

BRIGHTON & HOVE CITY COUNCIL

WEST HOVE & PORTSLADE AREA HOUSING MANAGEMENT PANEL

2.00pm 4 DECEMBER 2014

ST RICHARDS CHURCH AND COMMUNITY CENTRE

MINUTES

Present: Councillors Pissaridou (Chair), Barnett, Gilbey, Peltzer-Dunn

Representatives: Jean Carter (Evelyn Court), Julie Fosberry (Ingram Crescent), Ann Tizzard (Knoll), Simon Zapello (North Portslade), Cecil Bateson (Muriel House)

Non-Voting Delegates: Paul Agius (Evelyn Court), Chief John Black Bear (Ingram Crescent), Vic Dodd (Ingram Crescent), Muriel Briault (North Portslade), Arlene Macrae (North Portslade), Joe Macrae (North Portslade), Mary Moore (Muriel House)

Officers: Jane White (Performance & Improvement Officer), Keith Dadswell (Project Manager- Mears), Janine Healey (Performance Manager), Simon Pickles (Housing Stock Review Manager), Pat Liddell (Resident Involvement Officer), Becky Purnell (Resident Involvement Manager), Ododo Dafe (Head of Income, Inclusion & Improvement), John Peel (Democratic Services Officer), Rachel Chasseaud (Head of Tenancy Services), Lucie Royall (housing Customer Service Team Leader)

22 APOLOGIES

22.1 Apologies were received from Councillor Janio, Pat Weller, Roy Crowhurst and James Cryer.

23 MINUTES OF THE PREVIOUS MEETING

23.1 **RESOLVED-** That the minutes of the previous meeting held on 23 September 2014 be approved and signed as the correct record.

24 PERFORMANCE REPORT Q2 2014/15

24.1 The Head of Income, Inclusion & Improvement presented a report that covered Housing Management Performance during Quarter 2 of the 2014/15 financial year. The Head of Income, Inclusion & Improvement stated that the table provided figures and a RAG rating system against key performance indicators adding that the intention of the report was to provide Area Panels with information on Housing services performance and, as with previous versions of the report, comments and feedback on its presentation was welcomed to improve future versions.

24.2 **RESOLVED-** That the report be noted.

25 STAR SURVEY RESULTS

- 25.1 The Panel considered a report that provided feedback from a satisfaction survey carried out by Housemark of a selection of council tenants in June 2014. The results provided an up-to-date and statistically significant indication of customer satisfaction on a range of council services.
- 25.2 The Chair asked for further details on the other authorities taking part in the survey.
- 25.3 The Head of Income, Inclusion & Improvement clarified that the other authorities were comparative on the basis of housing stock.
- 25.4 Councillor Peltzer-Dunn noted that there had been nearly a 20% decrease in the survey response rate compared the previous survey conducted in 2011. Councillor Peltzer-Dunn stated that he hoped there could be renewed focus on increasing the response figure in the future as that would provide a more balanced view to assess the service.
- 25.5 The Head of Income, Inclusion & Improvement stated that in 2011, a second mailout was conducted that had contributed to a higher response rate. It was decided in this occasion that the expenditure required to conduct a second mailout might not have gathered sufficient information to justify the cost. The Head of Income, Inclusion & Improvement added that she had confidence that the response figure provided accurate information.
- 25.6 **RESOLVED-** That the report be noted.

26 DISCRETIONARY SCHEMES

- 26.1 The Panel considered a report that provided the findings of the recent review of the Discretionary Decorating and Gardening Scheme and set out the recommended changes for comment.
- 26.2 Councillor Peltzer-Dunn noted that other authorities used a qualifying age of 70 and he was concerned that for this authority to increase its criteria from 65 years old to 75 years old could be too big a step.
- 26.3 The Performance & Improvement Officer clarified that there was a mix across authorities of qualifying ages- some were 70, some 75 and some 80 years old. The Performance & Improvement Officer stated that the Home Group had noted that the scheme was currently heavily oversubscribed and increasing the qualifying age would provide priority for those that needed it.
- 26.4 Councillor Barnett asked how long successful applicants would have to wait for the work to be completed.
- 26.5 The Performance & Improvement Officer clarified that all successful projects were completed within the financial year.

- 26.6 The Chair asked if those claiming Personal Independence Payments and Employment and Support Allowance qualified for the scheme.
- 26.7 The Performance & Improvement Officer clarified that those receiving Personal Independence Payments did qualify but those receiving Employment & Support Allowance did not.
- 26.8 The West Area representatives carried a motion that expressed their view that a qualifying age of 75 was too old.
- 26.9 **RESOLVED-** That the report be noted.

27 CITYWIDE PARKING ENFORCEMENT ON HRA LAND

- 27.1 The Panel considered a report that proposed that parking areas that have enforcement are increased to include all council HRA land (with some exceptions) and to the 99 Housing garage sites to provide residents with preferred parking and provide consistent arrangements.
- 27.2 Julie Fosberry noted the multitude of parking problems on the Ingram Estate and asked if controls would be enforced.
- 27.3 The Housing Service Operations Manager confirmed that measures would be enforced by Ethical Parking Management.
- 27.4 Julie Fosberry asked for further information on where carers could park.
- 27.5 The Housing Service Operations Manager answered that carers could use the designated space provided to the resident they were supporting and carers were also entitled to their own carers permit that provided more exceptions.
- 27.6 **RESOLVED-** That the report be noted.

28 SHELTERED HOUSING STOCK REVIEW

- 28.1 The Panel considered a report that outlined the result of the Sheltered Housing Stock Review and requested comment on various recommendations.
- 28.2 Councillor Barnett asked for an update on the progress for a stairlift at Churchill House.
- 28.3 The Housing Stock Review Manager clarified that this was a work in progress and that he would keep Councillor Barnett updated.
- 28.4 Jean Carter stated that there had been a number of problems and difficulties with consultation at Evelyn Court.

28.5 The Housing Stock Review Manager apologised for any confusion adding that Evelyn Court would be coming into his focus over the coming weeks and he would monitor closely and visit residents.

28.6 **RESOLVED-** That the report be noted.

29 EDB REVIEW

29.1 The Panel considered a report that consulted on proposals to improve the delivery of the Estate Development Budget (EDB) projects and to inform representatives of changes to EDB processes.

29.2 **RESOLVED-** That the report be noted.

30 EDB OUTSTANDING WORK

30.1 The Panel considered a report that provided an update on the EDB programme provided by the Mears EDB Project Team.

30.2 **RESOLVED-** That the report be noted.

31 ITEMS FROM TENANT ONLY MEETING

31.1 **RESOLVED-** That the responses provided to the issues raised from the Tenant Only meeting be noted.

32 CITY WIDE REPORTS

32.1 **RESOLVED-** That the minutes and reports of the various Citywide groups be noted.

The meeting concluded at 3.20pm

Signed

Chair

Dated this

day of