



**Brighton & Hove
City Council**

Housing Management Panel

Title:	Housing Management Panel: East Area
Date:	18 February 2019
Time:	7.00pm
Venue	Bristol Estate Community Room Allamanda, 146a Donald Hall Road, Brighton BN2 5DJ
Members:	Councillors: Mears (Chair), Ward Councillors for the Area, Delegates of Tenants Association in the area.
Contact:	Kat Hoare Democratic Services 01273 291064 kat.hoare@brighton-hove.gov.uk

AGENDA

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To <u>note</u> the minutes and reports of the following Committees and City Wide groups (copies attached):	
A. Senior Housing Action Group	

HOUSING MANAGEMENT PANEL: EAST AREA

Home Group: – 4 December 2018

Involvement & Empowerment Group - 13 December 2018

B. Sheltered Housing Action Group – 25 July 2018

65 ANY OTHER BUSINESS

The date of the next meeting is: Monday 1st April 2019 from the earlier time of 6.30 pm at the Housing Centre, Moulsecomb for (EDB voting). – To be confirmed at the meeting.

BRIGHTON & HOVE CITY COUNCIL
HOUSING MANAGEMENT PANEL: EAST AREA

7.00pm 3 DECEMBER 2018

BRISTOL ESTATE - COMMUNITY ROOM

MINUTES

Present: Councillor Platts

Representatives: Alan Cooke (Craven Vale), Janet Gearing (Woodingdean), Chris El-Shabba (Robert Lodge)

Officers: Justine Harris (Head of Tenancy Services) Glyn Huelin (Business & Performance Manager), Hilary Edgar (Housing Service Operations Manager) and Kat Hoare (Democratic Services Officer)

42 WELCOME AND INTRODUCTIONS

42.1 Chris El-Shabba substituted as Chair for Councillor Mears.

43 APOLOGIES

43.1 Apologies were received from: Councillors Mears, Mitchell and Morgan, Ododo Dafe (Head of Income, Inclusion & Improvement), Keely McDonald (Resident Involvement Officer), Eddie Wilson (Mears General Manager), Lyn Bennett (M.F.R.T.A Rep)

44 CHAIR'S COMMUNICATIONS

44.1 The Chair communicated the following:

“At the recent citywide conference, residents expressed an interest in learning more about recycling. In response to this, we would like to offer residents the opportunity to visit the material recovery facility at Hollingdean. Please let Hilary Edgar know if you are interested. There are lots of steps in the building, so please bear that in mind when deciding whether this is something you would like to do.”

The Chair confirmed that she had already visited this recycling facility and Hilary Edgar confirmed that up to 20 people could attend at one visit. There was a discussion on which kinds of materials could be recycled. Alan Cooke and Councillor Platts confirmed that they were interested in attending and after a suggestion by Janet Gearing, Glyn Huelin confirmed that he would suggest this is publicised in the Homing In magazine.

45 MINUTES OF THE PREVIOUS MEETING

There were several matters arising from the Minutes of the previous meeting which were discussed:

- 45.1 Hilary Edgar circulated a list from the Community Team regarding communal spaces and rooms for hire in Whitehawk, as noted on page 7 of the Minutes.
- 45.2 Alan Cooke requested an update on the Field Officers (FOs) item and the Chair confirmed that the FOs had just been launched officially in the previous week and that she had invited the FO team to a Due East meeting in order to make contact with them. Janet Gearing asked if certain officers were allocated to certain districts and Hilary confirmed that they were not allocated by area but were citywide. Councillor Platts asked for a full list of the type of work that the FOs covered to be re-circulated as she queried whether FOs could remove estate agent boards and deal with anti-social behaviour. Janet Gearing suggested that there should be an article on the Field Officer team in the next issue of Homing In with photos of team members in order to introduce them to residents and that the article should be duplicated in local newsletters with the FO contact details, so that all residents could contact them, when required. The Chair confirmed that photographs would be useful since all FOs wore a recognisable uniform and that Annie Sparks, Regulatory Services Manager could be interviewed in the article.
- 45.3 **RESOLVED** – That the minutes were an exact record of the meeting held on the 15th October 2018.

46 RESIDENTS QUESTION TIME

Two of the four items were discussed by the Panel and Officers:

Item 1 – p. 13 – Future arrangements for repairs & maintenance of council housing

- 46.1 Alan Cooke stated that he thought that there should have been more consultation on these issues than the four meetings and one thousand door-to-door surveys that were undertaken. Glyn Huelin confirmed that his team had also consulted with residents at three rounds of Area Panel meetings and that they had received a large amount of feedback through this.
- 46.2 Alan Cooke asked whether there would be sufficient scrutiny of the service and whether the Council might in future let questionable issues through without being challenged about them. Glyn Huelin stated that the Council had set up three different ways of checking the future service : firstly, the Home Service Improvement Group would receive indicators on how the new service would work, secondly there would be a continuation of resident inspectors work and thirdly a review paper would be produced after three and then five years in order to assess and appraise the new service.
- 46.3 Janet Gearing asked if the Apprenticeship scheme would continue and Glyn Huelin confirmed that it would be continuing with exactly the same level of investment in apprentices.

46.4 The Chair stated that in the past, there had been complaints about Council operatives' work and she questioned whether employees' work records were looked at. Glyn Huelin replied that employees were dealt with in exactly the same way by Mears as by the Council and both followed the probationary period system. He confirmed that quality assurance was important to the Council and that they would work with the internal audit team to check in-house services. He also confirmed that if residents had concerns there was a multi-stage process to work through to ensure that these were dealt with.

Item 2 - Cash rent payments for pensioners

46.5 Alan Cooke stated that although he had nominated this item, he could not see the point of this now in hindsight, since he was disappointed that Post Offices would not install paypoints which he felt was an important factor for pensioners.

46.6 **RESOLVED** – that the Panel agreed to note the report.

47 TENANCY MANAGEMENT - A PRESENTATION ON HOW CASES ARE ALLOCATED AND MANAGED WITHIN THE EAST AREA HOUSING TEAM

47.1 Justine Harris introduced this discussion and circulated the paper entitled "ASB Working with Perpetrators."

47.2 Janet Gearing confirmed that she wanted Reps to find out more regarding the enforcement workshops in the New Year and was keen to arrange for residents to attend.

47.3 The Chair praised the Council and police for dealing with her current harassment case and she confirmed that the perpetrator had now been sentenced. She confirmed that she had felt very supported by her Housing Officer and that she wanted to encourage other people not to feel afraid of reporting harassment and to understand that they did not necessarily have to go to court on these matters. Her only query on the Council's handling of the issue, was that she had been told that the perpetrator could possibly lose their home over the case.

47.4 Justine Harris confirmed that she would feed back this valuable input to Janet Dowdell and the Chair also confirmed that she would promote the workshops at the next Robert Lodge residents meeting.

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

48 ENVIRONMENTAL IMPROVEMENT BUDGET

48.1 Hilary Edgar introduced the report, which had been discussed at the Housing and New Homes Committee and had been well received by members. She confirmed that Ododo Dafe had been given further feedback from residents and that this would be included in a report to the Housing & New Homes Committee in January 2019.

48.2 Hilary Edgar stated that the EDB Budget would continue to exist and would remain separate from this budget.

- 48.3 Alan Cooke stated that he was unsure when applying for grants, whether to contact the EDB or those involved with this new Environmental Budget. Hilary Edgar answered that the details of how the Environmental Budget would be allocated were being worked out and that there would be more information in January 2019.
- 48.4 Janet Gearing stated that in the past, fencing had been the only area that Woodingdean residents had been able to apply for EDB funding for she was concerned that this may also apply to this Environmental Improvement Budget. Hilary Edgar stated that Simon Bannister and Matt Easteal had a great deal of experience of working with residents in the past on bids and the Chair stated that it would be worthwhile inviting them to a future residents meeting.
- 48.5 Alan Cooke stated that there was a problem with funding for verges, since residents had been unable to get funding for this area in the past, since they had been told that verges were not a part of Housing land. Janet Gearing also stated that in the past, residents had requested grasscrete for certain areas and had also been told it was not Housing land, and that this was a particular problem for the Woodingdean area, since they had no communal areas and therefore had not been able to apply for EDB grants. Justine Harris stated that this Budget was created to sort out problems like this and try to resolve them.
- 48.6 Hilary Edgar stated that Simon Bannister worked across different kinds of land and therefore he was a very useful source of help for residents on these issues. The Chair confirmed that within blocks of flats it could be difficult to find areas which qualified for funding but that Simon Bannister and Matt Easteal had already worked with residents on gates at Robert Lodge and on planters in Whitehawk and both had really persevered and worked hard to get projects finished and could assist residents in this area.
- 48.7 Janet Gearing stated that there had also been problems previously with light improvements being judged as too expensive. Glyn Huelin confirmed that there was some flexibility this area and that Janet Gearing should contact Simon Bannister to assist with future bids.
- 48.8 **RESOLVED** – That the Panel agreed to note the report.

49 HOUSING MANAGEMENT PERFORMANCE REPORT - QUARTER 2 2018 / 19

- 49.1 Justine Harris introduced the report and confirmed that the key performance indicators on p.59 should be on the front page. Justine asked residents for their input on the presentation of the report and whether they would like this information in a different format in the future.
- 49.2 The Chair asked if the statistics used on page 36 were from before or after the time that Universal Credit was introduced. Justine Harris stated that 40 per cent of tenants in rent arrears were claiming Universal Credit and she confirmed that there were now ten Support Officers who were assisting tenants with Universal Credit arrears problems.
- 49.3 Alan Cooke stated that the problem with Universal Credit was that tenants had to pay rent themselves out of their benefit and it was easy to get into arrears when the Universal Credit payments were delayed. Janet Gearing confirmed that often rent

might be the last priority for families at times such as Christmas, and she hoped that these claimants would not get penalised for late payments.

49.4 Councillor Platts stated that a young mother in her Ward who had accrued debt problems due to the delay in receiving Universal Credit, now found that her credit history was affected. Councillor Platts confirmed that the local Credit Union, based at Hove Town Hall was a place where residents could access loans at a better rate, and that this information should be publicised in the Homing In magazine. Janet Gearing said that she had been unaware of the Credit Union and that this was probably a much better alternative to payday loans for many residents. The Chair suggested that the Credit Union could be invited to speak at resident meetings about the services they offered. Councillor Platts confirmed that she would find out more about Universal Credit claimants and rent arrears and report back on this. Hilary Edgar confirmed that information on the Credit Union could be submitted to a future issue of Homing In.

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

50 CITY WIDE REPORTS

The residents did not have any discussion or points to make on the reports.

50.1 **RESOLVED** – That the Panel agreed to note the reports.

51 ANY OTHER BUSINESS

51.1 Alan Cooke raised the issue that he was unsure which department to contact regarding a caravan parked in the resident's car park with no number plate. Councillor Platts confirmed that residents needed to know whether it was a matter for the Council or police, as this was unclear. She also commented that if it was difficult for people to report their neighbour's vehicles, then tenants could contact her and she could contact the Council on their behalf. Janet Gearing confirmed that similar problems with untaxed vehicles had occurred in Woodingdean and that often the problem had been passed from the police to the DVLA and then on to the Council and had not been resolved properly. Hilary Edgar confirmed that this issue should be reported to Housing Customer Services on tel: 01273 293030.

52 DATE OF THE NEXT MEETING

52.1 The date of the next meeting will be 18th February 2019.

The meeting concluded at 8.13 pm

Signed

Chair

Dated this

day of

Questions from Residents

Items from the East Residents' Only meeting 6/12/18

Question: Repairs service contract - oversight

At the meeting on 18th October there were concerns about oversight of the day-to-day repairs contract when it is brought in-house. The meeting wanted to know if there will be a Clerk of Works, or equivalent role, that will be responsible for checking work carried out by the in-house contractor. In addition, information was required on plans for external, independent oversight of the contract.

The meeting submitted this issue to the Area Panel, but due to the wording in the minutes there was some confusion and the issue of general oversight was not addressed in the written response provided.

The meeting decided to resubmit this matter to the Area Panel to ask:

- With the transfer to the in-house arrangements, what measures will be put in place to ensure tenants receive consistent standards, quality and value for money?*
- What provision will there be for independent oversight of the in-house repairs service by a person or body who is separate from and not employed by the council?*

Response

Thank you for your query regarding the future delivery of housing repairs and empty properties services. As part of the process of setting up the service between now and April 2020 the programme team will focus on many activities. One that is of huge importance is the processes in place to test value for money, productivity and quality of the in-house repair service for our tenants and leaseholders.

Satisfaction with the current service is high and we want to initially continue to deliver that high standard to our customers and look to improve satisfaction moving forward as the service continues to establish. Increased ownership over the service and a closer connection to the staff delivering it will provide opportunities to initially focus on maintaining consistency in service standards and also make longer term improvements.

The method of reporting repairs, prioritising emergency jobs and staffing levels will not change or reduce as part of the creation of the in-house service. Our customer service promise and key performance measures will also remain in place to hold the in-house service to account.

Both tenants and leaseholders fed back through consultation on the service that they wanted to see more Brighton & Hove City Council employed staff checking and assuring the quality of repair jobs carried out. From April 2020 the quality assurance element of the service will be delivered through an in-house team.

As detailed in the report to Housing and New Homes Committee in September 2018 the council's in-house quality assurance service will include:

- A surveying team to check the quality of works carried out and test value for money (quantity surveyor, surveyor and clerk of works type activities)
- Project managers and specialists who would undertake commissioning of specifications and contract management activities

This will be the case for both the repairs service and also for quality assurance on other contracts let for the delivery of housing services.

With particular focus on the in-house repairs service the following is in response to Area Panel concerns:

1. Clerk Of Works and Quality Assurance

Quality assurance and checking of works will continue to take place in the new service. Supervisors who will be employed by Brighton & Hove City Council as part of the in-house repairs service will check at least 10% of the jobs carried out by operatives.

This will be combined with the council directly collecting satisfaction information on completed works from residents or commissioning this through an external survey.

The council's Internal Audit team are independent of the in-house repairs service and are working with the programme team to ensure that the methods for assuring the quality of works are robust and appropriate, they will also undertake regular audits of the service.

The council will also continue to work with Resident Inspectors to quality assure and feedback on the quality of the service.

2. External, independent oversight of the contract

As detailed in the report to Housing and New Homes Committee in September 2018 it is proposed that a comprehensive review of the service will be carried out at 3 and 5 years from the start of the new arrangements that will focus solely on the in-house repairs service. This will assess value for money, investment and growth opportunities, performance and satisfaction. This will be carried out independently of the service.

3. Value for money

Value for money will still be a key driver in measuring performance of the in-house service for repairs and maintenance. Costs will still be allocated to each job as currently with the system of Schedule of Rates codes (SORs). In addition

to this the council will record information on the cost of materials, operative time and overheads such as fuel and vehicles.

We will work with other authorities to benchmark our costs and will continue to use performance indicators to measure value for money from the service.

Property and Investment will also work with the Home Service Improvement Group to provide on-going monitoring and review of the in-house service.

Contracts outside of the in-house service will also be reviewed for value for money and performance with residents through a similar structure to that currently provided by the partnership core group.

Sharon Davies, Business and Performance Project Manager, Telephone 01273 291295

Question: Resident Inspectors – information on cost of work

The role of Resident Inspectors is now well established, but there are some obstacles that prevent them being as effective as they could be.

In the past Resident Inspectors were provided with details of the jobs they were inspecting, including the cost of the job.

This was changed approximately 6 months so that they are no longer given cost information, which means that they cannot assess whether value-for-money has been provided.

The Resident Inspectors have asked for the provision of information on the cost of each job to be re-instated, and the meeting felt this is essential to their role.

The meeting decided to submit this matter to the Area Panel to ask what action will be taken by Housing to ensure Resident Inspectors can be provided with full details on the costing of each job they inspect so they can evaluate whether value-for-money is being provided.

Response

Thank you for your question and comments about the Resident Inspectors programme. This is a really valuable part of resident involvement for Housing and provides us with great feedback on the repair services we deliver from a residents' point of view. The council works closely with the Resident Inspectors group to steer this work.

We can provide the total cost of each job that is completed to Resident Inspectors in line with their inspections, this provides a good level of information for the inspectors to consider value for money alongside the objectives of the inspectors to consider the quality of works undertaken and the standards achieved.

Unfortunately we cannot provide a detailed schedule of rates breakdown of each individual element of the works as this information is considered commercially

confidential by our service providers. However the rates and value for money are reviewed by the council's Quantity Surveyors.

I will make contact with the officers who support the programme to ensure we do provide the total costs to Resident Inspectors as part of the information they receive when inspecting works.

I hope this answers the query but am happy to provide more information if the panel has further questions.

Glyn Huelin, Business & Performance Manager, Telephone 01273 293306

Question: Social Housing Green Paper

Two local residents attended a briefing in Hastings by the Housing Minister on the Social Housing Green Paper.

Some of the key proposals in the paper address issues of safety, with proposals to update the Decent Homes Standard to include a requirement to provide smoke detectors, carbon monoxide detectors and 'fire booklets' to advise tenants on how to prevent fires and what to do if one starts.

It is expected that these proposals will be included in a Social Housing Bill to be voted on in Parliament. The meeting felt that these safety issues are very important and that Brighton and Hove City Council should begin to consider how they will implement them once the Bill becomes law. These measures are routinely provided in new-build properties, but existing properties are not always brought up to scratch.

The meeting decided to submit this matter to the Area Panel to request information on what preparation the council is doing to ensure it will be able to meet the expected safety requirements for smoke detectors, carbon monoxide detectors and fire booklets once they become law for all properties (both new-build and existing).

Response

The council is aware of the potential changes in legislation that may occur following the Social Housing Green Paper consultation. In preparation, we have undertaken a mapping exercise to establish where smoke detection has been fitted. If guidance or legislation changes as a result of the consultation we will bring forward a policy to ensure the council's housing stock complies with the new standard.

We provide residents with information about fire safety in a number of different ways; at tenancy visits, updates at Area Panels and residents' meetings and through the council's website. We work closely on this with the East Sussex Fire & Rescue Service who also carry out home safety visits and if the property does not have any detection they will fit battery operated detectors free of charge. Appointments can be arranged by contacting 0800 177 7069.

Grant Ritchie, Lead Consultant - Health & Safety, Telephone: 01273 296806

Items from the Central Residents Only Meeting 10/1/19

Question: Housing Revenue Account (HRA Budget)

Cllr. Gibson was invited to the meeting to talk about the 2019/20 HRA budget, as part of a process of involving tenants more in decisions about how their money is spent.

He highlighted some main points from the budget proposals. The issues raised were discussed by the meeting, and it was agreed to raise the following points as a contribution from tenants to the HRA budget discussion:

- a) Tenants would like to see more new homes, and support more spending and borrowing to fund this.*
- b) Tenants would like to see improvements to the stock condition of present homes and support an increased Capital programme in order to finance this.*
- c) There was support for the new environmental budget, as long as residents are fully consulted on and involved in the process of allocating the money.*
- d) Central Area would like to see an increase in the Estate Development Budget funds available to them – they consistently have more requests than they are able to support.*
- e) There was support for the idea of a separate EDB budget for Senior Housing.*
- f) There was support for improved Wi-Fi in the communal areas in Sheltered Housing Schemes (this may already be budgeted for).*

Response

Thank you for your feedback on points covering a number of service areas. I have forwarded these to the relevant service managers, for their information.

Point c) will be discussed during the agenda item on the Estate Improvement Budget and points d) and e) during the item on the work of the EDB Review task and finish group.

Hilary Edgar, Housing Service Operations Manager, Telephone 01273 293250

Question: Consultation with non-resident leaseholders

Jane Thorp distributed a background paper on this issue. It was agreed to include the full paper in the minutes.

A non-resident leaseholder's experience of early consultation (this means consultation before the legal requirement period of a Section 20 notice) at Sylvan Hall Estate.

Early consultation with leaseholders is required of social landlords since the Hounslow v. Waaler case in 2017, where the council leaseholder, at the Court of Appeal, whose bill was £55K, won a reduction in costs of major works to her block. The judgement found 3 things wanting in the way Hounslow Council had conducted the works:

- 1) It was considered by the tribunal that there had not been enough consultation on the scope of works. (Please note that the legal minimum of a Section 20 notice had been observed.)*
- 2) It was considered that the sweeping up clause in the leaseholder's contract which allowed the council to charge for "improvements" was unreasonable, and this was overturned.*
- 3) It was considered that a leaseholder on a council estate should not have to pay what someone "in a Knightsbridge flat" would pay.*

In view of this case and the fact that it has a lot of bearing on how subsequent cases are decided, the council are now conducting what they call "early consultation" on major works. At Sylvan Hall, the first estate to have early consultation before the Section 20m notice, for one non-resident leaseholder, this consisted of:

- 1) **17 Sept 2014** - A questionnaire is issued which asked two questions: the first asked the leaseholder to prioritise what major works they thought were needed, the second asked them to prioritise what improvements they wanted to the neighbourhood. There was no mention of consultation, building surveys, or costs in the covering letter, but it mentions urgent works. This would seem to suggest that a survey has been done but it is not discussed, much less offered for viewing.*

- 2) **25 July 2016** - A notification by letter of a “Condition Survey of Firbank” to be undertaken on 2 August 2016. This survey was presumably done but never offered to the leaseholder.
- 3) **24 Sept 2018** - A letter entitled “Information about proposed external work at Elm Lodge” is issued which mentions: “previous correspondence and discussions about the major works we are planning to carry out at Elm Lodge”. This is, in fact, the first and only mention of major works “planned” for Elm Lodge. The total cost of £150K is given (there are 6 flats in the block), and it states that, “structural surveying advice tells us that essential works are now required”. Addresses and phone numbers are offered for “your views”. “Individual estimated costs” will be on the Section 20 notice.

Consultation meetings are not mentioned in any of these letters. Surveys have clearly been undertaken on two blocks at Sylvan Hall but the results have not been offered to the leaseholder, who owns two flats at Sylvan hall in separate blocks. For Firbank there has been no further mention of works since 2016, and for Elm Lodge she was required to ring and make an appointment if she wanted to “inspect the specifications and costings”.

A series of consultation meetings were held at Sylvan Hall. **These were requested by the Residents Association**, which is inclusive of tenants and leaseholders. The last meeting was at the end of December 2018. **The Residents Association are not responsible for driving consultation, the council are.** (There is a statutory obligation on the part of the council to have a Resident Involvement scheme, of which the Residents Associations are a part, and they encourage the RA site reps, who are volunteers, to do all of the work of driving it.)

The council did not contact the non-resident leaseholders about any of this in the full knowledge that the Residents Association would not have access to their postal addresses without paying the Land Registry for them.

*A Quantity Surveyor was offered to the leaseholders by the council as the residents were concerned about the need for the works. **A Quantity Surveyor measures cost not building needs.** Presumably, also, this survey cost the leaseholders at Sylvan Hall estate £5000 per block as has been recently quoted for Highden, Westmount, and Crown Hill.*

It was agreed to raise the following at the Area Panel:

- 1) Please tell us in detail how this could be called early consultation in the legal sense of discussing the survey recommendations, the proposals by the council to take up those recommendations, the scope of the works, and the proposed cost to the individual leaseholder.*
- 2) Please tell us how the questionnaire and the letter notifying the leaseholder of a condition survey can be described as “previous correspondence and discussions about major work”.*

Response

Thank you for your question. It may be helpful to clarify the understanding of the Court of Appeal decision referred to above.

The Court of Appeal in the case mentioned held that there was a real difference between work which the landlord was obliged to undertake and optional improvements. The judgement relates specifically to discretionary improvements. In those cases, the landlord must consider the interests of the leaseholders, their views and financial means.

The council is not generally proposing to undertake improvement works. For works of repair (even if these may coincidentally involve an element of improvement) leaseholders are already protected under existing legislation which includes that the costs are reasonably incurred, that the work is carried out to a reasonable standard and there is prior consultation on any proposal (Section 20 Landlord & Tenant Act 1985).

Having said that, the council has worked with the Leaseholders Action Group and the councillors' working group to commit to engaging with tenants and leaseholders at stages earlier than the issuing of a S20 notice which we have said should certainly not be the first leaseholders hear of work proposed by Brighton & Hove City Council.

Hence the pre-S20 correspondence detailed above which was sent to non-resident and resident leaseholders alike.

At Sylvan Hall, leaseholders have been, and are being, consulted prior to any S20 notice. Rowan and Hollybank are the first two buildings with active works proposals. This means engaging with the different options on cost or content of any programme that is required to keep the building in repair.

The same is now the case with Elm Lodge and The Willows where proposals are now being brought forward.

No other buildings on the estate are yet the subject of active work proposals, but when and if they are, then the council will engage with tenants and leaseholders at stages before a S20 notice is issued, including notification of any condition surveys to be carried out or questionnaires for feedback to register different views about the repair condition of the buildings and plans for future works to the buildings.

I hope this helps clarify the legal background and also how the council is seeking to engage with tenants and leaseholders on major projects.

**Martin Reid, Head of Housing Strategy Property & Investment, Telephone
01273 293321**

Question: Estate Inspections and Resident Involvement

In the past, representatives from Residents' Associations have met regularly with officers for an Estate Inspection. These were useful as:

a) They were a constructive way of using local knowledge about the area and gave Residents' a useful role in the process.

b) When done well, they were an effective way of sorting out a variety of environmental, and other problems that can be difficult to keep on top of.

Estate inspections no longer happen and residents reported a deterioration in the local environment and maintenance of communal areas as a result. It was agreed to ask for the field officers to take over Estate inspections as part of their role.

Response

Field officers and the Future of Estate Inspections

A review of the Estate Inspection process was carried out in 2017-18. It was felt that it was not delivering the long-term improvements to neighbourhoods that we wanted and it did not fit well with the current staffing structure, following the redesign of Tenancy Services in October 2016.

The plan is to replace Estate Inspections with a new process, organised on a ward basis. This will be delivered by the Field Officer Team, as part of their community engagement brief from, spring 2019.

The 'Don't Walk By' policy will be relaunched in the meantime, outlining the importance of staff, residents and contractors taking responsibility for reporting repairs and other health and safety concerns in shared areas. It will provide guidance on how to report issues in and around council properties.

A Project Group is finalising the new process, which will be the delivery vehicle for the Environment and Open Spaces element of the Neighbourhood Action Plans.

Residents will play a key part in the decision-making process for making improvements to their neighbourhoods.

Rachelle Metcalfe, Housing Manager, East Housing Team, telephone 01273 293196

Items from the North Residents Only Meeting 13/12/18

Question: East Central Moulsecoomb Tenant & Residents' Association

The dispute between the Council and East Central Moulsecoomb Residents Association was discussed in some detail at the last Residents Meeting. A proposal was put forward to the agenda of the Area Panel, but was rejected on the grounds that it was a 'live' issue.

An update was given to the meeting.

The council has de-recognised East Central Moulsecoomb Residents Association and stated that a former committee member of the Association is not permitted to attend council meetings due to a breach of the Code of Conduct.

Some meetings have been held between the Resident Involvement Team, Councillors and two former committee members of the Association. The outcome of these meetings has been that:

- *the Council has decided to de-recognise the Association*
- *the Association has decided to appeal the decision*
- *a deadline for the outcome of the appeal has been set for 19th December 2018 (date to be confirmed)*
- *the investigation into the matter is being carried out internally by the council*

Two former members of East Central Moulsecoomb Residents Association were present and raised some major concerns with the process. These were discussed and it was agreed that:

- *having a Residents Association benefits all the local people of an area and the city as a whole*
- *if the council is able to de-recognise Associations which have been elected by the local residents it will have a detrimental effect on all local residents*

- *the decision to exclude a former committee member from Council meetings should be discussed directly with the individual who is being excluded*
- *the council should recognise that this is a dispute between the Council and the Association and arrange for the appeal process to be managed by an independent body*

It was agreed that:

1. *This will be put forward to the agenda of the next Area Panel meeting, and that the concerns raised above should be considered by the meeting.*
2. *Larissa Reed, Executive Director of Housing, will be contacted and provided with copies of the minutes of the Residents Meetings of 1st November and 13th December, to advise her of residents' concerns in this matter.*

Response

The council's recognition policy for resident associations is in place to ensure groups that are involved in making decisions on behalf of residents are able to show they are democratic, accountable and representative. The council cannot support groups that don't meet this criteria. Before a group is 'de-recognised', associations and members are given the opportunity to discuss the issue giving cause for concern including how this can be put right. In some cases this might be through an apology, in others by the group undertaking training.

The East Central Moulsecoomb Tenants and Residents' Association (ECMTRA) was formally derecognised by the council at the end of last year as it didn't meet the standards set out in the recognition policy. The group can still continue, but it will no longer be supported by the council.

A letter was sent to all residents in the area of benefit informing them of this decision. They were advised that they would still be welcome to take part in residents' groups and activities. The council values its relationship with tenants and the importance this has to improving the services it provides. We will support residents who would like to form a new association in the area that works within the recognition policy.

Hilary Edgar, Housing Service Operations Manager, Telephone 01273 293250

Question: The repairs contract

The meeting felt that information about the new repairs contract, to start in April 2020, needs to be shared more widely with Residents Associations.

There was concern that the Briefing Paper presented to City Conference has not been circulated more widely.

There are also concerns that workers transferred over from Mears to the Council under the TUPE (Transfer of Undertakings (Protection of Employment) regulations) may face a reduction in their wages.

The meeting agreed to submit this to the agenda setting meeting to ask what plans are in place to ensure Residents Associations are fully informed of the continuing progress of arrangements for the new repairs contract.

Response

Thank you for your question.

Resident engagement has been a key part of shaping the options for the future delivery of services and something that the council wants to continue to do through the development of the new service and following the start of the service in 2020.

This round of Area Panels therefore has a paper on resident engagement arrangements that we have developed following questions like this from residents at Area Panel and discussions with the Home Service Improvement Group. I hope this sets out a positive way forward for residents from a wide range of groups to be engaged.

In terms of the other specific items in your question:

Concerns that the briefing paper to City Conference has not been circulated more widely.

This briefing paper was sent to all residents associations following City Conference and all of the information is on the following page of the council website -

<https://www.brighton-hove.gov.uk/content/housing/council-housing/repairs-and-maintenance-contract-options>

We have also included an update in the Winter edition of Homing In and will shortly prepare further updates for residents across the city. This is something that we would like to do alongside residents as part of the engagement group for the service.

I will arrange for the briefing to be recirculated to all resident associations along with a short update.

There are also concerns that workers transferred over from Mears to the Council under the TUPE (Transfer of Undertakings (Protection of Employment) regulations) may face a reduction in their wages.

Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE) safeguards an employee's employment rights in the event that their employment is transferred from one employer to another in a TUPE situation. We have provided Mears staff with a briefing on the decisions made about the delivery of the service from 2020 and worked with Human Resources colleagues to answer questions staff may have. This has included reassuring staff that employees will transfer over on their salary at the point of transfer.

I hope this information is helpful.

Glyn Huelin, Business & Performance Manager, Telephone 01273 293306

Area Panel Briefing Paper

Resident Engagement Arrangements - programme for future Housing repairs, planned maintenance and capital works

18th February, 19th February, 20th February, 21st February 2019

1. Summary

- 1.1. This paper details the arrangements for resident engagement following the approval at Policy, Resources and Growth committee in October 2018 for the delivery of the future service for repairs, planned maintenance and major capital projects.

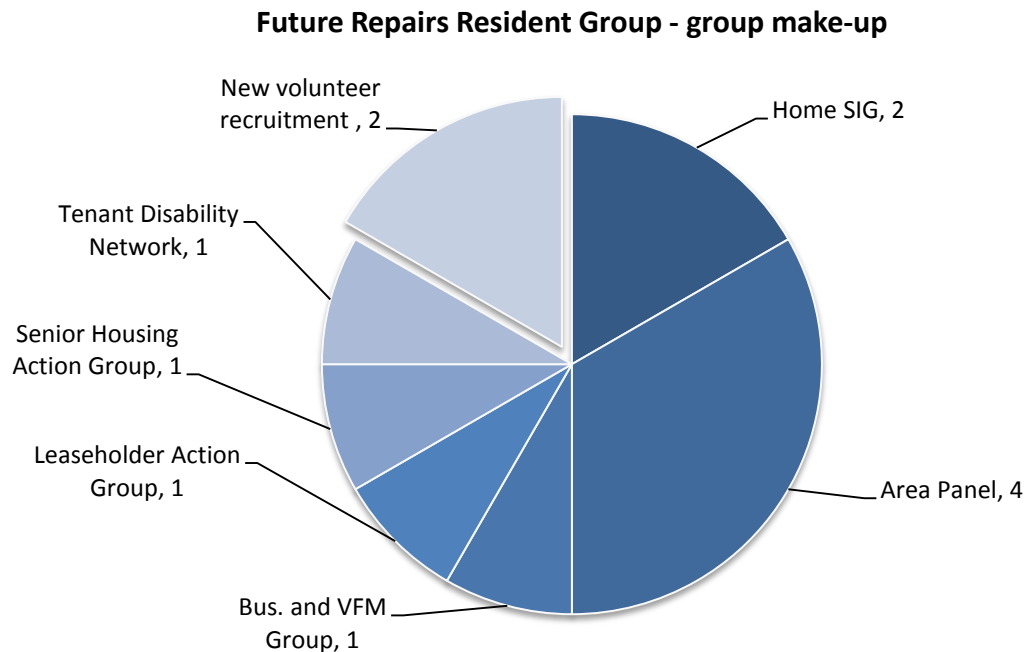
2. Background

- 2.1. As part of the decision making process for the future repairs programme the programme team consulted with residents about how services for housing repairs and maintenance should be delivered moving forward.
- 2.2. Feedback from the consultation enabled the programme team to develop a set of clear strategic objectives for the future delivery of the housing repairs and improvement services as follows:
 - Excellent customer service including the ability to self-serve and greater direct customer access to services
 - A strong focus on pro-active maintenance of existing assets
 - Increased transparency, control and accountability around cost, programme information and quality assurance
 - Demonstration of value for money combined with the inclusion of social value requirements in order to secure added economic, social or environmental benefits for the local area.
- 2.3. These objectives helped to inform the decisions taken at committee for the future delivery of services; therefore the programme team is ensuring that residents can see these objectives embedded in the way we deliver services moving forward.
- 2.4. To ensure this the programme team would like to work with a group of residents who can engage with this programme of work.

- 2.5. The council's resident involvement structure for housing involves four Service Improvement Groups and three citywide interest groups:
- Home (Home SIG)
 - Tenancy & Neighbourhood and Community
 - Business & Value for Money
 - Involvement & Empowerment
 - Leaseholder Action Group (LAG)
 - Senior Housing Action Group
 - Tenant Disability Network
- 2.6. These Service Improvement Groups report through to Area Panels which ensures a good oversight of the work undertaken by each group.
- 2.7. Currently residents oversee the delivery of repairs, planned maintenance and major projects as part of the work undertaken by the Home Group.
- 2.8. Due to the large the amount of work that is undertaken by the Home Group, and following discussion with the Chair of the group, this report proposes that a task and finish (temporary sub-group) of the Home service Improvement Group is set up as outlined below.
- 2.9. Proposal for task and finish (temporary sub-group) to Home Service Improvement Group:**
- 2.10. The programme team would like to work with a group of residents through the process of setting up the new repairs and maintenance services between March 2019 and April 2020.
- 2.11. This sub-group would report in to the Home Group in the same way as other sub-groups (i.e. Resident Inspectors, Partnership Core Group).
- 2.12. Following the decisions agreed at committee in 2018 the programme team have been continuing to engage with residents through Area Panels, the LAG and the Home SIG. However the 'future repairs group' with a formal structure is proposed so that both the Area Panels and the Home SIG will keep oversight of the programme as it evolves between now and April 2020. A separate group with no reporting line may not benefit from the wider network of communication and engagement that the Home Group links can offer.
- 2.13. Other forms of communication with residents throughout the programme will continue for example through the website, Homing In magazine, attendance at Area Panels, the LAG and the use of social media.
- 2.14. This subgroup would focus on working with council officers through the period of change for the repairs service to represent the views of residents.

- 2.15. This will also use the feedback that residents gave through the consultation period before the future service options were decided in October 2018 (this includes survey data from both on-line and face to face and feedback from workshops).
- 2.16. Activities for the group could involve a variety of things to help design and shape the new service. For example setting service standards, code of conduct and style and content of information for residents on the new service.
- 2.17. The group may also be involved in procurement activities meaning members will be required to sign confidentiality agreements and adhere to procurement regulations.
- 2.18. As well as these activities the group will also be able to provide feedback to officers on the customer journey when the council and its contractors are planning works on homes to progress the service moving forward.
- 2.19. This group will be separate to the existing Partnership Core Group that manages the current contract with Mears and will do so until April 2020. In April 2020 there will then be an opportunity to decide how best to structure a new group overseeing the service to replace the Partnership Core Group and the task and finish group.
- 2.20. The proposed group would be coordinated and managed by the Future Repairs Programme Team in place to manage this process who will work with the Resident Involvement team to ensure reporting to Area Panels and the Home SIG is carried out correctly.

2.21. The following chart proposes how the group would be made up to represent all areas of the resident involvement structure:



2.22. As detailed above as well as engaging the current resident engagement structure we would like to recruit 2 new volunteers that are not currently volunteering with housing services.

2.23. It is also our intention that the group will reflect the tenure of the stock. Leaseholders represent approximately 18% of the stock at the time of writing this paper – this would therefore equate to 2 members.

3. Resident involvement and stakeholders

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

4. Next Steps

4.1. We are asking each Area Panel to nominate a representative at this round of panels.

4.2. We will then seek representatives from each of the special interest groups identified and two resident volunteers.

4.3. Once this has been agreed with the Home SIG and the group membership has been agreed to accurately reflect the tenure of housing stock within the city the group membership will be confirmed.

4.4. The group will then meet for the first time in March 2019.

Contact officer: Business & Performance Programme Manager, Housing,
sharon.davies@brighton-hove.gov.uk

Area Housing Panels

19, 20, 21, 22 February 2019

Briefing Paper: Update on the Estates Development Budget review

1. Introduction

- 1.1 The Estates Development Budget (EDB) is a pot of money set aside each year by Housing to improve estates, through projects put forward for funding by residents
- 1.2 The amount of money available in the EDB reduced from £518,000 in 2017/18 to £354,000 in 2019/20. The reduction would have been greater had the budget not been topped up by reserves from historic EDB underspends. It was anticipated that the budget for 2020/21 would be £183,000 and that changes to the scheme would be needed to ensure maximum value could be achieved from the reduced funds.
- 1.3 Although the main driver for change was financial, there were other reasons why it was timely to review the EDB, including:
 - An internal audit of EDB which found that although ‘...residents have an important role to play in its allocation, the principles of making best use of council resourcesneed to be met in projects funded this way’
 - Resident dissatisfaction with the current scheme, particularly over the time between making bids and the delivery of successful projects
 - A lack of clarity around EDB ‘rules’ ie the type of projects that can be funded, whether bids can be made on non-Housing land and who can make them
 - An over representation of bids from seniors’ housing.

2. EDB Task & Finish Group

- 2.1 A task and finish group of residents and officers was set up in July 2018 to identify ways of improving the EDB for residents, staff and contractors. Membership of the task and finish group is set out in Appendix A. Residents were drawn from the EDB Panel, Area Panels and Service Improvement Groups.

2.2 The group was tasked to;

- Make EDB easier to understand and easier to make bids
- Finds ways to shorten the main bid process from application to the point of delivery
- Introduce new processes to encourage more and varied bids
- Ensure the processes are fair and equitable

The group approached this by exploring; its purpose, the projects it funds and the processes in place throughout the lifecycle of each budget.

2.3 The group met seven times between July 2018 and January 2019.

2.4 As the meetings were coming to an end three important things happened, which would either directly or indirectly affect the EDB;

- It was confirmed that the money available for EDB in 2020/21 will remain at the 2019/20 level of £354,000 as historic underspends were still available to 'top up' the budget.
- From April 2020 day-to-day repairs and empty home repairs for council housing will be carried out in house when the contract with Mears ends, including delivery of works and materials funded by EDB.
- A new environmental improvement budget is being considered, to run for three years from April 2019, with funding of £500,000 per annum.

2.5 Maintenance of the EDB at its current funding level in 2020/21 means the maximum value of bids can remain at their present level for a further year. A reduction is still expected in subsequent years, so whether or not the value of bids should be reduced, will still need to be considered, although there is now a longer deadline for this work. This time can also be used to consult more widely on some of the issues identified by the review group that are still outstanding and to consider what changes will be needed to processes when the delivery of EDB projects changes in April 2020.

3. Recommendations

3.1 The table in Appendix B sets out some short-comings the review group identified with the current arrangements for EDB, their impact and suggested actions to resolve them.

3.2 A summary of these actions is set out below. Some can be carried out in time for the next round of EDB and some will require further consideration.

To be introduced in time for the 2020/21 EDB Programme	
1	Improve the information and guidelines for residents making EDB bids, including information from Neighbourhood Action Plans and the new process for progressing with environmental improvements.
2	Offer applicants who want to know more about EDB and how to make bids appointments with officers.
3	Set up a separate EDB budget from the citywide allocation for Seniors' housing; to be trialled for one year.
4	Decisions on Seniors' bids to be made by the Sheltered Housing Action Group.
5	Bids for fencing to be restricted to communal areas.
6	Carry out a review of new fencing installations and repairs.
7	Introduce an improved online EDB application form.
8	Aim to increase the number of decision points in the EDB cycle for main bids, to at least two a year.
9	Increase the maximum value of quick bids from £750 to £1,000.
10	Reduce the number of EDB Panel meetings from 10 to 6 per year.
11	Performance on the EDB programme to be reported twice yearly, including an end of year report.
12	Improve communications between the council and applicants at each stage of the EDB cycle.
Requiring further work	
13	Consider setting up a 'community chest' for community wellbeing projects funded from the grants to residents' associations' budget as it is regularly underspent.
14	Review maximum value of bids, for anticipated reduction of funding in 2021/22.
15	Review the decision making body for EDB bids.
16	Review how EDB funding is split between areas and/or property types.

3.3 Area Panel members are invited to comment on this report and to support the actions identified to reaffirm the purpose of the EDB, clarify the type of work and projects it can fund, and ensure the processes that support it are fair, easy to use and accessible to all council residents.

Hilary Edgar, Housing Service Operations Manager

Tel: 01273 293250

Appendix A

Membership of the Estates Development Budget Task & Finish Group

Name	Group
Alison Gray	EDB Panel member – West Area representative
Barry Hughes	Neighbourhood & Tenancy Service Improvement Group - Chair
Carl Boardman	EDB Panel member - Central Area representative
Christine El-Shabba	EDB Panel member – East Area representative
Jason Williams	EDB Panel member – Central Area deputy representative
Lynn Bennett	EDB Panel member – East Area deputy representative
Muriel Briault	EDB Panel member – West Area deputy representative
Roy Crowhurst	Seniors' Housing Action Group - Chair
Ted Chapman	West Area Housing Panel - member
Terence Hill	EDB Panel member – North Area representative
Vic Dodd	Business & Value for Money Service Improvement Group - member

Appendix B

No.	Theme	Issue	Impact	Suggested action	Timescale
EDB Purpose					
1	EDB Criteria	The current criteria are broad ranging eg bids should lead to 'an improvement to a council housing owned building or community facility and the quality of life of tenants'.	<p>Residents appreciate the flexibility this gives but would like to know what will be considered improvements rather than repairs, before bidding.</p> <p>Knowing what to bid for is made more difficult for residents as much of the guidance around EDB is a result of previous reviews or 'custom and practice' and is not together in easily accessible formats.</p> <p>Bids are currently for works or materials, and do not include projects that could improve residents' wellbeing and reduce isolation eg fitness classes, arts and crafts groups or homework clubs.</p>	<p>Examples to be given of the type of bid that can be made under each criteria in the EDB guidance.</p> <p>All guidance on what can and can't be funded through EDB to be brought together in a single document available as part of the application process.</p> <p>Bids for projects that benefit council residents on land owned by other parts of the council will be considered for EDB funding providing they have the permission of the relevant directorate.</p> <p>Consider how some of the budget for grants to tenants and residents' organisations could also be used to fund a 'community chest' for small wellbeing projects.</p>	<p>In time for the 2020/21 EDB Programme</p> <p>In time for the 2020/21 EDB Programme</p> <p>In time for the 2020/21 EDB Programme</p> <p>During 2019/20</p>
2	Links between EDB and residents' priorities	EDB is a substantial budget that has potential, through the work and projects it funds, to address problems residents	Residents lose the opportunity to make bids that address issues that have already been raised.	Provide information for each of the 4 Area Panel areas in the EDB application guidance on priorities identified through the	In time for the 2020/21 EDB Programme

No.	Theme	Issue	Impact	Suggested action	Timescale
		<p>have told us about their neighbourhoods eg in the Neighbourhood Action Plans.</p> <p>There is no promotional material that gives information about neighbourhood priorities to residents interested in making EDB bids.</p>		<p>Neighbourhood Action Plans, and other routes.</p> <p>Offer appointments with officers to applicants who want to know more about EDB and how to make bids. Residents know the problems they want to address, but do not always know how to do so.</p>	<p>In time for the 2020/21 EDB Programme</p>
EDB Projects					
3	Seniors' Housing	<p>Bids from residents in seniors' housing are funded from the EDB allocation for the area housing panel in which they are located. Across the city, the number of projects funded from EDB in seniors' housing is consistently higher than any other type of property.</p>	<p>Residents in seniors' housing receive a greater share of EDB funding than residents in other types of property.</p>	<p>The Senior's Housing Action Group (SHAG) supports the proposal that a separate budget is set up for Seniors' housing based on the percentage of this type of housing in the overall stock. Decisions on applications will be made by SHAG rather than Area Panels. To be trialled for a year.</p>	<p>In time for the 2020/21 EDB Programme</p>
4	Fencing	<p>Some associations with areas of benefit that are predominately made up of houses put forward bids to fence individual properties.</p> <p>This type of improvement is usually a tenant's responsibility, although the tenancy team has a city wide</p>	<p>The few properties that receive fencing through the EDB are not always consecutive which lessens the impact of the improvement to the surrounding community.</p> <p>Unlike other fencing to individual properties provided by the council, these bids do not take</p>	<p>A review of how fencing repairs and renewals to individual properties is carried out, to identify options for funding this type of work in a transparent, fair and accessible way.</p> <p>For 2020/21 associations to advise members in need of</p>	<p>In time for the 2020/21 EDB Programme</p> <p>In time for the 2020/21 EDB</p>

No.	Theme	Issue	Impact	Suggested action	Timescale
		budget for exceptional need.	<p>account of the tenant's circumstances (other than whether or not they are in arrears).</p> <p>No information is received on bid forms why the particular properties have been put forward from the area of benefit, rather than others.</p> <p>Together these two points indicate an outcome that is not consistent with the council's need to make sure its resources are used well and in a fair way.</p>	fencing to contact Housing Customer Services for advice on their individual case.	Programme
5	Value of bids	<p>At the start of the review it was anticipated that the funding available for EDB in 2020/21 would be just over half of its current level. By using the current underspend to top up the budget for next year it is possible to maintain EDB at its current level.</p> <p>A reduction in the overall budget is expected in 2021/22, although this will be subject to the annual budget setting process.</p>	Any reduction in the overall budget requires consideration to be given to reducing the maximum value of individual bids as a way of increasing the number of bids that are funded each year.	<p>As the amount of money available for EDB will be the same in 2020/21, there is no need to reduce the current £10k maximum value of bids.</p> <p>The review group felt that when the budget is reduced the maximum level of funding is set at £5k. It is suggested that the EDB Panel consider this further as part of their work programme in 2019/20.</p>	During 2019/20

No.	Theme	Issue	Impact	Suggested action	Timescale
EDB – Process					
6	Application	<p>The majority of applications are on paper forms, with a few using an electronic form that is then printed off.</p> <p>The recent audit of EDB found that the quality of bids needed some improvement, with more information provided, particularly around the consultation carried out regarding the proposal.</p>	<p>The use of paper forms require officers to re-enter the information from the form onto a spreadsheet which is time consuming and needs to be updated every time there is a change to bids.</p> <p>Incomplete application forms can cause delays in bids being costed.</p> <p>There have been reports of paper forms getting lost.</p>	<p>Introduce an online form, similar to the one that is used for bids to the council's 'Communities Fund'.</p> <p>Residents can use the form as a 'work in progress' as they complete the different stages of making a bid, as it will have a 'save as you go' facility.</p> <p>Advice and support will be available to residents to make online applications.</p> <p>There will be no need for officers to spend time entering data and setting up spreadsheets, as these will be integrated with the on line form. Time saved on this can be used to support and advise groups interested in making bids.</p>	In time for the 2020/21 EDB Programme
7	Decision making - timescales	There can be a gap of up to 20 months between bids for funding over £750 ('main' bids) and their delivery.	Groups advise that this timescale makes their members lose faith in the council and confirms their view that it is slow to make decisions over what are simple requests eg for a new shed or	Aim to increase the number of decision points in the EDB cycle with at least two deadlines a year for main bids eg in January to be voted on in April and July to be voted on in October. This will speed up	In time for the 2020/21 EDB Programme, if possible – decision to be made by March 2019

No.	Theme	Issue	Impact	Suggested action	Timescale
		<p>The EDB Panel meets 10 times a year to consider 'quick' bids. This can lead to meetings where there are a small number of bids to consider.</p>	<p>bench.</p> <p>Resident representatives feel this can have a negative impact on their association and discourage attendance at events.</p> <p>Horticultural bids eg for trees or bulbs are sometimes agreed at a time when they are not available eg a decision to fund spring bulbs made in April can't be fulfilled until the autumn.</p> <p>The current timescale contributes to the build-up of underspends; if a project comes in under budget, there is no opportunity to spend the remaining money within the same financial year.</p> <p>Meetings with less than 10 bids to consider are not a good use of residents' and officers' time.</p>	<p>the time between decision and delivery and allow for seasonal bids to be delivered at the right time.</p> <p>Increase the maximum value of quick bids from £750 to £1,000 to increase the number of bids that can be agreed throughout the year. Based on this year's bids, this will only lead to a slight increase in the number of 'quick bids' so this would not significantly increase the work of the EDB Panel who make decisions on these types of bids.</p> <p>Reduce the number of EDB Panel meetings from 10 to 6 a year from April 2019.</p>	<p>In time for the 2020/21 EDB Programme</p> <p>In time for the 2019/20 EDB Programme</p>
8	<p>Decision making – who decides on which bids are funded</p>	<p>Decisions are currently made, depending on the value of the bid, by Area Panels or the EDB Panel. Area Panels are made up of residents elected from their residents'</p>	<p>The current decision making process favours bids from formally recognised residents associations which puts it at odds with the criteria which welcomes applications from</p>	<p>The review group spent some time looking at different ways decisions on bids could be made more inclusive and mitigate against the possibility of individual bias. This</p>	

No.	Theme	Issue	Impact	Suggested action	Timescale
		<p>association and the EDB Panel from residents elected from the HOME Service Improvement Group.</p> <p>Informal groups of residents who put forward bids are not therefore able to take part in the decision making process.</p> <p>Some of the review group felt that the current way of deciding on EDB bids encouraged 'Eurovision syndrome' where residents voted for bids on the basis of friendship or familiarity rather than the quality of the bids.</p>	<p>groups of residents, whether they are part of a recognised association or not.</p> <p>Decisions are made by a small number of residents and while this has merits, there is a risk of bias (conscious or unconscious creeping in).</p>	<p>included expanding the role of the EDB Panel and bringing all Area Panels together for voting meetings.</p> <p>More work is needed on how best to widen decision making, and to ensure decisions are made on the basis of the bid alone. It is proposed that the EDB Panel with co-opted reps from the current task and finish group continue to work on options that form part of a wider consultation eg through Homing In and the Council's online consultation portal to give more residents the opportunity to be involved in this decision.</p>	<p>During 2019/20</p>
9	Evaluation of successful bids	<p>No work is done to assess the impact of successful EDB bids once they are delivered eg to find out if they met the objectives in the application form.</p>	<p>Opportunities to celebrate good bids are missed, and likewise chances to learn from bids that don't deliver the anticipated improvements.</p>	<p>An end of year report to be produced, involving all stakeholders of that year's programme to include, eg number of bids, what was funded, impact, and changes needed to the guidelines for the following year based on 'lessons learnt'.</p> <p>To tie in with Resident Inspectors reviewing the delivery of some projects and</p>	<p>In time for the 2020/21 EDB Programme</p>

No.	Theme	Issue	Impact	Suggested action	Timescale
10	Communication	<p>Most of the communication at the start of each round of EDB is with recognised residents' associations and groups that have previously had a successful bid.</p> <p>The long timescale between bid submission and delivery is matched by long periods where there is no communication between the Resident Involvement team and groups about their bids.</p>	<p>This favours groups who are 'in the know' and may limit the number of bids coming forward from new groups.</p> <p>Groups are unsure of the status of their bids and can't advise members, if asked about them.</p>	<p>meeting with local residents.</p> <p>The resident involvement team has started to work with the council's communications team to find the best way of making information accessible to people at each of the main points in the EDB lifecycle ie making bids, bids being accepted, and outcome of bids.</p>	<p>In time for the 2020/21 EDB Programme</p>
11	Funding split	<p>The annual EDB budget is split between the 4 area panels according to the number of properties in each area.</p>	<p>This method doesn't take account of; the amount of common land in each areas, the split between different property types, the need for environmental improvements and historic spend.</p>	<p>There is insufficient time to revise the way the EDB 'pot' is split across the city before the next EDB cycle, so for 2020/21 the same formula will be used.</p> <p>The EDB Panel, with co-opted representatives from the current task and finish group continue to work on options for the funding split, and that these are part of a wider consultation.</p>	<p>In time for the 2021/22 EDB Programme</p>

**Area Housing Panels
19, 20, 21, 22 February 2019**

**Election of Trustees to Brighton & Hove Seaside &
Community Homes**

1. Introduction

- 1.1 Two of the three trustee positions that are available for council tenants and leaseholders on the board of Brighton & Hove Seaside & Community Homes are currently vacant.
- 1.2 Area Panels were notified of this last October and those present were asked to consider whether they would like to stand for these positions. Information was also published about the vacancies in the winter edition of Homing In.
- 1.3 Information on the two residents who have put themselves forward for these vacancies is set out below.
- 1.4 Area Panel representatives will be invited to vote on these residents at the panel meeting.
- 1.5 Names of the successful candidates will then be passed to Brighton & Hove Seaside & Community Homes. Both of the candidates have indicated a willingness, if elected, to report back on their work at future panel meetings and so this could be a future agenda item.

Barry Hughes

Personal statement in support of my application to become a trustee and director of Brighton & Hove Seaside Community Homes Limited.

Introduction

I became a tenant of Brighton & Hove City Council in 2002 and have a flat on the Sylvan Hall Estate. Soon after taking up residency I joined the Residents' Association and in due course I was elected as Chairman, a post I continue to hold.

I spent my working life in advertising as a copywriter and for many years I was head of a multi-national group of companies. In the 1990's I had regular columns in various publications, including time as 'Hornblower' of the Evening Standard. In 1996 I was appointed as Editorial Director of The Old Museum Press and I continue to have an interest in publishing as an Editorial Consultant and ghostwriter.

For B&HCC I sit on the Tenant Editorial Board and have participated in several Focus / Task and Finish Groups – including being involved in drafting the current tenancy agreement. I am Chairman of the Tenancy & Neighbourhoods SIG, Chairman of the Central Residents Only Meeting and a representative on the Central Area Housing Management Panel.

Outside my B&HCC activities I am a trustee and director of Brighton & Hove Social Welfare and Educational Trust Limited (Resource Centre), Press Officer for Brighton & Hove Housing Coalition and Membership Secretary of Brighton and Hove Heritage Commission.

B&HSCH

I have observed the development of this Local Delivery Vehicle with interest, since the idea was mooted and the first properties were allocated, up until the present time. I would welcome the opportunity to learn more and contribute to the efficient running of this important resource, providing, as it does, vital accommodation to those in need in our city.

Barry Hughes
1st February 2019

David Spafford

Personal Statement.

Application for appointment as a trustee of -

Brighton and Hove Seaside Homes

After a long career in hospitality I came to Brighton in 2003 to take up the position as Chef/ Manager at a hotel in the New Stein, and moved into my flat in Ardingly Court in 2005.

Within a week of moving in I was invited to a Residents' Association meeting and came out as Treasurer. I retired in 2016 I was able to take a bigger role in Resident Involvement, first joining Resident Inspectors, and last year voted in as Chair of the Leasehold Action Group since when I have taken part in Central Area Residents Only Meetings and Area Panel.

Seaside Homes is a Registered Charity which was set up to free capital to refurbish 499 Brighton and Hove Housing Homes and use them for temporary accommodation at sub-market rents.

When seaside Homes was set up central government was limiting the amount of money that housing could borrow to maintain its housing this 'cap' has now been lifted. Seaside Homes will not need to take over the management any more council houses, but there could be other opportunities to increase the number of homes Seaside Homes can provide in Brighton and Hove for people who need them particularly projects which are too small for 'housing' to take on, and I would like to help with this.

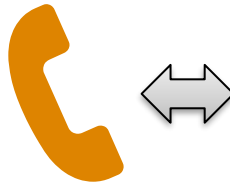
I would be pleased to attend Area Panels and SIG group meetings to give a reports on Seaside Homes.

Council housing performance

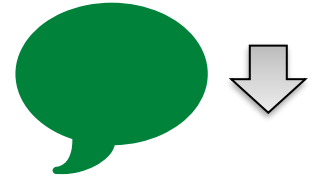
Quarter 3 2018/19 (Oct to Dec 2018)



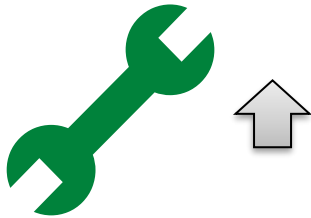
98.10%
Rent collected



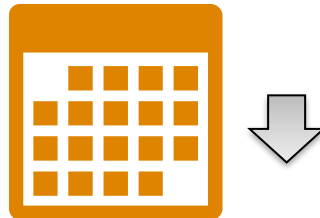
85%
Calls answered



86%
Satisfaction
with ASB cases



12 days
Routine repairs
completion time



96%
Repairs
appointments
kept



24 days
Empty home
re-let time



99%
Cleaning tasks
completed



99.7%
Mobile warden
jobs done in
time



93%
Five-year
tenancy visits
completed

Performance since previous quarter is:



Better



Same



Worse



Brighton & Hove
City Council

Quarter 3 2018/19 performance report – key trends

Top 5 scores (compared to target)

1. Rent loss due to empty dwellings (0.78% vs 1% target)
2. Average time to complete routine repairs (12 calendar days vs 15 day target)
3. Estate Development Budget main bids – quality checks (100% vs 90% target)
4. Stage one complaints responded to within 10 working days (87% vs 80% target)
5. Repairs Helpdesk – calls answered (96% vs 90% target).

Bottom 5 scores (compared to target)

1. Rechargeable debt collected (end year projection: 5.69% vs 20% target)
2. Stage one complaints escalated to stage two (17% vs 10% target)
3. Repairs Helpdesk – longest wait time (8 mins vs 5 min target)
4. Stage two complaints upheld (28% vs 18% target)
5. Lifts – average time to restore service when not within 24 hours (9 days vs 7 day target).

5 biggest improvements (since previous quarter)







1. Repairs Helpdesk – longest wait time (13 minutes to 8 minutes)
2. Lifts – average time taken (hours) to respond (3.6 hours to 2.4 hours)
3. Rechargeable debt collected (end year projection: 4.72% to 5.69%)
4. Stage one complaints responded to within 10 working days (73% to 87%)
5. Average time to complete routine repairs (14 to 12 calendar days).

5 biggest drops (since previous quarter)

1. Stage two complaints upheld (9% to 28%)
2. Stage one complaints escalated to stage two (10% to 17%)
3. Lifts – average time to restore service when not within 24 hours (6 to 9 days)
4. Satisfaction with way ASB case dealt with (88% to 86%)
5. Residents with up to date annual review – Seniors housing (96% to 94%).

DRAFT Housing Management Performance Report **Quarter 3 2018/19**

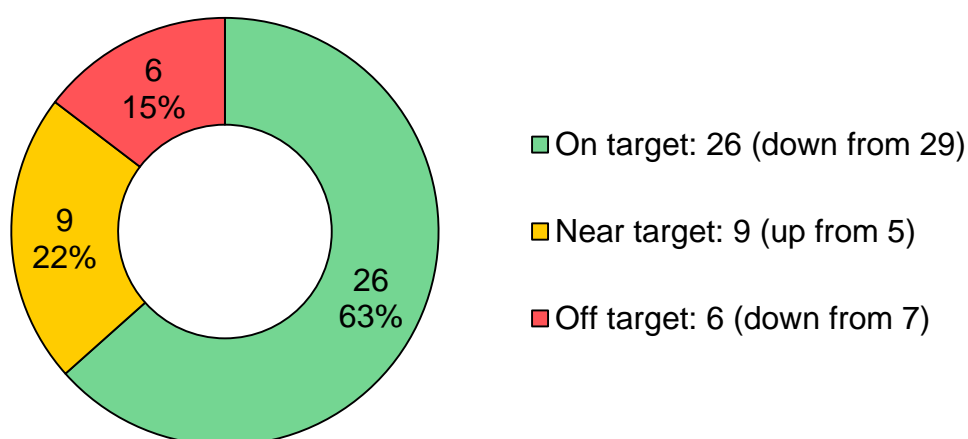
This housing management performance report covers Quarter 3 of the financial year 2018/19. It uses the 'RAG' rating system of red, amber and green traffic light symbols to provide an indication of performance, and also trend arrows to provide an indication of movement from the previous quarter.

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

Comments on performance are given for indicators which are near or below target. A total of 41 performance indicators are measured against a target for this quarter:

- 26 are on target (of which 23 were on target and 3 were near target last quarter)
- 9 are near target (4 were on target, 2 were near target and 3 were below target)
- 6 are below target (2 were on target and 4 were below target).

Status of performance indicators












In terms of movement since the previous quarter:

- 19 have improved (of which 12 are on target, 3 near target and 4 below target)
- 10 are the same (9 are on target and 1 is near target)
- 12 have declined (5 are on target, 5 are near target and 2 are below target).

1. Rent collection and current arrears

The first four indicators in the table below give end of year forecasts and the latter two give cumulative year to date results. Results for Quarter 4 will therefore also be for the whole financial year.

 Rent collection and current arrears indicators		Target 2018/19	Q2 2018/19	Q3 2018/19	Status against target	Trend since last quarter
1.1	Current tenants' rent collected as proportion of rent due for the year	98.00%	98.31% (£50.1m of £50.9m)	98.10% (£50.0m of £50.9m)		
1.2	Former tenant arrears collected	25%	24.87% (£152k of £610k)	24.77% (£162k of £654k)		
1.3	Rechargeable debt collected	20%	4.72% (£5k of £111k)	5.69% (£6k of £109k)		
1.4	Rent loss due to empty dwellings*	Under 1%	0.78% (£397k of £50.6m)	0.77% (£388k of £50.6m)		
1.5	Tenants served a Notice of Seeking Possession	For info	289	369	n/a	n/a
1.6	Tenants evicted because of rent arrears	For info	0	2	n/a	n/a

*The total rent for this indicator (£50.6m) is lower compared to the total for current tenants' rent collection (£50.9m) because it excludes arrears brought forward from the previous year (£0.7m) but includes uncollectable rent loss from empty properties (£0.4m).

How we are using this information to improve services – Rent collection and current arrears

Two indicators are below or near target:

Former tenant arrears collected – target 25%

The forecast collection rate for 2018/19 is slightly off target as of Quarter 3 (by 0.23%) and has slightly decreased compared to the forecast from Quarter 2 (from 24.87% to 24.77%). Performance has been impacted by a number of vacancies in the Income Management team and the need to concentrate current resources on tenants affected by Universal Credit. To improve performance, further recruitment is underway.

Rechargeable debt collected – target 20%

The forecast collection rate for 2018/19 currently stands at 5.69%, which is slightly improved from last quarter's forecast of 4.79%. The target of 20% is an aspirational one which can be very challenging. Like with former tenant arrears, performance has also been impacted by vacancies and Universal Credit, so is also being addressed through further recruitment to the Income Management team.



Welfare reform information

		Q2 2018/19	Q3 2018/19
1.7	Universal Credit – affected tenants	819 (7% of tenants)	948 (8% of tenants)
1.8	Universal Credit – arrears of affected tenants	£367k (41% of total arrears)	£368k (38% of total arrears)
1.9	Removal of the Spare Room Subsidy – affected tenants (under occupiers)	557 (5%)	552 (5%)
1.10	Under occupiers – arrears of affected tenants	£62k (7%)	£55k (6%)
1.11	Benefit Cap – affected tenants	48 (0.4%)	42 (0.4%)
1.12	Benefit Cap – arrears of affected tenants	£6k (0.7%)	£6k (0.6%)
1.13	Total current tenants	11,453	11,423
1.14	Total current tenant arrears	£892k	£967k

1.15 Area breakdown of rent collected

The figures below are end of year forecasts.

Rent collection area	Q2 2018/19	Q3 2018/19
North (includes Seniors housing)	98.66% (£14.3m of £14.5m)	98.52% (£14.3m of £14.5m)
West	98.17% (£10.1m of £10.3m)	97.86% (£10.1m of £10.3m)
Central	97.94% (£8.8m of (£9.0m)	97.77% (£8.8m of (£9.0m)
East	98.27% (£16.8m of £17.1m)	98.05% (£16.8m of £17.1m)
All areas	98.31% (£50.1m of £50.9m)	98.10% (£50.0m of £50.9m)










1.16 Tenants in arrears by amount

All figures in the table below are end of quarter results.

Amount of arrears	Q2 2018/19	Q3 2018/19
No arrears	79% (9,082)	78% (8,877)
Any arrears	21% (2,371)	22% (2,546)
... £0.01 to £99.99	8% (902)	8% (917)
... £100 to £499.99	8% (946)	9% (1,048)
... £500 and above	5% (523)	5% (581)
Total tenants	11,453	11,423

2. Customer services and complaints

All indicators in the table below give quarterly results.

 Customer services and complaints indicators		Target 2018/19	Q2 2018/19	Q3 2018/19	Status against target	Trend since last quarter
2.1	Calls answered by Housing Customer Services Team (HCST)	90%	85% (7,974 of 9,386)	85% (7,343 of 8,658)		
2.2	Stage one complaints responded to within 10 working days	80%	73% (77 of 105)	87% (93 of 107)		
2.3	Stage one complaints – average time to respond when not within 10 working days	For info	21 days	15 days	n/a	n/a
2.4	Stage one complaints upheld	For info	45% (47 of 105)	47% (50 of 107)	n/a	n/a
2.5	Stage one complaints escalated to stage two	10%	10% (11 of 105)	17% (18 of 107)		
2.6	Stage two complaints upheld	18% or under	9% (1 of 11)	28% (5 of 18)		
2.7	Housing Ombudsman Complaints upheld	For info	None	0% (0 of 2)	n/a	n/a

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

Three indicators are below or near target:

Calls answered by Housing Customer Services Team (HCST)

The team continue to answer calls within the published timescale in the council's customer promise, which aims to keep average waiting times under 10 minutes, by answering calls in an average time of 1 minute and 10 seconds during Quarter 3. The proportion of calls answered, at 85%, is the same as during the previous quarter. This is expected as HCST have increased their focus on other customer contact channels: in addition to the 7,343 external calls taken during Quarter 3, the team also dealt with 3,094 emails and 2,090 reception queries.

On a typical working day there are three full-time equivalent staff taking phone calls, four working on receptions and two answering emails. The team are also responsible for a range of other functions, such as letting 115 garages and car parking spaces during Quarter 3 and also dealing with 128 cases of non-access for gas safety checks (referred by the contractor when tenants haven't allowed access, so the check can happen in time).

Stage one complaints escalated to stage two

Performance has come off target, with the proportion of complaints escalated to stage two increasing from 10% in Quarter 2 to 17% during Quarter 3. The numbers of stage two complaints were respectively 11 and 18 in each quarter. To improve performance, analysis has been carried out of stage two complaints to see what potentially could have been done to resolve them at stage one. The recommendations include making

sure that all areas of the complaint are acknowledged and dealt with at stage one (as they can often cover multiple issues) and seeking a second opinion from another officer where appropriate. The Local Government and Social Care Officer has been providing training to all responding officers, to improve the quality of stage one responses, which should therefore reduce the numbers escalated to stage two.

Stage two complaints upheld






Performance here is also off target, as the proportion of stage two complaints upheld has increased from 9% in Quarter 2 to 28% in Quarter 3. As with the indicator above, performance is being addressed through the analysis of stage two complaints and resulting recommendations, as well as the Local Government and Social Care Officer training.

One indicator is back on target since the previous quarter:

- Stage one complaints responded to within 10 working days.

3. Empty home turnaround time and mutual exchanges

All indicators in the table below give quarterly results, except for the last one which is end quarter.

	Empty home turnaround time and mutual exchange indicators	Target 2018/19	Q2 2018/19	Q3 2018/19	Status against target	Trend since last quarter
3.1	Average re-let time, excluding time spent in major works (calendar days)	21	25 (138 lets)	24 (127 lets)		
3.2	... as above for general needs properties	For info	18 (103 lets)	21 (113 lets)	n/a	n/a
3.3	... as above for Seniors housing properties	For info	57 (25 lets)	48 (14 lets)	n/a	n/a
3.4	Average 'key to key' empty period, including time spent in major works and time being re-let (calendar days)	For info	47 (138 lets)	45 (127 lets)	n/a	n/a
3.5	New properties let (for first time)	For info	38	4	n/a	n/a
3.6	Mutual exchange decisions made within 42 calendar days	100%	100% (50 of 50)	100% (29 of 29)		
3.7	Total empty dwellings at end quarter (general needs and Seniors)*	For info	70	101	n/a	n/a

*Total stock is 11,536 of which 11,423 are let, 101 are empty and 12 are leased to housing associations.

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

One indicator is below target:

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

Performance remains below target, with the average re-let time slightly improving from 25 days in Quarter 2 to 24 days in Quarter 3. Although Seniors re-let times have decreased, from 57 to 48 days, they remain longer than for general needs re-lets, which increased from 18 to 21 days. To improve performance for Seniors re-lets, Housing are currently looking at the barriers to lettings, as part of a wider programme to review the Seniors housing service. This will include gathering data, throughout February and March 2019, to help inform recommendations to remove the barriers. A report detailing the findings is going to the Housing & New Homes Committee in June 2019.

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




3.7. Long term empty dwellings by ward (empty six weeks or more as of 1 January 2019)


















Ward name (excludes those with no long term empty properties)	No. dwellings	Average days empty	Range of days empty	Average rent loss*	Total rent loss*	Comment
East Brighton	6	72	43-120	£1.0k	£6.2k	1 seniors flat in major works; 1 flat in major works; 2 flats ready to let; 2 houses ready to let.
Goldsmid	2	68	57-78	£0.7k	£1.5k	1 flat ready to let and 1 flat in major works.
Hangleton and Knoll	1	50	50-50	£0.6k	£0.6k	1 house ready to let.
Hanover and Elm Grove	4	104	43-260	£1.3k	£5.4k	1 flat and 3 houses ready to let.
Hollingdean and Stanmer	4	125	57-225	£1.2k	£5.0k	1 flat in major works and 3 seniors flats ready to let
Moulsecoomb and Bevendean	8	132	43-337	£1.5k	£11.9k	2 seniors flats ready to let, 4 houses in major works, 2 flats ready to let.
North Portslade	1	50	50-50	£0.6k	£0.6k	1 flat ready to let.
Patcham	2	54	50-57	£0.6k	£1.1k	1 flat in major works and 1 seniors flat ready to let.
Preston Park	2	362	232-491	£4.3k	£8.7k	2 flats in major works (adjoining properties undergoing health and safety works).
Queens Park	7	107	43-354	£1.5k	£10.6k	4 Seniors flats ready to let, 2 flats in major works, 1 flat ready to let.
South Portslade	1	99	99-99	£1.4k	£1.4k	1 house ready to let.
St Peters and North Laine	1	302	302-302	£2.9k	£2.9k	1 flat ready to let (since let in Jan 2019).
Wish	2	47	43-50	£0.6k	£1.1k	2 flats in major works.
Total	41	115	43-491	£1.4k	£57.0k	Of 41 properties, 26 are ready to let (63%) and 15 are major repairs (37%).










*Snapshot of historic rent loss for whole time since properties became empty: of the £57.0k total rent loss, £52.0k occurred during 2018/19 to date and £5.0k during 2017/18.

4. Repairs and maintenance

All indicators in the table below give quarterly or end of quarter results, except for one which is marked as year to date.

	Repairs and maintenance indicators	Target 2018/19	Q2 2018/19	Q3 2018/19	Status against target	Trend since last quarter
4.1	Emergency repairs completed in time (within 24 hours)	99%	99.9% (3,200 of 3,203)	100% (3,025 of 3,026)		
4.2	Routine repairs completed in time (within 20 working days)	99%	99.7% (6,340 of 6,358)	99.6% (5,029 of 5,049)		
4.3	Complex repairs completed in time (work needing longer than 20 days)	For info	100% (241 of 241)	100% (254 of 254)	n/a	n/a
4.4	Average time to complete routine repairs (calendar days)	15 days	14 days	12 days		
4.5	Appointments kept by contractor as proportion of appointments made	97%	97.1% (11,764 of 12,117)	96.2% (11,280 of 11,721)		
4.6	Tenants satisfied with repairs	96%	95.9% (1,560 of 1,626)	96.9% (1,438 of 1,484)		
4.7	Responsive repairs passing post-inspection	97%	89.6% (499 of 557)	92.7% (281 of 303)		
4.8	Repairs completed at first visit	92%	92.3% (8,821 of 9,561)	91.9% (7,423 of 8,075)		

 Repairs and maintenance indicators		Target 2018/19	Q2 2018/19	Q3 2018/19	Status against target	Trend since last quarter
4.9	Dwellings meeting Decent Homes Standard	100%	100% (11,547 of 11,547)	100% (11,536 of 11,536)		
4.10	Energy efficiency rating of homes (out of 100)	67	66.8	67.1		
4.11	Planned works passing post-inspection	97%	100% (245 of 245)	99.2% (125 of 126)		
4.12	Stock with a gas supply with up-to-date gas certificates	100%	100% (9,990 of 9,990)	100% (9,982 of 9,982)		
4.13	Empty properties passing post-inspection	98%	98.1% (105 of 107)	100% (70 of 70)		
4.14	Lifts – average time taken (hours) to respond	2 hours	3h 36m	2h 24m		
4.15	Lifts restored to service within 24 hours	95%	95.9% (163 of 170)	96% (143 of 149)		
4.16	Lifts – average time to restore service when not within 24 hours	7 days	6 days (42 days, 7 lifts)	9 days (46 days, 5 lifts)		

 Repairs and maintenance indicators		Target 2018/19	Q2 2018/19	Q3 2018/19	Status against target	Trend since last quarter
4.17	Repairs Helpdesk – calls answered	90%	94% (17,162 of 18,203)	96% (20,672 of 21,479)		
4.18	Repairs Helpdesk – calls answered within 20 seconds	75%	66% (11,354 of 17,162)	72% (14,931 of 20,672)		
4.19	Repairs Helpdesk – longest wait time	5 mins	12m 55s	7m 57s		
4.20	Estate Development Budget main bids – quality checks	90%	100% (20 of 20)	100% (22 of 22)		
4.21	Estate Development Budget main bids – completions (year to date)	For info	52% (62 of 104)	75% (79 of 105)	n/a	n/a
4.22	Estate Development Budget main bids – average duration of work	For info	35 days	17 days	n/a	n/a

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 at 96.2% is slightly below target this quarter, with 441 jobs late out of a total of 11,721. Of the jobs that were late, 42% were within an hour of the appointment and a further 20% within two hours. Just over 1% of appointments were more than a day late. Performance for this indicator and others may be adversely affected in the coming months by continuing staff shortages on the contractor side. The council is working closely with Mears to mitigate any adverse impacts.

Responsive repairs passing post-inspection – target 97%

Performance improved this quarter but remains below target at 92.7%, up from 89.6% during the previous quarter. A total of 303 jobs were inspected with 281 passing quality checks and 22 failing them. Of those jobs failing first inspection, 12 (54%) were because of poor quality work or extra work required and 10 (46%) were due to corrections or additions to the volume of labour or materials used (the Schedule of Rates codes). Joint inspections by the council and Mears have helped to improve performance through contributing to a better understanding of expected standards, for example through identifying administrative errors and sub-standard work that can be addressed through further staff training.

Repairs completed at first visit – Target 92%

Performance here at 91.9% is very slightly below target (by 0.1%) this quarter although the year to date figure remains above target at 92.2%. This will continue to be closely monitored to ensure performance is maintained over the rest of the year.

Lifts – average time taken (hours) to respond – 2 hours

The average wait time to respond to breakdowns was reduced from 3 hours 36 minutes to 2 hours 24 minutes, so performance has improved and is closer to meeting the target time of 2 hours. The majority (85%) of all breakdowns were responded to within two hours and less than one hour in cases where somebody was trapped inside the lift.

Lifts – average time to restore service when not within 24 hours – Target 7 days

Five lifts were out of service for more than 24 hours this quarter for an average of just over 9 days. One lift at St Johns Mount, in Queens Park ward, was out of service for 23 days as the contractor was waiting for parts. The other four lifts were out of service for an average of just under 6 days. Recent changes agreed with the lifts contractor (Liftec) should improve response times as engineers will be covering a more localised area.

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

Performance remains below target this quarter at 72% although is up from 66% during the previous quarter. This improvement was achieved as a result of recruitment to vacant posts and completion of training for new recruits in September. A further member of staff left in December, which has adversely affected performance, so recruitment to this post is currently underway.

Repairs Helpdesk – longest wait time – target 5 minutes

The longest call waiting time recorded in Quarter 3 was 7 minutes 57 seconds, an improvement on the Quarter 2 result which was just under 13 minutes. The average call waiting time has reduced from 35 seconds in Quarter 2 to 24 seconds in Quarter 3.

One indicator is back on target since the previous quarter:

- Tenants satisfied with repairs.

4.23 Major projects programme summary 2018/19

Project	Original Budget	Latest budget	Status	Number of dwellings		Leaseholder costs range (estimated)
				Council	Leasehold	
Holmstead – structural repairs	£678k	£632k	Complete	12	3	£42k to £54k
Tyson Place / St Johns Mount – structural repairs	£2,657k	£1,130k	On site	109	39	£15k to £22k
Wickhurst Rise – structural repairs	£1,290k	£1,142k	Complete subject to utilities finishing works	26	6	£29k to £48k
Park Court – external repairs	£381k	£381k	Complete	7	2	£37k to £44k
Ingram Crescent balconies – structural repairs	£600k	£317k	On site	130	24	£4k to £5k
Sylvan Hall – external repairs (Holly Bank, Elm Lodge, Rowan House, The Willows)	£520k	£262k	On site	30	19	£14k to £25k
Ellen Street low rises – structural repairs	£894k	-	Start Mar 2019	23	9	£27k to £30k
Tyfoam Properties – external repairs	£990k	£1,210k	On site	24	0	n/a
Saxonbury – structural repairs	£1,510k	£516k	On site	29	16	£33k to £37k
Converting spaces (Hidden Homes)	£520k	£653k	5 new homes due Mar 2019	n/a	n/a	n/a
Oxford Street conversion	£1,064k	£500k	On site	n/a	n/a	n/a
St Aubyns Gardens – external repairs	£600k	£108k	Start Apr 2019	4	11	£31k to £54k
Unity Housing (Condensation and damp works)	£208k	£130k	On site	6	0	n/a
Leach Court – structural repairs	-	£370k	Complete	108	0	n/a
Citywide loft conversions and extensions	£598k	£598k	7 complete, 2 due for Feb 2019	9	0	n/a
St James' House car park	-	£566k	Start Feb 2019	n/a	n/a	n/a
Holbrook and Downford – roofing (new project)	-	£200k	Leaseholder consultation	10	3	n/a
Somerset Point – windows and external decoration	-	-	Task order prepared following tender	71	0	n/a
Total	£12,510k	£8,715k	7 projects on site	598	132	£4k to £54k

4.24 Details of major projects on site (January 2019)

Project	Tyson Place / St Johns Mount – structural repairs						
Exp. Start	22/10/18	Finish	15/11/19	2018/19 Budget	£2,657k	Latest budget	£1,130k
Act. Start		Current Status	On site	Council dwellings	109	Leasehold dwellings	39
Major external repairs including concrete repairs, roof replacement, replacement of windows and external wall insulation.							

Project	Ingram Crescent balconies – structural repairs						
Exp. Start	03/07/18	Exp. Finish	18/03/19	2018/19 Budget	£600k	Latest Budget	£317k
Act. Start		Current Status	On site	Council dwellings	130	Leasehold dwellings	24
Replace balcony timber handrails.							

Project	Sylvan Estate – external repairs (Holly Bank, Elm Lodge, Rowan House, The Willows)						
Exp. Start	07/01/19	Exp. Finish	Aug 2019	2018/19 Budget	£520k	Latest Budget	£262k
Act. Start	07/01/19	Current Status	On site	Council dwellings	30	Leasehold dwellings	19
Major external works to include brickwork and concrete repairs, window renewal, cavity wall insulation and waterproofing balconies and communal walkways.							

Project	Freshfield Estate – extraction of Tyfoam wall insulation						
Exp. Start		Exp. Finish	25/02/19	2018/19 Budget	£990k	Latest Budget	£990k
Act. Start	03/04/18	Current Status	On site	Council dwellings	24	Leasehold dwellings	0
Removal of Tyfoam insulation to the cavity of the properties, rebuilding of outer skin of blockwork and facings with an external wall insulation system.							














Project	Saxonbury – structural repairs						
Exp. Start	22/10/18	Exp. Finish	15/11/19	2018/19 Budget	£1,510k	Latest Budget	£516k
Act. Start	22/10/18	Current Status	On site	Council dwellings	29	Leasehold dwellings	16
Installation of infill cladding system to rectify defects with de-bonded brick panels.							

Project	Oxford Street conversion						
Exp. Start		Exp. Finish	01/12/19	2018/19 Budget	£1,064k	Latest Budget	£500k
Act. Start	19/11/18	Current Status	On site	Council dwellings	n/a	Leasehold dwellings	n/a
Strip out and redevelop / convert old office space into dwellings.							

Project	Unity Housing (Condensation and damp works)						
Exp. Start	01/02/19	Exp. Finish	01/09/19	2018/19 Budget	£208k	Latest Budget	£130k
Act. Start	TBC	Current Status	On site	Council dwellings	6	Leasehold dwellings	0
External repairs, external wall or cavity wall insulation.							

5. Estates service

All indicators in the table below give quarterly results.

 Estates service indicators		Target 2018/19	Q2 2018/19	Q3 2018/19	Status against target	Trend since last quarter
5.1	Cleaning quality inspection pass rate	99%	99% (185 of 186)	100% (207 of 207)		
5.2	Estates Response Team quality inspection pass rate	99%	99% (171 of 172)	99% (119 of 120)		
5.3	Cleaning tasks completed	98%	97% (13,717 of 14,075)	99% (9,575 of 9,669)		
5.4	Bulk waste jobs completed within 7 working days	92%	81% (624 of 774)	87% (608 of 696)		
5.5	Light replacements / repairs completed within 3 working days	99%	99% (242 of 244)	99.7% (351 of 352)		
5.6	Mobile warden jobs completed within 3 working days	96%	99.7% (1,555 of 1,560)	99.7% (1,468 of 1,473)		
5.7	Drug paraphernalia collection jobs	For info	48	19	n/a	n/a

How we are using this information to improve services – Estates service

One indicator is near target:




Bulk waste removed within 7 working days – target 92%

Performance has improved, from 81% in Quarter 2 to 87% in Quarter 3, and is getting closer to target. This remains a challenge as, due to a manufacturer problem, the build of the new bulk truck has been delayed until at least March 2019. Until then the Estates team continue to use a smaller van and therefore are limited in how waste they can collect each day.

DRAFT

6. Anti-social behaviour (ASB)

All indicators in the table below give cumulative year to date results.

 ASB indicators		Target 2018/19	Q2 2018/19	Q3 2018/19	Status against target	Trend since last quarter
6.1	Victim satisfaction with way ASB case dealt with	82%	88% (15 of 17)	86% (18 of 21)		
6.2	Tenants evicted due to ASB	For info	2	3	n/a	n/a
6.3	Closure orders obtained	For info	3	3	n/a	n/a
6.4	ASB cases resolved without need for legal action	For info	93% (141 of 151)	93% (215 of 230)	n/a	n/a

6.5 New ASB cases by type

This table presents new ASB cases where the reporter or alleged perpetrator is a council resident such as a tenant or leaseholder.

Type of ASB incident / case	Q2 2018/19	Q3 2018/19	Change between quarters
Verbal abuse / harassment / intimidation	41% 87	48% 82	-5
Noise	18% 37	10% 17	-20
Drugs	14% 29	9% 16	-13
Crime	7% 15	10% 17	+2
Domestic violence / abuse	4% 8	8% 14	+6
Physical violence	5% 10	5% 8	-2
Pets and animal nuisance	6% 13	4% 7	-6
Hate incident	3% 7	4% 6	-1
Alcohol related	2% 4	2% 4	No change
Prostitution / sexual acts	0% 0	1% 1	+1
Total	100% 210	100% 172	-38






6.6 New ASB cases by ward

This table presents new ASB cases where the reporter or alleged perpetrator is a council resident such as a tenant or leaseholder.

Ward name	Q2 2018/19	Q3 2018/19	Change between quarters
Brunswick and Adelaide	0	0	No change
Central Hove	3	1	-2
East Brighton	48	34	-14
Goldsmid	4	4	No change
Hangleton and Knoll	14	12	-2
Hanover and Elm Grove	3	9	+6
Hollingdean and Stanmer	25	26	+1
Hove Park	0	0	No change
Moulsecoomb and Bevendean	26	15	-11
North Portslade	17	11	-6
Patcham	10	6	-4
Preston Park	0	1	+1
Queen's Park	40	34	-6
Regency	0	0	No change
Rottingdean Coastal	0	0	No change
South Portslade	7	4	-3
St. Peter's and North Laine	8	6	-2
Westbourne	2	2	No change
Wish	0	2	+2
Withdean	0	1	+1
Woodingdean	3	4	+1
Total	210	172	-38

7. Tenancy management

The first two indicators in the table below give cumulative year to date results and the last one gives an end of quarter result.

 Tenancy management indicators		Target 2017/18	Q2 2018/19	Q3 2018/19	Status against target	Trend since last quarter
7.1	Tenancy fraud – properties returned to stock	For info	13	17	n/a	n/a
7.2	Tenancies sustained – tenancy sustainment closed cases	98%	100% (56 of 56)	100% (84 of 84)		
7.3	Tenancy visit to general needs tenants within last 5 years	90%	93% (9,449 of 10,178)	93% (9,461 of 10,155)		

7.4 New tenancy management cases by type

This table presents tenancy management cases, other than ASB, involving a council resident such as a tenant or leaseholder.

Type of tenancy management case	Q2 2018/19	Q3 2018/19	Change between quarters
Abandonment	6% 22	2% 5	-17
Assignment request	1% 2	1% 4	+2
Boundary issues	12% 41	10% 28	-13
Caretaking	2% 6	0% 0	-6
Court of Protection	1% 4	1% 3	-1
Death of a tenant	13% 46	19% 53	+7
Decants and temporary moves	3% 11	1% 3	-8
Fraud	1% 5	1% 3	-2
Leaseholder breach	2% 8	2% 5	-3
Succession application	5% 18	6% 17	-1
Tenancy breach	13% 44	11% 30	-14
Unsatisfactory interiors	5% 19	8% 24	+5
Untidy gardens	23% 82	23% 65	-17
Use & occupation	1% 4	1% 4	No change
Vulnerable adult and safeguarding	11% 40	13% 36	-4
Total	100% 352	100% 280	-72








7.5 New tenancy management cases by ward

This table presents tenancy management cases, other than ASB, involving a council resident such as a tenant or leaseholder.

Ward name	Q2 2018/19	Q3 2018/19	Change between quarters
Brunswick and Adelaide	0	0	No change
Central Hove	5	6	+1
East Brighton	43	62	+19
Goldsmid	8	10	+2
Hangleton and Knoll	36	30	-6
Hanover and Elm Grove	8	11	+3
Hollingdean and Stanmer	46	31	-15
Hove Park	0	0	No change
Moulsecoomb and Bevendean	68	29	-39
North Portslade	18	8	-10
Patcham	15	13	-2
Preston Park	4	0	-4
Queen's Park	44	28	-16
Regency	1	1	No change
Rottingdean Coastal	0	0	No change
South Portslade	17	16	-1
St. Peter's and North Laine	6	12	+6
Westbourne	5	4	-1
Wish	13	12	-1
Withdean	2	2	No change
Woodingdean	13	5	-8
Total	352	280	-72

8. Seniors housing

The first indicator in the table below is the result at the end of the quarter and the latter two during the quarter.

 Seniors Housing indicators		Target 2017/18	Q2 2018/19	Q3 2018/19	Status against target	Trend since last quarter
8.1	Residents with up to date annual review	96%	96% (872 of 911)	94% (848 of 902)		
8.2	Schemes hosting social, health and wellbeing activities (at least weekly)	95%	100% (22 of 22)	96% (21 of 22)		
8.3	Schemes hosting events in collaboration with external organisations	90%	91% (20 of 22)	91% (20 of 22)		

One indicator is near target:

Residents with up to date annual review – target 96%

Performance for Quarter 3 at 94% has missed the target by 2% points. The 54 Seniors residents who hadn't had their annual review visit by 31 December 2018 included three who declined a visit and one who was absent at the time. At the time of writing, 23 of these outstanding visits have since been completed. These visits are only one form of contact between Seniors housing staff and residents, given that Scheme Managers are based on site during weekdays and regularly phone residents to check in with them – this depends on how often they want to be contacted, which for example could be daily or weekly.

City wide reports

Update since last Area Housing Panel meetings

Seniors' Housing Action Group

Latest minutes attached

Home Group main points from meeting on 4 December 2018

- Reports from Core Partnership Group, Resident Inspectors and EDB Panel
- Southern Gas Networks works including pipes across blocks in city
- Environmental improvements project update + discussion on crossovers between Home & other services improvement groups
- Scope of the Home Group + Aims & Objectives clarification
- Windows assessment of condition, program in Hollingdean + Bates Estate
- Procurement for Housing Repairs, Planned Maintenance and Capital Works contract update
- Fire Safety update, specifically sprinkler systems
- Elections of 5 Core Partnership Group resident representatives

Involvement & Empowerment main points form meeting on 13 December 2018

- Review of Resident Involvement budgets; agreed to fund Resident Inspector training.
- Discussion on proposed Tenant and Resident Involvement handbook; short and long versions
- Review of recent citywide conference for residents – lessons learnt for use when planning this year's conference.
- Information received from Hannah Barker on SETUP – a group made up of Resident Involvement Officers from a range of Sussex local authorities and housing providers. The group has as its purpose 'to provide affordable and relevant training.
- Discussion on need to review Service Improvement Group's terms of reference

Sheltered Housing Action Group Minutes

Leach Court – 25th July 2018

Present: Roy Crowhurst (Chair)

Tony Brown – Evelyn Court

Tony Tidy – Churchill House

Eileen Stewart – Somerset Point

Walter Sargent – Broadfields

Jan Jasmine Court

Bette Jasmine Court

Vic Allan Elwyn Jones Court

Officers Marcus Richardson Surveyors

Miles Davies M&E

Peter Huntbach – Senior Housing

Peter Lloyd – Health Worker

RIO Rebecca Mann

Apologies – Marjorie Leach Court

All minutes agreed.

Outstanding actions – TV licences – Peter H to chase

Chair explained EDB reducing. Roy is involved in the review and is working alongside Hilary so hopes residents will be involved in a compromise. Further report in November. Everyone aware cost of bids reduced. (Roy to update further)

Marcus – communal decorating P&I do look at internal decoration in senior housing blocks as well as general needs housing, and factor the scheme into the programme. They will try and factor in one senior scheme each year where is financially viable from 2019/20 onwards, however I must highlight that this is not a definite, this is based on available budget.

Somerset Point – **Action – Marcus** to investigate condition of painting of doors but is aware that contractors have been asked to address poor performance. He will update SHAG

Evelyn Court – **Action – Marcus** to investigate condition of painting in communal areas as Tony Brown reports in poor state.

Decorating – discretionary scheme – Action make all aware it exists but gets full quickly. Contact Customer Services on 01273 293030 to add to list or get own decorating pack from Brewers if able to do own decs. Action Scheme Managers will help with this if needed.

Action Peter to check if there's a difference in forms from general housing. *(Update) There are no differences in the form and we've promoted the discretionary service.*

Lettable standard for Seniors Housing – Marcus explained there the council is looking at putting in carpet and lino in empty properties and automatically decorated as well.

This will help promote empty homes. We are trialling better decoration and carpeting in seniors properties to see if it improves the void turnover (how long our homes are empty before letting). This based on feedback from representatives and staff that the seniors homes have not always been in good decorative order.

Peter Lloyd was present at meeting to promote work the NHS are doing around supporting residents through the heatwave. Flyers were being circulated urging residents to take care of themselves.

General – Peter said that the council remains committed to fire safety - fire and warden call alarm systems are being replaced through senior housing schemes – Elwyn Jones has been replaced and Leach Court. All residents are welcome to home visits to check safety too through East Sussex Fire and Rescue. Please see Scheme Manager if you would like us to book a visit. Elwyn Jones Court are pleased with the reaction to the recent incident of a fire in that everyone involved acted according to procedure. As a reminder we have a 'delayed evacuation policy' and there are signs in the scheme with more information about this – the scheme manager also

carried out an annual fire drills and circulates information about fire safety. If there were a fire the fire service will take control of the site and make decisions about evacuation./

Action point Somerset Point would like to know when last fire drill took place.

Emphasis on contact Fire Service if any residents wish to discuss fire safety further..

Peter provided update on staffing levels. With staff on Annual Leave and some sickness we've had to provide some limited services in those places over summer months.

Action - Peter said that we do need to fill empty properties so will be organising open day at Hazel Holt to publicise them. If reps would like to have an open day at their own scheme please liaise with the scheme manager.

Action – residents security in schemes. Please ensure do not allow unknown visitors into schemes without knowing who they are – we need to stop tailgating.

Action – Peter - suggestion signs put up to discourage residents from letting in strangers into the scheme.

Action – residents would like to invite Carelink to a SHAG meeting to discuss procedure if it's necessary to call ambulance and how they keep someone safe. How long should someone wait for ambulance? Suggestion is that Carelink come to meeting after AGM.

Peter talked too about falls safety and work the team is doing to help prevent falls. A leaflet will be circulated to all residents soon. Please ask the scheme manager for more information.