

BRIGHTON & HOVE CITY COUNCIL

HOUSING MANAGEMENT PANEL: WEST HOVE & PORTSLADE AREA

2.00pm 3 DECEMBER 2015

ST RICHARDS CHURCH & COMMUNITY HALL IN EGMONT ROAD, HOVE, BN3 7FP

MINUTES

Present: Councillors Moonan (Chair)

Representatives: Alison Gray (Clarendon & Ellen), Muriel Briault (North Portslade), Joe Macrae (North Portslade), Graham Dawes (Philip Court), Pat Weller (Knoll), Julie Fosberry

Officers:

Guests:

18 APOLOGIES

18.1 Apologies were received for Ododo Dafe.

19 MINUTES OF THE PREVIOUS MEETING

34.1 **RESOLVED-** That the minutes of the previous meeting held on 4 December 2014 be approved and signed as the correct record.

20 CHAIR'S COMMUNICATIONS

20.1 The Chair shared the news that Stuart Burston-Gover had recently passed away. The Panel observed a one minute silence.

20.2 The Chair reminded the Panel of the City Wide Conference that was held on Wednesday 16th December at 14:30pm at the Friends Meeting House.

21 RESIDENTS QUESTION TIME

21.1 (Item 1 - Reinstatement of Housing Management Consultative sub-Committee) The Panel requested the reports do not have acronyms and the "Jargon Buster" document is distributed.

21.2 It was commented that residents do not feel that there is enough consultation from the Council regarding changes being made to services.

21.3 (Item 2 – Reporting Fraud) Pat Weller explained that it was frustrating to not have an acknowledgment when reporting fraud. The Head of Tenancy Services expressed that she was disappointed to hear the lack of acknowledgment and explained that it is a small and busy team but would pass on comments. Nick Kitson, Performance &

Improvement Officer added that the team has to gather a lot of evidence and the complex cases can be a lengthy process.

- 21.4 (Item 3 - Car Parking at Ingram Court) Chief Blackbear expressed that there was no consultation and that £30.00 extra a month for residents would be a struggle. The Panel agreed.
- 21.5 Pat Liddell, Resident Involvement Officer, explained to the Panel that there would be drop-in sessions for residents to attend and receive more information.
- 21.6 (Item 6 - Minute taking at Service Improvement Groups) Alison Gray expressed that there was no consultation. Head of Tenancy Services explained that they are recording action points rather than full minutes due to loss of resources. The Resident Involvement Manager added that the Chairs were sent letters with template but they will review it at a later date.

22 QUARTER 2 PERFORMANCE REPORT

- 22.1 Nick Kitson introduced the report and highlighted the traffic light system and explained that 1a on the table (Calls to Housing Customer Services Team (HCST) answered) was red because there is a problem when people are transferred through to the HCST. The team were working on resolving this.
- 22.2 Residents questioned how many people return the surveys and whether they are representative. The Officer agreed to ask the performance analyst to feedback to panel.
- 22.3 **RESOLVED** – That the report be noted.

23 MUTUAL EXCHANGE INCENTIVE SCHEME PROPOSAL

- 23.1 The Performance & Improvement Officer introduced the report and explained that tenants who are living in larger properties than needed and would like to move to a smaller property. The Mutual Exchange Incentive Scheme would pay tenants a maximum of £2500. He noted that money was set aside for the next financial year and that it was already available.
- 23.2 **RESOLVED** – That the report be noted.

24 WELFARE REFORM CHANGES

- 24.1 The Performance & Improvement Officer presented the report and summarised the changes to benefits. It was stated that universal credit would be introduced next month and that it was likely to initially have a significant impact on a small number of people.
- 24.2 It was explained to the Panel that everything would now have to be managed online by the claimer. Claimers had been contacted and given advice regarding online payments.

24.3 Residents queried how easy it would be for people to set up bank accounts. The Officer stated to the Panel that the government had been in discussions with high street banks to ensure everyone can get a basic bank account.

24.4 It was queried how the other services would be able to handle the extra people, especially the Citizens Advice Bureau. The Officer commented that the Council had provided some support; for example, in the set-up of the Moneyworks service to help all residents of the city.

24.5 **RESOLVED** – That the report be noted.

25 MODEL CONSTITUTION

25.1 The Resident Involvement Manager introduced the report and stated that the two proposed amendments to the Model Constitution were: to amend the language of the protected characteristics in the Equalities Act; and to add Vote of No Confidence.

25.2 **RESOLVED** – The Panel agreed the amendments.

26 REVIEW OF CODE OF CONDUCT

26.1 It requested for two residents to volunteer to meet with the Tenancy Service Improvement Group and the Resident Involvement Manager to undertake a review and bring a report back to the April Area Panels.

26.2 **RESOLVED** - Christine Hilton volunteered and the Resident Involvement Manager added that she would email the other residents for a second volunteer.

27 CITY WIDE REPORTS

27.1 **RESOLVED** – The report be noted.

28 ANY OTHER BUSINESS

28.1 **RESOLVED** – There wasn't any other business raised.

The meeting concluded at 4.10pm

Signed

Chair

Dated this

day of