

Update on Service Improvement Groups & City Wide Groups

1. Leaseholders Action Group

Minutes from meeting of 18th April 2018 are attached.

2. Home Service Improvement Group

Main discussion points from meeting on 12th June 2018:

- Report from Core Partnership Group, fencing discussion
- Report from Resident Inspectors; Empty property process & leaseholder involvement discussed
- Report from EDB Panel; update on EDB process review in progress
- Insulation & Energy Strategy; next steps to plan +SHINE info
- Overview of upcoming engagement around procurement for new housing repairs, planned maintenance and capital works contract.

3. Business & Value for Money Service Improvement Group

Minutes from meeting of 26th June 2018 are attached.

4. Tenancy & Neighbourhood Service Improvement Group

Main discussion points from meeting on 22nd May 2018:

- Tenants' right to safety.
- Sensitive lets
- Grounds maintenance standards
- Isolation & Loneliness

5. Involvement & Empowerment Service Improvement Group

Main discussion points from meeting on 14th June 2018:

- Review of Learn, Create, Innovate training programme for residents
- Planning for 'best practice' event for tenant and resident associations to be held in the Autumn
- Update on City Wide Conference for all residents to be held on 19 October 2018
- Update on group's business plan

6. Tenant Disability Network

Minutes of the March 2018 meeting are attached.

7. Seniors' Housing Action Group

Minutes of the meeting on 25th April 2018 are attached.



Tony McCoy - SHAG

Alison Gray - West

Martin Cunningham Central

Jason Williams Central

Chris ElShabba East

Lynne Bennett East

Muriel Briault West

Barry Kent North

Officers: Jake, Possability People

Sarah Potter, Adaptations Manager

Lindsay Hickstep, OT Assistant

Rebecca Mann, Resident Involvement Officer

Introductions

Minutes Agreed

Agenda

Item 1 Sarah Potter Adaptations

- Housing Revenue Account (HRA) spend on council adaptations to date £1.013m including £27,834 on equipment and minor adapts; 218 major adapts completed (£1.144m at year end, 228 major adapts completed)
- Bathroom adapts e.g level access showers - we now agree to redecorate the whole bathroom not just the area effected as before
- Joint work with other Housing teams – we work with the Loft & Extension capital programme where a disability need and overcrowding – 3 projects on the go, due to complete 18/19; on council new build OTs involved in the design stage and viewing/letting stages – at Brooke Mead we working with Senior Housing & CarelinkPlus on the telecare equipment to be included; door replacement programme – we are working with Property & Investment team to make sure ‘adaptations’ are missed out, the programme has covered additional costs of installing auto door openers on communal front doors.
- Staffing – we have recruited to 2 x OTs posts (Anna Colgan, Joanna Whatley) and one x OT Assistant post (Lindsey Huckstep)
- Possability People, Locality Hub events – SJP promoted these events , taking place across the City, organised by Possability People, bringing together a wide range of community and voluntary sector providers and residents , sharing info about the range of services for adults out there including for example the Health Living Pharmacies , Carer’s Hub and Healthy Lifestyles Team BHCC – events by invite, contact Possability People for more info

Item 2

Isolation

Concerns about vulnerable residents living in council properties and not being ‘picked up’ by landlords and social services. Discussion around the implications and difficulties of proving such a service due to many people not wanting to engage, but also how can residents assist.

Becca explained that Neighbourhood and Tenancy Service Improvement Group are having a discussion on this at their next meeting.

Item 3

Newsletter – suggestion that TDN is advertised in Homing In. To add articles to publicise what the group does and how to contact us.

RM to contact Sue Bishop who edits the magazine.

Suggestion that Possability People also offer an article for the magazine publicising the work they do across the city.

Tony McCoy mentioned the 'sheltered radio station' at Sloane Court and how that could be of use to advertising the meeting.

Item 4

Mobility Scooters

Residents should contact Housing Customer Services if they're thinking of purchasing a mobility scooter and the council will try to accommodate them where they can but they can not be left in common ways.

The council is still looking for suitable places to provide storage. Agreed this is ongoing.

Item 5

Newsletter

Agreed to concentrate the next meeting on gathering articles so this doesn't fall upon just one or two people together. Resource centre will print and help put content together but of course it needs articles in the first place.

Item 6

Priorities for the coming year:

Adaptations

Information sharing

Social isolation – liaise with Tenancy and Neighbourhood

Benefits Update (ongoing)

Next meetings

23 July, 17 September, 19 November.

Meeting	Senior Housing Action Group (SHAG)		
Attendees	<p>Residents: Roy Crowhurst (Chair SHAG, Woods House), Jan Logan, Bette Lewis, Bryan French (Jasmine Court) Diana Ward Davis (Sanders House) Vic Allum, Ray Goble (Elwyn Jones Court), Walter Sargison (Broadfields), Eileen Stewart, Terry Rogan, Rita Devitt, Tomm Nyhuus (Somerset Point), Peter Picton, Stephen Bowers (Hazelholt) Bob Spacie, (Laburnum Grove) Ernest Tidy (Churchill House) Jean Davis (Leach Court) Tony McCoy (Sloane Court) Mick Andrews, Steve Nye (Elizabeth Court)</p> <p>Partners: Peter Lloyd (Health Watch) Brendan Ford (Mears, Empty Homes) Kay Atherton (Mears)</p> <p>Staff: Peter Huntbach (Seniors Housing Manger) Hannah Barker (Resident Involvement Officer) Michelle Baden (Housing Customer Services Team Leader)</p>		
Apologies			
Venue	Leach Court	Produced by	Hannah Barker
Date Time	25th April 2018 10:00-12:30	Minutes completed	02.05.18

Meeting action minutes

A minute silence was held in the memory of Charles Penrose and Allen Davies.

Minutes & Matters arising - Update on actions from previous meeting

Action	Description
	Minutes agreed from 24 th January 2018
2	<i>Somerset Point paint standards:</i> Scheme manager in discussion with contractors, we were also unhappy with standard (further discussion below)
3	<i>Meet with reps to discuss Laburnum Grove residents who wish to redecorate communal area themselves:</i> In discussion with our Health & Safety lead, and will be discussed at the scheme managers meeting.
4	P&I invited but didn't respond. (Hannah to chase up)
5	Laburnum Grove shower has just been completed and handover is imminent
6	<i>£5M for studio conversions reallocated? :</i> Our initial plan over 3 years extended to 4 years because of length of time to complete works. The process changed to a piecemeal basis as flats became empty. We then hoped we would be able to let the flats quicker, however still found to be difficult to let, incurring substantial rent loss. Therefore the large program of conversions has been suspended. The allocated finance will be reinvested as part of Housing Revenue Account Capital Investment Plans. Part of that is our priority to upgrade fire and warden call systems.

Items discussed, agreements and future action

1) Chairs Communications

Privilege & pleasure to attend **official opening of Brookmead**. Spoke to new director of Adult Social Care and various other officers.

TV License: (was asked to put this on the agenda)

- The concessionary license is the sole responsibility of TV licensing authority, not the council, or Housing dept.
- Concessions are applied to individuals and not to the scheme.
- If you live in Seniors Housing and are working you do not get a concession.
- If you are over 75 you get a free license
- If you are on means tested benefits, you qualify for concession
- Peter Huntbach will get the rules to each scheme manager. **(ACTION 1)**
- This information should be part of the welcome pack when moving into Seniors Housing. Apologies if this hasn't happened. You should be able to claim a refund back if you have unnecessarily paid.

Action		Who	Due
1	Issue TV license rules to scheme managers	Peter	

2) Peter Huntbach Update

Thank you to everyone who is here today, this is the largest Seniors meeting for a long time

Redecoration & other repairs issues:

- Somerset Point: Residents unhappy with paint works on common ways and want it redone.
- Jasmine Court: reported a similar problem with a retouch-up of paintwork promised but not yet delivered.
- Seniors Housing service shares residents values for getting it right first time and the importance of value for money
- Mears don't charge for jobs until jobs are deemed complete.

Q: Do Mears use subcontractors? Use skilled operatives? Because one decorator at Somerset Point said he was working cash in hand. We want a professional job.

A: Mears are not allowed to subcontract. This was insisted upon years ago when the matter was raised as an issue by residents. Peter will keep residents updated on this matter **(ACTION 2)**

- Drafts in flats and fire service officers questioning the installation of certain wiring raised **(ACTION 3)**
- Lots of the issues revolve around communication between Mears and the tenants, which seems to be slipping.
- Sloane Court; majority of jobs excellent, but last job disastrous, leaving resident terrified: leak in the shower - shortly after operative left (having spent much of the time in the van or on his tablet), it fell off. The following day a Mears supervisor attended agreeing it was atrocious. Inappropriate description of safety being in question was shared by Mears. **(ACTION 4)**

Expansion of activities in our schemes update:

East Sussex Fire & Rescue Service – all new residents are offered a home fire service visit.

Red Cross - have been delivering first aid courses in schemes designed specifically for the seniors – please speak to your scheme manager if you are interested in having one in your scheme.

Age UK - have piloted advice surgeries at Brookmead and are keen to do more in our schemes. E.g. tenants at Woods House have requested one to assist with benefits information.

Successful funding achieved with South East Dance activities at Brookmead and Leach Court

Fabrica Gallery drawing activities

Actions		
2	Will raise issue of wiring with our Health & Safety lead and include Eileen Stewart in the conversation.	Peter
3	Update Somerset Point residents on decorations	Peter
4	All above actions will be reported through to Property & Investment team	Peter

3) Individual schemes Tenants Association constitution

Raised again by resident at Leach Court. As stated before, there is no reason why tenants associations within schemes have to be aligned with the constitution of the Seniors Housing Action Group. Chair has spoken with the Resident Involvement Officer supporting the Leach Court Association.

4) Discretionary Decorating Scheme

- a secure tenant of Brighton & Hove City Council
- age 70 or over and be in receipt of Housing Benefit
- or receiving Attendance Allowance, Personal Independence Payment (PIP) or Disability Living Allowance (DLA) and Housing Benefit.
- Option 1 - Decorating packs - This scheme is for tenants who are able to do the work themselves or have a friend or family member who can do it for them. A decorating pack will be issued containing the materials they will need to decorate one room in their home.
- Option 2 - Decorating work carried out by Mears - This scheme is for tenants who are unable to do the decorating work themselves and do not have anyone available to help them. The work will be carried out by Mears decorators.
 - One room per application
 - No room redecorated within 10 years
 - Several choices of paint colours available
- Tenants who are behind with their rent or have legal notices against their tenancy will not normally be considered.
- Successful applications to either option of the discretionary decorating scheme will only be considered once every two years.
- Applications all online – but call Housing Customer Services on 01273 293030 and they will help you do that.
- Same budget this year as last.
- Funds were not all spent last year.

Discussion Lettable Standard :

- Cleaning standard at new property when a resident moved in was not very good. Smells, dirty.
- Another ex-smokers flat was passed on with only a coat of paint over stained wallpaper which peeled off.

- Mears would use stain-block over nicotine stain and anti-fungal paint.
- Suggestions to strip paper and put up new, however wall papering is the tenants responsibility.
- **(ACTION 5)** Look at what is our Lettable Standard at point of moving in and what to do if there is a problem
- What happens if a very old person moves into a flat that qualifies as 'lettable standard' but it needs redecorating and they have no family to assist – can it be done? Is Lettable Standard suitable for older people? **(ACTION 5)**
- Concern at older people who think they can do more physically than they are able and cause themselves an injury climbing ladders and falling.
- There is a handyman available to help residents – one new resident wasn't given this information and spent £200 on help when moved in - contact will be circulated again to scheme managers. **(ACTION 6)**

Guest Rooms

One scheme guest room was damaged and items had to be replaced and cleaning paid for. Housing will be recharging the guests for these costs.

Actions		
5	Look at Lettable Standard for Seniors at next meeting.	Peter
6	Circulate handyman info to all scheme managers	Peter

5) Decoration Standards in Communal Areas

Residents said that the communal areas in some schemes need repainting – such as Laburnum Grove and understood that BHCC would do these every 5 years. SHAG would like to see a copy of the internal decoration programme for seniors housing. **(ACTION 7)**

- Part of pressure due to National government decisions – rent reductions at same time as properties need investment.

Actions		
7	Internal decoration standard on agenda for next meeting.	Peter/ P&I

6) Repairs & maintenance issues raised

Window cleaning - Somerset Point - when was it last done? Not being done but still paying? Can it be checked? **(ACTION 8)**

- Communal windows are cleaned every 3 months. The chair of the tenants' association and scheme manager have to sign it off.

Individual flats windows are tenants responsibility. Some tenants group together to pay a private cleaner to attend.

Elizabeth Court LIFT RENEWAL. The lift has broken again which has inconvenienced residents – when is this likely to be renewed?

Elwyn Jones Court LIFT WORK. A hole has been dug which they understand is in preparation for a new lift being installed but have been given no indication as to how long the hole would be there – it's been 2-3 weeks already.

WATER HEATING REFUND Issue raised about promised but delayed refund of the water heater. Victor Allam said that he would like to take up the offer of a home visit as per Martin Reid's e-mail

Jasmine Court MAJOR WORKS/CONVERSIONS. There were complaints about the quality of the work. Representatives said that they were promised that their doors would be painted but this hasn't happened. Complaint about poor plaster work.

Leach Court MAJOR WORKS/ALARM UPGRADE. The contractors installing the new alarm system work in a way that is unsafe with tools and other work equipment being left where people can trip over them.

8	All the above will be reported onto P&I with report back requested	Peter
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7) Any other Business

The acronym for the group was requested to be discussed and changed. **(ACTION 9)**

Q: In the past there were quiz teams that would visit other schemes can this be regenerated? **A:** More than happy to promote. Issue is with costs and availability of transport for people to travel between schemes. Regulations for drivers of mini vans has tightened up.

Discussion about fundraising for a van.

Residents shared wildflower seeds – Sloane Court establishing wildlife hedgehog hotel and have foxes too.

9	Discuss name of group at next meeting	Roy
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Section 3 – Agenda for next meeting

1	Name of group – please bring any suggestions and there will be a vote.
2	Internal decoration program - request from P&I
3	Lettable Standard for Seniors – P&I team invite to talk about this.
4	Security within schemes

MINUTES OF LEASEHOLDER ACTION GROUP MEETING 28 APRIL 2018

Apologies: Keith

1. MEETINGS FOR YEAR AHEAD

- May 30th Wednesday 6:30-8:30pm Hampshire Lodge
- September 5th Wednesday 6:30-8:30pm Hampshire Lodge
- October 31st Wednesday 6:30-8:30pm Hampshire Lodge
- January 2nd Wednesday 6:30-8:30pm Hampshire Lodge
- February 27th Wednesday 6:30-8:30pm Hampshire Lodge
- There will also be ad hoc meetings with Council Officers with regard to the review of the current Mears responsive repairs and major works contract.

2. NOMINATIONS FOR AREA PANEL REPS

- Graham and Muriel for West Area
- Tony for Central
- Dave Spafford for deputy for Central
- The elections have to take place when a council officer is present, which isn't until the end of May, thereby missing one Area panel meeting. Why can't we elect them at the AGM?

3. PRIORITIES

- Priorities agreed:
- means for communication by LAG with ALL leaseholders
- Review of new Mears contract (see item 4 below)
- Asset management - repair logs, warranty requirements, accounting procedures, planned maintenance, quality assurance
- Major Works costs, quality and consultation - management and monitoring of entire process by BHCC
- Larissa Reed mentioned employing a leaseholder liaison officer as a result of the Leaseholder Workshop in March. What LAG really needs is a Quantity Surveyor.
- The difficulty of getting information to leaseholders keeps LAG numbers low. The council won't release email addresses but they could put letters in with Homing In (4 per year) and/or the Service Charge letters (2 per year). Or they could use their email database to pass on info from us.

4. REVIEW OF MEARS CONTRACT

- The management of assets is more important than the details of the contract
- Direct Delivery, where the council prices a job directly, is desirable
- Good surveyors and clerk of works are paramount - they currently check 10% of works from photos.
- The council have pledged to consult with residents on the changes

5. MAJOR WORKS

- Always ask for proof on cost comparisons (eg. gutters)
- Major works are not costed in accordance with the Schedule of Rates (for responsive repairs. Planned Maintenance was taken off the Schedule of Rates and is now lumped

with Major Works). The council will not publicise the SoR. Dave C will put in an FOI for SoR and for what it applies to.

- We need to know how major works costs are worked out.
- A question for HNHC about evidence of corruption will be put forwards.

6. ANY OTHER BUSINESS

- The estimate for the service charge cost should be printed next to the actual cost with a third box to show the previous year's figures. Peter will produce a sample form.
- Discussion about the process of payment for Major Works. Agreed that overcharging is the main issue.
- DC to chase Leaseholder Workshop minutes
- The LAG Action list (from last year) will continue to be monitored.
- Bureaucratic and unhelpful rules that need to be challenged:
- Non-resident leaseholders lack of rights to join the resident involvement process
- Number of LAG committee members is 9. Why? - there is no such limit on the resident associations
- Elections of Area panel reps should be done at the AGM with the other elections
- We are not allowed to co-opt members - why? JT will continue to challenge these.
- Need to follow up on accounting procedure with Martin Reid, to explain how costs are arrived at. Eg. spec of work, spec of products, how costed, how checked, how much paid
- to workers. Dave S will ask Martin Reid.

7. MATTERS ARISING

- Ask for proof that non-maintenance of windows is cheaper

Meeting	Business & Value For Money Service Improvement Group		
Attendees	Lynn Bennett, David Croydon, Ann Willson, Vic Dodd Staff: Keely McDonald		
Apologies	Tracey Angus, , David Spafford		
Meeting location	Downland Court	Produced by	Keely McDonald
Date Time	26/06/18	Minutes completed on	04/07/18

Section 1 – Update on actions from previous meeting

	Description
1	Look into how group can help with promoting support available to Universal Credit applicants.
2	Concerns over surveyors potentially recommending cladding where it isn't needed to be passed on to Home Group
3	Request progress report and timetable on IT System
4	Bring update on Resident Assessors looking at SHINE works.
5	Distribute SHINE promotional Material
6	Look at costs of Resident Assessors
7	Create leaflet/poster to encourage residents to share transport
8	Encourage transport sharing for Citywide Conference
9	Provide information on taxi costs for Resident Involvement Team
10	Contact Print & Design Team for leaflet guidance
11	Look into combating isolation from a Business & Value For Money perspective
12	Speak to communities to find out what group could look into in future
13	Include Partnership Core Group Update with Minutes
14	Provide Garden Update with minutes
15	Email Lynn with nominations for position of Vice Chair

Section 2 – Agenda items, agreements and future action

Agenda item 2 Previous Minutes	
Agreement / Decision	1. New Universal Credit Support workshop planned through the Learn Create Innovate learning programme. 2. LB to provide response when received

	<p>3. Requested</p> <p>4. Ongoing</p> <p>5. Complete</p> <p>6. See agenda item 4</p> <p>7. See agenda item 7</p> <p>8. See agenda item 7</p> <p>9. Complete</p> <p>10. Complete</p> <p>11. Ongoing</p> <p>12. Ongoing</p> <p>13. Ongoing</p> <p>14. Ongoing</p> <p>15. Complete</p> <p>Resident Assessors have not viewed any SHINE works as yet</p> <p>Potential working group from both BVFM and Tenancy & Communities to look at combating social isolation.</p>		
Action(s)		Who	Deadline
	Group to be added to UC workshop	KMD	July 18
	Promote feedback from workshop to Associations for inclusion in their newsletters	KMD	Nov 18
	Follow up on request for IT System timetable	KMD	14 Aug
	How to promote UC support on action plan	KMD	14 Aug
	Follow up request for IT system update	KMD	14 Aug
	Ask Hannah Barker if Resident Assessors will be looking at any SHINE works in near future	KMD	14 Aug
	Send out Partnership Core Group Update	KMD	Sept 18
Agenda item 3 Vice Chair Elections			

Agreement / Decision	David Spafford elected as Vice Chair		
Action(s)		Who	Deadline
Agenda item 4 Value For Money of Resident Assessors exercise outline			
Agreement / Decision	<p>Info provided by Glyn Huelin:</p> <ul style="list-style-type: none"> • The resident inspectors project has been co-designed by residents and council officers to get a hands on look at the work of our contractors • It provides valuable feedback on the work contractors do and how it impacts from a resident perspective • Resident Inspectors select a range of activities to look at from responsive repairs and empty property refurbishments to projects at Seniors Housing Schemes and the work of our gas contractor • The group meets regularly with a resident chair and is supported by council staff including (Resident Involvement Officer, Property & Investment staff and contractor staff). • Part of the purpose of the group is to provide a resident voice in looking at the performance of the service and developing improvements going forward. <p>Group has changed since its beginning, now carrying out shadowing with various staff, as well as taking photos to record works. Offer a link to residents to ensure they are getting value for money re. lettings and repair service. Resident Assessors is a vital group and gives a valuable and unique perspective of works as well as ensuring homes are safe for residents. Provides a link to peer support for potentially vulnerable tenants. There is a gap between the council's 'Decent Standard' and the assessors' expectations. BVFM group feel it is necessary to know the cost of the works.</p>		
Action(s)	Include Resident Assessor Updates with future agendas	Who LB	Deadline Aug 18
Agenda item 5 Home Group Update (Energy Strategy questions raised)			
Agreement / Decision	No update available.		
Action(s)	Speak to Home Group Chair and report back	Who LB	Deadline 14 Aug
Agenda item 6 Citywide Conference Breakout Group Plan – The Environment			
Agreement / Decision	<p>Main points: Recycling, Rubbish and Communal Grounds</p> <p>Requesting new leaflets to be printed by CityClean re. what can be recycled.</p>		

Decision	<p>Currently only for distribution at the conference. CityClean do not pick up rubbish which falls on the ground while they are working.</p> <p>Ideas suggested:</p> <ul style="list-style-type: none"> • Getting schools involved in clean up days • Group members to speak to associations with newsletters and Facebook groups to promote • Distribute and publicise CityClean leaflet • Ask what CityClean are doing to improve the environment • Asking attendees what they can do to improve their environment, community responsibility • Ask residents what would make it easier for them to improve their environment • Aim to create a help pack to give out to resident associations to encourage and organise exercises to improve the environment 		
Action(s)		Who	Deadline



**Brighton & Hove
City Council**

Agenda item 7 Encouraging Transport Sharing Poster			
Agreement / Decision	Who are we trying to reach? <ul style="list-style-type: none"> • Area representatives • People in outlying regions • People who are interested in being involved in the Resident Involvement Structure, but see transport as a barrier What should the document say? <ul style="list-style-type: none"> • Claim mileage or get a free bus ticket. Taxi vouchers available if you have mobility issues, but share if you know someone nearby is going to the same meeting. • Include a map of main meeting points, the Resource Centre and helpful bus routes. 		
Action(s)	Give AW's contact info to Print & Sign Team to lead on document Invite Print & Sign Team to next meeting to discuss	Who KMD KMD	Deadline 30 July 14 Aug
Agenda item 8 Future Meetings			
Agreement / Decision	14 August – Robert Lodge. LB to confirm 4 September - Citywide Conference 16 October – Robert Lodge		
Action(s)		Who	Deadline
Agenda item 9 AOB			
Agreement / Decision	No results from Grounds Maintenance Pilot as yet. Questions to ask CityParks: What did CityParks change as a result of this pilot? Were any additional costs incurred?		
Action(s)	Look into Grounds Maintenance pilot results	Who KMD	Deadline Sept 18

Section 3 – Agenda for next meeting

1	Review draft transport leaflet
2	Finalise Citywide Conference Workshop
3	Work on Combined Tenancy & Communities Working Group on social isolation
4	
5	
6	