



**Brighton & Hove  
City Council**

# Housing Management Panel

|          |   |
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| Title:   | <b>Housing Management Panel: East Area</b>  |
| Date:    | <b>28 November 2016</b>   |
| Time:    | <b>7.00pm</b>   |
| Venue    | <b>Bristol Estate, Rear of 146-192,<br/>Donald Hall Road, Brighton, BN2 5DJ</b>   |
| Members: | <b>Councillors:</b><br><br>Mears (Chair), ; <b>Ward Councillors for the Area, Delegates of Tenants Association in the area.</b> |
| Contact: | <b>Gregory Weaver</b><br>Democratic Services Assistant<br>01273 291214<br>greg.weaver@brighton-hove.gov.uk                      |



AGENDA

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| <b>18 APOLOGIES</b>   |                 |
| <b>19 MINUTES OF THE PREVIOUS MEETING</b>   | <b>1 - 12</b>   |
| Minutes of the meeting held 15 <sup>th</sup> September 2016 (copy attached).  |                 |
| <b>20 CHAIR'S COMMUNICATIONS</b>  |                 |
| <b>21 HOUSING FIRE SAFETY POLICY</b>  | <b>13 - 28</b>  |
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| <b>22 RESIDENTS QUESTION TIME</b>   | <b>29 - 44</b>  |
| Responses to items raised at the Tenant Only Meeting held on 25 <sup>th</sup> October 2016 (copy attached as 'blue pages'). |                 |
| <b>23 HOUSING MANAGEMENT PERFORMANCE REPORT QUARTER 2 - 2016/17</b>   | <b>45 - 68</b>  |
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| <b>24 HOUSING REVENUE ACCOUNT BUDGET</b>  |                 |
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| <b>26 STAR (SURVEY OF TENANTS AND RESIDENTS) SURVEY 2016 - ODODO DAFE</b>   | <b>71 - 80</b>  |
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| <b>27 ESTATES DEVELOPMENT BUDGET REVIEW</b>   | <b>81 - 90</b>  |
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| To <u>note</u> the minutes and reports of the following Committees and City Wide groups (copies attached):                  |                 |
| A. Tenant Disability Network minutes  |                 |
| B. Sheltered Housing Action Group minutes   |                 |
| C. Leaseholder Action Group minutes   |                 |
| D. Service Improvement Group bullet points  |                 |
| E. New Homes for Neighbourhoods Update November 2016  |                 |
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## **HOUSING MANAGEMENT PANEL: EAST AREA**

- G. Notes from Draft Allocations Policy Feedback from Area Panel Representatives

## **29 ANY OTHER BUSINESS**

**BRIGHTON & HOVE CITY COUNCIL**  
**HOUSING MANAGEMENT PANEL: EAST AREA**

**7.00pm 19 SEPTEMBER 2016**

**THE VALE, HADLOW CLOSE**

**MINUTES**

**Present:** Chris El-Shabba (Chair)

**Representatives:** John Penfold (South Hawk), Janet Gearing (Woodingdean), Lyn Bennett (Manor Farm)

**Non-Voting Delegates:** Mary Whitner (South Hawk)

**Officers:** Jeff Tourmentin (Mears General Manager), Becky Purnell (Resident Involvement Manager), Glyn Huelin (Business Performance Manager), Ododo Dafe (Head of Income, Involvement & Improvement)

**Guests:**

**9 APOLOGIES**

9.1 Apologies were received from Councillor Mary Mears, Martin Reid, Therese Youngman, Gordon Roberts, Patrick McKenna and Sharon Terry.

**10 MINUTES OF THE PREVIOUS MEETING**

**11 CHAIR'S COMMUNICATIONS**

**12 RESIDENTS QUESTION TIME**

12.1 (Item 1 – Elderly Resident's and decent home standard)

12.2 **RESOLVED** – That the response was satisfactory.

12.3 (Item 2 – Anti Social behaviour)

12.4 **RESOLVED** – That the response was satisfactory.

12.5 (Item 3 – Area Panel agenda setting)

12.6 **RESOLVED** – That the response was satisfactory.

12.6 (North Ward 3 - Star Item 1 – Communication and responses to Blue Page Items)

12.7 The Resident Involvement Manager explained the role of 3 star items to the panel.

12.8 **RESOLVED** – That the response was satisfactory.

12.9 (3 Star Item 2 – Wheelie bins and rubbish – community protection notices)

12.10 **RESOLVED** – That the response was satisfactory.

12.11 (3 Star Item 4 – Communication between departments)

12.12 Residents stated the following concerns and enquiries:

- There are problems regarding the exchange of budgeting and delegation of duties.
- Dismay regarding delegation of job and work by different departments as there's not enough workforce to tend to all the work that is required.
- If there was any possibility of employing a road sweeper before cutting grass as possible health and safety could be hindering residents cleaning up estates.

12.13 Officers responded to the aforementioned concerns and enquiries with the following:

- Due to difference of departments, residents get used to holding specific departments to account. The officer noted the complicated nature of departmental work.
- BHCC are currently looking at different ways departments can communicate better so as to utilise public funds more efficiently.

12.14 **RESOLVED** – That the response was satisfactory.

12.15 (3 Star Item 5 – Code of conduct)

12.16 **RESOLVED** – That the response was satisfactory.

12.17 (3 Star Item 6 – Hedges)

12.18 The Head of Income, Involvement and Improvement stated that inspections take place 4 times a year.

12.19 **RESOLVED** – That the response was satisfactory.

12.20 (3 Star Item 7 - Garden assistance for elderly and disabled people)

12.21 **RESOLVED** – That the response was satisfactory.

12.22 (3 Star Item 8 – Homemove Applications)

12.23 **RESOLVED** – That the response was satisfactory.

12.24 (West Ward – 3 Star Item 1 – Estate Development Budget)

- 12.25 The Resident Involvement Manager offered to follow up on a resident's concerns regarding the lack of work carried out on door locks, a bid which was made in 2012.
- 12.26 **RESOLVED** – That the response was satisfactory.
- 12.27 (3 Star Item 2 – Boiler replacement at Woods House)
- 12.28 **RESOLVED** – That the response was satisfactory.
- 12.29 (3 Star Item 3 – Scaffolding and home contents insurance)
- 12.30 The Resident Involvement Officer stated that an article regarding residents having to contact their home insurance company will be coming in the next edition of Homing In.
- 12.31 **RESOLVED** – That the response was satisfactory.
- 12.32 (3 Star Item 4 – Philip Court Entry Phone)
- 12.33 **RESOLVED** – That the response was satisfactory.
- 12.34 (3 Star Item 5 – Maintenance and repairs schedule)
- 12.35 **RESOLVED** – That the response was satisfactory.
- 12.36 (3 Star Item 6 – Inspection of work)
- 12.37 **RESOLVED** – That the response was satisfactory.
- 12.38 (3 Star Item 7 – Contractors)
- 12.39 Residents stated the following concerns:
- There appears to be an awarding of specific contracts to specific bodies
  - What happens if a contractor becomes bankrupt
- 12.40 Officers responded to resident's concerns with the following:
- Clarifying BHCC's approach to contractors
  - BHCC has to carry out proper procurement
  - Contingency plans are in place to deal with bankrupt contractors
- 12.41 (Central Ward – 3 Star Item 1 – Unresolved work at Warwick Mount)
- 12.42 **RESOLVED** – That the response was satisfactory.
- 12.43 (3 Star Item 2 – Highden, Westmount and Crown Hill)
- 12.44 **RESOLVED** – That the response was satisfactory.

12.45 (3 Star Item 3 – Information of Major Works)

12.46 **RESOLVED** – That the response was satisfactory.

12.47 (3 Star Item 4 – Cost of Estate Development Budget Work)

12.48 **RESOLVED** – That the response was satisfactory.

### **13 REPAIRS AND IMPROVEMENT UPDATE**

13.1 The Business and Performance Manager, presented the update highlighting the overcharging of repairs contracts in the past. He noted that initially a report went to committee in January, Councillors asked for an update every 6 months through area panels. He also stated that the report highlighted the next steps, progress within partnerships and residents involved with the management group.

13.2 An Officer agreed with a resident on the point that there has been a marked improvement in service, he furthered that an indicator of this was the 126 apprenticeships to the City.

13.3 **AGREED** – that the report be noted.

### **14 SOMERSET POINT SPRINKLER PROJECT**

14.1 The panel considered a report that outlined a program to install a new sprinkler system at one of Brighton's high-rise block of flats.

14.2 Residents had the following concerns and enquiries:

- If it would be possible to expand to Essex Place due to recent fire.
- When will residents find out which flats/blocks will receive this

14.3 Officers responded to resident's concerns with the following:

- Once a review of various flats takes place, BHCC will review what will need to take place
- BHCC will always work with the residents concerned through Tenant's Residents Associations.
- The fire service have so far committed to providing 2 blocks for now through determination of where this will be is still to take place.

14.4 **AGREED** – that the report be noted.

### **15 NEW HOMES FOR NEIGHBOURHOODS UPDATE**

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

### **16 CITY WIDE REPORTS**



**17 ANY OTHER BUSINESS**

17.1 An officer confirmed that the reorganisation will take place on the 3<sup>rd</sup> October; they noted that residents shouldn't notice any difference and that all information will be available on the website.

The meeting concluded at 21:20pm

Signed

Chair

Dated this

day of



**BRIGHTON & HOVE CITY COUNCIL**

**HOUSING MANAGEMENT PANEL: NORTH AREA**

**7.00pm 15 SEPTEMBER 2016**

**ST GEORGE'S HALL, NEWICK ROAD, BRIGHTON, BN1 9JG**

**MINUTES**

**Present:** Councillors Hill (Chair) , Yates

**Representatives:** Heather Hayes (Coldean), John Marchant (East Central Moulsecoomb), Barbara Castleton (North Moulsecoomb), David Eve (Nettleton and Dudeney),

**Non-Voting Delegates:** Ray Metcalf (East Central Moulsecoomb), Walter Sargisson (Broadfields), Carol Hayes (East Central Moulsecoomb), Peter O'Connor (Bates Estate), Mary Marchant (North Moulsecoomb), Sue Bryant (Coldean), Derek Bryant (Coldean), Clifford Willeh (Bates), Jane McCloughan (North Area Tenants Group), John Dean (TRA Chair), Ray Goble (Elwyn Jones Court)

**Officers:** Hillary Edgar (Housing Services Operations Manager), Martin Reid (Head of Housing Strategy, Property and Investment), Becky Purnell (Resident Involvement Manager), Jeff Tourmentin (General Manager Mears), Glyn Huelin (Business and Performance Manager)

**9 APOLOGIES**

9.1 Apologies were given by Councillors Mo Marsh, Anne Meadows, Cath Davis, Jennifer Symons and Paul Wright.

**10 MINUTES OF THE PREVIOUS MEETING**

**11 CHAIR'S COMMUNICATIONS**

**12 RESIDENTS QUESTION TIME**

12.1 (Item 1– Communication and responses to blue pages items.)

12.2 The Panel agreed that the new blue pages are positive.

12.3 (Item 2 – Wheelie bins and rubbish)

12.4 The Chair and a Councillor stated that residents should contact the customer feedback team and that there was a possibility of inviting members of City Clean to the next meeting.

12.5 (Item 3 – Front door at Dudeney Lodge)

12.6 **SATISFACTORY** – that the report be noted.

- 12.7 (Item 4 – Communication between departments)
- 12.8 A resident stated the new customer housing team is working quite well.
- 12.9 **SATISFACTORY** – that the report be noted.
- 12.10 (Item 5 – Code of Conduct)
- 12.11 A resident enquired why minutes are not taken at meetings held to discuss issues pertaining to a person being sanctioned.
- 12.12 Officers explained the process where notes are written but are not formal minutes.
- 12.13 (Item 6 – Hedges)
- 12.14 A resident expressed a concern regarding overgrown hedges in student houses and other properties.
- 12.15 The Chair and other officers responded by noting that:
- This is an issue for private sector and no officers present could really answer this
  - BHCC License 3000 homes and that resident's present can contact the Head of Housing Strategy, Property and Investment to pursue any major issues by way of contacting landlords.
- 12.16 (Item 7 – gardening assistance for elderly and disabled people)
- 12.17 Residents agreed as long as there is some support for people who cannot access via internet then the issue is reasonable.
- 12.18 (Item 8 – Homeowner applications)
- 12.19 **RESOLVED** – That the response was satisfactory.
- 12.20 (West Ward - 3 Star Item 1 – Estate Development Budget)
- 12.21 **RESOLVED** – That the response was satisfactory.
- 12.22 (3 Star Item 2 – Boiler replacement at Woods House)
- 12.23 **RESOLVED** – That the response was satisfactory.
- 12.24 (3 Star Item 3 – Scaffolding and home contents)
- 12.25 A resident expressed the following issues:
- They were unaware that the presence of scaffolding meant residents would have to contact their home insurance companies
  - The 3 star system has proved as a good exchange of information between wards as it has brought this issue to light.

- 12.26 (3 Star item 4 – Philip Court Entry Phone)
- 12.27 **RESOLVED** – That the response was satisfactory.
- 12.28 (3 Star Item 5 – Maintenance and repairs schedule)
- 12.29 The General Manager for Mears allayed resident's concerns regarding the rendering of specific properties by stating that Mears do not have carte blanche to carry out any works wherever they see fit and noted that there is a specific process in place to ascertain which works take priority.
- 12.30 (3 Star Item 6 – Inspection of work)
- 12.31 **RESOLVED** – That the response was satisfactory.
- 12.32 (3 Star Item 7 – Contractors)
- 12.33 The Head of Housing Strategy, Property and Investment stated specifics on work to be done will be attained as soon as possible. He furthered that BHCC has its own quality and quantity surveyors to check prices and set everything out.
- 12.34 (Central Ward – 3 Star Item 1 – Central Ward Unresolved Warwick Mount)
- 12.35 **AGREED** – That the response was noted.
- 12.36 (3 Star Item 2 – Highden, Westmount and Crown Hill)
- 12.37 The Business and Performance Manager responded to a Councillor's concern by stating that any situation in which water could cause serious damage or injury to people would be counted as an emergency. By way of example postulated a scenario in which water has begun to pour through the roof.
- 12.38 (3 Star Item 3 – Information on major works)
- 12.39 A Councillor confirmed that lifts would be included under the heading of major works.
- 12.40 (3 Star Item 4 – Cost of Estate Development Budget Work)
- 12.41 **RESOLVED** – That the response was satisfactory.

### **13 REPAIRS AND IMPROVEMENT UPDATE**

- 13.1 The Business and Performance Manager, presented the update highlighting the overcharging of repairs contracts in the past. He noted that initially a report went to committee in January, Councillors asked for an update every 6 months through area panels. He also stated that the report highlighted the next steps, progress within partnerships and residents involved with the management group.
- 13.2 A Councillor and members of the panel made the following enquiries and expressed these concerns:

- If this was reduced to smaller number of types of sub-contractors including amount expenditure, will there be a chance of further reductions
- If anyone was to be charged for the whole issue
- If the Clerk of works inspects properties that sub-contractors currently work on

13.3 Officers answered the aforementioned concerns with the following:

- Any work that has been completed within 4 months will also undergo a performance review, there are also internal mechanisms in place to root out who else is employed as an extra measure
- Confirmed an incident was identified and that BHCC has had some discussions with police however as yet no one has been charged
- The overcharging was picked up by the Housing Team and will check with audit to recoup any losses
- The inspection is more robust than before. He also noted that if the job is complex then a Clerk of works will be assigned to it from the start.

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

#### **14 SOMERSET POINT SPRINKLER PROJECT**

14.1 The panel considered a report that outlined a program to install a new sprinkler system at one of Brighton's high-rise block of flats.

14.2 Residents had the following enquiries:

- If the systems were flat specific
- If there is any scope to bring this system to all blocks

14.3 Officers responded with the following:

- The system only targets individual flats specifically and that each flat is covered independently
- Higher risk blocks will take priority first. He noted that this is only an addition and that all other residents in other blocks are safe.

14.4 **RESOLVED** – That the panel agreed to note the report.

#### **15 NEW HOMES FOR NEIGHBOURHOODS UPDATE**

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

#### **16 CITY WIDE REPORTS**

**16.1 RESOLVED-** That the reports and minutes of the various Citywide groups be noted.

**17 ANY OTHER BUSINESS**

17.1 Heather Hayes enquired when Anglia windows will return to finish work in Coldean, she noted tenant's concern.

17.2 Jeff Tourmentin stated that there is a program to deliver the windows for the remainder of the year; he agreed to find notify the Chair and the Ms Hayes once all information has been attained.

17.3 Heather Hayes enquired if tenant reps can be notified in advance when major works are going to take place.

17.4 Martin Reid stated that notifications are given in the blue papers; he noted that further information is provided on the BHCC website.

The meeting concluded at 20:45

Signed

Chair

Dated this

day of





## **Area Panels – November/December 2016**

### **Briefing paper – Fire Safety Policy and associated work**

#### **Background**

This briefing paper has been produced for Area Panels to bring together a number of pieces of work associated with fire safety. In view of a number of fires this year in blocks of flats it is timely that we outline the steps we are taking to minimise risk to residents.

An inquest into the deaths caused by fires in high rise blocks in Southampton and Southwark concluded in 2013 and resulted in the Coroner issuing a Rule 43 Letter. One of the recommendations was to provide fire safety information to residents to help people understand what to do in the event of a fire. We have taken steps to meet the requirements of Rule 43 by producing fire safety leaflets for our residents and giving advice in the autumn edition of Homing In. We are also currently producing posters for our blocks of flats explaining the evacuation process.

#### **Fire Safety Policy**

To bring together our approach a Fire Safety Policy has been drafted which is attached to this briefing. A copy of the draft Housing & New Homes Committee report supporting this is also attached for information.

This policy sets out Housing's commitment to provide a safe environment in which our residents are assured that the risk of injury or damage to their homes caused by fires is minimised. By doing so we shall also comply with all relevant legislation and subsequent guidance. These include the Regulatory Reform (Fire Safety) Order 2005 (RRO) and the Housing Act 2004.

The main objectives of this policy are to ensure the council has adequate measures in place:

- to safeguard all relevant persons from death or injury in the event of fire
- to minimise the risk of fire and to limit fire spread
- to minimise the potential for fire to disrupt services, damage buildings and equipment or harm the environment

This policy provides a further opportunity for us to confirm our approach of delayed evacuation in blocks of flats, which we have promoted in the leaflets and in Homing In.

This draft policy has been reviewed by the Fire Health and Safety Board, East Sussex Fire and Rescue Service (ESFRS) and the Tenancy and Neighbourhood Service Improvement Group before being considered at Area Panels. The policy will be considered at Housing & New Homes Committee in January 2017.

### **Supporting fire safety work**

Alongside this policy we have also:

- Updated our clear common ways procedure
- Started work on a vulnerable tenants and fire safety process. This will ensure that our most vulnerable tenants are assessed and measures put in place to support them and minimise fire risk.
- Installed a sprinkler system in Somerset Point with further schemes subject to committee decision
- Agreed a cooker cut off pilot which will take place in one Seniors housing scheme.
- Reviewed mobility scooter storage options across the city.

Two further pieces of partnership work are being undertaken as a result of our involvement with the Community Initiative Partnership, which is a multi-agency partnership led by ESFRS bringing agencies together to minimise risks to vulnerable people. These are:

### **Hoarding protocol**

A project group formed from the Community Initiative Partnership are working on a protocol in respect of hoarding. The purpose is to enable targeted multi agency support to vulnerable residents of Brighton and Hove who are known to hoard. The group are formed of the fire service, mental health, social services, Housing, G.Ps and others, to develop a unified approach to resolving high level hoarding cases. The fire risks to property, the person, neighbours and fire fighters are higher where hoarding exists. An agreed multi agency approach will ensure risks are minimised and support made available to begin resolving the hoarding, at the earliest opportunity.

### **Resettlement initiative**

ESFRS and the Police are working with Housing to develop information and agree processes, to enable safe supportive resettlement of vulnerable high risk incoming tenants. There are instances where an incoming tenant will not have lived independently, possibly for years and instead received intensive support to manage their accommodation. For example those leaving supported housing, hostels or prison are to be provided with additional support and visited where required to enable safe independent living.

### **Mobility Scooters**

A review of mobility scooters, across the city was started earlier this year, assessing the storage options available for those tenants continuing to park in common ways. Advice from ESFRS is that scooters should not be parked in the common ways of residential blocks where they would block escape routes.

To help resolve the current issues we have a series of recommendations going forward which will involve us working with tenants to find individual solutions. These are:

- Provide a low cost option for bolts and chains to be supplied by the Estates Service to secure scooters to the exterior of the building
- Tenants can request alterations, to install an individual external storage unit at their own expense
- Continued use of stores where used well e.g. Leach Court and new schemes where there is sufficient demand could be considered through EDB funds
- Review the current Tenancy Agreement and revise the clause on storage of scooters.
- Ensuring that residents understand that if they are thinking of buying a scooter that they will need to identify where they are going to store it first.

After committee we will also undertake a citywide communications campaign about the storage of scooters.

### **Recommendations**

- For the Area Panel to provide feedback on the draft Fire Safety Policy
- For the Area Panel to note the fire safety work currently taking place

### **Contact**

Rachel Chasseaud, Head of Tenancy Services



DRAFT

# Fire Safety Policy

## **1 Introduction**

The majority of deaths and injuries from fire in the United Kingdom occur within units of accommodation. In England alone in 2014/15 there were 194 fatalities and 5903 injuries caused by, mainly accidental, fires in dwellings. 166 of the fatalities were due to accidental causes. The risk to occupants of death or injury from fire is particularly relevant in accommodation that has shared facilities or common ways.

Brighton and Hove City Council (BHCC) will make every effort to minimise the risk to occupants in council owned housing stock by complying with all relevant legislation and subsequent guidance. These include The Regulatory Reform (Fire Safety) Order 2005 (RRO) and The Housing Act 2004.

BHCC currently own 738 low rise blocks (1-2 floors), 426 medium rise blocks (3-5 floors and 43 high rise blocks (6 floors and above) alongside 23 Seniors housing schemes.

Our general needs housing currently comprises of 10,674 dwellings (of which 6,358 comprise of flats and 4,316 comprise of houses and bungalows) and we have 2,935 leasehold properties (including Brighton and Hove Seaside Community Homes).

## **2 Scope**

- 2.1 This policy applies to all BHCC owned blocks of flats and to the communal parts of converted properties managed by the Housing department and applies to all tenancies. This policy sits beneath the council's standard for fire safety.
- 2.2 The main objectives of this policy are to ensure the council has adequate measures in place:
  - to safeguard all relevant persons from death or injury in the event of fire
  - to minimise the risk of fire and to limit fire spread
  - to minimise the potential for fire to disrupt services, damage buildings and equipment or harm the environment

## **3 Policy Statement**

- 3.1 The Housing department aims to provide a safe environment in which our residents are assured that the risk of injury or damage to their homes caused by fires is minimised.
- 3.2 We will foster and maintain good working relationships with partner services to help ensure the ongoing safety of our residents; this includes East Sussex Fire & Rescue Service (ESFRS).
- 3.3 In aiming to deliver this environment we will seek to identify, assess and reduce risks to ensure compliance with the Regulatory Reform (Fire Safety) Order 2005.
- 3.4 In discharging our obligations to fire safety we will:

- carry out our Fire Risk Assessments (FRA's) in accordance with the Regulatory Reform (Fire Safety) Order 2005
- facilitate fire risk audits with ESFRS
- carry out joint training exercises with ESFRS and other agencies as necessary to ensure readiness for emergencies.

3.5 We provide tenants and leaseholders with advice and information about fire safety in newsletters; leaflets; posters in blocks; website; the tenant handbook and at tenancy visits.

## **4 Fire Risks**

4.1 The Regulatory Reform (Fire Safety) Order 2005 (RRO 2005) places a duty on landlords to take general fire precautions to ensure, as far as is reasonably practicable, the safety of the people on the premises and in the immediate vicinity. The main fire risks identified in communal areas are:

- combustible materials, including rubbish and furniture
- faulty electrical installations
- smoking
- failures in compartmentation.

## **5 Fire Risk Assessments (FRA's)**

5.1 The RRO 2005 identifies BHCC as the responsible person and as such we have a duty to carry out a FRA in relevant premises and take reasonable steps to remove or reduce any risks that have been identified and act upon significant findings.

5.2 We will regularly review FRA's as follows:

- high rise blocks – annually, after a fire or following any significant changes
- Seniors schemes – annually, after a fire or following any significant changes
- low and medium blocks and converted properties i.e. houses converted into flats – every three years, after a fire or following any significant changes.

5.3 *Fire Risk Assessor*

The fire risk assessor's role will be carried out by a competent person who shall:

- carry out FRA's
- provide technical and expert advice
- ensure compliance with the requirements of the Regulatory Reform (Fire Safety) Order 2005

## **6 Fire Prevention**

6.1 Our fire preventative measures are designed to protect people, property and assets against the loss of life, injury and damage caused by fire.

6.2 Wherever possible we will undertake measures to prevent the risk of fire, this will include:

- ensuring that our common ways and storage areas are kept clear and by carrying out enforcement where breaches occur
- that staff are trained in order to identify and report any potential risks
- that we provide good information and advice to existing and new tenants and leaseholders about how to reduce the risk of fires with the help of ESFRS
- that we provide leaflets and posters to highlight the risks of fires and how to help prevent them
- ensuring we identify and work with our more vulnerable tenants who may be at greater risk should there be a fire
- carrying out individual risk assessments and putting in place control measures to manage risk where identified.

## **7 Fire Protection**

### *7.1 Evacuation routes and fire exits*

To ensure safe evacuation, routes will have adequate signage and be kept free of sources of ignition, flammable and combustible material and obstructions at all times. We will enforce this with tenants and residents where necessary by implementing the fire safety and clearance of common ways procedure. In high rise blocks of flats FRA's will be carried out to identify and deal with such issues alongside those identified during cleaning and estate inspections.

Fire exits will not be left open to ensure that security of the building is maintained. In high rise blocks of flats and in Senior's schemes inspections will be carried out to identify and deal with such issues.

### *7.2 Evacuation plan*

*All high, medium and low rise blocks and Seniors schemes:*

The council operates a delayed evacuation procedure in purpose built blocks where residents if not directly affected by the fire should remain within their property until advised otherwise, usually by the emergency services.

The construction of a purpose block gives a minimum of up to 30 minutes containment of a fire, with the fire doors and walls resisting before spreading into the common parts of the block. In addition residents in other flats will have 60 minutes protection when their own front door is taken into consideration.

*Converted properties (HMO's) and all other properties*

Delayed evacuation does not apply, where fire is discovered residents must leave the building, alert others and call the fire service on 999. If possible and it is safe to do so, all windows and doors should be closed to prevent fire spread to other areas of the building.



7.3 When the fire service attends they may decide to:

- when and if to commence a full evacuation
- when to instigate a visual inspection
- when residents can return to their premises
- when to involve the Police and the Local Authority
- any other steps appropriate to the circumstances

7.4 *Fire Doors – common areas and tenant/leaseholder doors*

Fire doors are provided to help prevent the spread of smoke and fire and must be kept closed or fitted with door holders which are designed to release when the fire alarm is activated. Fire doors in common areas are checked regularly during FRA's and by Estates Service to ensure they are operating correctly and are not damaged. Fire doors' including entrance doors to tenants'/leaseholders flats provide a minimum of 30 minutes fire resistance (the standard specification is FD30S). Doors should not be propped open, tampered with or compromised in any way, i.e. materials affixed to frame/door to prevent banging noises.

7.5 *Signage*

Appropriate fire safety signage is displayed throughout communal areas indicating the fire exit/s for example. Fire action notices are also present in all communal areas. Fire doors are marked to keep shut and no smoking signs are affixed inside the block.

7.6 *Smoke alarms*

Hard wired smoke alarms are being fitted when properties are empty or re-wired. Alternatively tenants can contact ESFRS for a home fire safety visit where they can check/fit smoke alarms as appropriate and also give a range of advice around home safety.

## **8. Partnerships**

8.1 Housing works with the ESFRS on carrying out the following aspects:

- to facilitate an annual audit of the common ways in high rise blocks. The purpose of this inspection is to identify immediate risks and to ensure that actions from the previous inspection have been implemented.
- regular training exercises with the fire service to ensure procedures are in place and that they are familiar with block layouts in the event of a real fire
- training staff
- awareness campaigns for our residents
- trialling of sprinkler systems in designated blocks in partnership with ESFRS
- attending the Community Initiatives Partnership a multi-agency forum chaired by ESFRS

## 8.2 *Fire Health and Safety Board*

The Fire Health and Safety Board hold monthly meetings attended by the council's Health & Safety Team, Housing staff and ESFRS. The board meets to discuss and take action against any issues related to fire and health and safety.

## **9 Publicising the Fire Safety Policy**

9.1 BHCC will publicise this policy in the following ways:

- BHCC website
- Tenant Handbook
- Leaseholder Handbook
- Fire safety leaflets
- Staff briefings and training


## **10 Policy review**

10.1 The Fire Safety Policy will be reviewed in the event of a fire, every three years, or where circumstances change significantly.

## **11 Related documents**

- Fire safety and clearance of common ways procedure
- Seniors housing fire safety procedure
- BHCC Fire Safety Standard
- Local Government Association: Fire safety in purpose built blocks of flats
- LACORS: Fire Safety Guide
- Housing fire safety leaflet

Housing  
Housing Centre  
Unit 1 Fairway Trading Estate  
Eastergate Road, Brighton, BN2 4QL  
01273 293030  
[www.brighton-hove.gov.uk/council-housing](http://www.brighton-hove.gov.uk/council-housing)



|                          |  |  |                     |
|--------------------------|--|--|---------------------|
| <b>Subject:</b>          | <b>Housing Fire Safety Policy</b>                                    |  |                     |
| <b>Date of Meeting:</b>  | <b>18 January 2017</b>   |  |                     |
| <b>Report of:</b>        | <b>Executive Director, Neighbourhoods, Communities &amp; Housing</b> |  |                     |
| <b>Contact Officer:</b>  | <b>Name:</b>   | <b>Rachel Chasseaud</b>                      | <b>Tel: 29-1837</b> |
|                          | <b>Email:</b>  | <b>Rachel.chasseaud@brighton-hove.gov.uk</b> |                     |
| <b>Ward(s) affected:</b> | <b>All</b>   |  |                     |

**FOR GENERAL RELEASE**

**1. PURPOSE OF REPORT AND POLICY CONTEXT**

- 1.1 The council is required to comply with relevant legislation and subsequent guidance to minimise the fire risk to occupants in council owned housing stock. This includes the Regulatory Reform (Fire Safety) Order 2005 and the Housing Act 2004.
- 1.2 An inquest into the deaths caused by fires in Shirley Towers and Lakanal House high rise blocks in Southampton and Southwark concluded in 2013 and resulted in the Coroner issuing a Rule 43 Letter with recommendations the council should follow.
- 1.3 The policy sets out Housing's commitment to provide a safe environment in which our residents are assured that the risk of injury or damage to their homes caused by fires is minimised.
- 1.4 This paper also sets out additional work we are undertaking to improve fire safety in the housing stock.

**2. RECOMMENDATIONS:**

- 2.1 That the Housing & New Homes Committee approve the Fire Safety Policy attached at appendix 1.
- 2.2 That the Housing & New Homes Committee note the additional fire safety work that is taking place.

**3. CONTEXT/ BACKGROUND INFORMATION**

- 3.1 Between 2011 and 2016 there have been 4,076 fires in the city resulting in five fatalities, 190 casualties and 62 rescues. During 2016 there have been 20 fires within the council owned stock, tragically with one fatality.
- 3.2 The policy is a concise document which overarches a number of more detailed procedures that Housing work to. The main objectives of this policy are to ensure the council has adequate measures in place:

- To safeguard all relevant persons from death or injury in the event of fire
  - To minimise the risk of fire and limit fire spread
  - To minimise the potential for fire to disrupt services, damage buildings and equipment or harm the environment.
- 3.3 The policy outlines the key preventative work we have undertaken to minimise fire risks. It outlines that as the responsible person we have a duty to carry out Fire Risk Assessments in relevant premises. It also outlines the measures we undertake to protect residents against fires including the provision of fire doors, suitable signage and smoke alarms.
- 3.4 The policy formally confirms the delayed evacuation procedure that we follow in purpose built blocks where residents if not directly affected by the fire should remain within their property until advised otherwise, usually by the emergency services.
- 3.5 The policy outlines the information and advice we provide to residents, which ensures we are meeting the requirements of Rule 43 by providing fire safety information for our residents to help them to understand what to do in the event of a fire. We have produced fire safety leaflets, provided advice in both the autumn and winter 2016 editions of Homing in and produced posters for our blocks of flats.

### **Supporting fire safety work**

- 3.6 Alongside this policy we have also:
- updated our clear common ways procedure
  - started work on a vulnerable tenants and fire safety process. This will ensure that our most vulnerable tenants are assessed and an overall risk management plan and measures are put in place to support them and minimise fire risk
  - installed a sprinkler system in Somerset Point with further schemes subject to committee decision
  - agreed a cooker cut off pilot which will take place in one Seniors housing scheme.
  - reviewed mobility scooter storage options across the city
- 3.7 **Mobility scooters**  
A review of mobility scooters, across the city was started earlier this year, assessing the storage options available for those tenants continuing to part in common ways. Advice from ESFRS is that scooters should not be parked in the common ways of residential blocks where they would block escape routes.
- 3.8 To help resolve the current issues we have a series of recommendations going forward which will involve us working with tenants affected to find individual solutions. These are:
- provide a low cost option for bolts and chains to be supplied by the Estates Service to secure scooters to the exterior of the buildings

- tenants can request alterations, to install an individual external storage unit at their own expense
- continued use of scooter stores where well used and new schemes where there is sufficient demand could be considered through Estate Development Budget funds
- review the current Tenancy Agreement and revise the clause on storage of scooters.
- ensuring that residents understand that if they are thinking of buying a scooter that they will need to identify where they are going to store it first.

We will also undertake a citywide communications campaign about the storage of scooters.

3.9 Two further pieces of partnership work are being undertaken as a result of our involvement with the Community Initiative Partnership, which is a multi-agency partnership led by East Sussex Fire & Rescue Service (ESFRS) bringing agencies together to minimise risks to vulnerable people. These are:

**3.10 Hoarding protocol**

A project group is working on a protocol in respect of hoarding. The purpose is to enable targeted multi agency support to vulnerable residents of Brighton and Hove who are known to hoard. The group are formed of the fire service, mental health services, Adult Social Care, Housing, G.P's and others, to develop a unified approach to resolving high level hoarding cases. The fire risks to property, the person, neighbours and fire fighters are higher where hoarding exists. An agreed multi agency approach will ensure risks are minimised and support made available to begin resolving the hoarding, at the earliest opportunity.

**3.11 Resettlement initiative**

ESFRS and the Police are working with Housing to develop information and agree processes, to enable safe supportive resettlement of vulnerable high risk incoming tenants. There are instances where an incoming tenant will not have lived independently, possibly for years and instead received intensive support to manage their accommodation. For example those leaving supported housing, hostels or prison are to be provided with additional support and visited where required to enable safe independent living.

**4. COMMUNITY ENGAGEMENT & CONSULTATION**

4.1 This policy highlights the partnership work we undertake with East Sussex Fire and Rescue Service. It also highlights the community work we undertake to run awareness campaigns with residents and events.

4.2 This draft policy has been reviewed by the Fire Health and Safety Board and the Tenancy and Neighbourhood and Community Service Improvement Groups before being considered by Area Panels in November and December.

4.3 The report was presented to Area Panels in November/December 2016. Feedback from the Area Panels is... [to be inserted following panels and before the report goes to committee]

## 5. CONCLUSION

- 6.1 The council has a statutory obligation to meet all relevant legislation and subsequent guidance in relation to fire safety. This policy enables us to promote all relevant steps we are taking to meet this obligation.

## 7. FINANCIAL & OTHER IMPLICATIONS:

### Financial Implications:

- 7.1 To be added prior to committee.

*Finance Officer Consulted: Name*

*Date: dd/mm/yy*

### Legal Implications:

- 7.2 To be added prior to committee.

*Lawyer Consulted: Name*

*Date: dd/mm/yy*

### Equalities Implications:

- 7.3 An Equalities Impact Assessment is in progress and this policy has been developed to take account of equalities issues. Our continuing fire safety work will put in place support for our more vulnerable households whether this is due to age, disability, mental health issues or chaotic lifestyles to order to minimise fire risk to themselves and others.

### Sustainability Implications:

- 7.4 None

### Any Other Significant Implications:

- 7.5 Risk and Opportunity Management Implications

This policy outlines how the council will minimise the fire risks to residents in council owned housing stock by complying with all relevant legislation and subsequent guidance. This will enable residents to live in a safe environment in which our residents are assured that the risk of injury or damage to their homes caused by fires is minimised. The fire safety work to support our more vulnerable households provides the opportunity for them to continue to live independently in their homes.

### Corporate/Citywide implications

This policy supports the council's Corporate Plan 2015-2019 priority to improve the health and wellbeing of its residents. Furthermore by working in partnership it enables us to support East Sussex Fire & Rescue Service's key purpose to make communities safer.

### **SUPPORTING DOCUMENTATION**

#### **Appendices:**

1. Draft Fire Safety Policy

#### **Documents in Members' Rooms**

None

#### **Background Documents**

None





**Items from the Tenant Only meeting held on 25 /10/16**

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**1. Window Replacements in Woodingdean**

*This matter has now been ongoing for many years. Janet has recently visited several of the homes in Bexhill Road area requiring new windows with the surveyor. The council has agreed to window replacements, but has said work cannot start until April 2017 due to the bad weather. Bexhill Road is the highest point in Brighton & Hove and is therefore very exposed to bad weather. Some of the windows requiring replacement are so bad that water comes into people's homes when it rains.*

*The meeting felt that these residents should not be left with inadequate windows for another winter and that the work should commence urgently*

**Action (\*\* 2 stars):** *It was agreed to raise this at the Area Panel to request that window replacement work starts immediately*

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**Response from Neil Erridge - Surveyor & Contract Manager Property & Investment Team - 01273 291502**

The window replacement program In Woodingdean has already started in as such that we have been looking at siting the welfare units and organising the start addresses.

Mears/Anglian will start sending out surveying appointment letters in January 2017 with a view to start fitting at the beginning of April 2016.

As you are aware, the Woodingdean windows have already been brought forward in our programme. It would not be feasible to start work immediately, not because of bad weather but because of the window replacement programme that we have drawn together.

We appreciate that window repairs may be necessary over the coming months. Tenants who are suffering with issues with their windows should call the repairs team in the usual way and they will send out window specialists to repair any windows in the interim.

## **2. Robert Lodge Rear Doors**

*The rear doors at Robert Lodge are in very poor condition and need replacing, but residents have not been advised of when this will be done.*

**Action (\* 1 star):** *It was agreed to raise this at Area Panel to ask when the replacement of rear doors at Robert Lodge is scheduled to start.*

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### **Response from Delia Hill - Complaints & Residents Liaison Team, Mears - 01273 574354**

Robert Lodge rear doors were identified as being in poor condition in September 2016. Mears arranged for inspections, design and costs to be sent to the Quantity Surveyors in the Property & Investment Team for review.

On 1 November 2016 Mears received authorisation from the council to arrange to supply and fit seven rear doors to the blocks at Robert Lodge. Mears have also given instructions to the door manufacturer to proceed. We anticipate the doors being ready in approximately eight weeks and the install will be arranged for the following week. We anticipate each door taking one day to install.

### **3. Robert Lodge Trades Buttons**

*A survey of residents was recently conducted to decide what should happen about the trades buttons on door entry systems at Robert Lodge. To date residents have still not be advised of the outcome.*

**Action (\* 1 star):** *It was agreed to raise this at Area Panel to ask what decision has been made regarding the trades buttons.*

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#### **Response from Sharon Terry - Resident Involvement Officer -Tel: 01273 293265**

Housing Customer Services together with Sharon Terry, Resident Involvement Officer, contacted 78 occupied flats at Robert Lodge by telephone and in writing. At the time of the Tenant Only meeting held on 25 October, the survey was still in progress. Residents who could not be contacted by telephone were written to and given until Friday, 11 November to respond. Those residents who had not replied by 11 November were contacted a second time by telephone to establish their vote in favour or against the closing off of the trades buttons.

At the time these pages went to Democratic Services the final results of the survey were still not complete. By the time residents meet for the next East Area Panel meeting on 28 November, residents at Robert Lodge would have received a letter informing them of the results of this consultation.

#### **4. Robert Lodge Rear Doors**

*The new flats at the north end of Robert Lodge have left one resident, Roger Harris, with a brick wall in front of his window. When the flats were planned he did raise an objection but this doesn't seem to have been taken into account. This impacts on him quite significantly because he is partially sighted and the loss of natural daylight means he now has to have his lights on during the day. The council has agreed to paint the wall white to reduce the problem, but this has not yet been done.*

**Action (\* 1 star):** *It was agreed to raise this at Area Panel to ask what consideration was given to the impact on existing residents before the new flats were built and when the exterior wall facing Roger's flat is due to be painted.*

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#### **Response from Carol Jenkins- Estate Regeneration Project Manager, City Development and Regeneration- 01273 293832**

The new retaining wall along the side of the footpath between the new Robert Lodge North block and Mr Harris' flat will be painted white to reflect light back into his flat. The painting could not be done until the building works had been completed there, but will be done by the end of November. The new wall had to be partly rebuilt after a skip hire company driver damaged it delivering a skip. His damage was captured on CCTV and the skip hire company (not Westridge or the council) is paying for those remedial works. After painting there will also be some low planting which, together with the new white wall, should improve Mr Harris' outlook compared to how it was before the works. The Westridge site manager has spoken to Mr Harris and explained what is happening.

The site manager is available at the Robert Lodge site office to talk to tenants about any concerns or queries they have in connection with the new build works. He also attends monthly Robert Lodge Resident Association meetings with Westridge's contracts manager, the council's architect and the council's Estate Regeneration Project Manager, Carol Jenkins, to update residents and deal with any issues that may arise. Carol is also available on 01273 293832 if any residents have queries or concerns about the construction of the new flats.

The council's Planning department would not have given planning permission for the Robert Lodge North block in 2014 if it impacted unduly on existing residents. Planning applications for new council homes don't get treated any differently from applications from other developers. The council's Estate Regeneration Team and architect have also consulted and involved Robert Lodge residents throughout the new build project, from initial design to completion. As well as attending every monthly Robert Lodge Resident Association meeting, they invited all residents to a consultation event on the proposed design of the North and South blocks in April 2014 before applying for planning consent, after which changes were made to the design in light of feedback we received.

Land to develop much needed new council homes is scarce, and we need to make the very best use of what we have. Our aim is also to improve the neighbourhoods in which we are developing new homes, working with local residents and ward councillors. As well as being consulted on design of the new blocks, all Robert Lodge residents were invited to trees and art workshops to help design the remodelled Robert Lodge gardens and the newly installed hawk sculpture. We have also provided mobility scooter and cycle stores at Robert Lodge.

## Three Star Items from the Central Tenant Only meeting held on 27/10/16

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### **Resident Involvement Review**

*The meeting agreed the following proposal, to be put on the Blue Pages as a 3 star item for the next Area Panel:*

*“Central Resident Only meeting is concerned that there is insufficient time for a city-wide exposure to the planned Resident Involvement Review proposals, and it does not allow for a meaningful discussion by a wider audience of residents. It is therefore proposed that decisions on the Resident Involvement Review are deferred to the Area Panel meetings in March 2017 and preceded by a broader circulation of the proposals.”*

**Action: III for all Blue Pages and discussion at Area Panel.**

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### **Response from Hilary Edgar – Housing Services Operations Manager – 01273 293201**

The Resident Involvement review started in May 2016 and is made up of the following stand alone projects; the consultation structure, communications, the Resource Centre, training for residents, transport, newsletters, Homing In, the Scrutiny Panel, community rooms and the Estates Development Budget. The review has included the views of a wide range of residents through surveys, meetings, working groups and at the citywide conference.

The Involvement & Empowerment Service Improvement Group met throughout the duration of the review to consider reports from these individual projects and to take an active role in reviewing the recognised resident involvement structure. This work has generated a significant amount of information and led to proposals on how the current involvement structure could be changed to enable more residents to get involved, how the council can support residents to do this and a number of recommendations specific to the individual projects within the review.

On the original timeline it was intended that a draft report based on the review would be considered at this round of Area Panels and presented to the Housing & New Homes Committee in January 2017. However, this has been revised following a request by the Involvement & Empowerment Service Improvement Group for more time to work through the recommendations and the report will now go to a later cycle of Area Panel and committee meetings. Additional meetings of the review group have been set up and a revised timeline will be agreed with the Involvement & Empowerment Service Improvement Group at these meetings.

## Three star items from the North Tenant Only meeting held on 12/10/16

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### 1. **Car park lighting at Nettleton and Dudeney**

*Dave reported that there are 12 lights in the Nettleton and Dudeney car park, but only 7 of them are working. The first one stopped working 9 months ago and was reported. Then another one was knocked over and had to be cut down. Dave has sent at least 8 emails to try and get this sorted, but it still hasn't been done. He has been told that it will take Mears 7 – 8 weeks to get a cherry picker to repair them.*

*Action: I I I (3 stars)*

*It was agreed to raise this at Area Panel and ask the following questions:*

- *Why is there no planned maintenance on lighting that belongs to Housing, in the way that highways lights are checked and cleaned?*
- *Why does it take Mears 7 – 8 weeks to get access to a cherry picker, when other contractors can access them within days?*

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### **Response from Christopher Barber – M&E Manager – 01273 293348**

Street lighting on housing land has not previously been maintained as there is no system or known information within the Council that identifies where the lamps and columns are located on housing land.

Work has recently begun to compile an asset list of lamps and columns, using a resource on loan to the Mechanical & Electrical (M&E) team from the Estates team and this work is ongoing. Access has also been granted to the corporate 'Mayrise' Street Lighting Module on a temporary basis and this is being used to check lighting that is identified on housing land, against the highways street lighting.

Going forward, this project is very time consuming, but once identified, the housing land lamps and columns will be surveyed, provided with a serial number and added to the corporate maintenance programme.

### **Mears response Delia Hills – Resident Liaison Manager – 01273 574354**

I am sorry to hear that incorrect information has been given regarding a cherry picker. Mears do not use cherry pickers for access to repair external lighting; we use an in-house tower scaffold which takes no more than a few days to book out to any trade team. In trying to find out who gave this information, I can see that an electrical operative attended on 25 August and put on his further works sheet that a cherry picker was required. Therefore, this Thursday (20 October) in the electrical tool box talk, all operatives will be reminded that Mears do not use cherry pickers unlike the council's street lighting team and that the in-house tower scaffold takes a few days to book.

Unfortunately, the further works mentioned above were not processed by Mears due to an administration error and this caused the delay, for which we are very sorry.

To rectify this matter as quickly as possible, James Pauley the electrical supervisor assessed the external lighting at the front and rear of the blocks on Monday 17 October and identified four lights on housing land in need of repairs, three at the entrance to the rear car park and one at the front of Dudeney Lodge. These have been booked to be carried out on Thursday 20 October using the tower scaffolding - job number 9549777. James will be in attendance to ensure the repairs are carried out correctly and will do another check to ensure no further lights have failed.

James also noticed that street light numbered '1' on Florence Place is not working and has emailed the council's Street Lighting team as he believes this light is on highways land.

## **2. Community Payback**

*Nettleton and Dudeney Residents Association requested the Community Payback Team to do some gardening work via their RIO. After a long wait Dave received a phone call to say they were on site and ready to start work. He returned home immediately to show them what to do, but they only stayed for 4 hours.*

*They said they would return the next day, but he didn't hear from them for another 4 months, when they called to say they would be there the next day. They then didn't turn up and he saw them working in another area of town when he was out visiting relatives.*

*Others at the meeting said that they had had similar experiences recently and it was thought to be due to reduction in staffing or possibly privatisation.*

*Action: I I I (3 stars)*

*It was agreed to raise this at the Area Panel and ask the following questions:*

- *What is the system for requesting the Community Payback Team?*
- *What can Associations expect from them?*

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### **Response from Stephen Berry – Project Coordinator – Kent, Surrey & Sussex Community Rehabilitation Company – 01273 699266**

The Community Payback Team have stated that they spent approximately four weeks carrying out gardening works at Nettleton and Dudeney. Once the initial contact was made with the Residents Association representative, this was not necessary for subsequent visits and the group attended when their schedule allowed. The Community Payback Team can be requested through a Community Payback Nomination Form submitted through the Resident Involvement Team.

### **Response from Becky Purnell – Resident Involvement Manager – 01273 293022**

I am going to organise a meeting with the Community Rehabilitation Company to go through works requested through the Community Payback Nomination Form. If any association has an enquiry about requested work or would like to submit a request please telephone Trevor Jones on 01273 294651, or email [RIT@brighton-hove.gov.uk](mailto:RIT@brighton-hove.gov.uk)



## Three Star Items from the West Tenant Only meeting held on 03/11/16

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### 1. **Resident Involvement Review**

*Muriel Briault gave a report on the Resident Involvement Review. The draft proposals are being discussed in the Tenant Involvement and Empowerment group – unfortunately this meeting clashed with the West Residents meeting today.*

*She said recommendations in the draft proposals include getting rid of the Area Panels and replacing them with 4 city wide meetings a year and ending funding for Resource Centre support of Resident Only meetings. It was noted that there is no proposal to cut Resource Centre funding overall - they will be asked to do more training work instead.*

*It was acknowledged that there was often little progress with Blue Pages items, but felt that this was because the Council didn't actually take any action in response to issues raised by residents.*

*There was concern that only a few residents have seen the draft proposals, and that the timetable for agreeing these does not allow for representatives to discuss the proposals with their Association members. It is important to make informed decisions, and to have the time to do this.*

*The West Area Residents meeting agreed to support the following proposal that Central Area Residents have put forward for the Blue Pages:*

*“Central Resident Only meeting is concerned that there is insufficient time for a city-wide exposure to the planned Resident Involvement Review proposals, and it does not allow for a meaningful discussion by a wider audience of residents. It is therefore proposed that decisions on the Resident Involvement Review are deferred to the Area Panel meetings in March 2017 and preceded by a broader circulation of the proposals.”*

**Action: Ill for all Blue Pages and discussion at Area Panel.**

---

### **Response from Hilary Edgar – Housing Services Operations Manager – 01273 293201**

The Resident Involvement review started in May 2016 and is made up of the following stand alone projects; the consultation structure, communications, the Resource Centre, training for residents, transport, newsletters, Homing In, the Scrutiny Panel, community rooms and the Estates Development Budget. The review has included the views of a wide range of residents through surveys, meetings, working groups and at the citywide conference.

The Involvement & Empowerment Service Improvement Group met throughout the duration of the review to consider reports from these individual projects and to take an active role in reviewing the recognised resident involvement structure. This work has generated a significant amount of information and led to proposals on how the current involvement structure could be changed to enable more residents to get involved, how the council can support residents to do this and a number of recommendations specific to the individual projects within the review.

On the original timeline it was intended that a draft report based on the review would be considered at this round of Area Panels and presented to the Housing & New Homes Committee in January 2017. However, this has been revised following a request by the Involvement & Empowerment Service Improvement Group for more time to work through the recommendations and the report will now go to a later cycle of Area Panel and committee meetings. Additional meetings of the review group have been set up and a revised timeline will

be agreed with the Involvement & Empowerment Service Improvement Group at these meetings.

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*It was also agreed to note the strong agreement at the West meeting that the Area Panels should be kept as they are, along with Resource Centre support for the Resident Only meetings.*

**Action: Ill for all Blue Pages and discussion at Area Panel.**

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#### **Response from Hilary Edgar - Housing Services Operations Manager - 01273 293201**

The review has found that in terms of delivering what residents have told us they want from engagement with the council, that Area Panels in their current format, are neither effective nor good value for money – costing over £15,000 a year. The review is looking at alternative consultation structures that will ensure resources committed to this work support the primary aims of resident involvement – to broaden engagement and increase satisfaction with landlord services. This work is still in progress and as outlined above, will be presented to Area Panels for their consideration in 2017.

## **2. Common areas and private gardens**

*A resident at Ingram Court has been given permission by the council to privately cultivate part of the communal gardens. A small area, close to washing lines and cutting across an area where children play, has been fenced off. The plot is not adjacent to the resident's flat.*

*Ingram Court residents are concerned this is setting a precedent and that their communal grass areas will start to be divided up into individual plots. They have asked for clarification of the Council's policy on this but have not received a clear response.*

*They are also concerned that this decision about shared areas was taken without any consultation with residents.*

*It was agreed to ask for clarification of the city-wide policy on turning communal grass areas into private plots.*

**Action: Ill for all Blue Pages and discussion at Area Panel.**

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### **Response from Robert Keelan – Housing Manager, Tenancy Management- 01273 293261**

There is no policy on granting permission for private garden areas. Typically, residents will contact the council about taking on an area underneath the flat window. The council would normally agree and advise City Parks to ignore this area and spend time on other parts of the estate.

Permission was not given to cultivate this part of the communal garden; however there was a discussion about using the area outside the flat. Apart from food growing projects, usually requested by associations, the council has not been asked about cultivating parts of communal gardens.

An officer has looked at the garden and found it to be quite discreet and as the communal grounds on the Ingram estate are not insignificant, enforcement for the removal of the garden was not planned. The Housing team is happy to hear the views of the Residents' Association regarding the use of the communal gardens; an area that would be suitable for a small vegetable patch could be suggested or the area could remain laid to grass.

### **3. Re-structuring of housing officers roles**

*There have been rumours about Housing Officers' roles changing so there are named officers for specific areas. It was agreed to ask for a clear explanation of proposed changes to officers' roles, how this will affect Resident Associations, and the time-scale in which changes will be introduced.*

**Action: III for all Blue Pages and discussion at Area Panel.**

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#### **Response from Becky Purnell- Resident Involvement Manager- 01273 293022**

The Resident Involvement Team emailed the first briefing for Tenants and Residents Associations below in mid September and it was posted to the Chairs and Secretaries who don't have emails. The text was also an article in Homing In. On 3 October when the new service started the second briefing below was circulated. The new Housing Managers will be at the Area Panels.

#### **1. Homing In article copy briefing for tenants and residents associations**

We've listened carefully to your feedback about the services you receive from us. You've told us that it's not always clear who is dealing with your cases, that there are too many teams working with you and that some local knowledge was missing in the services we deliver. We have now made some changes to improve and simplify the service you receive.

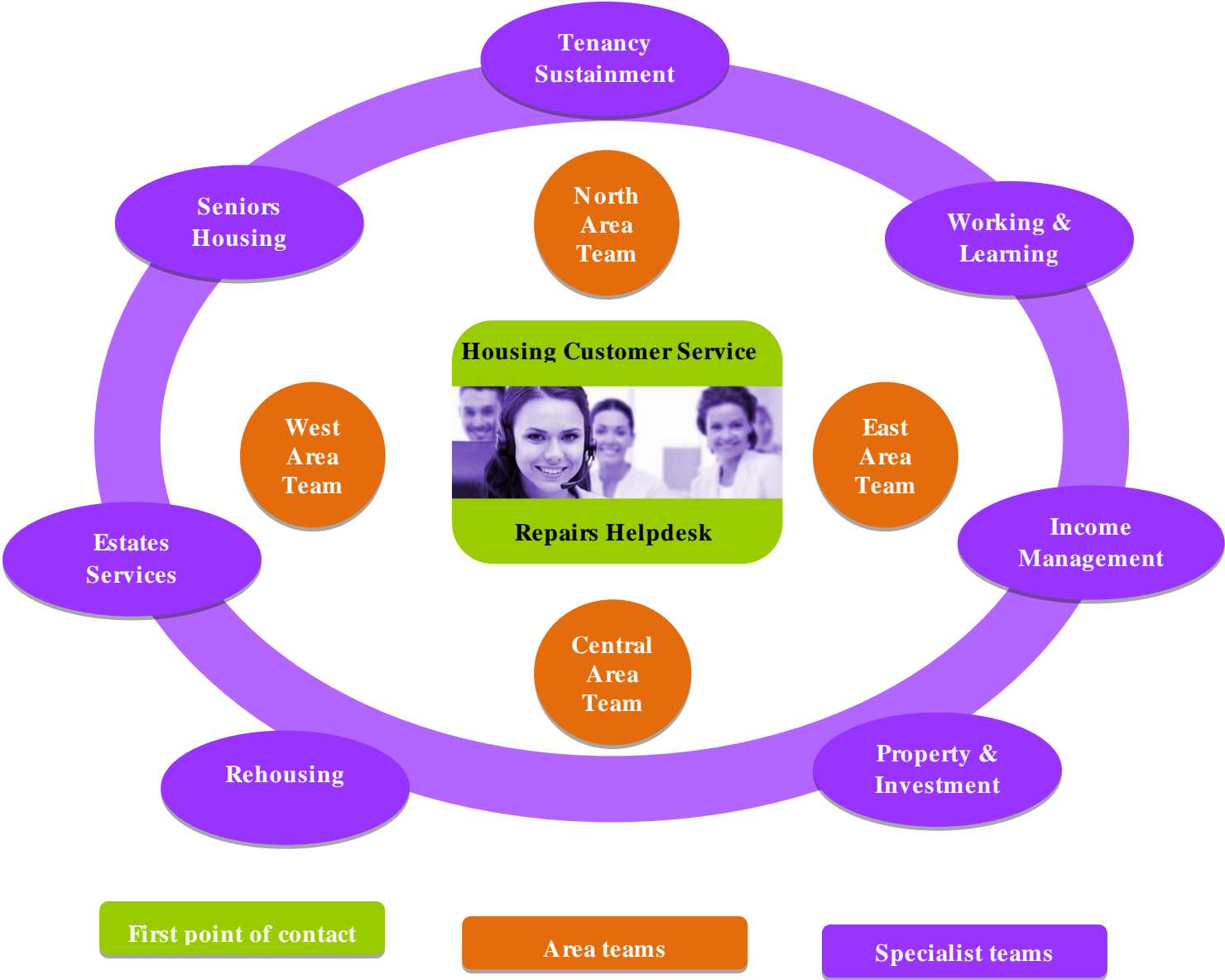
Housing Customer Services will remain your first point of contact on 01273 293030 or [housing.customerservices@brighton-hove.gov.uk](mailto:housing.customerservices@brighton-hove.gov.uk). Also the contact methods for the repairs helpdesk remains the same: freephone 0800 052 6140, our local number 01273 294409 or [BHCC.repairs@mearsgroup.co.uk](mailto:BHCC.repairs@mearsgroup.co.uk).

What is new is that we now have four area teams of Housing Officers who will deal with a range of neighbourhood and tenancy matters such as responding to anti-social behaviour reports, carrying out estate inspections and having oversight of the appearance and upkeep of our estates. The new Housing Officer area teams replace three previous groups of staff – Neighbourhood Officers, Neighbourhood Team Leaders and the Tenancy Enforcement Team. We hope that you find this localised approach addresses the feedback you have shared with us.

A number of specialist teams will still remain to continue our focus on collecting rent, reletting homes and providing support to prevent tenancies breaking down.

Contacting us by telephone remains the most popular way you use to get in touch, and we have made some changes to increase the number of staff answering calls and to reduce call waiting times. Our housing office receptions (Lavender Street, Whitehawk Hub, Portslade Town Hall and Bartholomew House) will close between 1-2pm each day from Monday 17 October 2016. The reception areas will still be available for you to use the freephone to call different services.

**Representation of Housing landlord services**



**2. Redesign of Housing’s landlord services**

Housing Customer Services will remain the first point of contact for tenants on 01273 293030 or [housing.customerservices@brighton-hove.gov.uk](mailto:housing.customerservices@brighton-hove.gov.uk). Also the contact methods for the repairs helpdesk remains the same: Freephone 0800 052 6140, our local number 01273 294409 or [BHCC.repairs@mearsgroup.co.uk](mailto:BHCC.repairs@mearsgroup.co.uk).

## Area Housing Teams

The new area housing teams will be led by Janet Dowdell, Tenancy Services Operations Manager ([janet.dowdell@brighton-hove.gov.uk](mailto:janet.dowdell@brighton-hove.gov.uk))

We have four area teams consisting of a Housing Manager and five Housing Officers who will work across their area:

North Michael Raywood, Housing Manager ([michael.raywood@brighton-hove.gov.uk](mailto:michael.raywood@brighton-hove.gov.uk)) working with Gemma Johnson, Deborah Bryne, Jake Woollard, Elisabeth Neighbour and April Goodley.

Central Annabel Tate, Housing Manager ([annabel.tate@brighton-hove.gov.uk](mailto:annabel.tate@brighton-hove.gov.uk)) working with Eve Hitchens, John Evans, Lisette Glanvill, Mel Fraser and Allan Haryott

East Rachele Metcalfe, Housing Manager ([rachele.metcalfe@brighton-hove.gov.uk](mailto:rachele.metcalfe@brighton-hove.gov.uk)) working with Caroline Boaks, Maggie Chamberlain, Alex Barton, Toya Regan and Cheryl (Trill) Moss

West Robert Keelan, Housing Manager ([robert.keelan@brighton-hove.gov.uk](mailto:robert.keelan@brighton-hove.gov.uk)) working with Mark Griffiths, Kenna Kendall, Helen Burrows and Reem Scott. There is one vacant position within this area which we are recruiting to.

The new Housing Officer area teams replace three previous groups of staff – Neighbourhood Officers, Neighbourhood Team Leaders and the Tenancy Enforcement Team. We hope that this will make our services simpler for customers. There will be a lower ratio of properties per officer than at present enabling us to manage the range of neighbourhood and tenancy issues in each area.

There is also a citywide team with three officers working on the cases that we should be able to solve quickly and the most complex cases that could take up a lot of officer time. This will ensure that the area based housing teams are free to deal with the day to day landlord issues that arise for our residents and on our estates. This team is led by Richard Jordan-Penswick, Housing Manager ([richard.jordan-penswick@brighton-hove.gov.uk](mailto:richard.jordan-penswick@brighton-hove.gov.uk)) and will include Pamela Cunningham, Laura Newton and Graham Davies and 3 additional Housing Officers who are currently being recruited.

A map is attached providing boundary information for each area team:



## Early Intervention

Our service redesign will also pull together our teams working with our most vulnerable and socially excluded residents into the Early intervention Tenancy management service. This service is led by Emma Gilbert, Tenancy Services Operations Manager ([emma.gilbert@brighton-hove.gov.uk](mailto:emma.gilbert@brighton-hove.gov.uk)). It includes the:

Seniors Housing team led by Peter Huntbach, Housing Manager, ([peter.huntbach@brighton-hove.gov.uk](mailto:peter.huntbach@brighton-hove.gov.uk))

Tenancy Sustainemnt team led by Adrian Channon, Housing Manager ([adrian.channon@brighton-hove.gov.uk](mailto:adrian.channon@brighton-hove.gov.uk))

Re-housing team led by Lorraine Bourton, Housing Manager ([lorraine.bourton@brighton-hove.gov.uk](mailto:lorraine.bourton@brighton-hove.gov.uk))

Work and learning led by Teresa Jabbi, Work and Learning Co-ordinator ([teresa.jabbi@brighton-hove.gov.uk](mailto:teresa.jabbi@brighton-hove.gov.uk))

## Housing Income Management Team

The Housing Income Management Team has made some changes to merge the current Income Management Officer and Senior Income Management Officer role into a new Account Manager role. Account Managers will continue to work on a patch basis but will now manage the accounts from beginning to end. This places a greater emphasis on consistent and co-ordinated account management and will enable us to work more efficiently to effectively manage the changing relationship with our tenants. This team is led by Lynn Yule, Housing Income Manager ([lynn.yule@brighton-hove.gov.uk](mailto:lynn.yule@brighton-hove.gov.uk)).

### **Housing Customer Service Team**

Housing Customer Services will remain the first point of contact for tenants both on the telephone and at housing office receptions. This team is led by Hilary Edgar, Housing Services Operations Manager ([hilary.edgar@brighton-hove.gov.uk](mailto:hilary.edgar@brighton-hove.gov.uk)).



**Area Panels: 24, 28, 30 November and 6 December 2016**

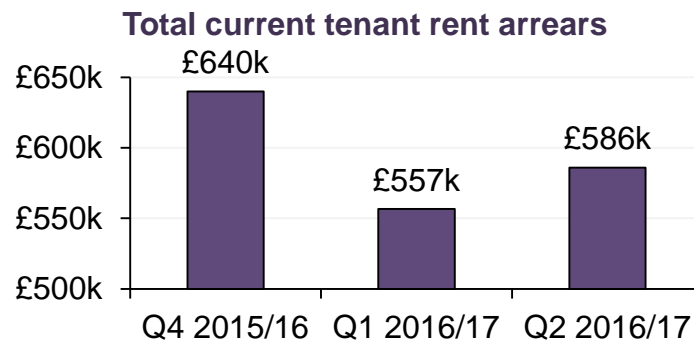
**Summary: Housing Management Performance Report  
Quarter 2 2016/17**

**Background**

The Housing Management Performance Report covers Quarter 2 of the financial year 2016/17. Alongside this briefing, a draft copy of the full performance report is attached for members to comment upon before it goes to Housing & New Homes Committee on 18 January 2017.

**Rent collection and current arrears**

- Rent collection rate at 98.85%
- Current tenant arrears at £586k.

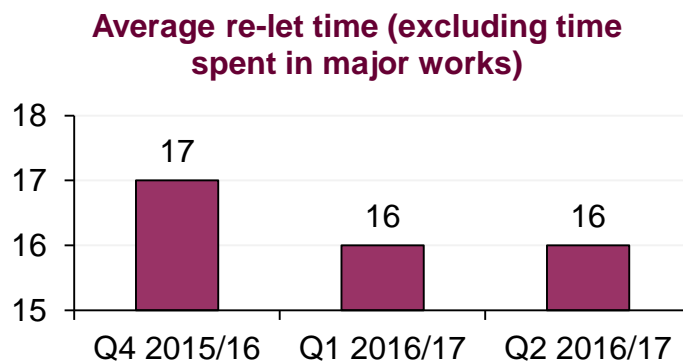


**Customer services and Complaints**

- 93% of calls answered
- 6 of 32 Stage 1 Complaints upheld (19%).

**Empty home turnaround time**

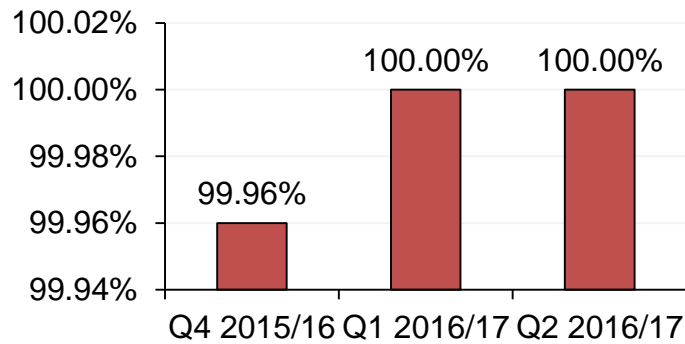
- 118 homes let, of which 91 general needs and 27 Seniors Housing
- 16 calendar days taken to re-let a home, excluding time spent in major works



## Repairs and maintenance

- 8,202 repairs completed, up from 6,866 during the previous quarter
- 97% of lifts restored to service within 24 hours
- 100% stock with a gas supply with up-to-date gas certificates

**Stock with a gas supply with up-to-date gas certificates**



## Estates Service

- Almost 100% cleaning tasks completed
- Almost 100% bulk waste removed within 7 working days
- 97% of Emergency Response Team jobs completed within 3 working days.

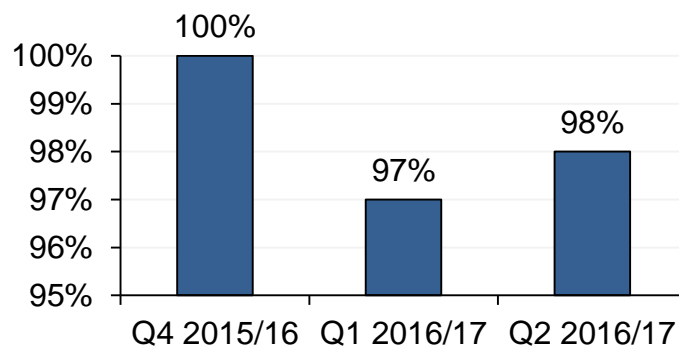
## Anti-social behaviour (ASB)

- 46 cases closed, of which 37 closed without need for legal action
- 89% victim satisfaction with closed ASB cases.

## Tenancy management







- 3 properties taken back due to fraud
- 101 open fraud cases under investigation
- 40 tenancies sustained (98% of cases).

**Closed TSO cases where the tenancy was sustained**



## Housing Management Performance Report (Quarter 2 2016/17)

This Housing Management performance report covers Quarter 2 of the financial year 2016/17. It uses 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.

| 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 |


Explanations of performance have been provided for indicators which are red or amber. A total of 45 performance indicators are measured against a target, of which 34 are on target (green), six are near target (amber) and five are below target (red).

The Quarter 4 2016/17 report will include benchmarking data from Housemark.


The icons used throughout the report are sourced from [www.flaticon.com](http://www.flaticon.com) and were designed by 'Freepik.'

## 1. Rent collection and current arrears


Indicators marked with an \* are accumulative throughout the year and their targets are set for the year end. Therefore, the status and trend symbols will be applied in the Quarter 4 report, once performance for the year is known.

|  <b>Rent collection and current arrears indicators</b> |  | <b>Target 2016/17</b> | <b>Previous quarter Q1 2016/17</b> | <b>Current quarter Q2 2016/17</b> | <b>Status against target</b> | <b>Trend since last quarter</b> |
|---|--|-----------------------|------------------------------------|-----------------------------------|------------------------------|---------------------------------|
| 1.1   | Rent collected as proportion of rent due for the year (projected rate) | 98.50%                | 98.91%<br>(£50.57m of £51.13m)     | 98.85%<br>(£50.52m of £51.11m)    | Ⓞ                            | ↓                               |
| 1.2   | Total current tenant arrears   | £780k                 | £557k                              | £586k                             | Ⓞ                            | ↓                               |
| 1.3   | Tenants served a Notice of Seeking Possession*                         | No target             | 154                                | 359                               | -                            | -                               |
| 1.4   | Tenants evicted because of rent arrears*                               | Under 20              | 1                                  | 3                                 | -                            | -                               |
| 1.5   | Rent loss due to empty dwellings                                       | 1%                    | 0.91%<br>(£461k of £50.94m)        | 1.00%<br>(£509k of £50.96m)       | Ⓞ                            | ↓                               |
| 1.6   | Former tenant arrears collected*                                       | 25%                   | 7.79%<br>(£50k of £641k)           | TBC                               | -                            | -                               |
| 1.7   | Rechargeable debt collected*   | 20%                   | 3.21%<br>(£6k of £185k)            | TBC                               | -                            | -                               |


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|  | <b>Rent collection and current arrears indicators</b>                  | <b>Target 2016/17</b> | <b>Previous quarter Q1 2016/17</b> | <b>Current quarter Q2 2016/17</b> | <b>Status against target</b> | <b>Trend since last quarter</b> |
|---|--|-----------------------|------------------------------------|-----------------------------------|------------------------------|---------------------------------|
| 1.8   | Universal Credit – affected tenants                                    | No target             | 32                                 | 42                                | -                            | -                               |
| 1.9   | Removal of the Spare Room Subsidy – affected tenants (under occupiers) | No target             | 709                                | 691                               | -                            | -                               |
| 1.10  | Benefit Cap – affected tenants   | No target             | 8                                  | 9                                 | -                            | -                               |
| 1.11  | Arrears related to Universal Credit                                    | No target             | 2% (£13k)                          | 3% (£15k)                         | -                            | -                               |
| 1.12  | Arrears related to Removal of the Spare Room Subsidy                   | No target             | 6% (£36k)                          | 7% (£41k)                         | -                            | -                               |
| 1.13  | Arrears related to Benefit Cap   | No target             | 0.3% (£2k)                         | 0.1% (£0.4k)                      | -                            | -                               |














## 1.14 Area breakdown of rent collected

|  Rent collection area | Previous quarter<br>Q1 2016/17 | Current quarter<br>Q2 2016/17  | Trend since last quarter |
|--|--------------------------------|--------------------------------|--------------------------|
| North (includes Seniors Housing)   | 99.25%<br>(£14.42m of £14.53m) | 99.19%<br>(£14.40m of £14.52m) | ↓                        |
| West   | 99.11%<br>(£10.33m of £10.43m) | 99.07%<br>(£10.33m of £10.43m) | ↓                        |
| Central  | 98.89%<br>(£9.08m of £9.18m)   | 98.83%<br>(£9.09 of £9.19m)    | ↓                        |
| East   | 98.51%<br>(£16.74m of £16.99m) | 98.45%<br>(£16.71m of £16.97m) | ↓                        |
| All areas  | 98.91%<br>(£50.57m of £51.13m) | 98.85%<br>(£50.52m of £51.11m) | ↓                        |

## 1.15 Tenants in arrears by amount

|  Amount of arrears (Q1 2016/17) | All tenants    |
|--|----------------|
| No arrears   | 75%<br>(8,570) |
| Any arrears  | 25%<br>(2,838) |
| ... arrears of £0.01 to £99.99   | 13%<br>(1,472) |
| ... arrears of £100 to £499.99   | 10%<br>(1,090) |
| ... arrears of £500 and above  | 2%<br>(276)    |
| Total tenants  | 11,408         |

## 2. Customer services and complaints

|  | Customer services and complaints indicators                                 | Target 2016/17 | Previous quarter Q1 2016/17 | Current quarter Q2 2016/17 | Status against target   | Trend since last quarter  |
|---|---|----------------|-----------------------------|----------------------------|---|---|
| 2.1   | Calls answered by Housing Customer Services Team (HCST)                     | 92%            | 94% (7,239 of 7681)         | 93% (9,148 of 9,859)       |    |    |
| 2.2   | Customer satisfaction with HCST ('very satisfied' or 'fairly satisfied')    | 91%            | Bi-annual indicator         | TBC                        | TBC   | TBC   |
| 2.3   | Ease of effort to contact HCST ('very easy' or 'fairly easy' to contact)    | 92%            | Bi-annual indicator         | TBC                        | TBC   | TBC   |
| 2.4   | Stage 1 complaints responded to within 10 working days – housing management | 80%            | 69% (24 of 35)              | 75% (24 of 32)             |    |    |
| 2.5   | Stage 1 complaints upheld – housing management                              | 33% or under   | 14% (5 of 35)               | 19% (6 of 32)              |   |   |
| 2.6   | Stage 1 complaints escalated to Stage 2 – housing management                | 10%            | 9% (3 of 35)                | 9% (3 of 32)               |  |  |
| 2.7   | Stage 2 complaints upheld – housing management                              | 15% or under   | 0% (0 of 3)                 | 0% (0 of 3)                |  |  |
| 2.8   | Housing Ombudsman Complaints upheld – housing management                    | 20% or under   | 0% (none)                   | 0% (0 of 1)                |  |  |

**Customer services and complaints commentary**

Five indicators are on target and one is near target. A further two are to be confirmed (TBC).










The indicator near target is:

**Stage 1 complaints responded to within 10 working days – housing management**

Performance stands at 75% against a target of 80%. A total of 32 Stage 1 complaints were responded to, of which 24 were done within 10 working days and of which eight took longer. Although the target was missed, performance has continually improved over the most recent three quarters – from 59% (Q4 2015/16) to 69% (Q1 2016/17) to 75% (Q2 2016/17).




















## 3. Empty home turnaround time and mutual exchanges

|  | Empty home turnaround time and mutual exchange indicators                                    | Target 2016/17 | Previous quarter<br>Q1 2016/17 | Current quarter<br>Q2 2016/17 | Status against target  | Trend since last quarter   |
|---|--|----------------|--------------------------------|-------------------------------|--|--|
| 3.1   | Average re-let time, excluding time spent in major works (calendar days)                     | 18             | 16<br>(147 lets)               | 16<br>(118 lets)              |   |   |
| 3.2   | ... as above for general needs properties  | 17             | 16<br>(110 lets)               | 14<br>(91 lets)               |   |   |
| 3.3   | ... as above for Seniors Housing properties  | 30             | 16<br>(37 lets)                | 23<br>(27 lets)               |   |   |
| 3.4   | Average re-let time, including time spent in major works (calendar days)                     | No target      | 58<br>(147 lets)               | 42<br>(118 lets)              | -  | -  |
| 3.5   | Decisions on mutual exchange applications made within 42 calendar days (statutory timescale) | 100%           | 100%<br>(56 of 56)             | 100%<br>(51 of 51)            |  |  |


## 3.6 Long term empty dwellings by ward (empty 6 weeks or more as of 1 October 2016)

| Ward name<br>(excludes those with no long term empty properties) | No. dwellings | Average days empty for | Range of days empty for | Comment  |
|--|---------------|------------------------|-------------------------|--|
| Central Hove   | 1             | 88                     | 88-88                   | One flat ready to let.   |
| Goldsmid   | 1             | 74                     | 74-74                   | One flat ready to let.   |
| Hangleton and Knoll  | 3             | 151                    | 46-347                  | One house for extension/refurbishment (empty 351 days), one flat in major works and one house ready to let.  |
| Hanover and Elm Grove  | 18            | 275                    | 60-858                  | All studio flats within Stonehurst Court (longest empty 858 days) which is to be closed as part of Seniors Housing scheme review.                                    |
| Moulsecomb and Bevendean   | 7             | 277                    | 53-522                  | Five houses for extension/refurbishment (longest empty 522 days), one Seniors Housing studio flat to be converted into larger dwellings, and one house ready to let. |
| Patcham  | 6             | 107                    | 53-172                  | Six Seniors Housing studio flats to be converted into larger dwellings.  |
| South Portslade  | 5             | 290                    | 81-522                  | Three houses for extension/refurbishment (longest empty 522 days) and two Seniors Housing studio flats to be converted into larger dwellings.                        |
| Queens Park  | 2             | 53                     | 53-53                   | Two flats ready to let.  |
| Wish   | 2             | 407                    | 305-508                 | Two houses for extension/refurbishment (longest empty 508 days).   |
| Total  | 45            | 234                    | 46-858                  | The dwelling which has been empty longest (858 days) is a Seniors studio flat in Hanover and Elm Grove, as per above.  |








## 4. Repairs and maintenance

|  Repairs and maintenance indicators |   | Target 2016/17 | Previous quarter Q1 2016/17 | Current quarter Q2 2016/17 | Status against target   | Trend since last quarter  |
|--|---|----------------|-----------------------------|----------------------------|---|---|
| 4.1  | Emergency repairs completed in time                                       | 99%            | 99.8%<br>(2,739 of 2,745)   | 99.7%<br>(3,350 of 3,359)  |    |    |
| 4.2  | Routine repairs completed in time   | 99%            | 99.4%<br>(4,097 of 4,121)   | 99.7%<br>(4,833 of 4,843)  |    |    |
| 4.3  | Average time to complete routine repairs (calendar days)                  | 14 days        | 16 days                     | 20 days                    |    |    |
| 4.4  | Appointments kept by contractor as proportion of appointments made        | 97%            | 97.1%<br>(11,535 of 11,879) | 96.4%<br>(9,732 of 10,094) |    |    |
| 4.5  | Tenant satisfaction with repairs ('very satisfied' or 'fairly satisfied') | 96%            | 96.4%<br>(1,013 of 1,051)   | 95.2%<br>(374 of 393)      |    |    |
| 4.6  | Responsive repairs passing post-inspection                                | 97%            | 95.8%<br>(1,015 of 1,059)   | 96.6%<br>(1,284 of 1,329)  |  |  |
| 4.7  | Repairs completed at first visit  | 92%            | 89.8%<br>(6,164 of 6,866)   | 89.8%<br>(7,370 of 8,202)  |  |  |
| 4.8  | Cancelled repair jobs   | Under 5%       | 7.3%<br>(699 of 9,624)      | 6.7%<br>(671 of 10,011)    |  |  |

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|  <b>Repairs and maintenance indicators</b> |  | <b>Target 2016/17</b> | <b>Previous quarter Q1 2016/17</b> | <b>Current quarter Q2 2016/17</b> | <b>Status against target</b> | <b>Trend since last quarter</b> |
|---|--|-----------------------|------------------------------------|-----------------------------------|------------------------------|---------------------------------|
| 4.9   | Dwellings meeting Decent Homes Standard                          | 100%                  | 100%<br>(11,552 of 11,552)         | 100%<br>(11,555 of 11,555)        | Ⓞ                            | ↔                               |
| 4.10  | Energy efficiency rating of homes (SAP 2009)                     | 64.4                  | 65.2                               | 65.5                              | Ⓞ                            | ↑                               |
| 4.11  | Planned works passing post-inspection                            | 97%                   | 100%<br>(317 of 317)               | 100%<br>(332 of 332)              | Ⓞ                            | ↔                               |
| 4.12  | Stock with a gas supply with up-to-date gas certificates         | 100%                  | 100%<br>(10,083 of 10,083)         | 100%<br>(10,084 of 10,084)        | Ⓞ                            | ↔                               |
| 4.13  | Empty properties passing post-inspection                         | 98%                   | 100%<br>(145 of 145)               | 100%<br>(127 of 127)              | Ⓞ                            | ↔                               |
| 4.14  | Lifts – average time taken (hours) to respond                    | 2 hours               | 2h 10m                             | 1h 56m                            | Ⓞ                            | ↓                               |
| 4.15  | Lifts restored to service within 24 hours                        | 95%                   | 94.6%<br>(106 of 112)              | 97.1%<br>(134 of 138)             | Ⓞ                            | ↑                               |
| 4.16  | Lifts – average time to restore service when not within 24 hours | 7 days                | 3 days<br>(19 days, 6 lifts)       | 3 days<br>(13 days, 4 lifts)      | Ⓞ                            | ↔                               |

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|  <b>Repairs and maintenance indicators</b> |   | <b>Target 2016/17</b> | <b>Previous quarter Q1 2016/17</b> | <b>Current quarter Q2 2016/17</b> | <b>Status against target</b>  | <b>Trend since last quarter</b>   |
|---|---|-----------------------|------------------------------------|-----------------------------------|---|---|
| 4.17  | Repairs Helpdesk – calls answered                   | 90%                   | 96%<br>(20,909 of 21,779)          | 93%<br>(20,071 of 21,586)         |  |  |
| 4.18  | Repairs Helpdesk – calls answered within 20 seconds | 75%                   | 73%<br>(15,270 of 20,909)          | 58%<br>(11,618 of 20,071)         |  |  |
| 4.19  | Repairs Helpdesk – longest wait time                | 5 mins                | 7m 2s                              | 13m 40s                           |  |  |

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target. This is due to an increase in staff turnover and the resultant time spent training new staff, but performance is anticipated to be back on target by Quarter 3.

### **Repairs Helpdesk – longest wait time**

This indicator measures the longest time that any caller has waited for their call to be answered during Quarter 2, which was 13 minutes and 40 seconds. Only three call handlers were working that day, two of whom were new starters. The second longest wait was 8 minutes and 1 second. The average time that a caller waited during Quarter 2 was 56 seconds.

The indicators near target are:

### **Appointments kept by contractor as proportion of appointments made**

Despite seeing a minor decrease of 0.7% points between Quarter 1 and Quarter 2, from 97.1% to 96.4%, the number of appointments kept by contractor remains close to the 97% target.

### **Tenant satisfaction with repairs ('very satisfied' or 'fairly satisfied')**

The result of 95.2% has been affected by a decline in the sample size from 1,051 during Quarter 1 to 393 during Quarter 2. This is a result of higher than usual staff turnover (resulting in more time spent training new staff). Mears have committed to carrying out more telephone surveys over the coming months.

### **Responsive repairs passing post-inspection**

Performance has improved from 95.8% during Quarter 1 to 96.6% during Quarter 2. During the latter, there were 1,329 post-inspections carried out (a sample of 16.2%) of which 45 failed. The reasons for the failed inspections are as follows: 9 needed corrections to the Schedule of Rates (SOR) codes used; 27 due to poor quality work; 8 due to extra works being required to

## **Repairs and maintenance commentary**

Eleven indicators are on target, three are near target and five are below target.

The indicators below target are:

### **Average time to complete routine repairs (calendar days)**

The average time taken has increased by four days, from 16 during Quarter 1 to 20 during Quarter 2. This is because there have been a number of specialist and complex works which have taken a long time to complete, and these are now affecting the average. Whilst this performance measure has not been met, the requirement of routine orders being completed within 20 working days has been met for 99.7% (4,833 of 4,843) of such jobs.

### **Repairs completed at first visit**

Performance on repairs completed at first visit, at 89.8 during Quarter 2, is 2.2% points below the 92% target and has remained the same since Quarter 1. This is due to a change in Mears' process which means any job with an appointment for a post-inspection is automatically counted as taking more than one visit to complete. Mears are currently working on updating their reporting system to reflect this process change.

### **Cancelled repair jobs**


Mears have committed to reducing the number of jobs that are cancelled due to 'incorrect instructions' or 'duplicate jobs', as these jointly account for 35% (235 out of 671) of jobs which were raised and later cancelled during Quarter 2. A further 236 jobs were cancelled at the request of the tenant. Examples of other reasons why jobs were cancelled include the operative being unable to get access to the property or no work being required.

### **Repairs Helpdesk – calls answered within 20 seconds**

Performance from quarter one to quarter two has reduced by 15% points, from 73% to 58%, and is now 17% points below




complete the job; and one failed based on the tenant's perception.

## 5. Estates Service

|  | Estates Service indicators   | Target 2016/17 | Previous quarter<br>Q1 2016/17 | Current quarter<br>Q2 2016/17 | Status against target | Trend since last quarter |
|---|--|----------------|--------------------------------|-------------------------------|-----------------------|--------------------------|
| 5.1   | Cleaning quality inspection pass rate                                | 99%            | 100%<br>(194 of 194)           | 100%<br>(176 of 176)          | Ⓞ                     | ↔                        |
| 5.2   | Emergency Response Team quality inspection pass rate                 | 99%            | 100%<br>(195 of 195)           | 100%<br>(178 of 178)          | Ⓞ                     | ↔                        |
| 5.3   | Cleaning tasks completed   | 99%            | 98.7%<br>(13,146 of 13,323)    | 99.6%<br>(13,493 of 13,543)   | Ⓞ                     | ↑                        |
| 5.4   | Bulk waste removed within 7 working days                             | 93%            | 93%<br>(707 of 760)            | 99.6%<br>(840 of 843)         | Ⓞ                     | ↑                        |
| 5.5   | Light replacements/repairs completed within 3 working days           | 99%            | 99%<br>(171 of 173)            | 100%<br>(68 of 68)            | Ⓞ                     | ↑                        |
| 5.6   | Mobile warden jobs completed within 3 working days                   | 96%            | 98%<br>(1,282 of 1,305)        | 97%<br>(971 of 998)           | Ⓞ                     | ↓                        |
| 5.7   | Incidents of drug paraphernalia collected and reported to the Police | No target      | 15                             | 20                            | -                     | -                        |




## 6. Anti-social behaviour (ASB)

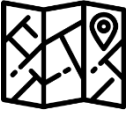
|  Anti-social behaviour (ASB) indicators | Target 2016/17 | Previous quarter<br>Q1 2016/17 | Current quarter<br>Q2 2016/17 | Status against target   | Trend since last quarter  |
|--|----------------|--------------------------------|-------------------------------|---|---|
| 6.1 Victim satisfaction with the way their ASB complaint was dealt with*   | 88%            | 93%<br>(13 of 14)              | 89%<br>(16 of 18)             |  |  |
| 6.2 Tenants evicted due to ASB   | No target      | 0                              | 1                             | -   | -   |
| 6.3 ASB cases closed without the need for legal action   | No target      | 85%<br>(53 of 62)              | 80%<br>(37 of 46)             | -   | -   |

\*Year to date indicator measuring telephone survey respondents who were 'very satisfied' or 'fairly satisfied' with the way their ASB complaint was dealt with.






## 6.6 Reports of ASB incidents by type

|  <b>Type of ASB incident</b> | <b>Previous quarter</b><br>Q1 2016/17 | <b>Current quarter</b><br>Q2 2016/17 |
|---|---------------------------------------|--------------------------------------|
| Noise incidents   | 21%<br>(119)                          | 16%<br>(86)                          |
| Harassment / threats incidents  | 25%<br>(144)                          | 29%<br>(153)                         |
| Hate-related incidents  | 1%<br>(8)                             | 2%<br>(9)                            |
| Vandalism incidents   | 4%<br>(20)                            | 5%<br>(28)                           |
| Pets / animals incidents  | 15%<br>(83)                           | 8%<br>(44)                           |
| Vehicles incidents  | 0%<br>(1)                             | 2%<br>(12)                           |
| Drugs incidents   | 8%<br>(46)                            | 6%<br>(34)                           |
| Alcohol related incidents   | 1%<br>(8)                             | 2%<br>(8)                            |
| Domestic violence / abuse incidents   | 3%<br>(18)                            | 1%<br>(5)                            |
| Other violence incidents  | 4%<br>(22)                            | 6%<br>(32)                           |
| Rubbish incidents   | 5%<br>(30)                            | 8%<br>(43)                           |
| Garden nuisance incidents   | 7%<br>(41)                            | 4%<br>(19)                           |
| Communal areas / loitering incidents  | 3%<br>(17)                            | 5%<br>(26)                           |
| Prostitution / Sex incidents  | 1%<br>(6)                             | 1%<br>(3)                            |
| Other criminal behaviour incidents  | 2%<br>(9)                             | 4%<br>(23)                           |
| <b>Total ASB incidents</b>  | <b>100%</b><br><b>(572)</b>           | <b>100%</b><br><b>(525)</b>          |

## 6.7 Reports of ASB incidents by ward

|  Ward name | Previous quarter<br>Q1 2016/17 | Current quarter<br>Q2 2016/17 | Incidents per 1,000 properties<br>Q2 2016/17 | Change between quarters<br>Q1 to Q2 |
|---|--------------------------------|-------------------------------|--|-------------------------------------|
| Brunswick and Adelaide  | 0                              | 0                             | 0  | 0                                   |
| Central Hove  | 4                              | 2                             | 22   | -2                                  |
| East Brighton   | 88                             | 88                            | 35   | 0                                   |
| Goldsmid  | 14                             | 12                            | 26   | -2                                  |
| Hangleton and Knoll   | 43                             | 51                            | 30   | 8                                   |
| Hanover and Elm Grove   | 29                             | 18                            | 33   | -11                                 |
| Hollingdean and Stanmer   | 92                             | 58                            | 38   | -34                                 |
| Hove Park   | 1                              | 2                             | 118  | 1                                   |
| Moulsecoomb and Bevendean   | 54                             | 50                            | 30   | -4                                  |
| North Portslade   | 25                             | 33                            | 66   | 8                                   |
| Patcham   | 16                             | 10                            | 17   | -6                                  |
| Preston Park  | 0                              | 2                             | 16   | 2                                   |
| Queen's Park  | 116                            | 97                            | 46   | -19                                 |
| Regency   | 0                              | 2                             | 67   | 2                                   |
| Rottingdean Coastal   | 0                              | 1                             | 34   | 1                                   |
| South Portslade   | 13                             | 22                            | 51   | 9                                   |
| St. Peter's and North Laine   | 28                             | 30                            | 57   | 2                                   |
| Westbourne  | 6                              | 3                             | 20   | -3                                  |
| Wish  | 7                              | 12                            | 24   | 5                                   |
| Withdean  | 6                              | 12                            | 211  | 6                                   |
| Woodingdean   | 30                             | 20                            | 40   | -10                                 |
| Total   | 572                            | 525                           | 37   | -47                                 |

## 7. Tenancy management

|  | Tenancy management indicators   | Target 2016/17 | Previous quarter Q1 2016/17 | Current quarter Q2 2016/17 | Status against target  | Trend since last quarter   |
|---|---|----------------|-----------------------------|----------------------------|--|--|
| 7.1   | Properties taken back due to tenancy fraud (year to date indicator)               | 30 by year end | 2                           | 3                          | -  | -  |
| 7.2   | Tenancy fraud cases investigated and closed                                       | No target      | 29                          | 59                         | -  | -  |
| 7.3   | New tenancy fraud cases   | No target      | 49                          | 39                         | -  | -  |
| 7.4   | Total open tenancy fraud cases  | No target      | 121                         | 101                        | -  | -  |
| 7.5   | Closed Tenancy Sustainment Officer cases where the tenancy was sustained          | 97%            | 97% (35 of 36)              | 98% (40 of 41)             |   |   |
| 7.6   | Secure general needs tenants who have had a tenancy visit within the last 5 years | 90%            | 86% (8,782 of 10,259)       | 88% (9,005 of 10,253)      |  |  |

## **Tenancy management commentary**










One indicator is on target (green), one is near target (amber) and four are monitored without targets.

The indicator near target is:

### **Secure general needs tenants who have had a tenancy visit within the last 5 years**

This indicator measures the completion of tenancy visits, which are carried out every five years for general needs households with secure (non-introductory) tenancies. Of the 10,253 households who require such a visit, 9,024 have had one within the past five years, and performance therefore stands at 88% against a target of 90%. Although the target has not been met, performance has improved by 2% points during Quarter 2 and the target is within reach.

## 8. Seniors Housing

|  | Seniors Housing indicators  | Target<br>2016/17 | Previous<br>quarter<br>Q1 2016/17 | Current<br>quarter<br>Q2 2016/17 | Status<br>against<br>target   | Trend<br>since last<br>quarter  |
|---|---|-------------------|-----------------------------------|----------------------------------|---|---|
| 8.1   | Residents who have had a tenancy visit within the last 12 months    | 98%               | 91%<br>(788 of<br>864)            | 95%<br>(815 of<br>860)           |  |  |
| 8.2   | Residents living in schemes offering regular social activities      | 95%               | 97%<br>(838 of<br>864)            | 97%<br>(831 of<br>860)           |  |  |
| 8.3   | Residents living in schemes offering regular exercise activities    | 65%               | 66%<br>(571 of<br>864)            | 80%<br>(689 of<br>860)           |  |  |
| 8.4   | Schemes hosting events in collaboration with external organisations | 90%               | 91%<br>(21 of<br>23)              | 96%<br>(22<br>23)                |  |  |

**Seniors Housing commentary**

Three indicators are on target and one is near target.

The indicator near target is:

**Residents who have had a tenancy visit within the last 12 months**

Performance stands at 95% against a target of 98%. Although the target has not been met, performance has improved from 91% to 95% since the previous quarter. Therefore, the target is within reach and is likely to be met during the next quarter.





## **Area Panels: November / December 2016**

### **Briefing Paper: Tenancy Fraud Amnesty**

#### **Purpose**

This paper outlines a Tenancy Fraud Amnesty that the council will be running from 1<sup>st</sup> December 2016 to 31<sup>st</sup> January 2017. The amnesty is being put in place to encourage people to return their tenancies to the council if they are illegally sub-letting their council or temporary accommodation home, or where the authorised tenant has moved out and is not using it as their main home.

#### **Why is there a need for an amnesty?**

The council has approximately 11,500 properties that are let as secure tenancies. In addition we have approximately 1600 long term temporary accommodation units.

The housing, legal and corporate fraud teams work together to identify and pursue cases of fraud and in recent years have had some notable successes which resulted in 26 properties being returned to the council during 2015/16.

However, anecdotal evidence and national data suggests that the problem is likely to be much more widespread as it is predicted that the level of tenancy fraud outside of London is 2-3%. In response, some authorities have conducted amnesties which have been successful in returning large numbers of council dwellings to the council stock. This enables the Local Authority to provide a home to those with genuine need.

As you know we have very high demand for accommodation and high numbers of residents in temporary accommodation. Households who are in urgent need of council or long term temporary accommodation would therefore benefit from us getting back as many properties as possible as quickly as possible. Moreover having these properties returned would help to reduce costs to the council.

#### **How would the amnesty work?**

The housing and corporate fraud team will work closely with the communications team to publicise the amnesty.

The amnesty itself will run for 8 weeks from 1<sup>st</sup> December 2016 to 31<sup>st</sup> January 2017. This will follow International Fraud Awareness Week in November and will end when we receive the results of a data matching exercise which is in progress. Experiences from amnesties carried out by other local authorities suggest that the period of two to three months is optimum.

The key features are as follows:

- Tenants will be able to hand back properties without fear of prosecution.
- The council's Housing Customer Services Team can offer advice to anyone who may be affected.

- To take advantage of the amnesty the property has to be empty of people and furniture before the keys are returned.
- The amnesty will give an additional opportunity to get the message out there that tenancy fraud is wrong.
- There is a data matching exercise underway which is likely to show us some properties that may be being sublet. We will publicise this information as part of the campaign.
- We will make it clear that Tenancy Fraud identified after 31<sup>st</sup> January may result in prosecution.

## **Communications**

We have developed a communications plan which involves the following:

- Informing ward councillors and Tenant Reps – we can provide you with posters and please inform your association members
- Putting up posters in council blocks, housing offices and libraries
- An article in the winter edition of Homing In
- Using the council's Social Media channels
- Ensuring all staff are aware
- Briefing Community and Voluntary Sector Partners

## **What are the risks and how will they be managed?**

There is a risk that if a large number of properties get returned which may mean that there is a resourcing issue dealing with re-letting the properties. This could impact on the empty property turn-around time but the benefit of having these properties returned would outweigh the risks. If there is an impact on performance we will explain this in our performance report to residents and members.

There is a risk that we won't get any properties back through the amnesty. Based on the experience of other Local Authorities this is unlikely but even if we do not the promotion of Tenancy Fraud Amnesty provides an opportunity to raise awareness of Tenancy Fraud and that it is a criminal offence which we will take action on.

After 31<sup>st</sup> January we will use the information from the data matching exercise to identify illegal subletting and where people are not using their council tenancy as their principal home and we will prosecute wherever possible.

We will feed the results from the Tenancy Fraud Amnesty back to residents and Councillors in February 2017.

**Contact:** Rachel Chasseaud, Head of Tenancy Services  
Email: [rachel.chasseaud@brighton-hove.gov.uk](mailto:rachel.chasseaud@brighton-hove.gov.uk)  
Tony Barnard, Corporate Fraud Manager  
Email: [tony.barnard@brighton-hove.gov.uk](mailto:tony.barnard@brighton-hove.gov.uk)

## Area Panels – November and December 2016

### Briefing paper – STAR (survey of tenants and residents) survey 2016

#### Background

The survey was undertaken in June this year, using a postal survey, with a randomly selected sample of 3000 tenants as recommended by Housemark. As with the previous survey in 2014, residents were also offered the opportunity to complete the survey online, and an email reminder was sent to boost responses.

#### Response rate

The survey achieved a response rate of 28% with 829 tenants taking part (up from 724 tenants or 24% in 2014). The majority of completions were on paper, but 12% of respondents took part online which is an increase from the 7% who took part online in 2014.

#### Results

Overall satisfaction with the Housing service rose from 78% to 81%. This reversed the trend from 2014 where satisfaction had dropped by 5%. Attached are key at-a-glance results; with the attached draft Housing & New Homes Committee report outlining results, benchmarking information where available, and actions we will be taking to address areas where improvements are needed.

| Indicator                                       | % satisfied 2014 | % satisfied 2016 | Trend |
|---|------------------|------------------|-------|
| Satisfied overall with the service from Housing | 78%              | 81%              | ↑     |
| Satisfaction with the last completed repair     | 76%              | 81%              | ↑     |
| The overall quality of your home                | 80%              | 79%              | ↓     |
| That your rent provides value for money         | 84%              | 86%              | ↑     |
| Your neighbourhood as a place to live           | 84%              | 80%              | ↓     |
| Standard of customer service                    | 81%              | 85%              | ↑     |
| Ease of accessing services                      | 84%              | 86%              | ↑     |
| Listens to and acts upon views                  | 64%              | 70%              | ↑     |

**Recommendations**

- For the Area Panel to note and comment on the results and proposed actions. A summary of feedback from panels will be included in the report to Housing & New Homes Committee in January.

**Next steps**

- A copy of the full report will be available on the council's website from 19 January 2017
- Promotion of the STAR results will commence after committee with an article included in the spring edition of Homing In. This article will feature key results and will have a 'you said, we did' section responding to the summary of written comments.

**Contact**

Ododo Dafe, Head of Income, Involvement & Improvement

|                          |   |  |                     |
|--------------------------|---|--|---------------------|
| <b>Subject:</b>          | <b>STAR tenant satisfaction survey 2016</b>                         |  |                     |
| <b>Date of Meeting:</b>  | <b>18 January 2017</b>  |  |                     |
| <b>Report of:</b>        | <b>Executive Director Neighbourhoods, Communities &amp; Housing</b> |  |                     |
| <b>Contact Officer:</b>  | <b>Name:</b>  | <b>Ododo Dafe</b>                      | <b>Tel: 29-3201</b> |
|                          | <b>Email:</b>   | <b>ododo.dafe@brighton-hove.gov.uk</b> |                     |
| <b>Ward(s) affected:</b> | <b>All</b>  |  |                     |

**FOR GENERAL RELEASE**

**1. PURPOSE OF REPORT AND POLICY CONTEXT**

- 1.1 This report provides feedback from a satisfaction survey of a sample of council tenants carried out in June 2016.
- 1.2 The survey results provide an up-to-date and statistically significant indication of customer satisfaction on a range of council housing services.

**2. RECOMMENDATIONS:**

- 2.1 That the Housing & New Homes Committee note and comment on the contents of this report.

**3. CONTEXT/ BACKGROUND INFORMATION**

- 3.1 Housemark, a national housing organisation, has consulted widely with social housing providers to produce a set of questions that organisations prefer and that enable comparison, but with the freedom for each organisation to add local questions as they wish. This survey is called STAR (Survey of Tenants and Residents) and is undertaken by landlords on a voluntary basis. Housing last carried out a STAR survey of tenant satisfaction in 2014.

Housemark's recommended standard questions were adopted, along with some of our own, we will be in a position to compare ourselves against other housing providers as many of them undertake this survey and upload their results onto Housemark.

- 3.2 The survey was undertaken in June 2016, using a postal survey, with a randomly selected sample of 3,000 tenants, as recommended by Housemark. Tenants were also offered the opportunity to complete the survey online and an email reminder was sent to help boost responses. The survey achieved a response rate of 28% with 829 tenants taking part (up from 724 tenants or 24% in 2014). The majority of completions were in paper, but 12% of respondents took part online which is an increase from the 7% who took part online in 2014.

- 3.3 The results have been analysed by APR Research, an independent research company and their full report is available in the Members Room. The table below shows the results of key indicators in this survey compared with the STAR survey in 2014 and the comparison benchmarking ranking.

|   | <b>% satisfied<br/>2014</b> | <b>% satisfied<br/>2016</b> | <b>Trend</b> | <b>Benchmark<br/>position</b> |
|---|-----------------------------|-----------------------------|--------------|-------------------------------|
| Satisfied overall with the service from Housing | 78%                         | 81%                         | ↑            | 2 <sup>nd</sup> quartile      |
| The overall quality of your home                | 80%                         | 79%                         | ↓            | 3 <sup>rd</sup> quartile      |
| Your neighbourhood as a place to live           | 84%                         | 80%                         | ↓            | 2 <sup>nd</sup> quartile      |
| Satisfaction with the last completed repair     | 76%                         | 81%                         | ↑            | 3 <sup>rd</sup> quartile      |
| That your rent provides value for money         | 84%                         | 86%                         | ↑            | 1 <sup>st</sup> quartile      |
| Standard of customer service                    | 81%                         | 85%                         | ↑            | Not available                 |
| Listen to views and acts upon them              | 64%                         | 70%                         | ↑            | 1 <sup>st</sup> quartile      |

- 3.4. This benchmarking data is a comparison with our usual performance benchmarking group of nine other stock retained authorities with stock sizes of over 10,000 properties. It should be noted that these results have only recently become available so benchmarking data from 2014 was used in the full report.

### 3.5 Overall satisfaction

- 3.5.1 Overall satisfaction with Housing rose from 78% to 81%. This reversed the trend from 2014 where satisfaction had dropped by 5%.
- 3.5.2 Some of the positive reasons for this increase include satisfaction with the last completed repair (up from 76% to 81%), how Housing listens to and acts on residents views (up from 64% to 70%), and that rent provides value for money (up from 84% to 86%).
- 3.5.3 When analysing these results by equality strands there are no significant differences by sexuality and disability. However there was a significant difference in gender with males more satisfied than females (83% and 80% respectively). Older respondents were more satisfied than those that were younger (89% of over 65s, compared to 66% of those aged 34 or less). Whilst younger than average Lesbian, Gay and Bi-sexual tenants gave higher than average scores across most questions, which is the opposite of that reported in 2014. That said, care should be taken in interpreting results for this group due to the relatively small sample size.

## **3.6 Home and neighbourhood**

- 3.6.1 Satisfaction with the quality of their home is 79% compared to 80% in 2014. Satisfaction varied with age, with older tenants significantly more satisfied than their younger peers - with 91% of over 65s satisfied, compared to 65% of those aged under 35.

Satisfaction also varied by property type, and was significantly higher for those in properties built between 1975 and 1990 (87%). In contrast, those living in properties built before 1945 were significantly less satisfied than average (73%).

We will undertake further analysis on this to understand the correlation between older properties and the quality of the home. We are continuing with our investment programme across the city, and we have published our four-year Asset Management Strategy to enable this longer term information to be readily available to residents. Tenants have told us that we need to improve our communications on the planned work programme and we are taking steps to enhance the quality and timeliness of this information to individual households.

- 3.6.2 Satisfaction with the neighbourhood as a place to live has fallen to 80% (down from 84%). This is the first fall since 2008 and is likely to be related to a reduction in satisfaction with the grounds maintenance service, which at 64% is down five percentage points from 2014 and down ten percentage points from our result in 2011.
- 3.6.3 This is an area of concern and to address this we have started a review of our grounds maintenance contract with the Business & Value for Money service improvement group. Key outcomes from this will be a revised service level agreement, introduction of key performance indicators, improved contract management, and new initiatives to improve the local environment - including a pilot to introduce resident 'green champions'. The recent redesign of Tenancy Services and the new area based teams will also help ensure we have a renewed focus on the environment and improvements we can make on our estates.
- 3.6.4 Satisfaction with the ability to move or swap homes has increased slightly (46% up from 42%). Since the last survey we have made a number of changes to support this, including the introduction of a mutual exchange incentive scheme and running the popular Swap Shops which have resulted in 50 moves for council tenants since 2014. The majority of responses were of an ambivalent nature with around a third selecting the 'neither' option (35%). This, along with a lack of response to this question, indicates this is an area that the majority of tenants have little or no experience of.
- 3.6.5 93% of respondents from Seniors housing were satisfied with the Seniors housing service up from 90% in 2014.
- 3.6.6 There has been a slight improvement in how tenants feel Housing Services deal with anti-social behaviour (63%, up from 62%). However, it should also be highlighted that 135 tenants in the sample chose not to answer this question which most likely indicates a lack of contact with this service.

### **3.7 Repairs and maintenance**

- 3.7.1 Just over three quarters of respondents were satisfied with the repairs service as a whole (77%), half of whom were 'very satisfied' (39%).

It is also positive to find increased satisfaction with the last completed repair (81% up from 76% in 2014), a result which is a significant improvement. Customer comments were mixed, ranging from '*Keep up the good work*', '*I'm very happy with the service I received I have no complaints*' to '*Sometimes the standard/quality of works carried out is not great*' and '*Things seem to drag on forever with nothing ever being properly finished and leaving mess for us to clear up*'.

93% of tenants were very satisfied with how easy it was to report their repair, which is indicative of the work that has taken place with the repairs helpdesk to reduce call waiting times. The customer experience of reporting repairs will be further enhanced with the introduction of online repairs reporting which we plan to introduce in 2017.

- 3.7.2 Further work we will undertake to improve the customer's experience of the service include making sure tenants are kept informed about progress of repairs and that delays are minimised especially for repairs that require more than one visit. We have worked with Mears to improve tracking of these repairs. We are also reviewing the Contractors Code of Conduct with the Home service improvement group so we have clear standards in place.
- 3.7.3 Four out of five respondents who had received some planned maintenance work were satisfied with it (81% down from 85% in 2014).
- 3.7.4 Respondents who had some planned work completed were asked if there was anything else that could be done to improve the process. Comments included '*We need better communication, we were not informed about planned works*', '*We need more advice about preparing for works*' and '*Keep tenants informed of delays and changes*'.

### **3.8 Value for money**

- 3.8.1 There was a slight increase in satisfaction with the value for money for rent (86% from 84%), the majority of whom were 'very satisfied' (49%). It is also encouraging that 74% of tenants were satisfied with their service charge (up from 71% in 2014).
- 3.8.2 When respondents were asked to give their views on the help and support Housing services provide, nearly four out of five respondents were satisfied with the advice and information they received on managing their finances including rent payments (78%).



3.8.3 Individual comments acknowledged the positive work that was undertaken to support tenants but other comments included *'Help people with low income so they can eat and live'* and *'BHCC website is very clunky, would be good to pay directly on an app rather than being taken to the payment site that doesn't have your account number'*. The council's online payments system is under review due to the difficulties customers report in easily making a payment.

### **3.9 Customer Service**

3.9.1 85% of respondents said the standard of customer service they receive is good (up from 81% in 2014), alongside a slight increase of tenants being satisfied with how enquiries are dealt with generally (81%) and 86% being satisfied with ease of accessing services (up from 84%)

3.9.2 Individual comments on the service we provide and what we could do to improve included *'Listen and act and stop passing me from one person to another'*, *'When someone contacts you about a problem, a response would be nice'* and *'All the services are well organised and the staff are attentive and polite. Well done'*.

3.9.3 Our focus on simplifying access to the service and dealing with the majority of enquiries at the first point of contact will be reasons for the improvement. The changes we have made have helped us to reduce handoffs between officers; and introducing case management across Tenancy Services will ensure we are more accountable to tenants.

### **3.10 Resident involvement**

3.10.1 The proportion of tenants who say we listen to their views and act on them has increased significantly since 2014 (up from 64% to 70%). Indeed, satisfaction has steadily improved with every successive survey from a base of 60% in 2008.

3.10.2 However younger residents are less satisfied with opportunities to get involved, with 45% of under 35s satisfied compared to 74% of over 65s. Engagement with younger residents is recognised as an area for improvement in the Resident Involvement Review with the proposal to focus on increasing methods of engagement and involvement.

### **3.11 Health & wellbeing**

3.11.1 This is a new section in the STAR survey which asks a group of questions about various aspects of tenants' health and general wellbeing, specifically the affordability of essentials such as food. Results revealed that 21% of respondents had skipped a meal or reduced portion size because they couldn't afford to buy enough food (37% of under 35s, compared to 8% of over 65s). When asked if they would have enough money to meet basic living costs, only 52% of respondents agreed.

3.11.2 We have used the survey this time around to get a better understanding of the position for tenants, and will hope to use this question next time so that we can monitor change over time.

3.11.3 We will continue to support action plans against food poverty and have started to use Homing In to share ideas for healthy recipes at affordable cost. We also use one-to-one conversations with tenants who are struggling to pay their rent to advise them about sources of support in the city in relation to food poverty.

3.11.4 We are also developing a 'Better Start' guide or pre tenancy package that helps tenants prepare for the financial and other aspects of managing a tenancy and budgeting.

### **3.12 Information and communication**

3.12.1 Of all respondents to this survey, 66% indicated that they had access to the internet (up from 58% in 2014). We will continue to provide support to residents who do want to get online we have rolled out digital champions training to Housing staff and have an action plan in place in support of the Digital Brighton & Hove partnership. Valuable feedback was also received on our website and the changes that need to be made to improve the customer experience of it.

3.12.2 Tenants also reminded us to '*...stop thinking that everyone has access to the internet*'. We will continue to provide alternative ways to contact the service. We know that the telephone is still the most popular method to be kept informed (preferred by 74%) and Housing Customer Services will continue to remain the first point of contact.

3.12.3 Three quarters of tenants (76%) said Housing is good at keeping them informed about things that may affect them, remaining the same as 2014. 89% of respondents said that they read the magazine 'Homing In', and those that did felt significantly more informed.

## **4. COMMUNITY ENGAGEMENT & CONSULTATION**

4.1 The report was presented to Area Panels in November/December 2016. Feedback from the Area Panels is... [to be inserted following panels and before the report goes to committee]

4.2 The findings have been subject to discussions with service managers and our repairs partner, Mears, and these discussions will continue. Future actions to address increased resident satisfaction with Housing services will feature in service business plans. The results also provide a platform for further engagement of residents in service improvement.

4.3 A full copy of the report will be made available on the council's website, and the results will be included in the spring 2017 edition of Homing In.

## **7. FINANCIAL & OTHER IMPLICATIONS:**

### Financial Implications:

7.1 To be added prior to committee.

*Finance Officer Consulted: Name*

*Date: dd/mm/yy*

Legal Implications:

7.2 To be added prior to committee.

*Lawyer Consulted: Name*

*Date: dd/mm/yy*

Equalities Implications:

7.3 Equalities implications have been considered throughout the report. Most groups within equalities strands are well represented within the survey respondent group and there are some variations in levels of satisfaction that we now need to consider how to address.

Sustainability Implications:

7.4 Greater use of the consultation portal to complete the survey (12% compared to 7% last time) is a welcome change this time. Moving increasingly to this approach will offer a long term saving in paper, printing and postage costs.

Any Other Significant Implications:

7.5 None

**SUPPORTING DOCUMENTATION**

**Appendices:**

None

**Documents in Members' Rooms**

1. STAR Tenant Satisfaction Survey 2016 report

**Background Documents**

None



## **Estates Development Budget Review 2016**

### **1. Introduction**

The Estates Development Budget (EDB) review is part of the review of resident involvement. The EDB Panel are continuously working to improve the EDB programme and a number of reports about the process went to the Area Panels in 2014. This review is based on feedback following the 2016 Area Panel EDB voting meetings, Blue Page enquiries, enquires to the Resident Involvement Team and discussions at the EDB Panel.

In response to the feedback the Resident Involvement Manager and Assistant had a number of meetings with the Property & Investment Team and Mears, as well as additional meetings with the EDB Panel who have guided this work. A survey was also sent to 138 Chairs, Secretaries and Treasurers. The full report with appendices' went to the Involvement & Empowerment resident involvement review group on 15 September.

There was a detailed EDB consultation in 2011 and this research has found similar themes, the process is a long one, EDB should be used to improve the environment where people live, value of resident led decision making, communication once the bids have been agreed could be improved, and there is support for bids from areas without an association.

The aim of this review is to make the EDB programme "fairer" with some dos and don'ts of EDB in the context of a potentially reduced budget. To reduce the number of bids at pre-voting meeting stage to reflect the existing budget available. Also to reduce the number of complaints and enquiries about EDB.

Looking at other councils the EDB is fairly unique. Norwich does have an estates improvement projects budget that is agreed by residents, this is for minor improvements like railings, benches and sheds. However this year Dudley have pooled some area based capital budgets to create a £0.5 million community improvement fund.

### **2. Role of the EDB Panel / Terms of Reference**

There has been some feedback that residents are not clear about the role of the EDB Panel so the Terms of Reference that were agreed in May 2015 are included below.

The EDB Panel added the sections *in italics* below in July. After successful elections in September each Area Panel currently has two representatives on the Home Group.

#### **Group membership**

The group consists of the following membership:

- one resident representative from each of the Area Panels
- Estate Development Budget Project Manager (Mears)
- Resident Involvement (BHCC)
- Partnering & Business Manager (BHCC)

Additional guests may be invited when particular topics are being discussed.

Each Area Panel elects two representatives to the Home Group who decide who is the EDP Panel representative and who is the deputy to attend in place of the elected representative

when required. Deputies are able to attend as observers and will receive copies of all paperwork circulated to the group.

*If an Area Panel is unable to elect a representative and a deputy to the Home Group a resident on the Home Group from the relevant Area Panel area can fill the vacancy on the EDB Panel until the Area Panel can elect someone.*

*The Resident Involvement Team will ensure that new members have an induction meeting to make them aware of roles and responsibilities, these Terms of Reference, and the running of the EDB Panel meetings.*

### **Purpose**

To bring together residents, Brighton & Hove City Council and Mears Group PLC to work together in partnership to deliver the Estate Development Budget work agreed at the area panels.

Resident representatives to make decisions about the EDB Quick Bids.

Decisions about the EDB main bids are made by resident representatives at the Area Panels.

To meet regularly to review and stimulate the progress of the Estate Development Budget.

To steer and facilitate the smooth running of the Estate Development Budget and solve any issues or problems that arise.

To review the processes for the Estate Development Budget and make recommendations for improvements.

To report on the Estate Development Budget process and update the Area Panels and *Citywide Conference*.

To maximise the impact of the Estate Development Budget and ensure it is of benefit to residents and local communities.

### **Meetings**

The panel will meet monthly (apart from August and December) and meetings will be conducted along the principles outlined in the Brighton & Hove code of conduct.

Each resident member of the panel has one vote and members should aim for collective decisions.

*If an Area Panel is unable to elect a representative and a deputy to the Home Group a resident on the Home Group from the relevant Area Panel area can fill the vacancy on the EDB Panel until the Area Panel can elect someone.*

*The Resident Involvement Team will ensure that new members have an induction meeting to make them aware of roles and responsibilities, these Terms of Reference, and the running of the EDB Panel meetings.*

### 3. Consultation process / role of officers

The EDB is a resident led project and the role of the Resident Involvement Officer (RIO) is to ensure that proper consultation has taken place, and then pass the bid to other teams within Housing to check whether the bid is possible.

### 4. Definition of main bid and quick bid

Main bids are agreed at the Area Panel EDB voting meetings at the start of April. Each Area Panel has agreed to put £20,000 into their quick bid pot for the past two years. They have also turned any bid under the £750 quick bid limit into an agreed quick bid.

**Recommendation:** If a main bid is estimated to cost £750 or less associations will be advised that their bid will be submitted to the EDB Panel as a quick bid.

**Rolling bids:** Associations can use EDB main bids on a long term project but only if each stage can be delivered in the same financial year (Housing Estates Development Budget Report – Area Panels, July / August 2014).

When considering a rolling bid associations should be aware that any further future funding of the project is by no means guaranteed. Associations can't rely on a project being completed through EDB. The Property & Investment Team have said that projects like communal flooring need to be done in one go.

**Recommendation:** EDB quick bids should not be used to complete a piece of work over a year that should have been one main bid in the first place – different parts of a kitchen refurbishment for example. The EDB Panel will receive a summary sheet of agreed EDB quick bids to inform their decision making.

### 5. Summary of EDB awards 2016 – 17

| Type of work                              | Central   | East   | North   | West   | Total    |
|---|---|--|---|--|----------|
| <b>Fencing / gates / railings</b>         | Low-rise*<br>£7,040<br><br>High-rise<br>£11,150 | Low-rise<br>£10,715<br><br>Houses<br>£18,150 | Low-rise<br>£20,940<br><br>Houses<br>£24,200<br><br>Sheltered<br>£1,800 | Houses £4,700<br><br>Sheltered<br>£2,600       | £101,295 |
| <b>Tarmac / path/ hard standing</b>       | High-rise<br>£7,950                             | Low-rise<br>£18,850<br><br>Houses<br>£12,480 | Low-rise<br>£10,685<br><br>Sheltered<br>£1,250<br><br>Houses £2,500     | Low-rise<br>£25,600<br><br>Sheltered<br>£4,900 | £94,215  |
| <b>Furnishings / kitchen / guest room</b> |   | Low- rise<br>£740<br><br>Sheltered<br>£4,200 | Sheltered<br>£16,960  | High-rise<br>£1,800<br><br>Sheltered<br>£2,600 | £26,300  |

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|  |   |                     |  |   |         |
|--|---|---------------------|--|---|---------|
| <b>Decoration</b>                          | Low-rise<br>£5,000<br>High-rise<br>£5,250<br>Sheltered<br>£2,750  | Low-rise<br>£2,300  | Low-rise<br>£11,135                        | Sheltered<br>£4,340                         | £25,775 |
| <b>Flooring</b>                            | Low-rise<br>£3,500<br>High-rise<br>£13,100<br>Sheltered<br>£5,000 |                     |  | Sheltered<br>£3,600                         | £25,200 |
| <b>Landscaping / planting / greenhouse</b> | Low-rise<br>£5,250<br>High-rise<br>£1,500<br>Sheltered<br>£2,500  | Low-rise<br>£1,950  | Low-rise<br>£11,000<br>Sheltered<br>£1,250 | Sheltered<br>£1,430                         | £24,880 |
| <b>Cycle storage</b>                       | Low-rise<br>£7,000<br>High-rise<br>£1,200                         |                     | Low-rise<br>£9,450                         | Low-rise<br>£2,600                          | £21,250 |
| <b>Doors</b>                               | Low rise<br>£5,000  |                     |  | Sheltered<br>£8,530                         | £13,530 |
| <b>Cleaning</b>                            | Low-rise<br>£995  | Sheltered<br>£3,300 |  | Low-rise<br>£1,350                          | £5,645  |
| <b>Clear ups</b>                           | Houses £2,500   | Houses<br>£2,880    |  |   | £5,380  |
| <b>Noticeboards</b>                        | Low-rise<br>£1,200<br>Houses £3,600                               |                     |  |   | £4,800  |
| <b>Lighting</b>                            | Low rise<br>£2,000<br>Sheltered<br>£1,250                         |                     |  | Low rise £850<br>Sheltered<br>£865          | £4,965  |
| <b>Foyer seating</b>                       | High-rise £850  |                     |  | High-rise<br>£3,060                         | £3,910  |
| <b>Benches</b>                             | Low-rise<br>£1,800  |                     | High-rise<br>£1,200                        |   | £3,000  |
| <b>Signs</b>                               | High-rise £900<br>Houses £900                                     |                     |  |   | £1,800  |
| <b>Other**</b>                             |   |                     | Low-rise<br>£2,700                         | High-rise<br>£12,000<br>Low-rise<br>£17,000 | £48,630 |



Item 27 on Agenda

|              |                |                 |                 |                      |                 |
|--------------|----------------|-----------------|-----------------|----------------------|-----------------|
|              |                |                 |                 | Sheltered<br>£16,930 |                 |
| <b>Total</b> | <b>£95,185</b> | <b>£115,070</b> | <b>£114,755</b> | <b>£85,565</b>       | <b>£410,575</b> |

\* Low-rise – this means medium and low rise

The other\*\* award in North was for a bin storage area. The remaining other\*\* awards were all from West £12,000 murals (high-rise), £12,850 children’s play area, £2,850 and £1,300 washing lines (low-rise), £1,930 for disabled bin chute door, and £15,000 cover for an external walkway (sheltered).

|               |                        |           |         |           |
|---------------|------------------------|-----------|---------|-----------|
| 2016-17       | Medium and<br>Low rise | High-rise | Houses  | Sheltered |
| Total awarded | £191,650               | £65,660   | £67,210 | £86,055   |

The EDB Panel have noted that sheltered housing receives a disproportionate share of the budget with 850 homes compared to 11,500 general needs homes with 2,136 of these being flats in high-rise blocks . They were split 50:50 about sheltered receiving a proportionate share of the funding should the budget be reduced in the future. Further detail regarding Area Panel areas is below.

| Ward  | Panels         | Homes | TRAs | High Rise                         | Sheltered                     |
|---|----------------|-------|------|-----------------------------------|-------------------------------|
| Hanover & Elm Grove<br>Preston Park<br>Queen's Park<br>Regency<br>St. Peter's & North Laine | <b>Central</b> | 3,295 | 19   | <b>21 blocks</b><br>1210<br>homes | <b>6 schemes</b><br>294 homes |
| East Brighton<br>Rottingdean Coastal<br>Woodingdean   | <b>East</b>    | 2,986 | 8    | <b>15 blocks</b><br>475 homes     | <b>3 schemes</b><br>80 homes  |
| Hollingdean & Stanmer<br>Moulsecoomb &<br>Bevendean<br>Patcham<br>Withdean<br>Woodingdean   | <b>North</b>   | 3,830 | 15   | <b>2 blocks</b><br>167 homes      | <b>8 schemes</b><br>263 homes |

|                      |             |               |           |                 |                  |
|----------------------|-------------|---------------|-----------|-----------------|------------------|
| Brunswick & Adelaide |             |               |           |                 |                  |
| Central Hove         |             |               |           |                 |                  |
| Goldsmid             |             |               |           |                 |                  |
| Hangleton & Knoll    |             |               |           | <b>5 blocks</b> | <b>7 schemes</b> |
| Hove Park            | <b>West</b> | 3,872         | 13        | 284 homes       | 217 homes        |
| North Portslade      |             |               |           |                 |                  |
| South Portslade      |             |               |           |                 |                  |
| Westbourne           |             |               |           |                 |                  |
| Wish                 |             |               |           |                 |                  |
| <b>Total</b>         |             | <b>13,983</b> | <b>55</b> | <b>2,136</b>    | <b>854</b>       |

## 6. Capping value of bids and number of main bids

The funding available for EDB in 2016 – 17 was as follows, Central £115,000, East £105,000, North £134,000 and West £135,000, with each Area Panel putting £20,000 of this into the quick bid pot. This sum is based on the number of tenant and leaseholder homes in each area and should be recalculated in March each year.

This funding was the same as in 2015 – 16 (£540,000, with Mears overheads costing £51,000), although the budget was reduced to £451,000 and the EDB reserves used to top it up to the previous years' levels. These recommendations are based on the existing EDB budget.

This year there was enough funding in West to cover every bid up to priority five with a few adjustments with the highest bid costing £15,000. North had a couple of high value bids turned down and there was enough funding for up to priority two with later bids being withdrawn. East associations only applied for two bids, (apart from one who applied for three), and there was enough funding for them all. Central did have bids agreed up to priority five.

**Recommendation:** Limit the number of main bids to four per association.

The highest approved bid was in North at £19,730. In Central 19 groups applied for £115,000, or £95,000 once the quick bid pot was agreed. A bid for £30,000 for flooring was turned down, a bid for £10,000 was the highest bid agreed, all the other agreed bids were £5,000 or under.

In July a survey was sent to the Chairs, Secretaries and Treasurers of the TRAs. There were 58 from the 138 sent out; the response rate was 42.1%.

48 people responded to the question asking whether a main bid should be limited up to the value of £15,000 with 28 saying yes and 20 saying no.

**Recommendation:** Limit the value of a main bid up to £15,000.

55 people responded to the question regarding whether the number of quick bids from each association should be limited with 35 saying yes and 20 saying no.

When asked what the limit should be 4 people said 12, 11 people said 6, and 19 people said 4.

**Recommendation:** Limit the number of quick bids to 5 per year.

Finally of 55 people 11 people thought the way EDB funding is allocated is very fair, 27 people said quite fair, 6 said slightly fair and 11 said not fair.

There are large numbers of blocks with common areas in Central (as well as large numbers of associations) and £329,000's of bids were applied for from the £95,000. There was far more demand than other areas. One way of overcoming this could be a city wide EDB budget. The review group didn't give their thoughts on this.

## **7. EDB and planned works programmes**

Following the last round of EDB voting meetings some residents have fed back that they don't think EDB should be spent on things they consider should be repairs and maintenance. The RIO checks with the Property & Investment Team do pick up whether a bid is on the three year programme and if it is it is removed. Historically the EDB has been used to bring works forward, or to make enhancements like covering concrete flooring with lino.

There is now a year on year investment of £25 million pounds a year to improve homes and the common areas in the blocks. The Asset Management Strategy has identified resources to improve external repairs and decorations on properties, including shared areas, following consultation with residents. Extensive surveys of the condition of 600 blocks have been undertaken.

**Recommendation:** the EDB should not be used for

1. Work covered by the Capital Works Programme, areas of relevance are

- Doors
- Internal cyclical repairs and redecoration to common parts in blocks of flats
- Door entry systems and block entrance doors
- Communal lighting modernisation and upgrades

There may be exceptions to this when the proposed EDB work would make an enhancement, the lobbies could be made more welcoming, or some areas could be improved by better lighting for example.

2. Anything that would require an on-going service contract due to it being electrical, for example CCTV – the council would only install this where there is a serious ASB problem.
3. Anything that would require an on-going service contract due to health and safety reasons, for example City Parks don't have the capacity to maintain any additional play areas, wet rooms require on-going legionnaires disease checks. If there is on-going

maintenance this could be considered on a case by case basis and built into the EDB bid; however future funding wouldn't be guaranteed once the maintenance budget has run out.

4. Anything that is an adaptation. The Adaptations Team do fund work in common areas if there is a proven need. There is also a budget to improve the accessibility of the blocks.
5. Anything that could be delivered through a service charge, for example the cleaning of windows.

Associations are requested to think about possible enhancements to blocks, perhaps this could be done during an estate inspection? Quality is also important, for example Mears have a selection of durable bench choices, rather than garden benches from Argos. Could funding from the council's corporate grants complement the work, for example there is funding to enhance the environment?

### **8. Information on the EDB form / pricing of EDB work**

In order for the pricing of the work to be accurate it is important that as much information as possible is included on the EDB form, what, size or make, exactly where, how would any maintenance be provided. Associations' not providing sufficient information or changing their thoughts on what is required has led to significant delays for some of the work. Also not everything an association has hoped for was included on the form; this led to disappointment with sufficient budget not being available.

Mears receive the approved bids and using the information provided, site visits and meetings with tenants and residents associations (TRAs) compile a costing to undertake proposed works. The level of information provided by the TRAs to support main bids is improving year on year and Mears encourages TRAs to be involved in the specifications, designs of any potential main bids.

The majority of EDB work carried out is in accordance with the contract schedule of rates, any specialist works will be specified and sent to Mears' subcontractors for quotation as per contract requirements. When buying items like sheds or health and safety equipment Mears have to use their nationally agreed suppliers. There is a Mears EDB credit card that can be used to purchase other items from the Argos catalogue for example.

The EDB Panel have considered this and would like to remind everyone that what is on the form is what will be delivered and the price agreed at the EDB voting meetings is fixed. The EDB Panel does appreciate that the process is very long; it can take 18 months from the start of a consultation to the work being delivered. As things can change they agree some leeway should be allowed.

**Action:** EDB form will be updated to reflect this.

**Agreed:** Mears should inform the council if when onsite they are asked to do additional/ amended works that were not shown on the bid form when the bid was agreed at the EDB voting meeting.

**Agreed:** Some changes to the original bid could be allowed provided the work can be delivered without going over the agreed budget for the work. Mears should however, inform RIT of requests for any changes to original bids so they can be documented.

**Agreed:** Mears will provide RIT with the prices of the main EDB bids for each area a week, (ideally two weeks), before the EDB voting meeting. RIT will then circulate the prices for each of the four areas to the Tenant & Resident Associations in the respective areas.

### **9. Section 20 leaseholder consultation**

Some bids will have implications for leaseholders, in particular when they relate to work to common ways in blocks. If the leaseholders' contribution towards the work is over £250 the formal section 20 consultation process is required.

### **10. Principles around the timing of the work programme**

The EDB Panel explored whether there could be any high level principles regarding when EDB work is delivered as it is a huge programme of work and Mears have the financial year in which to deliver it.

- No set rules
- Weather is taken into account (planting season, some external works)
- Can get sub-contracted work done quite quickly
- Delays – can occur with procurement (when the credit card reaches its monthly maximum before the end of the month) and with the supply chain as Mears have a limited number of approved suppliers and sub-contractors.
- Having all the information on the form helps

### **11. Mears' communication / reporting process**

It has been recognised that at times Mears' response to enquiries could be improved. In response to this Mears have put more resources into monitoring the EDB phone number and email. To make any enquiry regarding EDB please telephone **01273 574356** or email **mears.edb.brighton@mearsgroup.co.uk**

The EDP Panel monitor the EDB work programme and Mears provide the following reports:

- Main EDB work programme
- Quick bid work programme
- Summary sheet outlining amount of quick bid and community payback funding left
- Any outstanding work from previous years

**Agreed:** The Main EDB work programme will be posted on the council website (along with a statement that things are subject to change) in addition to it being circulated to the TRAs following the EDB voting meetings.

Thank you to the EDB Panel for holding additional meetings for this work. They are Alison Gray, Carl Boardman, Chris El-Shabba and Terrence Hill



**Meeting action minutes**

|                  |  |             |    |
|------------------|--|-------------|----|
| Meeting          | <b>Tenant Disability Network</b>   |             |    |
| Attendees        | Jason Williams, Martin Cunningham, Muriel Briault, Alison Gray<br>Council Officers: Sarah Potter, Adaptations, Simon Pickles, Project Manager, Rebecca Mann (RM), Resident Involvement Officer |             |    |
| Apologies        | Ann Packham  |             |    |
| Meeting location | Hampshire Lodge  | Produced by | RM |
| Date             | 20 June 2016   |             |    |

**Section 1 – Update on actions from previous meeting**

|   | Description  |
|---|--|
| 1 | Hereford Court door openers –in minutes  |
| 2 | Muriel did not attend meeting but will update group next time                                |
| 3 | Newsletter – Alison to email Ann and Jason template. Also Resource Centre can offer support. |
| 4 | Recording meetings – in minutes  |
| 5 | Ann Packham gave apologies to TDN as couldn't make meeting.                                  |
| 6 | TOR extending membership – in minutes  |

**Section 2 – Items discussed, agreements and future action**

| <b>Agenda item 1</b> |   |                                    |          |
|----------------------|---|------------------------------------|----------|
| Agreement / Decision | Newsletter – agreed Ann and Jason would take over from Alison with request of support from Resource Centre. |                                    |          |
| Action(s)            | Ann, Jason and Alison to liaise with each other   | By Who<br>Ann/<br>Jason/<br>Alison | Deadline |
| <b>Agenda item 2</b> |   |                                    |          |
| Agreement / Decision | Terms of Reference updated.   |                                    |          |
| Action(s)            | Need to be agreed by group.   | By Who                             | Deadline |
| <b>Agenda item 3</b> |   |                                    |          |
| Agreement / Decision | Jean Davis no longer has the capacity to be on the group but would like copies of the minutes.              |                                    |          |

|                      |  |              |                          |
|----------------------|--|--------------|--------------------------|
| Action(s)            | RIO to send minutes to Jean  | By Who<br>RM | Deadline                 |
| <b>Agenda item 4</b> |  |              |                          |
| Agreement / Decision | Discussion on recording meetings due to concern from Chair about how the minutes have been taken in the past not capturing all information. Martin suggested using ipad as it has a decent microphone.   |              |                          |
| Action(s)            | Everyone must be asked at beginning of meeting if they agree with being recorded. Minutes will still be written by RIO but continue to be action based.  | By Who<br>RM | Deadline<br>Ongoing      |
| <b>Agenda item 5</b> |  |              |                          |
| Agreement / Decision | Discussion on extending membership/involvement.  |              |                          |
| Action(s)            | Joe, Barry and Ted all voted on and will be invited to future meetings as members.   | By Who<br>RM | Deadline<br>Next meeting |
| <b>Agenda item 6</b> |  |              |                          |
| Agreement / Decision | DLA/PIP changes to mobility allowance levels. There will be enhanced and standard. Chair reminded people that if applying for it or helping anyone who is entitled to apply that they should ensure they have enough medical evidence and be sure to read the questions thoroughly. There is an appeals process.   |              |                          |
| Action(s)            |  | By Who       | Deadline                 |
| <b>Agenda item 6</b> |  |              |                          |
| Agreement / Decision | Simon Pickles update. 'Improving Communal Accessibility' £52,000 budget. Set up for communal areas spread across the city to get the maximum benefit for all people. There are three areas of work: 1) automating communal doors both front and rear. 2) Ramps 3) handrails. Majority of work has gone to entrance doors. Remote handset operates door for those who will need them (ie wheelchair users). First one is free but people will have to pay after that. Hereford Court is next on list. |              |                          |
| Action(s)            | To meet with OT and residents at Walter May, SloaneCourt (ramp, rear door and handrail) retrieve quotes for work.<br>Suggestion by group: West Area is next to be looked at.   | By Who<br>SP | Deadline<br>ongoing      |
| <b>Agenda item 7</b> |  |              |                          |
| Agreement / Decision | Question from group whether replacement lifts will alter size of flooring to accommodate wheelchairs.  |              |                          |



|                       |   |
|-----------------------|---|
| Action(s)             | Request to James Deamer Lift Engineer to ascertain if there will be any changes. Response: they will remain the same.   |
| <b>Agenda item 8</b>  |   |
| Agreement / Decision  | Concern about converted property in Hove where adaptations were ripped out.   |
| Action(s)             | Sue will investigate through Homemove.  |
| <b>Agenda item 9</b>  |   |
| Agreement / Decision  | Complaint about contractors installing wheelchair ramp in Hampshire Lodge, has caused a hole in car park roof, consequently created a mess of some residents' cars in the car park below. |
| Action(s)             | Sue to investigate.   |
| <b>Agenda item 10</b> |   |
| Agreement / Decision  | Newsletter  |
| Action(s)             | Alison to email Jason with format. Jason and Ann to go to Resource Centre for training.   |
| <b>Agenda item 11</b> |   |
| Agreement / Decision  | New builds. 10% wheelchair accessible – Mobility 2 rating.  |
| Action(s)             |   |
| <b>Agenda item 12</b> |   |
| Agreement / Decision  | Invite Hannah Barker to next meeting to discuss work Resident Assessors do and work around potential disabled properties.   |
| Action(s)             | RM to invite HB   |
| <b>Agenda item 6</b>  |   |
| Agreement / Decision  | Residents of TDN would like membership extended to all SIG's. TOR will reflect this.  |
| Action(s)             | See TOR (Terms of Reference)  |
| <b>Agenda item 7</b>  |   |
| Agreement / Decision  | Report achievements and plans to Area Panels.   |
| Action(s)             | ALL   |



Meeting action minutes

|           |   |                   |                                       |
|-----------|---|-------------------|---------------------------------------|
| Meeting   | <b>Senior Housing Action Group</b>  |                   |                                       |
| Attendees | <p><b>Residents:</b> Roy Crowhurst (Chair of SHAG, Woods House) Tony Brown, Terry Weller (Evelyn Court) Elizabeth Tinkler (Laburnum Grove) Ernie Tidy (Churchill House) Ray Goble, Joyce Bean (Elwyn Jones Court) Jean Davis (Leach Court) Alan Davis (Rosehill Court) Walter Sargison, Kath Davis (Broadfields) Tomm Nyhuus (Somerset Point) Steven Nye (Elizabeth Court)</p> <p><b>Staff:</b> Simon Pickles (Housing Stock Review Manager) Peter Huntbach (Senior Housing Manager) Hannah Barker (Resident Involvement Officer)</p> <p><b>Partners:</b> Peter Lloyd (Healthwatch)</p> |                   |                                       |
| Apologies | Rachel Chasseaud (Head of Tenancy Services), Charles Penrose (Sloane Court), Cllr Anne Meadows, Cllr Tracey Hill  |                   |                                       |
| Venue     | <b>Leach Court</b>  | Produced by       | Hannah Barker                         |
| Date      | <b>14 September 2016</b>  | Minutes completed | <b>15<sup>th</sup> September 2016</b> |
| Time      | <b>10am- 12.30pm</b>  |                   |                                       |

**Minutes & Matters arising - Update on actions from previous meeting**

|    | Description   |
|----|---|
| 1  | <b>Laundry 4.1:</b> Q: phrase 'other options of frameworks' re next step procurement? A: maybe phrased incorrectly; closing date for procurement bids 10 <sup>th</sup> October. Roy is involved in evaluation. Procurement is for whole city council laundry service.   |
| 2  | <b>Laundry 4.2:</b> report has gone to Housing Leadership Team (HLT) not Housing Committee. Also, the laundry contract has been extended, new contract starts estimated April 2017.   |
| 3  | <b>2.9 Elwyn Jones former NHS clinic:</b> we tried to let commercially, but unsuccessful. Architects working up feasibility studies for either large one bed wheelchair flat or two smaller one bed.  |
| 4  | <b>2.1 Peters</b> report on time all empty properties left (Appendix1 below)  |
| 5  | <b>5.1 WIFI in communal areas:</b> No update. Have run number of digital workshops in schemes & more coming up to support residents. (Q: Can we install WIFI in our lounges ourselves? A: Yes. At Broadfields we reimburse Kath who pays it.)<br>There are risks, you are responsible for what inappropriate or illegal actions people might do, and ongoing costs. To find out where your nearest local access to free WIFI go to <a href="http://www.digitalbrightonandhove.gov.uk">www.digitalbrightonandhove.gov.uk</a> |
| 6. | Minutes from last meeting and AGM agreed  |

**Items discussed, agreements and future action**

| <b>1) Peter Huntbach update</b> |  |
|---------------------------------|--|
| 1.1                             | <p><b>Housing restructure:</b> Emma Gilbert is now Peter's line manager rather than Rachel Chasseaud. She will attend a future SHAG</p> <p><b>Internal redeployment:</b> 1.5 scheme managers recruited. Graham Davis recruited</p> |

|     |  |
|-----|--|
|     | <p>to replace Amit Arora who has returned to substantive post.</p> <p><b>Gardening Group</b> event 12 October</p> <p><b>Guest Room report</b> will be available at next meeting</p> <p><b>Older Peoples Council</b> is 20 September</p> <p><b>Older Peoples Festival</b> brochures available for schemes (reps to take handful)</p> <p><b>Older Mens Day</b> 19 November Friends Centre event</p> <p><b>Mens model making</b> at Manor Paddock scheme</p> <p><b>Recovery College</b> - Supports low level depression &amp; anxiety brochure available</p> <p><b>Fire Service</b> Free Electric blanket testing and new alarms</p> <p><b>Interdenominational Church day</b> at Muriel House</p> |
| 1.2 | <p><b>Q: Re Staffing A:</b> 2 agency staff, Heather at Somerset ad Rose at Leach, now replaced by Housing staff through restructure. One post-holder will just cover relief cover, an idea suggested by SHAG and agreed by HLT. Benefit will be not pulling scheme managers away.</p>  |
| 1.3 | <p><b>Q: Guest Room Survey</b> -taking a specialist interior designer? <b>A :</b> not needed at this stage, perhaps is serious remodeling required. Report at next meeting</p>   |

## 2) Simon Pickles – update on conversions

|     |  |
|-----|--|
| 2.1 | <p>Last meeting shared new approach, rather than a scheme at a time, project will be voids led. Benefits include avoiding decanting or holding too many voids. HLT agreed. Brings letter to check SHAG agrees wording.</p> <p><b>Q:</b> Do new flats (like new wet rooms) come with new boiler. <b>A:</b> Yes and all have wet room.</p> |
| 2.2 | <p><b>Discussion around letter wording.</b> Clarifications suggested removing from wording, ‘local lettings policy’ – currently, tenants within scheme, with a housing need, take priority over other bands A-C. Allocations review may change.</p>  |
| 2.3 | <p><b>Q&amp;A:</b> 100-120 voids per year</p>  |
| 2.4 | <p><b>Q:</b> When going to let Leach Court know about start of work? <b>A:</b> need to get costs together first to go to HLT. Want to get an answer to you end of October.</p>   |
| 2.5 | <p><b>Q:</b> Elwyn Jones are getting new boilers. Would have been better if could be done at same time as conversions. <b>A:</b> We tried but the boiler team didn’t have the budget gathered at that point.</p>   |

## 3) Chairs communications and end of year report

|     |   |
|-----|---|
| 3.1 | <p>Not been bad year. Achieved <b>new service offer</b> seems to be working well. We <b>stopped the laundry Pay As You Go</b> and I will continue to update you.</p> <p><b>Scaffolding</b> Issue appears to almost be sorted. BHCC now penalizes companies if not removed within two weeks. (delays can come from BHCC decisions on processes and budgets being moved in emergencies. Mears new general manager got rid of three of six scaffolding companies being used)</p> |
| 3.2 | <p><b>Action:</b> Home Move James Crane to be invited to next meeting re what changes they have made once review is done. Worried they will be cutting corners, will the</p>  |

|   |  |
|---|--|
|   | local lettings plan be left as is.   |
| <b>4) Elections results</b>             |  |
| <b>4.1</b>                              | <p><b>Chair :</b> Roy Crowhurst<br/> West Area Rep : Tony Brown<br/> Central Are Rep : Jean Davies<br/> North Area Rep : Kath Davis<br/> East Area Rep : (vacant)<br/> Home Service Improvement Group (SIG) Rep : Tomm Nyhuus<br/> Neighbourhood &amp; Community SIG Rep: (vacant)<br/> Tenancy SIG Rep: (vacant)<br/> Involvement &amp; Empowerment SIG Rep: (vacant)<br/> Business &amp; Value for Money SIG Rep: (vacant)</p> |
| <b>5) Discussion following election</b> |  |
| <b>5.1</b>                              | <p>Any rep or member of the SHAG is very welcome to submit items to Roy or Hannah to go onto future agendas, it's your meeting.<br/> Agenda is set to send out 3 to 4 weeks before the meeting. Last minute items can be considered – not fixed in stone.</p>  |
| <b>5.2</b>                              | <p><b>Q:</b> dwindling numbers at meetings. <b>A:</b> There are various reasons; some good in that SHAG and housing have addressed many issues. People are happier. Also some misconceptions that need to have a TA to be aprt of SHAG. Schemes simply need to have a vote to say they are happy for a rep to attend. Roy to visit schemes.</p>  |
| <b>5.3</b>                              | <p><b>Q:</b> does SHAG not having reps on the SIGs lessen its standing? <b>A:</b> No. and SHAG reps are welcome to attend the SIGs at any point should a need arise.</p>   |
| <b>5.4</b>                              | <p><b>Action:</b> Roy to work with Peter to arrange visits to schemes coffee mornings etc</p>  |
| <b>6) Round Robin</b>                   |  |
| <b>6.1</b>                              | <p><b>Q: Sprinkler systems</b> at Somerset Point residents need insurance. <b>A:</b> Sprinklers only go off if there is a fire in the room.</p>  |
| <b>6.2</b>                              | <p><b>Q: EDB Separate EDB for Senior Housing?</b> <b>A:</b> action 6.1 below<br/> This suggestion might not be a good idea. Would it reduce the amount we have available? Also, EDB is currently allocated by geographical area. Suggestion that currently Seniors Housing gets preference.</p>  |
| <b>6.3</b>                              | <p>Other EDB review includes -suggested plans to reduce maximum allowable bid to approx. £15K</p>  |
| <b>6.4</b>                              | <p>Roy to speak to Becky Purnell re her views on a EDB separate fund</p>   |



**Meeting action minutes**

|                  |  |                      |                        |
|------------------|--|----------------------|------------------------|
| Meeting          | <b>Leaseholder Action Group</b>  |                      |                        |
| Attendees        | Muriel Briault, Tony Worsfold, David Croydon, Simon Rogers, Keith Marsden, Graham Dawes, Rosemary Johnson, James Corbett<br>Observers: Jane Thorp, Linda Shaw, Barry Hughes<br>Staff: Keely McDonald, Dave Arthur, Glyn Huelin |                      |                        |
| Apologies        | None   |                      |                        |
| Meeting location | Hampshire Lodge  | Produced by          | Tony Worsfold<br>+BHCC |
| Date             | 26/09/2016   | Minutes completed on | 30/10/2016             |
| Time             | 6pm-8pm  |                      |                        |

**Section 1 – Update on actions from previous meeting-27/6/16**

|   | Description  |
|---|--|
| 1 | Leasehold Services Manager to look at legal advice on the 30-day consultation period - Complete                  |
| 2 | Organisation chart of Property & Investment, Mears and POD to be provided - Complete                             |
| 3 | Discuss how leaseholders can better deal with consultation documents – Future Meeting                            |
| 4 | Invite Asset Management Team to discuss how warranties are managed – Future Meeting                              |
| 5 | Invite Clerk of Works to discuss quality assurance of repairs – Future Meeting                                   |
| 6 | Email AGM attendees to directly contact DC should they wish to be added to his mailing list - Complete           |
| 7 | LAG members to review Terms of Reference further and give comments to KMD 4 weeks before next meeting - Complete |

**Section 2 – Items discussed, agreements and future action**

| <b>Agenda item 2 Previous Minutes-27/6/16</b> |   |                      |                                  |
|---|---|----------------------|----------------------------------|
| Action(s)                                     | Invite Theresa Youngman to discuss quality assurance<br>Invite John Currell to discuss identifying and planning major works projects  | By Who<br>KMD<br>KMD | Deadline<br>Nov 2016<br>Nov 2016 |
| Agreement / Decision                          | 1. DA confirmed the council has relied on the Leasehold Advisory Service comprehensive guide on 'Consultation for Council and other public sector landlords' to inform its consultation notices & procedures. Legal advice has been obtained that a few days can be added either side of the 30 days to cater for the postal service, but |                      |                                  |

|  |   |
|--|---|
|  | <p>otherwise the council was not considering taking further advice on the 30-day consultation period which is the length of time defined as the 'relevant period' in the Statutory Instrument. DA confirmed the 30-day period would not be extended.</p> <ol style="list-style-type: none"> <li>2. TW reported that at the last Central Area Panel Meeting Martin Reid promised that BHCC would take on board residents requests for BHCC to provide more Major Works information to residents as early as possible. GH stated that documents related to major projects are available for leaseholders to review as part of the consultation process.</li> <li>3. Regarding an Organisation chart showing the relationship between BHCC/Mears/POD, KMD tabled the latest hi-level BHCC structure (internal only). KMD confirmed that BHCC P&amp;I group's org chart had previously been issued. (both attached). It was noted that Major Works definition was between BHCC/POD whilst during Works Mears liaised mainly with P&amp;I personnel.</li> <li>4. Warranty management-JC emphasised the need for more post-work inspections. Further discussion still outstanding.</li> <li>5. Quality Assurance- it was reported that the council's Housing Programme Team do have staff who do Quality Assessments on Major and other works.</li> <li>6. LAG Terms of Reference – See later</li> <li>7. The committee agreed the minutes of the meeting on 8 August 2016 to be a true reflection of what was discussed at the meeting. (This was a member-only meeting which the council did not attend)</li> </ol> |
|--|---|

**Agenda item 3 Terms Of Reference**

| Action(s)  | By Who   | Deadline |
|--|--|----------|
| Make changes and provide copies of new Terms of Reference to LAG | KMD  | Nov 2016 |
| Agreement / Decision   | <p>The committee's comments on the draft have been included. Two further changes were agreed:</p> <ol style="list-style-type: none"> <li>1. Item 2- title to read- Membership of the Group.</li> <li>2. Item 4- Add statement that any committee meeting must have a quorum of 3 excluding the Chair.</li> <li>3. The revised Terms were subsequently agreed.</li> </ol> |          |

**Agenda item 4 Major Works Process**

| Action(s)            | By Who  | Deadline |
|----------------------|---|----------|
| Agreement / Decision | <p>GH tabled the attached statements--'Involving leaseholders in Major Works Process' and 'Changes to Major Works Consultation Process.'</p> <p>GH said he was prepared to further discuss at any time.</p> |          |

**Agenda item 5 LAG Action Plan**

| Action(s) | By Who | Deadline |
|-----------|--------|----------|
|           |        |          |



|  |  |                                 |  |
|--|--|---------------------------------|--|
|  |  |                                 |  |
| Agreement / Decision                                     | <p>There was much discussion about what should be discussed at future meetings. The following list defines the agreed first 3 major items to be reviewed (one per meeting).</p> <p>Actions:</p> <ol style="list-style-type: none"> <li>1. Asset management and decision making around repair or replacement priorities.</li> <li>2. Quality assurance and control for repairs.</li> <li>3. Format of AGM.</li> </ol> <p>Further topics shall be decided later and may include:</p> <ol style="list-style-type: none"> <li>4. Poor communication for major works and Section 20 process.</li> <li>5. Review warranty and record management by BHCC.</li> <li>6. LAG to meet with resident groups to discuss what the LAG do.</li> <li>7. Find out more about the invitation to tender process and evaluation of tenders to ensure the selected offering represents good value.</li> <li>8. Ask Mears representative to come and talk to us.</li> <li>9. Ask councilors to attend LAG meetings.</li> <li>10. Invite Asset Management Team to discuss how warranties are managed. (from section 1, item 4)</li> <li>11. Invite John Currell to discuss identifying and planning major works projects. (from section 2, item 2)</li> </ol> |                                 |  |
| <b>Agenda item 6 Leaseholder Survey</b>                  |  |                                 |  |
| Action(s)  |  | By Who                          | Deadline                                       |
| Agreement / Decision                                     | Deferred to next meeting.  |                                 |  |
| <b>Agenda item 7 Partnership Group Report Discussion</b> |  |                                 |  |
| Action(s)  |  | By Who                          | Deadline                                       |
| Agreement / Decision                                     | Deferred to next meeting.  |                                 |  |
| <b>Agenda item 8 AOB</b>                                 |  |                                 |  |
| Action(s)  | <p>Post agreed previous minutes online</p> <p>Provide council IT Code of Conduct for review</p> <p>KM to lead on independent leaseholder Facebook group</p>  | <p>KMD</p> <p>KMD</p> <p>KM</p> | <p>Nov 2016</p> <p>Nov 2016</p> <p>Ongoing</p> |
| Agreement / Decision                                     | <ol style="list-style-type: none"> <li>1. DC asked why all previous LAG minutes are not online. DA apologised for this, will ensure they are posted.</li> <li>2. DC highlighted the Autumn "L/H Update" back page which directs people</li> </ol>  |                                 |  |

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|--|---|
|  | <p>who want to join an online email/social media group, to send their email address to rit@brighton-hove.gov.uk. DC asked who receives this email &amp; who approves the sender (BHCC/LAG)? The Resident Involvement Team receives this email, this information will then be passed on to the chair of the LAG.</p> <p>There was much discussion about this &amp; setting up such a group.</p> <p>LAG expressed concern about this group being independent from BHCC &amp; having a free voice. Should BHCC have the right to moderate any leaseholder input? It would not seem logical to have one L/H group controlled by LAG &amp; another controlled by BHCC.</p> <p>The group expressed a preference for a Facebook group with the group to decide whether this should be independent of the Council/LAG. GH agreed to provide details of the council's social media policy. Further discussions are needed to agree how will this move forward.</p> <p>Meeting agreed for KM to proceed to prepare an independent online group.</p> |
|--|---|

### **Home Service Improvement Group 7 September 2016**

- Core Partnership Group report; overdue orders target, support for reps
- Residents EDB Panel report; pricing processes, EDB Review update
- Residents Action Plan; bathroom cord pull switches, plan for constructors' Code of Conduct
- Resident Inspectors report; thermostat and old loos, clarifying feedback from inspectors
- Introduction to new General Manager at Mears; Mears rep to attend every Home group
- EDB manager; scheduling of bids, new delivery team, pricing schedules
- Recharging Process Review; fairness, efficiency, communications
- Election of new Vice Chair

### **Involvement & Empowerment Service Improvement Group 8 September 2016**

- Discussed ideas for more Resource Centre training in groups
- Agreed recommendations in Communications and Tenants and Residents Associations (TRA) review reports
- Agreed to work on TRA "Health check"
- Agreed to work on "best consultation processes"
- To incorporate review outcomes in Resident Involvement Handbook and TRA "How to?" Manual

### **Business & Value for Money Service Improvement Group 13 October 2016**

- Lynn Bennett elected as Chair, Ann Ewings as Vice Chair
- Update on the Grounds Maintenance Task & Finish Group
- Organised the Business & Value For Money breakout group for the Citywide Conference

### **Tenancy & Neighbourhood & Community Service Improvement Groups 2 November 2016**

- Went through the draft Fire Safety Policy
- Fire safety leaflets and posters are being produced
- Advice to stay in your home being repeated in Homing In
- Agreed to work on new draft Tenancy Agreement
- The two groups agreed to merge



# New homes for neighbourhoods Update



November 2016

Brighton & Hove City Council's New Homes for Neighbourhoods programme is building much needed new council homes on council owned land. We work with local resident associations, ward councillors, the council's in-house architects, Housing and other colleagues and partners to improve council estates and neighbourhoods, making best use of council housing land and buildings to deliver new, affordable rented homes that the city needs. We aim to build at least 500 new homes across Brighton, Hove and Portslade.

Two more schemes will be completed this December, bringing the total to 34 new council homes completed at seven sites since summer 2015. 102 more council homes are currently under construction, 29 are about to start on site and 12 more now have planning consent. Many more are in the pipeline.

All new homes are let through Homemove to people on the housing register.

The New Homes for Neighbourhoods programme has been shortlisted in the Housing Initiative category of the Local Government Chronicle Awards 2017.

## Flint Close – 4 new family houses in Portslade

Four houses on two small former garage sites at Flint Close were completed and let in September.



Before: Flint Close garages



After: New family homes on the site

## Robert Lodge North – 6 new flats in Whitehawk

The six one and two bedroom flats at Robert Lodge North will be completed at the start of December, less than nine months from the start of construction and two weeks ahead of schedule. Shortlisted prospective tenants will visit the new flats later in November and be in their new home by Christmas.



## Pierre Close – 4 new three bedroom houses in Portslade

Also on track to complete in December are the four 3 bedroom houses on the boarded up former Foredown Road garage site.



Before: Boarded up garages



After: 4 new family houses on the site

## Brooke Mead – 45 extra care flats in Albion Street



Construction of these 45 one bedroom extra care flats is progressing so well they might also be completed ahead of schedule.

This scheme is designed mainly for tenants with low to moderate dementia and to encourage independent living for as long as possible. With self-contained flats, carers based on site, a courtyard garden and community café, Brooke Mead will be ideal for older residents who need that extra help to continue living in their own home.



Bricklayers at work at Brooke Mead

We are working very closely with the council’s Adult Social Care and Seniors Housing services to plan how the flats will be let and care services provided.



How the completed scheme will look

A show flat will be opening at Brooke Mead for prospective tenants and their relatives to visit. Information on visiting will be available from [Housing Customer Services](#) in the New Year.

The local residents’ workshop to work up proposals for the new community garden will take place at 6-8pm on 30<sup>th</sup> November at Thornsedale Community Rooms.

## **Kite Place – 57 new flats in Whitehawk**

A New Homes for Neighbourhoods flag and a kite are flying high above Whitehawk Road, after a ‘topping out’ ceremony was held on 4<sup>th</sup> November to celebrate the completion of the concrete frame of the east and west blocks of Kite Place. We expect the 57 one, two and three bedroom flats with lifts and private balconies will be ready for letting in autumn 2017.



**‘Topping out’ on the roof of Kite Place**

Westridge Construction, of the council’s strategic construction partnership which is building this and many other schemes in the programme, held a local employment event at the Whitehawk Library on 9<sup>th</sup> November to interest local residents in opportunities for apprenticeships and jobs in construction. The council’s Local Employment Scheme and TrAC Shared Apprentices Scheme were also represented.



**How the completed scheme will look**

## **Wellsbourne –29 new flats in Whitehawk**

The empty site between the Wellsbourne Health Centre, Whitehawk Academy and Hub is being prepared for construction to start on 29 new 1, 2 and 3 bedroom flats. The homes may be ready to let by the end of next year. We are liaising closely with neighbouring users to minimise parking congestion while gas and sewer pipes are diverted and during the construction.



## **Kensington Street – 12 new homes in the North Laine**

Plans for 12 flats and houses on three small council owned sites in Kensington Street were approved by Planning Committee on 9<sup>th</sup> November. One flat will be specially designed for wheelchair users.

Their colourful design complements the unique character of this part of central Brighton. We expect work to start on site in the spring.



## Modular pilot



Empty garages at Buckley Close

Land and funding are in short supply, many potential sites are small and very challenging, but every new home is precious. So we are also exploring developing affordable rented homes on some garage sites using modular homes. These would be built in a factory and delivered on the back of a lorry, but still be designed to last as long as traditionally built homes.

## New Homes for Neighbourhoods new council homes already completed and let at November 2016

| Scheme address                               | Date of completion | Number of new homes | Type of new homes  |
|--|--------------------|---------------------|--|
| Preston Road, Brighton                       | July 2015          | 2                   | 2 x 3 bedroom Mobility 1 wheelchair accessible bungalows   |
| Robert Lodge South, Whitehawk Road, Brighton | March 2016         | 9                   | 9 x 1 bedroom flats with lift: a Mobility1 wheelchair accessible flat; 2 x Mobility 2 flats with level access shower; 6 x Mobility 3 flats |
| Darwell Court, Cavendish Street, Brighton    | July 2016          | 5                   | A 2 bedroom wheelchair accessible Mobility 1 flat, a 2 bedroom maisonette and 3 x 1 bedroom flats  |
| Aldwick Mews, Hangleton, Hove                | August 2016        | 4                   | 4 x 3 bedroom houses including 1 wheelchair accessible Mobility 1 house  |
| Flint Close, Portslade                       | September 2016     | 4                   | 2 x 3 bedroom houses and 2 x 2 bedroom houses  |

## For more information on New Homes for Neighbourhoods

You can contact the Estate Regeneration Team by:

Email: [estate.regeneration@brighton-hove.gov.uk](mailto:estate.regeneration@brighton-hove.gov.uk)

Phone: 01273 290591

Post: Estate Regeneration Team, Brighton & Hove City Council,  
1<sup>st</sup> Floor, Hove Town Hall, Norton Road, Hove BN3 3BQ

Webpage: [www.brighton-hove.gov.uk/nhfn](http://www.brighton-hove.gov.uk/nhfn)





Meeting draft minutes

|              |   |                      |                             |
|--------------|---|----------------------|-----------------------------|
| Meeting      | <b>Special Area Panel</b>   |                      |                             |
| 1. Attendees | <p><b>Representatives:</b></p> <p><b>Central:</b> John McPhillips (Albion Hill), Martin Cunningham (Hampshire Court), Jason Williams (Hereford Court), Jane Thorpe (Highden, Westmount &amp; Crown Hill), Emel Abdelmessih (Malthouse Court), Ann Ewings (Mount Pleasant), Barry Hughes (Sylvan Hall), Carl Boardman (Warwick Mount)</p> <p><b>East:</b> Doreen Shepherd (Race Hill Farm)</p> <p><b>North:</b> Walter Sargison (Broadfields), John Marchant (East Central Moulsecoomb), Jane Hunter (East Moulsecoomb), Ray Goble (Elwyn Jones Court), Des Jones (Hollingdean), David Eve (Nettleton &amp; Dudeney)</p> <p><b>West:</b> Ann Tizzard (Knoll), Muriel Briault (North Portslade), Philip Careless (Philip Court)</p> <p><b>Observers:</b> George Coates, Christina Hadleigh (Hampshire Court), Vivian Crossweller (Highden, Westmount &amp; Crown Hill), Carmel Humphries, Ann Stewart (Race Hill Farm), Terrence Hill (Bates Estate), Peter Hartley, Carol Hayes, Ray Metcalfe (East Central Moulsecoomb), Dave Murtagh (East Moulsecoomb), Glynis Shipperley (Nettleton &amp; Dudeney)</p> <p><b>Staff:</b> Chair – Cllr Anne Meadows (Chair of Housing Committee), Ododo Dafe (Head of Income Involvement &amp; Improvement), Hilary Edgar (Housing Services Operations Manager), Laura Turner (Performance &amp; Improvement Officer), Hannah Barker, Pat Liddell, Trevor Jones (Resident Involvement Team), Ian Stone (Mears)</p> |                      |                             |
| 2. Apologies | Owen Spence, Liz Ansell, Kath Davies, Peter O'Connor, Cllr Tracey Hill, Cllr Moonan, Cllr Philips   |                      |                             |
| Venue        | Housing Centre  | Produced by          | Hannah Barker / Pat Liddell |
| Date<br>Time | 18 May 2016   | Minutes<br>completed | 20/05/16                    |

**Items discussed, agreements and future action**

| <b>Agenda Item 3 - Resident Involvement Review briefing note – Hilary Edgar</b> |   |
|---|---|
| 3.1   | The Homes and Communities Agency guidance suggests Resident Involvement should be reviewed every three years. It is five years since Everyone Counts.   |
| 3.2   | A resident asked why the Scrutiny Panel has been on hold since April. The Panel has been losing members and the council has not been recruiting. They felt it had been working well as not part of the tenant movement. |

|     |  |
|-----|--|
| 3.3 | Over time the landscape has changed which is why the council has not been recruiting. There is a need to take a holistic approach – there is a desire for Scrutiny to be part of the tenant movement.  |
| 3.4 | There is no plan to reduce the resident involvement budget; the purpose of the review is to involve more people.   |
| 3.5 | There was mixed feedback regarding the current structures, ‘there are so many committees’, ‘we are covered in different ways’, ‘Officers don’t come when invited to meetings’, ‘a waste of time when people don’t want to come’.   |
| 3.6 | New methods and ideas need to be tried; the whole of resident involvement and its processes will be looked at.   |
| 3.7 | How much do you want us to be critical? We feel like we don’t have influence and power.  |
| 3.8 | The blue pages can contain ongoing repetition of items. It is not effective with residents waiting three months for an answer. If there is an ongoing issue, call Ododo, Rachel, Property & Investment or the Repairs Helpline. Please let us know and give officers a chance to resolve issues. |
| 3.9 | For further input into the review please call Hilary Edgar. You can also speak to residents on the Involvement & Empowerment Group who are closely involved.   |

| Action | Who | Due |
|--------|-----|-----|
|--------|-----|-----|

**Agenda Item 4 - Annual Report 2016 – Laura Turner**

|     |   |
|-----|---|
| 4.1 | The annual Report is produced internally and has a new shortened eight page format. It will be available on line after the draft from this meeting is ratified by Housing and New Homes Committee in June. It is sent to all tenants and leaseholders with Homing In. Other social housing landlords also look at it. |
| 4.2 | The use of working days will be replaced with calendar details. It is hoped to produce a video on YouTube e.g. key repairs stats, welfare reform information.   |
| 4.3 | An advice line number is provided for people with red fuel bills.   |

| Action | Who | Due |
|--------|-----|-----|
|--------|-----|-----|

**Agenda Item 4 - Housing Management Performance Report Quarter 4 and end of year 2015/16 - Ododo Dafe**

|     |  |
|-----|--|
| 4.1 | Key parts of the performance report were gone through. |
|-----|--|

|   |   |            |            |
|---|---|------------|------------|
| 4.2                                       | The comparator costs for dealing with anti-social behavior are higher than some other local authorities due to the amount that is spent on this area of the service; this includes the tenancy support service.   |            |            |
| <b>Action</b>                             |   | <b>Who</b> | <b>Due</b> |
| <b>Agenda Item 5 - Any Other Business</b> |   |            |            |
| 5.1                                       | K&T Heating Services, part of Lake House Group is the new gas contractor. The staff have been transferred across from Mars and PH Jones.  |            |            |
| 5.2                                       | Queens Park has a relatively high proportion of people with mental health issues, which might explain why it has more ASB.  |            |            |
| 5.3                                       | A resident using the 24 hour emergency repair reporting process was asked to call back in a few hours. Mears reported this shouldn't have happened and operator ought to have taken the call.   |            |            |
| 5.4                                       | Resident reported that they had no heating or hot water in the past. This is not acceptable and Housing is sorry. Ododo will speak to the resident after the meeting.   |            |            |
| 5.5                                       | There was a report in the Argus about rent arrears; it is different to the amount in the annual report. The article was referring to arrears in temporary accommodation budgets.  |            |            |
| 5.6                                       | Tenant representatives can use the Property & Investment reporting process, or please use the formal complaints process.  |            |            |
| 5.7                                       | The Special Area Panel has been held as reports relevant to tenants going to the Housing & New Homes Committee (HNHC) go to the Area panels first. The upcoming Resident Involvement review will look at the dates of the Area Panels, the Tenant Only meetings and the HNHC. The blue pages are also being reviewed as there are lots of concerns that these aren't working for tenants. |            |            |
| 5.8                                       | Suggestion that Special Area Panel be titled Special Housing Management meeting.  |            |            |
| 5.9                                       | Comment that people should use voice their opinions on Housing & Planning Bill.   |            |            |
| <b>Action</b>                             |   | <b>Who</b> | <b>Due</b> |



**Draft Meeting Action Minutes**

|                  |   |                      |               |
|------------------|---|----------------------|---------------|
| Meeting          | <b>Draft Allocations Policy feedback from Area Panel representatives</b>  |                      |               |
| Attendees        | Ann Ewings-Mount Pleasant, Ann Tizzard-Knoll, Barry Hughes-Sylvan Hall, Carl Boardman-Warwick Mount, Chris El-Shabba – Robert Lodge, Derek Bryant-Coldean, Desmond Jones-Hollingdean, Gary Jones-St Johns Mount, George Coats-Hampshire Court, Jane Thorpe-Highden, Westmount and Crown Hill, Jason Williams-Hereford Court, Mary Whitner–Southawk, Martin Cunningham-Hampshire Court, Muriel Briault, Patricia Weller MB–Knoll, Phil Careless- Philip Court, Ray Goble-Elwyn Jones, Sue Bryant-Coldean, Vic Dodd-Ingram Crescent residents. Tracy John, Sylvia Peckham, James Crane, Becky Purnell (BP), BHCC. |                      |               |
| Apologies        | Barbara Castleton-North Moulsecoomb, Gordon Roberts-Pett Close, Heather Hayes-Coldean, Jane Hunter- East Moulsecoomb, John Marchant- East Central Moulsecoomb, Terry Weller-Evelyn Court, Tracy Angus-Downland Court.   |                      |               |
| Meeting location | Leach Court<br>Park Street  | Produced by          | Becky Purnell |
| Date             | 21/10/16  | Minutes completed on | 03/03/16      |
| Time             | 3pm to 4pm  |                      |               |

| <b>1. Draft Allocations Policy</b> |  |
|------------------------------------|--|
| Agreement/1<br>Decisions           | A letter summarising the key parts of the draft policy had been circulated before the meeting and was discussed.   |
| 2                                  | The current number of people on the housing register is 26,000 and the costs of processing it are huge. Currently anyone in the UK can register and there are about 700 homes a year that become available.                                  |
| 3                                  | A key change is to make it a closed register and increase the local connection from two to five years, with some lawful exceptions.  |
| 4                                  | There is no change to the current tenant incentive scheme.   |
| 5                                  | Viewings are very expensive; residents would be expected to do their research before putting a bid in.   |
| 6                                  | The bidding process is not changing, the shortlist is open for a period of time, people are selected on the date they are given priority and their banding, the time when you bid when the shortlist is open doesn't increase your priority. |

|    |   |
|----|---|
| 7  | 15,000 people have not made a bid for five years. If someone hasn't made a bid within twelve months they will be written to and removed from the register. There are exceptions – if needing a highly adapted home for example. |
| 8  | Removing lower end of band C minor medical and sharing facilities with family members.  |
| 9  | Concern was expressed about anti-social tenants being rehoused. The ASB are has been beefed up with more stringent checks about Notices and rent arrears. The resident fed back that they have been working on this for years.  |
| 10 | There will be some anti-fraud checks like credit checks giving address where are living.  |
| 11 | The Allocations Team are not involved in mutual exchanges so don't make checks; Housing has this role and does do checks.   |
| 12 | The income cap is the household income. The Pay to Stay will bring in a statutory duty.   |
| 13 | The service will be digital, there will be some support in sheltered and assisted bidding will stay. There will be improved technology with automated bids.   |
| 14 | The working and positive contribution has been removed due to a recent judicial review, a resident had read about this.   |
| 15 | The existing policy is very old (ten years) and there are big changes.  |
| 16 | Priorities for existing tenants remain – major transfers and major works.   |
| 17 | Feedback that there are a lot of things that should have been done years ago, asking lots of questions as want to be clear about how it will all work.  |
| 18 | Mental health needs are evaluated the same way that physical health needs are if there is a serious need to move.   |
| 19 | Mutual exchanges are to be encouraged; people can help themselves to move.  |
| 20 | The policy is just for Brighton and Hove. Some of the other areas are the same and some are tougher, a ten year local connection is the maximum one found.  |
| 21 | There are one and a half thousand people in temporary accommodation.  |
| 22 | Residents fed back that the draft policy is fair enough, good, 100%, a good piece of work.  |
| 23 | One resident gave feedback from the Housing & New Homes Committee meeting H&NHC regarding removing applicants who have refused one offer.   |
| 24 | People need educating that if they don't want to live somewhere they shouldn't make a bid, although people can make mistakes.   |
| 25 | Reps can help let people know about this.   |
| 26 | The council will continue to support people who need help with  |

|           |  |        |          |
|-----------|--|--------|----------|
| 27        | <p>bidding. A lot of people now have smart phones – there is an app for mobiles already. There is free Wi-Fi in the libraries and many parts of the town centre. Many people are already accessing the platform digitally. At the same time the Vulnerable People’s Policy is being reviewed.</p> <p>The council should help people to find matches, a nervous neighbour wants to downsize and move near her remaining daughter.</p> |        |          |
| 28        | <p>Bidding was bought in to give people choice, although choice is limited even if downsizing.</p>   |        |          |
| 29        | <p>More being online frees up staff time to support the people who need extra help. There is now three hours more face to face time a day than last year. Home visits are available for people who can’t leave their home.</p>   |        |          |
| 30        | <p>Adaptations include kitchens, ramps, not just a wet room, often adaptations won’t suit anyone else but enables the resident to stay. We do try and find matches.</p>  |        |          |
| 31        | <p>The Accessible Housing Officer has been reinstated and they work with the Occupational Therapists to get the best fit. Medical information is regularly updated and checked.</p>  |        |          |
| 32        | <p>A maximum of three bids can be done at one time; if an offer is made and refused they are off the Housing register. Refusals cost a fortune. The costs of viewings come from everyone’s rent.</p>   |        |          |
| 33        | <p>A resident fed back that they would go and take a look first and make sure they wanted to move there.</p>   |        |          |
| 34        | <p>The time it takes to have a successful bid varies a lot due to individual circumstances, although the more things on the wish list the longer it takes.</p>   |        |          |
| 35        | <p>Tracy explained that the Councillors on the Housing &amp; New Homes Committee had asked Housing to speak to the Area Panel representatives about the policy. She checked whether people felt they had had the opportunity to ask questions. Feedback can also be given after the meeting.</p>   |        |          |
| 36        | <p>The Draft Policy was put to the vote and there was a 100% show of hands.</p>  |        |          |
| 37        | <p>Further comments were made, a really good job, on the right track.</p>  |        |          |
| Agreed    | The Draft Allocations Policy was agreed.   |        |          |
| Action(s) |  | By Who | Deadline |
|           | The notes from the meeting will be written up and circulated to the Area Panel reps.   | Becky  | November |

