

## Appendix 1

### An update on the commitments made in the Annual Report 2012

<b>Diversity</b>	
<b>What we are doing</b>	<b>Progress</b>
Looking at how we can improve our services to the transgender community.	In September 2012 Housing took part in the trans equality scrutiny panel. A set of recommendations were made and an action plan for better training and improvements to our services has been produced.
Reviewing our services to the black and minority ethnic community to see where changes need to be made.	MOSIAC has been commissioned by Housing to undertake a detailed study of tenant involvement amongst the black and ethnic minority community. The work will be based on detailed tenant profiling information in certain designated parts of the city.
Starting skills training for tenants who would like to improve their reading, writing, maths or computer skills.	The Inclusion Team now has Learning Participation Officers whose role is to address literacy, maths and computer skills. This service has been promoted in <i>Homing In</i> and 71 residents have accessed this service so far.
Doing more kitchen and bathroom adaptations for tenants with disabilities.	In the first six months of this financial year 2012 /13 160 major adaptations were undertaken in council properties to help tenants with disabilities.

<b>Resident Involvement</b>	
<b>What we are doing</b>	<b>Progress</b>

<p>Establishing a Tenant Scrutiny Panel to ensure residents are independently able to hold us to account and help improve our services.</p> <p>Exploring ways of involving under-represented members of the community.</p>	<p>The creation of this panel was agreed at Housing Committee in September 2012. Applications to the panel are currently being considered with the panel due to be established in Spring 2013.</p> <p>Two areas of work are currently being undertaken: as well as the work undertaken by MOSIAC (listed above) work is in progress with residents under thirty to assess their involvement in the Estates Development Budget process. There will be further attempts to engage young people in the process using a number of methods including social media.</p>
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<b>HOME</b>	
<b>What we are doing</b>	<b>Progress</b>
<p>Working hard to reduce the number of repair jobs cancelled by doing more to get the correct information.</p> <p>We are continuing to make homes more energy efficient, with programmes on overcladding, tackling damp and condensation.</p>	<p>The percentage of cancelled jobs has shown steady improvement month by month. In September 2012 there were 13.3%, in January 2013 this figure was 7.4%. This improvement in figures was achieved after a thorough review of the issues around cancelled jobs.</p> <p>During 2012 phase one of the over-cladding on the Bristol Estate was completed. Phase two will start in 2013. Other properties that received over-cladding include those in Stapley Road, Bexhill Road, and numerous tower blocks in Kemp Town.</p> <p>Damp proofing initiatives have taken place or are planned to take place in Angmering Court, Ferring Court, Goring Court, Kingscote Lodge, Nettleton Court, Dudeney Lodge, and Wiltshire House.</p>

<b>Customer Service</b>	
<b>What we are doing</b>	<b>Progress</b>
<p>The Customer Services Team is working to increase the number of calls resolved at the first point of contact.</p> <p>Introducing the Institute of Customer Service training to support staff in their new roles.</p> <p>We will be doing more work to respond well when you complain, and learn lessons from complaints.</p>	<p>A dedicated phone team was established at the beginning of 2013. This team is working towards a target of resolving 80% of calls at the first point of contact.</p> <p>A tailored induction programme for the new Housing Customer Service Team was carried out between October – January 2013. One member of staff completed the Institute of Customer Service training in 2012. ICS training will now form part of a housing service advisor's ongoing professional development.</p> <p>Housing complaints are now monitored on the centralised complaints logging system allowing for a review at each stage of the process. It is planned that the Housing Customer Service Team will implement review meetings with managers to make sure complaints are dealt with properly, and that we are using outcomes from complaints to improve the service we provide.</p>

<b>Tenancy</b>	
<b>What we are doing</b>	<b>Progress</b>

<p>Re-housing Officers are spending more time with new tenants to make sure we know of any concerns as early as possible.</p> <p>Providing advice to residents on the impact of the government's welfare reforms</p>	<p>Re-housing officers now undertake the first tenancy visit as well as overseeing the signing of the tenancy agreement. They can now refer directly to the Tenancy Teams if they feel extra support is needed at the beginning of the tenancy. There is now also closer liaison between Re-housing and other housing departments to make sure the team has a better knowledge of issues that arose in previous tenancies.</p> <p>Reducing financial exclusion is a priority for Housing and all teams have a role to play in ensuring residents have access to appropriate advice. Initiatives undertaken include the creation of a Financial Inclusion Team, the contract with MACS to provide advice and visits to all households potentially affected by reduction to the housing benefit caused by the under occupancy charge from April 2013.</p>
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<b>Sheltered Housing</b>	
<b>What we are doing</b>	<b>Progress</b>
<p>Working closely with the Sheltered Housing Action Group to further improve services.</p> <p>Continuing to train staff in the Chartered Institute of Housing Level 3 Certificate in Supported Housing to provide the highest</p>	<p>The Sheltered Housing Team continues to meet on a bi-monthly basis with the Sheltered Housing Action Group to develop and improve the services we provide.</p> <p>One member of staff undertook the CIH course in 2012. However, staff also undertook training in the Institute of Safety and Health 'Managing Safely' course which covers risk management.</p>

level of support.	
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<b>Neighbourhoods Team</b>	
<b>What we are doing</b>	<b>Progress</b>
Providing training for staff in our Neighbourhoods Team so that they are able deal with a wider range of issues.	A training programme is in place and areas of additional training include recognising self-neglect, fuel poverty, and understanding financial inclusion. The team now has procedures for direct referral to the Tenancy Sustainment Team, the Social Inclusion Team, and the Tenancy Team.
Planting wildflowers to make estates like Craven Vale and Albion Hill look more colourful and encourage wildlife.	Funding for this programme has been agreed. As well as Craven Vale and Albion Hill other areas being considered for this programme include the Bristol Estate, South Hollingdean and Wickhurst Rise.
Improving the way we publicise and report back on estate inspections.	Discussions with tenant representatives and councillors began in late 2012. It was decided that the inspections should be more closely linked to wards. Each tenant representative will receive the estate inspection for their ward. Documents will be posted in March 2013.

<b>Anti Social Behaviour</b>	
<b>Planned Improvement</b>	<b>Progress</b>
Frontline housing staff are being trained in the use of the police monitoring system for victims of crime to co-	Training in this monitoring system (E-cins) was given to frontline staff in the second part of 2012. This allows each organisation to update the other of the progress of a case. Where agreed actions have not been acted on

<p>ordinate actions between the police, Community Safety Team and housing.</p> <p>Working closely with residents, police, and the Community Safety Team to reduce drugs offences and hate crime.</p>	<p>reminders can be sent by one organisation to another. This means cases on this system remain updated and joint working is undertaken.</p> <p>A risk assessment is now undertaken when any new report of anti social behaviour is received. We ask all victims of anti social behaviour if they believe the incident was a hate crime. If they state it was, a full investigation is undertaken. In regard to drugs offences, several major police raids took place in the second half of 2012 – these involved close cooperation with tenant representatives.</p>
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<b>Value For Money</b>	
<b>Planned Improvement</b>	<b>Progress</b>
<p>Following a self-financing model, which means we can control more of our income locally.</p>	<p>This was implemented in the budget for 2012-13. It has provided additional resources from the retention of all rental income and, through greater control locally, will enable longer term planning to improve the management and maintenance of council homes.</p>

<b>Local Area Cooperation</b>	
<b>Planned Improvement</b>	<b>Progress</b>

<p>Working with the fire service on safety exercises in our blocks of flats.</p>	<p>The Health and Safety Officer regularly meets with the fire service. Recent such exercises have taken place at Somerset Point, Park Royal, Saxonbury and Essex Place.</p>
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