

### BRIGHTON & HOVE CITY COUNCIL

### HOUSING CABINET MEMBER MEETING

4.00pm 20 OCTOBER 2010

### COUNCIL CHAMBER, HOVE TOWN HALL

### MINUTES

**Present:** Councillor Caulfield (Cabinet Member)

**Apologies:** Councillor Simpson

### PART ONE

#### 48. PROCEDURAL BUSINESS

##### 48(a) Declarations of Interests

48.1 There were none.

##### 48(b) Exclusion of Press and Public

48.2 In accordance with section 100A of the Local Government Act 1972 (“the Act”), the Cabinet Member considered whether the press and public should be excluded from the meeting during an item of business on the grounds that it was likely, in view of the business to be transacted or the nature of the proceedings, that if members of the press and public were present during that item, there would be disclosure to them of confidential information (as defined in section 100A(3) of the Act) or exempt information (as defined in section 100I(1) of the Act).

48.3 **RESOLVED** - That the press and public be not excluded from the meeting.

#### 49. MINUTES OF THE PREVIOUS MEETING

49.1 *Bevendean Community Garden Proposal* - The Cabinet Member reported that a site had been agreed and that council officers were working with residents to get the project up and running.

49.2 *Private Rented Sector Letting Agents* – The Cabinet Member reported that a scrutiny report was being produced on this issue.

49.3 **RESOLVED** – That the minutes of the Housing Cabinet Member Meeting held on 8 September 2010 be agreed and signed by the Cabinet Member.

**50. CABINET MEMBER'S COMMUNICATIONS**

**Ainsworth House**

- 50.1 The Cabinet Member reported that a site visit had been attended by officers and tenants' representatives a week ago. There would be an update on the development at the next Housing Management Consultative Committee.

**Comprehensive Spending Review**

- 50.2 The Cabinet Member reported that she was optimistic for housing in the light of the government's Comprehensive Spending Review. The reduction in the Supporting People grant was not as bad as expected. There had been no reduction in the Homelessness Grant. Eric Pickles had highlighted the good work being carried out in combating homelessness. There would be a further briefing at the next Cabinet Member Meeting.

**51. ITEMS RESERVED FOR DISCUSSION**

- 51.1 **RESOLVED** – All items were reserved for discussion.

**52. PETITIONS**

- 52.1 There were none.

**53. PUBLIC QUESTIONS**

- 53.1 There were none.

**54. DEPUTATIONS**

- 54.1 There were none.

**55. LETTERS FROM COUNCILLORS**

- 55.1 There were none.

**56. WRITTEN QUESTIONS FROM COUNCILLORS**

- 56.1 There were none.

**57. NOTICES OF MOTIONS**

- 57.1 There were none.

**58. CUSTOMER ACCESS PHASE 2**

- 58.1 The Cabinet Member considered a report of the Acting Director of Housing which provided an update on the review of customer access arrangements for the Housing Management Service and presented a number of proposals for consideration. The

Housing Management Consultative Committee was consulted on the proposals at the meeting held on 27 September 2010.

58.2 The Cabinet Member explained that the report had been widely supported by tenants and Members at the Housing Management Consultative Committee. There would be an update report to a future meeting.

58.3 **RESOLVED** – Having considered the information and the reasons set out in the report, the Cabinet Member made the following decision:

(1) That the following proposals that are being considered by phase 2 of the Customer Access Review be agreed.

(i) A single point of contact is established for all Tenancy Management telephone calls, emails and written enquiries.

(ii) That one free phone and one local number is introduced for Repairs and Tenancy management and telecoms technology is utilised to route calls to the correct destinations.

(iii) That some Children & Young People’s Trust services are provided from the Lavender Street Housing Office as part of a co-location arrangement with local housing area staff continuing to be based at that housing office.

(iv) That work continues on looking at providing access to housing management services through ‘Community Contact Points’ in libraries.

The meeting concluded at 4.05pm

Signed

Cabinet Member

Dated this

day of

