



**Brighton & Hove  
City Council**

# Housing Management Panel

Title:	<b>Housing Management Panel: North Area</b>
Date:	<b>1 March 2018</b>
Time:	<b>7.00pm</b>
Venue	<b>The Housing Centre, Eastergate Road, Brighton, BN2 4QL</b>
Members:	<b>Councillors:</b> Hill (Chair), ; <b>Ward Councillors for the Area, Delegates of Tenants Association in the area.</b>
Contact:	<b>Tom McColgan</b> Democratic Services Assistant 01273 290569 tom.mccolgan@brighton-hove.gov.uk



AGENDA

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## **HOUSING MANAGEMENT PANEL: NORTH AREA**

**48 ANY OTHER BUSINESS**

**49 DATE OF NEXT MEETING**

The next will be held on 22 May 2018

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

**7.00pm 4 JANUARY 2018**

**MINUTES**

**Present:** Councillors Tracey Hill (Chair), Anne Meadows, Dan Yates

**Representatives:** Walter Sargison (Broadfields), Terrence Hill (Chair & Deputy Area Panel Rep – Bates Estate), Sarah Rowntree (NMTRA Area Rep), John Marchant (ECMTRA), Peter Weston (ECMTRA)

**Officers:** Rachel Chasseaud (Head of Tenancy Services), Alex Fox (Home Energy Efficiency Project Manager), Hannah Barker (Resident Involvement Officer) Eddie Wil

**Guests:**

**24 APOLOGIES**

24.1 Apologies were received by Jane Hunter (East Moulsecoomb), Ray David Metcalf (East Central Moulsecoomb), Peter O'Connor, John Dean, Mary Marchant, Jeff Tourmentin.

**25 CHAIR'S COMMUNICATIONS**

25.1 1 minute's silence was observed in memory of Becky Purnell and Ann Ewings.

**26 MINUTES OF THE PREVIOUS MEETING**

**27 ROUND ROBIN**

27.1 Residents had the following statements, enquiries and concerns:

- Residents stated frustration from tenants at the lack of action by BHCC following meetings. It was believed that a BHCC presence was not being felt or seen
- Stated that problems in communication have arisen
- Stated that the Lewes Group Consortium noted a lack of interest might lead to a lack of future engagement
- Another resident stated that the dissolution of the Lewes Group Consortium was a benefit for another north area group as their groups' attendance has risen as a result of this exodus

27.2 Officers responded to resident's statements, enquiries and concerns with the following:

- An officer offered an apology in regards to residents felt the language implemented was off putting to potential new members

27.3 The chair clarified that the Lewes Consortium had to transition from formal to informal group.

## 28 RESIDENTS QUESTION TIME

28.1 (Item 1 – Tenancy Requirements at Nettleton and Dudeney)

28.2 **AGREED** – that the response is satisfactory

28.3 (Item 2 – Gardens for New Tenants)

28.4 A resident enquired if this instance has been resolved

28.5 An officer stated that the dispute is private information but is currently being dealt with

28.6 (Item 3 – Grants to Resident's Associations)

28.7 **AGREED** – that the response is satisfactory

28.8 (3 Star Items Central– Item 4 – Accessibility Issues)

28.9 **AGREED** – that the response is satisfactory

28.10 (3 Star Items West – Item 5 – Review of the Estate Development Budget)

28.11 **AGREED** – that the response is satisfactory

28.12 (Item 6 – Tackling Social Isolation)

28.13 Officers stated they were willing to design a flyer for potentially new and lonely residents

28.14 Councillor Meadows welcomed the response and stated that resident's will receive details to decide if they want to engage.

28.15 (Item 7 – Affordable Housing)

28.16 Residents had the following enquiries statements and concerns:

- Stated it is positive for BHCC to build more homes
- Enquired if senior citizens are being invited to live in new builds
- Questioned the cost of renting new builds

28.17 Officers had the following response to resident's enquiries, statements and concerns:

- Officers confirmed that senior citizens are being invited to live in new builds

28.18 Councillor Meadows stated that a 1 bedroom flat costs £153 a week, the cost of which lifts residents out of fuel poverty, she stressed that the flats have all mod cons. She noted that people will also be eligible for housing benefit at new builds.

28.19 **AGREED** – that the response is satisfactory.

28.20 (Item 8 – Black Boxes – Wheelie Bins)

28.21 A resident rep stated that BHCC should require residents put bins indoors as high winds have exposed rubbish creating mess

28.22 An officer stated that they would be happy to feed this back to City Clean’s Manager and enforcement team. They further suggested also looking at providing letters to enforce measures.

28.23 **AGREED** – that the response is satisfactory.

28.24 (Item 9 – Rubbish in Tenant’s Gardens)

28.25 A resident enquired how long the process of sending letters

28.26 Councillor Yates stated that the difference between letters being posted and what it says in writing in response.

28.27 An officer stated that this was in regards to the enclosed letter not the main letter, agreed to have a look at this.

28.28 Councillor Meadows stated that a Service Improvement Group will have a look at the letters sent out previously.

28.29 **AGREED** – that the response is satisfactory.

28.30 (Item 10 – Reporting Anti-social behaviour)

28.31 Councillor Yates drew a distinction that drug dealing isn’t anti-social behaviour moreover it is a criminal act which only has one response, police action.

28.32 **AGREED** – that the response is satisfactory.

## **29 FEEDBACK FROM CITY PARKS TO ITEMS RAISED AT NORTH AREA PANEL MEETING ON 26 OCTOBER 2017**

29.1 Residents had the following concerns, statement and enquiries:

- Residents enquired if the new Field Officers role will allow them to post letters with the effort to enforce specific issues
- Enquired if resident reps will be able to send issues straight to the field officers
- Enquired if the new role would create more paper work

29.2 Officers responded to resident’s enquiries with the following:

- Suggested that residents call Hannah Barker to record, log and monitor HRA spending over the year and to feed in to records of information
- Stated that a digital platform is being created for field officers to manage case and work load, this should help largely reduce paper work

- Stated that the work hours for field officers will look to go in to the evening in order to widen the scope of engagement after hours, for example in dealing with lived-in vehicles, fly tipping etc.

- 29.3 The Chair enquired if this could be included in the agenda for the next meeting, this was unanimously agreed.
- 29.4 Councillor Meadows stated that there are currently 7 officers and noted that as budget negotiations begin it should become more streamlined.
- 29.5 Hannah Barker offered to set up different email addresses and create a separate inbox that other people can also check for a short trial period.
- 29.6 The Chair stated it was imperative for the North Area Panel to look at City Park's service in relation to the Housing Revenue Account.

### **30 HRA ENERGY STRATEGY**

- 30.1 Alex Fox, Home Energy Efficiency Project Manager, gave a briefing on the Energy Strategy Report, he stated that it is a positive step for the HRA. He noted that previously there has been no risk specific plan for a holistic approach to integrate the energy saving plan. The plan will take the form of a 2 fold approach; the first will address Buildings that are beginning to plan and integrate energy efficiency in to the works and the second will support resident energy saving projects.
- 30.2 A resident stated that energy efficiency is currently negative and suggested window insulation to help with the strategy.
- 30.3 An officer stated that the report will contain a lot of information to back up the summary provided, he furthered that the strategy and business plans will take place over the coming months to work out how best efficiencies can begin and take place.
- 30.4 The chair stated that when this went to the panels the strategy was not supplied however it will be made clear when it comes up next.

### **A DRAFT TENANTS HANDBOOK**

- 31a.1 Rachel Chasseaud gave a presentation on the draft tenancy handbook and explained the different aspects of the new agreement such as an update of details. She stated that any questions should be sent to Janet Dowdell by 19<sup>th</sup> January 2018.

### **32 CITY WIDE REPORTS**

- 31.1 **AGREED** – that the reports be noted.

### **33 ANY OTHER BUSINESS**

### **34 NEW HOMES FOR NEIGHBOURHOODS UPDATE**

- 34.1 **AGREED** – that the reports be noted.



The meeting concluded at Time Not Specified

Signed

Chair

Dated this

day of



# Questions from Residents

## Items from the North Residents Only Meeting 18/1/18

### Installation of digital central heating thermostats

*A tenant reported that K&T Heating are supplying residents with wireless digital central heating thermostats, but engineers have not received training in how to connect them to the boiler. Therefore, the wireless connection from the thermostat to the boiler is not being activated.*

*The tenant gave the example of her home. She had a new thermostat, but after the engineer left she was unable to turn her boiler off with the wireless thermostat.*

*She phoned Mears on a Friday to report the problem. This was not an emergency repair so K&T Heating did not come out until the following Wednesday. In the meantime she had to turn her boiler off manually as the house was getting hotter and hotter.*

*The engineer who attended could not resolve the problem, so it was reported again and a different engineer came out the following Monday. He said that the thermostat was faulty and replaced it. However, the problem persisted and the temperature in the house went up to 29°C.*

*Luckily, British Gas then came out to fit a new meter and explained that the wireless connection between the thermostat and the boiler had not been activated. They resolved the problem and the thermostat then worked fine.*

*Confirmation is requested that K&T heating engineers will all be trained in the installation of the new wireless digital thermostats.*

**Response: Nick Butler, K&T Heating, Branch Manager, Telephone: 01273 571521**

I am sorry to hear about this tenant's experience. The digital thermostat used, comes pre-set by the manufacturers and is activated by the fully trained and qualified engineer after fitment. It cannot then be re-activated or altered. Brighton & Hove City Council, K&T Heating and the thermostat manufacture are aware that a few have developed a fault after fitment and testing. The manufacturer is supplying replacements however the thermostats have no serial number or any information to determine which units are affected. A faulty unit can only be identified if and when it

fails so all heating engineers have been issued extra stock of the units to ensure a faulty unit is replaced as soon as it has been identified.

Repairs and problems with thermostats should be reported by calling the 24 hour Repairs Helpdesk on free phone 0800 052 6140 or our local number 01273 294409, or email us at BHCC.repairs@mearsgroup.co.uk

### **K&T Heating Out of Hours repairs service**

*The meeting felt that K&T Heating are not ensuring their out-of-hours staff are competent to carry out emergency repairs*

*An elderly resident in Moulsecoomb reported that water was running down the wall from their boiler on 29<sup>th</sup> December 2017. A K&T engineer came out, but said he only installed boilers and couldn't repair them. The tenant therefore had to wait until 3<sup>rd</sup> January for another engineer to come out. In the meantime, the tenant had to turn their boiler off and was without heat or hot water for 5 days.*

*This is in contravention of the Repairs and Improvements Handbook, which states: "An emergency repair will be completed within 24 hours.... Examples include...no heating or hot water from boiler (November to April only)".*

*It is requested that K&T Heating advise what action they are taking to ensure that staff carrying out emergency repairs are competent to carry them out.*

**Response: Nick Butler, K&T Heating, Branch Manager, Telephone: 01273 571521**

Thank you for raising this matter. Only fully qualified repair engineers attend day to day and out of hour's repairs. All repair engineers are issued with a van stock of replacement heating components. Van stocks are continuously monitored and updated to ensure they include the most commonly used parts to ensure a first time fix. The enquiry states that the repair was reported over the Christmas period. If a replacement part was required that is not part of the van stock a repair may not have been possible due to supply chains being closed over the festive period. The appliance would have been made safe and temporary heating issued to the resident until the repair could be completed. The repairs and improvement handbook states "An emergency repair is one which needs to be carried out quickly to avoid danger to you or serious damage to the building. An emergency repair will be attended to within 24 hours so please be available to give access". All emergency repairs are attended to within 24 hours and 99% of these repairs are completed on the first visit.

**Steps in North Moulsecoomb near shops and bus stops**

*These steps are overgrown and some of the slabs are broken. The disabled ramp adjacent to the steps is overgrown with moss and therefore very slippery.*

*A lot of people have to use these to get to the bus stop, particularly since the Post Office has now closed down.*

*The Residents Association have raised this on three occasions and have spoken to Ann Meadows about it at their meeting.*

*The responses they have received have not been satisfactory.*

*The meeting agreed to put this forward for the agenda of the next Area Panel.*

*Clarification is requested on when work will be undertaken to make the steps and ramp usable for local residents.*

**Response: Hilary Edgar, Housing Service Operations Manager, Telephone: 01273 293250**

I have raised this issue with City Clean on residents' behalf. At the time of writing I am waiting for the response. I am sorry for this delay. I will have it by the time of the Area Panel meeting on 1 March 2018.

**Items from the West Resident Association Meeting 9/1/18**

**How to keep the repairs service working well**

*Concerns were raised about increased staff turn-over at Mears and inefficient repairs.*

*The meeting agreed that a high quality, efficient and effective service was a top priority for tenants. There were concerns that the quality of the repairs service will deteriorate as the council comes to the end of the contract with Mears in 2020; staff will look for jobs elsewhere and there may be less incentive to provide a good service.*

*It was agreed to flag up this concern and start a citywide discussion with the council about how tenants can feed back problems and contribute constructively to ensuring the contract is kept up to scratch over its final two years.*

**Response: Glyn Huelin, Business & Performance Manager, Property & Investment, Telephone: 01273 293306**

Thank you for your comments and we completely understand your concerns.

The repairs contract with Mears comes to an end in March 2020 and work is now underway to begin considering options for this service in the future. We will be talking to residents at a future Area Panel, and we will involve residents in the consideration of options and the design of future contracts.

In terms of the existing contracts, these will continue to be managed through the Core Group which includes five residents nominated by the Home Service Improvement Group (SIG) alongside senior managers from both the council and Mears. I encourage residents to share any concerns with the Home SIG, and these residents will be able to raise them at the Core Group. The Core Group will also develop and hold an action plan to manage the final years of the contract effectively.

In addition, the council works closely with Mears across a number of operations meetings and will continue to keep, Mears resources, performance and contract arrangements under close review as we enter the final two years of the contract.

Although the current contract will end in 2020, many contractor staff will have their employment and terms and conditions protected under legislation and would continue to work on any future contracts.

**Items from the East Residents Only Meeting 11/1/18**

**Rent and Council Tax payments**

*Tenants are no longer able to pay their rent and council tax at the Post Office. They have been told by the Post Office that this is because the council doesn't want to pay the necessary fee to the Post Office for this service.*

*This makes it very difficult for residents who live on very low incomes and manage their money weekly in cash. Many of these are pensioners who collect their pension from the Post Office each week and immediately make all their bill payments over the counter.*

*Other avenues for local cash payments have already been restricted with the closure of local housing offices and changes that mean people can no longer pay by cheque at the bank.*

*The only option for local cash payments is for people to go to shops that have a pay point, but it can be difficult for many residents to do this every week.*

*The council has said that they want people to pay by direct debit, but this makes it very difficult for those living on a tight budget to manage their finances and make sure they don't go into debt.*

*The meeting felt that these changes, which make it harder for people to pay their rent and council tax, increases the likelihood that people will fall behind in their rent and council tax payments, thus increasing the level of debt owed to the council.*

**Response: Lynn Yule, Housing Income Manager, Telephone: 01273 293240**

Thank you very much for feeding back of tenants' concerns. In April 2015 the council transferred business from the Co-operative Bank to Lloyds Bank Plc. However, the council continued a separate bill payments account with the Co-operative Bank which enabled customers to make payments via the Post Office.

Unfortunately, the Co-operative Bank is removing their bill payments service and the council's contract is due to expire at the end of this month. As a result, Post Office payments were removed as a payment method option from 1 December 2017. Although customers are no longer able make payments through the Post Office, many Post Offices are located within shops which are PayPoint outlets. There are approximately 150 PayPoint outlets in the Brighton & Hove area, still enabling residents to make their rent payments when collecting their money from the Post Office, or buying their groceries.

## Item 39

For those customers who have a transactional bank account there are alternative payment methods to PayPoint and direct debit:

- By debit card online using our secure server
- By bank standing order
- By telephone ~ 01273 291908 24 hours a day

For those tenants who do not have a transactional bank account and manage their money weekly in cash, while cash payments should not be sent by post, payment can be made by postal order and sent to:

Housing Centre  
Unit 1  
Fairway Trading Estate  
Eastergate Road  
Brighton  
BN2 4QL

Any individual tenant experiencing difficulty can contact the Housing Customer Service Team on 01273-293030 where colleagues will be more than happy to help and to talk through suitable individually tailored solutions.



### Laundry tokens

*The shift to token payments for laundries has been difficult for a lot of residents. This is even more difficult because the tokens are often not available at council offices, such as Lavender Street, so people have to go all the way into town to Jubilee Library.*

*The meeting felt that this happens because the tokens are not emptied out of the machines and re-distributed often enough.*

**Response: Hilary Edgar, Housing Service Operations Manager, Telephone: 01273 293250**

Thank you for raising the difficulty that some residents are experiencing in accessing laundry tokens as part of our new laundry contract.

We recognise the fact machines will only take tokens is inconvenient for some residents, and apologise for this. The machines were initially going to take cash. However on visiting the sites and listening to tenants concerns regarding vandalism and breakdowns due to thefts or attempted thefts, we have renegotiated with the supplier to not have cash on any of the sites.

Tokens are available for purchase at the following libraries during hours they are staffed – Jubilee, Whitehawk, Moulsecoomb and Hove.

We are exploring the option of token machines that can be fitted in nearby locations to individual blocks to make it easier for residents to purchase tokens. We have recently made a trial arrangement with the local convenience store in North Whitehawk for it to sell both washer and dryer tokens and, if successful, we will try to make similar agreements with other local stores where this helps residents.

We have again emptied the machines recently, and are finding only small numbers of tokens in them. Our own analysis is that the reason some locations are running out of tokens is because of the high numbers that have been purchased in batches. We understand that this is because some residents associations have made bulk purchases on behalf of tenants – because of the difficulties you have expressed in terms of getting to a library. While this is very helpful for some residents, it has also depleted stocks of both washer and dryer tokens very quickly.

We hope that once we're able to arrange for token machines in nearby locations, or local shops to sell the tokens, then access will be very much easier for residents. In the meantime, we are very grateful to our library colleagues for helping with the tokens and ensuring that we have been able to keep the laundrettes open without having cash on the premises.



**Area Panel:** 19 Feb, 20 Feb, 21 Feb, 01 March 2018

**Briefing Paper:** Field Officers

## 1. Introduction

1.1 A new role taking council services out to the city's communities seven days a week was agreed at January's Neighbourhoods, Inclusion, Communities and Equalities committee.

1.2 The role is being developed to work closely with communities and partners, and deliver co-ordinated, fast and effective enforcement and inspection work across a number of council services in the whole of the city.

1.3 The intention is that all the costs of the proposed new role will be funded from existing budgets across a variety of services.

## 2. Purpose of the role

2.1 The aim is for the Field Officers to work flexibly across services, preventing duplication, reducing response times and improving the way customers access services, with improved customer satisfaction. Digital solutions are being developed and piloted to enable this to happen.

2.2 The services initially proposed to be included in the role are:

- Regulatory Services
- Housing
- Private Sector Housing
- Planning Enforcement
- Community Safety
- City Parks
- Highways
- Travellers
- Seafront Office

2.3 The idea is for the role to be generic and flexible, working across services and supporting the specialist and technical roles. This should help release existing skilled and specialist staff to focus on this lengthy and complex casework and enforcement activities.

2.4 The Field Officer will make fast effective referrals but also facilitate the sharing of information and intelligence to deliver a better customer service for our residents, visitors and businesses.

2.5 The main purpose of the role will be to:

- provide timely and effective enforcement action responsive to customer needs resolves problems which will reduce unnecessary demand on partners and services
- gather intelligence and evidence to allow services to deliver faster, more effective and co-ordinated enforcement action to resolve environmental and community problems
- promote behaviour change and community collaboration

### **3. Work pattern and delivery**

3.1 The service will run from 12 noon to 8pm seven days a week, with a rota of seven full time equivalent posts. This would ensure that there will be between four and six staff working across the city on any given day.

3.2 The aim is to have the team up and running from June this year, taking on the following functions:

- Noise nuisance investigations including buskers, alarms, initial response to domestic noise complaints
- Smoke and dust nuisance investigations for both domestic and commercial premises
- Low level antisocial behaviour complaints
- Waste on private land complaints
- Street trading enforcement
- Housing estate inspections
- Public space protection order enforcement
- Condition of land or a property is considered harmful to the area
- Assessment and evidence gathering on alleged unauthorised signage
- Breaches of planning condition that are easily quantifiable
- Third party complaints relating to private sector housing

### **4. Conclusion**

4.1 The Field Officer role will deliver coordinated fast and effective enforcement and inspection work across 9 council services, while at the same time working proactively with communities and our partners.

4.2 This new role will bring services together to deliver a better customer service for our residents, visitors and businesses.

#### **Contact:**

Annie Sparks, Environmental Health Manager

e: [annie.sparks@brighton-hove.gov.uk](mailto:annie.sparks@brighton-hove.gov.uk)

t: 01273 292436

## Area Panel Briefing Paper

### Procurement programme for Housing repairs, planned maintenance and capital works

20<sup>th</sup> February, 21<sup>st</sup> February, 26<sup>th</sup> February, 1<sup>st</sup> March 2018

#### 1. Summary

1.1. This paper details the current position regarding the forthcoming procurement programme for delivering housing repairs, maintenance, improvements and capital works. The current contractual arrangements expire in March 2020.

#### 2. Background

2.1. Brighton & Hove City Council (Housing) operates a ten year partnering contract with Mears Ltd. that delivers the following services/works to the council's housing stock:

- Responsive repairs and empty properties maintenance
- Planned maintenance and improvement programmes
- Major capital works projects

2.2. This contract ends on 31st March 2020 and therefore all services and works that come under this contract will need to be assessed for procurement options.

2.3. The current contractual spend across all services delivered under the arrangement is approximately £28,000,000 per annum.

2.4. The end of the current contract for these services provides an opportunity to deliver substantial change in these services and works for our residents, stakeholders and the council as a whole.

2.5. At this stage decisions have not been made about how this work will be procured. Over the next few months officers will work with residents and members to shape procurement proposals for the future delivery of these important services. Proposals will then move forward through the council's governance process including Housing Area Panels and the appropriate committees.

## 3. Programme timetable

3.1. The timetable below indicates the high level process for this programme and committee reporting to Housing and New Homes Committee and Policy, Resources and Growth Committee. Consultation with the Housing Area Panels is also integral to this process:

<b>Date</b>	<b>Actions</b>
February 2018	Initial briefing to Area Panels
March 2018	Initial report to Housing & New Homes Committee
April 2018	Start of resident engagement activities
April – August 2018	Continued development of procurement strategy and specification with residents, members and officers.
June – October 2018	Scope of procurement approval and authority to tender through Area Panels, Housing & New Homes Committee and Policy, Resources and Growth Committee
November 2018 – May 2019	Tender process and evaluation
June – July 2019	Award reports through committees and contract award
July 2019 – April 2020	Mobilisation phase
April 2020	Programme complete

3.2. Alongside committee reporting, Councillors, residents and staff will receive regular updates throughout the programme to update on key decisions and progress.

3.3. In addition we anticipate there will be a number of workshop sessions with members, residents and staff to develop procurement proposals and contract structures.

## 4. Resident involvement and stakeholders

4.1. In order to effectively deliver the programme and implement the correct service provisions it is essential that the programme reflects residents' views and feedback on options for the service moving forward. The programme team

proposes to engage with a wide range of residents (both tenants and leaseholders) to inform this process. This will be supported by a member of the programme team and will include a number of workshops for residents, surveys, consultation and work with existing resident groups. We anticipate there being a number of ways that residents can share their experience of the current service and what they would like to see in the future.

- 4.2. The programme team will provide regular updates on progress and will work to develop a communication plan that uses a range of methods to provide information for residents. This may include briefings to Area Panels, updates in Homing In, mail-outs and social media updates.
- 4.3. Alongside resident engagement in the programme the council will undertake any statutory consultation with leaseholders that is required.

### **5. Next Steps**

- 5.1. Members of the Programme Board will attend Housing & New Homes Committee to present an initial report detailing the governance and timeline for the programme. This will be supported by a communications plan for residents, members and staff that will run throughout the programme.
- 5.2. The council will also commence resident engagement activities to support the procurement programme.

Contact officer: Glyn Huelin, Business & Performance Manager, Housing,  
[glyn.huelin@brighton-hove.gov.uk](mailto:glyn.huelin@brighton-hove.gov.uk)





**Area Panel: 19 Feb, 20 Feb, 21 Feb, 01 March 2018**

**Briefing paper: Tenancy Fraud Amnesty 2018**

**1. Purpose**

1.1 This paper outlines a new Tenancy Fraud Amnesty that the council will be running from 3rd April 2018 – 31st May 2018. The amnesty is being put in place following the success of our last amnesty which ran from 1<sup>st</sup> December 2016 – 31<sup>st</sup> January 2017. The aim is 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.

1.2 There is a growing trend of properties being used for short term holiday lets across the country. We have no evidence at this point in time that our council properties are being used for short term holiday lets. However we are concerned about deregulated holiday lets within our housing stock which could amount to a breach of tenancy conditions and/or Fraud. We want to increase awareness of this issue amongst council tenants.

**2. Why is there a need for an amnesty?**

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

2.2 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, 21 in 2016/17 and 12 so far in 2017/18.

2.3 However, anecdotal evidence and national data suggests that the problem is likely to be much more widespread as it is predicated 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. The previous amnesty undertaken resulted in 6 properties being returned which enabled the council to reallocate those properties to those in genuine need.

2.4 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.

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

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

3.2 The amnesty itself will run for just over 8 weeks from 1<sup>st</sup> April 2018 to 31<sup>st</sup> May 2018. Experiences from amnesties carried out by other local authorities suggest that the period of two to three months is optimum.

3.3 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 and that the council is being robust by tackling it.
- We will make it clear that Tenancy Fraud identified after 31<sup>st</sup> May 2018 may result in prosecution.

## **4. Communications**

4.1 We have a communication 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 Spring edition of Homing in
- Using the council's Social Media channels
- Ensuring all staff are aware
- Briefing Community and Voluntary Sector Partners

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

5.1 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.

5.2 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.

5.3 After 31<sup>st</sup> May we will use information from fraud referrals received to identify illegal subletting and where people are not using their council tenancy as their principle home and we will prosecute wherever possible.

### **6. Conclusion**

6.1 We will feed the results from the Tenancy Fraud Amnesty back to residents and Councillors in June 2018.



# Council housing performance

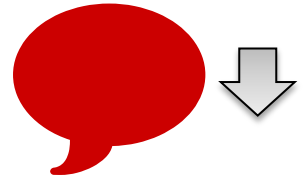
## October to December 2017



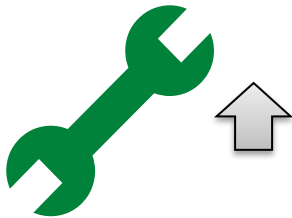
**98.79%**  
Rent collected



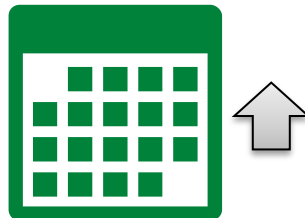
**97%**  
Calls answered



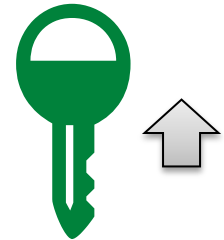
**81%**  
Satisfaction  
with ASB cases



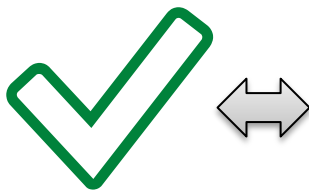
**10 days**  
Routine repairs  
completion time



**97%**  
Repairs  
appointments  
kept



**19 days**  
Empty home  
re-let time



**100%**  
Cleaning  
inspections  
pass rate



**83%**  
EDB\* main bids  
completed

\*Estate Development Budget



**95%**  
Five-year  
tenancy visits  
completed

Performance since previous quarter is:



Better



Same



Worse



Brighton & Hove  
City Council



# Quarter 3 2017/18 performance report – additional data

## Top 5 scores (compared to target)

1. Average time to complete routine repairs (10 days vs 15 day target)
2. Seniors housing residents living in schemes offering regular health and wellbeing activities (82% vs 65% target)
3. Estate Development Budget main bids – quality checks (100% vs 90% target)
4. Average re-let time, excluding time spent in major works (19 days vs 21 day target)
5. Calls answered by Housing Customer Services Team (97% vs 90% target)

## Bottom 5 scores (compared to target)

1. Repairs Helpdesk – longest wait time (13 minutes vs 5 minute target)
2. Lifts – average time to restore service when not within 24 hours (13 days vs 7 day target)
3. Housing Ombudsman Complaints upheld (33% vs 18% target)
4. Stage one complaints escalated to stage two (13% vs 10% target)
5. Lifts – average time taken (hours) to respond (2h 24 min vs 2h target)

## 5 biggest improvements (since previous quarter)

1. Average time to complete routine repairs (from 13 to 10 days)
2. Lifts – average time taken (hours) to respond (from 3h 6m to 2h 24m)
3. Average re-let time, excluding time spent in major works (from 23 to 19 days)
4. Repairs completed at first visit (from 85.9% to 88.7%)
5. Responsive repairs passing post-inspection (from 94.7% to 96.8%)

## 5 biggest drops (since previous quarter)







1. Lifts – average time to restore service when not within 24 hours (from 6 to 13 days)
2. Repairs Helpdesk – longest wait time (from 9 to 13 minutes)
3. Stage one complaints escalated to stage two (from 10% to 13%)
4. Lifts restored to service within 24 hours (from 97.8% to 91.7%)
5. Repairs Helpdesk – calls answered within 20 seconds (from 79% to 75%)





## **Draft Housing Management Performance Report** **Quarter 3 2017/18**

This housing management performance report covers Quarter 3 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.

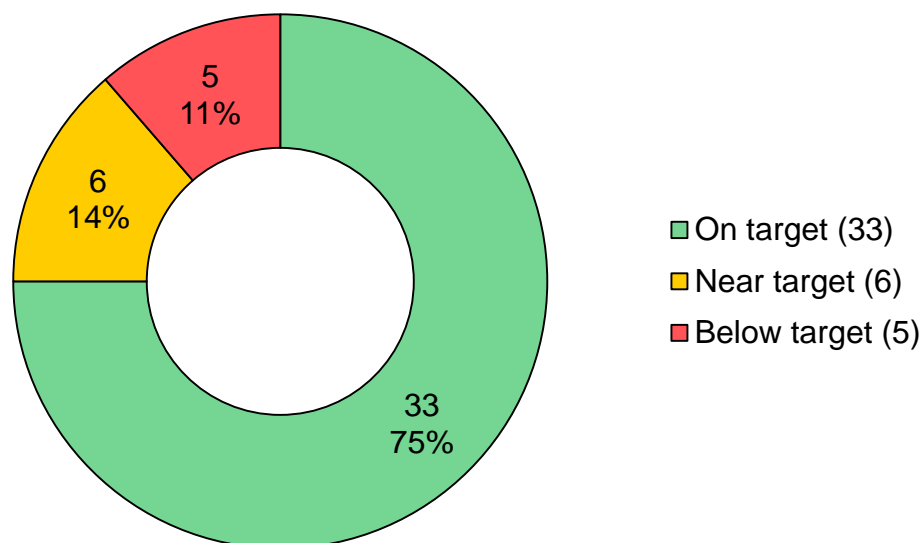
Status		Trend	
	Performance is below target (red)		Poorer than previous reporting period
	Performance is close to achieving target, but in need of improvement (amber)		Same as previous reporting period
	Performance is on or above target (green)		Improvement on previous reporting period

A total of 44 performance indicators are measured against a quarterly target:

- 33 are on target
- 6 are near target
- 5 are below target.


Comments on performance are given for indicators which are near or below target.

**Status of performance indicators**



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


## 1. Rent collection and current arrears

 <b>Rent collection and current arrears indicators</b>		<b>Target 2017/18</b>	<b>Q2 2017/18</b>	<b>Q3 2017/18</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
1.1	Rent collected as proportion of rent due for the year	98.40%	98.97% (£50.0m of £50.5m)	98.79% (£49.9m of £50.5m)	Ⓞ	↓
1.2	Total current tenant arrears	For info	£527k	£628k	-	-
1.3	Tenants served a Notice of Seeking Possession	For info	132	135	-	-
1.4	Tenants evicted because of rent arrears*	20	1	2	-	-
1.5	Rent loss due to empty dwellings	Under 1%	0.75% (£378k of £50.3m)	0.75% (£376k of £50.3m)	Ⓞ	↔
1.6	Former tenant arrears collected during the year*	25%	14.17% (£76k of £538k)	20.95% (£118k of £563k)	-	-
1.7	Rechargeable debt collected during the year*	20%	6.97% (£9k of £123k)	9.70% (£12k of £124k)	-	-


\*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.

		Q2 2017/18	Q3 2017/18
1.8	Universal Credit – affected tenants	82 (0.7% of all tenants)	239 (2.1% of all tenants)
1.9	Universal Credit – arrears of affected tenants	£30k (6% of total arrears)	£86k (14% of total arrears)
1.10	Removal of the Spare Room Subsidy – affected tenants (under occupiers)	631 (6%)	605 (5%)
1.11	Under occupiers – arrears of affected tenants	£49k (9%)	£48k (8%)
1.12	Benefit Cap – affected tenants	47 (0.4%)	43 (0.4%)
1.13	Benefit Cap – arrears of affected tenants	£7.4k (1%)	£12k (2%)












### 1.14 Area breakdown of rent collected

 Rent collection area	Q2 2017/18	Q3 2017/18	Trend since last quarter
North (includes Seniors housing)	99.19% (£14.2m of £14.3m)	99.06% (£14.2m of £14.4m)	↓
West	98.93% (£10.3m of £10.4m)	98.73% (£10.2m of £10.4m)	↓
Central	98.76% (£9.0m of £9.1m)	98.51% (£9.0m of £9.1m)	↓
East	98.93% (£16.5m of £16.7m)	98.73% (£16.5m of £16.7m)	↓
All areas	98.97% (£50.0m of £50.5m)	98.79% (£49.9m of £50.5m)	↓

### 1.15 Tenants in arrears by amount

 Amount of arrears	Q2 2017/18	Q3 2017/18
No arrears	81% (9,253)	81% (9,217)
Any arrears	19% (2,113)	19% (2,167)
... £0.01 to £99.99	8.4% (952)	7.9% (900)
... £100 to £499.99	7.9% (901)	8.1% (917)
... £500 and above	2.3% (260)	3.1% (350)
Total tenants	11,366	11,384

## 2. Customer services and complaints

	Customer services and complaints indicators	Target 2017/18	Q2 2017/18	Q3 2017/18	Status against target	Trend since last quarter
2.1	Calls answered by Housing Customer Services Team (HCST)	90%	95% (8,661 of 9,146)	97% (8,068 of 8,317)		
2.2	Customers satisfied with HCST	87%	79% (222 of 282)	Due Q4	-	-
2.3	Customers who found HCST easy to contact	89%	83% (234 of 282)	Due Q4	-	-
2.4	Stage one complaints responded to within 10 working days	80%	85% (83 of 98)	82% (74 of 90)		
2.5	Stage one complaints upheld	For info	43% (42 of 98)	37% (33 of 90)	-	-
2.6	Stage one complaints escalated to stage two	10%	10% (10 of 98)	13% (12 of 90)		
2.7	Stage two complaints upheld	17% or under	0% (0 of 10)	17% (2 of 12)		
2.8	Housing Ombudsman Complaints upheld	18% or under	0% (0 of 1)	33% (1 of 3)		

## **How we are using this information to improve services – Customer services and complaints**

Two indicators are near target:










### **Stage one complaints escalated to stage two – target 10%**

Performance here is slightly off target (by 3% points) and to improve it services have been focusing on providing more informative and considered responses at Stage 1 (in order to prevent escalation to Stage 2). Although the quality of Stage 1 responses are generally good and have been improving this was offset during Quarter 3 by there being more complaints than usual relating to complex repairs and maintenance issues, which are likelier to need to be escalated to Stage 2 to in order to resolve them.

### **Housing Ombudsman Complaints upheld – target 18%**

One in 3 complaints were upheld during Quarter 3 (33%) meaning that performance during the quarter missed the target. There is a small volume of Ombudsman complaints during a typical quarter and the year to date 2017/18 performance is still on track at 13% (1 of 8).

### 3. Empty home turnaround time and mutual exchanges

	<b>Empty home turnaround time and mutual exchange indicators</b>	<b>Target 2017/18</b>	<b>Q2 2017/18</b>	<b>Q3 2017/18</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
3.1	Average re-let time, excluding time spent in major works (calendar days)	21	23 (140 lets)	19 (131 lets)		
3.2	... as above for general needs properties	21	17 (116 lets)	15 (111 lets)		
3.3	... as above for Seniors Housing properties	30	52 (24 lets)	42 (20 lets)		
3.4	Average re-let time, including time spent in major works (calendar days)	For info	54 (140 lets, 78 major)	34 (131 lets, 67 major)	-	-
3.5	Decisions on mutual exchange applications made within 42 calendar days (statutory timescale)	100%	100% (37 of 37)	100% (35 of 35)		

## **How we are using this information to improve services – Empty home turnaround time and mutual exchanges**

One indicator is below target:

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


Performance was 42 days during Quarter 2 and missed the target, although the average re-let time improved compared to the previous quarter's performance of 52 days. Seniors housing properties are usually more difficult to let than general needs ones. 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 some are relatively unpopular because they are small in size – conversion works have taken place at several schemes to create larger properties.





























### 3.6. Long term empty dwellings by ward (empty six weeks or more as of 1 January 2018)

Ward name (excludes those with no long term empty properties)	No. dwellings	Average days empty	Range of days empty	Comment
Goldsmid	1	85	85-85	1 house ready to let.
Hangleton and Knoll	2	344	330-358	2 houses due to undergo extensions.
Hanover and Elm Grove	11	547	43-904	1 house ready to let, 1 house undergoing major works and 9 studio flats within Stonehurst Court (a decommissioned Seniors housing scheme).
Hollingdean and Stanmer	2	89	50-127	1 flat ready to let and 1 Seniors studio flat undergoing major works.
Moulsecoomb and Bevendean	2	789	778-799	1 house undergoing an extension and 1 due to undergo an extension.
North Portslade	2	75	71-78	2 Seniors flats ready to let.
Patcham	3	139	43-316	2 Seniors studio flats ready to let and 1 house due to undergo an extension.
Preston Park	2	89	50-127	1 flat ready to let and 1 flat undergoing major works.
South Portslade	1	806	806-806	1 house undergoing major works.
Wish	1	43	43-43	1 Seniors studio flat ready to let.
Total	27	376	43-904	Of the 27 properties, 9 are ready to let (33%), 5 are extensions (19%), 4 are in major works (15%) and 9 are due to be decommissioned (33%).

#### 4. Repairs and maintenance

 <b>Repairs and maintenance indicators</b>		<b>Target 2017/18</b>	<b>Q2 2017/18</b>	<b>Q3 2017/18</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
4.1	Emergency repairs completed in time	99%	99.8% (2,761 of 2,767)	99.9% (3,071 of 3,075)	ⓐ	↑
4.2	Routine repairs completed in time	99%	99.6% (6,714 of 6,741)	99.9% (7,332 of 7,343)	ⓐ	↑
4.3	Complex repairs completed in time	For info	99.3% (133 of 134)	100% (148 of 148)	-	↑
4.4	Average time to complete routine repairs (calendar days)	15 days	13 days	10 days	ⓐ	↑
4.5	Appointments kept by contractor as proportion of appointments made	97%	96.1% (11,429 of 11,889)	97.0% (9,405 of 9,695)	ⓐ	↑
4.6	Tenants satisfied with repairs	96%	98.5% (965 of 980)	96.8% (881 of 910)	ⓐ	↓
4.7	Responsive repairs passing post-inspection	97%	94.7% (570 of 602)	96.8% (884 of 913)	ⓐ	↑
4.8	Repairs completed at first visit	92%	85.9% (8,170 of 9,508)	88.7% (9,244 of 10,418)	Ⓡ	↑

 <b>Repairs and maintenance indicators</b>		<b>Target 2017/18</b>	<b>Q2 2017/18</b>	<b>Q3 2017/18</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
4.9	Dwellings meeting Decent Homes Standard	100%	100% (11,475 of 11,475)	100% (11,456 of 11,456)		
4.10	Energy efficiency rating of homes (out of 100)	65.6	66.3	66.4		
4.11	Planned works passing post-inspection	97%	99.7% (298 of 299)	100% (295 of 295)		
4.12	Stock with a gas supply with up-to-date gas certificates	100%	100% (10,032 of 10,032)	100% (10,032 of 10,032)		
4.13	Empty properties passing post-inspection	98%	99.2% (123 of 124)	100% (169 of 169)		
4.14	Lifts – average time taken (hours) to respond	2 hours	3h 6m	2h 24m		
4.15	Lifts restored to service within 24 hours	95%	97.8% (131 of 134)	91.7% (121 of 132)		
4.16	Lifts – average time to restore service when not within 24 hours	7 days	6 days (24 days, 4 lifts)	13 Days (145 days, 11 lifts)		

 <b>Repairs and maintenance indicators</b>		<b>Target 2017/18</b>	<b>Q2 2017/18</b>	<b>Q3 2017/18</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
4.17	Repairs Helpdesk – calls answered	90%	97% (18,602 of 19,149)	96% (18,898 of 19,767)		
4.18	Repairs Helpdesk – calls answered within 20 seconds	75%	79% (14,643 of 18,602)	75% (14,218 of 18,898)		
4.19	Repairs Helpdesk – longest wait time	5 mins	8m 56s	13m 17s		
4.20	Estate Development Budget main bids – quality checks	90%	100% (24 of 24)	100% (36 of 36)		
4.21	Estate Development Budget main bids – completions (year to date)	For info	70% (60 of 86)	83% (71 of 86)	-	-
4.22	Estate Development Budget main bids – average duration of work	For info	10 days	18 days	-	-

## How we are using this information to improve services – Repairs and maintenance

Six indicators are below or near target:

### **Responsive repairs passing post-inspection – target 97%**

Performance has improved since the last quarter, from 94.7% to 96.8%, and is now just 0.2% below target. A total of 913 jobs were inspected and 29 failed their quality checks, of which 18 were because of poor quality work, 6 required corrections to either the volume of labour or materials used (Schedule Of Rates codes) and 5 needed extra work to finish the job. To improve performance, joint inspections (by staff from BHCC and Mears) were introduced from November 2017 in order to support joint learning about the quality of work expected.

### **Repairs completed at first visit – target 92%**

More repairs were completed at first visit during Quarter 3 (88.7%) compared to Quarter 2 (85.9%) and this improvement has happened in response to work with the contractor to improve job specification and van stocks. This work will continue to be reviewed to assist in ensuring materials are available to complete more jobs at first visit.

### **Lifts – average time taken to respond – target 2 hours**

The Quarter 2 response time of 2 hours and 24 minutes was slightly off target although of the 131 reported breakdowns there were 3 which involved passenger trap-ins and all of these were responded to within the target time of two hours.

### **Lifts restored to service within 24 hours – 95%**

Performance at 91.7% was below target during Quarter 3, down from 97.8% during Quarter 2. Of the 132 lifts restored to service, 121 were done within 24 hours and 11 took longer. More detail is provided about the latter in the commentary for the 'average time to restore service when not within 24 hours' indicator.














### **Lifts – average time to restore service when not within 24 hours – target 7 days**

During Quarter 3 there were 11 lifts not restored to service within 24 hours and these took an average of 13 days to restore. Performance was adversely affected by difficulties in obtaining parts for a non-standard lift at a medium rise block of flats in Goldsmid ward. This lift took 63 days to restore with several attempts by Liftech to rectify the fault and escalation to the lift manufacturer. The residents were still able to use the lift for some of the time with the help of an engineer who manually operated it.










### **Repairs Helpdesk – longest wait time – target 5 minutes**

Overall call volumes were up by 3% on the previous quarter and during Quarter 3 there were 11 days in total where the longest wait time was over the 5 minute target. The longest wait time of 13 minutes and 17 seconds happened on 15 November due to telecommunication issues in the Brighton area with local systems going down. The second longest wait time of 12 minutes and 6 seconds was because of a very high volume of calls generated by a water supply issue affecting the BN2 area on 30 October. The average wait time during the quarter was 29 seconds.

## 5. Estates Service

	Estates Service indicators	Target 2017/18	Q2 2017/18	Q3 2017/18	Status against target	Trend since last quarter
5.1	Cleaning quality inspection pass rate	99%	100% (169 of 169)	100% (134 of 134)		
5.2	Estates Response Team quality inspection pass rate	99%	100% (173 of 173)	100% (190 of 190)		
5.3	Cleaning tasks completed	99%	98% (13,436 of 13,649)	99% (13,450 of 13,632)		
5.4	Bulk waste removed within 7 working days	92%	99.8% (1,190 of 1,192)	97% (966 of 996)		
5.5	Light replacements/ repairs completed within 3 working days	99%	100% (269 of 269)	99.8% (466 of 467)		
5.6	Mobile warden jobs completed within 3 working days	96%	99% (1,183 of 1,196)	99% (1,185 of 1,199)		
5.7	Incidents of drug paraphernalia collected	For info	38	47	-	-

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

 ASB and tenancy management indicators	Target 2017/18	Q2 2017/18	Q3 2017/18	Status against target	Trend since last quarter
6.1 Victim satisfaction with way ASB complaint dealt with*	92%	82% (14 of 17)	81% (25 of 31)		
6.2 Tenants evicted due to ASB*	For info	3	4	-	-
6.3 Closure orders obtained*	For info	4	4	-	-
6.4 ASB cases closed without need for legal action	For info	89% (49 of 55)	92% (66 of 72)	-	-
6.5 Tenancy fraud – properties returned to stock*	For info	10	12	-	-
6.6 Closed Tenancy Sustainment Officer cases where tenancy sustained*	98%	100% (70 of 70)	99% (101 of 102)		
6.7 Tenancy visit to general needs tenants within last 5 years	90%	95% (9,618 of 10,171)	95% (9,618 of 10,171)		
6.8 Estate inspections completed*	95%	99% (126 of 127)	99% (196 of 197)		

\*Year to date indicators.

## How we are using this information to improve services – Anti-social behaviour (ASB) and tenancy management


One indicator is below target:

### 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 81% is below target, with 25 people satisfied out of a total of 31 who were surveyed over the phone after their ASB case was closed. Six respondents were either neutral or dissatisfied with the way their case was dealt with, which was primarily because they were unhappy with the outcomes of their cases, whereas they were generally more positive about the case officers. As a result of survey feedback, the Tenancy Team are looking to increase the level of support and communication with victims of ASB.

### 6.9 ASB incidents / cases by type


This table presents incidents that relate to or create an ASB case where the reporter or alleged perpetrator is a council resident such as a tenant or leaseholder.

 Type of ASB incident / case	Q2 2017/18	Q3 2017/18	Change between quarters
Harassment / threats	47% 95	40% 65	-30
Noise	11% 23	16% 26	+3
Drugs	11% 23	7% 11	-12
Other criminal behaviour	7% 15	12% 19	+4
Domestic violence / abuse	6% 12	12% 19	+5
Other violence	4% 9	1% 2	-5
Pets / animals	6% 13	6% 9	-4
Vandalism	0% 0	0% 0	0
Hate-related	2% 5	6% 9	+4
Alcohol related	4% 9	2% 3	-6
Prostitution / Sex	0% 0	0% 0	0
Total	100% 204	100% 163	-41












## 6.10 ASB incidents / cases by ward

This table presents incidents that relate to or create an ASB case where the complainant or alleged perpetrator is a council resident such as a tenant or leaseholder.

 Ward name	Q2 2017/18	Q3 2017/18	Change between quarters
Brunswick and Adelaide	0	0	0
Central Hove	3	2	-1
East Brighton	35	39	+4
Goldsmid	11	4	-7
Hangleton and Knoll	24	12	-12
Hanover and Elm Grove	8	7	-1
Hollingdean and Stanmer	26	13	-13
Hove Park	0	0	0
Moulsecoomb and Bevendean	25	11	-14
North Portslade	9	14	+5
Patcham	5	8	+3
Preston Park	0	2	+2
Queen's Park	33	35	+2
Regency	0	0	0
Rottingdean Coastal	0	0	0
South Portslade	6	3	-3
St. Peter's and North Laine	8	3	-5
Westbourne	1	5	+4
Wish	4	1	-3
Withdean	0	1	+1
Woodingdean	6	3	-3
<b>Total</b>	<b>204</b>	<b>163</b>	<b>-41</b>

## 7. Seniors housing

 <b>Seniors Housing indicators</b>		<b>Target 2017/18</b>	<b>Q2 2017/18</b>	<b>Q3 2017/18</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
7.1	Residents who have had a tenancy visit within the last 12 months	98%	96% (836 of 869)	96% (836 of 868)		
7.2	Residents living in schemes offering regular social activities	95%	100% (869 of 869)	100% (868 of 868)		
7.3	Residents living in schemes offering regular health and wellbeing activities	65%	80% (695 of 869)	82% (708 of 868)		
7.4	Schemes hosting events in collaboration with external organisations	90%	100% (22 of 22)	95% (21 of 22)		

### How we are using this information to improve services – Seniors housing

One indicator is near target:

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

Performance was 96% at the end of Quarter 3 and has stayed the same since the previous quarter. Of 868 Seniors housing residents, 31 have not had a tenancy visit within the past year. Although there were 9 residents who hadn't yet been visited by that time, the other 22 had either declined a visit or were unavailable (eg because they were in hospital or respite care).

**Area Panel:**

**19 Feb, 20 Feb, 21 Feb, 01 March 2018**

**Briefing Paper:**

**The procurement of Legionella Assessment and Control Services for housing stock**

**1. Background**

1.1 The Council is looking to procure a new contract for legionella assessment and control services within the Council's social housing stock, ensuring hot and cold water is safe for domestic use. The service provider will be expected to manage the communal water systems in council housing, including inspecting and testing the water systems for legionella and managing risk and treatment for remedial works.

1.2 As a Landlord, the Council has a legal responsibility under the Health and Safety Executive's (HSE's) Approved Code of Practice and Guidance on Legionnaire's Disease (ACOP) L8 to cover the water services for legionella in social residential housing stock. Following a Risk Assessment, it is essential that there is good management of any communal water systems under the Landlord's direct control or responsibility.

1.3 The current contract with Hertel (UK) Limited (commonly known as HSL) ends on 30<sup>th</sup> September 2018 and no extension option exists.

1.4 The total value of this contract is over the EU Threshold for Services (currently £181,302), therefore it must be procured under the Public Contracts Regulations 2015.

**2. Key recommendations**

2.1 That the Area Housing Management Panel note the recommendations to Housing and New Homes Committee to delegate authority to the Executive Director for Neighbourhoods, Communities and Housing to:

2.2 Procure and award a contract for the provision of legionella assessment and control services within housing stock for a term of three years; and

2.3 Approve any extension(s) to the contract referred to in 2.1(i) above for a period of up to two years following the initial three year term, subject to satisfactory performance by the provider.

2.4 The Council has entered into a partnership for some divisions with Surrey County Council and East Sussex County Council, known as Orbis. The partnership aims to enable sovereign authorities to protect front line services and improve outcomes for local residents, by providing sustainable, locally focused, efficient back office services. With this in mind, Procurement consider the appropriateness and advantages of collaborating with the Orbis partners. This has been considered and rejected for legionella services. The Council are unable to utilise their Orbis partners existing contracts and the Surrey County Council contract does not fulfil the Council's requirement as it is for risk assessments only and the Council also requires control and prevention.

2.5 The Council does not currently have the resource to undertake this service in-house.

2.6 Six frameworks were found to be accessible to the Council and therefore a stand alone tender was deemed an unnecessary use of resource. Officers plan to procure this service under an existing framework and analysis of the most appropriate frameworks to call-off is underway.

2.7 Leaseholder consultation is not applicable as the cost per leaseholder is below the £100 per annum threshold.

### **3. Conclusion**

3.1 The recommendations should be approved in order to comply with the Council's legal obligations as a Landlord and ensure the safety of the tenants and leaseholders in regards to water consumption.

3.2 It is proposed that Procurement will support the contract manager officer with this procurement to ensure that the Public Contracts Regulations 2015 are adhered to and a value for money contract is achieved.

#### **Contact:**

Adrian Day , Mechanical & Electrical Engineer

e: [adrian.day@brighton-hove.gov.uk](mailto:adrian.day@brighton-hove.gov.uk)

t: 01273 293453

**COMMITTEE****Agenda Item**

Brighton &amp; Hove City Council

<b>Subject:</b>	<b>The procurement of Legionella Assessment and Control Services for housing stock</b>		
<b>Date of Meeting:</b>	<b>Housing and New Homes Committee 14 March 2018</b>		
<b>Report of:</b>	<b>Executive Director for Neighbourhoods, Communities and Housing</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Adrian Day</b>	<b>Tel: 01273 293453</b>
	<b>Email:</b>	<b>adrian.day@brighton-hove.gov.uk</b>	
<b>Wards affected:</b>	<b>All</b>		

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

- 1.1 Approval and authorisation is sought from Housing and New Homes Committee regarding the recommendations in section 2 in order for the continuity of legionella assessment and control services within the Council's social housing stock to take place, ensuring hot and cold water is safe for domestic use. This involves the management of communal water systems in council housing, including inspecting and testing water systems for legionella and managing risk and treatment for remedial works.

**2. RECOMMENDATIONS:**

That the Committee:

- 2.1 Delegates authority to the Executive Director for Neighbourhoods, Communities and Housing to:
- (i) Procure and award a contract for the provision of legionella assessment and control services within housing stock for a term of three years; and
  - (ii) Approve an extension(s) to the contract referred to in 2.1(i) above for a period of up to two years following the initial three year term, subject to satisfactory performance by the provider.

**3. CONTEXT/ BACKGROUND INFORMATION**

- 3.1 As a Landlord, the Council has a legal responsibility under the Health and Safety Executive's (HSE's) Approved Code of Practice and Guidance on Legionnaire's Disease (ACOP) L8 to cover the water services for legionella in social residential housing stock. Following a Risk Assessment, it is essential that there is good management of any communal water systems under the Landlord's direct control or responsibility.
- 3.2 The current contract with Hertel (UK) Limited (commonly known as HSL) ends on 30<sup>th</sup> September 2018 and no extension option exists.

3.3 The average annual value of this contract is £150,000-250,000, totalling £750,000-1,250,000 across the total five year contract. This service therefore must be procured under the Public Contracts Regulations 2015.

#### **4. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS**

4.1 Collaboration with the Orbis partners has been considered and rejected. The Council are unable to utilise their existing contracts and the Surrey County Council contract does not fulfil the Council's requirement as it is for risk assessments only and the Council also requires control and prevention.

4.2 The Council does not currently have the resource to undertake this service in-house.

4.3 Six frameworks were found to be accessible to the Council and therefore a stand alone tender was deemed an unnecessary use of resource. Officers plan to procure this service under an existing framework and analysis of the most appropriate frameworks to call-off is underway.

#### **5. COMMUNITY ENGAGEMENT & CONSULTATION**

5.1 The Community Engagement Framework and Standards have not been used as they are not relevant to this procurement.

5.2 Leaseholder consultation is not applicable as the cost per leaseholder is below the £100 per annum threshold.

#### **6. CONCLUSION**

6.1 The recommendations should be approved in order to comply with the Council's legal obligations as a Landlord and ensure the safety of the tenants and leaseholders in regards to water consumption.

6.2 It is proposed that Procurement will support the contract manager officer with this procurement to ensure that the Public Contracts Regulations 2015 are adhered to and a value for money contract is achieved.

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

##### Financial Implications:

7.1 The average annual value of this contract is £250,000 and this will continue to be met from within existing budget resources.

*Finance Officer Consulted: Michael Bentley*

*Date: 11/01/18*

##### Legal Implications:

7.2.1 As a Landlord, the Council has a legal responsibility under the Health and Safety Executive's (HSE's) Approved Code of Practice and Guidance on Legionnaire's

Disease (ACOP) L8 to cover the water services for legionella in social residential housing stock.

- 7.2.2 The Council has a duty to secure continuous improvement in the way in which its functions are exercised having regard to a combination of 'economy, efficiency and effectiveness' (known as the duty of best value).
- 7.2.3 In accordance with Part 4 of the Council's Constitution, Housing and New Homes Committee is the appropriate decision-making body in respect of the recommendations set out in paragraph 2 above. In addition, in order to comply with CSO 3.1, authority to enter into contracts in excess of £500,000 must be obtained by the relevant committee.
- 7.2.4 The Council's Legal officers will advise on the use of framework agreements and the call off contract during the procurement process to ensure that they comply with all relevant public procurement legislation as well as the Council's Contract Standing Orders (CSOs).

*Lawyer Consulted:*

*Wendy McRae-Smith*

*Date: 16/1/18*

Equalities Implications:

- 7.2 An Equality Impact Assessment has not been carried out as it is anticipated that an award under an existing framework will take place. Under all the frameworks the supplier must comply with the Equality Act 2010 on the basis that the supplier is providing services and exercising public functions under that Act.
- 7.3 The transfer of staff does not apply, neither from the Council nor the existing supplier.

Sustainability Implications:

- 7.4 None.

Any Other Significant Implications:

- 7.5 If this service is not provided there is a public health issue and reputation implication as the consequences of not complying with ACOP L8 are serious. Heavy fines and even imprisonment can be imposed and the Council may also be prosecuted should there be an exposure to risk, without necessarily anyone becoming ill.

## **SUPPORTING DOCUMENTATION**

### **Appendices:**

None.

**Documents in Members' Rooms**

None.

**Background Documents**

None.

DRAFT



## **Brighton and Hove Communities Coordinator**

*Focusing on community cohesion, civic participation, and tackling hate and prejudice*

### **Role:**

- To build an understanding of our local communities including how well people get along together and feel they belong, and listen to issues which may affect community cohesion
- To support residents, community groups and organisations to work on projects which bring people together, promote cohesion, and tackle hate and prejudice
- Build links between groups interested in, or working on, these topics
- Raise awareness of issues such as hate crime and encourage reporting
- Support relevant campaigns and events
- Relevant projects could include, for example, inter-faith work, multi-cultural work, work to bring people of diverse backgrounds together including isolated women

### **Links and Support**

I can....

- Support community groups working to promote cohesion in applying for funding, and for help with their communications
- Help community groups working on cohesion to network and build links with other groups
- Help residents and community groups put out messaging and communications about positive activity around cohesion which is taking place in their community
- Work with community groups who would like to put on events in their local community to bring people together such as “great get togethers”
- Meet with local residents to discuss issues which may be impacting cohesion in the local community
- Potential to organise training sessions on relevant topics such as hate crime.

I would like to hear from.....

..... Residents and community groups who would like to talk about issues impacting cohesion in the local area

..... Residents and community groups who are already doing work to build cohesion in the local area, or would like to get involved

### **Contact:**

**Email :** [melinda.king@brighton-hove.gcsx.gov.uk](mailto:melinda.king@brighton-hove.gcsx.gov.uk)

**Phone** 01273 292949



Meeting action minutes

Meeting	<b>Senior Housing Action Group ANNUAL GENERAL MEETING (AGM)</b>		
Attendees	<p><b>Residents:</b> Roy Crowhurst (Chair of SHAG, Woods House) Tony Brown, (Evelyn Court) Walter Sargison (Broadfields), Allen Davies (Rosehill Court) Elizabeth Tinkler, Ernie Tidy (Churchill House) Anthony McCoy (Sloane Court) Terry Weller (Evelyn Court) Chris Kneath, Eileen Esposito (Leach Court), Diana Ward-Davis (Sanders House)</p> <p><b>Staff:</b> Jane White (Performance &amp; Improvement Officer), : Hannah Barker (Resident Involvement Officer), Peter Huntbach (Senior Housing Manager)</p> <p><b>Partners:</b> Peter Lloyd (Healthwatch), Mike Bojczuk (Older Peoples Council)</p>		
Apologies	Jean Davis (Leach Court)		
Venue	<b>Leach Court</b>	Produced by	Hannah Barker
Date	<b>13<sup>th</sup> September 2017</b>	Minutes completed	<b>4 Oct 2017</b>
Time	<b>10am- 12.30pm</b>		

**Minutes & Matters arising - Update on actions from previous GM and AGM**

**Update on AGM minutes from Sept 2016 – re Item 6 on Sprinklers.**

National recommendation for sprinklers in all high rise. Brighton & Hove City Council (BHCC) has plans to retrofit all high rise. Issue is who should pay the cost. Previously the fire service and BHCC jointly funded Somerset Point and Elwyn Jones sprinkler systems. However the fire service says it no longer has the funds.

The landlord service recognizes from the tragedy at Grenfell tower there are lots we need to look at, and in the Seniors Housing service we have been; upgrading fire alarms and warden call, meet regularly with East Sussex Fire & Rescue Service (ESFRS) and written to all residents to say what we are doing. There are quarterly inspections in blocks, regular checks on alarm system and now can make quicker referrals to ESFRS for home visits to advise individuals. None of our high rise blocks have the same kind of cladding as in the London tragedy. There is now greater acceptance amongst residents of the need for clear corridors and fire exit routes. Sprinklers are not the only solution to fire safety but are an element to include.

More to be done to inform residents not to leave front doors or internal doors blocked open.

**Items discussed, agreements and future action**

**1) Development of Equalities Impact Assessments related to major works in seniors schemes - Jane White (Performance & Improvement Officer)**

The purpose of an Equalities Impact Assessment is to help council officers ensure services are accessible to everyone equally; no-one is inadvertently discriminated against or treated less favourably by policies and decision making. The 9 protected characteristics which BHCC officers need to think about are age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race or ethnicity, religion or belief, sex and sexual orientation.

Jane is writing an internal guiding document for council officers to use (not residents) when planning major works. This is a live document which can be changed and added to, so residents can keep contributing to it.

Example: scaffolding might cause people with mobility issues difficulty or with sight impairment loss of light, Older people feel extremes of temperature more so when windows being replaced provision needs to be made.

Examples from meeting :1) Mears operatives laying a floor left box of tiles out and resident with sight loss tripped and fell. 2) The last colour you loose with sight loss is yellow, so why not paint all stairs nosing this colour, or handrails. 3) Noticeboards containing small font size is restrictive. Includes fire and safety notices.

**Please send other examples to Jane White, Performance & Improvement Officer – [jane.white@brighton-hove.gov.uk](mailto:jane.white@brighton-hove.gov.uk) - 01273 294598 - Housing Centre, Unit 1, Fairway Trading Estate, BN2 4QL**

Further involvement?

- Jane will send feedback to this meeting once report is finished.
- Residents won't get the document as it's purpose is guidance for officers in their work.
- Q: Will scheme managers be informed? A: we discuss equality and diversity and supply info about different support organisations e.g. RNIB eye health, options , signage and rainbow standard decorating schemes.

## 2) Chairs communications – Roy Crowhurst

- **Roy attended interview panel** for 2 new scheme managers. To date, 1 offer to be confirmed and 1 accepted.
- **Newsletter** delivered to every door, to increase awareness of SHAG and encourage people to get involved in some way. Issues coming up: Allocations and Local Lettings Plan. Plan to do another newsletter in a few months.
- **These minutes now are distributed to schemes.**
- **5 minute group for short consultations** is set up. We will be organizing our first survey soon.

Q: Can the newsletter be online? Either on Resident Involvement pages.

Q: How many residents have sight problems? Can we send it to them?

Act.		Who	Due
2.1	Look into where SHAG newsletter could be made available online.	Hannah	October
2.2	Send PDF of newsletter to Tony McCoy	Hannah	October
2.3	Look into data of numbers of residents with sight problems	Peter	Nxt mtg

## 3) Senior Housing Update – Peter Huntbach (Housing Manager, Senior Housing)

**Info** **Scheme Managers cover:** Elwyn Jones Court have had recent issues with cover, now improved. We have 26 in place, equivalent of 23 full time. We need equivalent of 25. Each scheme has a named manager. Our 4 larger schemes have more than 1. Always been a dilemma we are trying to balance staff between our 23 schemes of

	<p>different size and peoples different needs.</p> <p><b>Daily calls</b> : Modern technology is being used by different organisation/s to communicate via computer screens, similar to our Carelink service with advantage of seeing each other. Some doctors now Skype with patients.</p> <p>Our daily call service includes the new “I’m OK” button which is saving time. However staff are still spending time moving around the city to do the calls. Need to review effectiveness of this.</p> <p><b>Scheme managers functions review:</b> reps asked to revisit the role of scheme managers - what they do and don’t do?</p> <p><b>Brookmead Extra Care:</b> delayed at final stage snagging (small details to put right), won’t be handed over until final problems fixed. Possibility People to test site from a disability point of view, will be interesting what they say.</p> <p><b>Decorating:</b> Looking at Capital investment programme and will feed back; on agenda for next meeting. Many people in seniors housing not able to do their own decorating. On the current discretionary decorating scheme, you can only get 1 room done a year. The funding pot is small so unless you get in early you miss out. Need to look seriously at it.</p> <p>Decorating pack is still available, where new tenants get paint.</p>
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#### 4) Elections

<b>Info</b>	<p>Chair - Roy Crowhurst</p> <p>West Area rep – Roy Crowhurst</p> <p>Central Area rep – Tony McCoy</p> <p>North Area rep – Walter Sargisson</p> <p>(East Area rep VACANT)</p> <p>Home Service improvement Group - Tomm Nyhuus</p> <p>Involvement &amp; Empowerment Service improvement Group – Tony McCoy</p> <p>(Neighbourhood &amp; Tenancy and Business &amp; Value for Money Service improvement Groups VACANT)</p>
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#### 5) Constitution

<b>Info</b>	<p><b>Changes proposed and accepted:</b></p> <ul style="list-style-type: none"> <li>• SHAG will meet quarterly, in last Wednesday of months January, April, July and October.</li> <li>• Voting at SHAG meetings will be by appointed spokesperson, who is agreed by tenants. One vote per scheme.</li> <li>• Scheme managers will be responsible for ensuring the decision making process for choosing the spokesperson happens annually and information about it is shared across the scheme. Either the scheme manager or the residents can request a Resident Involvement Officer is invited to help with the decision making process.</li> </ul>
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### Section 3 – Agenda for next meeting – 24<sup>th</sup> January 2018

1	Decorating
2	Security Issues

**Future meetings 2018 25<sup>th</sup> April, 25<sup>th</sup> July, 25<sup>th</sup> October**



# New homes for neighbourhoods Update



February 2018

Brighton & Hove City Council's New Homes for Neighbourhoods programme is building much needed new council homes for rent on council owned land. We aim to deliver 500 new homes in Brighton, Hove and Portslade, with at least 10% of those for wheelchair users and the rest easily accessible and adaptable.

At 1st February 2018 we had completed 98 new build council homes since summer 2015, on nine empty or underused council 'infill' sites across the city. By the end of this March that will rise to 165 completed new council homes, with 131 being delivered in 2017/18 alone. Many more are under construction or in the pipeline.

All new homes are let through Homemove to local households in housing need.

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



Tenants moving into the Brooke Mead extra care scheme that was completed in December are delighted with their new home – as are their families. As well as one of 45 self contained one bedroom flats with level access shower, they have use of a residents' lounge and social activity rooms, a laundry, court yard garden and community café with plenty of activities planned. The 'extra care' is provided by care workers on site 24 hours a day seven days a week and a Scheme Manager.

These new council homes will support older residents with low to moderate dementia or other care needs to live independently for as long as possible.

## Kite Place – 57 new council flats in Whitehawk



New tenants are also moving into the first flats to be handed over in the West Block at Kite Place. The rest of the 57 one to three bedroom flats in our largest development to date will be completed over the next few weeks.

Six flats are specially designed for wheelchair users and their families, ten have level access showers suitable for those with other mobility needs and there are lifts to all floors. The buildings are very energy efficient with communal boilers and solar panels on the roof.

## **Hobby Place – 29 new council flats in Whitehawk**

The two blocks of new one to three bedroom council flats below Whitehawk Hub are also getting close to completion and are expected to be handed over and let in March.

The spacious new flats suitable for Mobility bands 1, 2 and 3 have lifts to all floors, fuel efficient communal heating and hot water and solar panels.



## **Salehurst Close – 8 new council homes in Hollingdean**

The roofs are now tiled, the windows and doors are installed and the brickwork is starting to go up over the timber frames of the new homes being built opposite Hollingdean Park and playground, near to local schools and the Children’s Centre.

We expect the six 4 bedroom, 7 person houses and two 2 bedroom, 4 person flats to be completed by June.



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

Construction starts this month of 12 new council houses and flats on three small, cleared council owned sites in Kensington Street, including a one bedroom wheelchair user flat.

Photographs of the graffiti on adjoining walls will feature in an exhibition in Jubilee Library in March, before moving on to the Keep.



## **For more information on New Homes for Neighbourhoods**

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)