

## Service Improvement Groups & City Wide Groups

### Update since last Area Housing Panel meetings

#### 1. Leaseholders Action Group

No meeting since the last Area Panels

#### 2. Home Service Improvement Group

Latest agreed minutes are attached.

#### 3. Business & Value for Money Service Improvement Group

August meeting; contributed to consultation on the future repairs contract, agreed draft of publication to encourage involvement and promote transport options, reviewed Welfare Reform Quarterly Report and document offering support to Universal Credit claimants and agreed guest speakers for CityWide Conference Breakout Group. Minutes to be agreed at November meeting.

#### 4. Tenancy & Neighbourhood Service Improvement Group

August meeting discussed; grounds maintenance, sensitive lettings, social isolation. Minutes to be agreed at November meeting.

#### 5. Involvement & Empowerment Service Improvement Group

Latest agreed minutes are attached.

#### 6. Tenant Disability Network

No meeting since the last Area Panels

#### 7. Seniors' Housing Action Group

#### 8. No meeting since the last Area Panels

<b>Meeting</b>	<b>Home Service Improvement Group</b>		
<b>Attendees</b>	<p><b>Residents:</b> Alison Gray (Chair &amp; West Area Panel Rep) Carl Boardman &amp; Jason Williams (Central Area (APR)) Terrence Hill (North APR), Dave Croydon (Leaseholders Action Group) Tomm Nyhuus (Seniors Housing Action Group) Lynn Bennett, Gary Jones, Muriel Briault, Emel Abdelmissih, Eddie Cope, Jane Thorp, Ian Beck (Recruited residents)</p> <p><b>Staff:</b> Glyn Huelin (Business &amp; Performance Manager) Hannah Barker (Resident Involvement Officer) Eddie Wilson (Mears General Manager) Sharon Davies (Business &amp; Performance Project Manager) Alex Fox (Home Energy Efficiency Project Manager)</p> <p><b>Observers:</b> David Spafford, Des Jones (residents)</p>		
<b>Apologies</b>	Chris El-Shabbah, Anne Glow, Mary Harding		
<b>Venue</b>	Conference Room	<b>Produced by</b>	Hannah Barker
<b>Date/ Time</b>	12 June 2018 11:00- 13:00	<b>Completed</b>	14.06.18

### 1. Update on actions from previous Home meeting, DATE

Corrections to attendance list.

**1.1 Re communal corridors policy on personal items:** The resident who raised the question has received a response from the Central Tenancy team, and it's been allocated to be reviewed. Other than that, if still unhappy, it needs to be raised elsewhere and not at the Home Group - which can only look at the work of the Property & Investment Team

**1.2 Re special sockets to prevent theft of electricity:** whenever a housing officer or tenancy team discover the issue in a property they raise the job to Mears straight away. There is no city wide programme for it as such so it would need to be dealt with case by case.

**5.** Glyn remind Marcus to send Gary information about tenders on St Johns Mount. **(ACTION 1)**

**Observation:** Windows replacement program circulated after last mtg only goes up to 2020.

### 2. Subgroup report: Partnership Core Group, resident representatives

**{ref Partnership Core Group report Covering meetings: 7 February and 17 April 2018}**

First meeting of financial year, so some targets not met because waiting on invoices to come in. Some staff changeover, including Tamsin who supported reps. Janine Healey will be taking over support.

**Fencing discussed.** Current policy fencing = tenants responsibility. Housing will only replace where a shed is removed for health & safety reasons which formed part of boundary. Very small budget (info via Housing customer Services) for use where risks to young children apparent. Estates Development Budget review potential suggestions that fencing would come out of EDB.

### 3. Subgroup report: Resident Inspectors, resident representatives.

{ref Minutes 26.04.18, empty property inspection report 26.04.18 }

**Empty Property Inspections:** hoping more inspectors will assist to complete the group report sheet on visits. Mikila Beck at Mears has been added to the process of reporting.

#### Discussion:

- **Decoration assistance:** 2 types of help – (1) [Discretionary decorating Scheme](#) which tenants can apply for (2) support when tenants move into a new flat
- **Decoration Lettable Standard:** it will be left ready for decoration
- ...departing resident has responsibility to return property to this state
- **Carpets:** If a carpet left by an outgoing tenant is in a reasonable condition then Housing will leave it or remove if in a poor condition.
- **Kitchens:** tenants advised to get permission before installing a new kitchen
- **Decking in garden:** assessed for safety, has to comply with certain height from ground.
- **Laminate flooring:** assessed for suitability for noise disturbance and quality
- **A Housing Officer will advise** a departing resident on what they are responsible to put back or be recharged. If a tenant has died then the responsibility falls to the family/estate.

#### Leaseholders representation and involvement discussion:

- Differing views within Home individuals
- Some suggested discrimination had been occurring according to where any Leaseholder lives.

**City Council Housing's view:** Resident Involvement structure is to be accessible to all leaseholders and we would be seeking not to discriminate. There are 2 current questions that have been raised which we are working on to clarify for everyone.

1. There has been an issue raised about the Area Panels terms of reference which is old and perhaps now not fit for purpose. There is a Housing Committee report about Leaseholder engagement.
2. There have also been discussions about the work of the Resident Inspectors, which was not designed with any tenure in main, only stakeholders. Glyn has an action to discuss this with colleagues; clarification and guidance will be offered in due course to the Resident Inspectors.

### 4. Subgroup report: Estate Development Budget Panel, resident representatives.

#### Progress report:

- Concern about lack of communications with Community Payback
- EDB team working well since staff changeover and reporting working well
- Short term & long term changes/ review, new rules on number of bids groups can submit. Panel looking forward to start of EDB Review
- Structure of agenda of panel meeting altered to allow more time for Quick Bids
- 6 or 7 main bids outstanding from up to 4 years ago. Some concern these slip off the report, need to try to get them cleared.
- [EDB main bid work programme 2018-2019](#) progress Report is available on website.
- 2019-20 budget will be similar to this year £320K (after Mears overheads) 2020-21 we expect a significant drop over 50% to approx. £150K (which is why the EDB Review is very necessary)
- Suggestion EDB been used inappropriately to prop up actions that housing 'should' be

doing; need to refocus on beneficial community projects.

- EDB finance is ringfenced but not within area. E.g. if East Area does not allocate all its funding the underspend the following year is returned to the city pot and redistributed across all areas.(according to number of properties) this point, amongst others, will be discussed as part of the EDB Review.

**Q:** Why is maintenance of communal carpets or window cleaning not on a program? **Partial A:** typically we avoid installation of carpets because of ongoing costs. **(ACTION 4 – + possible future agenda item)**

## 5. Insulation and Energy Strategy - Alex Fox

{ref: *Briefing Note – Insulation and Energy Strategy*}

- The vast majority of our stock has wall and loft insulation installed in 1980's-90's

**Q:** Are Manor Farm walls done? **(ACTION 5.1)** (poor insulation experiences reported)

- Our next step is to check the stock Energy performance standards and plan for future measures, and it includes looking at what kind of windows & heating as well as insulation. There is historical data that can be accessed if residents wish for their own home.

**(ACTION 5.2 – AF to check data protection)**

- Suggestion that studying (not just *looking*) at the condition and thermal qualities of windows should be higher priority in the strategy. **(ACTION 5.3 – Alex to report back)**
- SHINE project is about behaviour change in the home. Scope is limited, EU funded. Residents asked how to resource advice/ get involved. **(ACTION 5.4 - on Agenda for next meeting)**
- Determining the “capital carbon costs”/footprint of proposed developments is difficult and expensive to do and we would need a business case to include considering that as part of this strategy.
- Currently Alex is the only employed staff member with appropriate skills to develop the Energy Plan, so capacity will be brought in as consultants. There will be a business case drawn up for that which will go to HLT for approval, and Housing Committee if needed.
- Sussex Tariff will be advertised as a cheaper energy deal for residents to switch to as the opportunity grows.
- Suggestion from resident that the strategy document is a bit 'light'. Alex said he had to weigh up getting this initial strategy through Housing Committee to set out a principle for Housing, this is all new and has been widely welcomed.

**Q:** Is Clarendon & Ellen Low rise being considered? (poor insulation experiences reported)

**(ACTION 5.5)** Glyn to check

**Info:** if residents experience extreme cold support/ help is provided.

**Q:** When will Hollingdean cavity wall and loft insulation be replaced and double glazed replaced rather than repaired?

**(ACTION 5.6: Alex to check insulation program)**

**ACTION 5.7: Glyn / P&I to check window replacement programme?)**

## 6. What Resident Engagement activities will there be around the procurement for

## Housing repairs, planned maintenance and capital works contract - Sharon Davies

{ref: Briefing note - Update on Options programme for future delivery of housing repairs and maintenance}

- March Housing committee first report went well and work is picking up a pace
- Glyn and Martin Reid (Head Property & Investment) attended the Leaseholders Action Group in April to get feedback to date.
- Drafting questionnaire for all tenants leaseholders stakeholders on what people feel about the currently delivery.
- This will be available online, in paper copies and be circulated and advertised through all channels as widely as possible, at Associations
- Face to face meetings and workshops in the late summer, run by independent will be organised through the different types of stock. Aim is for talking to 10% of stock residents. 20% of total stock is Leasehold.
- Updates will be shared on social media and Homing in too.
- No decision will be taken until after all this consultation, September/ October 2018 we should know how it will look going forward and after then begin formal procurement. There will be further opportunities to be engaged in this process too.

**Discussion about all types of tenure affected:** Such as Seaside Homes, non resident leaseholder who lets property to a social tenant and others. Perhaps helpful to consider the contractual relationship in effect.

**Suggestion** to use phrase 'stakeholders' to simplify all the different types of tenure people might reside in.

- Change of administration is an acknowledged risk that is being mitigated by engaging with Councillors at different committees; doing all we can to support Councillors
- Option to separate different types of work is being considered and we can tease this out at the workshops.

**Questions about Southern Gas Networks (SGN)** installation of ducting on outside of blocks after new cladding. Aesthetics criticized by residents and Property & investment alike. Gas pipes are nothing to do with the Housing Dept. Law allows SGN to instal without consulting owners of blocks. Their plans were unknown before cladding put on blocks. Some residents weren't consulted, others were (when SGN required access inside properties) **(ACTION 6 – Glyn to feedback/ pick up with Geof)**

**7. Resident Action Plan, call for items and anything from Area Panels?** – officers and residents

Request to **clarify purpose** of the Home Resident Action Plan: to record major items or questions residents raise to keep officers accountable, help to keep track and as a record if the issue is raised again.

**(ACTION 7 – update on Somerset point cladding item)**

## 8. Any Other Business

- Thank you to Alison for her strength & courage attending the first half of this meeting as chair despite the recent car accident injuries.
- Request for the chair to check at the end of each item " If the meeting feels this is something to come back to or if we are happy to close?"

<b>Actions</b>	<b>Description</b>	
1	Remind <b>Marcus</b> to send Gary information about tenders on St Johns Mount.	Glyn
4	Why is maintenance of communal carpets or window cleaning not on a program – <b>possible future agenda item</b>	Glyn
5.1	Are Manor Farm walls insulated done? (feedback to Lyn)	Alex
5.2	There is historical data that can be accessed if residents wish for their own home. - <b>check data protection</b>	Alex
5.3	Suggestion that looking at the condition and thermal qualities of windows should be higher priority in the strategy.– report back	Alex
5.4	SHINE project is about behavior change in the home. Scope is limited, EU funded. <b>(on Agenda for next meeting)</b>	Hannah/ Alison
5.5	Is Clarendon & Ellen Low rise being considered for roof / wall insulation	Alex
5.6	When will Hollingdean cavity wall and loft insulation be replaced, <b>check insulation program</b>	Alex
5.7	When will Hollingdean double glazing replaced rather than repaired? <b>check window replacement programme?</b>	Glyn
6	Feedback/ pick up with <b>Geof</b> re SGN installation s- does BHCC not have a say over how it looks? Do we have any control?	Glyn
7	update on Somerset point cladding item)	Glyn

**Future Meeting dates - Conference Room, Housing Centre - 11.00-13.30, 20<sup>th</sup> September, 5<sup>th</sup> December**

Meeting	<b>Involvement &amp; Empowerment Service Improvement Group</b>		
Attendees	Carl Boardman, Tony McCoy, Chris El Shabbah, Jason Williams, Jane Thorp, Diana Ward Davis, Terrence Hill, Trevor Jones (BHCC), Sharon Terry (BHCC) and Hilary Edgar (BHCC).		
Apologies	Anne Glow, Alison Gray, Muriel Briault, Satti Sivapragasam		
Meeting location	Training Room, Housing Centre	Produced by	Sharon Terry
Date	14/06/2018	Minutes completed on	19/06/2018
Time	11:30am to 1.30pm		

### Section 1 – Update on actions from previous meeting

Description	
1	TRA “Best Practise” Event postponed until the Autumn, pending publication date and RI Calendar of events for the Summer.
2	Minutes of last Meeting, 15 March 2018 were agreed.
3	RIO to support Diana Ward Davis to make travel claim.
4.	JT raised issue of representation for tenants living in Seaside Homes. JT to list key issues and send to Keely McDonald.

### Section 2 – Agenda items discussed, agreements and future actions

1.Budget			
Agreements/ Decisions	Update presented by TJ; Residents agreed to provide their own snacks at meetings.		
Actions 1.1	HE to explain to Diana how to claim for travel expenses and how to get taxi vouchers	By Who HE	Deadline asap

<b>2.Training</b>			
Agreement/2.1 Decisions	Group updated on plans for new learning opportunities, that include:  Representing your Community; Universal Credit; Using Social Media; Facebook; WhatsApp; Video Editing for Android Phones; How to stay safe online?; Better Communications; Planning an Event - all being offered by local trainers including Digital Brighton & Hove; The Resource Centre and Trust for Developing Communities		
2.2	Residents want to know how these opportunities are being publicised and asked that we do more to reach a wider audience and get the word out. Discussion was had around cost of postage; use of flyers; posters; Homing In; the Housing website, RI Facebook pages, Twitter.		
2.3	Residents asked if trainers would deliver learning at Senior Housing Schemes as many residents living in these schemes cannot get out and about. Diana said that Digital B&H are bringing social media training to Saunders House.		
Action(s) 2.4	Residents and RIT to consider other ways to get the word out that these learnings are available.	RIT	Ongoing
2.5	RIT to establish which learning opportunities would be of interest to Senior Housing tenants and then whether these learnings can be delivered at Schemes.	RIT	Ongoing
<b>3.Update on TRA Handbook</b>			
Agreement/3.1 Decisions	The handbook is being made ready for publishing electronically. Due to resource challenges within the Communications Team responsible for doing this piece of work, publishing the handbook has been delayed.		
Actions: 3.2	HE to confirm with TRAs when the handbook is available on line.	HE	Ongoing
<b>4.TRA “Best Practice” Event</b>			
Agreement/4.1	The group agreed to go ahead with the planning of this event for some time in the Autumn; to coincide with publishing of the handbook;		
Action: 4.2	RIT to keep residents informed	RIT	Ongoing
<b>5.Citywide Conference Update</b>			
5.1	The Citywide Conference is being held on 4 September from 130pm to 430pm at the Friends Meeting House in Ship Street;		
5.2	Citywide Conference Subgroup met to discuss the theme for the September event and agreed that the focus would be on Green Spaces, CityClean and Field Officers;		
5.3	Subgroup agreed format for the event and breakout group sessions x 3 with longer time for questions and answers		
5.4	Subgroup confirmed that Hawks Café are doing the catering.		
5.5	Subgroup agreed to include in the post-event evaluation something about alternative venues for the next event to gauge residents preferences e.g. Dorset Gardens Methodist church, Middle Street School.		
5.6	Agreed that elections for new Chair and Vice Chair would take place at the next Citywide Conference and to remember to include this on the agenda.		



5.7	Diana requested that she be sent a letter inviting her to these meetings. She does not always get her emails and her phone doesn't always work.		
Action: 5.8	Next meeting 19 July at 10am at Hereford Court	Subgroup	19/07
5.9	HE to invite a member of the CETS team to attend	HE	asap
5.10	Rebecca Mann to ensure Diana is invited to next meetings by letter.		
<b>6.SIG Terms of Reference</b>			
Agreement 6.1	Group feedback comments and suggestions for updating the Terms of Reference for Service Improvement Groups;		
6.2	There was not enough time in the meeting to consider the whole document. Residents agreed to include this on the agenda for the next meeting.		
6.3	The group agreed that all the other SIGs should be notified that this review is taking place and to share the proposed changes this group are considering with them for their feedback in time for the September meeting.		
Action: 6.4	To include on agenda for 13 September meeting;	RIT	13/09
6.5	To circulate to other SIGs for their feedback	HE	By 13/09
<b>7.Business Plan Update</b>			
Agreement 7.1	The group started to update their business plan and then ran out of time.		
7.2	The group requested that the initial amendments be made and the revised business plan brought to the next meeting in September for finalisation.		
Action: 7.3	HE to update Business Plan and bring to the next meeting	HE	Ongoing
7.4	HE to include I&E SIG Business Plan on next agenda	HE	June
<b>8. AOB</b>			
8.1	ST advised group of her 12 week secondment from 25 June to 17 September - and HE agreed to oversee the group until STs return	ST	Ongoing
8.2	Residents asked for SIG Elections to be added to the agenda for the September meeting	HE	Sept
8.3	Group to agree dates for the next 4 meetings	SIG	Sept
8.4	72 seconds silence was held in memory of the Grenfell disaster	All	
<b>8.Date and Time of Next Meetings</b>			
	Thursday, 13 September, 1130am to 130pm		

### Section 3 – Agenda for next meeting

1	Welcome and apologies
2	Minutes / update on actions from previous meeting
3	Resident Involvement Budget

<b>4</b>	Training Update
<b>5</b>	TRA Handbook and Best Practise Event
<b>6</b>	Citywide Conference Update
<b>7</b>	Terms of Reference Update
<b>8</b>	I&E SIG Business Plan
<b>9</b>	Elections
<b>10</b>	AOB