



**Brighton & Hove  
City Council**

# Housing Management Panel

Title:	<b>Housing Management Panel: North Area</b>
Date:	<b>22 May 2018</b>
Time:	<b>7.00pm</b>
Venue	<b>Housing Centre, Moulsecoomb</b>
Members:	<b>Councillors:</b> Hill (Chair), ; <b>Ward Councillors for the Area, Delegates of Tenants Association in the area.</b>
Contact:	<b>Gregory Weaver</b> Democratic Services Officer 01273 291214 greg.weaver@brighton-hove.gov.uk



**AGENDA**

**Part One**

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**1 WELCOME & INTRODUCTIONS**

**2 APOLOGIES**

**3 CHAIR'S COMMUNICATIONS**

**4 MINUTES OF THE PREVIOUS MEETING**

Minutes of the meeting held on INSERT DATE (copy attached).

**5 CITY CLEAN UPDATE**

Damian Murmura, Head of Operations, will attend the meeting to discuss the recent walkabout with East Central TRA and to answer your questions.

**6 ROUND ROBIN**

Residents are invited to share their feedback on the recent Estates Development Budget decision making meeting.

**7 ESTATE DEVELOPMENT BUDGET 2019/20**

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**8 UPDATE ON HOUSING IT PROCUREMENT**

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**9 RESIDENTS' QUESTION TIME**

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**10 ANNUAL REPORT**

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**11 PROCUREMENT OF NEW PARKING ENFORCEMENT CONTRACT FOR HOUSING LAND**

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**12 PERFORMANCE REPORT**

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**13 CITY WIDE REPORTS**

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To note the minutes and reports of the following Committees and City Wide groups (copies attached):

- A. Leaseholders Action Group;
- B. Home Service Improvement Group;
- C. Business & Value for Money Service Improvement Group;
- D. Tenancy & Neighbourhood Service Improvement Group;

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

- E. Involvement & Empowerment Service Improvement Group;
- F. Tenant Disability Network;
- G. Seniors' Housing Action Group.

### **14 DATE OF NEXT MEETING**

Date of next meeting: 6<sup>th</sup> September 2018

### **15 ANY OTHER BUSINESS**

**BRIGHTON & HOVE CITY COUNCIL**

**HOUSING MANAGEMENT PANEL: NORTH AREA**

**7.00pm 15 MARCH 2018**

**THE HOUSING CENTRE, EASTERGATE ROAD, BN2 4QL**

**MINUTES**

**Present:** Councillors; Hill (Chair) and Meadows

**Representatives:** Walther Sargent (Broadfields), Heather Hayes (Coldean), Jenny Simmonds (Coldean), Ray Metcalfe (East Central Moulsecoomb), John Marchant (East Central Moulsecoomb), Sarah Rowntree (North Moulsecoomb), Barbara Castleton (North Moulsecoomb), Carol Reed (East Moulsecoomb), Theresa Biggs (East Moulsecoomb) and Terrance Hill (Bates Estate)

**Officers:** Rachel Chasseaud (Head of Tenancy Services), Glyn Huelin (Business & Performance Manager), Sharon Davies (Business & Performance Project Manager), Eddie Wilson (General Manager, Mears)

**35 APOLOGIES**

35.1 Apologies had been received from Councillor Yates.

**36 CHAIR'S COMMUNICATIONS**

36.1 The Chair stated:

“There will be a questionnaire handed out during today’s meeting about Area Panels. You will remember we did a similar survey last autumn. This survey is designed to get your feedback on how effective the changes we have made together following the last survey have been. Please complete it before you go.”

**37 MINUTES OF THE PREVIOUS MEETING**

37.1 **Resolved:** That the Panel agreed the minutes to be a correct record of the previous meeting.

**38 ROUND ROBIN**

38.1 Residents were invited to share their views on ‘what is one thing in your area you would like to see improve’:

- The area cleared of rubbish and bushes and weeds cut and cleared especially where this was creating a health and safety risk.
- Investment in infrastructure to make the area move liveable rather than just small cosmetic improvements. There was a need for a more strategic long-term approach to estate management.

- More robust enforcement action on fly tipping
- More action enforcement action against private households to ensure that properties are maintained and waste properly disposed of.
- Enforcement action against illegally parked vehicles.

38.2 Officers responded to the issues raised:

- The Private Sector Housing Team would take action against landlords of Houses in Multiple Occupation where waste was not being properly disposed of. The landlord would have been issued with a license by the council to operate the property and this would include conditions concerning rubbish.
- Where trees or bushes were on private land the council could not take immediate action to cut them back. The council first had to contact the individual responsible for the land and instruct them to rectify the issue before enforcement action could take place. There was a variable timetable for how long this process could take.
- Fly tipping was a city wide issue and the council had successfully pursued prosecutions against individuals for fly tipping. However the majority of illegally dumped material included nothing which could identify the perpetrator.
- Resident Involvement Officers were chasing City Clean to clear weeds and rubbish where residents had reported it as an issue.

## **39 RESIDENTS QUESTION TIME**

### **Installation of digital central heating thermostats**

- 39.1 Barbara Castleton stated that the tenant referred to in the item was her. She felt that the answer was unsatisfactory as it blamed faulty equipment despite the fact that the engineer she had spoken to had stated that improper training was too blame.
- 39.2 Officers responded that they would follow up with K&T Heating to ensure that all engineers had received the appropriate training.

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

- 39.3 Officers stated that they would not have expected the engineer responding to the call to have responded in the manor reported and that cases such as the reported one could be reported directly to the Business and Performance Team. The Chair stated that she wanted to encourage residents to report these issues as this would help the council manage the contract.
- 39.4 **Resolved:** That the Panel noted the responses

## **40 FIELD OFFICERS**

40.1 Field Officers were a new role which would help to join up council services, would aid enforcement action and help residents to navigate council services.

40.2 In response to Residents' questions officers stated:

- The job descriptions for the new roles were being finalised and these would determine what areas the Field Officers focused on.
- The Field Officers would be working with the existing housing officers but would not be replacing them. The Field Officer may assist in carry out estate inspections.

#### 41 UPDATE FROM CITYCLEAN

41.1 The Head of Operations – Cityclean had sent his apologies and had offered to either come to a future meeting or for residents to come to the depot for a meeting. The Panel resolved to invite him to the next meeting.

41.2 **Resolved:** That the Head of Operations – Cityclean be invites to the next meeting.

#### 42 PROCUREMENT PROGRAMME FOR HOUSING REPAIRS, PLANNED MAINTENANCE AND CAPITAL WORKS

42.1 Officers stated that nothing about how the new housing repairs contract would look had been decided yet. The current contract with Mears expired in 2020. Officers wanted to ensure that every one had the opportunity to feed into the contract. The engagement strategy for residents was currently being drawn up and would be brought back to residents at a future meeting.

42.2 In response to questions officers stated:

- The length and scope of the contract had not yet been set. The council operated contracts of between 3-10 years in length. The repairs contract currently covered all repairs but it could be split geographically or by types of work.
- Resident engagement would include large engagement events as well as feedback from surveys and through resident representatives.

42.3 **Resolved:** That the report was noted

#### 43 TENANCY FRAUD AMNESTY

43.1 The amnesty was focused on people who were subletting their council home or lived elsewhere but still kept their home. The last tenancy amnesty led to six properties being handed back. 12 Homes had already been handed back in 2018 and it was hoped this would rise to 18.

43.2 In response to questions officers clarified that renting out a room was allowed in a secure tenancy as long as the tenant was still living at the property as well

and that renting out a room to foreign students for a few weeks at a time was not an issue.

43.3 **Resolved:** That the Panel noted the report

#### **44 PERFORMANCE REPORT**

44.1 Officers introduced the report and in response to questions stated:

- Lifts were included in the bottom five scores and top five improvements as these figures related to different aspects of the lift management contract.
- The 100% passed cleaning inspection was based on the spot checks carried out by officers of which all were passed.
- The decommissioned property referred to in the report was an ex-sheltered housing scheme which now provided temporary accommodation.
- The energy efficiency rating given was out of 100 but was a score not a percentage.
- 'Calls answered' referred to the time before a resident was speaking to an operator.

44.2 **Resolved:** That the Panel noted the report

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

45.1 Officers stated that the current contract would expire in September 2018. The new contract would be focused on domestic water sources and frequency of testing would be determined by risk.

45.2 **Resolved:** That the Panel noted the report

#### **46 INFORMATION FROM MELINDA KING, COMMUNITY CO-ORDINATOR**

46.1 **Resolved:** That the Panel noted the report

#### **47 CITY WIDE REPORTS**

47.1 **Resolved:** That the Panel noted the reports

#### **48 ANY OTHER BUSINESS**

48.1 There was none

#### **49 DATE OF NEXT MEETING**

49.1 The next meeting was due to be held on 22 May 2018



The meeting concluded at Time Not Specified

Signed

Chair

Dated this

day of



## 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**

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

**FOR GENERAL RELEASE**

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

- 1.1 This report 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

# Questions from Residents

## 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 Moulsecomb 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.

### 3\* 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.

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](mailto: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.



## **AGENDA ITEM 9**

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](mailto: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 19<sup>th</sup> 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](http://www.paypoint.com/en-gb/consumers/store-locator) or from the Housing Customer Service team at [housing.customerservices@brighton-hove.gov.uk](mailto: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](mailto: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.

## 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](mailto:BHCC.repairs@mearsgroup.co.uk)

or call 0800 052 6140



Contact the Property & Investment team:

[P&Ienquiries@brighton-hove.gov.uk](mailto:P&Ienquiries@brighton-hove.gov.uk)

call 01273 293429 or 293708



Contact the BHCC Customer Feedback team:

[Customerfeedback@brighton-hove.gov.uk](mailto: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 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

e: [tom.matthews@brighton-hove.gov.uk](mailto:tom.matthews@brighton-hove.gov.uk)

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.**

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## 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](mailto: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](http://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](mailto:housing.performance@brighton-hove.gov.uk)  
@BHCCtenants [www.facebook.com/tenantandleaseholder](https://www.facebook.com/tenantandleaseholder)

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## **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**



## Quarter 4 2017/18 performance report – additional data

### Top 5 scores (compared to target)

1. Tenants evicted because of rent arrears (2 evictions vs target of below 20)
2. Lifts – average time to restore service when not within 24 hours (1 day vs 7 day target)
3. Housing Ombudsman Complaints upheld (11% vs target of below 18%)
4. General needs: average re-let time (17 days vs 21 day target)
5. Average time to complete routine repairs (13 days vs 15 day target)

### Bottom 5 scores (compared to target)

1. Repairs Helpdesk – longest wait time (13 minutes vs 5 minute target)
2. Stage two complaints upheld (25% vs target of under 17%)
3. Lifts – average time taken (hours) to respond (2h 45 min vs 2h target)
4. Seniors housing: average re-let time (39 days vs 30 day target)
5. Bulk waste removed within 7 working days (81% vs 92% target)

### 5 biggest improvements (since previous quarter)

1. Lifts – average time to restore service when not within 24 hours (from 13 to 2 hours)
2. Stage one complaints escalated to stage two (from 13% to 10%)
3. Housing Ombudsman Complaints upheld (from 13% to 11%)
4. Customers who found Housing Customer Services easy to contact (from 83% to 96%)
5. Customers satisfied with Housing Customer Services (from 79% to 87%)

### 5 biggest drops (since previous quarter)

1. Stage two complaints upheld (from 17% to 25%)
2. Rent loss due to empty dwellings (from 0.75% to 1.06%)
3. Average time to complete routine repairs (from 10 to 13 days)
4. Bulk waste removed within 7 working days (from 97% to 81%)
5. Lifts – average time taken (hours) to respond (from 2h 24 min to 2h 45 min)



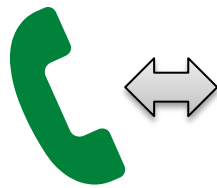


# Council housing performance

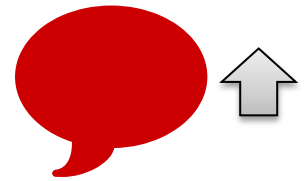
## January to March 2018



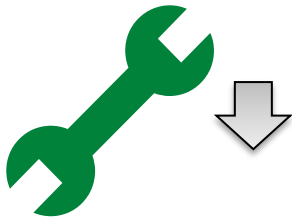
**98.66%**  
Rent collected



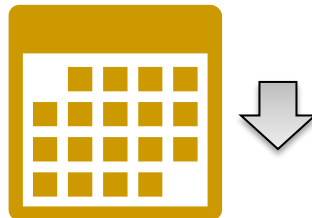
**97%**  
Calls answered



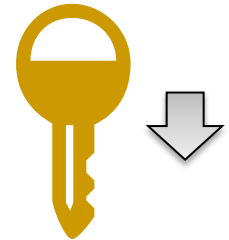
**83%**  
Satisfaction  
with ASB cases



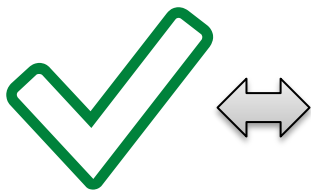
**13 days**  
Routine repairs  
completion time



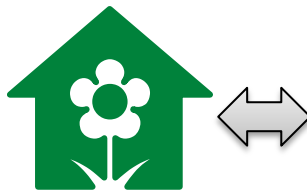
**97%**  
Repairs  
appointments  
kept



**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.

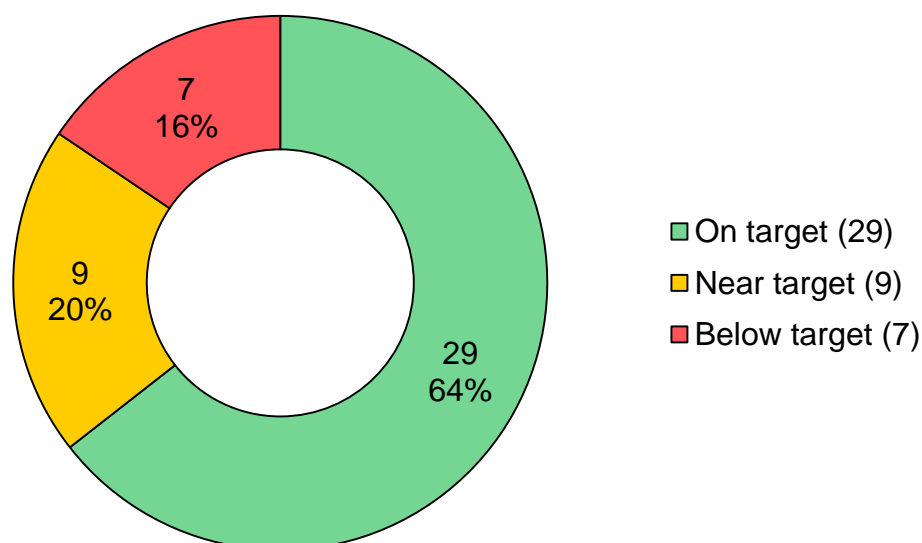
Status		Trend	
Ⓡ	Performance is below target (red)	↓	Poorer than previous reporting period
ⓐ	Performance is close to achieving target, but in need of improvement (amber)	↔	Same as previous reporting period
ⓐ	Performance is on or above target (green)	↑	Improvement on previous reporting period

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.

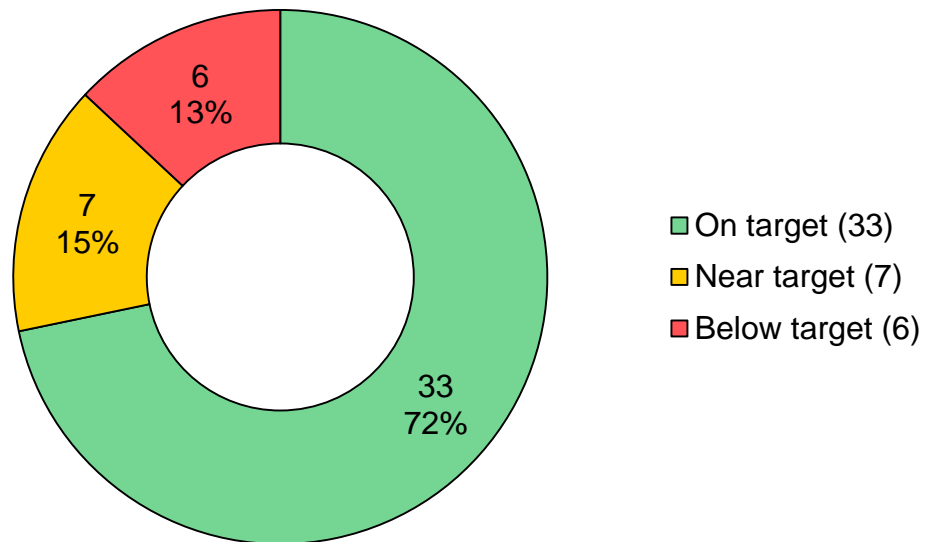
**Status of quarterly performance indicators**



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](http://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

 <b>Customer services and complaints indicators</b>		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 undergoing 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

 <b>Repairs and maintenance indicators</b>		<b>Target 2017/18</b>	<b>Q3 2017/18</b>	<b>Q4 2017/18</b>	<b>Status against target</b>	<b>Trend since last quarter</b>	<b>Year end 2016/17</b>	<b>Year end 2017/18</b>	<b>Status against target</b>	<b>Trend since last year</b>
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

 <b>ASB and tenancy management indicators</b>		<b>Target 2017/18</b>	<b>Q3 2017/18</b>	<b>Q4 2017/18</b>	<b>Status against target</b>	<b>Trend since last quarter</b>	<b>Year end 2016/17</b>	<b>Year end 2017/18</b>	<b>Status against target</b>	<b>Trend since last year</b>
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
<b>Total</b>	<b>163</b>	<b>170</b>	<b>7</b>	<b>757</b>

## 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).

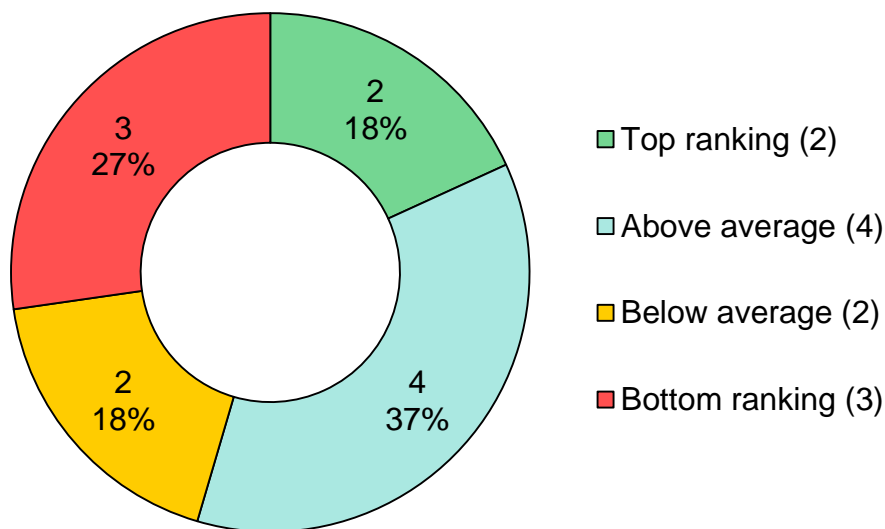




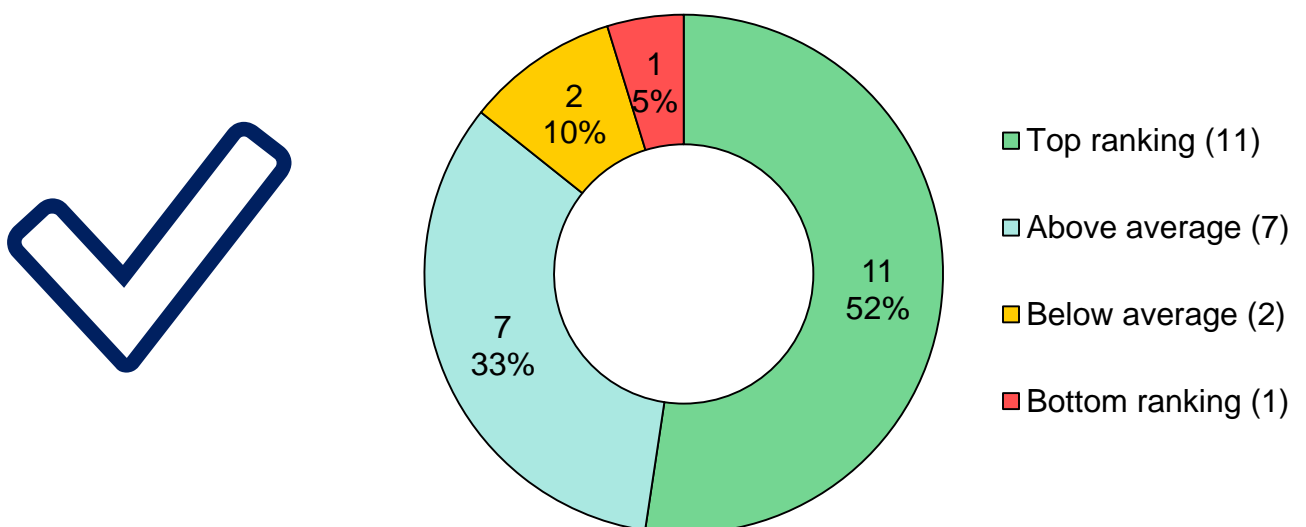
# Summary of results: Housemark Cost and performance benchmarking report 2016/17

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 6<sup>th</sup> 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 6<sup>th</sup> 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 10<sup>th</sup> 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 15<sup>th</sup> 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 24<sup>th</sup> 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	<b>Senior Housing Action Group</b>		
Attendees	<p><b>Resident's</b> :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><b>Partners:</b> Mike Bojczuk (Older Peoples Council) Peter Lloyd (Health Watch) Jamie Roberts, Ash Jones, Peter Spink (East Sussex Fire and Rescue Services)</p> <p><b>Staff:</b> Peter Huntbach (Seniors Hosing Manger) Larissa Reed (Executive Director - Neighbourhoods Communities &amp; 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 <sup>th</sup> 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.

<b>Actions 1</b>	Look into setting up a working party to look at decorating standards to communal ways	<b>Roy/ Peter</b>
<b>2</b>	Look into Somerset Point paint standards	<b>Peter H</b>
<b>3</b>	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.	<b>Peter H</b>
<b>4</b>	Invite P&I to attend for repairs item next meeting if Roy wishes	<b>Peter/ Hannah</b>
<b>5</b>	Check install date of Laburnum Grove Shower (EDB 2016-2017)	<b>Hannah</b>

**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.

<b>Action</b>  6	Check if £5M for studio conversions is reallocated and to where?	<b>Hannah/ Peter</b>	<b>Due</b>
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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 6<sup>th</sup> 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

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