



**Brighton & Hove
City Council**

Housing Management Panel

Title:	Housing Management Panel: West Hove & Portslade Area
Date:	31 October 2017
Time:	2.00pm
Venue	St Richards Church and Community Centre, Egmont Road, Hove, BN3 7FP
Members:	Councillors: Moonan (Chair), ; Ward Councillors for the Area, Delegates of Tenants Association in the area.
Contact:	Greg Weaver 01273 291354 greg.weaver@brighton-hove.gov.uk

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BRIGHTON & HOVE CITY COUNCIL

HOUSING MANAGEMENT PANEL: WEST HOVE & PORTSLADE AREA

2.00pm 5 SEPTEMBER 2017

SANDERS HOUSE INGRAM CRESCENT WEST HOVE, EAST SUSSEX, BN3 5NW

MINUTES

Present: Councillors Moonan (Chair) and Barnett.

Represtatives: Ann Packham, Alison Gray, Ann Tizzard, Roy Crowhurst, Joe Macrae, Vic Dodd, Pat Weller and Muriel Briault.

Officers: Pat Liddell (Resident Involvement Officer), John Currell (Housing Asset Strategy Manager), Keely McDonald (Resident Involvement Officer), Hilary Edgar (Housing Service Operations Manager), Emma Gilbert (Tenancy Services Operations Manager), Thomas McColgan (Democratic Services Assistant) and Cliona May (Democratic Services Officer)

Guests: Eddie Wilson (Operational General Manager – Mears), Jeff Tourmentin (Strategic General Manager – Mears) and Eddie Wilson (Resident Inspector)

1 APOLOGIES

1.1 Apologies were received from Councillor Peltzer Dunn, Tracey Angus, Gemma Powell and Ted Chapman.

2 MINUTES OF THE PREVIOUS MEETINGS

2.1 **RESOLVED** – That the minutes of the previous meeting held on 4 April 2017 be approved and signed as the correct record.

2.2 **RESOLVED** – That the minutes of the previous Special Area Panel meeting held on 25 May 2017 be approved and signed as the correct record.

3 CHAIR'S COMMUNICATIONS

3.1 The Chair gave the following communications:

“The Housing team have requested that attendees complete a survey about their experience of today’s Area Housing Panel and send it back in the prepaid envelope provided.

There is an additional report on the agenda about a proposed Home Purchase Policy. Copies will be handed out. Comments on the report should be sent to Di Hughes whose details are at the end of the report.”

A HOME PURCHASE POLICY

3.2 The Housing Service Operations Manager introduced the report and encouraged residents to send comments to Di Hughes, the Business Change Manager.

3.3 In response to queries raised by the Panel the Housing Service Operations Manager clarified the following:

- If a tenant purchased their property in the Right to Buy scheme then they could not resell it for five years.
- Properties would be sold back to the Council at market rates; however, there was a cap of £250,000 to spend on a property. The demand of the market and the need of a property would be assessed before buying.
- There was a budget of £1m to buy properties back in 2017.
- If the property the Council decided to purchase was in bad repairs then this would be reflected in the price.
- Social housing rent was calculated on the size of a property, rather than the location. Affordable rent could be up to the maximum of 80% of the market price.

3.4 **RESOLVED** – That the Panel agreed to note the report.

4 PRESENTATION BY RESIDENT INSPECTORS

4.1 Eddie Cope, Resident Inspector, gave a presentation and showed a video that outlined the role of the resident inspectors. The following points were highlighted:

- The Resident Inspectors would compare the findings in the flat to a list provided by Mears detailing the work that had been completed.
- Mr Cope showed an example questionnaire that would be completed by the Resident Inspectors and this would then be sent to Mears.

4.2 In response to queries raised by the Panel Mr Cope highlighted the following:

- Serious matters, such as a water leak, would be classified as an urgent matter and this would be fixed before tenants moved in to the property. Other recorded works would be reported to Mears and these would not be prioritised.
- Non-urgent repair work could be completed once the tenant had moved in to the property.
- An occupational therapist would assess a flat before a disabled resident moved in to ensure the adaptations were completed.
- The Resident Inspectors did not know the resident who was to let the property that they were inspecting.
- Not all ground flats could be disabled access as there could still be accessibility issues. This was usually with the external entrance.

5 ITEMS FROM RESIDENT ONLY MEETINGS

5.1 The Housing Service Operations Manager explained that the previous system of “blue pages” had been updated and only three star items, which were city wide concerns, would be discussed at the Area Housing Panels.

5.2 (Item 9 – July question - Fire Safety in High Rises) It was suggested that evacuation procedures should be on the notice boards in the communal areas. The Officer explained that they would not publish evacuation procedures as all incidents would be different and the East Sussex Fire & Rescue Service would have to assess each

individual incident. The Panel agreed with the Chair that it would be helpful to have a report regarding fire safety at a future Area Housing Panel as there was ongoing work concerning this.

- 5.3 (Item 11 – July question - Conditions of tenancy) In response to concerns raised by the Panel the Officer clarified that to end a tenancy a conviction was needed; however, the Housing department can use closure orders to close a property initially and then go through the court process to end the tenancy. It was noted that these were used and had been successful.
- 5.4 (Item 12 – July question - Upgrades to Sky TV and communal satellite dishes) The Housing Asset Strategy Manager explained to the Panel that the communal satellite dishes provided freeview channels and residents could choose to purchase add ons with Sky and this would not require new satellite dishes to be installed. Selected aerials were to be upgraded as some were not compatible with SkyQ; however, if residents had any further queries then they should contact Adrian Day, Mechanical & Electrical team.
- 5.5 (Item 4 – April question - Estate Development Budget (EDB) – costing of work) It was explained that the Woodingdean fencing cost of £15,000 was for 12 jobs rather than 12 individual fencing panels.
- 5.6 **RESOLVED** – That the Panel agreed to note the responses.

6 ELECTIONS TO SIGS

- 6.1 The following residents were elected to the groups on behalf of the West Hove & Portslade Area:

Home Group

Representatives: Alison Gray, Muriel Briault

Deputies: Vacant

Tenancy & Neighbourhood Group

Representatives: Ann Packham, Ted Chapman

Deputies: Gemma Powell

Involvement & Empowerment Group

Representatives: Alison Gray, Muriel Briault

Deputies: Vacant

Business & Value for Money Group

Representatives: Tracy Angus, Vic Dodd

Deputies: Vacant

Tenant Disability Network

Representatives: Alison Gray, Muriel Briault

Deputies: Ann Packham

7 ELECTION OF RESIDENT VICE CHAIR

7.1 **RESOLVED** – That the voting co-optees unanimously agreed for Roy Crowhurst to be the Resident Vice Chair.

8 TENANCY AGREEMENT REPORT

8.1 The Housing Officer introduced the report and highlighted:

- The Tenancy Agreement Report had been previously reviewed in 2009 and it needed updating due to the Housing and Planning Act 2016 being passed.
- A positive response had been received to the consultation and changes had been made to the draft report due to this.
- The Home Service Improvement Group had agreed the proposed changes.
- The key changes were: the layout; headings; phrasings; new sections were added, particularly about senior and extra care housing, “Your Rights”, and fire arms; and the rights and responsibilities section had been updated.
- The Fire Risk Management had been updated and it was emphasised that common ways needed to be kept clear as they were a severe fire hazard.
- Negative feedback had been received regarding eviction over rent arrears. It was noted that six tenants were evicted in 2016 due to rent arrears and there had been none evicted in 2017.
- The data protection and information sharing had been updated and followed the Brighton & Hove City Council’s policy.
- Either party could bring an end to a tenancy with notice provided. It was explained that negative feedback had been received regarding this; however, each case was reviewed individually.
- The Tenancy Agreement Report would be discussed at the Housing & New Homes Committee and would be implemented by January 2018.

8.2 In response to queries raised by the Panel the Officer clarified:

- The section regarding fire safety stated: “residents must contact us before purchasing a mobility scooter”. This was due to the fire risks as a mobility scooter could be an obstruction and a fire hazard. The Council would explore storage options and would not refuse a resident from purchasing one.
- Electric wheelchairs needed to be added to the report as it was a need for the individual.
- Sheltered blocks could be considered for storage as it was agreed that mobility scooters gave the individual a quality of life.

8.3 **RESOLVED** – That the Panel agreed to note the report.

9 STAR ACTIONS REPORT

9.1 The Housing Service Operations Manager introduced the report and highlighted the following:

- 778 responses were gathered from the six open-ended questions residents were asked in the survey.
- The questions were designed to gather improvement suggestions; however, a lot of positive feedback was also received.

- Residents had reported that more detail and consultation was needed when the Housing Customer Service team were a case were dealing with a case.
- Action was to be taken in the two areas that the satisfaction rates had decreased from the previous survey completed in 2014. These were: 'your neighbourhood as a place to live' and 'the overall quality of your home'.
- The Officers encouraged feedback from the residents.

9.2 In response to a query raised by the Panel the Officer noted that 3000 surveys had been sent out and 778 were completed and received back.

9.3 **RESOLVED** – That the Panel agreed to note the report.

10 QUARTER 1 PERFORMANCE REPORT

10.1 The Officer introduced the report and highlighted the following:

- A narrative had been introduced under each indicator in the report.
- Three new indicators had been added regarding EDB focussing on the quality of work, performance and the delivery.
- A lot of the EDB work was seasonal; therefore, it was harder to record and set targets. The East Area Housing Panel had suggested that targets were discussed at the EDB Panel.

10.2 **RESOLVED** – That the Panel agreed to note the report.

11 FEEDBACK ON ANY SUGGESTED AGENDA ITEMS

11.1 The following points were raised by the Panel:

- It would be helpful for the Area Housing Panel to see the results of the questionnaire being distributed as to why Representatives were not attending.
- Residents could contact the Housing department if they had a suggested agenda item to discuss at the Area Housing Panels.
- A rotation of the venues would be positive and may increase the attendance.

12 CITY WIDE REPORTS

12.1 **RESOLVED** – That the Panel agreed the reports.

13 ANY OTHER BUSINESS

13.1 There was none.

The meeting concluded at 3.57pm

Signed

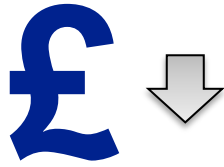
Chair

Dated this

day of

Area Panel summary: Housing Management Performance Report Quarter 2 2017/18

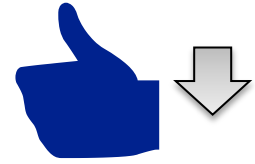
July to September 2017



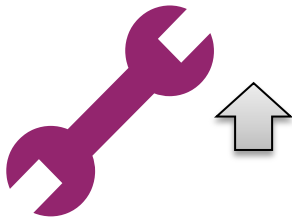
98.97%
Rent collected



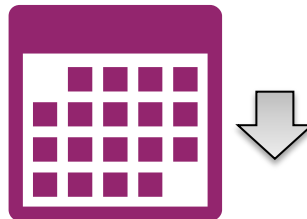
95%
Calls answered



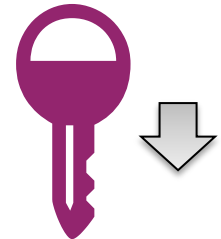
82%
Satisfaction
with ASB cases



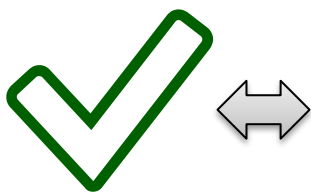
13 days
Routine repairs
completion time



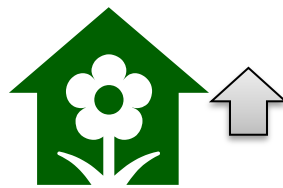
96%
Repairs
appointments
kept



23 days
Empty home
re-let time



100%
Cleaning
inspections
pass rate



99.8%
Bulk waste
removed within
target time



95%
Five-year
tenancy visits
completed

Performance since previous quarter is:



Better



Same









Worse



Brighton & Hove
City Council

DRAFT Housing Management Performance Report **Quarter 2 2017/18**

This Housing Management performance report covers Quarter 2 of the financial year 2017/18. 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

A total of 45 performance indicators are measured against a quarterly target:


- 26 are on target
- 5 are near target
- 4 are below target
- 10 are to be confirmed

Explanations of performance have been provided for indicators which are near or below target.

New areas of monitoring included in the report in response to tenant feedback are Estate Development Budget (EDB) works and estate inspections.

The icons used throughout the report are sourced from www.flaticon.com and were designed by 'Freepik.'


1. Rent collection and current arrears

 Rent collection and current arrears indicators		Target 2017/18	Q1 2017/18	Q2 2017/18	Status against target	Trend since last quarter
1.1	Rent collected as proportion of rent due for the year	98.40%	98.99% (£50.0m of £50.5m)	98.97% (£50.0m of £50.5m)	Ⓞ	↓
1.2	Total current tenant arrears	No target	£507k	£527k	-	-
1.3	Tenants served a Notice of Seeking Possession	No target	140	132	-	-
1.4	Tenants evicted because of rent arrears*	20	0	1	-	-
1.5	Rent loss due to empty dwellings	Under 1%	0.83% (£417k of £50.3m)	0.75% (£378k of £50.3m)	Ⓞ	↑
1.6	Former tenant arrears collected during the year*	25%	7.27% (£40k of £554k)	TBC	-	-
1.7	Rechargeable debt collected during the year*	20%	3.01% (£4k of £131k)	TBC	-	-


*These Indicators 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.

DWP Welfare reform information		Q1 2017/18	Q2 2017/18
1.10	Universal Credit – affected tenants	79 (0.7% of all tenants)	82 (0.7% of all tenants)
1.11	Universal Credit – arrears of affected tenants	£25k (6% of total arrears)	£30k (6% of total arrears)
1.12	Removal of the Spare Room Subsidy – affected tenants (under occupiers)	647 (6%)	631 (6%)
1.13	Under occupiers – arrears of affected tenants	£51k (10%)	£49k (9%)
1.14	Benefit Cap – affected tenants	46 (0.4%)	47 (0.4%)
1.15	Benefit Cap – arrears of affected tenants	£6.4k (1%)	£7.4k (1%)












1.16 Area breakdown of rent collected

 Rent collection area	Q1 2017/18	Q2 2017/18	Trend since last quarter
North (includes Seniors housing)	99.21% (£14.2m of £14.3m)	99.19% (£14.2m of £14.3m)	↓
West	98.99% (£10.3m of £10.4m)	98.93% (£10.3m of £10.4m)	↓
Central	98.78% (£9.0m of £9.1m)	98.76% (£9.0m of £9.1m)	↓
East	98.96% (£16.5m of £16.7m)	98.93% (£16.5m of £16.7m)	↓
All areas	99.01% (£50.0m of £50.5m)	98.97% (£50.0m of £50.5m)	↓

1.17 Tenants in arrears by amount










 Amount of arrears	Q1 2017/18	Q2 2017/18
No arrears	76% (8,628)	81% (9,253)
Any arrears	24% (2,742)	19% (2,113)
... £0.01 to £99.99	13% (1,489)	8% (952)
... £100 to £499.99	9% (992)	7% (901)
... £500 and above	2% (261)	2% (260)
Total tenants	11,370	11,366

2. Customer services and complaints

	Customer services and complaints indicators	Target 2017/18	Q1 2017/18	Q2 2017/18	Status against target	Trend since last quarter
2.1	Calls answered by Housing Customer Services Team (HCST)	90%	91% (8,160 of 8,971)	95% (8,661 of 9,146)		
2.2	Customer satisfaction with HCST (very or fairly satisfied)	87%	Next survey due Q2	TBC	TBC	TBC
2.3	Ease of effort to contact HCST (very or fairly easy to contact)	89%	Next survey due Q2	TBC	TBC	TBC
2.4	Stage one complaints responded to within 10 working days	80%	83% (71 of 86)	85% (83 of 98)		
2.5	Stage one complaints upheld	No target	40% (34 of 86)	43% (42 of 98)	-	-
2.6	Stage one complaints escalated to stage two	9.5%	15% (13 of 86)	10% (10 of 98)		
2.7	Stage two complaints upheld	17% or under	15% (2 of 13)	0% (0 of 10)		
2.8	Housing Ombudsman Complaints upheld	18% or under	0% (0 of 4)	0% (0 of 1)		

NB The targets for the complaints indicators have been amended to match those set by the corporate Customer Feedback Team.

3. Empty home turnaround time and mutual exchanges

	Empty home turnaround time and mutual exchange indicators	Target 2017/18	Q1 2017/18	Q2 2017/18	Status against target	Trend since last quarter
3.1	Average re-let time, excluding time spent in major works (calendar days)	21	21 (151 lets)	23 (140 lets)		
3.2	... as above for general needs properties	21	18 (126 lets)	17 (116 lets)		
3.3	... as above for Seniors Housing properties	30	33 (25 lets)	52 (24 lets)		
3.4	Average re-let time, including time spent in major works (calendar days)	No target	53 (151 lets, 98 major)	54 (140 lets, 78 major)	-	-
3.5	Decisions on mutual exchange applications made within 42 calendar days (statutory timescale)	100%	100% (18 of 18)	100% (37 of 37)		

Empty home turnaround time and mutual exchanges commentary

Three indicators are below or near target:

Average re-let time, excluding time spent in major works (calendar days) – target 21 days

The average time to re-let an empty home was 23 days during Quarter 2, missing the target of 21 days or less. This was due to a sharp increase in the Seniors housing re-let time, which increased from 33 to 52 days since the previous quarter, whilst the general needs re-let time decreased from 18 to 17 days.
















Average re-let time for Seniors housing properties, excluding time spent in major works – target 30 calendar days












Performance was 52 days during Quarter 2 and missed the target, with the average re-let time sharply increasing compared to the previous quarter's performance of 33 days. Many of the 24 Seniors housing homes were 'hard to let' with only 10 accepted on the first offer – this equates to 42% of Seniors lets compared to 77% of general needs homes. This is generally because there are fewer people on the waiting list who are eligible for Seniors housing (eg because they've not been assessed for it or don't have the assessed mobility need for the property) and because many such properties are unpopular because they are small in size – works have been taking place at several schemes to convert these into larger properties.


3.6. Long term empty dwellings by ward (empty six weeks or more as of 1 October 2017)

Ward name (excludes those with no long term empty properties)	No. dwellings	Average days empty	Range of days empty	Comment
East Brighton	3	101	50-204	1 Seniors studio flat ready to let, 1 house ready to let and 1 house undergoing an extension.
Hangleton and Knoll	2	253	239-267	2 houses due to undergo extensions.
Hanover and Elm Grove	11	473	148-813	1 house undergoing major works, 1 house undergoing an extension, and 9 studio flats within Stonehurst Court (a decommissioned Seniors housing scheme).
Hollingdean and Stanmer	1	127	127-127	1 Seniors studio flat to be converted.
Moulsecoomb and Bevendean	3	479	43-708	1 house ready to let, 1 house undergoing an extension and 1 due to undergo an extension.
Patcham	2	134	43-225	1 Seniors studio flat to be converted and 1 house due to undergo an extension.
Queens Park	2	50	43-57	1 flat ready to let and 1 flat undergoing major works.
South Portslade	2	393	71-715	1 flat ready to let and 1 house due to undergo an extension.
Wish	1	57	57-57	1 flat undergoing major works.
Woodingdean	1	43	43	1 house ready to let.
Total	28	315	43-813	Of the 28 properties, 6 were ready to let (21%), 8 were extensions (29%), 2 were conversions (7%) 3 were in major works (11%) and 9 were due to be decommissioned (32%).

4. Repairs and maintenance

 Repairs and maintenance indicators		Target 2017/18	Q1 2017/18	Q2 2017/18	Status against target	Trend since last quarter
4.1	Emergency repairs completed in time	99%	99.5% (2,527 of 2,539)	98.9% (2,676 of 2,705)		
4.2	Routine repairs completed in time	99%	99.4% (5,746 of 5,778)	99.6% (5,955 of 5,980)		
4.3	Complex repairs completed in time	No target	91.5% (86 of 94)	100% (82 of 82)	-	-
4.4	Average time to complete routine repairs (calendar days)	15 days	15 days	13 days		
4.5	Appointments kept by contractor as proportion of appointments made	97%	96.9% (9,835 of 10,146)	96.1% (11,429 of 11,889)		
4.6	Tenant satisfaction with repairs ('very satisfied' or 'fairly satisfied')	96%	98.4% (1,445 of 1,469)	98.5% (965 of 980)		
4.7	Responsive repairs passing post-inspection	97%	94.5% (911 of 964)	94.7% (570 of 602)		
4.8	Repairs completed at first visit	92%	86.1% (7,163 of 8,317)	87.5% (7,600 of 8,685)		

 Repairs and maintenance indicators		Target 2017/18	Q1 2017/18	Q2 2017/18	Status against target	Trend since last quarter
4.9	Dwellings meeting Decent Homes Standard	100%	100% (11,485 of 11,485)	100% (11,475 of 11,475)		
4.10	Energy efficiency rating of homes (SAP 2009)	65.6	66.0	66.3		
4.11	Planned works passing post-inspection	97%	100% (314 of 314)	99.7% (298 of 299)		
4.12	Stock with a gas supply with up-to-date gas certificates	100%	100% (10,038 of 10,038)	100% (10,032 of 10,032)		
4.13	Empty properties passing post-inspection	98%	100% (60 of 60)	99.0% (102 of 103)		
4.14	Lifts – average time taken (hours) to respond	2 hours	3h 35m	TBC	TBC	TBC
4.15	Lifts restored to service within 24 hours	95%	97.9% (145 of 148)	TBC	TBC	TBC
4.16	Lifts – average time to restore service when not within 24 hours	7 days	6 days (24 days, 4 lifts)	TBC	TBC	TBC

 Repairs and maintenance indicators		Target 2017/18	Q1 2017/18	Q2 2017/18	Status against target	Trend since last quarter
4.17	Repairs Helpdesk – calls answered	90%	98% (19,320 of 19,759)	97% (18,602 of 19,149)	ⓐ	↓
4.18	Repairs Helpdesk – calls answered within 20 seconds	75%	86% (16,560 of 19,320)	79% (14,643 of 18,602)	ⓐ	↓
4.19	Repairs Helpdesk – longest wait time	5 mins	5m 57s	8m 56s	ⓐ	↓
4.20	Estate Development Budget – Delivery Schedule: Completions	TBC	40% (34 of 86)	TBC	-	-
4.21	Estate Development Budget – Quality Checks	TBC	95% (40 of 42)	TBC	-	-
4.22	Estate Development Budget – Duration of Work	TBC	13 days	TBC	-	-

Repairs and maintenance commentary

Five indicators are below or near target:

Emergency repairs completed in time – target 99%

Quarter 2 performance was only 0.1% below target at 98.9%.

Appointments kept by contractor as proportion of appointments made – target 97%

Performance here was 96.1% during Quarter 2 and has decreased by 0.8% since the previous quarter. Further information will follow in this report breaking down the appointments that were late.

Responsive repairs passing post-inspection – target 97%

Performance for Quarter 2 was 94.7%, which even though it remains below target, it has increased by 0.2% from the previous quarter. The reasons for jobs failing post-inspection are 20 due to poor quality work, 2 required extra work to finish the job and 10 needed corrections to the Schedule Of Rates codes used (which detail the type of job carried out and how much they cost).












Repairs completed at first visit – target 92%

Quarter 2 performance was 87.5% and has improved compared to the previous two quarters results of 83.1% and 86.1%. This improvement in performance has been expected following from the introduction of the new 'Complex responsive repair' category and process in April 2017. Mears are now reviewing their van stock requirements and usage to establish if this can be improved.








Repairs Helpdesk – longest wait time – target 5 minutes

The longest time that any caller has waited for their call to be answered during Quarter 2 was 8 minutes and 56 seconds. The average time that a caller waited was 21 seconds.

5. Estates Service

	Estates Service indicators	Target 2017/18	Q1 2017/18	Q2 2017/18	Status against target	Trend since last quarter
5.1	Cleaning quality inspection pass rate	99%	100% (125 of 125)	100% (169 of 169)		
5.2	Estates Response Team quality inspection pass rate	99%	100% (77 of 77)	100% (173 of 173)		
5.3	Cleaning tasks completed	99%	99% (13,176 of 13,356)	TBC	TBC	TBC
5.4	Bulk waste removed within 7 working days	92%	98% (898 of 912)	99.8% (1,190 of 1,192)		
5.5	Light replacements/ repairs completed within 3 working days	99%	99% (251 of 253)	100% (269 of 269)		
5.6	Mobile warden jobs completed within 3 working days	96%	97% (1,425 of 1,464)	99% (1,183 of 1,196)		
5.7	Incidents of drug paraphernalia collected	No target	23	38	-	-

6. Anti-social behaviour (ASB) and tenancy management

 ASB and tenancy management indicators	Target 2017/18	Q1 2017/18	Q2 2017/18	Status against target	Trend since last quarter
6.1 Victim satisfaction with the way their ASB complaint was dealt with during the year to date ('very satisfied' and 'fairly satisfied')	92%	100% (8 of 8)	82% (14 of 17)		
6.2 Tenants evicted due to ASB	No target	1	2	-	-
6.3 Closure orders obtained	No target	2	2	-	-
6.4 ASB cases closed without the need for legal action	No target	89% (47 of 53)	89% (49 of 55)	-	-
6.5 Properties taken back due to tenancy fraud	No target	5	5	-	-
6.6 Closed Tenancy Sustainment Officer cases where the tenancy was sustained	98%	100% (35 of 35)	100% (35 of 35)		
6.7 Secure general needs tenants who have had a tenancy visit within the last 5 years	90%	92% (9,404 of 10,197)	95% (9,618 of 10,171)		
6.8 Public estate inspections completed	95%	97% (75 of 77)	TBC	TBC	TBC

NB In future we would also like to report on completion of actions arising from estate inspections, and have looked into this, but don't yet have a system in place to capture this data.


Anti-social behaviour (ASB) and tenancy management commentary

One indicator is below:


Victim satisfaction with the way their ASB complaint was dealt with during the year to date ('very satisfied' and 'fairly satisfied') – target 92%

Performance at 82% is below target, with 14 people satisfied out of a total of 17 who were surveyed over the phone after their ASB case was closed. Dissatisfaction was primarily due to a perceived lack of action by the council. This issue has also been picked up through formal complaints and as a result officers have been recommended to maintain a minimum level of telephone contact as a set agreement with the customers so they feel they are kept informed and are made to feel safe and re-assured.




6.8 ASB incidents by type

 Type of ASB incident	Q1 2017/18	Q2 2017/18	Change between quarters
Harassment / threats incidents	47% 103	47% 95	-8
Noise incidents	12% 26	11% 23	-3
Drugs incidents	8% 18	11% 23	+5
Other criminal behaviour incidents	11% 25	7% 15	-10
Domestic violence / abuse incidents	5% 12	6% 12	0
Other violence incidents	5% 10	4% 9	-1
Pets / animals incidents	8% 18	6% 13	-5
Vandalism incidents	0% 0	0% 0	0
Hate-related incidents	2% 4	2% 5	+1
Alcohol related incidents	1% 3	4% 9	6
Prostitution / Sex incidents	0% 1	0% 0	-1
Total ASB incidents	100% 220	100% 204	-16

6.9 ASB incidents by ward

 Ward name	Q1 2017/18	Q2 2017/18	Change between quarters
Brunswick and Adelaide	0	0	0
Central Hove	2	3	1
East Brighton	32	35	3
Goldsmid	8	11	3
Hangleton and Knoll	27	24	-3
Hanover and Elm Grove	6	8	2
Hollingdean and Stanmer	25	26	1
Hove Park	0	0	0
Moulsecoomb and Bevendean	29	25	-4
North Portslade	13	9	-4
Patcham	9	5	-4
Preston Park	2	0	-2
Queen's Park	39	33	-6
Regency	0	0	0
Rottingdean Coastal	0	0	0
South Portslade	3	6	3
St. Peter's and North Laine	12	8	-4
Westbourne	1	1	0
Wish	3	4	1
Withdean	1	0	-1
Woodingdean	8	6	-2
Total	220	204	-16

7. Seniors Housing

 Seniors Housing indicators		Target 2017/18	Q1 2017/18	Q2 2017/18	Status against target	Trend since last quarter
7.1	Residents who have had a tenancy visit within the last 12 months	98%	97% (836 of 861)	96% (836 of 869)		
7.2	Residents living in schemes offering regular social activities	95%	100% (861 of 861)	TBC	TBC	TBC
7.3	Residents living in schemes offering regular health and wellbeing activities	65%	85% (735 of 861)	TBC	TBC	TBC
7.4	Schemes hosting events in collaboration with external organisations	90%	100% (22 of 22)	TBC	TBC	TBC

The indicator near target is:

Seniors Housing residents who have had a tenancy visit within the last 12 months – target 98%

Performance was 96% at the end of Quarter 2 and has decreased by 1% since the previous quarter. Of 869 Seniors housing residents, 33 have not had a tenancy visit within the past year – 13 residents declined, two were unavailable and 18 require a visit because they are new tenants or a year has recently passed since their last visit. Most of the latter group are likely to be available and therefore will have been visited soon.

Summary of information from Area Panel Feedback Forms

A form was given out to all residents attending the four Area Panel meetings in September. 11 residents returned this form, giving the information set out below.

Of the 11 residents who responded, 10 were tenant representatives and one an observer.

Q1 How did you get to the Area Panel today?

- Walk 4
- Taxi 3
- Car 3
- Bus 1
- Bike 0

Q2 What were the most interesting part(s) of the meeting for you? Can you let us know why you found these parts interesting?

- Reading the reports, hearing explanations and people's views. I found the Resident Assessors informative.
- Home Purchase Policy
- I was very happy with meeting
- I found this Area Panel most informative
- ASB
- Resident Inspectors presentation Used well compiled video to demonstrate their work
- AOB
- The "Blue Pages" so much of this applies across the city. The presentation from the Resident Inspectors was brilliant. More of this please.
- Never having been to any before it was good to see how things gelled together but, need to learn more

Q3 What were the least interesting part(s) of the meeting for you? Can you let us know why you didn't find them interesting?

- The whole meeting was interesting
- New Tenancy Agreement. Although it threw up some interesting points
- There nothing least interesting for me
- None
- Quarterly performance data. Too complicated and boring for residents
- All interesting and useful
- I find all of the meeting interesting. Although at times one person appears to be monopolising.
- Not knowing what was there but, for a first go not bad. Maybe Tea & Coffee please.

Q4 Did you feel comfortable with the format and timing of this meeting and being able to take part in discussions? If not, can you let us know why?

- Comfortable with whole meeting and being able to take part
- Yes x 5 responses
- Yes I was comfortable with the format
- Yes - keeping Area Panels as 4 -helps involvement of many instead of few
- Format & timing very good. Uncomfortable with reps arguing with the chair. Chairs are not magicians and can't solve issues at a meeting.
- Yes -we have a brilliant chair that pulls the meeting to where it should be and ensures that actions are carried through.
- Think it should have been kept to a shorter answer and questions in a couple of places as it went slightly off track but, was on the whole good

Q5 What would you like to see discussed at Area Panel meetings over the coming year?

- Be able to discuss changes council wish to make. Resident opinions are important.
- Items from Resident Only meetings
- Same as
- Any matter raised by residents
- Future Housing Development (new properties)
- TDN
- Items that relate to residents and reps. Reports from Tra's and Housing business. Not interested in performance of city council. How area reps are acting and communicating with RIO team
- Change and improvement in housing management - more input from Tenants, Residents and Leaseholders
- More around the groups -Resident Inspectors
- What the groups have achieved. How many projects have been finished well. Longer maybe for more of or a larger range of topics

Q6 What would you like your Area Panel to achieve over the coming year?

- To be able to increase our TA's input by having more TA willing to take part.
- More items discussed at HNHC
- Same as
- Action on issues raised
- Happy Residents
- Better response from Housing Management to issues raised by users of Housing Service
- Myself I would like to see how they can help do some groups, or finance some projects. Maybe even get some disused place suitable for the association to use as a base

Please use this space to give us any other feedback about Area Panel meetings.

- They are a vital part of Resident Involvement or Community Participation as I prefer to call it.
- Area Panels work - City Conference
- Everyone present had the opportunity to speak
- Very Good
- Include Mears repairs presentation. Discuss other area panel issues and invite other chairs. Communication networks and maybe councillor reports. Successes and achievements not included in Homing -In.
- Need to bring in more participants always same faces at meetings. Not represented as no RA.
- Thank you. I enjoy finding out what is going on in the area that I live in and the work of BHCC. Long may these meetings continue.
- Apart from the occasional Q & A that went off track from one member, it is something that is eye opening and mind blowing. I have lots to learn.

Meeting action minutes

Meeting	Senior Housing Action Group		
Attendees	<p>Residents Roy Crowhurst (Chair of SHAG, Woods House) Tony Brown, (Evelyn Court) Walter Sargison (Broadfields), Allen Davies (Rosehill Court) Jean Davis (Leach Court), Bob Spacie, Elizabeth Tinkler, John McCabe, Lawrence Fitzgerald (Laburnum Grove) Ernie Tidy (Churchill House) Anthony McCoy (Sloane Court) Patrick Kite (Hazelholt)</p> <p>Staff: Hannah Barker (Resident Involvement Officer), Peter Huntbach (Senior Housing Manager)</p> <p>Partners: Peter Lloyd (Healthwatch)</p>		
Apologies	Terry Weller (Evelyn Court) Ray Goble (Elwyn Jones), Mike Bojczuk (Older Peoples Council)		
Venue	Leach Court	Produced by	Hannah Barker
Date Time	Weds 12th July 2017 10am	Mins completed	16th July 2017

Minutes & Matters arising - Update on actions from previous meeting

	Description
1	Minutes agreed
2	Re Repairs Handbook and change in wording describing standard of repairs, from 'good' to 'reasonable' – Is this a reduction in standards? Why is it necessary to change it? Action 0.1
3	Re Lettings policy How many applicants for Seniors Housing were on the waiting list prior to the change ? Members have been given the figures for the year, but not what they wanted as want to view the scale and significance of the change. ACTION 0.2
4	<p>Re Lettings Policy 'promise' to move discussion re 'contractual' offer for residents to be able to move, members at Laburnum Grove very unhappy having been unduly affected.</p> <ul style="list-style-type: none"> • However, Roy had not found anything in the literature stating tenants ever had a 'right' to move. • Practice had in the past moved away from policy, but it was not the old policy. • Another member was offered a studio flat; because of sight problems needed a 1 bed and asked if he might move after, was told no, he should wait out for what he needed. • Peter clarified: James Crane came and listened to SHAG view re issue of impact of the new Allocations Policy on individuals at Laburnum Grove. He raised it with Senior Managers who have asked him to write a report on the unintended consequences of the local lettings plan changes. • Advice for residents to wait to see that report and what senior managers decide after this, and/ or utilize complaints process if not satisfied. • People CAN still move within scheme and from scheme to scheme within the Allocations Policy. What's different: <ul style="list-style-type: none"> ○ 1) Scrapped band D and band C low medical so some people are not able to move as a transfer.

	<ul style="list-style-type: none"> ○ 2) The Local lettings plan prioritized band C people living within a scheme over higher applicants from outside the scheme, but this isn't live because of the Allocations Policy. People can still ask us, to be assessed, but not given any special priority now. ○ 3) have to have a 'housing need'.
5	<p>Re Conversion of studio flats to 1 bed project – is paused due to problems with letting the properties. When advertised some people who are downsizing view the new conversion but it's not what they understand to be a 1 bed flat. Also Simon Pickles has left the council. Scott Lunn is overseeing the project currently.</p> <p>Q: Are the funds held over? A: ACTION 0.3</p>
6	<p>Re Homelessness Q: how many homeless people go into Senior Housing? Discussion: it is important to tackle stigma about homelessness, which can affect all different types of people. Also many different types of homelessness, much of which is unseen, e.g. people staying on friends sofas. Individuals cannot turn up in the city and get social housing; they have to have been living here for 5 years to go onto the council housing list. A: ACTION 0.4</p> <p>Re Some senior's schemes listed in Home Move as "Social services nominees" on advert. Discussion: some people are on the housing register but receive social services help to make bids for properties. Roy believes social services have their own list. This can be checked with the (public?) Housing list. Peter agreed that the council need to give SHAG an explicit answer, not give you an impression of social engineering which is morally wrong. ACTION 0.5</p> <p>Peter voiced his concern again about stigma towards people experiencing homelessness. We understand fears and anxieties of people coming in with unsuitable behaviors – including people with a whole range of backgrounds, not just homelessness.</p> <p>Q: If a homeless person is considered for Seniors Housing do the same age restrictions apply? A: Yes, always 55+.</p> <p>Support for people with different levels of need: in terms of the transition, we could do better; we are talking to hostels, but we could do more.</p> <p>Example of need: a member described how a new tenant was sleeping on the floor without any furniture. Eventually a charity helped furnish the flat. However the scheme managers are not support workers, they offer low level support. The tenancy Sustainment Officers in Housing offer more support. Scheme managers can help tenants with information about charitable assistance – 'Turn To Us' website has info about national and local charities.</p> <p>Q: Is scheme manager informed of a new tenant's background? A: Yes, all documents are scanned and held. Residents need to be very careful not to spread what might be malicious rumors about a tenant. We do have a policy that excludes people with a criminal record from Seniors Housing. The council has a different policy for housing and rehabilitation people with an offender's profile.</p>
7	<p>Homemove labelling, '55+': Housing Associations label equivalent sheltered housing schemes with this label, however the council does not. This can waste time for both</p>

	residents on waiting list and staff time. ACTION 0.5
8	Complaint regarding removal of neighbor's furniture: Furniture from a flat being cleared was thrown from a window and destroyed that could have been passed on. This is a waste and shows an upsetting lack of respect for the deceased. A: Peter apologized that this happened. The issue has been raised for an official response with complaints. Discussion: We used to have a warehouse with unwanted furniture from cleared flats.
9	Re noise in flats Q: Do Tenants have to have carpet flooring? A: Yes, if they are on anything above the ground floor.
10	Consultation about new tenancy agreement is finished. Discussion: Difference in amount of notice for going away between Seniors Housing schemes and benefits office. The service for Seniors residents includes a daily call, so we ask to be informed if you are going away to prevent any concern for your well-being or escalating action to look for you.
11	Concerns about unauthorized persons entering schemes with swipe cards or tailgating and scams: younger people holding cans seen swiping in at a scheme. Shouldn't be easy. Might be visitors or might be more suspicious. We have used security at times, who would do a sweep/ inspection of the building. If residents are concerned please raise it with Scheme manager or Carelink. Q: do we keep record of swipe cards/ know how many are out there? Fobs are programmable. This shows the value of neighbourhood watch schemes. You can also ask Mears to speed up the automatic door closers. Tailgating (someone following you in when you open a door) is a big problem. Challenging people can feel intimidating, so confidence is helpful. Carers visiting residents perhaps need reminding to be vigilant against tailgating and residents should not buzz strangers into the building. The community can help with getting information out – through Association or scheme managers' meetings. Telephone scams can be terrible for residents with hundreds of calls. There is equipment available to help prevent calls getting through. Talk to your scheme manager for help. ACTION 0.6
0.1	Hannah and Roy to ask Perrin and for her to feedback to John and Bob.
0.2	Peter is meeting James Crane end July and will ask, How many applicants for Seniors Housing were on the waiting list prior to the change?
0.3	Hannah to find out if funds to Studio conversion project is being held over.
0.4	Peter to supply figures for the city about how many people who were homeless at the point of moving into Seniors Housing
0.5	Peter to find out how decisions are made about listing certain schemes as 'social services nominees' and not using '55+' label.
0.6	Peter will look at security scams information

Items discussed, agreements and future action

1) Peter Huntbach update

Fire Safety following tragedy at Grenfell, London: speculation in press as to causes. No

report yet. Our approach:

- Meet regularly with East Sussex Fire & Rescue with housing Leadership on fire safety.
- Inspections taken place on all high rise & letters gone to all residents with information, including 2 seniors schemes, Somerset Point & Leach Court
- We utilize ‘delayed evacuation plan’ not ‘stay put policy’
- We hold list of people who would find it difficult to evacuate – the fire service always receive these in the event of a fire.
- Annual reminder for residents to have a home fire safety visit
- Fire Safety awareness sessions took place in January, including info on equipment storage. E.g. mobile scooters can be a hazard blocking escape if stored badly.
- We are reviewing all procedures
- National Chief of Fire officer issued new guidance in May which we were already working with and looking at what improvements we need to make.
- Improved signage in all blocks clarifying fire safety information

Issue 1: Signage for those with disability may need to be improved to be seen. Peter will feed that back.

Issue 2: One member is unable to close internal fire doors (as is recommended) and be heard by Carelink properly. **ACTION 1.1**

- Trialing Stove guard
- Our cladding not yet been tested – likelihood it won’t fail as it is the more expensive type.
- At some blocks we have sprinklers.
- New program of sprinkler systems installation over next two years
- New sprinkler systems create a mist and so cause less damage to property.
- Sterile corridors are par to fire safety, as is scooter storage
- Smoke alarms are placed in hallways (fire service recommendation)

1.1	Peter will visit to understand further and will raise with fire safety if necessary.	Who	Due
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2) Annual Review

Discussion about the Annual review and internal form document which has space to collect bank details and direct debit information if the resident wishes it to be kept by the housing service. Normally a resident wouldn’t see the form, one member requisitioned under a freedom of information request. Not all questions would be asked, the form is intended to be used by staff to have a conversation with eh resident on how they are doing. We follow a person centered approach now and want to also collect resident’s interests and lifestyle, to help us cater for their particular interests and needs.

Q: How does the member of staff interpret what to ask?

Staff training issue. The basis of the questioning is well being.

Proposal to get SHAG involved with a review of the Annual Review – agreed.

3) Any other business

- **Churchill House EDB** discussion – this bid was to replace flooring. Tiles were discovered to contain asbestos. Long delay waiting for availability of inspectors. Once deemed safe to proceed the work was completed quickly.
- **Proposal for a SHAG newsletter** request for articles or ideas from members.
- **Visit to Brookmead – 9 August**

Update on the Service Improvement Groups

Home Service Improvement Group

Latest meeting actions - 18 September 2017

- Updates from Partnership Core Group (PCG) and Estates Development Budget (EDB) Panel
- Resident Inspectors reported on K&T Heating + empty property inspections process
- Reviewed sprinkler installation program across high rise blocks
- Reviewed fire health and safety actions since Grenfell
- Reviewed communications about fire safety since Grenfell
- Bi-annual elections to EDB panel, PCG, chair and vice chair roles.

Involvement & Empowerment Service Improvement Group

Latest meeting actions - 14 September 2017

- Resident Involvement Budget update
- Review of training for residents
- Producing Tenant & Resident Association (TRA) Handbook
- Planning TRA How to make the most out of your group? Event

Business & Value For Money

Last meeting actions – 10 October 2017

- Elected new Chair and Vice Chair
- Discussed development of Housing I.T. System Interface
- Looked at Sustainable Houses in Inclusive Neighbourhoods Project (SHINE)

Meeting action minutes

Meeting	Tenant Disability Network (TDN)		
Attendees	<p>Present: Alison Gray, Muriel Briault, Barry Kent, Chris El-Shabba, Lynn Bennett, Martin Cunningham, Jason Williams, Ann Packham,</p> <p>Officers: Glyn Huelin (Business & Performance Manager), Sue Andrew (Adaptations), Kirsty Smeaton-Brown (Senior Housing Needs Officer)</p>		
Apologies	Joe MaCrae, Sarah Potter (Adaptations)		
Meeting location	Hampshire Lodge	Produced by	Keely McDonald
Date Time	10 July 2017 2.00pm	Minutes completed on	11/07/17

Section 1 – Update on actions from previous meeting

	Description
1	BM to drop newsletters to AP and AG, RIT to distribute where possible.
2	BM to discuss TDN membership with Sharon Terry
3	Glyn and Mears to discuss information sharing
4	Adaptations to put together list of specialist equipment installed in properties
5	GH to review repair and maintenance of specialist equipment
6	Update on wash dry toilet servicing if out of warranty

Section 2 – Agenda items, agreements and future action

Agenda item 1 Introductions			
Agreement / Decision	Keely McDonald taking minutes in place of BM Kirsty Smeaton-Brown to discuss allocations policies GH to respond to actions from previous minutes SA to update on Adaptations		
Action(s)		By Who	Deadline
Agenda item 2 Previous Minutes			
Agreement / Decision	<p>Item 7: Mears do not have list of what specialised equipment is installed in properties. Are now recording what equipment is in place when repairs are raised. Council is now procuring new IT system which will make it easier for repairs contractors to know immediately if specialist equipment is in place in a property.</p> <p>Alex Dickie is looking into negotiating with providers to retroactively apply lifetime warranties to equipment, repairs will be raised through warranty process ensuring the</p>		

	<p>contractor has the correct tools/knowledge. This will be the process until new IT system is in place.</p> <p>Mears trained four plumbers but were denied access to specialist parts by manufacturers.</p> <p>SA providing Mears with reports from current IT system OHMS, as Mears do not have access.</p> <p>Similar issues with hoists and stair lifts. Hoists will be attended by lift contractor operatives.</p>		
Action(s)	Confirm Mears are receiving OHMS reports	By Who SA	Deadline 30/08/17
Agenda item 3 Allocations Policy			
Agreement / Decision	<p>Key changes in the council's allocations policy: From 'open' to 'closed' Housing Register.</p> <p>Applications from those not from Brighton and Hove are not considered, unless specific exceptions.</p> <p>Local connection must now be five years.</p> <p>There are built in protections for those with additional needs on a case by case basis.</p> <p>Assessments will be made if there are ASB convictions.</p> <p>Most who buy their property through Right To Buy will not be considered for the Housing Register unless they meet specific circumstances, such as the property cannot be adapted to their needs.</p> <p>The council works closely with the East Sussex Fire Service to provide opportunity for residents to raise concerns as well as receive a free visit and personal evacuation plan. This is for all residents, not just those in high rise.</p> <p>Residents can also register appliances for Product Safety Recalls, this will alert you if a product you own has ever been recalled.</p> <p>The Allocation Team has a medical officer, a mobility officer and an under-occupation officer to work with Occupational Health to assess need.</p> <p>Residents of Hampshire Court on top floors who have experienced reduced mobility over the years have recently been told that they can't move to ground floor flats through the Housing Register. The housing stock is too low to guarantee a move, however this may be possible through Homemove.</p> <p>Local Lettings Plans are to be reviewed and will go to Housing Committee. A report of this review will be made public.</p> <p>Brighton Lions provides medical alert stickers for emergency personnel.</p>		
Action(s)	Product Safety Recall info to go to newsletter Raise Local Lettings Plans at Area Panel Raise Local Lettings Plans with Housing Committee before decision is made.	By Who LB MC BM	Deadline 01/08/17 07/09/17
Agenda item 4 Adaptations			
Agreement / Decision	<p>Thank you to AG for her help with the Adaptations Framework. The tender deadline for this is now closed. There are now 7 returns being processed.</p> <p>Housing Adaptations Equality Impact Assessment review has identified that it needs to a) collect some missing data, b) carry out more analysis e.g. around</p>		

	<p>BME households, what customers tell us and access to service. Sarah Potter is working with the Autistic Spectrum Condition Equality Group on this. The council's annual Adaptations budget remains at £1.15m for 2017/18. Carrying out specialist Occupational Therapy assessments plus: Simon Pickles has left Brighton Council and Scott Lunn will be taking over his role. Working with Scott on the Improving Communal Access Project. Working on new builds to include accessible/wheelchair user homes. Working with Property & Investment on door replacement programme. Carrying out service and maintenance of equipment and collating a list of all clos-o-mats, also obtaining a quote for service contract and/or extended warranties. Dedicating Occupational Therapist to accompanied viewings with disabled people offered council homes, as well as working with Homemove to help shortlisting for mobility rated properties.</p>		
Action(s)		By Who	Deadline
Agenda item 5 Newsletter			
Agreement / Decision	<p>CareLink Plus interviewing AG for their new leaflets about the TDN newsletter. Please send any articles to AP and JW. TDN requested that Resident Involvement Team distribute newsletter to resident associations across the city regularly, and to libraries. Also inform people that A£ size is available for people with vision impairments. Suggest an offer of 20 per association with the opportunity to request more. Agreed newsletter to be published every three months. Possibility People have a newsletter available with contact information.</p>		
Action(s)	<p>Provide information on Possibility People for next Newsletter publication Send copy to SA</p>	<p>By Who BK AG</p>	<p>Deadline</p>
Agenda item 6 Next Agenda			
Agreement / Decision	<p>Adaptations Adaptations Tender Feedback Newsletters Invite Lilly Storey from Possibility People</p>		
Action(s)	<p>Invite Lilly Storey</p>	<p>By Who BM</p>	<p>Deadline 15/09/17</p>
Agenda item 7 AOB			
Agreement / Decision	<p>Illegal parking has been reported at Robert lodge, blocking dropped kerb and preventing Cityclean from emptying bins. Police to be contacted if on public land. Handrail needed at Stonery Close. To reduce fire risk, council will now remove and hold any items in communal hallways. Hold for 28 days and dispose of if not collected, this includes mobility scooters. Residents must inform the council if they plan to buy one, as well as provide info on size and storage details.</p>		

	<p>If you see scooters stored in common ways, please inform Housing Customer Services. Scooter storage has been changed to include a variety of motorised personal vehicles, this reduces space for necessary items.</p>		
Action(s)	<p>Assist with Cityclean in resolving collection issues at Robert Lodge</p> <p>Contact Access Point re. handrail</p> <p>Clarify use of previous 'scooter storage'</p>	<p>By Who GH</p> <p>MB</p> <p>BM</p>	<p>Deadline</p>

Section 3 – Agenda for next meeting

1	Welcome/Introductions
2	Minutes of last meeting
3	Housing Adaptations
4	Adaptations Tender Feedback
5	Invitation to Lilly Storey 'Possibility People'
6	TDN newsletter
7	Agenda Planning
8	AOB
9	Date of next meeting