that it is the responsibility of Mears to maintain the security of residents in high rise blocks when they are carrying out work, and that they need to be more rigorous about ensuring that they, and their sub-contractors, do not leave residents exposed and insecure for extended periods.

ACTION: for Blue Pages

Response from Ben Ashby, Mears Resident Liaison, Tel: 0800 052 6140

It is not always possible to know who is responsible for this without the issue being reported at the time. Mears frequently remind their operatives and contractors working on their behalf not to open doors; in response to the issue being raised in the Blue Pages, this will be re-iterated over the next few weeks in team meetings with contractors. If you see this happening, please report it at the time and we will be able to identify who this is and whether it is Mears staff or someone else.

4 Lighting in bathrooms, Warwick Mount

After many discussions and much consultation, a city wide agreement was reached that 2D lighting in bathrooms should not be installed. This is because it is difficult to replace the bulbs, and leads to dangerous situations where table lamps are put into bathrooms. Many bathrooms do not have natural light, so bulbs need replacing immediately and the process has to be quick and easy.

However, despite the consultation and agreement about this, 2D lights have recently been installed in bathrooms in Warwick Mount.

It was agreed to ask for immediate replacement of the 2D lights at Warwick Mount and also ask:-

- Why have agreements reached through consultation with residents been ignored, and what is the point of resident involvement if this happens?*
- What is being done to ensure this situation does not occur again?*

ACTION: for Blue Pages

Response from Rosie Wakley, Mechanical & Electrical Manager, Tel: 01273 293348

2D light fittings have safely and successfully been installed across the city, and most tenants are happy with them. Tenants representatives recently asked for this to be reviewed, and it was agreed that we would revert to the previous standard of globe fittings. This was overlooked at Warwick Mount due to a different contractor carrying out the works who was working to the previous specification. This was an oversight for which we apologise. If any tenant from Warwick Mount contacts the repairs helpdesk and requests the 2D light fitting to be changed to a globe fitting, this will be arranged.

5 Surface water drainage and Southern Water

Residents in blocks of flats on estates are charged for surface water drainage unless Southern Water is notified by the landlord that the estate's blocks have soak aways. It is an Ofwat regulation that the landlord provides this information.

On Sylvan Hall, this information was not given to Southern Water, despite repeated requests. This meant that residents were paying extra on their bills. Barry Hughes said he has made a formal stage one complaint to the council about the lack of action on the part of council officers and the council's appointed contractor in providing information to Southern Water.

He has received a response to this complaint, but it was from the Contract Compliance Manager, who was the subject of the complaint. It was agreed that this was not appropriate, and the process of dealing with complaints should be raised on the Blue Pages.

It was also agreed to raise on the Blue Pages that this is a city-wide issue, and that the council must be more rigorous in making sure they comply with Ofwat regulations, and ensure that Southern Water has the information they need so residents are billed correctly for their water use.

ACTION: for Blue Pages

Response from Perrin Horne, Partnership & Resident Liaison Manager Tel: 01273 294641

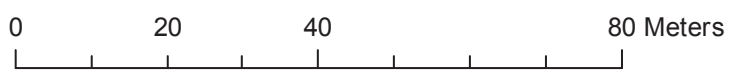
With regards to the complaints system, it is the council's corporate procedure to send all complaints to the responsible service manager to look into at the first stage. The response should be addressed and investigated by either the council team who is responsible for the service or if it is about Mears then by Mears directly.

The second stage of the council's procedure is looked at (and where applicable) investigated by the Corporate Customer Feedback Team (formally the Complaints Team). Please see the attached leaflet which explains.

With regards to your request that the council be more rigorous in making sure we comply with OFWAT regulations, I can confirm that the service provided by Southern Water is your own utility company. If Southern Water or a tenant requires and requests information from the council regarding soakaways or water meters then the council will comply with that request individually.



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Scale 1:1,000



Area Panels: 30 November and 2, 3, 10 December 2015

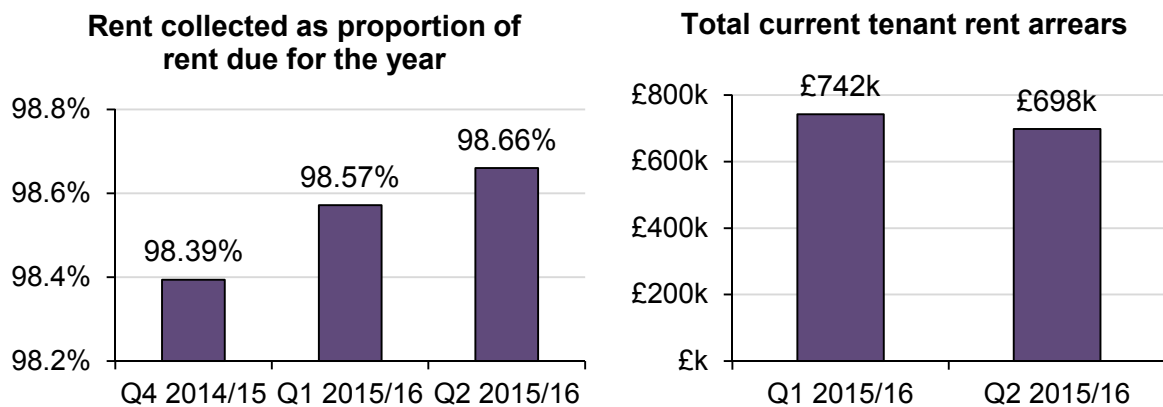
Summary: Housing Management Performance Report Quarter 2 2015/16

Background

The Housing Management Performance Report covers Quarter 2 of the financial year 2015/16. The Area Panel is asked to note and comment upon the report before it goes to the Housing & New Homes Committee. This summary provides performance highlights from the full report.

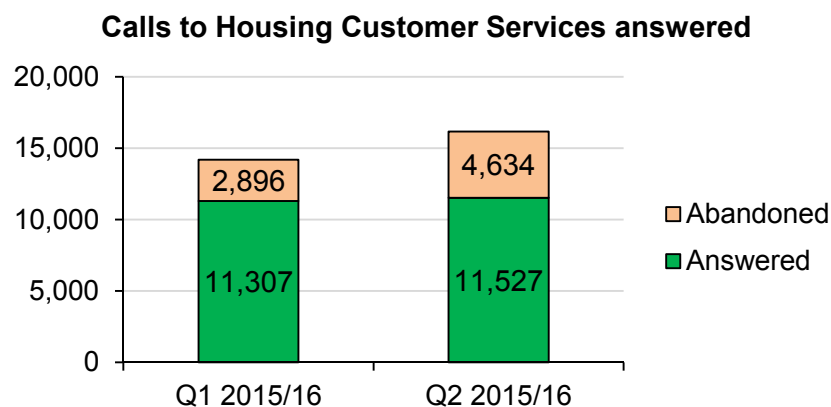
Rent collection and current arrears

- Rent collection rate has increased to 98.66% (highest since March 2013)
- Arrears of under occupying tenants at £85k (lowest since March 2013).



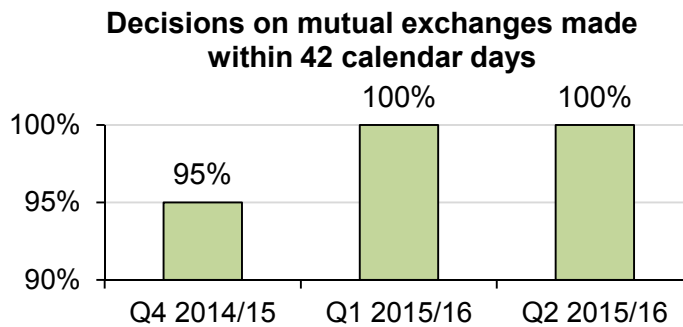
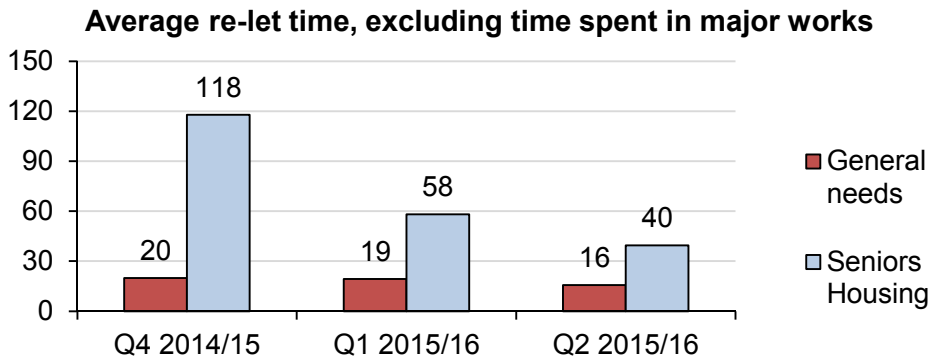
Customer services and complaints

- 11,527 phone calls answered by Housing Customer Services Team
- 31 formal complaints dealt with (at Stage 1)



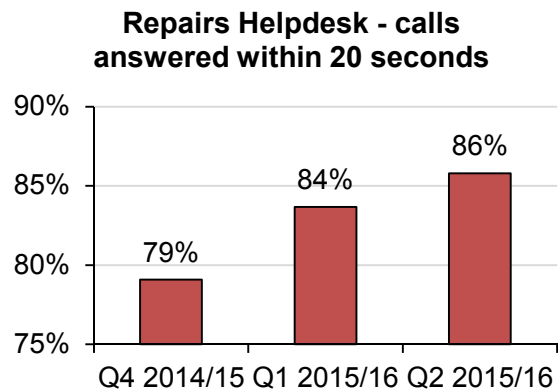
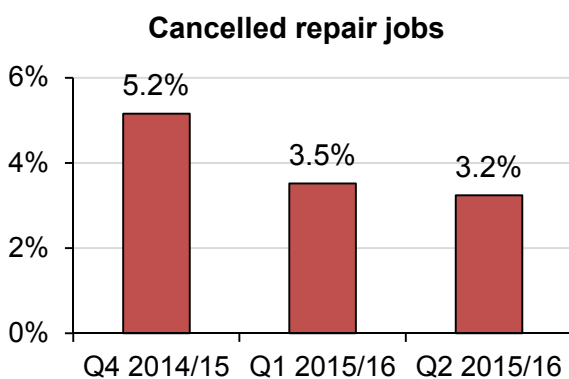
Empty home turnaround time

- 148 homes let, of which 123 general needs and 25 Seniors Housing
- 20 calendar days taken to re-let a home, excluding time spent in major works
- Re-let times have decreased for both general needs (now 16 days) and Seniors Housing (now 40 days)
- 100% of decisions on mutual exchange applications within 42 calendar days



Property & Investment

- 8,690 repairs completed
- Cancelled repair jobs down to 3%
- 100% gas safety compliance
- 86% of calls to repairs helpdesk answered within 20 seconds
- Longest wait time for repairs helpdesk at all-time low of 3 min 37 sec



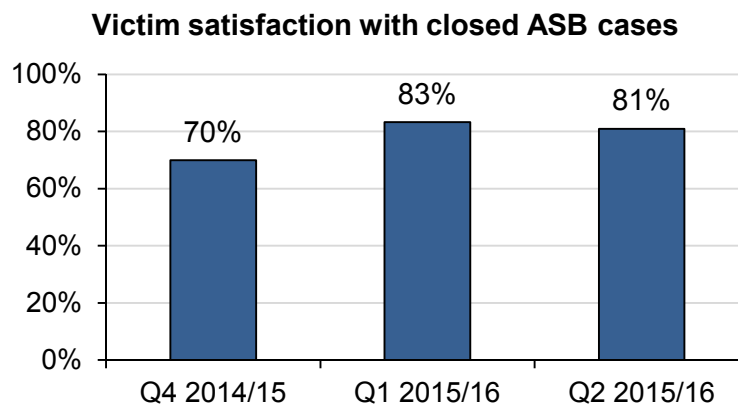
Estates Service

- 13,534 cleaning tasks completed
- 98% of bulk waste removed within seven working days (785 jobs)
- 96% of mobile warden jobs completed in time (1,530 jobs)



Anti-social behaviour (ASB)

- 81% victim satisfaction with closed ASB cases
- 84 cases closed, of which 14 resulted in tenancy legal action
- One ASB perpetrator evicted
- 100% success rate for closed Tenancy Sustainment Officer cases



Tenancy fraud

- 35 cases closed
- Four properties taken back
- 64 open cases under investigation as of end September 2015.

Seniors Housing

- 29,723 individual wellbeing calls made to residents
- 97% of residents living in schemes offering regular social activities.

AREA PANEL	Agenda Item
	Brighton & Hove City Council

Subject:	Housing Management Performance Report Quarter 2 2015/16		
Date of Meeting:	30 November and 2, 3, 10 December 2015		
Report of:	Acting Executive Director for Environment, Development & Housing		
Contact Officer:	Name:	Ododo Dafé	Tel: 01273 293201
	Email:	ododo.dafe@brighton-hove.gov.uk	
Ward(s) affected:	All		

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 This Housing Management Performance Report covers the second quarter of the financial year 2015/16.







2. RECOMMENDATIONS:

- 2.1 That the Area Panels note and comment upon the report, before it goes to Housing & New Homes Committee on 13 January 2016.

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 quarter. Explanations of performance have been provided for indicators which are red or amber.

3.2 Key to symbols used in the report:







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 The report includes benchmarking figures from Housemark to compare our performance with other housing providers. Unless stated otherwise, all figures represent the top quartile performance (top 25%) during the year 2014/15 and benchmark against all participating upper tier local authorities with a stock size of 10,000 dwellings or more. These local authorities are as follows:

Aberdeenshire Council
Bristol City Council
City of Edinburgh Council
Dudley MBC
East Riding of Yorkshire Council
Fife Council
Hull City Council
LB of Barking and Dagenham
LB of Camden
LB of Croydon
LB of Ealing
LB of Hammersmith and Fulham
LB of Havering
LB of Hillingdon
LB of Islington
LB of Southwark
LB of Wandsworth
North Lanarkshire Council
North Tyneside Council
Renfrewshire Council
Sheffield City Council
South Lanarkshire Council
Southampton City Council
Stoke on Trent City Council
Swindon BC
West Dunbartonshire Council

4.0 Rent collection and current arrears

All indicators below are year-to-date, and their targets are for the end of the year, rather than for each quarter. More details about what they measure have been provided following a query from the Business and Value for Money Service Improvement Group.

Performance indicator		Q2 2015/16	Target 2015/16	Status against target	Trend since end 2014/15	Benchmark*
1	Rent collected as proportion of rent due for the year (projected rate for Q4 2015/16 as of Q2)	98.66% (£51.38m of £52.07m)	98.40%			97.54% (RIEN average 2014/15)
2	Tenants with seven or more weeks rent arrears (snapshot at end of Q2)	3% (343 of 11,482)	Under 4.07%			5.48% (RIEN average 2014/15)
3	Tenants in arrears served a Notice of Seeking Possession (NOSP) (total NOSP's served from Q1 to Q2 as % of tenants in arrears at end Q2)	12% (326 of 2,639)	Under 25%	TBC (Q4)	TBC (Q4)	28.95% (RIEN average 2014/15)
4	Tenants evicted because of rent arrears (total evictions from Q1 to Q2 as % of tenants at end Q2)	0.03% (3 of 11,482)	Under 0.29%	TBC (Q4)	TBC (Q4)	0.15% (Housemark upper quartile 2014/15)
5	Rent loss due to empty dwellings (projected rate for Q4 2015/16 as of Q2)	1.1% (£566k of £51.80m)	Under 1.3%			1.07% (Housemark upper quartile 2014/15)
6	Former tenant arrears collected (amount collected from Q1 to Q2 as % of total arrears at end Q2)	19%	35%	TBC (Q4)	TBC (Q4)	14.43% (RIEN average 2014/15)
7	Rechargeable debt collected (amount collected from Q1 to Q2 as % of total debt at end Q2)	4%	20%	TBC (Q4)	TBC (Q4)	-

*The benchmarking figures for most indicators are provided by the Rent Income Excellence Network (RIEN) analysis of local authorities for 2014/15. Where possible, we use benchmarking data from Housemark, although as their indicators are more generic (covering all range of social landlords, big and small) we primarily use the RIEN indicators because they are specific to rent collection and arrears performance by local authorities.

4.0.1 As of Quarter 2, three indicators are on target (green) and four are to be confirmed for Quarter 4, which are marked as 'TBC (Q4)'. The three indicators which have traffic lights and trend arrows are those where a comparison can be made with end-2014/15, because they either provide a snapshot or an end-year projection. The four others are accumulative over the year (eg the number of evictions as of Quarter 2 include those which took place in Quarter 1 as well) and therefore their traffic lights and trend arrows will not be applied until the Quarter 4 and end-2015/16 report.

4.0.1 Rent collected as proportion of rent due for the year by area












Rent collection area		Q2 2015/16	Trend since last quarter
1	North (includes Seniors Housing)	99.15% (£14.64m of £14.77m)	↓
2	West	99.07% (£10.46m of £10.56m)	↑
3	Central	98.62% (£9.27m of £9.40m)	↑
4	East	98.02% (£17.01m of £17.36m)	↑
5	All areas	98.66% (£51.38m of £52.07m)	↑

4.0.2 Tenants in arrears by amount

Amount of arrears		Q2 2015/16
1	No arrears	77% (8,843)
2	£0.01 to £49.99	6% (676)
3	£50 to £99.99	4% (463)
4	£100 to £499.99	10% (1,138)
5	£500 to £999.99	2% (250)
6	£1000 or more	1% (112)
7	Total tenants	100% (2,639)

4.0.3 A table presenting information relating to the impact of the Removal of the Spare Room Subsidy (RSRS) for under occupying households is attached as Appendix 1.

4.1 Customer services and complaints

Performance indicator		Q2 2015/16	Target 2015/16	Status against target	Trend since last quarter	Housemark benchmark (top quartile)
1a	Calls to Housing Customer Services Team (HCST) answered	71% (11,527 of 16,161)	84%			-
1b	... of which direct dial calls from external customers.	92% (8,243 of 8,937)	-	-		89% (2014/15)
2	Stage 1 complaints upheld	32% (10 of 31)	36% or under			33% (2013/14)
3	Stage 2 complaints upheld	0% (0 of 3)	6% or under			-
4	Customer satisfaction (survey respondents who were very satisfied or fairly satisfied with HCST)	84% (135 of 161)	91%			-
5	Ease of effort (survey respondents who found HCST very easy or fairly easy to contact)	87% (138 of 159)	92%			-

N.B. The Housing Customer Services Team (HCST) carries out customer satisfaction surveys every six months. The latest results are from September 2015, therefore the trend arrows refer to the previous March 2015 survey.

4.1.1 As of Quarter 2, two indicators are on target (green), one is near target (amber) and two are below target (red).

The indicators below target are:

Calls to Housing Customer Services Team (HCST) answered

The overall rate of calls answered has fallen during Quarter 2, to 71%. Calls were abandoned after an average waiting time of 32 seconds and answered calls had an average waiting time of 63 seconds.

This indicator measures calls to the Housing Customer Services Team (HCST) from all sources, including external customers who directly called the HCST, external customers who were transferred or diverted after calling another council number, and internal staff who called this number. At present it is not possible to identify specifically which calls are from external customers using the phone recording system, but there is potential to do so in future. However, it is known that 92% of calls were answered from external customers who directly dialled the HCST phone number (01273 293030). These calls account for around half of the total calls, and are included in the table above.

Customer satisfaction

Of 161 survey respondents who answered how satisfied they were with the overall service from the HCST:

- 100 were very satisfied (62%)
- 35 fairly satisfied (22%)
- 7 neither satisfied nor dissatisfied (4%)
- 7 fairly dissatisfied (4%)
- 12 very dissatisfied (7%).

Where free text was provided by the tenants, the majority of the comments were positive – eg the customer was very happy with the service and the member of staff was really good, followed up afterwards, did everything that could be done and explained everything well. However, a commonly suggested improvement from dissatisfied customers was that the council need to act quicker to resolve the issues they report, particularly as some of them were having to make repeated contact about the same issue.

The indicator near target was:










Ease of effort

Of 159 survey respondents who answered how easy they felt it was to contact the HCST:

- 80 said very easy (50%)
- 58 quite easy (36%)
- 8 neither easy nor difficult (5%)
- 9 nine fairly difficult (6%)
- 4 very difficult (3%).



























Those who found it difficult generally suggested that call waiting times should be shorter, and were probably among those customers who experienced waiting times longer than the average of 63 seconds. It is not currently possible to break down call waiting times (for a given period such as a month or a quarter) using the phone recording system. Most customers (66%) said they preferred phone contact to any other method.













4.2 Empty home turnaround time and mutual exchanges

Performance indicator (re-let time indicators are in calendar days)		Q2 2015/16	Target 2015/16	Status against target	Trend since last quarter	Benchmark (top quartile)
1a	Average re-let time, excluding time spent in major works	20 (148)	21			22 (LAHS*, 2013/14)
1b	... as above for general needs properties	16 (123)	18			-
1c	... as above for Seniors Housing properties	40 (25)	45			-
2	Average re-let time, including time spent in major works	39 (148)	-	-		41 (Housemark, 2013/14)
3	Decisions on mutual exchange applications made within statutory timescale of 42 calendar days	100% (23 of 23)	100%			-

*Local Authority Housing Statistics, which are collected and published by central government.

4.3 Property & Investment

Performance indicator		Q2 2015/16	Target 2015/16	Status against target	Trend since last quarter	Housemark benchmark (top quartile)
1	Emergency repairs completed in time	100% (2,693 of 2,693)	99%			99.8% (2013/14)
2	Routine repairs completed in time	99.9% (5,994 of 5,997)	99%			99.9% (2013/14)
3	Average time to complete routine repairs (calendar days)	10 days	14 days			-
4	Appointments kept by contractor as proportion of appointments made	97% (8,234 of 8,493)	97%			98% (2014/15)
5	Tenant satisfaction with repairs (very satisfied or fairly satisfied)	97% (1,679 of 1,728)	96%			94% (2014/15)
6	Responsive repairs passing post-inspection	95% (706 of 742)	97%			-
7	Repairs completed at first visit	93% (8,081 of 8,690)	92%			91.6% (2014/15)
8	Cancelled repair jobs	3.2% (312 of 9,621)	Under 5%			-
9	Dwellings meeting Decent Homes Standard	100% (11,662 of 11,662)	100%			100% (2014/15)
10	Energy efficiency rating of homes (SAP 2009)	64.8	64.4			70.4 (2014/15)
11	Planned works passing post-inspection	100% (477 of 477)	97%			-
12	Stock with a gas supply with up-to-date gas certificates	100% (10,171 of 10,171)	100%			100% (2014/15)
13	Empty properties passing post-inspection	99% (161 of 162)	98%			-

Performance indicator		Q2 2015/16	Target 2015/16	Status against target	Trend since last quarter	Housemark benchmark (top quartile)
14	Lifts – average time taken (hours) to respond	1 hour 41 min	2 hours			-
15	Lifts restored to service within 24 hours	97% (124 of 128)	95%			-
16	Lifts – average time to restore service when not within 24 hours	4 days (16 days between 4 lifts)	7 days			-
17	Repairs Helpdesk - calls answered	97% (19,001 of 19,506)	90%			-
18	Repairs Helpdesk - calls answered within 20 seconds	86% (16,299 of 19,001)	75%			-
19	Repairs Helpdesk - longest wait time	3 mins 37 sec	5 mins			-

4.3.1 As of Quarter 2, 18 indicators are on target (green), one is near target (amber) and none are below target (red).

The indicator near target is:

Responsive repairs passing post-inspection

The target of 95% from previous years was increased to 97%, and performance in Quarter 2 missed the new target.

The post-inspections undertaken have changed over the past year, to ensure all areas of the partnership are monitored appropriately in line with financial risk. All repairs costing over £1,000 are inspected, along with 20% of repairs carried out by sub-contractors and 10% of repairs carried out by directly employed Mears operatives.

Of the 742 responsive repairs that were post-inspected during Quarter 2, 36 failed:

- 15 required further works to complete the repair
- 11 failed due to poor quality work
- 8 were over-claimed (meaning less work was done than was stated on the repair order)
- 1 was failed by the supervisor because the expectations of the tenant were not fully met, although the technical requirements were
- 1 failed due to health and safety reasons.

4.3.2 **Asbestos**

Mears carry out annual inspections of all communal areas that have been identified as containing asbestos based materials, as part of the council's management policy relating to the Control of Asbestos Regulations 2012.

During the 2014/15 financial year, 566 inspections were carried out with no further works required. These properties will continue to be inspected on an annual basis, remaining on the inspection schedule until a time when the asbestos based materials are removed (eg due to the need for works or if repairs are required that result in removal).

4.3.3 **Legionella**

Communal hot and cold water systems are subject to a detailed inspection programme across the council's housing stock. The inspection programme is based upon the Health & Safety Executive's Approved Code of Practice and operates as follows:

Seniors Housing

- Checks by Scheme Managers of outlets that do not have a lot of usage, either on a weekly basis or prior to use
- Comprehensive monthly checks of temperature at outlets and within the hot water system.
- Checks of showers on a quarterly basis or as required.
- Annual checks of storage tank condition and calorifier (hot water cylinder)
- Full review of legionella risk assessment every two years or as required.

High Rises blocks

- All high rise communal tanks and inlets are inspected every six months.
- 20% of all communal water supply services are risk assessed annually.













Low Rises blocks

- A minimum of 10% of stock with communal tanks are risk assessed annually.

4.3.4 An extract from the draft 2014/15 Annual Legionella Report for Health & Safety Committee is also attached as appendix 3. An extract from the equivalent report for 2015/16 will also be included as an appendix in the Quarter 3 2016/17 Housing Management performance report.

4.4 Estates Service

Please note that Housemark do not provide comparable benchmarking data for the below indicators.

Performance indicator		Q2 2015/16	Target 2015/16	Status against target	Trend since last quarter
1	Cleaning quality inspection pass rate	100% (199 of 199)	98%		
2	Neighbourhood Response Team quality inspection pass rate (minor repairs and bulk waste)	100% (170 of 170)	99%		
3	Cleaning tasks completed	97% (13,085 of 13,543)	98%		
4	Bulk waste removed within 7 working days	98% (785 of 805)	98%		
5	Light replacements/repairs completed within 3 working days	98% (341 of 349)	99%		
6	Mobile warden jobs completed within 3 working days*	96% (1,530 of 1,592)	96%		
7	Incidents of drug paraphernalia collected and reported to the Police	93	-	-	-

*Includes 7 internal graffiti removal jobs, 6 of which were completed within 3 working days.

4.4.1 As of Quarter 2, four indicators are on target, two are near target and one is provided for information only. The indicators near target are:





Cleaning tasks completed

Performance was slightly below the 98% target (by 1%) because cleaners had to be pulled off some everyday duties in order to remove drug paraphernalia from common ways, following a rise in problems with drug use in communal areas. Incidents of drug paraphernalia, which are typically higher during the summer, increased from 48 to 93 between Quarter 1 and Quarter 2.

Light replacements/repairs completed within 3 working days

The target was missed by 1% due to a drop in performance in July, during which seven out of 123 jobs were done late. Only one job was late out of 118 in August, and all 108 jobs in September were done within the three day target.

4.5 Anti-social behaviour (ASB)

Performance indicator		Q2 2015/16	Target 2015/16	Status against target	Trend since last quarter	Housemark benchmark*
1	Victim satisfaction with closed ASB cases during the year (survey respondents from Q1 to Q2 who were very satisfied or fairly satisfied)	81% (13 of 16)	80%			90% (upper quartile, 2014/15)
2	ASB cases closed resulting in tenancy legal action (including eviction)	17% (14 of 84)	-	-	-	-
3	Tenants evicted due to ASB	1	-	-	-	-
4	Success rate of tenancy sustainment officer cases	100% (25 of 25)	95%			-

*The benchmarking data presented in this table covers 2014/15 but does not use our peer group. The data is sourced from 164 Housemark members who provided this data as part of a specialist ASB benchmarking exercise.

N.B. The 'Victim satisfaction with closed ASB cases' indicator covers the 2015/16 financial year to date and the other three cover just Quarter 2.

4.5.1 Reports of ASB incidents by type

ASB incident category		Q2 2015/16
1	Noise incidents	20% (139)
2	Harassment / threats incidents	21% (142)
3	Hate-related incidents	1% (10)
4	Vandalism incidents	2% (17)
5	Pets / animals incidents	14% (95)
6	Vehicles incidents	4% (29)
7	Drugs incidents	6% (38)
8	Alcohol related incidents	2% (11)
9	Domestic violence / abuse incidents	1% (6)
10	Other violence incidents	3% (23)
11	Rubbish incidents	13% (86)
12	Garden nuisance incidents	7% (45)
13	Communal areas / loitering incidents	5% (34)
14	Prostitution / Sex incidents	0% (0)
15	Other criminal behaviour incidents	1% (7)
16	Total ASB incidents	100% (682)

4.5.2 Reports of ASB incidents by ward during the quarter







Ward	Q2 2015/16 incidents	Incidents per 1,000 properties	Change since last quarter
Brunswick and Adelaide	0	0	0
Central Hove	8	89	1
East Brighton	114	46	44
Goldsmid	20	43	-12
Hangleton and Knoll	85	50	33
Hanover and Elm Grove	44	81	21
Hollingdean and Stanmer	52	34	-6
Hove Park	0	0	0
Moulsecoomb and Bevendean	79	48	3
North Portslade	13	26	-21
Patcham	24	41	0
Preston Park	12	95	10
Queen's Park	137	65	48
Regency	0	0	-2
Rottingdean Coastal	2	69	1
South Portslade	18	42	9
St. Peter's and North Laine	34	65	-4
Westbourne	12	81	-2
Wish	7	14	0
Withdean	1	18	0
Woodingdean	20	40	-11
Total	682	49	112

4.6 Tenancy Fraud

Performance indicator		Q2 2015/16	Target 2015/16	Status against target	Trend since last quarter
1	Properties taken back due to tenancy fraud	4	15 by year end	TBC (Q4)	TBC (Q4)
2	Tenancy fraud cases investigated and closed	35	-	-	-
3	New tenancy fraud cases opened	39	-	-	-
4	Total open tenancy fraud cases	64	-	-	-

4.6.1 As of Quarter 2, a total of 12 properties have been taken back due to tenancy fraud so far during this financial year (eight during Quarter 1 and four during Quarter 2) against a target of 15 by the end of the year. The other three indicators are provided for information only.

4.7 Seniors Housing

Performance indicator		Q2 2015/16	Target 2015/16	Status against target	Trend since last quarter
1	Individual wellbeing calls made to residents	29,723	-	-	-
2	Residents living in schemes offering regular social activities	97% (846 of 870)	95%		
3	Residents living in schemes offering regular exercise classes	63% (548 of 870)	61%		
4	Schemes hosting events in collaboration with external organisations	91% (21 of 23)	91%		

5. COMMUNITY ENGAGEMENT AND CONSULTATION:

5.1 The performance measures in this report demonstrate whether we are delivering quality service and are for scrutiny by members, residents and the general public. This report is being taken to Area Panels before going to Housing & New Homes Committee, and will include feedback from the former.

6. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

6.1 To follow.

Finance Officer Consulted: _____ *Date:* _____

Legal Implications:

6.2 To follow.

Lawyer Consulted: _____ *Date:* _____

Equalities Implications:

6.3 There are no equalities implications arising from this report.

Sustainability Implications:

6.4 The increase in the energy efficiency rating of homes reflects an improvement towards the council's sustainability commitments, among other objectives such as financial inclusion and reducing fuel poverty.

Crime & Disorder Implications:

6.5 There are no direct crime and disorder implications arising from this report. Cases of anti-social behaviour involving criminal activity are worked on in partnership with the Police and other appropriate agencies.

Risk and Opportunity Management Implications:

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

Public Health Implications:

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

Corporate or Citywide Implications:

6.8 There are no direct corporate or city wide implications arising from this report. However, two performance indicators featuring in this report ('dwellings meeting

Decent Homes Standard' and 'energy efficiency rating of homes') are among those used to measure success against the Corporate Plan principle of increasing equality.

SUPPORTING DOCUMENTATION

Appendices:

1. Appendix 1. Outline of under occupation arrears and related information
2. Appendix 2. Long-term empty properties
3. Appendix 3. Extract of the Annual Legionella Report for Health & Safety Committee

Background Documents:

1. None

Appendix 1. Outline of council under occupation arrears and related information

Item	Indicator	Baseline March 2013*	July 2015	Aug 2015	Sept 2015
1	Number of under occupying households affected by the charge	949	727	718	711
2	Percentage of under occupying households in arrears (numbers)	29% (277)	49% (359)	50% (341)	51% (332)
3	Percentage of all current tenants in arrears (numbers)	24% (2,791)	24% (2,786)	23% (2,689)	23% (2,639)
4	Average arrears per under occupying household in arrears	£303	£282	£279	£255
5	Total arrears of under occupying households	£84k	£101k	£95k	£85k
6	Percentage increase in arrears of under occupying households since 1 April 2013 (variance since baseline)	0% (£0k)	21% (£17k)	13% (£11k)	1% (£1k)
7	Percentage increase in arrears of all current tenants since 1 April 2013 (variance since baseline)	0% (£0k)	24% (£153k)	17% (£109)	13% (£82k)
8	Under occupier arrears as a percentage of total arrears	13%	13%	13%	12%
9	Cumulative number of under occupying households moved via mutual exchange since baseline	0	61	64	64
10	Cumulative number of under occupying households moved via a transfer since baseline	0	106	113	115

*Baseline = before the under occupation charge was introduced in April 2013.

N.B. The arrears figures include both rents and service charges.

Appendix 2. Long term empty properties

Of the 36 general needs and Seniors Housing properties that have, as of 6 November 2015, been empty for six weeks or more:

- seven are ready to let (two of which are Seniors Housing dwellings)
- 26 require or are undergoing major repairs/refurbishment
- three to be leased to Seaside Homes – last batch was leased in September 2015.

General needs and Seniors Housing long term empty properties (6 weeks or more)		
Calendar days empty as at 06/11/15	Ward	Status
83	East Brighton	To be leased to Seaside Homes
83	East Brighton	Ready to let following major repairs - 2 bedroom flat
307	East Brighton	Ready to let following major repairs - 3 bedroom house.
251	Goldsmid	With BHCC for refurbishment - studio flat
55	Goldsmid	Ready to let following major repairs - 2 bedroom house.
629	Hangleton and Knoll	Ready to let - 4 bedroom house. This property was refurbished to make it wheelchair accessible and to provide a single story extension (which needed to through the market tender exercise and through planning). This property was advertised early to enable joint working with the Occupational Therapist for the family moving in, to agree on the design details to suit their needs. It is due to be let imminently.
118	Hanover and Elm Grove	This Seniors Housing studio dwelling will not be let because it is part of a scheme (Stonehurst Court) which is to be closed as part of the Seniors Housing scheme review, because it cannot be made fit for purpose. The decision was approved by Housing & New Homes Committee in November 2015.
300	Hanover and Elm Grove	As above – Seniors Housing studio dwelling within same scheme.
405	Hanover and Elm Grove	As above – Seniors Housing studio dwelling within same scheme.
419	Hanover and Elm Grove	As above – Seniors Housing studio dwelling within same scheme.
517	Hanover and Elm Grove	As above – Seniors Housing studio dwelling within same scheme.
531	Hanover and Elm Grove	As above – Seniors Housing studio dwelling within same scheme.

General needs and Seniors Housing long term empty properties (6 weeks or more)		
Calendar days empty as at 06/11/15	Ward	Status
98	Hollingdean and Stanmer	To be leased to Seaside Homes
98	Hollingdean and Stanmer	To be leased to Seaside Homes
153	Moulsecoomb and Bevendean	Ready to let - 3 bedroom house
146	Moulsecoomb and Bevendean	With BHCC for refurbishment - 3 bedroom house
139	Moulsecoomb and Bevendean	Undergoing major repairs - 2 bedroom flat
195	Moulsecoomb and Bevendean	With BHCC for refurbishment - 3 bedroom house
111	Moulsecoomb and Bevendean	This Seniors Housing studio dwelling is part of a scheme where works are due to commence to convert unpopular studio flats into 1 bedroom flats. This is being done as part of the Seniors Housing stock review, which Housing Committee accepted in principle in January 2015.
125	Moulsecoomb and Bevendean	As above – Seniors Housing studio dwelling within same scheme.
153	Moulsecoomb and Bevendean	As above – Seniors Housing studio dwelling within same scheme.
265	Moulsecoomb and Bevendean	As above – Seniors Housing studio dwelling within same scheme.
762	Moulsecoomb and Bevendean	As above – Seniors Housing studio dwelling within same scheme.
209	North Portslade	This Seniors Housing studio dwelling is part of a scheme where works are due to commence to convert unpopular studio flats into 1 bedroom flats. This is being done as part of the Seniors Housing stock review, which Housing Committee accepted in principle in January 2015.
363	North Portslade	As above – Seniors Housing studio dwelling within same scheme.
69	Patcham	This Seniors Housing studio dwelling is part of a scheme where works are due to commence to convert unpopular studio flats into 1 bedroom flats. This is being done as part of the Seniors Housing stock review, which Housing Committee accepted in principle in January 2015.
132	Patcham	As above – Seniors Housing studio dwelling within same scheme.
209	Patcham	As above – Seniors Housing studio dwelling within same scheme.
419	Patcham	As above – Seniors Housing studio dwelling within same scheme.

General needs and Seniors Housing long term empty properties (6 weeks or more)		
Calendar days empty as at 06/11/15	Ward	Status
62	Queen's Park	Ready to let - 2 bedroom Seniors Housing flat
195	South Portslade	With BHCC for refurbishment - 3 bedroom house
48	South Portslade	Ready to let - 1 bedroom Seniors Housing flat
125	South Portslade	This Seniors Housing studio dwelling is part of a scheme (Evelyn Court) where works are underway to convert unpopular studio flats into 1 bedroom flats. This is being done as part of the Seniors Housing stock review, which Housing Committee accepted in principle in January 2015.
160	South Portslade	As above – Seniors Housing studio dwelling within same scheme.
272	South Portslade	As above – Seniors Housing studio dwelling within same scheme.
181	Wish	With BHCC for refurbishment - 3 bedroom house
Total of 36 dwellings		

Annual Legionella Report for H&S Committee (draft) Housing Extract (Released by corporate H&S Team annually in mid-November)

4.4 Housing

General:

1. A new member of staff (Adrian Day) been employed to undertake the role of Building Services Engineer (from July 2014 established from January 2015).
2. Our term contractor is supplying guidance on how we review systems under the new 2014 HSG 274 L8 ACOP.
3. As a risk assessment is now a firm living document and not on a two year cycle, any new systems and changes to existing installations are assessed and added to the asset list for review as they occur.
4. Housing's M&E Team are working in conjunction with HSL, Mears and P.H. Jones health & safety managers on an "In-Out Asset" sheet which can be used to update the Risk Assessments on HSL's portal, Socius.
5. Approximately 10% of our stock is risk assessed each year (1376 properties). Progress is monitored through monthly contract meetings and by logging on to the contractor's web portal. This is in line with the ACoP guidance that states that similar properties may be reasonably assumed to have similar risks and performance patterns, and therefore may be assessed in groups.
6. The contractor collects & records information on handheld PDAs. This is then stored on their web portal, Socius.
7. BHCC Officers have access to Socius to monitor results.
8. Seaside Homes have been offered their own sign-on to Socius (subject to payment) to view and monitor their dwellings.
9. The Property & Investment (P&I) Building Service Engineer has taken responsibility for Legionella Management for the BHCC Housing offices
10. All Priority Correction Action Forms (PCAFs) are now raised on the PDA and sent immediately by email to the Building Services Engineer to action and sign off.
11. 101 PCAFs have been raised between November 2014 and Nov 2015. Most were for tank clean and disinfection. (photographs of the tanks are sent to Building Service Engineer to comment)
12. Housing is looking at a tank removal program in low rise dwellings, where they have 100% combi boilers fitted.
13. Housing has started its own training (initially focused on Sheltered Schemes) in conjunction with HSL for legionella awareness and flushing

14. The Building Service Engineer has been updating his certification with HSL

15. Housing is reviewing the new risk assessments from HSL.

Sheltered Housing:

1. New risk assessments have been made a priority on sheltered schemes and housing offices.
2. Building Services Engineer is reviewing the water systems in sheltered accommodations and a remedial work list is being built out of this review.
3. Part of the water management budget for financial year 2015/16 has been earmarked for the removal of blind ends and redundant systems
4. Some previously unrecorded decorative water features and little used outlets have been discovered and action taken to remove them or add to the flushing regime where appropriate.
5. Two water features have been removed, and following intervention by the M&E Team the Somerset Point /Essex place water feature has be brought up to a very high standard by the Essex place Tenant's Association (TA). This has been funded and executed by the residents at no cost to the Council. The Building Services Engineer will make periodic site visits to ensure that the maintenance regime is being adhered to.
6. Where other water features exist we have informed residents that they must bring them up to standard and maintain them at their own cost, or have them removed. We have suggested that the TA employ a pond management company (paid for by the schemes TA.) to keep the features in good order.
7. Sheltered Managers will be advised that water features cannot be introduced into the schemes without adequate management controls which would have to be done locally within the scheme.
8. All Sheltered Housing Schemes are being monitored with weekly flushing of outlets where necessary and monthly temperature checking.
9. One-to-one training has been delivered to the Scheme Managers by our contractor in order to help them understand the record keeping, log book and reporting for their schemes. They have also been trained in flushing the outlets in the schemes empty flats and keeping records of any relevant activity.
10. Training has been completed with scheme managers on flushing void flats.
11. Training is ongoing to update the scheme managers in legionella awareness
12. Following a review, TMVs will now only be fitted to bathroom' (not kitchens) within sheltered schemes and if they are requested a Risk Assessment will have to be completed.

Planned Preventative Maintenance (PPM):

A new PPM schedule of works has been introduced with all Sheltered Housing and all High Rise Housing Blocks having six monthly cold water storage tank inspections which include a water sample being taken and analysed. There are 62 sites in total which covers all priority 1 (sheltered housing) & 2 (general dwelling) properties.

Major Remedial Works Ongoing/Completed:

Scope of works being developed by the Building Services Engineer following site inspections and assessment of remedial works required. This includes removal of redundant outlets, blank ends, redundant showers and toilets, cold water storage tanks and old point of use water heaters.

Major Remedial Works Planned:

Last financial year 2014/15

Cold water storage tank replacements:

- Bristol Estate: (October 2014) Completed
- St John's Mount: (November 2014) Completed
- Somerset House: (Jan – Apr 2015) Completed
- Warwick Mount: (Jan – Apr 2015) Completed
- Theobald House: (Jan – Apr 2015) Completed

Financial year 2015/16

Cold water storage tank replacements:

- Hereford Court (July 2015) Completed
- Wiltshire Court (August 2015) Completed
- Johnson Bank (September 2015) Completed Napier House (November 2015) Completed
- Barclay House (December 2015) Completed
- Hereford Court break tank August 2015 Completed
- Wiltshire Court break tank August 2015 Completed
- Theobald House break tank January 2016
- Hereford Court Cold water booster set February 2016
- Wiltshire Court Cold water booster set March 2016

- Hornby Place Cold water storage tanks will also be replaced
- Programme of other works for 2015/16 TBC for TBM9

N.B. All major works in General Housing are subject to 2-part leasehold consultation and all major works require 3 tendered quotes. This creates significant delays in commissioning and carrying out the works.

Contract Management:

1. Monthly meetings are held to monitor progress of the risk assessment programme, PCAFs and remedial works required / ongoing. Also to monitor the performance of the contractor, and build a robust working partnership with good communication.
2. Current attendees are Housing's Building Services Engineer, M&E Operational Coordinator, and the contractor's Contract Manager and Regional Manager.
3. Regular weekly/monthly site visits are carried out to audit current water risk assessments and remedial works. The visits are recorded on spreadsheets stored on the BHCC Housing S/Drive.

Monthly reports/ documents produced:

- Housing Monitoring Summary (schedule of visits)
- New Corporate Risk Assessment built and signed
- Housing PCAF Schedule (Log of PCAFs actions advised & taken)
- Monthly report is sent to Scheme Managers for buildings
- Housing Water Hygiene Executive Summary (other recommended works progress report)
- Housing continues to work with Corporate for a joined up process

KPIs:

Action on this was delayed in anticipation of the new corporate contract which commenced April 2014 and then further delayed by the absence of a Building Services Engineer for Housing. Suggestions on how they should be presented were given to the appointed contractor at the monthly meeting on 7th August. Following this the contractor suggested introducing the PDA's to the Housing contract which changes the way they report.

The PDA's started to be used by the contractor's operatives in September 2014 and we are still assessing what is available to us on Socius and whether it meets our KPI reporting requirements. Although the contract is closely monitored and managed and HSL are generally performing well. The format of KPI information is not yet fully agreed and is an area that requires attention to meet the contract requirements

However, overall, with the contract management measures we have in place, Housing can give reasonable assurance of Legionella compliance.

Subject:	Mutual Exchange Incentives		
Date of Meeting:	30 November 2016; 2, 3, 7 December 2016		
Report of:	Acting Executive Director of Environment, Development and Housing		
Contact Officer:	Name:	Nick Kitson	Tel: 01273 293354
	Email:	nick.kitson@brighton-hove.gov.uk	
Ward(s) affected:	All		

FOR GENERAL RELEASE**1. PURPOSE OF REPORT AND POLICY CONTEXT**

- 1.1 Housing has been looking to introduce a Mutual Exchange Incentive Scheme, to encourage more downsizing among under occupiers affected by the reduction in Housing Benefit (HB) for having a spare bedroom.
- 1.2 Currently, tenants wanting to downsize are paid up to £2,500 if they transfer to a smaller property through Homemove. This proposal would extend these payments to tenants downsizing through mutual exchanges as well, using the existing criteria and procedures.

2. RECOMMENDATIONS

- 2.1 That the Area Panels comment on the proposal to extend of financial incentives to downsizing tenants completing a mutual exchange.

3. CONTEXT/ BACKGROUND INFORMATION

- 3.1 The Welfare Reform Act 2012 introduced a measure to reduce the Housing Benefit (HB) of council tenants who were deemed to be under-occupying. The measure received national attention where it was branded as a "bedroom tax".
- 3.2 Under-occupiers impacted by the HB changes have reduced from 935 when the changes were introduced in April 2013, to 725 at the end October 2015. However, movement has slowed with many under-occupiers saying they wish to remain in their current homes and pay the charges.
- 3.3 50% (360) of under-occupiers were in arrears on the end of October 2015, owing a total of £94k, or an average of around £261 each.
- 3.4 Some had been awarded Discretionary Housing Payments (DHPs) once or twice, as a temporary measure, on the basis that either their circumstances will soon change (e.g. children's ages mean they would soon be entitled to the 'spare'

room) or because they are in a property adapted to meet the needs of their disability. However for many recipients, they will not have further entitlement to DHP awards.

- 3.5 Since 2013, the council has offered to provide funding on a case-by-case basis for downsizing tenants expressing a wish to exchange. This has included paying for removals or garden clearances. However uptake of this option has been low and has resulted in only very small numbers of tenants moving.
- 3.6 Landlords including Harlow, Colchester, Winchester, Cambridge, Southwark and Lewes are taking this or a similar approach to that set out in this paper.
- 3.7 Cambridge City Council have reported that the scheme has been popular, with several moves having been completed as of April 2015.

4. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS

- 4.1 The option to provide a lower sum has been looked at. This is unlikely to be high enough to incentivise many people to move and would have the added disadvantage that a new procedure (and staff to operate it) would be required, rather than using the existing TIS policy.
- 4.2 The following considerations support the introduction of a mutual exchange incentive scheme:
 1. Mutual exchanges provide a faster way of achieving right-sized accommodation for both under-occupying and overcrowded households than waiting on the transfer list
 2. Encourages under-occupying tenants not to simply wait to get the incentive through the Transfer Incentive Scheme (TIS) via a Homemove transfer. Even in Band A, such a move can take 8 months to a number of years.
 3. Saves money that would otherwise be spent on empty property repairs and rent loss through transfers (up to £3,000 per property)
 4. Pays for rechargeable repairs within the incentive sum, if such a recharge would otherwise stop the exchange.
 5. May make better use of adapted stock.
 6. Can be promoted at mutual exchange events, as well as through other media.
 7. Budget provision made for bad debt would be more productively used in a proactive way – i.e. to provide the incentive.
 8. It is envisaged that if agreed by committee, the financial incentives will be identical to those already offered under the Transfer Incentive. That is, £1,000 for releasing one bedroom, with an additional £500 for each

extra bedroom released, up to a maximum of £2,500 for four or more bedrooms.

9. Eligibility criteria will be the same as for TIS, except where criteria in the TIS policy are not relevant to exchange applicants (e.g. moving to the private rented sector).

10. Applications will either be processed by the officer in Homemove who is responsible for TIS, or by officers within another department following the same procedures.

5. COMMUNITY ENGAGEMENT & CONSULTATION

5.1 A telephone survey of 134 under-occupying tenants was conducted in February 2015 to help establish which tenants were willing to move. A sample of these were asked whether they would find a cash incentive helpful. A third said it would be helpful.

6. FINANCIAL & OTHER IMPLICATIONS

6.1 Financial Implications

£50k of Housing Revenue Account money was set aside in 2014/15 to help downsizing tenants to move as per 3.5 above. This money is largely yet to be spent due to the low takeup and could provide funding for up to 49 moves under the proposed scheme.

Any money spent to support people receiving an under-occupation charge represents an overall saving for the tenant and the council because of the reduced rent arrears and the benefits set out above.

Financial advice has been requested and will be added once received.

6.2 Legal Implications

Legal advice has been requested and will be added once received.

6.3 Equalities Implications

An Equalities Impact Assessment (EIA) has been carried out alongside this proposal.

This scheme would put tenants who are giving up bedrooms via mutual exchange on the same footing (by providing the same incentives) as those who do so through transfer.

Many under-occupiers tend to be female-headed households, who are slightly older but under pensionable age. There is also a high incidence of people under-occupying who have a disability.

As with the Tenant Incentive Scheme, money spent on this is not being spent on other Housing-related matters.

The proposal seeks to assist only under-occupying households.

6.4 Sustainability Implications

There are currently no sustainability implications from this proposal.

6.5 Crime and Disorder Implications

There are no crime and disorder implications.

6.6 Risk and Opportunity Management Implications

The main risk is that this money is being spent on under-occupying tenants rather than elsewhere. However, if savings are made from reduced rent arrears, these can be invested elsewhere in the service.

6.7 Public Health Implications

There are no public health implications.

6.8 Corporate / Citywide Implications

The proposal helps the council to achieve the goal of supporting our residents with issues relating to welfare reform, and of making the best use of our housing stock.

SUPPORTING DOCUMENTATION

Appendices:

None

Documents in Members' Rooms

None

Background Documents

None

Subject:	Welfare reform changes		
Date of meeting:	30 November and 2, 3, 10 December 2015		
Report of:	Acting Executive Director – Environment, Development & Housing		
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:**

This report summarises the upcoming national changes to welfare benefits. It has a particular focus on Universal Credit, which will be introduced to the Brighton & Hove area from December 2015.

2. RECOMMENDATIONS:

- 2.1 That the Area Panel note and comment upon the contents of the report, before it goes to Housing & New Homes Committee on 13 January 2016.

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

- 3.1 The Welfare Reform Act 2012 introduced widespread changes to the welfare benefits system that have had a significant impact on residents and on the council's income stream. Examples of changes that were introduced from April 2013 include:-
- the Removal of Spare Room Subsidy, which reduced Housing Benefit (HB) for working age under-occupying households in the social housing sector
 - The Benefit Cap, capping the welfare benefits a couple or family could claim to £26,000, and £18,200 for a single person
 - The abolition of Council Tax Benefit, replacing it with localised schemes with less government funding
 - Gradual national rollout of Universal Credit from October 2013.

3.2 The government's July 2015 Budget Announcement proposed further changes to their welfare reform agenda. Key changes include:-

- Reductions to Benefit Cap levels
- Freezing the majority of working age benefits and tax credits for four years from 2016/17 (with protections for pensioners, and excluding some disability related and statutory schemes e.g. statutory sick pay and maternity pay)
- Child element of Tax Credits and Universal Credit will no longer apply to third or subsequent children born after April 2017 – there may be some exceptions
- Working age Housing Benefit rates and Local Housing Allowance rates frozen for four years from April 2016
- No housing element of Universal Credit payable for under 21s with exceptions
- Income thresholds in Tax Credits reduced from £6,420 to £3,850
- The introduction of a “Pay to Stay” scheme which would see tenants earning above £30k paying market rent levels

3.3 Benefit Cap

3.3.1 Changes to the Benefit Cap will be phased in during 2016/17. The policy objectives are to further improve work incentives; promote greater parity between those on out-of-work benefits and tax payers in employment; and further reduce expenditure on welfare benefits. Currently the same cap levels are applied across the country, but the changes will see a geographical differentiation. Table 1 below shows what the reduced cap levels will be.

Table 1: Annual Benefit Cap figures (weekly amount in brackets)

	Current cap levels	Proposed Greater London	Proposed all other areas
Couple, household with children	£26,000 (£500)	£23,000 (£442)	£20,000 (£385)
Single person	£18,200 (£350)	£15,410 (£296)	£13,400 (£258)

3.3.2 Claimants who will be exempt from the cap are those who are in receipt of Disability Living Allowance or Personal Independence Payments, Attendance Allowance, or have the ‘support’ component of Employment & Support Allowance. In addition, people who have been employed for 12 months and then lose their job through no fault of their own will only have the Benefit Cap applied after 9 months.

3.3.3 The government's impact assessment estimates that the number of households capped will increase from around 23,000 currently to around 126,000 in 2017/18, with a national average loss of benefit of around £63pw. It also calculates that female-headed single-parent households will be a significantly impacted group.

3.3.4 Locally, it is estimated that the number of people in the city impacted by this welfare change will increase from around 100 currently, to around 1,000 once the change has been introduced. Currently few council tenants receive the cap but the change will likely cause over 100 to be affected, with half of those losing 50% or more of their Housing Benefit entitlement.

3.3.5 Residents in temporary accommodation and the private rented sector will be affected in greater numbers.

3.4 **Universal Credit**

3.4.1 This was the previous coalition government's flagship change to welfare benefits. It aims to simplify the welfare benefits system, reduce administration costs, and make work a more attractive proposition to dependency on state benefits. Universal Credit is a means tested benefit for working age people whether they are in work or out of work, and rolls six welfare benefits, listed here, into a single payment:-

- Income-based Job Seeker's Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)
- Income Support
- Child Tax Credit
- Working Tax Credit
- Housing Benefit.

3.4.2 The key changes Universal Credit introduces for claimants living in social housing are:-

1. Receipt of a single benefit
2. Applications to be made online rather than on paper, with the ongoing claim (e.g. change of circumstances) being managed in a self-serve manner online rather than through mediated means
3. One single payment to the household
4. Benefit paid monthly in arrears into a bank account to resemble a monthly salary, and not in advance as benefits are currently paid
5. Rent element paid to the claimant, and no longer directly to the landlord
6. New claimant commitments regarding seeking work
7. All paid by the Department for Work and Pensions (DWP), and not with the housing element paid by local authority Revenues and Benefits Teams as is currently the case with Housing Benefit payments.

3.4.3 The transition to Universal Credit, and monthly rather than weekly or fortnightly budgeting cycles, will be harder for some tenants than for others. Where it is likely that tenants will be unable to manage their own rent payments, the claimant or the landlord can apply to the DWP for 'Alternative Payment Arrangements'. In specific circumstances of vulnerability, and only for a limited time, these can either be payments made direct to the landlord, or to the applicant on a more frequent basis than monthly, or split between household members where there might be a risk of financial abuse. The vulnerability criteria include households where there is evidence of:-

- mental health issues, learning difficulties, physical or sensory disabilities
- some addictions – e.g. drugs, alcohol, gambling
- literacy, language and numeracy difficulties
- Care leavers, or claimants are 16 or 17 year olds
- Support provided via the Troubled Families programme
- Domestic violence
- Severe indebtedness

3.4.4 As reported by the Department for Work and Pensions (July 2014), in the six areas where Universal Credit was piloted, 31% of the 6,828 involved households were switched back to direct rent payments to their landlord. Furthermore, the 95% average rent collection rate meant landlords' arrears increased by an average across all areas of £270 per participating household, or £307,000 per area.

3.5 **Potential impacts of the changes, and challenges for Housing and the wider city.**

3.5.1 The introduction of the welfare benefit changes highlighted above in addition to those already in place, is likely to place some pressures on the finances and other resources within and outside of Housing. Some will be certain, and others will be in relation to residents' abilities to manage their own responsibilities and the additional demands placed upon them. They are taken together and are in no particular order, but include:-

1. Spiked increases in arrears as tenants are paid Universal Credit in arrears, and are likely to take time to develop sustainable budgeting patterns.
2. Impacts of the Benefit Cap particularly on residents in the private rented sector, and some other parts of social housing where rents are higher than council rents - leading to significant gaps between rents and 'Local Housing Allowance' levels (this is the maximum level locally at which Housing Benefit can be paid for certain size properties). This has a potential impact on homelessness services and the costs of providing temporary accommodation.
3. Pressures on Discretionary Housing Payment funding, and the administration of it.

4. Fuel poverty and the health (physical and mental) and property (condensation and damp issues) impact of difficult choices residents are reportedly making around “heat or eat” or “fuel or food”.
5. Additional demands on staff time – particularly within Homelessness, Customer Services, Income Management and Neighbourhood teams.
6. Demands on other council services e.g. Children’s Services as a result of pressures on households.
7. Higher costs of income collection and arrears recovery.
8. Increased transaction costs of receiving rent payments individually from upwards of 90% of tenants, when compared to the current arrangements where 60% of rents are made in one single payment through the Housing Benefits payments system. Payment methods will also need to be reviewed as automated and telephone self-service payment options are about nine times less expensive than Paypoint payments.
9. Potentially higher provisions to be made for bad debts.
10. Potential higher council tax arrears resulting from reduced incomes and difficulties with monthly budgeting.
11. Impacts of increased rent arrears (as well as the 1% rent reduction) on the Housing Revenue Account income stream, and consequences for planned investment in current and new housing stock. This issue is also likely to have an impact for other social housing providers in the city where longer-term investment loans would have been predicated on annual rent increases of around 2 or 3%.

4. Actions being taken within Housing to prepare for the changes and support residents

- 4.1 Housing has used much of the learning from preparing for the 2013 welfare reform changes, and introduced some new ones in light of Universal Credit resulting in the following actions:-
 1. Keeping targeted groups of tenants informed through letters, phone calls and personal face-to-face contacts by specially trained staff.
 2. Developing close working relationships with local Jobcentre Plus and DWP staff. This has been through meetings, and the planned workshops and training events that will be taking place from December 2015.
 3. Getting to know our tenants and their circumstances much better, and updating our tenant profile information in order either to apply for ‘Alternative Payment Arrangements’ and/or to support individual tenant’s needs. This includes tenants who are in temporary accommodation.
 4. Working on our action plan following a review of the process of debt management within the landlord services; looking at future possibilities for debt prevention, management and reduction. This includes looking at our professional responsibilities around support and enforcement;

promoting a 'rent as priority' culture amongst tenants and colleagues; and encouraging tenants to keep in early contact with us when their circumstances change or they begin to face difficulties – seeing Housing as part of the solution to their concerns rather than as an organisation to be avoided.

5. Working with British Telecom (BT) to pilot free broadband provision, the development of tenants' internet skills, and the creation of tenant 'Get online' champions.
6. Working closely with The Food Partnership and residents – using local skills and resources to address food poverty issues as part of our inclusion activities.
7. 2016/17 HRA budget proposal to continue to specifically support council tenants if the council's reduced Discretionary Housing Payment budget is unable to meet local needs.
8. Continued tenant referrals to Money Advice Plus, Moneyworks and other local agencies for independent money, budgeting, work and internet advice and support.

4.2 There are also plans to:-

- Increase direct debit or standing order payments, being mindful it may not be suitable for all tenants, but in the knowledge that automated payments will help many tenants with their monthly budgeting.
- Be part of a DWP pilot which would involve housing organisations themselves administering and deciding upon Alternative Payment Arrangements. If accepted for the pilot, this could result in a speedier service for tenants, less duplication of work for Housing staff, and the prevention of some rent arrears.
- Work with tenants who have trained in the money mentoring programme to consider enjoyable, interactive, group budgeting workshops that can be taken round the estates using our community buildings. This will be along the lines of successful group sessions run by some Citizens' Advice Bureaux.
- Involve residents living in temporary accommodation in planned budgeting and internet skills development workshops.
- Consider how we can prioritise more staff time than at present to support tenants with a range of issues. These include for example, getting online, establishing sustainable rent payment patterns, referrals to support for getting into work, chasing and reminding them on actions to take to meet their responsibilities and to avoid being sanctioned.
- Increase the number of links on the Housing pages of our website to videos offering benefits, budgeting, banking and other information that will be useful to residents.

5. COMMUNITY ENGAGEMENT AND CONSULTATION:

- 5.1 Tenants and tenants' groups have been informed about welfare reform changes through personal contacts, Homing In and a variety of meetings. Some tenants were involved, through a focus group and one-to-one interviews, in a research study into preparations for Universal Credit.
- 5.2 As we learn from the experiences of the first group of tenants to transfer to Universal Credit and those impacted by the reduced Benefit Cap, we will be able to use this information to engage with tenants who will be the next groups to be touched by the changes.

6. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 6.1 The 2016/17 budget is currently being prepared. Proposals include an increase to the budget for the contribution to bad debt provision, and proposals to increase the HRA contribution to the Discretionary Housing Payment scheme.

The main body of this report has shown that the ability of current tenants to pay their rent may be affected by the welfare benefit changes. There is provision to partly mitigate against this by applying for Alternative Payment Arrangements meaning rent payments will be made directly to the landlord. However it should be noted that the government anticipates that this is likely to be the case in only 5% of Universal Credit claims, and furthermore that the duration of such arrangements to be time-limited.

Rent arrears for current tenants have increased by 18% since the welfare reform changes that introduced in April 2013, and when they were £639k. As at the end of October 2015 they stood at £756k representing 1.5% of the annual rent budget of £51.09m.

Given the data from the current pilots for Universal Credit, further increases in bad debt provisions will be needed in 2017/18 and beyond as arrears are likely to increase, at least in the short term.

Finance Officer Consulted: Monica Brooks Date: 16 November 2015

Legal Implications:

- 6.2 Legal advice will be sought and added in once received.

Lawyer Consulted:

Date:

Equalities Implications:

- 6.3 There is a range of equalities implication in the ways that welfare reforms have impacted on certain groups. Some implications are highlighted in the body of the report. An equalities impact assessment has not been done by the council

as the changes relate to a government initiative, and the DWP have produced an impact assessment which is available at www.gov.uk.

Sustainability Implications:

- 6.4 In the wider sense there are concerns around sustaining tenancies, particularly within the private rented sector.

Crime & Disorder Implications:

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

Risk and Opportunity Management Implications:

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

Public Health Implications:

- 6.7 There are no direct public health implications arising from this report. However, there are known physical and mental health implications arising from the effects of poverty and hardship.

Corporate / Citywide Implications:

- 6.8 There are no direct corporate or citywide implications arising from this report.

SUPPORTING DOCUMENTATION

Appendices:

1. None

Documents in Members' Rooms:

1. None

Background Documents:

1. None

Area Panels: December 2015

Briefing Paper: Model Constitution

Background

After considerable consultation the Model Constitution for Tenants and Residents Associations was agreed by the Housing Committee on 10 September 2014. The Recognition Policy was also updated to bring it in line with the Code of Conduct.

The Model Constitution is slowly being agreed as AGMs come up across the city and the Resident Involvement Officers have been supporting associations to do this.

An association must include the basics in the Model Constitution in their constitution to be recognised by the council, and local agreements can be added.

During this piece of work a couple of changes required have come to light. We are asking the Area Panels to agree two amendments.

1. The equalities statement

The existing equalities statement says

The Association will not discriminate on the grounds of gender, gender reassignment, race, ethnicity, sexuality, disability, religion, belief, marital status, or age.

This needs to be better brought better in line with the language of the protected characteristics in the Equalities Act, the proposal is to amend this to say

The Association will not discriminate on the grounds of age, disability, gender reassignment, **marriage or civil partnership, pregnancy or maternity**, race or ethnicity, religion or belief, **sex** and **sexual orientation**.

2. Vote of no confidence

There is guidance regarding calling a Special General Meeting that is below

Special General Meeting

The Secretary will call a Special General Meeting at the request of the majority of the Committee, or ten members of the Association giving a written request to the Chair or Secretary stating the reason for their request. At least fourteen days' notice will be given of the Special General Meeting, which will take place within twenty-one days of the request.

The proposal is to add

Vote of No Confidence

The truthful reason(s) for a vote of no confidence in a committee or committee member should be given in writing to the Chair or Secretary twenty-one days before a General Meeting or a Special General Meeting.

The reason(s) must relate to conduct while undertaking the business of the association unless a serious criminal activity or fraud has taken place.

Contact: Becky Purnell, Resident Involvement Manager
Email: becky.purnell@brighton-hove.gov.uk

Area Panels: December 2015

Briefing Paper: Code of Conduct

Background

The Code of Conduct (CoC) was developed in 2012 as part of the Everyone Counts Innovation Group report into strengthening resident involvement. It had final sign off by the Housing Committee in December that year. A more robust CoC with clear explanations of acceptable and unacceptable behaviour had the highest support as an idea during the consultation process.

The CoC has been enforced three times and led to an apology and two resignations. It has also been referred to at a number of meetings. It is very long and the important thing to remember is to be polite and respectful of each other and guests to your meetings, agreeing some ground rules at the start of the meeting can be the best way to achieve this.

Proposal that a task and finish group undertakes a review

The Resident Involvement Team and managers from Housing Customer Services, Sheltered, Neighbourhoods and Tenancy Teams have reviewed the use of the CoC and a number of questions have come up.

For example

1. The Everyone Counts Report said the committee would sign the CoC and it would be displayed at meetings, in practice the CoC was simply circulated, is this sufficient?
2. There is no guidance on if a resident resigns or is voted off a committee how long does this stand. Should there be different timescales for different levels of poor behaviour?
3. While the CoC is useful for the behaviour of everyone at meetings, unless a person is a committee member it is not enforceable.
4. There is no guidance on when someone behaves poorly at a number of meetings can an association ask them not to attend future meetings and if so how long would this be for? Or is this a local matter for associations to decide?
5. The unacceptable behaviour form is only of use for behaviours at meetings.

The proposal is that a resident from each Area Panel meets with two volunteers from the Tenancy Service Improvement Group two or three times with the Resident Involvement Manager to undertake a review and bring a report back to the April Area Panels. Is someone happy to volunteer from the Area Panel or would you prefer to put this to the vote?

Anti-social behaviour

The process of reporting anti-social behaviour (ASB) is through Housing Customer Services Team or by calling the police if it is an emergency. This can be done at a housing office, by email Housing.CustomerServices@brighton-hove.gov.uk, or by telephone 01273 293030. They would then get advice on whether the matter should be recorded on the system only, or recorded and referred on for investigation by the Neighbourhood or Tenancy Enforcement Teams.

Another method of reporting is by using the on-line form on the council's website (search report a problem - council housing) . The website states it is very difficult for the council to take action unless there are other witnesses or evidence to support what is being said by one person or the other.

The council cannot solve all neighbour disputes. Whilst all ASB is recorded, the council provides funding to Brighton and Hove Mediation Service to solve some neighbour disputes and expects tenants who want to solve their neighbour disputes to participate in that process.

Contact: Becky Purnell, Resident Involvement Manager
Email: becky.purnell@brighton-hove.gov.uk

BRIGHTON & HOVE CITY COUNCIL

HOUSING & NEW HOMES COMMITTEE

4.00pm 11 NOVEMBER 2015

FRIENDS MEETING HOUSE, SHIP STREET, BRIGHTON

DECISION LIST

Part One

73 RESPONSE TO THE TENANT & RESIDENT SCRUTINY PANEL ON RESPONSIVE REPAIRS

Contact Officer: Glyn Huelin
Ward Affected: All Wards

Tel: 01273 293306

- 1) That the evidence, findings and recommendations of the Tenant & Resident Scrutiny Panel relating to the responsive repairs service, be noted.
- 2) That the actions proposed in the report in response to the Tenant & Resident Scrutiny Panel's recommendations, be agreed.

74 RESPONSE TO SCRUTINY PANEL REPORT ON PRIVATE SECTOR HOUSING

Contact Officer: Martin Reid
Ward Affected: All Wards

Tel: 01273 93321

- 1) That the proposed response to Scrutiny Panel Report on Private Sector Housing (Appendix 1) in relation to matters within the remit of the Housing & New Homes Committee, be approved. Other non-Housing matters will be reported to the relevant policy committee for consideration.

75 SENIORS HOUSING SCHEME REVIEW

Contact Officer: Simon Pickles
Ward Affected: Hanover & Elm Grove

Tel: 01273 292083

- 1) That the conclusion of the scheme review, summarised in this report be

agreed, and after due consideration of the results of the consultation with the current residents, it is agreed that Stonehurst Court should be decommissioned for use as seniors accommodation.

- 2) That it is noted that the 6 flats which are part of the street frontage will not form a part of any redevelopment due to the difficulties relating to proximity to neighbouring owner occupied properties; and therefore it is agreed that that priority for any vacancies in these 6 properties be given to any tenants who are required to be decanted from the remainder of the site and who would suffer particular detriment (health or social) in moving away. These flats would not be retained as seniors housing.
- 3) It is agreed that in the event of the scheme closing, the remaining available accommodation, namely the studio flats in the centre of the site, be made available as temporary accommodation for statutory homeless people to whom the council owes a duty, subject to a property by property business case and risk assessment.
- 4) That the update on the range of potential medium term future options for the site in paragraph 3.6 be noted. A report on options for future use of the site will be brought to a future Housing & New Homes Committee in the event of the scheme closing.

76 FORMER OXFORD STREET HOUSING OFFICE - REVIEW OF FUTURE OPTIONS

Contact Officer: *Simon Pickles*

Tel: *01273 292083*

Ward Affected: *St Peter's & North Laine*

- 1) That the range of future options for this HRA owned commercial property set out in paragraph 4 be noted.
- 2) That it be agreed that a further, fully costed report be brought back to Housing & New Homes Committee for consideration, focussing on options which make best use of the asset, meet housing needs in the city and / or generate a financial return for the council, whether revenue or capital.

NB The above decisions will be implemented after close of business on 18 November 2015 unless they are called in.

Leaseholder Action Group (LAG)

‘Working for Council Leaseholders across the city’

Minutes of LAG Committee Meeting

Monday, 7 September 2015, 6.00pm to 8:00pm
Hampshire Lodge

Present: Linda Shaw (LS), Muriel Briault (MB), James Corbett (JC) and Jo Ansell (JA)

Officers: Dave Arthur (DA) (BHCC),

Apologies: Apologies were offered for Dave Croydon, Graham Dawes, Dee Howland, Barbara Roberts, Tony Worsfold and Keely McDonald (BHCC)

1. Introductions.

1.1 LS –welcomed Jo Ansell (Wiltshire House). Introductions were given by those present and the meeting was opened.

1.2 LS – gave an overview of the role of the Leaseholder Action Group for the benefit of Jo. Mentioning the committee meet five times a year and that there is an annual AGM at which the committee is elected for the following year. LAG also elect and send representatives to the Service Improvement Groups (SIGS) and Area Panels. We work on local and citywide issues that are important to leaseholders and these include major works and debt repayment options for service charge payments. The council are presently working on a new Asset Strategy Management programme for the next thirty years and have held consultation meetings with leaseholders and tenants living in flats and houses. The feedback from the leaseholder’s consultation meeting is an agenda item and will be discussed in more detail later.

2. Minutes of previous meeting & matters arising.

2.1 Page 1 Point 3.3 MB –asked if any progress had been made on identifying who is responsible for removing the redundant television cables?

DA – Housing are as keen as leaseholders & residents to agree a workable policy in these instances where nuisance is continually caused by flapping wires from redundant aerials. It is good that this is a key issue for LAG this year and it is hoped to report back at next year’s AGM.

Action: DA will find out who within the council is dealing with the issue of redundant cables and report back at the next LAG committee meeting.

2.2 Page 3 Point 4.5 LS – didn’t know if Glyn Huelin had supplied Dave Croydon with examples of consultation that had been responsible for changes

Leaseholder Action Group (LAG)

'Working for Council Leaseholders across the city'

being made to a project but, will check and report back at the next LAG committee meeting.

Minutes – were agreed as an accurate record of the meeting.

3. Feedback from Asset Strategy meeting

3.1 LS –gave an overview of the Leaseholder Asset Management Strategy meeting. Mentioning the purpose of the meeting had been to get leaseholders views on how the council should spend Housing Revenue Account (HRA) monies and what the priorities should be for the next 30 years.

3.2 LS –the challenge is to comply with the austerity measures which have the council needing to save 26million in each of the next 4 years.

3.3 LS – those attending were asked to answer two questions.

- If you had money to spend on a council service where would you spend it?
- If you had 5million to spend on a council estate which one would you spend it on and on what?

3.4 LS – mentioned some of the more important points leaseholders raised. Those being:

- Leaseholders do not get enough (Section 20) consultation time for major works projects
- Repeat repairs (and how they may influence when major works are carried out)
- Leaseholders are unhappy paying major works management fees when they have no say in contractor procurement

3.5 JC –mentioned his name had been circulated on some shared documents and felt this shouldn't have happened.

DA- we (Leasehold Team) do try to remove names and telephone numbers from any information that is covered by the Data Protection Act.

DA- if work is not of reasonable standard leaseholders are able to challenge the service charge. If there is a dispute on this basis the work will be inspected, normally by one of our Clerks of Works.

3.6 LS –the initial letter leaseholders received regarding installing new fire doors gave a quote in excess of £1,000. Leaseholders challenged Mears over this and the price charged was just over £700.

Leaseholder Action Group (LAG)

‘Working for Council Leaseholders across the city’

DA- this is a case where leaseholders are responsible for their own front doors rather than major works which are done under the Mears long term agreement.

DA –mentioned the second sentence of Point 4 on page two of the feedback from the Leaseholder ASM meeting (**Leaseholders are able to get quotes from other contractors as this is part of the consultation process**) is factually incorrect. As the legislation around long term agreements is different and leaseholders do not have the right, as under other consultation, to nominate contractors.

Action: LS –will look into having the sentence removed.

3.7 LS –the results of the survey on page three of the feedback from the Leaseholder ASM meeting are not that meaningful owing to the limited number of leaseholders who attended but, did show a number of interesting results. Those being:

- 75% - favoured spending more on converting studio flats into one bedroom flats
- 80% -agreed there should be incentives for tenants to move
- 75% -didn't agree with raising additional income from commercial properties
- 60% -opposed reducing capital and responsive repair budgets to provide additional funding to create / build more homes
- 66.7% - felt the council shouldn't continue to invest in car parks and garages.

3.8 JA – asked why it was more expensive (over £300) for residents of Wiltshire House to hire a space in the car park than it was to pay for on road parking? She had contacted the Car Park & Garages team and been told there were no spaces available but, questioned this as the car park is never more than half full.

DA –advised Jo email the Car Parks & Garages team to query the car park being fully let if it is always half empty if she is not satisfied.

3.9 LS – there is nothing in the feedback from the Leaseholder ASM relating to the issues raised over :

- Investing in communal ways / areas
- Rolling programmes

4. Discussion on Social Media plans for the LAG

4.1 LS – mentioned the leaseholder who was going to take LAG's social media plans forward wasn't present.

Contact: [Linda Shaw \(Chair\)](#) 07807 560711 / 01273 819312
[Keely McDonald \(Resident Involvement Officer\)](#) 01273 293870

Leaseholder Action Group (LAG)

‘Working for Council Leaseholders across the city’

4.2 JA –Wiltshire House Residents Association now has a Facebook page and is the best way for a group to use social media. We are a newly elected group and worked with our Resident Involvement Officer (Sharon Terry) to set it up. She has put posters up in the block advertising the Facebook page.

4.3 LS –doesn’t like Facebook but, Dave Croydon has set up a Facebook page for the block he lives in and it is hoped he would manage LAG’s Facebook page if one is set up.

4.4 JA –it is up to you what you post on your Facebook page. It can be made as simple or complex as you like. To begin with you can just post the dates of your meetings and the results of the consultation.

LS –the minutes of LAG meetings could be made available.

4.5 DA –if LAG has a Facebook page we can advertise it in the leaseholder newsletter.

LS –It could be mentioned in Homing-In as well

4.6 DA – asked LS if she would report to the missing committee members that LAG intended to set up its own Facebook page and ask if they know of anybody willing to set it up and manage it.

Action: LS – will raise this with the rest of the committee and report back at the next LAG committee meeting.

5. Leaseholder Handbook

5.1DA –the current Leaseholder handbook is out of date and needs updating. He has been working on this and circulated draft copies of a new handbook for those present to consider and make suggestions for amendments or additions.

5.2 DA –the updated leaseholder handbook is made up of 7 sections.

- 1 Leasehold Management
- 2 Our Services
- 3 The Service Charge
- 4 Living in your home
- 5 Being a good neighbour
- 6 Useful terms
- 7 Useful contact details

LS –felt section 3 **The Service Charge** should precede section 2 **Our Services**.

Contact: [Linda Shaw \(Chair\)](#) 07807 560711 / 01273 819312
[Keely McDonald \(Resident Involvement Officer\)](#) 01273 293870

Leaseholder Action Group (LAG)

‘Working for Council Leaseholders across the city’

5.3 JC – offered his flat back to the council as it was a term of his lease but, the council declined the offer to purchase it.

DA- At present the council is not buying properties back. Legislation says properties sold under the RTB since 2006 have to be offered back to the council who have the right of first refusal. There is no requirement on the council to purchase the property.

5.4 DA –suggested those present take the draft leaseholder handbook away and contact him with amendments and ideas for any additional information they felt was necessary.

DA –will then push ahead with getting the new handbook agreed and printed.

LS –asked Dave to email her an electronic copy of the draft leaseholder handbook. She can then give her suggestions for amendments and any additional information she feels is needed and email them back to Dave.

Action: DA will email LS an electronic copy of the draft leaseholder handbook.

6. Any Other Business

6.1 There were no issues raised under Any Other Business

7. Next Meeting dates.

7.1 Dates for next LAG committee meetings:

- 2 November, 6pm-8pm 2015
- 4 January, 6pm-8pm 2016
- 7 March, 6pm-8pm 2016
- 9 April, AGM 10am-1pm 2016

Leaseholder Action Group (LAG)

'Working for Council Leaseholders across the city'

Minutes of the Senior Housing (Independent Community Living) Action Group Meeting (Draft)

Held on Wednesday 9 September 2015 10.00am-12.30pm
Leach Court, Park Street, Brighton.

Present: Roy Crowhurst (Chair), Paul Agius (Evelyn Court, West), Joyce Bean (Elwyn Jones Court, North), Peter Bentley (Lindfield Court, North), Tony Brown (Evelyn Court, West), Allan Davies (Rosehill Court, Central) Jean Davis (Leach Court, Central), Kath Davis (Broadfields, North), Peter Lloyd (Health Watch), Tomm Nyhuus (Somerset Point, Central), Charles Penrose (Sloane Court, Central) , Walter Sargison (Broadfields, North), Elizabeth Tinkler (Laburnum Grove, North), Colin Vincent (Vice-Chair, Brighton and Hove Older People’s Council).

Observers: Ernie Tidy (Churchill House, West)

Officers: Chantel Cooper (Resident Involvement Assistant – Minute Taker) (RIA), Rebecca Mann – ‘Becca’ (Resident Involvement Officer) (RIO) (covering for RIO, Hannah Barker), Peter Huntbach (Older Persons Housing Manager, BHCC).

Councillors: Councillor Tracey Hill (Deputy to the Chair for Housing and New Homes For Neighbourhoods Committee)

Apologies: Councillor Anne Meadows (Chair for Housing and New Homes For Neighbourhoods Committee), Rachel Chasseaud (Head of Tenancy Services), Ray Goble (Elwyn Jones Court, North).

1. Welcome and introductions

1.1 Chair introduced Cllr Hill, newly elected in May who was attending this meeting for the first time.

1.2 Everyone introduced themselves round the table for Cllr Hill’s benefit.

2. Minutes of the last meeting and matters arising

2.1 (p2 point 3.2) Update regarding Evelyn Court’s sprinkler system: finished yesterday.

2.2

2.2.1 (p2 point 3.4.4) Regarding Tomm Nyhuus’ issue about Mears’ sub-contractors – Tomm has now finally had a response to his letter giving specific examples from Ian Stone, Mears. The matter is being dealt with via the Core Group. Tomm gave Chantel Cooper copies of his letter to Ian Stone and Ian Stone’s response to copy and distribute to the group for their reference, and to pass to Hannah Barker.

Action: Chantel Cooper to copy Tomm’s letter and Ian Stone’s response and distribute to the group (which she will do with the papers for the next meeting on 11 November).

2.2.2 Peter Huntbach (Peter H): There is guidance as to how residents should expect contractors to behave in our Repairs Handbook – can send copies of this to the group if required.

Charles Penrose: Clarified that Tomm's point was about *Mears'* relations with *their* contractors, *not* contractors' relations with residents. Also clarified that Mears' contractors tend to immediately sub-contract a job out (to a cheaper sub-contractor) - this is where the chain of communication begins to breakdown , as a job becomes more and more devolved.

- 2.2.3 Peter H: Suggested someone from the Property and Investment team (P and I) should come to a meeting of the Seniors Housing Action Group (S.H.A.G.) to discuss the qualities of jobs done by contractors and sub-contractors, making contractors and sub-contractors accountable and ensuring that they provide value for money.

P and I also have information regarding capital works e.g. lifts and boilers so, if they were to come to a meeting, several birds could be killed with one stone.

Action: Chair to invite someone from the Property and Investment team, as well as a representative from Mears to the next meeting.

- 2.2.4 Charles: There are supposed to be site meetings with Mears, contractors and sub-contractors – whoever is doing the job.

Tomm: Raised this Ian Stone in his letter, who responded as follows: for all major works projects there is to be a pre-commencement meeting, a meet the contractor meeting, monthly meetings with minutes produced and coffee mornings etc. For planned works Mears will produce newsletters advising residents and Scheme Managers of said works in advance and for responsive communal repairs, which cannot be predicted and notified in advance, Mears will liaise with the Scheme Manager concerned.

- 2.3 (p3 3.6.2) Peter H distributed copies of the studio flat conversion timetable to the group. A leaflet has also been produced regarding the programme which has gone out with letters to Jasmine Court etc.

- 2.4 (p11 point 10.51) Tony reiterated his question about boilers at Evelyn House.

A – Peter Huntbach (Peter H) Has no further information – there are no immediate plans to do the boilers at Evelyn House under Decent Homes.

Peter H clarified that there are no plans to do the boilers in tandem with the studio flat conversion programme at Evelyn Court. Could find out when this job is going to be done under a capital works programme.

Action: Peter Huntbach to chase the Policy Team regarding this matter (the boilers at Evelyn House).

- 2.5 Tony: Observed that there was no rep from Mears at this meeting as had been requested as a previous Seniors Housing Action Meeting.

A – Peter H: This is because today's meeting is an Annual General Meeting (AGM). Arrangements are being made for a representative from Mears to attend

the next meeting on 11 November.

- 2.6 (p11 point 10.6.1) Colin Vincent: Follow-up on the closure of Goodwood Court Surgery. The Older People's Council (OPC) has had two meetings with representatives from the Clinical Commissioning Group (CCG) as to how overnight closures like this can be avoided in future and more notice given – this may involve changes to General Practitioner (GP) contracts.

Minutes – agreed as an accurate record.

3. Minutes of the last AGM (10 September 2014) and matters arising

- 3.1 No comments made.

Minutes – agreed as an accurate record.

4. Chair's Communications

- 4.1 Chair (Roy Crowhurst) is putting an article in October's *Homing In* to encourage gay men to move into Seniors Housing.

- 4.2 The Lesbian Gay Bisexual Transexual (LGBT) Switchboard has a meeting on 18 September – is looking at producing a 'watermark', to recognise those organisations etc which have gone the extra mile for the LGBT community.

5. Update from Peter on Policy

- 5.1 Further to p4 point 4.2 of the previous minutes, Seniors Housing staff received LGBT awareness training last month from LGBT switchboard and the Stonewall Housing Association. Another session is booked for next month.
- 5.2 Studio flat conversion programme is underway as the group is aware.
- 5.3 Took a paper on re-modelling communal areas to the Housing Leadership Team.
- 5.4 Staff
- 5.4.1 The last Scheme Manager to be recruited is due to start on Monday (14 September, 2015). This brings the service up to full strength.
- 5.4.2 There is one agency Scheme Manager still on site who may be retained to cover a Scheme Manager who is on long term sick leave.
- 5.4.3 Comments and Queries

Tony: It is his scheme, Evelyn Court which has the agency Scheme Manager. Residents appreciate she has to do other things e.g. provide cover at Muriel House on a Friday (which she in turn is covered for) but, if staffing levels are up to full strength, she should be at Evelyn Court full-time.

A – Peter H: We are not quite there yet – staff are now in place but some still need to be inducted , which is why this is happening. Once these staff are

inducted, it should be one Scheme Manager per scheme.

5.5 Lettings Revision Focus Group

Peter H: Is pleased that Roy Crowhurst, Bob Spacie and Charles Penrose met with Satti Sidhu, Performance and Improvement Officer regarding revising lettings. Good suggestions were made about communications and welcome packs. Properties which had remained un-let for a long period of time have now been let – as a result of reviewed eligibility and ‘preventative work’ – i.e. placing those with an urgent housing need in these properties rather than in expensive temporary accommodation.

5.6 Has reduced the burden of administration on Scheme Managers e.g. condensed three forms into one to free them up so they can ‘be more visible’ within their schemes.

Peter H has told his Scheme Managers at team meetings to ‘be more visible’ within their schemes and to attend more activities.

Elizabeth Tinkler : Her scheme exemplifies this – her Scheme Manager, Greg meets with them and attends coffee mornings. Bridget went on a social.

Charles: Requested that a Scheme Manager should attend the S.H.A.G.

Peter H: Yes, they will, especially the new ones.

5.7 Finances

5.7.1 Peter H spoke about the financial implications of the council’s projected £8m overspend at the end of the current financial year. This affects budgets on three levels: the council’s budget, Housing’s budget and the Seniors Housing service’s budget.

5.7.2 In terms of the council’s budget as a whole, new, stricter guidelines regarding the authorisation of expenditure, purchase orders and the payment of invoices have been brought in.

5.7.3 Spending is being concentrated on essentials only, not the discretionary.

5.7.4 This has implications where the Seniors Housing service’s budget is concerned. Repairs will be funded, yes but the biggest impact where Seniors Housing is concerned will be the Guest Room Bids budget because this is a discretionary budget.

5.7.5 A concern was raised about what this means in terms of staffing within the schemes.

A – Peter H: Reassured the group that the Seniors Housing service has the money for its staff – staff are funded via service charges.

Controls have been put in place however, where the council as a whole is concerned – there is a recruitment freeze across the council *except* where resident health and safety is concerned.

5.7.6 Peter H is meeting with the Finance Manager today to discuss the implications of the budget constraints for the Seniors Housing service.

5.7.7 Peter H: The Seniors Housing service has always had an annual budget of £2.8M. Is currently projecting an overspend of £23k – this is due to the holding back of some properties because of the conversion programme.

Moreover, the government has announced a rent reduction of one percent year on year for four years –so less money will be coming in at a time when demand is increasing.

5.7.8 Cllr. Hill: Clarified that this projected overspend is occurring because of a massive increase in demand of adult social care and child social care – which is resource intense and an area where we have a duty of care – and not because of how funds have been managed. For example, the council is having to use private sector housing (which is expensive) to meet temporary housing needs.

Peter H: Reiterated that preventative care like this saves more money in the long-term.

5.8 Comments and Queries

Q – Colin: Is there an update on Brookmead?

A – Peter H: It's being built and is due to be completed in May, 2017. It is a 40 unit extra care scheme with a focus on dementia, funded by the government and going to be run jointly by the Seniors Housing Service and Adult Social Care.

6. Proposal to change this meeting's timeslot by Councillor Meadows

6.1 In Resident Involvement Officer (RIO) Hannah Barker's absence Chantel clarified why Cllr. Meadows was requesting this change: Cllr. Meadows is the Chair of the Moulsecroomb Local Action Team (MLAT) which meets on the second Wednesday of every month in the same time slot S.H.A.G meetings occupy, so if the S.H.A.G continues to meet on the second Wednesday of every other month in the same time-slot, Cllr Meadows the Chair for Housing and New Homes For Neighbourhoods Committee will never be able to attend a meeting of the S.H.A.G. She therefore requests that the S.H.A.G change their meeting slot – to the first or third Wednesday of that alternative month (it can't be the fourth Wednesday because this is when the Estate Development Budget Panel meets) or to the afternoon...

6.2 Round the table discussion raised the following points:

6.2.1 Can MLAT move instead?

Charles: Yes, this meeting has occupied the same time slot for 23 years, since its inception. The LATs have only been around for two years. Therefore MLAT should change its date/meeting slot.

A – Becca: This isn't so easy. A Local Action Team (LAT) meeting involves the coming together of a number of different agencies e.g. the Police etc and trying to get a date and time when a representative from all these agencies can attend is a nightmare so, like the S.H.A.G., they have a set time slot they can put in their diaries in advance.

6.2.2 Couldn't someone else chair the LAT every other month?

6.2.3 Allan Davies: This issue (changing the date/time-slot of S.H.A.G. meetings) came up a few years ago- S.H.A.G meetings clashed with a council officer's other duties. The council officer concerned sent a proxy. Could Cllr Meadows send a proxy?

6.2.4

Cllr. Hill: Remember, S.H.A.G. is new to Cllr. Meadows, whereas MLAT is a prior engagement as far as Cllr. Meadows is concerned. Moreover, as well as performing her duties as the Chair for Housing and New Homes For Neighbourhoods Committee, Cllr. Meadows is keen to remain a dedicated ward councillor.

She (Cllr. Hill) is the Deputy to Cllr. Meadows' Chair for Housing and New Homes For Neighbourhoods Committee and has come to S.H.A.G today in her capacity of Deputy. However, Cllr. Meadows is 'better connected' than herself and would therefore be 'better value for money'. Moreover, she (Cllr. Hill) works so will not always be able to attend a meeting. Asked the group whether they had other commitments which tied it to this particular time/date slot or whether it was just a matter of precedent. If the group could be flexible and accommodate Cllr. Meadows' request to change the time/date of S.H.A.G meetings, it would be better off with her.

Chair: Yes, we do have other commitments. The year's S.H.A.G. dates are a given in his diary so he doesn't double-book himself.

6.2.5 Charles: Made a point that S.H.A.G. is a *city-wide* group *not* a local one. We tenant reps have local meetings too but can't change our diaries.

6.2.6 Group **voted** on the proposal. Vote was unanimous – not to change the current date/time-slot of S.H.A.G.

7. **Guest Room Bids**

7.1 There were no new guest room bids – Leach Court's bid for a single divan bed (quoted at £300) was dealt with as a latecomer at the previous meeting.

7.2

7.2.1 Tony: There should be another guestroom bid – for a set of bedding for a single bed for Evelyn Court. Submitted it a fortnight ago.

- 7.2.2 Chantel: Jayne Halls, the Administration Officer for the Seniors Housing team hasn't sent any other guest room bids through to her.
- 7.2.3 Peter H: Reiterated that any non-essential expenditure cannot be authorised at this time, can only authorise if needs replacing due to breakage, spoiling or being worn out.
- 7.2.4 Tony: This is to replace spoiled bedding.
- 7.2.5 **Action:** Tony Brown to ask Jayne Halls about this bid for bedding for Evelyn Court (as directed to do so by Peter H).

Interval

8. Elections

- 8.1 Roy Crowhurst, current chair of the S.H.A.G. thanked Chantel, the minute-taker, the tea-ladies, Hannah and Peter H for their efforts over the last year and stepped down.
- 8.2 Becca Mann: Thanked, Roy for all his work on behalf of the S.H.A.G over the last year.

8.3 S.H.A.G. AGM Election Results 9 September 2015

Position	Nominee (s)	Elected
Chair	Roy Crowhurst	Roy Crowhurst
Vice-Chair	Charles Penrose	Charles Penrose
North Area Representative	Kath Davis	Kath Davis
East Area Representative	None	None
Central Area Representative	Jean Davis	Jean Davis
West Area Representative	Tony Brown	Tony Brown
Home Service Improvement Group Representative	Tomm Nyhuus	Tomm Nyhuus
Home Service Improvement Group Deputy	<i>Tony Brown t.b.c.*</i>	<i>Tony Brown t.b.c.*</i>
Neighbourhood & Community Service Improvement Group Representative	Jean Davis	Jean Davis
Neighbourhood	None	None

& Community Service Improvement Group Deputy		
Tenancy Service Improvement Group Representative	<i>Tony Brown t.b.c.*</i>	<i>Tony Brown t.b.c.*</i>
Tenancy Service Improvement Group Deputy	None	None
Involvement & Empowerment Service Improvement Group Representative	None	None
Involvement & Empowerment Service Improvement Deputy	None	None
Business & Value for Money Service Improvement Representative	None	None
Business & Value for Money Service Improvement Deputy	None	None

In each case the vote was unanimous.

(* **Post Meeting Update:** Unfortunately, due to an oversight, Tony Brown has been elected as both a dep for the Home SIG *and* as a rep on Tenancy SIG – and, of course, the rules are that he can't be on both these groups, so he will have to choose between them. He is aware of this and will be sampling a meeting of the Tenancy SIG on 4th November, having previously been a member of the Home SIG, after which he will make his choice).

- 8.4 Roy Crowhurst thanked the group for re-electing him as its chair. Encouraged group members to come to him if they have something which they would like to put on the agenda for a meeting and to make their respective Tenants' Associations aware that anyone resident in Seniors' Housing is welcome to

attend a meeting of the S.H.A.G.

9. Round Robin

- 9.1 Tomm: Peter H needs a new job title – ‘Older Persons Housing Manager ‘ his current job title doesn’t reflect the ‘ethos’ of the reviewed service.

A – Peter H: Yes, this is a good point. There is a debate to be had here.

Action: Peter Huntbach to seek advice regarding changing his job title to better reflect the ‘new look’ service and come back to the group.

It was observed that (because of the ‘Scheme Manager’ title) there are too many people with the word ‘manager’ in their job title in the Senior Housing team.

- 9.2 Walter Sargison:

- 9.2.1 Regarding the Gardening Competition...

There is a gardening conference on Wednesday 14 October 2015 between 1pm and 3pm here at Leach Court.

There will be a buffet and the Mayor will be presenting prizes between 12.30pm-1pm.

Peter H: It’s good to get people out there growing their own produce, keeping them active and sharing their skills – in keeping with the new ‘ethos’ of Seniors Housing – so he will be promoting the conference.

For example, Lindfield Court has a great vegetable garden and there are amazing things happening in the courtyard of Lavender House.

- 9.2.2 Still looking for a Secretary and three committee members for the Seniors Housing Gardening Club – has sent a newsletter and a poster out to all the schemes via Resident Involvement Officer, Keely McDonald.

- 9.3 Jean Davis: Work on the lift (Leach Court) was completed last week – the operatives working on it were fantastic – they even carried residents’ shopping up in the lift. Residents gave a ‘thank-you’ card and threw a ‘thank-you’ party for those concerned.

- 9.4 Charles: Sloane Court is hosting a shuffleboard tournament on Monday 28 September. Will e-mail Peter H once he has more information so the Scheme Managers can relay the details to their respective schemes.

- 9.5 Joyce Bean: The residents of Elwyn Jones Court are happy with the re-tarmacing work done in their back garden.

- 9.6 Ernie Tidy: Further to page 5, point 5.7 of the previous minutes, he thought some of the comments regarding the culture change taking place in seniors housing

amusing.

9.7 Peter H: Clarified that that particular section of the previous minutes was about how Scheme Managers and tenants/residents could work together to promote their scheme to prospective new residents and manage the lettings e.g. by conveying local knowledge about the schemes to prospective new residents.

9.8 Colin:

9.8.1 The OPC has a public meeting on Tuesday 15 September between 10.15am and 1pm at the Jubilee Library.

There will be two presentations, the first on the Fairness Commission and tackling inequality issues in the city by Julia Reddaway from the Policy Team of the Fairness Commission , the second, an update on the implementation of the Care Act, 2015 (which will be phased over two years), by Brian Doughty, Head of Assessment Services.

Colin circulated flyers promoting this to the group.

9.8.2 Thursday 1 October 2015 is 'Older People's Day'. Programme is being drawn up now, in collaboration with Age Concern. Could Peter H's team help distribute the programme when it is ready?

A – Peter H: Yes

9.9 Paul Aguis: Rubbish and recycling at Evelyn Court was last collected three weeks ago.

The bins are overflowing so rubbish is being placed around them in plastic bags (and the binmen don't collect rubbish left *around* the bins, only rubbish in them) – which feral animals and birds e.g. foxes and seagulls are ripping open and strewing the rubbish around. It is becoming a health hazard.

Chair: Woods House is experiencing the same problem. The rubbish and recycling there hasn't been collected for two weeks.

Action: Peter Huntbach will take the matter of uncollected rubbish and recycling at Evelyn Court and Woods House up with City Clean and feed-back to the Scheme Managers and the S.H.A.G.

10. Next meeting will be held on Wednesday 11 November 2015, 10am-12.30pm at Leach Court, Park Street, Brighton.



Minutes of meeting held Monday 17 August 2015 (FINAL)
2pm-4pm, Hampshire Lodge, Hampshire Court, Brighton

Present: Muriel Briault (West), Jason Williams (Central)

Officers: Chantel Cooper (Resident Involvement Assistant - RIA) (Minute-taker), Rebecca Mann ('Becca') (Resident Involvement Officer - RIO), Sarah Potter (Operations Manager, Housing Adaptations Service).

Guests: Simon Pickles (Housing Stock Review Manager, Brighton and Hove City Council).

Observers: Ann Packham (West) (arrived after the meeting had started).

Apologies: Victoria Garcia (Brighton and Hove Buses), Joe McRae (West)

1. Welcome and introductions

1.1 Becca chaired the meeting in Chair, Alison Gray's absence.

2. Minutes of the last meeting and matters arising

2.1 (p2, 2.3) Action – Completed. Simon Pickles is present at this meeting (agenda item 3).

2.2 (p2, 2.4.1) Action 1 – Update. No election for a new representative and dep to the TDN for the Eastern area was held at East Area Panel on 27 July. To be deferred to the next East Area Panel on 21 September.

2.3 (p2, 2.4.1) Action 2 – Complete. Martin Cullen is the elected TDN rep for North and has not, to date attended a meeting since being elected. There is no deputy for North at present.

2.4 (p2, 2.4.2) It is not known whether an Area Panel rep nominated Ted Harman and Barry Kent to stand for election as the new rep and dep for the TDN for the Northern area at North Area Panel on 3 August as Resident Involvement Officer, Hannah Barker who would normally have attended this Area Panel meeting was on leave.

- 2.5 (p2, 3.3) It is not known how Brighton and Hove Buses' first 'Accessibility Day' on 2 July went as no-one present at today's meeting had attended this.
- 2.6 (p7, 3.17.5). Action - Completed. Victoria Garcia from Brighton and Hove Buses was not at the meeting to confirm this, having sent her apologies and Ann Packham was not present that this time to confirm either but it is understood Victoria did take a picture of Ann's chair and send her a 'authorised wheelchair' card.
- 2.7 (p10, 6.4.2) Action – Completed (see p1, point 2.1 above). Simon Pickles has been invited to attend this meeting.
- 2.8 (p12, 7.1) Action – Not completed. Ann Packham, who had just arrived at the meeting advised that she, Barry Kent and Alison Gray had not yet met to collate the TDN newsletter.
- 2.9 (p12, 7.2) Action – Update. Victoria Garcia has provided Chantel with an information sheet on Brighton and Hove buses (a 'long version' and a 'short version' – just in case there was limit on how many words it could be) to go as an insert in the TDN newsletter. To be discussed/distributed at the next meeting as TDN newsletter couldn't be discussed at this meeting due to Alison's absence.
- 2.10 (p12, 9.1) Action – Complete. Victoria Garcia from Brighton and Hove buses and Diane Marks and Lily Story from the Fed, guests at the last TDN have been added to the TDN mailing list for minutes and meeting invitations as requested.
Minutes – agreed as an accurate record.
- 3. Guest-Speaker: Simon Pickles on Improving Accessibility in Communal Areas**
- 3.1 Housing has allocated £52K per annum over a three-year period to the improvement of accessibility in communal areas both inside and out. This £52K per annum is intended to cover a 'gap' which other budgets don't cover. For example the Adaptations budget is geared to helping *named individuals* not improving a general area.
- 3.2 This has come out of the Sheltered Housing (now Seniors Housing) stock review, one of the findings of which was that some communal areas within the seniors housing schemes needed improvement e.g. ramps etc put in.
- 3.3 Simon clarified to the group that although this 'project' had come out of the Seniors Housing stock review, this 'pot of money' was not restricted for use in the seniors' housing sector.
- 3.4 Sonia Rosenfelder, senior Occupational Therapist will work with Simon on this project.

3.5 Simon's 'dilemma' is how to go about spending this £52K.

3.5.1

A management system has not yet been developed so, at present it works on a 'reactive' basis – managers come to him with suggestions as to which communal areas might be improved and how and he looks into these suggestions...

Has two cases in hand at present, both of which happen to be within seniors housing schemes:

Churchill House – Has no lifts. Can't put in stair-lifts but could put in ramps.

Walter May House – For work to be done to remove a fence and other obstacles which are currently preventing taxis from pulling right up to the front door when collecting people/dropping people off.

It is estimated that both of these jobs together will cost £7-8K (leaving £34-35K in the 'pot').

Could continue to work on this re-active basis

Or...

3.5.2 Be more pro-active and develop a more deliberate strategy as to how the funds could be spent i.e. identify areas which need work – the question is how could areas which need work be identified?

Another question would be how to approach the project –do one big project somewhere? Or smaller projects on multiple sites?

Sarah Potter: Both the mapping exercise which this group did and asset management can help inform this. Moreover, the TDN could use their local knowledge to inform on this.

For example, Muriel Briault's suggestion to use this fund to fit handrails at Stonery Close which have proved difficult to install via other means e.g. the Estate Development Budget (EDB).

Could link in with Adaptations mobility 1 and mobility 2 rating system.

Need to bear in mind new building regulations – making new builds as accessible as possible by design i.e. from the beginning so shouldn't need any further adaptation in the future.

(New building regulations will have to take into consideration the Equalities Act: Section 36 – regarding the removal of physical barriers in communal areas *per se* when it is ratified).

3.5.3

Action: Group to think about what could be done to improve accessibility in the communal areas of which blocks.

For example: looking at communal door entry systems or installing ramps at Ingram Crescent.

3.5.4

Simon recommended that temporary measures/a temporary process should be put in place while a proper process/system for this project is being developed , as we are now almost half-way through this financial year and it would not be good to have an underspend on the project in its first year.

Suggested one such temporary option could be to divide the funds over the four areas of the city – central, north, east and west and he could bring in the details of over 50s blocks in those for areas for the group to consider and make suggestions.

Sarah Potter seconded this – this has already been through a certain degree of scrutiny and, like Simon said, we are already halfway through the financial year so we need to get moving on this.

3.5.5

Action: Simon to write to both the Estates and Neighbourhoods teams asking them for suggestions too as they have good local knowledge of areas.

3.5.6

Sarah: Could also look at making some bungalows more accessible – some are quite inaccessible.

5.6

What role can the TDN play in taking this project forward?

- 1. Members to come to the next meeting (19 October) with suggestions as to blocks whose communal accesses could be improved and how (or e-mail them to Simon in the interim).**

(This is to brought to Alison Gray, the TDN chair 's attention as she is absent from this this meeting).

- 2. Members to discuss this with their fellow residents and feed their suggestions back to the group.**
- 3. Group to give guidance to Simon as to where to look to invest these funds.**

4.

Housing Adaptations Occupational Therapy (OT) Team Update (Sarah Potter)

- 4.1 The two fully accessible three-bedroomed bungalows at Preston Road mentioned at the previous meeting (following on from previous minutes p10, point 6.1) have now been completed and let to families.
- 4.2 Team is still working with the Homemove team to cross-reference need with position on the housing register (following on from previous minutes p10, point 6.2).
- 4.3 HRA adaptations budget – need to make best use of it in the face of rising demand (following on from previous minutes p10, point 6.4).
- 4.4 Adaptations Policy work – has not moved on. However, has been looking at how money is spent on adaptations in the private sector and what impact the new Care Act will have.

Private sector applications for adaptations are funded by the Disability Facilitation Grant (DFG) - which was overspent by £300K last financial year, reflecting the increase in demand for adaptations. This highlights the need to pre-empt them (i.e. build accessible homes from the start).

5. Newsletter

- 5.1 This agenda item has been deferred until this group's next meeting as Chair, Alison Gray is not here and proposed 'collating' meeting did not take place.

6. Agenda Planning for next meeting

- 6.1 Group feed-back to Simon to go on the agenda for next meeting (in which case Simon needs to be invited to the next meeting).
- 6.2 Aside from this, without TDN's usual Chair being present, it is not really possible to draft a proposed agenda – could do 'usual' agenda as default?

7. Any other business

- 8.1 Sarah Potter (Operations Manager, Housing Adaptations Service) and Susan Andrew (Adaptations Customer Support Officer) will alternate coming to meetings in future to maximise use of their time.

Meeting closed

- 8. **Next meeting will be held on Monday 19 October, 2015 between 2pm and 4pm at Hampshire Lodge, Hampshire Court, Brighton.**

Neighbourhood & Community Service Improvement Group

2 October 2015

- Looked at City Clean's refuse collect across the estates – how can the look of our estates it be improved
- Residents need better information on bagging up rubbish
- Shared good practice following a successful clean-up day in Hollingbury
- Discussion with City Parks - desire to make the look of the estates ground maintenance more attractive
- Creative use of funding e.g. wild flower planting
- How can communities help eg planting flowers and fruit trees

Business & Value for Money Service Improvement Group

12 October 2015

- Lynn Bennett elected as group Chair, Ann Ewings elected as Vice Chair
- Will be reviewing Service Charge survey
- Will be reviewing potential income streams for the Council
- Will be reviewing Grounds Maintenance Service
- Group looked at the Council's Performance Report and commented on content

Tenancy Service Improvement Group

4 November 2015

- Reviewed the succession letters- copies sent to non-attendees
- Agreed to look at conflict coaching and mediation
- Looking at fixed penalty notices for ASB
- Looking at a day in a life of Tenancy Officer
- Preventing fly tipping and developing respectful communities possible areas of work



Brighton & Hove Seaside Community Homes

Latest Information – 16th November 2015

Since Seaside Homes went live in November 2011, we have leased a total of 456 properties and the partnership has now generated just over £25.8 m for the HRA to continue the decent homes work.

Property Details

Property Type	Batch 1 1 st Nov 2011	Batch 2 1 st Feb 2012	Batch 3 30 th Mar 2012	Batch 4 1 st Jun 2012	Batch 5 1 st Aug 2012	Batch 6 1 st Oct 2012	Batch 7 27 th Mar 2013	Batch 8 17 th Mar 2014	Batch 9 1 st Sep 2015	Total
Studio	5	1	5	3	6	8	11	4	1	44
1 Bedroom	19	21	20	12	27	23	32	29	0	183
2 Bedroom	20	17	12	18	16	18	13	27	36	177
3 Bedroom	14	9	3	2	6	3	2	5	3	47
4 Bedroom	3	0	1	0	1	0	0	0	0	5
Total Properties	61	48	41	35	56	52	58	65	40	456

The batch 9 transfer was completed in September, with the batch comprising of 19 refurbished and 21 un-refurbished properties.

The 19 refurbished properties were all tenanted within days of transfer, taking us to a total of 435 tenanted properties.

Refurbishment works are already underway on the 21 un-refurbished properties, with the first completions due to be ready around Mid-December. All works are expected to be complete within 6 months.

The following tables provide a breakdown of the number of refurbished and un-refurbished properties received in each batch and progress made on refurbishment works.

Table 1	Refurbished Properties	Un-refurbished Properties
Batch 1	44	17
Batch 2	8	40
Batch 3	0	41
Batch 4	0	35
Batch 5	3	53
Batch 6	0	52
Batch 7	2	56
Batch 8	43	22
Batch 9	19	21
Total	119	337

Table 1 - the breakdown of properties leased to date:

At the time of handover Seaside Homes receives a mix of properties some of which have already undergone refurbishment and are ready to be tenanted and others for which refurbishment is about to commence.

Refurbishment – Progress to date:

Table 2	Refurbishment Works COMPLETED	Refurbishment Works Incomplete
Batch 1	17	0
Batch 2	40	0
Batch 3	41	0
Batch 4	35	0
Batch 5	53	0
Batch 6	52	0
Batch 7	56	0
Batch 8	22	0
Batch 9	0	21
Total	316	21

Table 2 – 337 properties were transferred to Seaside as un-refurbished.