



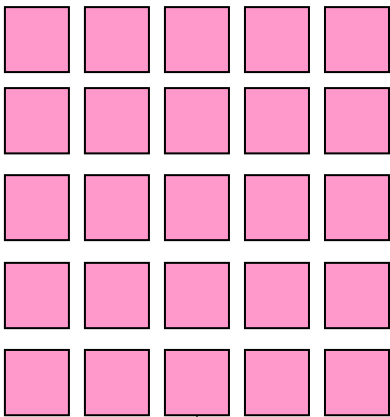
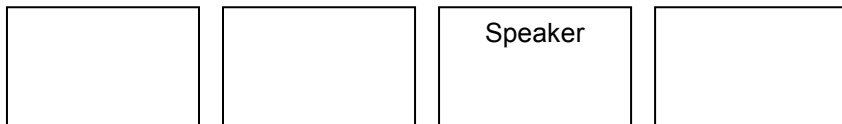
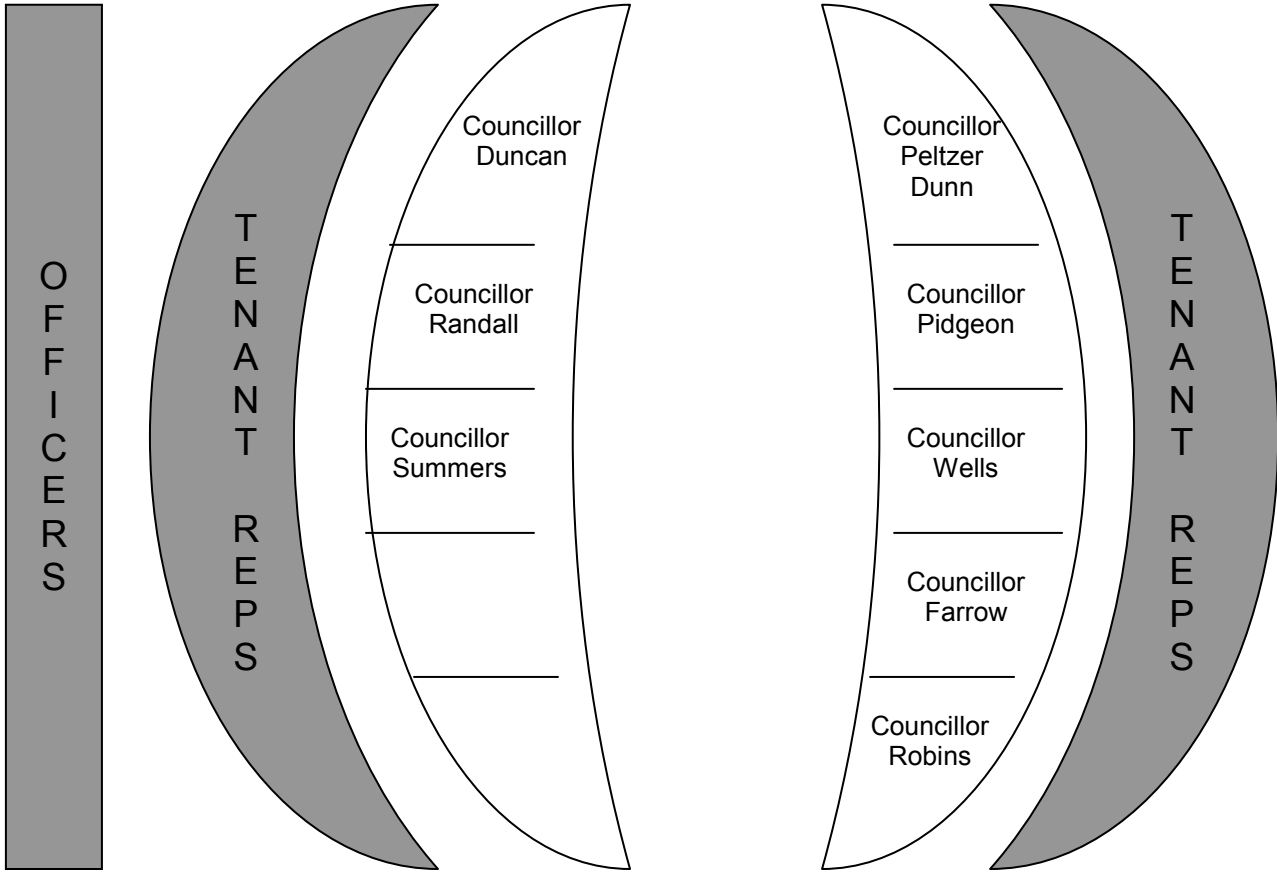
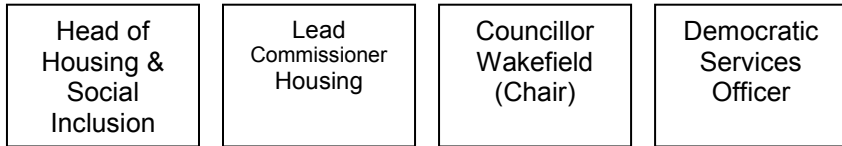
**Brighton & Hove
City Council**

Housing Management Consultative Committee

Title:	Housing Management Consultative Committee
Date:	13 June 2011
Time:	3.00pm
Venue:	Council Chamber, Hove Town Hall
Members:	Councillors: Wakefield (Chair), Duncan, Farrow, Peltzer Dunn, Pidgeon, Randall, Robins, Summers and Wells
Contact:	Caroline De Marco Democratic Services Officer 01273 291063 caroline.demarco@brighton-hove.gov.uk

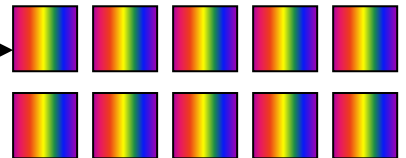
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Democratic Services: Meeting Layout



Public Seating

Members in Attendance



Press



Tenant Representatives:

Ted Harman, Brighton East Area Housing Management Panel

David Murtagh, Brighton East Area Housing Management Panel

Trish Barnard, Central Area Housing Management Panel

Jean Davis, 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

1. 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.

2. MINUTES OF THE PREVIOUS MEETING

1 - 20

Minutes of the meetings held on 7 March & 22 March 2011 (copies attached).

3. CHAIRMAN'S COMMUNICATIONS

4. CALLOVER

5. PETITIONS

No petitions have been received by the date of publication.

6. PUBLIC QUESTIONS

(The closing date for receipt of public questions is 12 noon on 6 June 2011)

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

7. DEPUTATIONS

(The closing date for receipt of deputations is 12 noon on 6 June 2011)

No deputations have been received by the date of publication.

8. LETTERS FROM COUNCILLORS

No letters have been received.

9. WRITTEN QUESTIONS FROM COUNCILLORS

No written questions have been received.

10. HOUSING CENTRE PRESENTATION

Presentation from the Head of Housing & Social Inclusion.

11. AUTHORITY TO AWARD A CONSTRUCTION CONTRACT FOR THE BUILDING OF 15 NEW COUNCIL HOMES AT AINSWORTH HOUSE **21 - 26**

Report of the Strategic Director – Place (copy attached).

Contact Officer: Martin Reid *Tel: 29-3321*
Ward Affected: Hanover & Elm Grove

12. PERFORMANCE REPORT (QUARTER 4 - END OF YEAR) **27 - 34**

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

Contact Officer: Ododo Dafe *Tel: 29-3201*
Ward Affected: All Wards

13. HOME ENERGY EFFICIENCY INVESTMENT OPTIONS

Presentation from the Head of Housing Strategy and Development & Private Sector Housing.

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, 3 June 2011

BRIGHTON & HOVE CITY COUNCIL

HOUSING MANAGEMENT CONSULTATIVE COMMITTEE

3.00pm 7 MARCH 2011

COUNCIL CHAMBER, HOVE TOWN HALL

MINUTES

Present: Councillors Mears (Chairman); Allen, Barnett, Fallon-Khan, Fryer, A Norman, 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), David Avery (Deputy West Hove & Portslade Housing Management Area Panel), Beverley Weaver (West Hove & Portslade Area Housing Management Panel), Chris Kift (Hi Rise Action Group), Tom Whiting (Sheltered Housing Action Group) and Barry Kent (Tenant Disability Network)

In Attendance:

Councillor Gill Mitchell and Councillor Ken Norman.

PART ONE

84. PROCEDURAL BUSINESS

84A Declarations of Substitute Members

84.1 Councillor Fallon-Khan declared that he was attending as a substitute for Councillor Pidgeon. Councillor Ann Norman declared that she was attending as a substitute for Councillor Caulfield. Dave Avery declared that he was substituting for Tina Urquhart.

84B Declarations of Interests

84.2 Councillors Barnett, Randall, and Simpson, Heather Hayes and Ted Harman declared a personal interest in any discussion on the LDV as they are Board Members of Brighton and Hove Seaside Community Homes (the Local Delivery Vehicle). Councillor Simpson

also declared a personal interest in any discussion relating to Age Concern as she is an employee of the charity.

84C Exclusion of the Press and Public

84.3 In accordance with section 100A(4) of the Local Government Act 1972, it was considered whether the press and public should be excluded from the meeting during the consideration of any items contained in the agenda, having regard to the nature of the business to be transacted and the nature of the proceedings and the likelihood as to whether, if members of the press and public were present, there would be disclosure to them of confidential or exempt information as defined in section 100I (1) of the said Act.

84.4 **RESOLVED** - That the press and public be not excluded from the meeting.

85. MINUTES OF THE PREVIOUS MEETING

85.1 **RESOLVED** – That the minutes of the Housing Management Consultative Committee Meeting held on 24 January 2011 be agreed and signed as a correct record.

86. CHAIRMAN'S COMMUNICATIONS

Financial Assistance for Council Leaseholders - Introducing Equity Loans

86.1 The Committee received a presentation from the Business Improvement Manager. The presentation mentioned that high levels of investment in council homes was taking place, including major works projects to blocks of flats. These works would have a significant financial impact on leaseholders. Leaseholders paid a % share of the council's costs in carrying out works at their building. Cost for over cladding and new windows could be in excess of £10,000 for a leaseholder. Lift replacements and re-wiring could double this figure. Decent Homes by the end of 2013 could mean several costs incurred in a short period.

86.2 The presentation set out how leaseholders could receive help to meet these payments, including council loans. The Government now allowed councils to offer equity loans as well as interest loans and the presentation set out how equity loans worked. Officers were currently looking at how equity loans might be introduced.

86.3 Councillor Randall thought equity loans sounded a good idea, not unlike equity release loans in the private sector. He asked if people would have to pay back interest on the loans. The Business Improvement Manager replied that there were no interest payments.

86.4 Councillor Fallon-Khan asked about the flexibility of the loans if leaseholders had difficulty making payments. The Business Improvement Manager explained that the council would have an equity stake in the property. This percentage share of the selling price of the property would be repaid to the council at the next sale or transfer.

86.5 Chris Kift asked what would happen if someone took out an equity loan, and needed another loan the following year. Could this be added to the first equity loan? The Business Improvement Manager confirmed that another loan could be added.

- 86.6 Stewart Gover expressed worries about the costs of works to leaseholders. Some people were on fixed mortgages. If they were just managing to pay the mortgage, this would add to their burden. The Head of Housing and Social Inclusion shared his concern and stressed that this was why the council were looking at the additional help equity loans might give. Individual leaseholders would be able to receive advice about their own set of circumstances.
- 86.7 The Chairman stressed that the council were trying to put in a safety net for leaseholders. They had bought their properties and some repairs were very expensive. It would be important to inform leaseholders about the proposal. This would give them the opportunity to discuss the proposals with officers.
- 86.8 Stewart Gover was relieved that there was a safety net. He knew of several young couples who had bought their flats. A big bill would affect the retail price of their flats.
- 86.9 Councillor Simpson welcomed the proposal to explore this option. She stressed the importance of explanation and publicity of this important proposal. It would rely on there being enough equity in the property.
- 86.10 The Chairman thanked the Business Improvement Manager for the excellent presentation. There were many options to investigate and the matter would be brought back to the HMCC for further discussion.

Ainsworth House

- 86.11 The Committee received a presentation from the Head of Housing Strategy and Development and Private Sector Housing on the development of a scheme to deliver 15 social rented homes to meet housing need in the city, including 3 four bedroom family homes and 2 two bed fully wheelchair accessible flats, on the Ainsworth House site. The scheme would be presented to Planning Committee on 6 April 2011. Tenants had been involved in the design of the development.
- 86.12 The Chairman congratulated the tenants in their work on this project and on their involvement with the design.
- 86.13 Stewart Gover stated that he was delighted with the proposal. Tenants had worked hard on this project. It was an amazing development of houses and flats. He congratulated the Head of Housing Strategy and Development and everyone else involved in the project.

87. CALLOVER

- 87.1 The Chairman asked the Committee to consider which items listed on the agenda it wished to debate and determine in full.
- 87.2 **RESOLVED** - That all items be reserved for debate and determination.

88. PETITIONS

- 88.1 There were none.

89. PUBLIC QUESTIONS

89.1 There were none.

90. DEPUTATIONS

90.1 There were none.

91. LETTERS FROM COUNCILLORS

91.1 There were none.

92. WRITTEN QUESTIONS FROM COUNCILLORS

92.1 There were none.

93. ALLOCATIONS POLICY REVIEW

- 93.1 The Committee considered a report of the Lead Commissioner for Housing which explained that the current Housing Register Allocations Policy was approved by committee on 6 January 2005 with an update in March 2009 agreed by the Housing Cabinet Member Meeting. However, following tenants dissatisfaction it was agreed that the area of Choice Based Lettings and systems for allocating accommodation be subject to a fundamental review. This review had now been undertaken resulting in recommendations for changes to the way the Housing Register was to be operated. The recommended changes to the Allocations Policy were attached as Appendix 1 for approval. If approved the changes would be implemented by May 2011.
- 93.2 John Melson informed the meeting that he had discussed the recommendations with tenants from the Central area. He reported that they did not like the proposal relating to 50% of all permanent social housing stock being advertised with a priority being given to those who could show that the ingoing primary tenants were working or making a positive contribution to Brighton & Hove City. Mr Melson asked if this could be changed to 50% of any new build or any additional properties. The current proposal for 50% should either be reduced or not in the document at all.
- 93.3 Mr Melson also expressed concern about Right to Buy. There did not appear to be any restrictions in place to prevent Right to Buy. As the country came out of recession, the take up would become easier.
- 93.4 The Chairman stated that the proposals came from the Tenant Led Focus Group. Next week she would be meeting Eric Pickles, Secretary of State for Communities and Local Government. She would raise some of these issues with him.
- 93.5 David Murtagh stated that he agreed with the recommendation for 50%, and most of the tenants he represented in East Moulsecoomb agreed with this proposal. He stressed that the council houses in the area were originally built for people who were working. There was a lack of community in East Moulsecoomb. The 50% proposal would bring more committed people into the area.

- 93.6 Councillor Simson referred to wording in the second paragraph of page 35 of the report. "For the purposes of determining local connection, living in Brighton & Hove will not include the following:
Occupation of a mobile home, caravan or motor caravan which is not placed on an official Council approved site or other Council approval obtained (toleration on unauthorised sites is not included)." Councillor Simson asked for an explanation of this wording.
- 93.7 The Head of Temporary Accommodation and Allocations explained that the wording came from the legal department. It referred to local people who were on an unauthorised site.
- 93.8 Stewart Gover agreed with David Murtagh. He stressed that 50% did not mean 50% of the total lettable dwellings. It was 50% of what was left over.
- 93.9 Councillor Fryer asked for clarification regarding priority changes. She also asked which properties would and which would not be included in the 50% proposal. The Head of Temporary Accommodation and Allocations explained that under the current system, homeless households in bed and breakfast were in Band A. They would now be in Band C. The 50% would apply to all properties except sheltered housing.
- 93.10 Councillor Fryer stated that she was disappointed that the report did not include all the consultation responses. She requested that these were emailed to all HMCC members and were put in the report when it was presented at the Housing Cabinet Member Meeting. Councillor Fryer stated that the Green councillors proposed a reduction to 25%. She stressed that there were many people who wanted to work who could not find work. Meanwhile, the Right to Buy take-up might increase.
- 93.11 Councillor Barnett reported that she had chaired the working group. She stressed the importance of encouraging people to go out to work. Employment was the most important way out of poverty. Working could mean paid employment or voluntary work. Meanwhile, there needed to be a more flexible age limit with regard to sheltered accommodation. She thanked all residents who had been involved in the review.
- 93.12 Tom Whiting referred to the section on Sheltered Housing on page 45 of the report. He mentioned that on 22 June 2009, the HMCC agreed a report on the Local Lettings Plan for Sheltered Housing. He asked which report would now apply to sheltered housing tenants. The Head of Housing and Social Inclusion explained that the Allocation Policy presented at this meeting was a city wide allocation policy and applied to all housing. The Local Lettings Policy only applied to sheltered housing owned by the council. Both policies would apply to sheltered housing tenants.
- 93.13 Councillor Allen referred to David Murtagh's comments. He expressed concern that there was a move away from meeting peoples' housing needs to considering their contribution to society. The 50% policy would be acceptable if there were plenty of jobs. This was not the reality. When people lost their job, it was not easy to immediately find more work. He also stressed that many voluntary organisations were in trouble due to the economic situation. The demand for accommodation was greater than the supply. The logic of the proposals was to have 50% of people gainfully employed or in voluntary work. Some people would lose out, and this would include

families. Councillor Allen considered 50% too high. With regard to Right to Buy, it might be difficult to buy council housing at the moment but this situation could change.

- 93.14 John Melson considered that the allocation policy would be a good piece of work if there was plenty of stock. It did not address the issue of providing affordable social housing to people. The group should have considered how to solve the housing problem in the city.
- 93.15 Councillor Simpson expressed concern about the 50% level. The pilot scheme did not give enough information. The report stated that people who were not accepted under the pilot scheme were helped at some later point. With the higher percentage, these people would need to wait longer. Meanwhile, Right to Buy could become an issue in the future. Councillor Simpson asked for clarification about the waiting list. She was concerned that the council were no longer letting to people in great housing need.
- 93.16 Barry Kent stated that he had lived in Brighton all his life and had waited for 10 years for a council property. People were coming in from outside and being housed before local people.
- 96.17 The Head of Temporary Accommodation explained that people with a local connection would be in Band C for 2 years. If there was no local connection the proposal would remain the same as in the previous paper.
- 96.18 Heather Hayes stated that the 50% proposal included carers like her. She was a full time carer and she did voluntary work. She mentioned a case of a young couple who had moved into a block in her area. They did not work and had late night parties. They had not come with a support package. They could have gone into private rented accommodation with support and encouraged to work.
- 96.19 Tenant representatives were asked to give an indicative vote on the proposals. 10 voted for the recommendations and one against. Councillors voted 5 for, 2 against with 1 abstention.
- 93.20 **RESOLVED** – (1) That the changes recommended in Appendix 1 be commended for approval to the Housing Cabinet Member Meeting. (The full policy document was attached at Appendix 6 with the changes highlighted)

94. OUT OF HOURS SHELTERED SERVICE

- 94.1 The Committee considered a report of the Head of Housing and Social Inclusion concerning recommended changes to the weekend call service and the service to sheltered housing tenants after out of hours.
- 94.2 Twelve proposals to revise the out of hours and weekend service provided to sheltered tenants were identified by the tenant led focus group, and agreed by the Sheltered Housing Action Group.
- 94.3 The Older Peoples Housing Manager particularly thanked Tom Whiting, Chair of the Sheltered Housing Action Group for his work on the proposals.

- 94.4 Tom Whiting thanked the Older Peoples Housing Manager and Brian Balchin and Kath Davies for the work carried out. The proposals would save money and should provide a better service delivery. The quality of service delivery would need to be monitored. This was a starting point. Sometimes it could take a long time to implement proposals. That should not happen in this instance.
- 94.5 The Chairman concurred. Tom's comments should be taken on board and actioned.
- 94.6 John Melson supported the proposals. He referred to paragraph 3.12 (proposal 7). This stated "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." Mr Melson stated that he would like more clarity on this issue. A number of residents were nervous about this proposal.
- 94.7 The Older Peoples Housing Manager agreed that he would not want to see the master key falling into the wrong hands. The working group had looked at this issue and felt it was a good proposal.
- 94.8 Councillor Simpson welcomed the report. Telecare was becoming increasingly important. She was pleased with the proposals for the weekend service. This was important for old people. She asked how long CareLink had been set up locally.
- 94.9 Councillor Ken Norman confirmed that CareLink had been in place for 22 or 23 years.
- 94.10 Chris Kift stressed the importance of people being informed that CareLink did not just apply to tenants in sheltered housing. He used the CareLink facility and received reminders three times a day to take his medication. Ted Harman informed that meeting that he also used the facility.
- 94.11 Councillor Ken Norman confirmed that CareLink was available to most residents if they required the service. CareLink was a much improved service.
- 94.12 Councillor Fryer congratulated the Sheltered Housing Action Group for the work carried out.
- 94.13 **RESOLVED** – (1) That the proposed changes to the weekend call service and the service to sheltered housing tenants after out of hours be recommended for approval to the Housing Cabinet Member Meeting.

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

- 95.1 The Committee considered a report of the Strategic Director Place which explained that the HRA Capital Programme for 2011-2014 included setting aside £388,000 per annum to fund a programme of loft conversions and extensions to alleviate overcrowding in HRA properties. The report set out how a loft conversion and extension programme could operate.

- 95.2 Councillor Simson considered it to be an excellent programme. She queried the length of the construction period. 12 weeks seemed a long time and she asked if this was a worst case scenario.
- 95.3 The Head of Housing and Social Inclusion confirmed that 12 weeks was a worst case scenario. Officers would want to see construction moving more quickly if possible. The loft conversions would be delivered through the Mears partnership.
- 95.4 David Murtagh felt that the three year period for construction was not enough. The Head of Housing and Social Inclusion replied that the programme was a guideline to show the council was not investing in properties that would be under occupied.
- 95.5 Councillor Simpson welcomed the move to extend properties. She referred to the section of the report on page 30 that dealt with prioritisation for working households. This reported that 50% of properties selected would be tenanted by working households. She did not agree with that aspect of the report.
- 95.6 Councillor Randall supported the proposals. He considered that there should be a similar scheme for new build. Houses could be built with lofts already available for use. There was a need to look at all possibilities for using space.
- 95.7 Chris Kift considered the proposal to be a brilliant idea. It would be following what the private sector had done for years
- 95.8 Ted Harman agreed it was a good idea. He welcomed the proposals as it was one way of having more 3 and 4 bedroom houses.
- 95.9 Councillor Norman was pleased to see the proposals. Even if the current occupants of the properties moved out, the council would still have extended properties.
- 95.10 An indicative vote was taken by the tenant representatives. 10 tenants voted in favour of the proposals. A vote was taken by council representatives. The proposals were accepted by 7 votes with 2 abstentions.
- 95.11 **RESOLVED** – (1) That the selection criteria, set out in Appendix A, be recommended for approval at the Housing Cabinet Member Meeting.
- (2) That the Cabinet Member for Housing be recommended to award 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).
- (3) That the key events in the process and the estimated timetable for each event to be completed, set out in Appendix B, be noted.

96. HOME ENERGY EFFICIENCY INVESTMENT OPTIONS

- 96.1 The Committee considered a report of the Lead Commissioner Housing which explained that the Housing Revenue Account Capital programme for 2011-14 included home energy efficiency investment as a housing commissioning investment priority for possible future investment. In order to maintain the Council's current level of performance and meet the Council's strategic priorities it was necessary 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 the HMCC and Housing Cabinet Member Meeting had noted the importance of continuing the work with potential partners such as energy companies to explore means of maximising investment to meet the Council's strategic housing goals, including potential opportunities offered by the Government backed Feed in Tariff scheme.
- 96.2 The Council had the opportunity to install solar PV panels onto its Council owned residential properties. This had arisen out of the Government's new Feed-in-Tariff incentive scheme.
- 96.3 John Melson considered that energy companies should investigate home energy efficiency investment options in blocks where there was no opportunity for Feed in Tariffs. There were 96 flats in his high rise block and it would not be possible to fit 96 panels on the roof. Options for blocks with high density residents and with a small area should be investigated.
- 96.4 Councillor Fryer welcomed many of the proposals in the report. However, she asked for more detail about funding. She understood that Feed in Tariffs finished in April 2011. Councillor Fryer asked about Renewable heating centres.
- 96.5 The Chairman pointed out that Feed in Tariffs would be reduced in April 2011 but would not stop.
- 96.6 Councillor Simpson asked if this was an initiative that would be aimed at the 50% of households who were employed.
- 96.7 The Head of Housing Strategy and Development and Private Sector Housing explained that officers were looking at a whole range of options not just Feed in Tariffs. Renewable heating centres were a new initiative. Options were being applied to a whole range of council tenants. There was a need to look at the orientation of the property and whether it was south facing.
- 96.8 Councillor Randall welcomed the options and was pleased it they were being applied to private as well as public sector housing. He considered that where there was limited space available for solar panels there should be partnerships with other organisations. For example, the Council should be looking at school buildings with flat roofs.
- 96.9 Chris Kift referred to paragraph 3.5 (first bullet point – 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). This statement worried him.

- 96.10 The Head of Housing Strategy and Development and Private Sector Housing explained that some people would get reduced electricity bills. It might not be cost effective to provide people with free electricity.
- 96.11 Councillor Simson stated that the proposals had been well received at the Housing Area Panel she chaired. She asked if these options could be looked at when loft conversions were being completed. The Chairman confirmed this was the case.
- 96.12 Councillor Fallon-Khan welcomed the proposals, which were a creative way of helping people in the city.
- 96.13 Stewart Gover applauded the proposals, but made the following observations. He had noticed windows and doors on his estate with large gaps. He raised the problem of seagull droppings in relation to solar panels. He observed that most flats did not have lofts and cavity wall insulation was not always useful. If pellets were pumped into cavities it could cause rising damp. Meanwhile, some blocks of flats had large boilers and could not have combination boilers fitted. These were areas that needed to be looked at.
- 96.14 The Chairman noted Stewart's concerns and considered that the report was proposing a forward looking and different way of working.
- 96.15 John Melson stated that he had discussed the issue of seagulls with the Head of Housing Strategy who had confirmed that this matter had already been considered along with the problem of the salt corrosion of panels.
- 96.16 **RESOLVED** – (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 Cabinet Member for Housing be recommended to 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.

97. BUILDING NEW COUNCIL HOMES AND ESTATES MASTER PLAN UPDATE

- 97.1 The Committee received a presentation from the Head of Housing Strategy and Development and Private Sector Housing. HMCC and Cabinet had agreed that an Estates Master Plan be developed in partnership with tenant representatives to inform best use of HRA assets and identify opportunities to build new council homes. The procurement, design and delivery options for new council housing on identified sites were being developed.
- 97.2 The Chairman congratulated the tenants on their key involvement in these developments.
- 97.3 Councillor Fryer asked if it would be possible for ward councillors to have a list of potential sites. The Chairman replied that this would be possible once tenants had had the opportunity to discuss the potential sites. The initiative would be tenant led.
- 97.4 Councillor Fryer asked about the type of housing to be provided. The Chairman replied that some sites might be set aside for people with disabilities. The Lead Commissioner Housing explained that all the housing provided would be affordable social housing of some kind.
- 97.5 Councillor Simpson welcomed any new housing but considered that a great deal of work was required to reach the numbers of homes proposed. She hoped councillors could be involved in the proposals. It would be important for councillors to be informed of these plans as they were developed. Councillor Simpson considered it would have been helpful to have received a presentation much earlier.
- 97.6 Councillor Simpson asked about the Localism Bill in relation to the proposals and raised an issue relating to Right to Buy. She understood that the government were now saying that the proceeds from Right to Buy would be restricted to 25%. The Chairman replied that there would be a need to look at the Localism Bill when it was published. She agreed councillors should be involved with the proposals but stressed that tenants should have time to discuss and bring forward proposals.
- 97.7 The Head of Housing and Social Inclusion explained that Councillor Simpson was right in saying that in the latest information from the government, the council would retain 25% of the proceeds from Right to Buy. The debt settlement had been adjusted accordingly. This was a different approach but had a compensatory effect.
- 97.8 Councillor Randall welcomed the proposals and the tenant's involvement. He stressed that the tenants and councillors had worked well together on the LDV and he considered that the tenants and councillors should work together on these proposals. Councillor Randall stressed that the LDV could have a role in funding some of the new build.
- 97.9 Councillor Allen considered that Members should be involved in the process in a positive way. Meanwhile, he did not consider the proposals a master plan at the

moment. It was just a handful of sites. He asked to see the full details as soon as possible. The Chairman took on Councillor Allen's comments but stressed that the tenants must carry out their work first.

- 97.10 Heather Hayes stated that she was pleased to hear about Ainsworth House. She asked if St Gabriel's and some other derelict buildings at the side of Ainsworth House could be developed at some point. The Chairman replied that the council were not the leaseholders of these buildings.
- 97.11 Chris Kift praised the presentation and stated that it underlined how far ahead the tenants movement in the city was, in relation to the rest of the country. Brighton & Hove could show other local authorities and tenants how things should be done.
- 97.12 John Melson remarked that the council could only develop a small number of properties at the moment. He agreed with Councillor Randall that the LDV could help. By 2013 the LDV would have caught up with a good deal of the homes work. There was no reason why part of the money could not be used for compulsory purchase orders to fund new building.
- 97.13 Stewart Gover stated that the council were not in the business of building new estates. Ainsworth House was at the vanguard of these proposals. He was keen to see some garage sites developed.
- 97.14 **RESOLVED** – That the presentation be noted.

98. HOUSING MANAGEMENT PERFORMANCE REPORT (QUARTER 3)

- 98.1 The Committee considered a report of the Head of Housing & Social Inclusion which set out the Housing Management Performance for the year 2010-2011.
- 98.2 Councillor Fallon-Khan referred to paragraph 3.1.0 in the report, relating to Rent Collection and Current Arrears. He commented that he would like to see a column showing the targets for previous years, in order to measure success.
- 98.3 The Head of Housing and Social Inclusion explained that there had been much discussion on how to present the report in the future. The next HMCC would discuss services pledges. A future HMCC would discuss a performance compact. At that point, the performance report would be presented in a different way.
- 98.4 Councillor Randall considered the performance figures to be good, but noted that there had only been 37 evictions in the year. He also asked if figures were kept for people who left without paying arrears. The Head of Housing and Social Inclusion explained that 37 people had been evicted for non payment of rent. There would have been other evictions in addition to this figure. He would ensure Councillor Randall was sent figures for people who left their properties without paying arrears.
- 98.5 Ted Harman noted that there seemed to be a vast improvement on rent arrears. Meanwhile evictions were fewer each year.

- 98.6 The Chairman stated that officers should be thanked and commended for the work they had done to achieve these improvements.
- 98.7 John Melson agreed that 37 evictions was a good figure for rent arrears. He raised two areas of concern relating to the Estates Service in paragraph 3.5.0. These were the figures for the completion of cleaning tasks, and a concern about lights in public ways being left on in the daytime.
- 98.8 The Head of Housing and Social Inclusion explained that officers were visiting sites with tenants in the East area to be shown problems with lights. He would arrange for this review of lights to be extended to the Central area.
- 98.9 Ted Harman mentioned that some lights were left on in the daytime. The Head of Housing and Social Inclusion asked tenants to let officers know if lights were not working or left on in the daytime.
- 98.10 Stewart Gover referred to the target for total recharge debt (paragraph 3.1.0). He stressed that more should be done to claim recharge debt payments. These payments should be paid for damage to properties.
- 98.11 Councillor Simson commented that under the old allocations policy, allocations were made to people who could not manage properties well. There should be a vast improvement with the implementation of the new allocations policy.
- 98.12 Jean Davis mentioned a problem she was experiencing with condensation on her windows. She had been told that windows could only be repaired one at a time. The Head of Housing and Social Inclusion replied that James Cryer from Mears Ltd would arrange to send someone to look at her windows.
- 98.13 **RESOLVED** – (1) That the report and the above comments be noted.

The meeting concluded at 5.37pm

Signed

Chairman

Dated this

day of

BRIGHTON & HOVE CITY COUNCIL

HOUSING MANAGEMENT CONSULTATIVE COMMITTEE

2.00pm 22 MARCH 2011

COUNCIL CHAMBER, HOVE TOWN HALL

MINUTES

Present: Councillors Caulfield (Chairman); Fallon-Khan, Mears, Pidgeon 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), Trish Barnard (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), David Avery (West Hove & Portslade Area Housing Management Panel), Chris Kift (Hi Rise Action Group), Tony Worsfold (Leaseholder Action Group) and Tom Whiting (Sheltered Housing Action Group)

PART ONE

99. PROCEDURAL BUSINESS

99A Declarations of Substitute Members

99.1 Councillor Fallon-Khan declared that he was attending as a substitute for Councillor Barnett. Trish Barnard declared that she was attending as a substitute for John Melson. Dave Avery declared that he was attending as a substitute for Beverley Weaver. Tony Worsfold declared that he was attending as a substitute for Muriel Briault.

99B Declarations of Interests

99.2 Heather Hayes and Ted Harman declared a personal interest in any discussion on the LDV as they are Board Members of Brighton and Hove Seaside Community Homes (the Local Delivery Vehicle).

99C Exclusion of the Press and Public

99.3 In accordance with section 100A(4) of the Local Government Act 1972, it was considered whether the press and public should be excluded from the meeting during

the consideration of any items contained in the agenda, having regard to the nature of the business to be transacted and the nature of the proceedings and the likelihood as to whether, if members of the press and public were present, there would be disclosure to them of confidential or exempt information as defined in section 100I (1) of the said Act.

99.4 **RESOLVED** - That the press and public be not excluded from the meeting.

100. CHAIRMAN'S COMMUNICATIONS

Commendation from "The First Year Annual Report to Tenants"

100.1 Members were informed that the council's first year Annual Report to Tenants had been commended in a report by the four national Tenant Organisations reviewing the first year "annual reports to tenants" produced by Housing Associations, councils and ALMOs. Brighton & Hove City Council was mentioned four times as a good example of how to present an annual report. Brighton & Hove were described as having given a "comprehensive and honest assessment". The report had credited consultation with tenants and had mentioned the HMCC. The report was available on the TSA's website.

Empty Properties and Squatters

100.2 The Chairman reported that Brighton & Hove had been hailed as one of the best authorities in the South East for dealing with empty properties. She thanked officers for their hard work which had been recognised nationally. Part of this work had been helped by Hove MP Mike Weatherley who had worked on legislation on dealing with squatters.

101. CALLOVER

101.1 The Chairman asked the Committee to consider whether to debate and determine item 107.

101.2 **RESOLVED** - That item number 107 be reserved for debate and determination.

102. PETITIONS

102.1 There were none.

103. PUBLIC QUESTIONS

103.1 There were none.

104. DEPUTATIONS

104.1 There were none.

105. LETTERS FROM COUNCILLORS

105.1 There were none.

106. WRITTEN QUESTIONS FROM COUNCILLORS

106.1 There were none.

107. SERVICE PLEDGES FOR TENANTS AND LEASEHOLDERS IN COUNCIL MANAGED HOUSING

- 107.1 The Committee considered a report of the Strategic Director Place which provided an overview of the development of service pledges with residents and included the service pledges that had been agreed with residents in the appendices. The service pledges met the Tenant Services Authority (TSA) requirement to produce local service offers by 1 April 2011, which was still a requirement of all councils who are landlords.
- 107.2 A wide range of consultation was carried out with residents on the development of the service pledges and this was detailed in 3.1 to 3.7 of the report.
- 107.3 The Head of Housing and Social Inclusion reported that over 670 questionnaires had been returned. Appendix 1 summarised the service pledges. Appendix 2 detailed the service pledges. Appendix 3 set out the Brighton & Hove Standard, a local version of the Decent Homes Standard.
- 107.4 The Head of Housing and Social Inclusion stressed the importance of tenants holding the council to account. He thanked tenants and staff who had been involved in developing the service pledges. Over 100 members of staff had been involved in this work and the council would continue to strive to improve. The Service Pledges would be renewed each year.
- 107.5 Ted Harman considered the report to be very good. However, he stressed that it would only be good if it was put into practice. He referred to page 9 of the report which stated that "100% of homes will meet the Decent Homes Standard by April 2014". Mr Harman did not think that 100% was achievable.
- 107.6 The Chairman agreed that there was no-where in the country that achieved 100% for meeting the Decent Homes Standard.
- 107.7 The Head of Housing and Social Inclusion replied that that section of the report would be amended to a more realistic percentage.
- 107.8 Stewart Gover considered the report to be interesting and full of promises. It was an aspirational document. Mr Gover stated that he could not find any mention of damp in the report. He stressed that there were many problems of damp in the city. Mr Gover could not find any mention about the connection between tenancy of garages and the tenancy of dwellings which had been unanimously agreed by the Car Parks and Garages Group.
- 107.9 The Committee were informed that work was being carried out to deal with damp caused by condensation. It was acknowledged that there were structural damp problems and a programme of works was planned. There would be a presentation to tenants in the next few weeks. Feedback would be obtained from tenants, and the programme of works would be commenced.

- 107.10 The Chairman confirmed that this matter would be discussed at a future HMCC meeting. She also confirmed that the Head of Housing Management (East Area) would be producing a report on garages.
- 107.11 Tom Whiting referred to Item F (Sheltered Housing) on page 14 of the report. "The sheltered housing service aims to provide older people with a high quality of accommodation and support services, meeting a wide range of needs that enable older people to live independently and in comfort." He considered this statement was more than aspirational. It had been achieved. Officers and tenants were working well together. Multi agency health and care was a fact and was not aspirational.
- 107.12 Councillor Mears considered the report to be excellent. She accepted that the service pledges needed to be monitored and remarked that the best monitors in the city were the tenants. Councillor Mears stated that the council expected Mears Ltd to provide a high quality of repairs in the city. In some parts of the city the standard of works was good for which Mears Ltd should be congratulated. In other parts of the city, works were not carried out to the standard the council would expect. Councillor Mears suggested that sub contractors needed to have discussions with Mears Ltd regarding standards. Councillor Mears stated that it would be good to review the pledges with the tenants in one years time to see what had worked and what had not worked.
- 107.13 Councillor Simson thought the report was very good and the pledges clear. She asked for an explanation of paragraph 4.1 on page 21, relating to modern facilities and services, and stressed the need for clarity on this section dealing with the standard of bathrooms, kitchens, insulation, space and layout.
- 107.14 James Cryer, Mears Ltd explained that two of the items mentioned needed to fail. The wording would be presented in a clearer way.
- 107.15 The Head of Housing and Social Inclusion confirmed that officers would ensure this section was re-worded and made clear in plain English.
- 107.16 Councillor Fallon-Khan referred to the section on boilers in paragraph 3.10 on page 21 of the agenda. The wording concerned him and he was mindful of elderly tenants. A boiler might not require major repairs but it might require a number of minor repairs. He asked for reassurance that tenants would receive new boilers if they kept breaking down.
- 107.17 The Head of Housing and Social Inclusion confirmed that the programme of replacement boilers was flexible and addresses could be added into the programme if needed.
- 107.18 Heather Hayes referred to page 21 of the report relating to kitchens and bathrooms. She remarked that in the past kitchens and bathrooms had to be over 15 years old in order to qualify for replacements. She asked why the service pledges now stated a much longer period.
- 107.19 The Head of Housing and Social Inclusion replied that there had not been any change in the age of kitchens and bathrooms in order to qualify for replacements. James

Cryer stated that the criteria was set with officers and the scores were based on a number of criteria including health and safety.

- 107.20 Stewart Gover referred to an email he had sent the Chairman regarding sheltered schemes being told that seating placed near to the main entrances to the buildings would have to be removed as potential trip hazards. Mr Gover was concerned about the impact of this directive on the elderly and infirm who needed to wait for transport for hospital appointments.
- 107.21 Tom Whiting reported that this matter was being addressed. A Health and Safety Working Party headed up by Roy Crowhurst had been set up to look at this issue. The working party had made a few suggestions to the Fire Officer to solve this problem. Mr Whiting had seen some examples of fold up chairs which could be fitted near to the main entrances of sheltered schemes.
- 107.22 The Chairman suggested that Mr Gover could feed comments to Mr Whiting.
- 107.23 Stewart Gover expressed his concern that the chairs would be removed before the new chairs were fitted. The Head of Housing and Social Inclusion reported that there were some schemes where the chairs would remain. There were other schemes where the chairs would be moved when the new chairs were fitted. In some cases the old chairs would need to be moved before the new ones were fitted as they were a serious obstruction and a fire hazard.
- 107.24 Tony Worsford asked if leaseholders were subject to the same service standards as tenants. The Head of Housing and Social Inclusion confirmed that leaseholders were responsible for servicing their own homes.
- 107.25 Chris Kift expressed concern that all locks on electrical cupboards had disappeared in St James House. He was particularly worried for people on dialysis and oxygen. He wanted the main switch to be enclosed. The Chairman asked for an update at the next HMCC.
- 107.26 Councillor Mears expressed concern about vulnerable tenants and stressed that something needed to be done as a matter of urgency. Switches should be encased and should not be assessable.
- 107.27 **RESOLVED** – (1) That the Services Pledges attached to appendices 1, 2 and 3 be commended to the Housing Cabinet Member for approval, subject to the wording being checked at paragraph 4 in appendix 3 (Brighton & Hove Standard).

The meeting concluded at 2.50pm

Signed

Chairman

Dated this

day of

Housing Management Consultative Committee

Agenda Item 11
Brighton & Hove City Council

Subject:	Authority to award a construction contract for the building of 15 new council homes at Ainsworth House.		
Date of Meeting:	13 June 2011		
Report of:	Strategic Director of Place		
Contact Officer:	Name:	Martin Reid	Tel: 292551
	E-mail:	martin.reid@brighton-hove.gov.uk	
Key Decision:	Yes	Forward Plan No. HSG 22910	
Wards Affected:	Hanover & Elm Grove		

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 Improving housing supply is one of the key strategic priorities of the City-wide Housing Strategy. A key goal is to increase the supply of affordable rented housing including building new Council homes. Planning approval for the Ainsworth House proposals was awarded on 27 April 2011.

This report requests delegated authority to award the contract in relation to the construction works at Ainsworth House.

The report summarises the work to procure a contractor undertaken to date.

2. RECOMMENDATIONS:

- (1) That the HMCC supports the proposal that the Cabinet Member for Housing delegates authority to the Strategic Director of Place to award and enter into the design and build contract for Ainsworth House. This requires awarding and entering into a contract with a delivery partner following a competitive procurement process via the Homes and Communities Agencies Delivery Partner Panel. The approximate contract value is £1.6m.

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

- 3.1 Ainsworth House is a vacant council-owned older style sheltered housing scheme. The council de-commissioned the scheme in 2009 recognising that the standard of accommodation falls below today's standards and tenants' expectations. The scheme was fully decanted in December 2009.
- 3.2 It was recommended at 14th June 2010 Housing Management Consultative Committee meeting that the procurement options and tender process for building

new council homes at Ainsworth House be a priority scheme to be developed with the Tenant Working Group made up of members of the Asset Management Panel and the Repairs & Maintenance Monitoring Group.

- 3.3 A proposal to develop 15 new affordable homes for rent was agreed with the tenant working group in September 2010. The scheme will provide 15 new affordable homes, including 3 x 4 bedroom houses & 2 fully wheelchair accessible homes. The scheme meets the requirements of the Affordable Housing Brief to meet the demand for affordable homes in the City.
- 3.4 The development is being funded through a grant from the Homes and Communities Agency and HRA capital reserves.
- 3.5 Cabinet approved the development of procurement, design and delivery options for the delivery of new build council homes on identified sites on 11 November 2010.

The Delivery Partner Panel

- 3.6 The intention is to award a construction contract for Ainsworth House using the Homes and Communities Agency's Delivery Partner Panel to procure the construction work.
- 3.7 The panel has been procured through a fully compliant OJEU process. Notice ref. 2009/S144-211068. Local Authorities were identified in the OJEU notice as being able to procure through the panel.
- 3.8 All Panel Members have signed a Framework Agreement with HCA. The Framework Agreement establishes overall high level terms and conditions for the Panel and includes key contractual provisions.
- 3.9 Construction and other services are procured by the council from the Panel via a mini tender process, as opposed to having to conduct a full OJEU procurement process, resulting in significant time and efficiency savings. Other benefits include greater innovation, greater efficiency, a wide choice of pre-qualified suppliers and the option to retain the same team from the beginning to the end of a project.
- 3.10 Officers considered that using the Delivery Partner Panel allows the Council to procure the required new-build works within the timeframe permitted, with reduced expenses incurred.
- 3.11 Therefore the project board and tenant working group decided to proceed with using the Delivery Partner Panel Framework. The necessary approvals to use the Framework were obtained from the Procurement Strategy Manager and the Lead Commissioner for Housing on 16 December 2010 in consultation with the Lead Member for Housing.

The Expression of Interest process

- 3.12 All seventeen Framework Agreement contractors who are part of the 'Southern Cluster' (see Appendix 1 for full list) were invited to express their interest against outline project information. Four contractors on the Panel chose to express interest.
- 3.13 These four contractors were then evaluated against criteria agreed between the project board and the tenant working group at a sifting brief stage. The evaluation was carried out by the Procurement Sub-Group (with three tenant representatives) under the guidance of the Corporate Procurement Team, and oversight from Legal. (This group will also be evaluating the mini-tender to ensure consistency of approach).
- 3.14 It was agreed that all four firms met the quality criteria set and would be invited to tender.

Mini-Tender

- 3.15 The appointment of a preferred contractor using the Delivery Partner Panel is based on structuring the Mini-Competition Tender Documents around the specific stakeholder and project requirements.
- 3.16 The Tender will then be evaluated by the Procurement Sub-Group on a Quality/Price basis and weightings to be used identified within the Invitation to Tender.
- 3.17 The form of build contract proposed will be a standard JCT form of contract.

Procurement Timetable

May 2011 – Invitation to Tender Issued
Mid June 2011 – Tender returns back
Mid-End June – Tender Evaluation
July 2011 – Issue of Contract (JCT).

4. CONSULTATION

- 4.1 Resident involvement key to the delivery of this project, through the Tenant Working group. This group are involved in the procurement, design & delivery process of the project
- 4.2 Consultation has been undertaken through the formal planning process; no formal objections have been made to the scheme. Local councillors have been kept informed of the development. Residents have also been kept informed through press releases and articles in local media.

5. FINANCIAL & OTHER IMPLICATIONS:

5.1 Financial Implications:

Funding of £1.974M for the Ainsworth House project is included within the Housing Revenue Account Capital Programme 2011-14 approved by Cabinet on 17th February 2011.

Finance Officer Consulted: Monica Brooks

Date: 04/05/11

5.2 Legal Implications:

The construction works for the Ainsworth House project are of the value of approximately £1.6M which is below the EU procurement threshold for works (which is £3,927,260). However, any procurement of works at this value needs to be in accordance with the tender processes set out under the Council's contract standing orders for this value of contract. This could be done either by way of the Council running a competition itself which satisfies the Council's contract standing orders or by using an existing framework arrangement which has been procured in line with the Council's contract standing orders. The Homes and Communities Agency has set up the Delivery Partner Panel to help the HCA and its partner organisations, including the Council, who are involved in development projects to procure development and construction work more efficiently. The Framework Agreement which the HCA state has been procured following a full OJEU compliant procurement process establishes the overall high level terms and conditions for the Panel. The works are being procured using the Delivery Partner Panel under a mini tender process which is used to define the detailed project specific requirements. Following the mini tender process, the project specific form of construction contract (likely to be a JCT form of contract) will be awarded and signed with the preferred bidder.

Under CSO 3.1, the entering into of contracts by the Council which are valued in excess of £500,000 may only be authorised by the relevant Cabinet Member, which in this instance is the Cabinet Member for Housing.

Lawyer Consulted: Isabella Hallsworth

Date: 12/05/11

Equalities Implications:

- 5.3 Building New Council Homes Project, of which Ainsworth is the pilot scheme, relates to key priorities within the Citywide Housing Strategy. An equality impact assessment has been carried out on the Citywide Housing Strategy during its development with the strategy containing a summary of the assessment. Additional Equality Impact Assessments will be undertaken as the strategy action plans are implemented over the next few years.
- 5.4 The overall procurement process, including the evaluation criterion for both the sifting brief stage and final tenders will ensure relevant compliance with equality legislation through the Council's Procurement Service and throughout the tender

evaluation to ensure all equality requirements have been undertaken in a fair and transparent manner.

Sustainability Implications:

- 5.5 The development at Ainsworth House will meet the high standards of Level 4 of the Code for Sustainable Homes to achieve 44% lower CO2 emissions than the minimum levels in building regulations. This will be achieved through an integrated, design-led approach so that insulation, heating and ventilation systems work together to maximise cost effectiveness in construction, and minimise future tenant fuel costs.

Crime & Disorder Implications:

- 5.6 Ainsworth house is currently an empty property and has attracted some anti-social behaviour and graffiti. Re-development of the Ainsworth site will therefore result in a reduction in crime and disorder in the immediate area and will also improve the streetscape in the form of landscaping and better use of the land.

Risk and Opportunity Management implications:

- 5.7 Policy development in this area is undertaken with due regard to appropriate risk assessment requirements. A risk register has been maintained by the Project Team. All risks will be adequately addressed in the contractual documents.

Corporate/Citywide Implications:

- 5.8 This work has been commissioned against the key priorities of the Citywide Housing Strategy 2009-2014: to identify opportunities to improve and develop deprived neighbourhoods; increase the number of affordable homes; and, make best use of the city's assets by investing in and improving the stock.

6. EVALUATION OF ANY ALTERNATIVE OPTION(S):

- 6.1 What are the alternatives to using the Panel?

A full OJEU procurement process was considered, however it was felt to be more efficient to use the Delivery Partner Panel Framework to procure, as Procurement timelines associated with a full OJEU process are reduced as the framework provides a large number of pre-qualified contractors (the 'Southern Cluster'). This process also provides greater efficiency and a wide choice of suppliers who are experienced in delivering social housing.

7. REASONS FOR REPORT RECOMMENDATIONS

- 7.1 To enable the council to enter into a design and build contract for the construction of 15 new council homes on the Ainsworth House site.

SUPPORTING DOCUMENTATION

Appendix 1 – Southern Cluster Contractors

Southern Cluster

Ardmore First Base Partnership
Barratt Developments Plc
Bouygues UK Ltd
Carillion Igloo Consortium
Countryside Properties (UK) Ltd
Crest Nicholson Operations Limited
Family Mosaic Home Ownership Limited
Galliford Try Plc
Hadley Mace Limited (consortium)
The Leadbitter Consortium
Kier Group plc
Laing O'Rourke Construction Limited
Lovell Partnerships Ltd
Mi-Space (UK) Ltd
Skanska Construction UK Ltd
Taylor Wimpey UK Ltd
Wates Construction Ltd

Housing Management Consultative Committee

Agenda Item 12

Brighton & Hove City Council

Subject: Performance Report (Quarter 4 – end of year)
Date of Meeting: 13 June 2011
Report of: Head of Service, Housing & Social Inclusion
Contact Officer: Name: Ododo Dafe Tel: 293201
E-mail: Ododo.dafe@brighton-hove.gov.uk
Key Decision: No
Wards Affected: All

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 This is the Quarter 4, end of year, report for Housing & Social Inclusion performance for 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 3 10/11	End of year performance 10/11	Targets	
				10/11	11/12
Rent collected as a % of rent owed	98.29%	98.49%	98.70%	98.68%	98.86%
% tenants evicted for rent arrears	0.12%	0.19%	0.22%	less than 35 evictions per annum: 0.29%	
% rent lost due to empty homes	2.05%	2.12%	2.06%	To be set	
Total former tenant arrears	£780,280	£602,728	£566,974	£650,000	£447,641
% Leaseholders collection rate on recoverable arrears	92%	Collected annually	95%	92%	95%

3.1.1 Rent collected

The collection rate result at the end of the financial year was 98.70% against a target of 98.68%. This compares to 98.29% at the end of the previous financial year. Since March 2010 rent arrears have reduced by £170,104.

This is the highest collection rate the team have ever achieved and is a testament to the team members' dedication and tireless efforts to collect rent. This was an extremely challenging year during a time of economic downturn and the results are all the more commendable because of this.

3.1.2 Arrears evictions

Rent arrears evictions for 2010/11 total 26 (0.22%). This includes eight properties that were repossessed following abandonment.

3.1.3 Percentage leaseholder recoverable arrears

The collection rate on recoverable arrears analyses the make-up of the gross debt and excludes arrears that are currently in dispute; have Charging Orders; have been referred for legal recovery action or are being repaid under formal repayment agreements. The 95% recovery rate again follows improved recovery rates over the past five years.

3.2.0 Empty property turnaround time

Indicator	End of year performance 09/10	Quarter 3 10/11	Quarter 4 10/11	End of year performance 10/11	Targets	
					10/11	11/12
BV212 - average re-let times in days (all properties)	25.5	20	21	18	24	22
General needs	23	16	16	15	24	22
Sheltered	38	46	42	33	24	22

3.2.1 During this quarter the turn around time was 21 days for both sheltered housing and general needs. Individually, the general needs turn around time was 16 days and for sheltered housing, 42 days. Despite a rise in the fourth quarter figures, the end of year result was excellent, with the turn around time for all properties being six days under target.

3.2.2 Overall performance was impacted by the fact during this quarter eight properties were let in excess of 50 days. Of these, one exceeded 100 days and two over 200 days.

3.2.3 In May the Lettings team will be moving to the Housing Centre in Moulsecoomb. This will enable working closer with other teams involved with empty homes and will help foster better working relationships and communication.

3.3.0 Repairs and Improvements

Repairs and Improvements Performance	End of year performance 09/10	Quarter 3 10/11	Quarter 4 10/11	End of year performance 10/11	Targets	
					10/11	11/12
Emergency repairs completed in time	98.4%	98.01%	97.82%	98.4%	97%	98%
Urgent repairs completed in time	97.6%	95.57%	95.04%	96.0%	97%	98%
Routine repairs completed within target time	98.9%	98.07%	97.21%	98.4%	97%	97%
BV73 - Average time to complete routine repairs	12 days	11 days	12 days	11 days	15 days	15 days
RR5 - % of appointments kept	99.8%	95.48%	96.2%	98.4%	95%	95%

Repairs and Improvements Performance	End of year performance 09/10	Quarter 3 10/11	Quarter 4 10/11	End of year performance 10/11	Targets	
					10/11	11/12
NI158 - % of council homes that meet the decent homes standard	60.52%	70.30%	74.03%	74.03%	74%	88%
BV63 - Energy efficiency (SAP rating)	75.90	76.50	76.60	76.60	76.70	71.0*
LPI G3 - Citywide % of stock with up to date gas safety certificates	99.68%	99.74%	99.81%	99.81%	100%	100%

3.3.1 Responsive repairs

3.3.2 2010/11 was the first year of the new repairs and improvement partnership with Mears Group. The year saw some good results across the performance measures collected by the partnership. Each month a detailed performance report is presented to Core Group and is scrutinised with residents. Actions are agreed to address any areas where there are performance concerns.

3.3.3 This year saw almost all of the performance targets met by the partnership with excellent performance in completing emergency repairs within 24 hours and routine repairs being completed in an average of 11 days. The partnership missed the target for completion of urgent repairs within three days by 1% and May's Core Group have asked for a review of this indicator and for a number of actions to be completed to improve performance over the first part of this year.

3.3.4 A total of 34,275 repairs were completed during 2010/11, which is an average of 94 per day.

3.3.5 Decent Homes and SAP (energy efficiency rating)

3.3.6 One of the main aims of the repairs and improvement partnership is to invest in and improve resident's homes. This year saw the partnership achieve its target of 74% of the council's stock meeting the decent homes standard. This means that over the last year Mears and the council have brought nearly 1,700 properties to the standard. This is an improvement of nearly 14% on last year.

3.3.7 Over the year the partnership has replaced 676 kitchens, 299 bathrooms and installed 1,039 new doors. The council has also replaced 984 boilers across the city improving the energy efficiency of properties and delivering reductions to residents heating costs.

3.3.8 This year the target is to achieve 88% decency across the stock improving a further 1,720 properties.

3.3.9 The Standard Assessment Procedure (SAP) is a measure of the energy efficiency of our housing stock and this year our result for properties was 76.6 out of 120. For 2011/12 we are moving to the new government measure (SAP 2005) which uses a score out of 100. This explains why the target has been revised to 71.

3.3.10 Gas servicing

3.3.11 The council, Mears and PH Jones continue to deliver a high performance in this area with 99.81% of properties having a current gas safety certificate. There are a total of 20 properties with an overdue safety certificate; all of these have been referred to the council by the constructors and procedures are in place to ensure they are all accessed and certified. Currently there are no properties with safety checks more than one year overdue. All communal heating systems have a current safety certificate with the exception of two which have been decommissioned.

3.4 Estates Service

Indicator	End of year performance 09/10	Quarter 3 10/11	Quarter 4 10/11	Targets
				10/11
Completion of cleaning tasks	92%	89%	96.5%	98.5%
Bulk refuse removal	Emergency 98.6%	Emergency 100%	Emergency 100%	100%
Targets met within timescale	Routine 97.3%	Routine 100%	Routine 97%	96%
Graffiti removal	Emergency 84.3%	Emergency 100%	Emergency 100%	100%
Targets met within timescale	Routine 75.6%	Routine 91%	Routine 84%	96%
Lights	New performance measures introduced in Quarter 3	Emergency 100%	Emergency 100%	100%
Targets met within timescale		Routine 97.8%	Routine 91%	96%
Neighbourhood Response Team		1,703 jobs completed	1,799 job completed	-
Targets met within timescale	As above	-	96% met on time	95%

3.4.1 As part of our developing performance indicators, a new approach in responding to cleaning and issues dealt with by the Neighbourhood Response Team (NRT) has been adopted. Each manager is responsible for checking that standards are met for a minimum of 20% of work carried out by their team.

Since the quality checking was started in February 2011, we have completed 225 quality cleaning inspections and achieved 91% satisfaction with performance. The NRT has achieved a 95% target against an objective of 96% for 143 quality checks since March 2011.

- 3.4.2 In addition to quality checking, customer satisfaction is measured against a published framework that includes residents overall satisfaction with work completed. There is currently a target to contact 10% of our customers that have experienced their issues being directed to Estate Services for action.
- 3.4.3 Cleaning performance has improved by 7% since Quarter 3. We are continuing to work with CityClean to improve performance in key areas, where we have a mutual interest, for example graffiti removal. To improve performance still further a service level agreement with CityClean is being devised. Our aim is to ensure that by cooperation with CityClean we achieve a value for money outcome, while improving performance still further.
- 3.4.4 Recognising the work of the Energy Efficiency Working Group, staff responsible for common way lighting have been working towards changing all sensors to take account of Daylight Saving Time. We have also set more rigorous targets for the team in line with the service pledges.
- 3.4.5 A new area of work for us, arising specifically from customer expectation and request, is jet washing to remove unsightly moss and algae from external common areas. We will be seeking to develop this part of the service in the coming months.
- 3.4.6 Cleaning standard monitoring sheets have now been placed in all of the blocks that Estate Services clean. Positive feedback has been received from both the Estate Services Monitoring Group and customers direct regarding the standard of service. This critical eye is assisting us in reviewing the performance of cleaners and enables us to address specific issues where they arise.
- 3.4.7 The weather for Quarter 4 was good compared to the previous quarter, although staff were still tackling the issue for grit trodden into blocks. The 75 grit bins, provided in November 2010, have now been refilled and padlocked. Residents' Associations will be provided with a key in readiness for the winter.
- 3.4.8 A recent report from housing adaptations highlighted the success of the new role taken on by the Neighbourhood Response Team as trusted assessors, carrying out minor works for our customers. The Team has undertaken 42 minor work requests since January 2011. Lever taps, grab rails and stair rails being the predominant requests, with installation times averaging within four days. The success of the project and the installation of minor works without delay were reported to have had a significant impact on:
- reducing the risk of accident and injury
 - preventing hospital admissions
 - promoting well-being and helping keep people out of residential care
 - reducing the need for a tenant to undergo a community assessment by Access point

3.5.0 Anti-social behaviour (ASB)

3.5.1 Referrals of anti-social behavior to the Social Inclusion Team have reduced slightly during the last quarter. The reason for this, it is believed, is due to seasonal factors. The Social Inclusion Team has managed to successfully close 17 cases although one has resulted in eviction as a result of incidents of hate crime and harassment.

	Current high profile ASB cases	Number of new cases	Number of Notices of Seeking Possession served	Number of evictions	Number of closed cases
2010/11	62	12	2	1	17
2009/10	48	9	6	2	5

3.5.2 Following an evaluation of the “Turning the Tide” pilot project, reported at HMCC in January this year, the decision was taken at Housing Cabinet Member’s Meeting in February to roll out the strategy citywide. The Anti-social Behaviour Team and Tenancy Sustainment Team have now successfully embedded their approach across the city, continuing to work alongside each other to address the variable issues that result in anti-social behaviour. This improved approach is reflected in the reduction in the number of evictions (currently showing a reduction of 42% on 2009/10 figures); the increased number of cases closed; and also the increased satisfaction levels of how ASB is dealt with. The percentage of residents responding as “fairly/very satisfied” rose from 66% in Quarter 1 to 93% in Quarter 3 and to 100% in Quarter 4. This compares very favourably with the national average of 68%.

4. CONSULTATION

4.1 As reported at the last HMCC, this report will be the final one to use the current style of presentation. Members will have the opportunity to both comment on and influence the proposed new style of report which will be presented to the 26 September meeting.

5. FINANCIAL & OTHER IMPLICATIONS:

5.1 Although there are no direct financial implications arising from the recommendations in this report, changes in most performance areas will have a financial implication. An example is the improvement in the rent collection and arrears management, which has contributed to a saving in the HRA Budget for the bad debt provision requirement. Any financial implications affected by performance are included in the Housing Revenue Account Targeted Budget Management report, which is reported quarterly to Cabinet.

Finance Officer Consulted:

Susie Allen

Date: 19 May 2011

5.2 Legal Implications:

There are no significant legal or Human Rights Act implications arising from the report.

Lawyer consulted: Liz Woodley *Date:* 18 May 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