

Subject:	Annual Report 2016		
Date of Meeting:	15 June 2016		
Report of:	Acting Director Economy Environment & Culture		
Contact Officer:	Name:	Ododo Dafe	Tel: 01273 293201
	Email:	Ododo.Dafe@brighton-hove.gov.uk	
Ward(s) affected:	All		

FOR GENERAL RELEASE

1. PURPOSE OF REPORT AND POLICY CONTEXT

1.1 The Annual Report has been provided to council tenants and leaseholders since 2010. The regulatory framework for social housing in England from the Homes and Communities Agency (HCA) sets out the requirements for the areas that must be covered in the report which includes:

- Information on the repairs and maintenance budget
- Timely and relevant information
- Support for tenants to build capacity and be more effectively involved

2. RECOMMENDATIONS:

2.1 That the Housing and New Homes Committee approve the draft Annual Report 2016 to council tenants and leaseholders (attached as appendix 1). The report will be sent to all residents with the summer edition of Homing In and will also be available to view on the council's website.

2.2 That the committee approve the production of a video to provide an additional and alternative method for the report information to be presented.

3. CONTEXT/ BACKGROUND INFORMATION

3.1 A variety of teams across housing provided key information that reflects the performance of the service from 1 April 2015 to 31 March 2016. Where appropriate, resident quotations have been used to support some of the achievements and to demonstrate how feedback has changed the council's landlord services.

3.2 The presentation of the report builds on last year's appearance using graphics, numbers and full colour to display the information. It will also complement, where possible the service performance report.

3.3 For each service area the information is presented under the three headings, 'What we have achieved', 'Your feedback', and 'What's next'.

- 3.4 The production of a video will also provide the information in an easy to view format which could help readers with literacy issues, learning disabilities and where English is not the first language.

4. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS

- 4.1 In the planning stages, annual reports from other housing providers were read through and comparisons made. This research helped confirm that our report includes a similar content, format and presentation of information as other organisations.

5. COMMUNITY ENGAGEMENT & CONSULTATION

- 5.1 A request was made in the spring 2016 edition of Homing In for tenants and leaseholders to help shape this year's annual report. Unfortunately this didn't result in any comments being made.
- 5.2 The Homing In editorial board provided feedback. This was mainly that the standardisation of the design works, the appearance needs to be kept fresh, and some slight changes to maintain interest are welcome.
- 5.3 Area Panel representatives were consulted at the citywide Area Panel on the 18 May 2016. Following a discussion on which some questions of clarification were raised, the only amendment suggested was that on page 4 when referring to the number of calls to the repairs helpdesk we use working days for both or calendar days for both. This has been amended to calendar days to reflect that calls are taken over seven days of the week, not just on working days.

6. CONCLUSION

- 6.1 To include all changes as recommended through the community engagement and consultation methods, as detailed in section 5.

7. FINANCIAL & OTHER IMPLICATIONS:

7.1 Financial Implications:

The cost of printing and sending out the annual report is estimated to be £1800. The estimated cost of the video is £3000. These costs will be met from the 2016/17 Housing Revenue Account budget for resident involvement.

Finance Officer Consulted: Name Monica Brooks

Date: 06/06/16

7.2 Legal Implications:

The Housing and Regeneration Act 2008 established the Homes and Communities Agency (HCA). Acting as the regulator of social housing, the HCA can set standards in relation to consulting with tenants and leaseholders and providing them with information. The standards require an annual report. The Annual Report 2016 satisfies that requirement.

7.3 Equalities Implications:

There are no specific equalities requirements set out in guidance for producing an annual report by the Homes and Communities Agency (HCA). However, general information is provided in the regulatory framework which states that registered providers shall:

- Treat all tenants with fairness and respect
- Demonstrate that they understand the different needs of their tenants including in relation to the quality strands and tenants with additional support needs

The report includes further detail on how the council meets that standard. For example on page two information is provided on how complaints have helped shape future service delivery, this has included changing the height of signage advising of a lift breakdown to allow a wheelchair user the read the information.

The video will provide an alternative format to make the detail of the annual report more accessible for any residents with additional support needs, such as sensory disability, literacy issues and for residents where English is not the first language.

7.4 Sustainability Implications:

All work being done or planned to increase sustainability is detailed within the report. This includes information on building new homes and launch of the new Asset Strategy which details how investment will be made in safe, well managed homes.

7.5 Any Other Significant Implications:

None identified

7.6 Crime & Disorder Implications:

There is a section within the report dedicated to anti social behaviour (ASB) which details the achievements, feedback and plans for the year ahead. This includes figures to support the type of action being taken to manage ASB.

Separate information is provided on the work being done to tackle tenancy fraud, with a reminder on how residents can report any concerns about a council property.

7.7 Risk and Opportunity Management Implications:

The report is designed to achieve all aspects of the regulatory framework guidance as provided by the Homes and Communities Agency (HCA) as detailed in 1.1 and 7.3.

The resident involvement review taking place this year will actively seek views on how involvement can be broadened and how residents can increase their influence on the way housing services are delivered.

7.8 Public Health Implications:

There are strong links between how a positive housing environment promotes good levels of health and well being. The report details how different parts of the service are achieving this, for example seniors housing work with Brighton University to promote the role of the pharmacist and how the adaptations service continues to make a real difference and help increase independence by modifications made to homes.

7.9 Corporate / Citywide Implications:

The councils corporate plan 2015-19 sets out the vision and aims for housing in the city. This includes: investment in new and existing council housing, support for residents to live independently and improve health and well being, providing decent homes, repaired to a good standard and to increase energy efficiency. Our progress and plans for the year ahead to achieve these aims are outlined within the report.

SUPPORTING DOCUMENTATION

Appendices:

1. Draft Annual Report 2016.

Documents in Members' Rooms

None

Background Documents

None