Actions from West Area Panel meeting 13th December 2023

Deadline for staff to respond: Thursday 22nd February

All staff please note *Date ACTION completed* refers to when the requested action is done (or planned to be done if outstanding) not this form is filled in.

Ref & Date Outstanding actions raised	Action	Officer	Response including what is completed & outstanding	Is Action Completed or Outstanding?	Date Action completed or planned completion date?
			{Designated officer >>>>>>>>>	>>>>>>	>>>>>>
WA1	Meet with Muriel Briault to visit valley road	Justine Harris		Complete	
WA2	Send reports to Cllr Miller regarding issues at Elizabeth Court Notes: Reports sent but more discussions required around the report	Martin Reid/Geof Gage	Martin and/or Geof are more than happy to have more discussions on the reports that were sent to Cllr Miller on Elizabeth Court.	Ongoing	
WA3	Provide information regarding how water checks are undertaken	Martin Reid/Geof Gage	We have contracted a company to undertake our water inspections. They have an asset list and undertake inspections on a monthly basis to all highrisk properties (seniors housing as an example) and a routine inspection elsewhere based on a risk assessment. We are updating and reviewing our procedures for water inspections.	Complete	26/02/24
WA4	Provide further info to Cllr Baghoth on price caps agreed by housing service	Martin Reid	This was addressed via the 2024/25 HRA budget setting paper. https://democracy.brighton-hove.gov.uk/documents/s196026/Housing	Complete	22.02.24

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	regarding inflationary pressures and any further steps being taken		%20Revenue%20Account%20Budget%20 Capital%20Investment%20Programme%2 0202425%20and%20Medium- Term%20Financial%20Str.pdf		
			Paragraph 3.15 (Table 2) of the main report provides a breakdown by property size and rental type, outlining the percentage increase. In addition to this paragraph 3.16 (Table 3) provides a breakdown of the average weekly rent and Ratio of the number of bedrooms per rent type.		
WA5	Provide update to ward councillors regarding new regulatory environment from April 24 and inspections of local authority landlords and housing association landlords' properties	Martin Reid	We are working through the requirements of the Building Safety Act inspections and regulations for our high rise and high risk properties and we are in the process of putting in place our Building Safety Case files for when / if the regulator requests these which will be after April. We have appointed consultants to assist us with the requirements and to give guidance on the format that may be required. This is new to all authorities, and we are keeping in contact with other organisations such as ours so we may learn and gain assistance from peer reviews. At this time, we do not know the extent of the requirement and there are still changes being implemented. We will be pleased to keep ward councilors updated as necessary in any particular property.		

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WA6	Provide update and further info to Cllr Baghoth (specifically) and the panel on customer service statistics – specifically out of hours repairs and maintenance. Provide previous months data (11/23)	Grant Ritchie	Out of Hours Call Statistics for Oct 2023 Calls made 384 Calls Answered 373 Calls abandoned (short) 1 Calls abandoned (long) 11 Average time to answer 34 sec Average delay to abandon 1min 32sec Total Handling Time 18 mins 32 sec Average call length 2 min 59 sec Abandon percentage 2.9% Percentage of answered calls 97.1%	Completed	23/02/24
WA7	Distribute information on recycling methods to residents in west area to improve the percentage of recycling taking place and ensure a cleaner environment (more moves to deter people leaving bulk waste)	Justine Harris	We will include something in Homing In so this goes to all residents, we hope this can be included in the Spring edition.	Completed	23.02.24
WA8	Restart estate walks in West Area – proposed by Cllr Hewitt after meeting with Knowle Estate Action Group	Martin Reid	Tenancy services continue to work towards providing a schedule for estate inspections for all our estates. Our pending service redesign includes work to ensure we build capacity within the front-line teams to be more present on our estates, this includes a schedule of planned inspections. Until this is resolved we will attend estate walks and block inspections on an adhoc	Completed	27.02.24

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			basis to look at specific issues being raised by ward councillors and residents. Our community engagement team will contact Cllr Hewitt to discuss how we can take this forward on the Knowle Estate.		·
WA9	Further address the needs of those unable to join the HAP virtually or access services digitally	Martin Reid	If tenants are unable to access the Housing Area Panel meetings online, we would encourage them to attend the meeting in person, which are held in each of the four Housing Areas for ease of access. Digital services can be accessed at our local libraries and if you are new to technology our library staff are more than happy to help you access these services. HAP meetings are recorded and are available on our website, which can also be accessed at the local libraries.	Completed	27.02.24