

HOUSING MANAGEMENT CONSULTATIVE SUB COMMITTEE

Agenda Item

Brighton & Hove City Council

Subject:	Innovation Report on Resident Involvement - Final Report and Action Plan		
Date of Meeting:	18 December 2012		
Report of:	Strategic Director of Place		
Contact Officer:	Name:	Emma Gilbert	Tel: 291704
	Email:	emma.gilbert@brighton-hove.gov.uk	
Ward(s) affected:	All		

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 This report shares with Housing Management Consultative Sub Committee the final Innovation Report into strengthening resident involvement and suggested action plan for broadening the reach and outcomes of resident involvement

2. RECOMMENDATIONS:

- 2.1 That the Housing Management Consultative Sub Committee endorse the final report of the Innovation Group and suggested action plan for broadening the reach and outcomes of resident involvement

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

- 3.1 This report follows a report to Housing Management Consultative Committee on 4 September 2012 which made that committee aware of the final draft of the report "Everyone Counts - Innovation Group report into strengthening resident involvement"; the summary of proposals, and the findings from the range of consultations that have taken place including the May City Assembly, meetings with individual residents, focus groups and through Homing In. The Innovation Group Final Report is attached as **Appendix 1** to this report. The summary of suggestions is on **page 7** of that report.
- 3.2 Councillors and Tenant representatives present at that meeting considered the summary of suggestions in detail and raised a number of questions and concerns which were discussed in the meeting. Building on this discussion, it was agreed that an Action Plan would be developed and brought back to Housing Management Consultative Sub Committee alongside the final draft of the report, for endorsement.

- 3.3 **Appendix 2** to this report outlines the questions raised at the meeting on 4.9.12, the response given at the time and further clarification where appropriate, and is mapped to the corresponding Objectives within the Action Plan.
- 3.4 **Appendix 3** to this report details the proposed Action Plan to deliver the aims and objectives of the Innovation Report and new Resident Involvement Framework.
- 3.5 **Appendix 4** to this report gives the diagram of the proposed Resident Involvement Framework
- 3.6 The budget for resident involvement for 2012/13 and proposed budget for 2013/14 is summarised below:

	Forecast spend 2012/13	Budget 2013/14
Resident Involvement Team		
Resident Involvement staff , office, computer, lone phone, mobile, travel etc costs	£265,960	£267,250

Residents' Budget	2012/13	2013/14
Taxis	£10,080	£10,000
Grants to Associations	£28,250	£28,780
Grant to Resource Centre	£32,420	£33,070
Catering and City Assembly	£5,860	£6,310
Training Tenants	£3,120	£10,000
Tenant Management Organisation fees allowance (carried over to 2012/13)	£15,920	£16,240
Consultation and involvement eg STAR survey, mystery shopping etc*	£26,330	£23,500

NB: In addition to this budget, there may be some additional involvement costs attached to specific individual pieces of project work within Housing & Social Inclusion.

2013/2014 budget includes an inflationary uplift of 2% on non-salary items. The increased budget to tenant training includes the Interreg Learning Cities funded provision for residents.

4. COMMUNITY ENGAGEMENT AND CONSULTATION

4.1 The Innovation Group presented its interim work and proposals to, and received feedback from, the following meetings:

- Area Panels - Feb 2012

- Tenant Compact Monitoring Group - March 2012
 - A meeting of Chairs and Secretaries of TRAs - March 2012
 - A meeting of managers of the housing service - April 2012
 - A meeting of councillors on HMCC - April 2012
 - City Assembly - May 2012
 - Area Panels - August 2012
- 4.2 A focus group of young tenants was undertaken as part of the Innovation Group's consultation process.
- 4.3 The findings and suggestions of this group were presented at City Assembly in May, where residents had further opportunities to feed back on this work in break out groups.
- 4.4 Wider resident consultation and awareness raising was achieved via Homing In, by contacting residents on our residents involvement database and by making information available on our website.
- 4.5 The report was discussed at Housing Management Consultative Sub Committee on 4.9.12 and the comments/questions of committee members (councillors and tenant representatives) were incorporated into the final draft and action plan.

5. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 5.1 The costs of broadening involvement and achieving the suggested improvements will need to be managed from existing resources for 2012/13. The Housing Revenue Account budget for 2013/14 for resident involvement totals £395,150 as outlined in this report and the proposed action plan at Appendix 3 will need to adhere to this budget.

Finance Officer Consulted Monica Brooks

Date 5th December 2012:

Legal Implications:

- 5.2 The Innovation Report includes a number of suggestions which could be implemented without any formality. Others may require formal approvals. For example, changes to the Area Panels' terms of reference may need approval from the Policy and Resources Committee, as the Council's constitution provides that the terms of reference of the Panels are subject to review by that Committee. It is not considered that any individual's human rights are adversely affected by the report.

Lawyer Consulted: Liz Woodley

Date 4th December 2012

Equalities Implications:

- 5.3 The Innovation Group has considered equalities aspects of resident involvement throughout its work, and the key objective of all the suggestions when taken together is to increase the ability for all residents to be involved in ways that are suitable to them. There are also proposals to increase training opportunities for all residents as opposed to it being limited to members of TRAs, as is the current practice. An equalities impact assessment will be carried out on the final suggestions and reported to Housing Committee.

Sustainability Implications:

- 5.4 The group's report seeks to modernise the framework and practice of resident involvement, putting it on a more sustainable footing, and the suggestions contribute to supporting and strengthening sustainable communities. The proposed improvements, for example regarding communications, use of social media, using videos to counterbalance our over-reliance on the printed word, and reduced administration of Area Panels, all contribute to more environmentally sustainable working practices too.

Crime & Disorder Implications:

- 5.5 Successful resident involvement can help reduce perceptions of fear of crime, and reduce antisocial behaviour within neighbourhoods.

Risk and Opportunity Management Implications:

- 5.6 The proposal for a new resident involvement framework creates the opportunity for higher levels of resident satisfaction with their landlord. It also minimises the risk of resident involvement (while having its successes) being perceived as the being the premise of a small minority of residents and providing poor value for money.

Corporate / Citywide Implications:

- 5.7 Any improvements to our resident involvement framework will be in line with the Council's Community Engagement Framework, and will also contribute to the development of neighbourhood councils.

SUPPORTING DOCUMENTATION

Appendices:

1. Everyone Counts: Innovation Group Report August 2012
2. Questions/concerns raised at HMCSC in September 2012
3. Proposed Innovation Report Action Plan
4. Draft Resident Involvement Framework

Documents in Members' Rooms

1. None

Background Documents

1. Innovation Group Presentation to HMCC in May 2012
2. Minutes of HMCSC Meeting 4.9.12

