



HOUSING MANAGEMENT ADVISORY BOARD

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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, 16th January 2019 at 4.30 pm for the following business.

Chief Executive

Southfields
Loughborough

8th January 2019

AGENDA

1. APOLOGIES
2. MINUTES OF THE PREVIOUS MEETING 4 - 11
To confirm the minutes of the meeting held on 7th November 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. PLANNED MAINTENANCE WORK PROGRAMME 12 - 15
A report of the Head of Landlord Services to update the Board on the programme of planned maintenance work to be carried out over the year.
 5. CUSTOMER ENGAGEMENT STRATEGY 16 - 27
A report of the Head of Landlord Services providing the Board with the latest Customer Engagement Strategy for comment.
 6. VOID PROPERTIES 28 - 33
A report of the Head of Landlord Services and the Head of Strategic and Private Sector Housing detailing the current situation regarding void properties.
 7. CORPORATE PLAN REVIEW 34 - 36
A report of the Head of Landlord Services presenting the Corporate Plan to the Board for comment and review.
 8. CONSULTATION ON DRAFT HOUSING REVENUE ACCOUNT 2019/20 37 - 51
To consider in detail the revenue pressures and savings in the draft housing revenue account and capital budgets for 2019/20.
 9. MOBILISATION OF NEW DECENT HOMES CONTRACT - UPDATE 52 - 64
A report of the Head of Landlord Services to update the Board on the progress of the New Decent Homes Contract supplied by Fortem, as requested, including the disabled adaptations work programme.
 10. TERMS OF REFERENCE 65 - 67
A report of the Head of Landlord Services to advise the Board of their Terms of Reference for comment and amendment.
 11. 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 xx asked the following:

On this occasion no questions were submitted.
 12. WORK PROGRAMME 68 - 72

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 27th March 2019 at 4.30pm.

HOUSING MANAGEMENT ADVISORY BOARD 7TH NOVEMBER 2018

PRESENT: The Chair (T. Edwardes)
The Vice Chair (T. Riley)
Board Members A. Davis, Wright, Jackson,
Draycott and Parton

Head of Landlord Services
Repairs and Investment Manager
Landlord Services Manager
Democratic Services Officer (NA)

Lead Member for Housing Councillor Mercer

APOLOGIES: Councillor Jukes

11. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting of the Board held on 12th September 2018 were confirmed as an accurate record.

12. DECLARATIONS OF INTEREST

No declarations of interest were made.

13. UPDATE ON THE SHELTERED HOUSING SCHEME

The Head of Landlord Services advised the Board that the item had been deferred as aspects of the review were being presented at an informal Cabinet briefing to get their views before bringing it before the Board.

RESOLVED that the Board would receive an updated report in due course.

14. TENANCY SUPPORT POLICY 2019 - 2022

A report of the Head of Landlord Services was considered by the Board updating them on the draft Tenancy Support Policy 2019-2022.

Discussion points raised:

- The Board was advised that updates had been made to the existing Policy that included: a better explanation of the service, a new section covering Universal Credit, an update on partner working and the organisations who can offer support.
- Tenants were assessed at an early stage to identify what support level was required. This would determine the level of support needed.
- The Board was given an update on the staffing situation: there were 4 Tenancy Support Officers in post, 2 Financial Inclusion Officers, 6 Income Officers and a

- new Universal Credit Officer just appointed. The Board recorded their appreciation for the hard work completed by the entire team to support tenants.
- In future it would be helpful when reviewing existing policies to highlight the actual changes made in the document.
 - Performance data on tenancy support would be considered by the Performance Scrutiny Panel at its meeting in February 2019.

RESOLVED that the draft report be approved including the comments from the Board.

Reason

To acknowledge the Board's consideration of this matter.

15. BUDGET CONSULTATION 2019/20

A report of the Head of Landlord Services to enable members of the Board to consider issues before the draft budget report goes to Cabinet in December 2018 was considered.

Discussion points raised:

- The Board was in agreement with the submitted pressure for the electrical testing programme as this was a statutory requirement.
- The Board was also in agreement with the submitted budget pressure for the maintenance of external wall insulation.
- The future use of the garage sites was discussed in terms of protecting revenue streams. The Board was informed that a broader review of garage sites was currently underway, including the demand for garages and an assessment of their condition which would inform investment decisions and future charge setting.
- Shop rents were discussed and some interest was expressed by the Board in using empty shops as pop up shops and to help local residents to start their business.
- There was some flexibility in the budget regarding the planned maintenance on communal areas and external works. The areas with most hazards had been highlighted as priority areas but there was an option to look at other areas if residents had specific concerns.

Action: the Board to receive the findings of the garage site review once completed.

RESOLVED that the Board's comments above be considered by the Head of Landlord Services when submitting the service budget to Cabinet.

Reason

To acknowledge the Board's consideration of this matter.

16. MOBILISATION OF NEW DECENT HOMES CONTRACT - UPDATE

A report of the Head of Landlord Services to update on the mobilisation of the New Decent Homes Contract was presented to the Board for consideration.

Discussion points raised:

- The Board was advised that there had been a challenging start for the contract but there were more staff being employed now to meet the demand and plenty of resources in place. Fortem were also recruiting more staff to add to their onsite team to achieve more self-delivery.
- The Board was in agreement that the timescales for work had been too long but that the quality of the work was good. They wanted to see significant improvement soon to alleviate their concerns.
- There had been a lack of communication between Fortem and the residents and there needed to be an improvement. The Board was advised that there was an increase in customer facing staff and the director was looking at the customer journeys to identify and areas for improvement.
- The backlog of disabled adaptation works was being addressed and so far 17 out of the 76 properties had been completed with the others being worked on or programmed in.

Action: the Board to receive an updated programme of works.

RESOLVED that the update be noted.

Reason

To acknowledge the Board's consideration of this matter.

17. COMMUNAL CLEANING CONTRACT CONSULTATION - UPDATE

A report of the Head of Landlord Services was considered updating members on the progress of the communal cleaning consultation.

The Head of Landlord Services advised the Board that the Framework provider was no longer in operation and so another company had been approached to price up the work. Once a pricing structure had been compiled the consultation would begin.

RESOLVED that the report with current progress to date be noted.

Reason

To acknowledge the Board's consideration of the matter.

18. 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 a question regarding the outstanding work on the fire doors in the communal flats, being inspected and declared safe.

The response to the question was as follows:

The Council was aware that doors manufactured by Permadoor with glazed windows are those affected. However other doors may be affected and so a visual survey of all doors had been conducted with 1741 out of the 1918 doors inspected so far.

In line with government guidance the Council had published information to all tenants regarding the fire doors along with general fire safety advice. An article appeared in the October 2018 newsletter and the information was to be sent directly to tenants by letter.

The Council's specialist fire risk assessors Fire Safety First had advised that no further measures were required at this time and that the existing "stay put" policy should remain in place.

More recently the Council had received information from some fire door manufacturers regarding new doors which are expected to meet the new testing regime. This information needed to be assessed before the Council agreed to any new doors.

19. 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.

RESOLVED

1. that the Planned Maintenance Works Programme be added to the Board's Work Programme for January 2019.
2. that an update on Customer Engagement be provided to the Board in January 2019.
3. the Head of Landlord Services to investigate the position regarding Tenant Champions and report back to the Board at its next meeting in January 2019.
4. the Head of Landlord Services and the Head of Strategic and Private Sector Housing to produce a report on void properties for the Board's next meeting in January 2019.
5. the Board's Terms of Reference to be revisited at its next meeting in January 2019.

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.

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		<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.

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
16 th January 2019	Planned Maintenance Works Programme	Head of Landlord Services	Added by the Board at their meeting on 7 th November 2018.
16 th January 2019	Corporate Plan review	Head of Landlord Services	Added by the Board at their meeting on 12 th September 2018.
16 th January 2019	Customer Engagement update	Head of Landlord Services	Added by the Board at its meeting on 7 th November 2018.
16 th January 2019	Void Properties update	Head of Landlord Services and Head of Strategic and Private Sector Housing	Added by the Board at its meeting on 7 th November 2018.
16 th January 2019	Board's Terms of Reference	Head of Landlord Services	Added by the Board at its meeting on 7 th November 2018.
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.
September 2019	Disabled Adaptations Policy	Head of Landlord Services	Annual Report.

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
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.
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.

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
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 21st January 2019 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 - 16TH JANUARY 2019

Report of the Head of Landlord Services

ITEM 4 PLANNED MAINTENANCE

1. Purpose of report

To update the Housing Management Advisory Board (HMAB) on the progress of the 2018/19 planned maintenance programme.

To consult the Housing Management Advisory Board (HMAB) on the proposed 2019/20 planned maintenance programme and capital investment priorities for 2019/20.

2. Recommendation

It is recommended that members of the HMAB note the progress of the 2018/19 planned maintenance programme, and comment on the proposed programme and capital investment priorities for 2019/20.

3. Progress of 2018/19 planned maintenance programme

The total budget for 2018/19 is £865,900. This comprises four defined budgets as follows:

Estate and external works (capital budget):	£205,000
Communal area improvements (capital budget):	£150,000
Planned maintenance [painting] (revenue budget):	£438,000
External Wall Insulation (revenue budget):	£72,900

Estate and External Works (£205K)

This budget is focussed at improving the condition of footpaths to reduce the likelihood of people being hurt. The work has been split in to three phases on the Bell Foundry. Fortem are currently checking utility service plans to prevent issues occurring when the work is undertaken. Further work is planned at St Peters Court and Staveley Court and prices are due to be returned to the Council by mid-January 2019.

Communal Area Improvements (£150K)

Thirteen communal areas are being refurbished on the Bell Foundry Estate. Five still have ceiling work to completed in January 2019. The flooring will then be installed at all blocks. External painting will be undertaken if required or surfaces will be washed down with a high reach system. Bin store area improvements are also underway at the blocks to reduce the risk of fire.

Painting (£438K)

A small cladding project in Homefield Road needed due to rotten timber has been completed. Quotes are outstanding for canopy work at St Peters Court and for the main painting programme. This workstream has been slow to mobilise with Fortem, and there is a risk that the programme will not be completed in 2018/19 given the high likelihood of inclement weather.

External Wall Insulation £72,900

Fortem are due to provide confirmation of a programme of EWI condition surveys. The purpose of the survey is to identify the work required at each property, which will be analysed to produce a programme for future years.

4. Proposed 2019/20 planned maintenance programme

Subject to Cabinet and Council approval, the total budget for 2019/20 is £856,200. This comprises four defined budgets as follows:

Planned work 2019-2020

Estate and external works (capital budget):	£205,000
Communal area improvements (capital budget):	£150,000
Planned maintenance [painting] (revenue budget):	£438,000
External wall insulation (revenue budget)	£63,200

Estate and External Works (£205K)

In order to lift the estate environment and reduce the likelihood of trips and falls, footpath improvement works will continue at the Bell Foundry estate. A further significant footpath replacement will take place at the rear of bungalows on Knightthorpe Road. Works are also being considered at bin store areas at Victoria Street which have been subject to drug related anti-social behaviour.

Communal Area Improvements (£150K)

Following works at Peel Drive, further communal areas on the Bell Foundry estate will be refurbished. The same specification as that at Peel Drive will be delivered at Chapman Street, Hume Street and Pinfold Gardens.

Painting (£438K)

As stated, it is likely that the 2018/19 programme will not be completed in that year, and it is therefore expected to be completed in 2019/20.

5. Capital Investment Priorities for 2019/20

The draft capital budget, which reflects the investment priorities for 2019/20, can be found at Appendix 5 of item 8 of this agenda: CONSULTATION ON DRAFT HOUSING REVENUE ACCOUNT 2019/20.

Detailed programmes for kitchens, bathroom, and heating system installations in 2019/20 are currently in development. Component life cycle data has been analysed and a letter has been sent to tenants on the provisional kitchen and bathroom programmes offering the works. The numbers of properties confirmed on the programme to date, and the responses from tenants offered works are shown in the table below.

Kitchens

Item	Quantity
Number of properties confirmed on programme to date	43
Number of letters sent out to tenants living in properties where the component is due for replacement	338
Number of tenants responding to say that they want the works	56
Number of tenants responding to say that they do not want the works	103
No response received to date	178

Bathrooms

Item	Quantity
Number of properties confirmed on programme	152
Number of letters sent out to tenants living in properties where the component is due for replacement	371

Number of tenants responding to say that they want the works	7
Number of tenants responding to say that they do not want the works	0
No response received to date	364 (NB Survey sent 4/01/2019)

There will likely be a requirement to increase the kitchen and bathroom budgets due to more work being identified as needed than budgeted for via the capital plan for 2019/20.

The current amounts are:

Component	2019/20 Draft Budget
Kitchens	£190,000
Bathrooms	£578,300

Officers to contact:

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HOUSING MANAGEMENT ADVISORY BOARD – 16 JANUARY 2019

Report of the Head of Landlord Services

ITEM 5 CUSTOMER ENGAGEMENT STRATEGY 2017 – 2020

1. PURPOSE OF REPORT

To provide the board with an update on the delivery of the customer engagement strategy, attached as appendix 1 to this report.

2. ACTION REQUESTED

The board is requested to note the report.

3. BACKGROUND

3.1 In 2017 the landlord service developed and agreed a four-year strategy to develop its customer engagement activities. The strategy sets out the model and structure for customer engagement [council tenants] within Charnwood. It is owned by tenants and its delivery is monitored principally by the Charnwood Housing Residents' Forum ('CHRF') but also the Housing Management Advisory Board ('HMAB').

3.2 The council's Performance Scrutiny Panel is satisfied with the way in which the strategy is being scrutinised currently.

4. STRATEGY FORMAT AND CONTENT

4.1 The strategy is in the form of an action plan and is grouped under four main subject headings:

1. Making it easier for our customers to engage with us in ways and on issues that interest them;
2. Being more accountable for the services we deliver by empowering our residents to challenge us;
3. Using customer feedback to improve our housing services and increase value for money; and
4. Embedding customer engagement in all our services.

4.2 Within each subject heading there are a number of actions against which have been set target completion dates, the person responsible for leading on that particular action and a column to note and record progress made in completing that action.

4.3 Actions that have been deemed to have been completed are shown with a grey fill.

4.4 The strategy explicitly states that that it needs to be visited and amended as necessary following a period of consultation and then kept under review as implementation proceeds.

5 CURRENT POSITION

5.1 We are now halfway through the period covered by the strategy and it is fitting, therefore, to:

- comment upon what has been completed thus far against the existing target dates;
- comment upon what is left to do; and
- comment upon how the strategy might be reviewed over the second half of its life.

6 ACTIONS COMPLETED

6.1 Under heading 1 – making it easier for our customers to engage with us in ways and on issues that interest them – three of the nine actions have been completed -1.1; 1.2 and 1.8.

6.2 Under heading 2 - being more accountable for the services we deliver by empowering our residents to challenge us – one of the four actions has been completed – 2.4.

6.3 Under heading 3 - using customer feedback to improve our housing services and increase value for money – none of the three actions has been completed.

6.4 Under heading 4 - embedding customer engagement in all our services – none of the three actions has been started yet.

7 ACTIONS STILL TO BE COMPLETED

7.1 Under heading 1 only one of the six as-yet-incomplete actions has made no progress – 1.9

7.2 Under heading 2 all the three as-yet-incomplete actions have made progress;

7.3 Under heading 3 only one of the three as-yet-incomplete actions has made no progress – 3.2.

7.4 Finally, under heading 4 none of the three actions has yet to be started; all three have a completion date of March 2019 so cannot be deemed to be out of target yet.

7.5 On the face of it one could infer that the strategy is on course to being delivered and it is clear that a number of significant commitments have been completed. It is, however, worth pointing out that the agreed completion dates of all but the actions under heading 4 fall within the first two years of the strategy's lifespan. With that in mind, it is not surprising, therefore, that many of the agreed actions have run beyond their target completion date.

8. MID-TERM REVIEW OF THE STRATEGY

8.1 With reference to 4.4 above, we are now mid-way through the term of this strategy. It seems fitting, therefore, to take stock of not only what we have achieved thus far but also how the action plan might be reviewed and adapted through the second half of its term so that, by the end of 2020, it can, by all reasonable measures, be deemed to have been delivered successfully.

8.2 I have identified a number of aspects of the strategy, as currently structured and worded, that I believe could be addressed in order to help deliver the strategy successfully by the end of 2020:

- I would recommend that completion dates need to be reviewed generally so that they are spread more realistically through the remaining term of the strategy;
- I would recommend that, where appropriate, existing structures of engagement be brought into the strategy for consideration/evaluation as part of the existing action in 1.3 - *developing a broad menu of engagement activities*. An example of this is the existing role of 'community representative' (also known as 'tenant champion'). This position was created some time ago but is not actively promoted currently and there is only one tenant acting in the role at present. In view of that it would seem sensible to have a discussion over this and any other engagement model and bring them into the strategy and action plan. For board members' information, a copy of the existing information sheet about this role is attached as appendix 2 to this report;
- I would recommend that some of the actions under the four headings be adapted to become more general objectives, with the objectives being populated by specific, concrete actions that will fulfil that objective. An example of this is action 4.4 - *promoting the strategy and engagement model within Landlord Services and across the council, including presentations/briefings to other departments*: this is more of an objective rather than an action in itself. Statements such as this are more difficult to measure objectively in terms of successful completion and delivery;
- I would recommend that other actions be reviewed with the aim of giving greater rigour to them in terms of their becoming more specific, measurable and time-limited. An example of this would be 1.5 – *widening and developing the social media etc options*: this would help those working to fulfil these actions to become more focused and would give them certainty by having a firm commitment to deliver;
- I would recommend that the remaining incomplete actions, having been through the above stages (if agreed), be re-ordered in terms of practicable priorities. There are actions that are dependent on other actions being completed and the action plan should reflect that. For example, 1.4 - *reviewing the council's website pages to accommodate new ways of providing information and encouraging engagement* - has a target completion date of March 2018 whereas 1.3 – *developing a broad menu of engagement activities* – has a target completion date of September 2018. One could argue that until

or unless we have created and agreed that menu of engagement opportunities as set out in 1.3 there is limited benefit in reviewing our web pages first.

- At present the action plan shows completed commitments as shaded out in grey. Improved monitoring and tracking of progress could be achieved by adopting what is now a well-accepted “RAG”-based tracking system, namely:
 - Completed, one-off actions shown as blue;
 - Completed but continuing actions shown as green;
 - In-progress actions shown as amber;
 - Not-yet-started or out-of-target actions shows as red.

9. NEXT STEPS

9.1 This strategy is owned by our tenants and we will work with them on this review in order to give some new impetus to it over the second half of its term.

9.2 I have already met members of the CHRF and agree with their suggestion that a special meeting of that group be set up early in new year to start working with us on the strategy's review.

9.3 I would expect to be able to bring an updated report on that review to the March meeting of HMAB, along with an updated action plan.

Officer to contact:

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Peter Oliver
Head of Landlord Services
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CUSTOMER ENGAGEMENT STRATEGY 2017 – 2020

ACTION PLAN

Last updated 2 December 2018

Action plan

This plan will need to be revisited and amended as necessary following a period of consultation and then kept under review as implementation proceeds. Regular reports will be made to HMAB and CHRF and to all customers in our annual report.

1. To make it easier for our customers to engage with us in ways and on issues that interest them				
No.	Action	By when	By whom	Outcomes/Updates
1.1	Undertake a consultation exercise on this strategy. Consult involved and uninvolved customers widely using their feedback to finalise the engagement structure and strategy	July 2017	IP/SR	22 Mar 2017: Consulted HMAB. 19 Apr 2017: Consulted CHRF. 25 Apr 2017: Consulted PSG. Jun 2017: Strategy finalised.
1.2	Complete a publicity/communication campaign to launch the agreed structure and strategy and encourage customers to volunteer ^{1.8}	October 2017	SR	Sep 2017: Article in autumn edition of Your Homes Matter to encourage customer involvement
1.3	<p>Develop and promote a broad menu of engagement activities showing the associated time commitments.</p> <ul style="list-style-type: none"> ▪ This will include making more use of quantitative methods such as surveys and customer polling/questionnaires via telephone, text, website, social media and post ▪ Develop and widen the ways we approach consultation, including face to face methods such as housing officer-led focus groups on estates and online 	September 2018	CEO	<p>May 2018: Estate walkabouts reintroduced and promoted in YHM</p> <p>Sep 2018: STAR survey undertaken</p> <p>Nov 2018: HMAB tenant members attended NHC conference to identify new ideas on engagement methods</p>

1.4	Review the council's website pages for council tenants and leaseholders to accommodate new ways of providing information and encouraging engagement	March 2018	CEO	Nov 2018: Webpages provide information on current opportunities to be involved
1.5	Widen and develop the social media and technology options for online and digital engagement including; text and online surveys, online focus group communities, e-bulletins and online estate noticeboards, etc	September 2018	CEO	Sep 2017: Used text messaging and twitter to promote tenant networking event and garden competition Sep 2018: Text messaging and social media used to promote tenant networking event & garden competition resulting in larger number of attendees and entrants
1.6	Develop a capacity building and training programme for involved residents to ensure that they understand the business and are confident to carry out their roles effectively	December 2018	CEO	Nov 2018: Investigation in to possible training providers, evaluating cost effectiveness
1.7	Working across all Landlord Services teams, encourage/target under-represented groups to become involved and ensure that engaged customers involved are more representative of our communities	March 2018	CEO	Dec 2018: Attendance at team meetings planned for the new year once involvement methods menu agreed with CHRf
1.8	Set up and keep up to date a comprehensive database of involved residents which can be used for engagement and communication purposes	October 2017	CEO	Sept 2018: TP Tracker is now up to date with all current and past involvement activities and participants
1.9	Consider developing an incentive system to support participation in surveys or as part of on-line community	March 2018	SR	No progress made

2. To be more accountable for the services we deliver by empowering our residents to challenge us

	Action	By when	By whom	Outcomes/Updates
2.1	Implement an agreed new customer engagement structure	September 2018	SR	Structure of engagement still in development
2.2	Develop and formalise the scrutiny role/arrangements to be delivered through the HMAB and CHRF	October 2018	SR	Nov 18: Research in to good practice undertaken at NHC conference by HMAB members
2.3	Ensure that all staff understand the role of scrutiny and provide access to information as required	October 2018	CEO	Customer engagement officers' presence and input at team meetings will include this item
2.4	Provide information on our services and performance in ways and formats agreed with our customers	October 2018	CEO	Sep 2017: Performance information included in YHM Sep 2017: Performance information included in YHM Dec 2018: Survey being undertaken for feedback on YHM

3. To use customer feedback to improve our housing services and increase value for money

	Action	By when	By whom	Outcomes/Updates
3.1	Develop the systematic collection of feedback from customers and keep them informed about how their contributions	October 2017	CEO	Sept 2018: All customer engagement activity recorded on TP Tracker

	have been used to drive continuous improvement			
3.2	Introduce a systematic approach to impact assessment of engagement activity, producing a report annually to support service improvement and value for money	October 2017	CEO	No progress made
3.3	Undertake an analysis of demographic data for Council tenants and leaseholders and use this to target engagement with currently under-represented groups	December 2017	CEO	Sept 2018: Information on TP Tracker used to produce reports showing demographics on those currently involved

4. To embed customer engagement in all our services

	Action	By when	By whom	Outcomes/Updates
4.1	Set customer engagement core objectives and targets for all Landlord Services officers in relation to their service area	March 2019	SMT	Not yet started
4.2	Ensure that all opportunities for interaction with customers are used to invite feedback and encourage engagement (e.g. sign-up/new tenant visit) and the response is recorded	March 2019	SMT	Not yet started
4.3	Promote the strategy and engagement model within Landlord Services and across the council, including presentations/briefings to other departments	March 2019	SR	Not yet started



JOB DESCRIPTION - COMMUNITY REPRESENTATIVE

What is a community representative?

Community representatives are unpaid volunteers who help Charnwood Borough Council improve the housing service for the benefit of their community.

A community representative is a tenant of Charnwood Borough Council who lives in a village location or area, where there are insufficient tenants to form a residents group, and acts as a point of contact in the community. If you become a community representative you will not have to leave the comfort of your own home to get involved in helping to shape and influence the housing service. You will not be required to attend regular meetings. However, you can attend the monthly Charnwood Housing Residents' Forum (CHRF) meetings if you want to.

Summary of job description:

- To be a point of contact for Charnwood Borough Council in your area and to act as a conduit transmitting information to your community.
- To update the customer engagement team when anything newsworthy happens.
- To be consulted about proposed changes by means of a survey or questionnaire

What does a community representative actually do?

- You will be consulted about any potential changes to the housing service that may affect you and your community. You will be sent surveys and questionnaires which we will ask that you complete and return in the envelope provided.
- You will be a point of contact for Charnwood Borough Council in your area. Sometimes interesting things happen in communities which we are unaware of, and we may rely on our community representatives to put us in the picture. You may know of something which would make a good story in the Charnwood Borough Council's newsletter. The extent to which you "represent your community" is up to you. Some community representatives will only want to respond to surveys. Other community representatives may want to get more involved and pass information between their area, the Charnwood Housing Residents' Forum and Charnwood Borough Council.

Who can apply be a community representative?

Any tenant of Charnwood Borough Council where there is no residents group. To be a community representative we just ask that you provide names and addresses of two Charnwood Borough Council's tenants in your area who support you becoming their voice and written confirmation from them of this.

After becoming a community representative we will write to all the Charnwood Borough Council households in your area or village informing them that you have volunteered to become their representative and include your contact details.

What qualifications and experience does a community representative need?

You will need an interest in helping to improve the housing service, and a desire to be consulted about matters which affect you and your community before changes are made. Other than this, no special qualifications or experience are needed.

How do I apply to be a community representative?

You just need to provide your name and address and tell us how you would prefer to be contacted. The options are either by post, telephone or email. To apply simply call 01509 634955, email invovement@cnh.org.uk. Post to the customer engagement team, Charnwood Borough Council, Council Offices, Southfield Road, Loughborough, LE11 2TN.

HOUSING MANAGEMENT ADVISORY BOARD - 16TH JANUARY 2019

Report of the Head of Landlord Services

ITEM 6

VOID PROPERTIES

1. Purpose of report

To provide an update to the Housing Management Advisory Board (HMAB) on the current voids performance.

2. Recommendation

It is recommended that members of the HMAB note the contents of the report.

3. Background

Works are undertaken to void properties to enable them to be re-let. The Void Lettable Standard can be found at Appendix 1.

4. Void categories

The void repair works can broadly be split in to two categories; major and standard.

The Council use HouseMark to benchmark performance across the service and use their definitions to define the difference between major and standard works.

The definitions for major works include those that have prevented the re-letting of the property because of their scale and extent.

In summary, major repair works include¹:

- Structural repairs
- Site works around the dwelling
- Services installations
- Consequential and other works
- Any works that significantly improve the dwellings (i.e. capitalised repairs)
- Asbestos removal - Notifiable asbestos works should be counted as major works. Non-notifiable asbestos works should be counted as standard void works.

¹ Available at: https://members.housemark.co.uk/data/benchmarking/Pages/Performance_measures_2017.aspx
Accessed: 04/09/2017

5. Delivery of Voids Works

Void works are undertaken by the Council's directly employed in-house Voids team or by the Council's capital works contractor, Fortem. Works are outsourced to Fortem where there is insufficient capacity available in-house.

The directly employed Council Voids Team consists of the following officers:

Voids Repairs Team Leader x 1
Charge Hand / Joiner x 1
Joiner x 5 (4 currently employed, 1 post currently advertised).
Electrician x 4
Gas Fitter x 2
Plasterer x 1
Driver / Labourer x 1

6. Budget

The void budgets for the three year period to 2018/19 are detailed below.

	2016/17 outturn	2017/18 outturn	2018/19 current available budget for the entire year
Spend (capital and revenue)	£1,341,790	£1,438,911	£1,376,300

7. Performance

Number of Voids by Year

In 2017/18 506 properties went through the void process.

At the end of Q3 in 2018/19 364 properties had been through the void process, almost the same as the 336 for the same period in 2017/18. .

Current Voids

At 03/01/2019 the Council had 172 void properties, broken down by property type as follows:

Property Type	Total
Bedsit	82
Bungalow	7
Flat	52
House	31
Grand Total	172

The majority of void properties that are hard to let are in sheltered accommodation. Bedsits do not meet the aspirations of many prospective tenants. A review of sheltered accommodation is underway with a view to reducing long-term voids.

Current Voids in Works

At 03/01/2019 47 void properties were being worked on, of which 24 were major voids. 19 of the major voids are being worked on by the in-house voids team, whilst 5 were outsourced to Fortem.

Average Re-Let Time (all re-lets, including time spent in works)

This indicator measures the average end-to-end time (in calendar days) to re-let all properties including those that undergo major works during the void period. This indicator includes both the time spent in works and other time e.g. time associated with the advertising and letting process. The target (which is challenging) is 27 days.

At the end of October 2018 the re-let time was 24 days performing positively against the target of 27 days.

At the end of November 2018 the re-let time was 64 days. This increase in the month is due to a number of sheltered units being let, which had been vacant for a long time.

Standard Void Time in Works

At the end of November 2018 the average number of days to complete re-let works at 274 standard voids was 12.2 days performing positively against the target of 14 days.

Major Void Time in Works

At the end of November 2018 the average number of days to complete re-let works at 38 major voids was 79 days.

The in-house team completed 34 major voids in an average of 67 days.

Fortem completed 4 major voids in an average of 182 days.

Future delivery options for major void works are currently being considered, with a view to improving time in works.

8. Improving voids performance

The Voids Working Groups continue to meet regularly to discuss and improve processes and individual cases. In addition to this the Senior Allocations and Lettings Officer meets with the Void Repairs Team Leader to discuss the weekly voids.

Officer to contact:

Peter Oliver - Head of Landlord Services
Peter.oliver@charnwood.gov.uk
Tel: 01509 634 666

Fit-To-Let Standard



Our Fit to Let Service standards

The Council aims to provide homes that are safe, clean and welcoming both internally and externally. We have worked with our customers, both the existing and the new to develop this 'Fit to Let' standard, which is the standard which you can expect when you move into your new home.

What we will inspect



Before you move into your home we will check all of the following points to make sure the property is suitable for you:

Windows – will open and close, all catches will work and the glass will be secure, not broken and meet safety standards. We will supply keys to lockable windows if they are available, if not the windows will be left unlocked.

Doors – will open and close and all will have handles, locks and catches that work. We recycle our locks across the borough and fit five lever mortice locks to external entrance doors (apart from on our sheltered schemes). Door and frames will be solid and any glass panels will be secure and safe.

Sanitary ware – the bathroom will have at least a bath or shower, wash hand basin and toilet. The toilet will not have any cracks or leaks and will be clean, and the flush will work properly. A new toilet seat will be fitted where necessary. Taps will turn on and off correctly; and all sinks and baths will have a fitted plug and chain.

Kitchen units – base and wall units' doors will open and close and the catches will work. Cupboard drawers, door handles, door and drawer facings, sink and worktops will be in a satisfactory condition. There will not be any leaks under the sink unit and the taps will work properly.

Heating appliances – all heating appliances will work properly. Note that checks will have to take place once you have moved in and there is a credit on the gas meter.

Floor, walls and ceilings – all plaster work will be dry, firm and free from large cracks. All joinery including skirting boards, mouldings, banisters, floorboards and stairs will be sound.

Electrical fittings – all light fittings, sockets and switches will be safe and work properly. All properties will have an electrical safety test before you move in and we will give you a copy of the certificate in your sign up pack.

Alterations/DIY by the previous tenant – we will make sure that any work carried out on the property by the previous tenant is safe and suitable for you to use.

Exterior – existing fences, gates, walls, brickwork, paths and drives will be safe. Gardens and hedges that are severely overgrown will be cut back and cleared. We will inspect from ground level the condition of roof tiles, slates, gutters, chimney stacks and pots. We will clear all rubbish from any outbuildings and gardens.



Interior – we will clear all carpets and furnishings unless they are of good quality and you want to keep them. We will clear all rubbish. We will remove polystyrene ceiling tiles from all rooms.

Water supply – we will ensure that the water supply to your home is working correctly.

Stopcock – we will check that this works properly and advise you where the water supply stopcock is.

Facilities – With the exception of our sheltered units which have communal laundries we will ensure that the property has washing machine connection points and a waste pipe for drainage. The kitchen will have a gas or electric cooker point.

Gas and solid fuel safety – the property will have a gas or solid fuel safety check and you will be given a copy of the certificate in your sign up pack. We will give you operating instructions for your boiler where they are available, and what to do in an emergency.

Safety – where there is a smoke alarm this will be checked, where there isn't a smoke alarm we will fit one.

Energy Performance Certificate – we will advise you of the energy efficiency of your home and give you a copy of your energy performance certificate.

Decorating – depending on the property offered and the condition of decoration, **there are various options:**

- We may offer you a decoration pack containing paint and decorating materials. This is to help you decorate and is not meant to cover all your costs.
- In exceptional circumstances we may fully decorate your home.
- We may do nothing, if the decoration standard is fine.

Cleanliness – we will clean the inside of your home to an acceptable standard. **By acceptable we mean:**

- The floors will be swept and cleaned and free from all coverings such as carpet or lino
- The kitchen units and worktops will be cleaned
- The bathroom fixtures and fittings will be cleaned and disinfected
- Air fresheners will be left in the property

HOUSING MANAGEMENT ADVISORY BOARD - 16TH JANUARY 2019

Report of the Head of Landlord Services

ITEM 7

CORPORATE PLAN REVIEW

1. Purpose of report

To consult the Housing Management Advisory Board (HMAB) on the proposed key Landlord Services activities and performance indicators which will form part of the Council's Business Plan for 2019/20.

2. Recommendation

It is recommended that members of the HMAB comment on the proposed Landlord Services specific activities and indicators for 2019/20.

3. Background

An overarching vision for the Borough to 2033 was developed in August 2011, and included specific aspirations for communities and places where people live, work and enjoy in the borough. The vision provided a framework in which to develop the Corporate Plan.

A Corporate Plan for 2016-2020 was agreed by Cabinet on 18th February 2016 and by Council on 29th February 2016. The Corporate Plan was influenced by the priorities gathered from residents during consultation in summer 2015.

Further feedback was sought from residents in autumn 2017, as a mid-point review, to ensure that the priorities featured within in the Corporate Plan 2016-2020 continued to be reflective of that of our residents.

Development of the Business Plan

This Business Plan which covers 2019/20 is the fourth Business Plan of the current Corporate Plan.

The Business Plan is structured in two parts: firstly it outlines the activities and tasks which will support the objectives set out in the Council's Corporate Plan; secondly it identifies key indicators which will monitor the Council's corporate performance.

Heads of Service complete the Business Plan by reviewing their existing activities and outlining the activities that they will be undertaking in the forthcoming year to support the objectives within the Corporate Plan.

4. Proposed Activities and Tasks

The proposed key actions to be incorporated in to the Council’s 2019/20 Business Plan are set out below along with the Business Plan objective they support.

The actions reflect the capital investment plan for the Landlord Service and tenant priorities in respect of decent homes and the Charnwood standard, and improvements to communal areas. Detailed programmes are currently in development therefore quantities of works are not stated.

Business Plan objective:

Keep our residents safe through implementing a new community safety plan, combatting ASB and investing in emergency planning, food safety and safeguarding.

Action	Success Criteria
Undertake the 2019/20 programme of works to install X new communal door entry systems in order to provide enhanced security for tenants.	Completion of works, with X new communal door entry systems installed.

Business Plan objective:

Make Charnwood an attractive place for all through investment in our housing stock, funding community groups, and providing a range of diverse opportunities and events.

Action	Success Criteria
Invest in our housing stock through the delivery of (an estimated) X kitchens, X bathrooms, and X heating installations to provide high quality homes for Council tenants.	0% non-decent council general needs homes
Refurbish X communal areas on the Bell Foundry estate to provide an enhanced environment for tenants, residents and visitors.	Completion of works, with X communal areas refurbished.

5. Proposed Key Indicators

- Percentage non-decent council general needs homes
- Percentage rent collected (including arrears brought forward)

Officer to contact:

Peter Oliver - Head of Landlord Services
Peter.oliver@charnwood.gov.uk
Tel: 01509 634 666

HOUSING MANAGEMENT ADVISORY BOARD – 16TH JANUARY 2019

Joint report of the Head of Landlord Services and the Head of Finance and Property Services

ITEM 8 CONSULTATION ON DRAFT HOUSING REVENUE ACCOUNT 2019/20

Purpose of the Report

To consider in detail the revenue pressures and savings in the draft housing revenue account and capital budgets for 2019/20.

Recommendations

The Board is recommended to comment on:

- The draft proposals for revenue and capital for 2019/20.
- Any tenant priorities not reflected in the draft budgets.

Background

Consultation for the 2019/20 draft budget is between 21st December 2018 and 20th January 2019. Final budget proposals will go to Cabinet on 14th February 2019 for recommendation to Council on 25th February 2019.

2019/20 Draft budget position

The overall budget position for 2019/20 is a surplus of £440k. This is £141k higher than the 2018/19 original budgeted surplus of £299k. This is largely due to 2019/20 being a 53 week year and therefore the budget includes an extra week of rental income. Also the budget for interest payable has been reduced as internal loans from the General Fund have come to an end and consequently there is no interest to pay on these going forward.

Service Pressures

There are ongoing service pressures of £244.5k for 2019/20. There are two substantial ongoing pressures of £171k and £63k. A summary of all the pressures are given in Appendix 2 below.

1. The first pressure of £171k is for the condition testing of electrical installations in council houses. This is a planned rolling programme of testing whereby it will be carried out when testing becomes due. The Council must undertake this

work as a landlord, so that tenants can be assured that council houses are safe. This is a requirement of the Landlord and Tenant Act 1985.

2. The second pressure of £63k is to undertake maintenance on external wall insulation (EWI) works, that covers cleaning and painting of the EWI system and the replacement of silicone sealant. The EWI works that were carried out several years ago are now at the age where maintenance is now required. It is proposed to implement a rolling programme of maintenance for EWI works. This should reduce the risk of water ingress damaging the Council's housing stock, reduce the risk of non-compliance with the right to repair legislation and minimise the number of potential disrepair claims from tenants.

Rents and Service Charges

1. In line with government guidance the Council has applied a 1% reduction to the 2018/19 rents to give the 2019/20 rent level. So the 2019/20 draft budget therefore includes a 1% reduction on the 2018/19 weekly rent amount for all properties. However this will be the final year of four when this policy applies. Following this the council will be able to increase rents again up to a maximum of CPI +1%.
2. The 2019/20 budget is based on a 53 week year. This is because rents are due every Monday and there are 53 Mondays in the year. This last occurred in 2013/14 when charging the additional week's rent was approved by Cabinet. (See Minute 103 for the Cabinet meeting held on 14 February 2013). This allows the Council to recuperate rental and service charge losses from the previous six years and is consistent with best practice. Taking account of void loss, the additional rent week for 2019/20 will generate approximately £425k of additional income
3. However this does lead to a risk of increasing the level of rent arrears. This is due to housing tenants on Universal Credit not having the additional week's rent factored into the calculation when DWP converts a weekly rent into a monthly for the purpose of the award. For Universal Credit awards the DWP calculates the monthly housing cost element on a 52-week basis. This wasn't a risk in 2013/14 as Universal Credit hadn't been introduced at that time. The DWP has stated that it is not going to change its universal credit housing cost calculation basis to a 53-week basis for this coming year.
4. Garage and shop rents are currently under review by the Valuations Office Agency (a subsidiary of HM Revenues and Customs). It is anticipated that the recommended increases will be available to be verbally updated during the HMAB meeting.
5. The 2019/20 budget for the provision for bad debts has been kept at the 2018/19 level of £383k. This is a contribution to the bad debt reserve. The provision for arrears at 1 April 2018 was £961k made up of rent arrears of £866k and court costs of £95k. As explained in the paragraph above there is the risk of an increase in arrears due to having a 53 week year which isn't factored into the monthly Universal Credit awards. Also a larger roll-out of Universal Credit

for rent rebates is anticipated in 2019/20 which could also lead to an increased level of rent arrears. The level of arrears and the impact of universal credit will be kept under review during the year as will the contribution to bad debt arrears at year-end.

Supervision and Management Budget

Appendix 3 details a breakdown of the individual cost centres which make up the HRA Supervision and Management and Repairs and Maintenance budget lines including comparisons with the 2018/19 budget and 2017/18 outturn.

HRA Balances

The Chief Financial Officer's recommended minimum level of working balances for the HRA is £110 per property. There are 5,528 properties anticipated at 31st March 2019 (anticipating 40 RTB sales) and working balances have been adjusted to reflect the recommended minimum of £608k. The service pressures for 2019/20 can be absorbed within the year's draft budgeted income so there is no requirement at this stage to fund these through using the HRA working balances or the Housing Financing Fund.

Capital

The planned capital programme has increased from the 2018/19 original budget of £7.257m to £7.554m. The final 2019/20 HRA Capital Programme will be presented to Cabinet in March 2019 and may include additional capital expenditure relating to sheltered units. If this is included it will reduce the contribution to the HRA Financing Fund, and increase revenue funding of capital expenditure. The details of the expenditure are in Appendix 4.

HRA Financing Fund

The HRA Financing Fund was set up in order to set aside monies to cover future HRA expenditure. This includes the repayment of external debt principal of the £79m incurred when the self-financing regime came about in 2012. This costs the HRA approximately £2.7m in interest payments each year. The first of these loans is due for settlement during 2024/25. The anticipated balance of the HRA Financing Fund at 31 March 2020 is £8.2m. This assumes an additional surplus in the 2018/19 outturn of £500k. Any further underspends will increase this reserve further.

Appendices

Appendix 1	Draft HRA 2019/20 Budget
Appendix 2	Draft Revenue Pressures and Savings 2019/20
Appendix 3	Draft HRA Revenue Budget Detail 2019/20
Appendix 4	Draft Capital Programme 2019/20

Appendix 1

Draft HRA 2019/20 Budget

2017/18 Actual	Housing Revenue Account	2018/19 Final Budget	2019/20 Draft Budget
£000	Expenditure	£000	£000
4,602	Supervision and Management	4,914	5,086
6,204	Repairs and Maintenance	6,557	6,461
116	Rents, Rates and other charges	138	139
0	Rent Rebates	1	0
330	Provision for Bad and Other Charges	383	383
(6,628)	Depreciation	2,955	3,057
0	Net Revaluation increase of non-current assets	0	0
16	Debt Management Expenses	12	10
4,640	Expenditure Sub-total	14,960	15,136
	Income		
(21,038)	Dwelling Rent Income	(20,673)	(20,812)
(372)	Rent of Income from Shops, Land and Garages	(384)	(381)
(56)	Warden Service Charges	(57)	(56)
(315)	Central Heating and Communal Charges	(309)	(327)
(158)	Leasehold Flat and Shop Service Charges	(117)	(158)
(30)	Hostel Service Charges	(27)	(24)
(10)	Council Tax recharged	(11)	(11)
(21,979)	Income Sub-total	(21,578)	(21,769)
(17,339)	Net (income)/Cost of service	(6,618)	(6,633)
(80)	Transfer from General Fund - Grounds Maintenance	(83)	(83)
2,777	Interest Payable	2,742	2,706
(51)	Investment Income and Mortgage Interest	(56)	(89)
(14,693)	Net Operating Expenditure/(Income)	(4,015)	(4,099)
2,581	Revenue Contribution to Capital	3,716	3,659
(496)	Pension Adjustment	0	0
9,597	Reversal of Gain on Revaluation	0	0
63	Adjusted to charges based on impairment of General Fund Asset	0	0
11,745	Appropriations	3,716	3,659
(2,948)	(Surplus)/Deficit for the year	(299)	(440)
HRA Balances:			
(621)	HRA Balance at beginning of year	(616)	(612)
(2,948)	(Surplus)/Deficit for the year	(299)	(440)
2,952	Transfer to/from the HRA Financing Fund	303	444

(617)	HRA Balance at end of year	(612)	(608)
(4,030)	HRA Financing Fund at beginning of year	(6,982)	(7,726)
(2,952)	Transfer to/from the HRA Financing Fund	(303)	(444)
0	Adjustments to 2018/19 budget	(441)	0
(6,982)	HRA Financing Fund at end of year	(7,726)	(8,170)
(2,633)	Major Repairs Reserve at end of the year	(2,324)	(2,324)
(10,232)	Overall HRA balances at end of the year	(10,662)	(11,102)

Draft HRA Budget 2019/20
Appendix 2
Revenue Pressures and Savings

Item	Budget Pressure/ (Saving)	Budget before Pressure (Saving)	Total Budget for 2018/19	Reason/ Comments	2016/17 Actuals	2017/18 Actuals
Electrical Testing 5 year programme	171,300	11,700	183,000	Ongoing. Legal requirement to carry out electrical testing to dwellings.	0	0
EWI maintenance works	63,200	0	63,200	Ongoing. Following EWI surveys the works identified to be carried out over 5 years.	0	0
HRA tenants lifeline income	4,500	(144,700)	(140,200)	Ongoing. Loss of customers to the HRA Lifeline service.	(148,606)	(144,586)
Sheltered schemes laundry equipment	5,500	25,800	31,300	Ongoing. To bring budget into line with expected ongoing costs.	34,291	47,926
Total for the Housing Revenue Account	244,500			£244,500 pressure ongoing.		

Appendix 3 Draft HRA Revenue Budget Detail 2019/20

Cost Centre	Cost Description	Draft Budget 2019/20 £	Current Budget 2018/19 £	Actual Outturn 2017/18 £
E020 – HRA Council House Sales & HRA Leases	Supplies & Services	4,400	4,400	4,122
<i>(Includes costs of Right to Buy)</i>	Internal Recharges (Cost)	86,400	82,700	80,110
	Internal Recharges (Income)	(52,000)	(52,000)	(46,800)
	Sub-total for E020	38,800	35,100	37,432
H001 – Responsive Repairs	Staff Costs	988,200	931,500	856,895
	Property Costs	603,100	603,100	515,684
	Travel Costs	137,100	133,600	142,749
	Supplies & Services	52,900	63,500	82,638
	Environmental Services & MOS	9,600	9,700	9,381
	Internal Recharges (Cost)	342,800	398,300	409,929
	Sub-total for H001	2,133,700	2,139,700	2,017,276
H003 – Void Repairs	Staff Costs	631,300	601,100	561,487
	Property Costs	307,000	295,200	438,940
	Travel Costs	104,700	104,900	116,557
	Supplies & Services	9,100	13,400	39,377
	Internal Recharges (Cost)	82,400	81,700	136,063
	Sub-total for H003	1,134,500	1,096,300	1,292,424
H004 – Rechargeable Repairs	Property Costs	0	500	0
	Internal Recharges (Cost)	2,800	900	0
	Income to HRA	(101,600)	(70,200)	(124,286)
	Sub-total for H004	(98,800)	(68,800)	(124,286)
H012 – Hostel Management	Property Costs	20,600	21,100	16,749
<i>(Lingdale Hostel)</i>	Internal Recharges (Cost)	2,200	1,200	2,905
	Sub-total for H012	22,800	22,300	19,654

Cost Centre	Cost Description	Draft Budget 2019/20 £	Current Budget 2018/19 £	Actual Outturn 2017/18 £
H015 – Housing Income Team	Staff Costs	360,400	340,400	297,448
<i>(Collection of rent etc)</i>	Property Costs	30,000	26,000	34,690
	Travel Costs	17,600	19,400	17,656
	Supplies & Services	87,100	107,000	69,634
	Internal Recharges (Cost)	218,600	189,700	227,915
	Income to HRA	(75,400)	(72,900)	(73,693)
	Sub-total for H015	638,300	609,600	573,650
H020 – Tenancy Services	Staff Costs	404,800	383,500	346,129
	Property Costs	169,600	184,200	136,683
	Travel Costs	32,000	32,000	24,743
	Supplies & Services	12,100	27,100	15,956
	Environmental Services & MOS	202,600	188,500	196,792
	Assisted Transfers and Decants	38,000	43,000	38,607
	Internal Recharges (Cost)	247,500	238,100	240,239
	Income to HRA	(3,000)	(3,000)	(9,027)
	Internal Recharges (Income)	(1,600)	(2,300)	(1,560)
	Sub-total for H020	1,102,000	1,091,100	988,562
H021 – ASB	Staff Costs	192,200	180,600	167,653
<i>(Anti-Social Behaviour Team)</i>	Property Costs	5,000	5,000	2,789
	Travel Costs	12,000	12,000	5,797
	Supplies & Services	38,900	38,900	34,905
	Internal Recharges (Cost)	124,400	197,400	135,024
	Income to HRA	(13,500)	(13,500)	(1,620)
	Sub-total for H021	359,000	420,400	344,548

H022 – Tenant Participation & Consultation	Staff Costs	65,100	57,900	45,159
	Property Costs	500	1,500	0
	Travel Costs	3,300	3,300	2,456
	Supplies & Services	38,800	48,800	6,522
	Internal Recharges (Cost)	36,400	31,000	14,415
	Income to HRA	(8,000)	(3,700)	(8,788)
	Sub-total for H022	136,100	138,800	59,764
Cost Centre	Cost Description	Draft Budget 2019/20 £	Current Budget 2018/19 £	Actual Outturn 2017/18 £
H025 – Housing Operations Business Support Team	Staff Costs	194,400	187,300	180,605
<i>(Admin for the tenancy element of Landlord Services)</i>	Travel Costs	200	200	155
	Supplies & Services	97,400	113,400	54,914
	Internal Recharges (Cost)	130,100	46,700	73,746
	Income to HRA	0	0	(935)
	Sub-total for H025	422,100	347,600	308,485
H030 – Warden Services	Staff Costs	503,100	466,500	430,960
<i>(Cost of sheltered units and warden service)</i>	Property Costs	222,800	214,700	182,834
	Travel Costs	25,000	25,000	25,207
	Supplies & Services	83,100	61,300	101,777
	Internal Recharges (Cost)	105,600	101,800	133,454
	Income to HRA	(4,100)	(4,100)	(5,491)
	Internal Recharges (Income)	(17,200)	(16,700)	(16,273)
	Sub-total for H030	918,300	848,500	852,468
H054 – Health & Safety	Staff Costs	120,900	116,300	66,448
<i>(H&S for HRA employees)</i>	Property Costs	0	0	120
	Travel Costs	3,200	3,200	0
	Supplies & Services	64,100	64,100	69,185

	Internal Recharges (Cost)	11,700	11,200	17,802
	Sub-total for H054	199,900	194,800	153,555
H055 – Capital Team & Planned Maintenance	Staff Costs	518,100	508,200	501,624
<i>(Management of capital schemes and costs of planned maintenance programmes)</i>	Property Costs	504,700	514,400	2477
	Travel Costs	27,100	27,100	22,567
	Supplies & Services	52,900	52,900	444,635
	Internal Recharges (Cost)	94,100	100,800	123,203
	Internal Recharges (Income)	(304,500)	(312,100)	(273,032)
	Sub-total for H055	892,400	891,300	821,474

Cost Centre	Cost Description	Draft Budget 2019/20 £	Current Budget 2018/19 £	Actual Outturn 2017/18 £
H058 – Compliance	Staff Costs	147,400	148,300	158,057
<i>(Maintenance relating to safety checks, gas servicing, legionella etc)</i>	Property Costs	1,337,000	1,482,100	1,119,423
	Travel Costs	1,800	1,800	1,694
	Supplies & Services	75,400	76,400	77,340
	Internal Recharges (Cost)	56,700	49,700	119,208
	Income to HRA	(4,000)	(3,300)	(10,591)
	Sub-total for H058	1,614,300	1,755,000	1,465,131
H059 – Housing Capital Contract Procurement	Staff Costs	0	0	456
<i>(Procurement of decent homes contract)</i>	Travel Costs	0	0	1,470
	Supplies & Services	0	0	49,346
	Internal Recharges (Cost)	12,600	8,900	15,358
	Sub-total for H059	12,600	8,900	66,630
H105 – Lifeline	Staff Costs	318,600	329,100	300,504
	Property Costs	49,400	50,100	37,201
	Travel Costs	8,000	8,000	7,917
	Supplies & Services	52,600	52,600	49,622
	Internal Recharges (Cost)	64,100	69,500	57,444
	Income to HRA	(140,200)	(144,700)	(144,594)
	Internal Recharges (Income)	(341,400)	(365,500)	(306,212)
	Sub-total for H105	11,100	(900)	1,882
H201 – Landlord Services Managed Savings <i>(Staff vacancy saving)</i>	Staff Costs	(98,700)	0	0
	Sub-total for H201	(98,700)	0	0
H210 – Head of Landlord Services	Staff Costs	149,400	145,800	134,516
	Property Costs	3,300	3,200	1,896
	Travel Costs	2,800	2,800	2,642

	Supplies & Services	30,100	30,100	23,645
	Internal Recharges (Cost)	41,700	47,200	66,161
	Sub-total for H210	227,300	229,100	228,860

Cost Centre	Cost Description	Draft Budget 2019/20 £	Current Budget 2018/19 £	Actual Outturn 2017/18 £
H305 – HR & Communications	Supplies & Services	0	0	4,727
<i>(Newsletter costs-moved to H022)</i>	Internal Recharges (Cost)	0	0	21,685
	Sub-total for H305	0	0	26,412
H900 – Repairs Business Support Team	Staff Costs	422,600	399,900	377,853
<i>(Admin supporting the repairs department)</i>	Travel Costs	6,800	6,800	7,389
	Supplies & Services	16,500	16,500	33,745
	Internal Recharges (Cost)	126,900	65,500	92,811
	Sub-total for H900	572,800	488,700	511,798
J009 – HRA Housing Needs Service Unit	Staff Costs	737,900	655,300	526,140
<i>(Management of housing waiting list and allocations)</i>	Travel Costs	18,200	18,200	19,165
	Supplies & Services	5,300	15,300	18,213
	Internal Recharges (Cost)	359,200	389,600	368,033
	Income to HRA	(35,400)	(41,500)	(20,394)
	Internal Recharges (Income)	(542,600)	(515,700)	(450,141)
	Sub-total for J009	542,600	521,200	461,016
J200 – HRA Housing Research & Development	Staff Costs	107,300	99,200	80,984
<i>(Housing strategy)</i>	Travel Costs	1,900	1,900	466
	Supplies & Services	19,700	35,700	562
	Internal Recharges (Cost)	241,200	228,600	234,307
	Internal Recharges (Income)	(53,100)	(46,500)	(40,518)
	Sub-total for J200	317,000	318,900	275,801
J220 – HRA HMS Admin	Staff Costs	111,600	109,300	127,746
<i>(QL admin team)</i>	Travel Costs	1,400	1,400	1,344

	Supplies & Services	132,600	132,600	101,385
	Internal Recharges (Cost)	30,800	27,400	39,967
	Internal Recharges (Income)	(11,500)	(12,300)	(10,498)
	Sub-total for J220	264,900	258,400	259,944
J221 – HRA Housing Services Managed Savings (<i>Staff vacancy saving</i>)	Staff Costs	(19,900)	(16,200)	0
	Sub-total for J221	(19,900)	(16,200)	0
Cost Centre	Cost Description	Draft Budget 2019/20 £	Current Budget 2018/19 £	Actual Outturn 2017/18 £
L020 – HRA Housing Management Service Unit	Staff Costs	52,900	49,900	46,988
(<i>Non-Landlord Services admin</i>)	Supplies & Services	8,900	8,900	7,323
	Internal Recharges (Cost)	15,700	23,100	14,050
	Internal Recharges (Income)	(5,300)	(5,000)	(6,706)
	Sub-total for L020	72,200	76,900	61,655
X845	Corporate & Democratic Core	131,600	109,900	102,484
Total for HRA Supervision & Management and Repairs & Maintenance		11,546,900	11,516,600	10,806,620

Appendix 4

Draft Capital Programme 2019/20

Scheme	Draft Budget 2019/20 £	Current Budget 2018/19 £	Actual Outturn 2017/18 £
New Build and Acquisitions	2,797,000	1,953,000	304,577
Major adaptations	450,000	525,000	440,682
Stairlifts	60,000	60,000	59,788
Minor adaptations	50,000	50,000	42,466
Major voids	280,000	280,000	146,486
Kitchens	190,000	322,000	514,322
Bathrooms	578,300	616,300	394,426
Electrical upgrades	54,000	96,000	132,253
Window replacements	20,000	10,000	(10,940)
Central heating & boiler installation	238,000	518,000	437,068
Sheltered housing improvements	200,000	163,000	369,468
Door replacements	315,000	332,400	382,391
Re-roofing	600,000	728,100	752,906
Major structural works	250,000	250,000	774,830
Asbestos removal	150,000	150,000	173,857
Communal area improvements	150,000	160,500	11,389
Communal area electrical upgrades	200,000	289,300	108,287
Carbon monoxide alarms	40,000	50,000	57,048
Fire safety works	100,000	100,000	422,038
Cavity & loft insulation	50,000	50,000	5,563
Mobility scooter storage	15,000	30,000	0
Garages	50,000	50,000	0
Door entry systems	200,000	251,800	216,645
Estate & external works	205,000	7,000	332,529
Housing capital technical costs	312,000	205,000	273,032
Riversdale Court, Birstall	0	0	28,097
Job Management System	0	21,800	18,250
Lifeline Equipment upgrade	0	0	43,117
Solid Wall Stock	0	0	32,031
Total	7,554,300	7,566,200	6,465,605

Note: The original budget for 2018/19 was £7,257,300 and has been increased within Capital Plan Amendment Reports approved by Cabinet during the year.

HOUSING MANAGEMENT ADVISORY BOARD - 16TH JANUARY 2019

Report of the Head of Landlord Services

ITEM 9 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 and Core Group meetings are taking place on a fortnightly basis between the Council and Fortem.

Progress Summary

Significant developments since the Board were last updated at their meeting on 7th November 2018 are as follows:

- Steve Preston Operations Director at Fortem and a lead contact for the contract finished with Fortem in December 2018. He will be replaced by Andrew Green at the end of January 2019. In the interim Geoff Parkinson a Board level Director at Fortem has taken the lead.
- Performance issues have been identified, and an improvement plan has been provided by Fortem.
- A workshop has been held between Fortem and Council staff with a view to improving processes.
- The programme of estate improvement works has commenced. Communal area refurbishments at Peel Drive are of a good quality and are nearing completion.
- All tenants where work was being completed by Fortem had fully functioning kitchens / bathrooms over the Christmas period.

Operational Performance

Delivery of works continues on site. A summary of draft performance data for kitchens, bathrooms, adaptations and heating for can be found at Appendix 1. Only work signed off as completed by the Council is included.

Works have not been completed in line with the order completion timescales set out in the contract. Performance issues have been identified.

Fortem have produced an improvement plan, which is summarised below.

Summary of Fortem's Improvement Plan

- Subcontractor arrangements have been reviewed. There are now 4 primary subcontractors as follows:

E plan	-	Heating and Bathrooms
UK Gas	-	Kitchens
Parsons	-	Level Access Showers
ETM	-	Electrical testing
- Subcontractors are all being taken through new inductions, targets for KPI's, Quality and Customer Care standards are being set and re-stated.
- Subcontractors have confirmed their commitment to works, resources have been secured to complete annual commitments and extended partnership arrangements have been secured to improve outcomes for customers.
- Management and supervisory resources have been increased.
- A workshop has taken place between Fortem and the Council to review processes.
- Work plans and daily disciplines to be reviewed, prioritising customer care, for our team to bring continuity in the way we organise, inspect and handover individual workstreams.
- A dedicated Quantity Surveyor for Charnwood works will be in place and will be supported by an assistant.
- KPI's will be tracked in great detail.

Council officers are reviewing the improvement plan and are closely monitoring Fortem's performance.

It is unlikely that all programmes of work will be completed by the end of the financial year. The programme position at 11th December 2018 can be found at Appendix 2.

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.

Members of the CHRF reviewed the new customer materials at their November 2018 meeting.

A workshop has taken place to develop a scope of works video for tenants to view before works commence.

Social Value

Fortem's September 2018 update on their social value promises to the Council can be found at Appendix 3.

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01509 634952

Appendix 2 - Programme Position at 11th December 2018

	Kitchens	Major Voids	Major Adaptations	Ad-hoc Aids and Adaptations	Bathrooms	Heating Systems	Roofing Blocks	Major Structural Works	Electrical Tests	Communal Area Refurbishments	Doors
Units Required	91		90	31	166	291	25	23	1200	13	225
Opened	33	5	41	6	43	220	10	5	439	12	13
Handed over	19	3	19	6	21	200	0	0			2
Access issues for handover	2		1		6						
Due handover	9		8		4	20			439		0
In progress	3	2	13		12	0	10	5		12	11

Installation date booked in	0	0	0	0	0	17	9	0		1	0
On hold	2	3	1	1		23	0	0			212

Painting and external works - not started.

Appendix 3 - Fortem's Social Value Update - September 2018

Client Priorities		Explanation
Work Experience and School Engagement		
WORK EXPERIENCE PLACEMENTS - 20 LOCAL PEOPLE PER ANNUM	No placements have been supported to date	2 work experience placements have been confirmed for January - both students are from Brooksby Melton College.
ADOPT A SCHOOL - 1 PER YEAR - 4 SPECIFIC EVENTS TO TARGET 120 STUDENTS	Charnwood College will be supported	Rebecca (Fortem) met with Saahera Mahomed, Enterprise Coordinator at Leicester & Leicestershire Enterprise Partnership (LLEP) who works with Charnwood College. Charnwood College are looking for an enterprise advisor and details have been sent through to Ryan Wilkes (Fortem) to review this request. This would mean an employee would commit to become an Enterprise Advisor for Charnwood College and this would be our chosen school to support.
Community Projects		
COMMUNITY PROJECTS - 12 LOCAL PROJECTS PER ANNUM	1 project has been delivered so far. 1 helping hand day at Aingarth.	Fortem have donated £100 to Ashby Road Estate Community Group to purchase gifts for the Santas Grotto at their Christmas Party this year.
MAJOR JOINT COMMUNITY PROJECT - 1 PER ANNUM - INVOLVE 20 RESIDENTS , 10 FORTEM VOLUNTEERS TO BENEFIT 500 LOCAL PEOPLE	No projects have been delivered so far.	Marios Tinenti Centre Kitchen will go ahead and will be counted as the major community project for 2018/2019. An update is required from the team to confirm dates which this work can take place.
ESTATE IMPROVEMENT SCHEMES - JUNE & SEPTEMBER - 2 EVENTS PER YEAR TO IMPROVE THE LOCAL ENVIRONMENT - C.200	No projects have been delivered so far.	Rebecca has met with CBC to discuss possible estate improvement schemes, a meeting has been arranged for 15th Jan 2019 with CBC estate teams and environmental teams to walk round the estates where they feel we could carry out works. Rebecca also passed over a project to clear leaves at the courts which Casey Turner (Fortem) is heading up.
ENERGY EFFICIENCY EVENT - RESIDENTS AT RISK OF FUEL POVERTY - JANUARY AND NOVEMBER - 100 PEOPLE PER EVENT	1 event has been attended so far.	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	No events have been delivered so far	Rebecca has contacted Charlie Grayson (Fortem Academy Manager) to look at options of using the Academy. Rebecca suggested one session to be delivered at the academy and one session to be delivered in the Charnwood site office. Rebecca is awaiting a response from Charlie.
DIGITAL INCLUSION - MAY & OCTOBER (TBC) - 50 LOCAL PEOPLE PER EVENT	No events have been delivered so far	Rebecca has emailed Loughborough Library with regards to a programme delivered by a 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 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 (CBC) and Sally (CBC) to look at holding or joining an event in Charnwood during Be Online Week.
SPARE SEAT INITIATIVE - AS AND WHEN PLACES BECOME AVAILABLE	No spare seats have been offered	A list of spare seat opportunities have been requested. This hasn't yet been received from the Academy.
DEMENTIA FRIENDS - BY JUNE 2018 - ALL STAFF AND TRADES - ALL FORTEM STAFF AND SUPPLY CHAIN TO SIGN UP TO DEMENTIA FRIENDS	Complete	Jane Bradley (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	No residents befriended so far	The Fortem Befriending Scheme has been drafted and has been sent to Sally for approval/review. Sally reviewed and said her main concern is DBS checks. This was sent to Ryan Wilkes (Fortem) and Steve Preston (Fortem) to review.
FOODBANK PARTNERSHIP - DECEMBER - 50 USERS	This will be complete after Operation Christmas	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	This will be complete after Operation Christmas	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	No respite days supported so far	Rebecca (Fortem) has met with Nikki from Barnardo's. Barnardo's support young carers in Charnwood and have put together a wish list around how we can support them. Liam Ibberson is creating a proposal which will be sent to Ryan Wilkes to review.
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 starting 29th October, Julie Froggert (Fortem) starting 1st October, Steve Cartwright (Forem) started, Nigel Tomlinson (Fortem) starting 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 (All 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 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)		

Appendix 1 - Summary of Draft Performance Data for Kitchens, Bathrooms, Adaptations and Heating

Note:

This data is based on works that are complete on site to the satisfaction of the Council and all required paperwork has been received and is included on the application for payment.

Contents:

Page 2	Kitchen Stream
Page 3	Bathroom Stream
Page 4	Adaptions Stream
Page 5	Heating Stream

Kitchens – Target Duration 12 Days (working)

Quarter 1 (Apr, May & Jun 2018)

No properties were complete and included in the valuation during this period.

Quarter 2 (Jul, Aug & Sep 2018)

18 orders and average time in property is 24 working days (shortest 20 & longest 39 durations).

16 of 18 orders received a customer satisfaction response and the average satisfaction score was 4.5 out of 5

Quarter 3 (Oct, Nov & Dec 2018)

1 order and average time in property 18 working days (shortest NA & longest NA durations).

1 of 1 orders received a customer satisfaction response and the average satisfaction score was 5 out of 5

Quarter 4 (Jan, Feb & Mar 2018)

No Data at this time

Period	Orders Completed & Valued	Average Duration	Shortest Duration	Longest Duration	Number of Customer Satisfaction Responses	Average Customer Satisfaction
Q1	0	NA	NA	NA	NA	NA
Q2	18	24 days	20 days	39 days	16	4.5
Q3	1	18 days	NA	NA	1	5.0
Q4						
YTD	19	23.5 days	18 days	39 days	17	4.53

Bathrooms – Target Duration 7 Days (working)

Quarter 1 (Apr, May & Jun 2018)

No properties were complete and included in the valuation during this period.

Quarter 2 (Jul, Aug & Sep 2018)

12 Orders and average time in property is 51 working days (shortest 10 & longest 68 durations).

10 of 12 orders received a customer satisfaction response and the average satisfaction score was 4.5 out of 5

Quarter 3 (Oct, Nov & Dec 2018)

6 Orders and average time in property 34 working days (shortest 27 & longest 41 durations).

4 of 6 orders received a customer satisfaction response and the average satisfaction score was 5 out of 5

Quarter 4 (Jan, Feb & Mar 2018)

No Data at this time

Period	Orders Completed & Valued	Average Duration	Shortest Duration	Longest Duration	Number of Customer Satisfaction Responses	Average Customer Satisfaction
Q1	0	NA	NA	NA	NA	NA
Q2	12	51 days	10 days	68 days	10	4.5/5.0
Q3	6	34 days	27 days	41 days	4	5.0/5.0
Q4						
YTD	18	45 days	10 days	68 days	18	4.64/5.0

Adaptions – Target Duration 12 Days (working)

Quarter 1 (Apr, May & Jun 2018)

No properties were complete and included in the valuation during this period.

Quarter 2 (Jul, Aug & Sep 2018)

11 orders and average time in property is 31.09 working days (shortest 2 & longest 49 durations).

If the 8 Level Access Showers (LAS) are separated out the performance is 40.6 days (shortest 25 & longest 49)

3 of 11 orders received a customer satisfaction response and the average satisfaction score was 4.0 out of 5

Quarter 3 (Oct, Nov & Dec 2018)

3 orders which were for access ramps so the 12 day target does not apply, these were carried out in 2 days each.

No customer satisfaction responses have been received for these orders.

Quarter 4 (Jan, Feb & Mar 2018)

No Data at this time

Period	Orders Completed & Valued	Average Duration	Shortest Duration	Longest Duration	Number of Customer Satisfaction Responses	Average Customer Satisfaction
Q1	0	NA	NA	NA	NA	NA
Q2 All	11	31.1 days	2 days	49 days	3	4.0/5.0
Q2 LAS	8	40.6 days	25 days	49 days	2	3.5/5.0
Q3	3	2 days	NA	NA	1	NA
Q4						
YTD	14	24.7 days	2 days	49 days	17	4.53/5.0

Heating – Target Duration 5 Days (working)

Quarter 1 (Apr, May & Jun 2018)

No properties were complete and included in the valuation during this period.

Quarter 2 (Jul, Aug & Sep 2018)

52 Orders and average time in property is 2.3 working days (shortest 1 & longest 10 durations).

40 of 52 orders received a customer satisfaction response and the average satisfaction score was 4.8 out of 5

Quarter 3 (Oct, Nov & Dec 2018)

62 Orders and average time in property 7.4 working days (shortest 2 & longest 41 durations).

34 of 62 orders received a customer satisfaction response and the average satisfaction score was 4.9 out of 5

Quarter 4 (Jan, Feb & Mar 2018)

No Data at this time

Period	Orders Completed & Valued	Average Duration	Shortest Duration	Longest Duration	Number of Customer Satisfaction Responses	Average Customer Satisfaction
Q1	0	NA	NA	NA	NA	NA
Q2	52	2.3 days	1 days	10 days	40	4.8/5.0
Q3	62	7.4 days	2 days	41 days	34	4.9/5.0
Q4						
YTD	114	4.1 days	1 days	41 days	74	4.84/5.0

HOUSING MANAGEMENT ADVISORY BOARD - 16TH JANUARY 2019

Report of the Head of Landlord Services

ITEM 10

TERMS OF REFERENCE

Purpose of Report

To advise the Board of its terms of reference, for the Board to comment and make recommendations in respect of any necessary amendments.

Recommendation

The Board is asked to comment on its terms of reference and make recommendations in respect of any necessary amendments.

Background

The current terms of reference can be found at Appendix 1.

The Council established the Housing Management Advisory Board and the terms of reference for the group. Whilst the Board does not have the power to amend its own terms of reference, it can make recommendations for change.

These recommendations can be considered through a review of the constitution, and changes can be made if agreed by full Council.

Officer to contact

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APPENDIX 1 - HOUSING MANAGEMENT ADVISORY BOARD TERMS OF REFERENCE

Introduction and purpose

The Council has established a Housing Advisory Board to promote tenant and leaseholder engagement in decisions relating to the Council's housing stock.

Membership and appointment

The Board will comprise the following members:

- four tenants/leaseholders, selected by a panel comprising the Strategic Director, lead officer for tenant participation, a representative of a recognised independent tenant participation organisation and other Borough Council officers if deemed appropriate by the Strategic Director, appointed for a period of three years providing the person continues to be a tenant/leaseholder;
- three Borough Councillors, who must not be Cabinet Members or Cabinet Support Members, appointed annually on the basis of political balance;
- one person who is independent of the Council, selected by a panel comprising the Strategic Director, lead officer for tenant participation, two representatives from the Charnwood Housing Residents Forum and other Borough Council officers if deemed appropriate by the Strategic Director, appointed for a period of three years and confirmed annually by the Board.

Any member can resign from the Board by giving notice to the Strategic Director. Appointments to vacancies will be made in the same way as the original appointment and will be for the remainder of the resigning member's term of office.

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.

Chair and Vice-chair

The Chair of the Housing Advisory Board will be appointed annually by the Board from among the tenant/leaseholder members. The Board may appoint a Vice-chair from among its members.

Where appropriate the Chair will act as spokesperson for the Board.

Frequency and Notice of Meetings

Meetings will take place every two months and notice of and an agenda for each meeting will be sent to every member of the Board by the Council at least five clear working days before the meeting.

The Board will agree a programme of meetings for the forthcoming year annually. The programme of meetings can be varied by the Council with the agreement of the Chair.

Quorum

The quorum for meetings of the Board will be five members, at least two of whom must be tenants/leaseholders.

Decisions of the Board and minutes of meetings

Any issues before the Board will be decided on the basis of a majority of the members and co-opted members present and voting.

Minutes of Board meetings will be taken by the Council and submitted to the next meeting of the Board for approval as a correct record. Except where they would disclose Exempt of Confidential Information, the Council will publish the minutes of Board meetings on its website.

Functions of the Board

The Board will receive reports on matters relating to the Council's landlord functions. These will include:

- the HRA Budget, the Housing Investment Programme and the Housing Service Plan;
- other matters relating to the delivery of the housing landlord function;
- reviews of existing policies or the introduction of new policies relating to or affecting the Council's tenancies;
- matters enabling tenant scrutiny and challenge as part of delivering co-regulation of the housing landlord service;
- performance of the housing landlord function.

Where those reports relate to items which will be submitted to the Council's Cabinet, the comments and recommendations of the Board will be submitted to Cabinet with the officer report. The Chair or Vice-chair of the Board will have the right to address Cabinet to present the Board's comments and recommendations.

HOUSING MANAGEMENT ADVISORY BOARD – 16TH JANUARY 2019

Report of the Head of Landlord Services

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 7th November 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:

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.

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.