

Area Panel Briefing Paper

Options programme for Housing repairs, planned maintenance and capital works

28th August, 3rd September, 5th September, 6th September

1. Summary

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

2. Background

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

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

2.2. This contract ends on 31st March 2020 and therefore all services and works that come under this contract are being reviewed.

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

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

2.5. This report updates on the engagement work that has been done over recent months and on the next steps being taken to identify the council's preferred options for the delivery of these services in the future.

2.6. A report will be taken to a special meeting of the Housing & New Homes Committee on 26th September 2018 to agree a strategy for the delivery of these services in the future.

3. Tenant and Leaseholder involvement

- 3.1. To date programme officers have attended the following meetings to provide an initial brief of the programme and next steps for tenant and leaseholder engagement:
 - Area Panels
 - Home Service Improvement Group
 - Leaseholder Action Group – Annual General Meeting
 - Business and Value For Money Service Improvement Group
- 3.2. Area Panel meetings provided some initial feedback around the current contractual arrangements and raised some questions about delivery methods moving forward - feedback was included in the March 2018 report to Housing & New Homes Committee.
- 3.3. Representatives at the Home Service Improvement Group were keen to be updated at future meeting of the progress of the programme and gave appreciation around the scale of the programme.
- 3.4. The programme team presented on the programme at the Leaseholders Action Group (LAG) – Annual General Meeting in April 2018 and have worked with the newly elected LAG representatives to engage with leaseholders and collect feedback on the current arrangements.
- 3.5. Leaseholders fed back that they welcomed the opportunity to be engaged in the programme alongside the work being undertaken to improve engagement with leaseholders. Other feedback included that the council should ensure value for money is being delivered through major housing projects and that there should be a stronger focus on maintenance programmes through future delivery arrangements.
- 3.6. The programme team have now completed the following engagement activities:
 - Running four workshops for tenants and leaseholders to share their views on what works well with the current service, what doesn't and what we should change in the future.
 - Carrying out over 1,000 door to door surveys of tenants and leaseholders across the city
 - Running an online and postal survey for tenants and leaseholders to feedback their views.
- 3.7. The workshops were promoted in "Homing In", the council's website and social media channels, by email to resident groups and in a letter to Tenants and Residents Associations across the city.

- 3.8. We have captured all of the feedback from the workshops and have included this as an appendix to this report. This will be shared with councillors to ensure that the views of tenants and leaseholders are represented when decisions are made as to how these services are delivered in the future.
- 3.9. The results of the door to door surveys and the online and paper surveys are being analysed and will also be included in our report to Housing & New Homes Committee.
- 3.10. As well as formal leaseholder consultation and continued engagement with groups it is also of note that smaller a group of tenants and leaseholders (representative of the demographic profile) will be engaged throughout any tender evaluation process.

4. Next Steps

- 4.1. Members of the Programme Board will attend Housing & New Homes Committee in September to present an options report setting out a series of ways that the service could be delivered following the end of the current contract.
- 4.2. These options will include delivering some services in house, continuing to deliver some services through outsourced contracts and some mixed options. There will be different options detailed for day to day repairs/empty properties and our planned and major works across the city.
- 4.3. The report will be supported by feedback from the workshops as attached.
- 4.4. The report will also set out the objectives for the service in the future as informed by the tenant and leaseholder engagement work that has been undertaken.
- 4.5. We will update tenants and leaseholders across the city following September's committee meeting and through the Citywide Conference in the Autumn as well as through future area panel meetings.

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