



HOUSING MANAGEMENT ADVISORY BOARD

To: Board Members Davis, Edwardes (Chair), Riley (Vice-Chair), Wright, 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, 15th January 2020 at 4.30 pm for the following business.

Chief Executive

Southfields
Loughborough

7th January 2020

AGENDA

1. APOLOGIES
2. MINUTES OF THE PREVIOUS MEETING 3 - 10

To confirm the minutes of the meeting held on 6th November 2019.

3. DECLARATIONS OF INTEREST

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

4. CAPITAL CONTRACT UPDATE 11 - 29

A report of the Head of Landlord Services to provide the Board with an update on the progress of the decent homes contract with Fortem Solutions Ltd.

5. MOBILITY SCOOTER POLICY UPDATE 30 - 37

A report of the Head of Landlord Services to provide an update to the Board on the implementation of the Mobility Scooter Policy and to enable the Board to propose any necessary changes to the policy.

6. CUSTOMER ENGAGEMENT STRATEGY ACTION PLAN REVIEW 38 - 50

A report of the Head of Landlord Services to provide the board with an update on the delivery of the customer engagement strategy action plan.

7. 2020/21 DRAFT BUDGET AND CAPITAL PROGRAMME UPDATE 51 - 58

A report of the Head of Landlord Services to advise the Board of progress made to the Council's draft budgets for 2020/21.

8. CORPORATE BUSINESS PLAN 2020 - 2024 59 - 63

A report of the Head of Landlord Services to enable the Board to consider Corporate Business Plan actions and key corporate indicators relating to tenants and the Council's housing stock for the period 2020 - 2024.

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. WORK PROGRAMME 64 - 66

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

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

Wednesday 25th March 2020 at 4.30pm.

HOUSING MANAGEMENT ADVISORY BOARD 6TH NOVEMBER 2019

PRESENT: The Chair (T. Edwardes)
The Vice Chair (T. Riley)
Councillors Draycott, Radford and Tassell
Board Members A. Davis and D. Wright

Repairs and Investment Manager
Head of Landlord Services
Group Accountant (IA)
Head of Strategic and Private Sector Housing
Principal Officer Repairs and Maintenance
Senior Accountancy Assistant
Democratic Services Officer (NA)

APOLOGIES: Landlord Services Manager and T. Jackson

The Board was advised that the term had ended for the independent member T. Jackson and he had decided not to stand again. Therefore, the recruitment process was underway for a new independent member and everyone was advised they could share the advert with anyone interested.

47. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting of the Board held on 11th September 2019 were confirmed as an accurate record.

48. DECLARATIONS OF INTEREST

No declarations of interest were made.

49. DISABLED ADAPTATIONS POLICY REVIEW

The Head of Landlord Services submitted a report for the Board reviewing the implementation of the Disabled Adaptations Policy since last year.

The Board was advised that there had been several changes to the policy, including some that were significant. These were read out to the Board for their comment.

In regard to performance the Board was advised that whilst performance had improved, there was expected to be an increase in the current completion time of 63 days from the Occupational Therapist recommendation to completion of work as a number of cases that had formed a backlog were due to enter the completion figures.

RESOLVED

1. That the Head of Landlord Services would ensure that clear information about who to contact for adaptation requests was available on the Council's website.

2. That the useful contacts list issued to tenants would be updated to contain the number for disabled adaptation requests.
3. That the information contained in the new Disabled Adaptations Policy would be sent out to tenants via the Your Homes Matter magazine when Cabinet had approved the policy.

Reasons

1. To ensure that the information is widely available and easy to access for members of the public and Council tenants.
2. To provide them with helpful information and make it easier to contact the right person.
3. To inform all tenants about the policy.

50. ALLOCATIONS POLICY UPDATE

The Head of Strategic and Private Sector Housing submitted a report for the Board with an update on the Council's revised Housing Allocation Policy.

The Board was advised that a review of the Housing Allocation Policy had taken place in 2017 which had included several consultation events. The revised policy now focused on "housing need" and the policy had been amended from 4 bands to 3. The Board was advised that more information about the bands was provided in the guide provided.

One of the concerns raised by the Board was the lack of paper forms provided for applicants and the move to an online system. The Board was advised that there had been a change to the system and applicants could apply either online, via a home visit or by completing the form over the phone with an officer.

RESOLVED

1. That the Head of Strategic and Private Sector Housing will ensure that guidance provided for applicants by all staff includes all the different ways applicants can apply.
2. That the information be noted by the Board.

Reasons

1. To make sure that information provided to applicants is correct and applicants are fully informed about the applicant process and their options.
2. To acknowledge the Board's consideration of the item.

51. REVIEW OF SHELTERED HOUSING STOCK

The Head of Strategic and Private Sector Housing provided a verbal update for the Board on progress made with the review of the Council's sheltered housing stock.

The Board was advised that the Head of Strategic and Private Sector Housing had attended the Senior Citizens Forum to discuss their aspirations for their scheme, which would feed into the new sheltered housing standard that would be used to review schemes against. The standard would reflect the one recently used in the development of Riverside to ensure there was a consistency over all the schemes but acknowledging that not all schemes would be able to provide all aspirations due to their construction etc.

A Project Manager had now been procured for the Review of the Schemes.

A report would be presented at the January meeting of the Cabinet to approve the prioritisation of the Schemes to meet the Sheltered Housing Standard, a Communication Strategy, a Decant and Home Loss Policy and the recruitment of the Resident Engagement Officer. Once approved consultation would take place with the residents of the Schemes and Ward Councillors would be invited. The Resident Engagement Officer will be a single point of contact for residents and families throughout the review and delivery of the Sheltered Housing improvements.

RESOLVED

1. That the Ward Councillor(s) be included in the consultation process and be informed when work starts in their ward.
2. That an update on the scheme to be provided to the Board at its meeting on 25th March 2020 with a list of the proposed schemes to be renovated first.

Reasons

1. To keep the Ward Councillor up to date so they can advise residents in their ward.
2. To allow the Board to be kept up to date on this matter.

52. VOID PROPERTIES PROGRESS REPORT AND UPDATE

The Head of Landlord Services submitted a report for the Board to update them on the Council's current void properties and progress regarding improvements.

The Board was advised that currently the standard voids were on target but there was improvement to be made on the major void works. The internal cross departmental group continued to meet to discuss actions and monitor progress.

Some of the ideas to decrease the void times were to start work once a termination had been received by the team as well as advertising properties earlier to ensure a quicker turnaround of the property.

The Board was advised that the void standard had been updated and included more criteria to create a higher standard. The enhancements to the standard were highlighted to the Board for comment.

RESOLVED that the report be noted with the comments from the Board.

53. 2020/ 21 DRAFT BUDGETS

The Head of Landlord Services submitted a report to the Board for consideration and comment of the draft budget for 2020/2021.

The Board was advised that two service pressures had been identified:

1. Procurement of the Mobyssoft RentSense software to help support officers with the increase of tenants moving over to Universal Credit. It was anticipated that the workload for the officers will increase and this software would help to alleviate some of their workload as well as help to identify tenants in need of extra support.
2. Extension of the Universal Credit Officer for a further two years to help assist with the migration of additional tenants over to Universal Credit. The Board was pleased to see this but felt that an additional officer should be put in place to deal with the increase in tenants migrating over. They felt strongly that there needed to be sufficient resources in place to support the tenants moving over to Universal Credit and did not feel that one officer was sufficient. The Board was advised that the situation would be closely monitored and there was an additional Tenancy Support Officer being recruited to help the team going forward.

The Board was also advised that there would be an increase in rent in line with the Government's rent policy for 2020 which would mean an increase of 2.7%. This raised some concerns with the Board as tenants were already struggling to meet their rents due to changeover to Universal Credit. The Head of Landlord Services advised that the increase would be eligible for universal credit.

The Board discussed the introduction of Universal Credit thus far and their concerns over the process of paying rent in arrears. The Board was advised that the current system of offering four rent free weeks spread out over the year was a well-known mechanism which tenants were familiar with, so the Council was apprehensive to change this.

The Council's garage sites review was also highlighted by the Board as it was currently underway and could provide additional housing units for the Council's housing stock. This idea was being explored by the Housing Team and would be considered.

RESOLVED

1. That an update of the Council's garage sites review be provided to the Board as soon as it is available.
2. That the concerns and views of the Board in relation to the need for additional Universal Credit Officers be fed back to the Cabinet.

Reasons

1. To keep the Board up to date with this matter.
2. To ensure that the Cabinet is aware of the Board's concerns.

54. PERFORMANCE INFORMATION

The performance information pack was presented to the Board for comment and consideration.

It was highlighted that the number of complaints in the Bellfoundry Estate had decreased. This was due to hard work from officers across the Anti-Social Behaviour Teams in the Council. The Board was advised that there was a monitoring system in place for complaints to ensure that improvements were continuous.

RESOLVED that the information be noted.

55. 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.

56. WORK PROGRAMME

The Board received a report of the Head of Landlord Services to enable the Board to agree its Work Programme (item 11 on the agenda).

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

RESOLVED

1. That the Scooter Policy and guidance be added to the Board's Work Programme for its meeting in January 2020.
2. That an update on the budget process be added to the Board's Work Programme for its meeting in January 2020.
3. That an update on the Council's Sheltered Housing Review be added to the Board's Work Programme for its meeting in March 2020.
4. That an update on the Council's garage sites review be added to the Board's Work Programme for its meeting in March 2020.
5. that the Board's Work Programme be updated to reflect all decisions made above and earlier in the meeting.

Reasons

1. So that the item can be considered by the Board.

- 2,3,4 To ensure the Board are kept up to date with this matter.
 5. 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.
15 th January 2020	Housing Capital Programme	Head of Landlord Services	Last considered 16th October 2013.
15 th January 2020	Scooter Policy	Head of Landlord Services	Agreed by the Board at its meeting on 6 th November 2019.
15 th January 2020	Update on the budget process	Head of Landlord Services	Added by the Board at its meeting on 6 th November 2019.

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
25 th March 2020	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 11th September 2019.
25 th March 2020	Review of HRA Business Plan	Head of Landlord Services	
25 th March 2020	Housing Asset Management Strategy	Head of Landlord Services	Review of the update the strategy.
25 th March 2020	Tenancy Policy	Head of Landlord Services	Review of the new policy will be brought to the Board once it has been published.
25 th March 2020	Pets Policy	Head of Landlord Services	Added by the Landlord Services Manager.
25 th March 2020	Sheltered Housing Review	Head of Strategic and Private Sector Housing	Added by the Board at its meeting on 6 th November 2019.
25 th March 2020	Garage Sites review	Head of Strategic and Private Sector Housing	Added by the Board at its meeting on 6 th November 2019.
13 th May 2020	Election of Chair and Vice-chair		Annual Item.
15 th July 2020	HRA Revenue and Capital Outturn (2017/18)	Head of Landlord Services	Annual report.
9 th September 2020	Disabled Adaptations Policy	Head of Landlord Services	Annual report.
TO BE SCHEDULED:			

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
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 20th January 2020 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 - 15TH JANUARY 2020

Report of the Head of Landlord Services

ITEM CAPITAL CONTRACT UPDATE

Purpose of Report

To provide an update 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.

Progress towards achievement of the delivery of programmes, key performance indicators, and contract commitments is monitored through the monthly contract Core Group. This meeting is attended by senior members of staff from the Council and the contractor.

An audit has recently been conducted of the Council's contract management arrangements. A *significant assurance* rating was given.

Programme Delivery

Planned maintenance and external works programmes carried forward from last year are now in progress.

The external wall insulation repair programme carried forward from last year is expected to start in in January 2020.

New bathrooms, level access shower replacements, and heating installation programmes are progressing according to plan. These programmes are expected to be completed this year.

The kitchen programme has started later than expected and there is some risk around completion of this work stream. A revised programme has been requested, and a contingency is being put in place should the contractor not be able to deliver the required volumes.

Progress on electrical testing has been slower than expected due to issues with certification. Additional contractors have been brought on Board to increase spend in quarter 4.

See Appendix 1 - Programme Progress Summary

Key Performance Indicators

Time in Works - Whilst performance has improved since December of 2018/19, performance remains below contractual target times. See Appendix 2 - Time in Property Performance Summary. The contractor will likely lose out on performance related payments as a result, and liquidated damages will be claimed by the Council. The contractor has provided a plan around how improved time in property will be achieved and this will be monitored through the contract core group.

Satisfaction - The level of satisfaction returns for November was lower than expected. This has been fed back to the contractor and additional information is due to be submitted. The Council has increasing its level of validation by contacting 50% of tenants having works completed. Satisfaction levels with the time taken to complete works remain lower than overall satisfaction reflecting the longer time in works. See Appendix 3 - Fortem - Customer Satisfaction.

Complaints and Compliments - The trend in complaints is around delays in starting and finishing works, and an insufficient level of site supervision on the facia and soft replacement programme. The number of complaints has increased in parallel with the increased volume of work being undertaken. The contractor has committed to bring in additional site and customer liaison resources in January 2020. See Appendix 4 - Complaints and Compliments.

When works are completed, the standard of quality is high.

Performance against Contract Commitments

A summary of the contractor's progress in delivering its legally binding contract commitments to the Council can be found at Appendix 5 - Contract Commitment Progress. Performance has slipped in some areas, and the contractor has committed to increase resources on the contract from January 2020. An innovative video has been produced which shows tenants what they can expect during works and is used as part of the customer care process.

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 6 - Social Value Progress. Overall, performance in this area is positive.

Officer to contact:

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

Appendix 1 - Programme Progress Summary

Workstream	Annual Budget	Planned Start Date Scheme	Planned Completion Date Scheme	Planned Number of installations	Actual Number of installations YTD	Comment
Major Adaptations	605,000	01/03/2019	30/03/2020	96	59	Ad-hoc works arising over the course of the year. Slow progress on pricing for works. Regular monitoring in place and supplementary delivery mechanisms are being put in place.
Major Void Works	140,000	01/04/2019	31/03/2020	40	Fortem - 7	Fortem have completed 7 voids to the end of December 2019. Void times have improved. The remainder (70 properties) have been completed by the Council's in-house repairs team. The budget for the in-house work is not shown here.
Kitchens	379,200	02/09/2019	31/01/2020	94	36	Slower than expected progress.
Bathrooms	1,034,000	01/04/2019	31/03/2020	231	219	Programme on track.
Electrical Upgrades	54,000	01/04/2019	31/03/2020	15	3	This budget is for electrical works identified as necessary when decent homes works are undertaken (i.e. new kitchen, bathroom etc.).
Windows	20,000	01/01/2020	31/03/2020	11	0	Work starting in Q4.

Central Heating and Boiler Installation	460,000	01/04/2019	31/03/2020	212	176	Programme in progress.
Door Replacement	534,400	01/04/2019	31/03/2020	508	192	Programme in progress. Delivery volumes are expected to increase significantly in Q4.
Re-roofing	600,000	01/07/2019	20/12/2019	15 blocks and 6 individual dwellings	1 individual dwelling and 8 blocks	Main programme has started and is on track.
Major Structural Works	250,000	01/07/2019	31/03/2020	32	16	Delivery volumes have increased, and confirmation of programme for Q4 is pending.
Communal Area Improvements	150,000	30/09/2019	31/03/2020	10	0	Commencing in Q4.
Cavity/Loft Insulation	50,000	01/07/2019	20/12/2019	15 blocks and 6 individual dwellings	1 individual dwelling and 8 blocks	Insulation will be installed as part of the roof replacement scheme.
Estate and External Works	410,000	01/09/2019	31/03/2020	4 schemes	0	Footpath improvement works have commenced. Works to Peel Drive, Staveley Court, and Knightthorpe Road largely complete. Work at Tuckers, Martin, and Durham Road to commence in Q4.
Planned maintenance	811,000	01/08/2019	20/12/2019	80 properties	29	Programme commenced in July 2019.

Electrical testing	328,100	01/04/2019	31/03/2020	611	232	232 completions subject to audit. Progress slower than expected.
External wall insulation maintenance	136,100	TBC	TBC	981 surveys	0	Programme due to start in Q4.

Appendix 2 -
Time in
Property
Performance
Summary

	Q1-3 (Contract Cumulative Data)	Position at 20/02/2019		Position at 20/03/2019		Position at 30/04/2019		Position at end July 2019		Position at end December 2019	
	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	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	18	18.26
Bathrooms (Target 7 Days to handover)	45	13.7	NA	21	23	10.88	13.53	TBC	12.4	12.7	12.84
Major Adaptations (Target 12 days to handover)	24.7	12	14	16	16	16.8	18	TBC	17.2	17	17
Heating (Target 5 days to handover)	4.1	1	8	1	5	1	5	1	5	1*	4*

*Figures for December 2019 not available, October 2019 figures cited.

Appendix 3 - Fortem - Customer Satisfaction

November 2019 – overall satisfaction across all streams

% Residents satisfied with decent homes work (scored 3, 4 or 5)

Performance	96.55%
Target	95%
Number satisfied	28
Number of respondents	29

November 2019 - satisfaction by individual questions and streams:

Q1 % Residents satisfied with arrangements before starting work

	Kitchens	Bathrooms	LAS	Heating	Doors	Adapts
Performance	100%	100%	100%	N/A	100%	N/A
Number satisfied	1	6	7	0	15	0
Number of respondents	1	6	7	0	15	0

Q2a % Residents satisfied with helpfulness

	Kitchens	Bathrooms	LAS	Heating	Doors	Adapts
Performance	0%	100%	100%	N/A	100%	N/A
Number satisfied	0	6	7	0	15	0
Number of respondents	1	6	7	0	15	0

Q2b % Residents satisfied with knowledge

	Kitchens	Bathrooms	LAS	Heating	Doors	Adapts
Performance	0%	100%	100%	N/A	100%	N/A
Number satisfied	0	6	7	0	15	0
Number of respondents	1	6	7	0	15	0

Q2c % Residents satisfied with keeping you informed

	Kitchens	Bathrooms	LAS	Heating	Doors	Adapts
Performance	0%	100%	85.71%	N/A	100%	N/A
Number satisfied	0	6	6	0	15	0
Number of respondents	1	6	7	0	15	0

Q3 % Residents satisfied with time taken to complete work

	Kitchens	Bathrooms	LAS	Heating	Doors	Adapts
Performance	0%	100%	85.71%	N/A	100%	N/A
Number satisfied	0	6	6	0	15	0
Number of respondents	1	6	7	0	15	0

Q4a % Residents satisfied with quality of completed work

	Kitchens	Bathrooms	LAS	Heating	Doors	Adapts
Performance	100%	100%	100%	N/A	100%	N/A
Number satisfied	1	6	7	0	15	0
Number of respondents	1	6	7	0	15	0

Q4b % Residents satisfied with how their property was protected

	Kitchens	Bathrooms	LAS	Heating	Doors	Adapts
Performance	100%	100%	100%	N/A	100%	N/A
Number satisfied	1	6	7	0	15	0
Number of respondents	1	6	7	0	15	0

Q5 % Overall satisfaction

	Kitchens	Bathrooms	LAS	Heating	Doors	Adapts
Performance	0%	100%	100%	N/A	100%	N/A
Number satisfied	0	6	7	0	15	0
Number of respondents	1	6	7	0	15	0

Please note that for the purposes of interrogating customer satisfaction data, the like for like and OT LAS responses are included within the LAS data.

Comments on satisfaction surveys

Stream	Positive comments	Negative comments
Bathrooms	Very happy with new bathroom – thank you! Very pleased with new bathroom. 10/10 very happy.	Could clean up better
LAS	One operative helped when I was having an anxiety attack – very impressed.	
Kitchen		Not a good experience and hopes no other tenant has the same experience. Couldn't fault the work men as they were lovely and honest. Happily satisfied with the completed work and final product but not happy at all with the service. (Has made a formal complaint via CBC)
Doors	Very satisfied	

Appendix 4 - Compliments and Complaints - November 2019

Compliments

Total number of compliments received in November:

Work stream	Number received
LAS	1
Kitchen	0
Bathroom	3
Heating	0
Doors	1
Total	5

Complaints

Total number of complaints received by CBC in November:

Stage 0	11
Stage 1	1
Stage 2	0
Total	12

Breakdown of complaints received by work stream:

Kitchen:

- Issues with delays and communication
- Attitude of Fortem and TV aerial not replaced
- Damage to cooker top
- Unhappy that works put on hold
- Delay to complete works

Bathrooms:

- Issues with damp not picked up and dealt with during works

Fascia's and Soffits:

- Unhappy with time to remedy damage caused
- Issues with behaviour / communication

Roofing:

- Delay to removing scaffolding - tenant
- Scaffolding and debris not removed after roof was replaced in September

Doors:

- Unhappy with the length of time taken to replace doors

Compensation

Compensation issued by CBC	-
Compensation issued by Fortem	£152.00
Total paid in November	£152.00

MP and Councillor Enquiries

MP enquiries	0
Cllr enquiries	0
Total	0

Appendix 5 - Contract Commitment Progress

Bid Promise 'made real'	Red / Amber / Green Rating at 16/12/20. Green - in place, Red - not in place
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.	Green
We will call customers 2 weeks after their installation to ensure all is well and attend to any warranty issues they have.	Green
We will provide a Website for customers to access their handbooks; self-help videos' work flow video etc.	Green
We will visit each property each day to ensure customers' needs are cared for	Red
We will place a daily diary in the property pack for customers to use for recording important things they want us to know about.	Green
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.	Green
We will offer to customers evening and Saturday AM appointments for inductions and surveys.	Green
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.	Green
We will work with CBC customer groups to engage residents in the inspection of our 'in progress' and completed works.	Green
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.	Amber
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.	Green
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.	Green

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	
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.	
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.	
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.	
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.	
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.	
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.	
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.	
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.	
We will provide relevant information and stories of interest for each CBC's resident's newsletter.	
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.	
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.	

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.	
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.	
We will provide accurate monthly work valuations with all associated paperwork and sign offs to create efficient payment for all contract works and variations completed.	
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.	
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.	
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.	
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%.	
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.	
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.	No update
League tables will be published for Core Group review and discussion. Performance to programme, Zero Defects, H&S compliance, Customer Care.	
We will pay our supply chain promptly in accordance with agreed terms.	
We will measure our local employment statistics and use this to encourage local employment and sweat the Charnwood pound.	
We will provide our supply chain with Fortem branded workwear to provide for better customer experience.	
We will provide quality assurance checks on our materials supplied and to be fitted on the council's homes.	
We will provide our Social Value plan strictly in accordance with our commitments.	

We / our supply chain will provide 1 apprentice (in employment) per £1m turnover per annum with the council.	
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 6 - Social Value Commitments Update - July 2019

Bid Commitments	Target each year	2019/2020 Target	Completed in 2019/2020	Left to complete in 2019/2020	Update
Work experience: Opening Doors trade and office work experience programme – open to all & guaranteed interview on completion; preparation for work schemes	20	38	9	29	9 placements have been completed so far in 19/20. There are no further placements booked for the remaining 2019 however 8 placements have been confirmed so far for 2020. Following on from the Social Value and Customer Journey meeting in November it has been agreed that the work experience numbers not achieved in 2018/19 will not be rolled over into year 3 due to the target likely being unachievable. CBC understand that effort has been made to build relationships and are happy that we have now made progress.
Adopt a school: Mentoring partnership with a local school (e.g. Rawlins Academy); CV writing, mock interviews, work taster sessions, career events	4	8	3	5	Another email introduction was sent to Limehurst Academy, Iveshead School, Woodbrook Vale and Hardwick House School. Humphrey Perkins School has requested work placements for 2020 and support at a career day in July 2020, Rawlins Academy would like to meet with Fortem in January

					to review the Pathways4Life programme.
Create new jobs: Potentially 4 new jobs with Fortem created by this contract (subject to more TUPE details)	4 over duration of the contract	0	0	0	NA
Spare Seat Initiative: Offer spare places on internal training free of charge to residents	10	10	0	10	Rebecca has set up a meeting with the 4Life Academy to review this commitment and how we can best offer spare seats which will benefit customers going forward.
Meet the Buyer: To promote Fortem opportunities and build relations with local businesses	1	1	1	0	Meet the Buyer event will take place on Thursday 26th November 2020.
Social enterprise support: Provide free/subsidised accreditation training (e.g. PASMA, CHAS, SMSTS); use a local small catering company for events/meetings	10	20	0	20	The 4Life Academy will attend the Meet the buyer event on 26th November to promote training to local SME's.
Estate improvement schemes: Activities can include landscaping at sheltered accommodation; skip days; clearing external areas at a school/community centre	2	2	2	0	Shelthorpe Community Garden raised flower beds and Keep Britain Tidy has now been completed.

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	We will support Carpenters Arms foodbank during #Operation Christmas [NB - noted that the Carpenters Arms closed at Christmas]
Provide funding support to vulnerable groups identified by the Customer and Social Value Group on an annual basis.	1	2	0	2	Sally to speak to CBC to put forward another group.
Energy efficiency Initiative: Reduce fuel poverty/manage energy through providing information, advice & free equipment	2	3	1	2	We handed out Energy Efficiency magnets at the Tenant and Networking Event at the Town Hall. Other initiatives to be discussed. Rebecca will meet with Groundworks in January to review how they can support this commitment.
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	4	1	3	3 further sessions have now been booked at the 4Life Academy in Birmingham. 3rd Feb, 2nd March and 23rd March 2019. We will look at holding future workshops in a void property in Loughborough.
Volunteering days: Allow staff, trades and supply chain minimum 1 day volunteering p.a. for community	NA	NA	NA	NA	Ongoing

activities (e.g. to support Project 5000)					
Annual charity: Work with tenants and workforce to identify a local charity to support	1	1	1	0	The branch will support the Carpenters Arms at Christmas - this will be the charity for 19/20. [NB - noted that the Carpenters Arms closed at Christmas]
Dementia Friends: All Fortem employees and partners will sign up as Dementia Friends	All Staff	All Staff	ALL Staff	All Staff	All staff have completed the online Dementia Friends training and this also makes up the People Who Care Certificate for new starters.
Provide one Maintenance Action Day that supports tenants to maintain their home and local community area.	0	0	0	1	This commitment has now been reworded and agreed at Core Group - we will work with CBC to identify a suitable area to roll out the first Your Home Matters Maintenance Action Day.
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	3	1	2	We donated computers to Ashby Road Community Group. We will work with local JCP in March to deliver Smart4Life digital job clubs in hard to reach areas. Peter Oliver is working with Citizen online doing a project in Charnwood and details shared with the Project Lead - 4 to 6 months. No WIFI in communal areas of courts.

<p>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.</p>	1	1	0	1	<p>Longcliffe Community Centre will benefit from an outside paved BBQ area. This work will hopefully be completed by Christmas.</p>
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	property was caused. The fire was extinguished by trained wardens.
<p>Protect and preserve the health and safety of all residents living within our accommodation, as well as staff and visitors</p> <p>Ensure that all health and safety and fire risk issues are identified and addressed to ensure safety for all within the properties</p>	<p>All communal areas are inspected on a monthly basis by the Housing Assistant.</p> <p>Where the Housing Assistant identifies a scooter in a communal area, he will seek to identify the owner and provide advice that the scooter is to be removed, or where no owner can be identified, an appropriate notice is served notifying the owner that the scooter must be removed.</p>
Support residents who use/wish to use a mobility scooter	<p>The Council manages a scooter store with capacity for 6 scooters at general needs accommodation in Loughborough. Storage is also present at sheltered accommodation.</p> <p>A survey of residents living in general needs flats has taken place to identify scooter users. This information is being used to pilot storage options (see below section - <i>Survey of mobility scooter users to inform provision of storage</i>).</p>
Ensure a consistent approach	<p>Wardens at sheltered accommodation manage mobility scooters at the sites. This includes ensuring as far as reasonably practicable that all scooters stored in sheltered accommodation have a current PAT test completed.</p> <p>The Principal Officer for Tenancy and Income Management is currently creating a procedure to support the process around tenants requesting permission to keep a mobility scooter at general needs Council accommodation and land.</p>
Ensure that residents are aware of their responsibilities with regard to the storage and use of mobility scooters within blocks and communal areas	<p>Letters have been issued to residents around the safe use of mobility scooters and blocks.</p> <p>An article has been published in the tenants' magazine reminding tenants of their responsibilities and those of the Council.</p>
Ensure that residents are aware that they can be held liable for injury to other people or any damage caused to the building or communal areas	This will be placed in to the planned new tenancy agreement.

Survey of mobility scooter users to inform provision of storage

To inform the provision of mobility scooter storage a survey of tenants living in general needs flats been undertaken. The results of the survey have been combined with officer insight to produce a list of 23 known scooter users.

Of the 23 scooter users in non-sheltered accommodation identified, the majority were spread out across the borough, and not occupying the same block or scheme.

- 4 scooter users in scheme A
- 2 scooter users in scheme B
- 2 scooter users in scheme C
- 15 tenants not near another scooter user

Whilst users may be relatively closely located in some instances, each user's mobility will be different to some degree, so whilst one user may be able to travel 50 meters to a storage area, another will not. The location of storage must therefore be carefully considered bearing in mind the scooter user's mobility, and the site; pathways and entrances, and access to electricity.

A pilot of individual scooter storage units is taking place at two sites. These have been inspected by the Council's Surveyor, and orders are to be raised to the council's contractor to complete the works.

Officer to contact:

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

Charnwood Borough Council

MOBILITY SCOOTER POLICY

1. INTRODUCTION

Mobility scooters provide valuable support and mobility to residents. A mobility scooter can make a real difference to someone's life and maximise independent living.

The Council aims to ensure that it supports the individual needs of those residents who use a mobility scooter to maintain independence, whilst at the same time adhering to the requirements of the Leicestershire Fire and Rescue Service by continuing to maintain high standards in health and safety in its communal areas.

2. SCOPE

This policy applies to both tenants and leaseholders who live in properties with communal areas and/or shared entrances, such as hallways and landings. It also applies to anyone living with or visiting them. This includes sheltered housing.

3. BACKGROUND

Mobility scooters provide valuable support to residents. However, they are manufactured from plastic and rubber based materials, which can produce vast quantities of thick black toxic smoke when involved in a fire. They also utilise large battery packs to provide power to the motor. Some batteries house corrosive acids which can give off flammable and explosive gases including hydrogen, particularly during the charging process.

Fire and Rescue services around the country have attended numerous serious fires involving mobility scooters often found stored and left to charge in areas such as corridors and staircases which are classed as clear areas and should be free from combustible materials and ignition sources.

This clear area often makes up the main means of escape for residents and visitors within the living accommodation. This could be a block of flats or sheltered housing. The practice of storing mobility scooters in these areas places an unacceptable risk to residents and visitors and cannot be permitted.

The attached link shows how quickly a mobility scooter can catch fire.

<http://www.dorsetfire.gov.uk/safety/fire-road-safety/fire-safety-your-home/how-prevent-fires/mobility-scooters-in-shared-accommodation/>

4. AIMS

The aims of this Policy are to:

- highlight the positive aspects that owning and using a mobility scooter can bring to a person's life whilst also recognising that the storage and charging of mobility scooters must be accomplished safely for all residents, staff and visitors;

- protect and preserve the health and safety of all residents living within our accommodation, as well as staff and visitors;
- support residents who use/wish to use a mobility scooter;
- ensure a consistent approach;
- ensure that residents are aware of their responsibilities with regard to the storage and use of mobility scooters within blocks and communal areas;
- ensure that all health and safety and fire risk issues are identified and addressed to ensure safety for all within the properties;
- ensure that residents are aware that they can be held liable for injury to other people or any damage caused to the building or communal areas.

5. DEFINING MOBILITY SCOOTERS

5.1 Class 1: Manual Wheelchairs: These wheelchairs are not electrically powered. You use your arms to move the wheelchair forward or you are pushed by another person.

5.2 Class 2 - Powered Wheelchairs and Scooters

Legally these scooters can travel up to 6.4kph (4mph) on pavements and are allowed on the road to cross from one side to another. Within the category of Class 2, some are more suited to indoor use as they are smaller and more compact.

5.3 Class 3 – Powered Wheelchairs and other outdoor powered vehicles

including scooters: These vehicles generally have features similar to Class 2 but tend to be larger and can be used on the roads where they can travel up to 12.8kph (8mph). Class 3 vehicle users do not require a driving licence but should obey the Highway Code at all times.

5.4 Advice and information: Residents are advised to seek independent advice. Residents can also consult the government website at:

<https://www.gov.uk/mobility-scooters-and-powered-wheelchairs-rules/overview>

This provides information on types of mobility scooter and regulations in force.

6. FIRE SAFETY/RISK

The Regulatory Reform Order (Fire) 2005 imposes obligations on the Council as the responsible person for the common parts of buildings to ensure that the emergency routes and exits are clear at all times in order to safeguard the safety of residents. It is an offence for any responsible person to fail to comply with that obligation where that failure places one or more persons at risk of death or serious injury in case of fire. The measures proposed in this policy will assist the Council in discharging its obligations under the Order.

If a communal hallway forms part of the designated means of escape from the building in the event of a fire, it should be kept clear and unobstructed at all times.

7. PURCHASING OR HIRING A MOBILITY SCOOTER

Before a resident purchases a mobility scooter, they must seek guidance and written permission from Landlord Services staff.

8. STORAGE OF MOBILITY SCOOTERS IN DESIGNATED AREAS

8.1 The Council can provide storage for mobility scooters but cannot guarantee that this will be available, as it will be subject to resources, suitable sites being available and demand. There may be a charge for such storage and/or charging. Some properties will not be suitable for scooter storage.

8.2 The allocation of a space within a designated area will take place on a first come/first served basis. Priority will be given, subject to 8.1 above, if a request is made on medical grounds with an Occupational Therapist recommendation or if the tenant is in receipt of the mobility element of Disability Living Allowance /Personal Independence Payment. It will be the responsibility of the resident to provide sufficient evidence to support their request for a space.

9. PERMISSION AND CRITERIA FOR KEEPING A MOBILITY SCOOTER

9.1 Tenants and leaseholders who live in properties that fall within the scope of this policy must apply for formal written permission to keep and store a mobility scooter before they acquire it. Applications should be made to a Tenancy and Estate Management Officer or scheme Warden in writing.

9.2 Prospective tenants, who already have a mobility scooter, will not automatically be given permission to keep a mobility scooter and will be subject to the same assessment criteria as existing tenants. Where we are aware of existing scooter users, we will grant retrospective permission, providing the assessment criteria are satisfied.

9.3 Standard criteria will be used to assess all permission requests. Permission will not be unreasonably withheld and is dependent upon:

- the identification of a suitable area to store and charge the scooter which must be used at all times;
- the owner of the scooter having and maintaining adequate insurance, including public liability insurance for damage to Council buildings and property, damage to other persons property and injury to people;
- the owner of the scooter undertaking an annual Portable Appliance Test (PAT) and safe use of the scooter;
- the owner of the scooter must forward copies of the insurance and PAT testing certificates to the Council annually or permission will have to be withdrawn until they are supplied.

9.4 Where a PAT identifies repairs, these must be completed within four weeks and the mobility scooter re-tested if necessary.

9.5 No motorised mobility scooter is to be stored or used within the communal areas of any Council owned property. This also applies to anyone living with or visiting residents. Mobility scooters cannot be taken into lifts.

9.6 Any damage to the Council's property caused by a mobility scooter will be recovered through the owner's insurance company. If the owner does not have a current insurance certificate they may be personally liable for all costs, and may be asked to remove the scooter from the premises immediately.

9.7 Residents must not store, even temporarily, or charge mobility scooters in communal areas. Residents must ensure that anyone living with them or visiting keeps to these rules. They are required by the Fire Service to ensure health and safety.

9.8 The Fire Service has advised the Council that mobility scooters should not be driven through internal communal areas to a residents' property. This means that if residents wish to store their mobility scooters in their homes, this is possible only if there is external access.

9.9 The Council can provide storage for mobility scooters but cannot guarantee that this will be available, as it will be subject to resources, suitable sites being available and demand. There may be a charge for such storage and/or charging.

9.10 Residents must ensure that their mobility scooters do not cause nuisance, annoyance or damage and must ensure they cause no injury to others. Permission may be withdrawn if this happens.

9.11 Once granted, permission may be withdrawn if residents do not follow the requirements of this policy. If permission is withdrawn residents will be required to remove their mobility scooter from any designated storage area so that this space can be re-allocated.

9.12 It will be a condition of tenancy that the residents must follow the requirements of the Mobility Scooter Policy.

HOUSING MANAGEMENT ADVISORY BOARD – 15TH JANUARY 2020

Report of the Head of Landlord Services

ITEM CUSTOMER ENGAGEMENT STRATEGY ACTION PLAN 2020

1. PURPOSE OF REPORT

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

2. ACTION REQUESTED

The board is requested to note the report.

3. BACKGROUND

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

4. STRATEGY FORMAT AND CONTENT

4.1 The delivery of the strategy is by way of an action plan and is grouped under four main subject headings:

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

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

- 4.3 At the HMAB meeting on 27 March 2019 members approved recommendations that included completing an existing action to develop a broad menu of engagement activities.
- 4.4 Another recommendation approved by members was to review the action plan to make it more rigorous, with refocused actions that would be specific, targeted, measurable and realistic.
- 4.5 It followed that the review of the action plan should come after the development of the menu of involvement activities since, logically, that reviewed action plan will be based, by and large, on that menu of involvement.

5 WORK COMPLETED IN 2019

- 5.1 Throughout 2019 the customer engagement team worked closely with tenants through bodies such as the CHRF and the Senior Citizens Forum to agree on the future basis of engagement and to develop the new menu of involvement, specifically concentrating on:
- increasing the number of ways in which tenants can become involved in shaping and influencing services and scrutinising or monitoring the performance of those services; and
 - increasing the variety of engagement activities, widening the choice to tenants, especially to those for whom participating in formal activities such as committees is unattractive but who still want to engage, only in different, more informal, ways.
- 5.2 The new menu of involvement was launched at the tenant networking event at the end of September 2019 and this is attached to this report as appendix 2.
- 5.3 Once this new menu of involvement had been launched the customer engagement team and tenants groups started work on reviewing the action plan.
- 5.4 The structure of the reviewed action plan is based still on the strategy's original four objectives. The majority of the actions proposed for 2020 are based on the new menu of involvement. All actions are considered to be very specific, realistic and should be fulfilled by the end of this calendar year. Some commitments set out in the original action plan have been carried forward to the reviewed action plan. Where this is the case the action numbers have been annotated with an asterisk.

6. NEXT STEPS

- 6.1 This existing customer engagement strategy is now in its final year and one of the actions in the reviewed action plan is, in this year, to develop a new three-year strategy that can be launched in 2021.

- 6.2 I would expect to be able to bring a report back to HMAB in January 2021 on progress with fulfilling the reviewed action plan.
- 6.3 I would expect also to bring a report to HMAB in March 2021 with a draft new three-year customer engagement strategy.

Officer to contact:

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

CUSTOMER ENGAGEMENT STRATEGY 2017 – 2020

ACTION PLAN
Updated January 2020

Action plan

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

1. To make it easier for our customers to engage with us in ways and on issues that interest them				
No.	Action	By when	By whom	Outcomes/Updates
1.1	Work with our corporate communications team to ensure customer engagement activity is regularly publicised to staff, stakeholders and tenants, including harder to reach groups, including development of the e-newsletters. Consider holding village-based surgeries	December 2020	CET/Comms	
1.2*	Update the customer engagement pages of the website to include activities included in our “Have Your Say” leaflet and include a calendar of engagement activities	December 2020	CET/Comms	
1.3	Ensure promotion of the garden competition encourages more tenants to enter and engage. Consider adding a specific children’s group.	June 2020	CET/CHRF/SCF	
1.4	Promote activities funded through the tenant bids and community initiatives fund to encourage more communities to	December 2020	CET	

	apply through advertising on social media, equipping staff with leaflets to promote the initiative.			
1.5	Develop wider mechanisms for promoting the tenant networking event particularly to areas outside Loughborough to encourage increased attendance through village-based estate walks and surgeries. Do letter drop.	September 2020	CET/Comms	
1.6	Promote the estate walkabouts and the feedback to increase attendance by tenants	December 2020	CET/Tenancy & estate management team	
1.7	Develop and monitor a scheme for communal cleaning inspectors and publicise their feedback. Create an inspection pack and provide suitable training to inspectors so that they may apply consistent and proportionate assessments of the cleaning contract performance against the specification	Continuing	Tenancy & estate management team/CET team	
1.8	Develop the tenant’s magazine editorial panel in order to make continual improvements to the magazine both in the editions that the panel edits and the content of future editions focusing, particularly, on tenant-produced material	December 2020	CET/Comms/Editorial panel	

2. To be more accountable for the services we deliver by empowering our residents to challenge us				
	Action	By when	By whom	Outcomes/Updates
2.1*	Ensure staff participation in engagement activities by the customer engagement team members attending all landlord services team meetings twice a year to provide updates and information on customer engagement activities and to promote all landlord services staff participation in customer engagement	Continuing	CET/Landlord services teams	
2.2*	Source and provide training to meet tenants' needs following a survey with engaged-with tenants to identify what their training needs are in order to support them being more actively involved	August 2020	CET/CHRF/SC F	

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

	Action	By when	By whom	Outcomes/Updates
3.1*	Update the customer engagement pages of the website to have in it activities as set out in our “Have Your Say” leaflet and include also a calendar of engagement activities. Develop ways in which tenants and leaseholders can submit feedback online	July 2020	Comms	
3.2*	Use TP Tracker to monitor the profile of our customer engagement activities to understand which sections of our community are underrepresented. Provide a report to CHRF and HMAB on the report generated by TP Tracker	May 2020	CET	
3.3	Continue to support our existing established forums and promote the work they do. Encourage new membership of CHRF by social media and other advertising and, for example, targeted estate walks and surgeries	Continuing	CET/Comms	

4. To embed customer engagement in all our services				
	Action	By when	By whom	Outcomes/Updates
4.1*	Update the customer engagement pages of the website to have in it activities as set out in our “Have Your Say” leaflet and include also a calendar of engagement activities. Develop ways in which tenants and leaseholders can submit feedback online	July 2020	Comms	
4.2	Review the customer engagement expenses policy and funding for groups policy. Revise the CIF application form.	April 2020	CET	
4.3	Develop, with CHRF and other groups/forums, the new customer engagement strategy for 2021-23	December 2020	CET/CHRF/SC F	

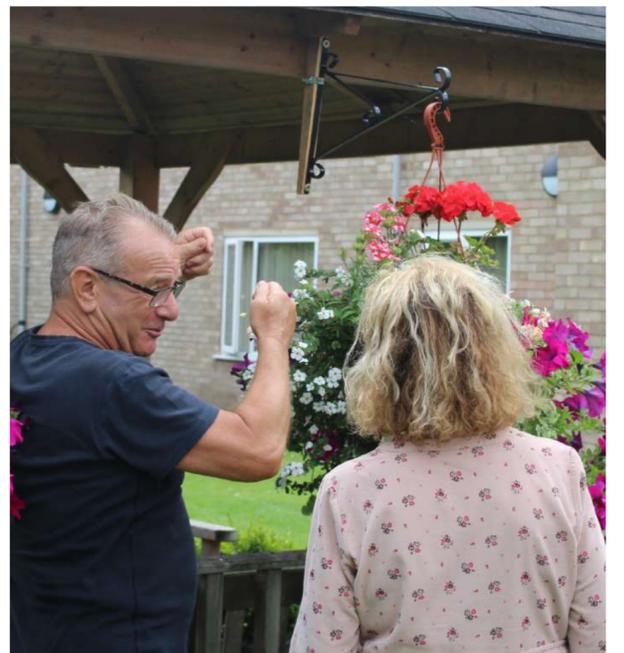
For council tenants and leaseholders only



HAVE



YOUR



SAY

We would like to understand the housing issues that are important to council tenants and leaseholders in Charnwood.

Customer engagement gives you the opportunity to influence the services that we offer and gives you the chance to make a real difference.

Getting involved brings many rewards. You can meet new people, learn new skills and influence how services are provided to improve homes and the communities where tenants live.



HOW TO GET INVOLVED

We aim to offer you a range of ways to have a say in how services are delivered and to influence how services might be improved. We will support you in any involvement opportunities and will reimburse any reasonable expenses such as bus fares. We can also offer assistance with transport for tenants.

GARDEN COMPETITION



Since 2010 we have held an annual garden competition for our tenants. Our competition allows residents to display their impressive gardening skills. There are six categories in total and the judges award first prize (£100 voucher), second prize (£50 voucher) and third prize (£25 voucher) in each of the categories.

COMMUNITY INITIATIVE FUND



This fund is open to tenants for financial help towards the cost of arranging an event, activity or initiative in your local community. You can apply for up to £200 towards the cost of a one-day event and up to £400 towards the cost of a longer-term initiative.

TENANT NETWORKING EVENT



An annual event that takes place between 10am and 1pm at Loughborough Town Hall and provides council tenants and leaseholders an opportunity to drop in, have a coffee and a chat with officers and managers from a variety of services about housing options, repairs, services we provide and much more.

ESTATE WALKS



The estate walk provides an opportunity for tenants to meet officers from within the council and other agencies to discuss any issues they may have in the area.

COMMUNAL CLEANING INSPECTORS



The council is planning to introduce a new communal cleaning programme to residents living in flats that share communal areas. We're looking to recruit tenant inspectors who can help us monitor the standard of cleaning according to our contract specification.

E-NEWSLETTERS



Council tenants can receive e-mail newsletter bulletins throughout the year that will keep them up to date with good news stories, new services for tenants and much more. Think of them as bite-sized versions of the Your Homes Matters quarterly magazine.

EDITORIAL PANEL



By being on the editorial panel, you can have a say as to what content appears in Your Homes Matter, the magazine that is posted to all council tenants and leaseholders four times a year.

Time commitment key:



Small



Medium



Long

TENANT BIDS



The tenant bids fund is for the benefit of tenants and leaseholders who identify a project that will improve the communities where they live. The project should benefit the community and not just one individual tenant.

TENANT TRAINING



We provide training to give tenants the confidence, knowledge, and skills to have a say and influence with housing services. The customer engagement team may also be able to look for courses that would benefit individuals if they have a specific interest or requirement.

RESIDENT GROUPS



These are groups of residents who meet to look at issues affecting their housing service and their neighbourhood.

COMMUNITY REPRESENTATIVE



A community representative is a tenant of Charnwood Borough Council who lives in a village location or area, where there are insufficient tenants to form a residents group. You will be consulted about any potential changes to the housing service that may affect you and your community.

CHARNWOOD HOUSING RESIDENTS FORUM



CHRF members ensure that we work with other service providers in Charnwood to strive for excellent standards in all housing service areas. It does this by consulting on topics such as policy and procedure; strategies; decent homes and capital expenditure; the tenancy support services; the empty homes procedure and value for money. The forum meets every six weeks and meetings last three hours.

SENIOR CITIZENS FORUM



The Senior Citizens Forum (SCF) brings together representatives of all 14 sheltered courts across Charnwood. The purpose of the forum is to allow sheltered court tenants and CBC to work in partnership to discuss the services received by customers and identify areas where services can be improved to achieve an 'excellent' standard. The meetings take place quarterly and the courts take it in turns to host the forum. Meetings last three hours.

LEASEHOLDER FORUM



This forum is for leaseholders of Charnwood Borough Council (CBC) to be involved in the monitoring and review of all CBC-provided services. The forum identifies what improvements can be made to services in order to increase satisfaction amongst leaseholders. The meetings take place quarterly and open surgeries are also carried out. Meetings last two hours.

HOUSING MANAGEMENT ADVISORY BOARD



The council established this board to promote tenant and leaseholder engagement in decisions relating to the council's housing stock. The board is made up of tenants and councillors. Meetings take place every two months and last two hours.

Time commitment key:



Small



Medium



Long



YOUR COUNCIL NEEDS **YOU**



INVOLVEMENT@CHARNWOOD.GOV.UK
CHARNWOOD.GOV.UK/ENGAGEMENT
CALL THE CUSTOMER ENGAGEMENT
TEAM ON **01509 634955**



HOUSING MANAGEMENT ADVISORY BOARD - 15TH JANUARY 2020

Report of the Head of Landlord Services

ITEM 2020-21 DRAFT BUDGET AND CAPITAL PROGRAMME UPDATE

Purpose of report

To:

1. advise the Board of the draft projected base budget position for 2020/21.
2. update the Board on the budget process.
3. inform the Board of an increased level of re-charge from the general fund to the Housing Revenue Account (HRA).
4. advise the Board of the capital programme / plan position for 2020/21.

Recommendations

That the Board comment on the draft:

- a) budget at Appendix 1.
- b) capital programme at Appendix 2.

Reasons

To provide:

- a) further opportunity for the Board to input in to the 2020/21 budget planning process.
- b) the opportunity for the Board to comment on the capital programme / plan position for 2020/21

Background

The Board considered a report identifying budget pressures and proposed rent increases as its meeting on 6th November 2019. The Board requested that an update on the budget process be provided at its meeting on the 15th January 2020.

The draft budget was presented to Cabinet on the 16th December 2019 and a consultation period has now commenced running from the 17th December 2019 to 15th January 2020.

Following scrutiny, proposals on the HRA Budgets (and general fund and Council Tax) will return to Cabinet on 13th February 2020 for recommendation to Council on 24th February 2020.

At its meeting on the 6th November 2019 the Board was advised that an extension of the Universal Credit Officer for a further two years was proposed to help assist with the migration of additional tenants over to Universal Credit. The Board was pleased to see this but felt that an additional officer should be put in place to deal with the increase in tenants migrating over.

It was resolved that the concerns and views of the Board in relation to the need for additional Universal Credit Officers be fed back to the Cabinet to ensure that the Cabinet is aware of the Boards concerns.

The Boards comments will be included in the final report to Cabinet on 13th February 2020.

The Board was provided with some high-level information in respect of capital programme priorities at its meeting on 6th November 2019. The capital programme for 2020-21 is currently being developed, with pre surveys of future work currently being undertaken.

A report will be taken to Cabinet on 12th March 2020 to finalise the capital budget for 2020-21.

Summary HRA Budget Position

The budget position for 2020/21 is a breakeven. The overall position of the balances is a reduction of £1,457k which is a revenue contribution to capital.

The service pressure increases total £107k and a realignment of recharges between the General Fund and HRA of £272k. There are ongoing options for change budget pressures of £107k for 2020/21.

There is a one-off option for £45.2k relating to the cost of purchasing Cloud Based rental predictive analytical software, aimed at securing current rent and service charge income streams.

Budget Pressures

The ongoing pressures include £37.4k for the extension of a Universal Credit officer for a fixed period to 31st March 2023 and £24k as a realignment of anticipated rechargeable income relating to repairs. There have been fewer repairs identified that can be recharged to tenants, leading to the need to reduce anticipated income.

Table 1 - Summary of 2020/21 HRA budget pressures

	One-Off	Ongoing	Total
	2020/21	2020/21	2020/21
	£	£	£
Head of Landlord Services			
Cloud Based Rental Predicative analytical software	45,200		45,200
Universal credit officer extension – fixed period to 31 March 2023		37,400	37,400
Fewer charges for rechargeable repairs		24,000	24,000
Subtotal for Head of Landlord Services	45,200	61,400	106,600
Total for the Housing Revenue Account	45,200	61,400	106,600

The 2019/20 budget is the fourth year of 1% rent reductions from a frozen 2015/16 baseline as set out though the Welfare Reform and Work Act 2016. Through these 1% reductions there is a projected net total cash reduction in the rent charged of around 4%. This has a substantial adverse impact on rental income. Inflation has been positive over same four-year period so there has been an even greater “real terms” decrease in rental income levels. Government has now clarified rent policy for 2020 onwards, and a CPI* (1.7%) + 1% increase has been calculated, this is the principal reason for the increase in budget.

Recharges

The basis for several recharges between the General Fund and Housing Revenue Account have been reviewed. The review focused upon reflecting the level of work relating to the HRA by staff whose direct costs are in the General Fund. This has led to an increase of £272k to the HRA and is in-line with the CIPFA code of practice. The review considered the time apportionments for the Senior Leadership Team alongside the costs of the Democratic Service and Monitoring Officer.

HRA Balances

The Chief Financial Officer’s recommended minimum level of working balances for the HRA is £110 per property. There are 5,523 properties anticipated at 31st March 2021 (anticipating 40 RTB sales and 16 acquisitions) and working balances have been adjusted to reflect the recommended minimum of £607k.

The draft new capital programme for 2020/21 is £7,646k this is fully funded from the HRA Revenue contribution to Capital £3,308k from the HRA revenue budget and £1,457k from HRA financing fund and 1 for 1 capital receipts from HRA Right to buy sales.

The HRA Financing Fund was set up in order to set aside monies to cover future HRA expenditure. This includes the repayment of external debt principal of the £79m incurred when the self-financing regime came about in 2012. This costs the HRA approximately £2.7m in interest payments each year. The first of these loans is due for settlement during 2024/25. The anticipated balance of the HRA Financing Fund at 31 March 2021 is £6.9m. This incorporates an underspend in the 2019/20 which at the end of October 2019 is predicted to be £164k.

Summary of Capital Programme

The existing capital plan amounts can be found at Appendix 2.

The replacement of kitchens, bathrooms, and heating systems will continue to be delivered in line with the Charnwood standard.

An amount has been included for replacing composite fire doors which do not meet the standards set out in new guidance.

The amount for fire safety works has been increased to £300,000 to complete works arising from passive fire surveys. A passive fire survey is an extension to the fire risk assessments which have already been completed.

A sum of £1,053,900 has been included to acquire more social housing to replace that sold under the right to buy.

The estate and External Works Budget will be focussed on improving existing pedestrian areas, footpaths and car park surfaces, to reduce the likelihood of trips and falls resulting in harm, and on improving bin stores, which have been the target of arson and drug misuse.

Officer to contact:

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

Ian Allwyn
Group Accountant
Tel: 01509 634 824
Email: Ian.Allwyn@charnwood.gov.uk

Appendix 1 - Draft HRA 2020/21 Budget

2018/19 Actual £000	Housing Revenue Account	2019/20 Final Budget £000	2020/21 Draft Budget £000
	Expenditure		
4,901	Supervision and Management	5,118	5,550
6,289	Repairs and Maintenance	6,461	6,769
130	Rents, Rates and Other Charges	139	139
335	Provision for Bad Debts and Other Charges	383	383
3,025	Depreciation	3,057	3,189
(13,072)	Net Revaluation increase of non-current assets	0	0
19	Debt Management Expenses	10	10
1,627	Expenditure Sub-total	15,168	16,040
	Income		
(20,698)	Dwelling Rent Income	(20,548)	(20,883)
(365)	Shops, Land and Garages Rent	(373)	(373)
(55)	Warden Service Charges	(55)	(55)
(293)	Central Heating and Communal Charges	(322)	(400)
(226)	Leasehold Flat and Shop Service Charges	(156)	(158)
(26)	Hostel Service Charges	(24)	(24)
(11)	Council Tax Recharged	(11)	(11)
(21,674)	Income Sub-Total	(21,489)	(21,904)
(20,047)	Net (income)/Cost of service	(6,321)	(5,864)
(82)	Transfer from General Fund – Grounds Maintenance	(84)	(84)
2,743	Interest Payable	2,706	2,706
(93)	Investment Income and Mortgage Interest	(88)	(66)
(17,479)	Net Operating Expenditure/(Income)	(3,787)	(3,308)
3,716	Revenue Contribution to Capital	3,659	3,308
(389)	Pension Adjustment	0	0
5	Accumulated Absence Adjustment	0	0
13,072	Reversal of Gain on Revaluation	0	0
16,404	Appropriations	3,659	3,308
(1,075)	(Surplus)/Deficit for the year	(128)	0
HRA Balances:			
(617)	HRA Balance at beginning of year	(613)	(610)
(1,075)	(Surplus)/Deficit for the year	(128)	0

1,079	Transfer to/from Reserves	131	3
(613)	HRA Balance at end of year	(610)	(607)
(6,982)	HRA Financing Fund at beginning of year	(8,061)	(8,356)
(1,079)	Transfer to/from Reserves	(131)	(3)
0	Revenue Contribution to Capital	0	1,457
0	Adjustments to 2019/20 budget	(164)	0
(8,061)	HRA Financing Fund at end of year	(8,356)	(6,902)
(3,926)	Major Repairs Reserve at end of year	(2,324)	(2,324)
(12,600)	Overall HRA balances at end of the year	(11,290)	(9,833)

Appendix 2 - 2020/21 Capital Plan Amounts

Scheme	Scheme Overview	Capital Plan Amount
Bathrooms	Replacement of bathrooms at HRA dwellings	915,000
Kitchens	Replacement of kitchens at HRA dwellings	400,500
Major Adaptations	Delivery of major adaptations for disabled tenants at HRA dwellings	450,000
Minor Adaptations	Installation of minor adaptations for disabled tenants at HRA dwellings	50,000
Stairlifts	Installation and upgrade of stairlifts for disabled tenants at HRA dwellings	60,000
Major Void Works	Major work undertaken at vacant properties to enable re-let	280,000
Asbestos Removal	Removal of asbestos in the course of capital works	150,000
Communal Area Improvements	To undertake refurbishment and improvements to communal areas	200,000
Communal Area Electric	To undertake renewal, improvements to, and installation of electrics at communal areas	200,000
Smoke / CO and Heat Detection	To undertake renewal, improvements to, and installation of Smoke, CO, and Heat Detection Systems	30,000
Fire Safety	Works to reduce the risk of breach of the Regulatory Reform (Fire Safety) Order 2005	300,000
Roofing Works and Insulation	Works to roofs, and insulation at properties	650,000
Garages	Works to garages and associated sites	50,000
Door Replacement	Installation and upgrade of doors at HRA property	1,000,000
Major Structural Works	Major structural works to HRA property	250,000
Estate and External Works	Renewal and improvement to estates external areas	205,000
Door Entry Systems	Installation and upgrade of door entry systems	200,000

Mobility Scooter Storage	Provision of storage for mobility scooters	15,000
Sheltered Housing Improvements	Replacement, improvement, and upgrade of components at sheltered accommodation	200,000
Heating	Installation and upgrade of heating systems	439,300
Electrical Upgrades	Replacement, improvement, and upgrade of electrics at dwellings and communal areas	200,000
Windows	Installation and upgrade of windows at HRA property	35,000
Acquisition of Affordable Housing	Acquiring properties to meet housing need	1,053,900
Housing Capital Technical Costs	Capitalisation of salaries	312,000
Total		7,645,700

HOUSING MANAGEMENT ADVISORY BOARD - 15TH JANUARY 2020

Report of the Head of Landlord Services

ITEM CORPORATE BUSINESS PLAN 2020-2024

1. Purpose of Report

To enable the Board to consider Corporate Business Plan actions and key corporate indicators relating to tenants and the Council's housing stock for the period 2020 - 2024.

2. Recommendations

That the Board:

- a) comment on the proposed Corporate Business Plan actions and key corporate indicators set out at section 6 and 7 of this report.
- b) propose any additional actions and key corporate indicators to feature in the Corporate Business Plan.

3. Reasons

To provide the Board with the opportunity to:

- a) consider the proposed Corporate Business Plan actions and key corporate indicators.
- b) propose any additional actions or key corporate indicators.

4. Background

In February 2016 the Council's Cabinet agreed its Corporate Plan for 2016-2020, setting out the direction of the Council for that 4-year period.

As the plan reaches its natural end in 2020 a new Corporate Plan has been developed for the period 2020-2024.

In developing the 2020-2024 Corporate Plan, the vision for the Borough has been reviewed and a new vision statement developed.

To support the delivery of the Corporate Plan a 4-year Business Plan will be compiled which will set out both the activities that services will undertake to deliver the objectives and the key corporate indicators that will be used to monitor progress.

The draft Corporate Plan will be submitted to Scrutiny Commission 13th January 2020.

Cabinet are due to consider the draft Corporate Plan on 16th January 2020.

The Corporate Plan will be submitted to Council on 24th February 2020. If approved, it will be published and made available to the public and staff from the commencement of the new financial year.

Following approval of the Corporate Plan a 4-year Business Plan will be compiled which will outline the activity services will concentrate on and will link directly into the Corporate Plan. It is anticipated that the Business Plan will be submitted to Cabinet for approval on 12th March 2020.

5. Existing Business Plan Actions and Indicators

In recent years the business plan has been set on an annual basis. The below table sets out the existing business plan actions for 2019/20 and the position at the end of quarter 2 (i.e. to the end of September 2019).

Corporate Plan Outcome (2016-2020)	Business Plan Action (2019-2020)	Measurable Success Criteria	Progress	RAG
ERM1 - LS - Keep our residents safe through implementing a new community safety plan, combatting ASB and investing in emergency planning, food safety and safeguarding.	Undertake the 2019/20 programme of works to install 21 new communal door entry systems in order to provide enhanced security for tenants.	21 new communal door entry systems installed.	Work is in progress in installing 17 communal door entry systems. On target for completion by the close of Quarter 4. A) To date, delivery totals: <u>Bathroom and level access shower replacements:</u> 189 have started (158 are handed over, 15 are completed awaiting hand over, and 16 are in progress). <u>Heating:</u> 140 have started (128 are handed over and 12 are completed awaiting handover). <u>Kitchens:</u> 15 have started (6 are completed awaiting handover, 9 and are in progress). B) Not scheduled to report until Quarter 4.	G
ERM2 - LS (1) - Make Charnwood an attractive place for all through investment in our housing stock, funding community groups, and providing a range of diverse opportunities and events.	Invest in our housing stock through the delivery of (an estimated total of) 537 kitchens, bathrooms and heating installations to provide high quality homes for Council tenants.	A) 108 kitchens, 239 bathrooms, and 190 heating installations. B) KI5: 0% non-decent council general needs homes.		G
ERM2 - LS (2) - Make Charnwood an attractive place for all through investment in our housing stock, funding community groups, and providing a range of diverse opportunities and events.	Refurbish 10 communal areas on the Bell Foundry estate to provide an enhanced environment for tenants, residents and visitors.	Completion of works, with 10 communal areas refurbished.	6 blocks at Freehold Street and 4 blocks on Russell Street have been identified. Costing has been completed and start dates are to be confirmed with our contractor.	G

Three corporate key performance indicators are also monitored. The position at the end of Q2 ((i.e. to the end of September 2019) is set out below. The indicator KI5 is measured at the end of the year, and linked to the successful delivery of the decent homes programme - the installation of kitchens, bathrooms, heating and heating systems etc.

Indicator	Quarter 1	Quarter 2	Target	Commentary
K15 - Percentage non-decent council general needs homes			NS	Annual Target- to be reported in Quarter 4.
K16 - % rent collected (including arrears brought forward) (Cumulative Target)	90.09%	93.90%	G	Exceeded Quarter 2 target by 1.89%.
K111 - Percentage rent loss from void properties (Proxy Target)	2.15%	2.30%	A	<p>Rent loss of £260,763 against available rent of £113,308.68. The rent loss breakdown equates to £131,365 for General Needs and £129,398 for Sheltered Housing accommodation.</p> <p>Void turnaround times have been impacted by 6 properties which were having major works completed for a combined total of 861 days. The Voids Working Groups continue to meet regularly to discuss processes and individual properties. In addition to this the Senior Allocations and Lettings Officer meets with the Senior Repairs Officer to discuss the weekly voids and prioritise the properties to be completed.</p> <p>The Sheltered Housing Review is underway to consider the options to reduce long term voids within the Sheltered Schemes.</p> <p>Tolerance set at 2.40%</p>

6. Proposed Corporate Business Plan Actions relating to tenants and the Council's Housing Stock

The new business plan will set our actions over a four-year period. Proposed high level actions for the period 2020-2024 are identified in the table below.

Action	Significance	Estimated Delivery Year
Deliver the objectives identified in the refreshed HRA Asset Management Strategy	The Housing Asset Management Strategy sets out the strategic framework for the next five years within which the Council will manage, maintain and invest in its housing assets.	Refreshed strategy expected to be taken to Cabinet in 2020
Deliver the objectives identified in the refreshed HRA Business Plan	The Housing Revenue Account (HRA) Business Plan sets out how the Council intends to meet the investment requirements necessary to deliver the housing service and maintain its HRA properties over the next 30 years.	Refreshed plan expected to be taken to Cabinet in 2020
Invest in sheltered accommodation to meet the aspirations of elderly people.	To bring sheltered accommodation up to the standard approved by residents.	2020-2024
Maintain the Charnwood standard at Council accommodation	To ensure that as far as reasonably practicable all rented dwellings meet the enhanced Charnwood Standard providing high quality accommodation far in excess of the decent homes standard.	2020-2024

Deliver the objectives identified through a review of garage sites	To consider opportunities for development, and the potential for increasing income at the sites.	2020-2024
To continue with the acquisition of new HRA property	To replace properties sold through the Right to Buy.	2020-2024
Introduce a new tenancy policy	To set out, amongst other things, the type of tenancy offered to new Charnwood Borough Council tenants and the criteria considered when deciding which type of tenancy to offer.	2021
Introduce a new tenancy agreement	To produce a new agreement, with terms including a former tenant arrears clause, the power to gain entry to complete gas servicing, and clauses to reflect the mandatory ground for possession under the ASB, Crime and Policing Act 2014.	2021
Support tenants in their migration to universal credit	It is expected that from January 2020, the DWP will implement the managed migration to Universal Credit of all claimants on legacy benefits, including tax credits, ESA, JSA and income support. The number of tenants moving on to Universal Credit is therefore expected to increase, with full migration of around 2600 Council tenant claimants being completed by 2023.	2020-2023

7. Proposed Key Corporate Business Plan indicators relating to tenants and the Council's housing stock

No changes are proposed to the existing indicators, which are:

- KI5 - percentage non decent council general needs homes
- KI6 - percentage rent collected (including arrears brought forward)
- KI 11 - percentage rent loss from void properties

Officer to contact:

Peter Oliver

Head of Landlord Services

Tel: 01509 634 666

Email: Peter.oliver@charnwood.gov.uk

HOUSING MANAGEMENT ADVISORY BOARD – 15TH JANUARY 2020

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 6th November 2019.

Recommendation

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.

Reason

To ensure that the information contained within the work programme is up to date.

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>
25 th March 2020	Sheltered Housing Review	Head of Strategic and Private Sector Housing	As requested by the Board at its meeting on 6 th Nov 2019.
25 th March 2020	Garage Sites Review	Head of Strategic and Private Sector Housing	As requested by the Board at its meeting on 6 th November 2019.
25 th March 2020	Housing Repair Services – breakdown of complaints	Head of Landlord Services	<p>As per six-monthly update reports considered by the Performance Scrutiny Panel.</p> <p>Last submitted to Board 11th September 2019.</p>

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
25 th March 2020	Review of HRA Business Plan	Head of Landlord Services	
25 th March 2020	Housing Asset Management Strategy	Head of Landlord Services	Review of the update the strategy.
25 th March 2020	Tenancy Policy	Head of Landlord Services	Review of the new policy will be brought to the Board once it has been published.
25 th March 2020	Pets Policy	Head of Landlord Services	Added by the Landlord Services Manager.
13 th May 2020	Election of Chair and Vice-chair		Annual Item.
15 th July 2020	HRA Revenue and Capital Outturn (2017/18)	Head of Landlord Services	Annual report.
9 th September 2020	Disabled Adaptations Policy	Head of Landlord Services	Annual report.
TO BE SCHEDULED:			
To be scheduled	Housing Strategy	Head of Strategic and Private Sector Housing	Added to work programme 2nd April 2014.

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.