

Housing Management Panel: West Hove & Portslade Area

Date: 15 February 2022

Time: 2.00pm

Venue Virtual - Zoom

Members: Councillor Allcock (Chair), Ward Councillors for the Area,
Delegates of Tenants Association in the area.

Contact: Francis Mitchell
Apprentice Democratic Services Officer
Francis.Mitchell@brighton-hove.gov.uk

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AGENDA

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1 WELCOME, APOLOGIES & INTRODUCTIONS	5 - 6
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5 Minutes.

Instructions on joining meeting (copy attached).

2 ACTIONS & MINUTES OF THE PREVIOUS MEETING	7 - 12
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20 Minutes.

Actions of the meeting held on 14th December 2021 (copy attached).

Minutes of the meeting held on 14th December 2021 (copy attached).

3 RESPONSES TO RESIDENTS QUESTIONS	13 - 36
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65 Minutes.

West Area Responses to Residents Questions (copy attached).

1. Resident inspector and field officers– What is their time line, what is their role?
2. Area Panel Review outline –Sam
3. Repairs
4. Response to service requests and queries – how can people access services, example of vouchers
5. Argus EDB article – how did the papers get leaked?
6. Task and Finish group and Service Improvement group – papers will be dispatched.
7. Weed control – written response
8. Dog poo bins

Appendix to question 4.2 (copy attached).

Appendix to question 4.4 (copy attached).

Appendix to question 4.6 (copy attached).

AREA PANEL REVIEW OUTLINE

Facilitated Workshop Session

4 HOUSING COMMITTEE WORKPLAN PROGRESS UPDATE AND HOUSING PERFORMANCE REPORT QUARTER 3 2021/22	37 - 64
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15 Minutes.

Draft Performance Report Q3 2021-22 (copy attached).

Council Housing Performance AP Summary Q3 2021-22 (copy attached).

Appendix – Government list of emergency priority repairs (copy attached).

5 POSITIVE COMMUNITY NEWS

5 Minutes – Verbal updates from attendees.

6 ANY OTHER BUSINESS

5 Minutes.

FURTHER INFORMATION

For further details and general enquiries about this meeting contact , (01273 291354, email thomas.bald@brighton-hove.gov.uk) or email democratic.services@brighton-hove.gov.uk

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Date of Publication - Date Not Specified

West Area Panel – meeting invitation

Dear Resident,

On behalf of the West Area Panel, I would like to invite you to the next meeting. This will be an **online zoom meeting**.

When	Tuesday 15 February 2022 – from 13:45 to 16:00
Where	<p>Online on Zoom</p> <p>Please type the following address in your browser:</p> <p>https://tinyurl.com/WAP150222</p> <p>There's no difference between uppercase/lowercase letters. You won't need to enter meeting ID or password.</p> <p>If the link above doesn't work or you will join through the Zoom client instead, please use the following credentials:</p> <p>Meeting ID: 821 5845 8452 Passcode: 0qMxVS</p> <p>(no difference between uppercase/lowercase letters). You won't need to enter meeting ID or password.</p> <p>If you can't use a device able to connect to the internet, you can access the meeting through audio only, calling with a normal phone one of the following numbers and typing the meeting ID and passcode when asked:</p> <p>0203 481 5237, 0203 481 5240, 0203 901 7895, 0131 460 1196</p> <p>Meeting ID: 821 5845 8452 Passcode: 506143</p> <p>To mute and unmute yourself when calling by phone, press *6 (asterisk and 6)</p>

Please read the papers in advance of the meeting.

Please contact the Community Engagement Admin Team at 07717302986 or 07717302872 communityengagement@brighton-hove.gov.uk if you have any more questions

West

Actions of Area Panel Meeting December 2021

Action	Who	Response
Democratic Services to seek clarification regarding the use of the word 'noted' in minutes.	Francis Mitchel / Thomas Bald	
Ododo Dafe to get Robert Keelan in touch with Rosemary Whitehouse regarding vaping concerns.	Ododo Dafe and Robert Keelan	Done
Keely and Rosemary to understand what information is being requested by Alison and respond to her list of questions.	Keely McDonald	This is being followed up through the Estate Development Budget Task & Finish Group
Keely to provide Cllr Bagaeen with numbers of individual and group EDB bids.	Keely McDonald	Complete
Ododo Dafe to ensure Muriels guttering repair is completed properly.	Ododo Dafe	Done
Ododo Dafe to contact Rosemary Whitehouse regarding residents contaminated water supply.	Ododo Dafe	Outstanding - will contact once I have details
Francis Mitchell to change previous minutes to include Rosemary Whitehouse's correction to 2.9. (16:45 in recording of meeting).	Francis Mitchel	

BRIGHTON & HOVE CITY COUNCIL
HOUSING MANAGEMENT PANEL: WEST AREA
2.00PM 14 DECEMBER 2021
VIRTUAL MEETING – ZOOM
MINUTES

Present:

Councillors: Cllr Moonan (Chair), Cllr Bagaeen, Cllr Pissaridou

Residents: Anne Packham, Graham Dawes, Alison Gray, Rosemary Whitehouse, Muriel Briault,

Officers: Ododo Dafe, Keely McDonald, Diane Coe, Francis Mitchell, Pien Kuipers, Thomas Bald, Janet Dowdell, Grant Ritchie, Rich Wheeler, Sam Warren, Craig Garoghan

1 – WELCOME, APOLOGIES & INTRODUCTIONS

1.1 Apologies from Cllr Allcock, Cllr O’Quinn and Ted Chapman.

2 – ACTIONS AND MINUTES FROM PREVIOUS MEETING

2.1 Graham Dawes stated under item 2.1 that his concern was regarding use of the word ‘noted’ and it was agreed that this word would not be used in future minutes. Instead, a description of the action or agreement would be provided.

2.2 It was also agreed that the minutes would be checked by community engagement before being presented to the panel at future meetings. Cllr Moonan highlighted that Cllr Allcock was working with Democratic Services to improve the quality of minutes.

2.3 It was agreed that the minutes would be amended and presented at the next meeting.

2.4 Rosemary Whitehouse suggested correcting items 2.2 and 2.3 to reflect that Clarke Court does not have water butts and that a long hose will be needed.

2.5 Rosemary Whitehouse suggested the inclusion of definitions of ‘council terms’ in the minutes.

2.6 Ododo Dafe stated that the papers will be distributed 10 days before the meeting.

- 2.7 Rosemary Whitehouse stated that residents are still vaping in her residence. Rosemary Whitehouse wanted to put forward a formal complaint regarding stalking and harassment towards the vaping but was herself threatened with investigation.
- 2.8 Ododo Dafe stated that Robert Keelan will be asked to get back in touch with Rosemary Whitehouse regarding her concerns.
- 2.9 Alison Gray stated that none of the EDB actions on page 11 had been completed. Keely McDonald stated that there were updates to these actions available for view on page 13 of the Agenda. Alison Gray stated that Keely McDonald had not answered her list of questions. Keely McDonald clarified that she was aware that there is more work to do in answering these questions. Alison Gray requested the Keely McDonald and Lucy Beasley should complete the actions and that they be included in the minutes.
- 2.10 Alison Gray stated that, despite the number of task and finish groups for EDB, no vote had been held at any of these meetings. Keely McDonald stated that her and Lucy Beasley have taken this on board and will catch residents up on what has been recommended and any actions that are outstanding.
- 2.11 Ododo Dafe informed the Panel that next year the cyclical maintenance will be looked into, requesting residents report anything that needs completion.
- 2.12 Muriel Briault stated that her guttering is now damaged again and clarified in the previous actions that it was not her that had issue with vaping, but instead Rosemary Whitehouse. Ododo Dafe stated that Muriel Briault had received papers regarding her guttering repair.

RESOLVED:

- The word 'noted' not be used in future minutes.
- Unfinished actions from October to be completed.

3 – ESTATE DEVELOPMENT BUDGET

- 3.1 Keely McDonald delivered the report on this item.
- 3.2 Cllr Bagaean asked if there was a split between groups and individuals applying for EDB grants and if there was any information on the success rates of groups compared to individuals. Keely McDonald stated that she did not have this information to hand but outlined that there is an additional round of bids before the end of the financial year to make it easier for residents to submit bids. Keely McDonald also stated that the majority of bids come from

groups, but that support is given to individuals seeking a bid.

3.3 Alison Gray stated that:

- (page 13) it was not agreed that each group could submit 6 bids per year.
- It was agreed that if any money was left over at the end of the bid round, the area concerned would be informed and would be allowed to submit another bid.
- Quick bids had been reduced to 6 meetings per year, and that quick bids are now taking longer than main bids as they can take between 2-4 months to complete.
- Bids should be a majority vote as some are being rejected after 3 people out of 72 were in opposition to them.
- The proposed scoring methods have not been used.

3.4 Keely McDonald stated the purpose of the EDB Task and Finish Group, residents can attend the existing task and finish groups.

3.5 Alison Gray expressed concern regarding progress of the EDB review due to inconsistency attendance and rearrangements of meetings.

4 – RESPONSES FROM RESIDENTS QUESTIONS

4.1 Graham Dawes stated that he did not understand many of the responses given in the resident's questions.

4.2 Alison Gray stated she was unhappy with the response given regarding task and finish groups. Alison also stated concern regarding the decrease in service improvement groups citing time-concerns.

4.3 The Chair deferred the item and encouraged residents to raise concerns before the next meeting.

4.4 Graham Dawes stated that he felt as if the venues and timing for the area panels were not appropriate.

5 – HOUSING PERFORMANCE REPORT

5.1 Ododo Dafe delivered the report on this item but there was no discussion.

6 – POSITIVE COMMUNITY NEWS

6.1 Rosemary Whitehouse stated that the planters and workers were excellent

6.2 Rosemary Whitehouse expressed concerns regarding a disabled resident who has faulty door and a contaminated water-supply in their home. Ododo Dafe confirmed she would be in contact with Rosemary Whitehouse regarding this.

7 – FUTURE FORMAT OF AREA PANELS

7.1 The Chair stated format will remain virtual, citing concerns regarding the Omicron Variant of Covid.

8 – BUDGET UPDATE

8.1 Ododo Dafe presented report on this item.

8.2 Cllr Moonan clarified that the final decision regarding the HRA budget would be made at budget council in February.

8.3 Alison Gray asked why scooter storage costs as much as it does. Ododo Dafe responded that scooter storage prices have increased by 4% due to electricity prices.

8.4 Graham Dawes expressed reservations towards how the Council is proceeding with their ICT systems, citing the council not seeking specialist consultation. Ododo Dafe stated that some residents and leaseholders were involved in consultation for the ICT systems and their input was taken on board, citing a development where leaseholders will be able to check their bills on-screen. Ododo Dafe also stated that a handful of tenants have already tested the system with feedback being that they are 'overwhelmingly delighted' as they are able to do so much more online rather than requesting information from the council.

9 – ANY OTHER BUSINESS

There was no discussion.

The meeting concluded at 16:02pm.

West Area 2 Stars

4.1 Role of Field Officers and Estate Inspections

Background

West residents thought that the West Area Panel on 14/12/21 had been unsatisfactory, with unclear papers, inaccurate minutes from the last Area Panel and inconclusive discussions.

Item 4.1: Role of Field Officers and Estate Inspections

Issue: West Residents asked when Estate Inspections will start up again and requested a timetable of Estate inspection dates.

Response from Housing: current plans are to have two Field Officers carrying out inspections in each of the four Housing areas. This is so they will get to know the Housing teams; build relationships with residents; become familiar with the different areas. Officers are currently planning how to start up estate inspections and what staffing resource will be needed. The aim is to provide information online as to when and how Estate Inspections will take place.

Response at the West Residents meeting: more discussion is needed with Residents Associations about Estate Inspections and how to make these an effective resource.

Various points were made:

- a) Residents have repeatedly asked for a return of Estate Inspections. While the latest response indicates this will happen at some point in the future, there is no timescale for this, or indication how residents will be involved in the process.
- b) The crucial ingredients for making Estate Inspections a success are quick follow-up, clear action times and good communication. When they are conducted by experienced, knowledgeable and efficient officers who know the area, understand the issues and work closely with residents, they are invaluable. This wasn't always the case in the past and an Estate Inspection could be followed by silence and inaction.
- c) A huge range of tasks seem to have been given to Field Officers and they may not have the capacity to conduct Estate Inspections in a meaningful way.
- d) Residents have repeatedly asked for clarification of the role of Field Officers detailing the range of work they have to do. This has still not been provided.
- e) If Estate Inspections are to be useful, residents' experience needs to be drawn on.

How will residents be involved in this process?

West Area Panel Residents Questions February 2022

Action

Residents are requesting a review and discussion of items 4.1 – 4.6 at the next West Area Panel.

4.1 Field Officers and Resident Inspectors - Residents would like a verbal response during the Area Panel on what the role of the resident inspectors and field officers are and what their timeline would like like.

Response

Justine Harris- Head of Tenancy Services - justine.harris@brighton-hove.gov.uk / Theresa Reynolds - Field Officer Manager - theresa.reynolds@brighton-hove.gov.uk

Item 4.1: Role of Field Officers and Estate Inspections

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Response at the West Residents meeting: more discussion is needed with Residents Associations about Estate Inspections and how to make these an effective resource.

Various points were made:

a) Residents have repeatedly asked for a return of Estate Inspections. While the latest response indicates this will happen at some point in the future, there is no timescale for this, or indication how residents will be involved in the process.

Response: We are aiming to start resident inspections in April 2022. To start with we will do one geographic area each week on a rotational basis . Please see point below about residents involvement.

b) The crucial ingredients for making Estate Inspections a success are quick follow-up, clear actions times and good communication. When they are conducted by experienced, knowledgeable and efficient officers who know the area, understand the issues and work closely with residents, they are invaluable. This wasn't always the case in the past and an Estate Inspection could be followed by silence and inaction.

Response for February Area Panel: This is a really good point. Having the right officers in attendance will be crucial as is good communication.

To ensure we have officers with the correct expertise carrying out the Estate inspections, they will be coordinated by the Area Housing teams. A senior officer will be in attendance, along with a Surveyor, Estates staff who are able to undertake quick repairs when we inspect the housing blocks, or an Estates team leader when we inspect on street properties, as they will be able to respond to issues such as

West Area Panel Residents Questions

February 2022

bulk waste removal, ground maintenance. The role of the Field Officers in the inspection process at time of writing is still be agreed. We are planning to have a Field Officer aligned to each area Housing office. Over time they will get to know the areas and housing reps.

c) A huge range of tasks seem to have been given to Field Officers and they may not have the capacity to conduct Estate Inspections in a meaningful way.

Response for February Area Panel: The role of the Field Officers will be to support this process not lead an inspection, they will get to know the local areas. Their role in the inspections will evolve once they start up. The key thing is to get them started.

d) Residents have repeatedly asked for clarification of the role of Field Officers detailing the range of work they have to do. This has still not been provided.

Response for February Area Panel: The Field Officer service will continue to become more flexible with the service currently offered under review, to see where we can best serve residents and work closely with partner agencies.

The Field Officer has a focus on how we deliver enforcement and inspection functions across services and working in our communities and with our communities to promote a more proactive and preventative way of working. Also, with a focus on delivering solutions and resolving problems.

Field Officer Team was created, with the aim of working flexibly across services, preventing duplication, reducing response times and improving the way customers access services, with improved customer satisfaction. In addition, working proactively with communities.

To facilitate an agile model of service delivery that remains focused on community and service needs, resources, and seasonal demands the team is continuing to work over 7 days 12.00 to 20.00. Each shift is 9.75 hours, and this enables the team to be flexible and work before 12.00, and/or after 20.00. This ensures they can provide a responsive service and have the ability to target resources effectively. It also provides a service at times when many other council services are not accessible and do not operate.

The functions being delivered by the Field Officer Team currently include commercial and domestic noise, other nuisance including dust and smoke and drainage investigations, street licensing cases, waste on private land, elements of planning enforcement investigations, and tented encampments. This has not included anti-social behaviour. Anti-social behaviour investigations have remained with Housing Management for housing tenants and Community Safety for all other cases of anti-social behaviour. When requested Field Officers will support these services gathering evidence, information and intelligence.

Since the pandemic and the city's needs are changing and we are reviewing the service we offer. Ensuring we deliver the best service our customer needs and work closely with partner agencies.

West Area Panel Residents Questions

February 2022

We have been supporting Emergency planning delivering food for those who were vulnerable during the 1st wave of lockdowns, supporting public health in delivery of communication to different areas of the community.

Working with the Police in operations and taking part in ASB week on the seafront and in the city , being more visible.

West Area 2 Stars

4.2 Response to service requests and queries

Background

Item 4.2: Response to service requests and queries

Issue: West Residents raised concerns about poor communication and lack of response to emails and phone calls.

Response at Area Panel: Housing apologised and promised to make immediate improvements on follow up to actions discussed at Area Panels. This will be addressed as part of the Area Panel Review. Future plans also include information on residents' pages on the Council website, and bulletins on changes to areas of services.

Response at the West Residents meeting: The apology from Housing was noted. It was agreed to monitor this and report back if there hasn't been an improvement. Practically, for the February area panel the residents would like to know more about parking vouchers and how to get them now that they are not available at the Hove Town Hall

Action

4.2 The residents would like to know more about parking vouchers and how to get them now that they are not available at the Hove Town Hall and since the parking department was closed.

Response

*Thiago Pereira - Parking Customer Services Team Leader -
parkingteamleaders@brighton-hove.gov.uk*

All residents can apply for their visitor parking permits online through their MyAccount or by creating a MyAccount. Here is a link to MyAccount: <https://www.brighton-hove.gov.uk/myaccount>

Residents who use email but need help using our website or require access to a computer can visit us at Brighton Customer Service Centre. The customer service officers at the centre are trained to help customers with the website. They are not Parking Services staff and will not be able to answer parking enquiries

West Area Panel Residents Questions

February 2022

The Parking Service Counter is closed and reception Staff at Hove Town Hall are unable to help with online assistance.

Residents who cannot use digital services can order their visitor parking permits through the postal application service. I enclosed the application form to this email. The form contains all information required in order to apply through the post.

If there is any more information that you feel would be helpful if given during your meeting on the 15/02/21, we can certainly look at the availability and possibly of sending an officer to answer questions during the meeting however, this would be solely to cover this subject and not for any other parking related issue.

West Area 2 Stars

4.3/4.4 Task and Finish Group / Service Improvement Group

Background

Item 4.3: Task & Finish groups

Issue: West Residents asked for a list of all current groups including Task and Finish, Service Improvement Groups (SIG) and others such as the Tenant Disability Network (TDN), with details of the remit for each group.

Response at Area Panel: Agreed to provide this.

Response at the West Residents meeting: this has still not been received.

Item 4.4: Service Improvement Groups

Issue: West residents asked for copies of the minutes where it was agreed that the four service improvement groups will merge into two.

Response at Area Panel: the Tenant and Leaseholder Engagement Strategy approved at Housing Committee March 2021 includes a recommendation to reduce the four Service Improvement Groups (SIGs) to two, minutes of that meeting can be found on the council's website: <https://present.brightonhove.gov.uk/documents/g10054/Printed%20minutes%2017th-Mar-2021%2016.00%20Housing%20Committee.pdf?T=1>). These groups will focus on 'People' and 'Buildings'. This will allow for time limited task and finish groups to focus on specific issues in detail and report back to Area Panels. Discussions have begun in the Home and Involvement & Empowerment SIGs on terms of reference for the two new groups. Further discussion is required and the intention is to bring the draft terms of reference for these groups to the Area Panels in Spring 2022 for approval.

Response at the West Residents meeting:

a) Reducing the Service Improvement Groups (SIGs) to two will impact on the level of resident involvement – agendas for the present SIGs are already too full and items don't get covered.

West Area Panel Residents Questions

February 2022

- b) Concerns were raised about the level of consultation and involvement of residents in a decision that is then attributed to them. The objections raised by West residents did not get reported to Housing Committee, so it appeared that there was agreement when this wasn't the case.
- c) Papers for Area Panels are only available a week before the meeting – more time is needed for meaningful consultation (see item 6).

Action

4.3/4.4 Task and Finish group and Service Improvement group - The residents would like to receive the papers about the remits of each group before the Area Panel.

Response

*Keely McDonald - Community Engagement Officer East -
keely.mcdonald@brighton-hove.gov.uk*

A list of the Service Improvement Groups and their previous topics of discussion was provided to the members of the Involvement & Empowerment Service Improvement Group on request at their meeting held on 2nd February 2022. This information has been included with the papers for this Area Panel meeting along with a description of each group's remit. If you have any further questions regarding Service Improvement Groups, please contact the Community Engagement Team via email communityengagement@brighton-hove.gov.uk or call 07717302986 or 07717302872

West Area 2 Stars

4.5 Weed Control

Background

Item 4.5: Weed Control Issue:

Issue: Concerns were raised about the difficulties of keeping pavements safe without the use of weed killer. What alternatives are there?

Response at Area Panel: it was acknowledged that managing weeds is challenging without the use of glyphosate herbicide. A private contractor is being used to clear areas of Housing land where weeds cause a health and safety hazard. Alternative herbicides such as Katoun Gold kill surface vegetation but not roots so there is quick regrowth, requiring frequent treatments. Housing will continue to monitor and respond to areas that may need more attention.

Response at the West Residents meeting: while some areas have seen improvements weed control and maintenance of garden areas continues to be a problem in others. The service seems very uneven across the area. West residents asked for details on:

- a) which areas private contractors have been used in and what is the criteria?
- b) who makes the decisions about where private contractors are used?

Specific concerns were raised about:

a) Isabel Crescent: bushes were stripped out rather than pruned and tidied up. These acted as a useful barrier and made it safer for children in the play areas. This is similar to the issue at Clarendon & Ellen, where bushes were torn out unnecessarily (this has now been resolved but residents had to push hard to get it done).

b) Wickhurst Road/Stonery Close: work has not been done.

West residents asked for information on:

- a) Who issues job specifications for the contractors/workers?
- b) What level of detail is used in the job specification?
- c) Are contractors/workers not given sufficient information about what needs to be done or are they failing to comply with the job specifications?

Action

4.5 Weed control - The residents are requesting a written response to their questions about weed control ahead of the Area Panel.

Response

Robert Walker - Head of Operations - City Parks - robert.walker@brighton-hove.gov.uk

Item 4.5: Weed Control Issue:

Issue: Concerns were raised about the difficulties of keeping pavements safe without the use of weed killer. What alternatives are there? Response at Area Panel: it was acknowledged that managing weeds is challenging without the use of glyphosate herbicide. A private contractor is being used to clear areas of Housing land where weeds cause a health and safety hazard. Alternative herbicides such as Katoun Gold kill surface vegetation but not roots so there is quick regrowth, requiring frequent treatments. Housing will continue to monitor and respond to areas that may need more attention.

Response at the West Residents meeting: while some areas have seen improvements weed control and maintenance of garden areas continues to be a problem in others. The service seems very uneven across the area. West residents asked for details on:

- a) which areas private contractors have been used in and what is the criteria?
- b) who makes the decisions about where private contractors are used?

Response Robert Walker: Not something parks do.

Specific concerns were raised about:

- a) Isabel Crescent: bushes were stripped out rather than pruned and tidied up. These acted as a useful barrier and made it safer for children in the play areas. This is similar to the issue at Clarendon & Ellen, where bushes were torn out unnecessarily (this has now been resolved but residents had to push hard to get it done)

Response Robert Walker for February Area Panel: I'll look into this it is not resident funded beds

- b) Wickhurst Road/Stonery Close: work has not been done.

Response Robert Walker for February Area Panel: Up to date on all mowing & mowing season had now ended.

Shrub work Wickhurst odds – Pruning finished

Wickhurst Evens – Pruning is due Winter 21-22 will be complete before end of season

Stonery Close– No shrub work (there is a block within the estate that is not under our contract)

West residents asked for information on:

- a) Who issues job specifications for the contractors/workers?
- b) What level of detail is used in the job specification?
- c) Are contractors/workers not given sufficient information about what needs to be done or are they failing to comply with the job specifications?

Response Robert Walker for Area Panel: We very rarely employ contractors and I am not aware that we have had any in the west area.

West Area 2 Stars

4.6 Dog poo bins in Greenleas

Background

Item 4.6: Dog poo bins in Greenleas

Issue: West residents requested more dog poo bins at Greenleas park as these are always overflowing.

Response at the West Residents meeting: the Bin Infrastructure Action Plan will be reviewing the locations of dog waste bins and seeking to replace with normal litter bins. Through this piece of work there is likely to be an increase in capacity for Greenleas Park. They were not able to provide timescales.

Response at the West Residents meeting: West residents are frustrated at being told they must wait for a city-wide Bin Infrastructure Plan, at an unspecified future date. This is a small, inexpensive, quick job which it should be possible to do immediately. In the meantime the problem of overflowing dog waste in a park where children play does not go away.

This is an example of how difficult it is to get even minor improvements done and why Resident Association representatives can feel they don't get anywhere.

Action

West residents were not satisfied with the response and are asking for larger bins to be put in to Greenleas park immediately.

Response

*Eduardo Costa - Team Leader Cityclean • City Environment (Cityclean & Cityparks)
- eduardo.costa@brighton-hove.gov.uk*

We visited the area today (27.01.2022) and we've got 8 dog bins in total between Greenleas and Benfield Valley. I just Spoke with the driver responsible for the collection and he told me that the dog bins in that area are collected every third day. Today is his day 3 and that's exactly the area he will be covering.

I notice that some of the bins are without stickers but I will be replacing them tomorrow morning. In summary there are a good number of dog bins in the area, and it will be reviewed as part of the bin infrastructure programme.

I hope this information will be useful but do not hesitate in contact me necessary. Please see the appendix for the dog bin locations.

West Area 3 Stars

Argus Article on changes to Estate Development Budget

Background

The Argus printed an article on 14th December about the changes to the Estate Development Budget (EDB). This was before the EDB paper had been discussed at Area Panel and it was felt that it pre-empted residents' decisions.

Not everyone at the meeting had seen the article, and the joint chairs agreed to follow up on this issue and if necessary put in a formal complaint.

Action

West residents asked if housing had sent a press release to the Argus which instigated the article 14/12/21 on the Estate Development Budget. If so, they asked to see a copy.

Response

Sam Warren - community engagement manager - sam.warren@brighton-hove.gov.uk

The Argus printed an article on 14th December about the changes to the Estate Development Budget (EDB). This was before the EDB paper had been discussed at Area Panel and it was felt that it pre-empted residents' decisions.

Not everyone at the meeting had seen the article, and the joint chairs agreed to follow up on this

The article in the Argus was written by journalist Sarah Booker Lewis who attends most of the Area Panel meetings and receives or accesses the papers from the public website. My understanding is that Sarah picked up the information from the report about Estates Development Budget in the public papers. The article was then based on this information. I'm very sorry but the residents saw this article before being aware that the papers had been made public on the council website.

In addition, I understand from talking to specific residents, that they were unhappy with content of the original report that the article was then based on. In this case I would request but these issues are taken to the Estates Development Budget task and finish group where they can be discussed and reviewed in more detail.

West Area 3 Stars

Area Panel Review and time for consultation

Background

An Area Panel Review was referred to in the responses given at the last West Area Panel. West Residents had not been aware this was going to take place and want to ensure that there is meaningful consultation with residents before any decisions are made.

West residents feel there is a history of proposals being taken to Housing Committee before disagreements and objections have been resolved and without meaningful consultation. Ways need to be found to improve on this.

An important step would be earlier distribution of papers. Area Panel papers are only available a week before the meeting. For many residents this will be the first time they see the proposals. Often these are detailed and lengthy and a week is insufficient time to read, consult members and draw together a response.

Action

West residents are asking that papers be published several weeks before Area Panels when they address major issues. Two current examples are the draft terms of reference for the new 'People' and 'Buildings' groups and the Area Panel review.

Response

Sam Warren - community engagement manager - sam.warren@brighton-hove.gov.uk

Firstly, I would like to acknowledge the energy and effort it takes for the residents to read and digest all the papers and recognise that sometimes there is a lot of information and we want residents to feel their involvement is valued and has impact.

If there are large documents that have significant impact, we will try to ensure that these come to Area Panel in a timely manner. When something is going to Housing Committee, this is especially important, and officers have been asked to (where possible) bring these papers to Area Panels with time for comments to be taken on board and possible changes to be made. In addition, at the agenda setting meetings we would ask the resident Vice Chair to raise any items they would like to come forward onto the agenda.

West Area Panel Residents Questions

March 2022

It is also a suggestion to have an annual plan for key priorities, so these can be scheduled in ahead of Housing Committee to ensure residents and officers can have a timescale to bring items to each AP.

In terms of managing the meetings the timescales for the Area Panels are very tight. I have attached the timetable so residents can see the process and hope that is helpful.

In relation to the Area Panel Review there is a timetable and scoping document attached with Feb 2022 Area Panel Papers that sets out the review process. There will be detailed and timely consultation with a wide range of stakeholders, including AP's, Tenants and leaseholder associations and individual tenants and residents.

North Area 3 Stars

Buying back council homes

Background

The council has the power to buy back properties that have previously been sold under the Right to Buy Scheme, as described in the Home Purchase Policy Guide. Residents are concerned about the lack of affordable housing available in the city and the length of time people have to wait before being housed. With this in mind, there is concern that the council may not be actively pursuing all its options to buy back homes.

Action

Residents are requesting a report on what action is taken by the council to identify homes that they could potentially buy back, and whether all the funds allocated for this are being used. Also, could the residents have the data in how many homes are being bought back broken down into the four areas of the city? Including the data on Hollingdean and Colddean.

Response

Diane Hughes -Housing Strategy & Enabling Manager - diane.hughes@brighton-hove.gov.uk

Thank you for your question regarding the council's 'buy back' scheme where the council seeks to buy back former council owned homes.

As at 24 January 2022 this scheme has allowed the council to buy back 194 properties with offers currently accepted on a further 40 properties. We have purchases committed against the budget set for this year and we aim to fully use the budget each year.

West Area Panel Residents Questions

March 2022

The council has a range of ways to identify properties for the scheme.

- Some owners are legally required to offer the council the right of first refusal if the Right to Buy has been exercised within the last 10 years. These owners need to approach the council directly
- Including information on the council's website Sell your property back to the council (brighton-hove.gov.uk) and through Homing in which results in direct approaches to the council to sell back a property
- Review properties for sale on platforms such as Rightmove and Zoopla and once ex council properties are identified direct approaches are made to estate agents to explore a potential purchase.

We will keep our publicity options under review and if necessary will expand publicity in order to meet our annual targets.

The breakdown across the four Area Panel areas is:

East: 43

Central: 67

West: 79

North: 45 (of which 22 are in the Hollingdean & Stanmer ward)

East and North Area

3 Stars

Citywide problems with rubbish and recycling

Background

The problems with rubbish and recycling collections across the city have not been resolved.

Examples were given from:

- Bristol Estate - see item 9
- Whitehawk - recycling wasn't collected for 6 weeks in one area
- Robert Lodge – recycling wasn't collected for a month and the bins smell so much that it affects residents when they are in their flats.
- Old Boat Walk – regular missed collections.
- Buttercup Walk Patcham - missed collections
- Dunster Close – miscollections.
- Wigmore Close – miscollections.

Action

It was agreed to raise this at the Agenda Setting meeting. Residents are requesting a review of the provision of bins throughout the city and the frequency of collections. This should include a plan of which bin areas should be de-odorized and how often. It is requested that Rachel Chasseaud attend the Area Panel to respond directly to residents' concerns.

March 2022

Response

Melissa Francis - Head of Operations - Cityclean • City Environment (Cityclean & Cityparks) - Melissa.Francis@brighton-hove.gov.uk

- Bristol Estate - see item 9

This was first raised August/September time whether we could increase collecting until the bin stores were built. Unfortunately we did not have the resources to provide more frequent collections. This was at a time when we had driver shortages and on average 4 rounds not going out each day, and we couldn't commit resources when we were struggling to cover the normal service. We will review again whether it is possible to temporarily increase collections but we will need to consider capacity within the refuse and recycling collections service to take on this work.

- Whitehawk - recycling wasn't collected for 6 weeks in one area

We have worked with the Driver and crew on service improvements in to recycling within Whitehawk including a recent audit. The results of the audit will be implemented which will lead to further improvement. Hopefully residents are starting to see more regular recycling collections but please do notify Cityclean of any issues.

- Robert Lodge – recycling wasn't collected for a month and the bins smell so much that it affects residents when they are in their flats.

- Old Boat Walk – regular missed collections.

- Buttercup Walk Patcham - missed collections

We will undertake a review of these locations and report to the next Area Panel Meeting

- Dunster Close – miscollections.

- Wigmore Close – miscollections.

Dunster Close and Wigmore Close are on the small calls round which has struggled due to additional work being put on this round. We have acquired an additional vehicle and resources to supplement the small calls round and this will increase reliability of collections where a small vehicle is required.

East, West, North, Central Area

3 Stars

Repairs backlog

Background

West: there is an overall deterioration of the repairs and maintenance service. This does not seem to be improving, despite assurances from the Council that new staff are being employed. It was acknowledged that COVID has been a difficulty but felt that this wasn't the only problem with the delivery of the service.

West Area Panel Residents Questions

March 2022

For example, there is differing information on the definition of emergency repairs. There can also be different interpretations between the Council and residents about whether a repair is an emergency or not.

North: Residents have been told that it will take 12 months to clear the repairs backlog (written response to Area Panels December 2021). This is extremely frustrating for all the tenants who are waiting for their repairs to be done.

East: Windows that are faulty and beyond repair are not being replaced. Residents are being told that they have to wait until this work is scheduled for their block under the planned maintenance programme. At the same time, many windows are being replaced under the planned maintenance programme that are perfectly good and do not need replacing.

Associations are receiving a lot of complaints from residents who have windows which do not keep the heat in, are draughty and let in rain. There is widespread concern about this because:

- It adversely affects the health of residents who are living for long periods of time with faulty windows
- People are paying higher heating bills because so much of the heat is escaping through the faulty windows
- Water coming in through windows can lead to further damage to the fabric of the building and more costly repairs in the long term
- This is hampering the council's plans to reduce carbon emissions as discussed at Housing Committee on 17th November 2021
- This is counter to the promises about the Decent Homes Initiatives made in BHCC 'Our plan 2020 to 2023'

Craven Vale Community Association (CVCA) and Bristol Estate Leaseholders, Tenants and Residents Association (BELTA) have both been trying to address this problem.

BELTA have been supporting residents who have reported faulty windows, by logging the deadline by which work should be done and chasing it up if it isn't done. This has been successful in some cases. BELTA has also found that replacing windows in high rise blocks is less of an obstacle than they thought, as this can often be done from inside a flat rather than requiring scaffolding.

Following a discussion at Craven Vale Community Association some residents chose to write to Cllr Nancy Platts. Cllr Platts followed this up but received an unsatisfactory response from officers stating that the residents concerned will have to wait years for windows to be replaced, as Craven Vale window replacements are being done at a rate of two blocks a year. Cllr Platts has suggested this matter could be brought to the Area Panel or Housing Committee if it is found to be a common problem experienced by many residents and the Residents Association is going to follow this up.

Central: Concerns around Sylvan Hall and safety of it because the windows do fall out. Martin Reid has undertaken a survey on feasibility of replace or repair in Sylvan Hall.

West Area Panel Residents Questions

March 2022

Action

West: Residents are requesting information on:

- a) What does an emergency repair consist of?
- b) What are the timescales for emergency repairs? Is there a difference between the Council's stated timescales and what is actually happening now?

North: Residents are requesting a report on the progress being made by the repairs service to clear the backlog.

East: It was agreed to raise this at the Agenda Setting meeting.

Residents are requesting a review of the way windows are assessed for repair or replacement which specifically addresses the following issues:

- Ensuring that windows which are beyond repair are treated the same as all other routine repairs and replaced within 20 days
- Assessing windows prior to replacement under the planned maintenance programme to ensure the work is necessary
- Taking into account the impact on resident's health and fuel bills when there are potential delays to window repairs or replacements

Residents would like a report of this review to be brought back to Area Panels for discussion.

Central: response/update from Martin Reid on the survey on feasibility of replace or repair in Sylvan Hall.

Response

*Theresa Youngman - Contract Compliance Manager-
theresa.youngman@brighton-hove.gov.uk / Grant Richie - Head of Repairs and
Maintenance - grant.richie@brighton-hove.gov.uk*

West response: We are very sorry to hear that there is a general feeling of deterioration of the repairs and maintenance service. Since insourcing into the council in April 2020 the pandemic restrictions have posed (and continue to pose) enormous challenges on our service. Unfortunately, a large backlog of works has unavoidably accumulated during this time, which has led to long delays to non-urgent works. We appreciate how frustrating this is for our residents and we are working hard to schedule works according to priority need.

To help us reduce the backlog of works, we are recruiting additional staff, but this is not a quick fix. Recruitment of suitably trained / experienced staff and getting new staff up to speed does take time. We anticipate that normal service delivery will take approximately one year.

The definition of what constitutes an emergency repair is defined by the Government's Right To Repair legislation. All local authorities are required to attend within 1 day (24 hours) of an emergency priority repair being reported. Please see in the appendix the Government's list of emergency priority repairs. I hope this clarifies.

West Area Panel Residents Questions

March 2022

North response: Residents are requesting a report on the progress being made by the repairs service to clear the backlog.

Response: To help us reduce the backlog of works, we are recruiting additional staff but this is not a quick fix. Recruitment of suitably trained / experienced staff and getting new staff up to speed does take time. We anticipate that normal service delivery will take approximately one year. We appreciate this is incredibly frustrating for residents and we are working hard to schedule outstanding repairs according to priority need.

East: It was agreed to raise this at the Agenda Setting meeting.

Residents are requesting a review of the way windows are assessed for repair or replacement which specifically addresses the following issues:

- Ensuring that windows which are beyond repair are treated the same as all other routine repairs and replaced within 20 days
- Assessing windows prior to replacement under the planned maintenance programme to ensure the work is necessary
- Taking into account the impact on resident's health and fuel bills when there are potential delays to window repairs or replacements

Residents would like a report of this review to be brought back to Area Panels for discussion.

Response: We have commenced the city wide Planned Window Programme this year, and the areas / blocks being programmed are prioritised by those most in need of work. We are due to start on the Craven Vale Estate next year and have programmed in 2 blocks to start (the remainder will be phased over coming years). A further verbal update will be given at the East Area Panel meeting.

Central: response/update from Martin Reid on the survey on feasibility of replace or repair in Sylvan Hall.

Response: Works will be commencing at Sylvan Hall next year; residents will be updated by letter before this starts.



Brighton & Hove

APPLICATION FOR RESIDENT VISITOR PERMITS

Personal Details of Applicant:

Surname:..... Forename(s):

Home Address (See Declaration):

.....

Postcode: Telephone:

Proof of Residency: Two acceptable proofs of residency **MUST** be provided before Visitor Permits can be issued. Please provide documents from the lists below and tick the appropriate boxes. **Documents must be dated within the last 3 months or as stated otherwise below:**

Council Tax bill (dated for current year)	<input type="checkbox"/>	Bank or Credit Card Statement	<input type="checkbox"/>
Utility Bill	<input type="checkbox"/>	Mobile Phone Bill	<input type="checkbox"/>
Mortgage statement	<input type="checkbox"/>	House Insurance Policy	<input type="checkbox"/>
Signed Tenancy Agreement	<input type="checkbox"/>	Mobile Phone Bill	<input type="checkbox"/>
Solicitors letter of Completion of Sale	<input type="checkbox"/>		
Benefits/Pension Book	<input type="checkbox"/>		
Latest Pay slip from current employer IF name and address is shown.	<input type="checkbox"/>		
Letter from Inland Revenue or DSS	<input type="checkbox"/>		
Letter from local Council Tax or Benefits Office	<input type="checkbox"/>		

Order and Payment Details:

For Zones **A, C, E, F, G, H, I, J, K, N, O, Q, R, T, & V** Visitor Permits cost **£3.50 each**. Cash, cheque or card payments will be accepted. Cheques should be made payable to BHCC.

Number of Permits required: Total Cost:

For Zones **M, Y & Z** Visitor Permits cost **£4.50 each**. Cash, cheque or card payments will be accepted. Cheques should be made payable to BHCC.

Number of Permits required: Total Cost:

For Zones **B & D** Visitor Permits cost **£3.50 each**. Cash, cheque or card payments will be accepted. Cheques should be made payable to BHCC.

Number of Permits required: Total Cost:

For Zones **L, P, S, U, W, X & 10** Visitor Permits cost **£2.50 each**. Cash, cheque or card payments will be accepted. Cheques should be made payable to BHCC.

Number of Permits required: Total Cost:

Each Resident of Zones **Y & Z** is entitled to up to **25 Visitor Permits** per rolling year.

Each Resident of Zones **A, B, C, D, E, F, G, H, I, J, K, L, M, N, O, Q, R, S, T, & V** is entitled to up to **50 Visitor Permits** per rolling year.

Each Resident of Zones **L, P, S, U, W, X & 10** is entitled to up to **100 Visitor Permits** per rolling year.

P.T.O. →

Declaration: I hereby certify that I am the named person overleaf and that my place of abode is at the address shown overleaf. I declare that I am over 17 years of age and all the information I have given in this application is correct. I understand that visitor permits are valid for a minimum of 12 months and they are non-transferable and non-refundable.

- I agree to Council Tax records being checked to prove residency.

Signature:.....**Date**.....

WARNING: Any person knowingly making a false statement for the purposes of obtaining Resident’s Visitor Parking Permits are liable to a fine not exceeding Level 5 or to imprisonment for not more than six months or to both a fine and imprisonment.

General Data Protection Regulation (GDPR)

The Council is the data controller for purposes of the Data Protection Act 12018 and General Data Protection Regulation and is registered as a data controller with the Information Commissioner’s Office (ICO) under registration number **Z5840053**.

Why we are processing your data

- We are collecting your data for the purpose of assessing eligibility for a Parking Permit and it may be used for the purpose of detecting or preventing fraud.
- The data is collected under the lawful bases of performance of a contract and a task I the public interest
- Your data may be shared with NSL as they operate and maintain the permit system and enforce the parking system, Council Tax Department, Corporate Fraud Department and Legal Services Department and may be used in connection with legal proceedings.
- Brighton and Hove City Council is part of a shared services arrangement with East Sussex County Council and Surrey County Council. For the purposes of counter-fraud and or litigation, it is possible that your data will be shared with either of these authorities should they be undertaking work on behalf of this local authority.
- We will hold your data for 2 years after you cease to have a parking permit, except in cases where legal proceedings may require it to be kept longer.

Your information rights

- You have the right to request a copy of the data we hold about you and to seek rectification of any data which is not correct
- To exercise your data protection rights, please contact the Data Protection Team on 01273 295959 or email us at data.protection@brighton-hove.gov.uk
- Brighton and Hove City Council has appointed a Data Protection Officer in conjunction with East Sussex County Council and Surrey County Council. To contact the DPO, use the form at this link:
<https://www.brighton-hove.gov.uk/content/council-and-democracy/about-your-council/data-protection-officer-dpo>

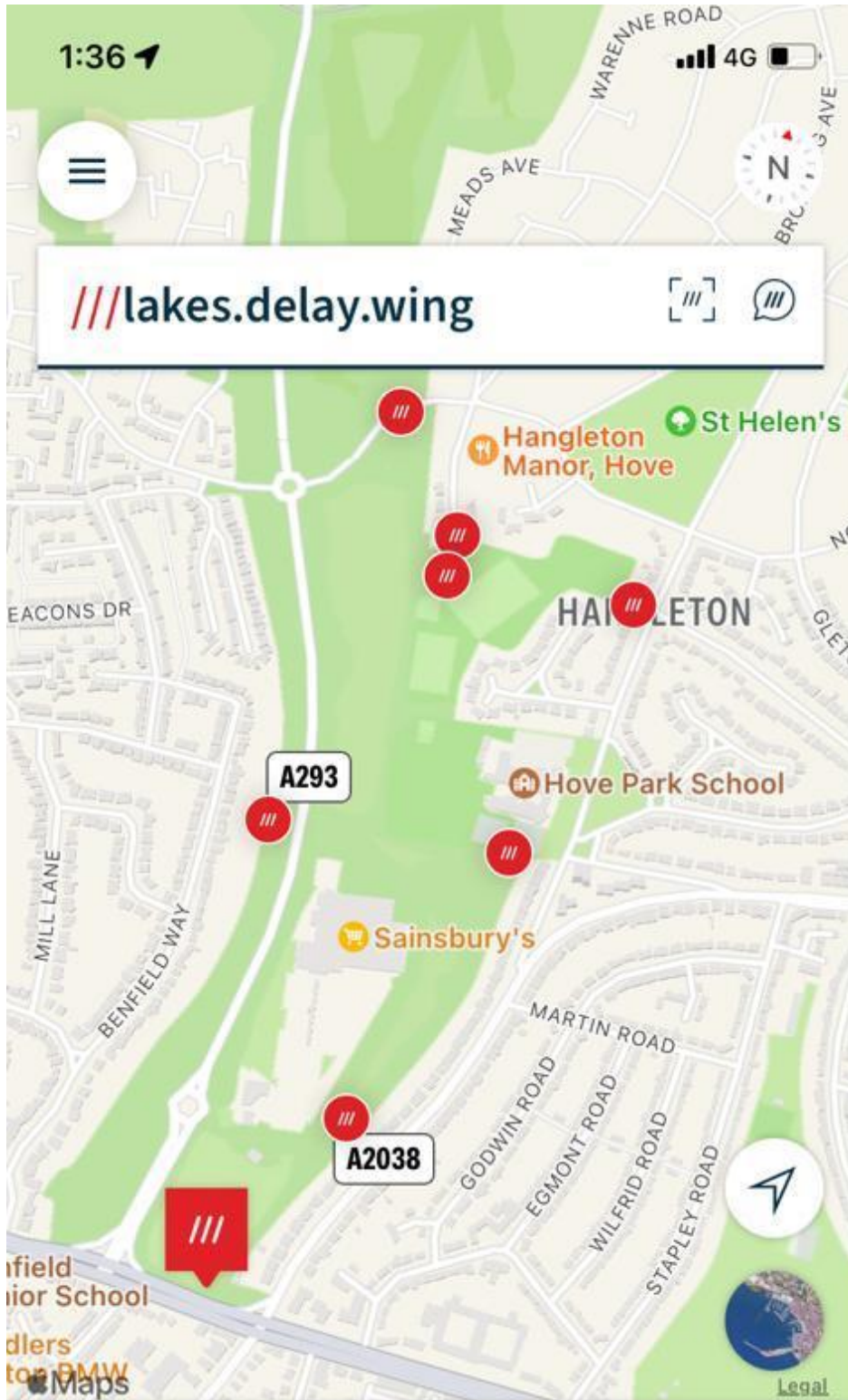
Please return this form together with your payment to:

Parking Information Centre, Hove Town Hall, Norton Road, Hove, BN3 3BQ

The Customer Service Centre is currently CLOSED and you cannot attend in person.

Service Improvement Group	Remit/Topics	Date Last Met
Business & Value For Money	<p>Remit: Working with the council to ensure that the council is making the most of tenant's rents.</p> <p>Topics from 2019/20 included: Energy Strategy; Universal Credit; New Housing IT System, grounds maintenance; SHINE programme updates; combating social isolation; resident inspectors updates</p>	04/12/2019
Tenancy & Neighbourhoods	<p>Remit: Working with the council to ensure estates are clean, safe and pleasant to live in and that tenants and leaseholders are treated with fairness and respect</p> <p>Topics from 2017/18 included: Tenancy Agreement review; estate inspection procedure; EDB consultation; residents rights to safety & security</p>	16/03/2017
Home	<p>Remit: Working with the council to ensure that tenants and leaseholders' homes are of a high standard.</p> <p>Topics include: Quality Assurance – repairs efficiency & service; Carbon neutrality; future standards; Value for Money of new procurements; Resident Inspector reports; Monitoring contracts</p>	30/09/2021
Involvement & Empowerment	<p>Remit: Working with the council to ensure tenants and leaseholders have a say in the services the council provides, and that ways they can engage with the council are inclusive, accessible, respectful, equitable, safe and fair for everyone.</p> <p>Topics include: Support for tenant associations; engagement; communication; residents training; events; lettings; tenancy; Anti-Social Behaviour; STAR report</p>	02/02/2022

Appendix - Dog poo bins between Greenleas and Benfield Valley

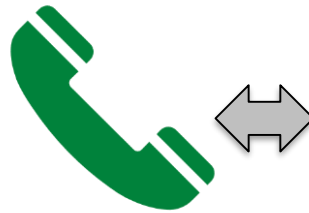


Council housing performance

Quarter 3 2021/22 (Oct to Dec 2021)



100%
Gas safety
compliance



93%
Repairs calls
answered



89 days
Empty home
re-let time



96.9%
Dwellings
meeting Decent
Homes standard



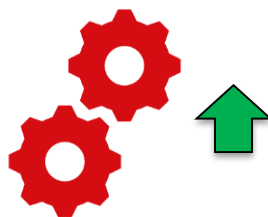
90%
Customer
services calls
answered



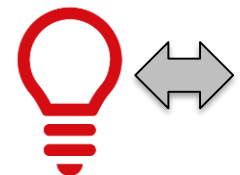
92%
Tenancies
sustained



82%
Complaint
responses within
10 working days



92%
Lifts restored to
service within
24 hours

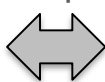


68.1
Energy efficiency
rating of homes
(out of 100)

Performance since previous quarter is:



Better



Same



Worse



Brighton & Hove
City Council

Quarter 3 2021/22 council housing performance – key trends

Top scores (compared to target)

1. Calls answered by Repairs Helpdesk (93% vs 85% target)
2. Calls answered by Housing Customer Services (90% vs 85% target)
3. Stage one complaints responded to within 10 working days (82% vs 80% target)
4. Tenancies sustained following difficulties (92% vs 90% target)
5. Council homes with a valid Landlord's Gas Safety Record (100% vs 100% target)

Bottom scores (compared to target)

1. Average re-let time excluding time spent in major works (89 days vs 21 day target)
2. Stage two complaints upheld (43% vs 18% target)
3. Energy efficiency rating of homes out of 100 (68.1 vs 76.8 target)
4. Lifts restored to service within 24 hours (92% vs 95% target)
5. Dwellings meeting Decent Homes Standard (96.9% vs 100% target)

Biggest improvements (since previous quarter)

1. Calls answered by Housing Customer Services (82% to 90%)
2. Stage two complaints upheld (47% to 43%)
3. Dwellings meeting Decent Homes Standard (92.9% to 96.9%)
4. Lifts restored to service within 24 hours (91% to 92%)

Biggest drops (since previous quarter)

1. Average re-let time excluding time spent in major works (66 to 89 days)
2. Tenancies sustained following difficulties (97% to 92%)
3. Stage one complaints responded to within 10 working days (85% to 82%)

Please note there are fewer indicators to compare than usual because several are temporarily absent from this report while work is underway to develop new reporting systems following the switchover of our main housing management IT system since the start of July 2021. Please see the full version of the performance report for more information.

DRAFT Committee workplan progress update and Housing performance report

Quarter 3 2021/22

This report provides updates on the Housing Committee priorities and work plan for 2019 to 2023, as well as a range of performance indicators. Delivery of a complex housing service during the Covid-19 crisis had been a challenge, and gratitude is expressed to residents for the patience and understanding they have shown.

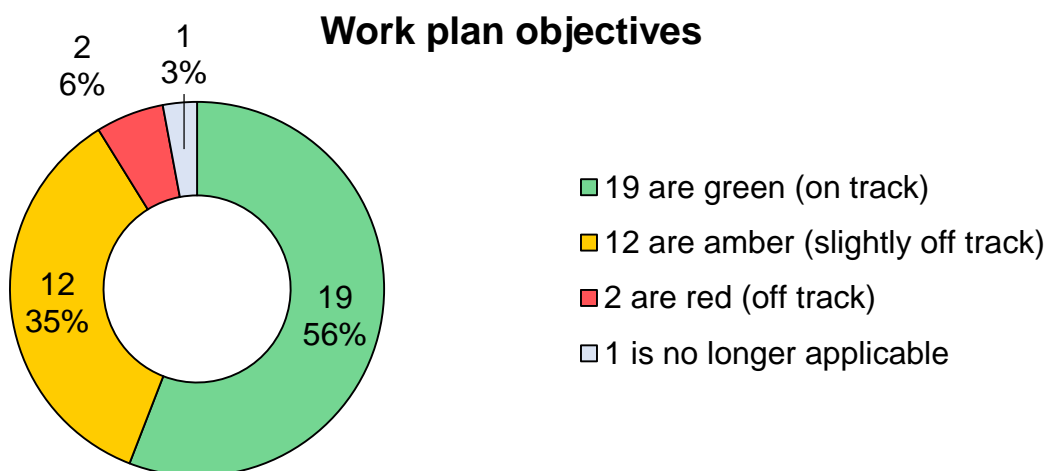
While there continue to be areas of strong performance, with 19 Housing Committee Work Plan objectives on track for delivery and 7 performance indicators on or above target, some delivery challenges remain. The report highlights actions being taken to improve services where performance has been adversely impacted by the Covid-19 pandemic.

Performance areas	Page
Housing Committee priorities and work plan	
Additional council homes	4, 5, 18
Other additional affordable homes	4
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Rough sleepers and Covid-19 placements	7
Housing First placements	7
Energy efficiency rating of council homes	9, 21
Private sector empty homes returned to use	12, 16

Performance areas	Page
Performance indicators	
Customer feedback	
Compliments and complaints – all Housing Services	15
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Houses in Multiple Occupation (HMO) licensing	16
Private sector housing adaptations	16
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Housing Options and allocations	
Homelessness preventions	16
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Social housing waiting list	16
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Households placed	17
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Lift breakdowns	22
Leaseholder disputes	23

This housing performance report covers Quarter 3 (Q3) of the 2021/22 financial year. It uses red, amber and green ratings to provide an indication of performance.

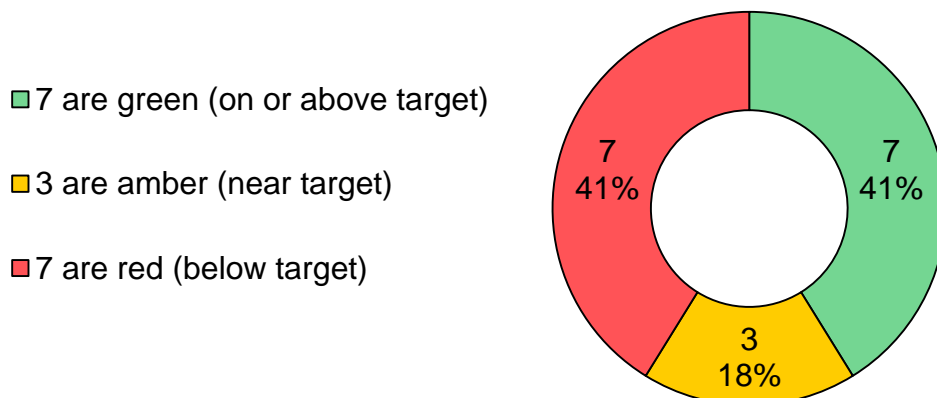
Part one provides an update of performance against the Housing Committee work plan objectives for 2019 - 2023:



Part two presents results for a range of performance indicators across Housing and similarly uses red, amber and green ratings, as well as trend arrows. Commentary has been included for indicators which are red. During Quarter 3, the ratings and trends were as follows:

- | | |
|---|--|
| <p>G Green – on or above target
(5 indicators)</p> <p>A Amber – near target
(2 indicators)</p> <p>R Red – below target
(7 indicators)</p> | <p>↑ Improved since last time
(5 indicators)</p> <p>↔ Same as last time
(2 indicators)</p> <p>↓ Poorer than last time
(7 indicators)</p> |
|---|--|

Performance indicators (excluding those to be confirmed)



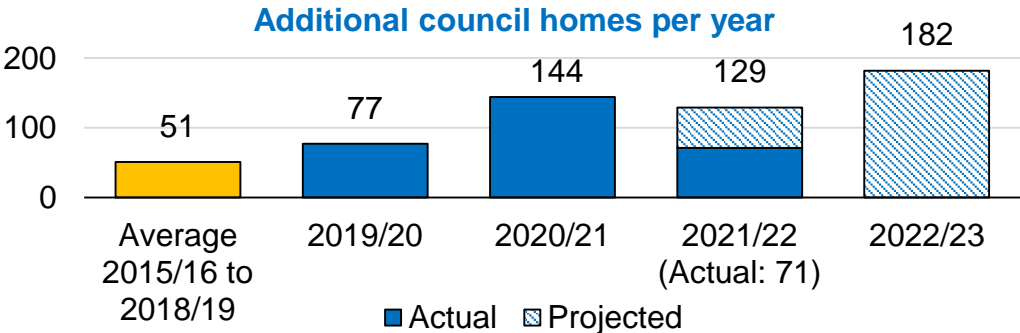
Part one: Housing Committee priorities and work plan 2019-23

1. Provide additional affordable homes

1.1 Slightly off track: Achieve 800 additional council homes (including develop the existing Hidden Homes strategy)

Total of 532 homes projected for 2019 to 2023, including 292 already completed:

- 2021/22: 129 homes – buy backs (79 general needs and 26 Housing First), Hidden Homes (14) and Oxford Street (10)
- 2022/23: 182 homes – buy backs (95 general needs* and 10 Housing First), Hidden Homes (4), Rotherfield Crescent (3), Victoria Road (42), Hollingbury Library (13) and Frederick Street (4), Palace Place (11)
- Completion dates for 408 homes have changed from 2022/23 to early 2023/24 (including 176 Homes for Brighton & Hove dwellings)
- Regular updates on progress are provided to Housing Supply Member Board

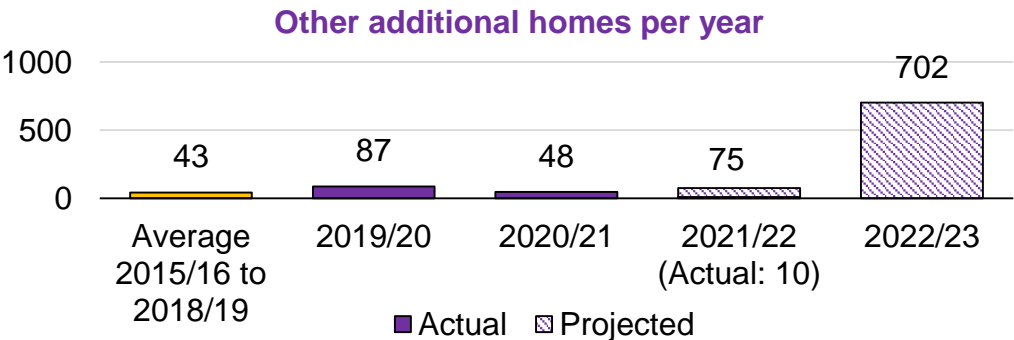


*Subject to budget approval

1.2 On track: Achieve 700 other additional homes (registered provider, affordable rented, shared ownership)

Total of 912 homes (353 rent and 559 shared ownership) projected for 2019 to 2023, including 140 already completed:

- 2021/22: 75 homes – Preston Barracks (19), Falmer Avenue (13), Hangleton Way (33) and Lions Gardens (10)
- 2022/23: 702 homes – Edward Street (33), Longley (22), School Road (104), Preston Barracks (226), Eastergate Road (30), Dunster Close (2), Graham Avenue (125), Sackville Hotel (7), Sackville Estate (56) New Church Road (5) and King’s House (92)

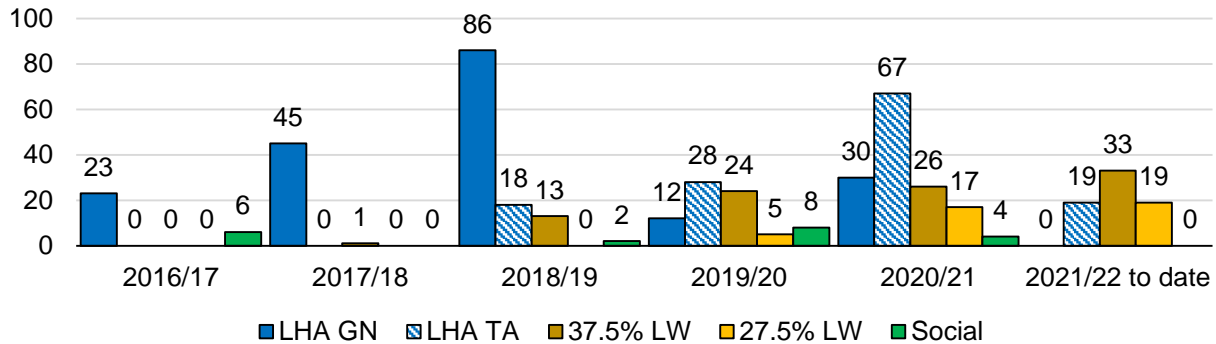


1. Provide additional affordable homes

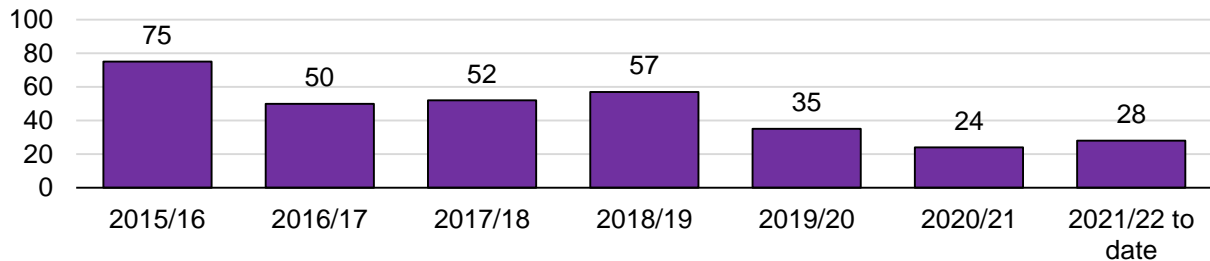
1.3 On track: Review the rent policy to maximise the number of council homes replaced at social or living wage rents (especially those at 27.5% Living Wage)

19 of the 52 (37%) of new general needs council homes delivered during 2021/22 are at 27.5% Living Wage rents, and the remaining 33 (54%) are at 37.5% Living Wage rents. The temporary accommodation (TA) council homes are at Local Housing Allowance (LHA) rates.

Additional council homes by rent level



Council homes sold through the Right to Buy (RTB)



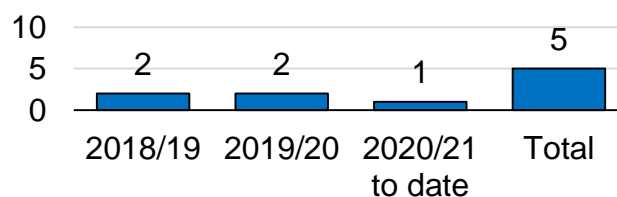
1.4 On track: Develop a policy for the council to take the role of developer on major sites

- Homes for Brighton & Hove Joint Venture is now a delivery company

1.5 Slightly off track: Bring a report to committee identifying suitable sites to work in partnership with Community Land Trust (CLT) for development

- 5 out of 10 sites so far identified for Community Land Trust development
- Planning applications are regularly reviewed to seek opportunities for self-build plots on large private development sites, but this has not yet yielded suitable plots

Sites identified



2. Improving private rented housing

2.1 Slightly off track: Review and resubmit selective licensing scheme proposal to improve the management and standards of private rented sector homes in the city

- Private Sector Housing Update reports went to Housing Committee in June and September 2021

2.2 Off track: Research and review an ethical loan scheme

- This work has been deferred due to Covid-19 priorities

2.3 Off track: Develop or commission an information or advice hub for private renters and consider options for a private tenants' forum

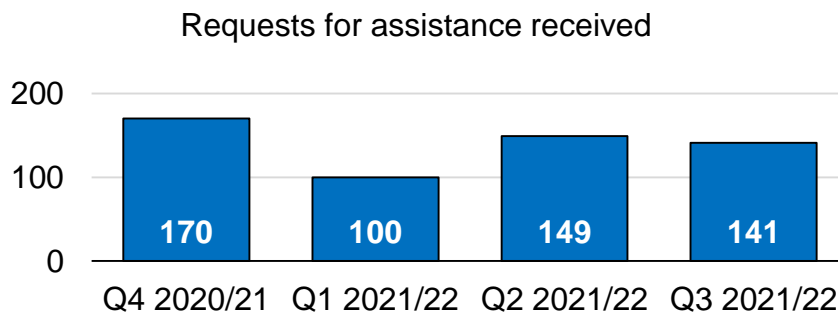
- This work has been deferred due to Covid-19 priorities

2.4 On track: Research and develop a social lettings agency

- Report taken to Housing Committee in September 2021, which agreed to re-brand Direct Lets work which places households into the private rented sector

2.5 On track: Develop the enforcement approach to private sector housing to reflect the full range of potential options available to improve management and standards

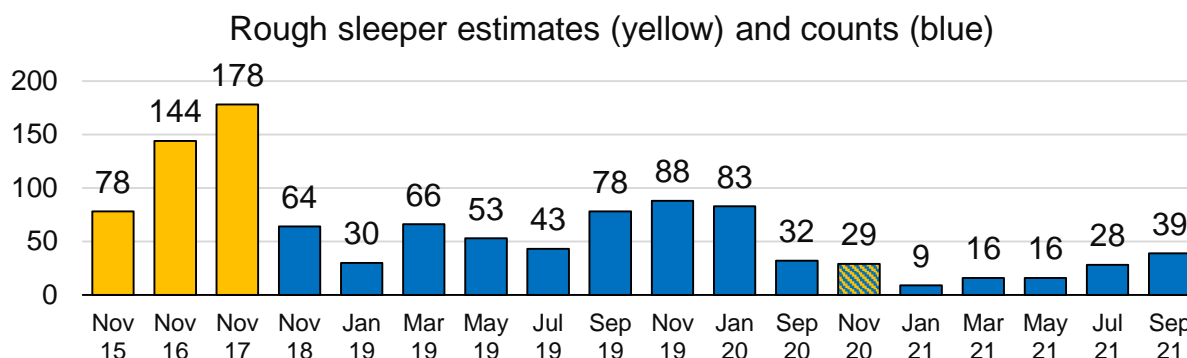
- Request for assistance top categories during Q3: 55 disrepair (39%), 13 dampness (9%), 12 other safety concerns (9%) and 6 nuisance from neighbour's disrepair (6%)



3. Alleviating homeless and rough sleeping

3.1 On track: Develop a rough sleeping strategy (to include partnerships with community homeless and faith projects and delivery of homeless enterprise projects)

- Homeless & Rough Sleeper Strategy approved by Housing Cttee in June 2020
- Next Steps Accommodation Programme (NSAP): number of rough sleeper and other Covid placements has reduced from 134 to 76 during Q3



The November 2020 figure used a blended methodology of an estimate with a spotlight count. Please note that estimates have only been carried out at times when counts have not been. While it would have been desirable to do both simultaneously and compare them, staff capacity has not allowed this over the last few years

3.2 On track: Review/consult/adopt the Homeless Bill of Rights

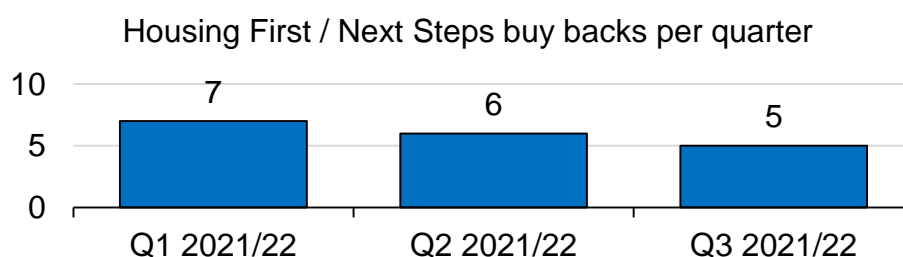
- Values of the Homeless & Rough Sleeper Strategy approved by Housing Committee in June 2020 align to the Homeless Bill of Rights. Strategy states that *'The Homeless Bill of Rights should be viewed as a standard against which the Council and its partners judge our policies and practices'*
- The Homeless Bill of Rights was adopted by full council in March 2021 and is an aspirational document against which to measure services and progress

3.3 No longer applicable: Provide a 365 day night shelter

- Night shelter was closed in early April 2020 on the advice of MHCLG and Public Health England due to Covid-19 restrictions, as it had congregate sleep sites

3.4 On track: Expand Housing First

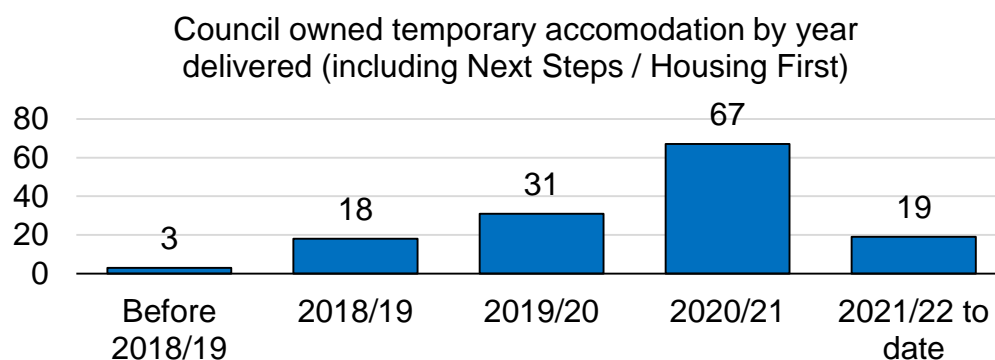
- 60 homes are currently used for Housing First, including buy backs
- 18 homes have been bought for Housing First during 2021/22 to date



3. Alleviating homeless and rough sleeping

3.5 On track: Develop a strategy for the provision of council run temporary accommodation including Seaside Homes

- Hartington Road – 38 homes became ready in February 2021
- Oxford Street – completion of 10 homes expected January 2022
- Buy backs – 69 of 192 homes purchased are for temporary accommodation



3.6 On track: Develop a homeless strategy, ensuring homeless people are involved in the design and development of services which directly affect them

- Homeless & Rough Sleeper Strategy approved by Housing Cttee in June 2020
- Homeless Reduction Board has been meeting since September 2020 and its role includes monitoring progress of the aspirations contained in the Homeless Bill of Rights and making recommendations to Housing Committee
- Homeless Reduction Operational Board met for the first time in July 2021 and includes people with a lived experience of homelessness

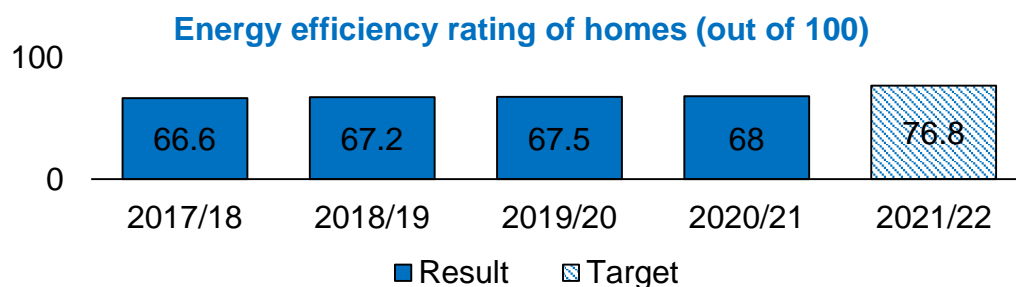
4. Achieving carbon reductions and sustainability in housing including address fuel poverty

4.1 On track: Develop an action plan to set out how we will work collaboratively to ensure housing contributes to making the city carbon neutral by 2030

- A report on 'Housing action towards carbon neutral 2030' was approved at Housing Committee in January 2021
- A further 'Carbon Reduction in Housing' report was considered at Housing Committee in November 2021, with a costed retrofit plan towards carbon neutral by 2030 to follow in 2022

4.2 Slightly off track: Develop a new PV and energy efficiency strategy for council homes to include standards for new homes

- Standards for new council homes are guided by the revised new build specification – minimum Energy Performance Certificate rating of A
- Procurement of domestic solar PV programme on council homes (1,000 by 2023) expected to start in 2022 once additional project management support recruited



4.3 On track: Review the energy efficiency and provision on all new developments

- A report providing an 'Update on Sustainability Measures for New Homes and Housing Supply Sustainability Policy' went to Housing Committee in January 2021 and the committee endorsed a draft New Build Housing Sustainability Policy
- Victoria Road new build scheme will pilot a low energy 'microgrid' heating and electricity solution integrating ground source heat pumps and solar panels to reduce residents' bills

4.4 On track: Investigate and report the possibility of bulk buying PV panels and other energy saving resources

- Round 1 of the Solar Together Sussex (STS) scheme was launched in Autumn 2020, to date approximately 70 installs have been completed
- Round 2 of STS was launched in September 2021. Over 7,000 homes registered across Sussex and a local supplier has been appointed to begin installations in the new year

5. Improving council housing and community involvement

5.1 Slightly off track: Work with tenants to develop a 'decent environment' standard

- Delayed due to service pressures and other priorities due to Covid-19

5.2 On track: Develop a fire safety programme in conjunction with tenants and residents

- Sprinklers are now fitted as standard in all council new build homes
- Sprinkler systems at St James's House and Essex Place – currently reviewing following feedback from residents
- Council is working to consider the likely impacts of the proposed Building Safety legislation including proposed resident engagement strategy for building safety
- Fire Risk Assessments are carried out regularly to council housing buildings
- Currently engaging consultancy services to support a review of the new building safety guidance and implementation

5.3 On track: Review and develop a new tenant and community involvement policy/strategy for housing, ensuring we learn from the lived experience of our clients, meet the 'Involvement and Empowerment' standard and that co-production is at the heart of our tenant and resident involvement work

- New Tenant and Leaseholder Engagement Strategy was approved at Housing Committee in March 2021

5.4 On track: Extend participatory budgeting

- Report approved at March 2021 Housing Committee including development of a policy for extending participatory budgeting

5.5 Slightly off track: Develop the work undertaken with leaseholders to develop a new leasehold involvement policy, setting out how leaseholders can be supported to be more proactively involved in capital works and other leasehold matters

- Consultation with leaseholders on new planned maintenance and improvement programme contracts has concluded and contracts are now operating
Leaseholders are being consulted where the council has plans to undertake works under these contracts on a block-by-block basis
- Engagement with tenants and leaseholders is underway for proposed projects that will be tendered through the major works framework
- The council is continuing to update tenants and leaseholders that sit on the 'task and finish' group that is working on the programme. Online sessions are now operating for this group
- The council has completed a survey of all leaseholders and will share the results of this with the Leaseholder Action Group

6. Enabling more affordable home ownership

6.1 On track: Work with Community Land Trust (CLT) to develop self-build opportunities

- CLT focus is on affordable rented homes which are likely to be self-build

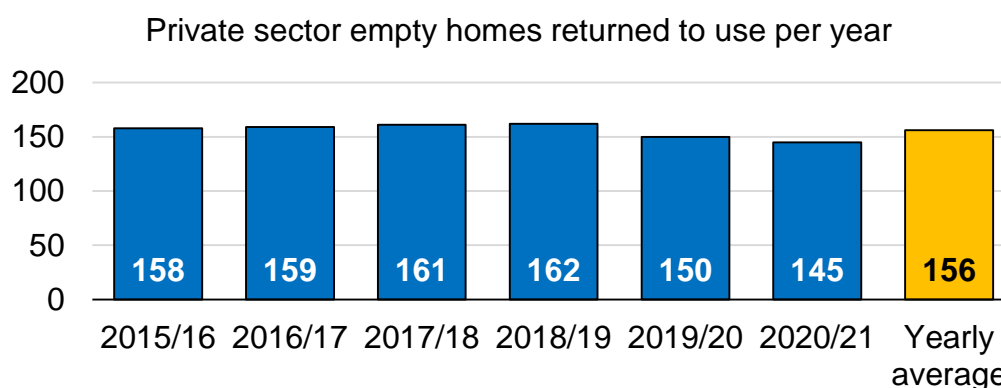
6.2 On track: Work with Homes for Brighton & Hove and registered providers in the city to develop 500 shared ownership properties for essential workers who live and work in the city

- 559 shared ownership homes are projected for development by March 2023
- The Living Wage Joint Venture, Homes for Brighton & Hove, has started construction on its first two sites totalling 346 homes
- Homes for Brighton & Hove is becoming a delivery company, with 168 Hyde shared ownership homes and 178 rented homes (176 council and 2 Hyde) expected for completion in 2023/24

7. Make fuller use of shared housing capacity

7.1 On track: Review our empty homes policy to ensure 650 empty homes are brought back into use

- 92 homes brought back into use during 2021/22 to date
- It is anticipated that additional properties will be confirmed as back in use once council tax records have been updated



7.2 Slightly off track: Develop a policy to incentivise households to relinquish council tenancies as an alternative to right to buy

- Work on this will start in April 2022

7.3 Slightly off track: Investigate the possibility of supporting a 'lodger' scheme and report to Committee

- Committee report due for March 2021 – deferred due to Covid-19 priorities

7.4 On track: Undertake an impact assessment of short-term holiday lets and Air BnB in the city and consider options that may inform an approach to alleviate the most detrimental issues arising

- Report on Regulation of Short-Term Holiday Lets was agreed at Tourism, Equalities, Communities & Culture and Housing committees in March 2020. It included using existing powers to deal with complaints, ensuring coordinated approach to enforcement between services and lobbying central government for enhanced enforcement powers and a national registration scheme
- A new system is now in place for the public to report issues with short term holiday lets, so that relevant council teams can take appropriate enforcement action where possible

8. Alleviating poverty

8.1 Slightly off track: Ensure the in house repairs services include measures to: provide opportunities for young people to develop skills for example through apprenticeships; maximise community benefits, including through use of local firms and labour for supply chain as well as planned and major works; and, develop pathways to employment that are inclusive in offering opportunities to all the communities we serve

- Due to the Covid-19 outbreak, the planned and major works procurement was paused as were other areas of the programme, including taking on apprentices
- Some existing apprentices were moved to empty property works so they could physically distance while working, but it has not yet been possible to recruit many additional apprentices
- However, the service is currently recruiting two electrical apprentices

8.2 Slightly off track: Review arrears policy to ensure all action is taken at the earliest stage, support given and eviction is used as a last resort

- Business Process Review of income collection, including arrears policies, has been delayed while resources have been diverted to the Covid-19 response

8.3 On track: Develop an arrears policy for temporary accommodation, which gives tenants the same level of support and assistance as those in permanent accommodation

- Policy is in place for long term temporary accommodation which matches that in council owned housing








Part two: Performance indicators







The council is responsible for managing 11,729 council owned homes and 2,301 leaseholder homes, as well as providing temporary accommodation for 1,965 households.

There are several indicators which are temporarily absent from this report while work is underway to develop new reporting systems following the switchover of our main housing management IT system since the start of July 2021. Once this work is complete, we intend to retrospectively provide the results in future versions of this report.




The areas are:

- Adaptations to council housing
- Anti-social behaviour
- Repairs to council housing


	Customer feedback – all Housing services	Target	Q2 2021/22	Q3 2021/22	Status against target	Trend since Q2
9.1	 Compliments received from customers	Info	59	60	n/a	n/a
9.2	 Stage one complaints responded to within 10 working days	80%	85% (84 of 99)	82% (120 of 146)		
9.3	Stage one complaints upheld	Info	46% (46 of 99)	49% (72 of 146)	n/a	n/a
9.4	Stage two complaints upheld	18%	47% (9 of 19)	43% (6 of 14)		
<p>There is an increased focus on how complaints are handled across the council, especially on improving the overall quality of complaint responses in the early stages of the complaints process, in order to reduce the need for cases to be escalated from stage one to stage two for further investigation.</p>						











  Private sector housing	Target	Q2 2021/22	Q3 2021/22	Status against target	Trend since Q2	
10.1	New licences issued for Houses in Multiple Occupation (HMOs)	Info	147	153	n/a	n/a
10.2	HMOs where all special conditions have been met (for licences issued over 12 months ago)	47%	53.05% (1,019 of 1,921)	52.97% (1,016 of 1,918)		
10.3	Private sector empty homes returned to use	32	37	21		




The Q2 figure above has increased from 26 to 37 since last reported. This is because Council Tax records have identified more homes brought back in use during this period, and there is a reporting lag between the date they were back in use and the date this could be confirmed.

 Housing adaptations	Target	Q2 2021/22	Q3 2021/22	Status against target	Trend since Q2	
11.1	Private housing – average weeks taken to approve Disabled Facilities Grant applications	10	21.3	15.7		

The amber threshold for this indicator is set at 26 weeks based on historic guidance timescales, with the target of 10 weeks reflecting the revised guidance timescales.

 Housing Needs – Housing Options and allocations	Target	Q2 2021/22	Q3 2021/22	Status against target	Trend since Q2	
12.1	Households prevented from becoming homeless (by council and partner agencies)	424	448	TBC	TBC	TBC
12.2	New households accepted as homeless	Info	77	TBC	n/a	n/a
12.3	Number of households on the social housing waiting list	Info	5,143	TBC	n/a	n/a

 Housing Needs – temporary accommodation (including emergency accommodation)	Target	Q2 2021/22	Q3 2021/22	Status against target	Trend since Q2	
13.1	Total households in temporary accommodation (homeless and through service level agreements)	Info	2,012	1,965	n/a	n/a
13.2	Rent collected for emergency accommodation (year to date including loss from empty homes)	89.21%	73.30% (£2.6m of £3.6m)	81.12% (£3.8m of £4.6m)		
This indicator includes rent loss from empty emergency accommodation dwellings, which has been higher than usual while people who were placed in response to Covid-19 are moved on from 'block booked' accommodation such as hotels and hostels, ahead of handing some of them back. The collection rate excluding this type of rent loss is 97.69% which is above target.						
13.3	... as above but excluding rent loss from empty homes	For info	94.89% (£2.6m of £2.8m)	97.69% (£3.8m of £3.8m)	n/a	n/a
13.4	Rent collected for leased temporary accommodation properties (year to date)	96.10%	87.28% (£3.3m of £3.8m)	85.81% (£4.9m of £5.7m)		
A new reporting system has recently been developed for this indicator following the switchover of our main housing management IT system, and we will closely monitor trends into the second half of the current financial year.						
13.5	... as above but excluding rent loss from empty homes	For info	93.33% (£3.3m of £3.6m)	92.62% (£4.9m of £5.3m)	n/a	n/a
13.6	 Rent collected for Seaside Homes (year to date)	91.00%	90.74% (£2.6m of £2.7m)	92.64% (£3.9m of £4.2m)		
13.7	... as above but excluding rent loss from empty homes	For info	95.49% (£2.6m of £2.6m)	99.22% (£3.9m of £4.0m)	n/a	n/a
13.8	Empty temporary accommodation homes	For info	115	141	n/a	n/a
13.9	Seaside Homes with a valid Landlord's Gas Safety Record	100%	99.8% (425 of 426)	99.5% (424 of 426)		
13.10	Leased properties with a valid Landlord's Gas Safety Record	For info	89.1% (554 of 622)	TBC	n/a	n/a
The indicator above does not have a target given that the role of the council when it comes to leased properties is to monitor progress and remind landlords to arrange gas safety checks, whereas the council's gas contractor carries out checks in Seaside and council homes.						

 Council housing – supply		Q2 2021/22	Q3 2021/22
14.1	 Additional council homes	27	20
14.2	... at Local Housing Allowance (LHA) rents	22% (6 of 27)	25% (5 of 20)
*All six homes at LHA rates from Q2 were buy backs for use as temporary housing			
14.3	... at 37.5% Living Wage rents	37% (10 of 27)	65% 13 of 20
14.4	... at 27.5% Living Wage rents	41% (11 of 27)	10% (2 of 20)
14.5	...at social rents	0% (0 of 27)	0% (0 of 20)
14.6	Council homes sold through the Right to Buy	11	7
Of the 21 homes sold during 2021/22 to date, 10 were for leasehold (flats) and 11 were for freehold (houses)			
14.7	Net change in the number of council homes – all rent levels	+16	+13
14.8	Net change in the number of council homes – social and 27.5% Living Wage rent homes only	0	-5
14.9	 Total council owned homes	11,716	11,729
Total stock of 11,729 includes 10,714 general needs, 877 seniors housing and 138 temporary housing (including dwellings not yet handed over).			

14.10 Council housing – buy backs (Home Purchase and Next Steps / Housing First)

Buy backs by application date	2017/18	2018/19	2019/20	2020/21	2021/22 to date	Total
Total applications	5	53	88	159	124	429
Of which, became purchases	2	32	53	86	19	192
Council declined	1	13	11	16	6	47
Owner declined offer	1	5	12	15	9	42
Owner withdrew	1	3	12	34	32	82
Outcome pending	0	0	0	8	58	66

Completed buy backs by rent level	2017/18	2018/19	2019/20	2020/21	2021/22 to date	Total
Completed purchases	1	13	43	64	71	192
... general needs social rent	0	0	1	4	0	5
... general needs 27.5% Living Wage	0	0	5	17	19	41
... general needs 37.5% Living Wage	1	5	24	14	33	77
... temporary housing at LHA rates	0	8	13	29	19	69












Summary of all buy backs since start of programmes, September 2017



Total purchases	Social rent	27.5% LWR	37.5% LWR	LHA rate	No. rent reserve applied	Total rent reserve applied	Net modelled subsidy (surplus) over all properties to date (£)
192*	5	41	77	69	26 **	£1.233m ***	£104,000
















* Of which 174 are flats (4 studio, 63 one bed, 92 two bed, 15 three bed) and 18 are houses (3 two bed, 14 three bed, 1 four bed)

** Following Housing Committee decision to use rent reserve to keep rents as low as possible


*** Applied during 2019/20 – a further £827k is anticipated to be used during 2021/22

 Council housing – management		Target	Q2 2021/22	Q3 2021/22	Status against target	Trend since Q2
15.1	 Rent collected from council tenants	95.68%	96.16% (£51.2m of £53.2m)	TBC	TBC	TBC
The result above is provisional following implementation of our new housing management IT system and is pending verification.						
15.2	 Tenants known to claim Universal Credit (UC)	Info	24% (2,717 of 11,290)	25% (2,820 of 11,298)	n/a	n/a
15.3	UC tenants in arrears who have an alternative payment arrangement	Info	57% (848 of 1,496)	TBC	n/a	n/a
15.4	Arrears of UC tenants as a proportion of total arrears	Info	65% (£1.3m of £2.0m)	TBC	n/a	n/a
15.5	Tenants evicted due to rent arrears	Info	0	0	n/a	n/a
15.6	Tenants evicted due to anti-social behaviour (ASB)	Info	0	2	n/a	n/a
15.7	 Calls answered by Housing Customer Services	85%	82% (5,385 of 6,596)	90% (4,272 of 4,763)		
15.8	Tenancies sustained following difficulties	90%	97% (31 of 32)	92% (12 of 13)		
15.9	 Average re-let time (calendar days) excluding time spent in major works	21	66	89		
Re-let times remain high while recovery efforts remain underway to tackle the backlog of empty council homes, which includes many homes which have been empty for long periods of time. However, there has been a significant improvement in number of re-lets during Q3 (122) which exceeds pre pandemic levels (based on an average of 111 per quarter during 2019/20).						
15.10	Average re-let time (calendar days) including time spent in major works	Info	206	223	n/a	n/a
15.11	Number of previously occupied council homes re-let (general needs and seniors)	Info	98	122	n/a	n/a
15.12	Number of new council homes let for the first time (general needs and seniors)	Info	5	16	n/a	n/a

	Council housing – management	Target	Q2 2021/22	Q3 2021/22	Status against target	Trend since Q2
15.13	 Empty general needs and seniors council homes (includes new homes)	Info	273	293	n/a	n/a
15.14	Empty council owned temporary accommodation homes (includes new homes not yet handed over)	Info	15	15	n/a	n/a

 Council housing – repairs and maintenance		Target	Q2 2021/22	Q3 2021/22	Status against target	Trend since Q2
16.1	 Calls answered by Repairs Helpdesk	85%	93% (19,888 of 21,410)	93% (19,739 of 21,159)		
16.2	 Dwellings meeting Decent Homes Standard	100%	92.9% (10,884 of 11,716)	96.9% (11,365 of 11,729)		
The stock condition survey identified many dwellings which did not meet the standard, and there was a lack of planned installations of new kitchens and bathrooms through 2020 due to Covid restrictions, shortages of supplies and components, and the mobilisation of new contractors. However, performance has increased since kitchen and bathroom replacements resumed under new contracts, focusing on empty homes (in order to reduce the backlog) then occupied homes.						
16.3	Energy efficiency rating of homes (out of 100)	76.8	68.1	68.1		
A very ambitious target was set in line with performance by other local authorities (the median for our HouseMark peer group was 76.8 at the end of March 2021). A retrofit plan is being prepared for Housing Committee to show how Housing can contribute to the Carbon Neutral 2030 objective, and a programme to install solar panels on 1,000 council homes is to begin in 2022.						
16.4	 Council homes with a valid Landlord's Gas Safety Record	100%	100% (10,017 of 10,017)	100% (10,044 of 10,044)		
16.5	 Lifts restored to service within 24 hours	95%	91% (292 of 321)	92% (288 of 312)		
There have been delays in repairing some lifts due to aging equipment and difficulty sourcing spare parts. Aging equipment is being modernised at Seniors schemes during 2021/22 and 2022/23; and the lift contractor will investigate potential to retain a greater stock of critical spares from European supply chains.						
16.6	Lifts – average time taken (days) to restore service when not within 24 hours	7	12	TBC	TBC	TBC

New performance indicators relating to planned and major works are currently being developed and will accompany future versions of these performance reports.

 Leaseholder disputes		Q2 2021/22	Q3 2021/22
17.1	Stage one disputes opened	7	6
17.2	Stage one disputes closed	4	7
17.3	Active stage one disputes (end quarter)	22	23
17.4	Stage two disputes opened	0	1
17.5	Stage two disputes closed	0	1
17.6	Active stage two disputes (end quarter)	3	3
17.7	Stage three disputes opened	0	0
17.8	Stage three disputes closed	1	0
17.9	Active stage three disputes (end quarter)	1	1

Appendix - Government list of emergency priority repairs

Repair type	Response time (working days)
Total loss of electric power	1
Unsafe power or lighting socket or electrical fitting	1
Total loss of water supply	1
Total or partial loss of gas supply	1
Blocked flue to open fire or boiler	1
Heating or hot water not working between 31 October and 1 May	1
Blocked/leaking foul drain, soil stack or toilet	1
Toilet not flushing (if there is only one toilet in the property)	1
Leak from a water pipe, tank or cistern	1
Insecure external window, door or lock	1

