

Area Panel Review

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Scope of review

Methodology

Findings

Recommendations

Introduction

- We have 4 Area Panels (AP) Central, East, North and West which includes Hove and Portslade. They were originally approved by Housing Cabinet Sub Committee in July 1997. The terms of reference was amended in 2016 following a review. (see appendix 1)
- The current remit of area panel meetings is to consider housing operational issues, policy, performance management, items and questions from tenants, elections to the working and focus groups for the city, the election of four tenant representatives to the board of Brighton & Hove Seaside Community Homes and the allocation of the Estate Development Budget (EDB) main bids.





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Introduction

- Currently meetings are chaired by a member of the Housing Committee and are appointed by that committee. Each AP meeting is preceded by an agenda planning meeting which is attended by the chair of AP, Democratic Services, Community Engagement Manager or Officer and the tenant vice Chair.
- Tenant Only (TO) meetings are held before of each AP and the information from these meetings informs the agenda items for AP meetings. This is also where tenant and leaseholder questions are agreed. The TO meetings are administered by the Resource Centre. The Community Engagement Team and Housing Leadership Team are tasked with ensuring that the questions from these TO meetings are responded to as part of the formal AP papers.



Scope of review

A scoping document was discussed with all Area Panels, this enabled us to use the views, skills and knowledge of all the valued long term members of the Area Panels to decide on the remit for the review.

scope

- Clarification of the purpose of the area panels
 - Can it make recommendations? If so to who/where?
 - Is it place for consultation?
 - Is it place for debate?
 - What is the best structure and membership for Area Panel to ensure equality and diversity of voice in the panel?
 - Resident or a councillor chair?
 - Should it be open to all tenants and leaseholders?
 - Should it be open to the wider community?
 - How are all tenants able to submit questions and speak?
 - How can residents contribute if not attending - online, portal, surveys, feedback?
- Structure of the AP meetings:
- Tenancy services only and/or area issues outside tenancy services
 - Papers: all housing committee report, tenancy services only committee reports, early drafts of plans/strategies, performance reports. How should this information be presented?
 - Continuation/replacement of resident only questions?
 - Frequency of meetings
 - Support for the chair
- How will we measure whether it's achieving its purpose?

How did we talk to people?

Strengths, Weaknesses,
Opportunities and
Threats sessions
(SWOT), Online Survey
& Workshops

517 people took part,
giving feedback and
their views.

281 Online survey
140 Workshops
96 SWOT sessions

480
residents, tenants and
leaseholders

37 staff and councillors

SWOT, Survey & Workshops

- SWOT sessions were held with each Area Panel, Councillors, senior housing staff and the Involvement and Empowerment group.
- An online survey was carried out with 281 tenants and leaseholders contributing
- Paper copies of the survey were also sent to Seniors housing accommodation
- The survey asked a range of questions about what and how people would like to talk to their housing services.
- 11 workshops with aimed specifically at tenants and leaseholders that do not usually come to meetings or contribute to consultation
- The workshops asked people about their experiences of living in council housing
- 5 with minoritised communities
- 2 parent workshops
- 2 tenant only workshops
- 2 leaseholder only workshops

FINDINGS

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SWOT findings

all agreed this
things needed
to change

- **Things to change:**
 - A lack of diversity and low attendance
 - Less rules around being a member
 - Other ways to be involved
 - Not widely known about
 - What it's for, who goes and what their role is
 - Barriers to new people joining
 - Too formal
 - Old fashioned format
 - Overly complex presentation of information
 - Jargon heavy
 - Intimidating for newcomers

findings

Positive

things to

EDB progress and decision making

Networking and skill building for residents

Councillor and Resident leading

Residents choose some of the topics to discuss

Helps resolve issues before the meeting

Lived experience from local residents

Councillor provide good link to the council system and change

Improved outcomes for residents

Area based knowledge

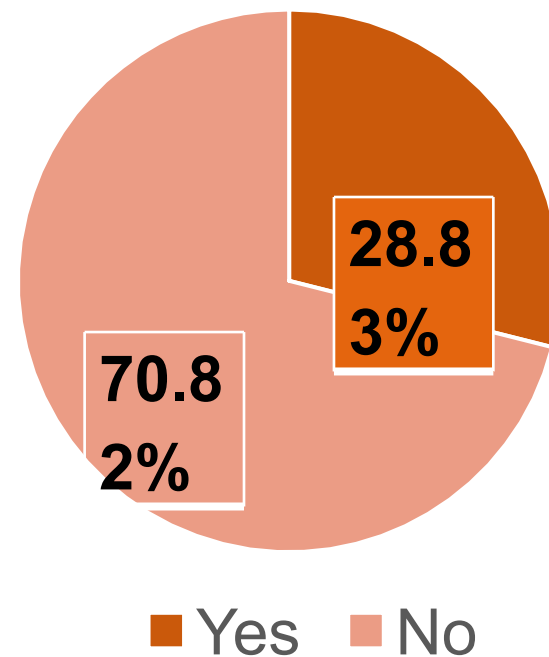
Things to change

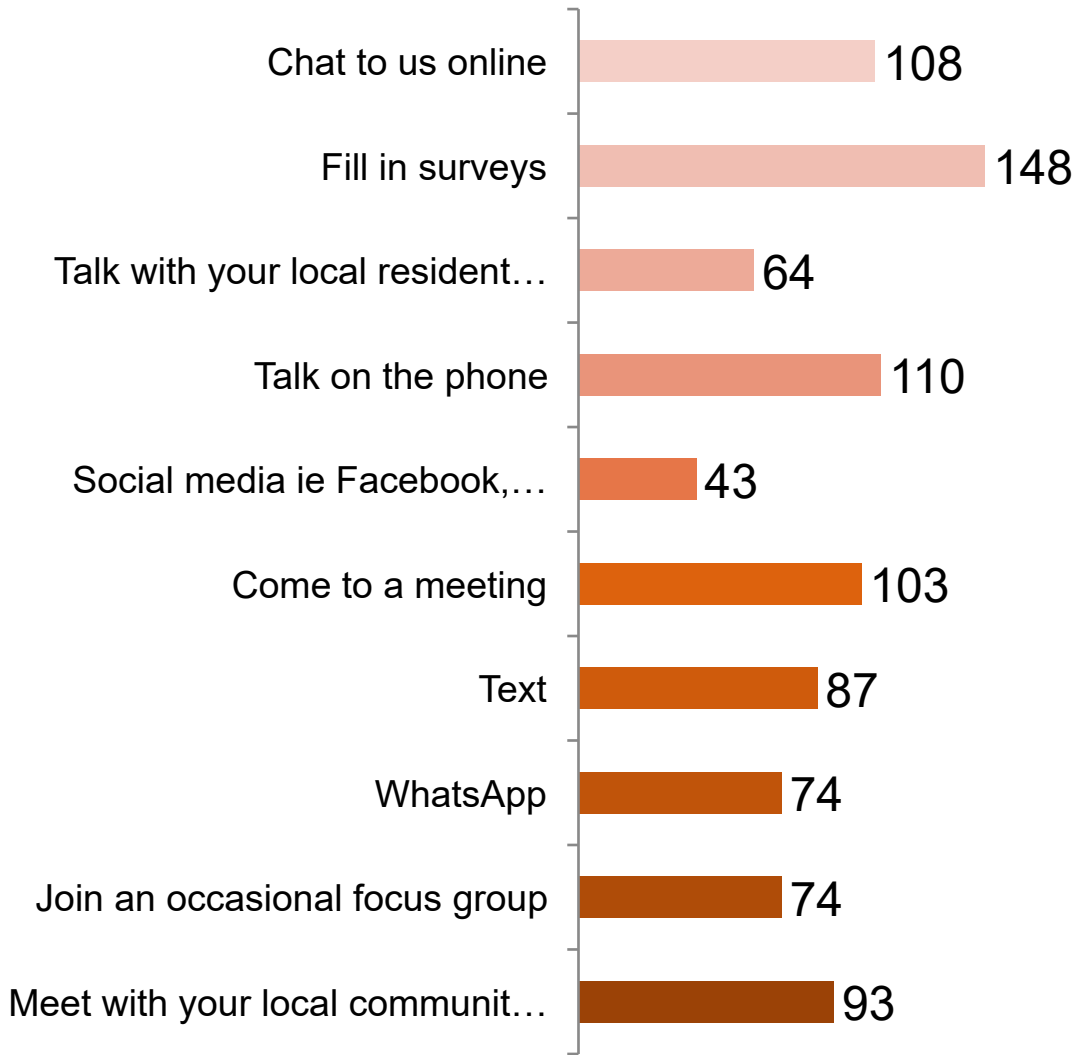
- try to get a city wide view as areas don't always agree
- Meetings should be hybrid (online and in person)
- More in-depth debate on recurring issues or complex subjects
- Clarity on how to add items for tenants and leaseholders
- How to balance the difference in resident and council priorities

Findings from the online survey

281 people completed the online survey. A large proportion of people that completed the survey were not actively involved in a local tenant or resident association.

Are you part of a
Tenant/Resident Association



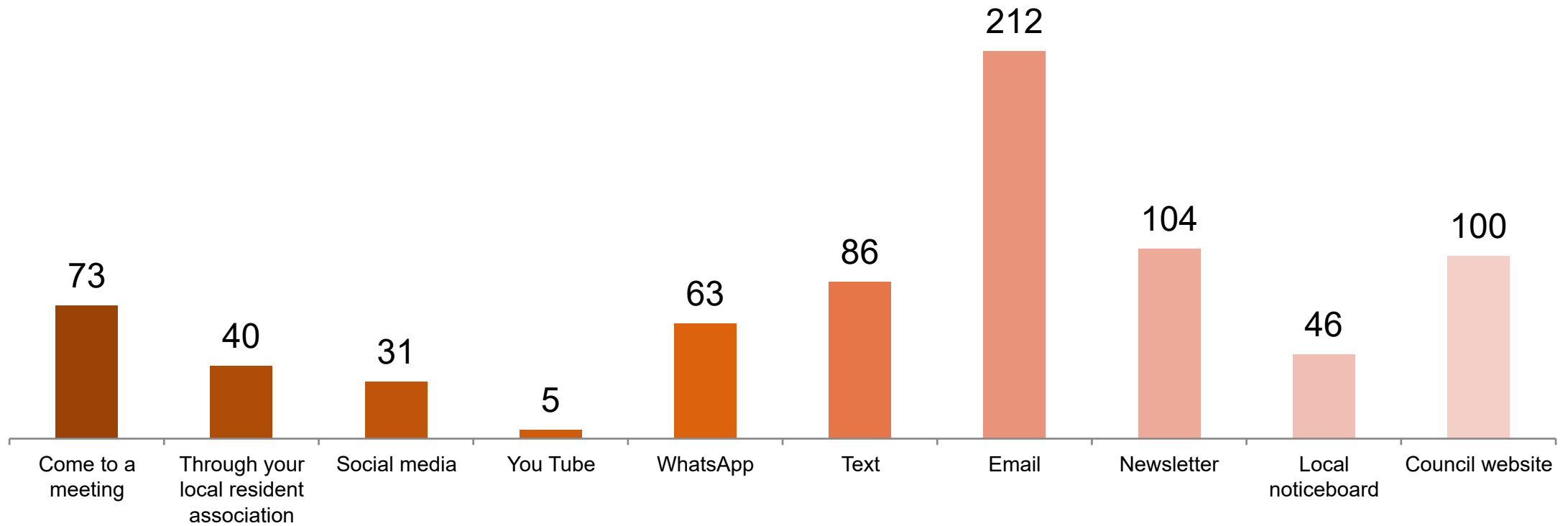


How would you like to share your views with council housing teams ?

How would you like to receive information

There were 281 responses to this part of the question.

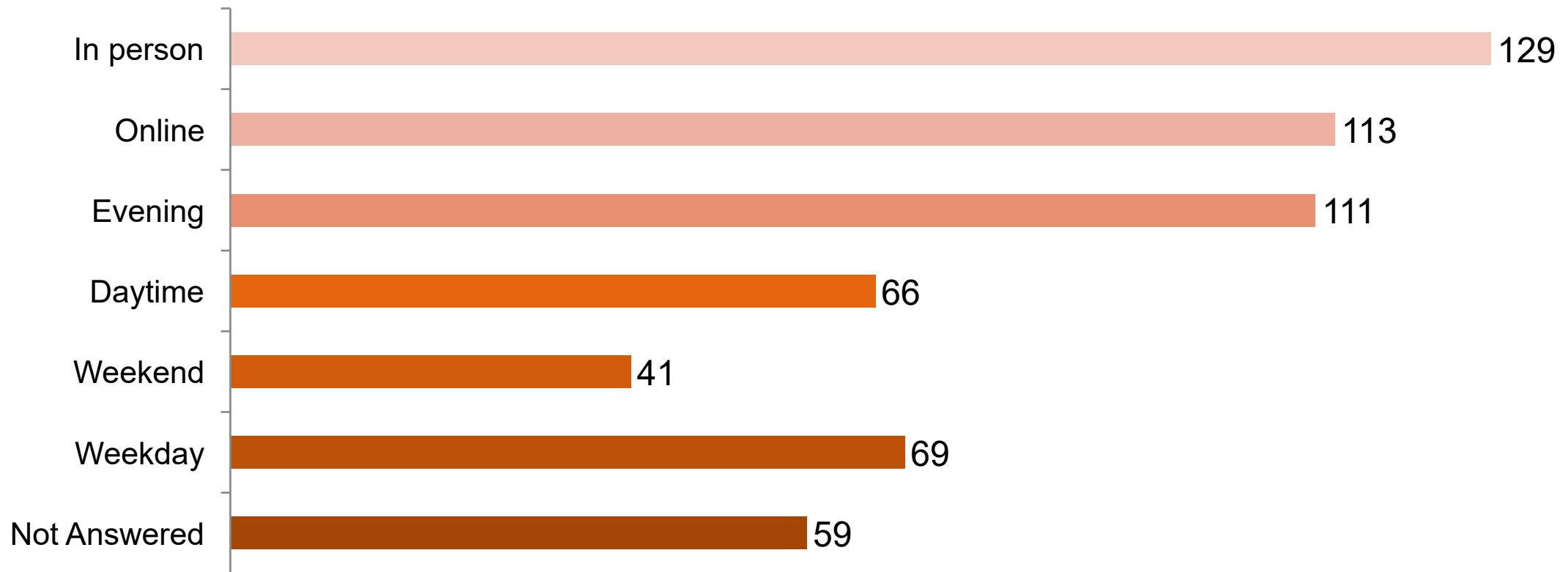
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meetings:

There were 222 responses to this part of the

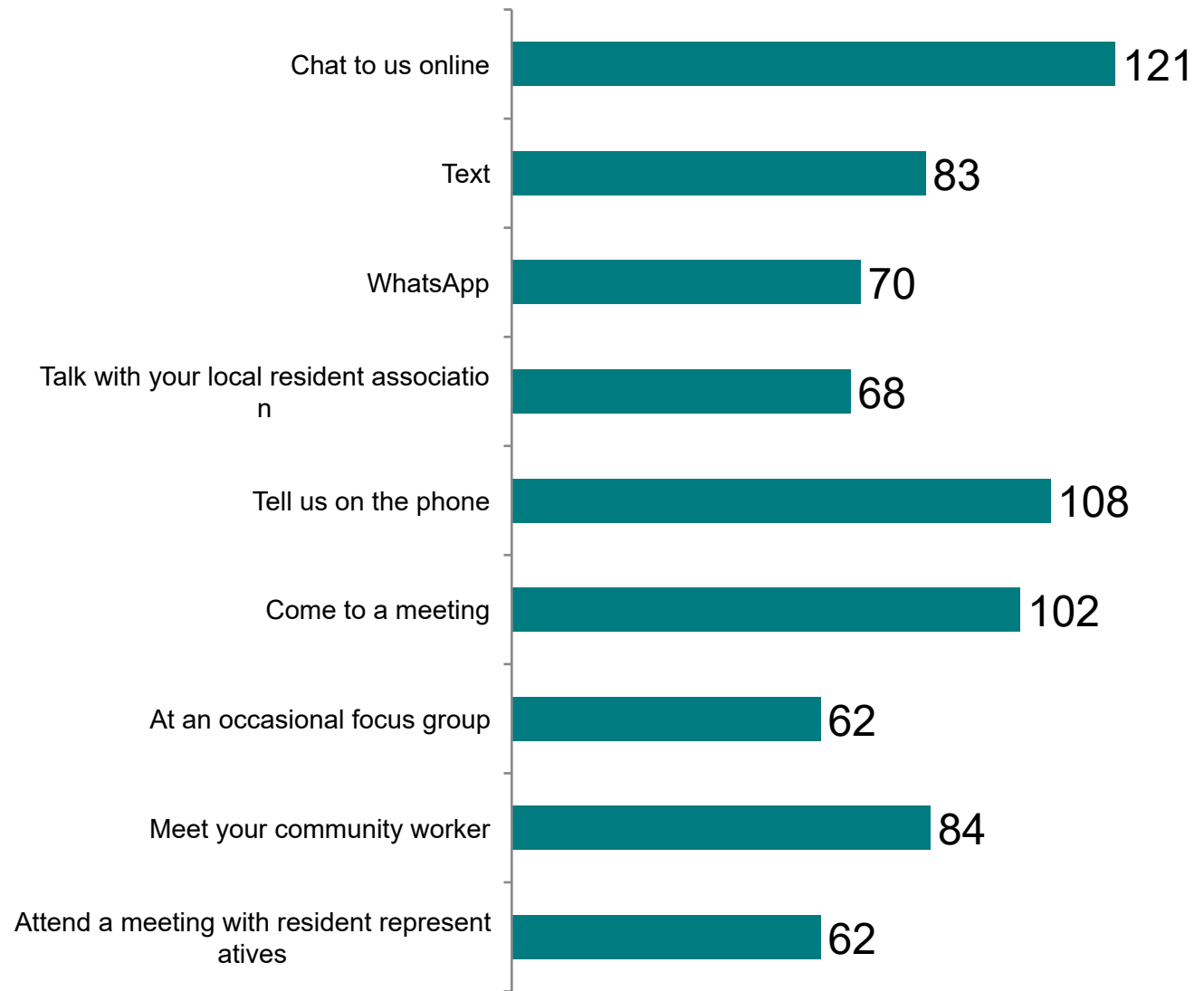
question.



How would you like to raise local issues and put them forward to be discussed at the Area Panel or at other meetings?

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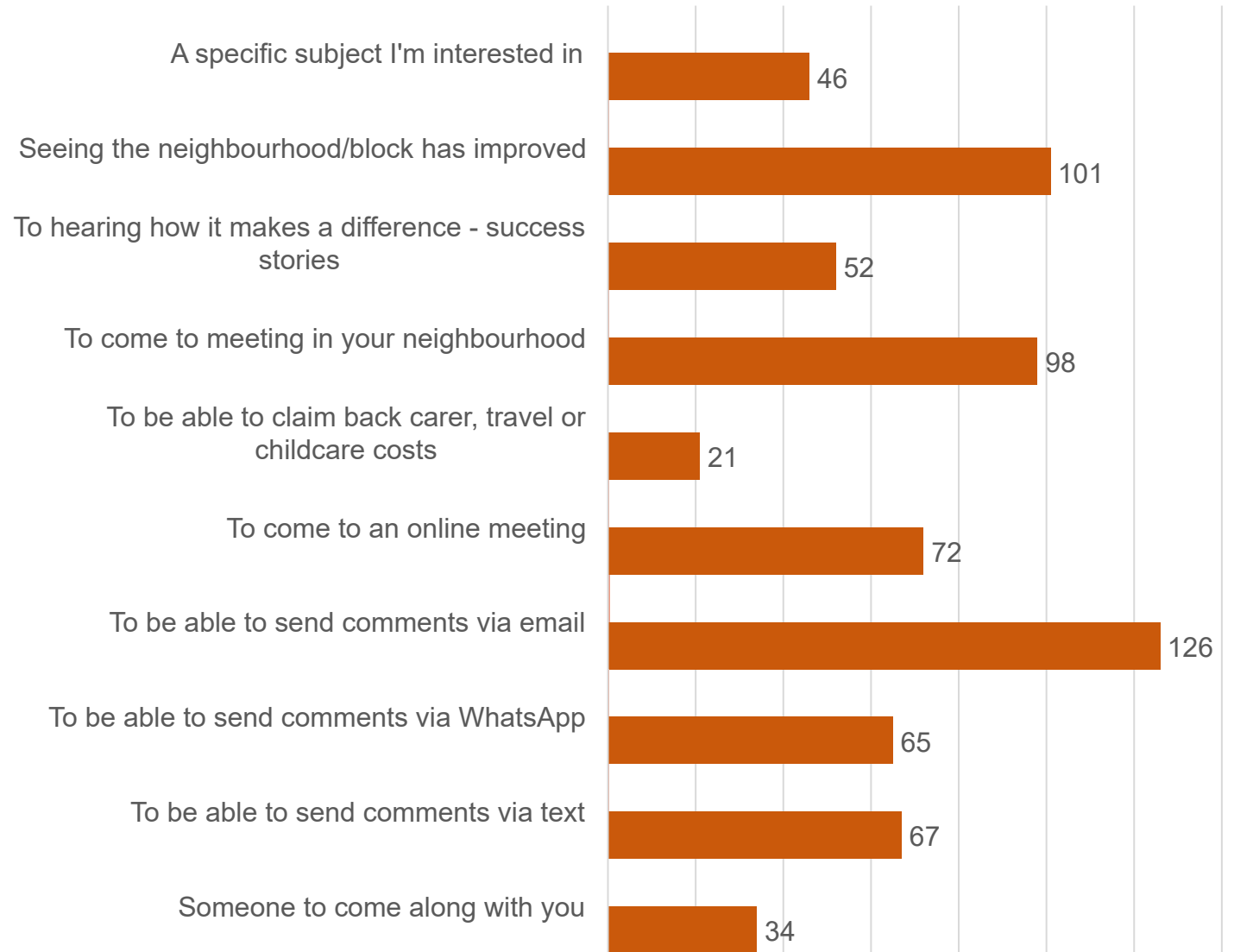
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Area Panel Review

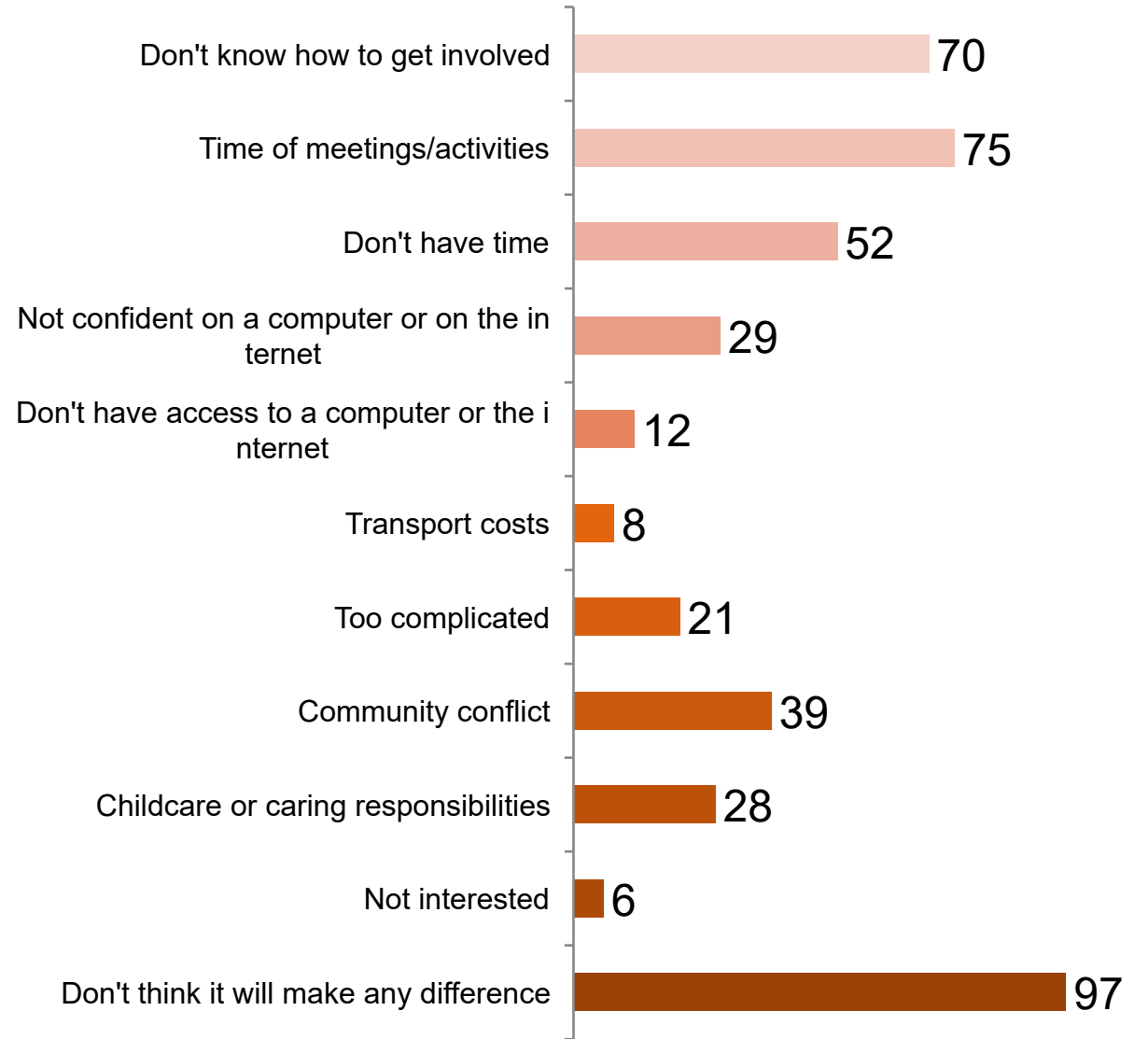
what would encourage you to take part ?

There were 281
responses to this part
of the question.

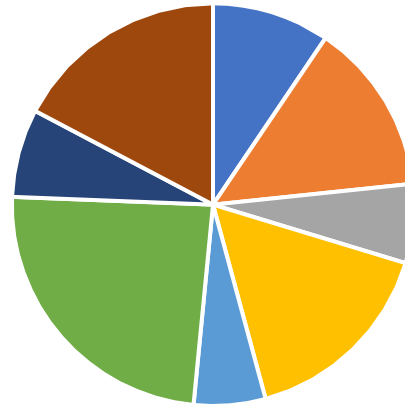


What stops you becoming involved in the housing issues that affect your local area?

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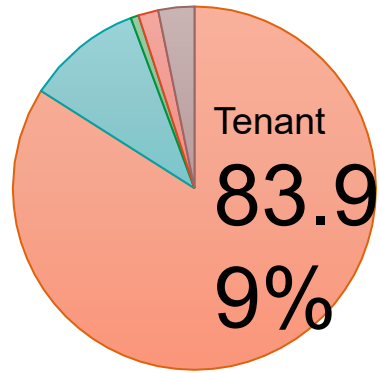


What are the main issues or opportunities in your area that you would like to talk to the council about?



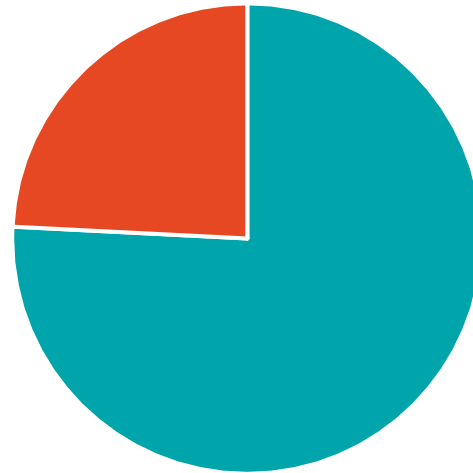
- Community Activities
- Green Spaces
- Community Centres
- Parking
- Traffic
- Housing conditions
- Council housing costs
- Anti Social Behaviour

Tenure



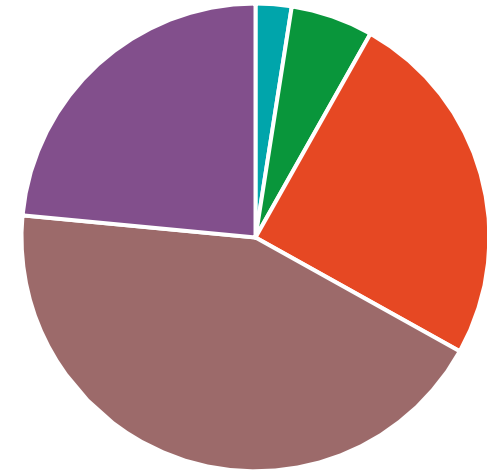
- Council Tenant
- Council Leaseholder
- Private rented tenant
- Freehold home owner
- Private leaseholder

Do you live on a council estate



- Yes
- No

Age



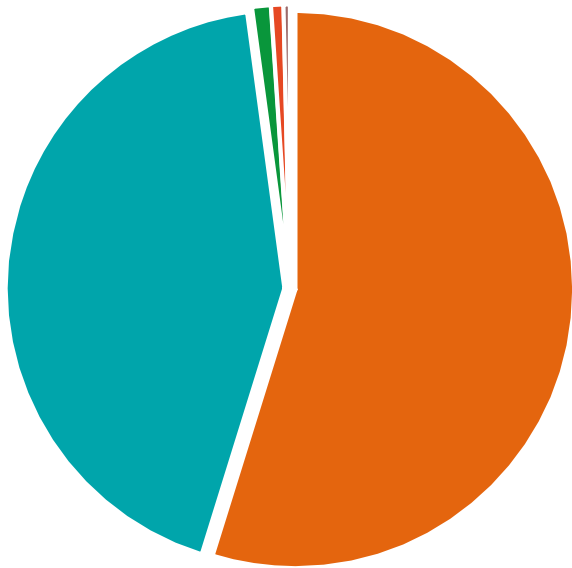
- Under 18
- 18-25
- 26-35
- 36-50
- 51-65
- 65+

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Demographics

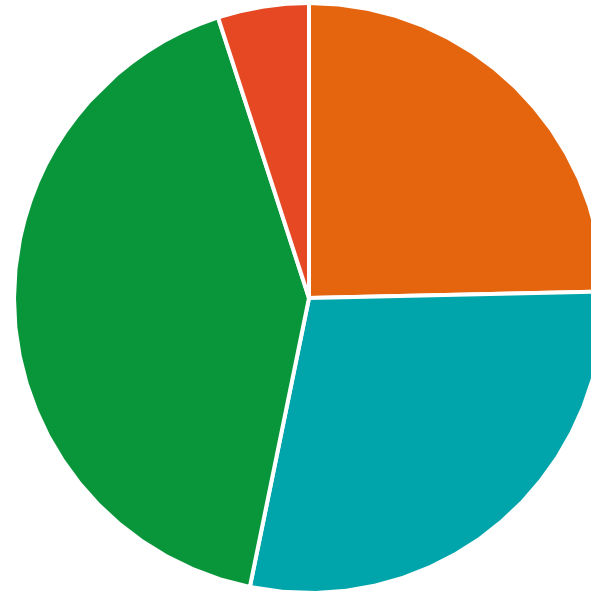
Demographics

Gender



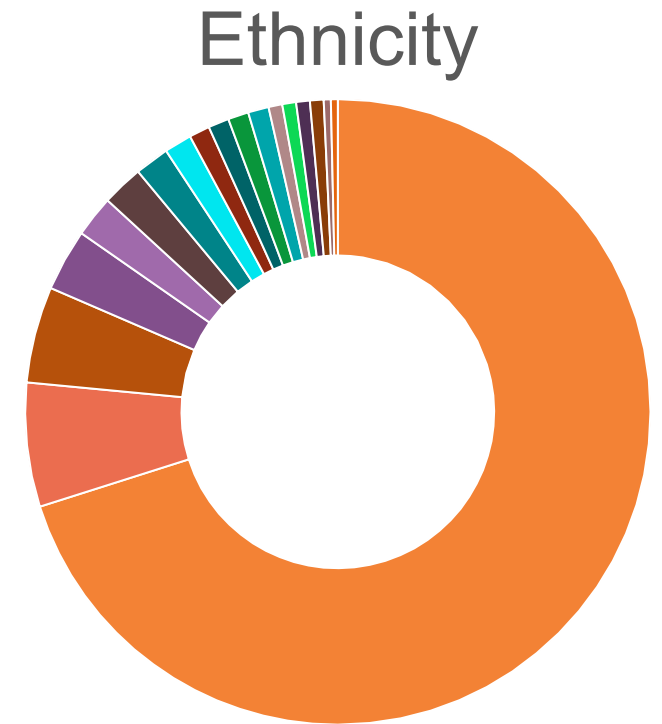
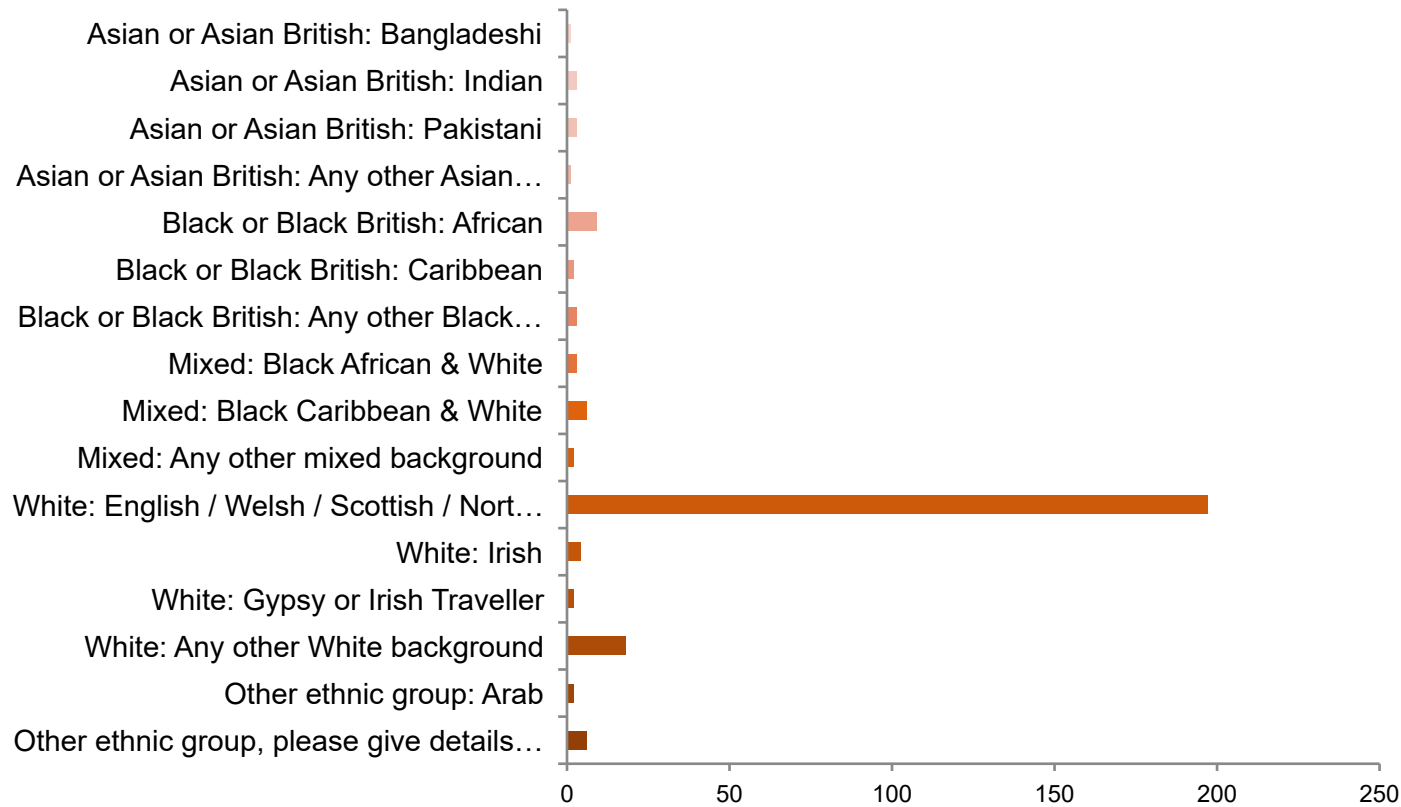
Female Male Other Prefer not to say Not Answered

Disability



Yes a little Yes a lot No Prefer not to say

Demographics



Findings from the workshops

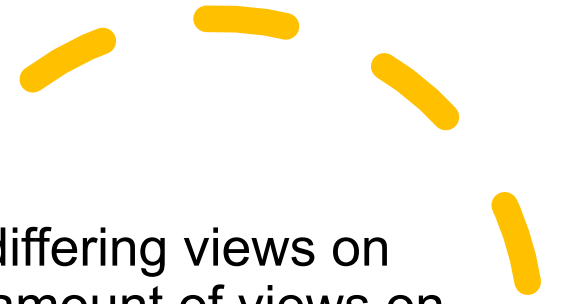
- All workshops gathered a large and detailed amount of information from tenants and leaseholders, around 140 people attended the workshops
- There were a number of themes that came out of these that will be feedback to departments and teams in housing including repairs, long term maintenance, culture, estate maintenance,
- There was feedback about a lack of trust between residents and the council and a sense 'us and them' was referred to on a numbers of occasions. Many tenants and leaseholders said they found it difficult to be actively engaged with the council as they felt very little changed even if they did share their views.
- This is not consistent with the Housing Market Review

From the findings we know

FOR
DISCUSSION

- Many people wanted evening and daytime meetings – how to manage this ?
- We need to improve the tenant and leaseholder diversity to ensure the AP is hearing a range of views, – how can we do this?
- The survey show that predominantly residents are interested in their housing but also other key neighbourhood issues – how can we incorporate these into AP
- Tenants and Leaseholder wanted a range of ways to share and receive communication – newsletters, website etc?
- Tenant and leaseholder online participation – how could questions and items be put forward online, do these need to link to the TO meetings?

From the findings we know



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FOR
DISCUSSION

- The SWOT showed there was differing views on who should Chair AP, a similar amount of views on both resident and councillor Chair – How can we decide?
- The workshops showed that many people wanted to raise their individual issues – How could we create opportunities for AP participants to speak to housing outside of the meeting?
- Many people said they wanted to see and hear about improvements – how can we show the impact of AP – what would we measure?
- Sometimes a city wide view on a policy or paper is needed - how can we do this and retain 4 panels ?

Next steps

- Tenants and leaseholders able to shape the findings into workable recommendations at Area Panel
- Final meeting with Community Engagement Team, open to any tenants and leaseholders to present draft recommendations, prior to Housing committee
- Re-draft Area Panel Terms of Reference inline with draft recommendations
- Housing Committee approval January 2023
- Implementation of new Terms of reference and action plan - April 2023

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Thank you

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