

## **Update on Service Improvement Groups & City Wide Groups**

### **1. Leaseholders Action Group**

- Latest meeting minutes not yet agreed

### **2. Tenant Disability Network**

- Latest meeting minutes not yet agreed

### **3. Home Service Improvement Group**

- Last meeting 5 Dec 2017, where the following items were discussed:
- Update from Partnership Core Group
- Resident Inspectors reported on K&T Heating and the empty property inspections process
- New kitchen supplier demonstrations were viewed
- Assessment and delivery of internal decorations programme
- Estate Development Budget review discussed

### **4. Business & Value for Money Service Improvement Group**

- Not met since last round of Area Panels

### **5. Tenancy & Neighbourhood Service Improvement Group**

- Latest meeting minutes not yet agreed

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

- Not met since last round of Area Panels

### **7. Overview of the work of the Housing Revenue Account (HRA) Spend task & finish group**

- Report attached, below

### **8. Seniors' Housing Action Group**

- AGM notes attached, below

## **Overview of the work of the Housing Revenue Account (HRA) Spend task & finish group**

The group was set up to work together to:-

- a) increase understanding of, and provide scrutiny of, the contributions the Housing Revenue Account (HRA) makes to the General Fund
- b) consider the HRA budget for 2018/19 in a consultative capacity
- c) consider for future budget consultations, what to consult on, who to consult, and what methods might be welcomed by tenants

The group consisted of:-

Residents from each of the Service Improvement Groups, a Housing & New Homes Committee councillor from each of the political groups and relevant council officers:-

Alison Gray, Anne Wilson, Anne Ewings, Barry Hughes, Carl Boardman, Lynn Bennett, Pete Weston, Councillor Anne Meadows, Councillor Mary Mears, Councillor David Gibson, Monica Brooks, Jess Laing, Ododo Dafe, John Currell and Hilary Edgar.

Three meetings, chaired by Councillor Anne Meadows, were held on Wednesday 11 October, 18 October, and 25 October 2017.

### **Meeting 1 Wednesday 11 October**

Agreed the draft Terms of Reference

Monica Brooks (Finance) presented information on payments the Housing Revenue Account (HRA) makes to the General Fund for services provided to Housing and/or for the benefit of council tenants.

Discussions held on the council's grants programme to community organisations, with the suggestion that information go into Homing In next year so that residents have more information about this.

### **Meeting 2 Wednesday 18 October**

The capital programme was presented by John Currell – with information and discussion on BHCC's landlord responsibilities, various areas of expenditure under the capital programme (eg lifts, fire safety), and the asset management strategy.

### **Meeting 3 Wednesday 25 October**

A wide discussion was held on budget consultation, including what information had been obtained that contributed to this, and considerations for consultation with wider groups of tenants. It was agreed to take forward consultation themed around the following 5 topics to Area Panels and other tenants:

1. Council's priorities on fuel poverty, and initiatives linked to energy efficient homes and cheaper fuel bills.

2. Vulnerable tenants and those with a disability getting more support with decorating and gardening.
3. Possibility of, or thoughts on, raising the decent homes standard. Although this needs more costings and could not be done immediately - but possibly going forward.
4. Prioritising maintenance programmes for older stock.
5. Cleaning in and appearance of common ways in blocks.

As well as our usual methods, ways of finding out tenants views could include questions via tweets, talking with residents on the estates or eg at school gates and sending emails to get wider tenant involvement.

Meeting	<b>Senior Housing Action Group</b>		
Attendees	<p><b>Residents:</b> Roy Crowhurst (Chair of SHAG, Woods House) Tony Brown, Terry Weller (Evelyn Court) Elizabeth Tinkler (Laburnum Grove) Ernie Tidy (Churchill House) Ray Goble, Joyce Bean (Elwyn Jones Court) Jean Davis (Leach Court) Alan Davis (Rosehill Court) Walter Sargison, Kath Davis (Broadfields) Tomm Nyhuus (Somerset Point) Steven Nye (Elizabeth Court)</p> <p><b>Staff:</b> Simon Pickles (Housing Stock Review Manager) Peter Huntbach (Senior Housing Manager) Hannah Barker (Resident Involvement Officer)</p> <p><b>Partners:</b> Peter Lloyd (Healthwatch)</p>		
Apologies	Rachel Chasseaud (Head of Tenancy Services), Charles Penrose (Sloane Court), Cllr Anne Meadows, Cllr Tracey Hill		
Venue	Leach Court	Produced by	Hannah Barker
Date Time	14 <sup>th</sup> September 2016 10am- 12.30pm	Minutes completed	15 <sup>th</sup> September 2016

### Minutes & Matters arising - Update on actions from previous meeting

	Description
1	<b>Laundry 4.1:</b> Q: phrase 'other options of frameworks' re next step procurement? A: maybe phrased incorrectly; closing date for procurement bids 10 <sup>th</sup> October. Roy is involved in evaluation. Procurement is for whole city council laundry service.
2	<b>Laundry 4.2:</b> report has gone to Housing Leadership Team (HLT) not Housing Committee. Also, the laundry contract has been extended, new contract starts estimated April 2017.
3	<b>2.9 Elwyn Jones former NHS clinic:</b> we tried to let commercially, but unsuccessful. Architects working up feasibility studies for either large 1 bed wheelchair flat or 2 smaller 1-bed.
4	<b>2.1 Peters report on time all empty properties left</b> (Appendix1 below)
5	<b>5.1 WIFI in communal areas:</b> No update. Have run number of digital workshops in schemes & more coming up to support residents. (Q: Can we install WIFI in our lounges ourselves? A: Yes. At Broadfields we reimburse Kath who pays it.) There are risks, you are responsible for what inappropriate or illegal actions people might do, and ongoing costs. To find out where your nearest local access to free WIFI go to <a href="http://www.digitalbrightonandhove.gov.uk">www.digitalbrightonandhove.gov.uk</a>
6.	Minutes from last meeting and AGM agreed

### Items discussed, agreements and future action

1) Peter Huntbach update	
Info	<b>Housing restructure:</b> Emma Gilbert is now Peters line manager. She will attend future SHAG

<p>1.1</p> <p>1.2</p>	<p><b>Internal redeployment:</b> 1.5 scheme managers recruited. Graham Davis recruited to replace Amit Arora who has returned to substantive post. Emma Gilbert now Peters line manager rather than Rachel Chasseaud.</p> <p><b>Gardening Group</b> event 12<sup>th</sup> October</p> <p><b>Guest Room report</b> will be available at next meeting</p> <p><b>Older Peoples Council</b> is 20<sup>th</sup> September</p> <p><b>Older Peoples Festival</b> brochures available for schemes (reps to take handful)</p> <p><b>Older Mens Day</b> 19<sup>th</sup> November Friends Centre event</p> <p><b>Mens model making</b> at Manor Paddock scheme</p> <p><b>Recovery College</b> - Supports low level depression &amp; anxiety brochure available</p> <p><b>Fire Service</b> Free Electric blanket testing and new alarms</p> <p><b>Interdenominational Church day</b> at Muriel House</p> <p><b>Q:</b> Re <b>Staffing</b> <b>A:</b> 2 agency staff, Heather at Somerset ad Rose at Leach, now replaced by Housing staff through restructure. One post-holder will just cover relief cover, an idea suggested by SHAG and agreed by HLT. Benefit will be not pulling scheme managers away.</p> <p><b>Q: Guest Room Survey</b> -taking a specialist interior designer? <b>A :</b> not needed at this stage, perhaps is serious remodeling required. Report at next meeting</p>
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## 2) Simon Pickles – update on conversions

<p><b>Info</b></p>	<p>Last meeting shared new approach, rather than a scheme at a time, project will be voids led. Benefits include avoiding decanting or holding too many voids. HLT agreed. Brings letter to check SHAG agrees wording.</p> <p><b>Q:</b> Do new flats (like new wet rooms) come with new boiler. <b>A:</b> Yes and all have wet room.</p> <p><b>Discussion around letter wording.</b> Clarifications suggested removing from wording, ‘local lettings policy’ – currently, tenants within scheme, with a housing need, take priority over other bands A-C. Allocations review may change.</p> <p><b>Q&amp;A:</b> 100-120 voids per year</p> <p><b>Q:</b> When going to let Leach Court know about start of work? <b>A:</b> need to get costs together first to go to HLT. Want to get an answer to you end of October.</p> <p><b>Q:</b> Elwyn Jones are getting new boilers. Would have been better if could be done at same time as conversions. <b>A:</b> We tried but the boiler team didn’t have the budget gathered at that point.</p>
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### 3) Chairs communications and end of year report

<b>Info</b>	<p>Not been bad year. Achieved <b>new service offer</b> seems to be working well. We <b>stopped the laundry Pay As You Go</b> and I will continue to update you. <b>Scaffolding</b> Issue appears to almost be sorted. BHCC now penalizes companies if not removed within 2 weeks. (delays can come from BHCC decisions on processes and budgets being moved in emergencies. Mears new general manager got rid of 3 of 6 scaffolding companies being used)</p> <p>Problems coming up: Home Move James Crane to be invited to next meeting re what changes they have made once review is done. Worried they will be cutting corners, will the local lettings plan be left as is.</p>
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### 4) Elections results

<b>Info</b>	<p><b>Chair</b> : Roy Crowhurst</p> <p>West Area Rep : Tony Brown</p> <p>Central Are Rep : Jean Davies</p> <p>North Area Rep : Kath Davis</p> <p>East Area Rep : (vacant)</p> <p>Home Service Improvement Group (SIG) Rep : Tomm Nyhuus</p> <p>Neighbourhood &amp; Community SIG Rep: (vacant)</p> <p>Tenancy SIG Rep: (vacant)</p> <p>Involvement &amp; Empowerment SIG Rep: (vacant)</p> <p>Business &amp; Value for Money SIG Rep: (vacant)</p>
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### 5) discussion following election

<b>Info</b>	<p>Any rep or member of the SHAG is very welcome to submit items to Roy or Hannah to go onto future agendas, it's your meeting.</p> <p>Agenda is set to send out 3 to 4 weeks before the meeting. Last minute items can be considered – not fixed in stone.</p> <p><b>Q:</b> dwindling numbers at meetings. <b>A:</b> There are various reasons; some good in that SHAG and housing have addressed many issues. People are happier. Also some misconceptions that need to have a TA to be apt of SHAG. Schemes simply need to have a vote to say they are happy for a rep to attend. Roy to visit schemes.</p> <p><b>Q:</b> does SHAG not having reps on the SIGs lessen its standing? <b>A:</b> No. and SHAG reps are welcome to attend the SIGs at any point should a need arise.</p>
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<b>5.1</b>	Roy to work with Peter to arrange visits to schemes coffee mornings etc	<b>Who</b>	<b>Due</b>
<b>6) Round Robin</b>			
<b>Info</b>	<p><b>Q: Sprinkler systems</b> at Somerset Point residents need insurance. <b>A:</b> Sprinklers only go off if there is a fire in the room.</p> <p><b>Q: EDB Separate EDB for Senior Housing?</b> <b>A:</b> action 6.1 below</p> <p>This suggestion might not be a good idea. Would it reduce the amount we have available? Also, EDB is currently allocated by geographical area. Suggestion that currently Seniors Housing gets preference.</p> <p>Other EDB review includes -Suggested plans to reduce maximum allowable bid to approx. £12K</p>		
<b>Act. 6.1</b>	Roy to speak to Becky Purnell re her views on a EDB separate fund	<b>Who</b>	<b>Due</b>

### Section 3 – Agenda for next meeting

<b>1</b>	<b>Homemove - James Crane</b> Allocations & Lettings review - changes they have made
<b>2</b>	Guest Room Survey report





## Appendix 1: Seniors Lets 2015-16

Address	True Turnover	Bedsizes
40 Somerset Point Somerset Street BN2 1JS	17	1
Flat 2 Manor Paddock House Manor Paddock BN2 5EY	17	0
11 Churchill House Hangleton Road BN3 7SG	22	1
23 Churchill House Hangleton Road BN3 7SG	15	1
25 Lindfield Court The Crestway BN1 7AY	64	1
32 Sloane Court Park Street BN2 0DG	22	1
23 Hazelholt Chalky Road BN41 2WF	84	1
2 Manor Paddock Brighton BN2 5EY	22	0
22 Hazelholt Chalky Road BN41 2WF	29	1
3 Sanders House Ingram Crescent West BN3 5NW	127	0
3 Lindfield Court The Crestway BN1 7AY	9	1
36 Churchill House Hangleton Road BN3 7SG	22	1
44 Somerset Point Somerset Street BN2 1JS	17	0
26 Woods House Sackville Road BN3 3HF	1	1
23 Sanders House Ingram Crescent West BN3 5NW	37	1
18 Lindfield Court The Crestway BN1 7AY	64	1
17 Churchill House Hangleton Road BN3 7SG	30	1
4 Evelyn Court Windlesham Close BN41 2AA	161	1
28 Muriel House Ingram Crescent West BN3 5NS	17	1
62 Somerset Point Somerset Street BN2 1JS	57	0
4 Laburnum Grove Burstead Close BN1 7HX	162	0
2 Rose Hill Court Rose Hill Terrace BN1 4HS	8	0
27 Sanders House Ingram Crescent West BN3 5NW	225	1
69 Somerset Point Somerset Street BN2 1JS	179	0
59 Elwyn Jones Court South Woodlands BN1 8WU	29	1
23 Southease Whitehawk Road BN2 5GB	249	0
16 Somerset Point Somerset Street BN2 1JS	15	1
29 Sanders House Ingram Crescent West BN3 5NW	23	1
11 Laburnum Grove Burstead Close BN1 7HX	15	0

28 Elizabeth Court 65 Wilbury Road BN3 3EX	15	0
20 Sanders House Ingram Crescent West BN3 5NW	262	1
26 Woods House Sackville Road BN3 3HF	9	1
25 Elizabeth Court 65 Wilbury Road BN3 3EX	43	1
61 Somerset Point Somerset Street BN2 1JS	22	1
56 Laburnum Grove Burstead Close BN1 7HX	16	0
27 Sloane Court Park Street BN2 0DG	22	1
4 Southease Whitehawk Road BN2 5GB	92	0
15 Walter May House Whitehawk Road BN2 5GF	11	0
28 Sanders House Ingram Crescent West BN3 5NW	260	1
16 Laburnum Grove Burstead Close BN1 7HX	16	0
1 Leach Court Park Street BN2 0DE	23	1
9 Sloane Court Park Street BN2 0DG	36	1
1 Elizabeth Court 65 Wilbury Road BN3 3EX	29	1
35 Churchill House Hangleton Road BN3 7SG	22	1
26 Elizabeth Court 65 Wilbury Road BN3 3EX	17	1
14 Broadfields Brighton BN2 4QF	182	0
24 Walter May House Whitehawk Road BN2 5GF	16	0
64 Somerset Point Somerset Street BN2 1JS	22	1
9 Lavender House Lavender Street BN2 1LG	113	0
20 Sloane Court Park Street BN2 0DG	30	1
4 Broadfields Brighton BN2 4QF	37	1
39 Churchill House Hangleton Road BN3 7SG	17	1
23 Woods House Sackville Road BN3 3HF	36	0
29 Woods House Sackville Road BN3 3HF	59	1
15 Manor Paddock Brighton BN2 5EY	0	1
5 Evelyn Court Windlesham Close BN41 2AA	105	1
43 Leach Court Park Street BN2 0DE	43	1
5 Woods House Sackville Road BN3 3HF	21	0
6 Evelyn Court Windlesham Close BN41 2AA	77	1
13 Evelyn Court Windlesham Close BN41 2AA	224	1

34 Muriel House Ingram Crescent West BN3 5NS	15	1
25 Muriel House Ingram Crescent West BN3 5NS	35	1
18 Laburnum Grove Burstead Close BN1 7HX	71	0
24 Lavender House Lavender Street BN2 1LG	71	1
21 Southease Whitehawk Road BN2 5GB	37	0
39 Churchill House Hangleton Road BN3 7SG	0	1
63 Leach Court Park Street BN2 0DJ	71	2
4 Woods House Sackville Road BN3 3HF	22	0
58 Leach Court Park Street BN2 0DE	64	2
6 Churchill House Hangleton Road BN3 7SG	17	1
23 Evelyn Court Windlesham Close BN41 2AA	50	1
4 Burwash Lodge Liphook Close BN1 7AZ	22	2
21 Ditchling Gardens Brighton BN1 6JX	24	1
36 Elwyn Jones Court South Woodlands BN1 8WU	36	1
41 Elwyn Jones Court South Woodlands BN1 8WU	42	1
20 Woods House Sackville Road BN3 3HF	9	1
106 Leach Court Park Street BN2 0DJ	7	2
9 Southease Whitehawk Road BN2 5GB	46	0
13 Evelyn Court Windlesham Close BN41 2AA	14	1
37 Sanders House Ingram Crescent West BN3 5NW	36	1
91 Leach Court Park Street BN2 0DJ	17	1
Flat 9 Manor Paddock House Manor Paddock BN2 5EY	16	1
31 Muriel House Ingram Crescent West BN3 5NS	66	1
21 Woods House Sackville Road BN3 3HF	22	0
18 Evelyn Court Windlesham Close BN41 2AA	29	1
10 Sanders House Ingram Crescent West BN3 5NW	15	1
61 Elwyn Jones Court South Woodlands BN1 8WU	37	1
5 Evelyn Court Windlesham Close BN41 2AA	53	1
6 Evelyn Court Windlesham Close BN41 2AA	53	1
60 Leach Court Park Street BN2 0DE	43	1
21 Evelyn Court Windlesham Close BN41 2AA	15	1

3 Muriel House Ingram Crescent West BN3 5NS	29	1
42 Somerset Point Somerset Street BN2 1JS	24	2
68 Leach Court Park Street BN2 0DJ	23	1
23 Muriel House Ingram Crescent West BN3 5NS	43	1
24 Sloane Court Park Street BN2 0DG	30	1
8 Sanders House Ingram Crescent West BN3 5NW	36	1
77 Leach Court Park Street BN2 0DJ	29	1
3 Lavender House Lavender Street BN2 1LG	16	0
55 Elwyn Jones Court South Woodlands BN1 8WU	8	1
12 Leach Court Park Street BN2 0DE	39	1
11 Jasmine Court Patchdean BN1 8NG	539	1
12 Muriel House Ingram Crescent West BN3 5NS	2	0
44 Somerset Point Somerset Street BN2 1JS	15	0
26 Jasmine Court Patchdean BN1 8NG	266	0
6 Jubilee Court The Crescent BN2 4TS	147	1
21 Jubilee Court The Crescent BN2 4TS	399	1
23 Jubilee Court The Crescent BN2 4TS	245	1
23 Somerset Point Somerset Street BN2 1JS	16	2
8 Elwyn Jones Court South Woodlands BN1 8WU	15	1