



**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, 27th March 2019 at 4.30 pm for the following business.

Chief Executive

Southfields  
Loughborough

19th March 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.

Please note this report has been carried forward from the last meeting and remains the same.

5. HOUSING REPAIR SERVICES - BREAKDOWN OF COMPLAINTS 16 - 20

A report of the Head of Landlord Services detailing the breakdown on complaints for the service over the last six months.

6. CUSTOMER ENGAGEMENT STRATEGY 21 - 33

A report of the Head of Landlord Services providing the Board with the latest Customer Engagement Strategy for comment.

Please note this report has been carried forward from the last meeting and remains the same.

7. VOID PROPERTIES 34 - 37

A report of the Head of Landlord Services and the Head of Strategic and Private Sector Housing detailing the current situation regarding void properties.

Please note this report has been carried forward from the last meeting and remains the same.

8. CORPORATE PLAN REVIEW 38 - 40

A report of the Head of Landlord Services presenting the Corporate Plan to the Board for comment and review.

Please note this report has been carried forward from the last meeting and remains the same.

9. MOBILISATION OF NEW DECENT HOMES CONTRACT - UPDATE 41 - 49

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 50 - 52

A report of the Head of Landlord Services to advise the Board of their Terms of Reference for comment and amendment.

Please note this report has been carried forward from the last meeting and remains the same.

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 no questions were submitted.

12. WORK PROGRAMME

53 - 57

A report of the Head of Landlord Services to enable the Board to review and agree its Work Programme.

**PERFORMANCE INFORMATION**

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

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

## HOUSING MANAGEMENT ADVISORY BOARD 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
<b>SCHEDULED:</b>			
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.

<b>MEETING DATE/ FREQUENCY</b>	<b>ISSUE</b>	<b>INFORMATION REQUIRED/ INVITEES/ OFFICERS</b>	<b>NOTES</b>
16 <sup>th</sup> January 2019	Planned Maintenance Works Programme	Head of Landlord Services	Added by the Board at their meeting on 7 <sup>th</sup> November 2018.
16 <sup>th</sup> January 2019	Corporate Plan review	Head of Landlord Services	Added by the Board at their meeting on 12 <sup>th</sup> September 2018.
16 <sup>th</sup> January 2019	Customer Engagement update	Head of Landlord Services	Added by the Board at its meeting on 7 <sup>th</sup> November 2018.
16 <sup>th</sup> 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 <sup>th</sup> November 2018.
16 <sup>th</sup> January 2019	Board's Terms of Reference	Head of Landlord Services	Added by the Board at its meeting on 7 <sup>th</sup> November 2018.
27 <sup>th</sup> 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 <sup>th</sup> September 2018.
12 <sup>th</sup> June 2019	Election of Chair and Vice-chair		Annual Item.
12 <sup>th</sup> 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.

<b>MEETING DATE/ FREQUENCY</b>	<b>ISSUE</b>	<b>INFORMATION REQUIRED/ INVITEES/ OFFICERS</b>	<b>NOTES</b>
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.
<b>TO BE SCHEDULED:</b>			
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.

<b>MEETING DATE/ FREQUENCY</b>	<b>ISSUE</b>	<b>INFORMATION REQUIRED/ INVITEES/ OFFICERS</b>	<b>NOTES</b>
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 - 27TH MARCH 2019

### Report of the Head of Landlord Services

#### ITEM 4 PLANNED MAINTENANCE WORK PROGRAMME

##### 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:

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

Officers to contact:

Peter Oliver  
Head of Landlord Services  
[Peter.oliver@charnwood.gov.uk](mailto:Peter.oliver@charnwood.gov.uk)  
Tel: 01509 634 666

Deborah Bartlett  
Repairs and Investment Manager  
[Deborah.bartlett@charnwood.gov.uk](mailto:Deborah.bartlett@charnwood.gov.uk)  
Tel: 01509 634 666

## HOUSING MANAGEMENT ADVISORY BOARD – 27TH MARCH 2019

### Report of the Lead Member for Housing Lead Member: Councillor Paul Mercer

#### HOUSING REPAIRS COMPLAINTS

1. Purpose of the Report

To consider the complaint trends for housing repairs and asset management. A summary of complaints received in 2017/18 and complaints received to the end of Q3 2018/19 can be found at Appendix 1.

2. Trends

2.1 Comparison with previous years:

Full Year	Total number of Repairs and Asset Management complaints (All stages) <sup>1</sup>
2012/13*	340
2013/14*	317
2014/15*	193
2015/16	420
2016/17	427
2017/18	390

April-December (Q1-3)	
2017/18	321
2018/19	190

*\*Information is not directly comparable due to the change in the Corporate Complaints procedure with the introduction of the informal stage (Stage 0). Data provided for information purposes only.*

In 2017/18 321 complaints were received to the end of Q3. In 2018/19 190 were received. This is around a 41% reduction comparing like for like periods year on year.

In 2017/18 43 compliments were received to the end of Q3. In 2018/19, 32 compliments were received. This is a 26% reduction comparing like for like periods year on year.

In 2017/18 performance against response times was around 97%. In 2018/19 performance against response times fell to around 86% for stage zero and stage one complaints. A new process has been put in place to support faster response times.

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<sup>1</sup> The number of complaints detailed reflects stage 0, 1 and 2 complaints. One complaint may pass through each stage therefore it will be counted three times.

## 2.2 Repairs

In 2017/18, 185 complaints were received to the end of Q3. In 2018/19 96 complaints were received. This is a decrease of around 48% when comparing like for like periods year on year.

The in-house repairs team completed 8144 repairs to the end of Q3. The overall complaint rate remains proportionately low at around 1%.

## 2.3 Asset Management

In 2017/18 98 asset management complaints were received to the end of Q3. In 2018/19 57 asset management complaints were received. This is a 41.8% reduction in the number of asset management complaints when comparing like for like periods year on year.

## 2.4 Compliance

In 2018/19 twelve compliance complaints were received to the end of Q3. In previous reports this section has been part of the overall repairs performance data. It is now distinct.

## 2.5 Complaint Reasons

Five stage one complaints concerning failure of service were received in 2018/2019 to the end of Q3, compared with twenty in 2017/18, a reduction of around 58% comparing like for like periods year on year.

Five stage one complaints concerning disagreements with policy were received in 2018/2019 to the end of Q3, compared with seventeen in 2017/18 a reduction of 70.6 % comparing like for like periods year on year.

A review of complaints received in 2018/19 Q1-3 showed that 23% were due to service delay and 17% to service failure. The section has suffered with a number of long term staff absences. Recruitment is in progress and it is expected that performance will improve.

Customer satisfaction remains high for in-house repairs delivery. The 2018/19 Q1-3 figures are as follows:

Tenants satisfied with responsive repair overall - 97.22%

Tenants satisfied with the time taken to complete the repair - 97.2%

Tenants satisfied tha the operative arrived on time - 98.10%.

Appendix 1: Repairs and Asset Management Complaints Summary

Background Papers: None

Officer(s) to Contact: Peter Oliver  
Head of Landlord Services  
Tel: 01509 634952  
Email: [peter.oliver@charnwood.gov.uk](mailto:peter.oliver@charnwood.gov.uk)

## **Appendix 1 - Repairs and Asset Management Complaints Summary**

### Stage 0

	2018/19 (Apr-Dec 18)	2017/18 (Apr-Dec 17)	2017/18 (Full year)
Asset Management	57	98	123
Repairs	96	185	217
Compliance	12	-	-

### Stage 1

Team	Total number received (Apr-Dec)		Upheld/partially upheld		Upheld/partially upheld %	
	2018/ 2019	2017/ 2018	2018/ 2019	2017/ 2018	2018/ 2019	2017/ 2018
Asset Mant.	8	18	7	10	88%	56%
Repairs	11	20	8	11	73%	55%
Compliance	2	-	1	-	50%	-

### Stage 2 (Investigated independently and responded to by the Corporate Development Officer)

Team	Total number received (Apr-Dec)		Upheld/partially upheld		Upheld/partially upheld %	
	2018/ 2019	2017/ 2018	2018/ 2019	2017/ 2018	2018/ 2019	2017/ 2018
Asset Mant.	4	1	2 (1 decision not due until 25/1/19)	0	67%	0.00%
Repairs	0	3	0	2	0%	67%
Compliance	0	0	0	0	0	0

### Complaint Reasons (upheld or partially upheld stage 1 & 2 complaints)

Complaint reason	Total number (Q1-3)		% of total complaints	
	2018/ 2019	2017/ 2018	2018/ 2019 (Q1-3)	2017/ 2018
Service Failure	5	8	27.5%	35%
Service Delay	3	4	17.5%	17%
Communication	1	5	5.5%	22%
Procedure not followed	-	-	-	-

Disagrees with policy	5	5	27.5%	22%
Incorrect/insufficient information	1	1	5.5%	4%
Incorrect action taken	-	-	-	-
Issue with work completed	2		11%	
Issue with work in progress	1	-	5.5%	
Staff attitude/behaviour	-	-	-	-
Miscellaneous	-	-	-	-
Total	18	23	100%	100%

## HOUSING MANAGEMENT ADVISORY BOARD – 27TH MARCH 2019

### Report of the Head of Landlord Services

#### 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 <sup>1.8</sup>	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"> <li>▪ This will include making more use of quantitative methods such as surveys and customer polling/questionnaires via telephone, text, website, social media and post</li> <li>▪ Develop and widen the ways we approach consultation, including face to face methods such as housing officer-led focus groups on estates and online</li> </ul>	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](mailto:invovement@cnh.org.uk). Post to the customer engagement team, Charnwood Borough Council, Council Offices, Southfield Road, Loughborough, LE11 2TN.

## HOUSING MANAGEMENT ADVISORY BOARD - 27TH MARCH 2019

### Report of the Head of Landlord Services

#### ITEM 7

#### 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 include<sup>1</sup>:

- 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.

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<sup>1</sup> Available at: [https://members.housemark.co.uk/data/benchmarking/Pages/Performance\\_measures\\_2017.aspx](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  
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## HOUSING MANAGEMENT ADVISORY BOARD - 27TH MARCH 2019

### Report of the Head of Landlord Services

ITEM 8

#### 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:

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## HOUSING MANAGEMENT ADVISORY BOARD - 27TH MARCH 2019

### Report of the Head of Landlord Services

#### DECENT HOMES CONTRACT MOBILISATION UPDATE

##### 1. Purpose of Report

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

Given that the report has been rolled over from the Boards in-quorate meeting on January 2019 and thus largely reflects the position at the end of Q3, a further section summarising the current position has been inserted at section 8. *Summary Position at Mid-March 2019.*

##### 2. Recommendation

The Board is asked to note the mobilisation update.

##### 3. 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.

##### 4. 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.

## 5. 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.

## 6. 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.

## 7. Social Value

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

## 8. Summary Position at mid-March 2019

There has been a moderate improvement in the Contractor's delivery on site since December 2018. The overall volume of work taking place in Quarter 4 has increased, although there will likely be some slippage of the programme in to Q1 of 2019, with kitchen and bathroom programmes expected to be completed in April 2019.

Completion times for works started in Quarter 4 and accepted by the Council as handed over are closer to contractual target times.

When works are completed by the Contractor and accepted as handed over by the Council they have been of a high quality.

Officer to contact: Peter Oliver  
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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
<b>Units Required</b>	91		90	31	166	291	25	23	1200	13	225
<b>Opened</b>	33	5	41	6	43	220	10	5	439	12	13
<b>Handed over</b>	19	3	19	6	21	200	0	0			2
<b>Access issues for handover</b>	2		1		6						
<b>Due handover</b>	9		8		4	20			439		0
<b>In progress</b>	3	2	13		12	0	10	5		12	11

<b>Installation date booked in</b>	0	0	0	0	0	17	9	0		1	0
<b>On hold</b>	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
<b>Work Experience and School Engagement</b>		
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.
<b>Community Projects</b>		
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 Santa's 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

<b>Tenant Training Opportunities</b>		
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.
<b>Employment</b>		
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 (Fortem) 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 investigate this.
SUPPLY CHAIN DELIVERING WORK EXPERIENCE AND APPRENTICESHIP COMMITMENTS - WITHIN 6 MONTHS OF GO LIVE		Once new supply chain is fully mobilised Rebecca will deliver a training session on work experience and mentoring.

ALL APPRENTICES SECURE A  
PERMANENT JOB ON COMPLETION OF  
THEIR TRAINING - WILL DEPEND ON  
LENGTH OF APPRENTICESHIP (1-4  
YEARS)



## HOUSING MANAGEMENT ADVISORY BOARD - 27TH MARCH 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

Peter Oliver  
Head of Landlord Services  
Email: [peter.oliver@charnwood.gov.uk](mailto:peter.oliver@charnwood.gov.uk)  
Tel: 01509 634666

## **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 – 27TH MARCH 2019

### Report of the Head of Landlord Services

ITEM 12

#### 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.

APPENDIX

**HOUSING MANAGEMENT ADVISORY BOARD - WORK PROGRAMME**

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
<b>SCHEDULED:</b>			
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.
12 <sup>th</sup> June 2019	Election of Chair and Vice-chair		Annual Item.
12 <sup>th</sup> June 2019	HRA Revenue and Capital Outturn (2017/18)	Head of Landlord Services	Annual Report.

<b>MEETING DATE/ FREQUENCY</b>	<b>ISSUE</b>	<b>INFORMATION REQUIRED/ INVITEES/ OFFICERS</b>	<b>NOTES</b>
September 2019	Disabled Adaptations Policy	Head of Landlord Services	Annual Report.
September 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 27th March 2019.
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.
<b>TO BE SCHEDULED:</b>			
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.

<b>MEETING DATE/ FREQUENCY</b>	<b>ISSUE</b>	<b>INFORMATION REQUIRED/ INVITEES/ OFFICERS</b>	<b>NOTES</b>
To be scheduled	Housing and Planning Act 2016 - Update	Head of Landlord Services	Last considered by the Board on 17th February 2016.  (Report on Pay to Stay and Flexible Tenancies provisions in Housing and Planning Act 2016 considered 9th November 2016).  Awaiting government regulations.
To be scheduled	Review of Repairs Standards and Response Times for Repairs, following consultation with Tenants	Head of Landlord Services	Added to work programme 1st April 2015.
To be scheduled	Storage of gas or propane cylinders (Clause 9.2.30 of the consultation draft of the revised tenancy agreement for secure, introductory and demoted tenants)	Head of Landlord Services	Added to work programme 4th February 2015.  Revised tenancy agreement is awaiting government guidance.
To be scheduled	Service Area Delivery Plan	Head of Landlord Services	Added to work programme 13th August 2014.
To be scheduled	Housing Strategy	Head of Strategic and Private Sector Housing	Added to work programme 2nd April 2014.
To be scheduled	Housing Capital Programme Monitoring	Head of Landlord Services	Last considered 16th October 2013.

Notes to work programme:

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

Housing Management Advisory Board

Performance information pack

Available for 27 March 2019 meeting:

Landlord services performance

Compliance performance (fire safety etc.)

Anti-social behaviour information relating to the council's housing stock

## HOUSING MANAGEMENT ADVISORY BOARD – 27 MARCH 2019

### Report of the Head of Landlord Services

#### LANDLORD SERVICES PERFORMANCE

#### Purpose of report

To consider performance for quarter 3, 2018-19, up to the end of December 2018.

#### Recommendation

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

#### Targets met or within tolerance levels (performance is within 5% of the target)

#### (a) Repairs

<b>Description</b>	<b>Target</b>	<b>Performance</b>
% Emergency repairs completed within 24 hours	100%	96.9% (2,500/2,580)
% Responsive repairs for which appointments are made and kept	98.58%	97.85% (7,551/7,717)
% Responsive repairs which are completed 'right first time'	96%	97.23% (6,497/6,682)
Average number of days taken to carry out re-let repairs	14 days	12.11 days

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

Emergency repairs – 24 hours

Urgent repairs – 5 days

Routine repairs – 28 days

#### (b) Gas servicing

<b>Description</b>	<b>Target</b>	<b>Performance</b>
% Properties with a valid gas safety certificate	100%	99.87%

(c) Income management

<b>Description</b>	<b>Target</b>	<b>Performance</b>
Rent arrears of current tenants as a percentage of the annual rent debit	3.20%	2.40%
% Rent collected (including rent arrears brought	94.0%	96.17%

(d) Tenancy management

<b>Description</b>	<b>Target</b>	<b>Performance</b>
% New tenancies sustained over twelve months	95%	99.41% (338/340)
% New tenancy visits completed on target	95%	98.68% (224/227)

(e) Supported housing

<b>Description</b>	<b>Target</b>	<b>Performance</b>
% Support plans agreed with sheltered tenants/reviewed within time	100%	99.74%

(f) Customer satisfaction

<b>Description</b>	<b>Target</b>	<b>Performance</b>
% Tenants satisfied with responsive repairs (overall)	97.4%	97.22% (489/503)
% Tenants satisfied with the time taken to complete the repair	97.60%	97.02% (488/503)
% Tenants satisfied that the operative arrived on time	98.57%	98.01% (493/503)
% Residents satisfied with Decent Homes work	95%	94.05% (158/168)
% Lifeline customers satisfied with the way their alarm call was dealt with	99.50%	98.74% (157/159)
% ASB complainants satisfied with the way their case was dealt with	86.00%	83.87% (26/31)

(g) Complaints

<b>Description</b>	<b>Target</b>	<b>Performance</b>
% Complaints responded to within timescales (stages 0 and 1)	95%	92.13% (234/254)

(h) Welfare reform

The welfare reform performance indicators for quarter 3 2018-2019, covering the housing benefit spare room subsidy, universal credit and the benefit cap, are attached in **appendix 1**.

Targets not met within a 5% tolerance

(a) Repairs

Description	Target	Performance
% Responsive repairs completed within timescales	97.00%	91.66% (8,395/9,159)

Description	Target	Performance
% Urgent repairs completed on time	97.00%	84.96% (1,243/1,463)

Description	Target	Performance
% Routine repairs completed on time	97.00%	90.99% (4,655/5,116)

There has been a slight improvement on the year to date figure if compared to November which was recorded as 91.33%. The orders have not been completed within target due to staff resource levels. Recruitment is underway.

(b) Customer Satisfaction

Description	Target	Performance
% Residents satisfied with the time taken to complete the Decent Homes work	95%	77.98% (131/168)

The door and heating programmes are short-duration work, undertaken within one or two days and these time scales are being achieved. The target of twelve days for kitchens and level-access showers and seven days for the bathroom programme is monitored by the asset team and is not currently being achieved. All work was checked by the section and facilities were in place for the Christmas break. Some properties had minor outstanding snag items thus leading to dissatisfaction in the time taken in the property. The section continues to monitor the programmes and contractor performance.

Officers to contact:

Andrew Staton, Landlord Services Manager  
Deborah Bartlett, Repairs and Investment Manager

[andrew.staton@charnwood.gov.uk](mailto:andrew.staton@charnwood.gov.uk) 01509 634608  
[deborah.bartlett@charnwood.gov.uk](mailto:deborah.bartlett@charnwood.gov.uk) 01509 634501

## APPENDIX 1

### September – December 2018: Landlord Services – welfare reform performance indicators

#### Housing benefit spare room subsidy for under-occupation

KPI ref	Description	Q3	Q2	Q1	Commentary
WR001	Number of working age tenants who currently receive a reduction in housing benefit (HB) based on under- occupancy	<b>305</b>	352	367	Continuing the trend of reduction throughout the year, accelerated because of the move to universal credit
WR002	Of all affected tenants, how many are in receipt of a discretionary housing payment (DHP)?	<b>38</b>	38	38	
WR003	Of all affected tenants, how many are in rent arrears?	<b>118</b>	165	180	Continuing the trend of reduction throughout the year, accelerated because of the move to universal credit
WR004	£ cash value of the arrears increase by affected tenants above since 1 April 2013	<b>£22,588.49</b>	£31,829	£34,129	
WR005	Number of affected tenants on the transfer list	<b>24</b>	26	25	

## Universal credit

KPI ref	Description	Q3	Q2	Q1	Comments
UC1	Number of tenants in receipt of universal credit	<b>424</b>	287	90	See chart/details overleaf.
UC2	Total debt of tenants in receipt of universal credit [those in arrears]	<b>£169,811.95</b>	£118,754	£34,111	See chart/details overleaf.
UC3	Average debt of all tenants in receipt of universal credit	<b>£347.76</b>	£382.00	£296.00	See chart/details overleaf.
UC4	Average debt of tenants in receipt of universal credit who are in rent arrears	<b>£597.93</b>	£549.00	£578.00	See chart/details overleaf.

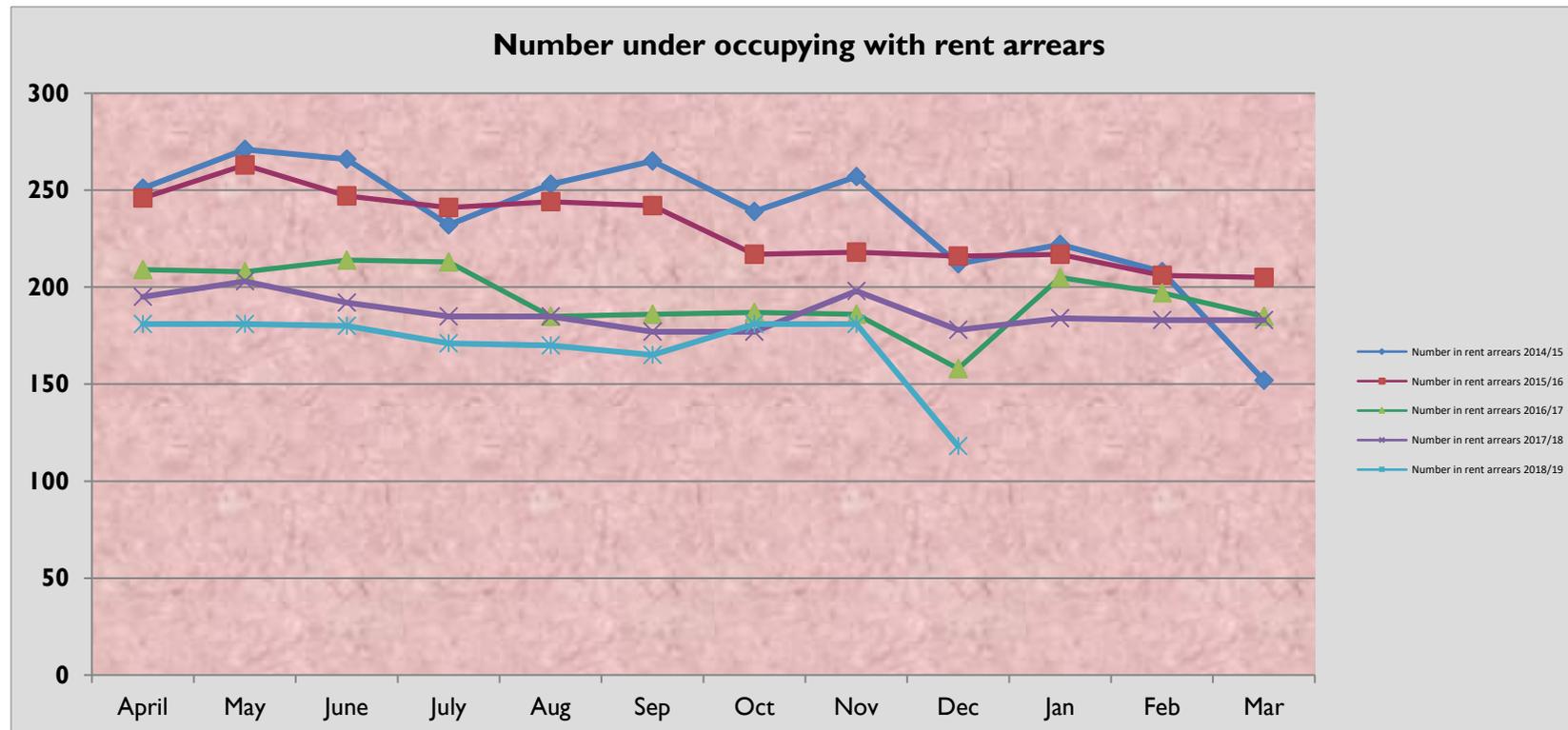
## Benefit cap

KPI ref	Description	Q3	Q2	Q1	Comments
BC1	Number of benefit cap cases	<b>26</b>	27	30	See chart/details overleaf.
BC2	Total debt of benefit cap cases [those in arrears]	<b>£7,743.92</b>	£8,951	£8,792	See chart/details overleaf.

## Trends in performance

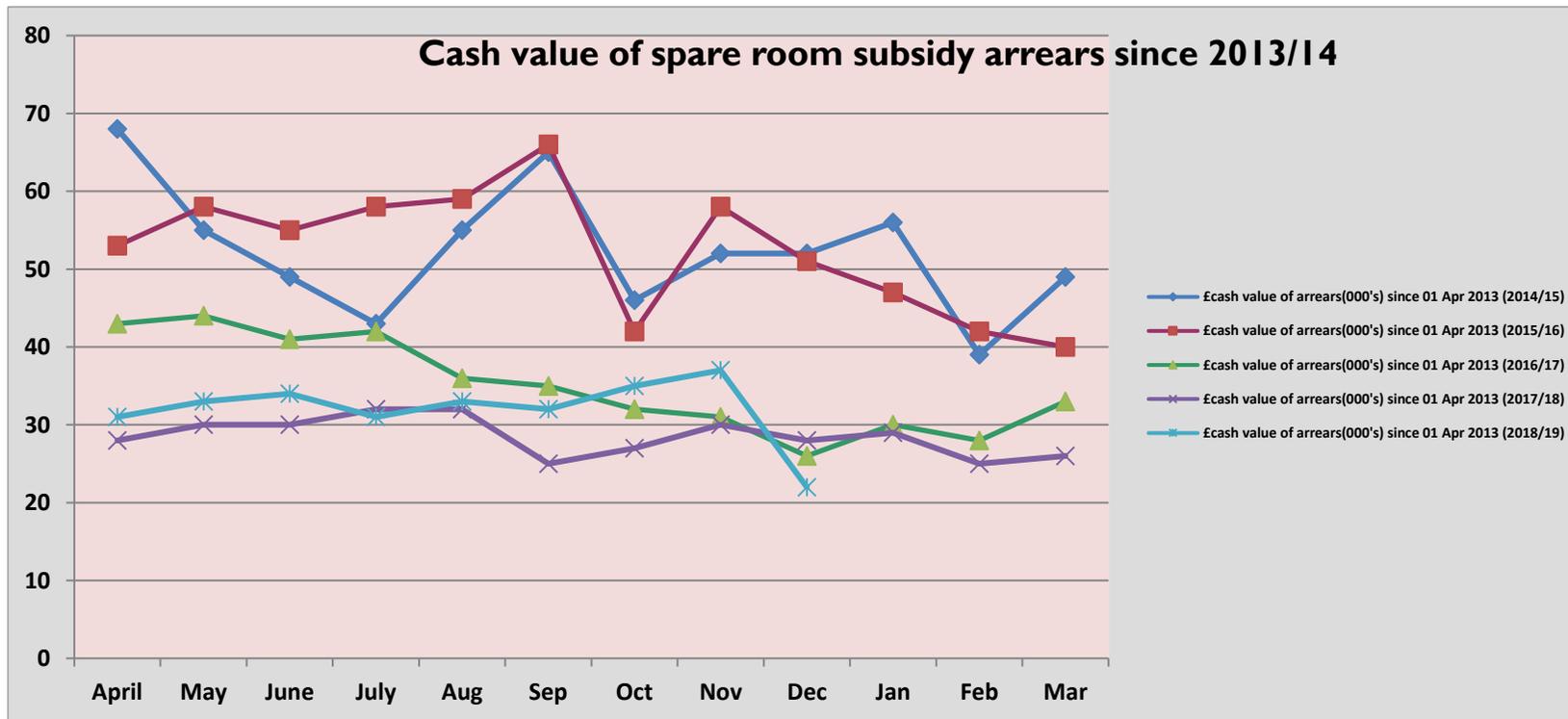
**WR003 Of all tenants affected by the HB spare room subsidy for under-occupation, how many are in rent arrears?**

	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Number in rent arrears 2014/15	251	271	266	232	253	265	239	257	212	222	208	152
Number in rent arrears 2015/16	246	263	247	241	244	242	217	218	216	217	206	205
Number in rent arrears 2016/17	209	208	214	213	185	186	187	186	158	205	197	185
Number in rent arrears 2017/18	195	203	192	185	185	177	177	198	178	184	183	183
Number in rent arrears 2018/19	181	181	180	171	170	165	181	181	118			



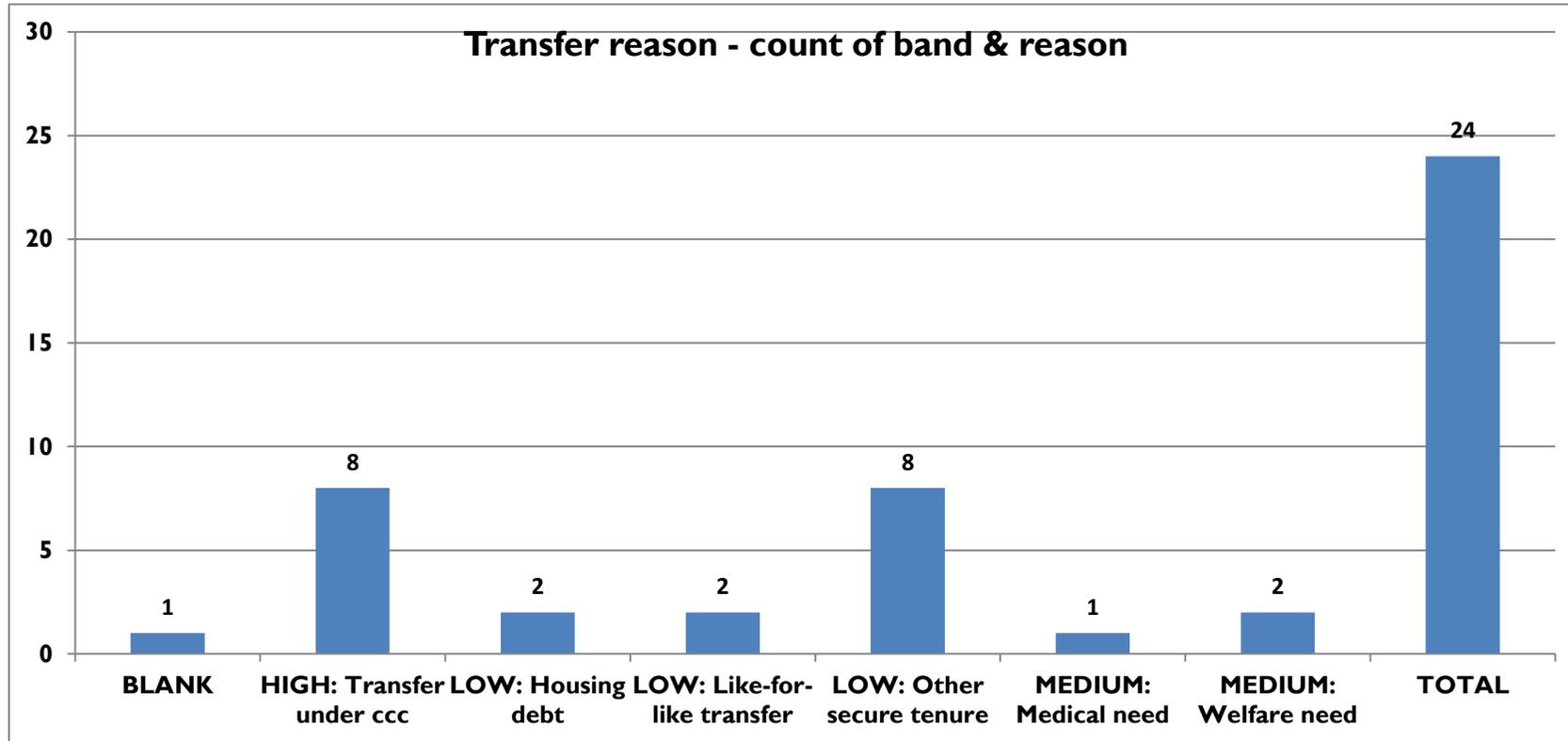
**WR004 £ Cash value of the rent arrears increase by affected tenants since 1 April 2013**

	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
£ cash value of arrears (000s) since 1 Apr 2013 (2014/15)	68	55	49	43	55	65	46	52	52	56	39	49
£ cash value of arrears (000s) since 1 Apr 2013 (2015/16)	53	58	55	58	59	66	42	58	51	47	42	40
£ cash value of arrears (000s) since 1 Apr 2013 (2016/17)	43	44	41	42	36	35	32	31	26	30	28	33
£ cash value of arrears (000s) since 1 Apr 2013 (2017/18)	28	30	30	32	32	25	27	30	28	29	25	26
£ cash value of arrears (000s) since 1 Apr 2013 (2018/19)	31	33	34	31	33	32	35	37	22			



**WR006 Number of affected tenants on the transfer list**

HIGH: Transfer - under occupation	8
LOW: Housing debt	2
LOW: Like-for-like transfer	2
LOW: Other secure tenure	8
MEDIUM: Medical need	1
MEDIUM: Welfare need	2
Blank	1
<b>TOTAL</b>	<b>24</b>



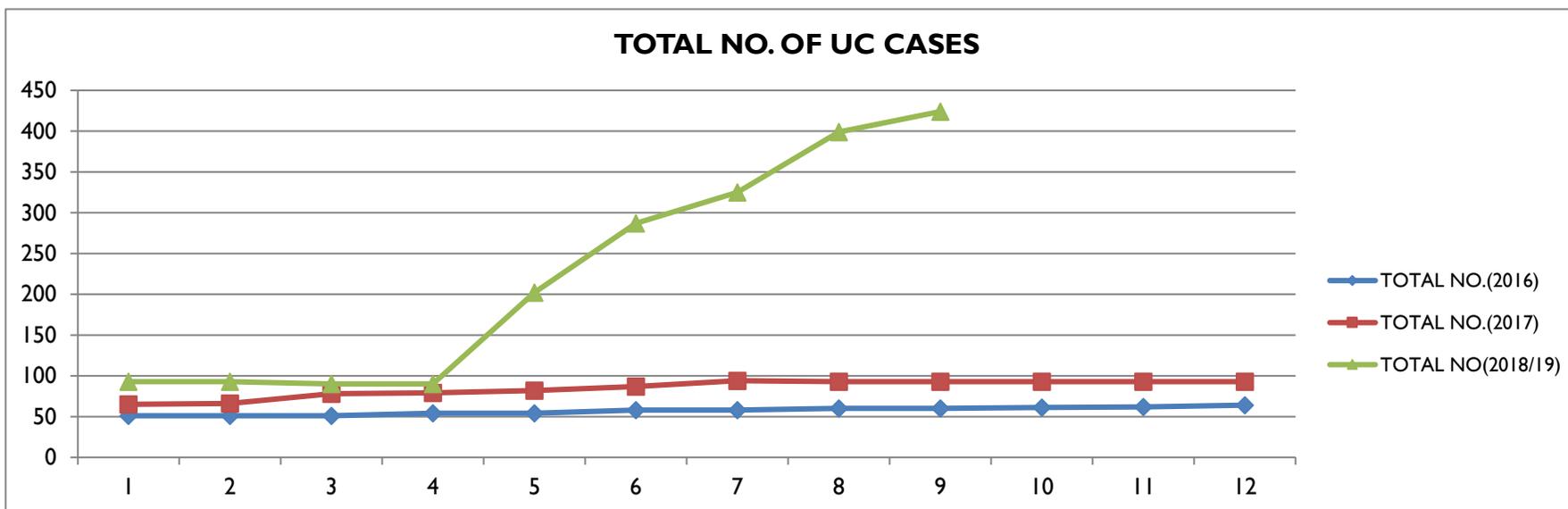
## UC1 Number of tenants in receipt of universal credit

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>2016/17</b>	51	51	51	54	54	58	58	60	60	57	62	54
<b>2017/18</b>	65	66	78	79	86	87	94	93**	93	93	93	93
<b>2018/19</b>	93	93	90	90	202^^	287#	325	399	424			

\*\* In the chancellor's budget statement in November 2017, he announced that there would be no further UC claims brought into the UC 'live service' in order to provide a break before the UC 'full service' is implemented. This is the reason why the number of UC claimants remained the same from November 2017 to when the full service was introduced in the south of the borough in June 2018.

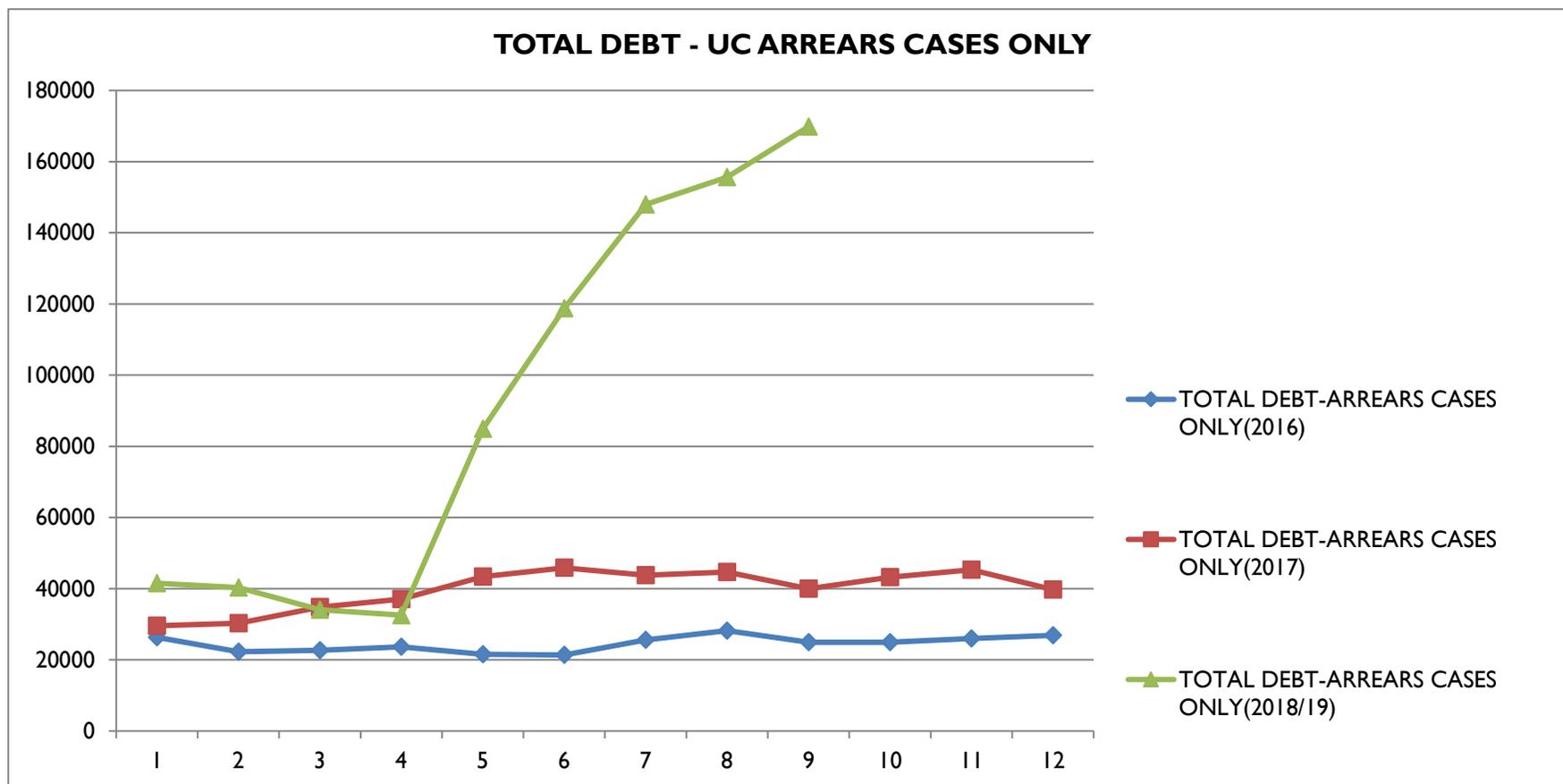
^^ The UC full service for the Charnwood Borough was implemented from June 2018 for some parts of the borough and then from July 2018 for the rest of the borough resulting in increased number of UC claimants.

# Migration of UC live service cases across to UC full service started from 19 Sep 2018. UC live service for Loughborough ceased at 10 Oct 2018, and the UC live service system will fully close on 31 Mar 2019 although nearly all live service tenants have now moved over to full service.



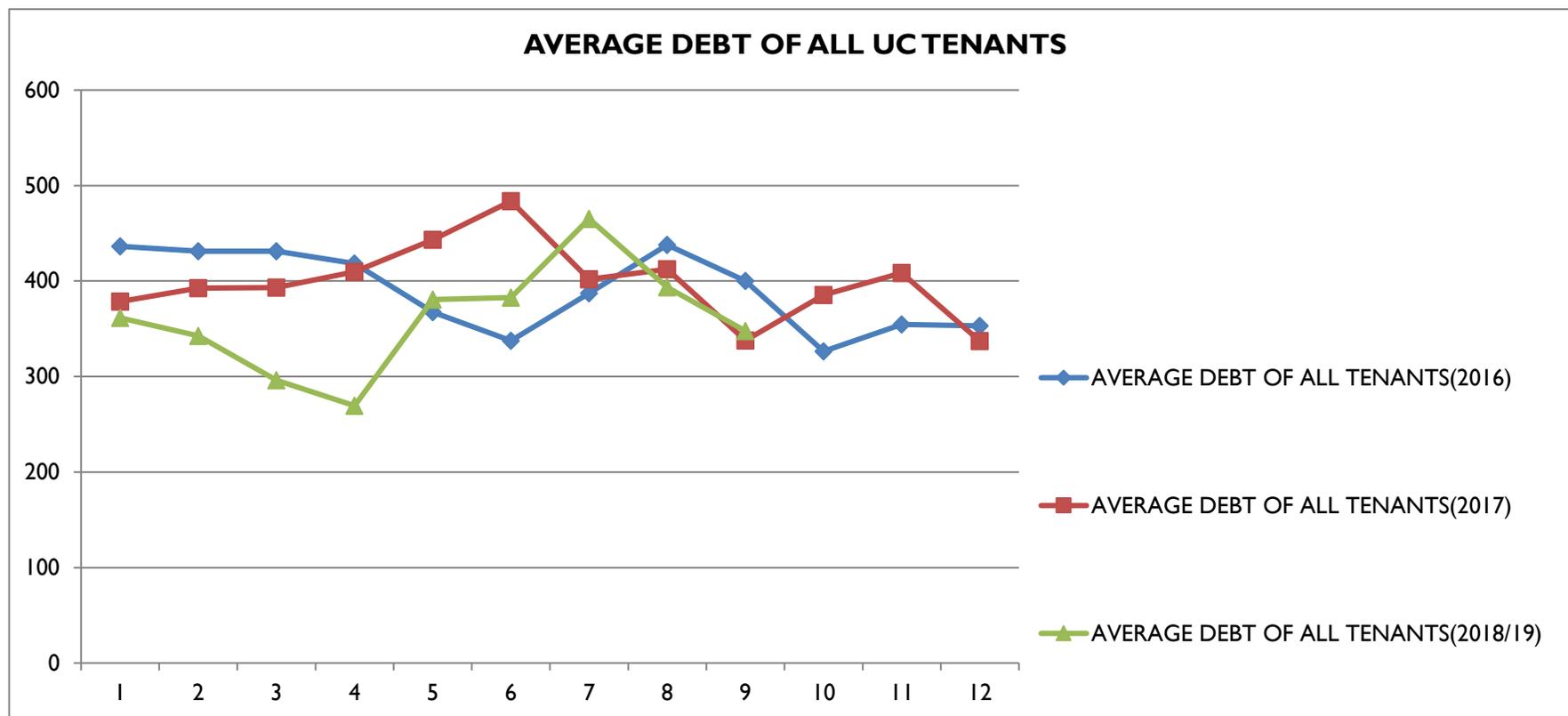
**UC2 Total debt of tenants in receipt of universal credit and who are in rent arrears (£s)**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2016/17	26,316	22,246	22,649	22,599	19,387	21,368	25,553	28,205	24,949	24,930	25,999	26,895
2017/18	29,599	30,286	34,791	37,064	43,371	45,849	43,739	44,624	39,967	43,190	45,285	39,752
2018/19	41,535	40,335	34,111	32,558	84,908	118,754	147,965	155,592	169,812			



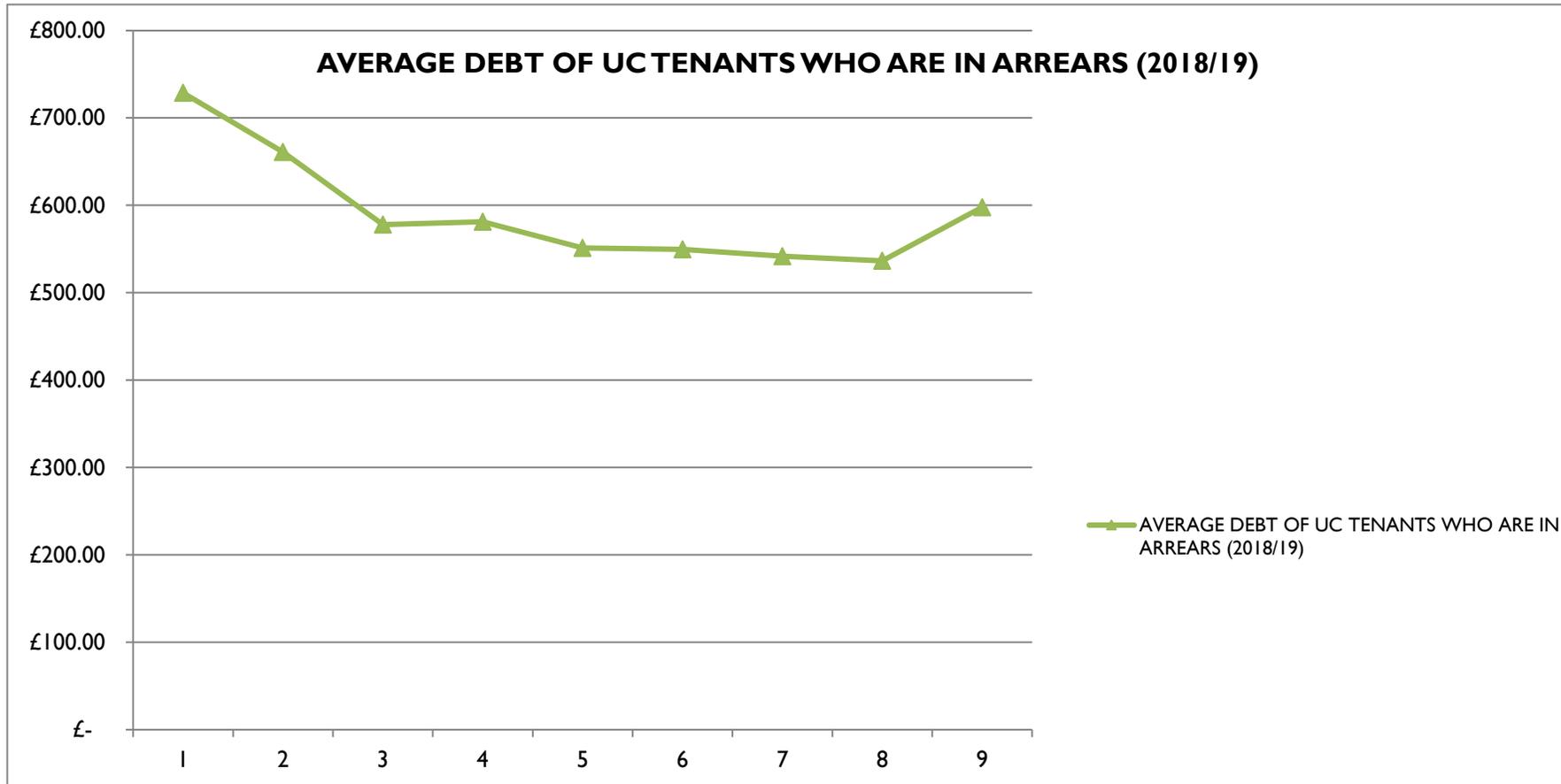
**UC3 Average debt of all tenants in receipt of universal credit (£s)**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2016/17	436	431	431	418	367	337	387	437	400	326	354	353
2017/18	378	392	393	409	443	483	402	412	337	385	408	337
2018/19	361	342	296	269	380	382	465	394	348			



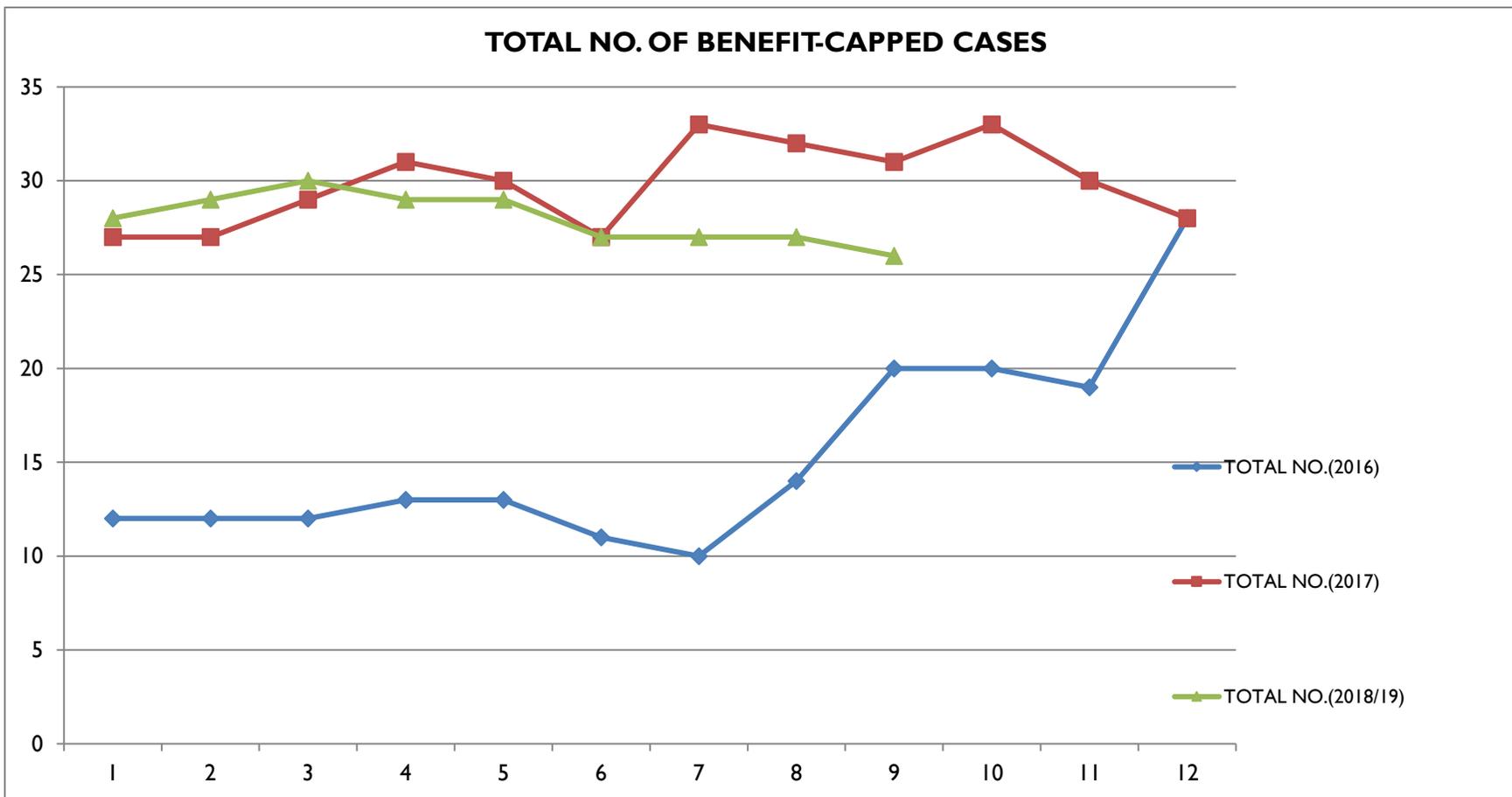
**UC4 Average debt of UC tenants who are in rent arrears (£s)**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2016/17	627	530	552	576	538	465	544	553	489	499	531	538
2017/18	616	582	600	628	667	637	643	687	666	664	708	750
2018/19	728	661	578	581	551	549	542	537	598			



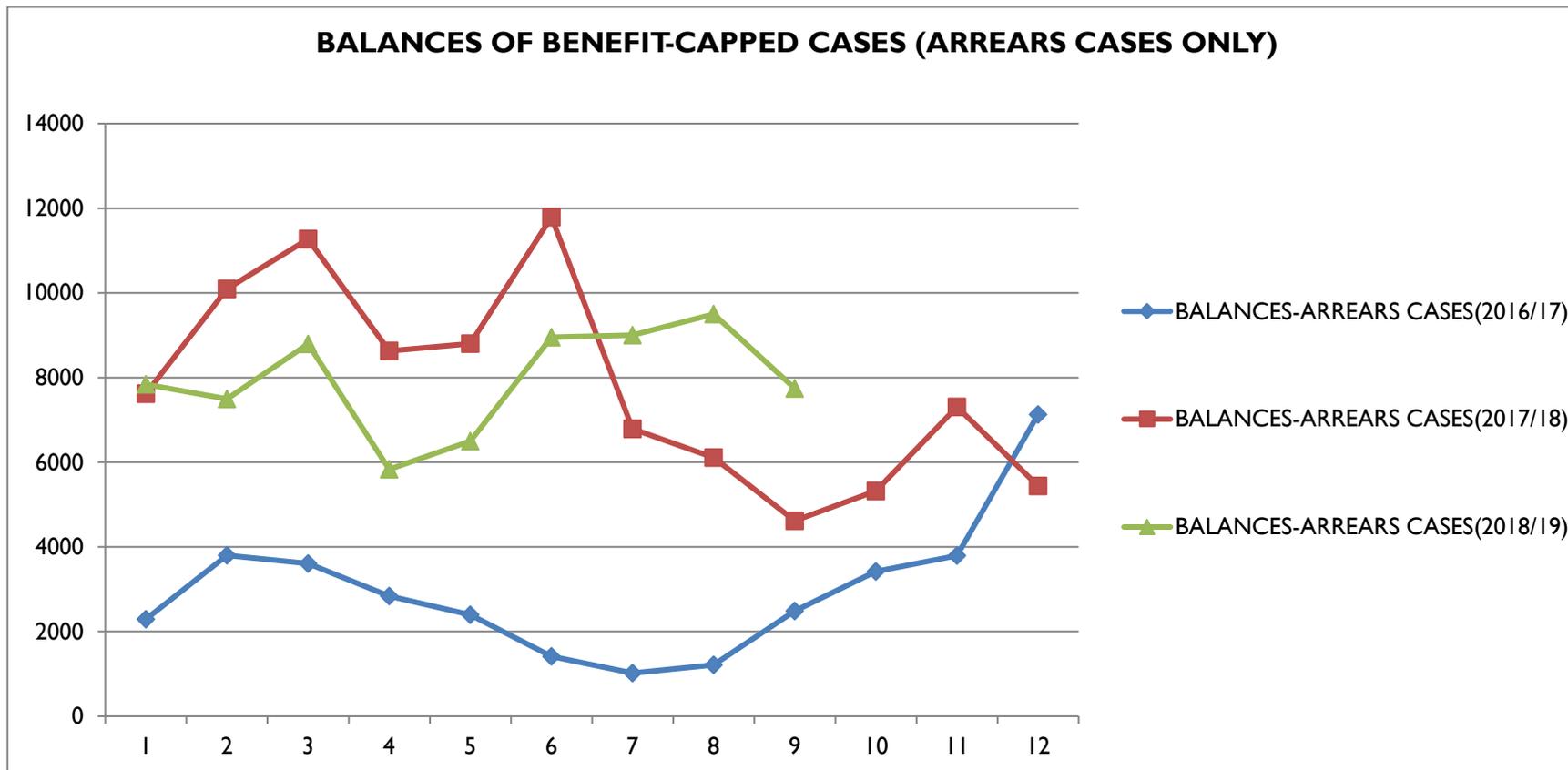
**BC1 Number of benefit-capped cases**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2016/17	12	12	12	13	13	11	10	14	20	20	19	28
2017/18	27	27	29	31	30	27	33	32	31	33	30	28
2018/19	28	29	30	29	29	27	27	27	26			



**BC2 £ Total debt of benefit cap cases (arrears cases only)**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2016/17	2,295	3,801	3,605	2,843	2,396	1,416	1,020	1,215	2,490	3,420	3,797	7,131
2017/18	7,617	10,098	11,274	8,629	8,801	11,793	6,789	6,108	4,619	5,325	7,305	5,439
2018/19	7,840	7,497	8,792	5,833	6,499	8,951	9,002	9,500	7,744			



# COMPLIANCE PERFORMANCE

## CHARNWOOD BOROUGH COUNCIL COMPLIANCE REPORT QUARTER 3 (OCTOBER - DECEMBER 2018)

KPI	DESCRIPTION	Q3			COMMENTARY
		TARGET	ACTUAL	%	
<b>1</b>	<b>GAS COMPLIANCE</b>				
	PROPERTIES WITH A CURRENT CP12	5,229	5,221	99.85%	8 outstanding of which 5 are due to no access, which are being worked through the legal process. 3 that are not in a fit condition for workman to enter the premises.
	CAPPED PROPERTIES WITH A CURRENT CP12		225	4%	4% of our gas 100 tenants are not using the gas appliances in their home.
	COMMUNAL BOILERS WITH A CURRENT CP12	15	15	100%	100% compliant.
	SOLID FUEL APPLIANCES WITH CURRENT CP12	55	45	82%	10 solid fuel appliances out of compliance due to no access - compliance team working with contractor to gain access.
	REPAIRS COMPLETED WITHIN PRIORITY	3,047	2,995	98%	98% repairs completed within priority.
	CUSTOMER SATISFACTION (98%)	625	611	98%	Customer satisfaction is 98% this month based on the 625 surveys carried out by Morgan Lambert
<b>1A</b>	<b>AUDITING - ASSURANCE</b>				
	COMPLETED GAS AUDITS - MAIN GAS CONTRACT	0	625	137%	We increased the number of audits while we recruit the compliance surveyor
	COMPLETED SOLID FUEL AUDITS				
<b>2</b>	<b>SMOKE ALARM &amp; CARBON MONOXIDE COMPLIANCE - RECONCILIATION PROJECT</b>				
	No. properties with a battery smoke alarm		2,237		The 2018/19 programme will concentrate on 133 properties identified. A supplier has been instructed to carry out the works. Smoke and heat detectors will be installed as part of the capital works programme (heating, kitchen, bathroom and ECIR) these will need to be reconciled on QL when resources allow.
	No. properties with hard-wired smoke detection		2,645		
	No. properties with both battery and hard-wired detection		306		
	No. properties - unknown/missing data		9		
	No. properties with individual smoke detection connected to Lifeline with communal fire alarm systems		405		
	PROPERTIES WITH A CO ALARM INSTALLED		5,602		Reconciliation remains on-going to confirm and track co alarm installations (5,617 properties)
<b>3</b>	<b>FIRE SAFETY</b>				
	FIRE ALARM - SIX-MONTHLY	19	19	100%	All fire alarms serviced - 6 monthly visits
	EMERGENCY LIGHTING - DURATION TEST - ANNUAL	18	18	100%	Duration service schedule re-commenced and on target
	EMERGENCY LIGHTING - FLICK TESTING - MONTHLY	277	277	100%	100% compliance achieved for month of April
	FIRE RISK ASSESSMENT	297	297	100%	FRA programme completed all actions extracted, all FRAs visible in QL with available updates now highlighted on pdf. Temporary FRA issued for Beresford Court while fire safety works are completed. FSF to attend once completed.
	FIRE EXTINGUISHER	14	14	100%	14 sites have fire extinguishers/blankets installed (47 components) all compliant

	<b>FIRE RISK ACTION LOG</b>		199	55	28%	Works with Ventro for - remedial FRA works, passive fire surveys & fire door inspections. IT problems with raising a purchase order have delayed start. Mobilisation is now in progress and works are to commence in March.
<b>4</b>	<b>WATER SAFETY</b>					
	<b>LEGIONELLA MONITORING - MONTHLY</b>		15	15	100%	All courts are compliant
<b>5</b>	<b>LIFTS &amp; STAIRLIFTS</b>					
	<b>PASSENGER LIFT - 6 MONTHLY</b>		4	4	100%	We have managed to reduce the no access down from 25 to 10.
	<b>STAIRLIFT - ANNUAL SERVICE</b>		202	192	95%	
	<b>CUSTOMER SATISFACTION</b>					
<b>6</b>	<b>ASBESTOS</b>					
	<b>ASBESTOS SURVEYS</b>		6,377	6,183	97%	We currently have 194 properties without an asbestos report, CBC assisting with hard, no access, properties (number includes communal areas - reconciliation to be undertaken with asbestos and QL project). Orders have been placed to survey these properties.
	<b>RE-INSPECTIONS</b>		6,377	3,719	58%	We have completed 3,719 re-inspection surveys. The 2018/19 programme for re-inspection will focus on capital work streams.
	<b>COMPLETED ASBESTOS AUDITS - Assurance Testing</b>					Audits completed with assurances issued on works carried out - further auditing to be completed on licensed works as necessary
<b>7</b>	<b>Electrical condition reports (periodic testing) Inc PAT testing</b>					
	<b>Courts condition reports testing</b>					
	<b>Courts PAT testing</b>		14	14	100%	PAT testing is all completed.
<b>8</b>	<b>Electrical condition reports (periodic testing)</b>					
	<b>Domestic dwellings (Fortem programme)</b>					Programme for 2018/19 with Fortem
	<b>Properties with valid electrical certificate</b>					Work is currently taking place to review and reconcile electrical certification across all properties. The aim is to put in place a monitoring structure similar to the way we manage gas. It is expected that this structure will be in place in May 2019.
	<b>Properties without a valid electrical certificate</b>					
	<b>Properties with unsatisfactory certificate</b>					

## HOUSING MANAGEMENT ADVISORY BOARD – 27 MARCH 2019

### Report of the Head of Landlord Services

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

#### 1. ASB cases created by estate

The table below shows ASB cases created and managed by the council's landlord service in the period from October to December 2018 (Quarter 3) by estate. The table also includes the data from quarters 1 and 2.

#### ASB cases by estate – October 2018 to December 2018

Estate	Total Q3	Total Q2	Total Q1
Anstey	11	10	11
Barrow Upon Soar	5	6	1
Birstall	8	8	3
Loughborough - Ashby Road	4	10	22
Loughborough - Bell Foundry	37	42	38
Loughborough - General	8	20	23
Loughborough - Shelthorpe	20	29	31
Loughborough - Thorpe Acre	13	21	11
Loughborough - Town Centre Central	9	26	22
Loughborough - Warwick Way	24	14	15
Mountsorrel	12	9	15
Quorn	10	11	4
Rest of Charnwood	4	7	6
Rothley	3	3	6
Shepshed	22	24	25
Sileby	22	33	34
Syston	21	18	18
Thurmaston	5	12	13
Woodhouse Eaves	0	2	1
<b>Grand total</b>	<b>238</b>	<b>305</b>	<b>299</b>

#### 2. Case length

Of the 293 cases that were closed between October and December 2018 [Q3], the average number of days between the creation of the case and the point at which the housing services team leader authorised the closure of the case was 63<sup>1</sup> days. The figure for Q2 was 50 days.

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

### 3. Case closure by disposal

The table below shows the stage at which the ASB case was closed (known as a disposal) for the period from October to December 2018 [Q3]. This table also shows data for quarters 1 and 2.

Disposal type	Total Q3	Total Q2	Total Q1
Advice	46	36	40
Verbal warning	1	1	2
Written warning	3	4	6
Mediation	0	7	10
Acceptable behaviour contract	0	2	0
Injunction	0	0	2
Tenancy – extension to introductory tenancy	0	0	0
Notice of seeking possession	0	0	0
Suspended possession order (SPO)	0	0	0
Possession order - outright	0	0	0
Eviction order	2	1	1
No further action – at request of complainant	15	19	12
No further action – reported for information only	2	3	3
No further action – no perpetrator identified	11	9	9
No further action - other	46	124	106
Other (in this case action taken by police)	111	0	0
Entered in error/duplicate	54	57	41
<b>Grand total</b>	<b>291</b>	<b>263</b>	<b>232</b>

Please note that two cases have been re-opened, hence the difference between the number of cases closed and the number of disposals.

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

Please note that the drop-down selection within Sentinel (the ASB case management system) has been amended. Previously cases where there was non-engagement from the complainant the only option was to record it as ‘No further action – other’; however, cases can now be logged as ‘other’ and a reason selected. This is the reason for the difference in relation to the figures for the categories ‘No further action – other’ and ‘Other’ between the first two quarters and quarter 3.

Of the cases closed between October 2018 and December 2018 [Q3], there were two court actions; these were the eviction orders.

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

#### 4. Case resolution rate

The case resolution rate for the 242 cases closed in the period from October to December 2018 [Q3] was 83.9%. This is the percentage of closed ASB cases that were *resolved*<sup>2</sup>. An ASB case is *resolved* if the landlord has evidence that the ASB is no longer a cause for concern.

The case resolution rate for the period from July to September 2018 [Q2] was 91.1% and for April to June 2018 [Q1] it was 87.4%

Of the 39 unresolved cases, the breakdown is as follows:

- 6 were referred to the tenancy and estate management team;
- 2 were referred to environmental health;
- 11 were where no perpetrator was identified;
- 2 were reported for information only;
- 9 were not ASB;
- 2 there was no evidence to take further action;
- 7 were referred to the police or where police are investigating.

Between quarters 2 and 3 the number of unresolved cases is significantly higher, increasing from 18 in quarter 2 to 39 in quarter 3. One area where there was a significant increase relates to the number of cases where no perpetrator could be identified; this increased from four in quarter 2 to eleven in quarter 3 (where no perpetrator can be identified we are unable to take action; however, the anti-social behaviour can be continuing).

#### 5. Repeat complainants

For the period October to December 2018 [Q3], of the 238 cases opened, 30 were anonymous reports of anti-social behaviour or did not have a complainant or a victim attached to the case; so, they cannot be attributed to a person. 169 complainants called once, 36 complainants called twice; and three complainants called three times in the quarter to report anti-social-behaviour.

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

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