

## **Service Improvement Group Update for September Area Panels**

### **Tenancy Service Improvement Group**

**18 May 2016**

- Worked with Housing Management Services to consider ways to improve how services are delivered.
- Looked at areas of the business that work well, exploring what residents like about the current ways of working.
- Identified areas of the business which do not work so well.
- Made recommendations on how things could be done differently to improve the service and achieve those aims.
- Getting updates on Possession proceedings and evictions process.
- Overview of Brighton & Hove City Council's Independent Mediation Service.
- Looking at examples of other social landlords' Code of Conduct formats.

### **Home Service Improvement Group**

**19 May 2016**

- Update on Somerset Point cladding discolouration liability investigation.
- Looked at potential impacts of Housing & Planning Bill to Housing Revenue Account.
- Martin Reid, Head of Property & Investment (P&I) Team discussed scope of P&I team. Questions regarding transparency of budget allocation, window and lift replacements, communal block areas, response times for enquiries, and contractors.
- Darren Miller, director K&T Heating services introduction following new gas service contract. Questions regarding gas safety certification, service to people with disabilities, energy saving advice, range of housing areas in new contract.
- Keith Dadswell, Mears described scaffolding timeline in detail. Through paperwork, appointments, safety check regime, new improved equipment, potential delays, and possible gutter cleaning program.

### **Involvement & Empowerment Service Improvement Group**

**26 May 2016**

- Launched timetable of Involvement & Empowerment subgroup meetings for the Resident Involvement Review.
- Finalised copy and design for new Resident Involvement Handbook.
- Agreed contents for new Tenant and Resident Association manual.

- Editing film footage of resident testimonials on how being involved has benefited them and their estates in preparation for Resident Involvement You Tube channel.
- Developing outline content for social housing training modules for residents.

**Neighbourhood & Community Service Improvement Group**  
**26 May 2016**

- Reviewed progress and achievements over the last two years; these included recommendations to improve parking service, cleaning service, refuse collection and grounds maintenance.
- Members agreed that residents being involved more proactively in reviewing these services and working within their communities to improve the estates helps to highlight these opportunities for improvements.
- Group working on review of Community Payback scheme and how to streamline the service to improve the system.

**Business & Value for Money Service Improvement Group**  
**7 April 2016**

- Discussed the remit of the Service Improvement Groups as council led meetings.
- Agreed the conduct of attendees at meetings.
- Looked at role of Land Registry identifying boundaries.
- Agreed a pilot grounds maintenance review on an estate in Portslade.
- Interested in finding out more about parking management.