

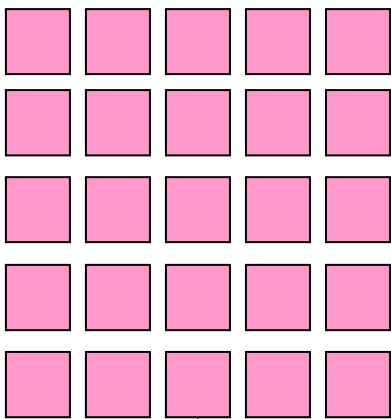
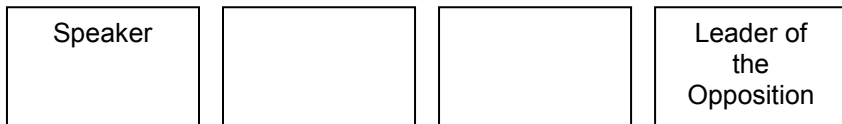
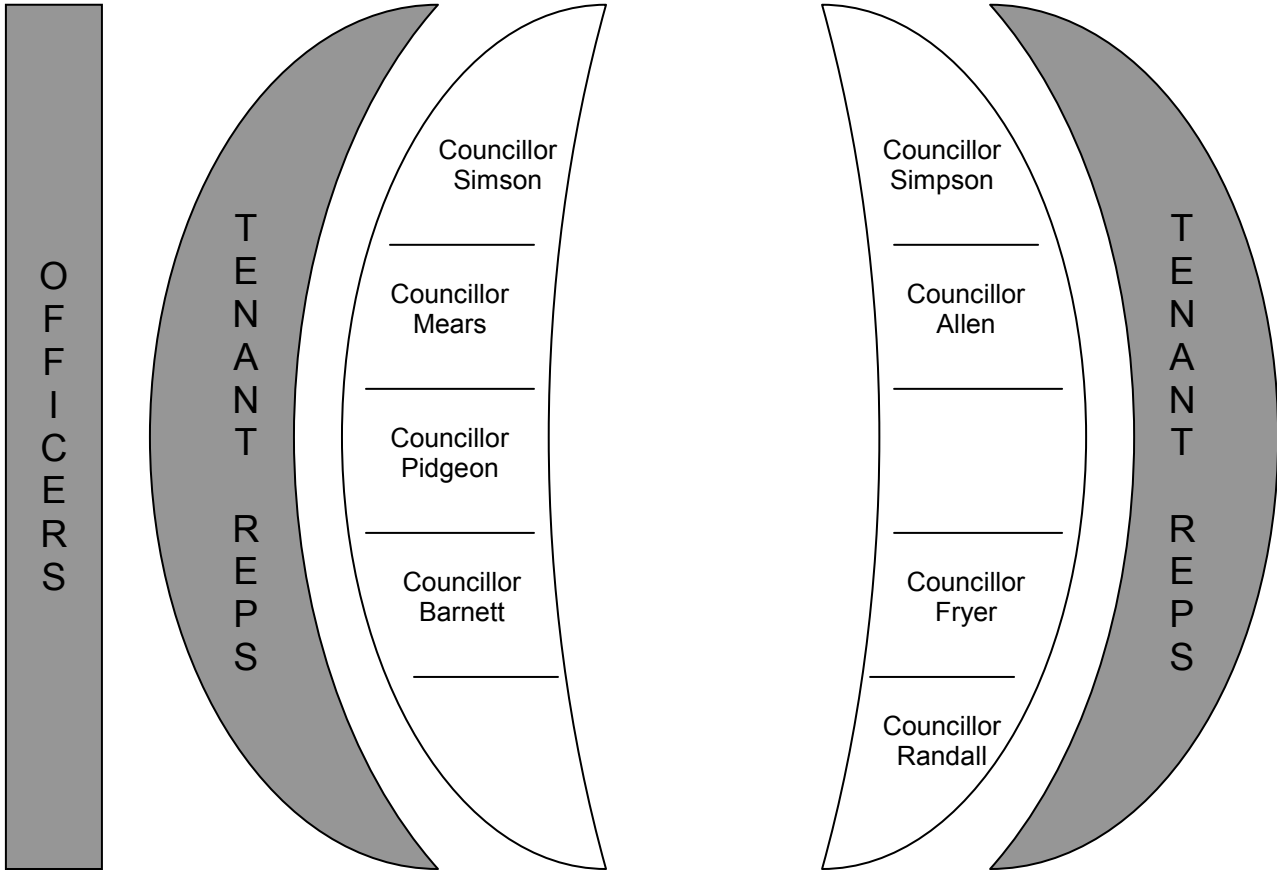
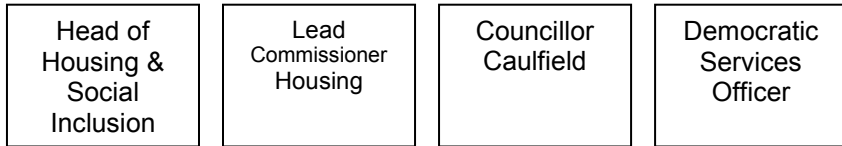
**Brighton & Hove
City Council**

Housing Management Consultative Committee

Title:	Housing Management Consultative Committee
Date:	13 December 2010
Time:	3.00pm
Venue:	Council Chamber, Hove Town Hall
Members:	Councillors: Caulfield (Chairman), Allen, Barnett, Fryer, Mears, Pidgeon, Randall, Simpson (Opposition Spokesperson) and Simson
Contact:	Caroline De Marco Democratic Services Officer 01273 291063 caroline.demarco@brighton-hove.gov.uk

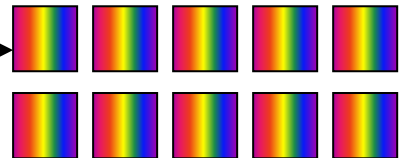
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Democratic Services: Meeting Layout



Public Seating

Members in Attendance



Press



Tenant Representatives:

Ted Harman, Brighton East Area Housing Management Panel

David Murtagh, Brighton East Area Housing Management Panel

Jean Davis, Central Area Housing Management Panel

John Melson, Central Area Housing Management Panel

Stewart Gover, North & East Area Housing Management Panel

Heather Hayes, North & East Area Housing Management Panel

Tina Urquhart, West Hove & Portslade Area Area Housing Management Panel

Beverley Weaver, West Hove & Portslade Area Housing Management Panel

Chris Kift, Hi Rise Action Group

Muriel Briault, Leaseholders Action Group

Colin Carden, Older People's Council

Tom Whiting, Sheltered Housing Action Group

Barry Kent, Tenant Disability Network

AGENDA

57. PROCEDURAL BUSINESS

- (a) Declaration of Substitutes - Where Councillors are unable to attend a meeting, a substitute Member from the same Political Group may attend, speak and vote in their place for that meeting.
- (b) Declarations of Interest by all Members present of any personal interests in matters on the agenda, the nature of any interest and whether the Members regard the interest as prejudicial under the terms of the Code of Conduct.
- (c) Exclusion of Press and Public - To consider whether, in view of the nature of the business to be transacted, or the nature of the proceedings, the press and public should be excluded from the meeting when any of the following items are under consideration.

NOTE: Any item appearing in Part 2 of the Agenda states in its heading either that it is confidential or the category under which the information disclosed in the report is exempt from disclosure and therefore not available to the public.

A list and description of the categories of exempt information is available for public inspection at Brighton and Hove Town Halls.

58. MINUTES OF THE PREVIOUS MEETING

1 - 40

Minutes of the meeting held on 8 November 2010 (copy attached).

59. CHAIRMAN'S COMMUNICATIONS

60. CALLOVER

61. PETITIONS

No petitions have been received by the date of publication.

62. PUBLIC QUESTIONS

(The closing date for receipt of public questions is 12 noon on 6 December 2010)

No public questions have been received by the date of publication.

63. DEPUTATIONS

(The closing date for receipt of deputations is 12 noon on 6 December

2010)

No deputations have been received by the date of publication.

64. LETTERS FROM COUNCILLORS

No letters have been received.

65. WRITTEN QUESTIONS FROM COUNCILLORS

No written questions have been received.

66. A FAIRER FUTURE FOR SOCIAL HOUSING

Presentation from Head of Housing Strategy and Development.

67. GROUNDS MAINTENANCE REVIEW - PROGRESS REPORT 41 - 66

Report of Strategic Director Place (copy attached).

Contact Officer: Graham Page Tel: 01273 293354

Ward Affected: All Wards;

68. HOUSING MANAGEMENT PERFORMANCE REPORT (QUARTER 2) 67 - 78

Report of Head of Housing and Social Inclusion (copy attached).

Contact Officer: John Austin-Locke Tel: 29-1008

Ward Affected: All Wards;

69. WORKING HOUSEHOLDS LETTINGS PLAN PILOT REVIEW 79 - 90

Report of Strategic Director Place (copy attached).

Contact Officer: David Rook Tel: 29-4639

Ward Affected: All Wards;

The City Council actively welcomes members of the public and the press to attend its meetings and holds as many of its meetings as possible in public. Provision is also made on the agendas for public questions to committees and details of how questions can be raised can be found on the website and/or on agendas for the meetings.

The closing date for receipt of public questions and deputations for the next meeting is 12 noon on the fifth working day before the meeting.

Agendas and minutes are published on the council's website www.brighton-hove.gov.uk. Agendas are available to view five working days prior to the meeting date.

Meeting papers can be provided, on request, in large print, in Braille, on audio tape or on disc, or translated into any other language as requested.

For further details and general enquiries about this meeting contact Caroline De Marco, (01273 291063, email caroline.demarco@brighton-hove.gov.uk) or email democratic.services@brighton-hove.gov.uk

Date of Publication - Friday, 3 December 2010

BRIGHTON & HOVE CITY COUNCIL

HOUSING MANAGEMENT CONSULTATIVE COMMITTEE

3.00pm 8 NOVEMBER 2010

COUNCIL CHAMBER, HOVE TOWN HALL

MINUTES

Present: Councillors Caulfield (Chairman); Allen, Barnett, Fryer, Mears, Pidgeon, Randall, Simpson (Opposition Spokesperson) and Simson

Tenant Representatives: Ted Harman (Brighton East Area Housing Management Panel), David Murtagh (Brighton East Area Housing Management Panel), Jean Davis (Central Area Housing Management Panel), John Melson (Central Area Housing Management Panel), Stewart Gover (North & East Area Housing Management Panel), Heather Hayes (North & East Area Housing Management Panel), Tina Urquhart (West Hove & Portslade Area Area Housing Management Panel), Muriel Briault (Leaseholders Action Group), Tom Whiting (Sheltered Housing Action Group) and Barry Kent (Tenant Disability Network)

Also present: Trish Barnard (Deputy, Central Area Housing Panel)

PART ONE

41. PROCEDURAL BUSINESS

41A Declarations of Substitute Members

41.1 There were none.

41B Declarations of Interests

41.2 Councillors Barnett, Simpson and Randall, Trish Barnard, Heather Hayes and Ted Harman declared a personal interest in any discussion on the LDV as they are Board Members of Brighton and Hove Seaside Community Homes (the Local Delivery Vehicle).

41C Exclusion of the Press and Public

41.3 In accordance with section 100A(4) of the Local Government Act 1972, it was considered whether the press and public should be excluded from the meeting during the consideration of any items contained in the agenda, having regard to the nature of

the business to be transacted and the nature of the proceedings and the likelihood as to whether, if members of the press and public were present, there would be disclosure to them of confidential or exempt information as defined in section 100I (1) of the said Act.

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

42. MINUTES OF THE PREVIOUS MEETING

42.1 *Consultation Draft of Resident Involvement Strategy* - Tom Whiting referred to paragraph 36.5 and stressed that he was referring to an efficiency chart. He was pleased to report that he was now receiving information about improving efficiency and savings, but considered that tenants needed information on how to contribute and how to improve. The Chairman informed the meeting that more information would be provided at the Area Panels.

42.2 **RESOLVED** – That the minutes of the meeting held on 27 September 2010 be approved and signed by the Chairman.

43. CHAIRMAN'S COMMUNICATIONS

Beryl Snelling

43.1 The Chairman reported that Beryl Snelling was unwell. She suggested sending a card to Beryl on behalf of the Housing Management Consultative Committee.

Sheltered Schemes – Quality of Information Mark

43.2 The Chairman was pleased to announce that all of the Council's sheltered schemes had been awarded the Quality of Information (QI) Mark for the first time. The Quality of Information Mark was a Kite Mark to help ensure that older people have access to accurate and detailed information about sheltered housing schemes. It was endorsed by the CLG and the Department of Health. This meant that the Quality of Information Mark would appear on the Council's promotional material.

43.3 The Chairman congratulated all the staff in sheltered housing who had worked hard to achieve the award. Tom Whiting concurred. John Melson agreed and stated that much credit should go to Tom Whiting and the Sheltered Housing Action Group.

Home Energy Efficiency Investment Opportunities

43.4 The Chairman reported that there would be a presentation on this subject later on the agenda. Energy efficiency work had been launched in Energy Efficiency Week. The council was carrying out a great deal of work such as loft insulation, installing high efficiency condensing boilers and a communal solar hot water system. The Council would be doing more to make people aware of this important work.

44. CALLOVER

44.1 The Chairman asked the Committee to consider which items listed on the agenda it wished to debate and determine in full.

44.2 **RESOLVED** - That item numbers 50, 51, 52, 54 and 55 be reserved for debate and determination. Items 53 and 56 are agreed without discussion.

45. PETITIONS

45.1 There were none.

46. PUBLIC QUESTIONS

46.1 There were none.

47. DEPUTATIONS

47.1 There were none.

48. LETTERS FROM COUNCILLORS

48.1 There were none.

49. WRITTEN QUESTIONS FROM COUNCILLORS

49.1 There were none.

50. BRIGHTON & HOVE SEASIDE COMMUNITY HOMES - RESPONSE TO FINANCIAL & COMMERCIAL OFFER FROM THE COUNCIL

50.1 The Committee considered a report of the Strategic Director of Place which informed members that on 11 November 2010 the Cabinet would consider recommendations to bring about the completion of the Local Delivery Vehicle (LDV) project. The LDV would need to secure a funder and negotiate a loan in order to purchase, via lease, property from the council in exchange for a substantial capital receipt subject to a final decision for leasing which meets the "Best Consideration" test. The funds received by the council would be used to support the decent homes programme and meet tenants' aspirations for improvement to their homes.

50.2 Cabinet's approval of the recommendations would provide BHSCCH with the assurance it needed to conclude negotiations with their selected funder.

50.3 A copy of a deputation being submitted to Cabinet on 11 November was circulated to Members. The deputation from tenant representatives urged the Cabinet to give approval to the LDV and to ongoing consultation with tenant representatives.

50.4 The Chairman mentioned that a briefing on the latest developments in relation to the Local Delivery Vehicle had been held on 3 November 2010. The Chairman understood that a more up to date version of the report to Cabinet had been published. This could be made available to members if they wished to see a copy.

50.5 In response to Stewart Gover's concerns about the set up costs so far funded by the Council, the Chairman stressed that these would be fully repaid by the company. This would either be in the form of a lump sum or would be paid over time. John Melson

suggested interest should be payable if the company negotiated repayment in instalments.

- 50.6 Mr Melson considered that property values quoted in the report were below market values and that rents included in the current model were far behind private sector rents. Mr Melson urged colleagues to support the deputation to Cabinet from tenant representatives.
- 50.7 The Director of Finance explained that with regard to valuations, the price the LDV were able to pay for the lease of the properties was not necessarily the same as the open market valuation. Valuation was a mechanism to help ensure tenants gain a fair price for properties and the price would depend on a variety of factors at the time of leasing. It was set out in law that best consideration must be achieved for these properties and valuing leases of 40 to 50 years was a complex issue requiring professional valuers.
- 50.8 The Director of Finance reported that a lot of work had been carried out to keep operating costs of the LDV as low as possible. With regard to rent levels, the Council could consider whether it would be reasonable to pay the LDV more than Local Housing Allowance and a number of issues need to be negotiated in detail. The risks taken by the Council would affect the general fund, not the Housing Revenue Account (HRA). The aim for the HRA was to get the highest price for the lease premiums.
- 50.9 Councillor Mears appreciated Stewart Gover's concerns but reminded the Committee that the purpose of the LDV was to raise funding to refurbish people's homes. If £30m could be achieved, it would be well worth the effort.
- 50.10 The Chairman agreed that the project would bring empty properties back into use and refurbish properties.
- 50.11 Councillor Fryer asked for clarification regarding charitable status, and whether the stock would return to the council. She asked if all empty properties would be brought back into use and referred to paragraph 5.11 and asked if there was less money for the LDV due to the capping of housing benefit.
- 50.12 The Chairman replied that there were benefits in having charitable status in terms of tax and VAT. Leases would ensure that the freehold of the properties would remain under council ownership and could be as short as 30 years. Local housing allowance changes would be offset by revised costs. The Chairman stressed that she wanted every empty property brought back into use as soon as funding was available from the LDV.
- 50.13 The Lead Commissioner Housing explained that the mix of unit sizes to be leased had been changed to mitigate the changes to Housing Benefit. He confirmed that the Council was already paying more for private sector leases than the rents modelled for the LDV. Costs would be reviewed during detailed negotiations with banks and the LDV.
- 50.14 The Chairman undertook to hold a joint briefing for the Committee and tenant representatives following the completion of negotiations and before anything was signed.

- 50.15 Councillor Allen welcomed the idea of a joint briefing. He referred to paragraph 6.4 and remarked that no detail was given to explain the recommendation to approve additional budget provision to allow development of the project to financial and commercial close.
- 50.16 The Chairman explained delays due to the attempts to obtain express consent from the previous Secretary of State had increased set up costs. As detailed in paragraph 6.5 costs were envisaged to be refunded.
- 50.17 John Melson remarked that he did not wish to see the LDV overcharged. Properties needed a large cash input. He stressed that it was important to get the project up and running.
- 50.18 Councillor Simpson welcomed the progress with the LDV. Although the originally estimated capital receipt of £45m was not achievable, £30m was still a good sum. She considered local housing allowance changes had reduced the potential capital receipt and increased the risk the council was being asked to take on. She was not aware of any approach to the current government to approve express consent.
- 50.19 Councillor Mears explained that she and the Chairman had spoken to the new Housing Minister. He had gone through all the paperwork for the applications for express consent and one or two instances of incomplete paperwork had now been addressed. She was confident that the minister had all the relevant facts in front of him.
- 50.20 The Chairman remarked that if best consideration could not be achieved, the Secretary of State could still give consent. In future the need for consent would be removed by the Localism Bill.
- 50.21 Stewart Gover stated he wanted the project to work and stressed the importance of accurate property valuations. Mr Gover considered that the elected Chair of the LDV should attend meetings of the HMCC.
- 50.22 The Chairman remarked that all LDV Board members were volunteers and that contact needed to be appropriate while negotiations were ongoing. However, she was happy to organise another meeting for tenant representatives to have discussions with the Board.
- 50.23 Ted Harman stressed that Board Members had worked hard and spent a long time on the project. There was a need to get the project started.
- 50.24 Councillor Randall agreed that a huge amount of work had gone into the project. He was pleased to see that the need for consent was to be removed. There was now a need to agree the project.
- 50.25 **RESOLVED** – (1) That the report for the Cabinet Meeting on 11 November 2010 be noted.
- (2) That the comments of the Housing Management Consultative Committee be considered by Cabinet at their meeting on 11th November 2010.

Note: Stewart Gover abstained from voting on the above recommendations.

51. BUILDING NEW COUNCIL HOMES & HOUSING ESTATE MASTER PLANNING

- 51.1 The Committee considered a report of the Strategic Director, Place which provided details of the Building New Council Homes Tenant Working Group and the Housing Revenue Account (HRA) Estates Master Plan work being undertaken to identify sites and properties across the city that have potential for development, refurbishment or regeneration.
- 51.2 The Chairman considered the work to be exciting news. Few local authorities were leading on building new council homes. Work on Ainsworth House would be a priority. The Estate Master Plan would identify sites for Council housing.
- 51.3 Councillor Simpson considered the report to be good news. She asked how many sites were new. She also asked if the new homes would be council homes as they were known at the moment. She had been concerned at the pronouncement of the Housing Minister. She stressed that 800 homes in 10 years would not meet all the city's housing needs.
- 51.4 The Chairman responded by stating that it was her understanding that the new homes would be rented in the same way as existing council homes. Grants were drying up from central government and the council were having to think of different methods of funding. This including self financing and the LDV. The Localism Bill would mean that the council would have the freedom to build in future without having to depend on central government.
- 51.5 The Head of Housing Strategy and Development and Private Sector Housing reported that not all of the potential sites for council housing would be new. For example, some were garage sites.
- 51.6 Heather Hayes was concerned that the new homes should not be mainly flats. There were many families on the waiting list.
- 51.7 The Chairman stated that no decision had been made on the type of homes to be built on the Ainsworth House site. She stressed that there was a shortage of flats for people who wanted to downsize. The aim was to have a mixture of housing with more family sized houses.
- 51.8 The Lead Commissioner Housing confirmed that there were plans to build more 3 or 4 bed homes.
- 51.9 Councillor Fryer stated that it was useful to have a report on housing need in the city and she considered the proposal to be good news. However, she was surprised that there was a need for 4 bedroom houses. Councillor Fryer asked if there would be no right to buy the new homes.
- 51.10 The Chairman replied that the right to buy was available to everyone. Meanwhile, there was a need for 4 bedroom houses. A significant number of people on the waiting list were looking for one extra bedroom. This information could be made available to Councillor Fryer.

- 51.11 The Lead Commissioner Housing reported that a detailed needs analysis could be made available. There were 100 families in one bedroom flats whose needs were 4 bedrooms.
- 51.12 Councillor Randall considered the proposal to build 800 homes to be good news. Wansworth had produced 200 properties by building on garage sites. He considered that building decent sheltered housing would encourage people to give up family homes.
- 51.13 Heather Hayes asked if there was money to build on existing properties. The Chairman replied that there were discussions taking place about this suggestion. Some homes were large enough for loft conversions and extensions.
- 51.14 The Lead Commissioner Housing replied that discussions were taking place to secure funding for extensions and loft conversions. One option would be to convert lofts for owner occupiers at no cost to them and rent them out to council tenants.
- 51.15 John Melson stated that he hoped that any future building project would move away from the concept of one bedroom units. People in one bedroom accommodation could not have a carer stay with them or have family to stay.
- 51.16 Councillor Barnett agreed with building more homes on estates for the elderly. This would enable them to have their families around them. She also agreed that there should be more family homes.
- 51.17 The Chairman considered that there should be regular updates to monitor progress on the proposals.
- 51.18 **RESOLVED** - That Cabinet be recommended to:
- (1) Approve the development of a comprehensive estates masterplan in partnership with tenant representatives to inform best use of HRA assets and identify opportunities to build new Council homes.
 - (2) Approve the development of procurement, design and delivery options for new Council housing on identified sites.
 - (3) Delegate authority to the Lead Commissioner for Housing in consultation with Cabinet Member for Housing to further develop options to enable delivery of estate masterplan objectives and building of new Council homes.

52. HOME ENERGY EFFICIENCY INVESTMENT OPPORTUNITIES

- 52.1 The Committee considered a presentation from the Head of Housing Strategy and Development (slides attached).
- 52.2 The Chairman referred to Feed in Tariffs (FIT). The Council wanted see if this scheme could be used by council tenants. This would be another way of generating income and saving energy bills in the city.

- 52.3 David Murtagh mentioned that although high efficiency boilers had been installed, many houses in Bevendean and Moulsecoomb had undersize radiators. He asked how it could be efficient to only warm rooms to 60% of the capacity of the boiler.
- 52.4 James Cryer (Managing Partner Mears Ltd) replied to explain that the new boilers were more efficient and there was a 30% fuel saving. The size of radiators had no effect on the boilers' efficiency. Meanwhile, the temperature of bedrooms was designed to be lower than the living areas and the radiator in bedrooms were smaller as a result. Mr Cryer stressed that it was important to look at other methods of warming houses such as loft insulation.
- 52.5 Barry Kent expressed concern at losing his hot water tank if he had a high efficiency condensing boiler fitted.
- 52.6 Mr Cryer confirmed that the combination boilers were suitable for homes with up to three bedrooms, as they supplied all the hot water needed.
- 52.7 Councillor Randall considered the initiatives to be good news in relation to council housing but was less impressed with the situation with private rented sector. He considered that funding was needed from other sources, such as the EU. Councillor Randall stressed that 48% of Co2 emissions came from domestic premises in Brighton & Hove. There was a need to carry out more loft insulation. Carrying out this work would also make savings for the health service, as people would be living in healthier conditions.
- 52.8 The Chairman made the point that although many people had loft insulation, it was often not up to standard as it was fitted some years ago.
- 52.9 The Chairman thanked the Head of Housing Strategy and Development for his work on the home energy efficiency investment opportunities and stressed that he and his team had brought a huge amount of investment to the city. A report on the work being carried out would be submitted to the Committee in the near future.
- 52.10 **RESOLVED** – That the presentation be noted.

53. HOUSING REPAIRS & IMPROVEMENT STRATEGIC PARTNERSHIP UPDATE AND AUDIT COMMISSION REPORT

- 53.1 The Committee considered a report of the Strategic Director, Place which set out the progress of the Housing Repairs and Improvement Partnership with Mears Group Limited which commenced on 1 April 2010. The Audit Commission had carried out an inspection of the Housing Repairs and Improvement Partnership to assess its robustness and effectiveness, and consider how embedded the new arrangements were. During the inspection the Audit Commission reviewed contract and management documents and interviewed Mears managers, council officers and Members.
- 53.2 **RESOLVED** - (1) That progress made in delivering the new Repairs & Improvement Partnership be noted.

- (2) That the findings of the Audit Commission in their inspection of the Repairs & Improvement Strategic Partnership be noted.

54. ALLOCATIONS POLICY REVIEW

- 54.1 The Committee considered a report of the Strategic Director, Place which set out recommended changes to the Homemove Allocations policy. Following this a 12 week consultation with the city would be conducted. A further report would then be brought back to HMCC with final recommendations for implementation following the consultation. The recommended changes to the Allocations Policy were attached as Appendix 1.
- 54.2 Members received a presentation from members of the working group formed to consider the policy review. These were Councillor Dawn Barnett, Chairman of the Working Group, Christina Hadleigh and Stewart Gover.
- 54.3 Stewart Gover praised the Homemove Manager and her staff for their work on the review.
- 54.4 The Chairman remarked that all the tenants who had worked on the review had made some innovative suggestions. Tenants had carried out a great deal of in depth research and had seen what happened in other organisations. She also acknowledged the work of the Head of Temporary Accommodation and Allocations, the Homemove Manager and the Head of Customer Access & Business Improvement.
- 54.5 Tom Whiting agreed that a great deal of work had gone into the review, but was concerned that key workers were not mentioned in the report. The City needed to encourage key workers such as police officers, nurses and fire officers.
- 54.6 The Lead Commissioner Housing explained that the wording key worker had not been used as it appeared to constrain rather than create opportunities. However, he stressed that Section 5 of the policy set out priority for working households and those making a positive contribution to the city.
- 54.7 John Melson stated that he was not happy with the proposal that at least 50% of all permanent social council housing stock would be advertised with a priority being given to those who could show that the ingoing primary tenant(s) is/are working or making a positive contribution to the city. He considered that the whole point of social housing was to address the needs of people on the waiting list who desperately need housing.
- 54.8 The Chairman replied that there were a number of residents who came to her surgery who could not afford the private rented sector in the city. These people often had to leave the city or give up work and go on benefits to access housing. Neither option was wanted for low paid workers. There were a significant number of residents who were in need and were working.
- 54.9 Councillor Fryer referred to paragraph 4.1 of the policy, which related to move on from care. The policy recommended that care leavers' application for housing would be demoted to Band D until they were ready to move on. Councillor Fryer stressed that young people in that category should have supported housing. Councillor Fryer referred

to Section 8 in relation to part 7 main duty. She fully supported giving priority to those with a city connection but asked if it conformed to legislation.

- 54.10 The Head of Temporary Accommodation and Allocations explained that there was in place a Joint Protocol with CYPT to address the needs of those young people moving on from care. In most cases young people moving on from care aren't ready to manage a tenancy and instead move on to a young people's supporting housing project. When they have completed the pathway and have learned life skills and are ready to live independently they are assisted to move on generally into a private rented shared house with other young people, as a flat on a Council estate is not usually the best form of accommodation for a young person. Homeless part 7 duty is set out in homelessness legislation and under that legislation the Local connection is set out as 6 out of 12 months.
- 54.11 Councillor Fryer had serious concerns about Section 5 of the policy. She stressed that housing associations gave priority to key workers. She was unable to support this section of the policy. She suggested that the percentage of 50% should be reduced.
- 54.12 The Lead Commissioner Housing suggested that this section could be reworded. However, he stressed that the council were currently excluding people who could benefit from living in council accommodation. The proposed policy did not exclude anyone. He considered that the concentration of deprivation and need was reinforced by the current housing policy.
- 54.13 The Chairman made the point that council owned properties were not necessarily the best places to house people. There was a need to support all aspects of housing in the city.
- 54.14 The Chairman emphasised that this recommendation came from tenants and it was necessary to listen to tenants on the estates.
- 54.15 Councillor Simpson agreed that a great deal of work had been carried out on the policy, and said she would like to see a copy of the final report. However, she was concerned at moving to a target of 50% for people in work. She had concerns with the current Local Lettings Plan which had a figure of 25%. She had thought the current plan was due to be reviewed in the autumn, and was worried that the proposals in the report were being progressed too quickly.
- 54.16 Stewart Gover stated that the proposals would broaden the pathway for different people to make applications for housing. He stressed that affordable housing was not social housing. Provision must be made for people in need of housing. The proposals were suggestions, and pathways to make it easier. He invited councillors to look at the work that had been carried out, and see if there was a better way forward.
- 54.17 John Melson made the point that the council now had permission to build council properties. There was a priority for people in genuine housing need. If there was a policy of allocating 50% to working people, what would happen to people on the waiting list? If the council was to provide affordable housing this should be done in partnership with other people. He was firmly against 50% and agreed that the Committee had not been informed about the progress of the current pilot.

- 54.18 Councillor Randall remarked that there was an acute shortage of housing. He felt that the proposed policy was trying to deal with a large problem. He stressed that more needed to be done to help people find work. It was good news that more new homes were to be built. He agreed that the council did not want to build ghettos but he considered 50% too high a percentage. He also wished to hear the result of the pilot before agreeing the report.
- 54.19 The Chairman reported that the Working Group did look at the pilot and this could be brought to the next HMCC.
- 54.20 **RESOLVED** - (1) That the report be noted.
- (2) That the report go out to consultation with the City on the recommendations put forward to amend the Allocations Policy.
- 55. TENANCY FRAUD POLICY**
- 55.1 The Committee considered a report of the Strategic Director, Place which set out how Housing Management prevents, detects and resolved tenancy fraud, and included the council's response to a recent internal Audit review of how the council dealt with tenancy fraud.
- 55.2 The council had received a government grant of £30k to use to improve the prevention and detection of tenancy fraud. The report proposed that part of this grant was used to introduce photographic tenant identification.
- 55.3 Councillor Fryer remarked that she was broadly supportive of the policy. She asked about the position of existing tenants with regard to photographic tenant identification. She also asked if it was necessary for people who had passports and other ID.
- 55.4 The Business Improvement Manager, Tenancy Services explained that officers would keep the photo ID's on the council's computer system. However, the ID's would also be useful for tenants who did not have other forms of identification. The new initiative would only apply to people with new tenancies. Existing tenants would still have tenancy checks.
- 55.5 Councillor Randall considered fraud a difficult and widespread problem. He asked if the government viewed the council's proposals as a type of pilot project.
- 55.6 The Business Improvement Manager, Tenancy Services explained that the Government was aware that tenancy fraud was a big problem and were encouraging councils to detect tenancy fraud. The main tools used were photo ID proof of identity and data matching.
- 55.7 The Chairman stated that it would be useful to have an update report in 12 months time.
- 55.8 **RESOLVED** - (1) That the report be noted.

- (2) That the Cabinet Member for Housing is recommended to agree that the government grant be used to fund equipment to introduce photographic records of tenant identity for new tenants.

56. MINIMUM STANDARDS FOR RESPONDING TO REPORTED ANTI-SOCIAL BEHAVIOUR

56 .1 The Committee considered a report of the Strategic Director, Place which informed members that the Home Office had set out new guidance promoting a consistent, victim and witness focused approach around responding to reports of anti-social behaviour (ASB). Minimum Standards were attached to the report. These standards had been agreed on a multi-agency basis, including by Housing Management and Housing Strategy, Sussex Police and the Anti Social Behaviour Casework team. These were formally adopted in October 2010. The standards incorporated the views and feedback that had been gathered from tenants to date. The Council's response to tackling anti-social behaviour would be developed further with tenants through the Anti-Social Behaviour Focus Group and Local Offer for Anti-Social Behaviour.

56.2 **RESOLVED** - (1) That the Home Office minimum standards be noted.

- (2) That the report be referred to the ASB tenant working group to further develop and enhance this area of service.

The meeting concluded at 6.05pm

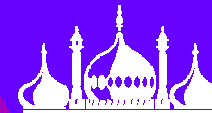
Signed

Chairman

Dated this

day of

Home Energy Efficiency Investment Opportunities



**Brighton & Hove
City Council**

Strategic Context

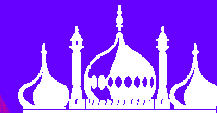
One of the key strategic priorities outlined in the City-wide Housing Strategy 2009-14 is to improve housing quality; to make sure that residents are able to live in decent homes suitable to their needs.

Our strategic goals under this priority include, reducing fuel poverty, minimising CO2 emissions and improving tenants' homes ensuring they are of high quality and well maintained.

Private Sector Housing - Where we are now

- The BEST programme has funded the Brighton & Hove Energy Action Partnership (BHEAP)
- The BHEAP has delivered home energy efficiency measures to some of the most vulnerable residents in Private Sector Housing;
- 1346 loft insulations
- 1037 cavity wall insulation
- 1481 heating measures
- 141 solar water heating systems

The above measures have helped tackle fuel poverty in some of the most vulnerable groups



**Brighton & Hove
City Council**

Council Stock - Where are we now

- Historically we have invested significantly in insulation & heating, much of this from utility-funded grant programmes. The current SAP Energy Rating of 76.4 puts us in the top quartile of performance in this indicator
- We are investing £3.5 million in boiler & heating replacements and upgrades, installing high efficiency condensing boilers
- Last year we completed 2 insulated overcladding projects to Wiltshire House & Somerset Point and a communal solar hot water system at Hazelholt sheltered scheme, funded 100% by utility company grant monies



**Brighton & Hove
City Council**

Solar Hot Water – Hazelholt Sheltered Scheme



Salford & Hove
City Council

The challenges we face;

- Maintaining the high standards at the end of the BEST programme
- Continued challenge of tackling Fuel Poverty & reducing CO2
- Identifying funding and investment opportunities to maintain the current programme and opportunities for Brighton & Hove residents

Future Investment Opportunities

With less central government funding available energy companies are becoming the main source of funding, there are currently several ways this can be obtained;

- Community Energy Savings Programme (CESP)
- Feed In Tariffs
- Renewable Heat Incentives

We are exploring the options to establish an Energy Services Company (ESCo) to ensure the above opportunities in relation to the generation and supply of energy to Brighton & Hove residents can be maximised to the benefit of all

Alongside the above funding we will also be increasing the availability of affordable loans for home energy efficiency measures.

CESP

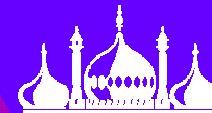
- Aimed to target energy efficiency measures at geographical areas of low income households, covering all tenures. CESP places an obligation on energy companies to invest £350 million nationwide tackling fuel poverty and CO2 emissions
- We are currently seeking approval for a scheme in partnership with an energy company to deliver over 500 energy efficiency measures including insulation and boiler replacement; improving the condition of the council stock, providing savings to the council in the region of £170K and saving over 10,000 tonnes of Carbon
- The above savings will be realised through the planned works programme, therefore requiring no additional funding, potential for further savings through CESP are being explored to maximise these opportunities across the City



**Brighton & Hove
City Council**

Feed in Tariffs (FIT)

- Feed-in Tariffs (FITs) became available in Great Britain on 1st April 2010
- Under this scheme energy suppliers have to make regular payments to householders and communities who generate their own electricity from renewable or low carbon sources such as solar electricity panels (PV) or wind turbines
- We are looking at options that will offer tenants cheaper electricity and provide the council with a funding stream to be used in helping us to achieve the strategic objectives in the Housing Strategy i.e. ensuring high quality and well-maintained homes
- The use of renewable energy forms will also assist the City in reducing its CO2 emissions



**Brighton & Hove
City Council**

Options Appraisal

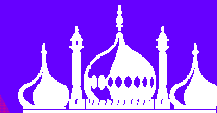
An options appraisal is being carried out to ensure that tenants and the council can maximise opportunities to benefit from investment opportunities. This appraisal includes;

- Assessment of suitability of stock, including technical feasibility of photo-voltaic and other measures where this is not appropriate
- Financial analysis and business modelling – to ensure the financial model brings greatest long term benefits to residents and the council. Exploration of external finance options
- Risk Analysis – to ensure medium and long term success

Options Appraisal (contd.)

- Supply chain analysis – to ensure local businesses can benefit and employment opportunities can be created for local people
- Added value – To ensure that these opportunities are maximised to benefit wider council social, environmental and economic aims and objectives
- Explore further opportunities to work in partnership with energy companies and other housing providers to share the benefits widely across the city including how we can offer opportunities in the private sector

The options appraisal will be completed throughout November and initial findings will be reported to HMCC on the 1st December for further consideration



**Brighton & Hove
City Council**

Other potential funding streams

- **Renewable Heat Incentives (RHI)**

The RHI is designed to provide financial support that encourages individuals, communities and businesses to switch from using fossil fuel for heating, to renewable energy sources. The Government is currently consulting on the design of the incentive which they are proposing to introduce in April 2011

- **Affordable Recyclable Loans**

We will be seeking to expand the availability of affordable loans to Brighton & Hove residents enabling them to carry out energy efficiency measures in their homes

Key messages

- To maintain our current level of performance we need to explore different funding streams to enable the continued delivery of home energy efficiency programme in both the private sector and council stock
- Council tenants, private sector tenants and owner occupiers are key to identifying what we need to do and how to benefit the whole City
- We will be working closely with the Cabinet Members Energy Efficiency Working Group to ensure tenants take a lead on identifying what it is they need and how all tenants can benefit from these opportunities

Choice Based Lettings Review

2010/2011

Who is involved?

- Lead – Cllr Dawn Barnett
- Verity Walker
Homemove, Housing Strategy BHCC
- Ododo Dafe
Head of Housing Management (East Brighton) BHCC
- Claire King (Minutes)
PA, Housing Strategy
- Ted Harman
Area Panel Member
- Roy Crowhurst
Area Panel Member
- Su Hansen
Area Panel Member
- Christina Hadleigh
Area Panel Member
- Heather Hayes
Area Panel Member
- Brian Balchin
Sheltered Housing Action Group
- Peter Foley
Tenancy Disability Network
- Tina Urquhart
Area Panel Member
- Cllr Maria Caulfield
Moulescoomb and Bevendean
- Sylvia Peckham
Head of Temporary Accommodation and Allocations
- Stewart Gover
Area Panel Member
- Jo Holt
CBL Partnership BHCC
- Dave Murtagh
Area Panel Member
- Terry Pester
High Rise Action Group
- Beverly Weaver
Area Panel Member

Objectives

- To carry out a review of the Choice Based Lettings Scheme and to ensure that best use of stock and resources are being carried out

Areas looked at

- Choice Based Lettings platform
- Allocations Scheme (policy)
- Local Lettings Plans (LLPs)
- Communication
- Other areas (LDV, Accessible Housing, Housing Options, Homelessness & information from another LA who are not using Choice Based Lettings)

Local Connection

The proposed scheme allows demotion of applicants to a lower band where the applicant has no local connection.

Applicants are able to apply for social housing within Brighton & Hove from anywhere within the United Kingdom. However, in order to ensure that the Council meets the needs of the local community, reduced priority will be given to those people without a local connection.

Applicants without a local connection will have their priority reduced to Band C (below those with a local connection in this band) until they acquire a local connection with the Council.

An application is awarded a local connection if an applicant is currently residing in the City in either temporary or permanent accommodation and has been resident in the city for a minimum of **24 months** or is a serving member of the armed forces and is posted in the Brighton & Hove City Council Area.

Leaving Supported

In some cases where a household has been accepted homeless under s193 of the Housing Act 1996 Part VII the case will not automatically be able to access general needs housing but rather an assessment of the housing need will take place and if deemed suitable will be placed into a supported pathway housing Scheme. Clients are worked with throughout this process and their skills and abilities are interrogated to ensure that they are ready to make each step to greater independence.

When these households are ready to move on from Council Supported Housing Pathway schemes Reasonable Preference will be awarded to the case once an applicant is ready to move to independent settled housing on the recommendation of the support worker. If ongoing support needs have been assessed and, where appropriate, a support plan will be put in place.

3 refusals

Applicants who have refused 3 reasonable offers of accommodation within 12 months of the date of the first offer will **normally** have their priority for re-housing reduced to Band D for a 12 month period. **There may be exceptional circumstances where this may not be appropriate.** After this 12 months period the applicant will have their case returned to their original band with their original date as long as a change of circumstances has not occurred.

Working & Positive contribution priority

There is an increased recognition of the importance of Allocations Schemes at a Regional level to ensure that Authorities make best use of housing stock. Improving access to affordable housing and the ease of mobility for contributing to community households in particular, has emerged as a central theme for government.

To ensure that Brighton & Hove City Council promotes a positive contribution to the community at least 50% of all permanent social council housing stock will be advertised with a priority being given to those who can show that the ingoing primary tenant(s) is/are working or is making a positive contribution to Brighton & Hove City.

Working priority

For the purposes of this Allocations Scheme employment is described as having a permanent contract, working as a temporary member of staff or being self-employed. Applicants will only qualify if the worker has been employed for 9 out of the last 12 months, is currently in employment and is working for a minimum of 16 hours per week.

Verification will be sought at point of application as well as point of offer under the same terms.

Positive contribution priority

Volunteer work - If the prime applicant(s) volunteers in an area of the City, the priority may be applied for in the area in which they volunteer. Volunteers must have been volunteering for a continuous period of at least 6 months up to the point of application and the same at point of offer. Volunteering must be for a not-for profit organisation or a charity and must be for a minimum of 16 hours per month.

Full Time Carers - If the prime applicant(s) provide care in an area of the City, the priority may be applied for in the area in which they provide care. Carers must have been providing for a continuous period of at least 6 months up to the point of application and the same at point of offer and be able to provide formal evidence of this.

Work & positive contribution and disability

It was felt that it is important to recognise that many disabled people are and wish to remain active in their communities regardless of level of employment status or volunteer work and it has been found that they will likely benefit from being able to bid on all accommodation irrespective of level of work, paid or otherwise that they do. We therefore believe that anyone with a mobility 1 assessment on the Housing Register who can prove that they work or volunteer (irrespective of hours carried out) should be able to be awarded this priority.

changes to the current scheme

- **Minor wording changes regarding Private sector housing repairs banding to bring the allocations scheme into line with the H&S hazard rating system**
- **Directors Discretion (for other exceptional circumstances not covered by this scheme) to replace Severe need – exceptional circumstances and/or multiple needs, which warrant emergency priority – to be agreed by Head of TA and Allocations.**
- **Homeless priority changes – All to Band C**
- **Closing of Homemove applications after a move#**
- **Change in wording for adapted property releases in Band A**
- **Medical priority wording changes**

Consultation

These changes will now go out on a 12 week consultation to interested parties in the City.

If you would like to be part of this consultation and would like a copy of the full report please contact Verity Walker at verity.walker@brighton-hove.gov.uk who will be happy to meet or speak with you and to hear your views

Subject: Grounds Maintenance Review. Progress update
Date of Meeting: 13 December 2010
Report of: Strategic Director of Place
Contact Officer: Name: Graham Page Tel: 29-3354
E-mail: Graham.Page@brighton-hove.gov.uk
Key Decision: No
Wards Affected: All

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 To provide a progress report on the review of grounds maintenance service on housing management owned land. The revised specification for the grounds maintenance service is being developed with CityParks using pilot locations to test and cost out the service improvements.
- 1.2 The scope of the review is large and complex and the original aim was to have the revised service in place by April 2011. The project has made good progress and some positive changes to service arrangements have already implemented delivering better value for money. However in the course of the project we have realised that to make the changes that will deliver an improved service without additional cost for the long term more time is required. We will continue to develop the service and implement improvements but need to extend the lifetime of the project with a view to have a fully revised and computerised specification by October 2011.
- 1.3 The Grounds Maintenance contract was last looked at in 2004 as part of the wider citywide contract, so this current project seeks to draw out what changes may have taken place on affected housing land.
- 1.4 The revised service will be benchmarked with other local authorities in order to demonstrate the new service delivers value for money.

2. RECOMMENDATIONS:

- (1) That members of HMCC note the contents of the report.

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

- 3.1 The project officer has been working alongside the Estate Service Monitoring Group which consists of two representatives from each of the four panels, a leaseholder, sheltered housing action group and high rise action group member.
- 3.2 The group includes the Operational Managers for CityParks and Estate Services. Collectively we have explored with this group of residents their concerns and identified what are the core issues with the service.
- 3.3 The grounds maintenance plans for all housing sites (approximately 250) have now been checked by CityParks team leaders. Seventy sites have been identified where the 2004 plans are incorrect. These sites now need to be redrawn to enable us to share meaningful plans with residents and remeasured to enable adjustment of the Bill of Quantities.
- 3.4 Ownership of any additional areas to be maintained will need to be verified with property services records to ensure areas being added are on Housing Land.
- 3.5 It is worth noting that if we continue to allow residents choice and flexibility in the future the plans and Bill of Quantities will keep getting out of date. We will have an officer focusing on putting the information on a computer data base over the next 3 months, so we will be able to make changes more easily in future. When the Bill of Quantities is complete we will be able to carry out in depth financial analysis of costs and target existing resources more effectively to achieve better value for money.
- 3.6 Checks made by the Grounds Maintenance Review Group (ESMG) have uncovered some further confusion over who maintains some beds. All Housing Offices have been given a set of the Grounds Maintenance Plans so that officers can flag up any discrepancies.
- 3.7 Although the overall effect of these adjustments on the grounds maintenance cost for Housing are likely to be small the recharge being made to Housing on some sites will change dramatically.
- 3.8 Since the last report on 14 June 2010 we have initiated pilot areas successfully and details are in the appendix attached which summarises some of the service developments. Residents surveyed are demonstrating extreme views about their grounds maintenance service. ESGM members are supportive and proactive and have strong views about the service, but the group are often able to achieve a consensus of opinion, despite these differing views.
- 3.9 The Grounds Maintenance Review has raised much interest amongst residents groups. When the Project Officer and CityParks Operations Manager have been contacted by resident groups, these officers have attended walkabouts. This has given residents the opportunity to ask questions and comment on the standards of the grounds maintenance. On

some sites, officers have acknowledged that the standards need to be improved and an action plan has been agreed and put in place. On other occasions, resident's expectations are found to exceed what should be achieved under the service contract.

- 3.10 The project has identified overlapping services that are not properly integrated between CityParks and Estate Services. Improvements have been made around the areas of litter picking and maintenance of hard surfaces. Estate Services staff are now litter picking beyond the immediate circulation routes and including shrub beds. This helps to keep the estates litter free and assists CityParks operatives to concentrate on maintaining the grounds.
- 3.11 Weed control on hard surfaces is not included within the contract. Estate Services have identified the ten worst sites for weeds that present a Health & Safety trip hazard for pedestrians. Arrangements are being trialled whereby CityParks operatives are now spraying paths and hard surfaces and Estate Service staff return and remove and dispose of the dead weeds. The desired outcome is to develop a programme of weed control across housing sites.
- 3.12 Within our housing sites we have some 2,500 garages and car parking spaces that are managed by the Car Parks & Garages team. They are currently investigating the possibility of the weed control of these areas being included in the Highways contract. Currently weed control is carried out on an ad hoc basis by CityParks on request. This is expensive and does not present value for money on large sites. The Highway contractors use quad bikes that have extendable arms that are much more cost effective when spraying large car parking garages and forecourts. The square meterage of these sites is being measured so a cost can be calculated.
- 3.13 The project is focusing on achieving value for money, by providing more of the same for no extra money. For instance, CityParks are not charging for the weed control of hard surfaces and Estate Services are scheduling regular litter picks beyond the immediate flats.
- 3.14 The project is promoting access, customer care and diversity to enable residents a real opportunity to make their views known about the service. The Project Officers are attending residents meetings, responding to telephone, email enquires and collate data from the questionnaires returns.
- 3.15 Some resident groups are receiving a lot of officer time which is good in respect to customer care and providing the service that those groups want, but this cannot be sustained beyond the term of the review. Housing officers will be expected to take an overview of the grounds maintenance service when out on the estates as some things are apparent, i.e. shrub beds not maintained or verge edgings not cut to liaise closely with CityParks. CityParks Managers also have a responsibility to check that standards are met.

- 3.16 The project group have been working closely with the Housing & Estate Forum which operates within the Turning the Tide Project covering Moulsecoomb, Bevendean and Coldean areas. Local residents, including ESMG members have been trained up as resident assessors to score their estate under an initiative called 'Rate your Estate'. The inspection process and arrangements are being finalised and will be rolled out to all housing offices across the City. These inspections will not replace the quarterly estates inspections currently carried out by Housing Officers, but will enable residents to have some control over the standard of services provided by Estate Services and CityParks.
- 3.17 A Tree Warden scheme is being developed which will utilise Community Wardens to fulfil this role. The Community Wardens will receive basic training in Spring 2011 from the Arboriculture team regarding what to look for re dangerous and diseased trees, which they could refer through to the team for action.
- 3.18 The Project officer is a member of the HouseMark Performance Improvement and some preliminary investigations have been undertaken to benchmark grounds maintenance service against other local authorities. However, this is proving difficult as authorities do not provide, measure or cost services consistently. As we have developed close links with Crawley BC by reciprocating resident inspections of our estates we will utilise this opportunity to look at benchmarking our grounds maintenance and estate service against theirs.
- 3.19 A grounds maintenance service pledge has been established that we will consider wildlife and bio- diversity when completing works such as planting wildflowers and ensuring new shrub planting is suitable for wildlife.

4. CONSULTATION

- 4.1 Set out the Appendix – 'Evaluation of Phase 1 Grounds Maintenance pilot areas' are the results of the questionnaire and consultation with residents of Nettleton Court & Dudeney Lodge and Wickhurst Rise Maisonette Flats.

5. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 5.1 The costs associated with carrying out this review are being met from within the 2010-11 and 2011-12 Housing Revenue Account (HRA) budgets with no additional resources being necessary. Paragraph 3.7 states that the service is likely to cost the same overall and therefore there should be no financial impact on the HRA as a whole. However, the current grounds maintenance service charges paid by tenants and leaseholders are based on the original specification with City Parks on a block by block basis. Therefore, if any changes are made to the contract specification, service charges will need to be re-calculated in order to reflect the new service.

Finance Officer Consulted: Monica Brooks Date: 15th November 2010

Legal Implications:

- 5.2 As the report is for noting only, there are no significant legal or Human Rights Act implications to draw to Members' attention.

Lawyer Consulted: Liz Woodley Date: 17 November 2010

Equalities Implications:

- 5.3 Research suggests that there is a strong correlation between economic and environmental deprivation and poorer communities tend to live in more polluted and less green locations. Residents of social housing are therefore more likely to live in areas of poor environmental quality (Neighbourhoods Green (2004) Decent Homes Decent spaces). In order to minimise any negative impacts throughout the city an impact assessment will be undertaken during this review

Sustainability Implications:

- 5.4 This project supports the council's sustainability strategy and clear environmental benefits could be gained from the development of a new specification including reducing the cities carbon footprint and protecting and enhancing nature conservation interest within the city.

Crime & Disorder Implications:

- 5.5 Through the development of a new specification there is an opportunity to ensure that issues of community safety are considered in the design and maintenance of green spaces and communal areas

Risk & Opportunity Management Implications:

- 5.6 None

Corporate / Citywide Implications:

- 5.7 The development of a new specification for the delivery of our grounds maintenance service will have citywide implications for council tenants and leaseholders

SUPPORTING DOCUMENTATION

Appendices:

1. Evaluation of the first phase of Grounds Maintenance pilot areas - Questionnaire results from Nettleton Court & Dudeney Lodge and Wickhurst Rise Maisonettes

Documents in Members' Rooms

1. None

Background Documents

1. None

Evaluation of phase 1 Grounds Maintenance pilot areas

Nettleton Court & Dudeney Lodge and Wickhurst Rise Maisonette Flats

CONSULTATION

4.1 Estate Service Monitoring Group (ESMG) selected five pilot areas to test whether the ground maintenance concerns identified by the group are the same for residents living in the pilot locations

4.2 The five pilot locations are;

Wickhurst Rise Maisonettes	Mile Oak Portslade	West Area	Phase 1
Nettleton Court & Dudeney Lodge	Upper Hollingdean Road	North Area	Phase 1
Fitch Drive, Ryelands Drive and Thorndean Road	Bevendean and Bates Estate	East Area	Phase 2
Elwyn Jones Court (sheltered scheme)	Carden Avenue Patcham	North Area	Phase 2
Essex Street Hampshire Court and Wiltshire House	Eastern Road area	Central Area	Phase 3

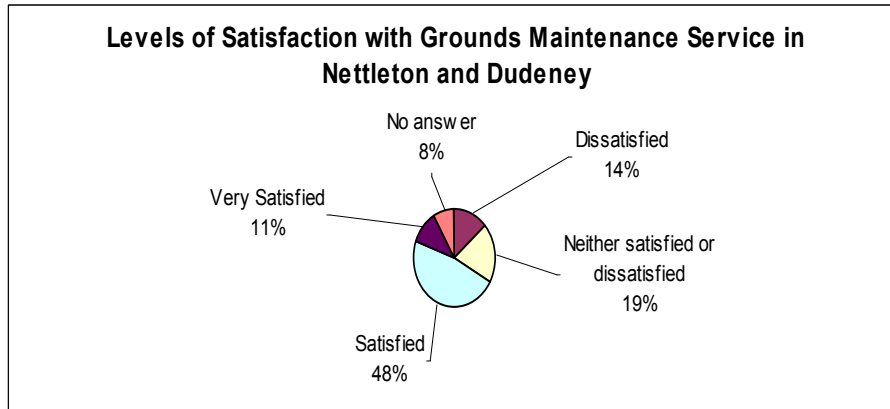
4.3 Due to the complexity and numbers of residents involved in the pilot areas, the areas have been split into phases. Phase 1 was completed on 4 October 2010, and phase 2 commenced on 13 October 2010 with phase 3 starting in November 2010. Residents are given three weeks to complete and return the questionnaire.

4.4 When the closing date for returns had passed residents were invited to an evening meeting with the Project Officer and CityParks Operations Manager to feed back the results of the questionnaire and give residents a further opportunity to comment on the grounds maintenance service and ask questions.

4.5 Residents living in the pilot areas received a questionnaire which gave them the opportunity to tell us what they thought about the current grounds maintenance service and how it could be improved. Those residents who have access to a computer had the option to complete the questionnaire on-line.

- 4.6 When this report went to press only the results of phase 1 pilot areas at Nettleton Court & Dudeney Lodge and Wickhurst Rise Maisonettes had been collated and evaluated.
- 4.7 Nettleton Court and Dudeney Lodge has 180 flats and 36 questionnaires were returned which equates to 18% return rate, which is excellent. This was in the main achieved because of the strong support officers received from the residents association.
- 4.8 When the submissions date for return of questionnaires had closed and the results collated, all residents of Nettleton and Dudeney were invited to evening meeting which had been arranged by the Residents Association. The Project officer and CityParks Operations Manager presented the results to the fifteen residents that had attended
- 4.9 Officers were expecting that shrub bed maintenance would be an area where residents were least satisfied with the service. This is due to a combination of poor maintenance and lack of replanting. Residents attending the meeting indicated that they wanted CityParks to improve on the areas where service standards had slipped, rather than provide any additional services.

Nettleton Court & Dudeney Lodge

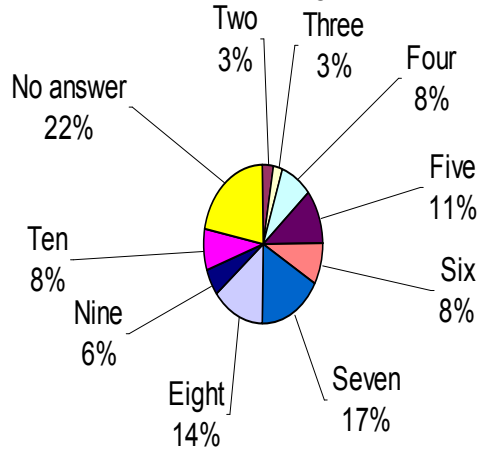


Overall how satisfied are you with the service?

Very Dissatisfied	0
Dissatisfied	5
Neither satisfied or dissatisfied	7
Satisfied	17
Very Satisfied	4
No answer	3
Total	36

The overall satisfaction level of the grounds maintenance service is 59% with an additional 19% being neither satisfied nor dissatisfied. 14% being dissatisfied with the service is relatively low.

Rating out of ten for the Grounds Maintenance service in Nettleton and Dudeney

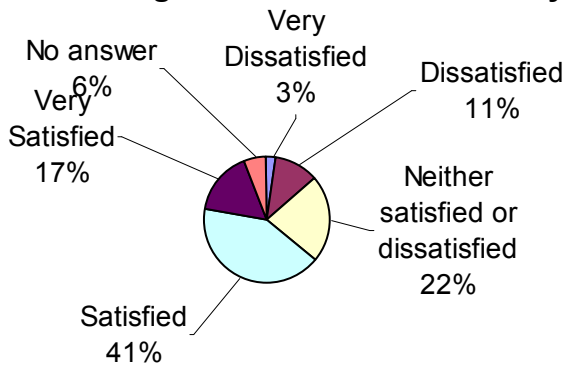


How would you rate this service out of 10?

One	0
Two	1
Three	1
Four	3
Five	4
Six	3
Seven	6
Eight	5
Nine	2
Ten	3
No answer	8
Total	36

The majority of residents rated the service between the scoring range of five and eight. With five residents rating the service either a nine or ten, while two residents scored the service as two or three.

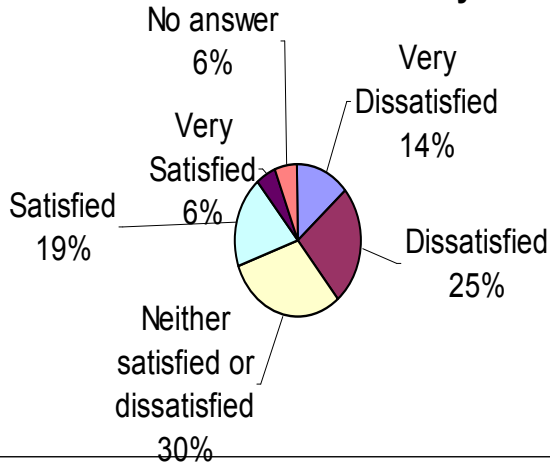
Levels of satisfaction with the standard of grass cutting in Nettleton and Dudeney



Very Dissatisfied	1
Dissatisfied	4
Neither satisfied or dissatisfied	8
Satisfied	15
Very Satisfied	6
No answer	2
Total	36

Again the majority were satisfied with the service which was in accord with how officers assessed the grass cutting standard.

Levels of satisfaction with the attention paid to shrub bed and flowerbeds in Nettleton and Dudenev



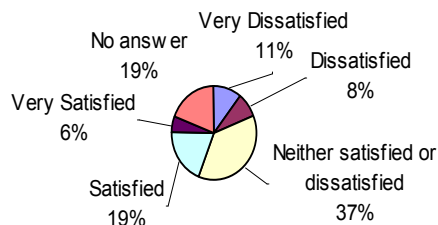
Very Dissatisfied	5
Dissatisfied	9
Neither satisfied or dissatisfied	11
Satisfied	7
Very Satisfied	2
No answer	2
Total	36

The maintenance of shrub beds was the area of work where residents were least satisfied with the service. This was to be expected as the current grounds maintenance contract does not include any provision for replanting where shrubs have died and been removed or are past their best.

Self sown sycamores and other wild shrubs had invaded some beds and these will be removed.

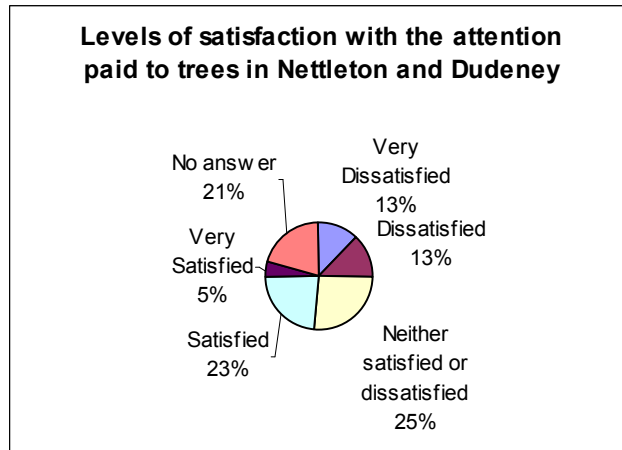
Two beds were also identified where shrubs had become woody and provided no added value or aesthetics and these will be replanted. A particular bed will be planted with County roses which will add colour and attract wildlife such as butterflies and bees.

Levels of satisfaction with the attention paid to paths, car parking spaces and garages in Nettleton and Dudenev



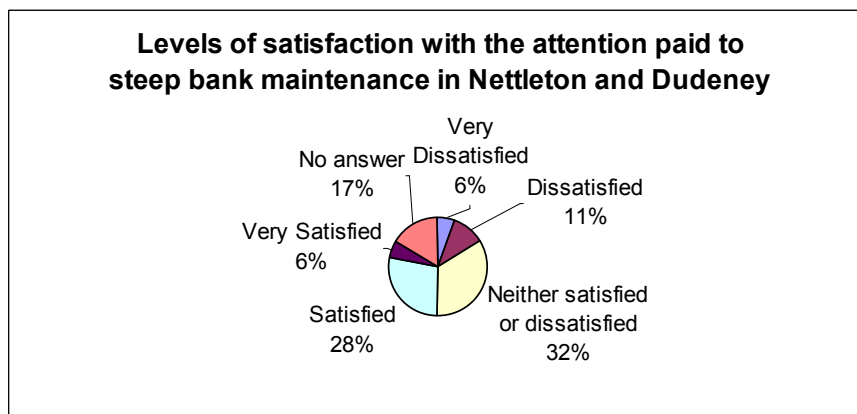
Very Dissatisfied	4
Dissatisfied	3
Neither satisfied or dissatisfied	13
Satisfied	7
Very Satisfied	2
No answer	7
Total	36

This particular site has two large car parks and paved pedestrian areas which are prone to some weed growth. Although there is no provision within the contract to cover regular weed control on hard surfaces, this is a site where we are trialling CityParks and Estate Services working together to tackle this problem. As mentioned earlier, the square meterage of car parking and garage sites measured to establish the cost of engaging Highways to control weeds on these Housing Sites.



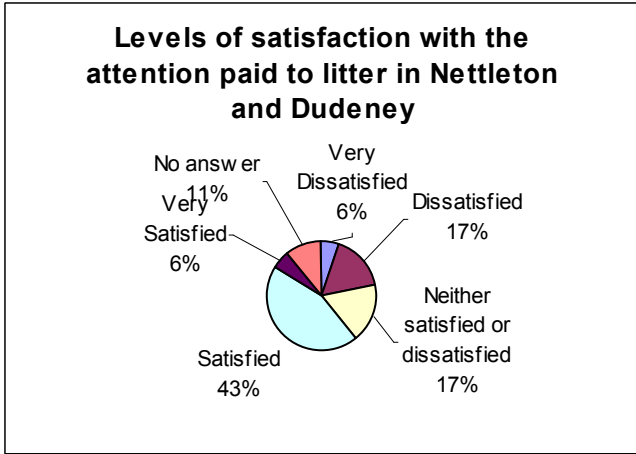
Very Dissatisfied	5
Dissatisfied	5
Neither satisfied or dissatisfied	10
Satisfied	9
Very Satisfied	2
No answer	8
Total	36

This particular site overlooks the Hollingdean Depot. Along the boundary the roots of some self sown sycamores are undermining the boundary wall which will require the trees to be felled under Health & Safety requirements. The Arboriculture section have inspected the site and advised that other trees on the site will require pruning to meet Health & Safety requirements.



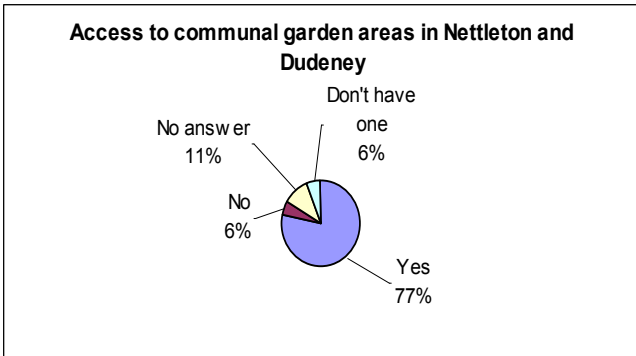
Very Dissatisfied	2
Dissatisfied	4
Neither satisfied or dissatisfied	12
Satisfied	10
Very Satisfied	2
No answer	6
Total	36

The grassed bank area is minimal and is cut in line with the grass mowing schedule, which the residents are generally satisfied with.



Very Dissatisfied	2
Dissatisfied	6
Neither satisfied or dissatisfied	6
Satisfied	16
Very Satisfied	2
No answer	4
Total	36

At the meeting residents acknowledged that the site is generally clear of litter which is due to the work of the conscientious Estate Services cleaner. These comments were welcomed as the route is used as a short cut by school children going to and from school.

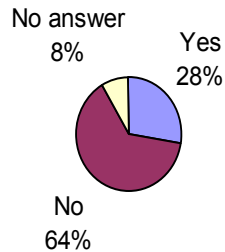


Are you able to gain access to the communal garden areas?

Yes	28
No	2
No answer	4
Don't have one	2
Total	36

The grounds are open to all residents and there are two seating areas. One between the two blocks which unfortunately gets no sun between 11am – 4pm. The other seating area is on the bank facing the blocks which is accessible by steps. Some residents commented on the questionnaire that they used these areas to relax, read and meet and talk with other residents.

Responses to 'Do you know how much you pay for Grounds Maintenance service?' in Nettleton and Dudeny

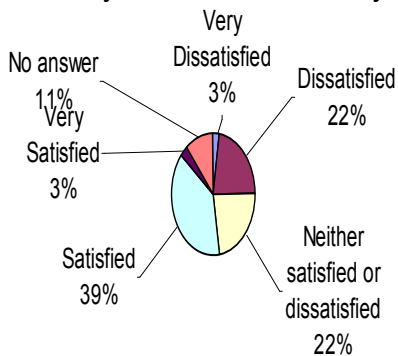


Do you know how much you pay for the grounds maintenance service?

Yes	10
No	23
No answer	3
Total	36

At the start of each financial year all residents receive a statement of their rent including what they pay towards grounds maintenance. It is therefore surprising that the majority of tenants did not know how much they contributed. Leaseholders receive a statement of their grounds maintenance contributions yearly.

Levels of satisfaction that the cost for Grounds Maintenance is good value for money in Nettleton and Dudeny

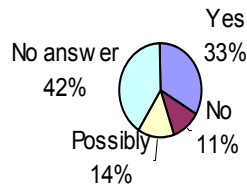


Are you satisfied the service charge you pay towards grounds maintenance represents good value for money

Very Dissatisfied	1
Dissatisfied	8
Neither satisfied or dissatisfied	8
Satisfied	1
Very Satisfied	4
No answer	3
Total	6

Given the response to the previous question that the majority of residents surveyed did not know what they contributed towards the grounds maintenance service, it was surprising that fourteen residents were able to make the judgement that the service represented good value for money, when only ten knew what they paid.

Interest in receiving Boxed mown grassed area service in the future in Nettleton and Dudeney



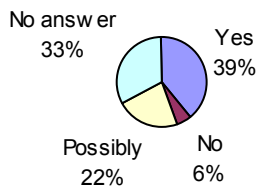
Yes	12
No	4
Possibly	5
No answer	15
Total	36

Boxed mown grassed area

12
4
5
15
36

A third of residents who responded were interested in receiving a boxed mown service. However, as this was not a majority view and was not identified as a priority area for residents, it would be difficult to justify box mowing, which would increase the service cost for residents.

Interest in receiving Raised flowerbed service in the future in Nettleton and Dudeney



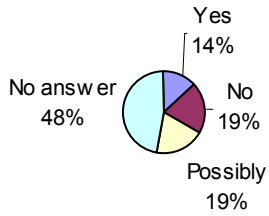
Yes	14
No	2
Possibly	8
No answer	12
Total	36

Raised flower beds

14
2
8
12
36

At the residents meeting we were advised that only one resident currently attends a flowerbed. There was evidence that other residents had created and maintained beds in the past, but these were now left unattended after residents had moved away or sadly died. It was agreed with the Resident Association that as these beds should pass to CityParks to manage or turf them over. Officers met with the resident who attends the flower bed and we have agreed arrangements so he can continue with his gardening hobby.

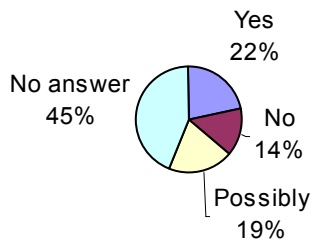
Interest in receiving Vegetable garden service in the future in Nettleton and Dudene y



	Vegetable garden
Yes	5
No	7
Possibly	7
No answer	17
Total	36

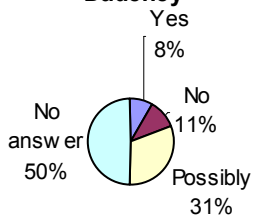
Limited interest from residents, although we would put residents in contact with the 'Harvest Project 'had they shown an overwhelming interest.

Interest in receiving Herb garden service in the future in Nettleton and Dudene y



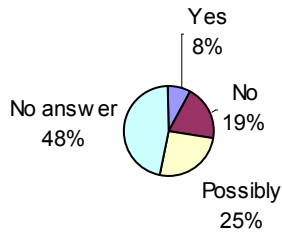
	Herb garden
Yes	8
No	5
Possibly	7
No answer	16
Total	36

Interest in receiving Sensory garden service in the future in Nettleton and Dudene y



	Sensory garden
Yes	3
No	4
Possibly	11
No answer	18
Total	36

Interest in receiving Ornamental garden service in the future in Nettleton and Dudene y



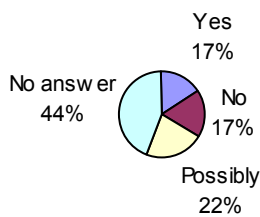
Yes	3
No	7
Possibly	9
No answer	17
Total	36

Ornament al garden

3
7
9
17
36

Residents had shown limited interest in Herb, Sensory and Ornamental gardens.

Interest in receiving Composting area service in the future in Nettleton and Dudene y



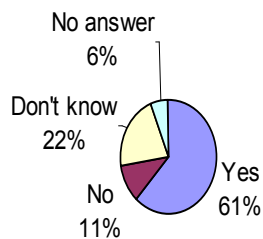
Yes	6
No	6
Possibly	8
No answer	16
Total	36

Composting area

6
6
8
16
36

There is a composting bin already on site that was used by the residents who previously maintained their flowerbeds.

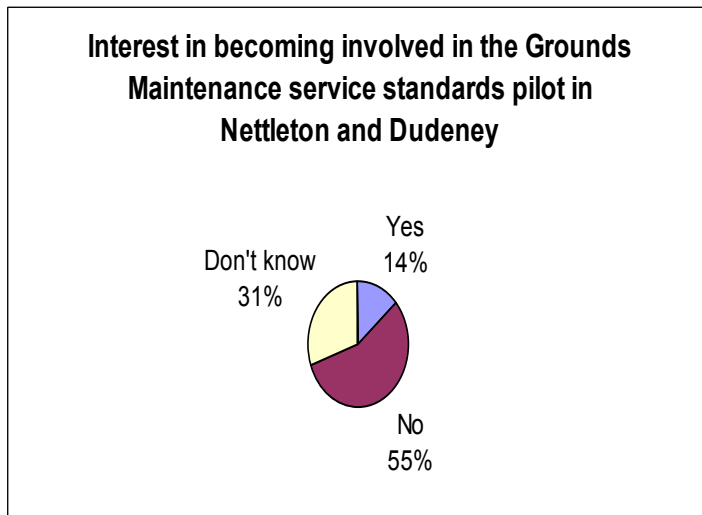
Interest in encouragement of wildlife and better conservation in Nettleton and Dudene y



Do you want the communal grounds to encourage wildlife and be better for conservation?

Yes	22
No	4
Don't know	8
No answer	2
Total	36

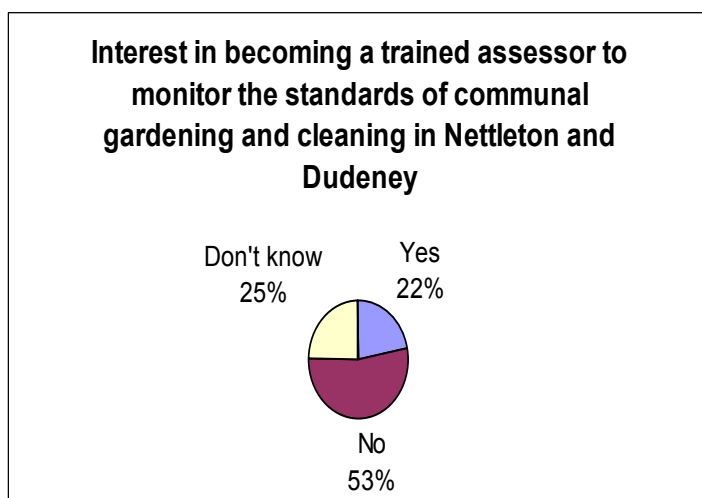
Residents gave an overwhelming support to encourage wildlife and be better for conservation. A wooded area has already been identified within the grounds which will be developed by residents and the Sussex Wildlife Trust Access to Nature project officer who is working with the project.



Would you like to become involved in the grounds maintenance service standards pilot?

Yes	5
No	20
Don't know	11
No answer	0
Total	36

Where residents have indicated that they would like to become involved they will be invited to become a trained resident assessor, or perhaps become involved in the wildlife project



Would you like to be a trained assessor to work with us to monitor the standard of the communal gardening and cleaning services?

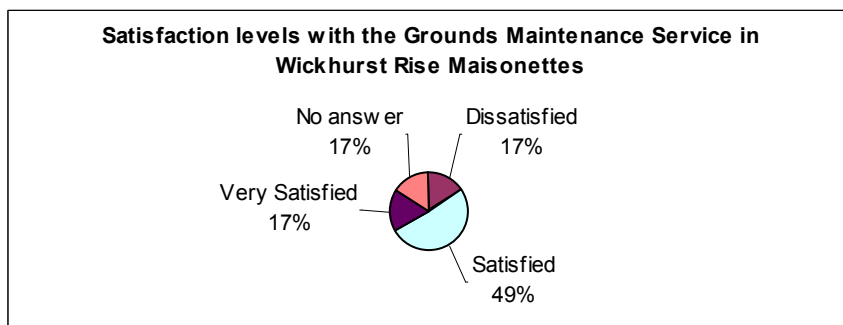
Yes	8
No	19
Don't know	9
No answer	0
Total	36

Where residents have provided their contact details we will be inviting them to future training events to become Resident Assessors

Wickhurst Rise Maisonettes

- 4.9 The Wickhurst Rise Maisonettes consists of 32 maisonettes. All residents were surveyed and six questionnaires were returned which equated to 16% return rate.

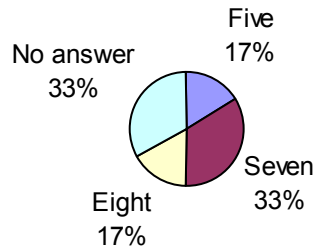
- 4.10 Disappointingly, only one resident attended the evening meeting with officers, so we just had one persons view. Officers have decided that they will concentrate on improving those areas of the contract where residents identified concerns in the questionnaire.
- 4.11 The grounds at Wickhurst Rise Maisonettes are predominantly grass with few shrub beds or trees. Three residents who responded to the questionnaire were satisfied with grass cutting standard, with one neither satisfied nor dissatisfied.
- 4.12 Overall satisfaction with the grounds maintenance service was favourable, despite the service being limited in the main to grass cutting.
- 4.13 Where residents have provided their contact details and indicated that they would like to become a resident assessor they will be invited to become a trained assessor.
- 4.14 Once again the majority of residents who returned the questionnaire did not know how much grounds maintenance service charge they paid.
- 4.15 Residents took the opportunity to raise issues outside grounds maintenance such as poor lighting and public ways needed painting. Residents also made positive comments that the cleaning standards had improved.
- 4.16 Residents did identify dog fouling as a concern and a local event will be held with the Animal Welfare Officer to promote responsible dog ownership among residents.
- 4.17 The Residents Association have secured an Estates Development Bid to have raised beds and a seating area behind the flats. This is expected to be provided in the New Year.



Overall how satisfied are you with the service?

Very Dissatisfied	0
Dissatisfied	1
Neither satisfied or dissatisfied	0
Satisfied	3
Very Satisfied	1
No answer	1
Total	6

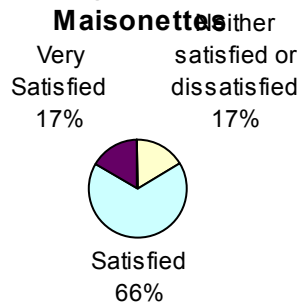
Ratings out of ten for the Grounds Maintenance service in Wickhurst Rise Maisonettes



How would you rate this service out of 10?

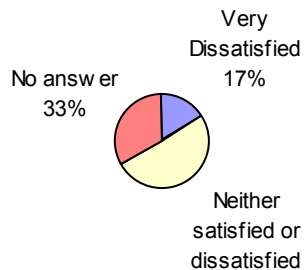
One	0
Two	0
Three	0
Four	0
Five	1
Six	0
Seven	2
Eight	1
Nine	0
Ten	0
No answer	2
Total	6

Satisfaction levels with the standard of grass cutting in Wickhurst Rise Maisonettes



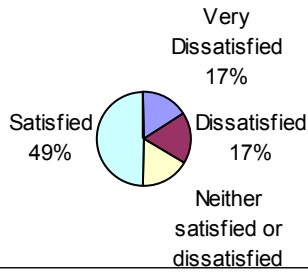
Very Dissatisfied	0
Dissatisfied	0
Neither satisfied or dissatisfied	1
Satisfied	4
Very Satisfied	1
No answer	0
Total	6

Satisfaction levels with attention paid to shrub bed and flower beds in Wickhurst Rise Maisonettes



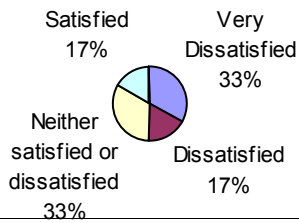
Very Dissatisfied	1
Dissatisfied	0
Neither satisfied or dissatisfied	3
Satisfied	0
Very Satisfied	0
No answer	2
Total	6

Satisfaction levels with the attention paid to paths, car parking spaces and garage areas in Wickhurst Rise Maisonettes



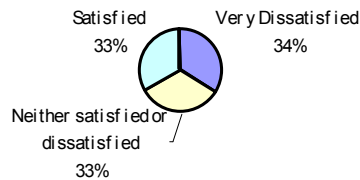
Very Dissatisfied	1
Dissatisfied	1
Neither satisfied or dissatisfied	1
Satisfied	3
Very Satisfied	0
No answer	0
Total	6

Satisfaction levels with the attention paid to trees in Wickhurst Rise Maisonettes



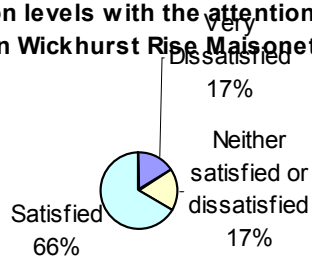
Very Dissatisfied	2
Dissatisfied	0
Neither satisfied or dissatisfied	2
Satisfied	2
Very Satisfied	0
No answer	0
Total	6

Satisfaction levels with the attention paid to steep bank maintenance in Wickhurst Rise Maisonettes



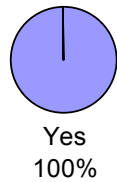
Very Dissatisfied	2
Dissatisfied	0
Neither satisfied or dissatisfied	2
Satisfied	2
Very Satisfied	0
No answer	0
Total	6

Satisfaction levels with the attention paid to litter in Wickhurst Rise Maisonettes



Very Dissatisfied	1
Dissatisfied	0
Neither satisfied or dissatisfied	1
Satisfied	4
Very Satisfied	0
No answer	0
Total	6

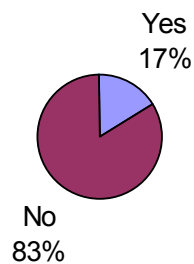
**Access to communal gardens in
Wickhurst Rise Maisonettes**



**Are you able to gain access to
the communal garden areas?**

Yes	6
No	0
No answer	0
Don't have one	0
Total	6

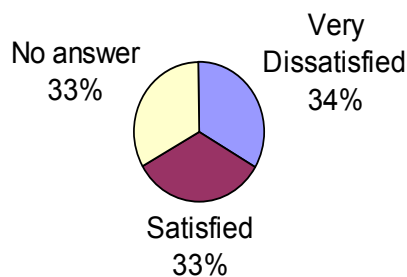
**Responses to "Do you know how much you
pay for Grounds Maintenance service?" in
Wickhurst Rise Maisonettes**



**Do you know how much you
pay for the grounds
maintenance service?**

Yes	1
No	5
No answer	0
Total	6

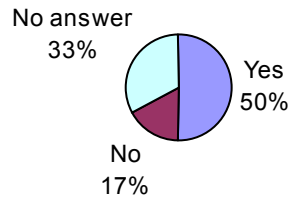
**Satisfaction levels with the cost of
Grounds Maintenance services being
value for money in Wickhurst Rise
Maisonettes**



**Are you satisfied the service
charge you pay towards grounds
maintenance represents good
value for money**

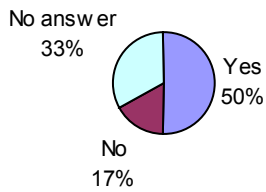
Very Dissatisfied	2
Dissatisfied	0
Neither satisfied or dissatisfied	0
Satisfied	2
Very Satisfied	0
No answer	2
Total	6

Interest in receiving Boxed mown grassed area service in the future in Wickhurst Rise Maisonettes



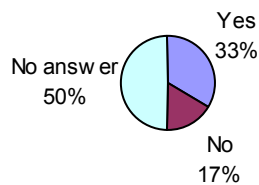
Yes	3
No	1
Possibly	0
No answer	2
Total	6

Interest in receiving raised flower beds service in the future in Wickhurst Rise Maisonettes



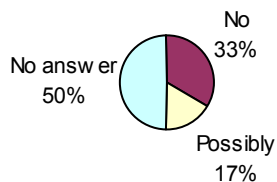
Yes	3
No	1
Possibly	0
No answer	2
Total	6

Interest in receiving vegetable garden service in the future in Wickhurst Rise Maisonettes



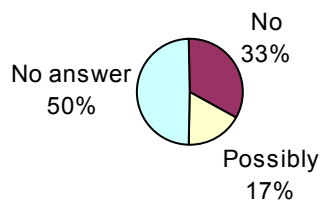
Yes	2
No	1
Possibly	0
No answer	3
Total	6

Interest in receiving herb garden service in the future in Wickhurst Rise Maisonettes



Yes	0
No	2
Possibly	1
No answer	3
Total	6

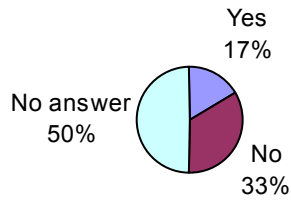
Interest in receiving sensory garden service in the future in Wickhurst Rise Maisonettes



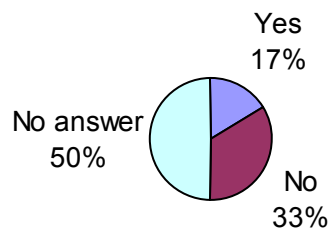
Yes	0
No	2
Possibly	1
No answer	3
Total	6

Yes	1
No	2
Possibly	0
No answer	3
Total	6

Interest in receiving ornamental garden service in the future in Wickhurst Rise Maisonettes

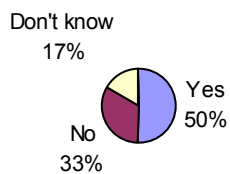


Interest in receiving Composting area service in the future in Wickhurst Rise Maisonettes



Yes	1
No	2
Possibly	0
No answer	3
Total	6

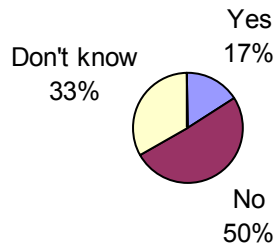
Interest in the encouragement of wildlife and conservation in Wickhurst Rise Maisonettes



Do you want the communal grounds to encourage wildlife and be better for conservation?

Yes	3
No	2
Don't know	1
No answer	0
Total	6

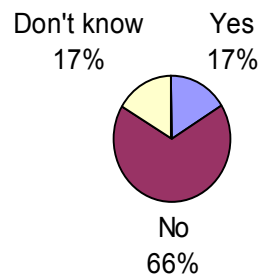
Interest in becoming involved in the Grounds Maintenance service standards pilot in Wickhurst Rise Maisonettes



Would you like to become involved in the grounds maintenance service standards pilot?

Yes	1
No	3
Don't know	2
No answer	0
Total	6

Interest in becoming a trained assessor to monitor the standard of the communal gardening and cleaning service in Wickhurst Rise Maisonettes



Would you like to be a trained assessor to work with us to monitor the standard of the communal gardening and cleaning services?

Yes	1
No	4
Don't know	1
No answer	0
Total	6

4.18 Without a clear guide and consensus from the residents of Wickhurst Rise Maisonettes we will focus our attentions on ensuring that the grounds maintenance service standards are met and weed control hard surfaces.

4.19 As the Project completes phases 2 and 3 the results will be published.

Graham Page,
Housing Manager
293354

Project Officer leading on the Grounds Maintenance Review

Housing Management Consultative Committee

Agenda Item 68

Brighton & Hove City Council

Subject: Housing Management Performance Report (Quarter 2)
Date of Meeting: 13 December 2010
Report of: Head of Housing & Social Inclusion
Contact Officer: Name: John Austin Locke Tel: 29-1008
E-mail: John.austin-locke@brighton-hove.gov.uk
Key Decision: No
Wards Affected: All

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 This is the Quarter 2 report for Housing Management performance for the year 2010-2011.

2. RECOMMENDATIONS:

- 2.1 That Housing Management Consultative Committee comment on the contents of this report.

3. RELEVANT BACKGROUND INFORMATION

3.1.0 Rent Collection and Current Arrears

Indicator	End of year performance 09/10	Quarter 1 10/11	Quarter 2 10/11	Targets	
				10/11	11/12
BV66a - Rent Collection	98.29%	98.37%	98.5%	98.68%	98.86%
BV66a - Rent Collection (Central housing area)	98.32%	98.37%	98.51%	99.03%	99.24%
BV66a - Rent Collection (East housing area)	98.00%	98.15%	98.27%	98.13%	98.25%
BV66a - Rent Collection (North housing area)	98.47%	98.48%	98.72%	98.82%	98.96%
BV66a - Rent Collection (West housing area)	98.47%	98.56%	98.6%	99.12%	99.32%
BV66a - Rent Collection (Temp. Accom.)	98.65%	94.42%	89.88%	96.95%	98%
BV66b - Those with arrears of more than seven weeks	4.91%	4.15%	4.05%	4.13%	3.72%
BV66c - The NOSP figure	26.97%	7.42%	15.4%	23.80%	22.39%
BV66d - The eviction figure (% tenants evicted for rent arrears)	0.12%	0.02%	0.09%	less than 35 evictions per annum: 0.29%	
% rent lost due to voids	2.05%	2.10%	2.12%	Currently under review	
Total former tenant arrears (excl. of Temporary Accom.)	£780,280	£674,487	£603,827	£650,000	£625,000
% Collection rate for former tenant arrears (excl. of Temp. Accomm)	22.88%	17.09%*	33.46%	20%	20%
% of write-offs for former tenant arrears (exclusive of Temp. Accom.)	9.30%	16.78%*	32.96%	40%	
Total recharge debt	£190,138	£191,648	£195,483	£272,110	
% Collection rate for recharges	19.63%	13.13%	21.06%	20%	
% Leaseholder recovery rate	84%	67%	68%	85%	Not set
% Leaseholder recovery rate on recoverable arrears	92%	Not collected quarterly	Not collected quarterly	92%	Not set

*Corrected figures as per letter of 20 October to HMCC members

3.1.1 Rent Collection and Current Arrears

BVPI66a

The collection rate forecast at the end of September 2010 was 98.50% compared to 98.27% at the end of Quarter 2 2009/10. Since September 2009 rent arrears have reduced by £90,450.

The Rent Income Excellence Network (RIEN) is a specialist network that draws together and shares best practice from the country's top performers in the field of rent arrears and collection. The RIEN benchmarking data for Quarter 2 places Brighton & Hove in the top quartile, making it the only unitary authority to achieve a collection rate above 98.39%.

BVPI66b

At the end of Quarter 2 2010/11 the percentage of tenants with more than seven weeks arrears was 4.05%, a reduction of 1.21% since Quarter 2 2009/10.

BVPI66c

Between April and September 2010 the number of tenants served with a Notice of Seeking Possession (NoSP) was 411 compared to 354 during the same period in 2009/10. This increase is a direct result of taking early action to minimise debt.

BVPI66d

Rent arrears evictions between April and September 2010 totalled 11. During the same period in 2009/10 there were seven rent arrears evictions.

3.1.2 Former Tenant Arrears

There has been a reduction of £70,660 in former tenant arrears since the end of Quarter 1 2010/11. The collection rate at the end of Quarter 2 was 33.46%.

The recovery of former tenant debt is part of the overall approach to income collection that begins before the start of the tenancy. Over the last five years this approach has resulted in fewer rent arrears evictions and a reduction in the average amount of debt when tenancies end. Tracing processes are thorough with both internal and external systems. The team also works closely with Homemove to minimise the amount of transferring and re-housing debt.

At the end of Quarter 1 the amount of former tenant debt recovered was £115,272 and the total former tenant debt was £674,487. At the end of Quarter 2 the total former tenant debt had reduced to £603,827 and a further £86,769 had been recovered bringing the total amount collected for the year so far to £202,041. In addition to the amount recovered the total former tenant debt figure includes new debt and debt that has been written on and written-off existing accounts.

As the total former tenant debt had reduced and the amount recovered had increased, the percentage collection rate increased proportionately.

The former tenant arrears recovery process is robust and there is a clear process for write offs. The majority of such write-offs occur where it has not been possible to trace the tenant or where the tenant has died and there is no

money in the estate. Even if a debt is written-off as untraceable, it can be written back on if the former tenant is subsequently traced; this may occur when the former tenant reapplies for housing.

At the end of Quarter 1 the amount of former tenant debt written off was £113,184. Of this £52,608 (46%) was written off as 'no trace' and £41,144 (36%) was written off as 'tenant deceased – no estate'. At the end of Quarter 2 a further £85,823 had been written off bringing the total amount written off for the year so far to £199,007.

As the total former tenant debt had reduced and the amount written off had increased, the percentage write off rate has also increased proportionately.

Former tenant arrears performance data is collected from RIEN members every six months. The data for September 2010 shows an average collection rate of 12.53% for our benchmarking group, placing us in the top quartile.

3.1.3 Recharges

There were 120 new recharge cases between April and September 2010. The total amount charged during this period was £71,818 making the average new recharge debt £598 ie £71,818 divided by 120 = £598.

The council recharges for work that is carried out by its contractors which the tenant is responsible for under the terms of the tenancy agreement. For example, removing and disposing of items left by the outgoing tenant such as furniture, white goods, personal belongings, rubbish etc. The majority of recharges are former tenant debts and the collection rate targets have been set accordingly.

3.1.4 Percentage leaseholder recovery rate on gross debt

This shows the collection rate on the total amount of service charge owed to the council. Comparison needs to be made with the equivalent quarter for the previous year and not with the previous quarter for the current year on account of these figures being cumulative. The 68% rate reported for Quarter 2 can be compared to 67% for the same quarter last year. It should also be noted that the service charge is variable, and that invoicing is carried out at different points through the year, making the comparison of figures inexact.

3.1.5 Percentage leaseholder recoverable arrears

This shows the collection rate on the total amount of service charge owed excluding debts where payment arrangements have been entered into; Charging Orders and legal charges; amounts that are formally in dispute and amounts where legal recovery action is being taken. This collection rate is only calculated annually.

3.2.0 **Sheltered Housing**

3.2.1 Annual Support Plans

3.2.2 Every resident should have a personalised support plan, reviewed each year by their Scheme Manager.

Total Data	Target (2010/11)	Current Quarter July – Sept. 2010	Last Quarter April – June 2010
% of people with an up to date support plan	100%	82%	76.5%
% of people who decline a support plan	0%	4%	4%

3.2.3 There has been an improvement in performance and more support plans are up to date. Performance in September was the best since May 2009 with 86% of plans up to date (when 87% were up to date). The current quarter's performance is higher than the average across 2009/10.

3.2.4 Within this general performance, the range is from 56% at Lavender House to 100% at Broadfields, Jubilee Court, Manor Paddock and Southease.

3.2.5 There has also been a marked improvement in some larger schemes where there had been a backlog of plans that needed reviewing:

Scheme	Sept. 2010	July 2010	Feb. 2010
Elwyn Jones Crt.	75% (+36% since Feb.10)	56% (+17% since Feb.10)	39%
Laburnum Grove	76% (+27% since Feb.10)	72% (+23% since Feb.10)	49%
Somerset Point	89% (+55% since Feb.10)	62% (+28% since Feb.10)	34%

3.2.6 New Support Plans

3.2.7 Every new resident should have a personalised support plan, completed within 21 days of moving into their home by their Scheme Manager.

	End of year Performance 2009/10	Quarter 2 July-Sept. 2010	Quarter 1 April – June 2010	Future Target (10/11)
% new residents with a support plan completed within 21 days	Not recorded	71%	79%	100%

3.2.8 During the quarter 21 residents moved into a new sheltered home. Of these 15 had their support plan completed or reviewed within 21 days. One declined a support plan. The six residents where a target was missed had their plans completed within an average of 29 days (22 days, 22 days, 25 days, 30 days, 31 days, 46 days). Sickness has been a major contributory factor as to why targets have not been met.

3.2.9 The short fall in support plan performance is largely due to the catch up in the four larger schemes. Additional resources have enabled the performance to improve during this year. In a small minority of schemes, performance issues

are being addressed with the staff concerned. Measures being put in place to address support plan performance include:

- Scheme Managers reporting monthly on their performance (enabling better planning and support at supervision and appraisal sessions)
- Time being set aside each week by Scheme Managers to ensure support plans are kept up to date.
- Training being organised for Scheme Managers.
- Poor performance in a minority of cases being addressed by supervision.

3.3.0 Empty Property Turnaround Time

Indicator	End of year performance 09/10	Quarter 1 10/11	Quarter 2 10/11	Targets	
				10/11	11/12
BV212 - average re-let times in days (all properties)	25.5	16	16	24	22
General needs	23	15	15	24	22
Sheltered	38	22	24	24	-

3.3.1 Performance for this quarter on empty property turnaround is 16 days.

3.3.2 From the beginning of November, the Lettings Team has begun monthly meetings with the Mears Empty Properties Team. Progress in relation to these meetings will be reported on in the Quarter 3 report.

3.4.0 Repairs and Improvements – Performance Quarter 2

Repairs and Improvements Performance	End of Year Performance 09/10	Quarter 1 10/11	Quarter 2 10/11	Targets
				10/11
Emergency repairs completed in time	98.4%	98.3%	98.7%	97%
No. of emergency repairs completed	5,418	1,539	1,572	N/A
Urgent repairs completed in time	97.6%	91.4%	97.8%	97%
No. of urgent repairs completed	4,336	1,866	1,934	N/A
Routine repairs completed within target	98.9%	99.9%	99.9%	97%
No. of routine repairs completed	21,121	3,314	3,613	N/A
BV72 - Right to Repair orders completed within target	98.3%	98.46 %	98.8%	97%
BV73 - Average time to complete routine repairs	12 days	8 days	7 days	15 days

Repairs and Improvements Performance	End of Year Performance 09/10	Quarter 1 10/11	Quarter 2 10/11	Targets 10/11
	RR5 - % of appointments kept	99.8%	92.96%	96.8%
NI158 - % of council homes that are non-decent	39.48%	36.9%	33.35%	26% (11/12 12%)
BV63 - Energy efficiency (SAP rating)	75.9	76.3	76.4	76.7
LPI G3 - Citywide % of stock with up to date gas safety certificates	99.68%	99.64%	99.76%	100%
Mears area	99.74%	99.6%	99.78%	100%
PH Jones area	99.61%	99.7%	99.74%	100%

3.5.1 Responsive repairs

The new 10 year partnership with Mears Group continued to deliver a good level of performance for Quarter 2 with most repairs being completed to target and the average time taken to complete routine repairs being reduced to seven days. All of the performance targets for the responsive repairs service were met in this second quarter.

The second quarter has also seen significant improvements in the completion of urgent repairs with 97.8% of repairs completed within target time, an improvement of over 6% from the first quarter of this year.

So far this year a total of 13,838 repairs have been completed and Mears have contacted 2,556 residents to survey them about the service. 2,556 or 96.5% of residents contacted were either satisfied or very satisfied with the service. These surveys have also provided the partnership with valuable information about how operatives treated residents and their homes and whether work areas were left clean and tidy.

3.5.2 Decent Homes and SAP (energy efficiency rating)

Over the first six months the Repairs and Improvement Partnership with Mears has delivered a 6.13% improvement in decent homes which means that 66.7% or 8,198 of 12,300 properties now meet the Decent Homes Standard. The improvement in the number of homes in September was the biggest this year and the initial result for October delivers a further significant improvement in decency.

During the first six months 225 new kitchens and 101 new bathrooms have been fitted in resident's homes. The door installation programme has seen 306 new front doors installed and 316 new boilers have been fitted.

The partnership has also made improvements to communication with residents such as giving regular estate based updates, providing residents with fact sheets about kitchen and bathroom installations and publishing information about the programme in "Homing In".

There has also been an increase in the energy efficiency of properties through boiler replacements and insulation resulting in a SAP rating of 76.4, a small increase on the previous quarter.

3.5.3 Gas servicing

Performance on gas servicing remains a strong area of performance for the council, Mears and PH Jones. At the end of the second quarter of 2010/11 99.76% of properties had a current gas safety certificate which is the best performance this year and means that just 26 properties have an overdue certificate, a reduction of eight on the first quarter. There are no properties with safety checks of more than one year overdue.

3.6.0 Estates Service

Indicator	End of year performance 09/10	Quarter 1 10/11	Quarter 2 10/11	Targets
				10/11
Completion of cleaning tasks	92%	Not reporting	89%	98.5%
Bulk refuse removal Targets met within timescale	Emergency 98.6%	Emergency 100%	Emergency 100%	Emergency 100%
	Routine 97.3%	Routine 99%	Routine 98.6%	Routine 96%
Graffiti removal Targets met within timescale	Emergency 84.3%	Emergency 92%	Emergency 100%	Emergency 100%
	Routine 75.6%	Routine 93%	Routine 95.9%	Routine 96%

3.6.1 We no longer count cleaning tasks completed as a measure of our performance, quality checks by our managers and customer satisfaction form a more robust framework to ensure that we deliver the quality of cleaning and estates services set out in our Service Pledges rather than focus on task completion without emphasis on quality.

3.6.2 We are also using the Housemark Performance Framework monitoring and have recently completed a benchmarking day with Crawley Homes, Crawley residents, Estates Service staff and the Estates Service Monitoring group.

3.6.3 We consulted on our cleaning standards with our resident and tenant groups during August and September and received positive feedback and comments regarding the information that will be displayed in all the blocks and areas that Estates Services clean communally. The new cleaning standards will focus on defining specific cleaning tasks and the day in which they should be completed with the name of the specific estate cleaner. Our cleaning team will sign and date the information displayed to demonstrate that cleaning has been completed to our agreed standard. We aim to have this information in all of our 924 areas by the end of December 2010.

3.6.4 This quarter the cleaning has not met our targets. This is in part due to unexpected staffing issues. In light of this the Estates Services has developed and is implementing a service improvement plan which will include more

frequent inspections. Monitoring of the cleaning standards will also be reintroduced to Estates Services Monitoring Group

3.6.5 The Neighbourhood Response Team has had increased demand on their service during this quarter. There has been an increase in the amount of bulk refuse removal requests as a result of the common way clearances in line with our fire access policy. We have cleared a majority of our high rise and medium rise blocks, removing obstructions in conjunction with each local housing office

3.6.6 We have nevertheless exceeded our bulk refuse targets in the second quarter this year and continue to adopt a more planned and targeted approach to this issue, working with each housing office on prevention and enforcement measures.

3.6.7 Graffiti reports have increased by nearly 25% this quarter (from 96 reports to 118) having made 100% performance for the 74 jobs requiring attendance within 24 hours. However, our routine performance target has not been met. Although we attended site within our seven day target the amount of graffiti that required clearance took a number of visits to complete which resulted in repeat reporting.

3.7.0 Anti-social behaviour (ASB)

3.7.1. In the Quarter 1 report to HMCC, the Turning the Tide project reported on the increased activity in the pilot area (Moulseccomb, Bevendean, Coldean, Bates Estate and Saunders Park) and citywide approach to address anti-social behaviour. By employing an additional Anti-social Behaviour Housing Officer the project now has the scope to address the current high profile cases citywide. This has been reflected in the increase of workload within Quarter 2.

3.7.2 The current number of high profile cases has risen by six since from the previous quarter and the number of cases that have been closed has increased by seven during the quarter. The remedies employed to address issues of anti-social behaviour include the use of prompt and clear enforcement measures, support and diversionary measures and close multi-agency intervention.

Current high profile ASB cases	Number of new cases	Number of Notices of Seeking Possession served	Number of evictions	Number of closed cases
54	23	4	2	17

3.7.3 In the previous meeting, HMCC discussed the prospect of placing emphasis on effective outcomes through satisfaction surveys in order to determine the success of the project. By comparison, the first quarter 2010/11 report reflected that out of the 60 victims and witnesses interviewed, 65% were either very or fairly satisfied although 15% were found to be dissatisfied with the overall management of their case. The second quarter however, demonstrated

a marked improvement in that of the 56 victims and witnesses interviewed, 90% were either very or fairly satisfied with only 5% dissatisfied.

- 3.7.4 The marked improvement reflects the refocusing of ASB work under the Turning the Tide pilot and work undertaken by the team in developing enhanced service standards for victims and witnesses who are at higher risk because of their personal circumstances or the facts of the case.
- 3.7.5 The project recognises that satisfaction rates will vary from case to case and therefore we are currently exploring reasons as to why and how improved satisfaction levels may be achieved.
- 3.7.6 The Turning the Tide pilot continues to develop performance indicators through consulting both locally and with HouseMark members.
- 3.7.7 In addition to the above, suggestions from HMCC members in relation to information on ASB performance are welcomed.

4. CONSULTATION

- 4.1 At the September meeting of the HMCC the resident involvement strategy and the recommendations of the Tenant Compact Monitoring Group were approved; these include the creation of a tenant-led working group focusing on involving residents in monitoring and scrutinising performance in delivering housing service. The work of this group will be central to the future evolution of this performance report.
- 4.2 Members of the HMCC will be kept informed on the work of this group.

5. FINANCIAL & OTHER IMPLICATIONS:

5.1 Financial Implications:

Although there are no direct financial implications arising from the recommendations in this report, changes in most performance areas will have a financial implication. An example of this would be that improved Empty Property turn around times would result in increased rental income during the year. Any financial implications affected by performance are included in the Housing Revenue Account Targeted Budget Management report, which is reported quarterly to Cabinet.

Finance Officer Consulted: Susie Allen Date: 22 November 2010

5.2 Legal Implications:

There are no significant legal or Human Rights Act implications arising from the report.

Lawyer consulted: Liz Woodley Date: 18 November 2010

5.3 Equalities Implications:

These are contained in the body of the report, where appropriate.

5.4 Sustainability Implications:

There are no direct sustainability implications arising from this report or its publication. Relevant comments are made within the body, where appropriate.

5.5 Risk and Opportunity Management Implications:

There are no direct risk and opportunity management implications arising directly from this report. Relevant comments are made within the body, where appropriate.

5.6 Corporate / Citywide Implications:

The performance report takes account of corporate priorities, in particular, reducing inequality by increasing opportunity and fair enforcement of the law.

6. EVALUATION OF ANY ALTERNATIVE OPTION(S):

6.1 Not applicable to this report.

7. REASONS FOR REPORT RECOMMENDATIONS

7.1 These are contained within the body of the report.

SUPPORTING DOCUMENTATION

Appendices:

None

Documents in Members' Rooms

None

Background Documents

None

HOUSING MANAGEMENT CONSULTATIVE COMMITTEE

Agenda Item 69

Brighton & Hove City Council

Subject:	Working Households Lettings Plan Pilot Review		
Date of Meeting:	13th December 2010		
Report of:	Strategic Director Place		
Contact Officer:	Name: David Rook	Tel: 294639	
	E-mail: David.rook@brighton-hove.gov.uk		
Key Decision:	No		
Wards Affected:	All		

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 This report presents the findings of the review of the Working Households Local Lettings Plan pilot. The Working Household Local Lettings Plan (WHLLP) was agreed on a pilot basis by the Cabinet Member for Housing in July 2009. The pilot was to advertise 25% of all properties which were 2 bedrooms and above within the 9 most deprived areas of the city, to working households. The nine areas are: South Whitehawk, Central Whitehawk, North Whitehawk, Central Moulsecoomb, East Moulsecoomb, Knoll, Hangleton, Hollingdean and Tarner.
- 1.2 The objectives of the pilot policy were:
 - To economically strengthen communities with high levels of unemployment and benefit dependency.
 - To create a more balanced and sustainable mix of households.
 - To ease pressure on public services in the most deprived neighbourhoods
- 1.3 It was agreed that a working household would include one member who was working for a minimum of 16 hours per week. Mobility standard flats and houses and sheltered accommodation were excluded from the pilot. It was also agreed that the pilot would be reviewed after 12 months had elapsed so that the Cabinet Member for Housing could assess the impact of the pilot. The pilot policy has operated within existing priority bands, but working households have taken priority within those bands. For example, if 10 people from band A bid, five of whom work, then the property would go to the working bidder with earliest priority date, even if that is later than a priority date of someone who is not working.
- 1.4 In November 2009 the Cabinet Member for Housing agreed the recommendations from a report (Ref HSG100) to amend the pilot so that 50% (instead of 25%) of properties of 2 bedrooms and above were advertised for working households. This was in order to ensure that a sufficient number of properties were let to working households to provide effective evaluation of the scheme.

- 1.5 A separate review of the council's Allocations Policy began on 17 November 2010 for a period of 12 weeks and these findings should feed into that wider review.

2. RECOMMENDATIONS:

- 2.1 (1) That the Housing Management Consultative Committee comment upon the findings of the review of the Working Households Local Lettings Plan pilot.

3. BACKGROUND AND STRATEGIC CONTEXT

- 3.1 Key strategic housing challenges faced by the Council include provision of more family homes, in particular for low income working households, and reducing inequality through delivery of more mixed communities on our housing estates. There is a body of research which demonstrates that there is a clear link between social housing and low levels of economic activity which in turn gives rise to social exclusion. This is demonstrated statistically by the Index of Multiple Deprivation (Communities and Local Government 2007) which provides a measure of social exclusion within 32480 geographical locations.
- 3.2 The Index of Multiple Deprivation uses a basket of 37 indicators including income and employment, education, skills and training, health and disability to measure deprivation. In Brighton and Hove 15 areas of the city fall within 10% of the most deprived areas in England with 8 areas in the the 5% most deprived areas of England. These areas broadly match the areas where there is a concentration of social housing in the city.
- 3.3 A report by Centre for Social Justice, *Housing Poverty: From Social Breakdown to Social Mobility* (2008) suggests that the reduction in the supply of social housing and centrally imposed allocations policies has led to social housing being prioritised for the neediest families. This is demonstrated by the fact that the average income for social housing tenants has reduced over the past 30 years. In the early 1980s council tenants' average income was 73% of the national average. Two thirds of council tenants now have incomes in the bottom 40%.
- 3.4 Such research suggests that by adopting an allocations policy which allows less vulnerable households to access social housing, and thereby generating a greater social mix on social housing estates, the community will benefit. The Centre for Social Justice and other researchers argue that mixed communities, where there are higher levels of economic activity, are more sustainable and will counter the residualisation of social housing estates. This, in turn, will encourage aspirational behaviour and reduce social problems.
- 3.5 Further to this research, such as that carried out by Centre for Social Justice, suggests that some of the most vulnerable members of the community can be equally as well or better supported within private sector accommodation. Private Sector accommodation can provide a greater choice of type and location of property.

- 3.6 Our most recent Strategic Housing Market Assessment (July 2008) identified that average house prices in the City tripled between 1997 and 2007 and that first time buyers required a household income of £45,000 to enter owner occupation. However, two thirds of households in the City earn less than £35,000 per annum. While the average house price in the City has fallen since the study it is still 25% higher than nationally. The Strategic Housing Market Assessment also identified that future delivery of new housing in the City is limited by the availability of sites and while there is a high demand for all types and size of accommodation in Brighton and Hove the most acute need is for family homes. Our Council Housing Register also reflects this. In terms of population projections the SHMA identified a net outmigration of families from the City, in particular, economically active families.
- 3.7 The Housing Cost analysis carried out quarterly by Brighton and Hove City Council Housing Strategy team demonstrates the impact that the cost of renting in the private sector has on households who are on low incomes. *Housing Cost Update: Quarter 2 April – June 2010* shows us that in order to get a sufficient mortgage to buy an average cost 3 bedroom property in the city would require an annual income of around £73000 with a deposit of £79000. To rent an average cost 3 bedroom property in the city would require an annual income of around £60000. There is a risk to the city of failing to provide affordable housing to those on low incomes will mean that working families who carry out lower paid but vital work will move away to cheaper districts.
- 3.8 There is an increased recognition of the importance of allocations schemes at a national level to ensure that local authorities make best use of housing stock, but also to improving access to affordable housing for those who are on low incomes and the ease of mobility for positively contributing to the community. The Government has published “Fair and Flexible - Statutory Guidance on social housing allocations for local authorities In England”. This is enabling Local Authorities to be open to change within the allocations scheme so that is it responsive to local needs.
- 3.9 A successful allocations scheme involves making the best use of the whole of the housing in the City to meet housing need. In Brighton & Hove, this means supporting households to access the private rented sector as well as the social housing sector. The Council provides advice and assistance for vulnerable households to access and maintain accommodation in the private rented sector through the Housing Options Service.

4. IMPACT OF THE WORKING FAMILIES LOCAL LETTINGS PLAN

- 4.1 Analysis of the first 12 months of the pilot has been undertaken. The evaluation of the Local Lettings Plan Pilot has demonstrated that under the pilot scheme there is a broader spread of properties allocated within each band to working households. A full analysis of the impact of the Local Lettings Plan is in Appendix 1. This includes analysis of those households who have been bypassed due to not working and meeting the criteria for the LLP, and whether they have since been rehoused

4.2 The tables below provide high level analysis of the number of working households who have been housed as a result of this pilot, broken down by geographical area, priority banding, and property size. To enable a comparison with the old scheme the statistics also show who would have been re housed if the pilot had not been implemented. Further analysis can be found in Appendix 1.

4.3 Table 1 below provides analysis of lettings to working families by neighbourhood area.

Table 1. Lettings to Working Families by neighbourhood area

LLP Information	Area					Grand Total
	Hollingdean	Hangleton	Moulsecoomb	Tarner	Whitehawk	
Advertised LLP 25%	4	4	5	0	4	17
All Eligible LLP 100%	16	8	15	0	22	61
Percentage Let	25.00%	50.00%	33.33%	0.00%	18.18%	27.87%
Advertised LLP 50%	12	12	22	6	25	77
All Eligible LLP 100%	24	27	37	11	59	158
Percentage Let	50.00%	44.44%	59.46%	54.55%	42.37%	48.73%

4.4 Table 2 below shows analysis of households who were allocated a property under the during the pilot period, broken down by property size and priority banding. This is compared with analysis of households who would have been allocated a property had the pilot policy not been introduced.

Table 2. Analysis of Lettings under Working Local Lettings Plan Pilot

<u>Working Households Local Lettings Plan Pilot.</u>			
Total adverts for working household priority = 90.			
Properties under offer at time of review (and not yet let so no results) = 5.			
Total lets to working households: 77 (44 Homeseekers & 33 Transfers)			
Households who were allocated a property under the pilot, broken down by property size and priority banding.			
2 beds	A = 13	3 beds	A = 9
	B = 22		B = 15
	C = 16		C = 1
	D = 0		D = 0
4+ beds	A = 0		
	B = 1		

C = 0 D = 0		
Households who would have been allocated a property, had the pilot policy not been introduced, broken down by property size and priority banding.		
2 beds	A = 35 B = 15 C = 1 D = 0	3 beds A = 20 B = 5 C = 0 D = 0
4+ beds	A = 1 B = 0 C = 0 D = 0	

- 4.5 The analysis demonstrates that under the pilot scheme there is a broader spread of properties allocated within each band to working households. Nevertheless allocations were made to households who were in housing need i.e.: no allocations were made to households in band D.
- 4.6 Through discussion with the tenant-led Choice Based Lettings Working Group has suggested that consideration should be given to extending the definition of a working household to include where a member of the household is making a positive contribution to the city, albeit that the contribution may not be paid for.

5. CONCLUSIONS DRAWN FROM THE PILOT

- 5.1 The local lettings plan pilot has come to an end. The evaluation of the Pilot has demonstrated that under the pilot scheme there is a broader spread of properties allocated within each band to working households.
- 5.2 The analysis in Appendix 1 demonstrates that the majority of emergency cases in Band A who have been bypassed due to not working and meeting the criteria for the Local Lettings Plan have since been rehoused. This shows that we are able to deliver the local letting policy as well as meet the needs of those who have been deemed in highest housing need in the city.
- 5.3 The availability of homes through Local Lettings Plans which target working households has enabled the Council to provide homes with subsidised rents to those in low income employment. It is anticipated that the pilot policy will also enable the Council to tackle some of the challenges presented by the findings of the Reducing Inequalities Review (2007). The Reducing Inequalities Review identified that residents of some of our council estates were not sharing in the prosperity of the City as a whole and that some of the most disadvantaged households were being concentrated in the same areas of council housing. Allowing for targeted housing of low income working households in these areas will help us to deliver the strategic housing and Reducing Inequality Review priorities of creating more mixed and balanced communities.

- 5.4 However, It has not been possible at this stage to draw conclusions about the broader impacts of generating more balanced, or sustainable communities by allocating more properties on social housing estates to working households. The benefits of doing so can only be measured over time and will be demonstrated by longitudinal statistical analysis, for example by comparison of the position of these areas in future Index of Multiple Deprivation studies. In the interim the council will need to continue to monitor locally the broader outcomes that our social housing communities tell us are important such as anti-social behaviour, health and financial exclusion. The best measure to tell us if this policy is achieving the intended outcome for residents is by continuing with an ongoing dialogue about the experience of those living on our estates which is something that this council is committed to do.
- 5.5 It is proposed that consideration be given to incorporating the principle of the pilot into the Allocations Policy. The Allocations Policy is currently under review and a 12 week consultation period commenced on 17th November 2010. In the interim it has been recommended that the Housing Cabinet Member consider extending the pilot pending the outcome of the consultation process.
- 5.6 For the duration of the pilot, there was no household income cap restricting eligibility under the pilot policy. An income cap would better target affordable housing for lower income working households. In the interim it has been recommended that the Housing Cabinet Member consider an income cap of £35,000. This level represents the average household income in Brighton and Hove according to the findings of CACI Wealth of the Nations Report 2007, which provides a specialist Housing Market Analysis data source.

6. CONSULTATION

- 6.1 The tenant-led focus group reviewed the Local Lettings Policy and made recommendations for improvement.
- 6.2 Any changes to the allocations policy proposed as a result of this review will be subject to a 12 week consultation process with wider stakeholders in the City. The feedback from consultation and amendments to the allocation policy recommended as a result will be referred back to Housing Management Consultative Committee and the Housing Cabinet Member meeting.

7 FINANCIAL & OTHER IMPLICATIONS:

7.1 Financial Implications:

There are no direct financial implications to the Housing Revenue Account arising from the recommendations made in this report.

Finance Officer Consulted: Monica Brooks

Date 29/11/2010

7.2 Legal Implications

By virtue of section 169 Housing Act 1996, the Communities Secretary is entitled to issue guidance to local housing authorities in connection with the exercise of their powers under Part VI of the Housing Act 1997. - allocation of housing accommodation. Local Authorities are required to have regard to this guidance when exercising their allocation functions. In pursuance of this section, in December 2009 CLG issued a guide entitled, " Fair and flexible: statutory guidance on social housing allocations for local authorities in England. The guidance endorses using local lettings policies to achieve a variety of policy objectives, including dealing with concentrations of deprivation, or creating mixed communities by setting aside a proportion of vacancies for applicants who are in employment. With the change in central government there is likely to be new guidance in accordance with the new legislative proposals.

Guidance is useful in so far as it sets out best practice, however it can not be definitive, because local circumstances may require local solutions.

This exercise is reflective of previous guidance and seems to meet current thinking, but guidance should be kept under review and if there is a significant change in this or legislation, we will have to re-evaluate the pilot in light of any new information.

Lawyer Consulted: Simon Court

Date: 29/11/2010

7.3 Equalities Implications:

An Equalities Impact Assessment was undertaken prior to the commencement of the pilot in July 2009. A review of the Equalities Impact Assessment has taken place as part of the review of the pilot.

7.4 Sustainability Implications

There are no specific sustainability implications

7.5 Crime & Disorder Implications

There are no specific crime and disorder implications

SUPPORTING DOCUMENTATION

Appendices:

Appendix 1. Local Lettings Plan Working Families – Analysis

Documents In Members' Rooms :

None.

Background Documents:

Housing Cabinet Member Meeting. 17 July 2009. *Local Lettings Plans – General Needs Housing*

Equalities Impact Assessment – Local Lettings Plans – working households July 2009

Housing Cabinet Member Meeting. 01 December 2010. *Interim Amendment to Working Households Local Lettings Plan*

Brighton and Hove City Council *Housing Cost Update: Quarter 2 April – June 2010*
(http://www.brighton-hove.gov.uk/downloads/bhcc/housing/2010_Q3_Housing_Costs_Update.pdf)

Centre for Social Justice, *Housing Poverty: From Social Breakdown to Social Mobility* (2008)

Communities and Local Government, *Fair and Flexible - Statutory Guidance on social housing allocations for local authorities In England.*(2010)

**Appendix 1. Review of Working Households Local Lettings Policy pilot.
Analysis and case studies.**

LLP – Working families

Void/Letting Data showing the impact of the sheltered LLP.

Total adverts for working household priority = 90.

currently under offer and not yet let so no results = 5.

The maximum number bypassed in one shortlist is 13 households. (see below for the case study)

We have moved: 44 Homeseekers & 33 Transfers

Who was rehoused under LLP

2 beds	3 beds	4 beds
A – 13	A – 9	A – 0
B – 22	B – 15	B – 1
C – 16	C – 1	C – 0
D – 0	D – 0	D – 0

Who would have been rehoused if no LLP

2 beds	3 beds	4 beds
A – 35	A – 20	A – 1
B – 15	B – 5	B – 0
C – 1	C – 0	C – 0
D – 0	D – 0	D – 0

Case studies:

25% of the lets done since the start of the LLP:

2 bed flat – let to Band A Homeseeker

Bypassed = 0

1st Household on the list who accepted tenancy was Accepted Homeless from 06/09 and was working.

2 bed flat – let to Band A Homeseeker

Bypassed = 0

1st Household on the list who accepted tenancy was accepted homeless from 04/10 and was working.

2 bed flat – Let to Band B Homeseeker

Bypassed = 2 as not working

1 – Band B Very High Medical – 11/08 – Since rehoused.

2 – Band B Lacking 2 beds – 12/08 – Since rehoused.

2 bed flat – Let to Band B Transfer

Bypassed – 1 as not working

1 – Band A Homeless – 02/10 – Since rehoused.

2 bed flat – Let to Band C Transfer

Bypassed = 4 as not working

1 – Band B Very High Medical – 10/07 – Since rehoused.

2 – Band B Very High Medical – 03/09 – Since rehoused.

3 – Band C sharing facilities – 08/05 – Still waiting

Appendix 1. Review of Working Households Local Lettings Policy pilot. Analysis and case studies.

4 – Band C medium medical need – 03/07 – Still waiting.
5 households refused this property for personal reasons and 1 was bypassed due to housing debt.

2 bed flat – Let to Band C Homeseeker

Bypassed = 3 as not working

- 1 - Band B Very High Medical – 03/09 – Since rehoused.
- 2 – Band B Lacking 2 beds – 10/09 – Since rehoused.
- 3 – Band C lacking 1 bedroom – 12/05 – Still waiting.
- 1 was bypassed due to housing debt.

2 bed flat – Let to Band C Homeseeker

Bypassed = 1 as not working

- 1 – Band B Management Transfer – 02/10 – Household evicted.
- 1 household refused this property for personal reasons and 1 was bypassed due to housing debt.

2 bed flat – Let to Band C Homeseeker

Bypassed = 5 as not working

- 1 – Band A Homeless – 08/10 - Since rehoused.
- 2 – Band B Lacking 2 beds – 04/09 – Since rehoused.
- 3 – Band B Lacking 2 beds – 05/09 – Still waiting.
- 4 – Band B Lacking 2 beds – 08/09 – Still waiting.
- 5 – Band B Lacking 2 beds – 05/10 – Still waiting.
- 2 households refused this property for personal reasons and 1 was bypassed due to housing debt.

2 bed house – let to Band A Homeseeker

Bypassed = 2 as not working

- 1 – Band A Homeless – 05/10 – Since rehoused.
- 2 – Band Social Services nomination – 06/10 – Still waiting.

2 bed house – Let to Band A Transfer

Bypassed = 0 working

- 1st Household on the list who accepted tenancy was under occupation case from Mar 2008 and was working.

2 bed house – Let to Band B transfer

Bypassed = 0 working

- 1st Household on the list who accepted tenancy was Band B High Medical need from March 2010 and was working.
- 1 was bypassed due to housing debt.

2 bed house – let to Band B Homeseeker

Bypassed = 4 as not working

- 1 – Band A Homeless – 08/10 – Since rehoused.
- 2 – Band A Homeless – 09/10 – Since rehoused.
- 3 – Band B Very High Medical – 10/08 – Still waiting.
- 4 – Band B Lacking 2 beds – 06/10 – Still waiting.
- 1 was bypassed due to housing debt.

2 bed maisonette – Let to band B Homeseeker

Appendix 1. Review of Working Households Local Lettings Policy pilot. Analysis and case studies.

Bypassed = 1 as not working

1 – Band B Very High Medical – 04/08 – Still waiting.

1 was bypassed due to housing debt.

3 bed flat – Let to Band B Transfer

Bypassed = 0

1st Household on the list who accepted tenancy was Band B High Medical Need from November 2008 and was working.

3 bed house – Let to band Band A Transfer

Bypassed = 4 as not working

1 – Band A Social Service nomination – 09/09 – Since rehoused.

2 – Band A Homeless – 03/10 – Since rehoused.

3 – Band A Transfer Priority – 03/10 – Since rehoused.

4 – Band B lacking 2 bedrooms – July 2000 – still waiting.

1 households refused this property for personal reasons

3 bed house – Let to Band A Homeseeker

Bypassed 1 as not working

1 – Band A Transfer Priority – 03/10 – Still Waiting.

1 household refused this property for personal reasons

3 bed house – Let to Band B Homeseeker

Bypassed = 4

1 – Band B High medical need – 04/06 – Still waiting.

2 – Band B High medical need – 07/06 – Still waiting.

3 – Band B High medical need – 09/06 – Since rehoused.

4 – Band B High medical need – 11/06 – Since rehoused.

3 bed house – Let to Band B Transfer

Bypassed = 1 as not working

1 – Band A Homeless – 12/09 – Since rehoused

3 bed house – Let to Band B Transfer

Bypassed = 12 as not working

1 – Band A Statutory over crowded – 03/10 – Since rehoused.

2 – Band A Statutory over crowded – 03/10 – Since rehoused.

3 – Band A Transfer Priority – 03/10 – Since rehoused.

4 – Band A Transfer Priority – 05/10 – Since rehoused.

5 – Band A Homeless – 05/10 – Since rehoused.

6 – Band A Overriding medical need – 02/10 – Still Waiting.

7 – Band B Lacking 2 beds – 07/00 – Still waiting.

8 – Band B High medical need – 09/01 – Still waiting.

9 – Band B High medical need – 10/03 – Still waiting.

10 – Band B High Medical need – 05/07 – Since rehoused.

11 – Band B High Medical need – 01/08 – Still waiting.

12 – Band B High Medical need – 03/08 – Still waiting.

1 household refused this property for personal reasons and 1 was bypassed due to housing debt.

Appendix 1. Review of Working Households Local Lettings Policy pilot. Analysis and case studies.

3 bed house – Let to Band B Transfer

Bypassed = 9 as not working

- 1 – Band A Overriding medical need – 01/10 – Still waiting.
 - 2 – Band A transfer priority – 05/10 – Still waiting.
 - 3 – Band A Homeless – 09/10 – Still waiting.
 - 4 – Band A Overriding medical need – 02/10 – Still waiting.
 - 5 – Band B lacking 2 bedrooms – 08/07 – still waiting.
 - 6 – Band B High medical need – 07/08 – Since rehoused.
 - 7 – Band B High medical need – 02/09 – Still waiting.
 - 8 – Band B High medical need – 05/09 – Still waiting.
 - 9 – Band B lacking 2 bedrooms – 07/09 – still waiting.
- 1 was bypassed due to housing debt.

4 bed house – Let to Band B Transfer

Bypassed:

- 1 - Band A – Overriding medical – 05/08 – since rehoused.

3 bed house – let to Band B Homeseeker

Bypassed = 13

- 1 – Band A Transfer Priority – 05/10 – Since rehoused.
- 2 – Band B High Medical need – 03/06 – Still waiting.
- 3 – Band B High Medical need – 03/07 – Still waiting.
- 4 – Band B High Medical need – 04/07 – Still waiting.
- 5 – Band B High Medical need – 08/07 – Still waiting.
- 6 – Band B Lacking 2 beds – 11/07 – Still waiting.
- 7 – Band B Lacking 2 beds – 06/08 – Still waiting.
- 8 – Band B High Medical need – 08/08 – Still waiting.
- 9 – Band B High Medical need – 01/09 – Still waiting.
- 10 – Band B High Medical need – 02/09 – Still waiting.
- 11 – Band B High Medical need – 05/09 – Still waiting.
- 12 – Band B High Medical need – 06/09 – Still waiting.
- 13 – Band B Lacking 2 beds – 06/09 – Since rehoused.