

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 16 November 2015 at 18:00.

Agenda

- 1 Welcome and Notices.
- 2 Apologies.
- 3 Minutes of the meeting of the Tenant Services Management Board held on 26 October 2015 (attached).
- 4 Public Question Time.
- 5 Declaration of Interests
To receive declarations of personal or prejudicial interests, in accordance with the Code of Conduct.
- 6 Housing Revenue Account Financial Monitoring Quarter 2 2015/16
Reporting Officer: Lucy Clothier
- 7 Performance Indicators Quarter 2 2015/16
Reporting Officers: Terry May
Simon Lewis
- 8 Sheltered Housing Service and charges
Reporting Officer: Stephen Boland
- 9 Your guide to Asbestos leaflet
Reporting Officer: Terry May
- 10 Creechbarrow Road Development Update
Reporting Officer: Rachel Searle

The following items are likely to be considered after the exclusion of the press and public because of the likelihood that exempt information would otherwise be disclosed relating to the Clause set out below of Schedule 12A of the Local Government Act 1972.

Bruce Lang
Assistant Chief Executive

09 December 2015

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.

Except at meetings of Full Council, where public participation will be restricted to Public Question Time only, 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.

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

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Tenant Services Management Board Members:-

Mr A Akhigbemen

Councillor C Appleby

Mr R Balman

Councillor R Bowrah, BEM

Mrs J Bunn

Ms M Davis

Mr D Galpin

Mrs J Hegarty

Mr K Hellier

Mr I Hussey

Mr R Middleton

Ms D Pierowicz

Minutes of the meeting of the Tenant Services Management Board held on Monday 26 October 2015 at 6pm in The John Meikle Room, The Deane House, Belvedere Road, Taunton.

Present: Mr R Balman (Chairman)
Ms M Davis (Vice-Chair)
Mr A Akhigbemen, Mrs J Bunn, Mr D Galpin, Mrs J Hegarty, Mr I Hussey, Mr R Middleton, Ms D Pierowicz, Councillor Bowrah, and Councillor Appleby.

Officers: Shari Hallett (Business Support Lead), Martin Price (Tenant Empowerment Manager), Stephen Boland (Housing Services Lead – Housing Communities), Terry May (Assistant Director – Property & Development), Sophie Trowbridge (Housing Income Officer), James Barrah (Director of Housing & Communities), and Emma Hill (Democratic Services Officer).

(The meeting commenced at 6.00pm)

1. Welcome

The Chairman welcomed Ms Dorota Pierowicz as the new member of the Tenant Services Management Board.

2. Apologies

Mr K Hellier
Councillor Beale and Warmington.

3. Minutes

The Minutes of the meeting of the Tenant Services Management Board held on 14 September 2015 and 13 October 2015 were taken as read and were signed.

4. Public Question Time

No questions received for Public Question Time.

5. Declarations of Interests

Councillor Bowrah declared a personal interest as member of his family were Taunton Deane Borough Council Housing Tenants and declared a personal interest as family member had applied to the Council's Right to Buy Social Mobility Fund 'Homeownership' Cash Incentive Scheme.

Councillor Appleby declared a personal interest as Leaseholder of Taunton Deane Borough Council property.

Mr A Akhigbemen, Mr R Balman, Mrs J Bunn, Ms M Davis, Mr D Galpin, Mrs J Hegarty, Mr I Hussey, Ms D Pierowicz, Mr R Middleton declared personal interests as Taunton Deane Borough Council Housing Tenants.

6. Report on Fees and Charges 2016/2017

Considered report previously circulated, concerning the proposed fees and charges for Housing and Community Services in 2016/17.

The housing service charged its service users for the services that they used. These charges were set locally each year.

It was proposed to increase fees and charges by applying Retail Price Index (RPI) inflation as at September 2015. The individual fees and charges had been set out in a separate document which accompanied this covering report.

In line with the approved HRA Business Plan, the Fees and Charges for 2016/17 had been increased across the board by 0.8% with the following exceptions:

- Provision of meals at Kilkenny Court would be increased in accordance with the meal service contract.
- Charges for properties not on mains sewer would be increased in line with Wessex Water increases, once known (Wessex Water rates for sewer standing charge per annum and poundage charges were used in the system calculation).

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

- The report mentions 'No exceptions' to the increase but the Grounds Maintenance charges had remained the same?
There were no exceptions to the increase by if you applied 0.8% to the Grounds Maintenance charges (60p), the increase did not make it up to 61p so with rounding up the charge stayed the same.
- Why was RPI being used and not CPI? Was this included in the Business Plan?
The decision to use RPI when calculating service charges came from the Business Plan. The officer said they would investigate why the Council uses RPI and not CPI but CPI was much lower and if the Council used CPI, then the calculations and predictions may not stack up concerning affordability for the Council in the long term.
Currently, it stated in the Business Plan that Service Charges would be calculated using RPI and rent would be calculated using CPI +1% but this had now been overridden but new government policy which stated there would need to be 1% decrease in rents. This would be looked at by the Council later in the year.
- It would be helpful to Members and Tenants an explanation as why the service charge increase and what they were paying for?
Officers could review the letter that would go out to Tenants and see if this could be included if not it could be included in more detail in the Frequently Asked Questions information sheet that went out with the letter.
- Was the 0.8% increase on service charges adequate to cover the Council additional costs?
Probably not and I am unable to give the Board details regarding each individual service charge but this was what the Council was tied into for the moment. This would be looked in detail during the Business Plan review project.
- Who decided that the Council should use the 0.8%?
The percentage was published by the government on monthly basis. This figure was verified by the Council's accountants.
- Looking at the increases to properties not on mains sewer now being brought in

line with Wessex Water Charges. Please could you explain what this means?
This meant any Council properties that were not on mains sewer and therefore pay service charges to the Council not Wessex Water would see an increase in charges to come in line with Wessex Water charges. The Council had a specific calculation done by our computer systems at the same rate as Wessex Water.

Resolved that the Officer's report be noted and made comment on the proposed fees and charges for 2016/17 as set out in this report.

7. Report on Any Day Direct Debits for Payment of Housing Rent

Considered report previously circulated, concerning the proposed alterations to the available dates the Council could offer Tenants to pay their rent via Direct Debit.

The Housing Revenue Account (HRA) relied upon prompt payment of rental income due. Currently a number of payment methods included direct debit were offered to tenants to allow them to pay rent. With the introduction of universal credit, where tenants would receive all benefit monies, which included rent directly, it was imperative that Taunton Deane Borough Council could offer payment methods that would allow payment of rent as soon as funds become available to the tenant.

It was proposed that from the 1 November, Taunton Deane Borough Council (TDBC) Housing Department would be offering tenants the ability to pay rent by direct debit weekly (collected on a Friday), fortnightly (collected on Monday), or any day of the month between 1-28. Other methods of payment such as standing order, would remain but this allowed the Council to offer more flexible payments and begin to respond to the changes that would result from Universal Credit.

At present, only three methods of direct debit payment were offered to TDBC tenants, monthly payment on the 3rd of the month, monthly payment on the 20th of the month, fortnightly payments on the Monday of each fortnight. This did not allow for direct debit payments to be made on any day of the month. Benefit payments might be made on any day of the month with the introduction of Universal Credit.

Weekly direct debit collections, and direct debit collections on the 1,2,4,5,6,7,8,9, 10,11,12,13,14,15,16,17,18,19,21,22,23,24,25,26,27,28 of the month would be newly set up and available from 1st November 2015.

If the board supported officer's recommendations, the Council proposed to publish an article in the tenants' newsletter. The Council would also mail all tenants to offer them the opportunity to set up a new direct debit, as well as publishing details on the screens in reception.

In order to set up the new collections it had been necessary to temporarily cover the direct debit functions with additional capacity at grade D (a second temporary Income Assistant) so that the Income Officer could undertake the set up work. This had been funded from previous year underspends and funding ceases at the end of March 2016. It was hoped that the day to day running of the additional services could be accommodated through the existing Income Officer and Income Assistant posts but workloads would be continually assessed.

Each method of payment incurs banking costs for the council per transaction (excluding staff time). Current bank charging information indicated that Post Office

payments cost 58p per transaction whilst direct debits cost less than 10p per transaction (both figures exclude any staffing time). Direct debits therefore ensured that the council pay less transaction charges and therefore more rental income was retained by the council.

Every day Direct Debits were crucial to ensure tenants could pay their rent as soon as their Universal Credit, salary, or other source of income was available. It was hoped that this would limit an increase in arrears on the introduction of Universal Credit, but would also help tenants not receiving Universal Credit to manage their finances.

This proposal could be funded from existing resources and so would not have an impact on the overall position of the HRA.

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

- Looking at 3.3 of the report, what was special about 20th as it was missing from the list of dates?
The list of dates at 3.3 of the reports was those dates which would include in the available dates the Council could offer. The excluded dates from the list were the current available dates, which would remain available to Tenants.
- Had officer thought about including Bank Transfer through the use of app on their phones as a way for Tenants to pay their rent and this was quicker method and the cost for each payment would be negligible?
Tenants can pay by standing order and pay over the phone. If tenants set the Council up as Payee on their bill payment with their account, they can complete Bank Transfers like that. The Council had looked into having their app to allow Tenants to pay their rent etc via their phones but this would require some major IT improvements and at the moment it was a case of prioritising those improvements.
- I would welcome this improvement allowing the public to have more control over what day of the month their payments need to be made. Not everyone's wages were paid into their accounts on 30th or 31st of the month.
- Looking at 4.1 regarding the temporary Income Assistant, what was meant by temporary three, six or twelve months?
Temporary Income Assistant since February. There was a limited pot of money for this and the Housing Income department had been watching the budget carefully and after being reviewed this member of staff had since agreed to go part time going forward. This was dependant on demand for changing of direct debits.
- Could the officer, come back to the Board and provide members with an update report on if there was any increase in the number of payments by direct debit and how much money we had saved because of any increase?
Officer were happy to do this.
- I pay my rent to the Council by Direct Debit and every some many months I receive a paper statement from the Council, why can't this be emailed to Tenants as well or instead?
Officer was going to take this suggestion and look into it. This was a perfectly reasonable request but officers needed to check to see if the computer software which produces the statements could understand the difference between the two requests and still produce paper statements as well as emailing tenants. The officer would report back to the Board after doing some investigation into this.

Resolved that:-

1. The Board noted the Officer's Report.
2. To recommend the approval of the introduction of the any day direct debits.

8. Tenant and Leaseholders Satisfaction Survey 2015

Considered report previously circulated, concerning the Tenant and Leaseholders Satisfaction Survey 2015 reported its findings in September 2015.

Tenant Services Management Board members were provided with a summary of the results of the survey.

Tenant Services Management Board members would be receiving a further report from managers, over the coming months, containing more details of the plan of activities in response to the key findings raised within the survey.

Housing and Community Services had been working with an independent organisation since 2006 to measure and understand levels of tenant and leaseholder satisfaction with its housing and community services. The bi-annual survey helped to inform decision making and changes to service delivery by identified key issues and actions for improvement. The satisfaction measurements also help to communicate and engage with tenants and leaseholders on performance.

A total of 2851 surveys were sent out to tenants and leaseholders, achieving a 46% response rate (1300 surveys completed and returned).

The results of the survey were mixed with some parts of our services clearly on the right track and showing improvement, whilst other parts showing relatively little change since the 2013 survey and then clearly pointing towards the need for much deeper analysis and action planning.

Over the coming weeks and months managers within Housing and Communities would be meeting to assess, in more detail, the survey results and coming forward with a plan of activities in response to the key issues.

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

- Members thanked officer for a good report. Tenants were reporting to Board Members that things had improved since the introduction of the new computer system and the underlying issues had been resolved. The feedback being received was positive.
- Asked if Officers could provide Board Members with information regarding Tenants on new housing estates and what their satisfaction was regarding parking and any issues they were reporting?
There were planning conditions included in the planning applications process regarding the provision of car parking for properties but officers would get back to Members on this topic.
- The underlying feature of any business was its workforce. Looking at the survey results for Staff Helpfulness, this appeared to have dipped considerably? What would Managers and the Council going to do to improve this?

Concerning the new Open Contractor IT system, had moved the officers from paper to electronic. A temporary Manager had been appointed to monitor its performance and improve that performance.

Regarding the concerns over the results of Staff Helpfulness. This had to be taken in a wider context, the Council and officer had been through challenges and busy period regarding the introduction of One Team working and the merging of Taunton Deane Borough Council and West Somerset Council. Looking much further afield, the ever increasing of work load and pressure of budgets. This combination of factors had effected staff morale. Also there were further modernisations to services and more pressure in the Councils future with shrinking budgets.

- The data and figures from this survey were bad and the Council needed to stop making excuses and look at making real improvements to the problem areas.
- This had been requested before but with Grounds Maintenance, could the cut grass be collected afterwards. It looks very untidy and gets everywhere.
- Where the Council still having problems with Open Contractor or had they been resolved?

There had been problem with OC, the product didn't sit together as should with existing systems.

Recently, there had been less failure and with an increased number of PDAs and staff trained to use them. The Council had recently run another training session on the use of PDAs.

The Council had initially received increased pressure to 'Go Live' with Open Contractor before we felt we should.

Capita would be returning to look at the ongoing issues concerning OC and see them for themselves.

The TD Housing department had contacted other Local Authority Housing departments and we had discovered they had similar issues with OC to TDBC.

- A Boards Member had completed some research into other Local Authorities using Open Contractor (OC) and there Tenant Satisfaction had increased and improved after only six months.
- Board raised concerns and issues regarding the parking situation on their street. Previously there had been no issue but since the arrival of the newest residents with four vehicles, parking for all residents had become difficult.

Resolved that the Officer's report be noted and made comment on the key results of the survey.

9. Report on Building Services Transformation

Considered report previously circulated, concerning the identified further improvements being made against the transformation priorities for the Building Service by aligning the work of the Property Services Team and the Building Services DLO.

It was identified that a phased approach to bringing these functions together could make a number of key improvements and meets with the previous Member approvals from the DLO transformation plan.

This report identified the two areas of Council operation that would combine to deliver a more resilient, transparent and effective service for tenants without any loss of emphasis on other internal areas of service provision.

Closer working for these functions would provide a stronger service delivery and greater tenant focus. Phase one of this process was cost neutral to the Council and placed no employees “at risk”.

The purpose of the report was to update relevant staff, stakeholders, Tenant Services Management Board and members of a proposed operational change in line management of the DLO Building Service. The change proposed was transfer of the line management of the DLO Building service from the Assistant Director-Operational Delivery, to the Assistant Director-Property and Development.

In addition to the agreed priorities a further commitment was made to continuous improvement, this report sets out the latest in this line of improvements. This transfer of line management of the workforce service removed the client and contractor split from the management structure although retains it for the necessary financial accounting processes.

The combination of client and contractor functions was first trailed within the street and public toilet cleaning processes and had proved to be much more efficient and transparent, whilst these services started at different positions the principles were not dissimilar. In addition, within the wider Social Landlord housing sector there is very much a direction of travel to provide and enhance in house repairs and maintenance services as part of the wider “housing team”.

The Building Service deliver the work commissioned and were paid through a trading account. There were a number of key areas of duplication that provide an opportunity for service improvements to all internal clients. For the purposes of this report an internal client was another service or department of this Council where money paid did not leave the Authority’s control.

With the current segregation of responsibilities, situations could arise where each team’s delivery could be directly affected by the others, this could create additional work in seeking instructions or approvals rather than the necessary focus on delivering for the tenants and internal clients. A holistic view to delivering works, resolving issues where they occur, and improving performance measures was needed.

For some time now the DLO had not been meeting with the key performance indicators set by Housing and TSMB, whilst recent improvements had been made and implementation issues with the Open Contractor system had delayed progression, a further review of these was needed to determine the priorities and if these were affordable.

For phase one of this change the current Building Service structure would be placed under the Assistant Director, Property and Development. No further changes in the Building Services or Housing Property teams were being identified at this stage. All other elements of the business, the interdependencies, and financial controls would remain unchanged at this time

Phase two or subsequent changes would be considered alongside the HRA Business Plan review, and or, as we head into the transformational stage of the JMASS project over the coming months.

There were no proposed changes to the Business Support Teams or the various cross service licences or contracts at this stage, any benefits that may come from further

changes to these would be considered and if appropriate implemented as part of a separate phase.

Informal consultation was underway with the Building Services Manager and wider structure, this would conclude on 12th October. This gave time for any suggestions to be considered before a transfer of responsibilities on 1st November '15.

Resolved that the Officer's report be noted and made comment on the proposed Building Services Transformation.

10. Report on Dates of Tenant Services Management Board Meetings 2016

Considered report previously circulated, concerning the dates of the Tenant Services Management Board meetings for 2016.

The proposed meeting dates for 2016 were as follows:

- Monday 25th January 2016
- Thursday 25th February 2016
- Monday 21st March 2016
- Monday 18th April 2016 – usually Annual General Meeting
- Tuesday 17th May 2016
- Monday 27th June 2016
- Monday 25th July 2016
- Monday 15th August 2016
- Tuesday 20th September 2016
- Monday 24th October 2016
- Monday 14th November 2016
- Wednesday 14th December 2016

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

- Two Board Members stated that they would be unable to attend meeting if they were on a Tuesday and or Wednesday.

Resolved to agree the proposed dates of meetings for 2016 as detailed in the officer's report.

11. AOB

Members of the Committee asked the following question of the officers present after the main agenda items had been discussed:

- Members enquired about officers progress in organising a date for Board Members to visit SCC regarding the Council relocation project to County Hall. *Tenant Empowerment Manager informed the Board that the Relocation Project Manager was awaiting more information and dates from Somerset County Council (SCC).*
- Members raised concerns of the progress and increasing delay of the Creechbarrow Road Development? Could the officer provide a brief update?

Director for Housing and Communities informed the Board that officers were doing work to find out the causes and reasons for the increasing delay on the site.

(The meeting ended at 19.20pm)

Declaration of Interests

Tenant Services Management Board

- Taunton Deane Borough Council Housing Tenants;
 - Mr R Balman
 - Mrs J Bunn
 - Mr M Davis
 - Mr D Galpin
 - Mrs J Hegarty
 - Mr K Hellier
 - Mr I Hussey
 - Mr R Middleton
 - Mr A Akhigbemen
 - Ms D Pierowicz

- Family Member(s) are Taunton Deane Borough Council Housing Tenant;
 - Councillor Bowrah

- Taunton Deane Borough Council Housing Leaseholder;
 - Councillor Appleby

Taunton Deane Borough Council

Tenant Services Management Board – 16th November 2015

Financial Monitoring – Quarter 2 2015/16

Report of the Senior Accountant - Services

(This matter is the responsibility of Executive Councillor Terry Beale)

1. Executive Summary

This report provides an update on the projected outturn financial position of the Council for the financial year 2015/16 (as at 30 September 2015).

Housing Revenue Account Revenue

The HRA is budgeted to 'break even' (net of and approved transfers to/from reserves). The forecasted revenue position for 2015/16 at Quarter 2 is an overspend of £102k.

The forecasted general reserves balance at the end of the year is £2,606k. This is £806k above the minimum recommended balance of £1,800k.

Also included within this report is a request to recommend a transfer of £250k from general reserves for a large scale stock survey.

Housing Revenue Account Capital

The approved Capital Programme is £23,459k. This relates to schemes covering 2015/16, 2016/17 and 2017/18. A total of £16,621k is expected to be spent in 2015/16 with the remainder for planned investment to implement approved schemes in future years.

2. 2015/16 Financial Position – Quarter 2 Update (to 30th September 2015)

Introduction

- 2.1 This section of the report provides an early indication of the potential variances that could be reported at the end of the financial year 2015/16.
- 2.2 Board members will be aware from previous experience that the position can change between 'in year' projections and the final outturn position, mainly due to demand-led services. The budget monitoring process involves a detailed review of all budgets. Budget Holders, with support and advice from their accountants, regularly review the position and update their forecasts based on currently available information and knowledge of service requirements for the remainder of the year. As with any forecast there is always a risk that some unforeseen changes could influence the position at the year end, and a number of risks and uncertainties are highlighted within this report.

However, the following forecast is considered to be reasonable based on current information.

3. Forecast Outturn Summary – Housing Revenue Account

- 3.1 The current forecast outturn for the Council's Housing Revenue Account (HRA) is overspend of £102k (0.4% of budget). A summary of the HRA revenue budget and forecast for the year is included in Appendix A.
- 3.2 The major underspends and overspends forecast for year are summarised as follows:
- 3.3 **Rental Income:** Weekly rental income is currently due to over-recover by £138k based on rents in Q2. Rent loss due to void properties is currently approximately 0.7%, less than the 1.9% budgeted. However this is subject to change throughout the year as void levels vary and ongoing Right to Buy sales impact on the rental income received.
- 3.4 **Other Income:** Service charges and charges to leaseholders are also due to over recover by £17k and £19k respectively. There is also a higher than budgeted contribution for Supporting People of £19k due to agreements made after budget setting.
- 3.5 **Housing Management:** Ongoing use of agency staff is creating a significant pressure to management costs. This is largely within the Property and Development area, and is expected to continue in the short term to allow flexibility pending changes within the service. There is also some use of additional agency staff within Housing and Community Development to cover staff absences in key safeguarding areas.
- 3.6 **Specialist Works:** Spend on specialist works, largely asbestos testing, is currently expected to exceed budget by £98k. This could potentially increase. This is due to the agreed increased use of asbestos testing in year.
- 3.7 **Electrical Testing Contract:** In the 2015/16 budget an amount of £350k has been allocated for electrical testing, with a further £250k included for the works identified from this. The contract will now not start until April 2016, and so this budget will not be needed within this financial year. The contract will last for 3 years. There will be a request that £600k is put into an Earmarked Reserve and used for the Electrical Testing contract.
- 3.8 **Pre Planned Maintenance:** The Pre Planned Maintenance (PPM) contract was delayed and only started in September. There is likely to be an underspend in the region of £400k. There will be a request to transfer to an Earmarked Reserve.
- 3.9 **Responsive Works:** The pressure of £155k is due to General Maintenance.
- 3.10 **Voids:** Overall costs on voids is expected to be £73k less than budget. The budget is based on 600 voids per annum, with actual voids expected to be less than this.
- 3.11 **Communal Areas:** Spend on communal areas for dwellings is forecasted to be over budget by £180k at outturn. This is largely due to the costs being split out fully in 2015/16 for the first time. These costs would have previously sat within General Maintenance

- 3.12 **Procurement Savings:** Prudent budgeting for Procurement Savings is likely to result in an underspend.
- 3.13 **Interest Payable:** Due to healthy reserves, external borrowing is not yet needed for the new development schemes, such as Creechbarrow Road. This has reduced the interest payable in 2015/16.
- 3.14 **Provision for Bad Debt:** Provision has been made in the Business Plan for an increased level of unrecoverable debt due to Welfare Reform. Universal Credit has not yet been fully rolled out across the borough, and with only a small number of tenants currently affected it is unlikely that this funding will be needed within this financial year. It is, however, recognised that Welfare Reform is likely to affect the position of the HRA over a longer period than has been allowed for in the Business Plan (with increased provision due to return to 'base' levels in Q4 of 2016/17). In light of this further work will be undertaken to review the current expected levels of bad debt for this year, with a request that the remainder of the funding to be put in an Earmarked Reserve. This would be used in future years to prevent large movements in bad debt affecting the bottom line of the HRA.

HRA - Risk and Uncertainty

- 3.15 As with the General Fund, budgets and forecasts are based on known information and the best estimates of the Council's future spending and income. Income and expenditure over the financial year 2015/16 is estimated by budget holders and then reported through the budget monitoring process. During this process risks and uncertainties are identified which could impact financial projections, but for which the likelihood and/or amount are uncertain.
- 3.16 The following risks have been identified through the Q1 process:
- 3.16.1 **Rental Income:** As stated above, rental income fluctuates due to Voids and Right to Buy, as well as new acquired or built properties becoming tenanted and therefore providing rental income to support the costs of the service.
- 3.17 The Council carries protection against risk and uncertainty in a number of ways, such as insurances and maintaining reserves.

4.0 Housing Revenue Account Reserves

- 4.1 The HRA reserves ("working balance"), at the start of the year were £3.484m, and the Council approved an allocation of £776k for a number of initiatives and investment in services through the Outturn report in July 2015. This reduces the current budgeted balance to **£2.708m**, and is forecast to be £2,606k at the end of the current financial year based on current projected outturn. This is above the minimum recommended reserve level of £1.8m.

5.0 Budget Changes

- 5.1 **Stock Condition Surveys - £250k**

- 5.1.1 As part of the ongoing Business Plan Review, a large piece of work is underway to look at the investment needed in our homes over the next 30 years. However, this has identified that further work is needed to update our current stock condition data.
- 5.1.2 Stock condition data, is information held against each dwelling relating to when each individual building component will need to be replaced, and the corresponding estimated costs of replacing each component as required. This information allows TDBC to not only identify future plans of work, but crucially to inform the business plan of levels of investment required over the short and long term (up to 30 years). In addition to this, TDBC are undertaking a piece of wider asset management work, to identify the overall performance of groups of properties to ensure they are worth investing in or whether alternative solutions should be sought.
- 5.1.3 Over the last 5 years some stock condition data has been updated when work has been undertaken, however there have been no proactive surveys. This has led to some information being updated, for instance when a kitchen has been installed, but not all records, and not enough to give confidence in the data.
- 5.1.4 In order to identify the future works needed, which in turn will inform the Business Plan Review, we need to fully reflect the condition of the stock in our stock condition data.
- 5.1.5 Having considered the possible option of undertaking a desktop exercise, in an attempt to rectify the issues within the database, we have concluded that this will be extremely time consuming and resource intensive with a low probability of reaching a successful outcome. Consequently we recommend to commission a new stock condition survey of the housing stock.
- 5.1.6 Ideally a full survey would be undertaken. However this is likely to be time and cost prohibited, consequently it is recommended that a 50% survey (approximately 2,900 inspections) is undertaken.
- 5.1.7 The cost of commissioning this number of surveys, along with fully updating our system to ensure that it is fit for purpose, is expected to be in the region of £250k.
- 5.1.8 It is therefore requested that a supplementary estimate of £250k is added to the 2015/16 budget, funded from general reserves.
- 5.1.9 This will reduce the general reserves balance to £2.458m, with a forecast of £2.356m at the end of the financial year. This is comfortably above the minimum recommended balance of £1.800m.

6.0 Forecast Outturn Summary – Housing Revenue Account Capital Programme

- 6.1 The approved HRA capital programme is £23.459m, of which £12.927m relates to works on existing dwellings and £10.532m for the provision of new housing through development.

- 6.1 £9.202m of the capital budget in the HRA relates to major works on existing dwellings and includes works such as kitchens, bathrooms, heating systems, roofs, doors and windows. Contracts are now in place for kitchens and bathrooms replacement, air source heat pump installations and door entry systems. Contracts for the replacement of heating systems and fascia and soffits are due to start within the next quarter. Due to delays in the start of these contracts, £2.506m of the budget will be re-profiled into future years to cover the work to be completed by the contractors. The profiling of capital spend will be looked at in more detail as part of the Business Plan Review later in the year. Actual spend at Q2 is £1.276m. This is lower than would be expected at this point largely due to invoicing in arrears and some contracts starting mid-year.
- 6.2 £2.216m relates to other works such as disabled facilities adaptations, asbestos removal, external wall insulations and extensions. This is expected to be largely on track, although £0.192m expenditure relating to environmental improvements (used, for example, for scooter stores and additional car parking spaces), and extensions may slip into 2016/17. This is due to the large lead in times required for new schemes. The IT Development Budget is also likely to slip by £0.207m.
- 6.3 £1.509m relates to the new budget for adding solar PV systems to dwellings. This is currently underway and is close to completion.
- 6.4 The remaining budget of £10.532m is for the provision of new housing through the Creechbarrow Road, Phase 1 sites and Weavers Arms new builds and the buyback of dwellings previously sold through Right to Buy. These are currently expected to complete within budget, with Phase 1 sites pending final completion and Creechbarrow Road set to complete in 2016/17. £1.262m of the £4.862m of the remaining budget is to be reprofiled. Weavers Arms, Oaken Ground is still in the early stages of development and will not complete during 2015/16. As such £2.671m of the Weavers Arms budget is not expected to be used in 2015/16 and is to be re-profiled into later years.
- 6.5 A summary of the HRA Capital Programme budget and forecast for the year is included in Appendix B.

7.0 Recommendations

- 7.1 It is recommended that the Tenant Services Management Board note the HRA's performance as at the end of Quarter 2.
- 7.2 It is recommended that the Tenants Services Management Board support a supplementary estimate of £250,000 funded from reserves. This is to commission a survey of 50% of the housing stock, and the updating of the stock condition database.

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HOUSING REVENUE ACCOUNT

APPENDIX A

	Target Budget (£)	Actuals to Date (£)	% Spend	Forecast (£)	Variance (£)
Income					
Dwelling Rents	(24,932,700)	(10,340,930)	41%	(25,070,780)	(138,080)
Non Dwelling Rents (Garages, Shops and Land)	(599,100)	(278,711)	46%	(601,200)	(2,100)
Other Income (Service Charges, Rechargeable Repairs, Leaseholder Charges and TDBC Contribution)	(401,700)	(223,466)	53%	(421,000)	(19,300)
Total Income	(26,931,400)	(11,092,074)	41%	(27,122,980)	(191,580)
Expenditure					
Housing Management	5,716,400	2,235,427	37%	6,026,609	310,209
Repairs & Maintenance - Planned	1,750,400	37,101	2%	1,848,750	98,350
Repairs & Maintenance - Responsive	3,190,500	848,229	25%	3,345,758	155,258
Repairs & Maintenance - Voids	1,610,600	434,402	28%	1,537,386	(73,214)
Other Expenditure	1,405,400	766,895	48%	1,584,996	179,596
Total Expenditure	13,673,300	4,322,054	32%	14,343,499	670,199
Central Costs/Movement in Reserves					
Social Housing Development Fund	1,000,000	8,830	1%	1,000,000	0
Funding of Capital Programme (Depreciation and Revenue Contribution to Capital Outlay)	7,618,400	0	0%	7,618,400	0
Contribution to TDBC for Repayment of Transformation Project Loan (Funded through Procurement Savings)	323,000	0	0%	147,700	(175,300)
Net Interest (Interest payable on loans less interest received on HRA balance)	2,909,100	0	0%	2,707,400	(201,700)
Contribution to Repayment of Borrowing	892,800	0	0%	892,800	0
Change in Provision for Bad Debt	514,800	8,849	2%	514,800	0
Other Movement in Reserves	0	0		0	0
Total Central Costs/MIRs	13,258,100	17,679	0%	12,881,100	(377,000)
Total Housing Revenue Account	0	(6,752,341)		101,619	101,619

HOUSING REVENUE ACCOUNT

APPENDIX B

	Approved Budget (£)	Actuals to Date (£)	% Spend	Forecast (£)	Variance /Slippage(£)
Major Works					
HRA Kitchens	1,356,300	24,692	6%	400,000	(956,300)
HRA Bathrooms	1,932,800	338,888	18%	1,860,000	(72,800)
HRA Roofing	50,000	(5,358)	-9%	60,000	10,000
HRA Windows	146,000	45,236	23%	200,000	54,000
HRA Heating Improvements	2,894,000	87,664	7%	1,298,000	(1,596,000)
HRA Doors	630,500	283,706	45%	630,000	(500)
HRA Fire Safety Works in Communal Areas	334,200	138,141	41%	340,000	5,800
HRA Fascias and Soffits	868,700	(5,798)	-1%	868,700	0
HRA Air Source Heat Pumps	709,500	316,466	45%	709,500	0
HRA Door Entry Systems	270,000	43,702	14%	320,000	50,000
Other External Insulations	10,000	8,804	88%	10,000	0
Total Major Works	9,202,000	1,276,143	19%	6,696,200	(2,505,800)
HRA Aids and Adaptations	120,000	25,284	21%	120,000	0
HRA DFGs	315,000	91,468	29%	315,000	0
Garages	30,000	0	0%	30,000	0
Sewerage Treatment Plants	20,000	0	0%	20,000	0
HRA Meeting Halls	30,000	975	3%	30,000	0
HRA Unadopted Areas	45,000	12,031	27%	45,000	0
HRA Asbestos Works	260,000	59,176	23%	260,000	0
HRA Tenants Improvements	5,000	0	0%	5,000	0
Sustainable Energy Fund	546,400	218,312	40%	546,400	0
Environmental Improvements	312,000	21,926	15%	150,000	(162,000)
Extensions	160,000	344	0%	130,000	(30,000)
HRA Community Alarms	65,800	57,218	87%	65,800	0
HRA IT Development	306,900	13,330	13%	100,000	(206,900)
Total Other	2,216,100	500,064	28%	1,817,200	(398,900)
HRA PV Systems	1,509,100	1,274,433	84%	1,509,100	0
Total PV	1,509,100	1,274,433	84%	1,509,100	0
Development					
HRA Creechbarrow Road	4,862,000	1,147,136	32%	3,600,000	(1,262,000)
HRA Phase 1: Vale View	253,400	6,532	3%	253,400	0
HRA Phase 1: Bacon Drive	550,400	(15,336)	-3%	550,400	0
HRA Phase 1: Normandy Drive	366,100	42,338	12%	366,100	0
HRA Buybacks	161,100	103,376	64%	161,100	0
HRA Weavers Arms	3,338,500	85,815	13%	667,700	(2,670,800)
HRA Social Housing Development Programme	1,000,000	0	0%	1,000,000	0
Total Development	10,531,500	1,369,861	21%	6,598,700	(3,932,800)
Total HRA Capital	23,458,700	4,420,501	27%	16,621,200	(6,837,500)

Stock Condition Data

Briefing Statement

Background

Stock condition data, is information held against each dwelling relating to when each individual building component will need to be replaced, and the corresponding estimated costs of replacing each component as required. This information allows TDBC to not only identify future plans of work, but crucially to inform the business plan of levels of investment required over the short and long term (up to 30 years). In addition to this, TDBC are undertaking a piece of wider asset management work, to identify the overall performance of groups of properties to ensure they are worth investing in or whether alternative solutions should be sought.

These 3 specific work streams (identifying future plans of work, business plan inputs and asset performance) will all rely heavily on the underlying stock condition information being accurate and robust.

Reflecting the above, we have recently undertaken a validation exercise of the current stock condition data. The key findings of this validation exercise are summarised below.

- No proactive surveys of notable volume have been undertaken for over 5 years
- From a small volume of on-site checks, the data within the database is not reflective of the current condition of the stock.
- A significant volume of work undertaken over the last 10 years has not been updated accurately onto the database.
- A degree of applied life cycles of certain elements and replacement values, need to be refreshed and changed to ensure they are reflective of current experience.

The culmination of these factors has resulted in a stock condition database that is not fit for our purposes, and critically, is showing an investment level over the next 5 years which is not reflective of the current condition of the stock (the databases shows approximately £70m of investment over the next 5 years, whereas we believe this figure to be in the region of £35m)

Having considered the possible option of undertaking a desktop exercise, in an attempt to rectify the issues within the database, we have concluded that this will be extremely time consuming and resource intensive with a low probability of reaching a successful outcome. Consequently we intend to commission a new stock condition survey of the housing stock.

The following sets out the main objectives and scope of the survey.

Main Objectives of the Survey

- To review and agree a streamline version of the current dataset to allow easy updating and reporting in the future
- To review and update our schedules of rates and life cycles for each component within the database
- To provide the business plan with a reliable investment forecast over the short term (5 years) and long term (over the next 30 years).

- To identify a physical elemental investment programme at property level over the next 5 years consistent with the business plan assumptions/affordability and reflective of local standards.
- To consider on all non-survey costs, such as responsive repairs, cyclical maintenance, contingencies, related assets etc to ensure the inputs into the business plan are robust.
- To provide robust information on appropriate elements to facilitate our component accounting regime.
- To produce per property investment costs in a format to populate our asset performance model to make strategic investment decisions.
- To provide data back in a consistent format to populate our asset management system.
- To identify an updating regime to populate the database once work has been carried out.
- To capture digital images of the properties and key building components.
- To integrate any reliable data currently within the database into the new survey data.

Volume To Survey

In an ideal world we would undertake a 100% survey of the whole stock. However this is likely to be time and cost prohibited, consequently we intend to undertake a 50% survey (circa 2,900 inspections) This will be a sufficient volume to achieve are overarching objectives.

Timing of the Survey

To ensure our parallel activities are not affected the survey will need to be completed by the end of February 2017, and ideally sooner.

Procurement of the Survey

We are currently members of a procurement hub which has appointed a consultant (Savills) under a full OJEU process, and we intend to call this service directly off of this hub. This will ensure that financial probity is maintained and critically will ensure our timescale is met.

Cost

The cost of the survey will be approximately £220,000 excluding VAT

Value for Money

While the procurement hub has appointed the consultant under an open competitive process we still need to ensure Value for money. The following points has satisfied us that value for money is being achieved.

The current rate within the hub for this service, at this volume is £105 per survey and we have negotiated a rate of £75 per survey directly with Savills.

We have benchmarked this services with 2 other organisations who have recently commissioned similar pieces of work, namely.

- Magna Housing Association £80 per survey
- Aster Property Group £76 per survey

Added value

Savills are the market leaders in undertaking work of this nature and we have confidence that this project will be delivered to a high standard

Savills are a large practice and can undertake this work within our prescribed timescale




Savills have specific knowledge and experience in the code man system and this will ensure the longevity and compatibility of the data in the future

Savills are currently also undertaking work on the Asset Appraisal Model and business plan, meaning the outputs that are required can be provided and populated directly within Savills and reduce the time and risk to the TDBC.

Summary for TSMB 16th November 2015

Housing and Communities Quarter 2

Overview & Summary

Section	No. of measures	 Green	 Amber	 Red	N/A	Trend (to be reported from Q2)
1) Managing Finances	8	56% (5)	33% (3)	0% (0)	0% (0)	↔
2) Satisfaction	12	33% (4)	17% (2)	50% (6)	0% (0)	↓
3) Decent Homes	2	0% (0)	50% (1)	50% (1)	0% (0)	↑
4) Staffing	3	33% (1)	67% (2)	0% (0)	0% (0)	↔
5) Operational Delivery	21	67% (14)	14% (3)	19% (4)	0% (0)	↑
TOTALS	46 (2 new)	24 (52%)	11 (24%)	11 (24%)	0% (0)	

Movement from Q1	46 Measures	+3	-2	+1	
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11 RED ISSUES

Planned actions are off course.

- **Two customer complaints response measures** - we are not currently hitting the response times 100% of the time however performance has improved on Q1.
- **Housing Services – 3 Satisfaction measures** The Star Survey is undertaken every two years and we will be expecting improvement in 2017. We are developing an action plan to address the satisfaction issues and ensure this improves in key areas. The service has experienced significant changes in the past year including restructuring and introduction of new IT systems which undoubtedly will have affected performance in the short term.
- **1 Measure for Decent Homes is off course.** Average SAP (energy efficiency) rating is below target.
- **Lettings** - 79% of tenants satisfied with the lettable standard of the property. This has increased to 79% in Q2 (from 72% Q1) but is still below the target of 86%. Tough decisions about keeping within the voids budget due to high voids costs.
- **Housing Services Diversity Information.** We hold 66% of diversity information. This percentage is increasing slowly.

- **2 Repairs and Maintenance measures are off course.** The focus on DLO completion rates show that they are now hitting some targets. There is a need to start to look at the number of jobs not completed at first visit to ascertain whether there are any improvements to service delivery which can be made to overcome this. With reference to contractor performance these are often governed by the complexity of the works ordered especially with regards electrical repairs.
- **Percentage of Sheltered Housing Tenants with a support plan reviewed within the last 12 months** This has fallen to 60% in Q2 the Housing Services Lead and an action plan will be established.

11 AMBER ALERTS 😊

Some uncertainty in meeting planned actions

- **Estate Management Team** – Current tenant arrears are not on target but expected to be back on target by the end of the year (March 2016).
- **Two Housing Debt Measures** – debt has increased due to current rent arrears and a development bill that will soon be credited.
- **Housing Services – Sheltered Housing Tenant Satisfaction with Landlord Services** is 88% is remains unchanged from the STAR survey in 2013, we are developing an action plan to address all issues raised by the 2015 STAR survey which will not be refreshed until 2017.
- **% of tenants satisfied with their most recent repair** survey results have fallen slightly to 96.8% against a target of 98%
- **1 Measure for Decent Homes is off course. Dwellings with a valid gas safety certificate** – 99.93% - 3 properties were not serviced, all now resolved.
- **Both PRED measures** – Not all staff have received a performance review in the last 12 months, this is expected to be addressed shortly.
- **Average Re-let Times** – 26.9 days against a target of 21 days. Problems experienced with Sheltered Accommodation relets (these tend to be first floor flats refusal reasons are listed on full scorecard).
- **One Extra Care Measure** - % of extra care tenants with a support plan reviewed in last six months.
- **Completion of 60 Affordable Units at Creechbarrow** handover due to commence November 2015.

24 ON TRACK 😊

Planned actions are on course

- **Managing Finances** – 5 measures are on target.
- **Satisfaction** – 4 measures are on target.
- **Staffing** – 1 measure on target
- **Operational Delivery** – 14 measures are on target.

Housing and Communities Scorecard
Q2 April -September 2015

Ref	AD	Council	TSMB	Description	Measure	Previous Year Perform	Q1 (RAG)	Q2 (RAG)	Direction	Comments
Managing Finances										
HC1.1		TDBC	TRUE	Budgets – Expenditure - To achieve a balanced budget by the financial year end in HRA - Compliance with TSA financial viability standards	Housing Revenue Account Overall expenditure against budget	£1.269m underspent (4.8% of overall budget)	GREEN	GREEN		This measure is reported as a whole directorate HRA measure and not for each Assistant Director.
HC1.2	TM	TDBC	TRUE	Budgets – Income	Income against HRA commercial asset income budget, target £471,370	New Measure	RED	RED	No Change	Q1 £145,629 Q2 £228k with a projected Q4 figure of £339,370 (therefore we anticipate being £132,000 from target hence measure is red). The shortfall is due to vacant commercial dwellings.
HC1.3	SL	TDBC	TRUE	Budgets – Income To maximise income opportunities and collection	Income - Former tenant arrears as a % of rent due Target = 5%	Q1 – 0.45% Q2 – 0.50% Q3 – 0.55% Q4 - 0.31%	GREEN	GREEN	Worsening	Q1. 0.41% Q2 0.48%
HC1.4	SL	TDBC	TRUE	Budgets – Income To maximise income opportunities and collection	Income - Rent written off as a % of rent due Target = 0.70%	Q1 – 0.78% Q2 – 0.89% Q3 – 0.87% Q4 - 0.54%	GREEN	GREEN	Worsening	Q1 0.02% Q2 0.05% Improvement on Q2 last year
HC1.5	SL	TDBC	TRUE	Budgets – Income To maximise income opportunities and collection	Income - % of rent lost through dwellings being vacant Target = 2%	Q1 – 0.78% Q2 – 0.89% Q3 – 0.87% Q4 - 0.87%	GREEN	GREEN	Improving	Q1 0.83% Q2 0.78%

Housing and Communities Scorecard
Q2 April -September 2015

Ref	AD	Council	TSMB	Description	Measure	Previous Year Perform	Q1 (RAG)	Q2 (RAG)	Direction	Comments
HC1.6	SL	TDBC	TRUE	Budgets – Income (Housing Rents - Current tenants) To maximise income opportunities and collection	Estate Management Team Rent arrears owed by current tenants as at end of quarter. Target = £360,000 Corporate Indicator	Q1 £392,876.34 Q2 £366,766.18 at end week 26. Q3 £440,411.12 at end week 39 Q4 £412,303.38	AMBER	AMBER	Worsening	Q1 £391,240.06 Q2 £435,131.43 End Week 26 it is envisaged that this will be on track by Q4. Although rent arrears have increased over the last two quarters. On the 6th November 2015 arrears were reported at £355k which puts us back under target. This however is a moving picture each week and the indicator has been marked amber.
HC1.7	SL	TDBC	TRUE	Budgets – Income To maximise income opportunities and collection	Estate Management Team Rent collected as a % of rent due excluding arrears b/f Target = 98.3%	Q1 – 103.9% Q2 – 101.5% Q3 – 99.3% Q4 - 99.3%	GREEN	GREEN	No Change	Q1. 104.37% Q2. 99.46%
HC1.8a	TM	TDBC	TRUE	HRA Debt	Housing Debt Total amount of housing debt across all categories, houses, shops, land, etc.	Previously reported as whole directorate.	AMBER	AMBER	Improving	Q1 £1,443,462.69 Q2 £1,388,866.76 one large development bill for £1.2m has been raised but will shortly be credited, leaving £173,866 which is lower than Oct 2014 £216,525.46.
HC1.8b	SL	TDBC	TRUE	HRA Debt	Housing Debt Total amount of housing debt across all categories, houses, shops, land, etc.	Previously reported as whole Directorate Debt.	AMBER	AMBER	Worsening	Q1 £628,674.10 slightly up on April 2014 which was £557,259.72 mainly due to current and former tenant arrears. Q2 £685,544.22 slightly up on Oct 2014 which was £583,098.99 mainly due to current tenant arrears, but upward trend from Q1 to Q2
Satisfaction										
HC2.1	TM	TDBC	TRUE	General – Customer Satisfaction To deliver customer-focussed services, achieving high levels of customer satisfaction	All complaints responded to within 20 working days	Reporting using new sharepoint site 2015-16 for whole Directorate not Assistant Director area	RED	RED	Improving	Q1 8% responded on time Q2 28% 36 complaints during period, 10 on time, 11 not on time, and 13 no information, one not due and one anonymous.

Housing and Communities Scorecard
Q2 April -September 2015

Ref	AD	Council	TSMB	Description	Measure	Previous Year Perform	Q1 (RAG)	Q2 (RAG)	Direction	Comments
HC2.1	SL	TDBC	TRUE	General – Customer Satisfaction To deliver customer-focussed services, achieving high levels of customer satisfaction	All complaints responded to within 20 working days	Reporting using new sharepoint site 2015-16 for whole Directorate not Assistant Director area	RED	RED	Improving	Q1 71% responded on time Q2 87% responded one time, 30 complaints, 26 on time, 1 not on time, 2 no information, 1 not yet due.
HC2.10	TM	TDBC	TRUE	General – Customer Satisfaction To deliver customer-focussed services, achieving high levels of customer satisfaction	Satisfaction of Gas Servicing % of tenants satisfied with the Gas Service procedure Target = 90% Annual Housemark Measure	2014/15 Q1 - 98.5% Q2 - 99% Q3 - 99.98% Q4 – 100%	GREEN	GREEN	No Change	Q1 100% satisfaction reported Q2 100% satisfaction reported
HC2.11	SL	TDBC	TRUE	General – Customer Satisfaction To deliver customer-focussed services, achieving high levels of customer satisfaction	Local Authority Major Aids and Adaptions % satisfaction, target 95%.	Q1 not reported Q2 - 90% Q3 - 100% Q4 - 90%	GREEN	GREEN	No Change	Q1 - 100% satisfaction based on 5 surveys Q2 - 100% satisfaction based on 6 surveys
HC2.2	SL	TDBC	TRUE	General – Customer Satisfaction To deliver customer-focussed services, achieving high levels of customer satisfaction	1a. Housing Services General needs tenants' satisfaction with landlord services overall Target = Top quartile performance status survey (upper quartile is 89% Result from 2015 STAR Survey	86%	AMBER	RED	Worsening	80%, The Star Survey is undertaken every two years and we will be expecting improvement in 2017. We are developing an action plan to address the satisfaction issues and ensure this improves in key areas. The service has experienced significant changes in the past year including restructuring and introduction of new IT systems which undoubtedly will have affected performance in the short term.

Housing and Communities Scorecard
Q2 April -September 2015

Ref	AD	Council	TSMB	Description	Measure	Previous Year Perform	Q1 (RAG)	Q2 (RAG)	Direction	Comments
HC2.3	SL	TDBC	TRUE	General – Customer Satisfaction To deliver customer-focussed services, achieving high levels of customer satisfaction	Housing Services Sheltered housing tenants' satisfaction with landlord services overall Target = Top quartile performance status survey = 94% Result from 2015 STAR Survey	88%	AMBER	AMBER	No Change	88%, The Star Survey is undertaken every two years and we will be expecting improvement in 2017. We are developing an action plan to address the satisfaction issues and ensure this improves in key areas. The service has experienced significant changes in the past year including restructuring and introduction of new IT systems which undoubtedly will have affected performance in the short term.
HC2.4	SL	TDBC	TRUE	General – Customer Satisfaction To deliver customer-focussed services, achieving high levels of customer satisfaction	Housing Services % of general needs tenants satisfied that their views are taken into account Target = Top quartile performance status survey - 74% Result from 2013 STAR Survey	65%	AMBER	RED	Worsening	57%, The Star Survey is undertaken every two years and we will be expecting improvement in 2017. We are developing an action plan to address the satisfaction issues and ensure this improves in key areas. The service has experienced significant changes in the past year including restructuring and introduction of new IT systems which undoubtedly will have affected performance in the short term.
HC2.5	SL	TDBC	TRUE	General – Customer Satisfaction To deliver customer-focussed services, achieving high levels of customer satisfaction	Housing Services % of sheltered housing tenants satisfied that their views are taken into account and acted upon Target = Top quartile performance status survey - 81% Result from 2013 STAR Survey	71%	AMBER	RED	Worsening	61%, The Star Survey is undertaken every two years and we will be expecting improvement in 2017. We are developing an action plan to address the satisfaction issues and ensure this improves in key areas. The service has experienced significant changes in the past year including restructuring and introduction of new IT systems which undoubtedly will have affected performance in the short term.

Housing and Communities Scorecard
Q2 April -September 2015

Ref	AD	Council	TSMB	Description	Measure	Previous Year Perform	Q1 (RAG)	Q2 (RAG)	Direction	Comments
HC2.6	SL	TDBC	TRUE	General – Customer Satisfaction To deliver customer-focussed services, achieving high levels of customer satisfaction	Lettings Team % 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%	Q1 – 93% Q2 – 92.3% Q3 – 95% Q4 - 98%	GREEN	GREEN	No Change	Q1 - 96% Q2 - 95.4%
HC2.7	SL	TDBC	TRUE	General – Customer Satisfaction To deliver customer-focussed services, achieving high levels of customer satisfaction	Lettings Team % of new tenants satisfied with the allocations and letting process Target = 86%	Q1 - 94% Q2 - 97% Q3 - 98.7% Q4 - 83% cumulative 93%	GREEN	GREEN	Improving	Q1 - 94% Q2 - 97%
HC2.8	SL	TDBC	TRUE	General – Customer Satisfaction To deliver customer-focussed services, achieving high levels of customer satisfaction	Lettings Team % of new tenants satisfied with the lettable standard of property Target = 86%	Q1 - 94% Q2 - 97% Q3 - 97.3% Q4 - 93%	RED	RED	Improving	Q1 - 72% Q2 - 79% We needed to work hard last year to ensure spend stayed within budget for Voids and sometimes this meant tough decisions about keeping within the Lettable Standard, which will have affected satisfaction. We are progressing a Voids project across Housing to improve how we work across the Service and also have additional resource to work with tenants at a pre-void stage which should help address this.
HC2.9	TM	TDBC	TRUE	General – Customer Satisfaction To deliver customer-focussed services, achieving high levels of customer satisfaction	Repairs & Maintenance % of tenants satisfied with the most recent repair Target = 98%	Q1 - 98% Q2 - 98% Q3 - 98% Q4 - 98%	GREEN	AMBER	Worsening	Q1 - 98% (97.8%) Q2 - 96.8%

Housing and Communities Scorecard Q2 April -September 2015

Ref	AD	Council	TSMB	Description	Measure	Previous Year Perform	Q1 (RAG)	Q2 (RAG)	Direction	Comments
Decent Homes										
HC3.1	TM	TDBC	TRUE	Decent Homes - To comply with Government Standards - To improve energy efficiency of housing stock	Asset Management Average SAP (energy efficiency) rating of housing stock Target = 70 Annual Housemark Indicator	Red 67.08	RED	RED	No Change	67.08. This score is not a true indication of our SAP score but is the last calculated value. Works are being undertaken all the time to improve SAP scores of properties but the remeasurements cannot be easily recalculated across the whole stock. We have started to take steps to update these scores against properties where practical but longer term an ICT solution will be required which will not be a quick fix.
HC3.2	TM	TDBC	TRUE	Decent Homes - To comply with Government Standards - To improve energy efficiency of housing stock	Asset Management % of dwellings with a valid gas safety certificate Target = 100%	Q1 – 100% Q2 – 99.98% Q3 – 99.89% Q4 - 99.95%	RED	AMBER	Improving	Q1 - 99.84% Q2 - 99.93% - 3 properties out of 4337 did not have a valid certificate. One due to hospital admission, one due to tenants own heating and one buy back delay: 47 Henderson Cloe - Tenant in hospital long term, contact made with carer and daughter in an attempt to gain access. 24 Farrant Close - Tenants own appliances, TDBC have a duty of care to a visual only, contact made for an updated LGSR, will report in Q3. 7 Ashford Close - Buy back - on current gas hit
Staffing										
HC4.1		TDBC	TRUE	Wellbeing & sickness management A reduction in absence levels whilst maintaining morale & wellbeing	Theme overall and service unit sickness days. Target = max 8.5 working days lost per FT employee Long term sickness cases YTD and active	12.73 days lost due to sickness absence year to date 2014-15. This is reported for the whole theme and not by Assistant Director Area.	GREEN	GREEN	Worsening	Q1 - 5.32 days lost due to sickness, projected to year end Q2 - 10.53 days lost due to sickness, projected to year end (Housing and Communities overall not by Assistant Director Area) Seven cases of long term sickness absence over the two quarters

Housing and Communities Scorecard
Q2 April -September 2015

Ref	AD	Council	TSMB	Description	Measure	Previous Year Perform	Q1 (RAG)	Q2 (RAG)	Direction	Comments
HC4.2	TM	TDBC	TRUE	Learning and Development maintain effective performance management of people	100% completion of full Performance Review and Employee Development during the last 12 months	Previously reported as whole Directorate not by Assistant Director	AMBER	AMBER	Improving	Q1 45% Q2 52% completed in the last year. Managers have been asked to focus on completing staff PRED asap.
HC4.2	SL	TDBC	TRUE	Learning and Development maintain effective performance management of people	100% completion of full Performance Review and Employee Development during the last 12 months	Previously reported as whole Directorate not by Assistant Director	AMBER	AMBER	Improving	Q1 29% Q2 68% completed in the last year (includes Business Support) Managers have been asked to focus on completing staff PRED asap. Of the overdue PRED 4 were cancelled due to sickness, 7 are due to long term sickness of manager.
Operational Delivery										
HC5.1	SL	TDBC	TRUE	Housing Stock To manage the housing stock and maintenance service to meet the needs of the tenants	Lettings Team % of closed ASB cases that were resolved Target = 66%	Q1 – 88.24% Q2 – 96.67% Q3 – 95.08% Q4 – 97.62%	GREEN	GREEN	Worsening	Q1 98.8% Q2 - 88.23%
HC5.2	SL	TDBC	TRUE	Housing Stock To manage the housing stock and maintenance service to meet the needs of the tenants	Lettings Team Average re-let time (calendar days) Target = 21 days	Q1 21.54 Q2 19.76 Q3 26.25 Q4 24.63	AMBER	AMBER	Worsening	Q1 - 24.8 days Q2 - 26.9 days We have had some properties that have not been let which are sheltered accommodation, they tend to be 1st floor flats one in particular is still not let despite it being advertised on 8 cycles. Some of the refusal reasons are: Health reasons, wanted a bungalow, wanted a garden, disliked area, property too small, and condition of property.

Housing and Communities Scorecard
Q2 April -September 2015

Ref	AD	Council	TSMB	Description	Measure	Previous Year Perform	Q1 (RAG)	Q2 (RAG)	Direction	Comments
HCS.3	SL	TDBC	TRUE	Housing Stock To manage the housing stock and maintenance service to meet the needs of the tenants	Lettings Team % 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%	Q1 – 0.7% Q2 – 0.6% Q3 – 0.7% Q4 - 0.55%	GREEN	GREEN	Improving	Q1 - 0.37% Q2 - 0.15%
HCS.4	SL	TDBC	TRUE	Housing Stock To manage the housing stock and maintenance service to meet the needs of the tenants	Lettings Team % of dwellings that are vacant and available to let Target = 0.5%	Q1 – 0% Q2 – 0.01% Q3 – 0 Q4 – 0.01%	GREEN	GREEN	Improving	Q1 - 0.12% Q2 - 0.03%
HCS.5	SL	TDBC	TRUE	Housing Stock To manage the housing stock and maintenance service to meet the needs of the tenants	Lettings Team % of properties accepted on first offer Target = 75%	Q1 – 69.98% Q2 – 75.8% Q3 – 77.5% Q4 – 80%	AMBER	GREEN	Worsening	Q1 - 63.21% Q2 - 84.78% As an example: 1 x 1st floor sheltered flat has been advertised over 8 cycles and has not been let, refusal reasons were: Health, wanted a bungalow, wanted a garden, disliked area, too small, condition. General themes are 1st floor sheltered regularly refused. Condition of property, applicants have stated that they felt they were being expected to do too much themselves and that works should be done during void period, particularly decoration. Additionally some refusals for kitchen and bathrooms not being replaced.
HCS.6	SL	TDBC	TRUE	Housing Stock To manage the housing stock and maintenance service to meet the needs of the tenants	Housing Services % of tenants on whom the landlord holds diversity information Target = 90%	Q1 – 69.98% Q2 - 59.84% Q3 – 60.48% Q4 - 63.59%	RED	RED	Improving	Q1 65.28% we continue to maintain efforts to collect this data Q2 66.10% small improvement

Housing and Communities Scorecard
Q2 April -September 2015

Ref	AD	Council	TSMB	Description	Measure	Previous Year Perform	Q1 (RAG)	Q2 (RAG)	Direction	Comments
HC5.7	TM	TDBC	TRUE	Housing Stock To manage the housing stock and maintenance service to meet the needs of the tenants	Repairs & Maintenance Completion of repairs within priority target times: Emergency (within 24 hours) Target =98%	Q1 – 95% Q2 – 94% Q3 – 93.83% Q4 - 90.57%	RED	RED	Improving	Q1 86% Q2 87.10 % Breakdown DLO 93.59%, Alhco 89.77%, Fixit 85.51%, Home n/a, T&C 75.83% The focus on DLO completion rates shows that they are now hitting some targets. There is a need to start to look at the number of jobs not completed at first visit to ascertain whether there are any improvements to service delivery which can be made to overcome this. With reference to contractor performance these are often governed by the complexity of the works ordered especially with regards electrical repairs.(T&C)
HC5.8	TM	TDBC	TRUE	Housing Stock To manage the housing stock and maintenance service to meet the needs of the tenants	Repairs & Maintenance Completion of repairs within priority target times: Urgent (within 3 working days) Target =94%	Q1 – 91% Q2 – 91% Q3 – 90.97% Q4 - 82.95%	RED	RED	Improving	Q1 85% Q2 87.50% DLO 92.18%, Alhco 85.63%, Fixit 80.36%, Home 100%, T&C 75% The focus on DLO completion rates shows that they are now hitting some targets. We are looking to ensure that when repairs are initially reported or surveyed we take time to gain as much information as possible to ensure the works ordered are correct and allow the DLO to complete the works in one visit.
HC5.9	TM	TDBC	TRUE	Housing Stock To manage the housing stock and maintenance service to meet the needs of the tenants	Repairs & Maintenance Completion of repairs within priority target times: Non Urgent (up to 28 days) Target =85%	Q1 – 81% Q2 – 83% Q3 – 83.71% Q4 - 91.37%	GREEN	GREEN	Improving	Q1 - 90% Q2 - 92.95% DLO 96.30%, Alhco 83.25%, Fixit 86.73%, Home 90%, T&C 96% The focus on DLO completion rates shows that they are now hitting some targets. We need to look at the external contractors performance and work to improve service delivery where possible

Housing and Communities Scorecard
Q2 April -September 2015

Ref	AD	Council	TSMB	Description	Measure	Previous Year Perform	Q1 (RAG)	Q2 (RAG)	Direction	Comments
HC5.10	SL	TDBC	TRUE	Housing Stock To manage the housing stock and maintenance service to meet the needs of the tenants	Events supported Number of events/activities put on or supported by the team, broken down by area	Green	GREEN	GREEN	No Change	<p>North Taunton - Community Clean Up Days x 2, Chill and Chat every Monday morning, attendance/support at Wednesday evening Youth Drop-In, Pride in Priorswood x 6 Summer activity events, North Taunton Partnership – membership/support for the partnership and the Priorswood Community Centre, progression of a peer support mental health project, completion of the Routes to the River Tone project with Somerset Wildlife Trust and Somerset Art Works, Christmas Rent Arrears Campaign, Taunton Deane Youth Network planning/event in.</p> <p>Wellington, several public events including Big Lunch, Teddy Bears Picnic, 2 Dreamscheme events in Priory Estate, and several buggy health walks and Wacky Wednesdays.</p>
HC5.11	SL	TDBC	TRUE	Housing Stock To manage the housing stock and maintenance service to meet the needs of the tenants	Local Authority Major Aids and Adaptions Number of applications completed, target 55.	40 applications completed.	GREEN	GREEN	No Change	<p>Q1 - 10 (anticipate reaching target by end of year) Q2 - 5 approvals. Currently 31 ongoing enquiries at varying states so anticipated to be on target at year end. This is subject to any additional OT referrals and any work that may instead go through the decent homes work.</p>
HC5.12	SL	TDBC	TRUE	Housing Stock To manage the housing stock and maintenance service to meet the needs of the tenants	Local Authority Major Aids and Adaptions End to end completion time, target 22 weeks.	<p>Q1 – 26 weeks Q2 – 27 weeks Q3 - 31 weeks Q4 - 42 weeks (including exceptions).</p>	RED	GREEN	Improving	<p>Q1 41 weeks. Due to long term staff sickness and contractors unable to start works for 3-4 weeks. Q2 56 weeks. However these clients had been on the waiting list for up to 4 months prior to allocation.</p>

Housing and Communities Scorecard
Q2 April -September 2015

Ref	AD	Council	TSMB	Description	Measure	Previous Year Perform	Q1 (RAG)	Q2 (RAG)	Direction	Comments
HC5.13	SL	TDBC	TRUE	Housing Stock To manage the housing stock and maintenance service to meet the needs of the tenants	Minor Aids and Adaptions Number of applications completed. Target 350	302 cases approved to end of quarter 4 2014-15	GREEN	GREEN	No Change	Q1 - 45 completions by end of Q1 77 applications as at 3rd August 2015, numbers are similar to last year. On target to complete. Q2 - 81 completions. Overall completions as of end of Q2 178. There were a number of completions in Q1 not included in the report due to back dating completion dates with the DLO. Similar effect may be expected in Q3
HC5.16	SL	TDBC	TRUE	Sheltered Housing Tenants with a needs assessment and risk assessment and support plan in the last 12 months, target 100%	Percentage of tenants with a needs and risk assessment / support plan in the last year.	New Measure	GREEN	GREEN	No Change	Q1 100% Q2 100%
HC5.17	SL	TDBC	TRUE	Sheltered Housing Tenants with a support plan reviewed within the last 12 months.	Percentage of tenants with a support plan reviewed within the last 12 months, target 95%	New Measure	AMBER	RED	Worsening	Q1 - 85% Q2 - 60% ACM and Housing Services Lead notified of the evidence of falling performance. Action plan will be established.
HC5.18	SL	TDBC	TRUE	Extra Care Customers with a needs and risk assessment and support plan	Percentage of Extra Care Customers with a needs and risk assessment and support plan = target 100%	New Measure	GREEN	GREEN	No Change	Q1 100% Q2 100%
HC5.19	SL	TDBC	TRUE	Extra Care Tenants with a Support Plan reviewed in the last six months.	Percentage of Extra Care Tenants with a Support Plan reviewed in the last six months. Target 100%	New Measure	AMBER	AMBER	Improving	Q1 60% Q2 76% Performance is affected by high levels of tenants in hospital or temporary care settings. Those tenants resident at scheme have reviews in place.
HC5.33	TM	TDBC	TRUE	Complete 60 Affordable units at Creechbarrow Road, KCI 45	60 Affordable units Dec 2015	Not applicable	AMBER	AMBER	No Change	Development programme being closely monitored. Handovers due to commence November 2015. Last 8 units currently scheduled for Q4 however slippage into 2016/17 anticipated
HC5.34	TM	TDBC	TRUE	Complete Installation of Photo Voltaic Systems to 350 TDBC Properties, KCI 45	350 TDBC Properties By October 2015	Not applicable	GREEN	GREEN	No Change	PV installation complete on 338 properties.

Housing and Communities Scorecard
Q2 April -September 2015

Ref	AD	Council	TSMB	Description	Measure	Previous Year Perform	Q1 (RAG)	Q2 (RAG)	Direction	Comments
HC5.35	TM	TDBC	TRUE	Complete installation of External Wall insulation to 40 TDBC Properties, KCI 46	40 Properties by October 2015	Not applicable	GREEN	GREEN	No Change	Works program commenced and on target to complete in Q3
HC5.36	TM	TDBC	TRUE	Development of 26 affordable units at Weavers Arms, Wellington KCI 47	26 affordable homes delivered during 2017/18	Not applicable	GREEN	GREEN	No Change	Planning application determined August 2015. Start on site to be advised following contractor selection. Working on obtaining vacant possession of site.

Taunton Deane Borough Council

Tenant Services Management Board – 16th November 2015

Sheltered housing service and charges.

Joint report of the Senior Supported Housing Development Officer and the Housing Services Lead.

(This matter is the responsibility of Councillor Terry Beale)

1.0 Executive summary

Following Somerset County Council's review of commissioned housing related support services in 2013/2014, Taunton Deane Borough Council's Housing and Community Service is having to make changes to the services it delivers and the charges it applies in respect of its sheltered housing service.

The purpose of this report is to consider and agree a proposed new sheltered housing service and charges for sheltered housing.

2.0 Recommendation

2.1 The Tenant Service Management Board are asked to note and comment on the proposals within this report.

3.0 Background and full details of the report

3.1 The current housing related support service in sheltered housing

Taunton Deane Borough Council (TDBC) currently owns, manages and provides housing related support services to a total of 880 (01.11.15) sheltered housing council tenants.

(Appendix 1 provides a list of the locations of TDBC's sheltered housing accommodation/schemes).

TDBC's sheltered housing is currently comprised of two separate but highly related elements:

- 'Designated accommodation' – This is a flat or bungalow, which is equipped with an interactive alarm system. The accommodation is paid for by tenants in the form of rent and service charges. Tenants on low incomes can claim housing benefit to assist with both the rent and 'housing benefit eligible' service charges; and
- 'Housing related support' – This can include regular and occasional welfare checks that provide reassurance and a minimal level of social contact. The support can also help with basic household tasks such as dealing with correspondence, arranging essential appointments and sometimes to help plan meals, organise shopping and foster good relations with neighbours. The housing related support service is paid for by Somerset County Council grant – formerly Supporting People funding.

(Section 3.3 provides more detail on the current housing related support service at TDBC)

Note:

- a) It is important to distinguish support from care. Care is about attending to personal needs such as washing, dressing etc. Care is not an element of the sheltered housing service at TDBC; and
- b) This report does not concern TDBC's two extra care schemes at Kilkenny Court, Taunton and Lodge Close, Wellington as services at these schemes are being reviewed separately.

3.2 Somerset County Council's supported housing service contract review

Over the last few years TDBC's contract with Somerset County Council (SCC) to provide housing related support to its sheltered housing tenants has reduced significantly. In 2012/2013 the overall contract value was £244,223.48, reducing to £229,570.07 in 2013/2014.

Following a comprehensive review of commissioned services by SCC throughout 2013/2014 a new contract was entered into by TDBC to provide housing related support to its sheltered housing tenants. The overall value of the new contract is £153,046.71 per year for the period October 2014 to October 2018.

3.2.1 In addition, SCC's review also redefined key elements of its service contract specification, such as:

- Limiting the provision of support to people with higher level support needs;

- Providing support that is focussed on helping people to develop ways of coping with the things they are finding difficult and will be increased, reduced or stopped according to their needs at any given time; and
- Providing support only where the person has no other means of meeting their needs. If the person has family who are willing and able to help them, if they are receiving other services that meet their support needs, or if they can reasonably purchase a service to meet their support needs, they will not be offered further support through the new contract.

For full details of Somerset County Council's housing related support in sheltered housing service specification see Appendix 2.

As a direct consequence of a significant reduction in the housing related support contract value and changes to the service specification issued by SCC, TDBC is having to make changes the housing related support service it currently delivers to its sheltered housing tenants.

3.3 The current housing related support service for sheltered housing

TDBC has for many years delivered a housing related support service to its sheltered housing tenants that:

- Promotes independence and supports all tenants to: Achieve economic wellbeing; Stay safe; Be healthy; Enjoy and achieve; and Make a positive contribution;
- Is person centred and focused on individual housing related support needs, as identified in a needs and risk assessment and planned through individual support plans;
- Provides access to Deane Helpline and the Emergency Response Team via emergency alarm equipment located at all properties;
- Supports tenants to contact appropriate services and agencies to ensure they get the help they need to remain independent;
- Supports tenants to access health and other care and support services as necessary;
- Promotes tenant well-being, health and quality of life;
- Encourages and supports tenants to access activities;
- Responds to the changing needs of tenants in a flexible way;
- Reviews all individual support plans regularly;
- Works alongside TDBC housing service colleagues to provide and assist with the maintenance and management of tenancies;
- Ensures all sheltered housing schemes are safe by carrying out regular on-site inspections; and
- Safeguards vulnerable tenants from abuse.

The service is generally well regarded by all sheltered housing tenants achieving consistently good levels of satisfaction ratings over many years.

3.4 The proposed new sheltered housing service

The proposed new sheltered housing service for tenants will continue to respond to the aging population on our sheltered housing schemes. The service will have a positive social impact, helping tenants to lead active and independent lives. The service will aim to achieve and maintain a high level of tenant satisfaction.

Our sheltered housing schemes will be attractive to older people and be places where they want to move to. There will be a focus on prevention and early intervention to avoid and postpone health and care needs

Tenants will be offered a service that provides that community touch, helping tenants to feel part of their scheme. Services will reflect the occupancy and interests of those living on them.

Listed below is what a tenant should expect from the proposed new sheltered housing service:-

3.4.1 Additional housing management:

1. Help on entering the service – tenants will have access to help when initially viewing a property, signing up for a tenancy and be introduced to the range of services available on a scheme. A full introduction to the new home and tenancy will be carried out over a six week period;
2. Preventing tenancy breakdown - tenants will have access to help involving the provision of information and advice required to meet their needs in managing their tenancy through self-help or assistance. For example, the provision of advice and information on welfare benefits, budgeting, managing money, tenancy responsibilities and obligations etc.;
3. Help with maintaining security – tenants will be provided with help in making referrals for aids and adaptations or disabled facilities grants and in dealing with property repairs. Regular visits/inspections of schemes will be undertaken to ensure the environment remains safe and secure; and
4. Help with moving on – tenants will have access to help when seeking a transfer, mutual exchange or ending a tenancy.

3.4.2 Community development:

1. Community programmes – utilising the communal facilities at many sheltered housing schemes, all sheltered housing tenants will be encouraged to stay active and connected in their community. With a focus on attaining and gaining independence, self-help will be promoted to enhance the capacity of all, in support of tenancy sustainability. For example: facilitating sessions in the sheltered housing meeting halls where many sheltered housing tenants will have access to on-line housing services, or alternatively, home visits where access to welfare benefit and debt advice services will be offered.

3.4.3 Tenant involvement and empowerment:

1. Tenant empowerment will be aimed at preventing social isolation and increasing well-being. Tenants will be given a wide range of opportunities to influence and get involved in the management of their homes and to hold the council to account;
2. Tenants will be offered help to understand and be confident about the services on their scheme and intensive support will ensure tenants can participate in decision making; and
3. Supporting the formation and activities of tenant groups, tenants will be encouraged to attend Service Development Group meetings. Training will be offered to develop the skills and abilities of those that want to get involved in the management of their homes.

3.4.4 Housing related support service:

1. This part of the service will be targeted to those tenants who have been assessed as having the highest level of support needs and are at most risk of requiring a social care service. A formal assessment of need will be undertaken. The service will be outcome focussed, encompassing a clear exit strategy. The service will be personalised to the needs of individuals and will support and enable those tenants with more complex and or enduring needs;
2. Risk assessments, support plans and outcomes will be reviewed on an individual case by case basis with regular progressive reviews being undertaken. Support at this level will be provided when required and then may be reduced or withdrawn as needs are met.

3.4.5 Deane Helpline and Emergency Response service:

1. Access to the Deane Helpline and the Emergency Response Team service, via emergency alarm equipment, will be provided automatically to all sheltered housing tenants. TDBC installs emergency alarm equipment in every sheltered housing property to make sure that sheltered housing tenants can get help easily when they need it. The emergency alarm system works through the phone lines or depending on the sheltered housing scheme it can also work via a 'hardwired' system.

3.5 Changes to sheltered housing service charges

- 3.5.1 At present, the amount of weekly service charge a tenant pays for their sheltered housing service depends on the type of sheltered housing scheme on which they reside.

In the existing service charges a tenant residing on a 'low level scheme' would receive less regular contact from staff and this would be classed as the baseline service. However, a tenant residing on a more 'standard sheltered housing scheme' may require more regular visits and increased contact.

- 3.5.2 Listed below are the usual current sheltered housing service charges applied to sheltered housing tenants rent accounts for 2015/16, however some tenants have a tenancy that has 'protected rights' in relation to the sheltered component of their service charge:

Type of service	Current weekly charge
Sheltered housing	£12.59
Low level sheltered housing	£4.47

- 3.5.3 In the proposed new service a new single rate sheltered housing service charge will be applied to all sheltered housing tenant rent accounts from April 2016:

Type of service	Proposed new weekly sheltered housing service charge
Additional housing management; Community Development and Tenant involvement and empowerment.	£10.04

Note:

- (a) Some tenancies where 'protected rights' are applicable in relation to the sheltered component of their service charge will retain their protected status. No existing sheltered housing tenant will be financially worse off as a consequence of this proposal.
- (b) Sheltered housing tenants on low incomes will be entitled to apply for housing benefit.
- (c) The figure quoted (i.e. £10.04) relates to 2015/2016 charging values and will be subject to the normal annual inflationary assessment at April 2016 onwards.

3.5.4 The housing related support element of the proposed new service will continue to be grant funded by Somerset County Council and subject to a formal contractual agreement.

(Please refer to Appendix 2 for details of the service contract specification).

3.5.5 The actual cost of providing the Deane Helpline and Emergency Response services to sheltered housing tenants is £4.43 per week at 2015/2016. This cost is subject to an annual review by Deane Helpline.

Many tenants residing in sheltered housing can often be vulnerable and in receipt of a low income.

It is proposed that the actual weekly cost of the Deane Helpline and Emergency Response service be applied as a charge to all sheltered housing tenants rent accounts, unless they are exempt due to being in receipt of housing benefit.

It is proposed that the financial consequence of the above will be taken account of as part of the current review of the Housing Revenue Account Business Plan.

The table below provides a summary of the current and proposed new service, along with details of the funding that is available to help with the costs:

Current sheltered housing service	Funding type	Proposed sheltered housing service	Funding type
Housing related support.	Means tested with those eligible receiving Supporting People grant funding.	Additional housing management; Community development; Tenant involvement and engagement.	Means tested with those eligible receiving housing benefit.
Deane Helpline, including the Emergency Response Service	Support with the cost of Deane Helpline charges is not eligible for housing benefit or supporting people grant funding.	Deane Helpline, including the Emergency Response Service.	Means tested with those eligible receiving Housing Revenue Account subsidy.
		High level housing related support.	Somerset County Council grant funded.

4.0 **Staffing**

There are currently 9 sheltered housing officers (SHO) in post within the sheltered housing service.

For some time the officers have been undertaking hours of work that are in addition to their formal contracted hours – a practice of redistributing hours of work amongst the SHO team following a vacancy.

Subject to the proposals in this report being approved and with the agreement of officers, the existing arrangements are to be formalised.

In the interest of fairness and because job roles evolve over time we are in the process of re-evaluating the SHO post.

5.0 **Next steps / implementation timeframe**

Subject to receiving approval from the Council's Executive Committee it is proposed the new sheltered housing service and charges will be operational with effect from the start of the next finance year i.e. 04/04/2016. Prior to this date officers and managers within Housing and Community Services will be working to update administrative systems to enable tenants to receive full details and formal notification of the new service and charges.

6.0 **Finance**

The financial implications of this report are addressed within this report.

7.0 **Legal implications**

Legal issues are addressed in the body of the report, especially in relation to Somerset County Council's housing related support contract.

8.0 **Links to corporate aims / priorities**

The proposals within this report are linked to the following corporate aim:

Aim 3 – a vibrant social, cultural and leisure environment – work with partners to improve the lives of our most vulnerable households.

9.0 **Environmental impact implications**

There are no specific environmental implications.

10.0 **Community safety implications**

Community safety is incorporated in the strategic priorities for Housing and Community Services and our proposed new sheltered housing service has been created to have positive implications for community safety. Housing and Community Services aims to take action so that disadvantaged communities will have better access to local housing services and support. Housing and Community Services also aims to continue its support for a range of vulnerable people and to tackle crime and fear of crime through reducing anti-social behaviour.

11.0 **Equality and diversity impact**

An Equalities Impact Assessment is attached as Appendix 3. There are no significant impacts arising from this report.

12.0 **Safeguarding implications**

Sheltered housing services and emergency alarm systems create a safe living environment for vulnerable tenants.

The proposed new service is all about responding to changing needs and therefore supports the safeguarding of vulnerable tenants.

13.0 **Risk assessment**

The risks associated with the proposed new sheltered housing service are monitored effectively through the Sheltered Housing Review Project risk register. The risk register is monitored regularly through the Sheltered Housing Review Project Group meetings.

14.0 **Partnership implications**

The drafting of the proposed new sheltered housing service has been influenced by Taunton Deane Borough Council's partners. It is clear that the activities derived from the proposed new sheltered housing service will have a positive impact on the work our partners undertake throughout the Borough.

15.0 **Health and wellbeing implications**

TDBC's sheltered housing schemes and services have a direct link to the council's health and wellbeing agenda and contribute towards increasing the health and wellbeing of council tenants through the provision of services such as:

- (a) Suitable properties;
- (b) Enabling the provision of care and support services;
- (c) Enabling a safe environment for our most vulnerable tenants; and
- (d) Enabling an environment that helps older people and those with mental health and physical disabilities to live as independently as possible for as long as possible.

- 15.1 The council has an enhanced duty under the Care Act 2014/2015 to work together with other agencies to ensure the safety of vulnerable individuals and support the delivery of outcomes focused services that meet needs. Many older people face health and social issues, and the council needs to be working with local partners to reduce the more preventable health issues that are linked to wider local health aims.

16.0 **Asset management implications**

There are no direct implications or dependencies within the proposed new sheltered housing service. However, in order to meet corporate principles, provide quality customer driven services and be forward-looking we need to ensure that the physical environment on our sheltered housing schemes is supportive of tenants needs.

The HRA Business Plan recognises that it is important that we ensure all our housing stock meets government decency standards as a minimum

and is maintained in a good state of repair. We need to continue to deliver enhancements by investing in existing homes as well as developing new homes that take account of the communities within which they are being built and wherever possible improve the local area too. Therefore, the Council needs to ensure sheltered housing properties are fit for purpose, are somewhere that tenants will want to live, meet their needs now and in the future, and are financially sustainable.

17.0 **Consultation**

- 17.1 The proposals in this report have been considered by TDBC's Tenants' Forum at their meeting on the 13th October 2015. The Tenants' Forum were unanimous in their support for the proposals with particular comments received describing the current Deane Helpline and Emergency Response Service as a 'life saving' service.
- 17.2 The proposals in this report have been extensively communicated to existing sheltered housing tenants and to members of the Supported Housing Service Development Group.

Over a two week period in October/November 2015 meetings were held at sheltered housing meeting halls with over 150 sheltered housing tenants attending. Overwhelmingly, the feedback received from sheltered housing tenants was in support of the proposals.

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APPENDIX 1

Sheltered housing schemes	Unit number
BOVET STREET	33
BROOMFIELD HOUSE	18
BRUFORD CLOSE	3
BULFORD	81
BUNGALOWS ELMS ESTATE	1
CALWAY ROAD	24
CHAFFINCH CLOSE	1
CHAPMAN COURT	13
CHARTER WALK	2
CHEDDON ROAD	3
CHURCHILL WAY	24
COLERIDGE CRESCENT	4
CREEDWELL ORCHARD	15
CROSSWAY	2
DARBY WAY	32
DINHAMS	5
DORCHESTER ROAD	8
DOWELL CLOSE	30
ENMORE ROAD	6
FLETCHER CLOSE	5
GEORGE STREET	25
GRANGE WALK	6
GREENLANDS	30
HARNELL CLOSE	7
HEATHFIELD DRIVE	33
HENDERSON CLOSE	10
HOPE CORNER LANE	16
LEACHS FIELD	9
LYNGFORD PLACE	2
LYNGFORD ROAD	16
MANOR DRIVE	1
MIDDLEWAY	9
MILTON CLOSE	6
MONMOUTH ROAD	27
MOORLAND CLOSE	4
MOORLAND PLACE	34
NEWTON ROAD	31
NORMANDY DRIVE	24
PLAIN POND	4
POLKES FIELD	26
QUANTOCK ROAD	14
RICHARDS CRESCENT	4
ROBIN CLOSE	30
ROLAND CLOSE	18
SLAPES CLOSE	14
SOUTH ROAD	16
SQUIRREL COURT	9
STEDHAMS CLOSE	1
TAUNTFIELD CLOSE	25
TREBOROUGH CLOSE	33
TRINITY ROAD	13
TRISCOMBE ROAD	10
WARWICK ROAD	18
WELLESLEY STREET	39
WILLIE GILL COURT	6
Grand Total	880

Schedule B

Service Specification

Support in Sheltered Housing/Housing Related Support Service

1	Service Description	
1.1	Type and Model of Service	<p>Annual contract value: As per summary financial schedule</p> <p>This Specification is for a housing related support Service. It is expected that service users will have short and/or long term needs met and the Service will be flexible to meet these needs. The service will be targeted to those tenants with the highest level of support needs and are at most risk of requiring a social care service. Those with lower needs will be signposted to other community resources.</p> <p>The Service will be outcome focussed, encompassing a clear exit strategy. Its purpose is to meet the needs of people who have been assessed by the service provider as requiring the most intensive housing related support to enable them to either:</p> <ul style="list-style-type: none"> • Develop the skills to maintain, acquire and establish a new home, or • Maintain their capacity to remain living independently, when they are appropriately accommodated at the time they engage with the Service. <p>The overall objectives of the Service are:</p> <ul style="list-style-type: none"> • To promote/increase independent living in Sheltered Housing. • To provide structured and outcome focussed housing-related support, with goals agreed by the service user and support provider to work towards. • To ensure that risk assessments, support plans and outcomes are flexible and made on an individual case-by-case basis with regular progressive reviews. • To provide a support Service that is targeted to service users with the highest level of assessed support needs. • Support is provided when required and then may be reduced or withdrawn as the Service Users' needs are met.

		<ul style="list-style-type: none"> • On-going support may be provided for Service Users with long term assessed support needs, with at least annual reviews to reassess need. • To work with other professionals e.g. Health, Adult Social Care, Children and Young People Services, Avon & Somerset Probation, Somerset Partnership, the District Housing Options Teams and other agencies as appropriate. This will be achieved by signposting and liaising with community and voluntary agencies as determined by service users identified needs. • Support worker contact with Service Users will usually be planned and agreed with service users through the support planning process in line with the principals of personalisation.
1.2	Details of accommodation (List of Sheltered Schemes the service is delivered from)	See Schedule D: Accommodation List
1.3	Housing related Support Provided for service users with more complex and / or enduring needs	<p>The Service will be personalised to the needs of individuals and will enable Service Users with more complex and / or enduring needs to:</p> <ul style="list-style-type: none"> • Access or maintain tenure for suitable independent accommodation or move-on and provide assistance with tasks associated with taking up independent housing. • Have access to a suitably trained support worker to work with them in a flexible and holistic way to meet their goals and aspirations, promoting their independence and choice. • Receive advice on maintaining their independence within their accommodation, with respect to budgeting, catering and managing the home. • Review safety and security particularly where there is a change of circumstances / health / falls / bereavement / hospital discharge or other critical events to maximise independence and reduce the need for move-on to higher care and support settings. • Access opportunities locally e.g. leisure, cultural, faith, volunteering, education, training and employment. • Access healthcare and receive advice in relation to promoting healthy living. • Access other specialist services when appropriate. • Be encouraged to build or sustain effective social and familial relationships, thereby reducing social

		isolation.
1.4	Referral routes to the high level support service	<ul style="list-style-type: none"> • Self-referral for Service Users aged 18+ years. • Professional referral (with the Service Users agreement) • Friend/family referral (with the Service Users agreement) • Inter-agency referral (with the Service Users agreement) <p>Referral Method</p> <p>By application form By phone call By interview</p>
2	Service Eligibility	
2.1	Primary Client Group	People living within Sheltered Housing in Somerset. (See Schedule E)
3	Service Outcomes	
3.1	Desired outcomes	<p>The Service User is supported to:</p> <p>Be Healthy Better manage physical health Better manage mental health Better manage substance misuse Better manage independent living as a result of assistive technology/aids and adaptations</p> <p>Enjoy and Achieve Participate in chosen training and/or education, Participate in chosen leisure/cultural/faith/informal learning activities Participate in chosen work like/voluntary/unpaid work activities Establish contact with external service/family/friends</p> <p>Staying Safe Maintain accommodation and avoid eviction Secure/obtain settled accommodation Comply with statutory orders and processes (in relation to offending behaviour) Better manage self-harm, avoid causing harm to others, minimise harm/risk of harm from others</p> <p>Economic Well Being Maximise income and reduce debts where economic</p>

		<p>well being is critical to maintaining independence Obtain paid work/Participate in paid work</p> <p>Making a Positive Contribution Greater choice and/or involvement and/or control at service level and within the wider community</p>
4	Staffing	
4.1	Cover arrangements for annual leave and sickness	<ul style="list-style-type: none"> • Staffing levels will be available/adequate at all times to meet the need of service demand • Service Users to be informed of arrangements for staff absences • Cover staff to have appropriate skills, experience and training to be able to maintain a safe, consistent and effective Service • Staffing adequate to meet the needs of the Service User group
4.2	Volunteers involved in Service	DBS checks to be done proportionately to service user involvement

Appendix 3: Equality Impact Assessment – pro-forma

Responsible person	Gary Kingman /Stephen Boland	Job Title: Senior Supported Housing Development Officer / Housing Services Lead	
Why are you completing the Equality Impact Assessment? (Please mark as appropriate)	Proposed new policy/service		
	Change to Policy/service		Change to service.
	Budget/Financial decision – MTFP		
	Part of timetable		
What are you completing the Equality Impact Assessment on (which, service, MTFP proposal)	Taunton Deane Borough Council - Sheltered Housing Service.		
Section One – Scope of the assessment			
What are the main purposes/aims of the policy/decision/service?	Responding to significant changes to the commissioning of housing related support services by Somerset County Council, Taunton Deane Borough Council proposes to deliver a new sheltered housing service that continues to support a arrange of vulnerable groups living within its designated sheltered council housing.		
Which protected groups are targeted by the policy/decision/service?	1. Age; 2. Disability; 3. Gender Reassignment; 4. Pregnancy and Maturity; 5. Race; 6. Religion or belief; 7. Sex; 8. Sexual Orientation; 9. Marriage and civil partnership.		
What evidence has been used in the assessment - data, engagement undertaken – please list each source that has been used The information can be found on....	Engagement: <ol style="list-style-type: none"> 1. Feedback received from TDBC’s Tenants’ Forum members at their meeting held on the 13th October 2015; and 2. Feedback received over a two week period in October/November 2015 - meetings were held at sheltered housing meeting halls with over 150 sheltered housing tenants attending. 		

Section two – Conclusion drawn about the impact of service/policy/function/change on different groups highlighting negative impact, unequal outcomes or missed opportunities for promoting equality

The proposed changes to the sheltered housing service will apply to all sheltered housing tenants and as such no potential discrimination amongst the protected groups has been identified.

There have been no negative equality impacts identified as a consequence of the proposed changes.

I have concluded that there is/should be:

No major change - no adverse equality impact identified	
Adjust the policy/decision/service	
Continue with the policy/decision/service	No adverse equality impact on the protected groups identified as a consequence of proposed changes to sheltered housing services.
Stop and remove the policy/decision/service	

Reasons and documentation to support conclusions

Section four – Implementation – timescale for implementation

The proposed changes will be implemented with effect from April 2016.

Section Five – Sign off

Responsible officer: Gary Kingman / Stephen Boland
Date: 9th November 2015

Management Team: Housing and Community Development.
Date: 9th November 2015

Section six – Publication and monitoring	
Published on	
Next review date	Date logged on Covalent

Action Planning

The table should be completed with all actions identified to mitigate the effects concluded.

Actions table					
Service area	Housing and Community Development		Date	November 2015	
Identified issue drawn from your conclusions	Actions needed	Who is responsible?	By when?	How will this be monitored?	Expected outcomes from carrying out actions
N/a	N/a	N/a	N/a	N/a	N/a

Your Guide to Asbestos

For Council Tenants and Leaseholders



In good condition, asbestos is not a health hazard. But if items in your home do become damaged or deteriorate, then you and others around you may be at risk from asbestos fibres in the air.



What is asbestos?

Asbestos is a strong fibrous rock, which can resist heat and chemicals. It was commonly used in building materials between the 1950s and 1980s. Almost all buildings built or changed during this period are likely to contain asbestos. Products containing asbestos can look the same as those that do not. The difference can only be found under a microscope by a specialist laboratory.

Am I at risk?

Before starting any major DIY activities you must obtain written permission from Taunton Deane Borough Council's Property Services.

Seek specialist advice regarding your homes asbestos content.

You will not be at risk if products containing asbestos are undisturbed or undamaged. In good condition, asbestos is not a health hazard.

If items do become damaged or deteriorate, then you and others around you may be at risk from asbestos fibres in the air.





Am I at risk? (continued)

DIY activities such as drilling or sanding may disturb and possibly damage products containing asbestos. If you inadvertently damage what you suspect to be asbestos, leave everything in place (tools, ground sheets etc.), close the door leading to the room and contact us immediately.

Do not put yourself at risk.

Please seek specialist advice before carrying out any work. If you are a council tenant, we will arrange to have a sample taken and tested to establish if it contains asbestos.

Further works can be undertaken if necessary. This service is free for tenants. Leaseholders must arrange surveys and removal themselves.

All work must be carried out by approved contractors licensed by the HSE for certain types of work.

Asbestos is not dangerous if it is in a good condition. We assure tenants and leaseholders that their health and safety is our most important consideration.

**You may like to think of Asbestos in the same way as live electricity...
a constant presence in our homes and quite safe until it is tampered with.**

Where could I find asbestos in my home?

Not all homes contain asbestos. Below is a list of common places where asbestos has been found in properties. This list is not exhaustive.

Common places where asbestos has been found in properties.

Exterior of building

- Roof sheets and tiles
- Fascia boards
- Exterior cladding
- Guttering & drain pipes

Boilers

- Some interior workings of boilers
- Boiler flue pipes
- Linings to the boiler cupboards or doors
- Gaskets and seals

Interior surfaces

- Textured wall and ceiling coatings (e.g. artex)
- Duct panels (access to pipe work)
- Infill panels (above, below or next to doorways/windows)
- Panels behind radiators or heaters
- Floor tiles
- Suspended ceiling panels
- Underside of stairs
- Ceilings

Electrical

- Old fuse boards
- Storage Heaters

Other areas

- Bath panels
- Fireplace panels
- Pads underside of sink
- Water tank
- Pipe lagging
- Garage and shed roof
- Insulation
- Fire doors, loft hatches

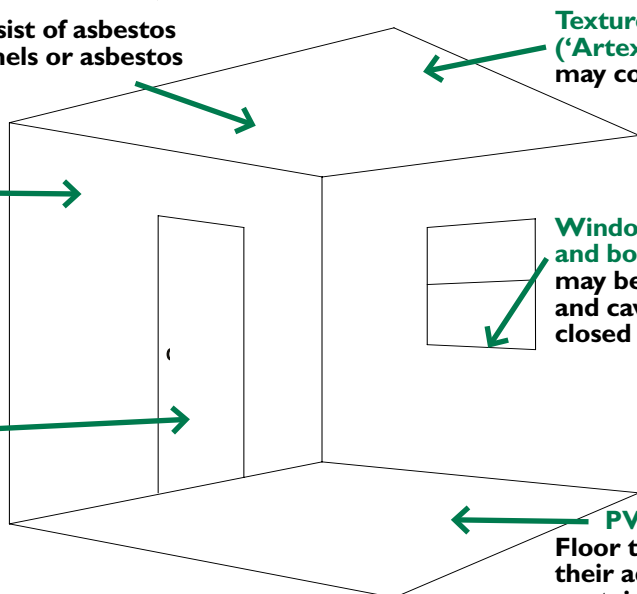
All of the items in this list could contain asbestos and should be treated as such unless you know otherwise. If you are concerned about asbestos, please contact Taunton Deane Borough Council. Contact details can be found at the end of this leaflet.

Where you might find asbestos inside the home

Ceilings may consist of asbestos cement tiles / panels or asbestos insulation board.

Studwork partition panels to walls and cupboards may be asbestos cement or Asbestos insulation boards

Kitchen, boiler and airing cupboard doors may be lined with asbestos. Cavities may be closed with asbestos.



Textured coatings ('Artex') may contain asbestos

Window sills and boards may be asbestos and cavities may be closed with asbestos.

PVC floor tiles
Floor tiles and/or their adhesive may contain asbestos.

Where you might find asbestos on the exterior of a home

Roof tiles and especially cement roofing sheets on sheds/garages may be asbestos, roofing felt may also contain asbestos.

Soffits, fascias and rainwater fixtures may be of asbestos cement.

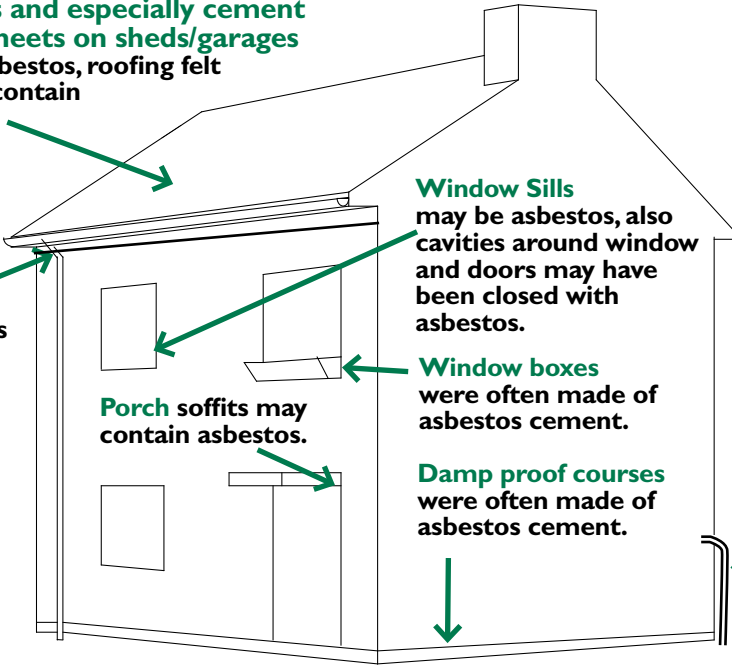
Porch soffits may contain asbestos.

Window Sills may be asbestos, also cavities around window and doors may have been closed with asbestos.

Window boxes were often made of asbestos cement.

Damp proof courses were often made of asbestos cement.

Soil and vent pipes can be made of asbestos.



What is Taunton Deane Borough Council doing about Asbestos in their properties?

Taunton Deane Borough Council holds a list of properties where asbestos has been found or is believed to exist. This list is continually being updated as we carry out more surveys across the council's housing stock.

We are happy to share with you any information we have regarding asbestos in your home. We are also embarking on a programme of updated surveys and will share the results of these with you in writing.

Where we think asbestos is present tests are carried out.

If the asbestos is in a good condition, it is best practice to leave it in place. However, if the asbestos is in a bad condition, it will be removed or made safe. Leaseholders must make their own arrangements for survey and removal unless the work is part of a major project. Where major projects are being undertaken, tenants and leaseholders are formally consulted as a group and advised on the full process such as how the asbestos will be removed and, if necessary, what precautions are needed and for how long.

Services to tenants

Taunton Deane Borough Council provides a free survey and removal where appropriate service for council tenants. Please contact Property Services if you are worried about asbestos in your home.

When asbestos materials need to be removed or made safe, we will employ contractors who are licensed with the Health and Safety Executive. They will seal off the area containing damaged asbestos with an air tight enclosure if necessary. They then collect and secure the material under the Waste Management Licensing regulations. If necessary, an independent analyst from the United Kingdom Accreditation Service (UKAS), will carry out an air check to make sure the area is safe. All work is done under the Control of Asbestos Regulations 2012.

Services to leaseholders

Under the terms of your lease you are responsible for all fixtures and fittings within your property, including artex ceilings and floor tiles. Do not attempt any DIY on materials you suspect could contain asbestos without speaking to a specialist first. Property Services can offer information and advice but you will have to organise and pay for the work to be done.

Taunton Deane Borough Council remains responsible for the building structure and the asbestos in any shared /communal areas (stairwells, landings, halls etc.)

Remember that items you suspect contain asbestos are best left in place if in good condition. If you do have asbestos removed or sealed, please inform future owners so that this information can be passed on. Any asbestos removed from your property must be disposed of by approved asbestos removal contractors.

Remember: Asbestos dumping is illegal.

For information and advice on asbestos

Under no circumstances attempt any removal or work on items you suspect may contain asbestos.

If you have any questions about asbestos or need some information and advice, contact Taunton Deane Borough Council Property Services.

Taunton Deane Borough Council Property Services

Phone: 01823 356333

Email: housing.maintenance@tauntondeane.gov.uk

Post: Housing Repair, Taunton Deane Borough Council, Priory Depot, Priory Way, Taunton TA1 2BB

Information and advice is also available from several other organisations:

Health and Safety Executive

Phone: 0845 345 0055

Post: Health and Safety Executive,
Rose Court, 2 Southwark Bridge,
London SE1 9HS

Web: www.hse.gov.uk

United Kingdom Accreditation Service

Phone: 44 (0) 20 89178400

Email: info@ukas.com

Post: UKAS, 21-47 High Street,
Feltham, Middlesex TW13 4UN

Web: www.ukas.com

The Asbestos Removal Control Association

Phone: 01283 531126

Post: ARCA House, 237 Branston Road,
Burton upon Trent, Staffordshire DE14 3BT

Web: www.arcaweb.org.ukdom



For other information please contact:

Taunton Deane Borough Council

The Deane House, Belvedere Road, Taunton, Somerset TA1 1HE

Telephone: 01823 356356

Email: enquiries@tauntondeane.gov.uk

Web site: www.tauntondeane.gov.uk

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English

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Bengali

অপনি যদি এই দলিলপত্র অন্য কোন ভাষায় অনুবাদ করে চান, বা ব্রেল, বড়ো ছাপার অক্ষর, অডিও-ট্যেপ 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

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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 enquiries@tauntondeane.gov.uk

Creechbarrow Road Development – November 2015

Status Of Project		Last Report	This Report	Comments
Creechbarrow Road Development – Construction Phase		A	A	
Status by Key Project Activities for Phase 1	Workstream Lead	Last Report		Comments
1. Build Programme	Galliford Try	A	A	
2. Community Liaison	Rachel Searle	G	G	
3. Training Opportunities	Rachel Searle	G	G	
4. Finance	Rachel Searle	G	G	

Key	
Red	Unsatisfactory progress – milestones & timescales not being met corrective action or re-plan required
Amber	Issues against some milestones but remedial action will keep project under control overall
Green	All milestones being met & project on target/completed
Development Definitions:	
Superstructure	The part of a building or construction entirely above its foundation or basement.
Substructure	A structure forming the foundation of a building or other construction.
Beam & block	Beam and block system is a reinforced beam laid between walls, these beams are infilled with aircrete blocks.
LEAP	Local Equipped Area for Play
Trusses	A framework typically consisting of rafters, posts and struts, supporting a roofs often made off site.
Roof Carcassed	The roofing framework before the decking, membrane, shingles etc. have been applied.
Joists	A length of timber or steel supporting part of the structure of a building, typically arranged in parallel series to support a floor or ceiling.
Council of Mortgage Lender Certificate	Completion sign off certificate provided by the NHBC to prove a new build property has passed a handover inspection by NHBC.
BC	Building Control
1st Fix	Describes the process that are undertaken during construction works up to the point of applying internal surfaces.
2nd Fix	Describes the process from plastering to a finished property.
Pre-tack	Inspection before plaster board is installed at a property.

Key Accomplishments LAST Period
Build Programme – KHA: Plot 1 – Complete & Handed Over Plots 8-13 – Complete & Handed Over Plots 2-5 – Complete & Handed Over

Plots 14-15 & 32 – Complete & Handed Over

Plots 6-7 & 31 – Awaiting de-snag of plot 7 and handover imminently

Plots 16-30 – Internals progressing, PV panel installation ongoing, scaffold adaption underway for render.

TDBC:

Plot 33-36 – Decorated, air test and flooring installation scheduled for week commencing 9.11.15

Plot 37 & 38 – Site Team moving from these plots to site cabins to allow completion of the units.

Plot 39-42 – Decoration scheduled for week 9.11.15

Plot 43- 2nd fix M&E starting week commencing 9.11.15

Plot 44 & 45 – Decoration starting week commencing 9.11.15

Plot 46 & 47 – Decoration starting week commencing 9.11.15

Plot 48 & 49 – 2nd fix due for completion week commencing 9.11.15 with decoration to follow.

Plot 50 & 51 – 2nd fix in progress

Plot 52 – Felt and batten commencing 9.11.15

Plot 53 – Ready for final stage of brick work.

Plot 54-68 – Scaffold erected and final stage brick work

Plot 77-79 – Roof complete, scaffold adaption for rendering week commencing 9.11.15

Plot 80, 81 & 82 – All plots to joist level

Plot 83 & 84 – Top tack complete, electrical 1st fix to be complete week commencing 9.11.15 for boarding thereafter.

Plot 85-88 – Roof fitted, felt and batten to commence week beginning 9.11.15

Plot 89-92 – 1st lift complete with 2nd lift commencing week beginning 9.11.15

Plot 69-76 – Awaiting drainage drawings

KHA & TDBC Services:

Water – Mains now complete. Chlorination carried out.

Western Power – Mains complete. Final connection/services ongoing

Gas – Mains complete. Final connections/services ongoing

BT – Ducting being installed as required. Final connections at KHA end now complete

Meters – Being installed as required

Training -

Apprentices and Improvers working on the site. 'Improvers' are operatives who have taken short intensive trade courses and need site experience to improve their skill and speed levels.

Site Management: 1 x Trainee

Carpenter: 1 x Apprentice & 2 x Improvers

Bricklayers: 1 x apprentice & 2 x Improvers

Plumber 1 x Apprentice

Electrician 2 x Apprentice

Floor Layers 1 x Apprentice

Roofers 1 x Apprentice & 1 x Improver

Community Liaison –

Returning decants were taken on a site tour and visited the plots that will be their future homes on the 22nd September.

Play Ranger sessions were managed by Barnardos during the school summer holidays, which were funded by TDBC, Galliford Try and Knightstone Housing due to the removal of the old play area as part of the development scheme. A session was also organized for the October Half Term which was well received by the children in Halcon.

Key Activities NEXT Period**TDBC -**

Due to receive handover of first TDBC units shortly, awaiting confirmation of specific handover dates from the contractor.

TDBC is preparing for new properties to be added to its internal systems.

TDBC preparing for defects to be reported and recorded on Galliford Try's system -'Clixifix'

TDBC & Galliford Try creating 'Home User Guides' to be issued with each new property on the development.

Community Liaison –

The Development Team will provide an update at the next quarterly Halcon Multi Agency Group meeting.

Community drop in session to be held at 5 Moorland Road on the 19th November 2015, 17th December 2015 and 21st January 2016.

Site tour to be held for TDBC Lettings Team, Housing Occupational Therapist and representatives from the Kershaw and Seabrook families. There will be two new roads on the development named 'Kershaw Close and Seabrook Close'.

Site tour to be organised for the Tenants' Forum and Tenant Services Management Board members to see plots 33-36 to receive feedback on the disabled units within the block.

TDBC, Knightstone Housing and Galliford Try will be funding a festive puppet making and story telling session in the Christmas school holidays for the local children to attend on the 21st December 2015 due to the removal of the old play area as part of the development scheme.

Finance –

Valuations continue to be paid monthly to GTP.

Issues**Build Programme –**

The project remains behind schedule against original timescales for reasons previously reported, however the project is working against a revised programme.

