



HOUSING MANAGEMENT ADVISORY BOARD

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To: Councillors Davis, Edwardes (Chair), Riley (Vice-Chair), Wright, Jackson, Draycott, Radford and Tassell (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, 12th June 2019 at 4.30 pm for the following business.

Chief Executive

Southfields
Loughborough

4th June 2019

AGENDA

1. ELECTION OF CHAIR AND VICE-CHAIR FOR 2019/20

The Board's Terms of Reference state that the Chair of the Board will be appointed annually by the Board, from among the tenant/ leaseholder members. The Board may also appoint a Vice-chair from among its members.

2. APOLOGIES

3. MINUTES OF THE PREVIOUS MEETING

4 - 12

To confirm the minutes of the meeting held on 27th March 2019.

4. 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.

5. MOBILISATION OF NEW DECENT HOMES CONTRACT - UPDATE 13 - 30

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.

6. HRA REVENUE AND CAPITAL OUTTURN 2018/19

An annual report of the Head of Landlord Services updating the Board on the HRA Revenue and Capital Outturn for 2018/19, to follow.

7. THE COUNCIL'S NEW SCRUTINY STRUCTURE 31 - 39

A report of the Head of Strategic Support providing the Board with an update on the Council's new scrutiny structure and advising on how the Board can engage with the process.

8. COMMUNAL CLEANING CONTRACT 40 - 50

A report of the Head of Landlord Services updating the Board on the progress with the Communal Cleaning Contract proposal.

9. QUESTIONS FROM MEMBERS OF THE BOARD

In accordance with the Board's decision members of the Board were asked in advance of this agenda being published whether they had any questions on matters within the remit of the Board that they wished to ask, for response at this meeting.

On this occasion no questions were submitted.

10. PERFORMANCE INFORMATION 51 - 65

A report of the Head of Landlord Services advising the Board of changes to the report formats and how the performance information is presented.

11. WORK PROGRAMME AND MEETING DATES FOR 2019/20 66 - 70

A report of the Head of Landlord Services to enable the Board to review and agree its Work Programme, together with proposed meeting dates for 2019/20.

For information further meetings of the Board are scheduled as follows in 2019/20:

Wednesday 11th September 2019 at 4.30pm

Wednesday 6th November 2019 at 4.30pm

Wednesday 15th January 2020 at 4.30pm

Wednesday 25th March 2020 at 4.30pm

Wednesday 13th May 2020 at 4.30pm

Wednesday 15th July 2020 at 4.30pm

Wednesday 9th September 2020 at 4.30pm

Wednesday 11th November 2020 at 4.30pm.

HOUSING MANAGEMENT ADVISORY BOARD 27TH MARCH 2019

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

Fortem Contract Manager

Councillors Harper-Davies (Cabinet Lead Member
for Performance of Major Contracts) and Mercer
(Cabinet Lead Member for Housing)

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

20. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting of the Board held on 7th November 2018 were confirmed as an accurate record.

Matters arising from the minutes:

- (i) For the past two years the January meeting has been cancelled due to being inquorate. The Board discussed the reasons for this and what the best course of action should be. It was agreed that if possible the meeting should be re-arranged to a later date to ensure that no important agenda items are missed.

21. DECLARATIONS OF INTEREST

No declarations of interest were made.

22. PLANNED MAINTENANCE WORK PROGRAMME

A report of the Head of Landlord Services to update the Board on the progress of the 2018/19 planned maintenance programme was considered.

Discussion points raised:

- (i) The Board was given an update on progress of the work programme. The majority of the internal communal area refurbishment planned works at the Bell Foundry Estate had been completed. Unfortunately, a lot of the other proposed works have not been completed due to slow mobilisation from Fortem. It was acknowledged that some slippage had taken place and the Council had agreed to transfer funds to the following year's budget of works.

(ii) The Board highlighted the problems with the Fortem contract and cited a lack of management as a problem. They were advised that the Council did have a number of controls in place to monitor and evaluate the progress of the contract. There were also penalties in place for non-compliance which the Board were made aware of.

(iii) There was now an increase in some of the works planned for 2019/20 due to some tenants who had previously refused works changing their mind. The Board noted that non-response from tenants regarding works was an issue and were advised that an Apprentice post was being recruited to for a Customer Liaison Officer who would be tasked with engaging more with tenants.

RESOLVED that the report be noted.

Reason

To acknowledge the Board's consideration of this matter.

23. HOUSING REPAIR SERVICES - BREAKDOWN OF COMPLAINTS

A report of the Head of Landlord Services to consider the complaint trends for housing repairs and asset management was submitted to the Board for consideration.

Councillor Mercer, the Lead Member for Housing attended the meeting and commended the work of Landlord Services as the number of complaints had reduced and tenant satisfaction levels were high, although he did note that a larger number of responses was needed to ensure the statistics were truly representative.

RESOLVED that the report be noted.

Reason

To acknowledge the Board's consideration of this matter.

24. CUSTOMER ENGAGEMENT STRATEGY

A report of the Head of Landlord Services providing the Board with an update on the delivery of the customer engagement strategy was considered.

The Landlord Services Manager advised the Board that the Council was hoping to engage some of the harder to reach groups such as younger tenants and tenants who worked. They acknowledged that the format of formal meetings was not always appealing, and the Council was working with the Charnwood Housing Residents Forum to work on new ways of involvement.

RESOLVED that the report be noted.

Reason

To acknowledge the Board's consideration of this matter.

25. VOID PROPERTIES

A report of the Head of Landlord Services to provide an update to the Board on the current voids programme was considered.

Discussion points raised:

- (i) The Board was advised that there was a joint working group in place to monitor the void process. Officers from the Housing Allocations Team along with the Voids Team were working together to streamline the voids process from vacancy to re-let.
- (ii) There was a review taking place in respect of sheltered accommodation, and that any large capital sums required to undertake works would feature in a refreshed Housing Revenue Account (HRA) business plan. One of the expected outcomes from the review of sheltered housing would be a reduction in voids.

RESOLVED

1. That the Head of Landlord Services provide the Board with a detailed breakdown of the types of void accommodation.
2. That a review of the sheltered housing accommodation options be added to the Board's work programme.
3. that the report be noted.

Reason

1. To provide the Board with information requested.
2. To ensure the Board are consulted on the report.
3. To acknowledge the Board's consideration of this matter.

26. CORPORATE PLAN REVIEW

A report of the Head of Landlord Services to consult the Board on the proposed key Landlord Services activities and performance indicators which will form part of the Council's Business Plan for 2019/20 was considered.

The Head of Landlord Services provided the Board with the figures for the Business Plan:

"Invest in our housing stock through the delivery of (an estimated) 108 kitchens, 239 bathrooms, and 290 heating installations to provide high quality homes for Council tenants".

RESOLVED that the report be noted.

Reason

To acknowledge the Board's consideration of this matter.

27. MOBILISATION OF NEW DECENT HOMES CONTRACT - UPDATE

A report of the Head of Landlord Services to provide information to the Board on the mobilisation of the new decent homes contract was considered.

Discussion points raised:

- (i) The performance of the contractor had improved in Q4 which was attributed to a new sub-contractor being employed who was better able to carry out the work required as well as the sub-contractor being monitored more closely this time. However Fortem was aware that they were performing below the expected standard and needed to make improvements quickly.
- (ii) The Board noted that the new kitchen recently installed at the Marios Tinetti Centre was of a high standard and was well received. The Lead Member for Housing also commented that he had received praise from residents for the work completed by Fortem, although he acknowledged the problems with timescales.

RESOLVED that the report be noted.

Reason

To acknowledge the Board's consideration of this matter.

28. TERMS OF REFERENCE

A report of the Head of Landlord Services to advise the Board of its terms of reference, for the Board to comment and make recommendations in respect of any necessary amendments.

The Board discussed several items which were added to the Board's work programme. These included an update on the Council's new scrutiny structure and the Tenancy Policy review.

RESOLVED that the report be noted.

Reason

To acknowledge the Board's consideration of this matter.

29. 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 no questions had been submitted.

30. WORK PROGRAMME

The Board received a report of the Head of Landlord Services to enable the Board to agree its Work Programme (item 12 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 an update be provided to the Board on the new Scrutiny structure and how HMAB will fit into the programme.
2. That the revised Tenancy Policy be added to the Board's work programme for their June meeting.
3. That the Service Area Delivery Plan be removed from the work programme.
4. That an update be provided to the Board on the revised Housing Allocations Policy.
5. That the Housing Capital Programme Monitoring item be scheduled for the September meeting.
6. That the Board's Work Programme be updated to reflect all decisions made above and earlier in the meeting.

Reasons

1. To inform the Board of the changes and how it might affect them.
2. To allow the Board to consider the item and make comments as appropriate.
3. It was no longer required by the Board.
4. To allow the Board to update tenants on the changes to the Policy.
5. To allow the Board to consider the item.
6. To ensure that the information in the Work Programme is up to date.

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
SCHEDULED:			
Every meeting	Work programme		To review the Board's work programme.
Every meeting	Questions from members of the Board		Questions on matters within the remit of the Board (if any), for response at the meeting. Members will be asked in advance of the agenda being published for each meeting whether they have any such questions, for listing on the agenda.
Every meeting	Performance information – questions		See HMAB minute 14.4, 9th November 2016. To enable the Board to ask questions, if any, on the performance information pack* sent out with the agenda for the meeting. To be last item on agenda.
Every meeting	Performance information – update on universal credit and update on Fortem decent homes contract		Two updates to be included in the performance information pack.
12th June 2019	Election of Chair and Vice-chair		Annual Item.
12th June 2019	HRA Revenue and Capital Outturn (2017/18)	Head of Landlord Services	Annual Report.
12th June 2019	Presentation of the Council's new Scrutiny structure	Head of Strategic Support	Added by the Board at it's meeting on 27th March 2019.

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
11th September 2019	Disabled Adaptations Policy	Head of Landlord Services	Annual Report.
11th 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.
11th September 2019	Housing Capital Programme Monitoring	Head of Landlord Services	Last considered 16th October 2013.
6th November 2019	2020/21 Draft Budgets (Revenue and Capital)	Head of Landlord Services	2019/20 Draft budgets were considered formally by the Board at its meeting on 7th November 2018. Annual Report.
TO BE SCHEDULED:			
To be scheduled	Review of HRA Business Plan	Head of Landlord Services	See HMAB minute 14.6, 9th November 2016. Cannot be reviewed until regulations to enable this have been received from the DCLG. Annual report.
To be scheduled	Housing Asset Management Strategy	Head of Landlord Services	Review of the update the strategy.

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

NOTES:

1. No reference may be made to these minutes at the Council meeting on 24th June 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 - 12TH JUNE 2019

Report of the Head of Landlord Services

DECENT HOMES CONTRACT UPDATE

Purpose of Report

To provide information to the Board on the progress of the decent homes contract with Fortem Solutions Ltd.

Recommendation

The Board is asked to note the update.

Background

The Council entered in to contract with Fortem on 1st April 2018. The contract has therefore been in place for one year.

A contractor improvement plan is in place, with progress towards achievement of the delivery of programmes, key performance indicators, and contract commitments being monitored through the monthly contract Core Group.

Programme Delivery - 18/19 Outturn Position

There were two objectives linked to the delivery of works by the contractor in the Council's Business Plan for 2018/19. Progress is summarised in the table below.

18/19 Business Plan Objective	Progress to the end of Q4 2018/19
Invest in our housing stock through the delivery of (an estimated) 84 kitchens, 144 bathrooms, and 308 heating installations to provide high quality homes for Council tenants.	<p>Performance has improved, and the kitchen and heating installation programmes have been completed. At the close of Quarter 4, the following were delivered:</p> <ul style="list-style-type: none">▪ Kitchens: 81;▪ Bathrooms: 109;▪ Heating: 296. <p>The bathroom programme is expected to be completed by the end of Q1 2019.</p>

Refurbish 10 communal areas on the Bell Foundry estate to provide an enhanced environment for tenants, residents and visitors.	10 communal areas have been refurbished, meeting the target set. Completed at Quarter 4.
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A financial summary for all work streams, including amounts that have been carried forwards to 2019/20 along with appropriate commentary can be found at Appendix 1 - Expenditure *and Carry Forwards*.

Key Performance Indicators

Some moderate performance improvement has taken place at Q4 of 2018/19. The time spent in property whilst works are undertaken is closer to the contractual target time.

See Appendix 2 - Time in Property Performance Summary

The 2018/19 outturn position for customer satisfaction is set out in the below table.

Description	Target	Performance YTD
% Residents satisfied with Decent Homes work	95%	95.34% 307 / 322
% Residents satisfied with the time taken to complete the Decent Homes work	95%	83.80 269/321

Satisfaction rates for works completed in Q4 have increased, with 98.71% of tenants satisfied with Decent Homes work, and 91.02% of tenants satisfied with the time taken to complete the work.

When works are completed, the standard of quality is high. The data shows that tenants are very satisfied with the end result, and less satisfied with the time taken to do the works.

Performance against Contract Commitments

A summary of progress against the contractor's progress in delivering its contract commitments to the Council can be found at Appendix 3 - Contract Commitment Progress.

Not all commitments have been delivered therefore the Council has not achieved the full value for money it expected in the first year of the contract. There has been some moderate positive progress in Q4 2018/19 and Q1 2019/20.

Social Value

The contractor made legally binding commitments to deliver activities that provide social value. The social value progress position can be found at Appendix 4 - *Social Value Progress*.

Not all commitments have been delivered therefore the Council has not achieved the full social value it expected in the first year of the contract. There has been some moderate positive progress in Q4 2018/19 and Q1 2019/20.

19/20 Programme Delivery

Programmes for core work streams have been issued to the contractor, and an estimated spend profile can be found at Appendix 5 - Financial Profile.

Officer to contact:

Peter Oliver
Head of Landlord Services
Peter.oliver@charnwood.gov.uk
01509 634952

Appendix 1 - Expenditure and Carry Forwards

Cost Centre	2018/19 Actual Spend	2018/19 Current Budget	2018/19 Variance	Carry Forward to 19/20	Carry Forward Reason
Major Adaptations - Fortem	370,715.62	370,000.00	- 715.62	155,000	£75k of the budget has been slipped for a major remodelling scheme that is expected to be completed in 2019/20 by a different contractor (i.e. not related to contractor performance). There has been a delay in receiving prices for some adaptation works. The slippage amount relating to contractor performance is £80k.
Major Voids - Fortem	84,347.09	140,000.00	55,652.91		
Kitchens - Fortem	255,715.30	322,000.00	66,284.70		
Bathrooms - Fortem	308,558.43	556,300.00	247,741.57	60,000	It has been necessary to slip £60K of the budget to 2019/20 to complete the 18/19 bathroom stream.
Electrical Upgrades - Fortem	18,720.17	66,000.00	47,279.83		
Window Replacement - Fortem	-	10,000.00	10,000.00		
Central Heating and Boiler Installation - Fortem	767,294.33	728,000.00	- 39,294.33		

Door Replacement - Fortem	75,814.85	95,500.00	19,685.15	219,450	Delivery has been slower than expected, largely due to a national issue relating to the supply of composite doors.
Re-roofing - Fortem	577,792.51	600,000.00	22,207.49		
Major Structural Works - Fortem	40,000.45	40,000.00	- 0.45		
Communal Area Improvements - Fortem	150,030.00	150,000.00	- 30.00		
Cavity and Loft Insulation - Fortem	29,000.00	50,000.00	21,000.00		
Estate and External Works	70.89	-	- 70.89	205,000	Pricing has been slower than expected. Prices have now been received and are being reviewed by the Council's Quantity Surveyors. Works are due to commence in June 19.
Planned Maintenance	65,102.00	65,102.00		445,800	Pricing has been slower than expected. Prices have now been received and are being reviewed by the Council's Quantity Surveyors for Planned Maintenance. Works are due to commence in June 2019.
Periodic electrical testing	248,436.00	328,100.00	79,664.30		
Housing Revenue Account Total	2,991,597.64	3,521,002.00	529,404.66	639,450	

Appendix 2 - Time in Property Performance Summary

	Works Started in Q4								
	Q1-3 (Contract Cumulative Data)	Position at 20/02/2019		Position at 20/03/2019		Position at 30/04/2019		Q1 2019/20 Year to Date	
	Average Days to Handover	Average Days to "complete" snags, specification issues o/s	Average Days to Handover	Average Days to "complete" snags, specification issues o/s	Average Days to Handover	Average Days to "complete" snags, specification issues o/s	Average Days to Handover	Average Days to "complete" snags, specification issues o/s	Average Days to Handover
Kitchens (Target 12 days to handover)	23.5	10.6	12.2	12	15	NA	NA	NA	NA
Bathrooms (Target 7 Days to handover)	45	13.7	NA	21	23	10.88	13.53	14.28	17.14
Major Adaptations (Target 12 days to handover)	24.7	12	14	16	16	16.8	18	16.8	18

Heating (Target 5 days to handover)	4.1	1	8	1	5	1	5	1	5
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- Notes:
1. Q4 2018/19 cumulative contract KPI data not yet available due to valuation processes for March and April not yet being concluded.
 2. Save Q1-3, figures are subject to ratification at Core Group
 3. It is likely that the cumulative contract KPI data figures will be higher due to works started in Q3 entering Q4 figures.
 4. 2019/20 kitchen stream is programmed to start in July

Appendix 3 - Contract Commitment Progress.

Red - not started

Amber - in progress

Green - in place

Heading and RAG	Ref	Contract Commitment
Contract Management	1.	We will provide a dedicated Contracts Manager for our arrangement with the Council. Our Contracts Manager will take full time responsibility for the delivery of performance in line with the requirements of the contract and maintain our bid promises in line with our tender proposals currently being delivered and those set out herein.
Customer Care	2.	We will call customers 2 weeks after their installation to ensure all is well and attend to any warranty issues they have.
Customer Care	3.	We will provide a Website for customers to access their handbooks; self-help videos' work flow video etc.
Customer Care	4.	We will visit each property each day to ensure customers' needs are cared for
Customer Care	5.	We will place a daily diary in the property pack for customers to use for recording important things they want us to know about.
Customer Care	6.	We will provide a variety of communications channels for exchange of information between Fortem and customers. This will include TEXT, E Mail or letter. We will collect this information during the customer induction.
Customer Care	7.	We will offer to customers evening and Saturday AM appointments for inductions and surveys.

Customer Care	8.	We will work closely with CBC to profile customers' needs ahead of 'first contact' so we are able to unique tailor our response to their needs.
Customer Care	9.	We will work with CBC customer groups to engage residents in the inspection of our 'in progress' and completed works.
Customer Care	10.	We will provide a fund of £1000 per annum to be distributed through a range of prizes given via random draw to those customers of the council who have accepted installation works to their homes.
Customer Care	11.	We will introduce a process for property inspections to be completed before we start works to manage any potential damage claims or complaints raised by customers.
Customer Care	12.	We will train all LAS delivery teams and CLO's in how to work successfully with vulnerable people in their homes. We will create bespoke training material to upskill this team to a level beyond that expected of trades working normally in customers' homes.
Customer Care	13.	We will workflow a defect repair process with the council, putting in place resources to ensure OOH and in hours defect repairs are completed in line with council SLA's
Customer Care	14.	We will provide a broad range of aftercare provisions for customers including as mandatory – access to self help repair and maintenance videos, energy use advice and provision of handy hints and tips.
Quality Assurance	15.	We will maintain a bespoke QA plan for our contract with the council. This plan will be prepared, presented to the council and signed off.
Quality Assurance	16.	We will provide a defects tracker, by workstreams and by supply chain contractor. We will present the tracker at Core Group and use this proactively to deliver ZERO defects.

Quality Assurance	17.	We will take photographs of defects before and after works, to be used to send to the council's surveyors to desk top approve the remedying of defects so homes do not have to be re-visited.
Quality Assurance	18.	We will keep a register of skill sets and qualifications for our entire workforce and that of our supply chain. This register will be routinely updated to reflect active personnel being inducted to work our contract with you.
Quality Assurance	19.	We will widen our BSI scope to include our contract with Charnwood. In so doing we will achieve a formal ISO accreditation for our work being carried out solely at Charnwood.
Quality Assurance	20.	We will provide a ledger of site inspections by non-contract dedicated staff, H&S, Environment, Director and QA team to highlight the independence of our auditing process and our proven ability to drive continuous improvement.
Stakeholders engagement	21.	We will liaise with the council to set up leaseholder forums to provide improved engagement in communal area, block roofing and other works of interest to leaseholders.
Stakeholders engagement	22.	We will provide relevant information and stories of interest for each CBC's resident's newsletter.
Culture	23.	We will create two My Customer / My Responsibility champions in our Charnwood Council business. They will meet monthly and review our customer care performance, complaints and compliments and set continuous improvement actions for the contract. Reviews and actions will be made available to the Core Group.
Culture	24.	We will provide all Fortem staff and supply chain with safeguarding training at induction with annual refreshers in line with CBC guidelines and we will elect a safeguarding champion to keep safeguarding fresh and alive within the business. Safeguarding will be reviewed through the Core Group.
Partnership working	25.	We will agree with the council a schedule of daily, weekly and monthly meetings and catch ups between all our teams to ensure all information and progress is disseminated and to forge closer working relationships.

Partnership working	26.	We will create a continuous improvement and innovations group to meet with the council once every 2 months to share better practice and drive forward innovation into the contract.
Financial management	27.	We will provide accurate monthly work valuations with all associated paperwork and signoff's to create efficient payment for all contract works and variations completed.
Financial management	28.	We will provide a monthly projection led budget performance forecast (in a format agreed with the council) based upon progress of all workflows and end of year outputs.
Financial management	29.	We will agree with you a SLA for the timely turnaround of all works orders placed on Service Connects by the council and which require a set of quotations to be returned for additional budget lines to be completed.
Financial management	30.	We will train all our staff in the contract payment mechanism so that all variations and EOT are accurately recorded and aligned to contractual entitlement.
Effective resourcing	31.	We will create a direct delivery team to complement our supply chain delivery. Direct delivery capacity will be built for a) FWT programme 80%+ b) Kitchen, Bathroom. LAS 30% c) Doors 50%.
Effective resourcing	32.	We will create contingency plans for the resourcing of workload peaks and or delays in works programmes to ensure that the council budget expenditure is delivered on target each year.
Supply Chain	33.	We will ensure all or supply chain contracts are placed on back to back arrangements with regards to the achievement of KPI targets, customer care outcomes and practice.
Supply Chain	36	League tables will be published for Core Group review and discussion. Performance to programme, Zero Defects, H&S compliance, Customer Care

Supply Chain	35.	We will pay our supply chain promptly in accordance with agreed terms.
Supply Chain	36.	We will measure our local employment statistics and use this to encourage local employment and sweat the Charnwood pound.
Supply Chain	37.	We will provide our supply chain with Fortem branded workwear to provide for better customer experience.
Supply Chain	38.	We will provide quality assurance checks on our materials supplied and to be fitted on the councils homes
Added Value	39.	We will provide our Social Value plan strictly in accordance with our commitments
Added Value	40.	We / our supply chain will provide 1 apprentice (in employment) per £1m turnover per annum with the council.
Added Value	41.	We will upskill electricians providing FWT to complete element condition feedback in properties. This will be achieved via an NVQ or equivalent <u>surveying module training session</u> . Using our REFERIT application we will feedback main element condition in line with parameters agreed with the council.

Appendix 4 - Social Value Progress

Bid Commitments	Target each year	Achieved in 2018/2019	2019/2020 Target	Completed in 2019/2020	Left to complete in 2019/2020	Fortem Update
<p>Work experience: Opening Doors trade and office work experience programme – open to all & guaranteed interview on completion; preparation for work schemes</p>	20	2	38	0	38	<p>Rebecca met with Loughborough college (1/5/19) - Rachel Wade Senior Employment Broker and David Drewry Careers and Employability Manager. Both were very excited to work with us and said that this was what the college was missing and that they are crying out for placements like ours. Rebecca explained that there are 38 placements which the college could take advantage of. Loughborough College are now starting the Health and Safety process before students can start placements. A poster has been created which will promote Pathways4Life work experience. Application forms and Fortem Values and Behaviours have been sent to the college. Rebecca also met with Chris Greenwood and Helen Hillier at De Lisle College (1/5/19) - the College is very excited to work with us and have asked if we can support a career event and talk in July. They have already requested a work placement which will commence in July also and are keen to place more students with us from September.</p>

Adopt a school: Mentoring partnership with a local school (e.g. Rawlins Academy); CV writing, mock interviews, work taster sessions, career events	4	0	8	1	7	As above.
Create new jobs: Potentially 4 new jobs with Fortem created by this contract (subject to more TUPE details)	4 over duration of the contract	8	0	0	0	
Spare Seat Initiative: Offer spare places on internal training free of charge to residents	10	10	10	0	10	(Note from Fortem/CBC meeting 1/5/19) Spare seat poster was sent to CBC however at our Community meeting this was requested again it was stated by CBC that Penny Hopkins at John Storer house would be a good contact and that this would be shared with her. Rebecca asked if CBC could tweet this - Emily to forward onto CBC Comms team. Al-Hameed advised that CBC could pay for travel expenses if residents took up spare seat offering at Birmingham Academy.
Meet the Buyer: To promote Fortem opportunities and build relations with local businesses	1	1	1	0	1	
Social enterprise support: Provide free/subsidised accreditation training (e.g. PASMA, CHAS, SMSTS); use a local small catering company for events/meetings	10	0	20	0	20	
Estate improvement schemes: Activities can include landscaping at sheltered accommodation; skip days; clearing external areas at a school/community centre	2	2	2	1	1	(Note from Fortem/CBC meeting 1/5/19) 1 project completed. Fortem held a litter pick as part of the national Keep Britain Tidy campaign, Hadria to provide CBC with details and photos. Adam was not at the meeting to discuss a second project however Andrew stated that CBC would like to see something more than just a litter pick for the second project. Rebecca would like to

						meet with Adam to discuss identifying a 2nd project.
Foodbank partnership: Assist local food bank (e.g. Shepshed Foodbank) distribution through both volunteering in local food banks and delivering food packages to vulnerable residents who struggle to access food banks	1	1	1	0	1	(Note from Fortem/CBC meeting 1/5/19) - CBC would like Fortem to consider supporting Carpenters Arms Foodbank, Al-Hameed explained that this is a really well used Foodbank which supports local Charnwood tenants. Rebecca has requested a contact from Al-Hameed (03.05.19).
Young carers' respite day: Support young carers by funding and volunteering to support a day out to give respite from caring responsibilities	1	0	2	0	2	Rebecca has requested donation to be made to Young Carers group - either Loughborough or Barnardos. (Note from Fortem/CBC 1/5/19) CBC are happy for funding of an activity rather than Fortem staff volunteering as long as this directly supports CBC young carers and the charity can demonstrate this. It was discussed that maybe this target could be amended to support "vulnerable adults/children groups" rather than just young carers. Both Fortem and CBC felt that this would allow us to work with more groups that directly support tenants of
Energy efficiency event: Reduce fuel poverty/manage energy through providing information, advice & free equipment	2	1	3	0	3	(Note from Fortem/CBC meeting 1/5/19) The team will support the Tenant Networking Event in September. Rebecca was asked to send details of the flag (sent 3.5.19), however Andrew did feel that the commitment was emphasised around "event" rather than the an initiative - which the Flag is. Numbers of attendees must be raised at core group as the attendees of our meeting agreed that these are quite unrealistic.

DIY training: Free classes for social housing tenants to teach basic DIY at a local college (e.g. Loughborough College) or community centre. We propose these classes are run by local recently retired operatives	2	0	4	0	4	(RW update) Charlie Grayson or team member has been invited to CBC meeting on 29/05/19 to review DIY training programme which we can offer to local residents.
Volunteering days: Allow staff, trades and supply chain minimum 1 day volunteering p.a. for community activities (e.g. to support Project 5000)	NA	NA	NA	NA	NA	Continuing.
Annual charity: Work with tenants and workforce to identify a local charity to support	1	1	1	0	1	(RW update) Rebecca has emailed Ryan Wilkes (03.05.19) to confirm which charity they are supporting in 2019/2020.
Dementia Friends: All Fortem employees and partners will sign up as Dementia Friends	All Staff	All Staff	All Staff	ALL Staff	All Saff	
Befriending: Volunteer to AgeUK's befriending service to support isolated older residents	10	0	10	0	10	(RW update) 21.05.19 DBS processes underway.
Digital inclusion: Use our Smart4Life digivan (a specially modified mobile classroom) to bring IT training to residents in their communities and provide free internet access so they can access services online	2	2	2	0	2	(RW update) We are donating laptops and PC to Ashby Road and WAGS - we are just waiting for these to come up from Hitchin. This then leaves 2 more activities for 2019/2020 - Rebecca had made contact with JCP. Rebecca has emailed Andrew regarding his contact 03.5.19.

Annual community project: We will jointly identify an annual major project (e.g. refurbishing a community centre). We will provide all trade skills and materials required and involve local residents as volunteers. This will also be an opportunity for residents to gain DIY skills and work experience.

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(Note from Fortem/CBC meeting 1/5/19)
 Shelthorpe Community Garden was identified for this project however after our meeting CBC would like us to focus on Longcliffe Community Centre. Al-Hameed is providing contact details for the group and once received Rebecca will make contact. Marios Tinenti kitchen installed in 2018/19.

Appendix 5 - Financial Profile

Scheme	Estimated Budget	Capital Budget 19/20	Budget Profile												Total
			Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	
Major Adaptations - Fortem	530,000	605,000	£14,000.00	£30,000.00	£40,000.00	£50,000.00	£55,000.00	£55,000.00	£55,000.00	£55,000.00	£40,000.00	£40,000.00	£55,000.00	£41,000.00	£530,000.00
Major Void Works - Fortem	140,000	140,000	£13,000.00		£15,000.00	£15,000.00	£15,000.00	£15,000.00	£15,000.00	£15,000.00	£15,000.00	£10,000.00	£10,000.00	£2,000.00	£140,000.00
Communal Area Improvem	150,000	150,000					£30,000.00	£30,000.00	£30,000.00	£30,000.00			£30,000.00		£150,000.00
Cavity/Loft insulation - Fort	50,000	50,000						£20,000.00	£20,000.00	£10,000.00					£50,000.00
Kitchens - Fortem	379,200	379,200	£4,000.00		£75,000.00	£75,000.00	£75,000.00	£75,000.00	£75,200.00						£379,200.00
Bathrooms - Fortem	1,034,000	1,034,000	£57,000.00	£100,000.00	£100,000.00	£100,000.00	£100,000.00	£100,000.00	£100,000.00	£100,000.00	£0.00	£100,000.00	£100,000.00	£77,000.00	£1,034,000.00
Electrical Upgrades - Forte	54,000	54,000		£5,000.00	£5,000.00	£5,000.00	£5,000.00	£5,000.00	£5,000.00	£5,000.00	£5,000.00	£5,000.00	£5,000.00	£4,000.00	£54,000.00
Windows - Fortem	20,000	20,000					£10,000.00					£10,000.00			£20,000.00
Central Heating and Boiler	460,000	460,000	£29,000.00	£46,000.00	£46,000.00	£46,000.00	£46,000.00	£46,000.00	£46,000.00	£46,000.00	£35,000.00	£35,000.00	£23,000.00	£16,000.00	£460,000.00
Door Replacement - Fortem	534,500	534,500	£6,000.00		£58,500.00	£58,500.00	£58,500.00	£58,500.00	£53,500.00	£52,000.00	£39,000.00	£52,000.00	£52,000.00	£46,000.00	£534,500.00
Re-roofing - Fortem	600,000	600,000				£120,000.00	£120,000.00	£120,000.00	£120,000.00	£120,000.00					£600,000.00
Major Structural Works - F	250,000	250,000				£25,000.00	£25,000.00	£25,000.00	£35,000.00	£35,000.00	£10,000.00	£25,000.00	£35,000.00	£35,000.00	£250,000.00
Estate and External Works	410,000	410,000				£68,000.00	£68,000.00	£68,000.00	£68,000.00	£70,000.00			£68,000.00		£410,000.00
Planned Maintenance	733,000				122000	122000	122000	122000	90000	80000			50000	25000	£733,000.00
External Wall Insulation	136,100							80000	£56,100.00						£136,100.00
Fixed Wire Testing	171,280		13000	15000	15000	15000	15000	15000	15000	15000	12000	12000	15000	14280	£171,280.00
	5,652,080	4,716,700													5,652,080

HOUSING MANAGEMENT ADVISORY BOARD – 12TH JUNE 2019

Report of the Scrutiny Management Board

Part A

ITEM NEW SCRUTINY COMMITTEE STRUCTURE

Purpose of Report

To provide the Board with an explanation of the Council's new Scrutiny Committee Structure.

Note: the executive, regulatory and governance committees of the Council remain unchanged.

Recommendation

That the Board note the report.

Reason

To acknowledge the Board's consideration of the subject.

Policy Justification and Previous Decisions

The Council commissioned the Centre for Public Scrutiny to undertake a review of its scrutiny arrangements that was completed in 2018. One of the recommendations of that review was that the scrutiny committee structure should be changed to one that was more outcome focussed, for example by following the Council's directorate structure. At its meeting on 23rd January 2019, the Scrutiny Management Board considered a report of the Monitoring Officer setting out proposals for a new scrutiny committee structure for recommendation to full Council. The report was subsequently agreed at full Council on 25th February 2019.

Implementation Timetable including Future Decisions and Scrutiny

The new scrutiny committee structure will operate from the start of the 2019/20 Council year and scrutiny committees will operate within that structure and the remit and terms of reference set out in the Council's Constitution.

Report Implications

As detailed in Annex 1.

Background Papers: [Centre for Public Scrutiny Report, February 2018](#)

Officers to Contact: Adrian Ward

Head of Strategic Support and Monitoring
Officer
01509 634573
adrian.ward@charnwood.gov.uk

Part B

Scrutiny Principles

1. Scrutiny is an integral part of local authority governance. Rather than making decisions, the role of scrutiny is to improve decision-making by others through reviewing decisions and actions that have been taken and suggesting improvements that could be made. It ensures that the Cabinet can be held to account and that a broad range of councillors can be involved in policy development. Scrutiny can also provide an opportunity for the views of the public, businesses, community groups and others to be considered when reviewing the Council's activities.
2. One of the key jobs that scrutiny does is to hold decision-makers (especially the Council's Cabinet) to account for their decisions. Scrutiny bodies have the power to require Cabinet members to attend their meetings and explain the decisions they have taken, and progress with delivering the Council's policies and performance targets. Having heard from decision-makers and gathered other evidence, for example from good practice elsewhere, scrutiny bodies are able to make recommendations on how things could be improved.
3. A useful guide to undertaking scrutiny can be to consider the four principles of good scrutiny identified by the Centre for Public Scrutiny. These are that scrutiny:
 - (i) provides a 'critical friend' challenge to the Cabinet
 - (ii) enables the voice and concerns of the public to be heard
 - (iii) is independent and owned by scrutiny councillors
 - (iv) drives improvement in local services.
4. The Council's Constitution sets out the rules governing how scrutiny committees operate, including the powers that are available to them and their roles and responsibilities. These are set out below and in the attached appendix.

General Functions

5. The general principles regarding how scrutiny should operate have been incorporated into the rules set out in the Council's Constitution. These set out that the key functions of the Council's scrutiny committees are to:
 - hold the executive to account by reviewing decisions of the Cabinet and the Council's progress in achieving its policy aims and performance targets.
 - develop and review policy by studying policy issues in detail, carrying out its own research and consultation on policy and involving the public in developing policy.
 - hold other public service providers to account where appropriate.

6. The Constitution also sets out the methods available to scrutiny committee in performing those functions. These are based on the understanding that scrutiny works best when it makes recommendations (principle (i) and principle (iv)) that are based on robust and wide-ranging evidence (principle (ii) and principle (iii)). Those methods are to:
- require Cabinet members and senior officers to attend their meetings and answer questions
 - invite other people to their meetings and gather evidence from them
 - send reports and recommendations to the Cabinet or full Council on matters that have been scrutinised
 - Hold longer inquiries into more complex matters.

Functions Specific to Each Committee

7. The Constitution also sets out the specific functions of each committee based on these principles and methods. These are set out in full in the appendix to this report. In the case of the three directorate-based committees the same ten core functions are identified for each committee.
8. The Neighbourhoods and Community Wellbeing has an additional function of acting as the Council's crime and disorder committee by scrutinising the discharge of crime and disorder functions by the Council and other agencies through the Community Safety Partnership. This is a statutory function and has been allocated to the Neighbourhoods and Community Wellbeing Scrutiny Committee as the majority of the Council's functions in relation to community safety sit within the Neighbourhoods and Community Wellbeing directorate.
9. The Scrutiny Commission has different functions to reflect its role in co-ordinating the work of scrutiny and undertaking pre-decision scrutiny. Its functions relating to setting the overall scrutiny work programme are discussed in paragraphs 10 and 11 below. The other functions of the Scrutiny Commission are:
- Pre-decision scrutiny – this provides the opportunity for reports to be scrutinised before they are submitted to the Cabinet. The Commission can use this process to examine the reasoning behind the recommendations that are being made to the Cabinet and suggest possible alternative recommendations.
 - Monitoring the effectiveness of scrutiny through reviewing the implementation of recommendations – in order to ensure that scrutiny is making a difference the Commission will receive information on the number of recommendations being made by scrutiny committees and panels, the actions agreed by the Cabinet (or other body) in response to those recommendations and the implementation of those actions.
 - Responding to Councillor Calls for Action – Councillor Calls for Action provide a means for councillors to raise issues that affect their ward when other attempts to resolve that issues have been unsuccessful. The role of the Commission is to decide whether the issue should be added to the scrutiny work programme.

- Considering petitions holding officers to account in accordance with the Council's Petition Scheme – if a petition on an issue has at least 2,000 signatures the relevant officer will give evidence about the issue to a meeting of the Commission.

Work Programming

10. The Scrutiny Commission has overall responsibility for the scrutiny work programme. As a result it can amend the work programmes of the other scrutiny committees and establish standing and ad hoc panels to undertake more detailed scrutiny inquiries. This enables the Commission to keep an overview of the whole of the work of the scrutiny function to ensure that the resources of councillors and officers are used effectively by avoiding duplication and enabling cross-directorate corporate issues to be scrutinised.
11. Each of the directorate-based scrutiny committees can identify and schedule items for its own work programme as long as they fall within its area of responsibility without needing the approval of the Commission. If a directorate-based committee identifies a topic for scrutiny that is outside its remit it can make a recommendation to the Scrutiny Commission that it is added to the work programme of the committee whose remit it falls within.

Appendix

Functions of Scrutiny Committees – Extract from the Council's Constitution

Functions of Scrutiny Committees

Body	Areas of work
Scrutiny Commission	(i) Setting, managing and controlling the scrutiny work programme and coordinating scrutiny generally (ii) Establishing scrutiny panels and determining their scope, terms of reference and timing (iii) Considering recommendations from scrutiny panels before they are referred by the Commission to Cabinet, Council or a committee (iv) Reviewing proposed decisions on the Forward Plan and the agenda for forthcoming Cabinet meetings and making recommendations to Cabinet in respect of those proposed decisions (v) Responding to Councillor Calls for Action (vi) Monitoring the effectiveness of scrutiny through reviewing the implementation of recommendations (vii) Considering petitions holding officers to account in accordance with the Council's Petition Scheme
Corporate Services Scrutiny Committee	For the services falling within the Corporate Services Directorate: (i) Scrutiny of external public service providers and partners (ii) Scrutiny of outside bodies, especially those which the Council gives grants to and/or has service level agreements with (iii) Scrutiny of services which are shared with other local authorities including joint scrutiny of those services (iv) Receiving regular performance and financial monitoring reports (v) Identifying areas of underperformance or where performance could be improved which requires further scrutiny (vi) Investigating how improvements in performance can be made through

Body	Areas of work
	<p>examining best practice and performance at other councils</p> <p>(vii) Engaging at the earliest possible stage when the Council reviews existing policies or identifies the need for new policies to provide scrutiny input into the process for developing those policies</p> <p>(viii) Identifying where new or existing services may need a policy document to describe how they will be delivered</p> <p>(ix) Reviewing the processes used to develop policy, including how consultation and stakeholder engagement are undertaken, the format of policy documents and how the successful implementation of policies is measured</p> <p>(x) Looking at other ways in which scrutiny can assist in policy formulation</p>

Body	Areas of work
<p>Housing, Planning, Regeneration & Regulatory Services Scrutiny Committee</p>	<p>For the services falling within the Housing, Planning, Regeneration & Regulatory Services Directorate:</p> <ul style="list-style-type: none"> (i) Scrutiny of external public service providers and partners (ii) Scrutiny of outside bodies, especially those which the Council gives grants to and/or has service level agreements with (iii) Scrutiny of services which are shared with other local authorities including joint scrutiny of those services (iv) Receiving regular performance and financial monitoring reports (v) Identifying areas of underperformance or where performance could be improved which requires further scrutiny (vi) Investigating how improvements in performance can be made through examining best practice and performance at other councils (vii) Engaging at the earliest possible stage when the Council reviews existing policies or identifies the need for new policies to provide scrutiny input into the process for developing those policies (viii) Identifying where new or existing services may need a policy document to describe how they will be delivered (ix) Reviewing the processes used to develop policy, including how consultation and stakeholder engagement are undertaken, the format of policy documents and how the successful implementation of policies is measured (x) Looking at other ways in which scrutiny can assist in policy formulation

Body	Areas of work
Neighbourhoods & Community Wellbeing Scrutiny Committee	<p>For the services falling within the Neighbourhoods & Community Wellbeing Directorate:</p> <ul style="list-style-type: none"> (i) Acting as the Council's crime and disorder committee by scrutinising the discharge of crime and disorder functions by the Council and other agencies through the Community Safety Partnership (ii) Scrutiny of external public service providers and partners (iii) Scrutiny of outside bodies, especially those which the Council gives grants to and/or has service level agreements with (iv) Scrutiny of services which are shared with other local authorities including joint scrutiny of those services (v) Receiving regular performance and financial monitoring reports (vi) Identifying areas of underperformance or where performance could be improved which requires further scrutiny (vii) Investigating how improvements in performance can be made through examining best practice and performance at other councils (viii) Engaging at the earliest possible stage when the Council reviews existing policies or identifies the need for new policies to provide scrutiny input into the process for developing those policies (ix) Identifying where new or existing services may need a policy document to describe how they will be delivered (x) Reviewing the processes used to develop policy, including how consultation and stakeholder engagement are undertaken, the format of policy documents and how the successful implementation of policies is measured (xi) Looking at other ways in which scrutiny can assist in policy formulation

HOUSING MANAGEMENT ADVISORY BOARD – 12TH JUNE 2019

Report of the Head of Landlord Services

ITEM COMMUNAL CLEANING CONTRACT UPDATE

1. PURPOSE OF REPORT

To provide members of the Board with an update on the proposed communal cleaning service to residents of flats served by communal entrances, stairways, landings and internal bin stores.

2. ACTION REQUESTED

Members are requested to note the report and endorse the recommendations.

3. DEFINITIONS

Throughout this report a number of terms will be used whose meaning it will be useful to define here:

- Tenant: an introductory, secure or non-secure tenant of the council;
- Leaseholder: an owner-occupier of a previous council stock dwelling;
- Resident: both tenants and leaseholders;
- Block: a number of dwellings served by a common entrance, stairway and landing;
- Entrance: see “block” above – the same;
- Scheme: a number of blocks with the same postal address (e.g. Peel Drive or Staveley Court).

4. BACKGROUND

- 4.1 The council currently owns 263 blocks of general needs residential accommodation¹ with internal shared areas including stairs and landings. 1,516 residents live in properties that share communal entrances, stairs and landings. This includes 200 leaseholders.

¹ The Council directly employs cleaners at its sheltered accommodation. This accommodation and service does not fall within the scope of this report.

- 4.2 The council does not provide a communal cleaning service at the shared areas. Many of those shared areas are in poor condition with a build-up of dirt and other substances / materials having accumulated over many years.
- 4.3 The landlord service receives regular requests from tenants to clean up bodily fluids including blood, faeces and urine from its shared areas, and to remove litter and drugs paraphernalia. One-off cleans are arranged on a responsive basis in respect of these problems. The poor condition of the blocks has also been highlighted by tenancy and estate management officers, elected members and other professionals visiting these blocks.
- 4.4 As part of its commitment to seek the views of tenants, in 2015/16 the council commissioned BMG Research to carry out a [STAR] survey to establish tenant satisfaction with different aspects of housing service. All respondents were asked to select, from a list of seven improvements, which three improvements they would most like to see. 45% of general needs tenants in flats wanted to see an improvement in cleaning of communal hallways, entrances and stairs. The 2018 STAR survey produced similar levels of dissatisfaction.
- 4.5 All respondents who live in a flat were asked how satisfied or dissatisfied they are with the cleanliness of shared areas. Overall, 39% of general needs tenants who live in a flat indicated satisfaction with the cleanliness of communal areas; a higher proportion overall indicated dissatisfaction rather than satisfaction with the cleanliness of internal shared areas (50% compared to 39%).
- 4.6 Our tenancy agreement states that tenants are responsible for keeping the internal shared areas and common parts adjacent to the property, such as stairs and landings, clean and tidy. Some of the communal areas are cleaned by tenants; most are not, however. In some instances tenants may not have the physical ability to undertake a clean themselves.
- 4.7 The council has legal and moral obligations to ensure that its communal areas are clean and tidy. In respect of the latter, we have an obligation under the Regulatory Reform (Fire Safety) Order 2005 to take all reasonable steps to ensure that its premises are made safe from fire.
- 4.8 A report on this matter dated 9 May 2018 was presented to members of this board. The report set out likely costs to tenants of the council taking out a contract to clean shared internal areas and passing that cost on to tenants (and leaseholders) through a service charge. Anticipated weekly costs to tenants differed according to the frequency of cleaning but ranged from between £1.35 and £1.90 per week (based over 48 charging weeks a year) for a weekly clean, between 81p and £1.08 a week for a fortnightly clean and 88p a week for a monthly clean.
- 4.9 HMAB endorsed the recommendation that we carry out the communal cleaning of shared internal areas via a procured contract and the cost would be borne by tenants through the levying of a service charge. It also approved our plans for consulting tenants on the basis of eliciting their views on the existing

condition of their shared areas, their views on our decision to carry out the cleaning and charge through a service charge and on their preferred frequency of that service.

4.10 We have identified a suitable contractor to carry out the service through one of our framework procurement agreements and requested a quotation in the autumn of 2018. The quotation was requested on the basis of the following:

- A standard specification throughout our stock;
- 263 entrances serving 68 individual schemes (defined by address);
- Cleaning frequencies of weekly, fortnightly, three-weekly, four-weekly and calendar monthly
- The cost of an initial, one-off, clean in order to bring the areas up to an acceptable standard, that cost being borne by the council and not its tenants.

5. PRICING

5.1 The quotation was received in December 2018. Its analysis gave the following results:

Annual contract cost according to frequency:

Frequency	Quoted price
Weekly	£ 179,313.91
Fortnightly	£ 105,651.00
Three-weekly	£ 75,063.08
Four-weekly	£ 61,341.17
Monthly	£ 58,415.28
<i>One-off clean [entire stock]</i>	£ 7,328.63

5.2 Once the prices had been obtained there was then the question of the basis on which those costs would be rendered down to an individual charge per resident, regardless, at this stage, of the frequency of cleaning, which was still to be decided through the consultation exercise. The options open to us were:

- **by block:** each block's (263 no.) cleaning cost would be divided up by the number of residents served by that actual block;
- **by scheme:** each scheme's (68 no.) cleaning cost, made up of the blocks in that scheme, would be divided up by the number of residents living in that particular scheme;

- **by stock:** the total cost of the contract would be divided up by the total number of residents (1,516 no.).

5.3 The weekly cost to each resident was calculated for each option above and produced markedly varying charges. This was because the number of residents served by a block varies considerably, ranging from two to fourteen and the number of blocks in a scheme varies similarly - from one to thirteen. The table below illustrates the range of charges to residents according to which charging option (based on a weekly cleaning frequency to tenants on a 48-week charging year):

Option	Range from	Range to
Block	74p	£8.47
Scheme	87p	£4.63
Stock	£2.46	

The clear indication from the table above is that the more one renders the charge to the smallest local unit the greater the differential the weekly charge is to each resident – determined simply by where that person happens to live.

5.4 Given the range of charges it was decided that the fairest method of charging would be to divide the total contract price by the numbers of residents to be charged.

6. CONSULTATION

6.1 Residents were consulted by a survey sent out to them in the post. The survey went out in early February 2019 and the closing date was 13 March 2019. Residents were able to respond in two ways, either by posting their answers back to us or completing the survey online.

6.2 The survey, a copy of which is attached as appendix 2, consulted residents on a range of matters, namely:

- residents' preferred frequency of cleaning;
- their views on the current cleanliness of their block;
- whether or not someone [resident] cleans their block currently;
- their satisfaction with the arrangement that requires residents to clean their blocks;
- giving residents the ability to make free-text comments at the end of the survey.

- 6.3 239 responses were received, representing a response rate of only 15³/₄%. This would not be considered to be statistically reliable but nevertheless gave us a useful indication of where opinion lay.
- 6.4 The results of the survey are tabulated below. Percentage figures are based on those answering each specific question, not on the total number of responses received:

Frequency	No. responses	% (approx.)
Weekly	6	3.25 %
Fortnightly	23	12.5 %
Three-weekly	6	3.25 %
Four-weekly	39	21.0 %
Monthly	112	60.25 %

	Opinion on existing cleanliness of block		Currently cleaned?		% Satisfaction with current arrangement	
	Nos	%	Nos	%	Nos	%
Very clean	22	9.7%				
Clean	93	41.2%				
Unclean	65	28.8%				
Very unclean	45	19.9%				
Don't know	1	0.4%				
Yes			135	60.5%		
No			70	31.4%		
Don't know			18	8.1%		
Very satisfied					36	17.6%
Satisfied					46	22.6%
Neither satisfied nor dissatisfied					49	24.0%
Dissatisfied					39	19.1%
Very dissatisfied					32	15.7%
Don't know					2	1.0%

- 6.5 Points worth drawing out from the figures above are:

- Those who feel that their block is clean at the moment just managed to exceed 50%. Nearly 49% of those responding feel that their blocks are not clean.

- Over 60% of those answering the question currently live in a block where a resident cleans it;
- Nearly 45% of those answering the question are dissatisfied with the current cleaning arrangement in their block;
- These responses are broadly consistent with the STAR survey results of both the 2016 and the 2018 surveys.

6.6 We have also analysed the free-text comments that respondents made. A total of 136 comments were made. From those comments, we inferred that:

- 26% were in favour of our proposals;
- 42% were opposed to our proposals;
- 32% were neither in favour nor opposed or raised other matters.

6.7 The majority of the positive comments that were made in favour of the communal cleaning were based upon the perceived current condition of the blocks. Residents welcomed the idea of having a regular cleaning service so long as the work was done to a high standard. Other points raised were:

- that many elderly residents are not able to clean the blocks owing to health and age-related problems;
- that people may take [more] pride in the areas where they live;
- that blocks will look more welcoming;
- that a positive outlook on certain areas will be achieved.

6.8 Negative comments were:

- that the price was too high;
- that the block is already cleaned by the tenants;
- that the cleaning goes against the tenancy agreement as tenants are expected to clean communal areas;
- that work will not be done to a good standard as with all council contracts;
- “it’s another council money-making scheme”;
- “why should tenants who make the effort to clean areas be asked to pay”;

- “tenants who don’t clean communal areas should be reminded of [their] tenancy agreement;
- that they couldn’t afford to pay for the service.

6.9 Neutral comments were:

- that repairs to the block should be a priority;
- over who will oversee the quality of the work;
- that tenants who constantly cause mess in blocks need to be told what is expected by the council;
- that blocks should be upgraded with new paint, new flooring and lighting.

6.10 It is probably fair to believe that the numbers of people taking the trouble to respond to the consultation were more likely to be those who were unhappy at being charged for something that they did already. This is supported by the fact that of those who answered the question “Is your block cleaned currently”, over 60% answered “yes”.

6.11 We also spoke to a number of residents on the phone, who wanted a conversation with us over our proposals. Almost without exception they were opposed to the proposal because they already cleaned their block themselves. After we explained why we were doing this and why those currently doing the cleaning or benefiting from it could not opt out, most understood our position and reasoning without necessarily changing their minds.

6.12 In respect of the cleaning frequency we decided that we would analyse the results of the consultation on a scheme basis, thus giving residents the greatest influence over the cleaning frequency at a level [scheme] that was both practicable in terms of contract delivery and charging and sufficiently local so as to give credibility and integrity to the consultation exercise. Prior to making that decision we sought and received confirmation from our presumed contractor that differential cleaning frequencies would present no problem to the delivery of the contract.

6.13 As well as asking residents for their preferred frequency of cleaning, we also asked the tenancy and estate management team for its view on the desired frequency of cleaning in order that we could compare their professional opinion with residents’. The result of that comparison exercise was:

- 44% of schemes had matching officer and [majority of] resident preferences;

- 32% of schemes had differing preferences. In these cases the tenancy officers were asked to re-consider their original preference and, with that having been done, a decision was made as to the agreed frequency. In some cases officers changed their minds and so we went with the majority respondent preference but in others the officers adhered to and justified their original opinion and we decided, therefore, that we would clean according to the officer's professional view;
- 24% of blocks had no resident responses at all.

6.14 In all schemes the majority preference was either fortnightly or monthly (be that four-weekly or calendar monthly).

6.15 16 schemes preferred a fortnightly clean; 52 schemes opted for a monthly clean.

7. PROPOSED ACTION

7.1 Having decided the frequency of cleaning for each scheme the only remaining question to be answered was how the total contract price would be charged to residents living in each scheme. Two options were open to us:

- We could levy a flat rate charge to each resident, irrespective of the frequency of cleaning; or
- We could levy a differential charge to each resident according to the frequency of cleaning.

7.2 The contract sums, together with weekly charges [48 weeks – tenants; 52 weeks – leaseholders] are shown in the table below according to each charging option as set out in 7.1 above.

	Option 1	Option 2	
		Fortnightly	Monthly
Total contract price	£75,908.34	£39,125.00	£36,783.34
No. tenants	1,316	461	855
No. leaseholders	200	51	149
Weekly charge – tenants [48 weeks]	£1.04	£1.59	£0.76
Weekly charge – leaseholders [52 weeks]	£0.96	£1.47	£0.70

7.3 After considering the advantages and disadvantages of flat-rate or differential charging, it was decided that the most equitable way of charging would be that

those tenants opting for a fortnightly or monthly clean should be charged for receiving that service at that frequency.

8. RECOMMENDATIONS

Members are requested to endorse the following recommendations:

- That the council implement a contract for communal cleaning;
- That those residents benefiting from the service pay for the full cost of that service through a service charge levied weekly in addition to their existing gross rent ;
- That the administration of that service should not be passed on to residents but be absorbed as part of our normal housing management service, paid for by rental income;
- That the frequency of cleaning be carried out according to the outcome of the consultation exercise and officers' recommendations;
- That those receiving the service will be charged according to the frequency decided.

9. RISKS

We have assessed the risks to the council in delivering this service as per our recommendations above as being financial and reputational. These are listed below, together with how we can mitigate those risks. There are no anticipated legal risks since we have established that charging for this service does not breach our contractual obligations either under our tenancy agreement or our leases:

- **Financial**

There are two financial risks:

- Contractor non or under-performance, leading to a reduction in the value for money that the service is expected to deliver but also the cost of the resources that will be necessary to employ be that in the more rigorous monitoring of the contract, in terminating the contract and in procuring a new contract. Mitigating measures that will be put in place include a very rigorous monitoring regime that will be developed and be in place at the start of the contract, and which will be part of the contract implementation process with the contractor. Performance indicators will be developed, including making sure that the contractor cleans according to a pre- agreed cycle and programme of works, so that quality control inspections can take place immediately after the cleaning has been carried out. We will expect 98% of all work meeting

the specification and adherence to the agreed programme of cleaning. There will also be a condition written in to the contract that allows for a no-fault break clause in the initial term, which is not expected to be for more than three years. Regular contract liaison meetings will be set up by the tenancy and estate management team.

- The other financial risk is that we fail to recover the full cost of the contract through the service charge. Although the increase in someone's rent, even for a fortnightly clean, might only £1.59, there is a risk that there will be numbers of tenants affected by this additional charge who are already not paying their rent or are in rent arrears and so this service charge will not be paid, either. We will be publicising the new service in the tenants' magazine and explaining that the charge is fully eligible for housing benefit or universal credit and that help and advice is available to those who are going to be affected by this new charge. Ultimately, however, as is the case already, those failing to pay their rent will subject themselves to our recovery processes; and these will be unaffected by this new charge.

- **Reputational**

The reputational risk lies with residents' perception of the value for money they get from the service charge that will be levied on their weekly rent. It is possible that those who did not agree with our decision to introduce this chargeable service, many of whom are the ones who currently clean the blocks themselves, will be very zealous in their critical evaluation of the quality of cleaning. Complaints are likely to occur, therefore; and these will have to be managed. An aggravating factor will be that many of the finishes and materials to be cleaned are old, with indelible staining and discolouration and constructed of materials, such as concrete floors, that are difficult to clean and to be appreciated as having been cleaned. Again, mitigating actions will be the rigorous contract monitoring and quality control that we will put in place; but we have to be prepared to deal with possible reputational damage, albeit of a minor nature, that might arise through mischievous or legitimate complaints about the quality of cleaning.

10. NEXT STEPS

- 10.1 This report has already been discussed by Charnwood Housing Residents' Forum [CHRF] and members have approved all recommendations made in section 8 above.
- 10.2 This report will go for cabinet approval.
- 10.3 Subject to cabinet approval being given, the new contract will be procured according to our procedures [framework agreement] and strategy.

- 10.4 Tenants will be advised of the outcome of the consultation exercise and be told of the frequency of cleaning and the additional charge to be made on their weekly gross rent.
- 10.5 Tenants will be given four weeks' notice of the levying of the new service charge.
- 10.6 Any future changes to cleaning frequency and therefore charging will only be made at the beginning of new financial years.
- 10.7 I anticipate bringing an updated report to HMAB on the progress of the communal cleaning contract later on this autumn.

Officers to contact:

Andrew Staton
Landlord Services Manager
(01509) 634608
andrew.staton@charnwood.gov.uk

Agenda annex

Housing Management Advisory Board

Performance information pack

Available for 12 June 2019 meeting:

Landlord Services performance

Compliance performance

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

HOUSING MANAGEMENT ADVISORY BOARD – 12TH JUNE 2019

Report of the Head of Landlord Services

LANDLORD SERVICES PERFORMANCE

Purpose of report

To consider performance for, or at the end of, quarter 4, 2018-19, up to the end of March 2019.

Recommendation

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

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

(a) Repairs

Description	Target	Performance YTD
% Emergency repairs completed within 24 hours	100%	97.36% 3426 / 3519
% Responsive repairs for which appointments are made and kept	98.58%	98.13% 10421 / 10620
% Responsive repairs which are completed 'right first time'	96%	97.90% 9389 / 9590
Average number of days taken to carry out re-let repairs	14 days	12.3 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

Description	Target	Performance YTD
% Properties with a valid gas safety certificate (CP12)	100%	99.89% 5221 / 5227

(c) Income management

Description	Target	Performance YTD
Rent arrears of current tenants as a percentage of the annual rent debit	4.08%	2.40%
% Rent collected (including rent arrears brought	95.31%	96.75%

(d) Tenancy management

Description	Target	Performance YTD
% New tenancies sustained over twelve months	95%	99.34% 450 / 453
% New tenancy visits completed on target	95%	98.63% 289 / 293

(e) Supported housing

Description	Target	Performance YTD
% Support plans agreed with sheltered tenants/reviewed within time	100%	100% 759 / 759

(f) Customer satisfaction

Description	Target	Performance YTD
% Tenants satisfied with responsive repairs (overall)	97.4%	96.82% 670 / 692
% Tenants satisfied with the time taken to complete the repair	97.60%	96.97% 671 / 692
% Tenants satisfied that the operative arrived on time	98.57%	97.69% 676 / 692
% Residents satisfied with Decent Homes work	95%	95.34% 307 / 322
% Lifeline customers satisfied with the way their alarm call was dealt with	99.50%	98.61% 213 / 216
% ASB complainants satisfied with the way their case was dealt with	86.00%	82.61% 38 / 46

(g) Welfare reform

The welfare reform performance indicators for quarter 4 2018-2019, covering universal credit, are attached in **appendix 1**.

Targets not met within a 5% tolerance

(a) Repairs

Description	Target	Performance YTD
% Responsive repairs completed within timescales	97.00%	91.78%

Description	Target	Performance YTD
% Urgent repairs completed on time	97.00%	85.17%

Description	Target	Performance YTD
% Routine repairs completed on time	97.00%	90.97%

There are principally three key factors affecting performance as set out in the below table:

Factor Affecting Performance	Action Being Taken
Staff capacity	Recruitment is in progress.
Special materials required from stores are taking a long time to be delivered.	A KPI concerning the delivery of special materials will be inserted in to the new materials contract.
Slow sub-contractor performance	A new Repairs Team Leader has been appointed to support the management of sub-contractors. Procurement is underway for a range of contractors and appropriate KPIS concerning service delivery will be inserted in the contracts.

(b) Customer Satisfaction

Description	Target	Performance YTD
% Residents satisfied with the time taken to complete the Decent Homes work	95%	83.80

An improvement plan is in place, and timescales at Q4 2018/19 have improved to 91.02%.

(c) Complaints

Description	Target	Performance YTD
% Complaints responded to within timescales (stages 0 and 1)	95%	88.58% 326 / 368

A weekly complaints report has been produced to highlight complaints due, the complaint owner, and complaints overdue.

Officers to contact: Peter Oliver
Head of Landlord Services
peter.oliver@charnwood.gov.uk
01509 634952

Andrew Staton
Landlord Services Manager
andrew.staton@charnwood.gov.uk
01509 634608

APPENDIX 1

January – March 2019: Landlord Services – universal credit performance indicators

Universal credit

KPI ref	Description	Q4	Q3	Q2	Q1	Comments
UC1	Number of tenants in receipt of universal credit	589	424	287	90	See chart/details overleaf.
UC2	Total debt of tenants in receipt of universal credit [those in arrears]	£203,820	£169,811.95	£118,754	£34,111	See chart/details overleaf.
UC3	Average debt of all tenants in receipt of universal credit	£346.04	£347.76	£382.00	£296.00	See chart/details overleaf.
UC4	Average debt of tenants in receipt of universal credit who are in rent arrears	£593.46	£597.93	£549.00	£578.00	See chart/details overleaf.

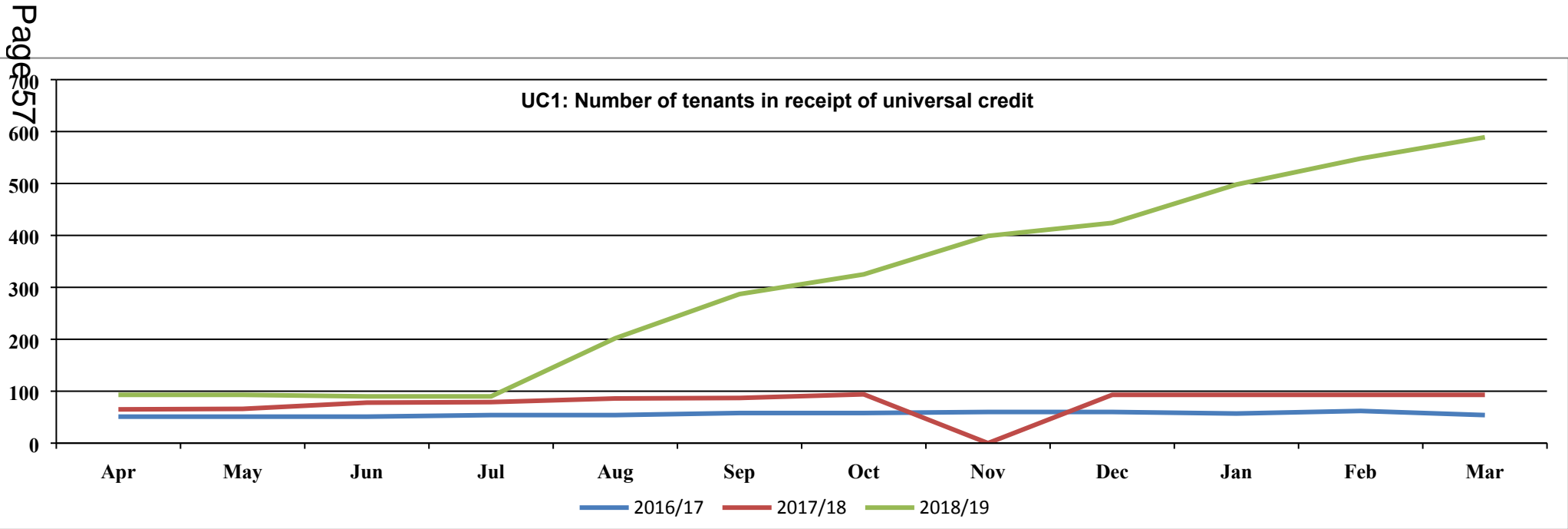
UC1 Number of tenants in receipt of universal credit

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2016/17	51	51	51	54	54	58	58	60	60	57	62	54
2017/18	65	66	78	79	86	87	94	93**	93	93	93	93
2018/19	93	93	90	90	202^^	287#	325	399	424	498	548	589

** 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.

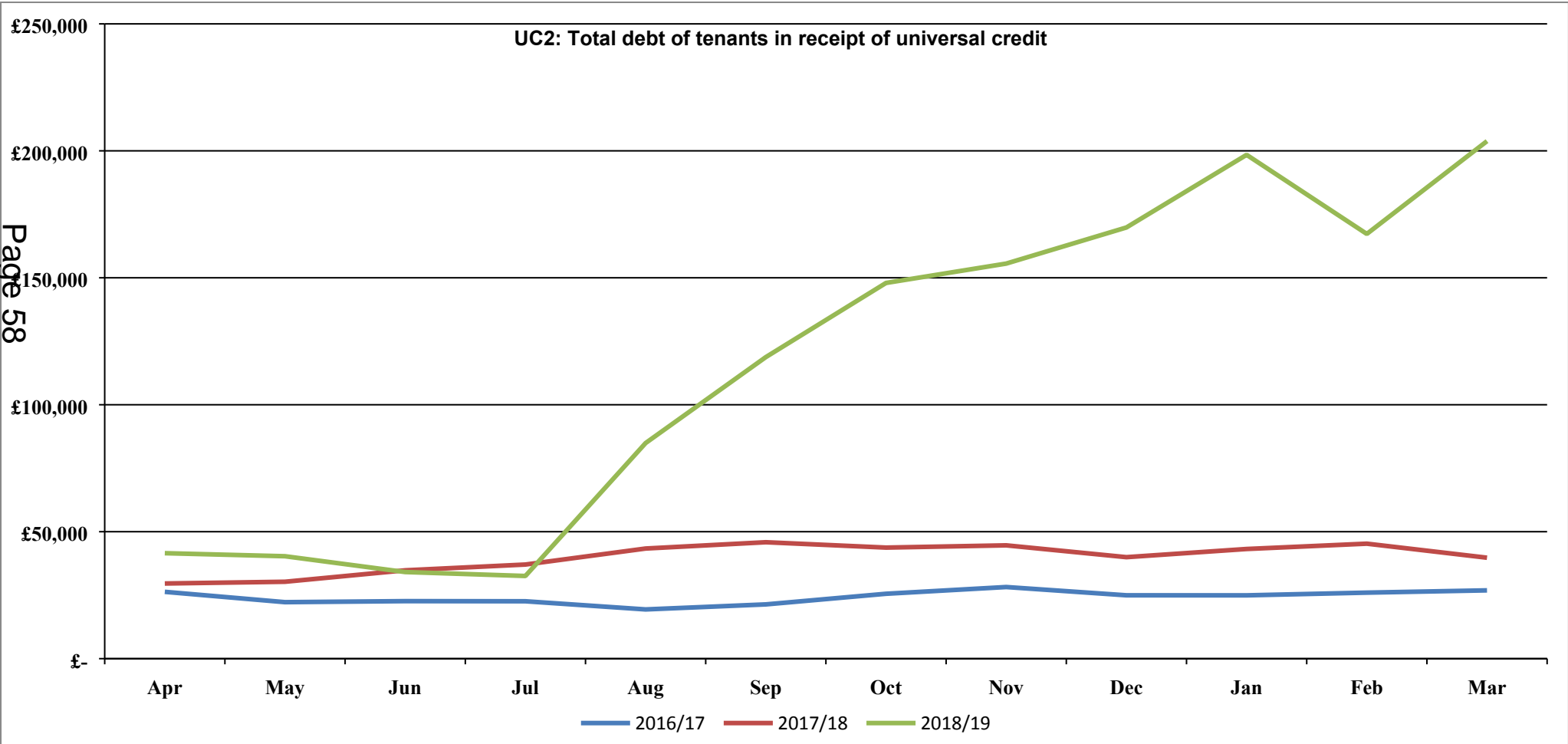
^^ The UC full service for the Charnwood Borough was implemented from June 2018 for some parts of the borough and then from July 2018 for the rest of the borough resulting in increased number of UC claimants.

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.



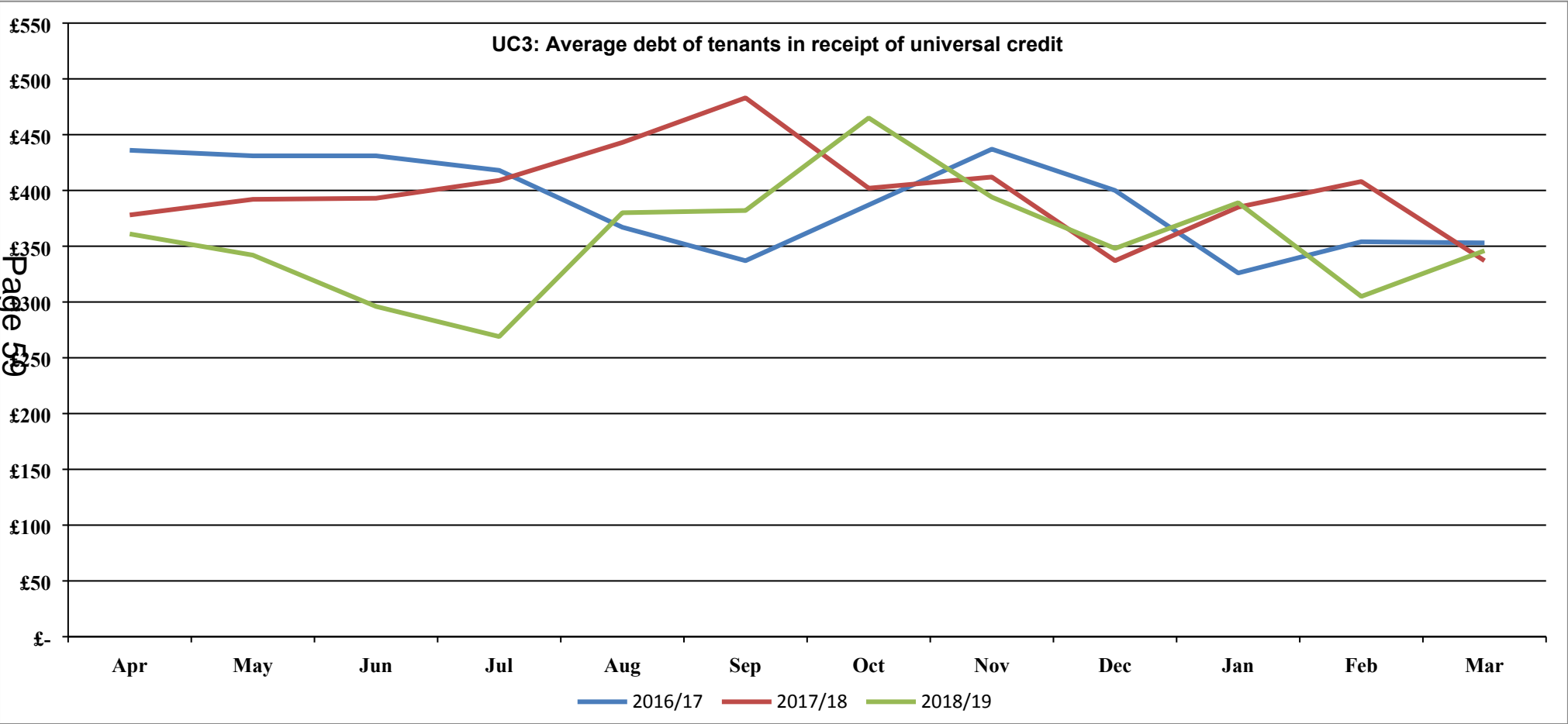
UC2 Total debt of tenants in receipt of universal credit (£s)

	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	198,426	167,271	203,820



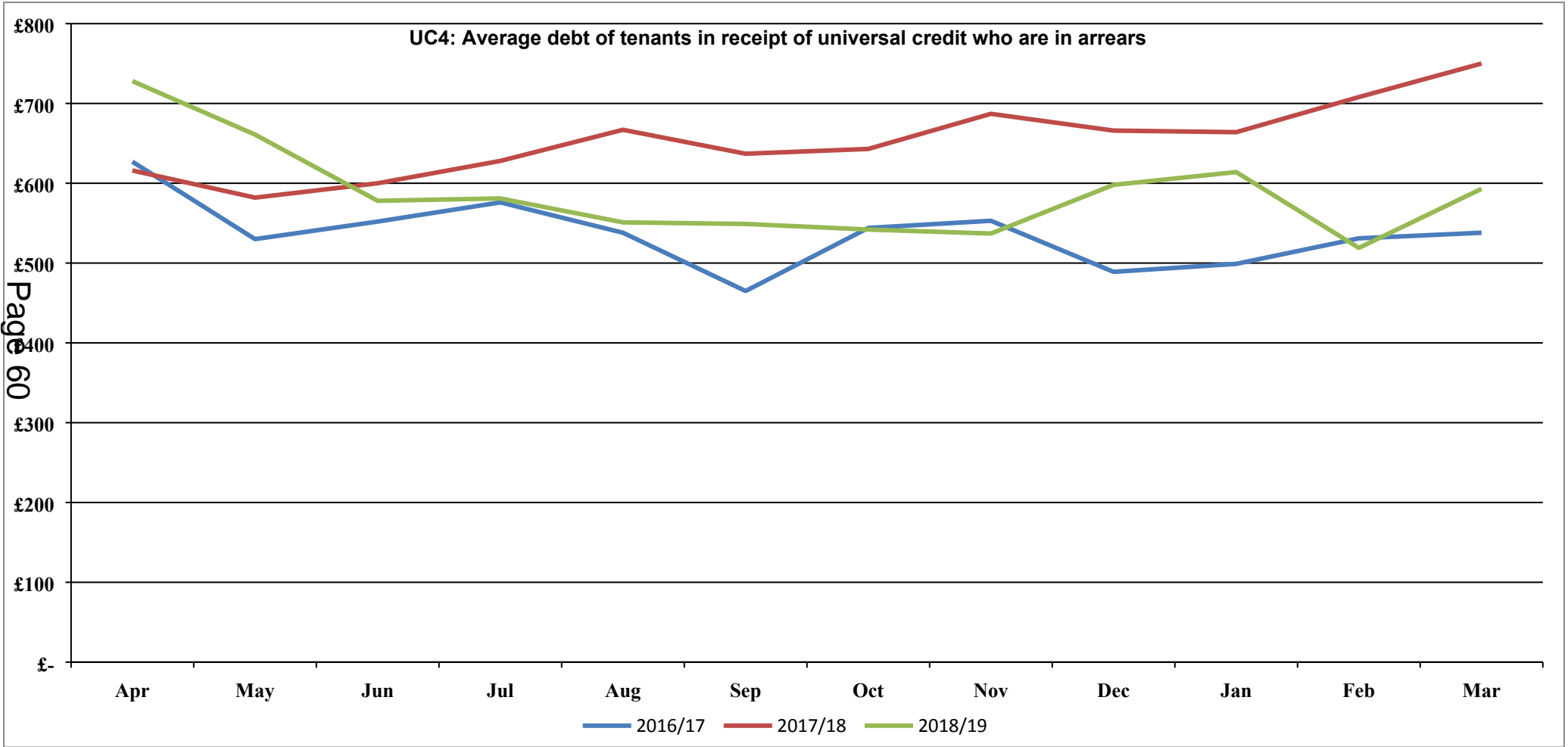
UC3 Average debt of all tenants in receipt of universal credit (£s)

	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	389	305	346



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	614	519	593



KP I	DESCRIPTION
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ACTUAL	%
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		TARGET			COMMENTARY
1	GAS COMPLIANCY				
	PROPERTIES WITH A CURRENT CP12	5227	5221	99.89%	Seven properties where we have been unable to gain access. Therefore we are taking legal action to gain access.
	CAPPED PROPERTIES WITH A CURRENT CP12		191	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	48	87%	Ten solid fuel appliances out of compliance due to no access - compliance team working with contractor to gain access.
	REPAIRS COMPLETED WITHIN PRIORITY	3741	3669	98%	98% repairs completed within priority.
	CUSTOMER SATISFACTION (98%)	801	785	98%	Customer satisfaction is 98% this month based on the 706 surveys carried out by Morgan Lambert
1a.	AUDITING - ASSURANCE				
	COMPLETED GAS AUDITS - MAIN GAS CONTRACT	20%	801	175%	We increased the number of audits whilst we recruit the compliance surveyor
	COMPLETED SOLID FUEL AUDITS				
2	SMOKE ALARM & CO COMPLIANCY - RECONCILIATION PROJECT				
	No. properties with battery smoke alarm		2237		We will continue to install new smoke detectors during 2019/10 via the council's capital programme.
	No. properties with hard-wired smoke detection		2645		
	No. properties with both battery and hard-wired detection		306		
	No. properties - unknown/missing data		9		
	No. props with individual smoke detection connected to life-line with communal fire alarm systems		405		
	PROPERTIES WITH A CO ALARM INSTALLED		5602		Reconciliation remains on-going to confirm and track co alarm installations (5602 properties)
3	FIRE SAFETY				
	FIRE ALARM - 6 MONTHLY	19	19	100%	All fire alarms serviced – six-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% compliancy achieved for month of April
	FIRE RISK ASSESSMENT	297	297	100%	Orders have been placed for the next tranche of FRA these are programmed in to be completed by end of July.
	FIRE EXTINGUISHER	14	14	100%	14 sites have fire extinguishers/blankets installed (47 components) all compliant

	FIRE RISK ACTION LOG	199	55	28%	Remedial FRA works which commenced on 4 March 2019, (slightly later than anticipated) It is envisaged that the majority of works will be completed by end of June 2019 the stats will be adjusted upon completion of the works.
4	WATER SAFE				
	LEGIONELLA MONITORING - MONTHLY	15	15	100%	All courts are compliant -
5	LIFTS & STAIRLIFTS				
	PASSENGER LIFT - 6 MONTHLY	4	4	100%	At the end of March we have nine stairlifts that are due a service. This is due to access problems.
	STAIRLIFT - ANNUAL SERVICE	201	192	96%	
	CUSTOMER SATISFACTION				
6	ASBESTOS				
Page 62	ASBESTOS SURVEYS	6385	6191	97%	We currently have 194 properties without an asbestos report this is due to not being able to gain access. Surveys are carried out prior to any major works being undertaken. All garage sites to have a asbestos survey by end of June 2019.
	RE-INSPECTIONS	6377	3722	58%	We have completed 3722 re-inspection surveys, the 2018/19 programme for re-inspection will focus on capital work streams. An order has been place to survey all the garages.
	COMPLETED ASBESTOS AUDITS - assurance testing				Audits completed with assurances issued on works carried out - further auditing to be completed on licensed works as necessary.
	7 Electrical condition reports (periodic testing) inc PAT testing				
	Courts condition reports testing				
	Courts PAT Testing	14	14	100%	There has been some queries raised where items appear not to have been PAT tested. There have been highlighted with the contractor who is making arrangements to return to site to complete these items.
8	Electrical condition reports (periodic testing)				
	Domestic dwellings (Fortem programme)				Programme for 2018/19 with Fortem
	Properties with valid electrical certificate				We have an established annual fixed wire testing programme. We still need to reconcile the year end figure with Fortem (we are awaiting completions and certification from Fortem for 2018/19 programme).

HOUSING MANAGEMENT ADVISORY BOARD – 12TH JUNE 2019

Report of the Head of Landlord Services

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

1. **New ASB cases opened by estate – quarter 4: January to March 2019**

Estate	Q4	Q3	Q2	Q1
Anstey	1	11	10	11
Barrow Upon Soar	8	5	6	1
Birstall	2	8	8	3
Loughborough - Ashby Road	6	4	10	22
Loughborough - Bell Foundry	38	37	42	38
Loughborough - General	16	8	20	23
Loughborough - Shelthorpe	13	20	29	31
Loughborough - Thorpe Acre	15	13	21	11
Loughborough - Town Centre Central	21	9	26	22
Loughborough - Warwick Way	14	24	14	15
Mountsorrel	10	12	9	15
Quorn	11	10	11	4
Rest of Charnwood	1	4	7	6
Rothley	5	3	3	6
Shepshed	20	22	24	25
Sileby	6	22	33	34
System	16	21	18	18
Thurmaston	13	5	12	13
Woodhouse Eaves	4	0	2	1
Grand total	220	238	305	299

The information is based primarily on complaint location. Where the complaint location is unavailable, the incident location has been used.

2. **Case closure quarter 4**

CASES CLOSED DURING QUARTER 4	Q4	Q3
Numbers of cases closed	237	293
Total time open (days)	19991	18319
Average length of time open (days)	84	63

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

3. Case resolution rate quarter 4

CASES CLOSED DURING QUARTER 4	Q4	Q3
Numbers of cases closed	189	242
of which were resolved	143	203
Case resolution rate (%)	75.7	83.9

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

4. Case closure and reasons for closure when unresolved quarter 4

Case resolution - unresolved cases' reason for closure	
Reason for closure when unresolved	Nos
Referred to tenancy & estate management team	3
Referred to environmental health	2
Referred to police	5
Referred to street management	2
No perpetrator identified	5
Anonymous complaint (unable to confirm if issue resolved)	11
Not anti-social behaviour	9
No evidence in order to take action/insufficient evidence to progress	9
TOTAL	46

5. Case closure by disposal quarter 4 (action status at point of closure)

Disposal type	Q4	Q3	Q2	Q1
Advice	42	46	36	40
Verbal warning	1	1	1	2
Written warning	7	3	4	6
Community Protection advice/warning letter	2			
Mediation	1	0	7	10
Acceptable behaviour contract	0	0	2	0
Injunction	2	0	0	2
Tenancy – extension to introductory tenancy	0	0	0	0
Notice of seeking possession	0	0	0	0
Suspended possession order (SPO)	0	0	0	0
Possession order - outright	0	0	0	0
Eviction order	0	2	1	1

No further action – at request of complainant	11	15	19	12
No further action – reported for information only	2	2	3	3
No further action – no perpetrator identified	5	11	9	9
No further action - other	65	46	124	106
Other (in this case non-engagement by complainant)	59	111	0	0
Entered in error/duplicate	39	54	57	41
Grand total	236	291	263	232

Community Protection advice/warning letter is a new tool available to us that has been used where appropriate to deal with anti-social behaviour hence why there is no data relating to this in previous quarters.

6. Open cases at end of quarter 4

Cases open at end quarter	Q4
Numbers of cases	49

This is additional information supplied from quarter 4 hence why no other quarters are documented.

7. Repeat complainants

Repeat and anonymous complainants for cases opened during quarter 4	
Anonymous/no victim or complainant	26
Reported just once	175
Reported twice	15
Reported three times or more	4
TOTAL	220

HOUSING MANAGEMENT ADVISORY BOARD – 12TH JUNE 2019

Report of the Head of Landlord Services

ITEM

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 27th March 2019.

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
SCHEDULED:			
Every meeting	Work programme		To review the Board's work programme.
Every meeting	Questions from members of the Board		<p>Questions on matters within the remit of the Board (if any), for response at the meeting.</p> <p>Members will be asked in advance of the agenda being published for each meeting whether they have any such questions, for listing on the agenda.</p>
Every meeting	Performance information – questions		<p>See HMAB minute 14.4, 9th November 2016.</p> <p>To enable the Board to ask questions, if any, on the performance information pack* sent out with the agenda for the meeting.</p> <p>To be last item on agenda.</p>
Every meeting	Performance information – update on universal credit and update on Fortem decent homes contract		Two updates to be included in the performance information pack.
11 th September 2019	Disabled Adaptations Policy	Head of Landlord Services	Annual Report.

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
11 th 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.
6 th 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.
15 th July 2020	Election of Chair and Vice-chair		Annual Item.
15 th July 2020	HRA Revenue and Capital Outturn (2019/20)	Head of Landlord Services	Annual Report.
TO BE SCHEDULED:			
To be scheduled	Review of HRA Business Plan	Head of Landlord Services	See HMAB minute 14.6, 9th November 2016. Cannot be reviewed until regulations to enable this have been received from the DCLG. Annual report.
To be scheduled	Housing Asset Management Strategy	Head of Landlord Services	Review of the update the strategy.

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

Notes to work programme:

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