

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 18 February 2013 at 18:00.

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## **Agenda**

- 1 Apologies.
- 2 Minutes of the meeting of the Tenant Services Management Board held on 21 January 2013 and 4 February 2013 (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 Verbal Update on ALHCO Performance Update Report. Report of the Property Maintenance Manager.  
Reporting Officer: Steve Esau
- 6 Update Report on Performance Indicators Quarter Three 2012-13. Report of the Health and Housing Manager (attached).  
Reporting Officer: James Barrah
- 7 Update on Financial Statement Quarter Three 2012-13. Report of the Health and Housing Manager and Accountant (attached).  
Reporting Officers: Lucy Clothier  
James Barrah
- 8 Verbal Update on Creechbarrow Road Development Project. Report of the Health and Housing Manager.  
Reporting Officer: James Barrah
- 9 Tenants' and Leaseholders' Open Day and Tenant Services Management Board Annual General Meeting. Report of the Tenant Empowerment Manager (attached).  
Reporting Officer: Martin Price
- 10 Verbal Update on Welfare Reform Events. Report of the Tenant Empowerment Manager.

Reporting Officer: Martin Price

Tonya Meers  
Legal and Democratic Services Manager

14 March 2013

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 or Tenant Services Management Board Members 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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Lift access to the John Meikle Room and the other Committee Rooms on the first floor of The Deane House, is available from the main ground floor entrance. Toilet facilities, with wheelchair access, are also available off the landing directly outside the Committee Rooms.



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 the Corporate Support Unit on 01823 356414 or email [r.bryant@tauntondeane.gov.uk](mailto:r.bryant@tauntondeane.gov.uk)**

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## **Tenant Services Management Board Members:-**

Mr D Etherington (Chairman)  
Mr M Edwards (Vice-Chairman)  
Councillor R Bowrah, BEM  
Councillor S Brooks  
Mrs J Bunn  
Mrs E Drage  
Mr D Galpin  
Mr I Gould  
Mrs J Hegarty  
Mr K Hellier  
Mr R Middleton  
Mrs T Urquhart

**Minutes of the meeting of the Tenant Services Management Board held on Monday 21<sup>st</sup> January 2013 at 6:00pm in The John Meikle Room, The Deane House, Belvedere Road, Taunton.**

**Present:** Mr Dustyn Etherington (Chairman),  
Mr Mark Edwards (Vice-Chairman),  
Councillor Robert Bowrah and Councillor Steve Brooks, Mrs Jessie Bunn, Mr Dennis Galpin, Mr Ian Gould, Mr Kevin Hellier, Mr Robert Middleton, and Mrs Tammy Urquhart.

**Officers:** Shari Hallett (Business Support Lead), Caroline White (Housing Development Project Lead), James Barra (Health and Housing Manager), Martin Price (Tenant Empowerment Manager), Steve Boland (Housing Services Lead), Steven Clarke (Tenant Services Development Officer), Joy Wishlade (Strategic Director), Norah Day (Housing Estate Manager), Phil Webb (Housing Manager – Property Services), Rosie Reed (Tenant Services Development Officer), and Emma Hill (Corporate Support Officer).

**Others:** Councillors J Warmington and Councillor F Smith  
Graham Vickery from Halcon North Tenants & Residents Association

(The meeting commenced at 6.00pm)

**1. Apology**

Mrs E Drage and Mrs J Hegarty

**2. Minutes**

The minutes of the meeting held on the 17 December 2012 were taken as read and signed.

**3. Declaration of Interest**

The Chairman requested that the Members of the Tenant Services Management Board declare any additional declarations to be made, not already on the attached list of declarations.

Councillor Brooks declared a prejudicial interest as tenant of a Council owned property.

**4. Verbal Report and Demonstration of Housing Information Technology Systems.**

The Business Support Lead gave a verbal report and demonstration to the Members of the Board on the Housing IT systems Academy, CodeMan and COSY.

All three IT systems were not currently interlinked. The advantage of being able to link the New Deane DLO system to Academy and CodeMan would allow officers to access a wider variety of information but also to include the use of PDA's whilst officers were away from the office including updating and closing Job Tickets. This process is still done manually using the COSY system.

The 'Choice Based Letting' system, which was also not linked in with any other system, would be another possible link to share and widen the information base available to Officers. Although, currently there were restrictions on the level of information staff can access. This was linked to the requirements of their job.

The Academy system is a Capita produced programme and currently in use for five years. Housing Services continually refines the system to make it fit for use. The information contained on the system was based on the individual properties and tenancies.

Under the Property section of the programme were detailed breakdown on individual repair jobs for each property. These also included details about the property itself and any adaptations for disabilities, comments and notes section as well as any linked cases (these included reports of ASB) were also highlighted and the storage of any scanned documents such as certificates and communications

An additional facility was a system of pop-up messages acting as a reminder for officers.

With the Tenancy section of the Academy system, this would display details of the individual tenancy agreements including rent payments, rent arrears, term of tenancy and comments/notes. This would also include details of SWIPE Card for rent payments. Also displayed would be any information gathering during consultations including personal details about the tenants themselves.

Another future vision for these software systems was the ability to produce reports from the data stored within. Currently, only certain trained members of staff negotiate complex spider diagrams to produce information reports but the vision would be to develop the system to collate and produce regular reports and use this as a scheduling tool for job tickets and work programmes.

The COSY system was a Green Screen style system used by the DLO to open, maintain/update and close Job Tickets. Also CodeMan (known as AMP4) was used to record details of the Council's Stock Condition. This system was linked to hand held PDA's devices last year to enable offsite updates, when on site visits.

During the discussion of this item, board members made the following comments and asked questions. Responses shown in italics:

- The new DLO software, how well would it interface with existing Housing software?  
*This would be considered as part of the procurement process but using another Capita based system would be advantageous for such interfacing and linking the systems.*
- What would the current timescale for opening and closing job tickets?  
*Actual timescales for job tickets can vary depending on the job. But there currently were four staff dealing with Job Tickets. You would be looking at days not weeks but this depends on the job. The vision for the future would be PDA's.*
- Could the Council spread out the rent arrears payments?  
*Normally, separate arrangements would be made for the re-payment of rent arrears but normally the Council ask for this as a full payment.*

- What were the current safeguards for protecting tenant personal information stored on these systems?  
*The safeguards were that only staff that their job requires them to access this information was allowed. As to outside sources hacking into the servers and through the laptop encryption screen, this wouldn't be possible. Also TDBC doesn't share information that would be gathered through such medias as Consultation.*

**Resolved** that the officer's report be noted.

**5. Introduction from Housing Development Project Lead.**

The Housing Development Project Lead introduced herself and gave a verbal report to the Members of the Board in relation to the role of the post.

**Resolved** that the Board Members welcomed the officer and noted the Officers report.

**6. Verbal Update on Phase One New Housing Developments.**

The Health and Housing Manager gave a verbal update regarding the Phase one developments.

During the discussion of this item, board members made the following comments and asked questions. Responses shown in italics:

- I think there is no need to change the amount available for the TRGs by the responses given. Other Board Members gave general support for this.

**Resolved** that the officer's report be noted.

**7. Verbal Update on Welfare Reform.**

The Housing Services Lead gave a verbal update regarding Welfare Reform

**Resolved** that the officer's report be noted.

**8. Confidential Update on Halcon North Development.**

Councillor Brooks left the room before the discussion of this item after declaring a prejudicial interest.

The Tenant Services Management Board went into confidential session. The Health and Housing Manager gave a confidential verbal update on the Halcon North Regeneration Project.

**Resolved** that the officer's report be noted.

(The meeting ended at 8.00pm)

**Minutes of the meeting of the Tenant Services Management Board held on Monday 4 February 2013 at 6pm in Newton Road Community Hall, Newton Road, Taunton.**

**Present:** Mr Dustyn Etherington (Chairman), Mrs J Bunn, Mr D Galpin, Mr I Gould, Mrs J Hegarty, Mr R Middleton, Mrs T Urquhart.

**Officers:** James Barrah (Health and Housing Manager), Stephen Boland (Housing Services Lead), Rosie Reed (Tenant Services Development Officer) and Tracey Meadows (Corporate Support Officer).

**Others:** Martin Price (Tenant Empowerment Manager), Joy Wishlade (Strategic Director), Councillors Jean Adkins, Fran Smith and Jane Warmington.

**Public:** Miss Bleeks, Mrs Cure, Mrs Cure-E-Couto, Mrs Goddard, Miss Parsons, Mr Pierce, Mr Rawlins and Miss Wilkins.

(The meeting commenced at 6.00pm)

**1. Apologies**

Councillors Bowrah and Brooks, Mrs E Drage, Mr M Edwards and Mr K Hellier.

**2. Halcon North Regeneration – Creechbarrow Road Development Project. Report of the Health and Housing Manager, James Barrah.**

The Health and Housing Manager, James Barrah, gave a PowerPoint presentation on the Proposed Redevelopment of Creechbarrow Road. The report proposals to undertake a redevelopment of housing land at Creechbarrow Road, Taunton. It identifies two potential sections of a combined project, one to be in the ownership of a partner Housing Association, the other to be retained by the Council. The project has the potential to secure significant investment in the Halcon Ward for new housing and significantly increase the affordable housing stock in this location.

In relation to the Housing Association portion of the site the report seeks a decision to progress transfer of part of the site and a development of 30 affordable homes.

In relation to the TDBC portion of the site the outline of a scheme is set out, subject to a satisfactory detailed scheme appraisal. A request is made to approve the redevelopment of the TDBC portion of the site broadly in accordance with the sketch plan provided, and for that purpose to undertake activities.

After the presentation of this item, the Chairman read out comments from the Halcon Ward Councillors reflections on this proposal, this was circulated on separate sheets and acknowledge by the reporting Officer.

During the discussion of this item, board members and the public made the following comments and asked questions:- (*Responses shown in italics*)

- If the proposal goes ahead when will Knightstone want to start building?  
*Knightstone have a firm time scale on the site, the scheme needs to be finished by March 2015 as it is Time Bound, if not funding will be withdrawn.*
- Can we pick the accommodation/area that we are expected to move to?

*We need to reach a situation that is acceptable to everyone, there are limitations on stock but will do we can to accommodate you.*

- Are you going to payout compensation for the inconvenience of moving costs etc?  
*There is an award for disturbance, this is about £4,700, but it is based on individual needs.*
- Would the hub replace the Link Centre?  
*This has not been discussed yet, we need more details.*
- There is concern for the elderly and disabled, how are they going to manage if they have no one to help them move, these are their twilight years and they do not want the added stress of worrying about moving.  
*We have "Tailored Support" which will come in and pack your items for you.*
- Three residents have been living in the same block since they were built in 1976, how are you going to make sure that they stay together through the decanting?  
*We need to look at what support we can give these residents, this may be through Tailored Support or other methods.*
- Are the residents going to be phased in once the houses/flats are complete?  
*Residents will be phased in once parts of the scheme are completed.  
Decanting is not new to the Council, we will speak to the individual concerned and take into consideration their individual needs.  
People will benefit from a better standard of living, cheaper fuel costs, the physical look of the area and maintaining the community spirit.*
- We welcome these comments as residents fear that they may not go back to their home and it will not be the same community spirit that they have enjoyed.  
*Everyone that is decanted will be able if they wish to go back.*
- Concerns that you are only thinking of the land and what you can build on it.  
*This scheme is not a profit driven project; it is an investment in the area. We want to hear your concerns and fears, you can be assured that although there will be an impact we will make sure that it is as stress free as possible.*
- We just want the best for every tenant and all the problems need to be solved before you embark on this project. As the previous project was not appropriate for the area. It is a tough decision that we have been asked to make, but we are please that we are going to gain more family Council homes.
- Is there an expectation that you will put up the rent on these new properties?  
*This is expected as they will be brand new properties built to a code 4 standard. Social rent levels have not been looked at for 20 years, so this is a new thing for us; we need to balance all perspectives. Rents must be the same across the board as older stock is costing more to maintain due to planned maintenance.*
- Does that mean that you will also put up the Council Tax?  
*The District Valuer will look at this and we will be taking advice from them.*
- Why can't a condition be put in that previous tenants pay the same rent as they were before and when they vacate the property, the rent goes up to what it should be?  
*This is a bit tricky, due to administration and fairness.*
- On the Right to Buy Scheme how will this work as after 5 years you can apply to the Council to buy your property?  
*This properties are covered for 15 years, if you do decide that you wish to buy your property you will need to pay the full construction cost, with no discount applied. After 15 years the property discount is applied as per the Right to Buy Scheme.*

The Chairman read out the recommendations from the report. These were agreed by the board members but they also stated that the scheme did not address the other areas of deprivation in Halcon.

**Resolved** that the report would be look at by the Full Council in March 2013.

(The meeting ended at 7.35pm)

## **Declaration of Interests**

### **Tenant Services Management Board**

- Taunton Deane Borough Council Housing Tenants;
  - Councillor S Brooks
  - Mrs J Bunn
  - Mrs E Drage
  - Mr M Edwards
  - Mr D Etherington
  - Mr D Galpin
  - Mrs J Hegarty
  - Mr K Hellier
  - Mr R Middleton
  - Mrs T Urquhart
  
- Member of Somerset County Council – Councillor Brooks
  
- Family member a Taunton Deane Borough Council Housing Tenant;
  - Councillor Bowrah
  - Councillor Brooks

# Summary notes for TSMB 18<sup>th</sup> February 2013

## Health and Housing Quarter 3 / Outturn performance

### Overview & summary

Section	No. of measures	 Green	 Amber	 Red	N/A	Trend (from last quarter)
1) Managing Finances Housing	6	83% (5)	17% (1)	0% (0)		↓
2) Service Delivery – Satisfaction	9	78% (7)	11% (1)	11% (1)		↑
3) Service Delivery – Decent Homes	3	33% (1)	0% (0)	67% (2)		↔
4) Service Delivery – Manage Housing Stock	15	27% (4)	0% (0)	33% (5)	40% (6)	↑
<b>TOTALS</b>	<b>33</b>	<b>52% (17)</b>	<b>6% (2)</b>	<b>24% (8)</b>	<b>18% (6)</b>	

<b>Movement since Q2</b>		<b>+3%</b>	<b>+3%</b>	<b>+0%</b>	<b>-6%</b>
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### 8 RED ISSUES

Planned actions are off course.

- **Housing Services – Satisfaction Views Taken into Account.** The results are taken from our Status Survey which is completed every two years. The result will not change until the survey is re-run in 2013. Although we did not reach top quartile performance in the status survey, our results were still 73% satisfaction general needs, 78% supported Housing, 74% combined which puts us in the top quartile with all Councils nationally.
- **2 Measures for Decent Homes are off course.** Average SAP(energy efficiency) rating. Sustainable energy fund established in the business plan. New person in post to lead on retrofit project and has started to look at SAP ratings data. % dwellings without Gas Safety Certificate, work ongoing to address contractor performance.
- **1 Lettings Measure** slightly off target, 0.60% of dwellings are vacant and available to let against 0.5% target (improvement since last quarter by 0.03%).
- **Housing Services Diversity Information.** We hold 51% of diversity information but our target is 58%. The result has increased by 2% since last quarter.
- **3 Repairs and Maintenance measures relating to completion on time.** We have found issues regarding internal processes and job closures, we believe this is having an impact on the figures reported. Work is underway to investigate and address repairs performance.

### 2 AMBER ALERTS

Some uncertainty in meeting planned actions

- **Estate Management.** 96.59% Arrears are higher than usual due to payments not being posted and high levels of absence in the team.

- **Repairs and Maintenance.** 96.5% of tenants are satisfied with the repairs and maintenance service, our target is 98%

**17 ON TRACK** 😊

Planned actions are on course

- **Housing Managing Finances** – 5 measures are better than target.
- **Housing Overall Satisfaction** – 90% satisfaction, top quartile achieved.
- **Lettings Team Measures** – 7 measures are better than target.
- **Gas Servicing** satisfaction measure better than target development.
- **Decent Homes** this measure is on track.
- **Supported Housing Measures** – 2 measures are better than target.

#### **6 MEASURES UNDER DEVELOPMENT, NOT REPORTED OR WITHOUT ALERTS**

- Three Repairs and Maintenance Measures are under development (proportion of expenditure on emergency and urgent repairs, % of repairs completed right first visit, % of properties re-let that meet the lettable standard).
- Three Community Development measures do not require alerts.

# Health & Housing Services Scorecard Q3 2012/13

## Housing HRA

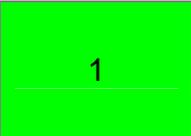
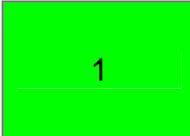
### KEY TO ALERTS

	Planned actions are on course		Some uncertainty in meeting planned actions		Planned actions are off course
	Performance Indicators are on target		Some concern that performance indicators may not achieve target		Performance indicators will not achieve target

### KEY TO QUARTILES

	1 <sup>st</sup> Quartile		2 <sup>nd</sup> Quartile
	3 <sup>rd</sup> Quartile		4 <sup>th</sup> Quartile

## 1. MANAGING FINANCES

MEASURE	MEASURE ALERT	ACTUAL	COMPARISON WITH ALL COUNCILS NATIONALLY			COMPARISON WITH ALL HOUSING PROVIDERS NATIONALLY		
			QUARTILE	NO. IN SAMPLE	TDBC RANK	QUARTILE	NO. IN SAMPLE	TDBC RANK
<b>1. Housing Revenue Account</b> Overall expenditure against budget		Forecast (£487,930) Variance (£42,501) HRA Revenue Scorecard on track	N/A	N/A	N/A	N/A	N/A	N/A
<b>2. Income Team</b> Former tenant arrears as a % of annual rent debit Target = 5%		0.49%		28	6		116	17
<b>3. Income Team</b> Rent written off as a % of annual rent roll Target = 0.70%		0.18%		29	15		114	47
<b>4. Income Team</b> % of rent lost through dwellings being vacant Target = 2%		0.92%		32	15		129	62

<p><b>5. Estate Management Team</b>  Rent collected as a % of rent owed including arrears b/f  Target = 98.3%</p>		<p>96.59%. The arrears are particularly higher than usual due to payments not posted onto the system over the Christmas period and the first week back. Also, the estates team had a very high level of absence. The estates officers are working on rent arrears as a priority.</p>	N/A	N/A	N/A	N/A	N/A	N/A
<p><b>6. Estate Management Team</b>  Rent collected as a % of rent owed excluding arrears b/f  Target = 98.3%</p>		<p>98.67%</p>	4	29	24	4	113	86

## 2. SERVICE DELIVERY – SATISFACTION

MEASURE	MEASURE ALERT	ACTUAL	COMPARISON WITH ALL COUNCILS NATIONALLY			COMPARISON WITH ALL HOUSING PROVIDERS NATIONALLY		
			QUARTILE	NO. IN SAMPLE	TDBC RANK	QUARTILE	NO. IN SAMPLE	TDBC RANK
<b>1. Housing Services</b> Tenants' satisfaction with landlord services overall Target = Top quartile performance status survey <i>Result from 2011 Status Survey, next survey planned for 2013</i>		Top quartile performance achieved - 90%	1 (as at 2011/12)	21	1	2 (as at 2011/12)	188	61
<b>2. Housing Services</b> % of tenants satisfied that their views are taken into account Target = Top quartile performance status survey <i>Result from 2011 Status Survey, next survey planned for 2013</i>		General Needs – 73% Supported Housing – 78% Combined – 74%  Actual performance achieved was 65.2% which is slightly above the TSA PI average of 64.1% at 2010.	1 (as at 2011/12)	18	3	2 (as at 2011/12)	179	88
<b>3. Lettings Team</b> % of tenants who have reported anti-social behaviour in the past 12 months, rating the help and advice given as excellent or good Target = 66%		93%	N/A	N/A	N/A	N/A	N/A	N/A
<b>4. Lettings Team</b> % of new tenants satisfied with the allocations and letting process Target = 86%		93%	4	10	9	3	50	37

<b>5. Lettings Team</b> % of new tenants satisfied with the lettable standard of property Target = 86%		93%	N/A	N/A	N/A	N/A	N/A	N/A
<b>6. Repairs &amp; Maintenance</b> % of tenants satisfied with the most recent repair Target = 98%		96.5% There has been some logistical issues with our gas contractor which has resulted in issues of appointments not being met. We have had discussions with Alhco and improvements have been made.	2	24	11	2	112	39
<b>7. Supported Housing</b> % of tenants satisfied with the Sheltered Housing service Target = 86%		89% achieved in Status Survey April 2011 (Status Survey is completed every two years, next due April 2013)	N/A	N/A	N/A	N/A	N/A	N/A
<b>8. Supported Housing</b> % of tenants satisfied with the Extra Care Housing service Target = 86%		This is collected annually in Sept/Oct, the 2011 satisfaction figure is 91.5%. This years survey is underway results available next quarter.	N/A	N/A	N/A	N/A	N/A	N/A
<b>9. Satisfaction of Gas Servicing</b> % of tenants satisfied with the Gas Service procedure Target = 90%		99.9%	N/A	N/A	N/A	N/A	N/A	N/A

### 3. SERVICE DELIVERY – DECENT HOMES

MEASURE	MEASURE ALERT	ACTUAL	COMPARISON WITH ALL COUNCILS NATIONALLY			COMPARISON WITH ALL HOUSING PROVIDERS NATIONALLY		
			QUARTILE	NO. IN SAMPLE	TDBC RANK	QUARTILE	NO. IN SAMPLE	TDBC RANK
<b>1. Asset Management</b> % of homes that fail to meet the Decent Homes standard Target = 0.5%		0.03%	2 (as at 2011/12)	43	20	3 (as at 2011/12)	290	178
<b>2. Asset Management</b> Average SAP (energy efficiency) rating of housing stock Target = 70		66.08 Sustainable energy fund established in business plan, officer in post from January 2013 who will be working on projects to improve this performance	3 (as at 2011/12)	36	24	4 (as at 2011/12)	233	197
<b>3. Asset Management</b> % of dwellings with a valid gas safety certificate Target = 100%		100% was not achieved this quarter.						

#### 4. SERVICE DELIVERY – MANAGE HOUSING STOCK AND MAINTENANCE SERVICE TO MEET THE NEEDS OF THE TENANTS

MEASURE	MEASURE ALERT	ACTUAL	COMPARISON WITH ALL COUNCILS NATIONALLY			COMPARISON WITH ALL HOUSING PROVIDERS NATIONALLY		
			QUARTILE	NO. IN SAMPLE	TDBC RANK	QUARTILE	NO. IN SAMPLE	TDBC RANK
<b>1. Lettings Team</b> % of closed ASB cases that were resolved Target = 66%		93.06%	2	29	13	2	141	58
<b>2. Lettings Team</b> Average re-let time (calendar days) Target = 21 days		20.85 days	1	30	8	2	140	39
<b>3. Lettings Team</b> % of dwellings that are vacant but unavailable to let (this includes dwellings undergoing or awaiting major works, held for decant, illegally occupied or awaiting demolition) Target = 0.5%		0.60% Whilst this remains off target performance has improved since the last quarter by 0.03%. Management decision to hold works on 3 x 4 bed properties in the Halcon area due to the level of works required exceeded agreed cost ceiling. Additionally 1 x property in Wellington where soundproofing works required, consultation being conducted with leaseholders in the block.	3	27	17	3	125	80

<b>4. Lettings Team</b> % of dwellings that are vacant and available to let Target = 0.5%		0%	1	28	1	1	126	1
<b>5. Repairs &amp; Maintenance</b> % of properties re-let that meet lettable standard (20% sample) Target = 100%		Under development						
<b>6. Lettings Team</b> % of properties accepted on first offer Target = 75%		81.16%	1	15	4	1	67	11
<b>7. Housing Services</b> % of tenants on whom the landlord holds diversity information Target = 58%		51.33%	N/A	N/A	N/A	N/A	N/A	N/A
<b>8. Repairs &amp; Maintenance</b> Proportion of expenditure on emergency and urgent repairs to HRA dwellings compared to non-urgent repairs expenditure to HRA dwellings. Performance criteria = lowest Target = 15%		Under development						
<b>9. Repairs &amp; Maintenance</b> % of repairs completed on first visit Target = TBC		Under development						
<b>10. Repairs &amp; Maintenance</b> Completion of repairs within priority target times: Emergency (within 24 hours) Target =98%		92.01% We have found an issue regarding internal processes and jobs being closed on our system, we believe this is having a large impact on our call times. We have staff working on	4	32	29	4	178	167

		clearing the backlog, once this has been done we will be able to monitor job completion times more effectively.						
<b>11. Repairs &amp; Maintenance</b> Completion of repairs within priority target times: Urgent (within 3 working days) Target =94%		65.52% As above	4	32	31	4	167	166
<b>12. Repairs &amp; Maintenance</b> Completion of repairs within priority target times: Non Urgent (up to 28 days) Target =85%		80.62% As above	4	32	29	4	174	168
<b>13. Community Clean ups</b> Number of events held, broken down by area	Alert not required.	No Community Clean up events held over the winter period.	N/A	N/A	N/A	N/A	N/A	N/A
<b>14. Tonnage removed</b> From clean ups, broken down by event	Alert not required.	None – see above	N/A	N/A	N/A	N/A	N/A	N/A
<b>15. Events supported</b> Number of events/activities put on or supported by the team, broken down by area	Alert not required.	<p>North Taunton:</p> <ul style="list-style-type: none"> <li>• Community Cooking, Priorswood</li> <li>• Christmas Bazaar, Priorswood</li> <li>• Christmas Market, Priorswood</li> </ul> <p>East Taunton:</p> <ul style="list-style-type: none"> <li>• Halloween event</li> <li>• Christmas Party</li> <li>• Halcon Brunch Club – every Monday and Friday morning during the school holiday periods</li> <li>• Link Power – volunteers tidying up the neighbourhood</li> </ul>	N/A	N/A	N/A	N/A	N/A	N/A

- |  |  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|--|
|  |  | <ul style="list-style-type: none"><li>• Two planning meetings with Friends of Hamilton Gault</li><li>• Six weeks of Christmas crafting with adults</li><li>• 3 Coffee mornings at Newton Road</li><li>• Domestic Abuse Awareness, Asda</li></ul> |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|--|

18 – 25'ers, a group of young people who are taking action for themselves to lobby for activities and facilities for their specific age group.

## Taunton Deane Borough Council

### Housing Services Performance Information Oct – December 2012

Listed below are indicators and data which show how Taunton Deane Borough Council Housing Services have performed. These indicators were chosen by the Tenant Services Management Board.

Key		Performance is on target		Performance may not achieve target		Performance will not achieve target
		Performance has improved since it was last reported		Performance has remained the same since it was last reported		Performance has declined since it was last reported

Indicator	Target 2012/13	Oct to December 2012	Performance	Trend
Percentage of tenants who were satisfied with landlord services overall.	To score in the top 25% of social housing landlords.	90%		
Income collected as a percentage of the rent owed. Figures over 100% indicate that arrears have been cleared.	98.3%	98.67%		
Percentage of closed ASB cases, that were resolved.	66%	93.06%		
Percentage of tenants who have reported anti-social behaviour in the past 12 months and who have rated the help and advice given as excellent or good.	66%	93%		
Average time taken to re-let empty properties (calendar days).	21 days	20.85		N/a
Percentage of new tenants satisfied with the lettable standard of the property.	86%	93%		
Percentage of tenants satisfied with the repairs and maintenance service.	98%	96.5%		
Completion of repairs within the target time of 24 hours.	98%	92.01%		
Completion of repairs within the target time of 3 days.	94%	65.52%		
Completion of repairs within the target time of up to 28 days.	85%	80.62%		

If you have any questions about the information above, please contact the Tenant Empowerment Team, Telephone: 01823 356327, E-Mail: [tenant.empowerment@tauntondeane.gov.uk](mailto:tenant.empowerment@tauntondeane.gov.uk)

## Housing Revenue Account Finance Scorecard

2012/13 - Quarter 3

Income	Budget for the Financial Year 2012/13	Actual Spend Apr-Dec	% of Budget Spent Apr-Dec	Forecasted Spend for Financial Year 2012/13	Forecasted Over/(Under) spend	RAG Status	Comments
General Dwelling Rents	-19,352,790	-14,517,646	75.0%	-19,401,912	-49,122	GREEN	Voids remain slightly lower than budgeted
Non Dwelling Rents (Garages, Shops and Land)	-576,970	-460,542	79.8%	-527,983	48,987	GREEN	Pressure in garages due to low vacancy take up in some areas.
Supported, Sheltered & Extra Care	-3,980,230	-3,129,472	78.6%	-4,022,973	-42,743	GREEN	Voids in Supported and Extra Care marginally higher than budgeted. However the Supporting People contribution is higher than budgeted
Other Income (Rechargeable Repairs, Leaseholder Charges and Contribution from TDBC)	-266,040	-247,405	93.0%	-392,667	-126,627	GREEN	Leaseholder income of £132k which is offset by unbudgeted expenditure.
<b>Total Income</b>	<b>-24,176,030</b>	<b>-18,355,065</b>	<b>75.9%</b>	<b>-24,345,534</b>	<b>-169,504</b>		

Expenditure	Budget for the Financial Year 2012/13	Actual Spend Apr-Dec	% of Budget Spent Apr-Dec	Forecasted Spend for Financial Year 2012/13	Forecasted Over/(Under) spend	RAG Status	Comments
Supervision & Management	3,396,350	1,512,774	44.5%	3,365,379	-30,971	GREEN	Savings from Community Development manager post and pension scheme offset by additional temporary staff in Property Services.
Repairs & Maintenance - Planned	1,369,000	624,472	45.6%	1,064,319	-304,681	RED	Some Planned Maintenance not going ahead this year and Planned Electrical lower than budgeted.
Repairs & Maintenance - Responsive	3,231,620	1,988,406	61.5%	3,548,854	317,234	RED	Pressures in general maintenance and responsive electrical
Voids	1,099,930	1,185,409	107.8%	1,345,667	245,737	RED	Additional voids expected due to benefit changes and void properties in Halcon.
Supported, Sheltered & Extra Care	720,070	631,354	87.7%	681,603	-38,467	GREEN	Actuals to date are high due to the Deane Helpline contract having been fully paid for the whole year
Other Expenditure (Communal and Rechargeable Costs, Tenants Forum and Debt Management Costs)	886,330	571,552	64.5%	832,032	-54,298	GREEN	Insurance costs have been lower than budgeted.
<b>Total Expenditure</b>	<b>10,703,300</b>	<b>6,513,967</b>	<b>60.9%</b>	<b>10,837,853</b>	<b>134,553</b>		

HRA Revenue	Budget for the Financial Year 2012/13	Actual Spend Apr-Dec	% of Budget Spent Apr-Dec	Forecasted Spend for Financial Year 2012/13	Forecasted Over/(Under) spend	RAG Status	Comments
Contribution to Major Repairs Reserve (Incl. Capital Programme)	6,269,770	N/A	N/A	6,269,770	0	GREEN	
Contribution to TDBC for Repayment of Transformation Project Loan (Funded through Procurement Savings)	445,500	N/A	N/A	437,950	-7,550	GREEN	Small variance in expected procurement savings
Net Interest (Interest payable on loans less interest received on HRA balance)	3,745,870	N/A	N/A	2,928,870	-817,000	GREEN	Current forecasts show interest rate savings of £817k for 2012/13
Contribution to Repayment of Loans and Social Housing Development Fund	2,523,660	N/A	N/A	3,340,660	817,000	GREEN	
<b>Total Other Expenditure</b>	<b>12,984,800</b>	<b>N/A</b>		<b>12,977,250</b>	<b>-7,550</b>		

HRA Revenue	Budget for the Financial Year 2012/13	Actual Spend Apr-Dec	% of Budget Spent Apr-Dec	Forecasted Spend for Financial Year 2012/13	Forecasted Over/(Under) spend	RAG Status	Comments
<b>Total Housing Revenue Account</b>	<b>-487,930</b>	<b>-11,841,099</b>		<b>-530,431</b>	<b>-42,501</b>	<b>GREEN</b>	

**Housing Revenue Account Finance Scorecard  
2012/13 - Quarter 3**

Capital Programmes	Budget for the Financial Year 2012/13 - Requested for approval	Actual Spend Apr-Dec	% of Budget Spent Apr-Dec	Forecasted Spend for Financial Year 2012/13	Forecasted Over/(Under) spend	RAG Status	Comments
Bathrooms	960,000	472,898	49.3%	960,000	0	GREEN	Aiming to provide 360 bathrooms rather than 200 using the current provider.
Roofing	960,000	514,016	53.5%	960,000	0	GREEN	Rate of work to be increasing during the year
Windows	665,000	459,606	69.1%	665,000	0	GREEN	207 windows completed from target of 266
Heating	230,000	1,673	0.7%	230,000	0	GREEN	Contract not yet started
Doors	240,000	118,485	49.4%	240,000	0	GREEN	435 replaced, amended target of 500
Fire Safety Works in Communal Areas	175,000	94,678	54.1%	175,000	0	GREEN	Phase 1 and 2 nearly complete. Phase 3 uncertain in this financial year
Cladding	332,000	0	0.0%	0	-332,000	RED	Structural surveys underway. Unlikely for work to start this financial year.
Fascias and Soffits	220,000	103	0.0%	220,000	0	GREEN	Work to start in February
Air Source Heat Pumps	600,000	265,533	44.3%	600,000	0	GREEN	Additional properties identified.
Door Entry Systems	150,000	1,416	0.9%	150,000	0	GREEN	7 schemes now completed
Aids and Adaptations	200,000	89,412	44.7%	110,588	-89,412	RED	
Disabled Facilities Grant	300,000	109,315	36.4%	196,754	-103,246	RED	
IT Development	15,000	11,533	76.9%	11,533	-3,467	GREEN	Additional costs may be incurred for ICT costs associated with Academy upgrade.
Soundproofing	20,000	0	0.0%	2,500	-17,500	RED	Dependent on properties becoming void.
Meeting Rooms	40,000	2,239	5.6%	40,000	0	GREEN	Programme doubled and work underway
Asbestos Works	185,000	32,096	17.3%	185,000	0	GREEN	Responsive at voids or other works. Unexpectedly high volume found prior to heating and roofing refurbishments.
Tenants Improvements	3,000	650	21.7%	3,000	0	GREEN	
Kitchens	180,000	50,513	28.1%	180,000	0	GREEN	Kitchens are being fitted where possible to bring in line with decent homes.
Deane Helpline	25,000	0	0.0%	25,000	0	GREEN	
<b>Total Capital Programmes</b>	<b>5,500,000</b>	<b>2,224,164</b>	<b>40.4%</b>	<b>4,954,375</b>	<b>-545,625</b>		

Right to Buy	Sales	Total Receipts	Retainable Receipts	Spend Needed Within 3 Years	RAG Status	Comments
Cumulative to Quarter 3 2012/13	23	1,573,693	831,587	2,771,957	GREEN	

# Taunton Deane Borough Council

## Tenant Services Management Board 18<sup>th</sup> February 2013

### Tenants' and Leaseholders' Open Day Tenant Services Management Board Annual General Meeting

#### Report of the Tenant Empowerment Manager

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

#### 1. Executive Summary

A Tenants' and Leaseholders' Open Day is an event which typically runs all day (morning to evening, times to be agreed) and gives tenants and leaseholders an opportunity to gain information on and ask questions about topics that are of interest to them. The day is informal in terms of tenants and leaseholders can pop in at any time during the day; appointments do not have to be made.

The first such event was held in April 2011 and received a very positive feedback with over 100 tenants attending. The second event in 2012 proved even more successful in terms of numbers attending and feedback.

The Tenant Services Management Board (TSMB) has previously taken the decision to hold its Annual General Meeting (AGM) at the end of the open days. A decision on continuing this practice is needed for the 2013 AGM.

#### 2. Background

The two Tenants' and Leaseholders' Open days have been held in April since their introduction in 2011. The venue has been the Somerset County Cricket Ground and over 100 tenants and leaseholders have attended each event, with over 20 stalls available including various departments of Taunton Deane Borough Council and representatives from external organisations who were able to answer questions on a wide variety of housing related issues and other matters.

A questionnaire was circulated in order to seek the views of those attending the event. Results from 2012 included:

- 36% of respondents rated the day as 'Excellent', 42% as 'Good'. Two respondents considered the event to be 'okay', and nobody stated it to be 'poor' or 'very poor'.

- 100% of respondents agreed that there were enough departments available on the day

The Tenant Services Management Board (TSMB) was presented with a paper on feedback from the event at its meeting on the 22<sup>nd</sup> May 2012. It should be noted that at the meeting of the 17<sup>th</sup> May 2011 the TSMB resolved that the Tenants' and Leaseholders' Open Day should be an annual event.

### **3. Tenants' and Leaseholders' Open Day 2013 – Venue and Date**

There seems to be common agreement amongst tenants, leaseholders, councillors, staff and external organisations that the Somerset County Cricket Ground was a success as a venue, especially due to its central location and availability of parking spaces.

As the date of the TSMB AGM has been scheduled for the 22<sup>nd</sup> April 2013 the Tenant Empowerment Team has booked a function room at the Somerset County Cricket Ground for the whole day on this date.

### **4. Tenants' and Leaseholders' Open Day 2013 - Timing**

The 2011 event ran from 11am until 7pm. It should be noted that the amount of tenants attending the event reduced significantly after 5pm. TDBC also received feedback that some of the organisations left the event early and perhaps a shorter day would be more effective. It was therefore agreed by the TSMB that the 2012 event should be open from 10am to 5pm.

### **5. Tenants' and Leaseholders' Open Day 2013 – Invitations to be stallholders**

By looking at the organisations that attended last year and examining the feedback forms a suggested list of organisations and TDBC departments has been drawn up:

#### **a) Tenant and Leaseholder Organisations**

Tenant Services Management Board  
Tenants' Forum  
Leaseholders' Forum

#### **b) TDBC Housing Services**

Estates Management  
Leaseholder Section  
Property Services  
Repairs Section  
Supported Housing  
Housing Options  
Community Development

#### **c) Other TDBC Sections**

Housing Benefits

DLO  
Deane Helpline  
Environmental Health  
Somerset West Private Sector Housing Partnership  
Housing Enabling (developing new homes)

#### **d) Non TDBC Organisations**

Citizens Advice Bureau  
Centre for Sustainable Energy  
Avon and Somerset Police  
Age UK  
Job Centre  
SCAT  
Devon and Somerset Fire Service  
ALHCO

The feedback from last year's event contained a question on how to improve the event in the future. The replies received stated:

1. More repair assistants as the stall was very busy on when they went there. This was also the recommendation of the TSMB at its meeting on the 22<sup>nd</sup> May 2012.
2. More councillors should be there.
3. Some of the stalls went home early.

#### **6. Tenants' and Leaseholders' Open Day 2013 - Publicity**

Analysis of feedback from attendees shows that the most popular way of hearing about the 2012 event was by Invitation letter (92%) followed by "other" (5%) and Taunton Deane Borough Council's website (3%). No respondents indicated they heard about the event via a Housing Officer, the newspaper article or neighbours.

It is therefore the intention that each tenant and leaseholder will be sent an invitation to the event, detailing time, venue and stall holders. Even though other forms of publicity did not prove to be particularly popular it would not be time consuming or expensive to advertise the event in the Somerset County Gazette, on the TDBC website, on the TV screens in the reception of The Deane House and at satellite offices in the borough.

#### **7. Tenant Services Management Board AGM – Timing and Venue**

The Terms of Reference of the TSMB state that:

"An Annual General Meeting will be held in April each year, or within 15 months of the previous AGM"

Last year the AGM of the TSMB formed part of the Tenants' and Leaseholders' Open Day, with the formal meeting held at 4pm.

It has already been agreed that the AGM will be held on the 22nd April 2013. This date has been publicised in the Annual Report to Tenants and Leaseholders calendar that was sent out.

As well as the date detailed in the Annual Report to Tenants and Leaseholders calendar if the TSMB agrees to hold the AGM on the same date as the Tenants' and Leaseholders' Open Day (as it did last year) information could form part of the invitation letter sent out to all tenants and leaseholders.

There is no set format to the AGM. However, it is customary to include agenda items such as:

- reports from the outgoing Chairperson on the board's activities during the year
- reports on issues that face the TSMB and Housing Services in the coming year
- Consider and vote on any resolutions put forward by tenants
- Elect the TSMB's Chairperson and Vice Chairperson

## **8. Finance Comments**

The cost of hiring a function room at the Somerset County Cricket Ground is free up to 5pm, with an additional charge to keep the venue open until 7pm. There would also be a cost to provide lunch for stall holders (dependant on how many stall holders are at the event) and teas/coffees/water throughout the day.

There would also be a cost of sending invitation letters to each tenant and leaseholder.

The main costs of the AGM would be the hire of the venue and publicity. However, if the TSMB agrees that the AGM will be held at the same venue of the Tenants' and Leaseholders' Open Day the expenditure will be included in the cost of this event.

The cost of the event can be funded from existing budgets.

## **9. Legal Comments**

There are no legal issues arising from this report.

## **10. Links to Corporate Aims**

The event can contribute positively to the following council aims: Tackling Deprivation and Sustainable Community Development; Regeneration; and Affordable Housing and Climate change.

## **11. Environmental Implications**

There are no environmental implications arising from this report.

## **12. Community Safety Implications**

The event gives the opportunity for tenants and leaseholders to hear what TDBC does to tackle anti-social behaviour and be able to ask questions of the relevant officers.

### **13. Equalities Impact**

A function room of the Somerset County Cricket Ground has been chosen as it has easy access for all.

The invitation letter will include a section that will allow tenants and leaseholders to have the information translated into a different language if necessary, in Braille, large print, audio tape or CD.

### **14. Risk Management**

There are no risk management issues arising from this report.

### **15. Partnership Implications**

The main aim of this event is to provide information to tenants and leaseholders that they will find interesting and worthwhile. It is therefore important to invite TDBC's partners to allow a wider amount of information.

### **16. Recommendations**

It is recommended the Tenant Services Management Board:

- Note this report
- Review and comment on the organisations to invite to the event as detailed in Section 5
- Review and comment on the timing of event as detailed in Section 4
- Comment on the methods of publicity as detailed in Section 6
- Consider the venue and timing for the TSMB Annual General Meeting as detailed in Section 7

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