



**Brighton & Hove
City Council**

Housing Management Panel

Title:	Housing Management Panel: Central Area
Date:	23 May 2018
Time:	7.00pm
Venue	Barnard Centre, St. Johns Mount, Mount Pleasant, BRIGHTON, BN2 0JP
Members:	Councillors: Gibson (Chair), ; Ward Councillors for the Area, Delegates of Tenants Association in the area.
Contact:	Gregory Weaver Democratic Services Officer 01273 291214 greg.weaver@brighton-hove.gov.uk

AGENDA

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<i>The group will be invited by the Chair to discuss how resident association can facilitate social inclusion and the resources that would help them to do this.</i>	
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To <u>note</u> the minutes and reports of the following Committees and City	

HOUSING MANAGEMENT PANEL: CENTRAL AREA

Wide groups (copies attached):

- A. Leaseholder Action Group
- B. Home Service Improvement Group;
- C. Business & Value for Money Service Improvement Group;
- D. Tenancy & Neighbourhood Service Improvement Group;
- E. Involvement & Empowerment Service Improvement Group;
- F. Tenancy Disability Network;
- G. Senior Housing Action Group.

15 ANY OTHER BUSINESS

16 DATE OF THE NEXT MEETING

99 - 100

BRIGHTON & HOVE CITY COUNCIL

HOUSING MANAGEMENT PANEL: CENTRAL AREA

2.00pm 21 FEBRUARY 2018

BARNARDC - BRISTOL ESTATE

MINUTES

Present: Councillors Gibson (Chair), Councillor Adrian Morris.

Representatives: Elaine Stewart (Somerset Point), Jason Williams (Hereford Court), Tony Price (DPCA), Tom Worsfold (LAG), David Spafford (Ardingly Court), Roger Small (Leach Court), Carl Boardman (Warwick Mount), Martin Cunningham (Hampshire Court), Tony Mccoy (Sloane Court)

Officers: Sharon Davies (Project Manager), Annie Sparks (Regulatory Services), Janet Dowdell (Tenancy Services Operation Manager), Marcus Richardson (General Building Manager), Eddie Wilson (General Manager Mears), Hilary Edgar (Housing Services Operations Manager), Rebecca Mann (Resident Involvement Officer)

36 APOLOGIES

36.1 Apologies were received from Theresa Mackie.

37 CHAIR'S COMMUNICATIONS

38 MINUTES OF THE PREVIOUS MEETING

39 EDB BUDGET

39.1 The chair opened up the discussion to members of the panel.

39.2 Residents had the following statements, concerns and enquiries:

- It was noted that overheads are due to increase over the ensuing years, clarification on the anticipated spend of £401,000 was sought
- It was noted that areas that do not have a highly organised resident association can become a cause for concern
- It was stated that the budget had been previously used for illegitimate maintenance, however it was good that community projects had taken precedence
- A resident was concerned that that the subsequent implementation period following a successful bid stated the implementation period of the program and ensuing works was too long

39.3 The Chair enquired the panel's satisfaction with EDB and further requested clarification if discretion had previously been made to apply EDB bids on highways land

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

- Will follow up with resident regarding the slow implementation of bids
- It is possible to see if bids can be used on highways as well as housing land.

40 CONSULTATION DURING CONTRACT NEGOTIATIONS

41.1 The panel considered a report on the Consultation during contract negotiations by the Sharon Davies, Business & Performance Project Manager. It was stressed that engagement with residents will be at the heart of the programme and that the tender process will take place between November 2018 – May 2019, with contracts to be awarded in July 2019 and the mobilisation phase to be April 2020. It was also noted that smaller groups of tenants will be engaged during the valuation process.

41.2 Residents had the following statements, enquiries and concerns:

- A concern was raised in regards to whether consideration had been paid to the cost of implementation, the resident gave an example of practices of excess on behalf of Mears construction group on a call out to perform maintenance works on taps
- It was enquired if the report to Housing and New Homes Committee had been embargoed

41.3 Eddie Wilson, General Manager Mears, allayed concerns by stating that Mears were committed to getting value out of the contract

41.4 Officers had the following responses to resident's concerns:

- It was confirmed that the report was not embargoed
- Procurement advice has been taken to look at the market activity, where the market has changed, other options will be considered. It was further stated that BHCC is currently looking at other Councils for information, attaining legal advice and exploring other options and processes that could be implemented

41.5 The Chair agreed with the request for a meeting ahead of the report at a later date.

41 RESIDENTS QUESTION TIME

41.1 (Item 4 – East Ward – Laundry Tokens)

41.2 Residents had the following statements, enquiries and concerns:

- It was stated that the number of overall tokens available had been reduced
- It had been noted that resident working groups had previously been consulted ahead of any major changes, however no consultation had been provided recently on this
- Concern was registered for users that rely more heavily on this may be at risk

41.3 An officer stated that they would look to set more consultation events in future as this was good practice in helping to address concerns.

41.4 (Item 1 – Central Ward – Defunct Cables and Aerials)

41.5 A resident stated that the response received was inadequate. A concern was raised over the technical aspects of the change over which led to a surplus of unused wiring and leftover cables unfit for purpose.

41.6 An officer responded to the concern stating that when contacted, providers had dealt with some issues. However it was being addressed block by block and invited residents to show examples of this so that it can be resolved.

42 FIELD OFFICER

41.1 Annie Sparks, Regulatory Services Manager, gave a brief overview of the Field Officer role. She further noted that the role looks to expand and evolve depending on the needs of the area at that given time.

41.2 Residents had the following statements, concerns and enquiries:

- A resident enquired what form of transport will be available to the Field Officer
- It was enquired how this new role would relate to the Resident Involvement Officer's
- A resident enquired in what capacity the Field Officer will operate as
- A resident requested a breakdown of funding for the role

41.3 Officers responded to resident's questions, statement and concerns with the following:

- Field Officers will have access to the City Car Club, paid public transport and the use of bikes, it was stressed that the transport provided would be dependent on the situation at the time
- It was stressed that the role would not overlap the Resident Involvement Officer's, rather that it was designed to supplement various roles in and around Brighton
- Officers stated that the Field Officer role will be involved with areas such as noise pollution, food safety inspections, health and safety inspections, licensing and planning. It was clarified that the Field Officer will not be involved heavily in the aforementioned departments, rather that they would assist in small ways such as providing photographic evidence, assisting in cases regarding domestic noise, buskers, alarms, street trading, providing pro-active assistance with air quality by providing tube changes to air quality monitors across the City and more.
- An Officer clarified that Field Officers would be invited to future Housing Management Area Panels
- It was clarified that £42,000 would be transferred from noise money found in the Housing Revenue Account, it was also confirmed that other areas were being looked in to for funding.

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

43 SERVICE IMPROVEMENT GROUPS

43.1 Barry Hughes enquired if Service Improvement Groups were still useful. He further enquired if it may necessary for a full review of Service Improvement Groups to determine their effectiveness.

- 43.2 A resident stated that Service Improvement Groups are often held at a time in the day which can be an issue of inconvenience for many residents
- 43.3 An Officer agreed that a review of Service Improvement Groups could be carried out, it was further suggested that task and finish groups could be implemented alongside this. It was further agreed that following the review, the business plan will be looked at together with what has been achieved by Service Improvement Groups
- 43.4 The Chair noted that this was raised at the previous meeting; he suggested that a Resident Only meeting could discuss the review. He further stated that previously it had been confirmed that during the summer, Area Housing Management Panels would be held in the evening.

44 PERFORMANCE REPORT

- 44.1 Residents had the following statements, concerns and enquiries:
- Further clarification on the status of anti-social behaviour cases being at 81% was requested
 - An concern was registered in regards to BHCC's practice of closing a case without the consent of the victim
 - Clarification of the figures regarding the lift program was sought
- 44.2 Officers responded to resident's enquiries with the following:
- It was clarified that the stats in regards to anti-social behaviour come from the Housing. It was further noted that the satisfactions survey with victims produced a slight drop in satisfaction levels. The officer further stated that it was imperative to maintain contact with people in future
 - It was stated that cases are not closed without the consent of victim, however after a period of time if there is no resolution to a conflict such as a neighbour's dispute, then the case will be closed formally whilst details will maintain archived for future evidence should similar matters arise. It was stressed that no case history is ever fully removed from the system
 - It was clarified that there was a large lift replacement program in Goldsmid ward that skewed the figures, further to this it was confirmed that almost half of all lifts had been replaced. It was also noted that lifts that still need replacing have been an ongoing issue.
- 44.3 The Chair requested that the panel be made aware in future of how many cases of anti-social behaviour had been closed without agreement.

- 44.4 **AGREED** – that the report be noted.

45 THE PROCUREMENT OF LEGIONELLA ASSESSMENT AND CONTROL SERVICES FOR HOUSING STOCK

- 45.1 Martin Hedgecock, Facilities & Building Services Manager, gave a briefing to the panel on the Procurement of Legionella Assessment and Control Services for Housing Stock report. He stated that the report centred on statutory duties surrounding legionella control and the risks within blocks.

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

46 TENANCY FRAUD AMNESTY

46.1 The panel considered the report on Tenancy Fraud Amnesty. The officer noted that the program will take effect from the beginning of April to the 31st May, with the aim to encourage tenants to return keys to properties that are being illegally sub-let or not in occupation. During this time no prosecution will be pursued.

46.2 A resident enquired if whistle-blowers would be dealt with as well

46.3 An officer stated that the fraud team will follow up on whistle blowers at all times and that this is not restricted to just the period of the tenancy fraud amnesty, rather that this is an ongoing operation all year round.

46.4 The Chair stated that he was very happy to hear that last year 21 homes were recovered. He also stated that the fraud of right to buy is also another area of concern and praised BHCC with its success in its ongoing effort of tackling that.

46.5 **AGREED** – That the report be noted.

47 INFORMATION FROM COMMUNITIES CO-ORDINATOR

47.1 A resident enquired what the purpose of the role is.

47.2 An officer stated that the new role was funded to bring communities together.

48 CITY WIDE REPORTS

48.1 **RESOLVED** – that the reports and minutes of the various Citywide groups be noted.

49 ANY OTHER BUSINESS

50 DATE OF THE NEXT MEETING

50.1 The date of the next meeting will be the 23rd May 2018.

The meeting concluded at Time Not Specified

Signed

Chair

Dated this

day of

Questions from Residents

Items from the Central Residents Only meeting 12/4/18

Recycling problems

It was agreed that more education is needed to ensure that recycling facilities are used properly. It was suggested that thought is given to ways of doing this, with the aim of improving the take-up and efficiency of the service. (3)*

Response: Elizabeth Barr, Assistant Business Support Manager, City Clean, tel: 01273 292929

City Clean can help by making sure that signage is correct on the waste containers. This will help residents know what goes in which container. If representatives would like to let City Clean know which property/area this is for we can check the signage. We would also be happy to send a member of City Clean to local association meetings or to an Area Panel meeting.

The council's website provides information on what can be recycled, how to check collection days and report missed collections.

This may be a suitable project for the Tenancy & Neighbourhood Service Improvement Group or one association – the Resident Involvement Team will be able to support this, if residents are interested.

Drug use in St James' Street area

Eileen Stewart said that used syringes have been found in the street by her 4 year old granddaughter. Other used syringes have been found in the bushes and around the bin area, particularly around Warwick Mount. She is concerned that this problem is getting worse, and asked what action was being taken.

It was noted that there is a long-term problem with drug abuse in the area, and that all of the Residents Associations regularly raise concerns and ask for action to be taken.

If you ring 01273 292929 between 9am - 5pm Monday to Friday, they will collect any hazardous materials within an hour.

For the last month St James's House has had security people on the door all night, which has reduced the problem there considerably, but may have moved it elsewhere.

Barry Hughes to flag up concerns about drug abuse and connected hazards in the Central Area at the agenda setting meeting. He will also raise it with Councillors.(2)*

Response: Annabel Tate, Housing Manager – Central Housing Team: tel: 01273 290677

The council has been addressing the long term problems with drug use in the central area in the following ways: regular multi agency meetings chaired by Rachel Chasseaud, Head of Tenancy Services, and involving the police, tenancy management, the estates team, the property and investment team and substance misuse services amongst other departments and agencies. The focus in these meetings has been on St James House and other central blocks where there it is known that has been a particular problem with rough sleepers getting in, often using drugs in the shared areas. These blocks include Wiltshire House, Kebbell Lodge, Kingswood, and Ashton Lodge. The central tenancy team also focuses on monitoring and trying to find solutions to this problem in liaison with other departments and agencies via their regular team meetings.

Practical measures taken have included - a security guard now located at St James House out of office hours, this arrangement will continue until the problem is much reduced and/or all the planned changes to the security doors have been made. In all of the other blocks mentioned there are thrice nightly security sweeps by our contractors AP security, except in the case of Kingswood where the sweeps are carried out during the daytime hours as these have been identified as the most problematic time. In all these cases the security at the blocks has been checked and a letter sent to all residents advising them how to report problems day or night. A case officer has been appointed for each block with additional security, case officers keep in touch with relevant residents on a regular basis. Please note however that due to a staff vacancy there has been no named officer for Kingswood for a short period. This will soon be rectified. Finally duty housing officers are now authorised to call AP security to remove rough sleepers/ drug users from the common ways of our blocks. The out of hour's duty officers can also call upon AP security. The central tenancy team works closely with the police officer for Kemp Town, PC Chapman, and together we are focusing on trying to identify drug dealers in the area. Three premises closures have been carried out by the central team in collaboration with the police, including one at Nelson Place as recently as April 19 2018.

Thrice nightly sweeps of the underground car park at St James House have been ongoing for some considerable time. Alterations to this car park are planned.

Drug paraphernalia is reported to the estates team and is cleared as a priority. The telephone number in the preamble to this question relates to drug paraphernalia found on and around the highways. For needles etc found in blocks of flats or general Housing land, please contact the Estates Service on tel: 01273 294769

Extractor fans at Wiltshire House

Wiltshire House has a fairly new system for ventilation in the flats. This is a big fan on the roof of the building, and air vents in the bathroom and toilet of every flat. The idea is that the roof fan will suck up air and provide ventilation. However, this is not working properly. The suction from the fan is not sufficient to remove smells, but the open vents allow for smells from other flats to circulate. This is a particular problem (and health hazard) with cigarette smoke. Non-smoking residents are having to live in the unpleasant situation where their flats smell strongly of stale cigarette smoke. Cooking and other smells also circulate.

Complaints have been made, and repairs done to the roof fan on several occasions but it appears that the system is not fit for purpose.

It was agreed that this is an unacceptable situation, and needs to be dealt with quickly.

Barry Hughes to contact Geof Gage, and copy in to Perrin Horne, and also raise at the Agenda Setting meeting.(2)*

Response: Adrian Day, Mechanical & Electrical Engineer, tel: 01273 293453

Four extraction fans have been installed and commissioned on the roof of Wiltshire House. Each fan is equipped with a silencer and housed in a bird protection cage.

These fans are specifically designed for large blocks of flats such as Wiltshire House.

We have only received one complaint from Wiltshire House and that was over the night time period shut down and decreased the time the units were shutdown to resolve the issue .

If there are any further complaints, these should be reported to Mears by email at BHCC.repairs@mearsgroup.co.uk or by calling freephone 0800 052 6140 or local number 01273 294409.

Visitors' car parking

There is an on-going, seemingly irresolvable problem with visitors' car-parking spaces in resident car parks. People who are nothing to do with the block park in these spaces, meaning there are never any spaces for people visiting residents. Every block that has a car park and visitors spaces reports this problem.

Residents' Associations have been raising the abuse of visitors' spaces for years, but there is never any action, and there does not appear to be the motivation on the part of the Council to address the problem.

Council officers working at Lavender Street are also given spaces in residents' car parks, further restricting their use by residents.

It was agreed that the Council needs to address this issue with more urgency, and take effective, decisive action to resolve the problem.

Barry Hughes to raise at agenda setting for the Area Panel. (2)*

Response: Laura Newton, Housing Customer Service Team Leader, tel: 01273 293030

We offer free visitors parking permits to residents, where visitor bays exist at Council blocks. Unfortunately some residents do abuse this facility. We treat this seriously and are sympathetic to residents who report visitor parking bay abuse to us and are unable to offer their guests parking facilities. We also have procedures in place to take action straight away.

We will ask the person reporting misuse to provide the visitor permit number and the registration number of the vehicle in the visitors' bay. The permit number allows us to confirm the address the permit is linked to. We write to the resident and remind them of the visitor parking rules. If this problem continues we have the power to rescind the visitors permit and will notify One Parking Solutions, so the vehicle will receive a parking ticket.

When the Housing Customer Service team receives this type of call a log is made to make sure we have records of all reports.

If a valid permit is not displayed, the vehicle will receive a parking ticket. If a resident reports a vehicle without a valid parking permit, we will contact One Parking Solutions to get them to check the car park.

We have 12 car parks in the Kemp town area of the city and there are no waiting lists for these car parking spaces. Under the current car parking policy, these spaces are available to rent by non residents. As such there are some Council staff that have paid to rent car parking spaces in some of the Kemp town car parks. These

spaces have been applied for as per the current policy. Information on car parking spaces currently available to rent can be found on the Brighton & Hove website. Housing customer services are happy to advise on spaces, please contact us at housing.customerservices@brighton-hove.gov.uk or on tel: 1273 293030.

3* Items from the West Resident Association Meeting 3/4/18

Ramp markings

The yellow paint used on ramps and to mark out hazards such as the edge of steps does not show up at night. This makes it difficult and dangerous for people to negotiate at night.

It was proposed that:

- a) luminous paint that is easily visible at night is used for all future work*
- b) present markings are re-done in a suitable paint (3*)*

Response: Perrin Horne, Customer Services Manager, Property & Investment, tel: 01273 294641

BHCC uses reflective fluorescent paint in the circumstance described above. If current markings are a Health & Safety concern they should be reported to Mears by email at BHCC.repairs@mearsgroup.co.uk or by calling freephone 0800 052 6140 or local number 01273 294409.

Key safes

The outside of buildings are increasingly cluttered with redundant key safes. These never get removed when they are no longer in use.

It was proposed that an audit is carried out of key safes, to see what is in use and what isn't, and that redundant safes are removed.

For agenda setting and all Area Panel agendas. (3)*

Response: Chloe Mclaughlin, Estates Service Manager, tel: 01273 391072

This process has been piloted already in the city and can take between 6 and 8 weeks to complete. Initially all residents in the block are contacted for details to identify individual key safes and their locations. Residents are then notified of the new re-positioning. In some cases, key safes could not be identified to a particular resident or where an individual resident had not responded to the original letter, home visits and telephone calls were made to clarify the situation.

Currently there is a record of some installations and where relevant, Care Link is notified of the new locations.

Any association wishing their key safes to be re-positioned can contact the Estates Team at EstatesServiceTeam@brighton-hove.gov.uk or on tel: 01273 294769

3* Items from the East Residents Only Meeting 28/3/18

Rent and Council Tax payments

The meeting acknowledged the written response submitted to the Area Panel on 19th February. Housing can no longer accept payments at Post Offices via the Cooperative Bank system and there are many Paypoint locations across the city. However, the Paypoint locations are not always where tenants and residents need them to be.

Many older people go to the Post Office every week to withdraw their pension and then immediately pay all their bills. This means they don't have to walk around with unnecessary cash in their purses and wallets. Now that they cannot pay their rent at the Post Office, they have to walk around the town or their local area with cash on them. Many people feel very vulnerable to being robbed in this situation, and the recent attack on a 90 year old resident has exacerbated these fears.

The meeting agreed to re-submit this matter to the Area Panel with a request that Housing take the two following actions:

- *Investigate whether all Post Offices in council housing areas could have a Paypoint so residents can pay their rent and council tax*
- *Investigate what solutions other local housing authorities have found to assist residents who still need to pay their rent and council tax in cash (3*)*

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

Thank you for this follow up enquiry and request following one made to the last round of Area Panels on the topic of withdrawal of rent payments at post offices.

I am sorry to hear that there are some tenants who feel vulnerable as a result of the rent payment method they currently use; I am sure that a suitable solution can be found.

Other local housing authorities and social housing landlords have a range of payment options similar to Brighton & Hove City Council. For several years, many of these organisations have discouraged cash payments, particularly over the last decade with public sector spending cuts and the need to achieve efficiencies, because cash payments are the single most expensive way to pay for rent.

While all housing organisations encourage payment by direct debit as it is the most cost effective way to pay, some also incentivise these payments, for example by giving a one off discount when the arrangement is made, and a small number have insisted that all new tenants have to pay by that method only.

Direct debit payments provide efficiency advantages for us as a landlord and higher guarantees that rent due will be paid. For tenants, the advantages of direct debit

payments include peace of mind that the rent will be paid on the due date, not having to go anywhere to do it, not having to think about it, not having to carry cash (as you highlight), and the certain knowledge that if the rent goes up or down then the payment will change after the tenant has received written notification of this.

Having said the above, residents who only have a Post Office Card Account are not able to benefit from direct debit or standing order payments, because this type of account is not a transactional account. The Government assesses that across the country 15% of all benefit claimants and pensioners have a Post Office Card Account, but it has been encouraging everyone who is able to, to open a **current** bank account instead, so that they can benefit from transactional services such as direct debits, standing orders and having a debit card on which goods and services can be paid for using money in the person's account without the need for them to withdraw any cash.

It is worth noting that the Government was going to withdraw all Post Office Card Accounts in 2015, but now has a contract for these accounts until at least November 2021. It has also been for this reason that social landlords have been keen to encourage tenants to pay their rent using more cost effective rent payment methods that are sustainable into the longer term.

While we do not assume that all older people want to operate using cash, we are aware that some people do not want to be on the internet.

The minimum solution that we are therefore keen to assist tenants with, is eradicating the need for them to feel vulnerable carrying cash around by helping them get the support needed to open up a transactional current account. In this way, tenants who do not want to use the internet still have the options of paying through their bank or in a shop that accepts PayPoint payments or simply by paying by telephone.

We have contacted the Post Office to ask if there are any plans for branches in the city to have PayPoint outlets and whether this is something they would consider. However, the Post Office does not offer PayPoint as one of its payment options so there is no chance of any local Post Offices introducing this method of payment. There are around 150 PayPoint outlets in the city, including at both Asda stores and at 22 Co-ops; details of these can be found at www.paypoint.com/en-gb/consumers/store-locator or from the Housing Customer Service team at housing.customerservices@brighton-hove.gov.uk or 01273 293030.

We would like to offer solutions to all tenants whilst removing the need to carry cash and therefore the need to feel vulnerable. If you are aware of older people who are still using cash only please do ask them to contact the Housing Income Management Team at housing.incomemanagement@brighton-hove.gov.uk or 01273 293224. In this way we will be able to offer individualised support to tenants, possibly referring them to the Money Advice Plus service if they need more detailed and independent advice.

Training

Residents from around the city were asked to identify courses they would like to attend at Trafford Hall, the National Communities Resource Centre. They have now been advised by the Resident Involvement Team (RIT) that some local training is going to be arranged in-house instead.

Those who have previously attended training at Trafford Hall felt that it was of a very high quality and they really benefitted from networking with other tenant activists from around the country.

They felt that this was an unnecessary money saving exercise by the RIT.

The meeting agreed to submit this matter to the Area Panel, with the proposal that the RIT reconsider the possibility of funding residents to attend training at Trafford Hall. (3)*

Response: Hilary Edgar, Housing Services Operations Manager, Telephone: 01273 293250

Trafford Hall was funded by the Department for Communities and Local Government to provide low-cost training for tenants of local authorities and housing associations in England, under the Tenant Futures programme. The programme has been scaled back in recent years and no courses are currently advertised for 2018/19.

Although we have supported a handful of residents to attend these courses in the past we are keen to provide training locally. This is not, in itself, a cost cutting exercise, although generally better value for money can be achieved by providing training this way. The courses at Trafford Hall cost £15 and the majority of cost to Housing was on delegates' travel expenses. Holding courses locally means that we have more input to course content and can ensure that information is given about local contacts and resources. It also provides an opportunity for residents from different parts of the city to come together and share good practice.

The Resident Involvement Review identified a need for more training and under the Learn Create Innovate banner in 2017/18 we provided training on writing a blog, social media, permaculture/growing projects, communications, how the Housing Service is structured and how to contact it. We will be running some of these courses again this year and adding in ones on tackling social isolation, accessing council services and how to represent your community.

We also arranged for one representative from each panel area to attend the Chartered Institute of Housing conference in Brighton earlier this year.

We welcome suggestions from residents on training they would like us to provide and feedback on how those who have attended courses put their learning and new knowledge into practice.

A similar question was asked by Resident Inspectors earlier in the year about attending inspector training at Trafford Hall. It turned out that Trafford Hall hadn't provided this training for the last couple of years. If the Resident Inspectors would still like training I would encourage them to raise this through the Home Group and we will provide tailored training within the city.

Mears' Repair Service

Janet gave three examples of poor service from Mears and their lack of coordination with other contractors.

- a . *She called Mears early one morning because the lock broke on her door, meaning that she couldn't lock it. The door had been fitted by Anglia less than 3 years ago and was still under warranty. She was told somebody would be out within 24 hours. This meant she had to arrange for somebody to come and sit in her house whilst she went out to work. By 6.30pm nobody had arrived so she called the out-of-hours service, who initially said they had no record of the job. They did eventually find it and a worker came out to carry out a temporary repair. She was then given an appointment for a week later for the repair to be done properly. When the worker came out this time he said that he was just going to measure up and couldn't actually do the repair. She has now been told that Anglia will come out, but 16 days later the repair still hasn't been done.*
- b . *A resident in Bexhill Road had a burst pipe in her bathroom during the cold weather. The ceiling came down and the electrics were affected. She phoned Mears and they took 5 hours to get there, despite her being in the house with young children and faulty electrics. When they came out they were unable to repair the electrics and she was left without electrics for 5 days.*
- c . *New windows are being fitted in Foxdown Road. The work was all completed by December 2017 except for one house where there is believed to be asbestos. The tenants have now been waiting months for their home to be inspected to confirm if there is asbestos present and whether they can have their new windows fitted.*

There is concern that Mears are not operating in the best interests of Brighton & Hove City Council or tenants in the following ways:

- *The maximum time for the completion of emergency repairs has changed from 4 hours to 24 hours*

- *Mears don't have a dedicated out-of-hours team for Brighton & Hove, but have one team covering the whole region from Portsmouth, to Eastbourne to Horsham - this delays the time it can take for work to be done.*
- *People feel that Mears may be leaving Emergency repairs to be done by the out-of-hours service as they get paid more for these jobs.*

The meeting agreed to raise this matter at the Area Panel with a request that Housing take the two following actions:

- *Clarify when the maximum time for the completion of emergency repairs was changed from 4 hours to 24 hours*
- *Explain what action is being taken to hold Mears to account for its poor responses to emergency call-outs. (3*)*

Response: Perrin Horne, Customer Services Manager, Property & Investment, tel: 01273 294641

Thank you for sharing these three examples from Woodingdean. Resident representatives are reminded of the three step process to report, and escalate, repair issues. This is designed to help reps. get a quick response to queries they receive and to help them deal with enquiries they get from their association members. A copy of the process is attached at the end of these responses.

In terms of the questions raised based on these examples, I can advise:

Emergency repairs

Mears are, and have always been, contracted to attend to 'Emergency' priority repairs within 24 hours. This doesn't always mean that the repair is completed within this time, but the emergency issue will be 'made safe' so that the repair can go ahead after the emergency situation has been addressed. This has not changed. All other repairs are raised as a 'routine' and will be responded to within 20 days. This is also unchanged.

Contract Monitoring

The council's Business & Performance team in Property & Investment monitor Mears' emergency response times and they are performing very well. We have no issues where Mears have not attended to a reported emergency out of timescale.

Fly tipping by Mears

Mears have been bringing rubbish from one house they are working on and dumping it in the garden of a house near Kipling Avenue. This makes the area very unsightly.

The issue of Mears leaving rubbish in the gardens of properties they are working on has been raised before and there is an agreement that rubbish should be removed within a day. It seems that this is not happening consistently.

The meeting agreed to raise this matter to the Area Panel with a request that Housing clarify what Mears obligations are regarding the removal of rubbish from properties they are working on. (2)*

Response: Perrin Horne, Customer Services Manager, Property & Investment, tel: 01273 294641

Mears aim to remove rubbish from properties on the same day or if this is not possible, the following day. Any examples of issues should be referred using the tenant representative repairs' process attached.

3* Items from the North Residents Only Meeting 5/4/18

City Clean

The meeting felt that there are still a lot of problems with the service provided by City Clean. Although the bad weather had made things difficult for a couple of weeks this could not be used to explain failures that have been going on for much longer.

The following examples were given:

- In Elwyn Jones Court the bins were overflowing because they had not been collected. When this was reported they were told that it was a problem in the whole of Patcham.*
- The recycling bins at Nettleton Lodge and Dudeney Court were not collected for 4 weeks.*
- In Southmount, Hollingdean, the rubbish and recycling wasn't collected for weeks. City Clean have an arrangement with Des, chair of the Residents Association, for him to unlock the shed when they are due to come out. On one occasion somebody had re-locked the door, but on another it was definitely unlocked, but the City Clean workers said it was locked and didn't collect the rubbish or recycling.
They then collected the recycling, but said the rubbish was piled too high and so they couldn't take it. This left the Residents Association having to complain again to get this resolved.*
- A tenant in Birdham Road gets an assisted collection – one day City Clean walked into his garden, looked at his bin, then left again without emptying the bin.*
- When recycling days were changed some people received notification and some didn't. Examples were given for North Moulsecoomb and East Central Moulsecoomb areas.*

The meeting decided to request the attendance of City Clean at the next Area Panel to address residents' concerns.

In particular, the following issues need to be clarified and addressed:

- The council have made a commitment not to cut funding for refuse and recycling collections. Has this commitment been kept, and if so, why is the level of service not being maintained?*
- Residents would like to see more staff employed on permanent contracts and are concerned by the growing number of temporary agency staff. They do not know the area well enough to carry out their job adequately, and do not give value for money. What is the Council's policy on this?*

- *Residents are concerned by the use of long contracts, such as the 25 year contract given to Veolia. This means the contractors have little incentive to provide a good service to residents. What is the Council's policy on length of contract? (3*)*

Response: Hilary Edgar, Housing Service Operations Manager, tel: 01273 293250

Damian Marmura, Head of Operations, City Clean is attending the North Panel Housing and will address point one above at its meeting on 22 May 2018 and other issues raised by residents. This will include feeding back on the recent walkabout he had with members of the East Central Moulsecoomb Tenants' and Residents' Association.

In terms of the other two points we have been given the following information:

Employment contracts

The council's Head of Human Resources advises that the Council's recruitment policy supports the employment of permanent staff where possible, and really only the use of fixed term or other temporary staff if necessary for business / operational reasons, or sometimes as a redesign of service is planned.

Contract durations

The council's Procurement Manager for City Services & Infrastructure advises : 'Procurement policy on length of contact is dictated by the budget allocation for that particular service or goods that we are procuring, procurement will also factor in possible future market innovations as with software solutions etc. Collaboration with other agencies around economies of scale is also considered when procuring similar services and or shared services when deciding the length of a contract. So it's not a one size fits all scenario.

With PFI projects like the Veolia contract, the contract length is considerable because the provider has to make significant financial investments usually up front, as with the cost of the waste transfer site at Peacehaven (£160M) so the contract length for this contract was designed so the provider could eventually recoup their considerable financial investment, and then allow for some profit to be realised, remembering they are commercial organisations and have to address their own financial stability & profit to their stakeholders.

The Veolia PFI contract was initially let for 25 years back in 2003 but has since been extended by another 5 years to allow for the above. As for the contractor Veolia not having incentive to provide good services to residents, I would imagine that the Veolia contract manager has a relationship with our BHCC contract manager at City

Clean. That contract manager will be monitoring the performance of the contract and will have at his or her disposal an agreed service level agreement, and key performance indicators built into the contract which will help them to monitor the contract and provide them with quarterly management information about the success of the contract.

If residents have issues that they need addressed, I would suggest they contact the City Clean contract manager to highlight those issues, then he or she can highlight them to the contractor'.

Estate Inspections

There are concerns that Estate Inspections are not happening regularly and the tasks specified in the inspections are not being followed up effectively by officers. When inspections are carried out a list of issues and actions is produced, which is on the council website at: <https://www.brighton-hove.gov.uk/content/housing/council-housing/estate-inspections>

However for most issues a letter is sent to a resident about an issue, but there is no evidence that officers then follow this up with a visit to ensure that matter has been resolved.

It is believed that the new Field Officer team of seven workers (due to commence June 2018) will have some responsibility for Estate Inspections and enforcement and it is hoped that this will improve the follow up of issues identified on Estate Inspections.

The meeting agreed to submit this to the agenda setting meeting for the next Area Panel. It is requested that the process for following up issues identified on Estate Inspections be investigated and clarification be given on how this will change when the Field Officer team comes into effect. (3)*

Response: Michael Raywood, Housing Manager – North Housing Team, tel: 01273 290674

Thank you for your enquiry, now that I have had opportunity to investigate the matter I can confirm the following:

For 2018 all estate inspections for the council's north housing area have been completed. If however an inspection has to be cancelled due to adverse weather conditions or staff sickness it is rescheduled at the earliest date.

During an estate inspection various repairs and maintenance issues are reported to the relevant teams. Also, any if any aspects of tenancy breach is identified the Housing Officer will contact the tenant to address the issue. If there is persistent or significant breach of tenancy such as overgrown or untidy gardens the council will

raise a case for a Housing Officer to investigate and identify the necessary course of action. In some instances, this may result in tenancy enforcement such as seeking an injunction, or as in many cases it will result in identifying the necessary support. This can be a challenging and time consuming aspect of intervention due to a variety of complex issues that may be identified during a visit, such as vulnerability and lack of finance. In such cases an officer will endeavour to explore various options to bring about a remedy.

At this juncture I am unable to comment on how the Field Officer Team will affect the way in which estate inspections are carried out and remedial works reported, however Housing Panels will be updated on this when the information is available.

I hope that this information helps with your enquiry if however you need any further information please do not hesitate to contact me.

Process for resident representatives to resolve repair issues

We know that if you are dealing with a repair problem that you want to get it resolved as quickly as possible. The process below will help you do that by ensuring you contact the right team at the right time.

Contact the repair help desk:

BHCC.repairs@mearsgroup.co.uk

or call 0800 052 6140



Contact the Property & Investment team:

P&Ienquiries@brighton-hove.gov.uk

call 01273 293429 or 293708



Contact the BHCC Customer Feedback team:

Customerfeedback@brighton-hove.gov.uk

call 01273 291229

1. In the first instance always contact the repair help desk to try and resolve the matter
2. If you have done this and are still not satisfied then call the Property & Investment team who will log your enquiry and respond within 5-10 days.
3. If you are still not satisfied then contact the Customer Feedback team and log an official stage 1 complaint.

Area Panel May 2018

Briefing Paper: The Estates Development Budget

1. Introduction

1.1 The Estates Development Budget (EDB) is a pot of money set aside from the capital works budget for groups of residents to bid for funding for community projects that lead to:

- a) An improvement to a council housing owned building or community facility
- b) An improvement to council housing owned land or local environment
- c) An improvement that benefits the community and the quality of life of tenants

1.2 The budget is divided between the four Area Panel geographic areas based on the number of properties in each.

1.3 The amount of money available in the EDB has been reducing from £518,000 in 2017/18 to £348,000 in 2018/19. The reduction would have been greater had the budget not been topped up by reserves from historic EDB underspends. The provisional figure for 2019/20 is £354,000 and £183,000 in 2020/21. It needs to be noted that the provisional figures include Mears agreed overheads and that the funds allocated for the bids will be less. These figures are subject to approval during the budget setting process each year but we need to work on the assumption that the decreases will happen and review current procedures and practices to make best use of the budget available.

1.4 There are further drivers to review current practices:

1.5 A recent audit of EDB which found that improvements in our processes had to be made, to ensure:

- a) There is clarity on where the funding comes from, its purposes and that although residents have an important role to play in its allocation the principles of making best use of council resources and to achieve value for money, need to be met in projects funded this way.
- b) Better recording and documentation by residents making bids of any meetings where discussion takes place regarding the bids that they wish to progress for EDB to show who attended and the decisions made.
- c) That bid forms are supported by appropriate detail in order to progress to the Area Panel for consideration to include estimated costs, dimensions, photographs and plans.

- d) There is contract compliance for EDB, as with other areas of work carried out within the repairs partnership and processes are in place to review EDB project quotes and final costs and that cost variations must be approved by BHCC before work takes place.

1.6 It is proposed the review is in two parts; short term changes to be introduced for 2019/20 and longer term changes to take effect from 2020/21 when the budget is substantially reduced.

1.7 This report sets out our proposals to make short and long term changes to EDB to meet these recommendations and to make best use of the reducing amounts of money available.

2. Short term changes

2.1 A special meeting of the EDB Panel was held on 2 May 2018 to consider the following changes to the 2019/20 programme:

2.2 Proposal 1 - Reducing the main bid limit from £15,000 to between £8-£12,000.

2.3 Reason for proposal – with less money available overall, if the maximum value of bids is reduced, more groups will benefit from EDB. At the recent round of bidding panels only one £15,000 bid was agreed which suggests that panels were trying to be fair in the decisions they made.

2.4 Decision – The EDB Panel agreed the maximum value of main bids should be £10,000.

2.5 Proposal 2 - That Area Panels set aside a reduced amount for quick bids (£10,000 - £15,000) rather than the present £20,000

2.6 Reason for proposal – The overall reduction in money leads to the question of whether there should be a reduction in money set aside for quick bids to ensure there is more available in the main bid fund. This proposal is supported by the fact that all 4 areas underspent their quick bid budgets in 2017/18.

2.7 Decision – The EDB Panel did not agree with this proposal and felt that each area should still have the discretion to make the decision on how to allocate their overall budget between the quick and main bid ‘pots’.

2.8 Proposal 3 - To reduce the number of main bids from 4 to 3 and reduce the number of quick bids from 5 to 4 if the quick bid pot is reduced (otherwise to leave at 5 quick bids a year).

2.9 Reason for proposal - The overall budget has reduced by £180,000 this year and is likely to remain at that level next year before being

substantially reduced. The current maximum number of bids was set when the budget was higher. The number of bids submitted by associations this year indicates an appreciation of reduced funds with only two associations across the city submitting 4 bids.

2.10 Decision – The EDB Panel agreed to reduce the number of main bids per group from 4 to 3. As they did not support the changes to the quick bids set out in 2.5 above, the second part of this proposal, on the number of quick bids, was not considered.

2.11 Proposal 4 – Associations and groups who want to make a bid to the EDB hold a general meeting by the end of July to discuss their bids with residents.

2.12 Reason for proposal - This will help groups to work on their bids earlier and allow officers to support the development of more successful bids. The final submission date will still be in November but if stronger bids are developed earlier on more time is available to cost and carry out checks. It is proposed that an EDB 'application event' is held in June for groups interested in making bids to attend. This will have information about previous successful bids, surveyors in attendance to discuss potential bids, guidance on how to fill in application forms and information on other sources of funding for groups.

2.13 Decision - The EDB Panel agreed to this.

3. Longer term changes

3.1 It is anticipated that the proposals for change that have been agreed by the EDB Panel will lead to improved bids going forward and a more equitable allocation of the money available. Further changes will be needed when the overall money available reduces in 2020/21 to again support fair allocation of funds and making best use of the money available.

3.2 It is therefore proposed that a task and finish group is set up to work on these longer terms changes. Membership will be drawn from the following groups; the EDB Panel, resident vice chairs of the four Area Panels and a member from each of the 4 service improvement groups. Part of the role of this group will be to develop a set of proposals to go forward for wider consultation, so that all residents have an opportunity to comment on changes that are being considered.

3.3 This group will meet between July and September with the aim of reporting to the October Area Panels, then to the November Housing & New Homes Committee.

4. Recommendations

4.1 Area Panels are asked to support the proposals agreed by the EDB Panel to make the following changes to the 2019/20 EDB programme:

- a) The maximum value of main bids is set at £10,000.
- b) The number of main bids a group can submit in any one year is 3.
- c) Associations and groups who want to make an EDB bid must hold a general meeting by the end of July to discuss their bids with residents.

4.2 Area Panels are asked to support the proposal for the formation of a 'task and finish' group to review longer terms changes to the EDB Programme.

5. Conclusion

5.1 The short term changes will provide scope for groups to put forward more robust bids and enable the funding that is available to be allocated more widely. They will also ensure that we meet the audit recommendations for improvement.

Hilary Edgar
Housing Service Operations Manager

4 May 2018

Subject:	Update Housing Management IT System Procurement		
Date of Meeting:	14 June 2018		
Report of:	Executive Director Neighbourhoods, Communities & Housing		
Contact Officer:	Name:	Ododo Dafe	Tel: 01273 293201
	Email:	Ododo.dafe@brighton-hove.gov.uk	
Ward(s) affected:	All		

FOR GENERAL RELEASE

1. PURPOSE OF REPORT AND POLICY CONTEXT

- 1.1 This report updates Housing & New Homes Committee on progress made on the report it received on 14 June 2017 recommending that the Executive Director Neighbourhoods, Communities & Housing be granted delegated authority to test the market and procure a new housing management IT system for council housing services.
- 1.2 Procurement of a new system will lead to long term operational efficiencies, will help ensure that resident services are provided as effectively as possible, and will improve the customer experience - making a significant contribution to service delivery that is fit for the future.

2. RECOMMENDATIONS:

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

3. CONTEXT/ BACKGROUND INFORMATION

- 3.1 The Council's primary housing management IT system, Northgate Open Housing Management System (OHMS) is now over 20 years old. The current contract has been extended to June 2020 in order to enable the procurement process to take place and allow for a reasonable implementation period following from contract award.
- 3.2 The budget agreed for the replacement system is £1.2m which includes the cost of a project team that will be put in place for approximately 18 months. The system will include an integral customer relationship management layer.
- 3.3 Housing, Procurement, Legal, Information Technology & Digital (IT&D), and Digital First colleagues have worked closely to develop a detailed Housing and IT specification. This has involved teams across the Housing service, and the process has benefitted from hearing from tenants and leaseholders on the

Business & Value for Money Service Improvement Group about what they would like to see from a customer portal.

- 3.4 A project board, chaired by the Executive Director Neighbourhoods, Communities & Housing has been set up to provide oversight and governance for this procurement, and a project manager has recently been appointed, and will be in post during June. In addition, the officer comprised procurement panel which will evaluate submitted bids has been established.
- 3.5 A workshop for Housing & New Homes Committee members was held on 23 April 2018 to look at what councillors would want with regard to IT systems and to discuss progress with the procurement.
- 3.6 Research was undertaken to determine which procurement route to follow with the decision to follow an OJEU (Official Journal of the European Union) open tender procurement. A framework approach was considered but a specific framework suitable to this type of system procurement ends in August 2018 with a new Crown Commercial Services framework not due to be in place until January 2019. The tender is due to be published in the second week of May. The contract term is five years, with an option to extend for a further two years.
- 3.7 The three bidders who have the highest scores based on the evaluation of all criteria will be invited to visit during July 2018. The assessment process will involve:
 - a bidder presentation
 - testing of the customer portal by some tenants and leaseholders to ensure that it provides the functionality and transactions that would be of most value to residents accessing online information and services
 - testing of a variety of user journeys to determine how well the system matches the Council's requirements
 - site visits to some housing organisations providing references, to see how the systems work in a live environment.
- 3.8 The contract is expected to be awarded during August , and to start in October 2018 with an 18 month implementation period.
- 3.9 The system is due to go live in April 2020, and this will coincide with the new repairs and maintenance partnership - enabling a smoother set up and transition between repairs systems.

4. ANALYSIS & CONSIDERATION OF ANY OPTIONS

- 4.1 Options were presented to Committee in the July 2017 report, and this report updates on the decision made to procure a new housing management IT system for Housing.

5. COMMUNITY ENGAGEMENT & CONSULTATION

- 5.1 Resident feedback has informed the chosen option to procure a new housing management system; and as mentioned in paragraph 3.3 above, soundings from residents have informed the specification.
- 5.2 Residents will be invited to test shortlisted bidders' customer online portal sections to evaluate that it provides the functionality and transactions that will be of most value to residents using online services.

6. CONCLUSION

- 6.1 The project manager will provide this committee with a briefing once the contract has been awarded as part of the Council's communication plan for this procurement.

7. FINANCIAL & OTHER IMPLICATIONS:

7.1 Financial Implications:

None arising directly from this report.

Finance Officer Consulted:

Date:

7.4 Legal Implications:

7.5 ...

Lawyer Consulted:

Date:

7.8 Equalities Implications:

None arising directly from this report. Equalities considerations have informed the specification for the new system, to meet equalities requirements for staff and customer users alike.

7.9 Sustainability Implications:

None arising directly from this report.

Any Other Significant Implications:

7.10 Public Health Implications:

None arising directly from this report.

7.11 Crime & Disorder Implications:

None arising directly from this report.

7.12 Risk and Opportunity Management Implications:

None arising directly from this report.

7.13 Corporate / Citywide Implications:

None arising directly from this report.

SUPPORTING DOCUMENTATION

Appendices **None**

Documents in Members' Rooms **None**

Background Documents **None**

DRAFT

Area Panel May 2018

Briefing Paper: The Procurement of a new contract for parking enforcement on Housing land

1. Introduction

1.1 Parking enforcement is used to secure rented parking bays and garages for paying licensees and to deal with vehicles that are dangerously parked in managed parking areas.

1.2 The existing contract for parking enforcement on Housing land is due to expire on 30 November 2018

1.3 A report is being taken to the June meeting of the Housing & New Homes Committee to seek approval to undertake competitive tendering for the provision of a new parking enforcement service on Housing land.

2. Background information

2.1 The Housing Customer Service team manages 69 car parks and 98 garage sites. Licensees pay for exclusive use these facilities in return for a weekly charge. The exception to this is the 'light touch' parking scheme on the Ingram Crescent Estate which is based on the on street model, where licensees can park in any bay in a designated area rather than a specific one. Bays in these managed areas are laid out to the statutory measurements and clearly marked.

2.2 Parking enforcement is also used to deal with cases of wrongful parking. For example, where someone who is not a licensee parks in a space, where a garage owner's access is restricted or parking on unmarked areas in a managed compound e.g. on grass banks and verges.

2.3 There are 'unmanaged' parking areas on some Housing estates and these are generally in areas where there is less pressure on spaces and no on street parking restrictions. There are generally no parking restrictions in these car parks. Where demand for these spaces begins to increase, managed parking schemes are introduced to ensure local residents have the option of securing dedicated parking spaces. Managed sites are also introduced where uncontrolled parking poses a risk to the access of emergency service vehicles, for example, in restricted areas.

3. Current contract

3.1 The current contract for parking enforcement on Housing land was awarded to Ethical Parking Management and commenced on 1 December 2015. Ethical Parking Management changed their name to One Parking Solution in 2017 and it is this name that now appears on the signage relating to enforcement on Housing land.

3.2 The contract is considered a 'concessionary' contract. This means that there is no direct cost to the council for the services provide; the contractor is given permission to provide services through the award of the contract. The contractor's income, in this case, comes from the collection of all monies, fines and charges for unauthorised or illegal parking.

3.3 The Housing Revenue Account receives 13% of the charges or fines collected over a three month period, every three months.

3.4 It is a requirement of the current and any future contracts that the providers of this service have standards for staff training, complaints and customer service and not only work within the terms of the contact but also good industry practice and legislation.

4. New Contract

4.1 It is proposed that if the Housing & New Homes Committee agrees to the re-procurement of the parking enforcement contract the terms of the existing contract are revised to increase the percentage of income returned to the council. The council's Procurement team will support the retendering of this contract and advise on the revision of this term.

4.2 Under the current managed parking schemes residents are required to display a permit. This is used by the current enforcement contractor to identify vehicles that are wrongfully parked. The new contract will require prospective contractors to demonstrate their capability of moving to a 'permit-less' system that makes best use of available and developing technologies. This will lead to improved customer service and value for money by reducing the resources needed to provide and manage permits.

5. Consultation

5.1 Feedback from the four Area Housing Panels will be included in the committee report.

6. Recommendations

6.1 A new parking enforcement contract for Housing land will allow the service to secure car parking bays and garages for paying licensees. A parking service that can provide guaranteed parking spaces and an effective deterrent is more attractive to prospective licensees and will encourage rentals.

6.2 Area Panels are asked to comment on this report and to support the re-procurement of the parking enforcement contract on Housing land.

Hilary Edgar
Housing Service Operations Manager

4 May 2018

Area Panels: 21 to 24 May 2018

Briefing Paper: Annual Report 2018

Background

We have been providing an Annual Report to council tenants and leaseholders since 2010. The regulatory framework for social housing in England from the Homes and Communities Agency (HCA) sets out the requirements for the council to publish the report. The HCA requirements are that the following areas are included:

- Information on the repairs and maintenance budget
- Timely and relevant information
- Support for tenants to build capacity and be more effectively involved

The layout of the 2018 report will be similar to the previous year's style, with some changes to keep it fresh. Each section highlights the difference we have made over the past year, and looks ahead to our plans for the coming year. We have included performance figures for how we have been doing in key areas such as building new homes, rent collection and complaint handling.

Opportunities for residents to be involved in the report

As well as going to Area Panels for your feedback, the report will go to the Homing In Editorial Board. Quotes from residents have been used to support the achievements for the service, when relevant. Our social media pages – Twitter and Facebook are other ways for residents to provide feedback and be involved.

We really appreciate you taking the time to look at the annual report; we would like to know what you think about the content of the report:

- Does it make sense?
- Is it easy to read?
- Is there anything you're unsure about?
- Do you have any suggestions to improve it?

Next steps

Your feedback will be noted at the Area Panel meetings and any changes will be made to the draft designed version. The Homing In Editorial Board will also have the opportunity to review the report before the final edition is presented to Housing & New Homes Committee on 13 June 2018 for approval.

Contact:

Tom Matthews, Performance & Improvement Team

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t: 01273 293234

DRAFT VERSION – ANNUAL REPORT 2018

Please note: this is a text version of the Annual Report only. The full design version with graphics will be discussed at Housing & New Homes Committee on 13 June 2018 and will be distributed with the summer edition of Homing In.

Front page text: Annual Report - to council tenants and leaseholders 2018

Welcome to our annual report, highlighting the difference we have made over the past year, through working with you: our 11,300 council tenants and 2,800 leaseholders, as well as your families, friends and neighbours. The report also looks ahead and highlights our plans for the coming year to improve your service.

DRAFT

A welcome from the Chair of Housing & New Homes Committee

As chair of the Housing & New Homes Committee, I've seen first-hand the contribution of the City's Housing services in making Brighton & Hove a better and fairer place. I'm proud to present our 2017/18 annual report, which highlights the difference we've made for our tenants and leaseholders, and looks ahead to what we'll be doing next.

In the last year we made great progress towards important goals like building new council homes, and developing young peoples' skills through taking on apprentices with our partners Mears and K&T Heating.

Our staff went the extra mile to reach out to concerned residents following the Grenfell Tower fire in London, and work is underway to install fire sprinkler systems in our high rise blocks. We have been working hard to support those of you affected by Universal Credit, and will continue to do so as more people become affected in the coming year.

We know there's work to be done, and it is extremely important to us that we use your feedback to focus on making the changes that matter to you. I'd like to encourage you to take part in the consultation and customer feedback opportunities we offer, including Area Panels, Service Improvement Groups surveys and focus groups – or by simply getting in touch with your thoughts. Finally, I wish to thank you for the valuable contributions you have already been making.

Councillor Anne Meadows

Main improvements

The difference we have made

- Provided 1,100 people with a secure new place to live through letting 613 council homes, including over 200 to formerly homeless households moving out of temporary accommodation.
- Built 90 new council homes.
- Quickly contacted over 1,700 tenants and 600 leaseholders living in high-rise blocks following the Grenfell Tower fire in London, with staff hand delivering information letters and responding to hundreds of your queries. Residents told us they felt safe and reassured as a result.
- Updated the tenancy agreement to give you clear and fresh information about your rights and responsibilities.
- Supported almost 500 tenants affected by Universal Credit and over 2,000 tenants with rent arrears to manage in difficult situations.
- Collected 98.66% of rent, a small annual decrease of 0.30% in light of the Universal Credit rollout, while also minimising evictions.
- Completed the cutting edge Brooke Mead extra care scheme, which provides 45 safe and secure homes designed for older people with dementia. It includes features such as Stoveguard (an auto timer turn off switch for cookers) fitted with help from the fire service.
- Completed 228 major adaptations in council homes, improving the daily lives of people with mobility needs and increasing their independence. One happy customer said their occupational therapist was "...worth her weight in gold."
- With our partners Mears and K&T Heating, took on 30 new apprentices.

Customer service and feedback

The difference we have made

- Kept you waiting for less time by answering phone calls to Housing Customer Services quickly, in about 30 seconds on average, down from about 40 last year. The team takes 135 calls per working day.
- Increased the number of tenants signed up to the customer online system (COS) to 2,325 (from 2,209 a year ago) so that more of you have 24 hour access to your housing account information.
- Responded to 82% of your 360 complaints within 10 working days.
- Used your individual written responses within our customer service surveys, which 403 of you took part in, to inform service improvements (please see below). In our most recent survey, 87% of you were satisfied overall with the customer service you received, up from 85% a year ago.

Looking ahead

- As part of our work to make the best use of our parking and garage sites, we will develop an online tool so you can see what vacancies are available and apply for them immediately.
- We will introduce digital self-service at Bartholomew House (staff helping customers use computers to get online) and review half our Housing web pages.

"I have never received such service as this before and I couldn't believe how wonderful it was for me."

Written feedback about Housing Customer Services

Supporting you

The difference we have made

- Supported 132 tenants to manage their tenancies, preventing the loss of their homes, and with other positive impacts like improved relationships with family and friends and de-cluttering their homes.
- Automatically enrolled people accepted for our gardening scheme last year onto this year's scheme, so they didn't have to apply again. The scheme helped almost 400 of you with grass and hedge cutting, and is available to tenants receiving disability related benefits as well as most tenants aged 70 or over.
- Through our discretionary decorating scheme, helped 160 households by decorating a room for them, and helped 53 residents by providing decorating packs with materials where they were able to do the work themselves or knew someone who could help.

"I wanted to ensure that the team receive my heartfelt thanks for the fantastic job they did in my living room. Everything went very well, the job was done to a high standard and incredibly professionally."

Written feedback about decorating scheme

Looking ahead

- We will review the way we carry out mutual exchanges to make the process simpler for tenants. During 2017/18 we helped 99 households move this way.
- We will help you to get online by offering you regular support sessions at Bartholomew House reception, including help to use the internet for things like shopping discounts and paying bills.
- We are planning to install fire sprinkler systems in five high rise blocks, subject to consultation with residents. These will be in addition to the first system installed at Somerset Point in early 2017.

Resident involvement and empowerment

The difference we have made

- Resident inspectors used their skills and expertise to improve services, including through shadowing repairs and gas operatives to see at first-hand how the work is done. Around 20 residents either carried out inspections or took part in discussions.
- Helped you get involved in your community through a new training programme, called 'Learn, Create, Innovate', which has provided free skills workshops and activities for tenants and leaseholders.
- Acting on the recommendations from the Resident Involvement Service Review, changed the format of Area Panels so that resident representatives directly set the agendas with the Councillors who chair the meetings.

Looking ahead

- We will conclude the review of Area Panels, to increase representation of residents.

Building new homes

The difference we have made

- Completed 90 new build council homes for rent, providing secure and quality accommodation at the following developments:
 - Brooke Mead extra care scheme, with 45 one-bedroom flats
 - Kite Place, which has 43 one, two and three-bedroom flats
 - Normanhurst, where we converted unused storage space into two new flats.
- Built all our new homes to high design standards, including minimising the impact of noise from neighbouring properties: 16% are fully wheelchair accessible and the others are designed so they can be adapted in future.

"Receiving the news about moving to a wheelchair accessible flat at Kite Place was absolutely fantastic. We were so excited."

"The flat is absolutely perfect for us, I love the open plan kitchen and living room and we have a lovely balcony. A lot of thought has gone into everything, even the corridors and landscaping of the grounds is amazing."

"It's amazing to know we're not going to have to move again."

Feedback from new Kite Place residents

Looking ahead

- We will complete 51 new council homes. These include 14 additional flats at Kite Place, 29 flats at Hobby Place (both in Whitehawk), and six houses and two flats at Lynchet Close (in Hollingdean).

Your home

The difference we have made

Used the Housing Revenue Account's repairs and maintenance spend for 2017/18 to invest £9.675m in the following areas:

- **£4.592m** on responsive repairs, so we could complete 39,000 repairs (an average of 150 every working day) to fix things when they go wrong in your homes. The Repairs helpdesk answered an average of 308 calls every working day, of which 77% were answered within 20 seconds.
- **£1.808m** on empty properties, so we could carry out major works to 256 homes and make them ready for new tenants.
- **£3.275m** on servicing and other repairs, including for 10,006 gas boilers in tenants' homes, so we could keep your homes safe and accessible. In partnership with K&T Heating, we offer a full range of competitive gas services for leaseholders, from a boiler service to a complete new heating installation.

Used the capital investment programme (which sets out how the council invests in homes and neighbourhoods) for 2017/18 to invest £23.306m in the following areas:

- **£10.181m** on planned maintenance programmes, including replacing 316 kitchens, 86 bathrooms, 640 windows and 302 doors, so we could make you more comfortable in your homes. We brought forward window replacement works in Woodingdean as a result of listening to residents' feedback.
- **£7.806m** on major projects, including improvement works at 13 blocks in the city, which are home to 302 council and 134 leasehold flats. Our works at the Clarendon & Ellen estate in Hove were highly rated under the Considerate Constructors Scheme.
- **£5.319m** on mechanical and electrical programmes, including upgrading five lifts, so we could make bring your facilities up to date.

We have also made a difference through other developments including the following:

- Started our SHINE ('sustainable houses in an inclusive neighbourhood') energy efficiency advice project, helping you by providing free home visits to give you personalised save energy tips, and installing some small energy saving measures.
- Carried out a full review of customer contact, complaints and compliments on the repairs partnering contract, and have seen the number of new complaints about this service decrease from 305 last year to 247 this year.

Looking ahead

- We are working to reduce fuel poverty through our new Energy Strategy, which includes work to make your homes more energy efficient and advice on finding better deals for gas and electricity.
- We will be testing new gas boiler technology which enables us to remotely diagnose a fault before the operative goes to the property.

- We will work with leaseholders and councillors to develop new proposals to further improve how we engage with leaseholders of around 2,800 properties.

“Operatives arrived promptly, were polite and considerate. The repair proceeded very efficiently, with a bare minimum of disruption and was swiftly completed to my full satisfaction.”

Resident feedback

Welfare reform

The difference we have made

- Expanded our ‘Rent Matters’ communication campaign by contacting over 300 households who were at risk of complications relating to Universal Credit, to provide them with advice and support.
- Helped over 60 tenants into work, volunteering or training through our Housing Employment Support Team. The team has also supported 19 tenants to successfully appeal benefit decisions, increasing their annual income by an average of about £5,800 each, and helped tenants recover over £23,000 worth of owed benefits.

Looking ahead

- Although it has taken longer than expected, we will launch the ‘Better Start’ online guide this summer. The guide will help new tenants get the best start in managing a home and their tenancy.

Seniors Housing

The difference we have made

- Held hundreds of social events across our Seniors schemes, including meals, games and exercise classes. Many of you have told us about the positive changes these events make to your lives, including becoming more active and making new friends.
- Widened the range of activities we offer you by running a series of dance workshops with South East Dance at Leach Court, including one that brought together Seniors residents and local families with children.
- Worked with LGBT (lesbian, gay, bisexual and transgender) Switchboard to host the opening of the Rainbow Café at Brooke Mead, which 70 people attended. The café is a friendly and supportive place for LGBT people concerned about memory loss or dementia, as well for as their loved ones or carers.
- Worked with the Red Cross to provide first aid training to Seniors housing residents, to help you know what to do in an emergency.

Looking ahead

- We will increase our work with Age UK Brighton & Hove, for example by inviting them to host advice and information sessions in our schemes.

Your neighbourhood and community

The difference we have made

- Our Estate Development Budget provided funds for the Craven Vale Community Association to plant a mini orchard of fruit trees on the estate, which has improved the look of the estate and brought residents together to care for the trees.
- Completed almost 3,800 jobs to remove bulk waste and fly-tipped items, to keep your hallways and communal areas clear and safe.

“I've always considered our Estates team to be a service that just keeps on giving.”

Resident feedback

Looking ahead

- We will work to reduce fly-tipping through promoting appropriate ways to dispose of unwanted household goods, electronics and furniture. These include furniture recycling, the CityClean pick-up service, and charities that can take reusable items.

Anti-social behaviour (ASB)

The difference we have made

- Worked with the Brighton & Hove Independent Mediation Service to bring neighbours together to help settle their disputes.
- Ended the tenancies of 5 households causing a nuisance, by using the legal enforcement powers available to us to deal with ASB and criminal behaviour.
- Helped people experiencing domestic violence to avoid moving where possible, eg through installing home security measures for them. This meant they could stay in their local communities.

Looking ahead

- We will improve how we carry out ASB victim satisfaction surveys, to gather feedback from more of you. During 2017/18, 83% of people surveyed said they were satisfied with our ASB service overall.

Tenancy fraud update

Tackling tenancy fraud remains a key priority for the Council. During 2017/18 we took back 20 properties following fraud investigations, therefore providing secure homes for people on our waiting list.

If you suspect someone acquired their council home fraudulently, is illegally subletting their home, or keeping their tenancy while living elsewhere, please contact our fraud team in confidence by calling 01273 291847 or emailing anti-fraud@brighton-hove.gov.uk

How we spend the money - income and expenditure

(graphics to show images for the expenditure, to show spending for every £1, in descending order)

Each £1 of rent and service charge income pays for:

- Repairs and improvements 57% 57p

- Running housing services 33% 33p
- Repaying loans and interest 10% 10p

Total income: £58.4 million

Total expenditure: £57.8 million

The difference in income of £0.6 million has been added to reserves in the Housing Revenue Account to fund future investment in your homes and build new ones.

You can find more information on our performance at www.brighton-hove.gov.uk/hsg-performance

If you have any comment on this annual report or if there is anything you'd like to see in future editions we would welcome your feedback. Please contact us at housing.performance@brighton-hove.gov.uk
@BHCCtenants www.facebook.com/tenantandleaseholder

DRAFT

Summary of information from Area Panel Feedback Forms

A survey was given to all residents who attended the Central Area Panel meeting on 21 February 2018.

10 residents attended this meeting and all returned a completed form, giving the information set out below.

Questions & Responses

1. Did you attend the Area Panel meeting as a tenant representative or an observer?

- All attended in the capacity of tenant representative.

2 a. What were the most interesting part(s) of the meeting for you?

2b. Can you let us know why you found these parts interesting?

- The report on Legionella/ Because this is something that affects me as a tenant
- The Field Officer report (x5 responses)/ There is a need for this role; a fast response is needed; Hopefully we will get a joined up response; a new service; this has the potential to have a positive effect on our homes and community
- Finding out how things fit together / I am a new rep.
- Responses to residents' 3* items/to see how other parts of Brighton tenants are thinking
- The presentations by officers/keeps us up to date with what the council is thinking
- All of the meeting
- Housing and repairs/because of certain inefficient parts of Mears
- Most if not all...

3a. What were the least interesting part(s) of the meeting for you?

3b. Can you let us know why you didn't find them interesting?

- Nothing
- All are interesting
- Council trying to justify reports/Statistics
- Housing performance report (x 2 responses)/pure stats – can be read anytime; perhaps they are so good
- It may be the area, but most of the information and items are around blocks; very little is said or done about general housing estates

- None of it
- None
- Legionella procurement/just for noting (but important to know this is in place)

4. Compared to a year ago, to what extent do you agree or disagree that Area Panel agendas reflect local interests?

Agree 4 responses

Neither agree nor disagree 3 responses

Disagree

Strongly disagree

5. Did you feel comfortable with the format and timing of this meeting?

- Yes x 5 responses
- Evening would be better and not always Wednesdays
- Yes to a point, Housing needs to think about better times to include more residents (too many old faces)
- Ok
- Please choose venues not on a hill – I struggled to get here today

6. Did you feel able to contribute and take part in discussions? If not, can you let us know why?

- Yes x 7 responses
- Most points regarding my association already covered

7. What would you like to see discussed at future Area Panel meetings?

- Housing
- Anything
- Report on major housing projects
- ASB
- More chance to talk to other residents

8. What do you think would make more residents come to Area Panel meetings?

- Held at different times?
- No idea
- More questions from residents
- Most council meetings for residents are always Wednesday afternoons – they clash with school times which restricts people coming along
- Timing perhaps

9. Which of these would you prefer as chairperson of your area panel?

A councillor from the Housing & New Homes Committee 9 x responses

A local resident 1 x response
(but would also
like cllrs present)

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

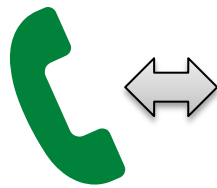
- Make them more regular
- The need for the chair to be a member of H&NHC is not yet statutory

Council housing performance

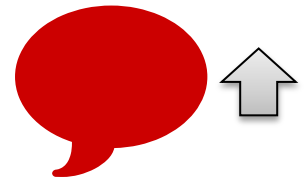
January to March 2018



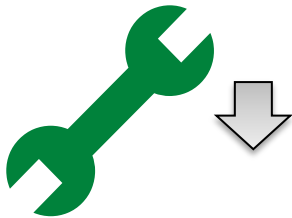
98.66%
Rent collected



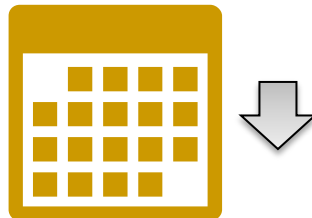
97%
Calls answered



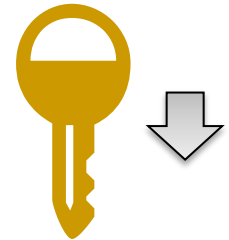
83%
Satisfaction
with ASB cases



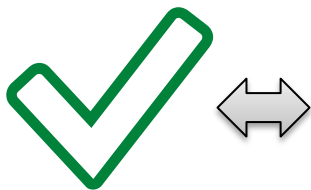
13 days
Routine repairs
completion time



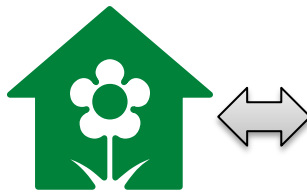
97%
Repairs
appointments
kept



22 days
Empty home
re-let time



100%
Cleaning
inspections
pass rate



99%
Mobile warden
jobs done in
time



92%
Five-year
tenancy visits
completed

Performance since previous quarter is:



Better



Same









Worse



Brighton & Hove
City Council

DRAFT Housing Management Performance Report **Quarter 4 and end of year 2017/18**

This housing management performance report covers Quarter 4 of the financial year 2017/18 alongside year end results. 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.

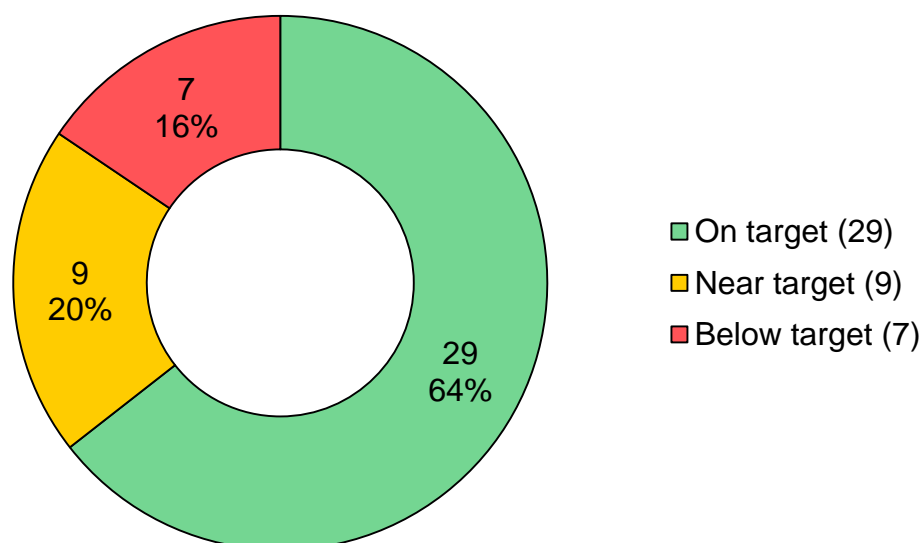
Status		Trend	
	Performance is below target (red)		Poorer than previous reporting period
	Performance is close to achieving target, but in need of improvement (amber)		Same as previous reporting period
	Performance is on or above target (green)		Improvement on previous reporting period

A total of 46 performance indicators are measured against a **quarterly** target:

- 29 are on target (last quarter, 26 of them were on target, 2 were near target and 1 was below target)
- 9 are near target (4 were on target, 2 were near target and 3 were below target)
- 7 are below target (3 were on target, 1 was near target and 3 were below target)
- 1 is to be confirmed (was on target).

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

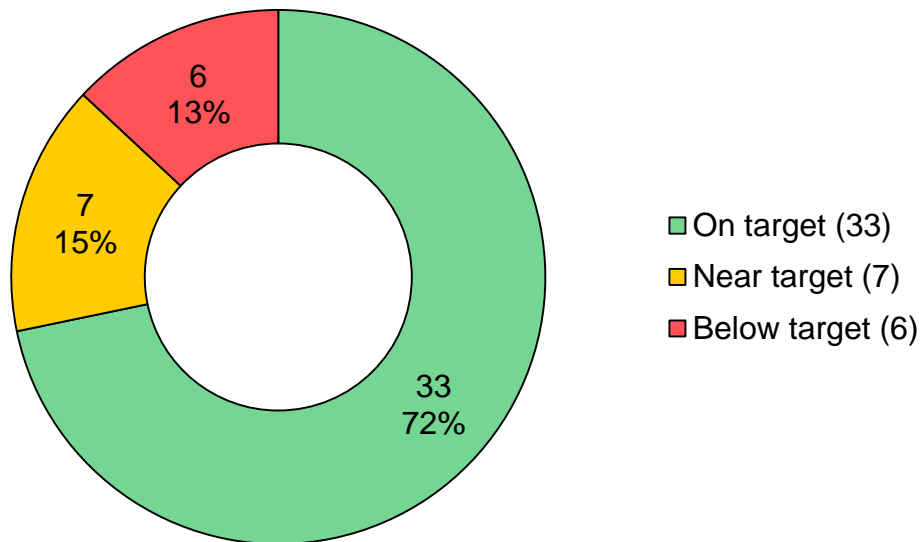
Status of quarterly performance indicators



A total of 49 performance indicators are measured against an **annual** target:












- 33 are on target (last year, 25 of them were on target, 6 were near target, 1 was below target and 1 is a new indicator)
- 7 are near target (3 were on target, 3 were near target and 1 was below target)
- 6 are below target (3 were on target, 1 was near target and 2 were below target)
- 3 are to be confirmed (all 3 were on target).

Status of annual performance indicators



The icons used in this report are sourced from www.flaticon.com and designed by 'Freepik.

1. Rent collection and current arrears

 Rent collection and current arrears indicators		Target 2017/18	Q3 2017/18	Q4 2017/18	Status against target	Trend since last quarter	Year end 2016/17	Year end 2017/18	Status against target	Trend since last year
1.1	Rent collected as proportion of rent due for the year	98.40%	98.79% (£49.9m of £50.5m)	98.66% (£49.9m of £50.6m)			98.96% (£50.6m of £51.1m)	98.66% (£49.9m of £50.6m)		
1.2	Total current tenant arrears	For info	£628k	£694k	-	-	£533k	£694k	-	-
1.3	Tenants served a Notice of Seeking Possession	For info	136	227	-	-	692	635	-	-
1.4	Tenants evicted because of rent arrears*	20	2	2	-	-	6	2		
1.5	Rent loss due to empty dwellings	Under 1%	0.75% (£376k of £50.3m)	1.06% (£537k of £50.5m)			0.93% (£474k of £50.9m)	1.06% (£537k of £50.5m)		
1.6	Former tenant arrears collected*	25%	20.95% (£118k of £563k)	TBC	-	-	36.09% (£195k of £541k)	TBC	TBC	TBC
1.7	Rechargeable debt collected*	20%	9.70% (£12k of £124k)	TBC	-	-	22.03% (£28k of £128k)	TBC	TBC	TBC


One indicator is near target:

Rent loss due to empty dwellings – target 1%


Performance during 2017/18 was 1.06% and very slightly missed the target. This was because of an increase in rent loss during Quarter 4, when 88 new build council homes (at Brooke Mead and Kite Place) were completed that didn't become occupied straight away. However, 83% had been let by the end of March (75 of 90).

DWP Welfare reform information		Q3 2017/18	Q4 2017/18	Year end 2016/17	Year end 2017/18
1.8	Universal Credit – affected tenants	239 (2.1% of all tenants)	498 (4.4% of all tenants)	71 (0.6% of all tenants)	498 (4.4% of all tenants)
1.9	Universal Credit – arrears of affected tenants	£86k (14% of total arrears)	£160k (23% of total arrears)	£24k (5% of total arrears)	£160k (23% of total arrears)
1.10	Removal of the Spare Room Subsidy – affected tenants (under occupiers)	605 (5%)	580 (5%)	664 (6%)	580 (5%)
1.11	Under occupiers – arrears of affected tenants	£48k (8%)	£45k (6%)	£48k (9%)	£45k (6%)
1.12	Benefit Cap – affected tenants	43 (0.4%)	47 (0.4%)	48 (0.4%)	47 (0.4%)
1.13	Benefit Cap – arrears of affected tenants	£12k (2%)	£5k (1%)	£6k (1%)	£5k (1%)






























1.14 Area breakdown of rent collected

 Rent collection area	Q3 2017/18	Q4 2017/18	Trend since last quarter
North (includes Seniors housing)	99.06% (£14.2m of £14.4m)	98.99% (£14.2m of £14.4m)	↓
West	98.73% (£10.2m of £10.4m)	98.60% (£10.2m of £10.4m)	↓
Central	98.51% (£9.0m of £9.1m)	98.42% (£9.0m of £9.1m)	↓
East	98.73% (£16.5m of £16.7m)	98.55% (£16.5m of £16.7m)	↓
All areas	98.79% (£49.9m of £50.5m)	98.66% (£49.9m of £50.6m)	↓

1.15 Tenants in arrears by amount

 Amount of arrears	Q3 2017/18	Q4 2017/18
No arrears	81% (9,217)	77% (8,781)
Any arrears	19% (2,167)	23% (2,615)
... £0.01 to £99.99	7.9% (900)	10% (1,186)
... £100 to £499.99	8.1% (917)	9.2% (1,054)
... £500 and above	3.1% (350)	3.3% (375)
Total tenants	11,384	11,396

2. Customer services and complaints

 Customer services and complaints indicators		Target 2017/18	Q3 2017/18	Q4 2017/18	Status against target	Trend since last quarter	Year end 2016/17	Year end 2017/18	Status against target	Trend since last year
2.1	Calls answered by Housing Customer Services Team (HCST)	90%	97% (8,068 of 8,317)	97% (8,975 of 9,294)			90% (31,240 of 34,578)	95% (33,864 of 35,728)		
2.2	Customers satisfied with HCST	87%	79% (Sept 17)	87% (105 of 121)			85% (226 of 265)	87% (105 of 121)		
2.3	Customers who found HCST easy to contact	89%	83% (Sept 17)	96% (116 of 121)			87% (228 of 262)	96% (116 of 121)		
2.4	Stage one complaints responded to within 10 working days	80%	82% (74 of 90)	86% (69 of 80)			71% (309 of 434)	82% (294 of 360)		
2.5	Stage one complaints upheld	For info	37% (33 of 90)	39% (31 of 80)	-	-	41% (178 of 434)	39% (141 of 360)	-	-
2.6	Stage one complaints escalated to stage two	10%	13% (12 of 90)	10% (8 of 80)			12% (50 of 434)	12% (42 of 360)		
2.7	Stage two complaints upheld	17% or under	17% (2 of 12)	25% (2 of 8)			16% (8 of 50)	24% (10 of 42)		
2.8	Housing Ombudsman Complaints upheld*	18% or under	13% (1 of 8)	11% (1 of 9)			0% (0 of 3)	11% (1 of 9)		

*Year to date indicator.

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

Two indicators are below or near target:


















Stage one complaints escalated to stage two – target 10%

The result for 2017/18 was 12%, the same as the year before, and was slightly off target (by 2% points). However, performance met the target during Quarter 4 which reflects the work that has been done to provide more informative and considered responses at Stage 1 (in order to prevent escalation to Stage 2).

Stage two complaints upheld – target 17%

Performance here missed the target because of a small increase in the number of Stage 2 complaints that were upheld, from eight during 2016/17 to 10 during 2017/18. The overall number of complaints has fallen between these periods, at both Stage 1 (from 434 to 360) and Stage 2 (from 50 to 42). Most of the upheld Stage 2 complaints in 2017/18 (7 in 10) related to repairs and maintenance, and although complaints about this subject are less likely to get escalated to Stage 2 (9% were compared to 12% of complaints overall) those which do tend to be about complex issues.

3. Empty home turnaround time and mutual exchanges

 Empty home turnaround time and mutual exchange indicators	Target 2017/18	Q3 2017/18	Q4 2017/18	Status against target	Trend since last quarter	Year end 2016/17	Year end 2017/18	Status against target	Trend since last year
3.1 Average re-let time, excluding time spent in major works (calendar days)	21	19 (131 lets)	22 (117 lets)			19 (538 lets)	20 (538 lets)		
3.2 ... as above for general needs properties	21	15 (111 lets)	17 (93 lets)			16 (404 lets)	16 (446 lets)		
3.3 ... as above for Seniors Housing properties	30	42 (20 lets)	39 (24 lets)			29 (134 lets)	40 (92 lets)		
3.4 Average re-let time, including time spent in major works (calendar days)	For info	34 (131 lets)	42 (117 lets)	-	-	51 (538 lets)	46 (538 lets)	-	-
3.5 Re-lets undergoing major works	For info	51% (67 of 131)	46% (54 of 117)	-	-	59% (320 of 538)	56% (301 of 538)	-	-
3.6 Decisions on mutual exchange applications made within 42 calendar days (statutory timescale)	100%	100% (35 of 35)	100% (33 of 33)			100% (186 of 186)	100% (132 of 132)		

NB There were a total of 613 lets during 2017/18, of which 538 were re-lets of existing stock and the other 75 were lets to new build council homes (at Brooke Mead and Kite Place, all let during Quarter 4).

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

Two indicators are below or near target:

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

Although the Quarter 4 result of 22 days slightly missed the target, performance during 2017/18 as a whole was 20 days and therefore met the target.

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

Performance during 2017/18 missed the target, with the average re-let time increasing to 40 calendar days compared to 29 during the previous year. Seniors housing properties are usually more difficult to let than general needs ones, generally because there are fewer people on the waiting list who are eligible (eg because they've not been assessed as needing to live in Seniors) and because some are relatively unpopular as they are small in size. The Property & Investment team and partners have undertaken conversion works at several schemes in order to convert smaller dwellings into larger ones.

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

Ward name (excludes those with no long term empty properties)	No. dwellings	Average days empty	Range of days empty	Total rent loss	Comment
East Brighton	5	66	58-77	£5.6k	2 Seniors flats ready to let; and 3 new build flats ready to let
Goldsmid	2	116	56-175	£3.2k	1 house undergoing major works and one flat ready to let
Hangleton and Knoll	3	315	77-448	£12.6k	2 houses undergoing major works; 1 house due to undergo an extension
Hanover and Elm Grove	1	518	518-518	£7.8k	1 house undergoing major works
Hollingdean and Stanmer	3	107	49-217	£3.1k	1 flat undergoing major works; 1 seniors studio undergoing major works; 1 flat ready to let
Moulsecoomb and Bevendean	2	476	63-889	£15.k	1 house to undergo major works; 1 seniors flat ready to let
North Portslade	1	77	77-77	£796	1 seniors flat ready to let
Patcham	2	245	84-406	£6.6k	1 seniors studios ready to let; 1 house due to undergo an extension
Queens Park	13	79	79-79	£17.9k	13 new build flats ready to let (Brooke Mead extra care scheme)
Preston Park	1	217	217-217	£2.7k	1 flat underoing major works
South Portslade	3	334	49-896	£15.4k	1 house undergoing major works; 2 seniors flats ready to let
Wish	1	56	56-56	£575	1 seniors studio flat ready to let
Total	37	167	49-896	£91.8k	Of the 37 properties, 26 are ready to let (70%); 2 are extensions (6%) 9 are major works (24%)

NB The overall average of 167 days in Quarter 4 is lower than in Quarter 3 (376 days).

Additional information about long term empty dwellings by ward (situation as of 1 April 2018)

Further information has been requested by members about properties which have been empty for the longest times.

These properties are part of the extensions programme, which is a long-term commitment to improve the quality of the housing stock, improve turnover of homes, and assist families who require major adaptations to allow them to remain in their homes.

The empty period for each of these properties includes lead in time whilst designs are undertaken and options are considered for the properties as well as construction time whilst extension and refurbishment works are being undertaken. It is acknowledged that improvements are needed with the overall time taken to deliver these extensions, particularly around lead in times. A review will be undertaken in 2018 to deliver an improvement in this performance.

House in Hangleton and Knoll empty for 420 days

Refurbishment works started in March 2018 and completion is expected in April 2018. The refurbishment has had long lead in times through the design and scoping process.

House in Hangleton and Knoll empty for 448 days

This house is due to undergo an extension from two to three bedrooms. Works will start in April 2018 and completion is expected in July 2018. Again there has been a long lead in period through design and scoping. This property is being considered for a local family who live on the Knoll estate, and

requires an additional bedroom and adapted bathroom for a disabled member of the family.

House in Moulsecomb and Bevendean empty for 889 days

Refurbishment works started in February 2018 and completion is expected in April 2018. There was a long lead in time as the scope of the project changed through the design process. The original proposal was to extend the property to five bedrooms, however as demand for this size accommodation had reduced it was decided to simply carry out the necessary refurbishment.



































House in Patcham empty 406 days






































This house is due to undergo an extension from two to three bedrooms. Works will start in April 2018 and completion is expected in July 2018.









House in Portslade empty 896 days

This house is being refurbished including future proofing works for wheelchair access. Works started in January 2018 and are due for completion in April 2018. A number of different options for the property have been considered to match housing demand.

4. Repairs and maintenance

 Repairs and maintenance indicators		Target 2017/18	Q3 2017/18	Q4 2017/18	Status against target	Trend since last quarter	Year end 2016/17	Year end 2017/18	Status against target	Trend since last year
4.1	Emergency repairs completed in time	99%	99.9% (3,071 of 3,075)	99.8% (3,202 of 3,208)			99.7% (12,128 of 12,160)	99.8% (11,517 of 11,545)		
4.2	Routine repairs completed in time	99%	99.9% (7,332 of 7,343)	99.5% (6,298 of 6,328)			99.6% (20,323 of 20,411)	99.6% (26,847 of 26,948)		
4.3	Complex repairs completed in time	For info	100% (148 of 148)	100% (166 of 166)	-		New for 2017/18	100% (588 of 597)	-	-
4.4	Average time to complete routine repairs (calendar days)	15 days	10 days	13 days			20 days	13 days		
4.5	Appointments kept by contractor as proportion of appointments made	97%	97.0% (9,405 of 9,695)	96.8% (10,263 of 10,604)			96.6% (41,924 of 43,382)	96.5% (47,701 of 48,693)		
4.6	Tenants satisfied with repairs	96%	96.8% (881 of 910)	97.3% (1,949 of 2,004)			96.3% (5,690 of 5,910)	97.4% (5,801 of 5,957)		
4.7	Responsive repairs passing post-inspection	97%	96.8% (884 of 913)	90.3% (571 of 632)			95.4% (3,939 of 4,219)	94.4% (2,945 of 3,121)		
4.8	Repairs completed at first visit	92%	88.7% (9,244 of 10,418)	90.1% (8,596 of 9,536)			87.7% (28,581 of 32,571)	87.6% (33,709 of 38,493)		
4.9	Dwellings meeting Decent Homes Standard	100%	100% (11,456 of 11,456)	100% (11,551 of 11,551)			100% (11,488 of 11,488)	100% (11,551 of 11,551)		

 Repairs and maintenance indicators		Target 2017/18	Q3 2017/18	Q4 2017/18	Status against target	Trend since last quarter	Year end 2016/17	Year end 2017/18	Status against target	Trend since last year
4.10	Energy efficiency rating of homes (out of 100)	65.6	66.4	66.6			66.0	66.6		
4.11	Planned works passing post-inspection	97%	100% (295 of 295)	100% (491 of 491)			100% (1,328 of 1,328)	99.7% (1,128 of 1,131)		
4.12	Stock with a gas supply with up-to-date gas certificates	100%	100% (10,032 of 10,032)	100% (10,006 of 10,006)			100% (10,036 of 10,036)	100% (10,006 of 10,006)		
4.13	Empty properties passing post-inspection	98%	100% (169 of 169)	98.3% (116 of 118)			99.4% (515 of 518)	99.4% (516 of 519)		
4.14	Lifts – average time taken (hours) to respond	2 hours	2hr 24m	2hr 45m			2h 18m	2hr 58m		
4.15	Lifts restored to service within 24 hours	95%	91.7% (121 of 132)	93.8% (151 of 161)			96.3% (489 of 508)	95.3% (552 of 579)		
4.16	Lifts – average time to restore service when not within 24 hours	7 days	13 Days (145 days, 11 lifts)	2 days (22 days, 10 lifts)			4 days (68 days, 19 lifts)	7 days (195 days, 28 lifts)		
4.17	Repairs Helpdesk – calls answered	90%	96% (18,898 of 19,767)	93.9% (23,387 of 24,894)			96% (85,077 of 88,654)	96% (80,207 of 83,569)		
4.18	Repairs Helpdesk – calls answered within 20 seconds	75%	75% (14,218 of 18,898)	69% (16,040 of 23,387)			74% (63,054 of 85,077)	77% (61,461 of 80,207)		

 Repairs and maintenance indicators		Target 2017/18	Q3 2017/18	Q4 2017/18	Status against target	Trend since last quarter	Year end 2016/17	Year end 2017/18	Status against target	Trend since last year
4.19	Repairs Helpdesk – longest wait time	5 mins	13m 17s*	13m 17s*			13m 40s	13m 17s		
4.20	Estate Development Budget main bids – quality checks	90%	100% (36 of 36)	100% (18 of 18)			New indicator	98% (118 of 120)		-
4.21	Estate Development Budget main bids – completions (year to date)	For info	83% (71 of 86)	92% (79 of 86)	-	-	New indicator	92% (79 of 86)	-	-
4.22	Estate Development Budget main bids – average duration of work	For info	18 days	25 days	-	-	New indicator	18 days	-	-

*Please note the recurrence of this result during two sequential quarters is a coincidence and not an error.

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

Seven indicators are below or near target:

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

Performance slightly missed the target (by 0.5% points) during the year. The Quarter 4 result was also slightly off track (by 0.2% points) although almost half of missed appointments (45%) were less than an hour late.

Responsive repairs passing post-inspection – target 97%

The pass rate during 2017/18 was 94.4% which is 2.6% points below the target. Performance also fell from 96.8% to 90.3% between Quarters 3 and 4. A total of 3,121 jobs were inspected during the year, and of the 176 that failed the quality checks:

- 45% were because of poor quality work
- 31% required corrections or additions to either the volume of labour or materials used (Schedule Of Rates codes)
- 24% needed extra work to finish the job.

The contractor has continued to identify issues relating mainly to quality of work for responsive repairs, the number of which increased due to severe weather conditions earlier in 2018. This ensures that quality standards are maintained and will inform future training and development of staff. To improve performance, joint inspections (by staff from the council 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%

The result for the year was 87.6% and missed the target by 4.4% points. However, performance has improved again in Quarter 4 (from 88.7% to 90.1%) in response to work with the contractor to

improve job specification and van stocks, which focuses on making sure the right materials are available to complete more jobs at first visit.

Lifts – average time taken to respond – target 2 hours

The response time for the year was 2hr 58m and was outside of the target time. Of the 579 reported breakdowns there were 24 which involved passenger trap-ins and all of these were responded to within the target time of one hour.

Lifts restored to service within 24 hours – target 95%

Performance here was 95.3% for the year and although the target was missed during Quarter 4, it improved compared to the previous quarter (from 91.7% to 93.8%).


























Repairs Helpdesk – calls answered within 20 seconds – target 75%

Although performance at 69% missed the target during Quarter 4, when severe weather led to lots more calls than usual, the result for the year was still on target at 77%.














Repairs Helpdesk – longest wait time – target 5 minutes

The longest call waiting time in Quarter 4 was 13 minutes 17 seconds and happened in February 2018, when severe weather conditions led to a big increase in demand for repairs. The travel disruption caused by these weather conditions also led to staff shortages on some days during this period, which made it harder still to answer calls quickly. Call volumes during Quarter 4 were up by 24% on the previous quarter (with the number answered increasing from 18,898 to 23,387). The joint longest wait time during the year happened in November 2017 and was also 13 minutes and 17 seconds. This was due to telecommunication issues in the Brighton area with local systems going down.

5. Estates Service

 Estates Service indicators	Target 2017/18	Q3 2017/18	Q4 2017/18	Status against target	Trend since last quarter	Year end 2016/17	Year end 2017/18	Status against target	Trend since last year
5.1 Cleaning quality inspection pass rate	99%	100% (134 of 134)	99% (143 of 144)			99% (696 of 699)	99.8% (571 of 572)		
5.2 Estates Response Team quality inspection pass rate	99%	100% (190 of 190)	100% (184 of 184)			100% (651 of 652)	100% (624 of 624)		
5.3 Cleaning tasks completed	99%	99% (13,450 of 13,632)	98% (13,734 of 14,076)			99.3% (53,395 of 53,757)	98% (53,796 of 54,713)		
5.4 Bulk waste removed within 7 working days	92%	97% (966 of 996)	81% (545 of 672)			97% (2,924 of 3,008)	95% (3,599 of 3,772)		
5.5 Light replacements/ repairs completed within 3 working days	99%	99.8% (466 of 467)	100% (290 of 290)			99% (945 of 953)	100% (1,276 of 1,279)		
5.6 Mobile warden jobs completed within 3 working days	96%	99% (1,185 of 1,199)	99% (1,356 of 1,365)			98% (5,306 of 5,440)	99% (5,149 of 5,224)		
5.7 Incidents of drug paraphernalia collected	For info	47	23	-	-	112	131	-	-

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

 ASB and tenancy management indicators	Target 2017/18	Q3 2017/18	Q4 2017/18	Status against target	Trend since last quarter	Year end 2016/17	Year end 2017/18	Status against target	Trend since last year
6.1 Victim satisfaction with way ASB complaint dealt with*	92%	81% (25 of 31)	83% (29 of 35)			90% (19 of 21)	83% (29 of 35)		
6.2 Tenants evicted due to ASB*	For info	4	5	-	-	4	5	-	-
6.3 Closure orders obtained*	For info	4	4	-	-	8	4	-	-
6.4 ASB cases closed without need for legal action	For info	92% (66 of 72)	TBC	-	-	85% (178 of 209)	TBC	-	-
6.5 Tenancy fraud – properties returned to stock*	For info	12	20	-	-	21	20	-	-
6.6 Closed Tenancy Sustainment Officer cases where tenancy sustained*	98%	99% (101 of 102)	99% (132 of 133)			98% (146 of 149)	99% (132 of 133)		
6.7 Tenancy visit to general needs tenants within last 5 years	90%	95% (9,618 of 10,171)	92% (9,361 of 10,154)			90% (9,164 of 10,203)	92% (9,361 of 10,154)		
6.8 Estate inspections completed*	95%	99% (196 of 197)	TBC	TBC	TBC	New indicator	TBC	TBC	TBC

*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 ('very satisfied' and 'fairly satisfied') – target 92%

Performance was 83% during 2017/18 and is below target. A total of 35 people responded to telephone surveys after their ASB case was closed, of which 29 said they were satisfied. 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. The target was set at a very high level following an end of year result of 90.5% in the last financial year, putting the council as the leading social landlord within our benchmarking group. The latest result of 83% is still good compared to our benchmarking group (the top quartile threshold is 82% or higher) even though it wasn't high enough to be on target. A corporate business improvement review is underway to review the handling of ASB cases across tenures, with a view to improving efficiency and the customer experience.


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	Q3 2017/18	Q4 2017/18	Change between quarters Q3 to Q4	Year end 2017/18
Harassment / threats	40% 65	31% 52	-13	42% 315
Noise	16% 26	24% 41	+15	15% 116
Drugs	7% 11	14% 24	+13	10% 76
Other criminal behaviour	12% 19	6% 10	-9	9% 69
Domestic violence / abuse	12% 19	9% 16	-3	8% 59
Other violence	1% 2	3% 5	+3	3% 26
Pets / animals	6% 9	6% 11	+2	7% 51
Hate-related	6% 9	3% 5	-4	3% 23
Alcohol related	2% 3	4% 6	+3	3% 21
Prostitution / Sex	0% 0	0% 0	0	0% 1
Total	100% 163	100% 170	+7	100% 757

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	Q3 2017/18	Q4 2017/18	Change between quarters Q3 to Q4	Year end 2017/18
Brunswick and Adelaide	0	0	0	0
Central Hove	2	1	-1	8
East Brighton	39	30	-9	136
Goldsmid	4	4	0	27
Hangleton and Knoll	12	17	+5	80
Hanover and Elm Grove	7	6	-1	27
Hollingdean and Stanmer	13	22	+9	86
Hove Park	0	0	0	0
Moulsecoomb and Bevendean	11	19	+8	84
North Portslade	14	7	-7	43
Patcham	8	5	-3	27
Preston Park	2	1	-1	5
Queen's Park	35	37	+2	144
Regency	0	0	0	0
Rottingdean Coastal	0	0	0	0
South Portslade	3	5	+2	17
St. Peter's and North Laine	3	8	+5	31
Westbourne	5	2	-3	9
Wish	1	4	+3	12
Withdean	1	0	-1	2
Woodingdean	3	2	-1	19
Total	163	170	7	757

7. Seniors housing

 Seniors Housing indicators	Target 2017/18	Q3 2017/18	Q4 2017/18	Status against target	Trend since last quarter	Year end 2016/17	Year end 2017/18	Status against target	Trend since last year
7.1 Residents who have had a tenancy visit within the last 12 months	98%	96% (829 of 861)	95% (834 of 875)			97% (826 of 854)	95% (834 of 875)		
7.2 Residents living in schemes offering regular social activities	95%	100% (861 of 861)	100% (875 of 875)			98% (837 of 854)	100% (875 of 875)		
7.3 Residents living in schemes offering regular exercise / wellbeing activities	65%	82% (706 of 861)	75% (654 of 875)			77% (658 of 854)	70% (616 of 875)		
7.4 Schemes hosting events in collaboration with external organisations	90%	95% (21 of 22)	100% (23 of 23)			91% (21 of 23)	96% (22 of 23)		

One indicator is near target:

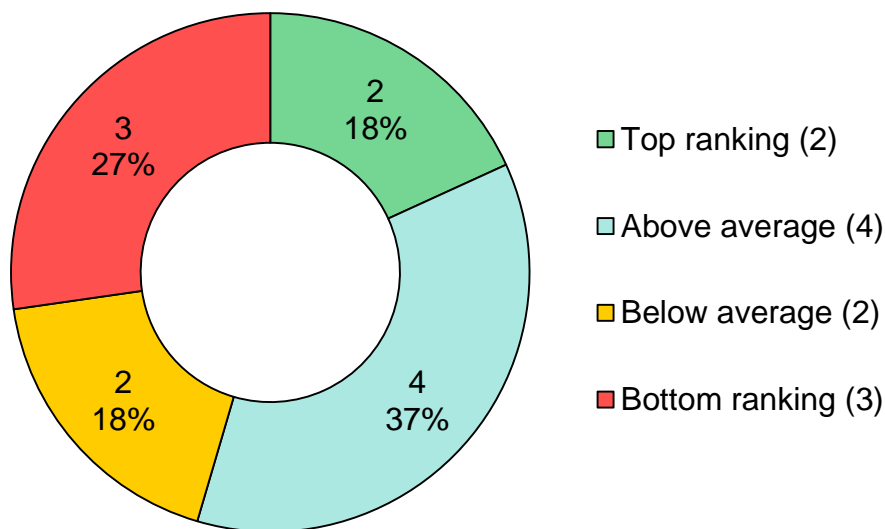
Seniors housing residents who have had a tenancy visit within the last 12 months – target 98%

Performance for the year at 95% has missed the target by 3% points. The 41 Seniors residents who hadn't had their annual tenancy visit include 15 who declined a visit and seven who were absent at the time. These annual tenancy visits are only one form of contact between staff and residents, as Scheme Managers are based on site during weekdays and regularly phone residents to check in with them (depending on how often someone wants to be contacted).

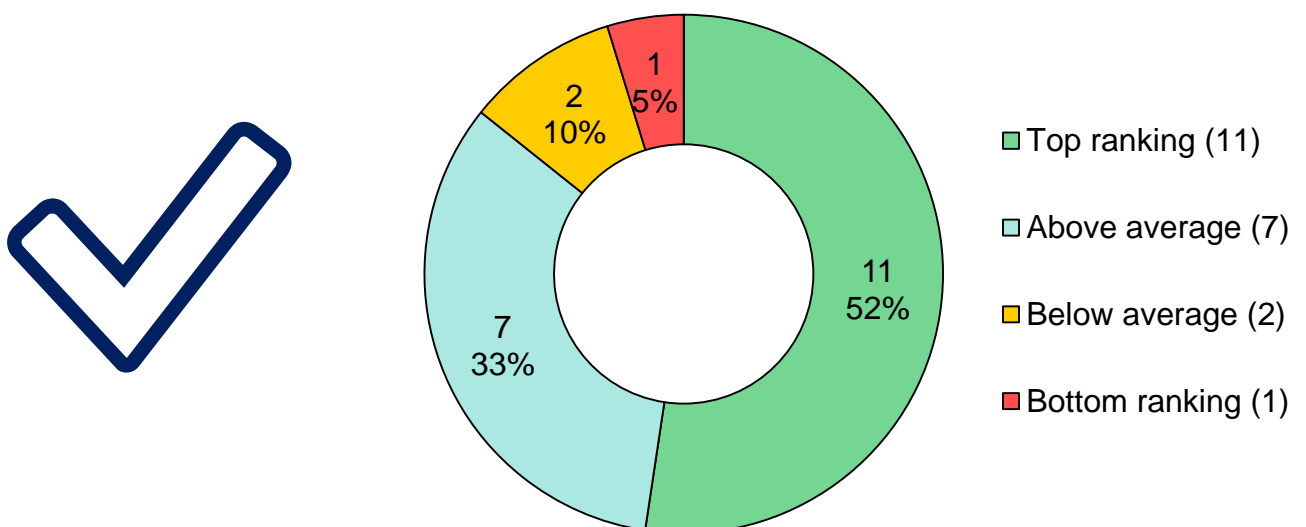
Summary of results: Housemark Cost and performance benchmarking report 2016/17

The attached report provides independent benchmarking analysis by Housemark of the cost and performance of council housing services, which ranks Brighton & Hove within our peer group (a comparator group of 15 councils with a stock of 10,000 dwellings or more). The charts below present rankings against 11 cost indicators and 21 performance indicators.

Cost indicators



Performance indicators



List of cost indicators

Top ranking:

- Total cost per property: responsive repairs and void works
- Major works management spend as % of service provision spend

Above average:

- Responsive repairs management spend as % of service provision spend
- Average cost per void repair
- Cyclical maintenance management spend as % of service provision spend
- Total cost per property: estate services

Below average:

- Void works management spend as % of service provision spend
- Average cost per responsive repair

Bottom ranking:

- Overheads as percentage of direct revenue costs
- Total cost per property: housing management
- Total cost per property: major works and cyclical maintenance

List of performance indicators

Top ranking:

- Total tenant arrears as % rent due (excluding voids)
- Average re-let time in days (standard re-lets)
- Rent loss due to voids
- Average number of responsive repairs per property
- Percentage of dwellings that are non-decent at the end of the year
- Satisfaction with the overall service
- Satisfaction that views are listened to
- Satisfaction that rent provides VFM (value for money)
- Satisfaction with quality of the home
- Satisfaction with ASB complaint outcome
- Satisfaction with ASB complaint handling

Above average:

- Tenancy turnover rate
- Appointments kept as a percentage of appointments made
- Average number of days lost to sickness
- Percentage of calls answered
- Average time taken to answer inbound calls
- Satisfaction with repairs
- Satisfaction with neighbourhood

Below average:

- Average number of calendar days to complete repairs
- Percentage of repairs completed at the first visit

Bottom ranking:

- Staff turnover

Update on Service Improvement Groups & City Wide Groups

1. Leaseholders Action Group

Latest meeting minutes not yet agreed

2. Home Service Improvement Group

Main discussion points from meeting on 6th March 2018

- Report from Core Partnership Group, Resident Inspectors & EDB Panel
- Windows replacement program for 2018-19, replacing at 365 approx properties
- Tyfoam replacement program & discussion on insulation across all stock
- Internal decorations program discussed
- Update on procurement for Housing repairs, planned maintenance and capital works with proposed timeline

3. Business & Value for Money Service Improvement Group

Main discussion points from meeting on 6th January 2018

- Reviewed update of Universal Credit statistics
- Reviewed Budget Task & Finish Group summary
- Agreed plans to promote transport sharing among residents attending meetings
- Agreed action items for the coming year
- Discussed Partnership Core Group Update for Home Group

4. Tenancy & Neighbourhood Service Improvement Group

Main discussion points from meeting on 10th April 2018 (February meeting postponed because of snow)

- Tribute to Ann Ewings and her contribution to the group.
- Election of Vic Dodd as Vice Chair
- Speaker Emily Kenward , founder of Time to Talk befriending charity.
- Workshop planning on Isolation & Loneliness started
- Star Survey Satisfaction and presentation styles
- Dates for future meetings: 22 May, 28 August, 27 November

5. Involvement & Empowerment Service Improvement Group

Main discussion points from the meeting on 15th March 2018

- Resident Involvement Budget update
- Review of Learning Programme for Tenants and Leaseholders
- Publishing new TRA Best Practise Handbook
- Planning TRA How to make the most out of your group? Event
- Planning next tenant-led Citywide Conference
- Reviewing group's Terms of Reference
- Designing group's Business Plan for next 12 months

6. Tenant Disability Network

Minutes of January meeting attached

7. Seniors' Housing Action Group

Minutes of 24th January meeting attached



Present

Tony McCoy – Sloane Court

Martin Cunningham Central

Jason Williams Central

Chris ElShabba East

Lynne Bennett East

Muriel Briault West

Barry Kent North

Officers: Lily Storey Possability People

Sarah Potter Adaptations Manager

Rebecca Mann

Apologies Ann Packham West and Alison Gray West

Introductions

Minutes Agreed

Agenda

Item 1 Possability People: Lily talked about the work of Possability People who used to be known as The Fed. They encourage and bring together residents with impairments to help shape services and give support to them across the city.. Their work is largely around improving the accessibility of buildings throughout Brighton and Hove by working with residents and doctors and service providers alike.

The meetings are every 6 weeks and allow residents to have an input into shaping their services and bringing to light any problems that they experience as service users. They also provide benefits and advice.

They operate an open forum whereby any resident can go along and with any problems they might have to share with others and get support.

General discussion about the difficulties for residents with sight problems accessing the streets in the city due to the positioning of bollards and boards and tables and chairs.

(no further action) Lily said she would like to come to our future meetings.

Item 2

Sarah Potter Adaptations

Continuing loft and extension scheme in properties suitable to provide suitable adapted accommodation for residents who might be overcrowded and in need of adaptations.

Door replacement programme. Working with Property and Investment and Mechanical and Electrical to ensure that the doors are wide when being replaced.

Wash and dry toilets contract is now in place and they will be maintained through the contract. Residents should call Repairs if they experience any problems.

Bathroom adaptations agreement that when equipment is installed that contractors will make good any damage or replace any other items so that they all match.

New Home for Neighbourhoods – Adapts still continue to work with the new builds.

Item 3

Mobility Scooters

Residents should contact Housing Customer Services if they're thinking of purchasing a mobility scooter and the council will try to accommodate them where they can but they can not be left in commonways.

The council is still looking for suitable places to provide storage.

Item 4 Newsletter – Becca has distributed them however probably better to print less in future. Please keep the newsletter stories coming in. Lily has also agreed to provide articles as and when.

Next meetings

19 March, 21 May, 23 July, 17 September, 19 November.

Meeting	Senior Housing Action Group		
Attendees	<p>Resident's :Roy Crowhurst (Chair SHAG, Woods House), Diana Ward Davis (Sanders House) Ray Goble (Elwyn Jones Court), , Walter Sargison (Broadfields), Eileen Stewart (Somerset Point), Peter Picton, Steve Bowers (Hazelholt) Bob Spacie, Elizabeth Tinkler, John McCabe (Laburnum Grove)</p> <p>Jean Davis (Leach Court)</p> <p>Partners: Mike Bojczuk (Older Peoples Council) Peter Lloyd (Health Watch) Jamie Roberts, Ash Jones, Peter Spink (East Sussex Fire and Rescue Services)</p> <p>Staff: Peter Huntbach (Seniors Hosing Manger) Larissa Reed (Executive Director - Neighbourhoods Communities & Housing), Hannah Barker (Resident Involvement Officer)</p>		
Apologies	John Merrington, Tony Brown (Evelyn Court)		
Venue	Leach Court	Produced by	Hannah Barker
Date Time	Wednesday 24 th January 2018	Minutes completed	11 April 18

A 1 minute silence was held in the memory of Becky Purnell and Ann Ewing.

1 - Update on actions from previous meeting

General discussion on a range of issues

Decorating

- **Communal ways** aren't being done every 5 years as they 'should' be. Some look bad. Suggestion that standards are slipping as Mears contract is coming to an end. Set up a working party to look at this. **ACTION 1**
- Limited '**Discretionary scheme**' budget to support people who can't decorate their own flat; applicants can apply every two years for either;
 - Mears to decorate one room
 - Decorating materials for one room (friend or family member to do the work)
 - (No room more than every 10 years)

Discussion: chair took issue with idea that an elderly person would try to decorate and could cause self an injury.

- Laburnum Grove resident paid £900 to have whole flat decorated. Carers took bank card and pin to buy furniture. **A:** this issue was raised before with your ward councillor
- Flats should be in a reasonable condition. Group can look at the **Lettable Standard** – (sets standard for empty properties renovations conducted by contractors.)
- **Somerset Point** new decorating of low quality; no undercoat, new paint peeling.

Residents did some tidy up paintwork including one or two doors that are bad around letterbox areas.

Peter H: that sounds awful; service is paying for this work. Will look into it. **ACTION 2**

- **Laburnum Grove** guest room; Can residents do the decorating themselves? Fine as long as we look at health and safety with you and do a risk assessment. Peter can work with group to find funding for paint/ materials – Seniors Housing service has some budget. Also the community payback team do some works around schemes.

ACTION 3

- **Elwyn Jones (3 yrs) and Woods House (5 yrs)** common way decoration good standard. Suggestion that different contractors standards vary across the city.

Repairs:

- Somerset Point reported various issues with draft proofing, veranda doors.
- Larissa R: intends to look at repairs. Would like tenants to feed into discussion.
- Property & Investment team to talk to about repairs at next meeting. **ACTION 4**
- Spokes persons and representatives from schemes can also use the **'Reps Repairs Reporting procedure'** if they are dissatisfied (contact Resident Involvement Officer)
- Heating problems reported. This is very important to us and we will always be able to lend out emergency heaters. Call repairs helpdesk.

Standards of Mears contract

- Additional resource is being put in to monitor the contract; meeting fortnightly.
- Standards of satisfaction survey are still high. Resident: Interested to know what percentage have said repairs standards have gone down.
- We are looking at a variety of options for responsive repairs, planned and major works for future; splitting over 2 or 3 contractors, bringing some contracts in house.

Actions 1	Look into setting up a working party to look at decorating standards to communal ways	Roy/ Peter
2	Look into Somerset Point paint standards	Peter H
3	Meet with reps to move forward to support Laburnum Grove residents to set up risk assessment and funding to decorate guest room if they wish.	Peter H
4	Invite P&I to attend for repairs item next meeting if Roy wishes	Peter/ Hannah
5	Check install date of Laburnum Grove Shower (EDB 2016-2017)	Hannah

2 Chairs Communications

- **EDB Budget review** will be carried out. Chair reported reservations echoing west Area panel.
- **Q:** Resident question about **constitutions of Tenants Associations (TA)** with idea these be aligned with SHAG constitution. **A:** city wide groups like SHAG function differently entity; TAs sit within a framework of the Recognition Policy and Model

constitution. Leech Court to resolve TA constitution independently to SHAG.

- **News recently**, Sheltered Housing, Wokingham, reports of abuse
 - Brighton service have various functions in place to help prevent abuse:
 - Scheme Managers + daily call service, new equipment 'I'm ok' button. Every resident is accounted for at end of each working week. All staff trained up in safeguarding.
 - we promote health services, eg health watch & safeguarding
 - Chair pointed out mistaken public perception classifying residents as vulnerable. Peter, we always challenge perceptions when we can. The article is misleading.

Q: re Studio flats conversions: Confirm money no longer available to convert? Or what happens to that allocated £5M?

A: We only do them as and when they become empty, if they are large enough to be converted. The money will be reallocated to other things. **ACTION 6**

Discussion point: Buildings not fit for purpose. Many converted rather than purpose built retirement homes.

Action 6	Check if £5M for studio conversions is reallocated and to where?	Hannah/ Peter	Due
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3 Fire Service

- **Fire evacuation procedures notices** are going up around the city, which is great.
- **Home visits** can be arranged for anyone who wants more fire safety about inside their home – people sometimes unknowingly put themselves at risk.
- **Stay Put policy:** Flats are 'compartmentalised' meaning that the walls and flooring are fire resistant for up to an hour. Unless a resident finds smoke is permeating through, then their safety is at risk.
- **Example:** If fire on 6th floor, whilst the crew set up (up to 15 minutes) we would clear neighbours either side, and we would knock on the door. People above would not be evacuated as protected by the concrete floor. If it was a windy day, where the fire might whip up around the side of the building, we might possibly. **Every fire is different and we take each on its individual case.**
- **Mobility scooter storage:** Issue across seniors and general housing. Should it be a separate store room where they can be charged? Can't be in common ways nor inside blocking internal access/exit. Council looking to renovate storage areas at the moment?
 - Common ways are to be sterile for safety of residents and fire service.
 - Scooters and other obstructions will be removed.
 - We ask residents to store mobility scooters outside of building, not in communal spaces, unless specifically fire risk assessed. Such as Rose Hill.
 - Some people and we refer them to ESFRS for safe storage.
 - Residents must ask our permission before purchasing one. There is not

always a safe storage option. Same a car/ motorbike.

- Encouraging shop mobility hire a scooter. (Residents comment – very expensive.)
- **Q:** If I set off alarm off with a toaster, Care Link Call checks if I'm ok. If I don't answer, how long would it take before fire service got there **A:** 4 or 5 mins.
- **Q:** Regarding a storage cupboard with radiator pipes, gets very hot, is it a fire hazard? **A:** Not enough heat is transmitted by hot water for fire risk. Also, we wouldn't advise you to store large amounts of flammable inside a flat.
- **Q:** Are the 2 layers of plasterboard between each flat enough fire resistant? **A:** Plasterboard is used because it is fire resistant. Also often a fire safety barrier is sandwiched between.
- **Q:** Somerset Point fire escape route with open slated window, could it draw a fire dangerously? No, from description difficult to assess, but sounds like the corridor is a safe area. We can arrange a visit to look at the area and explain. But this is another reason why don't want people to leave flat as it compromises a safe exit entrance for fire service.
- **Q-** Should communal kitchens have an extinguisher? **A:** Extinguishers and fire blankets are ONLY installed if users of kitchen are trained to use them; people have been badly burned if not trained. Get out of the area and let Fire Service deal with it. Don't tackle it yourself.
- **Q:** How often do they get checked? **A:** They have dates tagged.

Peters Update

- Good to see new representatives here at the meeting
- **Fire safety policy signs.** Let us know if you haven't seen them, we might need to put more up. Often in lobby for visitors advice.
- **Brookmead** now have people moving in. Invite soon to have a look.
- **Homing in article** pull out about Seniors Housing. Have had people wanting to come to an open day. Residents say is a nice place to live.
- **Q/A** – Resident inspectors can go into empty flat if all essential work been done
- **Red cross first aid training** for residents –3 different schemes took part. Very successful. Focus on older people common sense issues basic advice; e.g. what to do if someone has heart attack or seizure. Can run it anywhere. Red Cross happy to come out. Speak to your Scheme Manager to arrange.

Lettings – Allocation plan–

- Allocations review – James Crane – is aware of issues including studio flats. He is waiting for a political steer from Housing Committee.
- **Discussion: studio flats.** Some 20/25 people were told they could transfer after accepting a tenancy. However, the policy changed a year ago. BHCC see those people as being 'adequately housed'. James Crane has said he would take the issue to Housing Committee
- Seniors Scheme applicants are being randomly proportioned between homeless or council transfers
- Out of 650 people applied, 15 were registered homeless; the vast majority of applicants are home seekers. Also transfers, as 200 Council tenants want to come into Seniors Housing.

Chair : some reservations. Re 30%/20% worries. Doubt people will apply for studio flats, when they would be giving up a 2 bed house. Homeless people will end up with them. And they will likely be male. **A-** one of benefits of random allocations, fair way of allocating.

- **Q-** are people vetted for suitability for a scheme? Or provided with support access?
A- yes, re support: organisations and transitional support, especially around homelessness. Trailblazer & team of staff to support into accommodation.
- **Q-** concern is length of time support takes or carries on for. If have a problem tenant, amount of chances, effects other tenants. **A-** each application is assessed. There are some that are turned down because of a history of inappropriate behaviours. Not risk free. New tenants on an introductory tenancy – easier to end.
- Built into Tenancy Agreement is now a commitment that if tenants will take up support offered if they have a need
- The ASB cases we have currently active within the service are existing long standing tenants. Larissa has asked directorate a review of way we manage ASB. Bringing different teams together. Eg Ginny & Daniel, Complex needs, community

team and noise disputes.

- **Discussion:** 1 in 4 of us will experience a **Mental Health** issue at some point. Many people in schemes have and are living perfectly well. Some minority have mental health breakdown and will work with services. Also the issue of mental capacity – getting older and living longer. Issue around dementia, perhaps need to do more to work with other intervention training so we can flag it up to get help and support. Pressure on Adult social care, psychiatric nursing service, money is not enough for staff equipment training.
- Has to be a need to move. If you are a single person adequate housing is either one bed or studio flat.

New Tenancy agreement

All tenants will have received a new tenancy agreement.

Q- If you live above the first floor have to have soft flooring. Does the Scheme Manager check? Is there help for residents who haven't got money for carpet? **A:** Some charities eg salvation army. We have to work sensitively if we do enforce. We are happy to have a conversation. They should speak to scheme manager we will try to find.

Q- Have other scheme had cleaners hours cut down? The new tenancy agreement states homes must be in 'reasonable condition' (where it used to say 'good') is that why?

A – Changes to cleaning are not to do with tenancy agreement. Contract with Enviro – costs the same but have to reduce what we do. E.g. some communal lounges were vacuumed every day regardless of whether they needed it

Q- but cleaning hours are reduced? **A –** There is a specification cleaners have to adhere to. **ACTION:** Ask Enviro for some comments

Action

Peter to ask Enviro for some comments about Laburnum Grove

AOB

Leach Court

- Travellers and homeless people reported as using washing machines.
- Car park spaces paid for being used by non-residents. They are in touch with Car Parks & Garages

Question from Chair: Service charge (cleaning / scheme managers) costs will be going up approx. 2.5% – are we getting Value for money? Please discuss with your residents; issue will be on the next agenda.

- Peter can provide a breakdown of the £20. Some things are out of our control; eg rents are being pushed down by national legislation. Laundrettes / utilities heating costs.

Q: Is it possible to have internet in communal lounges, it can help bring community together. **A-** This idea was raised at a council meeting in November, with the idea to extend councils 'Link free WIFI'. There has been lots of controversy concerning data protection and passwords. Yet to be resolved. Housing officer David Guthrie ICT involved.

Section 3 – Suggested future items

1	Security Issues in schemes (apologies it might have been on this agenda)
2	Lettable Standard – suggested in discussion (agenda 1) that this is not set suitably for Seniors housing. Peter said we could look at this again.
3	Capital works and decorating of communal hallways – Property & Investment could attend to look at this with the group.

Reminder!

The Central Area Housing Panel will
be held on Wednesday 23 May
2018 at the Barnard Centre,
St. Johns Mount, Mount
Pleasant, BRIGHTON, BN2 0JP
between 7-9pm

