



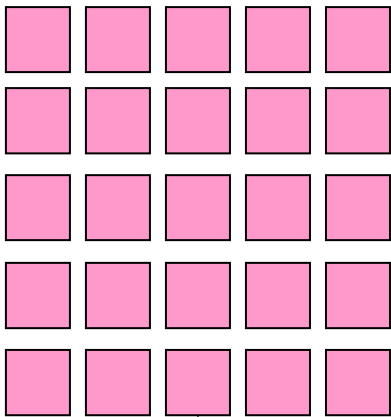
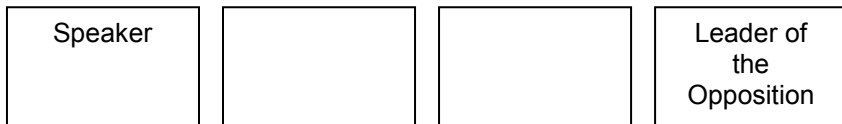
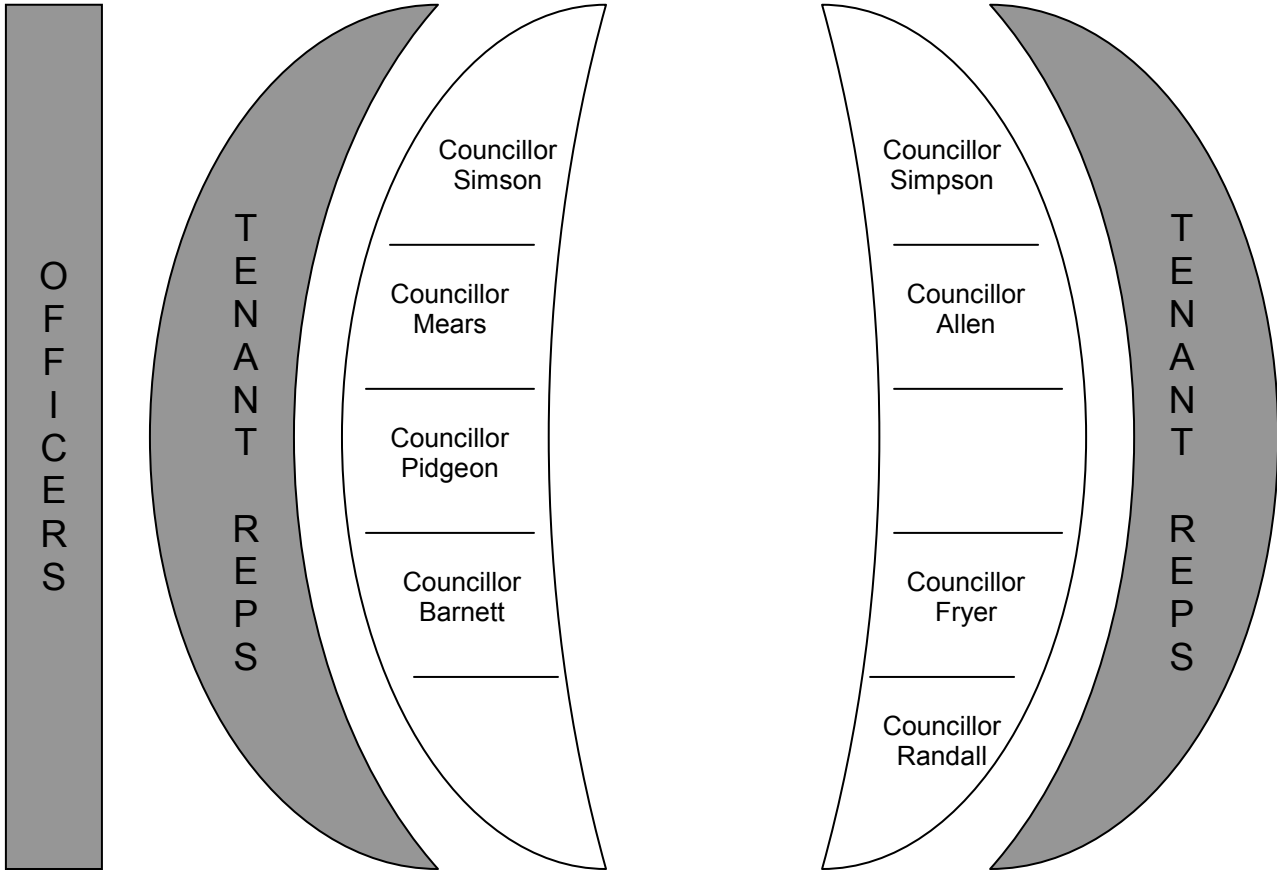
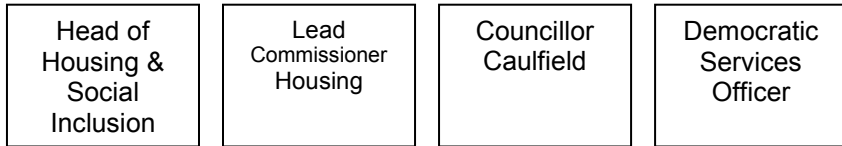
**Brighton & Hove
City Council**

Housing Management Consultative Committee

Title:	Housing Management Consultative Committee
Date:	7 March 2011
Time:	3.00pm
Venue:	Council Chamber, Hove Town Hall
Members:	Councillors: Caulfield (Chairman), Allen, Barnett, Fryer, Mears, Pidgeon, Randall, Simpson (Opposition Spokesperson) and Simson
Contact:	Caroline De Marco Democratic Services Officer 01273 291063 caroline.demarco@brighton-hove.gov.uk

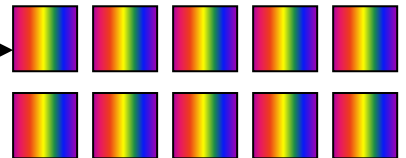
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Democratic Services: Meeting Layout



Public Seating

Members in Attendance



Press



Tenant Representatives:

Ted Harman, Brighton East Area Housing Management Panel

David Murtagh, Brighton East Area Housing Management Panel

Jean Davis, Central Area Housing Management Panel

John Melson, Central Area Housing Management Panel

Stewart Gover, North & East Area Housing Management Panel

Heather Hayes, North & East Area Housing Management Panel

Tina Urquhart, West Hove & Portslade Area Area Housing Management Panel

Beverley Weaver, West Hove & Portslade Area Housing Management Panel

Chris Kift, Hi Rise Action Group

Muriel Briault, Leaseholders Action Group

Colin Carden, Older People's Council

Tom Whiting, Sheltered Housing Action Group

Barry Kent, Tenant Disability Network

AGENDA

84. PROCEDURAL BUSINESS

- (a) Declaration of Substitutes - Where Councillors are unable to attend a meeting, a substitute Member from the same Political Group may attend, speak and vote in their place for that meeting.
- (b) Declarations of Interest by all Members present of any personal interests in matters on the agenda, the nature of any interest and whether the Members regard the interest as prejudicial under the terms of the Code of Conduct.
- (c) Exclusion of Press and Public - To consider whether, in view of the nature of the business to be transacted, or the nature of the proceedings, the press and public should be excluded from the meeting when any of the following items are under consideration.

NOTE: Any item appearing in Part 2 of the Agenda states in its heading either that it is confidential or the category under which the information disclosed in the report is exempt from disclosure and therefore not available to the public.

A list and description of the categories of exempt information is available for public inspection at Brighton and Hove Town Halls.

85. MINUTES OF THE PREVIOUS MEETING

1 - 14

Minutes of the meeting held on 24 January 2011 (copy attached).

86. CHAIRMAN'S COMMUNICATIONS

87. CALLOVER

88. PETITIONS

No petitions have been received by the date of publication.

89. PUBLIC QUESTIONS

(The closing date for receipt of public questions is 12 noon on 28 February 2011)

No public questions have been received by the date of publication.

90. DEPUTATIONS

(The closing date for receipt of deputations is 12 noon on 28 February

2011)

No deputations have been received by the date of publication.

91. LETTERS FROM COUNCILLORS

No letters have been received.

92. WRITTEN QUESTIONS FROM COUNCILLORS

No written questions have been received.

93. ALLOCATIONS REVIEW

Report of Lead Commissioner Housing (to follow).

Contact Officer: Sylvia Peckham, Verity Walker *Tel:* 293318, *Tel:* 01273 293130
Ward Affected: All Wards

94. OUT OF HOURS SHELTERED SERVICE

15 - 22

Report of Head of Housing and Social Inclusion (copy attached).

Contact Officer: Peter Huntbach *Tel:* 01273 293248
Ward Affected: East Brighton; Goldsmid; Hangleton & Knoll; Hanover & Elm Grove; Hollingdean & Stanmer; Moulsecoomb & Bevendean; North Portslade; Patcham; Queen's Park; South Portslade; St Peter's & North Laine; Westbourne; Wish

95. THE PROVISION OF LOFT CONVERSIONS AND EXTENSIONS TO ASSIST OVERCROWDED COUNCIL TENANTS

23 - 44

Report of Strategic Director Place (copy attached).

Contact Officer: David Rook *Tel:* 29-4639
Ward Affected: All Wards

96. HOME ENERGY EFFICIENCY INVESTMENT OPTIONS

45 - 54

Report of Lead Commissioner Housing (copy attached).

Contact Officer: Martin Reid *Tel:* 29-3321
Ward Affected: All Wards

97. ESTATES MASTERPLAN PRESENTATION

Presentation from the Head of Housing Strategy and Development &

Private Sector Housing.

98. HOUSING MANAGEMENT PERFORMANCE REPORT (QUARTER 3) 55 - 64

Report of Head of Housing and Social Inclusion (copy attached).

Contact Officer: John Austin-Locke *Tel:* 29-1008

Ward Affected: All Wards

The City Council actively welcomes members of the public and the press to attend its meetings and holds as many of its meetings as possible in public. Provision is also made on the agendas for public questions to committees and details of how questions can be raised can be found on the website and/or on agendas for the meetings.

The closing date for receipt of public questions and deputations for the next meeting is 12 noon on the fifth working day before the meeting.

Agendas and minutes are published on the council's website www.brighton-hove.gov.uk. Agendas are available to view five working days prior to the meeting date.

Meeting papers can be provided, on request, in large print, in Braille, on audio tape or on disc, or translated into any other language as requested.

For further details and general enquiries about this meeting contact Caroline De Marco, (01273 291063, email caroline.demarco@brighton-hove.gov.uk) or email democratic.services@brighton-hove.gov.uk

Date of Publication - Friday, 25 February 2011

BRIGHTON & HOVE CITY COUNCIL

HOUSING MANAGEMENT CONSULTATIVE COMMITTEE

3.00pm 24 JANUARY 2011

COUNCIL CHAMBER, HOVE TOWN HALL

MINUTES

Present: Councillors Caulfield (Chairman); Barnett, Fryer, Hamilton, Harmer-Strange, Mears, Randall, Simpson (Opposition Spokesperson) and Simson

Tenant Representatives: Ted Harman (Brighton East Area Housing Management Panel), David Murtagh (Brighton East Area Housing Management Panel), Jean Davis (Central Area Housing Management Panel), John Melson (Central Area Housing Management Panel), Stewart Gover (North & East Area Housing Management Panel), Heather Hayes (North & East Area Housing Management Panel), Tina Urquhart (West Hove & Portslade Area Area Housing Management Panel), Beverley Weaver (West Hove & Portslade Area Housing Management Panel), Chris Kift (Hi Rise Action Group), Tony Worsfold (Leaseholder Action Group), Tom Whiting (Sheltered Housing Action Group) and Barry Kent (Tenant Disability Network)

Apology: Chris El Shabba (Deputy – Brighton East Area Housing Management Panel).

PART ONE

71. PROCEDURAL BUSINESS

71a Declaration of Substitutes

71a.1 Councillor Hamilton declared that he was substituting for Councillor Allen. Councillor Harmer-Strange declared that he was substituting for Councillor Pidgeon. Tony Worsfold declared that he was substituting for Muriel Briault. Beryl Snelling and Jean Davis declared that they would be jointly representing the Central Area Housing Management Panel.

71b Declarations of Interest

71b.2 Councillors Barnett and Simpson, Heather Hayes and Ted Harman declared a personal but not prejudicial interest in any discussion on the LDV as they are Board Members of Brighton and Hove Seaside Community Homes (the Local Delivery Vehicle).

71c Exclusion of the Press and Public

- 71.3 In accordance with section 100A of the Local Government Act 1972 ('the Act'), the Committee considered whether the press and public should be excluded from the meeting during an item of business on the grounds that it was likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the press or public were present during that item, there would be disclosure to them of confidential information (as defined in section 100A(3) of the Act) or exempt information (as defined in section 100I of the Act).
- 71.4 **RESOLVED** - That the press and public be not excluded from the meeting.

72. MINUTES OF THE PREVIOUS MEETING

- 72.1 *Ainsworth House* – Stewart Gover expressed concern over the security of the site and suggested that the building should be demolished. The Lead Commissioner Housing replied that planning permission was required before any work was carried out on site. The Chairman reported that the estates team were visible on the site.
- 72.2 *Local Decisions: A Fairer Future for Social Housing* – Councillor Simpson referred to paragraphs 59.15 to 59.19. She stated that it had been agreed that councillors should have the opportunity to attend the meeting with tenants to contribute to the response to the consultation document. She was disappointed that this had not happened.
- 72.3 Chris Kift stated that tenants across the city had attended the meeting. The response was agreed by tenants who had been given the opportunity to have their say.
- 72.4 Tom Whiting considered that there should have been a report submitted to the HMCC in order for a response to be made by tenants and councillors. John Melson supported Councillor Simpson and stated that the value of the HMCC was the joint contribution.
- 72.5 *Report on Housing Need* – Councillor Fryer mentioned that a report on housing need had been requested at a previous meeting. The Chairman replied that the Lead Commissioner Housing would send Councillor Fryer the full housing strategy report which would contain that information.
- 72.6 *Working Households Lettings Plan Pilot Review* – Councillor Simpson referred to paragraph 69.11 (2) relating to setting up a working group. The Chairman stated that there was already a working group and the review of the pilot would be considered in February. Feedback was already being sent to the existing working group.
- 72.7 **RESOLVED** – That the minutes of the Housing Management Consultative Committee Meeting held on 13 December 2010 be agreed and signed as a correct record.

73. CHAIRMAN'S COMMUNICATIONS**David Gray**

- 73.1 The Chairman reported that David Gray, Head of Property & Investment would be leaving the council. This would be his last attendance at the HMCC. The Chairman

thanked David for his hard work in the city. A new replacement would be in place on 7 February.

Estate Development Budget

- 73.2 The Chairman reported that Estate Development Budget bids would be considered by the Area Housing Panels. The Head of Housing and Social Inclusion reported that there had been problems in the past where bids put forward were not supported by the tenants affected. The emphasis should be on encouraging tenant chairs to invite residents in the area to the meeting to ensure areas of concern went forward and were supported. The Chairman suggested writing to tenant's representatives and recommending that they contact their Tenant Participation Officer to see where the consultation was going on in their area.
- 73.3 Chris Kift suggested putting up posters to advertise the meetings. He reported that people were saying that they had chosen items for the EDB and seen nothing. Last years bid had not commenced. Ted Harman reported that notices were delivered to all tenants in Coldean but there was a lack of interest and only two people turned up to the last meeting.

Decent Homes Backlog Funding for Council Landlords 2011-15 -Response to invitation to bid

- 73.4 The Chairman reported that the bid was submitted on 11 January. It included a bid of £2.2m for the period 2011-13 against the general stock bidding for funding against rewiring & doors specifically, as the council could show excellent value for money. An additional £750,000 was made for funding against the separate CESP area heating & cladding works for the period 2011-13 – this showed good linking with energy efficiency/CESP & decent homes & might be attractive to HCA. One further bid of £2m was for the period after the council move below 10% non-decency, linking a bid with the strategy of releasing funds to allow some new build funding to be made available. This was for the period 2013-15.

Local Delivery Vehicle (LDV-BHSCH)

- 73.5 The Chairman reported that funding proposals had been received from three funders, all of them well known high street banks. All funders were prepared to provide a long term loan of up to 30m to the LDV on the basis of a secure rental stream for a 30 year term. Both BHSCH and the Council were looking at the detail of the proposals so that the right offer that was best for all parties could be achieved. Each funder proposal aimed to achieve funding completion by the end of March.

Minor Adaptations in Council Homes

- 73.6 The Chairman reported that the council were launching a new scheme to speed up minor adaptations in council homes. Tenants, who needed a minor adaptation to help them in the home, such as lever taps or a grab rail, could now contact their local housing office or sheltered scheme. If appropriate the work would be carried out by the estates services' neighbourhood response team under a scheme to be launched this month.

Home Energy Efficiency

73.7 The Chairman reported that the council were undertaking further analysis of options appraisal to enable a recommendation to be made on the best outcomes from the varying models of delivering a Feed in Tariff scheme. This further analysis would also establish the best model of delivery with the greatest benefit to tenants and residents of the city. The results of the analysis would be expected in the next few days. A detailed survey had identified approximately 1,600 dwellings across the entire council stock that would be suitable for the installation of solar PV at best rate of return.

Mears Ltd

- 73.8 The Chairman reported that a number of tenants were saying that there had been delays in works due to be carried out by Mears Ltd. Gary Lester and James Cryer from Mears were in attendance at the meeting to answer questions. There would be a meeting of the Repairs Monitoring Group. This group would be used to monitor the Estate Development Budget.
- 73.9 James Cryer informed the Committee that the contract was near the end of the first year. Mears Ltd were trying to deal with the back log as well as dealing with the work for the year. Mr Cryer had spoken to Gordon Stanford to ensure the majority of projects were completed this year. Some outdoor projects had been delayed by the weather. Mears sister company was working on the outdoor projects. Some projects had issues with ongoing funding.
- 73.10 Stewart Gover mentioned that the Strategic Core Group was monitoring the progress of the contractors. There were problems with the contract and this was particularly the case in the Bates Estate. There were badly fitted kitchens.
- 73.11 The Chairman stated that there had been a number of complaints since Christmas. Councillor Mears stated that all area panels would be informed exactly what work was being carried out and what was not being carried out. The contract had been set to ensure tenants received the best service available. She had received a letter today from someone who had been pleased with the service. When the service was good it was very good, and when it was not good it needed drastic action.
- 73.12 Councillor Simson mentioned that she had received a complimentary letter from some tenants stating that their house was very warm after a new roof and boiler had been fitted.
- 73.13 David Murtagh stated that people with complaints were going to tenants' representatives and not having their complaints dealt with straight away. He considered that tenants representatives should go straight to the surveyors and report these problems.
- 73.14 The Head of Housing and Social Inclusion suggested that there needed to be a central place where the council recorded tenants' concerns. It was proposed to have an issues log held by the Repairs Monitoring Group. Members of the RMG were on the Strategic Core Group. This would allow issues to be monitored. The log would be made available to groups and HMCC could look at trends. It might also be possible to train

residents to look at the quality of repairs. He and the Lead Commissioner Housing would look into that possibility.

73.15 The Chairman suggested each area had a clerk of works.

73.16 Councillor Simpson stated that there seemed to be a particular problem with kitchen installation. It would not be unreasonable to ask the contractors to ensure the workforce was sufficiently trained to do the work. It was not reasonable that people had to make complaints and call the contractors back.

73.17 Gary Lester stated that Mears Ltd supported the suggestion that the Repairs Monitoring Group monitored the complaints and compliments progress.

73.18 The Chairman thanked Mr Lester and Mr Cryer and stated that it was refreshing to have a contractor who could be called to a meeting to have face to face conversations.

73.19 Tina Urquhart mentioned that painters and decorators often left a mess. Councillor Mears replied that it had been very clear when the contract was set up that tenants should be treated with respect. The company needed to take this on board straight away.

73.20 David Murtagh stated that contractor should deal with issues straight away and not wait three months.

73.21 James Cryer replied that Mears took the respect of customers extremely seriously. They wanted to communicate better with the public. Most of the people working on contracts were local to the city and many were council tenants.

73.22 Gary Lester stated that he and James made a promise to provide the best service possible.

73.23 The Chairman stated that there was a leaflet setting out service standards. This needed to be sent to all tenant representatives and could be placed on the website. Information could also be made available in "Homing In" and a letter about this issue could be sent to tenant's chairs.

74. CALLOVER

74.1 The Chairman asked the Committee to consider which items listed on the agenda it wished to debate and determine in full.

74.2 **RESOLVED** - That all items be reserved for debate and determination.

75. PETITIONS

75.1 There were none.

76. PUBLIC QUESTIONS

- 76.1 Beryl Snelling mentioned that in 2007/08 Peter Matthews had requested additional funds to invest in the Lavender Street Housing Office to install a steel floor. The extra money was received and came out of the Housing Revenue Account. There were now people moving into the office who were not part of the Housing Department. Beryl asked if they would contribute some money towards the Housing Revenue Account.
- 76.2 The Head of Housing and Social Inclusion replied that from next month staff from the Children and Young Peoples Trust would be moving into Lavender Street and would be paying to use the space. A saving would be produced by sharing this space.

77. DEPUTATIONS

- 77.1 There were none.

78. LETTERS FROM COUNCILLORS

- 78.1 There were none.

79. WRITTEN QUESTIONS FROM COUNCILLORS

- 79.1 There were none.

80. HOUSING REVENUE BUDGET 2011/12

- 80.1 The Committee considered a report of the Strategic Director Place and the Director of Finance that presented the Housing Revenue Account Forecast Outturn for 2010/11 as at month 6 and the proposed Budget for 2011/12 as required by the Local Government and Housing Act 1989. Members were required to consider the budget proposals including changes to rents, fees and charges as well as savings and service pressures.
- 80.2 The Chairman was pleased to note that the council was moving towards self financing.
- 80.3 Tom Whiting referred to the likely reduction in heating charges. He asked if the reduction would be backdated and when the reduction would come into effect. The Head of Financial Services replied that a letter would be sent to tenants in the next few weeks about this matter. The reductions would be backdated to October 2010. Tenants would get credits appearing on their rent accounts.
- 80.4 Tom Whiting asked why heating charges had risen so steeply. The Head of Housing and Social Inclusion explained that the previous gas charges had been set in October 2008, when there had been a significant increase. The council's gas price was a part of the corporate contract. The contract had been re-procured. It had resulted in an average reduction of 26%. This was partly due to gas prices going down. Most people with communal boilers would receive a credit to their account.
- 80.5 The Chairman stated that one of the reasons prices had risen in the past was due to old inefficient boilers, lack of insulation and no temperature control on radiators. Major works had been carried out to deal with these problems.

- 80.6 John Melson made the point that the rent rise of 6% was based on the Retail Price Index. However, pension increases were based on the Consumer Price Index. He suggested that rent prices should be based on the Consumer Price Index.
- 80.7 The Head of Financial Services replied that there was no flexibility in applying the Government's rent formula. In terms of moving towards self financing, the rent restructuring formula stayed at the Retail Price Index and not at the Consumer Price Index.
- 80.8 The Chairman suggested that a letter could be sent to ministers about this issue. However, she was keen to move to self financing where there would be greater flexibility.
- 80.9 The Head of Housing and Social Inclusion stated that many council tenants were receiving housing benefit and rent rebates. The Chairman informed members that when the increases came into effect, officers would check to see if people who were struggling financially would be entitled to housing benefit.
- 80.10 Chris Kift mentioned that boilers were due to be replaced in his block, but thermostats had not been installed. There was no incentive to turn the heating off as people were still paying the same amount.
- 80.11 The Head of Property & Investment replied to explain that individual heating boilers could not be installed in St James's House. The new boilers would be more efficient and would reduce costs. Individual controls was a phased plan to be completed in the next five years.
- 80.12 Councillor Randall referred to the reduction of unit costs as set out in paragraph 3.7 of the report. The Head of Housing and Social Inclusion explained that as of this year the unit cost would be £17.70 per property per week. The costs used to be high and the council wanted to improve the quality of service at a more competitive unit cost.
- 80.13 Councillor Mears was pleased to see the announcement that Supporting People finances would be ring-fenced. This was an excellent piece of work. She had recently attended a meeting at Leach Court and there were clear concerns raised by tenants about the need to invest in their properties. Councillor Mears welcomed ongoing investment. She was pleased to see that the Government were abolishing the housing subsidy system. Councillor Mears hoped to see the negative subsidy payment of £4.754 wiped out. Meanwhile, she was pleased to see that some of the city's low paid employees were supported.
- 80.14 Councillor Fryer made the point that there should be individual metering with communal boilers.
- 80.15 The Chairman stressed that although the government grant for Supporting People was no longer ring fenced, the council would keep the money ring fenced for Supporting People as it provided valuable support. There would be an annual three percent reduction carried out over 4 years. The Lead Commissioner Housing stated that the council were committed to keeping the Supporting People spend ring fenced. This would enable the council to give providers in the voluntary sector some security.

80.16 Councillor Randall and Councillor Simpson were pleased to see that supporting people money would be ring-fenced.

80.17 **RESOLVED** – (1) That the Housing Management Consultative Committee recommend that Cabinet:

(a) approves the budget for 2011/12 as shown in Appendix 1

(b) approves individual rent increases and decreases in line with rent restructuring principles as determined by the Government.

(c) approves the changes to fees and charges as detailed in paragraph 3.17 to 3.26 of the report.

81. HOUSING REVENUE ACCOUNT CAPITAL PROGRAMME 2011-2014

81.1 The Committee considered a report of the Strategic Director Place and the Director of Finance that sought approval for the 2011/12 capital programme and provided a provisional capital programme for the following two years, 2012/13 and 2013/14, for the Housing Revenue Account (HRA). The report took into consideration the latest resources available and commissioning investment priorities. The Council's Housing Revenue Account (HRA) related to the council's landlord duties in respect of approximately 12,000 properties and 2,230 leasehold properties.

81.2 The Chairman was pleased to note paragraph 5.19 relating to the conversion and extension of existing properties. There were a number of tenants who did not want to move but needed more space. This was a pilot project, and more feedback was required. There was a need to look at all ways of increasing and improving stock.

81.3 Councillor Randall asked for an explanation of paragraph 4.3 regarding funding from the Major Repairs Allowance. He asked about the new housing centre and asked if a training centre would be included. He also asked where the 800 new units would be sited.

81.4 The Chairman stated that it would be a good idea to have a presentation at HMCC on the estate master plan, so that members could see where the likely sites would be. The new centre would be in Moulsecoomb. Local tenants had been taken on a tour before work commenced. A tour could be arranged for HMCC members. The Head of Housing and Social Inclusion agreed that a tour could be organised. It was the intention to have a training centre in the building.

81.5 The Head of Financial Services explained that unsupported borrowing would be funded from the Major Repairs Allowance and revenue surpluses. Money would be borrowed as required. The council was allowed to use the Major Repairs Allowance to pay for the capital element not the interest element.

81.6 Heather Hayes asked if sheltered housing was included in the decent homes standard. The Lead Commissioner Housing confirmed that it would be included.

- 81.7 Councillor Hamilton asked where the new council homes would be built. Was there a list of where the 800 units would be sited? The Chairman replied that there would be a range of sites. She suggested a presentation to the HMCC on this matter.
- 81.8 Councillor Simpson stressed that the community would need to be informed about sites and building plans. The Chairman replied that there were no plans other than the Ainsworth site. Tenants would be consulted on a site by site basis. There was a need to work with the local community.
- 81.9 Tina Urquhart asked when residents would have new communal TV aerials. The Contract Compliance Manager replied that aerials would be installed in March. Officers were finalising leaseholder consultation.
- 81.10 The Head of Housing and Social Inclusion reported that as landlord the council had a responsibility to replace analogue TV aerials in time for the digital switchover. Leaseholders were responsible for paying for digital aerials. The cost of completing this work would be substantially less than expected. The Contract Compliance Manager would be attending all the Area Panels to give a presentation on this work.
- 81.11 John Melson reported that there were areas of poor reception in Brighton. All the old systems were cabled. This needed to be investigated before contracts were let. Meanwhile, he queried how 800 new homes could be provided by 2013. He asked if LDV properties were being included. He felt that a clearer explanation was required.
- 81.12 The Chairman replied that the 800 homes would be in addition to anything the LDV supplied. 800 homes would not be built in three years. Ainsworth House had been set up very quickly and there was a need to look for another site very soon.
- 81.13 The Contract Compliance Manager reported that when the council had appointed a contractor to supply digital aerials, there could be a dialogue regarding the strength of signals across the city.
- 81.14 Tony Worsford informed the Committee that the Leaseholder Action Group had had many discussions about aerials. They were trying to arrange a discussion with the Chairman at their next meeting.
- 81.15 The Chairman reported that there were ongoing capital costs for many years to come and she expressed concern that leaseholders were picking up great costs. She asked the Head of Housing and Social Inclusion to arrange a meeting with the leaseholders to consider the costs they were facing.
- 81.16 Chris Kift stated that when he moved to his flat the old Rediffusion box was still intact. However, Virgin stated that they could not put cable TV in St James's House. As the systems were still there he did not think it would cost a great deal of money to install cable.
- 81.17 The Contract Compliance Manager replied that part of the new contract would look at existing systems and old trunking. If they could make use of old trunking they would do so.

- 81.18 David Murtagh suggested that fitting satellite dishes might be a better option.
- 81.19 Beryl Snelling asked if the 800 new homes would be subject to the Right to Buy. The Chairman replied that the Localism Bill would give the council more control over this issue. The council were not losing properties to Right to Buy as it was now more difficult to buy properties under this scheme. Measures would be put in place to ensure the council did not lose properties.
- 81.20 John Melson mentioned that Eric Pickles and Grant Shapps wanted to make it easier for people to access Right to Buy. He considered this a serious issue. The Chairman replied that some authorities wanted to encourage the Right to Buy. Liverpool for example wanted to regenerate areas. There would be more freedom as a result of the Localism Bill and self financing. The council would not be building houses in order for them to be sold off cheaply. The Chairman reassured Mr Melson that properties built by the council would remain council property.
- 81.21 **RESOLVED** – (1) That the Housing Management Consultative Committee recommend that Cabinet approves the capital programme budget of £30,697 million and financing for 2011/12 as set out in paragraph 4.1.

82. UPDATE ON ANNUAL REPORT TO COUNCIL TENANTS AND LEASEHOLDERS 2010 AND DEVELOPMENT OF LOCAL SERVICE OFFERS AND PLAN FOR RESIDENT INVOLVEMENT IN THE ANNUAL REPORT FOR 2011

- 82.1 The Committee considered a report of the Strategic Director Place which updated members on progress in implementing the improvement plans set out in the annual report to all council tenants and leaseholders in September 2010. It reported the proposed plan and timetable for involving residents in producing the annual report for this year, in the light of feedback from residents on the annual report for last year. It also provided an update on developing local service offers to tenants and leaseholders, which were being produced as service pledges.
- 82.2 The Housing Stock Review Manager reported that the annual report for the year ending 31 March 2010 set out the council's improvement plans in response to tenants' and leaseholders' views about how the council were performing against the standards set by the Tenant Services Authority (TSA), which came into effect last year. Appendix 1 to the report highlighted some examples of how the Council was meeting the commitments which it had made in the annual report and the progress already made.
- 82.3 The Housing Stock Review Manager reported that with regard to the next annual report, 678 questionnaires had been returned so far. Draft pledges would be placed on the council website in March and all residents would be informed in Homing In that they could see the pledges and comment on them.
- 82.4 An additional meeting of the Housing Management Consultative Committee would be arranged for late March so that the Committee could discuss the draft service pledges and make their recommendations to the Cabinet Member for Housing before she approved the final pledges. The service pledges would be implemented with effect from 1 April 2011, in line with the TSA's timetable. Officers would produce a summary

version for all tenants and leaseholders, with the more detailed individual pledges backing them up.

82.5 John Melson commended the report and considered that a great deal of good work had been carried out. Tom Whiting considered it an excellent report.

82.6 **RESOLVED** - (1) That the progress in implementing improvement plans included in the annual report to council tenants and leaseholders for the year ending 31 March 2010 highlighted in Appendix 1 to this report, be noted.

(2) That the proposed plan and timetable set out in Appendix 2 to the report be noted. This detailed involving residents in producing and scrutinising the annual report to tenants and leaseholders for the year ending 31 March 2011.

(3) That the progress in involving residents in developing and agreeing local offers for service delivery set out in paragraphs 3.8 to 3.12 to the report, be noted.

83. SOCIAL INCLUSION PILOT - EVALUATION/FINAL REPORT

83.1 The Committee considered a report of the Lead Commissioner Housing which explained that the draft Social Exclusion Strategy – “Turning the Tide” outlined the aims and objectives to address anti-social behaviour, intergenerational social exclusion and quality of life experience for residents in social housing living in areas of multiple deprivation in Brighton & Hove. The strategy was a work in progress, currently at the second draft stage. Comments/feedback from key stakeholders, partners and council tenants and leaseholders would be sought before presenting a final draft to Cabinet for approval/agreement in June 2011.

83.2 A detailed report on achievements, performance and outcomes was attached as appendix 1 of the report.

83.3 Councillor Randall was pleased with the work carried out but made the point that the same tenants who were the focus of attention in “Turning the Tide” were also the focus of attention in social services. He suggested that there was a need to streamline the work.

83.4 The Chairman considered this a good point and stated that if there had been more funding it could have been introduced as part of the pilot. She welcomed the fact the fact that the strategy was being rolled out city wide. This would result in fewer issues with anti-social behaviour.

83.5 Councillor Fryer considered it a good report and was pleased to see case studies.

83.6 The Social Inclusion Manager explained that there had been joint working with the Children and Young Peoples Trust particularly with Pathfinders. The service was being co-ordinated around households. There had been cost benefit savings as a result of intervention and avoiding the need for eviction and re-housing.

83.7 Barry Kent considered that a great deal had been learnt from the pilot and agreed that the work should be rolled out to other areas.

- 83.8 Heather Hayes asked if there would be funding available to start work in the Hollingdean area. She stressed that there were anti-social behaviour problems and it was no longer a popular estate. The Chairman replied that the aim was to roll out the project across the city. There would be costs involved but it would save money in the long term. There would be a further report to the HMCC on the timescales involved in rolling out "Turning the Tide". In the meanwhile, the Social Inclusion Manager undertook to take Ms Hayes details and ask an officer to investigate her concerns.
- 83.9 John Melson expressed concern about the cost of rolling out the project across the city. He considered that there had been real value in having the pilot, it was better to focus on particular areas of need. There needed to be more joint working with authorities such as the police.
- 83.10 Mr Melson was concerned to read Case Study 7 in the report which occurred in his area. This highlighted how useful the pilot had been. It was a good study but in his opinion not ready for a city roll out. He recommended extending the pilot and concentrating on areas where there were particular problems. He suggested keeping the pilot running for another 9 months and then reviewing the situation.
- 83.11 The Chairman informed the Committee that she had had feedback from a number of councillors and tenants who had asked her when "Turning the Tide" would come to their area. It would not be fair to keep it in one part of the city for a lengthy period of time.
- 83.12 The Head of Housing and Social Inclusion stressed that all residents should benefit from "Turning the Tide". Having carried out a piece of work that provided a better service, it was only fair to roll it out.
- 83.13 Chris Kift praised the work of the Social Inclusion Manager and her team. However, he mentioned the Eastern Road Partnership which had been dismantled after 12 months due to lack of funding. He expressed concern that lack of funding might affect the "Turning the Tide" work.
- 83.14 The Chairman agreed that this was a valid point and that there was a need to provide tenants with the confidence that the work would be carried out long term.
- 83.15 Councillor Simpson very much welcomed the pilot, however she shared the concerns expressed by Heather Hayes and Chris Kift. Hollingdean was losing a Police Community Support Officer and a development worker was on notice. This work relied on all these groups and organisations working together. She had noticed that the list of organisations involved in the project included some that would not be able to contribute in the future.
- 83.16 The Chairman considered that this was even more reason to roll out the project to other areas. The council wanted to commission services where people were struggling.
- 83.17 Ted Harman stressed that a lot of work had been carried out in tackling anti-social behaviour by everyone concerned. He hoped that other areas would be as dedicated when the project was rolled out.
- 83.18 Councillor Simson stressed that no area would be losing a development worker. The council was committed to continuing community development work. Meanwhile, the Community

Safety Forum had discussed a low level anti-social behaviour scheme at their meeting last week. Instead of taking young people to custody care, officers were working with them on the ground.

- 83.19 David Murtagh stated that the pilot was working at Mouslecoomb. He supported the roll out to other areas and stated that Local Action Teams were now active in most areas of Brighton & Hove.
- 83.20 Tom Whiting was full of admiration and praise for the residents and officers involved in the pilot.
- 83.21 Finally Chris Kift mentioned a problem of dog fouling. Dog Wardens were not always willing to give on the spot fines due to abuse. He suggested that PCSO's should give on the spot fines. The Head of Housing and Social Inclusion stated that there was a piloted initiative in Selsfield Drive and it was possible that this could be rolled out to other areas.
- 83.22 **RESOLVED** – (1) That the achievements, outcomes and performance of the Social Inclusion Pilot be noted.
- (2) That the Cabinet Member for Housing be recommended to approve the citywide rollout of the strategy.

The meeting concluded at 6.20pm

Signed

Chairman

Dated this

day of

- 3.3. **(Proposal 1).** The sheltered service should continue to use CareLink Plus service (subject to the council's procurement policies and procedures)..
- 3.4. **(Proposal 2).** Sheltered services retain the home visiting service offered by CareLink Plus.
- 3.5. **(Proposal 3).** CareLink Plus should visit each sheltered scheme at least annually to talk about the service they provide and listen for comments. CareLink Plus should also undertake the same level of customer satisfaction monitoring that is provided to older people using their service in the community.
- 3.6. **(Proposal 4).** Residents, nominated through (and reporting back to) Sheltered Housing Action Group should routinely meet with CareLink Plus to scrutinise their performance.
- 3.7. **Responding to Community Alarm Responses Out of Hours:**
- 3.8. All sheltered homes are supplied with emergency alarms so that residents can alert someone in an emergency. During normal office hours (Monday to Friday) these calls are answered by the scheme manager. Out of hours, these calls are answered by CareLink Plus.
- 3.9. **(Proposal 5).** CareLink Plus should include the option of contacting a named emergency contact where an alarm is activated by a sheltered resident out of hours.
- 3.10. **(Proposal 6).** CareLink Plus should use details of any 'key holder' where this would help the emergency services gain access in an emergency.
- 3.11. To help implement proposals 5 and 6, sheltered services would write to all named emergency contacts and key holder so (1) they are clearer of the services offered by sheltered service and CareLink Plus, and (2) how they can help in an emergency, and (3) to seek their authority for CareLink Plus to contact them in an emergency.
- 3.12. **(Proposal 7).** Sheltered Services should consider key safes to enable better access for the emergency services only. Key safes could either be provided on a scheme basis (with a key safe installed in the main lobby containing a 'master key') or on an individual basis.
- 3.13. **(Proposal 8).** CareLink Plus should include the option of contacting a nominated tenant volunteer within the block when responding to a 'no-voice' response alarm activation in the common ways e.g. lift or common room.

3.14. **Weekend Call Service**

3.15. Sheltered residents can receive a 'call' using the alarm system each morning to ensure that they are alright. Unlike some sheltered providers, the council's sheltered services offers a weekend call alongside the weekday call service. This weekend service has been provided by staff employed by sheltered services to work only at weekends and Bank Holidays. Difficulties in recruiting, maintaining and supporting weekend staff has resulted in a limited weekend service.

3.16. **(Proposal 9)**. A full weekend call service (Saturday, Sunday, Bank Holidays) should be restored, but targeted at those without any other weekend contact and where there is a known vulnerability.

3.17. The tenant-led focus group recommend for the purpose of the weekend call service that 'vulnerability' be defined as:

- People who are unwell and with a serious or terminal illness.
- People with a disability (including learning disability) or long term frailty.
- People with a substantial or identified risk or exceptional circumstances e.g. anti social behaviour

Their focus-group recommended that the scheme manager has the primary responsibility of determining vulnerability, based on their supportive role at the sheltered scheme.

3.18. **(Proposal 10)**. The current weekend service should be protected for all those sheltered tenants who currently receive a call.

3.19. **(Proposal 11)**. CareLink Plus should have the primary responsibility of carrying out the weekend call.

3.20. **(Proposal 12)**. To ensure that contact through weekend is effective, scheme managers should establish a greater role in monitoring social care plans (although the primary responsibilities for monitoring health and social care provision will remain with health and social care).

3.21. To help implement proposals 9 to 12 sheltered services would write to all those identified as vulnerable (and in need of a weekend call) so their authority can be obtained for passing this information to CareLink Plus.

3.22. **Benefits of Revised Service**

3.23. Involving emergency contacts more will ensure a closer relationship between relatives and families and the services that support sheltered residents.

- 3.24. Better promotion and use of key holder information will mean that emergency services are able to access sheltered residents quicker in an emergency.
- 3.25. There will be more clarity about the role of the weekend service. At present it has tried to replicate the weekday scheme manager service with substantially fewer staff. The revised weekend service will be promoted as a service to help the most vulnerable.
- 3.26. The revised weekend service will be delivered by an organisation that currently provides a continual service during the 365 days of the year (rather than staff only employed to work at weekend and through staff overtime arrangements). This is therefore a more sustainable provision of the weekend service.
- 3.27. The revised weekend and out of hours service will be easier for people to understand since all out of hours service provision will be delivered by CareLink Plus (rather than a combination of CareLink Plus and out of hours sheltered staff).
- 3.28. The revised weekend and out of hours service will ensure better communication between the scheme manager and staff responding to out of hours issues. At present, mobile sheltered officers are not able to speak to the scheme manager since they work at different times of the week.
- 3.29. To ensure that the revised service works effectively, working arrangements will be reviewed after 12 months of implementation, with a more substantive service review (including a review of the alarm provider) within 3 years of implementation. These reviews will be tenant-led.

3.30. Cost Implications

- 3.31. The cost of the current weekend service (including stand-by payments for building related responses) for financial year was £50k in 2009/10 and £43k in 2010/11. This lower cost in 2009/10 was due to a staff leaver. These costs include standby costs to CareLink Plus and overtime costs to sheltered staff
- 3.32. CareLink Plus is proposing the revised weekend and out of hours service to cost £29k (plus a cost approximated at about £200 for each Bank Holiday covered). This excludes the cost of the current mobile officer who will be retained at a current cost of £12k. The cost of the revised service based upon the proposal is therefore expected at £42k.

4. CONSULTATION

- 4.1 A tenant-led focus group identified areas of improvement to the weekend call

service and the out of hours service. An initial report of the focus group was submitted to HMCC in December 2009.

4.2 Sheltered Housing Action Group considered the improvements identified by the focus-group at their meetings in August and November 2010. All the proposals to change the service were put to the vote and unanimously agreed upon, as recorded in their minutes.

4.3 A questionnaire on the sheltered service was sent to all sheltered households in December 2010 as part of the housing management consultation on service pledges. 212 questionnaires were returned. The majority of respondents agreed that the council continue a weekend call service (78.7%), that this should be delivered by CareLink Plus (89.9%) and targeted at the most vulnerable (76.1%). The majority of respondents agreed that where an emergency contact has been given by the tenant, that they should be contacted in an emergency (85.2%).

5. FINANCIAL & OTHER IMPLICATIONS

5.1 Financial Implications

This enhanced out-of-hours service for our sheltered residents will be provided at no extra cost to the HRA.

*Finance Officer Consulted: Monica Brooks
2011*

Date: 17th February

5.2 Legal Implications

There do not appear to be any Human rights issues which would be a cause for concern.

The definition of vulnerable adopted by the tenants consultation, contains a definition of disability – this is a broad term but one that is acceptable under the Equalities Act and does not breach any of the requirements in that act, indeed it will help with equalities issues.

As there will be lists of individuals both who will receive support and who are 'named' contact points care will have to be taken when compiling those lists and where possible permission should be obtained specifying the purpose for which we seek to set up the list.

In relation to proposal 7 access to the key safes will have to be limited and they should be very secure to avoid liability if they were misused.

In relation to proposal 8 this would have to be limited to common ways and I would advise against any entry in to private places. As they act as a Council 'agent' we will be responsible for their actions. Adequate training should be given to them in emergency responses.

As is the case when any local authority extends support and assistance we are also responsible if that support and assistance is provided in a negligent way. We should ensure that there are regular checks to ensure compliance and safe working practices.

Lawyer consulted: Simon Court Date: 7.2.11

5.3 Equalities Implications

An Equality Impact Assessment has been undertaken.

5.4 Sustainability Implications:

The revised service is a more sustainable option of providing the weekend call service since it utilises an organisation that already operates an effective 24/7 service.

5.5 Crime & Disorder Implications

There are no crime and disorder implications.

5.6. Risk and Opportunity Management Implications:

This represents an opportunity to revise and improve a key aspect of the sheltered service in partnership with the Sheltered Housing Action Group. The revised service will provide a more tailored service at a lower cost.

There is a risk that if the current weekend services are not revised that this service will not be sustainable in the future.

5.7 Corporate / Citywide Implications:

There are no corporate/city wide implications.

6. EVALUATION OF ANY ALTERNATIVE OPTION(S):

6.1 The council could stop any weekend call service, as not all sheltered providers carry out a weekend call. However, consultation has shown that the provision of a weekend call, albeit for the most vulnerable only, is still a desired service.

6.2 The council could retain the current service arrangements. However, there is a fundamental service weakness in the current structure for the weekend call service. Namely that weekend staff have no direct contact with staff delivering the week day service nor the managers who support them.

6.3 The council could reduce the level of service from CareLink Plus, ceasing the home call element. Not all emergency call services offer a home call element. This would further reduce the cost of service. However, this option is not recommended as nearly a third of sheltered residents do not have an emergency contact.

7. REASONS FOR REPORT RECOMMENDATIONS

7.1 These are contained within the body of the report.

SUPPORTING DOCUMENTATION

Appendices:

None

Documents in Members' Rooms

None

Background Documents

HMCC Report 7 December 2009

Report of Out of Hours Working Group to SHAG (9 August 2010)

Equality Impact Assessment.

Subject:	The Provision of Loft Conversions and Extensions to Assist Overcrowded Council Tenants		
Date of Meeting:	7 March 2011		
Report of:	Strategic Director Place		
Contact Officer:	Name: David Rook	Tel: 294639	
	E-mail: David.rook@brighton-hove.gov.uk		
Wards Affected:	All		

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 On 24 January 2011 the Housing Management Consultative Committee considered the proposed Housing Revenue Account Capital Programme for 2011-2014. The Capital Programme included setting aside £388,000 per annum to fund a programme of loft conversions and extensions to alleviate overcrowding in Housing Revenue Account (HRA) properties. The Programme was taken to Cabinet on 17 February 2011 and will go to Council on 3 March 2011.
- 1.2 This report sets out how a loft conversion and extension programme could operate and includes
- how the selection process might work
 - what considerations officers would need to take into account
 - whether a conversion or extension is the most suitable option for a household
 - the estimated timescales for each stage of the process from selecting the household through to the works being completed.

2. RECOMMENDATIONS:

- 2.1 That the Housing Management Consultative Committee recommends the selection criteria, set out in Appendix A, for approval at the Housing Cabinet Member Meeting.
- 2.2 That the Housing Management Consultative Committee recommends that the Cabinet Member for Housing awards discretion to the Head of Housing & Social Inclusion to amend the selection and prioritisation criteria in accordance with any relevant changes agreed to the council's Allocations Policy. (These will primarily concern priority for working households and those making a positive contribution to the city).
- 2.3 That the Housing Management Consultative Committee notes the key events in the process and the estimated timetable for each event to be completed, set out in Appendix B.

3. RELEVANT BACKGROUND INFORMATION / CHRONOLOGY OF KEY EVENTS:

- 3.1 Brighton & Hove City Council provides approximately 12,300 homes across the city. During the course of a tenancy the composition of a household may change and this can lead to overcrowding which in some cases can be severe.
- 3.2 Reducing overcrowding by providing opportunities for households to move to larger homes or downsize as their needs change is a key goal of the council's Housing Strategy 2009-14. This is achieved by:
- Making best use of the existing housing stock, and through our Transfer Incentive Scheme, we help tenants downsize as result, we free up around 80 family homes a year for reletting, helping both homeless households and existing overcrowded households in social housing.
 - Many tenants are also helped to move through our Mutual Exchange scheme, around 30 tenants a month move by swapping homes.
 - Negotiating long-term leasing in the private rented sector. This provides the opportunity for homeless households to move into higher quality temporary accommodation than traditional B&Bs and has given more opportunity for existing council tenants to transfer, alleviating some overcrowding.
 - Supporting tenants who are having no success moving into social housing to move to the private rented sector. There is a designated overcrowding officer in the Homemove Team who supports tenants through the process of finding a new home.
 - Maximising the amount of family homes that are built on new developments is key to our Local Housing Investment Plan for 2011-14 which outlines our long term commitments to delivering new affordable homes in the City.
- 3.3 Brighton & Hove has been recognised as having concentrations of overcrowding in the private rented sector and social housing attributed to high housing costs and a shortage of larger family accommodation.
- 3.4 Demand for family homes is high in the City. The Housing and Needs Survey highlighted that 31% of housing demand that could not be met through the existing housing stock was for homes with 3 or more bedrooms. These findings are backed by the average waiting times for those being rehoused in social housing. In 2008/09, those needing 3 bedroom homes waited on average more than 1½ years to be rehoused against 9 months for those needing 1 bedroom homes.
- 3.5 The table below illustrates the high numbers of overcrowded housings on the Housing Register, 13.9% of households (1,559) are recorded as either lacking 1 or more bedrooms or bring statutorily defined as overcrowded. 366 of these are currently living in social housing.

Applicants Overcrowded on the Housing Register

Band Reason	Transfer Applicants	Applicants in the Private Sector
Lacking 1 Bed (band C)	322	1075
Lacking 2+ Bedrooms (band B)	37	110
Statutory Overcrowded (band A)	7	8
totals	366	1,193
<i>(Total Register 11,221 households @ 16/02/11)</i>		

- 3.6 If a loft conversion or extension is not a viable solution for a particular property or household, then officers will ensure tenants are aware of the other options open to them. Where these works are viable then they will enable some households to have their accommodation needs fully met in a home and an area where they may have been settled for many years.
- 3.7 With the funding available it is anticipated that up to 10 households per year can be assisted. However this will inevitably depend on the cost and complexity of individual projects.
- 3.8 The selection criteria for determining which households will be prioritised for either a loft conversion or extension are set out in Appendix A. The criteria effectively mirror the council's Housing Register Allocations Policy in terms of the highest priority being awarded to the most overcrowded households.
- 3.9 Statutorily Overcrowded households would be awarded band A, the highest priority. Thereafter those lacking two or more bedrooms would be awarded band B and those lacking 1 bedroom band C. Within each band priority is awarded to the applicant who has been waiting the longest.
- 3.10 The current Housing Register Allocations Policy is undergoing review and a number of changes have been suggested and will also be considered by the Housing Management Consultative Committee on 7 March 2011.
- 3.11 These changes include awarding priority for 50% of all family sized properties to working households, or those who are making a positive contribution to the city. The selection criteria as set out in Appendix 1 also mirrors this prioritisation whereby 50% of loft conversions or extensions will be undertaken where the household is working or making a positive contribution to the city. The selection criteria will use the same definitions for working households and those making a positive contribution to the city and in this respect will reflect the final outcome of the Housing Register Allocations Policy Review as agreed by the Cabinet Member for Housing.

4. SELECTION CRITERIA

4.1 Please see Appendix A.

5. ESTIMATED TIMETABLE FOR THE WORKS

5.1 In terms of delivering each type of works the estimated timescales would only begin once the project has full go-ahead in terms of the feasibility and household preference.

5.2 The estimated timescales for the key events for the design and build for each type of project are set out in Appendix B.

- For loft conversions and extensions, assuming no planning permission is required, it is estimated the design and build will take approximately 9 – 10 months.
- For loft conversions and extensions where planning permission is required it is estimated the design and build will take approximately 11 – 12 months.

6. CONSULTATION

6.1 At this stage no formal consultation has taken place with tenant led groups or staff. Key staff have contributed towards this proposal including Homemove Manager, Housing Income Manager, Housing Asset Manager, Asset Project Manager and the Head of Housing & Social Inclusion.

6.2 In terms of the selection criteria significant consultation has been undertaken when reviewing the council's Housing Register Allocations Policy. The outcome of that consultation will directly feed into the Review of the Allocation Policy and the Cabinet Member for Housing's decision will be incorporated into the selection criteria for loft conversions and extensions.

7. FINANCIAL & OTHER IMPLICATIONS:

7.1 Financial Implications:

The HRA Capital Programme 2011/12 includes £0.388 million to fund up to 10 conversion or extensions per annum, with similar amounts in the following two years programmes.

An increase in a property's bedroom numbers or the value of the property, resulting from a conversion or extension, would increase the rental charge of the property. The rental charge for the property would still be following rent restructuring guidelines with the affordability safeguards in place.

Finance Officer Consulted: Susie Allen, Principal Accountant

Date:15/02/2011

7.2 Legal Implications:

Brighton and Hove City Council is a housing provider under the various housing acts. The majority of properties are held under the HRA scheme. The council holds the property as de facto freeholders and can make alterations and improvements as a matter of course, as long as these meet appropriate building regulations and fire safety requirements and these must form part of any arrangements which are put in place.

Any improvements made to a property will in most cases be subject to the right to buy. The length of time before that right arises will depend on the date of the tenancy. After 2005 it will be 5 years. This means that any work undertaken may not be a long term benefit to the Council if the right to buy is exercised.

It may be prudent to reconsider the question of conversions to flats when the experience with houses has been reviewed.

With increased space available the nature of the property is changed and consideration should be given to whether to increase rents. Under s102 of The Housing Act 1985 the terms of a tenancy (rent) can be varied by agreement (so it could be a term of any work); under s1 of the current tenancy agreement we have reserved the right to increase rent.

Within the criteria the relevant commissioner has been given discretion to make decisions outside the criteria. This is permissible as long as the decision making is clear and transparent and properly recorded. He has the authority under delegated powers and a properly exercised discretion, would not open us up to Judicial review.

Lawyer Consulted: Simon Court, Senior Solicitor

Date: 15/02/2011

7.3 Equalities Implications:

There will be cases where an overcrowded household has not applied for a transfer and as such their housing need will not be registered. An Equalities Impact Assessment will be undertaken to identify such problems and to develop a selection procedure that does not exclude households in this position.

7.4 Sustainability Implications:

The creation of new habitable loft rooms, or extensions, will bring two key opportunities for improvement to the environmental performance of each property. Firstly, through constructing to current building regulations, and upgrading where required, and secondly by examining the potential for additional benefits to be integrated into projects. For example, whilst scaffolding is in place, there is the possibility to install solar thermal or photovoltaic (PV) panels, where the roof space and direction are suitable.

7.5 Crime & Disorder Implications:

There are none.

7.6 Risk and Opportunity Management Implications:

The types of work described are likely to have a significant impact on residents during the construction phase. As such, housing officer and

management support, and possible decant, may be required in a number of cases. Each project also brings the opportunity to improve homes to a modern standard, and will link with the wider decent homes and capital investment programmes across the city.

7.7 Corporate / Citywide Implications:

This scheme aim to help tackle overcrowding in the city and the impact it has on households and other services. Research by the ODPM (“The Impact of Overcrowding on Health & Education: A Review of the Evidence and Literature”, ODPM, 2004) identified that there are links between overcrowding and physical health concentrated in mortality rates, respiratory conditions and tuberculosis.

Shelter surveyed 505 overcrowded families as part of their research (“Full House, Shelter, 2005)with the majority of respondents stating that overcrowding had a direct impact on their households health, will being and educational attainment.

8. EVALUATION OF ANY ALTERNATIVE OPTION(S):

8.1 The alternative to the amendments would be not to provide loft conversions or extensions to alleviate overcrowding in council properties. for the policy to remain as per the current policy. This however would not make best use of the housing stock.

9. REASONS FOR REPORT RECOMMENDATIONS

9.1 The recommendations have been made so that through the Capital Programme we can ensure that best use is made of council stock and we are better able to help tenants who live in overcrowded conditions.

SUPPORTING DOCUMENTATION

Appendices:

Appendix A, which sets out the selection criteria for properties and households

Appendix B, which sets out the key events and estimated timetable for those events in the design and build of the works.

Documents In Members’ Rooms

None

Background Documents

None

SELECTION CRITERIA

Property Type

For the first year it is suggested that the project focuses on conversions or extensions to houses. Generally works of this nature will be more challenging and potentially not viable in flats. Initially houses should be looked at to make best use of accommodation whilst recognising the changing demographics and high demand for smaller units of accommodation for single person households and for those down sizing.

Concentrating initially on houses will enable officers to fully test the process and if viable flats could be included in the consideration process in years 2 and 3.

Prioritisation of Households to Benefit from the Scheme

Officers will need to ensure the provision of a loft conversion or an extension is applied in a transparent, fair and consistent way. It is also important to demonstrate that value for money has been achieved and that the capital expenditure will make a real improvement to the recipient household for many years to come.

Household Selection

The selection of households will be based on the council's Choice Based Lettings Scheme. Council tenants who wish to transfer to another property may join the scheme and will be placed in one of four broad bands of housing need depending on their circumstances. It is from this list that households will be selected.

The banding structure is contained within the council's Choice Based Lettings Scheme guidance. Households in band A have the highest priority for alternative accommodation and those in band D have the lowest priority. A number of different factors are taken into account when deciding which band a household is placed in including overcrowding:

- Applicants will be placed in band A where the property is deemed to be statutorily overcrowded by an Environmental Health Officer under Section X of the Housing Act 1985 and there are no means to make the property fit.
- Applicants will be placed in Band B if they lack two or more bedrooms and Band C if they lack one bedroom below the following provisions:

An independent adult (18 years +)	1 bedroom, including a bedsit or studio flat
Co-habiting couples	1 bedroom
A dependent child	1 bedroom
Two children of opposite gender where one is aged over 5 years	2 bedrooms
Two children of the same gender, any age	1 bedroom

Within each band priority is awarded to the household who has been registered the longest.

Please note that if there is a second reception room it will generally be deemed to be available for use as a bedroom. Box rooms, which can reasonable be used by a child, will count as a single bedroom.

Therefore when determining priority for a conversion or extension the first consideration will be council tenants who have applied for a transfer and who are overcrowded. The first priority will be those who are in band A for overcrowding reasons, then band B and then band C. Within each band the priority will be given to the household who has been registered the longest. As such the determination mirrors the council's agreed Allocations Policy and Choice Based Lettings Scheme.

Where the number of eligible applicants in Band B exceed the number of extensions that can be completed with the funding available in any one year priority will be given to those lacking the greatest number of bedrooms and then in order of the date of application.

Prioritisation for Working Households / Those Making a Positive Contribution

With the funding available it is estimated that 10 properties year could benefit from a loft conversion or extension. The current Allocations Policy sets out that 50% of all properties containing 2 or more bedrooms are allocated to working households. An income cap of £35,000 per annum also applies.

This policy is currently being considered and it is proposed to also include households who are making a positive contribution. The proposed Allocations Policy clearly defines working households, those who are making a positive contribution, income capping, exclusions and evidence required. This policy will be agreed at the Housing Cabinet Member Meeting on 22 March 2011.

In tandem with the Allocations Policy, subject to Housing CMM on 22 March 2011, 50% of properties selected will be tenanted by working households or those making a positive contribution. The selection process will mirror the agreed Allocations Policy in this respect and use the same definitions, evidence collection and other criteria as outlined above.

Initially households who meet the definition and are in band A due to overcrowding will be considered. Thereafter households will be selected in order from band B and band C.

As of 15 February 2011 analysis of overcrowded transfer applicants living in houses showed:

Band	No. on list	No. Working	No. Not Working	No. in Arrears
A	11	4	7	2
B	37	11	26	12
C	85	50	35	26

No information regarding making a positive contribution has been collated and would need to be gathered from applicants.

Tenants with Rent Arrears or Other Housing Related Debts

If the tenant has rent arrears or other housing related debts the case will be referred to the existing Arrears Transfer Panel. This is a panel of officers who consider cases where transfer applicants are by-passed for a move because of housing related debts. This will ensure a consistency in the decision making process and ensure comprehensive advice is given to the household to help reduce their debt or to get them into a repayment plan. Such a process can act as a very strong lever to tackle and resolve arrears issues.

Tenants with Other Breaches of Their Tenancy Agreement

The council's allocation policy states that the council will not normally make an offer of accommodation to a transfer applicant where the tenant is guilty of a breach of tenancy resulting in:

“Housing Act Injunction, Anti-Social Behaviour Order, Notice of Seeking Possession, Suspended Possession Order or demoted tenancy (if adopted) granted as a result of the breach of other aspects of the tenancy agreement.”

It is intended that this scheme will adopt the same stance and exclude such tenants from benefitting from a loft conversion or extension.

Lead Commissioner for Housing Discretion for other exceptional circumstances not covered by this scheme

From time to time a situation may arise that is not adequately reflected in these selection criteria in terms of the priority they have been awarded but the

needs or circumstances are exceptional and significant. Where a case is considered exceptional but the applicant would not qualify for a loft conversion or extension then the Lead Commissioner for Housing in Brighton & Hove City Council reserves the right to override the criteria and allow an applicant to have a higher priority than they would be entitled to. These cases will be few in number and will be closely monitored.

All of the above cases will be taken to Housing Management Consultative Committee on a yearly basis to review the numbers submitted, the outcome of the cases and brief reason for the case being submitted via this route

Assessing the Suitability of a Property for Conversion or Extension

Initially it is proposed to carry out a paper based assessment of the top 30 overcrowded properties as set out above. Then the council's Asset Management Team will review these properties and make an initial assessment of their suitability for conversion or an extension (hereafter referred to as 'works'). Factors to be considered will include if the roof space is large enough or whether there is suitable outside space for an extension. At this early stage no internal inspection will be carried out but the property's suitability will be externally assessed without raising the expectations of the residing tenants. These tenants would still receive information on other options open to them to help alleviate their overcrowding.

Once the top 20 suitable properties have been identified, specially trained Officers will visit those households and assess their circumstances to see if works would meet their overcrowding needs. It is recognised that this may be a sensitive subject and expectations will need to be managed in case the property is found to be unsuitable following a full feasibility study. As such officers will be specially trained to be able to advise each household on the range of alternative options open to them.

When considering each household, officers will need to take into account if the household actually wants to move from the area, the nature of the overcrowding, and if this is likely to be alleviated within 3 years of the work being completed eg by a non-dependent leaving the property. The council will want to ensure value for money when investing in these types of works and therefore would not proceed where overcrowding is likely to cease within that time period.

Officers will need to check if the household will be able to afford the new rent and increased energy bills. The works will result in a rent increase linked to the increased number of bedrooms and consideration will be given to installing solar panels, thus reducing energy bills.

Appendix B – Estimated Timetable for an Extension where Planning Permission is Required

Task No.	Task Name	Duration Working Days
1	Property Inspection	10 days
2	Walk over site survey including: measured survey, identification and evaluation of the condition and suitability of existing services	2 days
3	CAD drawing of existing property	2 days
4	Design conception with recommendations and viability modelling including needs requirements, assessment and programming	5 days
5	Client design approval to proceed – presentation to tenants / Housing Management	5 days
6	Prepare documentation for planning application – scaled / detailed drawings, specification of works	10 days
7	Lodge planning application	1 day
8	Planning validation period	10 days
9	Planning application decision – maximum time 8 weeks, although may be quicker depending on volume of applications*	40 days
10	Prepare documentation for Building Regulations i.e. engineers report, specification etc	10 days
11	Lodge Building Regulations application	1 day
12	Building Regulations Decision – maximum 8 weeks, although may be quicker depending on volume of applications	40 days
13	Queries and agreement with Building Control	5 days
14	Construction tendering period	24 days
15	Contractor lead in / mobilisation period including pre contract Health & Safety Plan	21 days
16	Construction period	10 days
17	Seasonal lag – lead in and holiday periods i.e. Christmas	20 days
18	Construction period	64 days
19	Snagging	5 days
20	Handover to client	2 days

* Planning have agreed to channel all applications under this scheme to one identified Planning Officer. This will build up a close working relationship and help to minimise any delays in the process.

Appendix B – Estimated Timetable for a Loft Conversion where Planning Permission is Required

Task No.	Task Name	Duration Working Days
1	Property Inspection	10 days
2	Walk over site survey including: measured survey, identification and evaluation of the condition and suitability of existing services	2 days
3	CAD drawing of existing property	2 days
4	Design conception with recommendations and viability modelling including needs requirements, assessment and programming	5 days
5	Client design approval to proceed – presentation to tenants / Housing Management	5 days
6	Prepare documentation for planning application – scaled / detailed drawings, specification of works	10 days
7	Lodge planning application	1 day
8	Planning validation period	10 days
9	Planning application decision – maximum time 8 weeks, although may be quicker depending on volume of applications*	40 days
10	Prepare documentation for Building Regulations i.e. engineers report, specification etc	10 days
11	Lodge Building Regulations application	1 day
12	Building Regulations Decision – maximum 8 weeks, although may be quicker depending on volume of applications	40 days
13	Queries and agreement with Building Control	5 days
14	Construction tendering period	24 days
15	Contractor lead in / mobilisation period including pre contract Health & Safety Plan	21 days
16	Construction period	60 days
17	Seasonal lag – lead in and holiday periods i.e. Christmas	20 days
18	Snagging	5 days
19	Handover to client	2 days

* Planning have agreed to channel all applications under this scheme to one identified Planning Officer. This will build up a close working relationship and help to minimise any delays in the process.

Appendix B – Estimated Timetable for an Extension where Planning Permission is not Required

Task No.	Task Name	Duration Working Days
1	Property Inspection	10 days
2	Walk over site survey including: measured survey, identification and evaluation of the condition and suitability of existing services	2 days
3	CAD drawing of existing property	2 days
4	Design conception with recommendations and viability modelling including needs requirements, assessment and programming	5 days
5	Client design approval to proceed – presentation to tenants / Housing Management	5 days
6	Prepare documentation for Building Regulations i.e. engineers report, specification etc	10 days
7	Lodge Building Regulations application	1 day
8	Building Regulations Decision – maximum 8 weeks, although may be quicker depending on volume of applications	55 days
9	Queries and agreement with Building Control	5 days
10	Construction tendering period	24 days
11	Contractor lead in / mobilisation period including pre contract Health & Safety Plan	21 days
12	Construction period	10 days
13	Seasonal Lag – lead in and holiday periods	20 days
14	Construction Period	64 days
15	Snagging	5 days
16	Handover to client	2 days

Appendix B – Estimated Timetable for a Loft Conversion where Planning Permission is not Required

Task No.	Task Name	Duration Working Days
1	Property Inspection	10 days
2	Walk over site survey including: measured survey, identification and evaluation of the condition and suitability of existing services	2 days
3	CAD drawing of existing property	2 days
4	Design conception with recommendations and viability modelling including needs requirements, assessment and programming	5 days
5	Client design approval to proceed – presentation to tenants / Housing Management	5 days
6	Prepare documentation for Building Regulations i.e. engineers report, specification etc	10 days
7	Lodge Building Regulations application	1 day
8	Building Regulations Decision – maximum 8 weeks, although may be quicker depending on volume of applications	55 days
9	Queries and agreement with Building Control	5 days
10	Construction tendering period	24 days
11	Contractor lead in / mobilisation period including pre contract Health & Safety Plan	21 days
12	Seasonal Lag – lead in and holiday periods	20 days
13	Construction Period	60 days
14	Snagging	5 days
15	Handover to client	2 days

Equalities Impact Assessment – The Provision of Loft Conversions or Extensions to Alleviate Overcrowding in Council Owned Properties

Aim of Policy / Scope of Service:

The aim of the policy is to provide overcrowded households living in council property the opportunity to have either a loft conversion or extension to their current home. Such works would resolve the overcrowding. This scheme would be particularly suitable for households who wish to remain in their current home and area where they are already settled.

The selection of properties and households to be included need to be open, fair and transparent. In this respect the criteria broadly reflect the priority awarded to overcrowded households on the council's Housing Register and as published in the council's Allocations Scheme.

Funding has been set aside in the Housing Revenue Account Capital Programme 2011 – 2014 and it is anticipated that up to 10 households per year will benefit. This will inevitably depend on the size and complexity of each individual project.

Different Groups included in scope

Ethnicity

including (Asylum seekers, Refugees, Gypsies and Travellers)

Gender

(men, women, trans / gender variant people)

Disability

(physical or mental health issue, long term illness, learning disability, physical/sensory impairment)

Age

(included – older& younger people)

Religion/Belief, including

(faith communities including no belief)

Sexual Orientation

(lesbian, gay, bisexual, and other)

Other

Impact	Potential Impact on this group	Potential actions to minimise negative impact and maximise positive impacts
1. Focus on houses in Year 1	(-) Households living in flats who are overcrowded will not be able to benefit from the scheme and instead will need to rely on other options for example the Housing Register, Mutual Exchange or for those who qualify the Tenants Incentive Transfer Scheme.	<p>ACTION:</p> <ul style="list-style-type: none"> - During the first year of the scheme full analysis should be undertaken to review the number of overcrowded households living in flats so that we are aware of the full impact of not including flats. The analysis should also include an assessment of the housing need for transfer applicants by property size.. - At the same time a feasibility study should be undertaken to assess the potential for flat loft conversions or extensions and the implication of this in terms of the Right to Buy being exercised in the future and the lease implication. - The Lead Commissioner for Housing will have discretion to override the selection criteria in exceptional circumstances and may use this discretion to assist a household living in a flat.

<p>2. Selection of households in priority order from the Housing Register, for overcrowding reasons</p>	<p>(+) A number of households who are the most severely overcrowded and have been waiting the longest will benefit first from the scheme, assuming they would like the works carried out and it is feasible for those works to be undertaken in their property.</p> <p>(+) The Housing Register is a fair and transparent way of awarding priority for households and has undergone extensive consultation. The selection criteria of this scheme mirror that policy and as such is able to piggy back on the consultation already undertaken in this respect.</p> <p>(-) Some households may not have registered their housing need on the Register and would therefore be unable to benefit from the scheme, other than through the Lead commissioner for housing's discretion.</p> <p>(-) Households who are less severely overcrowded, for example lacking 1 bedroom and placed in band C may either wait a long time for the opportunity of a loft conversion or extension or may never reach the top of the waiting list.</p> <p>(-)(+) Some households may be in a higher priority band for reasons other than overcrowding. For</p>	<p>ACTION:</p> <ul style="list-style-type: none"> - Households who are overcrowded but who have not registered their need will be encouraged to register. - These households will still be able to bid on properties through Choice Based Lettings and where eligible may also benefit from opportunities to move into private sector via The Overcrowding Project, participate in a mutual exchange or benefit from the Transfer Incentive Scheme. - Where medical needs or factors other than overcrowding have placed the household in a higher priority banding the Lead Commissioner for Housing may use discretion, in exceptional circumstances, to award priority to that household. Other factors assessed under the Housing Register application will assist when deciding to exercise that discretion.
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	<p>example a household may be lacking one bedroom and as such would be awarded band C. However, they may actually be placed in a higher banding for other reasons i.e. medical needs.</p>	
<p>3. Prioritisation for working households and those making a positive contribution.</p>	<p>(-) If English is not the first language there could be issues around being able to work or volunteer and therefore not being able to qualify for this priority.</p> <p>(-) People with high levels of disabilities (e.g. mental health, long term illnesses, sensory impairments) may have more difficulty in being able to work or volunteer and therefore may not qualify for this priority.</p> <p>(+) More households contributing to the economic growth of the city and more sustainable communities</p> <p>(+) Less working households leaving the city</p> <p>(-)(+) Working households on low incomes may struggle to pay the increased rent payable on larger properties</p>	<p>ACTION:</p> <ul style="list-style-type: none"> - Monitor how many households are bypassed during the selection process because they are not working or making a positive contribution. Analyse those households by housing need and equality strands. - Provide financial advice to households to ensure income maximisation and that they can afford any increased costs with having a larger home. - We would like to monitor this over the first year of this scheme and report back to ensure that no groups who are in high housing need are missing out because of the working and positive contribution priority.

<p>4. Excluding tenants with Rent Arrears or other breaches of their tenancy agreement</p>	<p>(-) Tenants who have rent arrears or who have otherwise breached their tenancy agreement, for example anti social behaviour, will be excluded from the scheme.</p>	<p>ACTION</p> <ul style="list-style-type: none"> - Tenants with rent arrears will be targeted for assistance by the Housing Income Management Team. Cases who would otherwise be bypassed will be considered by The Arrears Transfer Panel to devise an action plan to assist these households so they can benefit - Tenants with other breaches of their tenancy agreement will be referred to their Housing Officer or specialist teams for appropriate assistance and advice. - Households excluded for such breaches will be monitored by housing need and the equality strands. The outcome of this monitoring can feed into other strategies designed to help such households.
<p>6- Lead Commissioner for Housing Discretion (for other exceptional circumstances not covered by this scheme).</p>	<p>(-)(+) To all the Groups in the same measure</p>	<p>ACTION:</p> <ul style="list-style-type: none"> - All of the above cases will be taken to Housing Management Consultative Committee on a yearly basis to review the numbers submitted, the outcome of the cases and brief reason for the case being submitted via this route to ensure that it is

working in a fair and transparent way

7. Refusing permission for the works where it is likely the overcrowding will be alleviated within 3 years.

ACTION

- **The Homemove Team will be able to provide an assessment of the likely waiting time for the household to successfully bid for an alternative property.**

- **Sensitive discussions will need to take place with the household in respect to any likely changes to the household composition.**

- **Officers will explain to all households the potential alternative options that are open to them in order to alleviate overcrowding.**

What consultation has been used or undertaken?	Methods Used	Findings	Agreed Actions
<p>The council's allocations policy is currently undergoing a review and proposed changes to that policy have undergone a 12 week consultation process with wider stakeholders in the city.</p> <p>Stakeholders include Communities of Interest, our partner agencies, Age Concern, support agencies, people on the Housing Register, and support providers.</p> <p>In so far as this scheme is concerned no formal consultation has been undertaken. However, the selection criteria for households mirrors the current, and proposed changes, to the allocations policy.</p>	<p>Consultation was offered via email, in writing, face to face meeting, over the telephone, group meetings, offered in large print and translators were offered if necessary.</p> <p>It was also made available on Brighton & Hove City Councils website consultation portal.</p>	<p>There are currently 133 overcrowded households living in houses who have applied for a transfer. Of these 65 are working households and 68 households do not work. A total of 40 households have rent arrears.</p> <p>There are an additional 189 households who have registered their housing need, are overcrowded and live in flats.</p>	<p>Further analysis needs to be undertaken around the equalities strands attributable to overcrowded households who have applied for a transfer as a result of overcrowding.</p> <p>The details of the scheme should be formally circulated to a group of selected colleagues and tenant representatives for their comments and also contribution towards this Equalities Impact Assessment.</p> <p>That we will ensure as much support for understanding these changes is given to households affected by this scheme and that that we will review the scheme and it's impact in 12 – 18 months Allocations policy amendments again in 12 months.</p>

Lead Equality Impact Assessment Officer:
Business Improvement Manager
Head of Housing & Social Inclusion

Martin Booty
David Rook
Nick Hibberd

Date
Date
Date

Please date when you have seen and agreed
Please date when you have seen and agreed
Please date when you have seen and agreed

Subject: Home Energy Efficiency Investment Options
Date of Meeting: 7th March 2011
Report of: Lead Commissioner Housing
Contact Officer: Name: Martin Reid Tel: 29-3060
E-mail: Martin.reid@brighton-hove.gov.uk
Key Decision: No
Wards Affected: All

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 One of the key strategic priorities outlined in the City-wide Housing Strategy 2009-14 is to improve housing quality, to make sure that residents are able to live in decent homes suitable to their needs. Our strategic goals under this priority include, reducing fuel poverty, minimising CO2 emissions and improving tenants' homes ensuring they are of high quality and well maintained.
- 1.2 The Housing Revenue Account Capital programme for 2011-14 includes home energy efficiency investment as a housing commissioning investment priority for possible future investment. In order to maintain our current level of performance and meet our strategic priorities we also need to explore alternative funding streams to enable the continued delivery of home energy efficiency programmes in both the private sector and council stock. Previous reports and presentations to Housing Management Consultative Committee and Housing Cabinet Member Meeting have noted the importance of continuing to work with potential partners such as energy companies to explore means of maximising investment to meet our strategic housing goals, including potential opportunities offered by the Government backed Feed in Tariff scheme.
- 1.3 The Council has the opportunity to install solar PV panels onto its Council-owned residential properties. This has arisen out the Government's new Feed-in-Tariff incentive scheme and would:
 - Significantly raise the profile of renewable energy in the city;
 - Attract a multi-million pound investment and possibly create new business and employment opportunities;
 - Create investment into city housing stock;
 - Reduce the carbon footprint;
 - Allow some Council tenants to lower their fuel bills;
 - Create an income stream into the council and subsequently further investment opportunities.

We wish to move quickly to assess the benefits of the Feed in Tariff scheme and to take advantage of any opportunity this offers the Council to gain investment and energy savings before the Feed In Tariff is reviewed in April 2012.

As part of this commitment Housing Commissioning have been working with tenants, our procured Energy Managing Partner (Climate Energy) and other local authority partners to investigate and maximise home energy efficiency investment options for our tenants and residents from Feed-in Tariffs (FITs).

2. RECOMMENDATIONS:

- (1) That the Cabinet Member for Housing note the Home Energy Efficiency Investment options and opportunities available to the Council, its tenants and residents through installation of solar photovoltaic panels on council and other homes to take advantage of the Feed in Tariff scheme.
- (2) That the Cabinet Member for Housing note the outcome of the initial options appraisal undertaken by Climate Energy, indicating that there is an outline business case to support delivery of a solar photovoltaic scheme across the council housing stock and to meet strategic housing and other council priorities, including private sector housing renewal, reducing fuel poverty and reducing carbon emissions.
- (3) That the Cabinet Member for Housing note that existing sub-regional local authority partners in the BEST consortium are also undertaking similar initiatives to install solar panels to take advantage of the Feed in Tariff scheme and that we have identified significant potential advantages to working in partnership to move quickly to enable economies of scale to be explored through procurement arrangements.
- (4) That the Housing Management Consultative Committee recommends that the Cabinet Member for Housing agree that BHCC works with partners in the current BEST consortium to ascertain whether BHCC can take forward any procurement of the supply and installation of solar PV panels together with those partners in order to establish actual costs to inform economies of scale and further consideration of business case and appropriate funding model. In addition, consideration will be given to procuring the supply and installation of solar PV panels with our partner Mears Ltd.
- (5) That the Cabinet Member for Housing notes any final decision on funding options, level and source of funding to progress this scheme together with any procurement supply and installation of solar PV panels as set out in this Report will be subject to Cabinet approval.

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

- 3.1 One of the key strategic priorities outlined in the City-wide Housing Strategy 2009-14 is to improve housing quality, to make sure that residents are able to live in decent homes suitable to their needs. Our strategic housing goals include:

- Goal 4: Making best use of the housing stock
- Goal 6: Work with home owners & landlords to maintain and improve the quality of their housing
- Goal 7: Reduce fuel poverty & minimise CO2
- Goal 8: High quality and well maintained council housing, improving tenants homes to meet the Decent Homes Standard
- Local Area Agreement target NI 187: reducing fuel poverty

3.2 The Council has a strong background in delivering home energy efficiency improvements across both the council housing stock and the private sector. Across private sector housing the BEST programme has funded the Brighton & Hove Energy Action Partnership (BHEAP) that has delivered home energy efficiency measures to some of the most vulnerable residents in Private Sector Housing, including:

- 1346 loft insulations
- 1037 cavity wall insulation
- 1481 heating measures
- 141 solar water heating systems

Historically across the council housing stock we have invested significantly in insulation & heating. The current SAP Energy Rating of 76.4 puts us in the top quartile of performance in this indicator. In addition:

- We are investing £3.5 million in boiler & heating replacements and upgrades, installing high efficiency condensing boilers
- Last year we completed 2 insulated overcladding projects to Wiltshire House & Somerset Point and a communal solar hot water system at Hazelholt sheltered scheme, partly funded by utility company grant monies

3.3 In April 2010 the Government introduced electricity Feed-in Tariffs (FIT) to accelerate the implementation of technologies that create on-site renewable electricity. These rates are considered generous and ultimately reward investment in renewable technologies.

3.4 The Government will guarantee the Feed-in-Tariffs (set out in current legislation) for 25 years. The current, generous, tariff levels are only guaranteed at the present level for the 25 year period if panels are installed and operational by April 2012. Panels installed after that date will still benefit but at a reduced level. The recently announced early review of the FIT tariffs is unlikely to target this type of scheme as it will be focussed on larger installations, sometimes referred to as solar farms.

3.5 The proposal can help tackle fuel poverty in the following ways:

- Reducing residents' electricity bills as they can use electricity that is being generated by the panels, either free of charge or at a reduced rate
 - Through re-investment of FIT income in other energy efficiency measures
 - Creating an investment stream for further renewable energy technologies that in turn may create further investment opportunities i.e. the governments Renewable Heat Incentive (RHI).
- 3.6 The proposal will help the City to reduce its carbon footprint, through the use of renewable energy to meet some of the city's electricity needs. Surplus electricity generated is fed back to the national grid thereby helping to reduce the need for electricity production from fossil fuels.
- 3.7 We have carried out an extensive options appraisal with our existing energy efficiency managing partner to identify the potential benefits of a solar PV scheme across the council housing stock. The appraisal has been based on a survey of suitable roof space that has identified approximately 1,600 dwellings as being suitable based on a number of factors including orientation, roof pitch and the risk of 'overshadowing'.
- 3.8 The options appraisal has identified that a solar PV scheme has the potential to provide lifetime carbon dioxide savings of over 48,000 tonnes.
- 3.9 Market testing by Climate Energy has been carried out as part of the options appraisal. This has indicated that the capital costs of a fully funded and operated solar PV scheme of this size would be in the region of £15 million. However more accurate capital costs would be provided through a tender exercise, at which time the business case and financial model can be updated and fully assessed by officers prior to a final decision needing to be made.
- 3.10 There are a number of different ways that a solar PV FIT scheme can be delivered: fully owned and funded by the council (either within current structures or via a special purpose vehicle); externally owned and funded (sometimes referred to as 'rent a roof'); or a shared equity approach in partnership with an external investor.
- 3.11 The options appraisal has indicated that the greatest benefits to the city could be achieved through a fully owned and funded model. This model would provide the same benefits in terms of CO2 savings and potential reductions in energy costs to residents but would also provide the council with an additional funding stream from the Feed in Tariff payments. Payments received from the feed in tariff would enable funding of the scheme through borrowing; FIT payments are at a level that would allow paying back loan costs whilst creating a surplus. Such an income stream can then be re-invested into housing across the city to allow the council to continue to meet the aims and objectives set out within the Housing Strategy.

- 3.12 In addition to the potential income that can be generated, there are other significant benefits to the Council of opting for the self-funding route:
- There will be complete control over investments
 - There will be greater opportunity to create local employment opportunities (including apprenticeships)
 - There will be an opportunity to recycle money back into the community
 - The fuel-poor can be assisted
 - The Council can play an important role in developing the local renewable energy economy, and support Brighton & Hove businesses
 - The scheme sets up a platform for other low-carbon technologies and further opportunities presented by both the Renewable Heat Incentive and the governments 'Green Deal'

3.13 In addition to Council housing, we are keen to expand the benefits of the scheme into alternative markets/tenures, including private sector housing and the commercial market. The scheme may provide other sectors with the opportunity of purchasing solar panels and paying for the installation at competitive rates, with measures in place to assist low income households to take advantage of the initiative. This would be a key part of the scheme in that the Council would be utilising its purchase power for the benefit of the wider community. Engaging with the private sector would also ensure that installation volumes remain high and keep the price per unit of the solar panel at a reasonably low level for the council housing scheme.

4. CONSULTATION

4.1 Consultation has taken place with council tenants through Cabinet Members Energy Efficiency Working Group. Presentations were given and options discussed at meetings on the 1st November 2010, 10th January & 21 February 2011. Feedback from the group has been generally positive; a summary of feedback is contained in Appendix 1.

4.2 Presentations and discussions have also taken place at Area Panel tenant participation meetings on the following dates;

- North & East Area Panel – 17th November 2010
- East Area Panel – 22nd November 2010
- West Area Panel – 23rd November 2010
- Central Area Panel – 25th November 2010

Feedback has been positive, with residents keen to understand which buildings may be suitable (Summary of feedback is contained in Appendix 1).

4.3 Presentations have also been delivered to members, tenant reps and others through previous HMCC meetings, specifically 13.12.2010 & 08.11.2010.

5. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 5.1 An initial options appraisal commissioned by Housing from Energy Managing Partner, Climate Energy indicates that there is an outline business case to support the delivery of a solar photovoltaic scheme across the council housing stock.

Following the outcome of the joint procurement exercise and consideration and possible inclusion of procuring through Mears Ltd, finance officers will conduct a full evaluation of the options available. Any future solar photovoltaic scheme and associated funding requirements will need to be reported to Cabinet for approval.

Finance Officer Consulted: Sue Chapman Date: 23 February 2011

Legal Implications:

- 5.2 Brighton and Hove City Council is a housing provider under the various housing acts. The majority of properties are held under the HRA scheme. The council holds the property as de facto freeholders and can make alterations and improvements, as long as these meet appropriate building regulations and fire safety requirements and these must form part of any arrangements which are put in place. Right to Buy will be a relevant factor for future consideration.

In relation to working with partners in the current BEST consortium to ascertain whether BHCC can take forward any procurement of the supply and installation of solar PV panels together with those partners, as the value of the contract exceeds the EU threshold for this type of contract, BHCC should work in compliance with the Council's Contract Standing Orders in addition to the Public Contracts Regulations.

Lawyer Consulted: Simon Court & Isabella Hallsworth Date: 25.2.11

Equalities Implications:

- 5.3 A full Equalities Impact Assessment will be carried out at pre project delivery stage. At present we do not foresee significant equalities implications. Outcomes of the EIS will be reported at the next decision making stage.

Sustainability Implications:

- 5.4 The proposals outlined above would bring significant sustainability benefits in terms of climate change and energy use and promoting sustainable communities.

Crime & Disorder Implications:

- 5.5 We do not foresee any significant crime and disorder implications.

Risk & Opportunity Management Implications:

- 5.6 There are significant risk and opportunity implications that will be fully assessed and where necessary mitigated at pre project delivery stage.

Corporate / Citywide Implications:

- 5.7 The proposals support the council priorities:

- Protect the environment while growing the economy
- Better use of public money
- Reduce inequality by increasing opportunity

6. EVALUATION OF ANY ALTERNATIVE OPTION(S):

- 6.1 At this time the Council wishes to work with partners in the current BEST consortium to ascertain whether BHCC can take forward any procurement of the supply and installation of solar PV panels together with those partners in order to establish actual costs to inform economies of scale and further consideration of business case and appropriate funding model. Any final decision on funding options, level and source of funding to progress this scheme will be subject to Cabinet approval. However, an initial options appraisal by Climate Energy indicates that the greatest benefits to the city could be achieved through a fully owned and funded model.
- 6.2 Solar PV installation companies, together with the backing of private investment companies, are willing to pay the capital costs to install solar PV panels onto the roofs of homes if, in return, they receive the Feed In Tariff (FIT) incentive over a 25-year period. It would be possible for the Council to generate additional receipts, by some form of “profit share” or roof rental agreement. This would be in addition to an element of free or cheap electricity. This model would be unlikely to deliver the same benefits outlined at 3.12 and the income would be significantly less than that available through a fully funded and operated model.
- 6.3 In addition to a fully owned and funded business model as described in the report or a fully externally funded and owned model described in 6.2 there is the option of a shared equity model. Shared equity would entail the establishment of a special purpose vehicle by the council in conjunction with an external partner; together the two bodies would fund the capital project and share the benefits based on the split of investment. Again the capacity of the council to deliver the benefits outlined in 3.12 would be restricted and the financial benefits would be significantly reduced.
- 6.4 There are potential benefits in the two options described above:
- No or less capital borrowing required
 - Reduced or shared risk related to delivering the installation and ongoing maintenance and monitoring of solar PV installations
 - Working in partnership with a company already established in this field would bring benefits such as expertise and established supply chain

6.5 Indications from initial options appraisal suggest that on balance a fully owned and operated scheme has the potential to provide significantly greater benefits to the city as a whole and that risks associated with this model can be adequately mitigated through in-house and procured expertise and through a partnership working agreement. A fully funded and owned model of delivering a solar PV scheme has the potential to create significant income, generated by the Feed in Tariff payment, to the council over a 25 year period. Initial findings estimate the initial capital outlay could create a payback (after loan repayments) in the region of £16 million over 25 years. A fully owned and funded model gives the council greater influence over delivering the benefits outlined in 3.12.

7. REASONS FOR REPORT RECOMMENDATIONS

7.1 We wish to move quickly to assess the benefits of the Feed in Tariff scheme and to take advantage of any opportunity this offers the Council to gain investment and energy savings before the Feed in Tariff is reviewed in April 2012.

7.2 We wish to work with partners in the current BEST consortium to ascertain whether BHCC can take forward any procurement of the supply and installation of solar PV panels together with those partners in order to establish actual costs to inform economies of scale and further consideration of business case and appropriate funding model.

SUPPORTING DOCUMENTATION

Appendices:

1. Summary of tenant's feedback

Documents in Members' Rooms

1. None.

Background Documents

1. None.

Appendix 1 – Summary of Tenant Feedback

Feedback received from	Comment	Follow up action
Area Panels November 2010	Broadfields sheltered housing scheme could benefit from this	Details of suitable roof space to be identified through the stock survey
	Robert Lodge to benefit?	As above
	Blocks with flat roofs	Where appropriate a frame can be used to create a tilt for maximum generation
	Blocks in very exposed positions (wind / salt - near sea front)	Specific issues would be picked up at installation stage but survey of stock will identify where installations are appropriate or not
	Blocks where one part may face south but other face north	The business model and suitability of roofs based on roofs 67.5° of south on communal blocks
	A question was raised about mixed blocks where leaseholders and tenants occupy and how we address this in terms of implications for installations and income / benefit sharing	How the benefits of the scheme are to be shared has yet to be confirmed, however where there are different tenures this will be taken into account
	Please look at St James House - also can one block generate for other blocks in neighbourhood	As point 1 above. How the benefits can be shared between different sites has yet to be confirmed, however we are keen to share the benefits across the as many tenants as possible
	Risk related to pigeons and cleaning the Panels	Maintenance and monitoring of panels will be factored into the ongoing programme, regular cleaning will be included
	Importance of the solar panels being provided in conjunction with insulation and other measures	The scheme will fit into the planned programme of works

	also key	across the council housing stock which includes install of energy efficient boilers and insulation. Income generated from the scheme can be re-invested into improving housing quality including energy efficiency measures
Cabinet Members Energy Efficiency Working group	Concerns were raised that if free or cheap electricity is offered this would reduce energy efficiency in some households In addition a query arose as to how the scheme would work in blocks with communal boilers and where there was electricity use in common areas	How the generated electricity is to be shared/used has not been agreed but there is a risk and this scheme on it's own would not achieve energy efficiency, other measures including education and information sharing are important The issue around common areas and communal boilers will be included and reported upon as part of further evaluation scheme
	Maintenance costs were raised	These are included in the business/financial model at the beginning of the scheme
	What is the expected lifetime of the panels	The technology is well tested and has been extensively used across Europe, panels are expected to last at least the 25 years of the FIT payments although there would be some drop off in performance which is factored into the business/financial model
	Can residents in the private sector benefit	The initial focus is on the council housings stock however we are considering how the benefits can be rolled out to support private sector housing renewal through procurement on a larger scale and the council's involvement providing a level of assurance

Housing Management Consultative Committee

Agenda Item 98

Brighton & Hove City Council

Subject: Housing Management Performance Report (Quarter 3)
Date of Meeting: 7 March 2011
Report of: Director of Housing, Culture & Enterprise
Contact Officer: Name: John Austin Locke Tel: 29-1008
E-mail: John.austin-locke@brighton-hove.gov.uk
Key Decision: No
Wards Affected: All

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 This is the Quarter 3 report for Housing Management performance for the year 2010-2011.

2. RECOMMENDATIONS:

- 2.1 That Housing Management Consultative Committee comment on the contents of this report.

3. RELEVANT BACKGROUND INFORMATION

3.1.0 Rent Collection and Current Arrears

Indicator	End of year performance 09/10	Quarter 2 10/11	Quarter 3 10/11	Targets	
				10/11	11/12
BV66a - Rent Collection	98.29%	98.5%	98.49%	98.68%	98.86%
BV66a - Rent Collection (Central housing area)	98.32%	98.51%	98.46%	99.03%	99.24%
BV66a - Rent Collection (East housing area)	98.00%	98.27%	98.29%	98.13%	98.25%
BV66a - Rent Collection (North housing area)	98.47%	98.72%	98.68%	98.82%	98.96%
BV66a - Rent Collection (West housing area)	98.47%	98.6%	98.57%	99.12%	99.32%
BV66a - Rent Collection (Temp. Accom.)	98.65%	89.88%	92.33%	96.95%	Not set
BV66b - Those with arrears of more than seven weeks	4.91%	4.05%	3.87%	4.13%	3.72%
BV66c - The NOSP figure	26.97%	15.4%	21.50%	23.80%	22.39%
BV66d - The eviction figure (% tenants evicted for rent arrears)	0.12%	0.09%	0.19%	less than 35 evictions per annum: 0.29%	
% rent lost due to voids	2.05%	2.12%	2.12%	To be set	
Total former tenant arrears (exclusive of Temporary Accom.)	£780,280	£603,827	£602,728	£650,000	£625,000
% Collection rate for former tenant arrears	22.88%	33.46%	37.54%	20%	20%
% of Write-offs for former tenant arrears	9.30%	32.96%	36.68%	40%	
Total recharge debt	£190,138	£195,483	£188,043	£272,110	
% Collection rate for recharges	19.63%	21.06%	24.59%	20%	
% Leaseholders' service charge collection rate	84%	68%	80%	85%	Not set
% Leaseholders collection rate on recoverable arrears	92%	Collected annually	Collected annually	92%	Not set

3.1.1 Rent Collection and Current Arrears

BVPI66a

The collection rate forecast at the end of December 2010 was 98.49% compared to 98.05% at the end of Quarter 3 2009/10. Since December 2009 rent arrears have reduced by £176,926. Although the collection rate dropped slightly over the Christmas period, the arrears increase was only £29,358 compared to £109,503 the previous year.

BVPI66b

The trend for this indicator continues downward. At the end of Quarter 3 2010/11 the number of tenants with more than seven weeks rent arrears was 388 (3.87%) compared to 510 (4.98%) at the end of Quarter 3 2009/10

BVPI66c

Up to the end of December 2010 the number of tenants served with a Notice of Seeking Possession (Nosp) was 573.

BVPI66d

Rent arrears evictions so far this year total 23 (0.19%).

3.1.2 Former Tenant Arrears

Former tenant arrears have reduced by £71,759 since the end of Quarter 1 2010/11 and the collection rate has increased to 37.54%.

3.1.3 Recharges

Between April & December 2010 there were 131 new recharge cases with a recharge value of £78,648. This brings the total number of recharge cases to 356 making the average recharge debt £528. i.e. £188,043 divided by 356

3.1.4 Percentage leaseholder recovery rate on gross debt

3.1.5 This shows the collection rate on the total amount of service charge owed to the council. Comparison needs to be made with the equivalent quarter for the previous year and not with the previous quarter for the current year. The 80% rate reported for Quarter 3 can be compared to 77% for the same quarter last year.

3.1.6 Percentage leaseholder recoverable arrears

3.1.7 This, annually calculated figure, shows the collection rate on the total amount of service charge owed excluding:

- Debts where payment arrangements have been entered into
- Charging Orders and legal charges
- Amounts that are formally in dispute
- Amounts where legal recovery action is being taken

3.2.0 Sheltered Housing – Service Developments

- 3.2.1 All sheltered housing schemes in Brighton and Hove have been awarded the Elderly Accommodation Counsel 'Quality of Information' mark. This is the first time that all schemes have been awarded this mark.
- 3.2.2 Changes to the system of payments from Supporting People, have enabled the service to make advances in the way residents' accounts are set out. This development has brought about a simplification in the charging system enabling a better understanding, for residents.
- 3.2.3 The service has been participating in a number of national schemes to ensure that residents have a range of options in activities and the opportunity to develop new skills. In one example, participation in the South East Supported Housing Month, two special events took place. The first, at Somerset Point, introduced and developed residents' skills for line dancing, while at Elwyn Jones Court tenants were given the opportunity to try tai-chi. In addition, the service publicised the option of sheltered housing at the Hangleton and Knoll Older People's Day. There are plans to continue offering and developing recreational activities and opportunities across the whole service.
- 3.2.4 In a further development the sheltered housing service has been seeking to work more closely with other organisations. For example partnership protocols have been agreed with the Alzheimer's Society, Community Transport Ltd and Age Concern's Information & Advice service. There have also been open information sessions with service users at The Carers Centre and to staff at the YMCA.

3.3.0 Empty Property Turnaround Time

Indicator	End of year performance 09/10	Quarter 2 10/11	Quarter 3 10/11	Targets	
				10/11	11/12
BV212 - average re-let times in days (all properties)	25.5	16	20	24	22
General needs	23	15	16	24	22
Sheltered	38	24	46	24	-

- 3.3.1 For this quarter the turnaround time was 20 days, although an increase over the previous month, the figure remained well inside target.
- 3.3.2 Performance for this quarter on empty property turnaround is 20 days, an increase of four days on the previous quarter. Overall performance is still being impacted by the sheltered Local Lettings Plan and as a result during the last

quarter five properties were let in excess of 50 days. Of these, three exceeded 100 days and one over 200 days. However the turn around time is still four days under target and at the same time last year it was two days under target.

3.3.3 From the beginning of November, the Lettings Team has begun monthly meetings with the Mears Empty Properties Team.

The meetings have been around seeking solutions on the following:

- day to day issues
- clarifying and changing processes in order to streamline and work more efficiently
- ensuring repairs target dates were challenging and that properties were only empty for the minimum amount of time
- minimising carpet removal and agreeing that if adaptations needed replacing
- how customer service can be improved and how to ensure that both teams are aware of the impact our work has on the customer.

Both teams agree that monthly meetings are helpful in improving the service provided.

3.4.0 Repairs and Improvements

Repairs and Improvements Performance	End of Year Performance 09/10	Quarter 2 10/11	Quarter 3 10/11	Targets
				10/11
Emergency repairs completed in time	98.4%	98.7%	98.01%	97%
No. of emergency repairs completed	5,418	1,572	1,855	N/A
Urgent repairs completed in time	97.6%	97.8%	95.57%	97%
No. of urgent repairs completed	4,336	1,934	2,757	N/A
Routine repairs completed within target time	98.9%	99.9%	98.07%	97%
No. of routine repairs completed	21,121	3,613	5,235	N/A
BV72 - Right to Repair orders completed within target time	98.3%	98.8%	97.04%	97%
BV73 - Average time to complete routine repairs	12 days	7 days	11 days	15 days
RR5 - % of appointments kept	99.8%	96.8%	95.48%	95%
NI158 - % of council homes that are non-decent	39.48%	33.35%	29.70%	26% (11/12 12%)
BV63 - Energy efficiency (SAP rating)	75.90	76.40	76.50	76.70
LPI G3 - Citywide % of stock with up to date gas safety certificates	99.68%	99.76%	99.74%	100%
Mears area	99.74%	99.78%	99.59%	100%
PH Jones area	99.61%	99.74%	99.96%	100%

3.4.1 Responsive repairs

Under the new 10 year partnership with the Mears Group most repairs are being completed within target times and on average routine repairs are completed within 11 days.

The responsive repairs team are currently forecast to meet all of the targets for this year. 'Urgent repairs completed' was slightly below the target in quarter three but improved considerably in December and is anticipated to continue at a good level of performance for the rest of the year.

Performance is reviewed with residents at the monthly Core Group meeting which includes detailed information on customer surveys and results of mystery shopping exercises. So far this year 19,633 repairs have been completed and Mears have contacted 3,512 residents to get feedback about the service. From these surveys 97% of residents have been either satisfied or very satisfied with the works carried out.

Resident feedback has highlighted that in some cases ID cards are not being shown by operatives and the partnership is working to ensure that this is improved over the coming months.

3.4.2 Decent Homes and SAP (energy efficiency rating)

The Property & Investment team has continued to deliver improvements in the level of Decent Homes over the last quarter. So far this year the level of Decent Homes has improved by nearly 10% which represents about 1,200 homes.

This year to date, 451 new kitchens and 156 bathrooms have been fitted in resident's homes. The door programme has also seen 826 new doors fitted.

Further works are being undertaken in the last quarter of 2010/11 and year two of the three year investment plan is currently being updated with initial surveys to be undertaken with Mears in February and March.

3.4.3 Gas servicing

Gas servicing continues to be a strong area of performance and it is expected that the year end figure will improve on the high level set last year. At the end of quarter three there were 28 properties with an overdue service.

3.5.0 Estates Service

Indicator	End of year performance 09/10	Quarter 2 10/11	Quarter 3 10/11	Targets
				10/11
Completion of cleaning tasks	92%	89%	89%	98.5%
Bulk refuse removal	Emergency 98.6%	Emergency 100%	Emergency 100%	100%
Targets met within timescale	Routine 97.3%	Routine 98.6%	Routine 100%	96%
Graffiti removal	Emergency 84.3%	Emergency 100%	Emergency 100%	100%
Targets met within timescale	Routine 75.6%	Routine 95.9%	Routine 91%	96%
Lights	New performance measures Quarter 3	New performance measures Quarter 3	Emergency 100%	100%
Targets met within timescale			Routine 97.8%	96%
Neighbourhood Response Team	New performance measures Quarter 3	New performance measures Quarter 3	1,703 jobs completed	To be advised

3.5.1 Performance levels, in December, were affected by the severe weather and consequent disruption to the service. To minimise this in future a service level agreement with Cityclean is being developed to provide mutual cover if needed in order to maximise continuity of service.

3.5.2 A widened role within the Neighbourhood Response Team has been taken on. New work includes carrying out city wide emergency light checks, visiting an average of 35 blocks per day to achieve our monthly checks.

3.5.3 The Neighbourhood Response Team has also taken on a new role as Trusted Assessors. This involves the team in making assessments for those tenants in need of additional support. The team has received the relevant training and will also be the first point of contact for those requesting simple minor adaptations to help them in their home. It is anticipated that the consequent waiting time for relevant assistance will be reduced.

3.5.4 During the recent bad weather staff were re-focussed on snow clearance and gritting. During this period 50 grit bins were moved to different locations around the city and 1000 bags of grit have been provided for bins and to blocks of flats on HRA land.

- 3.5.5 A severe weather contingency plan for our 57 staff was piloted during the recent bad weather. This led to the efficient relocation of those staff able to get to work and the allocation of alternative tasks according to need.
- 3.5.6 In addition, cleaning staff were deployed to gritting entrances and paths around many housing blocks to ensure the safety of residents. This included clearance of snow around sheltered scheme sites.
- 3.5.7 A service improvement plan has been developed to ensure that cleaning standards are brought up to the same level across the city and that they are maintained. Team Managers are spending more time monitoring the quality of cleaning and carrying out random checks. Cleaning standards will be monitored through the Estates Services Monitoring Group.
- 3.5.8 During January and February 2011 new cleaning standards will be put into 724 blocks. These have already been piloted in a number of areas where we have consulted with residents groups and residents associations. Each cleaner will sign and date a form as the block is cleaned and the information displayed will demonstrate that the cleaning has been completed to standard. Residents will have the opportunity to feedback on quality, frequency and performance. There will then be the opportunity to amend priorities according to local experience.
- 3.5.9 Two new performance indicators have been included in this report (replacing light bulbs and jobs completed by the Neighbourhood Response team). Further information about new indicators will be given in the Quarter 4 report.

3.6.0 Anti-social behaviour (ASB)

3.6.1 The number of referrals and high profile cases for Quarter 3 remains consistent with Quarter 2. We have successfully resolved 10 cases without having to resort to enforcement action.

- There have been no evictions this quarter.

Current high profile ASB cases	Number of new cases	Number of Notices of Seeking Possession served	Number of evictions	Number of closed cases
67	23	4	0	10

3.6.2 The ASB Focus Group is meeting regularly and setting objectives for service improvement.

3.6.3 The enhanced service standards for victims and witnesses of ASB have been completed and were in place from October 2010. The new service identifies vulnerable individuals who are at higher risk because of their personal

circumstances and ensures that the council provides appropriate and individually focussed support. Informal assessment of the effectiveness of the new standards indicates that there is a high degree of customer satisfaction and that they are viewed as a significant service improvement.

3.6.4 At the end of Quarter 2 Antisocial Behaviour Housing Officers took on case management of Housing Officers low and medium level cases city wide providing advice and direction. The development has strengthened the link between the specialist ASB team and district office housing teams. It will help to emphasise the assertive approach developed under the Turning the Tide and increase the focus on early interventions.

3.6.5 Satisfaction figures for Quarter 3 are incomplete. The interim findings, for quarter three show that the majority of the victims and witnesses interviewed, were either very or fairly satisfied. A more comprehensive report will be available at the end of Quarter 4.

4. CONSULTATION

4.1 At the September meeting of the HMCC the resident involvement strategy and the recommendations of the Tenant Compact Monitoring Group were approved; these include the creation of a tenant-led working group focusing on involving residents in monitoring and scrutinising performance in delivering housing service. The work of this group will be central to the future evolution of this performance report. This group has met and is continuing its work. The other three working groups, established around specific objectives, are also meeting regularly supported by a Community Participation Officer. The work of all these groups will be brought back to HMCC later in the year following coordination by the Tenant Compact Monitoring Group.

5. FINANCIAL & OTHER IMPLICATIONS:

5.1 Most performance measures discussed in this report have financial implications and these are included in the monthly financial monitoring reports. An example is the improvement in the rent collection and arrears management over the past two years, which has contributed to a saving in the HRA Budget 2010/11 for the bad debt provision requirement. Another example is any improvement in turnaround times or a reduction in empty property numbers increases the amount of rent collected. Improvements in performance will, in general, lead to more resources being available for tenants' services in the future.

Finance Officer Consulted: Susie Allen *Date:* 9 February 2011

5.2 Legal Implications:

As this is a regular report to Committee, there are no new significant legal or Human Rights Act implications to draw to Members' attention.

Lawyer consulted: Liz Woodley *Date:* 10 February 2011

5.3 Equalities Implications:

Equalities implications are included within the body of the report.

5.4 Sustainability Implications:

Sustainability implications are included within the body of the report.

5.5 Risk and Opportunity Management Implications:

There are no direct risk and opportunity management implications arising from this report

5.6 Corporate / Citywide Implications:

There are no direct Corporate or Citywide implications arising from this report.

6. EVALUATION OF ANY ALTERNATIVE OPTION(S):

6.1 Not applicable to this report.

7. REASONS FOR REPORT RECOMMENDATIONS

7.1 These are contained within the body of the report.

SUPPORTING DOCUMENTATION

Appendices: None

Documents in Members' Rooms: None

Background Documents: None