



HOUSING MANAGEMENT ADVISORY BOARD

To: Board members Davis, Edwardes (Chair), Riley (Vice-Chair), Wright, Jackson, Draycott, Jukes and Parton (For attention)

All other members of the Council
(For information)

You are requested to attend the meeting of the Housing Management Advisory Board to be held in Committee Room 1 - Council Offices on Wednesday, 7th November 2018 at 4.30 pm for the following business.

Chief Executive

Southfields
Loughborough

30th October 2018

AGENDA

1. APOLOGIES
2. MINUTES OF THE PREVIOUS MEETING 4 - 12

To confirm the minutes of the meeting held on 12th September 2018.

3. DECLARATIONS OF INTEREST

All members will make a declaration at each meeting if they have an interest in any item of business on the agenda which would affect them more than tenants or residents of the ward(s) affected generally.

4. UPDATE ON THE SHELTERED HOUSING SCHEME

A verbal update will be provided by the Head of Strategic and Private Sector Housing to update the Board on the progress of the Sheltered Housing Scheme review.

5. TENANCY SUPPORT POLICY 2019 - 2022 13 - 23
 A report of the Head of Landlord Services to consider the draft Tenancy Support Policy 2019 – 2022.
6. BUDGET CONSULTATION 2019/20 24 - 35
 A report of the Head of Landlord Services to enable members of the Board to consider important issues before the draft budget report goes to Cabinet in December 2018.
7. MOBILISATION OF NEW DECENT HOMES CONTRACT - UPDATE 36 - 44
 A report of the Head of Landlord Services to update members of the Board on the progress of the New Decent Homes Contract mobilisation.
8. COMMUNAL CLEANING CONTRACT CONSULTATION - UPDATE 45 - 46
 A report of the Head of Landlord Services to update members of the Board on the progress of the communal cleaning consultation.
9. QUESTIONS FROM MEMBERS OF THE BOARD
 In accordance with the Board's decision members of the Board were asked in advance of this agenda being published whether they had any questions on matters within the remit of the Board that they wished to ask, for response at this meeting.
 On this occasion Councillor Draycott asked the following:
 "Could an update on the outstanding work re Fire doors being inspected and declared safe according to current Standards, be provided to the HMB"
10. WORK PROGRAMME 47 - 51
 A report of the Head of Landlord Services to enable the Board to review and agree its Work Programme, together with meeting dates for 2018/19.
 For information further meetings of the Board are scheduled as follows in 2018/19:
 Wednesday 7th November 2018 at 4.30pm
 Wednesday 16th January 2019 at 4.30pm
 Wednesday 27th March 2019 at 4.30pm.

PERFORMANCE INFORMATION

To enable the Board to ask questions, if any, on the performance information pack sent out with the agenda for this meeting.

To be considered following the close of the formal meeting, if required.

HOUSING MANAGEMENT ADVISORY BOARD 12TH SEPTEMBER 2018

PRESENT: The Chair (T. Edwardes)
The Vice Chair (T. Riley)
Councillors Draycott and Jukes
Mr D. Wright

Head of Landlord Services
Democratic Services Officer (NA)

APOLOGIES: Councillor Parton, T.Jackson and A.Davis

1. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting of the Board held on 6th June 2018 were confirmed as an accurate record.

Matters arising from the minutes:

(i) The Head of Landlord Services would check there was a freephone landline number available for tenants to call for the Decent Homes contractor.

(ii) The Board discussed the issue of the underspends on the Tenant Bids budget. The Chair and Vice-chair advised the Board that they had attended the Charnwood Housing Residents' Forum (CHRF) recently and had been advised that there would be information going out to tenants in the Charnwood Matters newsletter regarding the funding still available in the budget. **The Head of Landlord Services would provide the Board with the requirement criteria for applications which they could advise tenants on.**

(iii) The Board would receive information regarding the SAP rating.

2. DECLARATIONS OF INTEREST

No declarations of interest were made.

3. HOUSING REPAIR SERVICES - BREAKDOWN OF COMPLAINTS

The Board received a report of the Head of Landlord Services showing the complaint trends for housing repairs and asset management. The report was presented by the Head of Landlord Services.

Summary of Discussion:

(i) The Board agreed it was a positive step to hire another sub-contractor to help with peaks in work. The Chair said they had spoken to Andrew Brown, the Principal Officer in the Repairs and Maintenance Team who had advised that delays in service delivery were mostly due to staff on long term sick leave and holidays being taken.

(ii) The Head of Landlord Services agreed that lessons had been learnt from receiving the complaints data.

RESOLVED that the report be noted.

Reason

To acknowledge the Board's consideration of this matter.

4. HOUSING ADAPTATIONS POLICY

The Board received a report of the Head of Landlord Services to consider the draft Housing Adaptations Policy. The report was presented by the Head of Landlord Services.

Summary of discussion:

(i) The Head of Landlord Services advised the Board that there were three main areas for discussion under the new policy: a cap to be placed on adaptations at £30,000, level access showers not being placed in first floor properties and not undertaking major structural works at properties of non-standard construction. Tenants would be rehoused where possible.

(ii) The Board was advised that adaptations over £30,000 tended to include extensions to properties. This was not a viable option for the Council so families were rehomed where possible to more suitable accommodation. It was explained that the cap of £30,000 would help manage expectations about what adaptations could be done to a property.

(iii) The Board noted that the Council's DFG policy had a further discretionary amount of £10K on top of the mandatory £30k and that it would be a two tier system; however they noted the need to manage expectations, and that this would be acceptable if tenants needing re-housing were given a suitable level of priority within the housing waiting list for alternative accommodation.

(iv) There was an agreement that level access shower requests should be dealt with on a case by case basis rather than being dismissed. There would be an option to rehouse the tenant to a more suitable property to meet their needs if required. It was noted that a family property may be adapted with a level access shower but that this may not then be suitable for a new family moving in e.g. with young children where a bath may be desired.

(v) The idea of static homes was mentioned as a solution to the housing adaptations problems. The Board was told that the Strategic Housing Team were looking at other options for housing such as the use of current garage sites for bungalows or building properties on the land.

(vi) There was concern that the projected figure of £3.1m identified in the HRA for adaptations was too low and would need to be increased. The Board was advised that it would potentially be increased and this would be reviewed as part of the Council's

budget planning process. It was noted that the policy would limit expenditure in some areas.

(vii) The issue of adapting non-standard properties would be tackled by moving tenants to more suitable accommodation where possible.

(viii) Stair lifts in communal areas were cited as a problem as they were proving difficult to navigate for tenants and workmen. The Board was advised that fire safety guidance approved the use of stair lifts in communal areas subject to them not obstructing the means of escape; however under the new policy the Council would not look to install them. Instead tenants would be helped to move to more suitable accommodation.

RESOLVED

(i) that the report be noted with the Board's comments.

(ii) The Board would receive a review of the policy in twelve months' time.

Reasons

(i) To note the Board's position and consideration of the report.

(ii) To review how the policy was working and whether any further changes needed to be made.

5. AGENDA VARIANCE

At the agreement of the Chair the following item was brought forward: Questions from members of the Board.

6. QUESTIONS FROM MEMBERS OF THE BOARD

In accordance with the Board's decision at its meeting on 22nd March 2017 (HMAB Minute 24.1), members of the Board had been asked in advance of the agenda being published whether they had any questions on matters within the remit of the Board that they wished to ask, for response at this meeting.

On this occasion Councillor Draycott asked two questions regarding the disabled adaptations backlog being completed by Fortem. The response to the questions was given by the Head of Landlord Services who advised the Board that there was now an adaptations programme in place and work had started on the backlog of requests.

Based on the 8 completions year to date the current average waiting time from referral to works completion date was noted as 275 (working) days.

It is expected that the average waiting time will reduce to 194 working days based on start dates provided and an anticipated maximum duration of works at 28 days, which

would represent an improvement but there was still concern that tenants were waiting too long.

It was agreed that the Board would be provided with an ongoing update of the adaptations programme at each meeting so that they could monitor progress.

7. ROLE OF BOARD IN BUDGET CONSULTATION AND MONITORING

The Board received a report of the Head of Landlord Services to consider the Board's role in budget setting and monitoring. The Head of Landlord Services presented the report.

The Board was given an explanation of the budget setting process over the year and how each service submits their service pressure requests. They were asked to consider what their priorities were for next year.

Action agreed: the Head of Landlord Services would provide a draft budget report to the Board at their next meeting in November.

8. MOBILISATION OF NEW DECENT HOMES CONTRACT - UPDATE

The Board received a report of the Head of Landlord Services providing information on the mobilisation of the new decent homes contract. The report was presented by the Head of Landlord Services.

Summary of discussion:

(i) the Board was advised that mobilisation meetings were taking place on a weekly basis. Some problems had been identified and works are taking too long albeit to ensure that quality standards are met. Fortem were keen to deliver the contract to a high standard and a plan was in place to achieve this.

(ii) the resident's handbook had been updated and a revised copy would be provided to the Board.

RESOLVED that the report be noted.

Reason

To acknowledge the Board's consideration of this matter.

9. COMMUNAL CLEANING CONTRACT CONSULTATION - UPDATE

The Board received a report of the Head of Landlord Services to update on the progress of the communal cleaning consultation. The report was presented by the Head of Landlord Services who advised that the consultation was ready to start but they were waiting for the final pricing structure to be agreed. Once it had been received the consultation would be starting.

RESOLVED that the report be noted.

Reason

To acknowledge the Board's consideration of this matter.

10. WORK PROGRAMME

The Board received a report of the Head of Landlord Services to enable the Board to agree its Work Programme (item 10 on the agenda).

Members of the Board could identify matters that they considered required looking at over the next few meetings of the Board, including any already listed on the Work Programme but not yet scheduled. Officers present could provide advice as to whether items might be appropriately considered at the time proposed.

Summary of discussion:

(i) The Chair advised the Board that the update on the sheltered housing scheme had been postponed as the meeting of the project board had been delayed to the end of the month. Therefore the Board would be receiving an update at their next meeting.

RESOLVED

1. that the Tenant Support Policy be added to the Board's Work Programme for their meeting in November.
2. that the Fortem adaptations programme be added to the Board's Work Programme for every meeting.
3. that the 2019/20 draft budgets report be brought forward to the Board's next meeting in November.
4. that an update on the communal cleaning contract be added to the Board's Work Programme for the next meeting in November.
5. that a report on the Council's Corporate Plan and priorities be added to the Board's Work Programme for their meeting in January.
6. that the Board's Work Programme be updated to reflect all decisions made above and earlier in the meeting.

Reasons

- 1 - 5. so that it can be considered by the Board in a timely manner.
6. To ensure that the information in the Work Programme is up to date.

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
SCHEDULED:			
Every Meeting	Work Programme		To review the Board's Work Programme.
Every Meeting	Questions from Members of the Board		Questions on matters within the remit of the Board (if any), for response at the meeting. Members will be asked in advance of the agenda being published for each meeting whether they have any such questions, for listing on the agenda.
Every Meeting	Performance Information – Questions		See HMAB minute 14.4, 9th November 2016. To enable the Board to ask questions, if any, on the performance information pack* sent out with the agenda for the meeting. To be last item on agenda.
Every Meeting	Performance Information – update on Universal Credit and update on Fortem decent homes contract		Two updates to be included in the performance information pack.
7 th November 2018	Update on the Sheltered Housing Scheme	Head of Strategic and Private Sector Housing	As requested by the Board at its meeting on 9th May 2018 in relation to the Housing Asset Management Strategy
7 th November 2018	Tenancy Support Policy	Head of Landlord Services	As requested by the Chair of the Board.

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
7 th November 2018	2019/20 Draft Budgets (Revenue and Capital)	Head of Landlord Services	2018/19 Draft Budgets were not considered formally by the Board as meeting (17 th January 2018) was inquorate. Annual Report.
7 th November 2018	Update on the Communal Cleaning Contract	Head of Landlord Services	An ongoing project.
16 th January 2019	Corporate Plan Update	Head of Landlord Services	Requested by the Board at their last meeting.
27 th March 2019	Housing Repair Services – Breakdown of Complaints	Head of Landlord Services	As per six-monthly update reports considered by the Performance Scrutiny Panel. Last submitted to Board 12 th September 2018.
12 th June 2019	Election of Chair and Vice-chair		Annual Item.
12 th June 2019	HRA Revenue and Capital Outturn (2017/18)	Head of Landlord Services	Annual Report.
TO BE SCHEDULED:			
To be scheduled	Review of HRA Business Plan	Head of Landlord Services	See HMAB minute 14.6, 9 th November 2016. Cannot be reviewed until regulations to enable this have been received from the DCLG. Annual report.
To be scheduled	Housing Asset Management Strategy	Head of Landlord Services	Review of the update the Strategy.

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
To be scheduled	Housing and Planning Act 2016 - Update	Head of Landlord Services	Last considered by the Board on 17th February 2016. (Report on Pay to Stay and Flexible Tenancies provisions in Housing and Planning Act 2016 considered 9th November 2016). Awaiting Government Regulations.
To be scheduled	Review of Repairs Standards and Response Times for Repairs, following consultation with Tenants	Head of Landlord Services	Added to work programme 1st April 2015.
To be scheduled	Storage of Gas or Propane Cylinders (Clause 9.2.30 of the consultation draft of the Revised Tenancy Agreement for Secure, Introductory and Demoted Tenants)	Head of Landlord Services	Added to work programme 4th February 2015. Revised Tenancy Agreement is awaiting Government guidance.
To be scheduled	Service Area Delivery Plan	Head of Landlord Services	Added to work programme 13th August 2014.
To be scheduled	Housing Strategy	Head of Strategic and Private Sector Housing	Added to work programme 2nd April 2014.
To be scheduled	Housing Capital Programme Monitoring	Head of Landlord Services	Last considered 16th October 2013.

NOTES:

1. No reference may be made to these minutes at the Council meeting on 5th November 2018 unless notice to that effect is given to the Democratic Services Manager by five members of the Council by noon on the fifth working day following publication of these minutes.
2. These minutes are subject to confirmation as a correct record at the next meeting of the Housing Management Advisory Board.

HOUSING MANAGEMENT ADVISORY BOARD – 7TH NOVEMBER 2018

Report of the Head of Landlord Services

ITEM 05 TENANCY SUPPORT POLICY 2019 – 2022

Purpose of report

To consider the draft Tenancy Support Policy 2019-2022 attached as an Appendix.

Action requested

The Board is asked to comment on the draft Policy.

Background

This Policy sets out the Council's approach to supporting tenants to manage and sustain their Council tenancies and live independently and safely in their homes.

Vulnerability and support needs are identified at various stages throughout a tenancy. The first assessment is carried out at the point an applicant is offered a tenancy. Some tenants may require assistance at the start of their tenancy to set up their utilities, obtain grants for furniture and to ensure that the correct benefit applications are made.

During the life of a tenancy, a tenant may need to be supported if they begin to get into arrears with their rent or face eviction, struggle with their behaviour or with maintaining acceptable home conditions.

Vulnerable tenants may need on-going support or occasional help to maintain their tenancy at a time of crisis.

Providing support to our tenants is an integral part of the Council's commitment to help tenants sustain their tenancies. It helps to ensure that tenants receive advice and assistance in relation to benefits which in turn means they can meet their obligation to pay rent and prevent eviction where possible. This is particularly important for tenants claiming Universal Credit.

Whilst we have an Anti-Social Behaviour Team to deal with reports of anti-social behaviour, the Tenancy Support Team can help vulnerable tenants understand how their behaviour is affecting other residents and the consequences should their behaviour continue. There have been occasions where the perpetrator has failed to engage with the Anti-Social Behaviour Officer but will continue speaking to the Tenancy Support Officer which can provide the best chance of the case being resolved without the need for legal intervention.

The Tenancy Support Team has also provided assistance with hoarding cases or unsanitary properties. The work of the Tenancy Support Team has ensured that where it is appropriate tenants are referred to Adult Social Care to ensure that

tenants receive appropriate help and support from other services to deal with the issue.

By providing tenants with support when it is needed and preventing eviction (where possible), it ensures that tenancies are sustained. The sustainment of tenancies means that the Council does not have the additional cost of carrying out an eviction, putting a property through the void process and the loss of rental income whilst the property remains empty. It also means that tenants can live independently and thrive in their own home and can provide stability to vulnerable tenants.

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Tenancy Support Policy 2019 – 2022

September 2018
Review date September 2022

CONTENTS

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10. Partnership working
11. Dealing with anti-social behaviour
12. Additional support prior to legal action
13. Safeguarding
14. Links to other Policies

1. Foreword

- 1.1 The Council is committed to helping its tenants to sustain their tenancies. It is recognised that vulnerable tenants may need additional support and advice to help them live independently and safely.
- 1.2 Some tenants need help to set up a new tenancy or to begin living independently for the first time. Vulnerable tenants may also need on-going or occasional help to maintain their tenancies. This could be because of, for example, mental health problems, alcohol and drug dependency, debt or difficulties making benefit claims.
- 1.3 This policy sets out how support needs are identified and met.

2. Executive Summary

- 2.1 Vulnerability and support needs are identified at various stages throughout a tenancy. The first assessment being carried out at the point an applicant is offered a tenancy. Support needs may be identified during subsequent routine contacts with tenants or when tenants begin to get into arrears with their rent, struggle with their behaviour or with maintaining acceptable home conditions.
- 2.2 In addition to direct support from housing staff in Landlord Services, tenants benefit from support from external agencies such as Social Services, health providers, and the voluntary sector. Staff in Landlord Services aim to work with partners to maximise the support available to tenants.

3. Aims and Objectives

- 3.1 The objectives of the Tenancy Support Policy are to:
 - support and empower tenants to sustain tenancies;
 - help tenants deal with any problems or issues that arise during their tenancy such as rent arrears or problems with welfare benefits;
 - provide direct support through Tenancy Support Officers and Financial Inclusion Officers;
 - refer tenants to partner agencies for more specialist or long term advice and support when needed;
 - liaise with other statutory agencies, and make representations on tenants' behalf;
 - create safer and more stable communities;
 - reduce the economic and social effect of failed tenancies;
 - reduce rent arrears, and the associated costs of legal action;
 - maximise tenants' incomes;
 - help tenants to maintain their independence;
 - prevent and reduce homelessness and the associated costs.
- 3.2 These objectives are delivered by:
 - identifying tenants at risk of vulnerability or support at the beginning of and

- during their tenancies;
- providing support either in-house or by accessing support from partner agencies;
- encouraging and promoting partnerships with external agencies to maximise support for our tenants;
- developing and following robust safeguarding procedures that will help to keep children and vulnerable adults safe from abuse;
- continually seeking to improve the information we hold about the needs and vulnerability of our tenants in order to best direct resources into meeting the needs of vulnerable households.

4. Defining Vulnerability

4.1 Examples of people who may be vulnerable or who may need support (this is not an exhaustive list) include:

- 16-17 year olds;
- Young people who have not held a tenancy before;
- Young people 'moving on' from supported housing into an independent tenancy for the first time;
- Care leavers;
- People with drug / alcohol misuse issues;
- People with an offending history;
- People with poor mental health;
- People with behaviour problems or personality disorders;
- People with learning difficulties;
- People with physical disabilities;
- Frail older people;
- Families whose children have behavioural / emotional / mental health issues that affect parents' ability to comply with tenancy conditions;
- Families with 'children in need of services' or 'children in need of protection' where the children's problems affect their parents' / carers' ability to cope with maintaining their tenancy;
- Households with a history of tenancy failure;
- Households with significant debts / financial difficulties;
- People from abroad or who do not have English as a first language;
- Teenage parents;
- People who have suffered domestic abuse.

5. Identifying who needs help

5.1 Landlord Services assesses the vulnerability and support needs of all prospective tenants at the point an applicant is offered a tenancy.

5.2 A Tenancy and Estate Management Officer visits all new tenants within the first 4 weeks of their tenancies and uses this as an opportunity to check if all support needs have been identified and that any support needs are met. If a support need has been identified and is unmet, the officer will make a referral to the Tenancy Support Team.

- 5.3 When the Tenancy and Estate Management Officer visits, they ask the tenant to complete a form called 'Knowing You' which asks for information about gender, sexuality, disability, age and vulnerability. This form is also completed during routine tenancy visits. The information gained from completed 'Knowing You' forms is used to record levels of vulnerability. This helps us to ensure that support is directed to the most vulnerable tenants, and also shape our services to meet the needs of vulnerable people.
- 5.4 Officers check for vulnerability and support needs whenever a significant problem occurs with a tenancy i.e. tenancy breach, anti-social behaviour or rent arrears. A vulnerability risk assessment is carried out on all complainants of anti-social behaviour, with linked support where necessary.
- 5.5 Known vulnerabilities and disabilities are recorded on Landlord Services' integrated Housing Management System (QL).
- 5.6 Information held on QL about vulnerability is used to alert all staff to the needs of that tenant.

6. The Tenancy Support Service

- 6.1 Landlord Services employ a Tenancy Support Team Leader and three Tenancy Support Officers to deliver the in-house Tenancy Support Service.
- 6.2 The Tenancy Support Service provides advice and assistance to vulnerable tenants to help them sustain their tenancies. Help can be given in the following areas:
- Housing Benefit and Universal Credit;
 - Other welfare benefits;
 - Making referrals for debt and financial advice;
 - Budgeting;
 - Moving in and setting up utilities;
 - Acquiring furniture;
 - Making referrals for help with health issues, education / training, parenting;
 - Household routines;
 - Maintaining properties and gardens to an acceptable standard;
 - Keeping safe;
 - Managing behaviour;
 - Applying for re-housing / transfer.
- 6.3 The Tenancy Support Service concentrates on helping new vulnerable tenants set-up and establish their tenancies as well as assisting existing vulnerable tenants who have encountered a crisis in their tenancy. For example, they may be threatened with legal action because of rent arrears or anti-social behaviour, they may have fallen into serious debt affecting their ability to pay essential bills, they may have allowed their home conditions to deteriorate to an extent that poses a risk to themselves or others, (including hoarding and self-neglect), or they may be suffering a health problem that is affecting their ability to cope with everyday life. Tenancy Support Officers will

offer assistance in the initial stages of a tenancy or in the event of a crisis, and will where necessary try to refer the tenant to an external tenancy support agency who will be able to offer longer term, more structured or specialist support or to another service such as Social Care or Health.

- 6.4 The Tenancy Support Service also offers ad-hoc tenancy support for vulnerable people who do not engage well with other agencies or whose needs are too substantial or long-term for other tenancy support agencies to meet.

7. Financial Inclusion

- 7.1 There are two Financial Inclusion Officers based in the Income team who provide support to tenants on:

- how to maximise income and apply for welfare and housing benefits and Universal Credit;
- how to minimise household expenditure;
- advice on budgeting;
- where to get more in depth advice and debt management advice if necessary.

- 7.2 The Income Team also has five Housing Income Officers who have a role to play in advising tenants in relation to rent arrears, helping them resolve housing benefit and universal credit issues, and helping them to pay their rent by negotiating agreements to pay by instalments. There is also a Former Tenant Arrears Officer attached to the Income Team.

8. Universal Credit

- 8.1 Universal Credit started to affect working age tenants in Charnwood from June 2018. This will be introduced gradually to working age tenants receiving existing income related benefits. By 2022, most working age people in need of benefits to help them with their income and housing costs will be claiming this new benefit. Universal Credit represents a significant change in how benefits are claimed and paid, and it is anticipated that many tenants will need help and support in making and maintaining claims.

- 8.2 Landlord Services has appointed a Universal Credit Officer, part of whose role will be to assist tenants to apply for and maintain claims for Universal Credit and to ensure that their housing costs are paid. Tenancy Support Officers and Financial Inclusion Officers will also provide this support but will focus on the needs of the most vulnerable and financially disadvantaged.

9. Warden and Lifeline Services

- 9.1 Landlord Services has a Warden allocated to each sheltered scheme and this is also available to tenants in properties designated for older people.

- 9.2 In sheltered housing and other properties designated for the elderly, tenants receive help and support through an individual support plan tailored to their needs. Wardens visit tenants on a regular basis as part of implementing the support plan.
- 9.3 The Lifeline service is available for anyone who needs it who lives in Charnwood regardless of age and regardless of whether they live in a Council property. Service users are able to use their alarm 24 hours a day, 365 days a year to ask for assistance.
- 9.4 Warden and Lifeline services have an important role to play in delivering the Council's policy for the protection of adults in need of Safeguarding. Potential risk is identified, referred to other agencies where necessary, and monitored with a key focus on prevention and maintaining people safely in their own homes.

10. Partnership Working

- 10.1 Landlord Services recognises the importance of working in partnership to help tenants sustain their tenancies.
- 10.2 Landlord Services also works closely with other external agencies such as the Police, DWP, Social Care, GPs, mental health professionals, Turning Point, Probation, Youth Offending and Living Without Abuse in order to maximise support and successful outcomes for vulnerable tenants. Referrals are also made to Housing Matters (Leicestershire-based Floating Support Service) which provides more long term and structured support than can be provided by Landlord Services.
- 10.3 Tenancy Support Officers can advise and assist tenants with disabilities on aids and adaptations to their home by making referrals to Leicestershire County Council, who will advise on and recommend the scope and type of support needed. These officers are trained experts in this area. Any adaptations carried out to a Council property will make it safe for continued occupation. This can both improve the quality of life of tenants but also avoid the tenant having to move to other accommodation or into residential care. The majority of work carried out is the provision of ramps, rails, showers and stair lifts.
- 10.4 Officers in Landlord Services make referrals to Leicestershire County Council's Early Help service to secure additional support for children and/or their carers who are encountering difficulties with issues such as behaviour, school attendance and effective parenting.
- 10.5 The Tenancy Support Team refers tenants who are exhibiting signs of self-neglect and/or hoarding behaviours to Adult Social Care and to health professionals for further assessment and support. Tenancy Support Officers work closely with these agencies to try and improve living conditions for tenants in these circumstances and also attend relevant Safeguarding and Vulnerable Adult Risk Meetings (VARMS).

11. Dealing with anti-social behaviour

- 11.1 When anti-social behaviour is reported, a risk assessment of the complainant is carried out. Vulnerabilities and support needs are identified at the earliest opportunity for both complainants and perpetrators. Support is provided, where necessary, to both parties in order to resolve the situation. It is recognised that alleged perpetrators may be vulnerable and in need of help, however for those where legal action is required, the additional support outlined below is provided prior to court proceedings.

12. Additional support prior to legal action

- 12.1 Where it is identified that it is necessary to take legal action (for rent arrears or anti-social behaviour), a multi-agency meeting takes place to review the circumstances of the case, to identify what support is required, and to check that it has been provided. This ensures that no support opportunities have been missed.

13. Safeguarding

- 13.1 Every effort is made to ensure that vulnerable adults and children are kept safe from harm and abuse. Landlord Services follows Charnwood Borough Council's Safeguarding Policies for Children and Adults. These have been jointly developed by all Leicestershire District Councils. The adults policy reflects the principles of 'No Secrets' and the Care Act 2014.
- 13.2 Within Landlord Services, there are five Designated Safeguarding Officers (DSOs) who are trained to deal with safeguarding incidents for both children and vulnerable adults. This includes the Tenancy Support Team Leader and the Principal Officer – Tenancy and Income Management.
- 13.3 All front line staff working with vulnerable adults and/or children receive safeguarding training in relation to child protection matters and support for vulnerable adults. This equips officers with the skills to identify potential risk and support issues, as well as making sure that officers know how to refer to appropriate agencies. This training is ongoing and is updated every three years either by attending a training session or completing on- line training.
- 13.4 Officers work closely with other DSOs in the Council in relation to safeguarding. A summary of all safeguarding incidents and the action taken by DSOs is recorded on Charnwood Borough Council's central safeguarding database. This allows Landlord Services and Charnwood Borough Council to identify patterns or frequent incidents relating to a particular child or vulnerable adult as well as providing a secure record of action taken on each incident. DSO's also attend quarterly liaison meetings.

14. Links to Other Policies

14.1 Landlord Services seeks to consider the needs of vulnerable tenants in other relevant housing management policies such as those surrounding harassment, anti-social behaviour and domestic abuse.

14.2 The following Landlord Services and Charnwood Borough Council policies along with the Care Act 2014 have relevance for the Tenancy Support Policy:

- Charnwood Borough Council Anti-Social Behaviour Policy and Procedures including domestic abuse, hate incidents, harassment;
- Charnwood Borough Council Housing Income and Financial Inclusion Policy 2018-21;
- Charnwood Community Safety Partnership Plan 2017-20;
- Charnwood Borough Council Homelessness Strategy 2018-20;
- Charnwood Borough Council Equality and Diversity Strategy 2016-20;
- Charnwood Borough Council Customer Services Strategy 2016-20;
- Hoarding Procedure
- Care Act 2014 (Hoarding, self-neglect and safeguarding are included in this Act)
- Leicestershire District and Borough Councils' Children and Vulnerable Adults Safeguarding Policy and Procedures.

HOUSING MANAGEMENT ADVISORY BOARD - 7th NOVEMBER 2018

Report of the Head of Landlord Services

BUDGET CONSULTATION 2019/20

Purpose of the report

To enable members of the Board to consider the following issues before the draft budget report goes to Cabinet in December 2018.

- Priorities
- Budget pressures
- Rent and service charge setting
- Proposals for planned investment

Action requested

The Board is asked to:

- Advise on any initiatives / priorities it wishes to see budgeted for in 2019/20.
- Comment on the budget pressures submitted for maintenance of external wall insulation and periodic electrical testing.
- Comment on proposed rents and service charges for 2019/20.
- Comment on the proposals for planned investment for 2019/20.

Background

Annual budget setting process

Each year the Council sets budgets for the following year. An indication of the process and the timescales for the key events that drive the process are set out in the below table:

Event	Description
Cabinet Meeting 13 December 2018	A report is taken to Cabinet to: <ul style="list-style-type: none"> • Advise members of the projected base budget position for 2019/20. • Review the savings and growth proposals put forward for the year 2019/20, and to begin a period of consultation.

<p>Cabinet</p> <p>14 February 2019</p>	<p>This report sets out the proposed General Fund and Housing Revenue Account (HRA) Revenue Budgets for 2019/20, which together represent the financial spending plans for all services of the Council.</p> <p>The report also presents the proposals to increase rent and service charges within the Housing Revenue Account.</p>
<p>Council</p> <p>25 February 2019</p>	<p>The report sets out the recommendations of the Cabinet regarding the proposed General Fund and HRA Revenue Budgets for 2019/20. These budgets represent the financial spending plans for all services of the Council and it is a legal requirement to set a balanced budget each financial year. The report also includes the original budget for the Housing Revenue Account together with changes to rent and service charges.</p>

The exact amount of available money for the HRA in 2019/20 is not yet known as this is identified after December 2018.

Budget pressures submitted for maintenance of external wall insulation, and periodic electrical testing

In order to arrive at a draft budget position that can be presented to Cabinet in December 2018, Heads of Service submit any pressures and savings they are aware of for the forthcoming year. Pressures and savings over £10,000 require the production of a business case.

A summary of budget pressures and savings under consideration at 20th October 2018 and the net effect on the HRA can be found at Appendix 1.

The budget pressure business cases for periodic electrical testing maintenance of external wall insulation can be found at Appendix 2.

The pressures, savings and business cases will be reviewed by Directors and Heads of Service to determine whether they can be covered within the overall HRA budget and whether the business cases appear reasonable. The finalised pressures and savings, along with the business cases and supplementary information, are then reviewed by the Senior Management Team, and the draft budget is produced.

Rents and service charges for 2019/20

- Housing Rents

2019/20 is the fourth year of 1% rent reductions from a frozen 2015/16 baseline as set out though the Welfare Reform and Work Act 2016. Housing rents will be reduced in line with legislation.

- Charges for garage and shop rents, leasehold management and administration, and lifeline and sheltered accommodation

These charges are not subject to the 1% rent reduction legislation as described above.

It is proposed that the majority of charges are subject to a 2.4% increase in line with the Consumer Price Index (CPI) for the twelve month period to September 2018. CPI is an inflationary indicator that measures change in the price of goods and services. The Council is subject to inflationary increases, therefore charges should increase accordingly.

Table 1 (below) shows how the proposed increase will affect individual charges:

Charge	Average weekly charge at 2018/19	Average charge with a 2.4% CPI increase	Comment
Garage rents	£8.38	£8.59 / week	A review around the best use of garage sites is currently underway. Some sites are in poor condition. The review will inform investment decisions and future charge setting.
Shop rents	£170.92	£175.02 / week	Charges are based on advice from the District Valuer.
Lifeline charge	£4.27	£4.37 / week	Overall, charges are under recovered i.e. the cost of providing services is more than the service charge levied. If charges are increased too much, vulnerable people may stop using the service. There may be scope to increase charges in future years and the shift to digital technology may have a bearing on this.
Warden support charge	£1.68	£1.72 / week	Overall, charges are under recovered i.e. the cost of providing services is more than the service charge levied. If charges are increased too much, vulnerable people may stop using the

			service.
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- Leasehold charges

There is a significant gap between the amount charged to leaseholders and the actual cost of providing the service therefore a 3.4% charge (2.4% CPI + 1% to support convergence) is proposed.

Charge	Average weekly charge at 2018/19	Average charge with a 3.4% increase	Comment
Leasehold management and administration charges	£109.35	£113.06 / year	Overall, charges are under recovered i.e. the cost of providing services is more than the service charge levied. If the actual cost of providing the service is fully recovered, the fee for 2019/20 would be £162.75 for each leaseholder.

Planned maintenance

Works will continue to be delivered in line with the Charnwood standard. There are two capital budget lines where there is some flexibility outside of the standard:

- Communal area improvement budget - £150,000

It is proposed that further communal area improvements are undertaken on the Bell Foundry estate, due to the very poor condition of those that exist currently.

- Estate and External Works Budget - £205,000

It is proposed that the budget is largely focussed on improving pedestrian areas, footpaths and car park surfaces, to reduce the likelihood of trips and falls resulting in harm.

Officer to contact:

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Appendix 1 - Summary of Budget Pressures and Savings

Budget Pressures

Item	Outturn Position (Underspent) /Overspent 2016/17 £	Outturn Position (Underspent) /Overspent 2017/18 £	Forecast Outturn Position (Underspent) /Overspent 2018/19 £	2019/20 One-Off Amount £	2019/20 Ongoing Amount £
Electrical testing (legal requirement every 5 years)	53,096	(12,815)	(323,500)		171,300
EWI Works 5 year programme	N/A	N/A	N/A		63,200
HRA tenants lifeline income	(6,606)	21,214	4,500		4,500
Sheltered Courts Laundry equipment budget	10,791	(6,374)	0		5,500
Total Unavoidable Service Pressures	57,281	2,025	(319,000)	0	244,500

Appendix 2 - Business Cases

PERIODIC ELECTRICAL TESTING AND ASSOCIATED WORKS **- BUSINESS CASE**

1. EXPLAIN THE STRATEGIC CONTEXT

Under electrical regulations the Council has a statutory responsibility to conduct periodic electrical inspections and tests. The standard interval for the test is every five years, with subsequent inspection dates driven by the condition of the installation at the time it was inspected.

The Council must comply with the Landlord and Tenant Act 1985 which states that the electrical installation in a rented property must be:

- Safe when a property is let
- Maintained in a safe condition throughout the tenancy

In 2018/19 a programme of electrical tests has been implemented. The revenue budget was allocated for one year only to establish the likely future budgetary requirement.

Fortem have started to deliver the programme of tests. 324 tests have been completed year to date. There have been high numbers of refusals and no accesses.

A basket rate cost for code 1 and 2 (priority works identified at the time of test) is currently being negotiated.

2. ESTABLISH THE NEED FOR EXPENDITURE

A 5 year rolling programme is required to ensure as far as reasonably practicable the Council remains compliant with regulations and keeps tenants, their families, visitors and officers safe.

3. DEFINE THE OBJECTIVES AND CONSTRAINTS

The objectives are to:

- Undertake electrical condition reports and works necessary to meet the required standard under electrical regulations.

At present, there is no in-house provision to carry out the programme of electrical testing. Fortem are currently delivering the programme.

4. IDENTIFY & QUANTIFY THE MONETARY COSTS AND BENEFITS OF OPTIONS

The table below indicates the five year cyclical programme for electrical periodic inspections and tests.

The number of tests required is based on housing stock levels divided over a 5 year period taking in to account the numbers projected to be undertaken through other delivery mechanisms.

Programme year	Electrical Testing (No of occupied dwellings) Revenue Budget	Estimated cost of test & associated works @ average of £280 PP
1	611	£171,280
2	611	£171,280
3	611	£171,280
4	611	£171,280
5	611	£171,280
Total	3059	£856,400

Any re-wires identified will be undertaken via the existing £66K capital budget line (which is not the subject of this business case) and delivered as a programme. Data from the 2018/19 testing programme will be analysed to identify the likely future requirements.

5. APPRAISE RISKS

Risk / Risk No	Status	Likelihood	Impact	Mitigation
Breach of electrical regulations	A programme is in place however a budget is required for future years	5	5	Continuation of the programme
Risk of harm to tenants, their families, visitors and officers	A programme is in place however a budget is required for future years	4	5	Continuation of the programme
Risk to reputation though a breach of regulations	A programme is in place however a budget is required for future years	4	3	Continuation of the programme

Likelihood**Impact**

- 1 Remote
 - 2 Unlikely
 - 3 Possible
 - 4 Probable
 - 5 Highly Probable
- 5 Severe
 - 4 Major
 - 3 Moderate
 - 2 Minor
 - 1 Insignificant

6. WEIGH UP NON MONETARY COST & BENEFITS (INCLUDING SUSTAINABILITY, CARBON REDUCTION, EQUALITY & LIFETIME OPPORTUNITIES)

The contract with Fortem contains provision to support delivery of the Council's sustainability objectives.

7. SET OUT THE PROJECTED PROFILE OF EXPENDITURE AND (IF APPLICABLE) INCOME

See profile over 5 years at section 4.

8. CONCLUSIONS AND RECOMMENDATIONS

The Council has a duty under electrical regulations and landlord and tenant legislation to conduct periodic electrical condition reports and undertake works to keep people safe.

It is recommended that the Business Case for Periodic Electrical Testing and Associated Works is approved.

EXTERNAL WALL INSULATION MAINTENANCE - 19/20 BUSINESS CASE

1. EXPLAIN THE STRATEGIC CONTEXT

Under section 11 of the Landlord and Tenant Act 1985, the landlord is responsible for keeping in repair the structure and exterior of the dwelling, including drains, gutters and external pipes.

The DCLG have issued guidance post Grenfell on the landlord's responsibilities in respect of EWI inspection and maintenance. A summary of the advice can be found at Appendix 1.

2. ESTABLISH THE NEED FOR EXPENDITURE

To improve the thermal comfort of tenants' homes a capital programme was undertaken to install EWI (External Wall Insulation) at 981 properties.

In order to ensure the system performs for the whole of its life, the Council needs to establish a regime of maintenance that covers cleaning and painting of the EWI system and the replacement of silicone sealant.

Initially a budget of £72,900 was estimated and allocated for this work in 2018/19. However the budget is insufficient to cover likely remedial works required. The survey cost is £77.35 per property excluding any works required. Surveys are being completed this year.

A 5 year rolling programme is required to plan the work effectively. It is proposed that sealant replacement work is carried out at 200 properties per year at an estimated cost of £316 per property. The survey may identify further works required and the position will be monitored in this respect.

3. DEFINE THE OBJECTIVES AND CONSTRAINTS

The objectives are to:

- Comply with legislation and government guidance.
- Undertake a maintenance programme for EWI in order to preserve the system, the Council's property and the health of tenants and their households.

At present, there is no in-house provision to carry out the programme; however, there is a contract in place with the Council's capital contractor Fortem to deliver the work.

4. IDENTIFY & QUANTIFY THE MONETARY COSTS AND BENEFITS OF OPTIONS

The below table outlines a five year cyclical EWI maintenance programme.

The price is fixed for 2019/20 and thereafter will likely be subject to a CPI increase.

Programme year	No of properties	Estimated revenue cost of works at an average cost of £316 PP revenue
1	200	£63 200
2	200	£63 200
3	200	£63 200
4	200	£63 200
5	181	£57 196
Total	981	£309 996

Benefits are:

- Properties will be well maintained, and there will be a reduced likelihood of water ingress causing damage to the Council's housing stock.
- Reduced likelihood of breach of right to repair legislation and government guidance.
- Reduced likelihood of disrepair claims from tenants, and of tenants suffering ill health due to poor property conditions.

5. APPRAISE RISKS

Risk / Risk No	Status	Likelihood	Impact	Mitigation
Deterioration of EWI leading to repair issues in the Council's housing stock	There is no current programme in place beyond survey	5	4	Implementation of the programme
Risk to reputation	There is no current programme in place beyond survey	3	3	Implementation of the programme
Breach of legislation, and increased number of disrepair claims	There is no current programme in place beyond survey	3	3	Implementation of the programme

Claims from tenants suffering ill health	There is no current programme in place beyond survey	3	4	Implementation of the programme
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Likelihood

- 1 Remote
- 2 Unlikely
- 3 Possible
- 4 Probable
- 5 Highly Probable

Impact

- 5 Severe
- 4 Major
- 3 Moderate
- 2 Minor
- 1 Insignificant

6. WEIGH UP NON MONETARY COST & BENEFITS (INCLUDING SUSTAINABILITY, CARBON REDUCTION, EQUALITY & LIFETIME OPPORTUNITIES)

The enhanced thermal comfort for tenants at properties with EWI will be maintained.

7. SET OUT THE PROJECTED PROFILE OF EXPENDITURE AND (IF APPLICABLE) INCOME

See profile over 5 years at section 4.

8. CONCLUSIONS AND RECOMMENDATIONS

That an EWI maintenance regime is implemented and that sufficient budget is identified for this work.

Appendix 1 - DCLG EWI Guidance

In general, the key steps for building owners are as follows...
Undertake a visual recorded survey of EWI system condition, including checking that waterproofing is adequate and that the system is not absorbing moisture (which can increase risk of structural failure). EWI systems are likely to fail gradually rather than catastrophically, meaning that ongoing visual inspection will also be important in identifying any at risk EWI systems in the longer term.
Obtain design records, construction details, structural calculations, specifications, system certification for the EWI system, and appoint suitable expert advisors to assess the adequacy of the design and installation.
On the basis of both of the above, establish what further non-invasive or invasive investigations are needed to confirm that the EWI system is installed in a way which can safely resist all likely actions, including wind-loads and dead loads.

If necessary, commission remedial work to address inadequacies in the design or installation of the EWI system. Also consider mitigating measures to protect people moving around the outside of the building until remedial work is complete.

Consider what ongoing inspection regime is advisable.

HOUSING MANAGEMENT ADVISORY BOARD - 7 AUGUST 2018

Report of the Head of Landlord Services

ITEM 07 DECENT HOMES CONTRACT MOBILISATION UPDATE

Purpose of Report

To provide information to the Board on the mobilisation of the new decent homes contract.

Recommendation

The Board is asked to note the mobilisation update.

Background

Since February 2018 the Council and Fortem Solutions Limited have been working together to ensure that suitable arrangements are in place to enable delivery of works in tenants' homes.

Mobilisation meetings are taking place on a fortnightly basis between the Council and Fortem.

Project Progress Summary

Milestones since the Board were last updated are as follows:

- Publicity has been issued around the first completed kitchen works at a property in Anstey.
- The first set of management information has been produced.
- A shared online website holding contract documentation and procedures has been created.

Operational Performance

Delivery of works continues on site. Performance for kitchens, bathrooms, and level access showers to the end of September 2018 can be found at appendix 1. Only work signed off as completed by the Council is included.

Targets have not been met. Fortem are undertaking a range of actions to improve performance, including:

- Bringing in additional management resources to support quality.
- A review of the supply chain, with new sub-contractors brought on board to complete works faster, and achieve the Council's high quality standards.

- Bringing in additional administrative support, and reviewing systems to support effective project management.

An update on the adaptations programme will be provided to the Board at their meeting on 7th November 2018.

Communications

Following feedback from members of the Housing management Advisory Board and the Charnwood Housing Residents Forum (CHRF), Fortem are developing a *Customer Experience Innovation Programme*. As well as higher quality paper documentation for tenants, Fortem are developing a series of digital products to allow customers to easily access information online. To inform this process Fortem have delivered a workshop with customers at Aingarth where kitchens have been installed.

The following enhanced draft customer documentation has been produced:

- Introduction to Fortem booklet
- Kitchen, Bathroom, heating, wiring works information leaflets
- Aftercare booklet
- *My customer, my responsibility* value statements and cue cards for Fortem staff and customers

Members of the CHRF are due to review the new customer materials at their November 2018 meeting. It is expected that there will be a subsequent workshop to develop a scope of works video and an outline proposal and content has been developed in this respect.

Social Value

Fortem's September 2018 update on their social value promises to the Council can be found at Appendix 2.

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Appendix 1 - Fortem performance

Kitchens

	Actual		Targets	
	Qty	Calculation against target %	Target	Minimum level of acceptable performance
Predictability - time - completions by unit - Construction time - time from opening the property to handover of the completed property by CBC with all defects completed	29 days	238%	102%	107%
Number of properties completed on time	0/10	0	98%	93%
Customer satisfaction - overall service Was the tenant satisfied with the work completed	3 / 4	75%	95%	90%
Right first time - The number of completed works that pass a quality inspection expressed as a percentage of the total number of inspections carried out by CBC.	0	0	95%	90%

Bathrooms

	Actual		Targets	
	Qty	Calculation against target %	Target	Minimum level of acceptable performance
Predictability - time - completions by unit - Construction time - time from opening the property to handover of the completed property by CBC with all defects completed	51 days	726%	102%	107%
Number of properties completed on time	0/12	0	98%	93%
Customer satisfaction - overall service Was the tenant satisfied with the work completed	6/6	100%	95%	90%
Right first time - The number of completed works that pass a quality inspection expressed as a percentage of the total number of inspections carried out by CBC.	0	0	95%	90%

Level Access Showers

	Actual		Targets	
	Qty	Calculation against target %	Target	Minimum level of acceptable performance
Predictability - time - completions by unit - Construction time - time from opening the property to handover of the completed property by CBC with all defects completed	41 days	406%	102%	107%
Number of properties completed on time	0/5	0	98%	93%
Customer satisfaction - overall service Was the tenant satisfied with the work completed	0/2	0	95%	90%
Right first time - The number of completed works that pass a quality inspection expressed as a percentage of the total number of inspections carried out by CBC.	0	0	95%	90%

Appendix 2 - Social Value Update - September 2018

Client Priorities	Explanation
Work Experience and School Engagement	
<p>WORK EXPERIENCE PLACEMENTS - 20 LOCAL PEOPLE PER ANNUM</p>	<p>There is still no change with Charnwood College and Fortem's Rebecca Wallis is still waiting to hear back from the Council's Customer Liaison Officer Emily Conway. Rebecca met with Job Centre Plus (JCP) at the Tenant Networking event on 27th September - work experience applications and details of our Pathways4Life programme passed over to them - they did say they struggle with getting businesses on board and were very happy to work with us. On the 2nd of October Samantha from JCP in Loughborough emailed Rebecca to ask for the application forms to be sent electronically. Samantha has confirmed she has received applications and these will be circulated to work coaches in Charnwood and Loughborough. Rebecca has confirmed placements from trade, site management, administration and customer care. Rebecca also received a call from Brooksby Melton College requesting placements for Joiners who live in the Charnwood and Loughborough areas. Rebecca has sent applications to the college and awaits completed forms.</p>
<p>ADOPT A SCHOOL - 1 PER YEAR - 4 SPECIFIC EVENTS TO TARGET 120 STUDENTS</p>	<p>We will look to adopt Charnwood college following the meeting with Charnwood community team; they feel this college has the highest number of Charnwood customers. Charnwood College are currently in special measures.</p>
Community Projects	
<p>COMMUNITY PROJECTS - 12 LOCAL PROJECTS PER ANNUM</p>	<p>There has been one helping hands day during June; Rebecca has requested an update from the team on further days. Rebecca has contacted the Council's Customer Engagement Team Hameed and Sally regarding joint visits to Longcliffe Community Centre to introduce Fortem to enable us to identify local projects for local people. Rebecca is waiting for a date from Al-Hameed with regards to meeting with Longcliffe. Rebecca met with Warwick Way Action Group at the Tenant Networking Event on the 27th September and will be visiting the group on Thursday 18th October - the group was very interested in working with Fortem. Fortem will support Ashby Road Estate Community Group by donating £100 to purchase gifts for the Santa's Grotto at their Christmas Party this year.</p>
<p>MAJOR JOINT COMMUNITY PROJECT - 1 PER ANNUM - INVOLVE 20 RESIDENTS , 10 FORTEM VOLUNTEERS TO BENEFIT 500 LOCAL PEOPLE</p>	<p>Mario's Tinenti Centre (MTC) Kitchen will go ahead and will be counted as the major community project for 2018. An update is required from the team to confirm dates which this work can take place. The team are currently trying to source a kitchen with the help of Steve Preston Fortem Operations Director.</p>
<p>ESTATE IMPROVEMENT SCHEMES - JUNE & SEPTEMBER - 2 EVENTS PER YEAR TO IMPROVE THE LOCAL ENVIRONMENT - C.200</p>	<p>Rebecca will meet with Adam Goodall a Project Officers in the Council's Green Spaces Team on 24th October to review possible environmental projects, a meeting was set up in September but had to be cancelled due to the Customer Service Excellence meeting at the MTC. Rebecca did chat with Adam at the meeting and he has lots of thoughts where these improvement schemes could take place. Adam was very excited about working with Fortem.</p>

ENERGY EFFICIENCY EVENT - RESIDENTS AT RISK OF FUEL POVERTY - JANUARY AND NOVEMBER - 100 PEOPLE PER EVENT		The team attended the Tenant Networking Event at Loughborough Town Hall on the 27th September 2018. The event was attended by 124 local Charnwood residents and the team spoke with local people about works we are doing in Charnwood, specific questions around their homes, Energy Advice for example. The events aims and objectives were to engage our tenants in a different format, to increase tenant involvement, provide an opportunity to reach new tenants, meet and talk with tenants who are not currently engaged, and meet other landlord services staff, contractors and council staff
Tenant Training Opportunities		
DIY TRAINING - free class at local college - CHARNWOOD CUSTOMERS X 20 PER EVENT - FEBRUARY AND OCTOBER		Rebecca has contacted Charlie Grayson (Fortem Academy Manager) to look at options of using the Academy.
DIGITAL INCLUSION - MAY & OCTOBER (TBC) - 50 LOCAL PEOPLE PER EVENT		Rebecca has emailed Loughborough Library with regards to a programme delivered by an organisation called Good things Foundation (getting people online and tackling loneliness). Rebecca has emailed them about the Digital commitment and our offering of the Smart4Life van for hard to reach communities in Charnwood. Rebecca worked with Sally the Council's Customer Engagement Manager to design a customer survey to find out what elderly residents would like to learn. This survey was sent to all 14 courts and unfortunately the feedback from the residents was mainly that the customers did not want support getting online. Rebecca contacted Emily and Sally to look at holding or joining an event in Charnwood during Be Online Week.
SPARE SEAT INITIATIVE - AS AND WHEN PLACES BECOME AVAILABLE		Mel Checkley of Fortem met with the academy on Friday 05/10/18 regarding Spare Seat and how the branches can promote these to client. Mel is putting together a National poster as well as process. Yvette is going to work with the 2 management trainees at each Academy and then give us an overview at our Team Meeting on 24th October.
DEMENTIA FRIENDS - BY JUNE 2018 - ALL STAFF AND TRADES - ALL FORTEM STAFF AND SUPPLY CHAIN TO SIGN UP TO DEMENTIA FRIENDS		Jane Bradley of Fortem is currently looking into finding the list of employees and supply chain who completed Dementia Friends Training.
BEFRIENDING SCHEME - 10 ELDERLEY RESIDENTS TO BE SUPPORTED PER ANNUM		Liam (management trainee at Fortem) has created a befriending scheme which has been given to Leigh a Fortem to share with Geoff Parkinson a Director at Fortem to approve/amend. If this draft is approved we will meet with Sally to role this out. Sally has identified 6 local residents however would like to see the proposed service before passing on customer details. Sally will make contact with the residents to check if they want to take part in this scheme.
FOODBANK PARTNERSHIP - DECEMBER - 50 USERS		The team will donate tinned and dried food throughout October and November which will be donated to PACE after 7th December.
SUPPORT LOCAL CHARITY - ONGOING THROUGHOUT THE YEAR		We will support PACE (as above) during 2018.
YOUNG CARERS RESPITE DAY - FUNDING AND VOLUNTEERING TO SUPPORT A DAY OUT TO GIVE RESPITE FROM CARING RESPONSIBILITIES - JULY - 20 YOUNG CARERS PER ANNUM		Emily has contacted a young carers group on behalf of Rebecca and we are awaiting their reply. No further update from Emily.

Employment	
APPRENTICES - MINIMUM OF 3 - 1 EMPLOYED AT GO LIVE, ALL 3 EMPLOYED WITHIN 6 MONTHS OF GO LIVE - NO GAPS BETWEEN ONE LEAVING AND ANOTHER STARTING	We have employed 1 Apprentice at "Go Live"
MANAGEMENT TRAINEE - 1 EMPLOYED BY SEPTEMBER 2018	?
CREATE 4 NEW JOBS - POTENTIALLY 4 NEW JOBS TO BE CREATED BY THE CONTRACT (SUBJECT TO MORE TUPE DETAILS) - TO BE EMPLOYED APRIL 2018 -	Administrator at Fortem starting 29th October, Julie Froggert starting 1st October, Steve Cartwright started at Fortem, Nigel Tomlinson starting at Fortem 1st October.
MEET THE BUYER - TO PROMOTE FORTEM OPPORTUNITIES AND BUILD RELATIONS WITH LOCAL BUSINESSES - SEPTEMBER - CHARNWOOD BUSINESSES, ESPECIALLY SME'S AND SOCIAL ENTERPRISES - 25 BUSINESSES PER EVENT	Ryan Wilkes Matt Ellway and James Hogg of Fortem to organise a joint Scape and Charnwood Meet the Buyer Event by end of November 2018.
SOCIAL ENTERPRISE SUPPORT - PROVIDE FREE/SUBSIDISED ACCREDITATION TRAINING (E.G. PASMA, CHAS SMSTS) USE OF LOCAL SMALL CATERING COMPANY FOR EVENTS/MEETINGS - ONGOING THROUGHOUT THE YEAR - 10 TRAINING PLACES AVAILABLE A YEAR, 1 X CATERING BUSINESS	Rebecca of Fortem has sent this commitment to Charlie Grayson to offer advice and assistance.
MANAGEMENT TRAINEE CHALLENGE - COMMITTED THAT ONE OF THEIR PROJECTS OVER THE CONTRACT TERM SUPPORTS CBC AND THEIR RESIDENTS	Charnwood didn't take part in Plastic Fantastic. The trainees did contact Charnwood but no one came back to them with suitable areas to undertake a litter pick. This was raised in the Community meeting with Sally and Emily who said they would look into this.
SUPPLY CHAIN DELIVERING WORK EXPERIENCE AND APPRENTICESHIP COMMITMENTS - WITHIN 6 MONTHS OF GO LIVE	Once new supply chain is fully mobilised Rebecca will deliver a training session on work experience and mentoring.
ALL APPRENTICES SECURE A PERMANENT JOB ON COMPLETION OF THEIR TRAINING - WILL DEPEND ON LENGTH OF APPRENTICESHIP (1-4 YEARS)	

HOUSING MANAGEMENT ADVISORY BOARD

Report of the Head of Landlord Services

ITEM 08 COMMUNAL CLEANING CONTRACT CONSULTATION UPDATE

Purpose of the report

To update members of the Board on the progress of the communal cleaning consultation.

Action requested

The Board is asked to note the progress to date and the current position.

Background

At its meeting on 12 September 2018 the Board were advised that the framework provider for the communal cleaning contract had been asked to confirm pricing. This was so that tenants and leaseholders could be provided with the best possible estimate of cost.

Current position

The framework provider has advised that due to the framework ending, they are no longer able to meet the Council's requirements.

The specification and list of properties has been sent to an alternative provider. That provider is currently liaising with its suppliers to provide the Council with an estimate of price.

Next steps

Pending receipt of the pricing confirmation from the new framework provider, it is expected that the consultation will be issued in November 2018.

As previously outlined, the format of the consultation will be as follows:

- We will write to all tenants affected and offer them the chance to give their views online, by email or via a paper survey if requested.
- We will inform all 52 members and ensure information is available on the Council website.
- A period of 28 days will be provided for responses.
- Our Customer Engagement Team will support the consultation and encourage tenants in the blocks to complete the survey.

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HOUSING MANAGEMENT ADVISORY BOARD – 7TH NOVEMBER 2018

Report of the Head of Landlord Services

ITEM 10

WORK PROGRAMME

Purpose of the Report

To enable the Board to agree its Work Programme. The current Work Programme, appended, sets out the position following the last meeting of the Board on 12th September 2018.

Recommendations

1. To agree that the Board's Work Programme be updated in accordance with the decisions taken during consideration of this item and any further decisions taken during the course of the meeting.

Reasons

1. To ensure that the information contained within the Work Programme is up to date.

For information, further meetings of the Board are scheduled as follows in 2018/19:

16th January 2019 at 4.30pm

27th March 2019 at 4.30pm

12th June 2019 at 4.30pm.

APPENDIX

HOUSING MANAGEMENT ADVISORY BOARD - WORK PROGRAMME

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
SCHEDULED:			
Every Meeting	Work Programme		To review the Board's Work Programme.
Every Meeting	Questions from Members of the Board		<p>Questions on matters within the remit of the Board (if any), for response at the meeting.</p> <p>Members will be asked in advance of the agenda being published for each meeting whether they have any such questions, for listing on the agenda.</p>
Every Meeting	Performance Information – Questions		<p>See HMAB minute 14.4, 9th November 2016.</p> <p>To enable the Board to ask questions, if any, on the performance information pack* sent out with the agenda for the meeting.</p> <p>To be last item on agenda.</p>
Every Meeting	Performance Information – update on Universal Credit and update on Fortem decent homes contract		Two updates to be included in the performance information pack.
16 th January 2019	Corporate Plan review	Head of Landlord Services	Added by the Board at their meeting on 12th September 2018.

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
27 th March 2019	Housing Repair Services – Breakdown of Complaints	Head of Landlord Services	As per six-monthly update reports considered by the Performance Scrutiny Panel. Last submitted to Board 12th September 2018.
12 th June 2019	Election of Chair and Vice-chair		Annual Item.
12 th June 2019	HRA Revenue and Capital Outturn (2017/18)	Head of Landlord Services	Annual Report.
September 2019	Disabled Adaptations Policy	Head of Landlord Services	Annual Report.
November 2019	2020/21 Draft Budgets (Revenue and Capital)	Head of Landlord Services	2019/20 Draft Budgets were considered formally by the Board at its meeting on 7th November 2018. Annual Report.
TO BE SCHEDULED:			
To be scheduled	Review of HRA Business Plan	Head of Landlord Services	See HMAB minute 14.6, 9th November 2016. Cannot be reviewed until regulations to enable this have been received from the DCLG. Annual report.
To be scheduled	Housing Asset Management Strategy	Head of Landlord Services	Review of the update the Strategy.

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
To be scheduled	Housing and Planning Act 2016 - Update	Head of Landlord Services	Last considered by the Board on 17th February 2016. (Report on Pay to Stay and Flexible Tenancies provisions in Housing and Planning Act 2016 considered 9th November 2016). Awaiting Government Regulations.
To be scheduled	Review of Repairs Standards and Response Times for Repairs, following consultation with Tenants	Head of Landlord Services	Added to work programme 1st April 2015.
To be scheduled	Storage of Gas or Propane Cylinders (Clause 9.2.30 of the consultation draft of the Revised Tenancy Agreement for Secure, Introductory and Demoted Tenants)	Head of Landlord Services	Added to work programme 4th February 2015. Revised Tenancy Agreement is awaiting Government guidance.
To be scheduled	Service Area Delivery Plan	Head of Landlord Services	Added to work programme 13th August 2014.
To be scheduled	Housing Strategy	Head of Strategic and Private Sector Housing	Added to work programme 2nd April 2014.
To be scheduled	Housing Capital Programme Monitoring	Head of Landlord Services	Last considered 16th October 2013.

Notes to Work Programme:

1. All reports must include an explanatory list of any acronyms used.
2. *Performance information pack will include (i) Decent Homes Contractor Performance; (ii) Landlord Services Performance; (iii) Compliance Performance (Fire Safety, etc.); (iv) Anti-social Behaviour (relating to Council's housing stock) Information and (v) Universal Credit Performance update.

Housing Management Advisory Board

Performance Information Pack

Available for 7th November 2018 meeting:

- | | |
|---|--------------------------|
| Landlord Services Performance | <input type="checkbox"/> |
| Anti-social behaviour information relating to Council's housing stock | <input type="checkbox"/> |
| Compliance Performance (Fire Safety, etc.) | <input type="checkbox"/> |

HOUSING MANAGEMENT ADVISORY BOARD – 7th NOVEMBER 2018

Report of the Head of Landlord Services

LANDLORD SERVICES PERFORMANCE

Purpose of Report

To consider performance for quarter 2, 2018-19, up to the end of September 2018.

Recommendation

The Board is asked to note and comment on performance for the second quarter of 2018-19.

Targets Met or within Tolerance Levels (Performance is within 5% of the Target)

a) Repairs

Description	Target	Performance
% Emergency repairs completed within 24 hours	100%	97.04% (1674/1725)
% Responsive repairs for which appointments are made and kept	98.6%	97.82% (5027/5139)
% Responsive repairs which are completed 'right first time'	96%	97.43% (5346/5487)
Average number of days taken to carry out relet repairs	14 days	12.5 days

Note: The timescales that apply to the different categories of repairs are:

Emergency repairs – 24 hours

Urgent repairs – 5 days

Routine repairs – 28 days

b) Income Management

Description	Target	Performance
Rent arrears of current tenants as a % of annual rent debit	3.20%	2.45% (£498k)
% Rent collected (including rent arrears brought forward)	91.00%	94.95% (£11,373,344)

c) Tenancy Management

Description	Target	Performance
% New tenancies sustained over 12 months	95%	99.08% (215/217)
% New tenancy visits completed on target	95%	100% (150/150)

d) Supported Housing

Description	Target	Performance
% Support plans agreed with sheltered tenants/reviewed within time	100%	99.87% (755/756)

e) Customer Satisfaction

Description	Target	Performance
% Tenants satisfied with responsive repairs (overall)	97.4%	98.42% (374/380)
% Tenants satisfied with the time taken to do the repair	97.60%	97.89% (372/380)
% Tenants satisfied that the operative arrived on time	98.60%	98.68% (375/380)
% Lifeline customers satisfied with the way their alarm call was dealt with	99.50%	99.03% (102/103)
% ASB complainants satisfied with the way their case was dealt with	86.00%	86.67% (13/15)

f) Complaints

Description	Target	Performance
% Complaints responded to within timescales (Stages 0 and 1)	95%	90.50% (181/200)

g) Welfare Reforms

The Welfare Reforms Performance Indicators for September 2018 covering the Housing Benefit Spare Room Subsidy, Universal Credit and the Benefits Cap, are attached in **Appendix 1**.

Targets Not Met

a) Repairs

Description	Target	Performance
% Responsive repairs completed within timescales	97.00%	91.11% (5556/6098)

Description	Target	Performance
% Urgent repairs completed on time	97.00%	85.31% (842/987)

Description	Target	Performance
% Routine repairs completed on time	97.00%	89.87% (3043/3386)

Commentary/explanation and proposed actions

From June to Sept 2018, there were:

- 3,003 orders for responsive repairs, 264 of which failed to be completed within specified time scales.
- 454 urgent repairs, 81 of which were not completed on time.
- 1,617 routine repairs, 164 of which were not completed on time.

The reasons for not meeting the specified repairs timescales are due to additional training, the holiday season, and the ongoing issues with long term sickness of some operatives, which has contributed towards reporting three underperforming performance indicators.

Performance continues to be monitored, and a procurement exercise will be undertaken in the coming months to select contractors to support the Repairs team to deliver its service to customers.

b) Gas

Description	Target	Performance
% Properties with a valid gas safety certificate (CP12)	100%	99.88% (5765/5772)

Commentary/explanation and proposed actions:

There are currently 7 properties that are non-compliant. Protocols have been followed, but access has been refused by tenants at each of these properties. The legal process has been started on all these properties to ensure access for the work to be carried out.

c) Customer Satisfaction

% Residents satisfied with Decent Homes work	95%	80%
% Residents satisfied with the time taken to complete the Decent Homes work	95%	42%

We are below the required targets. The mobilisation of the new contractor has required a period of time to set standards. This in turn has resulted in the contractor being in tenants' homes for longer periods of time to complete the installations to our high standard.

The programmes are being monitored very closely to ensure that the experience for the tenant improves, and that contractors achieve the required standard within agreed time scales which will improve customer satisfaction.

Officer to contact:

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Landlord Services Manager
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APPENDIX 1

September 2018: Landlord Services – Welfare Reforms Performance Indicators

Housing Benefit Spare Room Subsidy for Under-Occupation

KPI ref	Description	Current position	Commentary
WR001	Number of working age tenants who currently receive a reduction in Housing Benefit (HB) based on under-occupancy	352	At the end of August 2018, this figure was 359, therefore an increase of 7 this month.
WR002a	Of all affected tenants, how many are in receipt of a Discretionary Housing Payment (DHP)?	38	The total amount paid in DHP so far this year to those tenants is £17,481 this financial year. Note: Previous year's DHP is not included.
WR003	Of all affected tenants, how many are in rent arrears?	165	Of those 165, 55 had a clear rent account on 1 April 2013. PLEASE NOTE THOSE UNDEROCCUPYING NOW MAY NOT HAVE BEEN THEN.
WR004	£ cash value of the arrears increase by affected tenants above since 01 April 2013	£31,829	It is important to note that the cash value of rent arrears accrued by affected tenants would be higher than the figure shown if DHP had not been received. Without DHP, the rent arrears increase at this point would have been more.
WR006	Number of affected tenants on the transfer list	26	See banding details in adjoining tab.

Universal Credit

UC1	Number of tenants in receipt of Universal Credit	287	See chart/details overleaf.
UC2	Total Debt of tenants in receipt of Universal Credit	£118,754	See chart/details overleaf.
UC3	Average Debt of ALL tenants in receipt of Universal Credit	£382	See chart/details overleaf.
UC4	Average Debt of tenants in receipt of Universal Credit who are in rent arrears	£549	See chart/details overleaf.

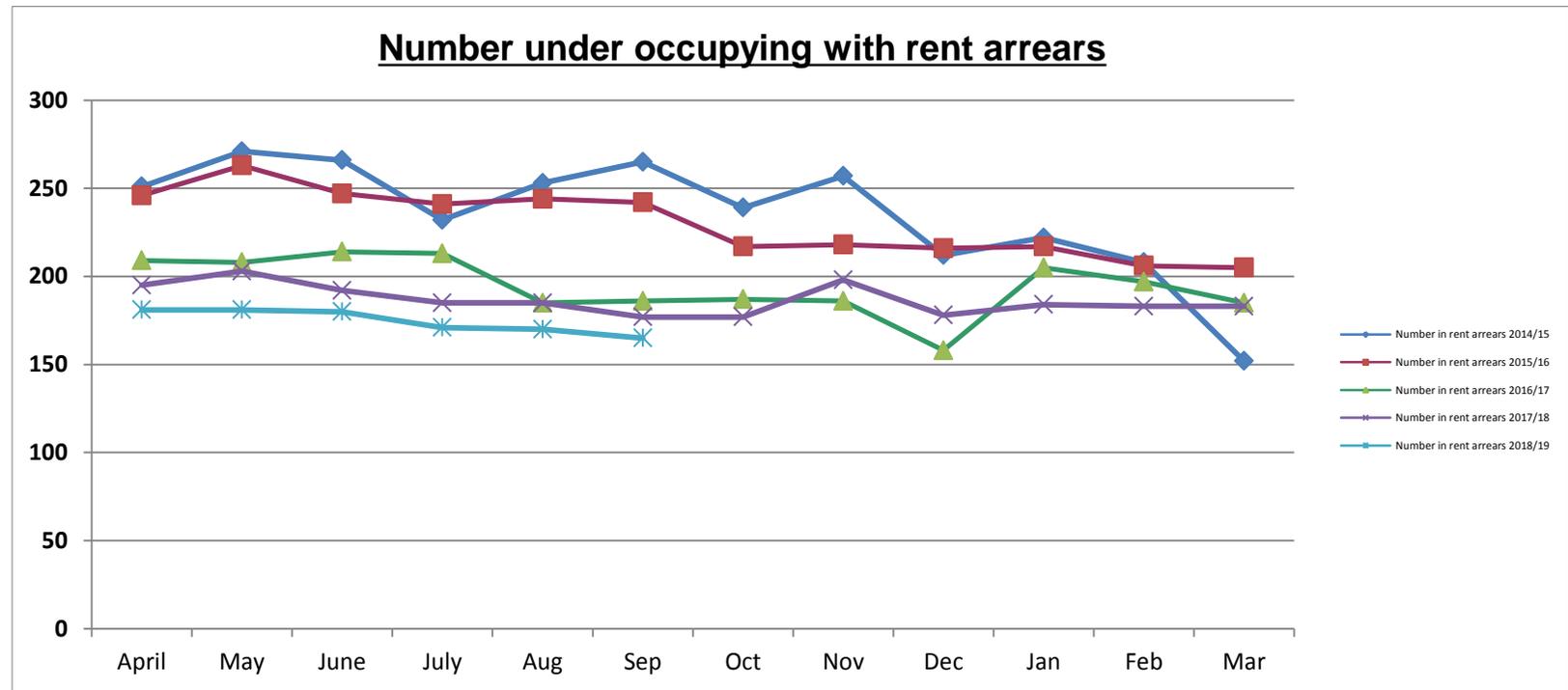
Benefits Cap

BC1	Number of Benefit Cap cases	27	See chart/details overleaf.
BC2	Total Debt of Benefit Cap cases	£8,951	See chart/details overleaf.

Trends in Performance

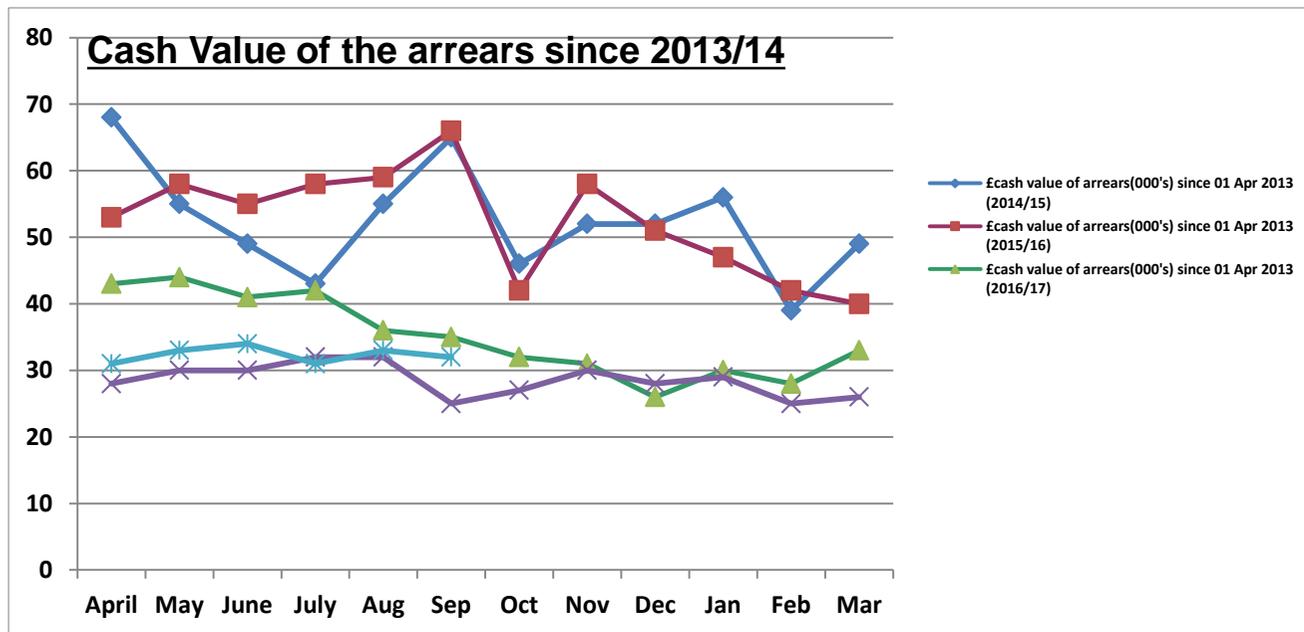
WR003 Of all tenants affected by the HB Spare Room Subsidy for Owner-Occupation, how many are in rent arrears?

	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Number in rent arrears 2014/15	251	271	266	232	253	265	239	257	212	222	208	152
Number in rent arrears 2015/16	246	263	247	241	244	242	217	218	216	217	206	205
Number in rent arrears 2016/17	209	208	214	213	185	186	187	186	158	205	197	185
Number in rent arrears 2017/18	195	203	192	185	185	177	177	198	178	184	183	183
Number in rent arrears 2018/19	181	181	180	171	170	165						



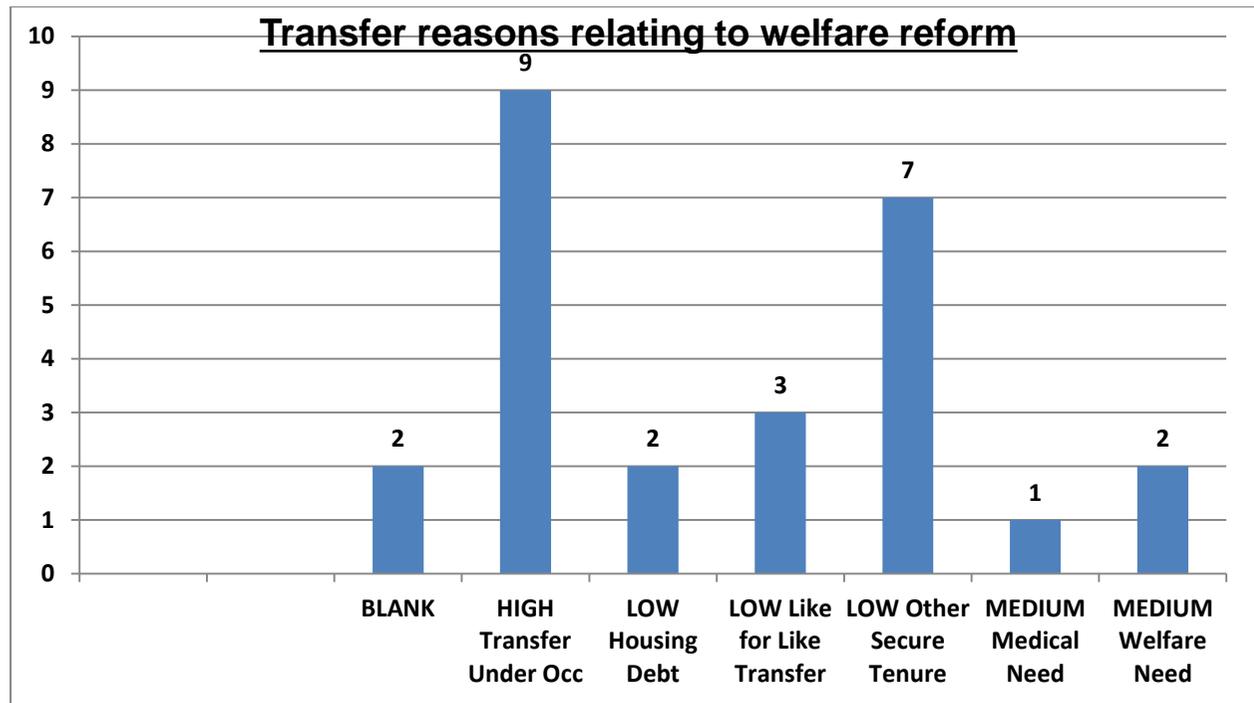
WR004 £ Cash value of the rent arrears increase by affected tenants since 1 April 2013

	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
£cash value of arrears (000's) since 01 Apr 2013 (2014/15)	68	55	49	43	55	65	46	52	52	56	39	49
£cash value of arrears (000's) since 01 Apr 2013 (2015/16)	53	58	55	58	59	66	42	58	51	47	42	40
£cash value of arrears (000's) since 01 Apr 2013 (2016/17)	43	44	41	42	36	35	32	31	26	30	28	33
£cash value of arrears (000's) since 01 Apr 2013 (2017/18)	28	30	30	32	32	25	27	30	28	29	25	26
£cash value of arrears (000's) since 01 Apr 2013 (2018/19)	31	33	34	31	33	32						



WR006 | Number of affected tenants on the transfer list

HIGH Transfer Under Occupation	9
LOW Housing Debt	2
LOW Like for Like Transfer	3
LOW Other Secure Tenure	7
MEDIUM Medical Need	1
MEDIUM Welfare Need	2
Blank	2
TOTAL	26



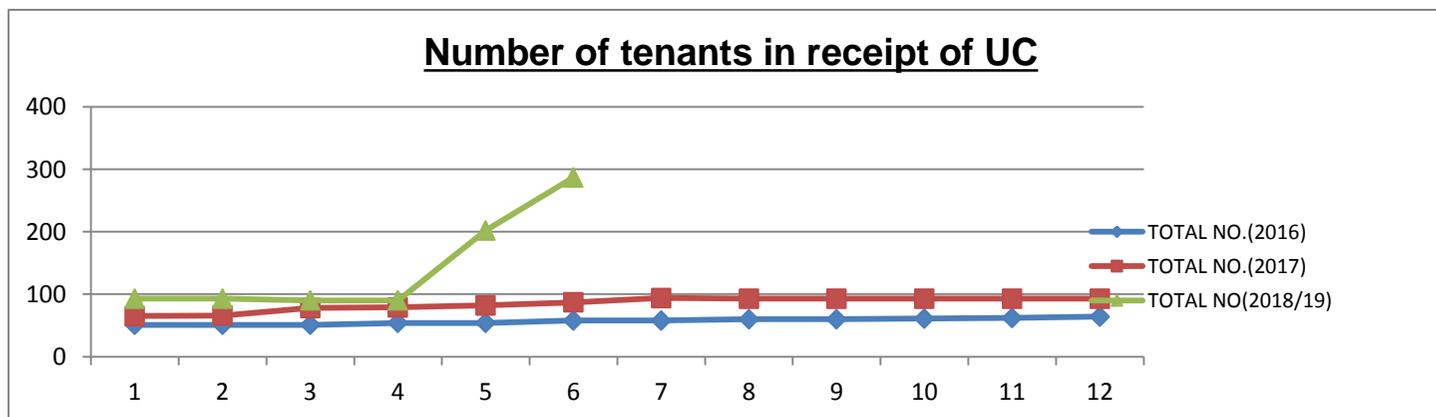
UC1	Number of tenants In receipt of Universal Credit											
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	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2016/17	51	51	51	54	54	58	58	60	60	57	62	54
2017/18	65	66	78	79	86	87	94	93**	93	93	93	93
2018/19	93	93	90	90	202^^	287#						

** In the chancellor's budget statement in November 2017, he announced that there would be no further UC claims brought into the UC 'live service' in order to provide a break before the UC 'full service' is implemented. This is the reason why the number of UC claimants has remained the same since November 2017.

^^ The UC full service for the Charnwood Borough was implemented from June 2018 for some parts of the Borough and then from July 2018 for the rest of the Borough resulting in increased number of UC claimants.

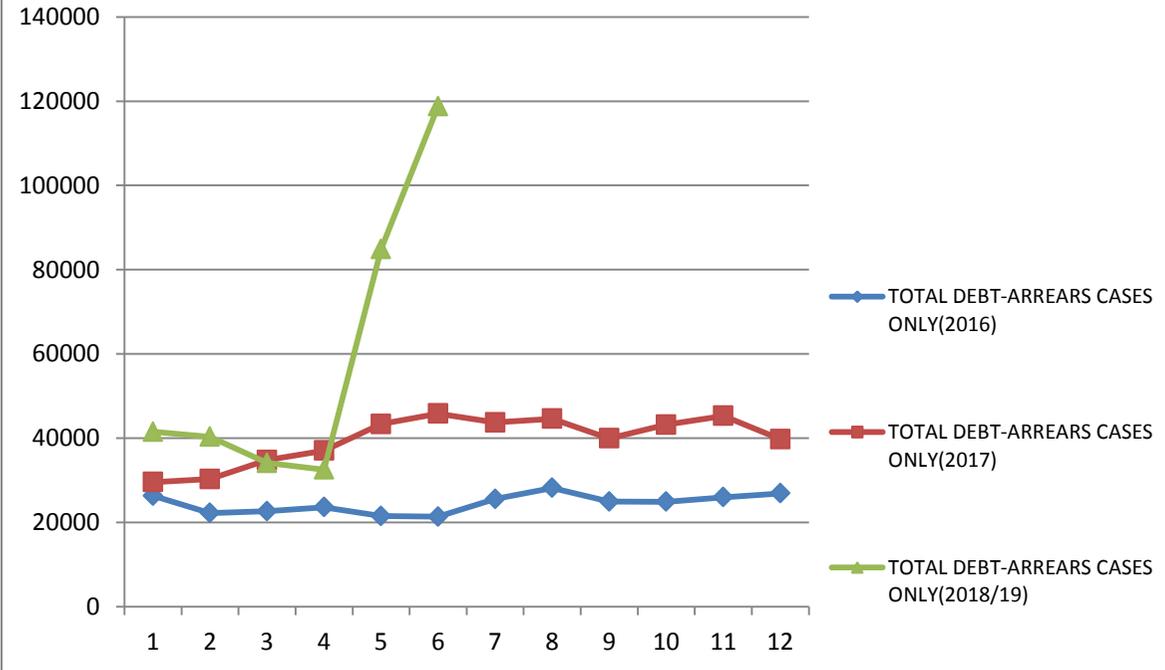
Migration of UC live service cases across to UC full service started from 19 Sep 2018. UC live service for Loughborough will cease after 10 Oct 2018, and the UC live service system will fully close on 31 Mar 2019. DWP are contacting claimants for interview and will arrange transfer of claims. We will also contact claimants to ensure they respond to DWP requests.



UC2 Total Debt of tenants In receipt of Universal Credit

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2016/17	26,316	22,246	22,649	22,599	19,387	21,368	25,553	28,205	24,949	24,930	25,999	26,895
2017/18	29,599	30,286	34,791	37,064	43,371	45,849	43,739	44,624	39,967	43,190	45,285	39,752
2018/19	41,535	40,335	34,111	32,558	84,908	118,754						

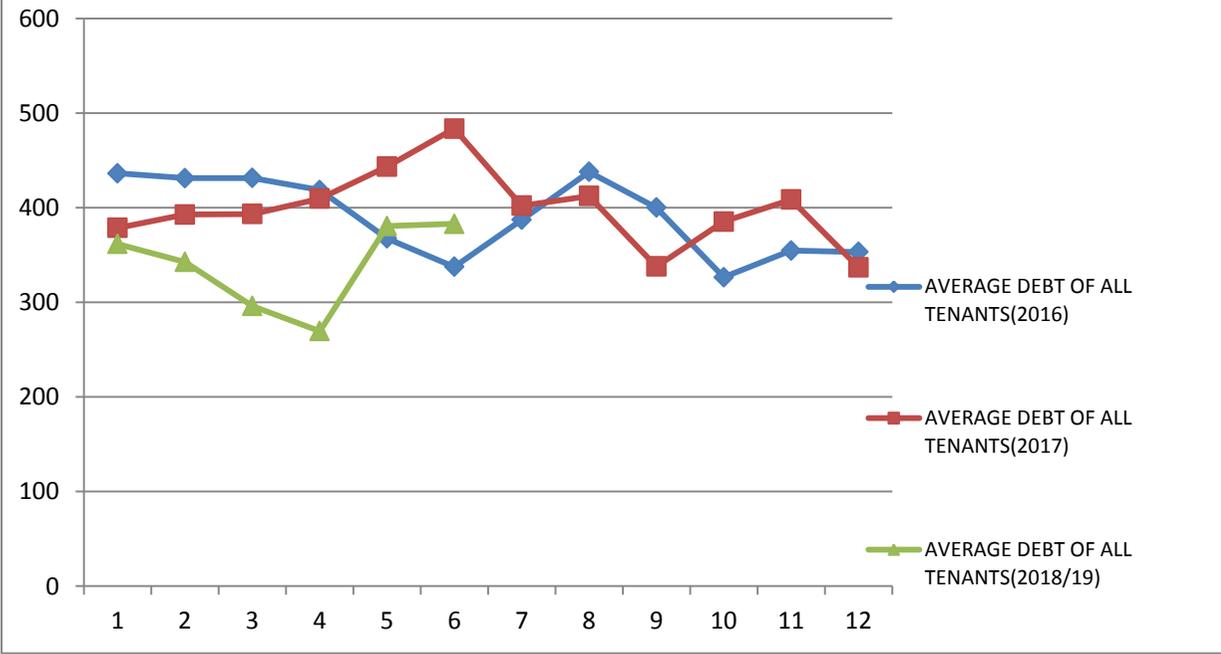
Total debt of UC tenants



UC3 Average Debt of ALL tenants In receipt of Universal Credit

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2016/17	436	431	431	418	367	337	387	437	400	326	354	353
2017/18	378	392	393	409	443	483	402	412	337	385	408	337
2018/19	361	342	296	269	380	382						

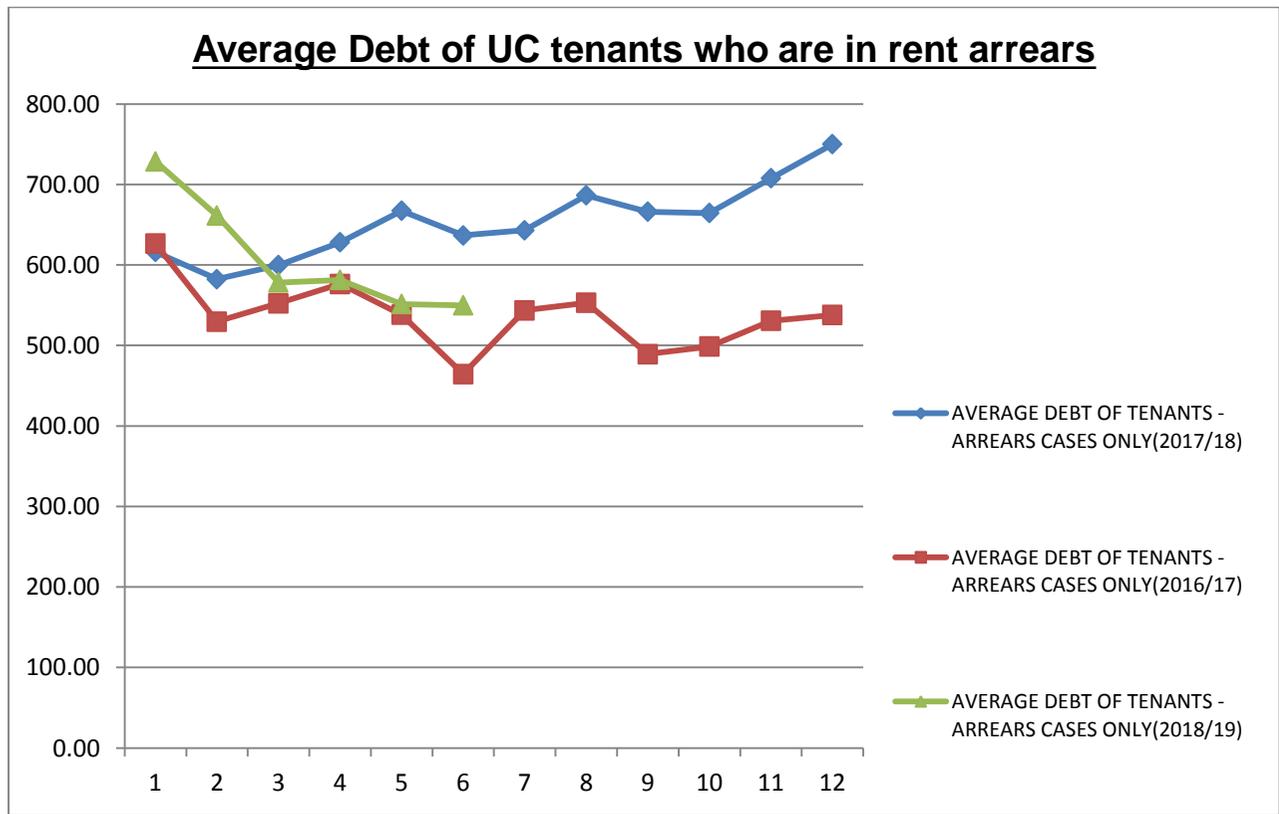
Average Debt of ALL tenants in receipt of UC



UC4	Average Debt of UC tenants who are in rent arrears											
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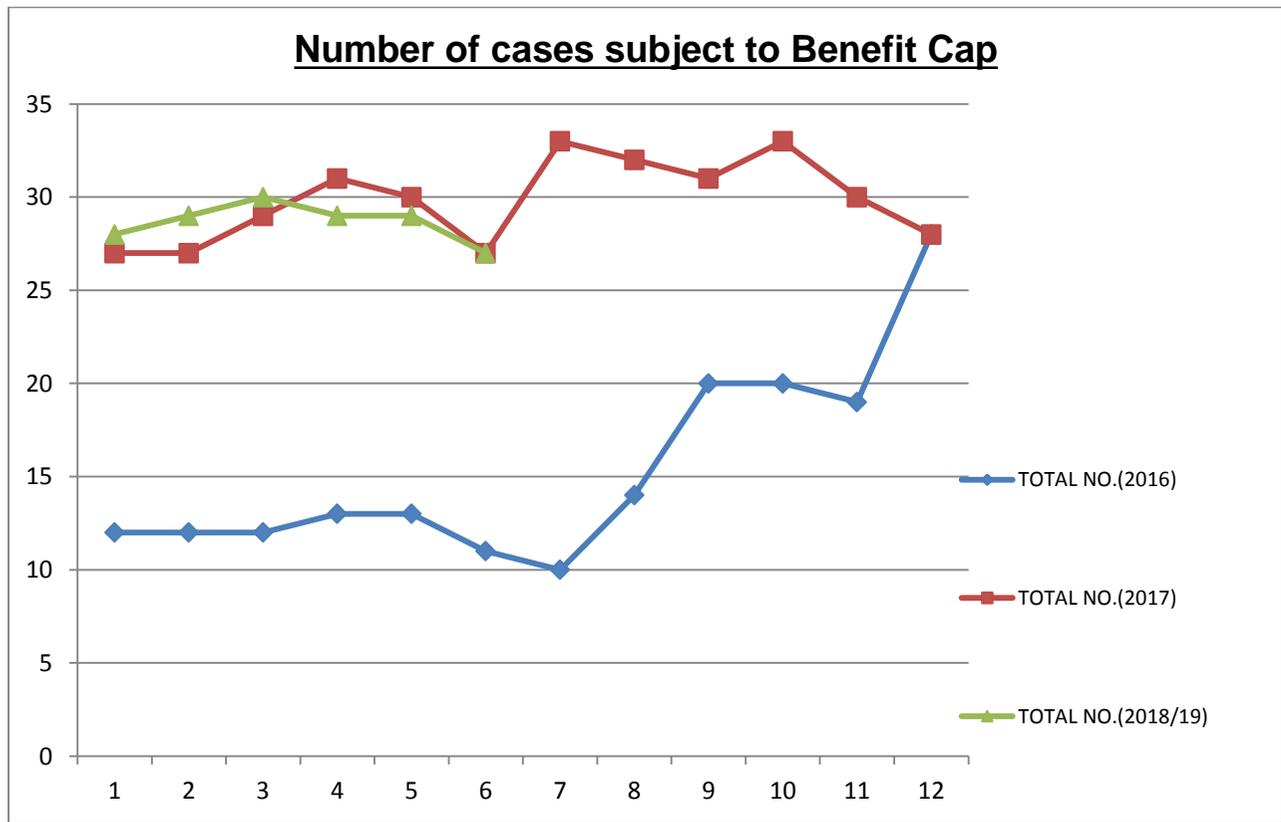
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2016/17	627	530	552	576	538	465	544	553	489	499	531	538
2017/18	616	582	600	628	667	637	643	687	666	664	708	750
2018/19	728	661	578	581	551	549						

Average Debt of UC tenants who are in rent arrears



BC1	Number of Benefit Cap cases											
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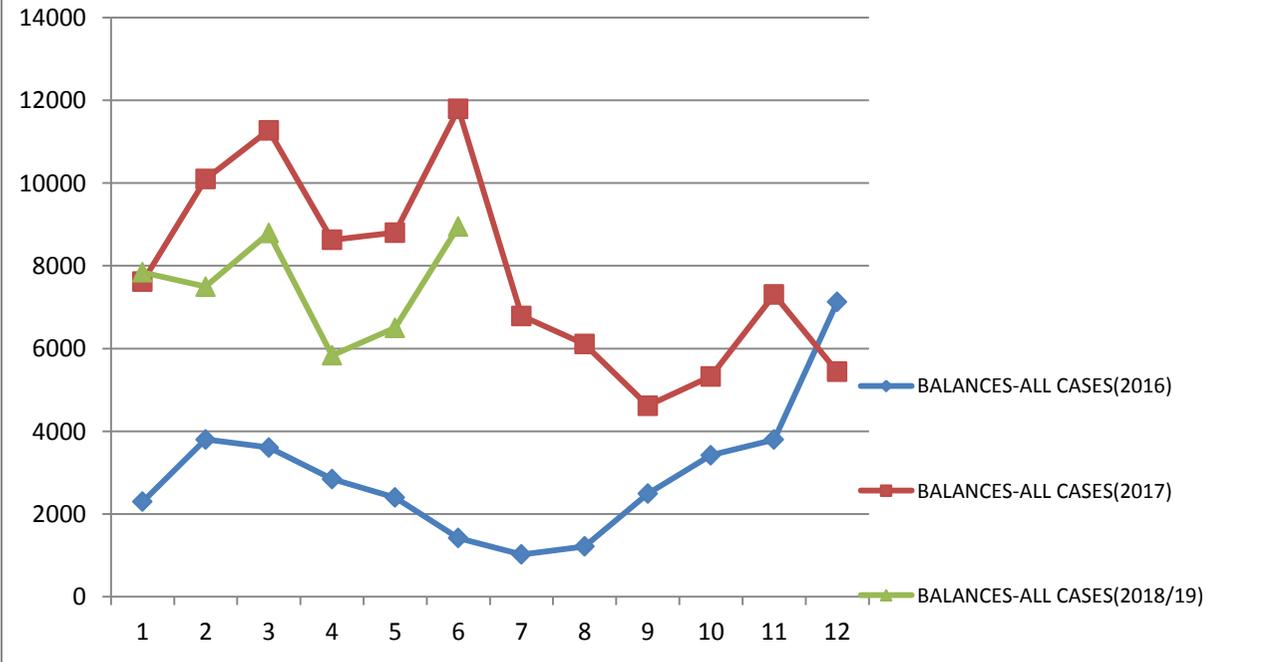
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2016/17	12	12	12	13	13	11	10	14	20	20	19	28
2017/18	27	27	29	31	30	27	33	32	31	33	30	28
2018/19	28	29	30	29	29	27						



BC2 Total Debt of Benefit Cap cases

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2016/17	2,295	3,801	3,605	2,843	2,396	1,416	1,020	1,215	2,490	3,420	3,797	7,131
2017/18	7,617	10,098	11,274	8,629	8,801	11,793	6,789	6,108	4,619	5,325	7,305	5,439
2018/19	7,840	7,497	8,792	5,833	6,499	8,951						

Total Debt of Benefit Cap cases



HOUSING MANAGEMENT ADVISORY BOARD – 7th NOVEMBER 2018

Report of the Head of Landlord Services

ANTI-SOCIAL BEHAVIOUR RELATING TO THE COUNCIL'S HOUSING STOCK

1. ASB Cases Created by Estate

The table below shows ASB cases created and managed by the Council's Landlord Service in the period from July to September 2018 (Quarter 2) by Estate. The table also includes the data from Quarter 1.

ASB Cases by Estate – July 2018 to September 2018

Estate	Total Qtr 2	Total Qtr 1
Anstey	10	11
Barrow Upon Soar	6	1
Birstall	8	3
Loughborough - Ashby Road	10	22
Loughborough - Bell Foundry	42	38
Loughborough - General	20	23
Loughborough - Shelthorpe	29	31
Loughborough - Thorpe Acre	21	11
Loughborough - Town Centre Central	26	22
Loughborough - Warwick Way	14	15
Mountsorrel	9	15
Quorn	11	4
Rest of Charnwood	7	6
Rothley	3	6
Shepshed	24	25
Sileby	33	34
Syston	18	18
Thurmaston	12	13
Woodhouse Eaves	2	1
Grand Total	305	299

2. Case length

Of the 264 cases that were closed from July to September 2018 (Quarter 2), the average number of days between the creation of the case and the point at which the Housing Services Team Leader authorised the closure of the case was 50¹ days. The case length for the period from April to June 2018 (Quarter 1) was 45 days.

¹ Cases closed *Duplicate / Entered in Error* are included. Cases in this category may be closed as such for other reasons in addition to where the case is a true duplicate or has been entered in error. For example, where several people have called about the same issue, their details will be uploaded against a master case record, and the individual cases closed as *Duplicate / Entered in Error*.

3. Case closure by disposal

The table below shows the stage at which the ASB case was closed (known as a disposal) for the period from July to September 2018 (Quarter 2). This table also shows data for Quarter 1.

Disposal type	Total Qtr 2	Total Qtr 1
Advice	36	40
Verbal Warning	1	2
Written Warning	4	6
Mediation	7	10
Acceptable Behaviour Contract	2	0
Injunction	0	2
Tenancy – Extension to Introductory Tenancy	0	0
Notice of Seeking Possession	0	0
Suspended Possession Order (SPO)	0	0
Possession Order - Outright	0	0
Eviction Order	1	1
No further action – at request of complainant	19	12
No further action – reported for information only	3	3
No further action – No perpetrator identified	9	9
No further action - other	124	106
Other (in this case action taken by police)	0	0
Entered in error/duplicate	57	41
Grand Total	263	232

(Please note one case was re-opened hence the difference between the number of cases closed and the number of disposals)

The no further action – other, relates to cases where they are resolved before we can take any action, where the perpetrator or complainant has ended the tenancy or where it is an anonymous complainant and we are unable to progress due to lack of information (e.g. no specific address or lack of details given).

Of the cases closed from July 2018 to September 2018 (Quarter 2), there was one court action which was the Eviction Order.

Landlord Services adopts an incremental approach when dealing with ASB and will aim to resolve the majority of cases through non-legal means. As an incremental approach is adopted, a case can go through a number of stages before it is resolved. The table shows the last action which led to the case being closed.

4. Case Resolution Rate

The Case Resolution Rate for the 202 cases closed in the period from July 2018 to September 2018 (Quarter 2) was 91.1%. This is the percentage of closed ASB cases that were *Resolved*². An ASB case is *Resolved* if the landlord has evidence that the ASB is no longer a cause for concern. The case resolution rate for the period from April to June 2018 (Quarter 1) was 87.4%

² Any cases that were duplicates or entered in error have been excluded from this calculation.

Of the 18 unresolved cases, the breakdown is as follows:

- 7 referred to the Tenancy and Estate Management Team
- 1 referred to Environmental Health
- 4 no perpetrator identified
- 1 referred to Warden
- 1 reported for information only
- 1 not ASB
- 1 no evidence to take further action
- 2 non-council properties

5. Repeat complainants

Repeat complainants for the period July to September 2018 (Quarter 2). Of the 305 cases opened, 69 were anonymous reports of anti-social behaviour or did not have a complainant or victim attached to the case so cannot be attributed to a person, 194 complainants called once, 39 complainants called twice, 2 complainants called three times and 1 complainant called four times in the quarter to report anti-social behaviour.

Officers to Contact:

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Claire Westrup
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July 2018 August 2018 Sept 2018 YTD

KPI	DESCRIPTION	TARGET	ACTUAL	%	COMMENTARY									
1	GAS COMPLIANCY													
	PROPERTIES WITH A CURRENT CP12	5276	5264	99.77%	5245	5236	99.83%	5245	5238	99.87%	5245	5238	99.87%	7 outstanding due to no access - working through the legal process
	CAPPED PROPERTIES WITH A CURRENT CP12		225	4%		225	4%		225	4%		225	4%	4% of our gas 100 tenants are not using the gas appliances in their home.
	COMMUNAL BOILERS WITH A CURRENT CP12	15	15	100%	15	15	100%				15	15	100%	100% compliant.
	SOLID FUEL APPLIANCES WITH CURRENT CP12	55	37	67%	55	36	65%	55	36	65%	55	37	67%	19 Solid Fuel appliances out of compliance due to no access - working hard with contractor to gain access.
	REPAIRS COMPLETED WITHIN PRIORITY	183	183	100%	206	202	98%	298	292	98%	1655	1567	95%	98% repairs completed within priority for June which brings the actual to date up to 98%
	CUSTOMER SATISFACTION (98%)	31	31	100%	46	45	98%	43	42	98%	275	270	98%	Customer satisfaction is 98% this month based on the 275 surveys carried out by Morgan Lambert
1a.	AUDITING - ASSURANCE													
	COMPLETED GAS AUDITS - MAIN GAS CONTRACT	10%	31	5%	10%	46	10%	10%	43		10%	275	48%	No date for this month as running behind will catch up in Oct
	COMPLETED SOLID FUEL AUDITS													
2	SMOKE ALARM & CO COMPLIANCY - RECONCILIATION PROJECT													
	No. Properties with Battery Smoke Alarm		2237			2237			2237			2237		The 2018/19 programme will concentrate on 133 properties that have been as a priority. Smoke and heat detectors will be installed as part of the capital works programme (Heating, kitchen, bathroom and ECIR)
	No. Properties with Hard Wired Smoke Detection		2645			2645			2645			2645		
	No. Properties with both Battery and Hard Wired Detection		306			306			306			306		
	No. Properties - Unknown/Missing Data		9			9			9			9		
	No. Props with individual smoke detection connected to life-line with communal fire alarm systems		405			405			405			405		
	PROPERTIES WITH A CO ALARM INSTALLED		5602			5602			5602			5602		Reconciliation remains on-going to confirm and track co alarm installations (5617 properties)
3	FIRE SAFETY													
	FIRE ALARM - 6 MONTHLY	19	19	100%	19	19	100%	19	19	100%	19	19	100%	All fire alarms serviced - 6 monthly visits
	EMERGENCY LIGHTING - DURATION TEST - ANNUAL	18	18	100%	18	18	100%	18	18	100%	18	18	100%	Duration service schedule re-commenced and on target
	EMERGENCY LIGHTING - FLICK TESTING - MONTHLY	277	277	100%	277	277	100%	277	277	100%	277	277	100%	100% compliancy achieved for month of April
	FIRE RISK ASSESSMENT	297	297	100%	297	297	100%	297	297	100%	297	297	100%	FRA programme completed all actions extracted, all FRA's visible in QL with available updates now highlighted on pdf. Temporary FRA issued for Beresford Court while Fire Safety works are completed. FSF to attend once completed.
	FIRE EXTINGUISHER	14	14	100%	14	14	100%	14	14	100%	14	14	100%	14 Sites have fire extinguishers/blankets installed (47 components) all compliant
	FIRE RISK ACTION LOG	199	55	29%	199	55	29%	199	55	29%	199	55	144	new contract with Vetro is now in place and a pre-start has taken place and a programme of works is being devised
4	WATER SAFE													
	LEGIONELLA MONITORING - MONTHLY	15	15	100%	15	15	100%	15	15	100%	15	15	100%	Fielding Court - out of tolerance issue from last month is under control issues with Thermostatic Mixer Valves (TMVs). I have checked back our records and it doesn't appear TMV's have been cleaned and re-calibrated on an annual basis - so I've added this to the annual routine. We have a similar issue at Arnold Smith House which is being dealt with.
5	LIFTS & STAIRLIFTS													
	PASSENGER LIFT - 6 MONTHLY	4	4	100%	4	4	100%	4	4	100%	4	4	100%	6 stair lifts outstanding due to access issues - we have written to the tenants again regarding access. Some properties are on the capital works streams so we hope to get access using that way.
	STAIRLIFT - ANNUAL SERVICE	196	191	97%	196	190	97%	196	190	97%	196	190	97%	
	CUSTOMER SATISFACTION													
6	ASBESTOS													
	ASBESTOS SURVEYS	6547	6348	97%	6350	6155	97%	6358	6164		6350	6155	97%	We currently have 194 properties without an asbestos report, CBC assisting with hard no access properties (number includes communal areas - reconciliation to be undertaken with asbestos and ql project) Order have been placed to survey these properties.
	RE-INSPECTIONS	6547	3611	55%	6350	2181	34%	6358	3708	58%	6358	3708	58%	We have completed 3708 re-inspection surveys, the 2018/19 programme for re-inspection will focus on capital work streams.
	COMPLETED ASBESTOS AUDITS - Assurance Testing													Audits completed with assurances issued on works carried out - further auditing to be completed on licensed works as necessary
7	Electrical Condition Reports (Periodic Testing) inc PAT testing													
	Courts Condition Reports Testing													
	Courts PAT Testing	14	14	100%	14	14	100%	14	0	0%	14	14	100%	Orders have been placed for PAT testing but we having a issue with the contractor completing the works
8	Electrical Condition Reports (Periodic Testing)													
	Domestic Dwellings (Fortem Programme)													Programme for 2018/19 with Fortem
	Properties with valid electrical certificate													
	Properties without a valid electrical certificate													
	Properties with unsatisfactory certificate													
9	Communal Door Entry (PPM)													
	New Door Installations (programme being devised for inclusion in QL for cyclical cycle)	0	0	0	33	33	100%							Planned Preventative Maintenance, Asset and Condition Collation Programme of Door Entry, Communal Doors (PPM) - programme to commenced August initially a further 19 to complete this financial year