



**Brighton & Hove  
City Council**

# Housing Management Panel

Title:	<b>Housing Management Panel: Central Area</b>
Date:	<b>6 September 2017</b>
Time:	<b>2.00pm</b>
Venue	<b>Leach Court (Enter premises via calling number 38) Park Street Brighton, BN2 0DE</b>
Members:	<b>Councillors: Gibson (Chair), Ward Councillors for the Area, Delegates of Tenants Association in the area.</b>
Contact:	<b>Cliona May</b> Democratic Services Officer 01273 291354 cliona.may@brighton-hove.gov.uk



**AGENDA**

**Part One**

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**1 APOLOGIES**

**2 MINUTES OF THE PREVIOUS MEETINGS**

**1 - 10**

Minutes of the meeting held on 28 March 2017 (copy attached).

Minutes of the Special Area Panel meeting held on 25 May 2017 (copy attached).

**3 CHAIR'S COMMUNICATIONS**

**4 PRESENTATION BY RESIDENT INSPECTORS**

Presentation to be given by Resident Inspectors.

**5 ITEMS FROM RESIDENT ONLY MEETINGS**

**11 - 26**

Items from Resident Only Meetings (copies attached).

**6 ELECTIONS TO SIGS**

**7 ELECTION OF RESIDENT VICE CHAIR**

**8 TENANCY AGREEMENT REPORT**

**27 - 30**

Report of the Executive Director for Neighbourhoods, Communities & Housing (copy attached).

**9 STAR ACTIONS REPORT**

**31 - 40**

Report of the Executive Director for Neighbourhoods, Communities & Housing (copy attached).

**10 QUARTER 1 PERFORMANCE REPORT**

**41 - 60**

Report of the Executive Director for Neighbourhoods, Communities & Housing (copy attached).

**11 FEEDBACK ON ANY SUGGESTED AGENDA ITEMS**

## HOUSING MANAGEMENT PANEL: CENTRAL AREA

### 12 CITY WIDE REPORTS

61 - 72

To note the minutes and reports of the following Committees and City Wide groups (copies attached):

- A. Leaseholder Action Group;
- B. Senior Housing Action Group;
- C. Tenant Disability Network.

### 13 ANY OTHER BUSINESS

**BRIGHTON & HOVE CITY COUNCIL****HOUSING MANAGEMENT PANEL: CENTRAL AREA****2.00pm 28 MARCH 2017****THE BARNARD CENTRE, ST JOHNS MOUNT FLATS, MOUNT PLEASANT, BRIGHTON,  
BN2 0JP****MINUTES**

**Present:** Councillors Gibson (Chair) and Morris.

**Representatives:** Carl Boardman, Jane Thorpe, Ann Ewings, George Coates, Martin Cunningham, Barry Hughes, Tomm Nyuus and Tony Worsfold.

**Officers:** Becky Purnell (Resident Involvement Manager), Rebecca Mann (Resident Involvement Officer), Ododo Dafe (Head of Income Involvement & Improvement), Perrin Horne (Customer Service Manager) and Cliona May (Democratic Services Officer).

**31 APOLOGIES**

31.1 Apologies were received from Councillor Greenbaum, Jeff Tourmentin, Chris Row, Linda Shaw and Tony Worsfold.

**32 MINUTES OF THE PREVIOUS MEETING**

32.1 **RESOLVED** – That the minutes of the previous meeting held on 30 November 2016 be approved and signed as the correct record.

**33 CHAIR'S COMMUNICATIONS**

33.1 The Chair explained that copies of a briefing from the Area Housing Panel Chairs were given to the residents by the Democratic Services Officer before the start of the meeting. This included information regarding: Revised Tenancy Agreement 2017; Tenancy Fraud Amnesty; and Service Improvement Groups.

**34 RESIDENTS QUESTION TIME**

34.1 Barry Hughes explained that he was the Joint Chairman of the Central Resident Tenant Meeting and they were attempting to resolve the items reported in the blue pages before the Area Housing Panel meetings to reduce the amount of 'three star' items.

34.2 (Item 5 – Estate Inspections) The Officer explained that the inspection process was being reviewed and they would continue to update the Area Housing Panels regarding this.

**35 REPAIRS & IMPROVEMENT HANDBOOK**

35.1 Perrin Horne, Customer Service Manager, introduced the report and highlighted the following:

- The original review of the Repairs & Improvement Handbook was completed in 2011 and there had not been any major changes or updates since this review.
- The report had been presented at the Service Improvement Group (SIG) and it would be reported to the Senior Housing Action Group (SHAG).
- The handbook would be published online; however, hard copies would be available with the Housing Department and Customer Repairs team if requested by residents.
- The online version of the handbook would provide links to different sections on the website.

35.2 In response to queries raised by the Panel the Customer Service Manager clarified:

- There was information in the handbook concerning damage being done when repairs were being completed.
- Resident leaseholders had a separate handbook.
- SIG had suggested an item in the handbook regarding home content insurance.
- Mears would have more engagement with residents regarding major repairs.

35.3 **RESOLVED** – That the Panel agreed to note the report.

**36 CITY WIDE REPORTS**

36.1 **RESOLVED** – That the Panel agreed to note the reports.

**37 ANY OTHER BUSINESS**

37.1 The Resident Involvement Officer explained that there had been an EDB bid submitted by Theobald House for flooring in the communal areas and it had been permitted for the funding to build up for three years. It had since been discovered that the tiles were asbestos and these would need to be removed which would exceed the £20,000 of funding accumulated. It was provisionally proposed that the funding would be spent on the community garden, the refurbishment of the community room toilets and sandblasting the exterior of the building.

37.2 In response to queries raised by the Panel the Resident Involvement Officer clarified the following:

- The removal of the asbestos tiles would be costly as Theobald House was 15 floors high.
- The money had been ring-fenced for Theobald House as they made bids over three years.
- The voting co-optees could agree for the money to be retained for Theobald House; however, at the Special Area Housing Panel on 25 May 2017 it could be discussed what the money could be used for.

37.3 **RESOLVED** – That the voting co-optees agreed for the money to be retained for Theobald House.

37.4 The following points were raised by residents and Officers:

- Concern that the decision of the Housing Committee in March 2015 was being taken as a mandate to roll out Multi Steel doors at low rise flats, which did not have the same problems of security or traffic as high rise blocks at a costly rate. It was requested that the Housing & New Homes Committee review the practice and asked officers to produce a proposal that was more appropriate to low rise blocks. The Officer responded and explained that they would have done a cost comparison, and as the doors were bespoke the prices varied considerably, and this was an open enquiry that would be feedback to the resident.
- It was requested that the Chairs of Resident Associations be copied into the Section 20 consultation notices. In response it was explained that under a freedom of information request the cost of major works could be shared with an individual when required but these would not be published online. Barry Hughes explained that he wished for it to be discussed at the Housing & New Homes Committee on 28 June 2017.
- Planning applications for work on council owned blocks of flats had been rejected by the Planning Committee and the resident explained that with more consideration and consultation with residents regarding these applications could have ensured these gained planning permission or may not have been required in the first place.
- It was queried whether residents and other interested parties received enough consultation and information before a planning application was submitted.
- It was raised that there could be a more cost effective way to maintain and clear gutters, potentially through a Citywide maintenance programme and noted that the Officers should complete a cost benefit survey.
- Area Panel representatives were elected; however, observers were allowed at the Panels and could speak at the Chair's discretion; however, they would not be able to participate in voting.
- Estate inspections were being considered in the resident review, which was ongoing and would be reported to the Area Housing Panels when completed.

37.5 The Chair welcomed comments from the residents on improvements that could be made to the Central Area Housing Panel. These were:

- It was suggested that an agenda setting meeting between the Chair and residents would be useful.
- It was suggested that the minutes included an action list to ensure suggestions were taken forward by Officers. The Democratic Services Officer explained that an item at the beginning of the agenda could be created called "Previous Actions Raised".
- The "three star items" process in the Resident Question Time needed to be reviewed.
- A more coherent flow between the Area Housing Panels, Resident Involvement meetings and Tenant Only meetings needed to be established.
- The residents found the discussions and interactive activities were more useful than presentations.

The meeting concluded at 4.05pm

Signed

Chair

Dated this

day of

Meeting	<b>Special Area Panel</b>		
Attendees	<p><b>Area Panel Representatives:</b>                  David Spafford (Ardingly Court RA), Martin Cunningham (Hampshire Court RA), Jason Williams (Hereford Court RA), Theresa Mackey (Highcroft Lodge RA), Jane Thorp (Highden, Westmount RA), Ann Ewings (Mount Pleasant RA), Barry Hughes (Sylvan Hall RA), Carl Boardman (Warwick Mount RA), Tony Worsfold (Leaseholder action Group), Tomm Nyhuss (Somerset Point), Chris El Shabba (Robert Lodge T&amp;RA), Mary Whitner (South Hawk TA), Janet Gearing (Woodingdean T&amp;RA), Terrance Hill (Bates Estate RA), Walter Sargison (Broadfields TA), John Marchant (East Central Moulsecoomb TRA), Tom Fox (Elwyn Jones TA) , Des Jones (Hollingdean RA), Charles Steel (Jasmine Court TA), David Eve (Nettleton and Dudeney Lodge TA), Mary Marchant (North Moulsecoomb TRA), Alison Gray (Clarendon &amp; Ellen RA), Vic Dodd (Ingram Crescent RA), Ann Tizzard (Knoll CA), Muriel Briault (North Portslade RA).</p> <p><b>Guests:</b>                  John Dean (East Central Moulsecoomb TRA), Pete Weston (East Central Moulsecoomb TRA), Ray Metcalfe (East Central Moulsecoomb TRA), Carol Hayes (East Central Moulsecoomb TRA), Peter Murrell (Broadfields TA), Valerie Richards, (Elwyn Jones Court TA) Marian Brooke (Elwyn Jones Court TA), Barbara Castleton (North Moulsecoomb TRA), Pat Weller (Knoll CA), Satti Saraperagaem (Sanders House).</p> <p><b>Councillor Area Panel Chairs:</b>                  Claire Moonan, David Gibson, Mary Mears, Tracey Hill.</p> <p><b>Councillors:</b>                  Anne Meadows (Chair of the Housing &amp; New Homes Committee and Special Area Panel), Daniel Yates, Dawn Barnett.</p> <p><b>Staff:</b>                  Larissa Reed, Rachel Chasseaud, Ododo Dafe, Janet Dowdell, Hilary Edgar, Becky Purnell, Jane White, Hannah Barker, Keely McDonald, Benjamin Tedder, Trevor Jones</p>		
Apologies	Peter Hartley, Sarah Rowntree, Tracy Angus, Peter O'Connor		
Venue	Housing Centre	Produced by	Hannah Barker, Keely McDonald
Date Time	25 May 2017 5.30pm	Minutes completed	06/06/2017

### **Agenda Item 3 – Resident Involvement Review**

Two reps didn't receive paperwork. Emails were sent to all Area Panel reps, asking them to forward on to deputies if they couldn't make it and that there would be paper copies at the meeting. Paper copies were sent to any reps without email.

**Discussion** {Ref Appendix 3, Resident Involvement Review 2017 action plan - table of 34 recommendations}

**Item 1 re. Merging Area Panels into one city wide panel.** Reps from Involvement & Empowerment Resident Involvement Review Group gave their views including;

- Two votes were taken towards the end of the year-long review panel where the group changed their opinion from not accepting to accepting the recommendations as they were amended. It was explained it was a long hard process, it was democratic and at the final meeting they took a week's break to consider all the research, which was why there was a second vote.
- Some felt that changing to one city wide area panel would mean meetings would take too long or would lose the relevance to local issues. The size of the committee is important, there is a concern that this change would discourage attendance.
- The Review Group decided to accept the recommendations as a whole, following some final amendments at the end of April.
- The many stages it takes to answer items on blue pages was mentioned.

#### **Further Comments:**

- Area Panel agendas can be restrictive. Reps would like more input on content with a broader range of subjects.
- It was requested that further research be made into what cost improvements could be made.
- The Resident Involvement Team has agreed to ensure responses to questions at Area Panel are full and complete.

#### **Comments regarding making a decision today:**

- Most but not all have had this in advance. Is it fair to vote on it now?
- The Chair said that the Review Group has been working on this for a year, it would not be appropriate to dismiss their hard work. At Committees Councillors don't unpick the work that a subgroup/panel has done.

#### **Proposal 1:**

There was a vote by Area Panel resident representatives on the Chair's proposal, with the following result:

- 21 in favour
- 0 against
- 0 abstained

**Proposal 2:**

There was a vote by Area Panel resident representatives on the Chair's Proposal to vote on item one regarding the Citywide Panel, and separately vote items 2-34 of Appendix Three in one block with the following result:

- 18 in favour
- 2 against
- 2 abstained

**Proposal 3:** That the meeting accepts Recommendations 2-34.

**Comments:**

- Rep on review Group reasserted the group was representative having reps from each of the 4 Area Panels. Their end goal was about adapting to change to residents benefit.
- Question about when the rep from the panel ever came to a local meeting. Pointed out that electing reps is about trusting that person to represent you.

**Votes:** 14 for, 3 Against, 4 Abstentions. **Passed**

**Proposal 4:** Look at reviewing Recommendation 1 at the end of this financial year. Until then a RIO is assigned to each Area Panel to work with counsellors and reps to revitalize them.

**Questions & discussion:**

- This would be a 9 month trial to March 2018.
- The council would provide training for groups with community rooms open for public hiring to become Unincorporated Associations (a common simple group format that protects individuals from liability).
- Asking the few Associations that benefit from the revenue of hiring out a Housing owned room, (which Housing pays the bills for) to no longer charge other Residents Associations, other City Wide Groups or council staff for use.
- To clarify, there would be no change to Leaseholders Action Group; they currently draw down HRA funds to pay for Hampshire Court room (HRA owned) in new proposal there would be no fee.
- Re **Item 20 TRA Health Check** concerns was overbearing. Is about increasing support and sharing best practice, enable reps to do their job and help TRAs grow.
- Re **Item 2 Resident Only Meetings** would be strengthened to support resolving matters locally. Concerns about distancing from Members which residents value from having a Councillor chair.
- If this approach succeeds in improving involvement and helps the Area Panels become more efficient, the Housing Committee will then vote on this recommendation.

**Votes:** 21 for, 0 Against, 0 Abstentions. **Passed**

<p>There was a vote by Area Panel resident representatives on the Chair's proposal, with the following result:</p> <ul style="list-style-type: none"> <li>• 21 in favour</li> <li>• 0 against</li> <li>• 0 abstained</li> </ul>			
<b>Action</b>	<p>In future paper copies of Special Area Panel reports will be sent to Area Panel reps rather than emailed and available at the meeting.</p> <p>Work with Area Panel Reps and Councilors to revitalise and strengthen the Area Panels.</p>	<b>Who</b> RIT  RIT	<b>Due</b> As arises  July - Feb 2018
<b>Agenda Item 4 – Annual Report 2017</b>			
<b>Item</b>	<p>Annual Report will be brought to Homing In Editorial Committee and then Housing Committee for approval. Graphics will be included.</p> <p><b>Questions &amp; discussion:</b></p> <ul style="list-style-type: none"> <li>• Due to length of document, it is not possible to include some information, e.g. Right To Buy statistics.</li> <li>• Item about Housing Customer Services Team attending Deaf Awareness Training was widely approved of.</li> <li>• Resident feedback from item on fitting a stove guard was considered a great idea.</li> <li>• A final copy will be included with Homing In</li> <li>• If anyone is aware of a resident who is over 70 and could benefit from the discretionary gardening scheme, please inform Housing Customer Services.</li> </ul> <p>Vote held for this report to go to Housing Committee</p> <p><b>Votes:</b> 15 For, 0 Against, 6 Abstentions. <b>Passed</b></p>		
<b>Action</b>		<b>Who</b>	<b>Due</b>
<b>Agenda Item 5 - Housing Management Performance Report Quarter 4 and end of year 2016/17</b>			
<b>Item</b>	<p>The first few pages were available in the previous report before it was submitted to Housing Committee, this is the completed version.</p> <p>This includes details of Estate Inspections including statistics on satisfaction as well as information on EDB e.g. Completion times.</p> <p>A review of Estate Inspections will be begun in April 2017; some residents will be involved in this review.</p> <p><b>Questions &amp; Discussions:</b></p>		

	<ul style="list-style-type: none"> <li>Item 6.4 describes Incidents of ASB listed by type, this information was gathered from incidents reported to the council.</li> <li>This report will go to Housing Committee in June.</li> </ul>		
<b>Action</b>		<b>Who</b>	<b>Due</b>
<b>Agenda Item 6 - Nomination to ARCH Tenant's Group 2017</b>			
<b>Item</b>	<p>The Association of Retained Council Housing is a group of representatives from councils of which Brighton &amp; Hove City Council is a member. Senior managers are involved in sharing good practice. There is also a tenants body. Meetings are held in London every two to three months, elections held every two years, there is an upcoming election in June 2017. Dave Murtaugh previously represented the council but stood down last year. Gary Jones was elected to take his place at the last Citywide Conference.</p> <p><b>Questions &amp; Discussions:</b></p> <ul style="list-style-type: none"> <li>Minutes of the meetings are provided to the Resident Involvement Team, it was suggested that feedback is presented in Homing In and at Citywide Conference. It is self-funding and gives a voice to tenants on nationwide issues.</li> <li>There are a limited number of authorities which retain housing, governed by specific legislation.</li> <li>ARCH members have a voice in Central Government, runs campaigns which tenants can get involved in as well as sharing information.</li> <li>A report of activities was requested for two years time, in advance of the next ARCH AGM to offer the opportunity for more tenants to be involved.</li> </ul> <p>Vote held for representative on ARCH</p> <p><b>Nominee/s: Gary Jones</b></p> <p><b>Votes: 19 For, 0 Against, 1 Abstention. Passed</b></p>		
<b>Action</b>	Present Report on ARCH activities at Spring Area Panel 2019	<b>Who</b>	<b>Due</b>
<b>Agenda Item 7 - AOB</b>			
<b>Item</b>	<p>Future Area Panel papers to be sent by post to all reps, unless specifically requested electronically.</p> <p>Housing Management I.T. systems were in papers for information only. It was remarked that some Leaseholder Action Group Committee members are very experienced in I.T. systems and could be of help. The procurement process for this is still in the early stages but residents will have the opportunity to become involved at a later stage.</p> <p>Reminder that the Citywide Conference is on 8 July in the Friends Meeting House, all reps are asked to encourage their residents to attend.</p>		

Action		Who	Due
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**Section 3 – Next meeting 3<sup>rd</sup> August 6.30pm – 8.30pm**

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**Items from the Central Residents' Only meetings held on 04/05/17 and 10/08/17****1. May question- Tenants right to safety and security in their homes**

It was noted that tenants have a legal right to safety and security in their homes. This is being undermined as properties are let to people with serious mental health and addiction problems. How are the council aiming to meet this responsibility?

**Response from Becky Purnell, Resident Involvement Manager, Tel: 01273 293022**

In response to this item Richard Jordan-Penswick, Housing Manager, Complex Case Team, attended the Tenancy and Neighbourhood Service Improvement Group. He explained that the council is leading the way in implementing Closure Orders, introduced in the Anti Social Behaviour Act 2014, with nine successes so far. The majority of these properties were closed due to nuisance from drug dealing. Closure Orders can be obtained within 48 hours.

James Crane, Service Improvement Manager Temporary Accommodation & Allocations, came to the Citywide Conference and explained how much of the new Allocations Policy is determined by law from central government. There are some local regulations; for example, the local connection requirement when people apply for housing through the Homemove scheme has been increased from two to five years. Although there are exceptions to this – current or former members of the armed forces, Social Services cases and the homeless do not need to meet this requirement.

Simon Court, Senior Solicitor Housing & Litigation, spoke about how officers and tenants were frustrated by the evictions process in the past as the court's focus was the perpetrator of anti-social behaviour. Now the focus is on the victim and there are new powers of mandatory possession where the balance of power lies with the council rather than with the courts. The only way courts can stop eviction on this ground is if it there is a human right's matter that has not been considered or the correct process has not been followed. There have been 18 possession orders due to breaches of an injunction and a further 18 possession orders due to anti-social behaviour in the past ten months.

Some cases do take time before they can go to court as there is a need to build evidence. Anti-social behaviour should be reported to Housing Customer Services on 01273 293030 or [Housing.CustomerServices@brighton-hove.gov.uk](mailto:Housing.CustomerServices@brighton-hove.gov.uk) (in an emergency always call the police on 999). There was a recent case in a high rise block where a person (who has since moved) was causing considerable distress to their neighbours. The council was not aware of what was going on as people assumed their neighbours had reported what was happening and this led to a delay in taking action against the tenant.

Once an anti-social behaviour (ASB) report is made a victim and witness risk assessment is undertaken, the support needs of the victim are identified and an understanding about how the victim is communicated with is agreed. Satisfaction with the way ASB cases have been handled has risen from 70% in 2014-15 to 90% in 2015-16, (Housemark Benchmarking Comparison Report 2015/16).

The Tenancy Sustainment Team supports vulnerable tenants to maintain their tenancies. The team tries to get tenants to engage with appropriate support and offers short term practical help aimed at addressing the behaviour of the tenant. The majority of these residents do not cause anti social behaviour and are known to the council due to their support needs.

## **2. August question – Review of procedures for mutual exchanges**

A number of concerns were raised about the present procedures for mutual exchanges, and it was agreed that there should be a review of the procedures, in consultation with residents.

The following points were made:

- Recent problems at Sylvan Hall indicate that properties are not inspected thoroughly before exchanges are allowed to proceed. There should be proper inspections done as part of the process for mutual exchanges.
- Residents have been told by Housing Officers that properties 'do not have to be of a lettable standard'. This is not acceptable, and should not be happening.
- If out-going residents are in breach of their tenancy agreement then the exchange should not go ahead.
- Money owed by out-going tenants should be pursued even if the individuals involved are no longer council tenants.

### **Response from Angela Barkby, Rehousing Officer, Tel: 01273 293206**

From April 2015 the Re-housing team has been responsible for mutual exchanges. There is a procedure for inspecting properties and it is as follows:

1. A Mears surveyor and a Re-housing Officer attend a property inspection, along with a K&T gas contractor and a Mears electrician.
2. All inspections are to ensure properties meet the Council's 'lettable home standard'.

There are unusual circumstances where there may be a breach of the tenancy agreement. For example there are circumstances where it is in the best interest of the outgoing tenant to move. An example of this is when tenants are being subjected to anti-social behaviour from other residents and this is causing problems that may be detrimental to their health. Another example may be that a tenant is unsafe at the property for reasons of domestic violence, hate crime or harassment etc.

All cases are assessed individually and a refusal is only applied when solutions to tenancy breaches cannot be found e.g. extensive DIY has been carried out and there are no means of reinstating the property to its original state, tenants are subletting, there is a Notice of Seeking Possession in place and there is no attempt to settle this etc.

The Housing Income Management Team will always seek to recover arrears, whether someone is still a tenant or not.

## **Items from the North Residents' Only meetings held on 1/6/17 and 20/7/17**

### **3. June and July question - Housing Customer Service phone lines**

When residents phone Housing Customer Services they often have problems getting through to the right person and can be on hold for extended periods of time. This can be very costly for people.

The meeting agreed to raise this at the Area Panel and request that Housing Services provide a Freephone number for customer services.

#### **Response from Hilary Edgar, Housing Service Operations Manager, Tel: 01273 293250**

The phone system used in the Housing Customer Service (HCS) team provides a wealth of information on the volume of calls it receives, how quickly they are answered and other performance data. To be able to answer this question fully I asked the North reps. to provide some specific examples of their experience about contacting the Housing Customer Service team. One rep. advised that on the 13<sup>th</sup> of July they had waited 20 minutes to get through to the team.

I have looked at the data for the 13<sup>th</sup> of July and can see that there were 112 calls that day to the HCS team. Of these, the average call waiting time was 25 seconds, there were 3 abandoned calls, the maximum time before a caller was either answered or abandoned was 5:01 minutes and throughout the day 96.55% of calls were answered. I also checked the 14<sup>th</sup> of July when performance wasn't quite so good; there were 111 calls, average waiting time was 1 minute 31 seconds, the maximum time a caller waited was 14 minutes 49 seconds and 85.38% of calls were answered.

In the month of July 91% of calls were answered and in the last quarter of 2016/17, 92%. Within this context, we can see that the 14<sup>th</sup> of July was below average. I am sorry that the North rep. had this experience. I have looked at our staffing level that day and can see that there were some unanticipated absences, so fewer officers were available to answer the phone than planned and I think this explains the higher than average waiting times. There is an option for callers to leave a message when waiting for an answer and I would encourage residents to use this for non urgent matters as they will be called back later that day by a Housing Service Advisor.

Providing a Freephone is an additional cost for the council. At a time when performance is generally very high, this is not something that would be a good use of rental income. Further, many residents who use mobile phones are often charged for Freephone numbers at a more expensive rate than for landline numbers.

The HCS team reports on ease of access and on residents' satisfaction with their service each quarter. It is important for residents that we measure high on both dimensions, so please do let me know anytime you feel you wait too long or are not happy with the service you receive from the team so I can find out what has happened and ensure you get the assistance you need.

## **Items from the East Residents' Only meetings held on 27/4/17 and 3/8/17**

### **4. April question - Estate Development Budget (EDB) – costing of work (the same question was also asked at the August meeting)**

There is still concern about the amount Mears are charging for EDB work and the process for agreeing charges.

Two examples were given:

- In Woodingdean the cost for 12 fences is £15,000
- Penhurst Place were quoted £1,600 to jet wash two walls and some steps

The meeting agreed to raise this at the Area Panel and request clarification on the following:

- a) Is there any BHCC overview of Mears' prices before they are presented to the EDB meeting? How does this work?
- b) When the final price for a job is higher than the original quote how is this checked? Which organisation is responsible for covering the additional costs?

### **Response from Tracey Horner, Mears EDB Team, Tel: 01273 574356**

In Woodingdean there were thirteen properties submitted for EDB fencing, one of which had already been done, one is a partial fence due to property boundaries, and another has been priced but waiting on further boundary checks prior to being installed. The total estimated cost for the twelve properties is £12,053.24.

These properties are all inspected, measured, and have estimates worked out using the contract Schedule of Rates agreed with the council. The completed jobs are then post inspected, re-measured, and invoiced according to the post inspection findings. Historically, these estimates are accurate.

Regarding Penhurst Place. This was originally estimated by one of our sub-contractors at £1,629.75. Mears have subsequently brought this sort of cleaning in house where possible. The cost of the work, again using existing agreed drainage/jetting Schedule of Rates, for the jetting engineer and second person for one day, is £834 giving a saving on the original contractor's quote of £796 with the money being returned to the pot for additional works. Again, this will be post inspected and priced accordingly.

Regarding costings from our side – these are transparent and we hold a file on each as to how we arrived at the bid amount. Some bids have been queried, and at the point of bidding residents queried some too, but with all the files of how we arrived at each cost we can be confident we can justify the bid amounts.

Please note, not many final invoice costs come in over the quoted amount. If we have made errors, such as an unproductive direct labour operative or faulty materials then we will take the hit and not pass this onto the EDB invoice. If the Residents Association slightly alters what they want on site we can accommodate that. However if there are things that are unforeseen which would cause a massive

difference in billing then we would stop works and refer to BHCC for advice on a way going forward, we have done this a few times in the last year already. To give you an idea of how varying the bids can be once on site, out of the ones completed so far 2017-18 roughly 11 have gone over budget and 47 come in under, currently we are looking at an overall return to pot figure of £17K.

Glyn Huelin, Business and Performance Manager (BHCC) added that the quality and value checks are carried out by the Housing Programme Team following the completion of jobs on a sample of works. EDB jobs have been checked in the past but are not currently subject to a high level of checks due to low risk around this work area. We would be happy to explore further council checks with residents on the EDB Panel.

Becky Purnell, Resident Involvement Manager added that the EDB Panel discussed this item at the July meeting. Residents were satisfied that where applicable the Schedule of Rates is used and did not want to put EDB resources into additional checks on the work. The Resident Inspectors have recently started to inspect a sample of EDB works and will be reporting their opinion of the work to the Home Group. It was agreed that developing a briefing note regarding the cost of EDB work will be added to the EDB Panel Action Plan.

## **5. August question - Resident Involvement Review**

A city-wide Panel meeting was held on 25th May to discuss the Resident Involvement Review proposals. Alan had not received notification of the meeting and so was not able to attend. This was a very significant meeting, but minutes do not seem to have been circulated yet.

It was agreed that this should be raised at the Area Panel with a request for minutes of the meeting and list of agreed actions.

### **Response from Becky Purnell, Resident Involvement Manager, Tel: 01273 293022**

Alan my sincere apologies you were not notified of the meeting as I somehow missed your email when I copied the emails of the Area Panel representatives from the spreadsheet. The draft minutes of the meeting are included in this reports pack as this is the Area Panel following that meeting. The agreed actions were in the appendix of the Resident Involvement Review Report with one amendment which is point two of the decision of the Housing & New Homes Committee meeting held in June – see below

### ***RESIDENT INVOLVEMENT REVIEW – decision record***

*1) That the recommendations set out in the resident involvement review action plan in Appendix 1 of this report are agreed. These can be considered in two groups:*

*2) Action 1 – a recommendation to continue with, and review the four Area Panels for the remainder of the municipal year, to develop more engaging agendas and to make recommendations at the end of this period to strengthen the formal resident involvement structure.*

*3) Actions 2 – 34 a body of recommendations covering all aspects of resident involvement work.*

## **Items from the West Tenants' Only meetings held on 23/5/17 and 20/7/17**

### **6. May question - Resident Involvement Review**

A final draft of the Resident Involvement Review is now ready to be put forward to a special city wide Area Panel meeting on 25<sup>th</sup> May 2017.

Residents' reps on the Residents Involvement Review do not all support the report that is now being presented and feel that the process for agreeing it has been undemocratic. When a vote of Resident Involvement Review reps was held the draft was rejected by a vote of 6:3. As a result, a further meeting was held a week later, at which everyone was not present. A re-vote was taken which accepted the draft. The meeting felt that the process had clearly been undemocratic and that officers should be asked to explain why this had happened.

There was also concern about the way people have been notified of the Special Area Panel meeting on 25<sup>th</sup> May. Notification seems to have been via email rather than letter, which means it was missed by several people. The notifications also gave very little indication of the significance and importance of the meeting.

#### **Response from Hilary Edgar, Housing Operations Manager, Tel: 01273 293250**

The Involvement & Empowerment Service Improvement Group met with officers six times between June and October 2016 to discuss the Resident Involvement Review. In the original timeline for this work it was proposed that the October meeting of this group would be the last, with a final report setting out the review recommendations presented at the November/December 2016 Area Panels, then onto the January 2017 meeting of the Housing & New Homes Committee. However, the Involvement & Empowerment Service Improvement Group did not fully support the initial proposals to change the Resident Involvement structure and a further five meetings were held with this group between October 2016 and May 2017 to develop this part of the recommendations.

At what was intended to be the final meeting of the group on the 27<sup>th</sup> of April, a revised set of recommendations, based on discussions with the group, were put before residents. Those residents present were asked to consider the recommendations and reach a decision on whether they could support them. At this point in the meeting officers left the room. On returning, they were advised that the majority of residents didn't support the recommendations. This led to a further discussion and a request from the resident group that they reconvene in a week's time to allow consideration of what was being proposed as this was the first time they had seen the amended recommendations. A further meeting was arranged for 4<sup>th</sup> May and at that meeting officers again left the room while residents discussed the recommendations. This time a majority of residents did support the recommendations and these were included in the report to the Special Area Panel about the Resident Involvement Review on 25<sup>th</sup> May.

The invitation to the Special Area Panel was by email for resident representatives for whom we have an email address and by letter for those that we don't. A copy of the invitation to the Panel which lists the agenda is set out below. At the Panel

meeting it was agreed that invitations to any future Special Area meetings would be by letter, with the reports attached.

Invitation to the Special Area Panel:

*Dear all*

**Special Area Panel on Thursday 25 May from 5.30 – 7.30 at the Housing Centre**

*I am emailing the papers for the Special Area Panel to Councillors and those Area Panel representatives that have email. Paper copies of all the reports will be available at the meeting, and please do give me a ring on 01273 293022 or email me if you would like paper reports before then. Representatives without email have been posted the documents below.*

*You are probably aware that there are four rounds of Area Panels supported by Democratic Services and for the past two years we have held an additional Special Area Panel in May to fit in with the cycle of the Housing & New Homes Committee.*

*Please find attached*

- 1. A covering letter regarding the meeting and some information about Community Payback*
- 2. An Agenda*
- 3. A Resident Involvement Review briefing note*
- 4. The Resident Involvement Review briefing paper*
- 5. The Resident Involvement Review Action Plan*
- 6. Councillor and housing contact details*
- 7. An Annual Report briefing paper*
- 8. The draft Annual Report*
- 9. The draft Performance Report*
- 10. The Community Payback application form*

*Residents if you are unable to make the meeting please do pass this invite on to your deputy. If they don't have an email, please do let me know and I will send them the documents in the post.*

*I am looking forward to seeing you all at the meeting.*

*Best wishes, Becky Purnell, Resident Involvement Manager*

**7. May question - Changes to the Tenancy Agreement**

All tenants have received a questionnaire about proposed changes to the Tenancy Agreement. This has caused a lot of anxiety and concern and reps have been approached by people who are fearful that they will be evicted or lose their tenancy.

The proposed changes include:

- People will have to live in Brighton for 7 years before they can get a tenancy
- An end to assured tenancies which will be replaced with 5 year tenancies

Many Association officers are not tenants and therefore did not receive the questionnaire, but they still had to deal with queries. The meeting felt that they should have been advised about the consultation and provided with a copy so they could be prepared when asked for advice.

**Response from Janet Dowdell, Tenancy Services Operational Manager, Tel: 01273 293191**

We advised tenants of our intention to consult with them over changes to the current tenancy agreement in [Spring 2017 Homing In](#) and met with the Tenancy and Neighbourhood Service Improvement Group (T&NSIG) in November and December 2016 before entering into the formal consultation period which started on 8 May 2017.

The Housing Act 1985 requires that we formally consult with tenants and serve a Preliminary Notice setting out our intentions with the draft wording of a new agreement. This gives an opportunity for all our tenants to comment and provide feedback on the proposals. The formal consultation ended on 12 June 2017 and we will take the results and the final Tenancy agreement to Housing and New Homes Committee for a decision which we are aiming to do in September 2017. As we are only required to consult with our tenants we did not include others in the original mail out but have supplied copies of the documents to Tenant representatives when they have requested them.

There are two main changes to secure tenancies coming from the Housing and Planning Act 2016 which are:

1. Succession rights – which are to be applied retrospectively to all existing secure tenants.
2. Flexible Tenure – for new tenants only.

The government informs us that these changes will come into force in the autumn of this year and we need to be prepared. We have taken this opportunity to review the entire agreement at the same time as it is good practice to review agreements on a regular basis. We have had the help of the T&NSIG as well as officers and legal advisors to do so. The aim is for the agreement to be easier and clearer for residents to understand their rights and responsibilities.

In answer to the two highlighted bullet pointed areas of concern I will respond under each:

**People will have to live in Brighton for 7 years before they can get a tenancy.**

I believe this refers to the Council's Housing Allocations Scheme which was reviewed in 2016. This changed from an open housing register to a local connection

criteria of five years residency to be on the register (from the previous two years to a maximum of Band C) with a number of exemptions.

### **An end to assured tenancies which will be replaced with 5 year tenancies.**

We cannot consult or inform tenants of the new Flexible Tenancy arrangements yet as we do not have the detail which will be contained in the government regulations. When we receive the regulations we will consult/inform our existing Secure Tenants. The new Flexible Fixed Term Secure Tenancy Agreement will only apply to new tenants after the implementation date.

I hope this clarifies things but please call me if you have further queries on the new Tenancy Agreement.

Becky Purnell, Resident Involvement Manager added, that the T&NSIG had added a number of actions to the action plan regarding this.

1. Janet attended the Citywide Conference to myth bust residents' concerns about the new Tenancy Agreement.
2. T&NSIG would like to tenant proof any further communications relating to tenancy.
3. The Resident Involvement Team will make sure any Chairs and Secretaries who aren't tenants receive tenancy information so they can respond to questions from tenants in their area.

The new Tenancy Agreement is a report on today's agenda.

### **8. July Question - Resident Involvement Review**

Alison Gray, who is a representative on the Involvement and Empowerment Group, gave a report on the review. She said the proposal to replace Area Panels with City-wide panels was defeated, and a decision made to maintain the status quo.

Before each Area Panel there will be an agenda-setting meeting with the Councillor Chair of the Area Panel (presently Cllr. Moonan) plus resident representatives. The meeting noted that no clear information has been sent to resident representatives about the agreements and how the structure would now work, although it was coming into effect from the next Area Panel in September. It was agreed to:

- a) Ask Resident Involvement Officers to contact the joint chairs of West (Muriel Briault and Ron Gurney), before the September Area Panel to clarify the following:
  - How many rounds of Area Panel meetings there will be?
  - How the agenda setting process will work.
  - The status of blue pages.
- b) Ask for clear information on all the agreements reached in the Resident Involvement Review, and how the new processes will work, to be sent in written form to all Resident Association representatives.

**Response from Becky Purnell, Resident Involvement Manager, Tel: 01273 293022**

All the Area Panels have had an agenda planning meeting where the Chairs of the Resident Only Meetings, the Chair of the Area Panel and the resident Vice Chair of the Area Panel, have been invited by the Resident Involvement Team to meet and plan the agendas of the Area Panels. We are gathering feedback from representatives and hope that the Resident Only meetings can think about making the Panels more engaging.

There are four rounds of Area Panels left in this municipal year and the Area Panels will be evaluated in their last round in February / March 2018.

The items from the Resident Only Meetings were discussed at the agenda planning meetings.

As agreed in the action plan of the Resident Involvement Review

*One and two star items: Enquiries about repairs and planned works etc will be decided at the Resident Only meetings and may be sent to P&IEnquiries@brighton-hove.gov.uk*

*A list of numbers useful for making enquiries and councillor contact details have been circulated with these papers.*

*Two star association issues that occur following an enquiry will be responded to as soon as the item is received and a response sent to the association and Chair of the Tenant / Resident Only meeting. The emails above and phone numbers will be circulated to the associations.*

*If necessary a quick response meeting can be organised.*

*Three star items: Use three star items from Tenant / Resident Only meeting and customer feedback to develop residents' action plans (monitored by the four Service Improvement Groups (SIGs) and the EDB Panel at quarterly meetings. Some of the three star items may lead to a service review and agenda time at panel meetings.*

The responses to the three star items are still published with the Area Panel reports. There have been some exceptions to this. We cannot respond to questions that are not about housing services and have passed the relevant contact details to the association. One item has been deferred as the response is going to the Home group where it was raised originally and this is after the Area Panel. Only questions that have citywide significance are three star items and individual association enquiries have been responded to directly. There is a session to get further clarity on one, two and three star items with the Resource Centre, Resident Only Chairs and the Resident Involvement Team on 5 October.

The Resident Involvement Review 2017 action plan was distributed to the Area Panel representatives with the Resident Involvement Review report and it outlines all the actions attached to the Resident Involvement Review.

All the actions remain the same apart from point one, to continue with and review the four Area Panels for the remainder of the municipal year, to develop more engaging agendas and to make recommendations at the end of this period to strengthen the formal resident involvement structure.

## **9. July question - Fire Safety in High Rises**

The importance of keeping landings and common areas clear was noted. Residents were asked to be vigilant and to report any problems immediately.

Various specific issues were raised about fire safety. It was agreed that the best way to pursue these was for individual Associations to invite the fire service to their meetings to talk about issues such as assembly points and fire extinguishers in their areas.

The meeting asked for clarification on the position of leaseholders with regard to purchasing new fire doors. Is it council policy to allow leaseholders to pay in gradual instalments for new doors provided by the council?

### **Response from Perrin Horne, Customer Service Manager, Business & Performance team, Tel: 01273 294641**

Brighton and Hove lease types are different. Please see attachment

Brighton leases - Leaseholders are responsible for paying for, repairing or replacement of their own doors.

Hove leases - Although they do vary, the council in the main are responsible for the repair and/ or the replacement of the flat door and the leaseholder is responsible to pay the full cost of any repair or replacement of that door. This sum would be invoiced in the annual service charge. Depending on the costs, it might be possible to pay in instalments over a designated period but generally speaking, non- resident leaseholders would be required to pay the amount in full.

## **10. July question - Clearing of soakaways**

Ingram Court has on-going problems with a lack of maintenance of drains and soakaways on the estate. Recent heavy rain created flooding because of blocked soakaways.

The Residents Association is pursuing the specific issues on their estate. It was agreed that this raises a wider city-wide problem about the maintenance of drains and soakaways. The following questions were asked:

- a) Is there a regular maintenance programme for drains and soak-aways?
- b) If not, how is this justified in terms of value for money? Waiting until damage is done ups the cost, as well as causing expense and disruption for residents.
- c) Does the council still have specialist vehicles for drain clearance?

**Response from Marcus Richardson, Surveyor & Contracts Manager, Housing Programme team, Tel: 293070**

Currently, the council doesn't have a regular maintenance programme but when a problem occurs and is reported, the Repairs Help desk will raise an order for the work to be done. Mears will then either carry out the work 'in house' or refer it on to a specialist sub- contractor. Housing doesn't have specialist vehicles to do this work.

Thank you for bringing this concern to my attention; if there's a specific issue with drains and soakaways in Ingram Crescent, please let me know which blocks are affected as there may be an underlying issue. This would then be assessed to check if regular cleaning is required and therefore result in less disruption for residents.

**11. July question - Conditions of tenancy**

Information was requested on the position of tenants who have been convicted of drug dealing. Will they be evicted under the terms of their tenancy?

Action: Ill for Blue Pages/agenda setting meeting

**Response from Richard Jordan- Penswick, Housing Manager, Tenancy Management, Tel: 01273 294650 & Adrian Channon, Housing Manager, Tenancy Sustainment Tel: 01273 293233**

New legislation has enabled the Tenancy team to act robustly with antisocial behaviour situations such as drug dealing and issues related to drug use. Property "closure" notices are now widely used and the team has sought 9 Possession Orders based on these, this year. However, once at court the decision to evict or not lies with the Judge, based on evidence and mitigating circumstances, if any.

The Tenancy Sustainment team works with tenants who are struggling to maintain their tenancies and whose behaviour in certain cases is putting their tenancies at risk. The team will try to get the tenants to engage with appropriate support and offers short term practical help aimed at addressing the behaviour.

In some situations this might be a requirement of the court if it was considered an eviction was inappropriate

**12. July question - Upgrades to Sky TV and communal satellite dishes**

Sky is upgrading all of their present systems to Sky Q as people renew or change their subscriptions. This is creating problems where there are communal satellite dishes in place, as they cannot cope with the additional demands of the Sky Q system. This is already affecting some residents, and numbers will increase as Sky upgrades spread.

It was agreed to ask what the council policy is on upgrading communal satellite dishes so they continue to be viable, and if there is a planned programme for this work.

**Response from Adrian Day, Mechanical & Electrical team, Tel: 01273 293453**

We are aware of these upgrades but not that any residents are being affected by this. If anyone is experiencing a problem, please contact me on the above telephone number.

The council's responsibility is to provide a basic service and anyone wishing to have the Sky Q system will have to enter into a contract with Sky.

<b>Brighton &amp; Hove City Council - Lease types</b>						
<b>Lease type</b>	<b>Description</b>	<b>Improvements</b>	<b>Exterior windows and doors</b>	<b>Payment for windows and doors</b>	<b>Housing Act 2004</b>	
B0	Brighton Pre-1987 lease	No liability to pay	Council responsible for repairing windows Council responsible for double-glazed units	Leaseholder pays percentage share of the block cost of window repairs and common way doors	N/a	
B1	Brighton lease used from 1987 onwards	Liable to pay	Leaseholder responsible for single panes of glass		Repayment of discount in first 3 years	
	Brighton lease amended for RTB applications after 18/01/05 ( <i>Housing Act 2004</i> )	Liable to pay	Leaseholder responsible for their own exterior doors and doorframes		Repayment of discount in first 5 years Right of first refusal for landlord in first 10 years	
H1	Hove Lease type 1	Liable to pay	Leaseholder responsible for their own windows, doors and frames Council responsible for external painting	Leaseholder pays their percentage share of common way doors and windows only	N/a	
H2	Hove Lease type 2	Liable to pay	Council responsible for repairing windows and window frames, doors and door frames Council responsible for double-glazed units	Leaseholder pays their percentage share of the block cost of door and window repairs	N/a	
H3	Hove Lease type 3	Liable to pay	Leaseholder responsible for single panes of glass	Leaseholder pays 100% of cost of the flat's doors and windows, and percentage share of common way doors and windows	N/a	
H4	Hove Lease type 4	Liable to pay			Repayment of discount in first 3 years	
	Hove lease amended for RTB applications after 18/01/05 ( <i>Housing Act 2004</i> )	Liable to pay			Repayment of discount in first 5 years Right of first refusal for landlord in first 10 years	



## **Area Panels: September 2017**

### **Briefing Paper: Revised Tenancy Agreement update**

#### **Background**

The Housing and Planning Act 2016 (HPA) received Royal Assent on 12 May 2016. The Act has introduced numerous amendments including changes to succession rights for all tenants which required updating our current Tenancy Agreement.

Commencement Orders for the relevant legislation were expected in autumn 2017 but these have been delayed and further advice on commencement is not anticipated before April 2018.

It is important that a tenancy agreement is kept up to date in terms of legislative requirements as well as the potential mandatory changes. Our current agreement has not had any significant update since 2009 and there are a number of clauses which could now benefit from change.

The new Tenancy Agreement will accommodate future changes to succession if and when the law comes into force.

We have produced a very good, clearer, and easier to read new Tenancy Agreement with updated examples and strengthened clauses. Examples of which include;

- Clause 3.n – That you must allow us access to carry out fire risk assessments and to complete any repairs.
- Clause 4.f – That you will need to notify us if you or a member of your household needs to store oxygen cylinders in your home for medical purposes. This is because these are potential fire hazards in storing oxygen cylinders.
- Clause 5.i - That you or anyone living with you or visiting you must not keep firearms and other weapons or ammunition in your home, unless you are legally entitled to keep them and you have our permission in writing to keep them.
- Clause 5q - Additional wording had been added to this clause to clarify that in shared areas you must contact us before purchasing each and every mobility scooter, in order to obtain permission and to discuss safe storage options. This is particularly important with regards fire safety.

We have added a new section and clauses dedicated to Seniors' and extra care housing. 'Extra Care housing' is similar to Seniors Housing but with social care provision on site.

Examples of new clauses in this section include:

- Clause 6.a - This clause clarifies our responsibilities to your wellbeing. It confirms that if you do not respond to the wellbeing call service (at least once per week) we will seek to make contact with you to check on your wellbeing.
- Clause 6.b - This clause confirms that we will carry out a fire drill at least once per year.
- Clause 6.h - This clause clarifies that you must not misuse the community alarm equipment and you must allow access to your home in order to test alarm equipment each quarter or when required.
- Clause 6.i - This clause confirms that you must accept that Seniors housing staff or on site care staff (Extra Care Schemes) can enter your home where they have a serious concern about your wellbeing.
- Clause 6.j - This clause confirms that you must report to the Scheme Manager if you have reason to believe someone else is using your home for criminal or illegal purposes such as drug dealing.

### **Opportunities for residents to be involved in the report**

During 20 and 21 April 2017 a Preliminary Notice of Variation was issued to over 11,300 council tenants. This notice was the first stage of our consultation with tenants about the proposed changes to the tenancy agreement and gave tenants the opportunity to give feedback. Copies were made available in large print, Braille and Interpreters were available on request.

Although not required to do so tenants were invited to give their comments in a variety of ways. These were:

- returning a feedback form
- completing the survey on the council website
- completing a feedback form either over the telephone or in person at a local housing office
- Seniors housing could provide comments at a surgery in their scheme
- emailing comments to the tenancy agreement inbox
- by attending one or all of the five pre-arranged drop-in events held between 15 May and 25 May across the city at:
  - Woodingdean Library, Woodingdean
  - Moulscroomb Housing Centre, Moulscroomb
  - Robert Lodge, Whitehawk
  - Friends Centre, Brighton
  - Portslade Town Hall, Portslade

An additional 57 new tenants who signed tenancy agreements during the consultation period between 22 April and 11 June 2017 were sent Preliminary Notice of Variations giving them the opportunity to comment on the proposed changes. Consultation ended on 12 June 2017.

From 12 June 2017 and until the new agreement is implemented, anticipated January 2018, a letter is being included with all new tenant information at sign up stage. The letter confirms that due to the timing of their new tenancy, we were unfortunately not able to include them in the consultation process. The letter also confirms that the terms and conditions which they have signed up to will almost certainly change and their tenancy will change with it.

## Consultation Feedback

We received 615 responses to the consultation. This included feedback from postal surveys and the consultation portal. Of those 615 responses a total of 527 additional comments were included on the revised tenancy agreement.

Feedback was very positive with between 84% and 92% in agreement with most or all changes within each section and no more than 2% disagreeing with the changes.

Attached to the committee report at Appendix 1 is a summary of the additional comments received, grouped into subject areas along with our response to the comment. A further 37 comments were received via email and from the drop-in sessions.

Resident involvement groups were involved in the drafting of the revised tenancy agreement and meetings were held with the Neighbourhood and Community & Tenancy Service Improvement Group on:

- 2 November 2016
- 7 December 2016
- 3 August 2017

All comments were taken into account when making changes to the revised tenancy agreement. As a result of the feedback we do not propose to make any further key changes to the revised version of the agreement.

We will however, in response to tenant feedback, make minor changes to the layout including the wording on the following clauses:

Clause 2.b - We may increase or reduce your rent and other charges. If this is going to happen we will give you at least four weeks' notice in writing after which the changes in your rent will be implemented. This usually takes place in April each year in line with government guidelines

Clause 5.g -You or anyone living with you or visiting you must not harass or threaten any other person (or group of people) at all and in particular not do so because of their age, disability (which includes mental health conditions) ethnicity/race, gender reassignment, religion or belief, sex, sexual orientation, or for any other reason

## Recommendations

- Area Panel note the contents of the briefing paper.

## Next steps

- The feedback from all Area Panels will be noted on the report being presented to Housing & New Homes Committee on 20 September 2017.
- Feedback on how we have used this information and the results of the consultation will be reported back to all residents in the autumn/winter edition of Homing In as well published on our website and social media. It will be available in other formats to ensure it is accessible to tenants.
- We anticipate the new tenancy agreement coming into effect in January 2018.

Contact: Susan Connelly, Performance & Improvement Officer

Email: [susan.connelly@brighton-hove.gov.uk](mailto:susan.connelly@brighton-hove.gov.uk)

Telephone: 01273 293997



<b>Subject:</b>	<b>Survey of Tenants and Residents (STAR) 2016 - detailed response to tenant feedback</b>		
<b>Date of Meeting:</b>	<b>20 September 2017</b>		
<b>Report of:</b>	<b>Executive Director Neighbourhoods, Communities &amp; Housing</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Ododo Dafe</b>	<b>Tel: 29- 3201</b>
	<b>Email:</b>	<b>ododo.dafe@brighton-hove.gov.uk</b>	
<b>Ward(s) affected:</b>	<b>All</b>		

**FOR GENERAL RELEASE****1. PURPOSE OF REPORT AND POLICY CONTEXT**

- 1.1 This report provides a detailed account from Housing on actions arising from the customer feedback responses to the Survey of Tenants and Residents (STAR) satisfaction survey carried out in June 2016. The survey achieved a response rate of 28% with 829 tenants taking part. The survey result, and the council's immediate response to them, was reported to Housing & New Homes Committee on 18 January 2017.
- 1.2 The actions detailed in this report are designed to improve the areas of service tenants were most concerned about as expressed in their free-text responses to six open-ended questions. Alongside that, there were two main areas where satisfaction levels have gone down slightly against the previous STAR survey carried out in 2014 - 'your neighbourhood as a place to live' and 'the overall quality of your home'.

**2. RECOMMENDATIONS:**

- 2.1 That the Housing & New Homes Committee note and comment on the contents of this report.

**3. CONTEXT/ BACKGROUND INFORMATION**

- 3.1 A thorough analysis has been carried out into each of the 778 responses from the six open-ended questions residents were asked in the survey. The questions essentially asked what could be done to improve the following:-

- customer experience
- access to services
- advice and support regarding rent and income
- repairs
- planned works
- Homing in

**3.2** Despite the questions being framed to gather suggestions for improvement, there were many positive comments commending the service, and teams have noted these in terms of what tenants would like to see Housing continue to do, or do more of. However, for the purpose of improvement, attention has been focussed on the main areas where tenants comments were critical, and on the suggestions they made. The information detailed below includes current and planned actions, and in some cases potential actions for the future. The actions are also summarised in the table found at Appendix 1.

**3.3** The questions in the survey relating to neighbourhoods and quality of home did not offer free-text responses, but this report details actions being taken on these topics.

### **3.4 Customer experience**

3.4.1 The survey question asked 'Is there anything we could do to make your customer experience better? From the 186 responses received the main concerns for tenants centred on the following:

3.4.1 *Communication* - tenants felt that more understanding, politeness and getting through to the right person would help improve their experience, alongside speeding up call waiting times and responding to emails.

*"When dealing with a tenant's query that requires more investigation keep the tenant informed (Even if you do not have an answer but are still looking into it)."*

3.4.2 While the Housing Customer Service Team usually responds to tenants' initial contact, the service as a whole has responsibility for communication. To this end, we propose to increase the number of officers who receive customer service training, training on complaints management, and equalities and diversity training - which will all support improved communications.

3.4.3 *Choice* – tenants' requests included more flexibility with opening times, more local offices, and changes to the type of music played whilst waiting on the phone.

*"More flexibility with appointments when people work"*

3.4.4 Housing is looking to increase the ways in which services are provided and increase the times at which they are available to customers and residents by improving what is offered online. Extending opening hours or opening more local offices requires an intensity of staffing resources and therefore is not being considered at the current time.

We are very much aware that not all tenants have access to the internet, and we really want to make sure we can continue to provide excellent services to those people. For those tenants who do not currently have access to a computer, but want this, the city libraries have computers which people can use for free. The council is doing a range of things to support residents increase their digital capabilities, mostly because of the many everyday life benefits that can be gained from doing this.

Digital Brighton and Hove can support people with whatever they want to know to get online. They offer their services from a range of locations in the city, or in people's homes if they are unable to get to a Digital Brighton and Hove centre, for example The Bridge, The Whitehawk Inn and The Hangleton and Knoll Project.

The music played has been removed from call waiting and replaced with messages about services that are hopefully of interest to residents.

- 3.4.5 *Check work* - tenants highlighted that they would like jobs completed on the first visit, rather than repeated visits, that we check that work has been completed to a decent standard, and when things go wrong that we take ownership and resolve the problem.

*"Get someone to check the work after it's done"*

- 3.4.6 The council is working with our contractors to improve the percentage of jobs completed in one visit. In addition, we will be introducing a new process for staff around who to contact when issues arise and logging issues for future discussion with contractors.

### 3.5 **Access to services**

- 3.5.1 The survey asked 'Is there anything we could do to make our services easier to access?' Three main themes emerged from the 106 responses:

- providing more face-to-face contact

*"Having direct access to the Housing Officer assigned to your area would make contact easier"*

- improving website and internet access

*"automated services or payments should send receipts to my email address and give you a balance"*

- increasing options for people with disabilities

*"I am disabled I have to drive to Lavender Street if I need face to face"*

- 3.5.1 The Seniors Housing Team have reviewed their web page to ensure online information is up to date, as well as being committed to Scheme Mangers.

- 3.5.2 As our use of technology improves within the council, Housing continuously look at how services can be made more easy for tenants to access, use and get what they require from them. Additional improvements will be seen by 2019 when Housing will have a new customer focused housing management computer system.

- 3.5.3 All housing offices comply with the Disability Discrimination Act (DDA) and Housing Officers regularly visit tenants homes, as do surveyors and staff in other

housing teams. Housing is looking to have some videos made available on-line to help make information more accessible for those who may struggle with reading long texts or who generally find it off-putting.

### **3.6 Advice and support regarding rent and income**

3.6.1 The survey question asked 'What could be more helpful?' and this was linked to the question 'How satisfied or dissatisfied are you with the advice and support you receive from the Housing department with managing your finances and paying your rent and service charges?'. From the 102 responses, issues emerged around lack of information, not knowing that help is out there, improving access (whether this is online or talking to people), increasing help with rent and housing benefit, and making letters easier to understand.

*"Offer to help review rent and income on the possibility of making payment easier"*

*"Documentation i.e. Bills should be easier to understand and not several pages long"*

3.6.2 All tenants receive a 'rent change notification letter' every year containing information of any changes to their rent and service charges and a breakdown to show each tenant what they need to pay each week. There is a contact phone number and email address if a tenant has any queries. In addition, the Housing Income Management Team (HIMT) send out quarterly rent statements during the year so tenants can keep a record of the balance on their rent account.

3.6.3 Tenants can sign up to the Customer Online Service (COS) so they are able to see their rent account anytime; details are on the council web site. Housing staff are very mindful of financial difficulties facing tenants, particularly those who currently are on, or who will be claiming, Universal Credit. Therefore a range of ways of communicating information about council and voluntary services are used e.g. Homing In and the council website. Consideration is being given to improving communication using videos and publicity information on the telephone waiting lines.

3.6.4 Staff visiting tenants' homes are able to refer residents to sources of support, or bring their enquiries back to the office. As we improve our use of technology and replace our existing housing management IT system, visiting officers will be able to adopt mobile working and will have a range of information readily available.

3.6.5 The Housing Income Management Team regularly makes referrals for tenants to Money Advice Plus if they have any problems with debts or budgeting. The SHINE project run by Housing involves an officer visiting over 200 tenants to help them heat their homes in more affordable ways and save money on fuel bills, as well as helping the environment.

3.6.6 In the future Housing aims to provide face-to-face support for all tenants making new Universal Credit claims to ensure they are managing their money as well as possible. Alongside this, an online "Better Start Guide" is being developed for

applicants on the housing waiting list, to help prepare themselves for their new tenancies.

- 3.6.6 There are instances when tenants contact us about Housing Benefit or Council Tax. These calls are directed to the Benefits or Council Tax lines (and tenants are provided with the correct numbers for them to call directly in future).

### **3.7 Repairs**

- 3.7.1 The survey question asked 'Is there anything we could do to improve our repairs service? Breaking down the 202 responses revealed that tenants' main focus was on the following four areas:

3.7.2 *Response times* – focussed on delays such as waiting for a contractor to turn up either on a fixed date and time or just waiting for an appointment, as well as delays between assessing a job and then coming back to fix it.

3.7.3 Tenants' frustration with waiting coupled with an apparent lack of information is understood. Both Housing staff and Mears are dedicated to minimising waiting times and to improving customer communications to keep tenants up to date with what is happening, especially where unforeseen delays occur.

3.7.4 *Communication* – tenants would like to see improved communication between staff and contractors and tenants, as well as between teams within Housing. They see the poor communication resulting in delays, confusion, missed appointments, and not knowing who will do what, and when.

*“Inform neighbours when noisy work will take place at a nearby property.”*

3.7.5 A number of improvements are being made to how the council communicates with residents, particularly in engaging with residents ahead of larger planned works and updating residents when programmes are delayed or change. This is already underway for a number of projects and the Property & Investment Team is looking at further improvements to support this.

3.7.6 *Quality of work and checking work* – suggested improvements were mainly about ensuring jobs have been started, that jobs are completed to a satisfactory standard, and addressing the issues of contractors leaving a mess, not finishing work and or causing damage.

*“Clean up after yourselves”*

3.7.7 Residents on the Home Service Improvement Group have agreed a contractor's code of conduct, which has been shared with Housing contractors. In addition, the council will shortly be reviewing the processes for checking repairs work.

3.7.8 *More choice* – tenants would like contact details for the company and person dealing with their repair, 2-hour time slots as it is not easy to stay in for half a day, being able to make appointments after four o'clock for workers, and to have an on-line instant message service, as well as better quality products.

*“Appointments that enable people that work to have appointments at a suitable time so we don't have to take a morning or afternoon off work & lose money”*

- 3.7.9 These suggestions are particularly welcomed for the future, and can be looked into alongside both our existing contracts and future procurements. We will review some of these options with the forthcoming resident Task and Finish Group as well as the Home Improvement Group.

### **3.8 Planned work**

- 3.8.1 The survey asked ‘Is there anything we could do to improve our planned work?’ From the 56 responses, tenants highlighted four main areas of concern: communication, response times, quality of work and checking work. Tenants suggested advising tenants when work will start, more information about the process (what is expected from both tenants and contractors), being informed about delay, and removing scaffolding quickly once work is complete.

*“Better organisation - more communication with tenants regarding the work, once again listen to what the tenants would like to see and have done.”*

*“When scaffolding is up, do the job quicker and remove the scaffold quicker.”*

- 3.8.2 Housing staff appreciate the importance of improved communication around planned works. Recently coffee mornings have been held with tenants to advise them about major works, as well as sending out regular updates of planned works.
- 3.8.3 Works programmes, including scaffolding, are being reviewed aiming to reduce delays. Working practices and the contractor’s quality assurance processes are also being looked at to ensure quality is better. When surveyors visit sites, contractor’s tidiness and cleanliness is being monitored, and if any issues are found, they are raised with the site agent as well as being logged for future discussions with contractors.

### **3.9 Homing in**

- 3.9.1 The question asked ‘Is there anything we could do to improve Homing In?’ From the 126 responses the majority of people are satisfied with the magazine, however there were several suggestions for improvement which centred on more tenant contributions such as writing more articles, people’s stories from all areas, improving accessibility either on-line or in alternative formats (such as an App), and more information about local events and local jobs.

*“Better to be on an app.”*

*“By getting tenants to write articles.”*

*“More frequency announcing forthcoming events we could participate in.”*

3.9.2 We can discuss some of the suggestions at our regular meetings with the Neighbourhood Service Improvement Group, and with the tenants Homing In Editorial Board. Tenants' and residents' associations provide regular articles about what they are doing across the city and we are currently promoting Seniors Housing in all editions on issues around positive and active ageing. Homing In is provided online on the council website, however, the survey results reveal that tenants might be unaware that they can opt to receive it in this format, therefore we will promote this further.

### **3.10 Neighbourhoods**

3.10.1 Housing is currently developing an action plan to encompass a range of actions for improving council housing public areas and general quality of life on estates.. This will be done in consultation with a Task and Finish resident group. Some of these actions include:

- a review of estates inspections (which include the capital works programme and the Estates Development Budget (EDB)).
- a pilot for city clean to collect bulk waste on Housing land
- a review of the grounds maintenance contract
- gardening and fencing schemes
- untidy gardens

3.10.2 Housing also carry out a range of activities which help to improve neighbourhoods, these include:

- Tenancy visits
- Response to fly tipping
- Response to repairs
- Estate inspections
- Cleaning of communal areas

3.10.3 Alongside the above actions, officers regularly engage with Tenant and resident associations to utilise the Estate Development Budget to improve outside areas and common ways. For example at Clarendon and Ellen 14 reclaimed wooden planters have been purchased (two for each garden) and in North Moulsecoomb fencing repairs and painting have been bid for. In Hollingdean picnic benches have been provided for grassed areas, and at Penhurst Place walls and steps have been jet washed outside both blocks.

3.10.4 Seniors Housing holds regular meetings with NVIRO, the contracted cleaners for seniors housing schemes. They publish performance results, which have a cleaning standard response rate of over 95%.

3.10.5 The Estate Services Team currently carry out various tasks to improve neighbourhoods which include:

- Weeding car parks on Housing land according to program of works
- Weeding outside blocks as and when reported by the cleaners
- Clearing of all items in communal ways following the Grenfell Tower fire

3.10.6 The Estate Services Team is considering offering a 'menu of services' for residents and asking what improvements could be made, or if there are tasks that are not currently carried out which the team could implement. If suggestions are within the team's capacity these would be positive additions to neighbourhood improvement.

### **3.11 Quality of home**

3.11.1 Some of the Star survey results highlighted that the overall satisfaction with Housing had risen, but residents in older homes were significantly less satisfied. Some of the reasons that older homes might be less desirable are:

- The components within older properties may be older, characterised by poorer design standards, such as smaller internal rooms and less well planned internal layouts. Bathrooms, for example are not always where you would expect them to be, and kitchens can be relatively small.
- The fabric energy performance can sometimes be poorer, despite all the improvements that have been introduced.

3.11.2 Housing quality has been improved through long-term investment commitments. 100% of homes were brought up to the Government's Decent Homes Standards before the target of 31 December 2013. This work continues with an ongoing capital programme supporting investment in kitchens, bathrooms, windows, doors, roofs, re-wiring, efficient boilers, external repairs, and decorations.

3.11.3 Residents have been assisted in reducing their fuel use, and costs, through the installation of over 6,000 high efficiency condensing boilers and modern controls.

3.11.4 The new Brighton & Hove Property Standard was implemented in April 2014 and has the following key aims:

- To maintain 100% achievement of properties meeting the government's Decent Homes Standard and our local Brighton & Hove Standard over the medium term (initially the next five years)
- To ensure that all homes are as suitable as practicable for the needs of its occupants, in line with council policy
- To continue working closely with residents to help increase levels of resident satisfaction with the quality of their home

**3.12** Housing staff are looking forward to continuing to work with residents to improve satisfaction with their housing service.

Table 1

STAR survey action plan							
	Customer experience	Customer access	Financial support	Repairs	Planned works	Homing-In	Neighbourhoods
1	<p>More staff training - customer service standards</p> <p>Equalities training</p>	<p>Review website</p> <p>Create housing app</p>	<p>Improve self-service options for making payments</p>	<p>Improvements made to communication:</p> <ul style="list-style-type: none"> <li>• ahead of larger planned works</li> <li>• updating residents when programmes are delayed or change</li> </ul>	<p>Provide a standard information sheet for tenants prior to works starting</p>	<p>Create an app version</p>	<p>Action plan:</p> <p>Estate inspection review</p> <p>Grounds Maintenance Review</p> <p>Bulk Waste Service Level Agreement with CityClean</p> <p>Capital Programme and EDB</p> <p>Review of discretionary gardening and fencing schemes</p> <p>Untidy gardens</p>
2	<p>Explore why repairs not carried out to customer satisfaction</p>	<p>Take a more robust approach to equalities when thinking about customer care</p>	<p>Improve direct debit system proposal to increase the number of direct debit runs to four from two but costs and resource restrictions may put this on hold until the implementation of a new housing database</p>	<p>Increase post inspections</p> <p>Create post inspections procedure</p>	<p>Provide more information online to highlight completed works programmes</p>	<p>Ask tenants to opt in to get the printed version rather than opt out</p>	<p>With more resources, we could extend block-cleaning routes to areas surrounding blocks, 'see it clean it'</p>
3		<p>Check Ohms information to make sure we know the needs of our tenants</p>		<p>2-hour slot times extended to new contract</p>	<p>5 year improvement plan for every property</p>	<p>Raise awareness about online accessibility</p>	<p>Link works programme into estates inspections results and RIO EDB processes</p>
4		<p>Link with existing community services/events to</p>		<p>On line tracking of repairs</p>	<p>Review kitchens and bathrooms every 5/10/15/20</p>		<p>Decorate deteriorated paint work rather than clean it</p>

		provide more face to face advice i.e. such as children's centres, with health visitors, at libraries -signpost to community services					
5				Increase post inspections by BHCC staff to 20-25% however requires more staff			Utilise EDB estates roadshow where no tenant resident associations-link in with estate inspections

DRAFT

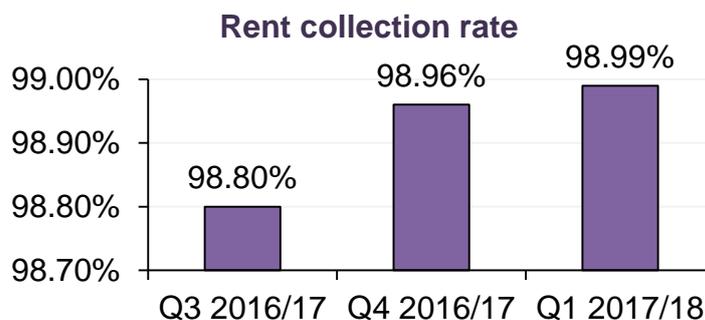
## **Summary: Housing Management Performance Report Quarter 1 2017/18**

### **Background**

The Housing Management Performance Report covers Quarter 1 of the financial year 2017/18. This summary provides highlights for the quarter taken from the main report. The arrows indicate whether performance improved (↑), declined (↓) or stayed the same (→) compared to the last quarter.

### **Rent collection and current arrears**

- Rent collection rate at 98.99% ↑
- Current tenant arrears at £507k. ↑



### **Customer services and Complaints**

- 91% of calls answered ↓
- 83% of stage one complaints responded to within 10 working days. ↓

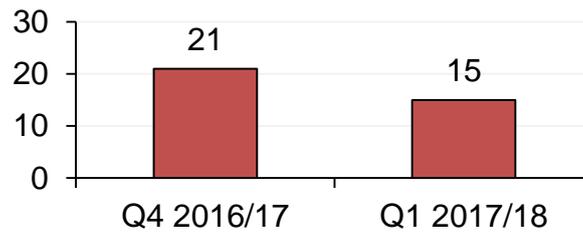
### **Empty home turnaround time**

- 151 homes let, of which 126 general needs and 25 Seniors housing
- 21 calendar days taken to re-let a home, excluding time spent in major works ↑

### **Repairs and maintenance**

- Average of 15 calendar days to complete routine repairs ↑
- 86% of Repairs Helpdesk calls answered within 20 seconds ↑

### Average time to complete routine repairs



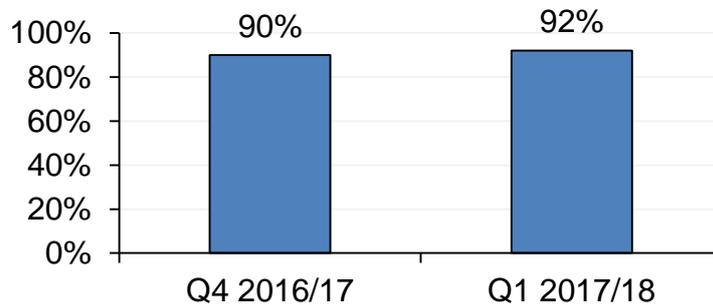
### Estates Service

- 99% of cleaning tasks completed ➡
- 100% pass rate for cleaning ↑ and Estates Response Team quality inspections ➡

### Anti-social behaviour (ASB) and tenancy management

- 100% of surveyed ASB victims satisfied with the way their care was dealt with ↑
- One tenant evicted due to ASB and two closure orders obtained
- 35 tenancies sustained (100% of cases) ➡
- 92% of secure general needs tenants visited within the last 5 years. ↑

### Secure tenants visited within last 5 years



### Seniors housing

- 97% of residents have had a tenancy visit during the past year ➡
- 100% of residents living in schemes offering regular social activities ➡

## Housing Management Performance Report Quarter 1 2017/18

This Housing Management performance report covers Quarter 1 of the financial year 2017/18. It uses the 'RAG' rating system of red, amber and green traffic light symbols to provide an indication of performance, and also trend arrows to provide an indication of movement from the previous quarter.

Status		Trend	
	Performance is below target (red)		Poorer than previous reporting period
	Performance is close to achieving target, but in need of improvement (amber)		Same as previous reporting period
	Performance is on or above target (green)		Improvement on previous reporting period

A total of 46 performance indicators are measured against a quarterly target:

- 36 are on target
- 4 are near target
- 5 are below target
- 1 is to be confirmed (TBC).

Explanations of performance have been provided for indicators which are near or below target.

New areas of monitoring including in the report in response to tenant feedback are Estate Development Budget (EDB) works and estate inspections.

The icons used throughout the report are sourced from [www.flaticon.com](http://www.flaticon.com) and were designed by 'Freepik.'

## 1. Rent collection and current arrears

 <b>Rent collection and current arrears indicators</b>		<b>Target 2017/18</b>	<b>Q4 2016/17</b>	<b>Q1 2017/18</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
1.1	Rent collected as proportion of rent due for the year	98.40%	98.96% (£50.6m of £51.1m)	98.99% (£50.0m of £50.5m)	Ⓞ	↑
1.2	Total current tenant arrears	No target	£533k	£507k	-	-
1.3	Tenants served a Notice of Seeking Possession	No target	193	140	-	-
1.4	Tenants evicted because of rent arrears	5	0	0	Ⓞ	↔
1.5	Rent loss due to empty dwellings	Under 1%	0.93% (£474k of £50.9m)	0.83% (£417k of £50.3m)	Ⓞ	↑
1.6	Former tenant arrears collected during the year*	25%	36.09% (£195k of £541k)	7.27% (£40k of £554k)	-	-
1.7	Rechargeable debt collected during the year*	20%	22.03% (£28k of £128k)	3.01% (£4k of £131k)	-	-

\*These Indicators are accumulative throughout the year and their targets are set for the year end. Therefore, the status and trend symbols will be applied in the Quarter 4 report, once performance for the year is known.

<b>DWP Welfare reform information</b>		<b>Q4 2016/17</b>	<b>Q1 2017/18</b>
1.10	Universal Credit – affected tenants	71 (0.6% of all tenants)	79 (0.7% of all tenants)
1.11	Universal Credit – arrears of affected tenants	£24k (6% of total arrears)	£25k (6% of total arrears)
1.12	Removal of the Spare Room Subsidy – affected tenants (under occupiers)	664 (5%)	647 (6%)
1.13	Under occupiers – arrears of affected tenants	£48k (6%)	£51k (10%)
1.14	Benefit Cap – affected tenants	48 (0.4%)	46 (0.4%)
1.15	Benefit Cap – arrears of affected tenants	£6.1k (1%)	£6.4k (1%)

### 1.16 Area breakdown of rent collected

 Rent collection area	Q4 2016/17	Q1 2017/18	Trend since last quarter
North (includes Seniors housing)	99.16% (£14.4m of £14.5m)	99.21% (£14.2m of £14.3m)	↓
West	99.11% (£10.4m of £10.5m)	98.99% (£10.3m of £10.4m)	↓
Central	98.90% (£9.1m of £9.2m)	98.78% (£9.0m of £9.1m)	↓
East	98.72% (£16.7m of £17.0m)	98.96% (£16.5m of £16.7m)	↑
All areas	98.96% (£50.6m of £51.1m)	99.01% (£50.0m of £50.5m)	↓

### 1.17 Tenants in arrears by amount

 Amount of arrears	Q4 2016/17	Q1 2017/18	Trend since last quarter
No arrears	79% (8,968)	76% (8,628)	↓
Any arrears	21% (2,408)	24% (2,742)	↓
... £0.01 to £99.99	10% (1,188)	13% (1,489)	↓
... £100 to £499.99	8% (960)	9% (992)	↓
... £500 and above	2% (260)	2% (261)	↔
Total tenants	11,376	11,370	-

## 2. Customer services and complaints

	Customer services and complaints indicators	Target 2017/18	Q4 2016/17	Q1 2017/18	Status against target	Trend since last quarter
2.1	Calls answered by Housing Customer Services Team (HCST)	90%	92% (8,291 of 9,060)	91% (8,160 of 8,971)		
2.2	Customer satisfaction with HCST (very or fairly satisfied)	87%	85% (226 of 265)	Next survey due Q2	-	-
2.3	Ease of effort to contact HCST (very or fairly easy to contact)	89%	87% (228 of 262)	Next survey due Q2	-	-
2.4	Stage one complaints responded to within 10 working days	80%	92% (89 of 97)	83% (71 of 86)		
2.5	Stage one complaints upheld	33% or under	38% (37 of 97)	40% (34 of 86)		
2.6	Stage one complaints escalated to stage two	10%	15% (15 of 97)	15% (13 of 86)		
2.7	Stage two complaints upheld	15% or under	20% (3 of 15)	15% (2 of 13)		
2.8	Housing Ombudsman Complaints upheld	20% or under	0% (none)	0% (0 of 3)		

NB The complaints indicators in this section now cover repairs and maintenance services in addition to housing management (for both this quarter and the last one).

## Customer services and complaints commentary

Two indicators are below or near target:

### **Stage one complaints upheld – target 33%**

During Quarter 1 performance missed the target as 41% of stage one complaints were upheld (35 of 86). Three fifths of upheld complaints were about responsive repairs, in particular about those not completed in one visit. As a result of feedback from complaints, Mears have adopted a different approach to these repairs. For example operatives now arrange further works and additional parts over the phone, rather than using the hand held device, and where possible make further appointments with the tenant whilst on site.

### **Stage one complaints escalated to stage two – target 10%**

Performance here missed the target during Quarter 1 as 15% of stage one complaints (13 of 86) were escalated to stage two. This means that the complainant was not satisfied with the response at stage one and that the complaint was investigated by the corporate Customer Feedback Team. However, only 15% of these were upheld (2 of 13).

### 3. Empty home turnaround time and mutual exchanges

	<b>Empty home turnaround time and mutual exchange indicators</b>	<b>Target 2017/18</b>	<b>Q4 2016/17</b>	<b>Q1 2017/18</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
3.1	Average re-let time, excluding time spent in major works (calendar days)	21	25 (148 lets)	21 (151 lets)		
3.2	... as above for general needs properties	21	18 (110 lets)	18 (126 lets)		
3.3	... as above for Seniors Housing properties	30	44 (38 lets)	33 (25 lets)		
3.4	Average re-let time, including time spent in major works (calendar days)	No target	56 (148 lets, 92 major)	53 (151 lets, 98 major)	-	-
3.5	Decisions on mutual exchange applications made within 42 calendar days (statutory timescale)	100%	100% (28 of 28)	100% (18 of 18)		

## **Empty home turnaround time and mutual exchanges commentary**

One indicator is below target:

### **Average re-let time for Seniors housing properties, excluding time spent in major works – target 30 calendar days**

Performance missed the target during Quarter 1 because the average of 33 days was skewed by one 'hard to let' property (which was advertised on numerous occasions due to there being no eligible applicants and was also refused twice before being re-let) but has improved since the previous quarter's result of 44 days.

### 3.6. Long term empty dwellings by ward (empty six weeks or more as of 30 June 2017)

Ward name (excludes those with no long term empty properties)	No. dwellings	Average days empty	Range of days empty	Comment
East Brighton	3	99	75-110	1 Seniors studio flat ready to let and 2 houses due to undergo extensions.
Goldsmid	1	117	117-117	1 flat ready to let.
Hangleton and Knoll	5	252	138-621	1 flat ready to let, 2 houses undergoing extensions and 2 due to undergo them.
Hanover and Elm Grove	13	358	54-719	1 house undergoing major works, 3 due to undergo extensions, and 9 studio flats within Stonehurst Court (a decommissioned Seniors housing scheme).
Hollingdean and Stanmer	1	47	47-47	1 flat ready to let.
Moulsecoomb and Bevendean	4	375	131-614	2 seniors studio flats ready to let, 1 house undergoing an extension and 1 due to undergo an extension.
North Portslade	1	229	229-229	1 Seniors studio flat to be converted.
Patcham	3	220	82-446	2 Seniors studio flats (1 ready to let, 1 due to be converted) and 1 house due to undergo an extension.
Queens Park	1	89	89-89	1 flat ready to let.
South Portslade	1	621	621-621	1 house due to undergo an extension.
Wish	1	579	579-579	1 house undergoing an extension.
Total	34	295	47-719	Of the 34 properties empty on 30 June 2017, 8 were ready to let (24%).

#### 4. Repairs and maintenance

 <b>Repairs and maintenance indicators</b>		<b>Target 2017/18</b>	<b>Q4 2016/17</b>	<b>Q1 2017/18</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
4.1	Emergency repairs completed in time	99%	99.7% (2,765 of 2,774)	99.5% (2,527 of 2,539)		
4.2	Routine repairs completed in time	99%	99.5% (7,012 of 7,048)	99.4% (5,746 of 5,778)		
4.3	Complex repairs completed in time	No target	New indicator	91.5% (86 of 94)	-	-
4.4	Average time to complete routine repairs (calendar days)	15 days	21 days	15 days		
4.5	Appointments kept by contractor as proportion of appointments made	97%	97.1% (9,995 of 10,298)	96.9% (9,835 of 10,146)		
4.6	Tenant satisfaction with repairs ('very satisfied' or 'fairly satisfied')	96%	96.6% (2,568 of 2,659)	98.4% (1,445 of 1,469)		
4.7	Responsive repairs passing post-inspection	97%	92.4% (827 of 895)	94.5% (911 of 964)		
4.8	Repairs completed at first visit	92%	83.1% (8,164 of 9,822)	86.1% (7,163 of 8,317)		

**Repairs and maintenance indicators****Target 2017/18****Q4 2016/17****Q1 2017/18****Status against target****Trend since last quarter**

		<b>Target 2017/18</b>	<b>Q4 2016/17</b>	<b>Q1 2017/18</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
4.9	Cancelled repair jobs	Under 5%	6.7% (693 of 10,313)	TBC	TBC	TBC
4.10	Dwellings meeting Decent Homes Standard	100%	100% (11,488 of 11,488)	100% (11,530 of 11,530)	ⓐ	↔
4.11	Energy efficiency rating of homes (SAP 2009)	65.6	66.0	66.0	ⓐ	↔
4.12	Planned works passing post-inspection	97%	100% (405 of 405)	100% (314 of 314)	ⓐ	↔
4.13	Stock with a gas supply with up-to-date gas certificates	100%	100% (10,036 of 10,036)	100% (10,038 of 10,038)	ⓐ	↔
4.14	Empty properties passing post-inspection	98%	99.2% (131 of 132)	100% (60 of 60)	ⓐ	↑
4.15	Lifts – average time taken (hours) to respond	2 hours	2h 53m	3h 35m	ⓐ	↓
4.16	Lifts restored to service within 24 hours	95%	98.0% (149 of 152)	97.9% (145 of 148)	ⓐ	↓

 <b>Repairs and maintenance indicators</b>		<b>Target 2017/18</b>	<b>Q4 2016/17</b>	<b>Q1 2017/18</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
4.17	Lifts – average time to restore service when not within 24 hours	7 days	1 day (4 days, 3 lifts)	6 days (24 days, 4 lifts)		
4.18	Repairs Helpdesk – calls answered	90%	98% (22,519 of 23,091)	98% (19,320 of 19,759)		
4.19	Repairs Helpdesk – calls answered within 20 seconds	75%	82% (18,439 of 22,519)	86% (16,560 of 19,320)		
4.20	Repairs Helpdesk – longest wait time	5 mins	5m 42s	5m 57s		
4.21	Estate Development Budget – Delivery Schedule: Completions	To be set	-	40% (34 of 86)	-	-
4.22	Estate Development Budget – Quality Checks	To be set	-	95% (40 of 42)	-	-
4.23	Estate Development Budget – Duration of Work	To be set	-	13 days	-	-

NB The targets for the Estate Development Budget (EDB) indicators will be set after going to the next EDB Panel meeting.

## Repairs and maintenance commentary

Five indicators are below or near target:

### **Appointments kept by contractor as proportion of appointments made – target 97%**

Quarter 1 performance was only 0.1% below target at 96.9%.

### **Responsive repairs passing post-inspection – target 97%**

Performance for Quarter 1 was 94.5%, up from 92.4% during the previous quarter. 23 jobs failed post-inspection due to poor quality work, 21 required extra work to finish the job and 9 needed corrections to the Schedule Of Rates codes used.

### **Repairs completed at first visit – target 92%**

Quarter 1 performance was 86.1% and has improved compared to the previous result of 83.1%. This improvement in performance was anticipated last quarter, with the introduction of the new 'Complex responsive repair' category and process in April 2017. 94 jobs are within this category during Quarter 1.

### **Lifts – average time taken to respond – target 2 hours**

Quarter 1 performance missed the target by 1 hour and 35 minutes. On two occasions in April passengers were in the lift but were responded to within an hour.

### **Repairs Helpdesk – longest wait time – target 5 minutes**

The longest time that any caller has waited for their call to be answered during Quarter 1 was 5 minutes and 57 seconds, which missed the target by 57 seconds. The average time that a caller waited was 14 seconds.

## 5. Estates Service

	Estates Service indicators	Target 2017/18	Q4 2016/17	Q1 2017/18	Status against target	Trend since last quarter
5.1	Cleaning quality inspection pass rate	99%	99% (210 of 213)	100% (125 of 125)		
5.2	Estates Response Team quality inspection pass rate	99%	100% (158 of 158)	100% (77 of 77)		
5.3	Cleaning tasks completed	99%	99% (13,410 of 13,518)	99% (13,176 of 13,356)		
5.4	Bulk waste removed within 7 working days	92%	98% (665 of 681)	98% (898 of 912)		
5.5	Light replacements/ repairs completed within 3 working days	99%	99% (283 of 286)	99% (251 of 253)		
5.6	Mobile warden jobs completed within 3 working days	96%	98% (1,622 of 1,658)	97% (1,425 of 1,464)		
5.7	Incidents of drug paraphernalia collected	No target	18	23	-	-

## 6. Anti-social behaviour (ASB) and tenancy management

 ASB and tenancy management indicators	Target 2017/18	Q4 2016/17	Q1 2017/18	Status against target	Trend since last quarter
6.1 Victim satisfaction with the way their ASB complaint was dealt with during the year to date ('very satisfied' and 'fairly satisfied')	92%	90% (19 of 21)	100% (8 of 8)	Ⓞ	↑
6.2 Tenants evicted due to ASB	No target	1	1	-	-
6.3 Closure orders obtained	No target	4	2	-	-
6.4 ASB cases closed without the need for legal action	No target	88% (60 of 68)	89% (47 of 53)	-	-
6.5 Properties taken back due to tenancy fraud	No target	8	4	-	-
6.6 Closed Tenancy Sustainment Officer cases where the tenancy was sustained	98%	100% (19 of 19)	100% (35 of 35)	Ⓞ	↔
6.7 Secure general needs tenants who have had a tenancy visit within the last 5 years	90%	90% (9,164 of 10,203)	92% (9,404 of 10,197)	Ⓞ	↑
6.8 Public estate inspections completed	95%	-	97% (75 of 77)	Ⓞ	-

NB In future we would also like to report on completion of actions raised at estate inspections, and have looked into this, but don't yet have a system in place to capture this data.

## 6.8 ASB incidents by type

 Type of ASB incident	Q4 2016/17	Q1 2017/18	Change between Q4 and Q1
Harassment / threats incidents	41% 91	47% 103	+12
Noise incidents	17% 38	12% 26	-12
Drugs incidents	8% 17	8% 18	+1
Other criminal behaviour incidents	11% 24	11% 25	+1
Domestic violence / abuse incidents	8% 18	5% 12	-6
Other violence incidents	6% 13	5% 10	-3
Pets / animals incidents	5% 11	8% 18	+7
Vandalism incidents	1% 2	0% 1	-1
Hate-related incidents	2% 5	2% 4	-1
Alcohol related incidents	1% 3	1% 3	0
Prostitution / Sex incidents	0% 1	0% 1	0
Total ASB incidents	100% 223	100% 220	-3

## 6.9 ASB incidents by ward

 Ward name	Q4 2016/17	Q1 2017/18	Change between Q3 and Q4
Brunswick and Adelaide	0	0	0
Central Hove	0	2	+2
East Brighton	33	32	-1
Goldsmid	14	8	-6
Hangleton and Knoll	23	27	+4
Hanover and Elm Grove	14	6	-8
Hollingdean and Stanmer	29	25	-4
Hove Park	0	0	0
Moulsecoomb and Bevendean	23	29	+6
North Portslade	7	13	+6
Patcham	9	9	0
Preston Park	1	2	+1
Queen's Park	49	39	-10
Regency	0	0	0
Rottingdean Coastal	0	0	0
South Portslade	6	3	-3
St. Peter's and North Laine	10	12	+2
Westbourne	1	1	0
Wish	3	3	0
Withdean	0	1	+1
Woodingdean	1	8	+7
<b>Total</b>	<b>223</b>	<b>220</b>	<b>-3</b>

## 7. Seniors Housing

 <b>Seniors Housing indicators</b>		<b>Target 2017/18</b>	<b>Q4 2016/17</b>	<b>Q1 2017/18</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
7.1	Residents who have had a tenancy visit within the last 12 months	98%	97% (826 of 854)	97% (836 of 861)		
7.2	Residents living in schemes offering regular social activities	95%	100% (854 of 854)	100% (861 of 861)		
7.3	Residents living in schemes offering regular health and wellbeing activities	65%	82% (700 of 854)	85% (735 of 861)		
7.4	Schemes hosting events in collaboration with external organisations	90%	95% (21 of 22)	100% (22 of 22)		

The indicator near target is:

### **Seniors Housing residents who have had a tenancy visit within the last 12 months – target 98%**

Performance was 97% at the end of Quarter 1 and is still 1% below target. The gap has narrowed slightly since the end of the previous quarter, with the number of residents not visited reducing from 28 to 25.

**Home Service Improvement Group**

Latest meeting actions - 25 May 2017

- Updates from Partnership Core Group and Estates Development Budget (EDB) Panel
- Resident Inspectors reported on K&T Heating and EDB Projects
- Mears Parking Guidance for employees discussed
- Constructors Code Of Conduct finalised
- Repairs Handbook finalised
- Planned future items for Home
- Tenancy & Neighbourhood
- Looking at problems on estate grounds and gardens. Sorting out cleaning issues and developing growing projects. Building and strengthening communities. Helping create communities where people respect each other.

**Tenancy & Neighbourhood Service Improvement Group**

Latest meeting actions - 21 June 2017

- Blue page enquiry: Residents' right to safety. How will the council meet this responsibility? New legislation has enabled ASB team to act robustly. SIG to monitor and promote successes
- Grounds maintenance Review: T & N to work with Home SIG on particular aspects.
- Work plan: to include Star Survey, Estate inspection Review, Blue page 3 star items, changes to tenancy agreement, relevant letters to be discussed before sending to tenants.
- Elections to group at September Area Panels.

**Business & Value for Money Service Improvement Group**

Latest meeting actions - 27 June 2017

- Working on person specification for involvement
- Discussed the STAR survey Task and Finish Group
- Input on Annual Housing Report
- Designed final themes for Citywide Conference breakout group

**Involvement & Empowerment Service Improvement Group**

Latest meeting actions - 1 June 2017

- Resident Involvement Budget update
- Review of training for residents
- Producing Tenant & Resident Association Handbook

- Planning TRA Health Check Workshop

Meeting	<b>Senior Housing Action Group</b>		
Attendees	<p><b>Residents:</b> Roy Crowhurst (Chair of SHAG, Woods House) Tony Brown, Terry Weller (Evelyn Court) Walter Sargison (Broadfields), Allen Davies (Rosehill Court) Jean Davis (Leach Court), Tomm Nyhuus (Somerset Point), Bob Spacie, Elizabeth Tinkler (Laburnum Grove) Ernie Tidy (Churchill House) Tony Ferguson-Cutler (Lavender House) Bette Lewis (Jasmine Court)</p> <p><b>Staff:</b> Hannah Barker (Resident Involvement Officer), Peter Huntbach (Senior Housing Manager), Peter Lloyd (Healthwatch), Perrin Horne (Customer Service Manager) James Crane (Service Improvement Manager, Temporary Accommodation &amp; Allocations and Housing Needs)</p>		
Apologies	Mike Bojczuk (Older Peoples Council), Steve Nye (Elizabeth Court), Joyce Bean (Elwyn Jones Court)		
Venue	<b>Leach Court</b>	Produced by	Hannah Barker
Date Time	<b>10 May 2017 10am- 12.30pm</b>	Minutes Completed	<b>2016</b>

**Minutes & Matters arising - Update on actions from previous meeting**

	Description
1	Correction – Ernie Tidy resident at Churchill House

**Items discussed, agreements and future action**

<b>1) Draft Mears Operatives Code of conduct – Perrin Horne</b>			
<p>Group reviewed proposed draft. Developed over last few months with Home Service Improvement Group. Not yet finally approved. (one individual issue raised and compliments from Rosehill Court &amp; Woods House)</p> <p>Post meeting update: Perrin clarified #10. Is adjusted to read, 'Be considerate to residents when using radios / music in the van' rather than in people's homes or communal areas.</p>			
<b>Act.</b>	No Actions	<b>Who</b>	<b>Due</b>
<b>2) Repairs handbook – Perrin Horne</b>			
<p>The current Repairs &amp; Improvement Handbook requires review; changes within Partnership since 2011.</p> <ul style="list-style-type: none"> <li>• 'U' priority replaced with appointments system for tenants</li> <li>• highlighting more planned work across the city</li> <li>• new 'complex repairs' that take longer than the routine 20 day response time will now have an 'L' priority</li> <li>• better and clearer information- what the council v tenants are responsible for</li> <li>• Offices and contact details for Housing teams have changed</li> <li>• Less hard copy printed as the previous edition, some printed for new tenants only.</li> </ul>			

Repairs and Housing Customer Services Team will have copies for residents who request a hard copy.

- dedicated webpage on the BHCC website; further links in leaflet form for tenants and staff seeking specific information to view or print on :Asbestos, Legionella, Damp & Condensation, Contents Insurance, EDB, Tenant alterations, Right to repair legislation, Code of Conduct

### Suggestions raised:

Highlight information re exceptions in responsibilities for Senior Housing tenants so it's clearer.

Discussion re amount + quality of pictures. There will be less faces, however generally feedback is very positive about having illustrations and quality is acceptable. Overall design will be different and more in keeping with the council's annual report.

No Actions

### 3) Lettings policy for Seniors Housing – James Crane

Existing policy states that any Local Lettings Plan (LLP) has to be agreed by Councillors annually and can only exist for 4 years max. Therefore the Seniors LLP has to be renewed. Officers can only guide Councillors, who are the decision makers. Now discussing work and consultation reestablishing a robust foundation for a new LLP. (Has to be strongly evidenced and robust as can be legally challenged).

James Crane and Peter Huntbach have been looking at past years 900 applications to Seniors Housing; 250 of which were existing Seniors Housing tenants seeking to move, (these must have a need to move, not simply want to move) Homeless registered get *reasonable preference*. James will report to Senior Managers who will get a steer from Councilor Anne Meadows, Head of Housing committee as to how to proceed.

**Issue raised1:** if a spouse under 55 survives older partner, in joint tenancy, do they keep their home?

**A:** (This is not an issue within the LLP) That individual would already have the tenancy so their home would be secure. However we would ask the tenant if this home was suitable for them and in the past some people have chosen to relocate.

**Noted:** Succession law has just recently been changed by Govt.: other family members aside from spouses can no longer succeed council tenancies.

**Issue raised2:** small handful of Laburnum Grove were reportedly promised a move within the scheme from studio to 1 bed flat, perhaps because this was a hard to let scheme.

**A:** This was never part of the old Allocations Policy, nothing in about 'right to move'. Staff have been retrained to ensure consistent approach is applied. All tenants have option to mutual exchange and scheme managers can help with this. People can be on the list for an in scheme transfer however many people do not qualify for Homemove now because of removal of Band C medical from new Allocations Policy. Only if there is a need, such as mobility, eg a scheme with no lift and stairs. (Band C mobility still exists).

**Suggestion way forward:** We can take this issue back to Councillors whether there should be a right to move from studios within a specific scheme – this might be a local scheme time limited specific LLP. The next window of opportunity to take something like this forward will be January 2018.

**Issue raised3:** Some schemes being described as homeless within Homemove advertisements. **A:** James will look into this. All housing is given 40% priority to

homelessness; there are 2000 households in temporary accommodation, some of whom are older people. Can check how many tenancies at Laburnum and Hazelholt went to homeless /home seekers/ transfers.

**Issue raised 4:** What thought is given to supporting homeless people new to Seniors Housing to maintain tenancy, looking after property and consideration for community and neighbors?

**A:** (This also not under Allocations Policy) New tenants have to meet requirements and go through Seniors panel, includes risk assessment and meeting behavior requirements where necessary. Many people are turned down I this process for reasons around anti-social behavior, drug and alcohol abuse or criminal behaviors. However we can't turn people down if they have shown improvements, we can be legally challenged. Also, like anywhere, vulnerable people can disengage from support services and we do try to get them back into supportive services.

**Discussion:** Scheme managers aren't support workers. As we all age we all have increasing support needs – physical, mental. The service have been working with homeless hostels and supported housing staff to assist a smooth transition into Seniors housing, we can always improve this too. The city has been awarded additional government funding for homelessness prevention and support. We are reviewing our tenancy agreement. Specific to Seniors Housing included in the draft are some new proposed clauses:

- 1) if you have support needs, let us know
- 2) If we recommend services to you, you must engage with them.

This way, if people are not thriving and refuse support it gives us some leverage to encourage them further. We also still have the 1 year introductory tenancy, inside which we can take action.

**Issue raised5:** Although Brighton & Hove have renamed their service Seniors Housing, the term Sheltered is still the general term used in city wide policy and across other providers, thus within Allocations policy and Homelessness the old term is still used.

**Issue raised6:** It is misinformation that the local city council houses asylum seekers. We cannot and do not do this. The government is responsible for housing asylum seekers.

Act.	No actions	Who	Due
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#### 4) Seniors Housing updates – Peter Huntbach

**Tenancy Agreement** Review draft has gone out includes changes (as above) to Seniors Housing. Scheme managers have now had information and advice (was an overlap). Will help with tenants going away without telling us, and situations like abuse of alarm cord and staff. (related to this is that the Benefits office has changed its rules, if you are going away benefits will stop after 4 weeks)

**Events:**

- Somerset Point 40 people attended **health and wellbeing session**
- **Shared food** at Muriel house & Sanders house a lunch club is proposed with taster events either happened or happening.
- **Men in sheds** – with Fabrica gallery and Public health- launch at Leach Court – woodworking activities – also at Brighton Youth center and Brighton College. Issue of Transport for interested people, another funding bid is being drafted to help with volunteer activities across the city. **If you are interested please ask your scheme manager for more info or contact Fabrica direct.**
- Sloane Court **South East Dance** large consultation was held and they'll be

organizing dance and movement events at Brooke Mead.

- **One Church** now working in 5 schemes – have £10K to develop work with us
- **Fabrica** Older Audiences project ongoing (a special event on 18 May but please contact them for more information going forward).
- **Befriending** organisations leaflet should be through everyone’s letterboxes (not just in common room)
- **Mental Health Awareness Week and Dementia Awareness Week** . Please have a chat with your scheme manager about promoting these.
- **EARS - New** support service for people who have suffered elder’s abuse.
- **Active for life** – new activities – healthier walks, getting fitter and more active.

**Buildings**

- Major improvement works at **Woods House**
- **Laburnum Grove** lift replacement program (although residents have no date yet)
- **Upgrading alarm and fire alarm systems** happening, and more Warden Call upgrades.
- **Stoveguard** pilot – hardwired system turns off overheating cookers

**Brookmead** We’re hoping to have handback of site in June subject to any snagging work. As soon as we can Peter will arrange a visit for SHAG members. AginCare =care provider. Applications come through Social Services (Access Point 01273 295555), proposed residents need a care package and housing need, the Extra Care Panel (Peter and James included) consider. Looked at 9 applications yesterday, 2 of which were considered unsuitable. Still an under demand, just about getting the worked out – there are over 3000 diagnosed dementia sufferers in the city. Brookmead aims to have an equal mix of low, medium and a high needs residents. Difficult as Dementia is progressive illness, and many different types - decisions on a case by case basis. Agin Care were impressed by our plans. Rental cost is being kept within local housing Allowance levels, (£153 + £6 heating) social care costs are on top of that.

**Issue raised:** some people are worried about moving itself. **Discussion:** some people who don’t have a diagnosis are coping well without social care support. Some people with dementia are safer to stay where they are. Is varied. Peter is happy to go to speak to groups + organisations about this new resource.

**What is % of people from Seniors to Extra care?** We want people to stay in their homes as long as possible. Like to see more extra care over residential nursing care.

**What is procedure for going to Extra Care?** Often the diagnosis is late, earlier the better as can sometimes medicate to slow the disease progression. Referrals to Extra care come through social services and scheme managers can help with that. Most staff is now trained as Dementia friends, we are happy to promote that amongst residents too/ raising awareness of Dementia across schemes and population is only a good thing.

**Some people are on their own with no relations to support them.** People can live successfully and independently with dementia. There are Dementia cafes, other groups that come together, friendship groups. The Carers society runs various. There is a lot of anxiety regarding diagnosis, it is a brain illness, and appears across all ages. Good news is we can lessen risk of Dementia through healthy living activity. Good community leaders please keep ears and eyes open so we can support people’s needs early on.

<b>Act.</b>	{Property & Investment to find out lift replacement date for Laburnum Grove	<b>Who</b>	<b>Due</b>
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**LAG COMMITTEE MEETING**

5th June 2017 at 6.15pm

1. Present: Dave Croydon (chair), Rosemary Johnson (minutes), Violeta Belogaska, Muriel Briault, Tony Worsfold, Keith Marston, Jane Thorp (observer), Tony Camps-Linney (observer), David Spafford

2. Apologies: Suz Evasdaughter, Michelle Alford.

3. Minutes of previous meeting: AGREED.

4. List of Action Items

Estate Inspections (from a while ago): Jane is on working group to review estate inspections; will keep us posted.

Last meeting:

We now have contact details for all elected members; RFJ is keeping an eye on situation regarding Michelle's status.

Homing In article done by RFJ and should be in next edition.

Larissa has been invited to 24th July meeting, and work done on what to discuss with her.

Inviting councillors/RAs to cttee mtgs to continue. Action: Dave C.

STAR survey: still to be on a future agenda. Action: Dave C.

Action: Dave S to ask Keely about who can be a rep from LAG to APs/SIGs (ie. any member or committee members only)

Muriel is on West AP already; AGREED she will be our rep there too.

Meeting dates for the year now established: 11/9/17; 30/10/17 and 11/12/17 both with council officers; 8/1/18; 12/2/18 with council officers. Action: Tony W to canvass committee members' preferences for meeting times.

Any committee member interested is encouraged to take up historic action items. Some are still relevant, and some overtaken by events. Action: Dave C to update list.

5. Topics for future meetings.

Next meeting with Larissa; more items are likely to come out of this

Councillors inter-party group on working with Leaseholders - we want to be involved with this

Mears contract review - ditto

STAR survey, as raised several times at AGM; want to have input into this

6. Plans for meeting with Larissa.

Action: Dave C will merge various suggestions into a paper for the meeting.

7. AOB

Keith will pursue complaint about left-hand only windows.

Tony C-L on division of service charge between flats if flats different sizes: is this unfair contract? Tony will pursue this.

Dave S: undergoing a survey; will request copies.

8. Next Meeting: 24th July 2017, 7pm.

Meeting	<b>Tenant Disability Network (TDN)</b>		
Attendees	<p><b>Present:</b> Barry Kent, Alison Gray, Martin Cunningham, Jason Williams, Ann Packham, Black Bear</p> <p><b>Officers:</b> Satti Sidhu Performance &amp; Improvement Officer, Sue Andrew Adaptations, Martin Farrelly Access Point Manager</p>		
Apologies	<b>Simon Pickles ( Housing Stock Review Manager), Joe Macrae</b>		
Meeting location	<b>Hampshire Lodge</b>	Produced by	<b>Rebecca Mann</b>
Date Time	<b>10 April 2017 2.00pm</b>	Minutes completed on	

**Section 1 – Update on actions from previous meeting**

	Description
1	Minutes agreed
2	Invite Satti Sidhu
3	Invite Martin Farrelly Manager Access Point
4	Housing Adaptations
5	TDN Newsletter
6	Update on wet/dry toilets
7	

**Section 2 – Agenda items, agreements and future action**

<b>Agenda item 1</b>			
Agreement / Decision	<b>Minutes were agreed</b>		
Action(s)	n/a	By Who	Deadline
<b>Agenda item 2 Satti Sidhu to discuss ‘mobility scooter storage’ policy</b>			
Agreement / Decision	See enclosed procedure		

Action(s)	For all to read	By Who	Deadline
<b>Agenda item 3 Martin Farrelly Manager Access Point</b>			
Agreement / Decision	Invited to talk to group by Alison Gray. Martin gave an interesting talk to the group about the changes to the Care Act and how the provision of care has changed over the years, mainly down to funding reasons. Nowadays those who require a care package are given a payment and are required to manage their own care packages. Everyone is entitled to be assessed for a care package however they must meet with the following requirements – have issues with hygiene, nutrition, safety within their home, issues with mobility. Must fulfill two of these requirements to get help. Concerns about people getting help required. Staff are now working more closely with GP's. it has been realised that the community and hospital need to work more closely and it is acknowledged that face to face support is required rather than being assessed and supported through a call centre. Work is ongoing and always room for change and improvements to the service.		
Action(s)	None required	By Who	Deadline
<b>Agenda item 4 Housing Adaptations</b>			
Agreement / Decision	<p>Sue gave an update on finances for end of the year. As follows:</p> <p>Disabled Facilities Grant</p> <p>No of people helped/grants completed: 222 (includes 45 grant completions deferred from last year, part of the frp)</p> <p>2016/17 budget: £1.4m (£1.125m incl 14/15 overspend brought forward)</p> <p>Spend: £1.306m (our forecast TBM 9 : £1.388m)</p> <p>Great news! The average grant has come down from £8,557 in 15/16 to £5,790 last year, 16/17, thanks to over 65% of all private sector, grant assisted work coming through the Housing Adapts Framework &amp; our scrutiny at Major Adapts Panel</p> <p><b>Council</b></p> <p>No. of people helped 183</p> <p>2016/17 budget: £1.15m</p> <p>Spend: £1.132m (our forecast: £1:1m)</p> <p>Average cost £5,600</p>		

Action(s)	None required	By Who	Deadline
<b>Agenda item 5 TDN Newsletter</b>			
Agreement / Decision	Ann and Jason have produced the newsletter with the assistance of the Resource Centre. Becca to collect and help distribute as will the RIT. People should email <a href="mailto:tdnbhcc@yahoo.co.uk">tdnbhcc@yahoo.co.uk</a> with ideas for the newsletter. Suggestion that Universal Credit and PIP should go into newsletter next time.		
Action(s)	As above please email ideas  Newsletters to be collected by Becca and dropped off to Ann and Alison. RIT will distribute where it can the remaining ones to RA's and Sheltered.	By Who All resident s	Deadline Ongoing
<b>Agenda item 6 TDN membership</b>			
Agreement / Decision	Discussion on current TDN membership. East isn't represented. Barry has agreed to represent North.		
Action(s)	Becca to discuss with Sharon. Becca has emailed Chris El Shabba and Lynne Bennett to invite them to become East Reps.	By Who BM	Deadline Before next meeting.
<b>Agenda item 7 Wet/dry toilet -</b>			
Agreement / Decision	Sarah Potter had previously agreed to meet with Glyn Huelin to agree arrangements for maintenance of wet/dry toilet.		
	Glyn to meet with Mears to agree information sharing as Mears are unable to access OHMS (IT software that is used by Housing)	By Who Glyn	Deadline Ongoing
	<b>Housing Adaptations</b> Housing Adapts is going to put together the list of addresses where we have installed specialist equipment such as wash/dry toilets and where we have a responsibility to repair and maintain.	Sarah	Ongoing
	Agreement to review the repairs and maintenance of specialist equip installed by the council and how it will be delivered will take place in April 2020 when the contract is reviewed. In the meantime the Adaptations budget will continue to fund extended warranties on new equipment that has been installed.	Sarah/ Glyn	Ongoing
	Finally, it is yet to be decided whether existing wash/dry toilets which are out of warranty are to be serviced and how this will be delivered.	Sarah/ Glyn	Ongoing

### **Section 3 – Agenda for next meeting**

<b>1</b>	Welcome/Introductions
<b>2</b>	Minutes of last meeting
<b>3</b>	Invitation to Kirsty Smeaton Senior Housing Needs Officer
<b>4</b>	Invitation to Lilly Storey The Fed
<b>5</b>	Housing Adaptations
<b>6</b>	TDN newsletter
<b>7</b>	Agenda Planning
<b>8</b>	AOB
<b>9</b>	Date of next meeting