

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.

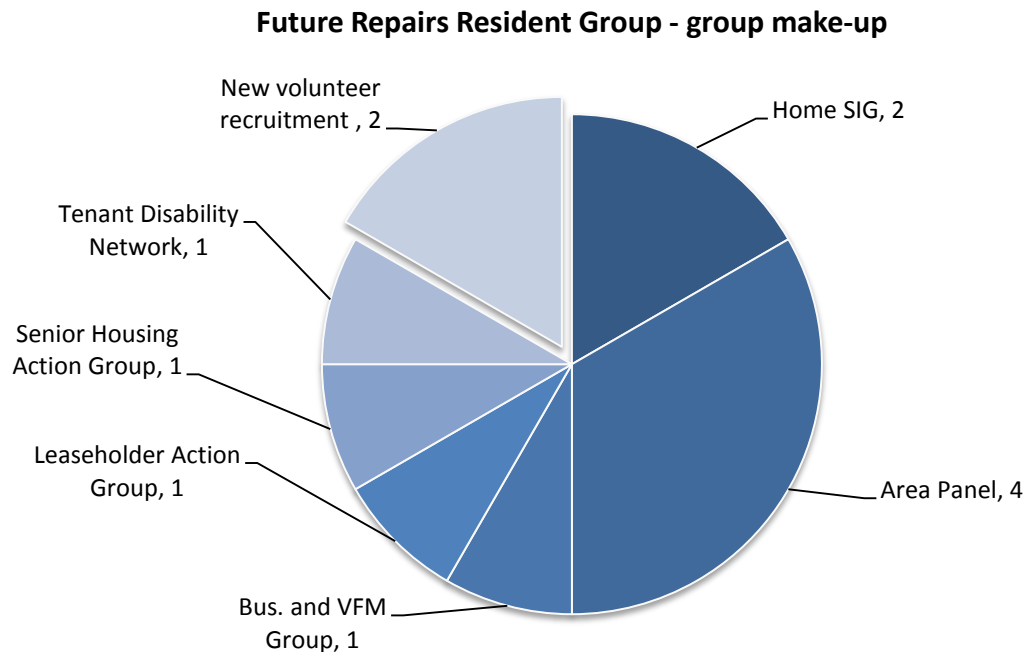
2. Background

- 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.

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