

You are requested to attend a meeting of the Tenant Services Management Board to be held in The John Meikle Room, The Deane House, Belvedere Road, Taunton on 15 March 2011 at 18:00.

Agenda

- 1 Apologies.
- 2 Minutes of the meeting of the Tenant Services Management Board held on 14 February 2011 (attached)
- 3 Public Question Time.
- 4 Declaration of Interests
To receive declarations of personal or prejudicial interests, in accordance with the Code of Conduct.
- 5 Regeneration Halcon North - Verbal Update from the Housing Enabling Lead
Reporting Officer: Lesley Webb
- 6 Passivhaus Construction - Verbal Report of the Housing Enabling Lead
Reporting Officer: Lesley Webb
- 7 Supported Housing Service Standard - Report of the Supported Housing Manager (attached)
Reporting Officer: Christine Thompson
- 8 Tenant Involvement in developing Supported Housing Services - Report of the Supported Housing Manager (attached)
Reporting Officer: Christine Thompson
- 9 Estate Management Service Standard - Report of the Housing Estates Manager (attached)
Reporting Officer: Paul Hadley
- 10 Satellite Housing Office in Wellington - Report of the Housing Estates Office (attached)
Reporting Officer: Paul Hadley
- 11 Fire Project - Report of the Housing Services Lead - (attached)
Reporting Officer: Stephen Boland

- 12 Fire Places in Taunton Deane Borough Council - Verbal Report of the Property Manager, Tim Haynes
- 13 Tenant Services Management Board Annual General Meeting - Verbal report of the Tenant Empowerment Manager
Reporting Officer: Martin Price
- 14 TPAS Annual Conference - Verbal report of the Tenant Empowerment Manager
Reporting Officer: Martin Price

Tonya Meers
Legal and Democratic Services Manager

09 March 2011

Members of the public are welcome to attend the meeting and listen to the discussions.

There is time set aside at the beginning of most meetings to allow the public to ask questions.

Speaking under “Public Question Time” is limited to 4 minutes per person in an overall period of 15 minutes. The Committee Administrator will keep a close watch on the time and the Chairman will be responsible for ensuring the time permitted does not overrun. The speaker will be allowed to address the Committee once only and will not be allowed to participate further in any debate.

If a member of the public wishes to address the Committee on any matter appearing on the agenda, the Chairman will normally permit this to occur when that item is reached and before the Councillors begin to debate the item.

This is more usual at meetings of the Council’s Planning Committee and details of the “rules” which apply at these meetings can be found in the leaflet “Having Your Say on Planning Applications”. A copy can be obtained free of charge from the Planning Reception Desk at The Deane House or by contacting the telephone number or e-mail address below.

If an item on the agenda is contentious, with a large number of people attending the meeting, a representative should be nominated to present the views of a group.

These arrangements do not apply to exempt (confidential) items on the agenda where any members of the press or public present will be asked to leave the Committee Room.

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An induction loop operates to enhance sound for anyone wearing a hearing aid or using a transmitter.

For further information about the meeting, please contact Democratic Services on 01823 356382 or email d.durham@tauntondeane.gov.uk

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Tenant Services Management Board Members:-

Councillor R Bowrah, BEM

Councillor S Brooks

Minutes of the meeting of the Tenant Services Management Board held on Monday 14 February 2011 at 6pm in The John Meikle Room, The Deane House, Belvedere Road, Taunton.

Present: Mr Etherington (Chairman)
Councillor Bowrah, Councillor Brooks, Mrs Drage, Mr Galpin,
Mrs Hegarty, Mr Hellier, Mrs Marshall and Mr Watkin

Officers: Stephen Boland (Housing Services Lead), Steven Clarke (Estate Officer), Norah Day (Housing Estate Manager), Donna Durham (Democratic Support Manager), Chris Hall (DLO Project Manager), Martin Price (Tenant Empowerment Manager), Rosie Reed (Tenant Services Development Officer), Christine Thompson (Support Housnig Manager), Tracy Vernon (Tenant Services Development Officer), Lesley Webb (Housing Enabling Lead) and Phil Webb (Housing Property Services Manager)

(The meeting commenced at 6pm)

10. Apology

Apology: Mr Edwards (Vice-Chairman)

11. The minutes of the meeting of the Tenant Services Management Board held on 13 January 2011 were taken as read and were signed.

12. Declaration of Interests

The following members declared a personal interest as a Council house tenant:

- Mrs Drage
- Mr Etherington
- Mr Galpin
- Mrs Hegarty
- Mr Hellier
- Mrs Marshall
- Mr Watkin

Councillor Brooks declared personal interests as a Council House Tenant and as a Member of Somerset County Council.

13. DLO Transformation Project

Chris Hall updated Board members on the DLO Transformation Project.

A financial review was being undertaken which would look at how the financial deficit had originated.

Yarlington Homes was visited and saw that a lot of technology was used to issue and transfer jobs to their staff. They were currently considering which of their systems could be used by the DLO.

Work had begun on the Nursery's marketing plan. They were also making contact with other Local Authorities to find out what best practice was used.

The DLO staff survey had been published. These were included in the newsletter which was published on the Council's intranet.

The greenhouses and poly-tunnels were filled to capacity in the summer, but not during the winter months. Consideration was being given to buying in shrubs and plants to sell to gain additional income.

Deployment of staff was being consulted on with UNISON. A workshop had been held with key Managers to see how levels of sickness could be reduced. Additional support needed to be given to employees to ensure that staff returned to work as early as possible.

The options appraisal for the Vehicle Transport Workshop was due to be completed. The Vehicle Transport Workshop maintained the fleet and options were being considered for future efficiencies.

The process in the Stores was under review and it was thought that improvements could be made which would generate efficiencies.

During the discussion of this item, the following comments and questions were asked. Responses are shown in italics:

- Sickness was not recorded accurately and gave a false reading.
This had not been resolved; and
- Would it be feasible to have a bonus scheme for good attendance?
It had been considered but perhaps a form of recognition for good attendance.

Resolved that the update be noted.

14. Implementing Self-Financing for Council Housing

Reference Minute No 19/2010. The Housing services Lead updated the Board regarding the report on the Paper 'Implementing self financing for council housing'.

The objectives of the reforms which would be implemented in April 2012 were:

- To give Local Authorities the resources, incentives and flexibility they needed to manage their own housing stock;
- To have transparency in order to give tenants clear information as to how and where the rent collected by the landlord was spent;
- The reforms were based on individual Local Authority's housing business in order to give a sustainable self-financing settlement. The reforms were not redistributing a fixed amount of debt between Local Authorities but would abolish Housing Revenue Account Subsidy; and
- All the reforms had implications on the Housing Revenue Account and did not impact on the General Fund.

The key components to self financing were:

- It was only rental income that was included within the valuation as service charges were not included within the subsidy system;
- Spending needs had been recalculated which allowed Local Authorities to have more money to spend on maintaining, managing and repairing stock;
- With additional debt being taken, there would be further responsibilities for Treasury Management; and
- Following the consultation, it had been decided that any plans to demolish properties within the next few years, would be excluded.

For Taunton Deane Borough Council the self financing valuation was £117.8m and the self financing payment £87.2m, this left head room of

£30.6m. Taunton Deane Borough Council already had borrowings of £14.51m in the HRA so the available borrowing after the self financing would be £16.09m.

Robin Tebbutt from Housing Quality Network would work alongside the Finance Team to plan the transition.

A timetable of key dates was submitted, which showed that self financing would start in April 2012.

During the discussion of this item, Members of the Board made comments and asked questions. Responses are shown in italics:

- What benefits would self financing have for the tenants? *The detail was needed, although there could be additional funds available for the delivery of new developments, which had been a priority for the Board;*
- What was limit rent? *Housing Associations and Local Authorities charged different rents and the Government was looking for the rents to converge, by 2015/2016. This meant that the Council would have to increase their rents, but there was a limit as to how much they could be increased on an annual basis, without penalty costs being incurred;*
- Was £16.09m the limit that could be borrowed? *It was an additional amount of borrowing potential, but this could increase as debts were repaid;*
- Do we know how much our rents differ from Housing Associations? *The information was not available but the Housing Services Lead stated that he would circulate the information to the Board;* and
- When the Government announced that rents had to converge, 2010 was the date set originally for convergence.

Further updates would be issued to the Board.

Resolved that the report be noted.

15. Regeneration – Halcon North

The Housing Enabling Lead gave the Board an update on the Regeneration of Halcon North project.

Surgeries were being held once a week at Halcon for tenants, but it was vital to keep communications open.

The local elections would cause some delays. The Executive had recommended that £50k was provided from the Housing Revenue Account to fund consultancy expertise for the options appraisal work.

The Project Working Group were working hard to produce the Business Plan and it was hoped that the Business Plan would be completed by May 2011.

During the discussion of this item, Members of the Board made the following questions and asked questions. Responses are shown in italics:

- The delays were causing concern to owner/occupiers. *Meetings had been held with owner/occupiers and communication lines kept open. Owner/occupiers would be responsible for obtaining a valuation of their property with a view to the Council purchasing the properties. This was essential to the success of the Project. Each property would need to be considered on its own merit;*
- Was the incentive of £4,700 encouraging tenants to move forward with the Project? *Tenants had a variety of views about the incentive. Some tenants had said that the priority was to have a new property, others wanted a fresh start in a different area. However, any arrears would be taken out of the incentive bonus; and*
- Some tenants were concerned about the large number of houses that had been originally mentioned. *The architects had looked at the site and the concept showed a maximum of 500. However, it was likely that less than 500 homes would be delivered as larger houses were required on the site.*

Resolved that the update be noted.

16. Anti-Social Behaviour Service Standard

Considered report previously circulated, regarding the proposal for a new service standard for Anti Social Behaviour for Taunton Deane Borough Council Landlord Services.

The report outlined the service that tenants in Council housing could expect from landlords, with regard to managing anti social behaviour, and provided details of the specific elements of the service.

It showed how the current service worked and the timescales involved in contacting the complainants. The standards also showed that Taunton Deane Borough Council would keep in contact with the complainant.

The report gave the Tenant Services Management Board the opportunity to comment and shape the service standard for anti social behaviour.

Landlord services were responsible for ensuring tenants complied with their tenancy agreements and did not behave in an anti social manner within the community. The Council housed some of the most vulnerable and disadvantaged in society who needed support.

The service standard showed the minimum standard that tenants could expect from the Council in relation to the investigation of neighbour nuisance or anti social behaviour. Following the registering of the complaint, tenants would be informed of the Council's response and what actions could be taken.

The outcomes which could be expected from the implementation of this standard were:

- Improved information to tenants on the landlord service;
- Tenants would be more aware of the service provided by the Council;
- The performance would be monitored and reported back to the Tenant Services Management Board.

If implemented it was intended to inform all tenants of the new Standard by updating existing Tenant Welcome Packs, information on the Council's website and providing information in editions of Deane Housing News.

During the discussion of this item, Members of the Board made comments and asked questions. Responses are shown in italics:

- There did not seem to be such a high level of anti-social behaviour recently. *As the weather gets better and the nights lighter, it was anticipated that more anti social behaviour would be reported. Details of the types of anti social behaviour and how it was dealt with could be reported to a future meeting;*
- There was some offensive graffiti in Wordsworth Drive. *The property was not in the Council's ownership, but the Council through a protocol with the Police was dealing with it;*

- There needed to be something in place to ensure that investigations into anti social behaviour could progress, even when staff were absent;
- Details of how complaints could be made, should be included in the leaflet. The leaflet should suggest that complainants could contact the Tenants Forum.

Resolved that the Anti Social Behaviour Standard be approved with the addition as suggested.

17. Homefinder Somerset Revised Allocations Policy – Revised Policy

Considered report previously circulated, concerning the recent review of the Allocations Policy.

The Homefinder Somerset Partnership was formed in 2005 and had secured funding for the Choice Based Letting scheme (CBL). The Partnership consisted of five housing authorities within Somerset and their principal social housing landlords.

The review group considered any issues that had been raised since CBL had gone live. In addition, a detailed scrutiny review by Members had been undertaken, which focussed on the customer facing aspects of the scheme. Where possible, any suggested improvements had been made.

Any proposed changes to the allocations policy were then consulted on. The key proposed changes were:

- Assessment of applicant finances to establish if an applicant could meet their own housing needs;
- Assessment of the level of medical considerations. Gold Band criteria would change from life threatening, to serious medical conditions and the Silver Band criteria would be reduced from significant to moderate medical conditions;
- Households who matched four or more Silver Band housing needs would be awarded Gold Band status for cumulative housing need;
- Tenants of Homefinder Somerset Partners, who lived in Somerset and were required to relocate due to major rebuilding or renovation works, would be placed into Gold Band to facilitate the rebuilding/renovation works;

- The removal of the priority given to households with children under ten years of age that had no access to an enclosed garden as a consideration for Silver Banding;
- Due to the shortage of social housing in the area, applicants with children who did not live with them permanently would not be entitled to an additional bedroom;
- To amend the policy to make it clearer when a property could be labelled for priority to local applicants;
- For a clearer definition of local connection which was based on that used for homelessness;
- That homeless cases awarded Gold Band status who did not bid for suitable properties within 8-16 weeks could have automatic bids placed on their behalf by the relevant Local Authority for suitable properties;
- In order to reduce the number of applicants refusing offers, it was proposed that applicants who refused three formal suitable offers could be placed into Bronze Band for three months. This would exclude accepted homeless cases; and
- To simplify the housing register application process, application forms would be reduced in size by approximately 50%.

The majority of stakeholders and applicants consulted, agreed with the proposed changes.

Resolved that:

- (1) The findings into the review of the existing Homefinder Somerset Common Allocations Policy be noted; and
- (2) The revised draft Homefinder Somerset Common Allocations Policy be agreed.

18. Tenant Services Management Board Annual General Meeting

Considered report previously circulated, concerning the Tenant Services Management Board's (TSMB) Annual General Meeting (AGM).

The Terms of Reference of the TSMB stated that an AGM would be held in April of each year or within 15 months of the previous AGM.

The purpose of the AGM was to:

- Receive reports from the outgoing Chairperson on the Board's activities during the year;
- Elect a Chairperson and Vice-Chairperson;
- Elect representatives to any Sub-Committees or Working Groups; and
- Consider and vote on any resolutions put forward by tenants.

The options for the AGM were to either hold just the AGM, hold an AGM with other agenda items added as necessary, or to hold an AGM as part of 'Tenants Day'.

Previous discussions with tenants had suggested that a central Taunton venue was preferable, but not a Council venue.

Publicity of the AGM would be necessary to ensure that as many tenants as possible attended.

During the discussion of this item, Members of the Board made comments and asked questions. Responses are shown in italics:

- How long was the term of office for Board Members? *2 years;*
- Could any remaining budget for the Tenant Services Management Board be carried forward? *Yes;*
- A central Taunton location would be preferred. *There was an arrangement with Somerset County Cricket Club and a preferential rate could be secured;*
- 11am to 7pm was suggested for a 'Tenants Day';
- Neighbourhood Care and the Home Furniture Services Trust should be invited to attend. In addition, an organisation that offered parenting skills and representatives from Family Centres should be invited; and
- Additional items for the AGM agenda would be considered at the Board's next meeting.

Resolved that:

(1) The report be noted;

(2) The Annual General Meeting of the Tenant Services Management Board be held at the Somerset County Cricket Ground or a central Taunton venue if that was not available and as part of a 'Tenants Day'; and

(3) Officers be tasked with planning and organising the Annual General Meeting and report to the Board at their next meeting in March 2011.

19. Welcome Pack

The Housing Services Lead reported that a 'welcome pack' had been produced for new tenants.

The Audit Commission had commented that the 'welcome pack' included useful information for new tenants. However, they had also commented that it was not available to existing tenants.

The cost of issuing the 'welcome pack' to all tenants would be approximately £20,000.

It was suggested that either tenants could request a copy of the 'welcome pack', or a copy could be issued to all tenants. The 'welcome pack' was available electronically on the Council's website.

Members of the Board felt that the cost of issuing the 'welcome pack' to all tenants was excessive. They suggested that the issue of the 'welcome pack' be restricted to new tenants, but that details were included in the newsletter 'Tenants' Talk' stating how a copy could be obtained. The production of a small leaflet with a reply slip was discussed, which would enable all tenants to request a copy.

The Board felt that copies of the 'welcome pack' should be put in Libraries and Family Centres.

The Chairman commented that the 'welcome pack' had been well designed and could be easily updated. He suggested that a database should be maintained to ensure that any tenants who had been issued with a 'welcome pack', could be issued with any amendment sheets.

Resolved that the 'welcome pack' be issued to all new tenants and details be included in the 'Tenants' Talk' stating that it can be viewed online, or a hard copy can be requested.

(The meeting ended at 8.20pm)

Declaration of Interests

Tenant Services Management Board

Taunton Deane Borough Council Housing Tenants – Councillor Brooks,
Mrs Drage, Mr Edwards, Mr Etherington, Mr Galpin, Mrs Hegarty, Mr Hellier,
Mrs Marshall and Mr Watkin

Member of Somerset County Council – Councillor S Brooks

Tenant Services Management Board – 15th March 2011

Supported Housing Service Standards- Housing Related Support

Report of the Supported Housing Manager

Executive Summary

This report has been produced to present the revised service standard for the Supported Housing service.

It outlines the service, tenants in designated Sheltered, Low Level and Extra Care Housing schemes can expect to receive.

It provides details of the specific elements of the service, how outcomes will be monitored and what a client may do if they wish to make a complaint that a standard has not been met.

1. Purpose of the Report

To raise the awareness of the Tenants Services Management Board, (TSMB) and to provide an opportunity for members to comment and shape the format of this service standard.

2. Background to this report.

Service standards for the Housing Related Support service were originally agreed following consultation with tenants in Sheltered Housing schemes in 2004. They were reviewed in 2010 as part of the validation process to achieve the revised Quality Assessment Framework, the standard providers are expected to achieve by Supporting People. These standards have been reformed to produce a leaflet that is in the same style as other Housing Service Standards and will be shared with members at the meeting.

3. Aim of the Standard

The aim of the standard is to provide clear information to prospective and existing tenants as to what they can expect from TDBC, how this will be monitored and what a tenant can do if they do not consider that a standard has been met. Appendix A is a copy of the Service Standard.

3. Approximate costs

The cost of implementing this standard will be met within existing budgets. It is the intention that the standard will be incorporated into the welcome pack for new tenants.

4. Impact on Tenants

Tenants will be better informed on what to expect from the Supported housing team. There is information on the leaflet about how these standards will be monitored and outcomes scrutinized.

5. Diversity

Some tenants may need specific help to fully access the standard, where required officers will explain the standard. Additional information may be required in different formats:

- Large font
- Audio version
- Different languages
- Website page

6. Timetable

2nd March 2011, The revised format of the Service Standard was approved by members of the Supported Housing Service Development Group.

15th March 2011 revised standard reviewed by Tenant Services Management Board. If agreed standard to be implemented with immediate effect.

28th April, 2011 – Standard published at the Sheltered Housing Forum meeting.

7. Outcomes

- Improved information to prospective tenants and existing tenants on the housing related support service.
- Opportunity to discuss the service with existing tenants
- Tenants more aware of service provided by TDBC
- Performance will be monitored and reported back to Sheltered Housing form and TSMB.
- Maintenance of Level C, Quality Assessment Framework

8. Recommendations

- Agree the content of the leaflet provided
- All new tenants to be provided a copy of the leaflet
- Task Officers to update the page for the Housing Website
- Task Officers to provide updated information at the Sheltered Housing forum Annual General Meeting in April 2011.
- Task officers to formalise the way the standard is monitored and scrutinized.

Contact Officer:

Supported Housing Manager
Christine Thompson
c.thompson@tauntondeane.gov.uk
01823 339145

Supported Housing Service Standard Housing Related Support Revision March 2011

developed in consultation with the Sheltered
Housing Service Development Group

We will provide:

- a supportive service that promotes independence
- support which is person centered and focused on individual housing related support needs, as identified in a Needs and Risk Assessment and planned through individual Support Plans
- access to The Deane Helpline and Emergency Response Team via emergency alarm equipment provided in your property
- emergency alarm equipment compatible with Telecare and Telehealth sensors such as smoke detectors, bed and door sensors which tenants can access with the support of the team
- Support to tenants to contact appropriate services and agencies to ensure they get the help they need to remain independent
- support tenants to access health and other care and support services as necessary

We will :

- promote tenants well being, health and quality of life
- encourage and support tenants to access activities at Extra Care, Sheltered Housing schemes and in the wider community
- respond to the changing needs of individual tenants in a flexible way involving other professional services as appropriate to meet identified needs
- review Support Plans regularly, as a minimum annually
- provide a high standard of appropriate secure accommodation
- work alongside Taunton Deane Borough Council Estates Team to provide and assist with the maintenance and management of properties, therefore allowing clients to maintain their tenancy
- make schemes as safe as possible for all tenants, ensuring communal areas comply with Health and Safety legislation through regular on site inspections

Tenant Services Management Board – 15th March 2011

Formalisation of Tenant Involvement to develop Supported Housing Services

Report of Christine Thompson, Supported Housing Manager

Executive Summary

This report has been produced to describe the work undertaken by TDBC to involve tenants' in developing housing related support services.

It outlines the process in place together with the role of the members of the Sheltered Housing Forum, Supported Housing Service Development Group, and why this is a time to consider change.

The report considers how the role of the Sheltered Housing Forum currently works in relation to the Tenant Services Management Board.

1.0 Purpose of the Report

The purpose of this report is to give members the opportunity to reflect on the existing arrangements that TDBC has in place for tenants in supported housing to get involved in the development of the services they are entitled to. To share and seek member's views on the development of this process to ensure it adds value to the service in a way that is value for money.

2.0 Background to this report.

TDBC has just over a thousand properties, in Low Level (Hardwired, non-estate) Sheltered and Extra Care Housing.

There are a number of ways that TDBC currently offers a range of opportunities for tenants to influence how TDBC meet their landlord responsibilities. Examples of how this is currently done is provided on **Appendix 1** TDBC do not currently scrutinise their performance against standards in a formal way. It is a recommendation from the Department of Communities and Local Government that there should be a more formal process.

The Sheltered Housing Forum has been active since 2003.

The Constitution for the Sheltered Housing Forum is shown as **Appendix 2**

The aims of the Forum are to:

- rights of tenants living in Sheltered Housing Schemes.
- Providing information to tenants living in TDBC sheltered schemes, on issues that affect them, and services that would be beneficial to them.
- Actively encourage all Sheltered Housing resident to become involved and participate in matters that affect them.

Meetings are held quarterly in January, April, July and October each year on the third Thursday of the month. There is a standard Agenda, as shown in **Appendix 3**

The current Chair has undertaken a lot of work to promote the service. She has visited schemes, attended the majority of meetings during her term of office since her election in 2007.

Since the formation of the Sheltered Housing Forum tenants have raised issues which can then be investigated between meetings and reported back to the next meeting. This can cause delays and projects can seem to take a long time to complete.

The Forum constitution states that notes of meeting should be made available to all tenants following each meeting. Attempts have been made to send all tenants copies of notes but this is both time consuming and expensive. Copies of notes are displayed in the meeting halls but not all residents have access to them.

At the Annual general meeting, officers are elected and reports are given by the outgoing Chair and the Supported Housing Manager. This includes a summary of issues raised at previous meetings throughout the year. An example of topics is shown on **Appendix 4**.

Service Development Group – Over the past twelve months there have been a number of issues which have been developed with a smaller number of tenants who have volunteered to form a Service Development Group.

This has proved to be an effective way of resolving issues and, they have been involved with the following projects.

- Discussed and agreed revision of the Service Standards
- Developed a promotional leaflet for the service
- Participated in workshops to review the current team working practice and feedback their views on effectiveness from the clients perspective,
- Developed a Calendar for distribution to raise awareness of the service. This has been made available to new and prospective tenants, those who contributed to this piece of work, Housing Officers, SP Team, Adult Social Care, members of the Sheltered Housing Forum, TSMB and regular users of the meeting halls. Active and inspirational in promoting the Raising Awareness events held at Kilkenny Court and Lodge Close in 2010.

How the Forum, Service Development and Tenants Services Management Board are linked is shown at **Appendix 5**

3.0 Current Position

Since 2003 there have been 3 tenants who have been active in Chairing the Sheltered Housing Tenants Forum and leading the development of the service with the support of TDBC officers. The current Chair is planning to stand down at the Annual General Meeting in April 2011. It has not been possible during this time to appoint a secretary and support has been provided by Officers and now the Business Support Unit. There is a huge expectation on the Chair as they are eligible to attend the Housing Forum and to encourage tenants to bring forward their worries and concerns.

The outgoing Chair has reflected on the effectiveness of the Forum, and considered the benefits of the Development group. In her view it has been more effective than the forum. This led officers to consider how this group could be incorporated, more formally, and how this links the newly formed Tenant Services Management Board.

4.0 Proposals for the future

The Sheltered Housing forum to take on a more directive role, meet less often and give instruction to officers who will then work with the Service Development to formulate reports to the TSMB. The role of the TSMB will take on a scrutiny role to review and ensure regulation. **Appendix 5** identifies how this is currently set up, **Appendix 6** sets out proposals for the future.

That the Sheltered Housing Forum Constitution be amended to reflect that they meet on an annual basis to review the work undertaken by officers and the Service Development during the previous 12 months. Following which an Annual report is made available to tenants.

That the Service Development Group take on projects that can be dealt with more flexibly i.e. meet every week if there is an urgent project or less often if there are no immediate issues.

The monitoring of projects, and performance should be reported to the TSMB on a regular basis.

5.0 Financial Position

The Sheltered Housing Forum currently have a budget of £3,000 awarded by the Tenants Forum which meets the cost of running meetings and it is suggested that this continues.

6.0 Impact on Tenants

In line with the Government's commitment to reduce the number of quangos, the Tenant Services Authority (TSA) is to be abolished and its economic regulation and backstop consumer regulation functions transferred to the Homes and Communities Agency (HCA).

It is with this in mind that TDBC wish to formalise the current processes and put in the place the most effective, yet cost efficient methods possible with the aim of having a localism mechanism to address routine problems. In addition TDBC aim to have systems in place which will enable tenants to hold their landlord to account, giving them the opportunity to press for better services.

7.0 Diversity

Any information provided for the Sheltered Housing Forum, Service Development Group will be available in different formats:

- Large font
- Audio version
- Different languages
- Website page
-

All meetings held have level access or lift provision, and loop system.

8.0 Timetable

21st February 2011 consultation with current Chair of the Sheltered Housing Forum to discuss options about effective consultation in the future.

15th March 2011 report to be considered by Tenant Services Management Board.

28th April, 2011 – report to Sheltered Housing Forum outlining future proposals together with recommended changes for the constitution.

9.0 Information Plan

It is intended to let all new tenants know how they can get involved in the decision making process by including information in the Tenants Welcome pack.

10.0 Links to Corporate Aims (Please refer to the current edition of the Corporate Strategy)

Proposals have the potential to impact on the Corporate Aims: Tackling Deprivation and sustainable Community Development; Regeneration; and Affordable Housing

11.0 Recommendations

- Receive and note this report;
- Consider the proposed suggestions and comment
- Task Officers to consult members of the Sheltered Housing Forum, and write a revised Sheltered Housing Forum constitution.
- Task Officers to write draft terms of reference for the Service Development Group

Contact Officer:

Supported Housing Manager
Christine Thompson
c.thompson@tauntondeane.gov.uk
01823 339145

Appendix 1

Opportunities for tenants to get involved in the Development of Housing Related Support Services.

Type of activity	Tenant Involvement	Comments
Written Service Standards	Approved by tenants, referred to TSMB	Available to all
Service has been inspected and validated by Supporting People.	Tenants are part of the validation process, volunteers are interviewed by members of the SP team	Funding is dependant on the Quality Assessment Framework being maintained at Level C
Satisfaction Surveys	Written questionnaire sent annually to tenants in Extra Care Housing (ECH).	Satisfaction 87% in ECH.
Satisfaction Surveys	Opportunity in 2011 for tenants to get involved in the best ways to test satisfaction.	Date planned for Service Development Group to meet to discuss options.
Tenants meetings	Regular meetings in ECH, more random in Sheltered schemes	Not all schemes have meeting halls so more difficult to include all tenants in this process
Complaints dealt with via TDBC Compliments and Complaints procedure seen as an opportunity to improve services,	Tenants are encouraged to use this process to record their views. Information is available at all schemes as to how they can use this process.	Limited complaints received but those received have helped TDBC to consider how tenants views could change service delivery.
Sheltered Housing Forum	Tenants nominated and voted for main roles of Chair, Vice Chair, Secretary and Treasurers. Reps from all properties encouraged to attend the meetings, held quarterly. Maximum of 2 could vote if necessary. AGM annually.	Over the past eight years the voting process has not been used.
Housing Forum	Tenants nominated and voted onto Forum.	
Supported Housing Development Group	Tenants from any form of supported housing eligible and join the group for specific projects.	
Tenant Services Management Board (TSMB)		

Appendix 3

Example of an Agenda for :

Sheltered Housing Forum

Thursday 27 January 2011 in JMR @ 1400hrs

AGENDA

1. Welcome
2. Apologies
3. Minutes of last meeting
4. Matters Arising **All**
5. Update from Supported Housing Team **Gareth Denslow
Sharon Harvey**

Break

6. AGM 28th April 2011 – Newton Road
Ideas for Guest Speaker, Election of Officers
7. Any Other Business **All**

Next meeting: AGM Thursday 28th April, 2011

Appendix 4

Example of projects reported to Sheltered Housing Forum at the Annual General meeting in April, 2010

Supporting People Contracts,

An update about the funding and renewal of contracts with Supporting People for Sheltered, low level and Extra Care (ECH), ending of Community Alarm contract.

Meeting the standards of Supporting People,

Evidence provided to show TDBC are working well towards achieving Level C
Introduction of new needs and risk assessment policy and forms, including assessment of prospective tenants
Revision of existing policies/procedures

Working with tenants - Consultation 2010

Sheltered Housing Team worked closely with the Chair, Vice-Chair, Treasurers and Secretary.

Pre-meetings arranged to discuss guest speakers and Agenda's.

Reintroduction of Service Development Group, which meets as and when needed.

Setting up Health & Safety Champions

Information given about staff working in the Supported Housing Teams and their roles.

Information given about the challenges for 2010/11

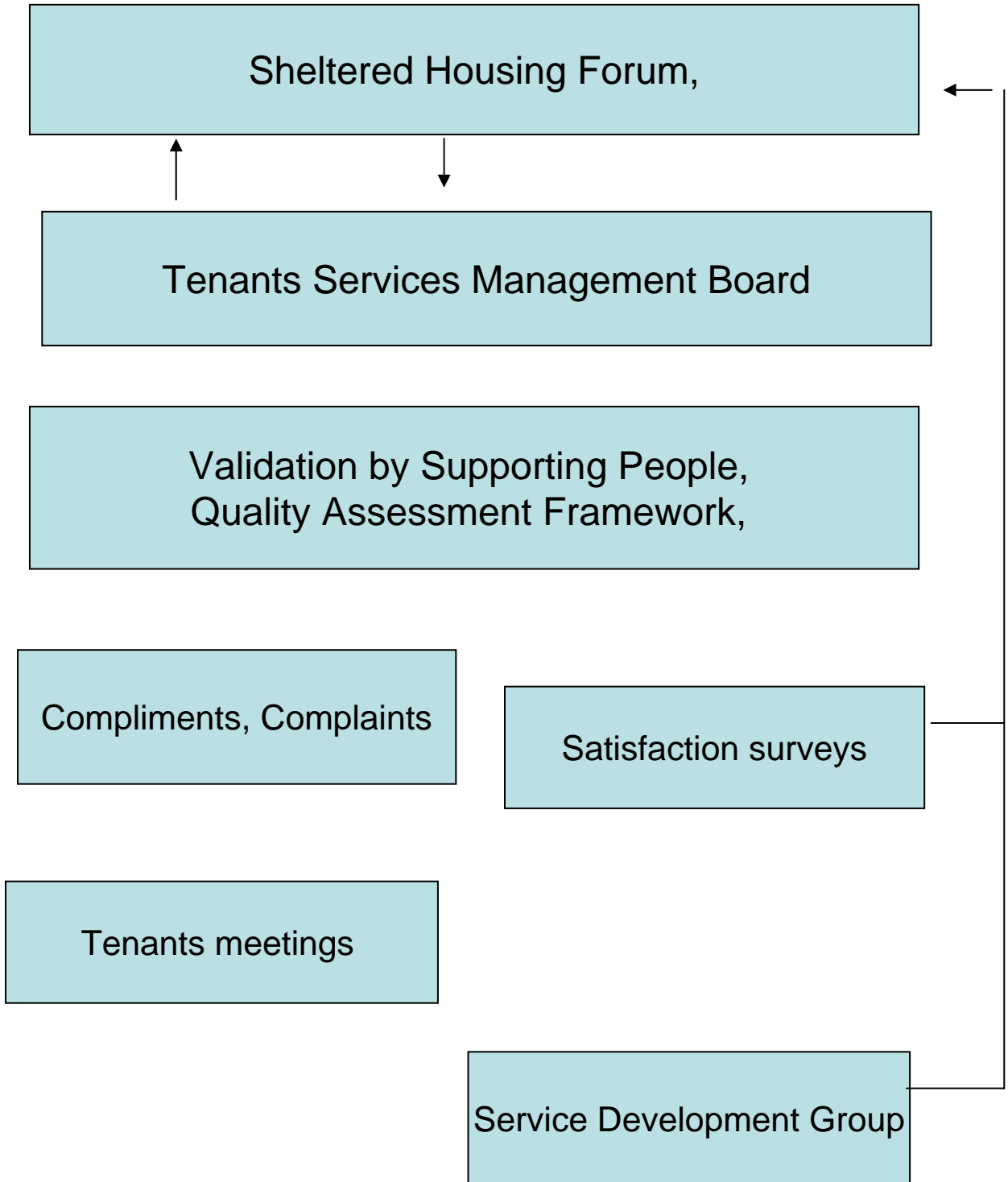
Challenges ahead – Sheltered

- ◆ How to improve satisfaction?
- ◆ Implementing tenants choice?
- ◆ Raising the profile of the Sheltered Housing Forum to enable them to make a positive contribution and influence decisions
- ◆ Raise awareness regarding the benefits of wearing pendants to help tenants to stay safe
- ◆ Finalisation re: use of guest rooms

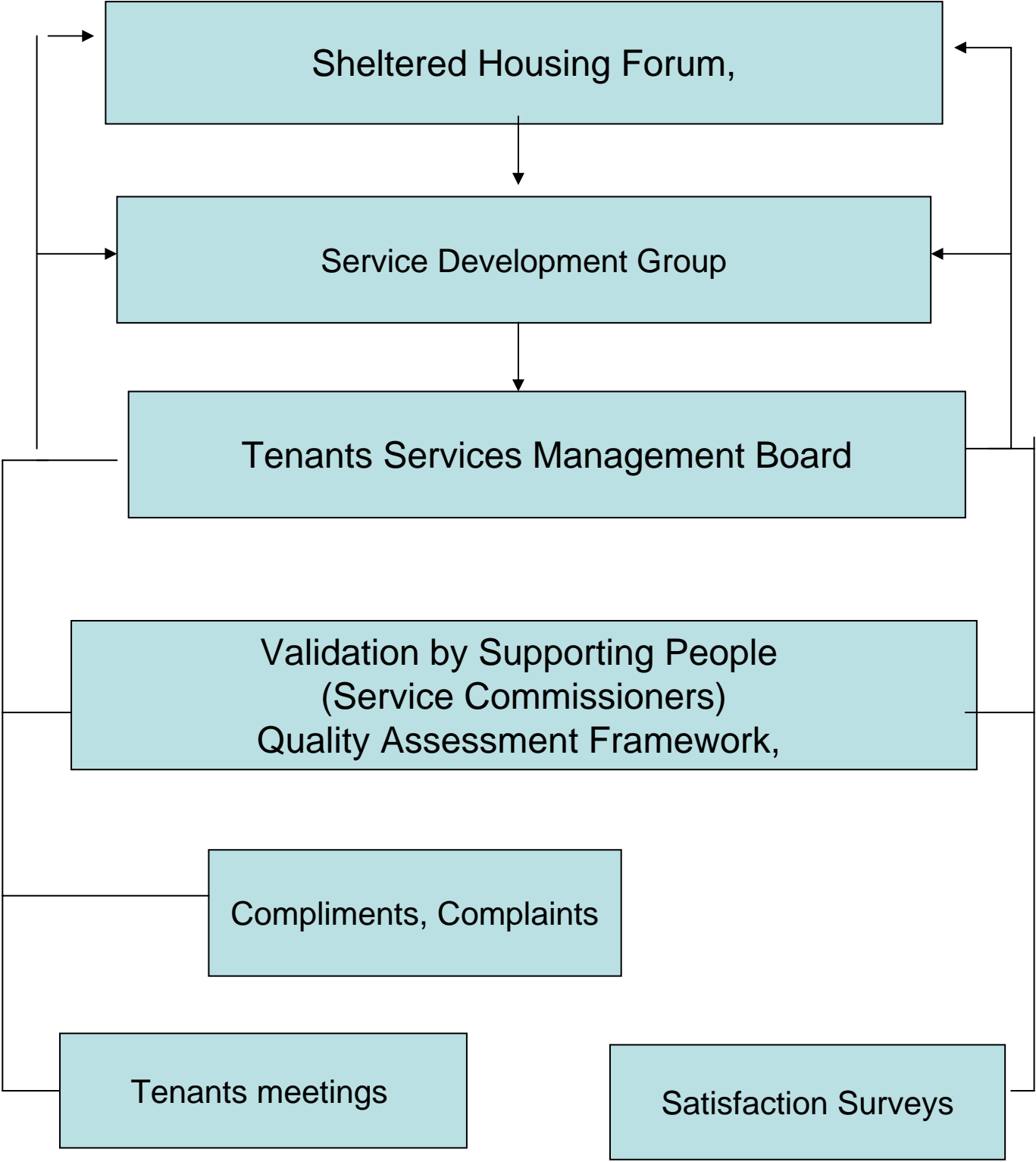
Challenges ahead – Extra Care

- ◆ Review of Health & Safety procedures
- ◆ Work with residents re: concerns about meal provision
- ◆ Encourage tenants to get involved in their community
- ◆ Actively encourage residents to use the communal facilities
- ◆ Complete new risk/needs assessments and support plans for all clients by March 2011

**Existing process for involving tenants to develop
Housing related Support services**



Proposed process for involving tenants to develop Housing related Support services





TAUNTON DEANE
SHELTERED HOUSING TENANTS' FORUM

CONSTITUTION

1. NAME

Taunton Deane Sheltered Housing Tenants' Forum.

2. OBJECTIVES

To promote the rights of tenants living in the sheltered housing schemes of Taunton Deane Borough Council .

To provide information to tenants living in Taunton Deane Borough Council sheltered schemes, on issues that affect them, and services that would be beneficial to them.

To identify and seek to promote, the implementation of improvements to housing conditions, amenities, social activities and the environment available to sheltered scheme residents.

To actively encourage all sheltered scheme residents to become involved and participate in the work of the Forum.

3. MEMBERSHIP

Membership shall be open to all tenants living in Taunton Deane Borough Council sheltered housing schemes; regardless of nationality, political party, race, religious opinion, sex, sexuality or disability.

4. CONDUCT

It is a condition that members shall at all times conduct themselves in a reasonable way at Forum meetings or when representing the Forum on other occasions.

All members shall be open and honest in their dealings and show respect for other members.

All speakers will address themselves through the Chairperson.

Only one person shall speak at a time and shall keep to the subject under discussion.

All members shall abide by the decisions taken at meetings.

5. CONDUCT OF BUSINESS

The business of the group shall be conducted by the Chairperson, Vice Chairperson, Secretary, Treasurer and other residents attending meetings. The Secretary shall ensure that a proper record is kept of each meeting and these are produced in the form of a news sheet. These will be made available to all Taunton Deane Borough Council sheltered scheme residents, within one month of the meeting.

Sheltered scheme residents may nominate **two** people from their scheme to attend Forum meetings on their behalf.

Meetings of the Forum shall be held each quarter, and one of these, usually the Spring of each year, shall be the Annual General Meeting. At this meeting, officers of the Forum will be elected. Members who have held an officer post in the previous year, shall stand down annually but may stand for re-election.

Also elected at the meeting will be two representatives to sit on the Taunton Deane Tenants' Forum. One to represent Taunton and the surrounding area and one to represent Wellington and the surrounding area. These may also be elected officers of the Sheltered Housing Forum.

Should a decision require to be made at a Forum meeting, this shall be done by a simple majority vote.

6. QUORUM

A minimum number of nine sheltered scheme residents will be required to ensure there is a quorum. In the event of an equal vote, the Chairperson shall be entitled to the casting vote.



Tenant Services Management Board – 15th March 2011

Estate Management Service Standard

Report of – Paul Hadley (Estates Manager – Landlord Services)

Executive Summary

This report has been produced to propose a new service standard for Estate Management for Taunton Deane Borough Council Landlord Services.

It outlines the service tenants in council housing can expect from landlord services on managing their estates.

It provides details of the specific elements of the service.

1. Purpose of the Report

To provide the Tenant Services Management Board (TSMB) with the opportunity to comment and shape the service standard for Estate Management.

2. Background to this report

Landlord services are responsible for managing the estates where our tenants live and are committed to working with our tenants to promote a sense of pride and respect for the area where they live.

3. Aim of the Standard

To provide a simple leaflet type document that tenants can access which outlines what Taunton Deane Borough Council will do to ensure that our estates are maintained to an acceptable standard. A copy of the proposed standard can be found at Appendix 1.

4. Approximate Costs

The cost of implementing this standard will be met within existing budgets. The costs for officer time are not in addition to what is currently factored as part of establishment costs.

5. **Diversity**

Some tenants may need specific help to fully access the standard, where required officers will visit vulnerable tenants to explain the standard and then identify any specific needs. Additionally information may be required in different formats:

- Large Font
- Audio Version
- Different Languages
- Website page

6. **Outcomes**

The outcomes that can be expected from the implementation of this standard are:

- Improved information to tenants on the landlord service.
- Greater reporting of issues to the Housing Service.
- Greater participation on Estates Walkabouts.
- Performance will be monitored and reported back to TSMB

7. **Information Plan**

If implemented it is intended to inform all tenants of the new standard by updating existing Tenant Welcome packs, writing a new page for Housing Website and providing information in the next edition of Deane housing News.

8. **Recommendation**

We recommend that the Tenant Services Management Board approve the proposed Estate Management Service Standard as set out in Appendix 1 to this report.

9. **Contact Officers:**

Paul Hadley, Housing Estates Manager, 01823 356332 Ext 2642,
p.hadley@tauntondeane.gov.uk

DRAFT ONLY

Appendix 1 to Estate Management Standard Report Dated 15th March 2011

TAUNTON DEANE BOROUGH COUNCIL

WHERE YOU LIVE - ESTATE MANAGEMENT SERVICE STANDARD

This service standard sets out the minimum standard that you can expect from Taunton Deane Borough Council Housing Services in terms of managing the estate in which you live.

We are committed to working with you our tenants to promote a sense of pride and respect for the area where you live.

To maintain our estates in good condition we will:

- Carry out estate walkabouts at least twice a year in partnership with the Tenants' Forum and other agencies. We will publicise the date and locations of the walkabouts on our website and through our tenant newsletters.
- Complete an action plan from each walkabout and report the outcomes to the Tenants Forum and those tenants who attended the walkabout.
- Consult with residents on estate project spending.
- Investigate reports of potentially abandoned properties within 10 days.
- Arrange for abandoned and untaxed vehicles to be removed when we identify them on our estates within 14 days.
- Arrange with the Environmental Protection Team (EPT) to remove items that have been fly-tipped. (They will wherever possible identify and prosecute those responsible.)
- Respond within 10 days to complaints about overgrown areas etc.. on our estates and keep complainants advised of progress until matters are resolved.
- Monitor the maintenance of flowerbeds, trees, shrubs, communal grassed areas and garage forecourts.
- Be vigilant to anti-social behaviour within our estates. (Please see our Anti-Social Behaviour Service Standard leaflet)
- Acknowledge reports of serious or dangerous vandalism within one day, and other vandalism within 10 working days and arrange for damaged TDBC property to be repaired.
- Remove offensive graffiti from our property within one working day and other graffiti within 28 days.

DRAFT ONLY

DRAFT ONLY

- Keep communal areas in blocks of flats in good repair, to include doors, lighting, locks and handrails etc.
- Provide information to all tenants on pest control services on request.
- Ask you if you are satisfied with our services and work alongside tenants on improving these services.

If you require further information please contact:

Estate Assistants,

Taunton Deane Borough Council,
The Deane House,
Belvedere Road,
Taunton,
TA1 1HE

Tel: 01823 356319

Email: estate.assistants@tauntondeane.gov.uk

Other agencies you can contact for advice include:

- Customer Contact Centre 01823 356356
- Parks Department 01823 356364
- Environmental Protection Team 01823 356339

If you would like this document translated into other languages or in Braille, large print, audio tape, or CD please telephone us on 01823 356356 or email us at: enquiries@tauntondeane.gov.uk

Bengali

অপনি যদি এই দলিলপত্র অন্য কোন ভাষায় অনুবাদ করে চান, বা ব্রেল, বড়ো ছাপার অক্ষর, অডিও-টেপ বা সিডিতে চান, তাহলে আমাদের টেলিফোন করুন এই নম্বরে 01823 356356 বা অথবা ই-মেল করুন enquiries@tauntondeane.gov.uk

Chinese

如果你要這文件翻譯成其他語言或盲人凸字,大號字,聲帶,或光碟,請致電我們,電話 01823 356356 或電郵 enquiries@tauntondeane.gov.uk

Hindi

अगर आप इस दस्तावेज़ का अनुवाद दूसरी भाषाओं या ब्रेल, बड़े अक्षरों वाली छपाई, ऑडियो टेप, या सीडी में चाहते हैं, तो कृपया हमें इस नंबर पर फ़ोन कीजिये 01823 356356 या यहाँ ईमेल कीजिये enquiries@tauntondeane.gov.uk

Portuguese

Se desejar a tradução deste documento para um outro idioma ou em Braille, letras grandes, cassete de áudio ou CD, contacte-nos pelo telefone 01823 356356 ou pelo endereço de correio electrónico enquiries@tauntondeane.gov.uk

Polish

W celu uzyskania niniejszego dokumentu w innym języku, w języku Braille'a, wydrukowanego dużym drukiem, nagranych na taśmę dźwiękową lub CD prosimy o kontakt pod numerem telefonu 01823 356356 lub na adres

**Appendix 2 to
Estate Management Service Standard
Dated 15th March 2011**

Impact Assessment Form and Action Table

What are you completing this impact assessment for? E.g. policy, service area	Estate Management
Section one – Aims and objectives of the policy/service	
Provide tenants with a clear list of commitments to maintain our estates.	
Section two – Groups that the policy or service is targeted at	
All groups – Disability groups may require specific help to understand the standard. Information may be required to in different languages, formats and greater explanation for tenants with mental health or learning difficulties.	
Section three – Groups that the policy or service is delivered by	
Skilled and trained Estates Officers – Management to ensure all staff are aware and given updated training.	
Section four – Evidence and Data used for assessment	
Assessment based on officer's knowledge of their estates. Customer profiling needed using information from application forms and NTVs – Action Plan.	
Section Five – Conclusions drawn about the impact of service/policy/function on different groups highlighting negative impact or unequal outcomes	
Personal contact with tenants should identify any special needs, in order to understand the standards. The standard will impact on all groups. Communicating information must offer different methods and data base established.	
Section Six – Examples of best practise	
Newsletters sent to some existing tenants in audio version.	

Signed: Person Manager Completed by		Signed: Group Manger/Director	
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Tenant Services Management Board – 15th March 2011

Proposal for Satellite Housing Office In Wellington

Report of – Paul Hadley (Estates Manager – Landlord Services)

Executive Summary

This report has been produced to propose establishment of a Satellite Housing Office Based in Wellington.

In 2007 the two Housing Estates Officers who covered the Wellington area began to make greater use of the facilities at the Wellington Community Office for satellite working in order to improve service to our tenants.

A locality based working project was commissioned in the same year to look at bringing together partner agencies with a view to providing a “one stop shop” facility for such services as Housing, Benefits, Tourism, Social Services and even Police. The project did not proceed much further than a scoping phase.

1. Purpose of the Report

To provide the Tenant Services Management Board (TSMB) with the opportunity to consider and comment on the proposal of establishing a Satellite Housing Office in Wellington.

2. Background to this report

Following the review of Housing Estates Teams in Oct 2010 and subsequent team and patch changes, the new Estates Officers have been examining the possibility of using an office in the Wellington area for a more permanent satellite office as a base for working in the Wellington area.

In early 2011 an office in the Wellington Town Hall building became available to rent through TDBC.

The Building currently houses Wellington Museum and the Community Office which is situated on the ground floor, Restorative Justice, Wellington Town Council and the Council Chambers, on the 1st floor it is here that there is a vacant office which would be well suited with a little alteration for use as a satellite office.

Currently officers make an approximate 16 mile round trip on each occasion they need to work in the area, this is about 4 times each week for each officer = 128miles weekly travelling to and from Wellington.

3. Proposal

It is proposed that if support and funding can be made available that an office in the Wellington Town Council Offices owned by TDBC be rented by the Housing Service. This would allow the establishment of a satellite office base for 2 x Estates Officers who work predominately in the Wellington area.

4. Approximate Costs

Room

Rent per annum	£1,500.00
Rates per annum	£726.00
Total per annum	£2,226.90

Other

Telephones and telephone lines x 2 – TBC
Internet access x 2 – TBC
Office furniture and equipment from DLO supplies
IT Equipment moved from existing office
Improve door security to office - £111.80

5. Diversity

A more improved service delivery than can currently be achieved. The office is situated directly over the Wellington Community Office, officers would be more accessible to tenants and members of the public (although no meetings would take place in the office, staff would continue to use the community office interview room).

The office could be utilised by other officers when working in the Wellington area.

6. Consultation

Both the shadow and Housing Portfolio Holder were briefed at Housing Briefing on Monday 7th Feb 2011 and support the proposal.

Officers have consulted with local councillors and received a broadly positive response to the proposal from those that have responded.

This proposal was presented to CMT on 14th March 2011

7. Outcomes

The outcomes that can be expected from the implementation of the proposal are:

- Reduction in essential user mileage claims of approximately 5500 miles per year by the two officers (44wks x 128 miles x 46.4p) would result in a potential saving of approximately £2,500 per year.
- Reduction in carbon emissions as result of reduced mileage by officers.
- Reduction in staff time lost due to travelling to and from Wellington each week, approximately 40 minutes for each round trip dependant on time of year. This could result in a total saving in officer time equivalent to approximately £2100+ per annum (40 x 8 x 44 ÷ 60 = 235hr = 6.35 weeks. Based on Grade F SCP 29).
- The office could be utilised by other officers when working in the Wellington area.
- Improvement in the working environment in the existing Estates Team Office by the removal of one desk. Space issues were raised during a recent H & S Inspection.

8. Risks

Support and Management of affected staff will be more challenging (require effective communications between colleagues, 1-2-1 and PREDS will assist, staff will attend weekly & monthly team meetings).

Mail.

Parking (one space provided).

Deane house office duties.

9. Recommendation

In the present financial climate, looking for alternatives and incorporating new and innovative ways of working, is the way forward to a more flexible and cost efficient service provision. This proposal offers the prospect of a more accessible and responsive service to our tenants as well as being financially beneficial to Taunton Deane Borough Council.

We recommend that the Tenant Services Management Board approve the proposal to establish a Satellite Housing Office in Wellington.

10. Contact Officers:

Paul Hadley, Housing Estates Manager, 01823 356332 Ext 2642,
p.hadley@tauntondeane.gov.uk

Taunton Deane Borough Council

Tenant Services Management Board –15th March 2011

Fire safety action planning for council housing blocks of flats

Report of Stephen Boland – Housing Services Lead

(This matter is the responsibility of Executive Councillor Jean Adkins)

1.0 Executive Summary

Report provides information to Tenant Services Management Board on the actions and progress made in relation to fire safety for council housing blocks of flats.

2.0 Background information

Work has been carried out by the Tenant Empowerment Team, Estate Management and the Property Services Section within Taunton Deane Borough Council, following the recent arson attack at a block of flats in Dorchester Road.

The Fire Service is supportive of the 5 key action areas:-

- Doors and windows in communal hallways;
- Waste and recycling;
- Risk assessment and training;
- Safety, security and storage; and
- Communications and involvement.

(Appendix A provides information on the progress to date in each of the key action areas).

3.0 Recommendation

It is recommended that the Tenant Services Management Board:

- Note the actions and progress achieved to date.

Contact: Stephen Boland Housing Services Lead
Direct Dial No 01823 356446
e-mail address s.boland@tauntondeane.gov.uk

Taunton Deane Borough Council

Draft Fire Safety Action Plan for Council Housing Blocks of Flats

1. Doors and Windows in Communal Hallways					
Ref.	Action	Owner	Deadline	Progress	Funding Sources
1.1	To develop a costed and prioritised plan to assess and where necessary replace internal windows and doors opening into communal hallways within blocks of flats.	Tim Haynes	31/01/11	<p>Properties have been identified where the blocks are of a similar design to that where the fire occurred in Dorchester Road. In addition, surveys have been completed to identify any further blocks that may have a window opening onto the communal hallway.</p> <p>Surveys have also been completed to identify where flats with a pvc front door open onto a communal hallway. This has identified that there are a number of properties, the majority in private ownership, where the door is pvc and does not comply with the necessary regulations. Letters have been sent to the residents advising of our findings and the need for the doors to be changed. Where residents refuse to comply, we would suggest a Fire home safety visit is carried out and will liaise with the Service over this.</p>	HRA & other sources to be identified to implement the plan.

				Identified that there are 24no. windows in North Taunton and 37no. elsewhere. 61no. in total. 2no. windows are programmed for replacement as part of the insurance works.	
	Exercise to carry out cost comparison between replacement ½ hour fire rated windows and 'pyroglass'	Tim Haynes	Ongoing 31/3/11	Further surveys will be undertaken on timber doors opening onto communal hallways during our 8-yearly cyclical maintenance programme.	HRA planned maintenance. To be determined.


2. Waste & Recycling					
Ref.	Action	Owner	Deadline	Progress	Funding Sources
2.1	Work with Somerset Waste Partnership to identify tailored solutions for safe storage of household waste and recyclables, initially for the 12 blocks of flats similar to Dorchester Road. Solutions to be consistent with a 'clear hallways' approach (see also 5.2)	Tracy Vernon	28/02/2011 On Target	The Somerset Waste Partnership has been sent a copy of the Fire Report in December 2010. Convenient dates have been requested to carry out a joint visit to each block, with a view to undertaking a feasibility study. The practicalities and associated costs for changes to the communal garden areas will then provide an estimate of costs. It is envisaged that a surveyor, the estates officer and tenants' champions will also be present. Any changes carried out will have a significant impact	HRA DEFRA Grant Others to be determined.

				on both tenants and leaseholders, in particular a rise in service charges.	
2.2	Provide advance notice of a programme of 'community clean up days' during 2011/12, targeting residential areas with blocks of flats	Stephen Boland with Scott Weetch	28/02/2011 and prior to each clean up day	Jayne Hares is working currently on the list of Community Clean Ups to be undertaken this year. In every case she will liaise with the Housing Officer for the area. Where areas have blocks of flats that have been covered before, an update will be given as to the results of those days.	Officer time within existing resources


3. Risk Assessment and Training					
Ref.	Action	Owner	Deadline	Progress	Funding Sources
3.1	Revised generic fire risk assessment for blocks of flats agreed and in place	David Woodbury	31/12/10	Draft risk assessment has been developed. Based upon the comments received we will continue to work with and develop this assessment process.	Officer time within existing resources
3.2	Key officers identified and trained in fire risk assessment of housing stock	James Barrah	Review 31/07/2011	James Barrah investigating the situation.	Officer time within existing resources
3.3	Programme of fire risk assessment of housing blocks published.	David Woodbury	Ongoing	Linked to work Tracy is doing. Final decision on officer training not yet made. – ongoing	Officer time within existing resources

4. Safety, Security & Storage					
Ref.	Action	Owner	Deadline	Progress	Funding Sources
4.1	To develop a costed and prioritised plan to install door entry systems on blocks of flats with communal hallways throughout Taunton Deane. Initial focus to be on 12 blocks similar to Dorchester Road. Note: 4 blocks already have a door entry system installed.	Tim Haynes	31/3/11	New 'fob' entry system has been identified as providing enhanced security. Meeting has been held with supplier and specification of works has been received. This system will provide monitoring of access and ease of use for those with a disability. Prices to be obtained for installation.	HRA & others to be identified to implement the plan.
4.2	To communicate to all tenants the importance of locking internal and external storage areas.	Stephen Boland	28/02/2011 On Target	Letter to be sent to all tenants in the 12 blocks, advising on the importance of locking storage areas. Estates Officer made aware.	Officer time within existing resources
4.3	To review options for the storage of mobility scooters outside of communal areas. Initial focus to be on 12 blocks similar to Dorchester Road, with lessons learned for wider application.	Tracy Vernon	28/02/2011 Deadline change to end of March 2011	Item 2.1 to be established in the first instance, prior to completion of item 4.3, Tenant Champions will assist in formulating the plan. Assistance from David Woodbury and further best practice research required on use of mobility scooters, to include consultation with occupational therapists.	Officer time within existing resources. HRA and other sources to be identified to fund implementation.
4.4	To work with the Police and Fire Service, Community Development Team and Estate Management to record 'hotspots' where arson or high levels of anti-social behaviour	Scott Weetch	28/02/11	TDBC are part of an anti-social behaviour forum that covers hotspot areas and individuals on a quarterly basis. Additional work will be undertaken with the DSFRS to	Officer time within existing resources

	occur			ensure that free home fire safety checks are completed as appropriate and other partnership work complementing this plan.	
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5. Communications and Involvement					
Ref.	Action	Owner	Deadline	Progress	Funding Sources
5.1	To establish a network of tenant/leaseholder fire safety 'champions' – one for each of the 12 blocks similar to Dorchester Road.	Tracy Vernon	31/01/11 Completed	<p>Following the consultation with tenants and leaseholders carried out in October 2010, volunteers were contacted with a view to setting up tenant champions. A change in the Estates Officers patches resulted in a loss of rapport with tenants prior to December 2010. A consultation campaign was undertaken during January 2011 in conjunction with the newly assigned Estates Officer. Flyers were sent to all residents in the blocks, encouraging involvement in recycling and security issues. The deadline for volunteers is 28th January 2011. To date 2 'champions' are willing to assist with the consultation.</p> <p style="text-align: center;">  U:\Depot\DLO Documents\Fire.pdf </p>	Officer time within existing resources

5.2	To work with identified 'champions' to pilot a 'Clear Hallways' (ie zero tolerance) approach to storage of items in communal hallways, aimed at 12 blocks initially, with review of lessons learned for wider application. Approach to be built into tenancy agreements and procedures.	Tracy Vernon	31/03/2011 On target.	Further work with Estates Officer required to identify an effective approach and marketing of changes.	Officer time within existing resources
5.3	To carry out fire safety awareness sessions for 'champions' in partnership with the Fire Service	Tracy Vernon	31/03/2011 On target.	If insufficient take up of champion volunteers, consider wider resident based fire safety awareness.	Officer time within existing resources
5.4	To produce a fire safety article in the Deane Housing News	Stephen Boland	October 2010 Completed	Autumn 2010, Issue 12 of Tenants Talk included full pages on Gas Safety Checks and Fire Safety in the Home (copy awaited)	
5.5	To revise the fire safety content of the welcome pack given to new tenants	Stephen Boland	October 2010 Completed	Welcome Pack for New Tenants now includes Fire Safety information (Section 7. Page 84) – This is given to all new tenants and available on the TDBC website (Copy attached) In addition the post tenancy visit questionnaires carried out by Estates Officers 4-6 weeks after the tenant moves in, asks the tenant if they have read the fire safety details and whether they require any further information.	

				 U:\Depot\DLO Documents\20081210	
5.6	To report the action plan and progress made o a regular basis to the Tenant Services Management Board	Stephen Boland	Jan 2011 On target	On March agenda for TSMB– Draft report to be presented for circulation prior to board meeting in March 2011.	Officer time within existing resources
5.7	To report the action plan and progress made to portfolio/shadow portfolio holders on a regular basis	James Barrah/Stephen Boland	Ongoing	Members to be briefed at housing briefing.	Officer time within existing resources