

Meeting action minutes

Meeting	Home Service Improvement Group (HSIG)		
Attendees	<p>Residents: Carl Boardman - Chair (Central Area Panel Rep (APR)) Eddie Cope- Vice Chair (Chair -Resident Inspectors), Jason Williams (Central APR) Lynn Bennett (East APR), Alison Gray & Muriel Briault (West APR), Terrence Hill (North APR), Tomm Nyhuus (Seniors Housing Action Group) Jane Thorp, Dave Croydon, David Spafford (Leaseholders Action Group) Gary Jones, (Residents) Ted Chapman (Observer)</p> <p>Staff: Hannah Barker (Community Engagement Officer) Geof Gage (Interim Major Works Manager) Glyn Huelin (Head of Housing Repairs & Improvement)</p>		
Apologies	Ian Beck, Chris El-Shabbah, Miles Davidson		
Venue	Conference Room	Produced by	Hannah Barker
Date/ Time	17 th September 11:00- 13:30	Completed	2019

Three documents circulated at beginning of meeting:

- 1) Core Partnership Group report 2) Project governance & engagement briefing, 3) Existing Specialist Mechanical & Engineering contracts

1. Update on actions from previous Home meeting, 12th June 2019

Field Officer costs: 17.1% from Housing Revenue Account (HRA). 24% of Field Officer referrals come from HRA properties. What about for Community Engagement Officers?

Action 1

Cost Benefit analysis discussion and information referred to Business & Value for Money Service Improvement Group (BVFM)

Minutes agreed

2. Project governance & earlier engagement processes - Glyn Huelin

{ref paper: Project governance and engagement briefing for HSIG – tabled at meeting}

Glyn talked through this paper, developed on request following last HSIG exercise; what members want to look into more. Including ongoing opportunities to do more consultation in the future to enhance these proposals.

- **Q:** How does Housing communicate to people who can't read? Suggestion to use recording. **ACTION 2.1**
- **Q:** Suggestion to change wording on document to remove distinction between Leaseholders and tenants; in regards to costings; because, whether it's costs an individual Leaseholder or the HRA budget as a whole, value for money is important. **A:** Point taken and appreciated.
- **Q:** Re involving Tenants & Residents Associations (TRA) – local TRA has been involved in the 43 Manor Hill conversions, but not received full information. **ACTION 2.2**
- **Q:** Glyn received a document submitted by a member; requesting consideration of a clearer policy and process for standardized communications over leaseholder and

tenants early consultation where applicable, particularly where leaseholders have to raise funds. **A:** Glyn & Geof will look at this together then feed into the Programmes Task & Finish group (new contract arrangements following end of Mears contract)

ACTION 2.3

- **Q:** Are new homes considered major projects? **A:** in this context, no.

3. Specialist Contract Procurement Strategy Update : How we procure and Value for Money - Glyn Huelin

{ref briefing - Existing Specialist Mechanical & Engineering (M&E) contracts }

Glyn went through the briefing and the overseeing of arrangements. Glyn talked through the information about the 5 different major M&E contracts, who they are currently with, when they will end. Next steps are for Miles, Glyn and procurement colleagues to develop a strategy with options of how deliver. Previously they have been bundled up. Most involve both revenue (ongoing, repairs) and capital (one off, replacement) works. Different contracts require different approaches, different amounts of repair or replacement. An update on progress at **FUTURE MEETING**

- **Legionella** - This is mostly a regime of testing & maintenance of stored water
- **Door Entry Systems** – both servicing repairs and replacements
- **Contract compliance** – suggestion (incorrect perception) that a contractor has freedom to choose to repair or replace and this doesn't offer value for money. **Clarification for accuracy:** A council officer, contract manager, always makes choice between repair and replacement – the process is to raises a request, a works order.

Members further points: Surveyor and supplier should be as separated as possible. Repair and maintenance similarly - Why only one supplier for each activity?

- **Q: re above** – New Door Entry System at Westmount 3 years ago, please can residents see the paperwork for this? **ACTION 3.1**
- **Q:** is there a system or procedure for contract compliance that has standardized performance indicators (KPI) attached? **A:** each contract is different; we hold a contract meeting, some have KPI's
- **Warden Service** – in Seniors Housing – does the contract include Care Link? **ACTION 3.2**

P&I Team and work streams clarification:

- Specialist M&E contracts lasting 2 to 3 years
- In house team doing repairs, empty properties, EDB
- Major Projects team includes frameworks, multi trade projects, blocks, Hidden Homes
- New Planned Works contracts (replacing what was Mears) kitchens & bathrooms, doors – Task & Finish Programs group looking at this.

Chairs Q: Where will decisions get consulted on, made and reviewed?

A: Home Group and Leaseholders Action Group feed into Area Panels and up to Housing Committee. Depending on scale of costs, it may also go to Policy & Resources Committee.

4. Pigeons roosting under solar panels – from Resident Inspectors

Topic brought by resident inspectors and to be noted. **ACTION 4**

5. Subgroup report: Partnership Core Group by resident representatives.

{ref Core Partnership report Aug 2019}

- New project to re-carpet hard to let properties in Seniors Housing.

- Pilot project to redecorate and re-carpet empty properties is extending **ACTION 5**

6. Annual Election

Chair : Carl Boardman

Vice Chair: Terrence Hill

Core Partnership Group : Muriel, Jason, Eddie, Alison, Gary

EDB Panel : it was agreed that both area panel reps from each area go to the meeting, but only hold one vote for each area panel.

7. Subgroup report: Resident Inspectors (RI) by resident representatives.

- **Hidden Homes at Bristol Estate;** converting bin stores into homes – found a few problems. Application is at pre planning stage.
- All inspectors wear safety boots and flouros if on a building site
- ID badges with photo, name, role ('Resident Inspector') on them are being costed up ad will be issued by Housing Officer and held at Housing Centre office between each activity
- Training in London about 'how we work together for Housing in the future' attended by 3 RI. Shared information about what we do in Brighton with people from all over UK.
Good news story about a London new Association who worked hard form a new group and to improve a common area of grass at their housing.

8. Subgroup report: Estate Development Budget Panel by resident representatives

{ref report tabled at meeting by Terrence : in brief: }

- EDB Panel May & July. Panel are meeting every two months. No financial allocations or balances this financial year. Seniors Housing have been presented with their own budget, no details spending.
- Administrative support in the EDB Project delivery - vacancy within the Community Engagement, some Quick Bid costs missing.
- Online EDB application now operating. some on older forms. bids will continue to be accepted on old EDB paper application forms.
- no delay with project delivery because of April 2020 Repairs/Responsive "In-House".
- there were balances across some Panels financial spreadsheets due to the non-completion of some of last year's projects - these will be updated and I will report at half year interval or at future Home Group.
- EDB process in good health with Fairness at its core,
- future actions from recent EDB Review Outcomes and more Recommendations for 2020-21 later to come out of the EDB Review/Task Group- meeting quarterly
 - RI also looking at EDB works – very good reports on standard and improvement to peoples' lives. – e.g. Lindfield Court garden
 - Outcome of EDB Review; Seniors Housing given own budget directly.

9. What do residents want Home Group to look into – Session 2. A look again at the comments collected a the last meeting, and a further look in detail into each section

- **Suggested FUTURE AGENDA ITEMS x 2 (below)**
 - **Explanation of Scrutiny activity** - RI do scrutinize, but the formal process of Scrutiny involves a lengthy detailed inspection and report writing, at arm's length from service. (Brighton panel disbanded several years ago).
 - **Discussion:** How to have and deliver an overview of common issues raised at different meetings with objective of saving time.
- Resident Involvement structure is less straight forward than other resident forums
- Same people raise same issue at different meetings; staff to direct residents to correct

place.

- Residents could be helped to understand function of some meetings is to escalate issues
- Observation that every resident in the room is involved in several panels & groups.
- Resident Involvement Review 3 years ago suggested reduction of Area Panels (to one city wide panel that fed to Housing Committee) but it was rejected. We could look again at this.

9. Any Other Business

- **Aims & Objectives for Home Group** - Draft accepted and adopted
- Complaint re North Area panel and Home papers tabled at meeting unsatisfactory – noted.
- Central Area Panel raised issue about bin service being difficult for older residents at Hampshire court (low rise) where city clean assisted service cannot operate. This pointed out as an issue for Tenancy & Neighborhood Service Improvement Group (T&N SIG)
- **Q:** Environmental improvement Budget query – where is report? **A:** Justine Harris, head of Tenancy service now heads this. A Board is established which Geoff is on. Nothing yet to report. When it does it will go to T&N SIG.

Action : Description		Who
1	What % of Community Engagement Officer costs come from HRA vs central funds?	Hannah > Emma McDermot
2.1	How does Housing communicate and include residents who can't read in consultations?	Hannah > Equalities colleagues
2.2	Local TRA has been involved in the 43 Manor Hill conversions, but not received full information. Glyn will ask project manager to give Lyn an update	Glyn > Project manager
2.3	Request for standardized communications for early consultation especially re leaseholders feedback into the Program Task & Finish group	Glyn & Geof
3.1	New Door Entry System at Westmount 3 years ago, residents request to see the paperwork for this	Glyn to report back to Jane T
3.2	Re Warden Service contract: does it include Care Link?	Miles (cc Glyn)
4	Pigeons roosting under solar panels, what is our strategy to prevent?	Miles
5	Re Pilot project to redecorate and re-carpet empty properties that has been extended. What are the costs of this?	Geoff/ Glyn

Future meeting agenda items – Next meeting

1	Ref item 3: An update on progress on 5 different major M&E contracts procurement
2	Long term empty properties – houses empty for months vs long waiting list.
3	Look again at SHINE and thermal capacity of buildings & sustainability & saving energy