

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 17 July 2017 at 18:00.

Agenda

- 1 Apologies.
- 2 Minutes of the meeting of the Tenant Services Management Board held on 19 June 2017 (attached).
- 3 Public Question Time.
- 4 Declaration of Interests
To receive declarations of personal or prejudicial interests, in accordance with the Code of Conduct.
- 5 Update on Progress of One Teams. Report of the Assistant Director for Housing and Community Development (attached).
Reporting Officer: Simon Lewis
- 6 Housing Service Complaints Summary. Report of the Assistant Director for Housing and Community Development (attached).
Reporting Officer: Simon Lewis
- 7 Anti-social Behaviour Update. Report of the Housing Manager for Lettings and Anti-social Behaviour (verbal update).
Reporting Officer: Paul Hadley
- 8 Meeting Hall Use Strategy. Report of the Housing and Community Project Lead (attached).
Reporting Officer: Angela Summers
- 9 TPAS Annual Conference 2017 Feedback. Report of the Tenant Services Management Board Attendees (verbal update).
- 10 Venues for future Tenant Services Management Board meetings. Report of the Tenant Empowerment Manager (verbal update).
Reporting Officer: Martin Price

Bruce Lang
Assistant Chief Executive

22 February 2018

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.

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

Full Council, Executive, Committees and Task and Finish Review agendas, reports and minutes are available on our website: www.tauntondeane.gov.uk



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



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

For further information about the meeting, please contact the Corporate Support Unit on 01823 356414 or email r.bryant@tauntondeane.gov.uk

If you would like an agenda, a report or the minutes of a meeting translated into another language or into Braille, large print, audio tape or CD, please telephone us on 01823 356356 or e-mail us at: enquiries@tauntondeane.gov.uk

Tenant Services Management Board Members:-

Mr A Akhigbemen

Councillor C Booth

Councillor R Bowrah, BEM

Mrs J Bunn

Mr D Galpin

Mrs J Hegarty

Mr K Hellier

Mr I Hussey

Minutes of the Tenant Services Management Board held on 19 June 2017 at 6.00pm in Meeting Room C in Flook House at The Deane House, Belvedere Road, Taunton.

Present: Mr R Balman (Chairman)
Mrs J Bunn, Mr D Galpin, Mrs J Hegarty, Mr I Hussey, Mr A Akhigbemen and Councillor C Booth.

Officers: Simon Lewis (Assistant Director – Housing and Community Development), Stephen Boland (Housing Services Lead), Richard Prewer (Property Services Manager), Steve Meers (Principal Accountant), Rachel Searle (Development Manager), Julie-Anne Gordon (Development Officer), Rosie Walsh (Development Officer), Martin Price (Tenant Empowerment Manager) and Clare Rendell (Democratic Services Officer)

Others: Councillor Mrs Smith

(The meeting commenced at 6.00pm)

1. Apologies

Apologies were received from Councillor R Bowrah and Mr K Hellier.

2. Minutes

The Minutes of the meeting of the Tenant Services Management Board held on 24 April 2017 were taken as read and were signed.

3. Public Question Time

No questions received for Public Question Time.

4. Declarations of Interests

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

5. Taunton Deane Borough and West Somerset Councils Fire Safety Status

The Property Services Manager gave a verbal update on the current fire safety status on Council owned properties. This was raised due to the recent tragic events that had occurred at Grenfell Tower in London.

None of the Council property portfolios had buildings that were beyond four storeys. However, the officers were aware that there were some Housing Association social housing schemes and private landlord/owner occupier buildings that were above four storeys, although these were relatively new buildings.

The Housing Revenue Account housing stock did have a number of two storey dwellings with a cladding system that was to building regulations and met the necessary British Standards and Agreement Certificates. We were satisfied the system was correctly installed.

There was a requirement for all properties of multiple occupation with communal areas to have a Fire Risk Assessment (FRA) undertaken and reviewed on a regular basis by a competent responsible person, as per the Fire Safety Order Act 2005.

Detailed below is the current position for each portfolio:-

- The Taunton Deane corporate stock was currently being surveyed by a specialist consultant, Savills, for condition, asbestos, energy rating and included FRA's which were due to be completed by the end of June 2017.
- The Taunton Deane housing portfolio had FRA's carried out between 2010 and 2012. Officers had started a rigorous regime now that there were Asset Surveyors in place. 62 new FRA's had been carried out, with the others scheduled by priority of age and risk.
- The West Somerset commercial properties that required FRA's were carried out in 2016 and were scheduled for review. All compliance requirements within the West Somerset corporate portfolio had been undertaken or were scheduled to be reviewed.

During the discussion of this item the following point was made:-

- Members queried would tenants be given reassurance on the safety of the buildings?
Yes. A press release would be given and also information would be included in the next newsletter. This would include instructions on what to do in case of a fire.

Resolved that the report be noted.

6. Financial Monitoring – Outturn 2016/17

The Principal Accountant presented his report which contained information that related to the Council's financial performance for 2016/17 financial year. Monitoring the budget was an important part of the Council's performance management framework.

The Housing Revenue Account (HRA) was a 'Self-Financing' account for the Council's Housing Landlord function, which was budgeted to 'break even' (net of approved transfers to/from HRA Reserves). The HRA Outturn for 2016/17 was a net underspend of £882,000 (3.3% of gross income).

The HRA approved Capital Programme at the end of 2016/17 was £20,129,000. This related to schemes which would be completed over the next five years. The actual expenditure on the Capital Programme during 2016/17 was £10,762,000, with £9,399,000 for planned investment to be implemented on approved schemes in future years. A net overspend of £33,000 (0%) was reported against the overall programme.

The HRA Reserve balance on 31 March 2017 stood at £3,224,000, which was above the minimum level (£1,800,000) set within the Council's Budget Strategy and HRA Business Plan.

During the discussion of this item the following points were made:-

- Members queried where had the money gone for the Halcon One Team Coordinator?
The money was originally received through funding and the officers would not be able to confirm what funds would be received until September 2017.
- Clarification was requested on what the £40,000 would be spent on under the Ladymead Road section of the report.
The property at Ladymead Road had been long term empty and the money would be spent to develop the property so that staff would be able to use it for office space to enable agile working within the community.

Resolved that the Board Members:-

- 1) Noted the reported HRA Revenue Budget underspend of £882,000 in 2016/17;
- 2) Supported a Housing Revenue Account Capital Programme Budget Carry Forward which totalled £9,399,000; and
- 3) Supported £590,000 Supplementary Budget allocations in 2017/18 for the HRA, and utilised the 2016/17 underspends.

7. Performance Indicators Quarter Four 2016/17

The Assistant Director for Housing and Community Development and the Property Services Manager presented the report which updated the TSMB on the current situation within Property Services.

Below is a summary of the results presented to the Board Members:-

- HC1.1 – To maximise the income opportunities and collection of rent. This was reported in the green for each quarter, which had reached over 100% for quarter one and two. This indicated that arrears had been cleared or balances were now in credit.
- HC2.5 and 2.6 – Customer satisfaction and operational delivery for anti-social behaviour. These were both in the green for all four quarters. Managers had requested extra staff to deal with the high demand within the department.
- HC2.7 – Customer satisfaction for operational delivery. This was in the red for the last quarter, however, there had been improvement over the year. The vacant positions had been filled and contractors now understood the expected level of work.
- HC4.1 and 4.2 – Housing stock maintenance and service to tenants. An improvement had been made since last quarter, however, there were still problems with the data collection. Managers were confident that by the end of the next quarter they would be able to report more accurate data that reflected performance.
- HC4.4 – Disabled facilities grant. This was still in the red and was due to challenges with the contractors. It was hoped that this would improve over the next year due to better working relationships with the team and the contractors.
- HC4.8 and 4.10 – Review on sheltered and extra care housing. All the reviews had been completed but there was still work to be done for the data collection to be improved.

Resolved that the content of the report be noted.

8. Exclusion of the Press and Public

Resolved that the press and public be excluded from the meeting for the following item because of the likelihood that exempt information would otherwise be disclosed relating to Clause 3 of Schedule 12A to the Local Government Act, 1972 and the public interest in withholding the information outweighed the public interest in disclosing the information to the public.

9. Confidential Development Update

Considered report previously circulated.

(The meeting ended at 6.40pm)

Report for TSMB – Update on progress of One Teams: 17th July 2017

The Assistant Director Housing and Communities last reported to TSMB on One Teams in June 2016, giving an overview of the latest position.

The following provides a headline snapshot report, however some of the Area Community Managers will also be coming to Tenants Services Board to talk in more depth about their One Team working and to take questions.

The One Team model continues to work on the basis of co-locating our Estates Officers in estate areas that generate the most demand and to work alongside other partners to provide the best joined up solution to these issues. Estates Officers, anti-social behaviour officers, welfare reform officers, sheltered housing officers and others working in this way continue to have responsibility for covering all council houses in the borough and supporting tenants from all areas, however the following report focuses in on the benefits of the multi-agency approach we are taking in these One Team areas.

Partnership working continues to be good although austerity has generally meant there are less officers available to commit as much time to One Teams and this has recently been noticeable with Get Set Services, Mental Health Officers and the Police. That said, partnership relations have strengthened and we have stronger links with Get Set Services and Childrens Social Care and continue to work well with the Police. These relations have been achieved through investing time in regular meetings which has led to a better understanding of each other's parameters and how to get up-date information.

Further work is needed with Adults Social Care, however there are indications from this service that we will be able to forge stronger links with them.

Feedback on MIND support to tenants has been largely positive both from tenants and the One Teams. The current contract is reaching an end and we are commissioning a further contract for mental health for tenants which we expect MIND to bid for. We have also agreed a pilot project in North Taunton working with Adults Social Care, Somerset Partnership and Public Health to focus on a small number of high contact households to bring a stronger joined up response and support for these people. This should hopefully help resolve issues and reduce ongoing demand on agencies.

Inspired to Achieve continue to receive referrals to support unemployed tenants. With recent changes to Welfare Reform, families can become more deeply affected financially if they continue to be unemployed. The work of Inspired to Achieve not only benefits tenants and their families but should also help us protect future rental income. Inspired to Achieve has received national recognition as a best practice organisation for delivering this kind of support.

The Taunton Deane One Teams have been recognised nationally as a model of Best Practice and last month won a 'Highly Commended' in the 2017 Municipal Journal Awards under the category "Delivering Better Outcomes".

Bath Spa University has undertaken a two-year evaluation of the three One Teams and is due to report back on this in the next two months. Indications are that this report will show that the model adds real value to the community and to individual households in our housing estates.

Once this has been published we will be able to share this with the Tenants Services Management Board.

One of the major challenges currently facing One Team partners is that the current funding secured for them runs out in March 2018. The Assistant Director is working with the Police and other partners to explore what options we have to continue to run One Teams beyond this date.

The One Team Areas

Halcon One Team – key milestones

- One Team early intervention keeping people safe and addressing issues early
- Strong link with RedStart Academy (Primary School) which is making an impact in Halcon
- Taunton East Development Trust strengthening and looking to move to Moorland Place to increase engagement in the community
- New Moorland House due to open soon which will act as a hub for public sector agencies to support the community
- Link Power delivering thousands of volunteer hours into the community. Volunteer numbers growing and some have won awards.
- Little Litter Pickers won a number of awards and well recognised on estate.

However, main concerns have been:

- One Team Co-ordinator moved to other project work and replacement not yet started – which has inevitably had an impact on progress
- Restructures (e.g. Get Set Services) has meant attendance has dropped significantly, which we need to try and address.
- Police call logs are showing an increase in demand this year, particularly in drug use and anti-social behaviour.
- Support needed for operation of Link Power and we are working with the Taunton East Development Trust to assist with this.

North Taunton One Team

- One Team meetings are well attended, providing a focus on early intervention
- MIND in North Taunton working really well
- Chill n Chat beginning to become established and now has regular attendees who are really benefitting.
- Working with Fire Service to set up a 'Dreamscheme' project for young people in area

However, area is still struggling with

- Crime and anti-social behaviour generally high (highest of three One Team areas)
- Exclusions from Academy and generally issues with youth crime and anti-social behaviour
- Engagement with Adults Social Care
- Exploring sites for a hub to work with other agencies – this has not progressed as quickly as we hoped, but we continue to consider sites.

Wellington One Team

- Has adapted well to the needs of the community and the professionals working in it, through having bespoke meetings throughout the month.
- Strong community events with good turnout from tenants
- Good engagement from MIND and Chill & Chat becoming established
- Multi-agency approach being taken to set up new employment hub
- Rent arrears reducing

However, area is still struggling with

- Need for better engagement of Housing Associations and GPs
- Police and PCSO resource has been reduced however this is now improving
- Engagement with Adults Social Care

Simon Lewis July 2017.

Taunton Deane Borough Council

Tenant Services Management Board

Housing Service Complaints Summary

Report of the Assistant Director Housing & Communities

1. Executive Summary

This report provides TSMB with an overview of Housing and Communities complaints received by the Council between 1st April 2016 and 31st March 2017, when the data within this report was compiled.

The report seeks to highlight:

- The total number of complaints recorded during the period;
- The split of complaints across the services managed by the two Assistant Director areas;
- The main reasons for complaints;
- Complaints analysis by each quarter

Although there is still further work to do to reduce our number of complaints and improve our response (and response times), it is encouraging to see a marked improvement in some areas, with complaints appearing to be reducing and response times improving

2. Background

- 2.1 On 1st April 2015 the Council introduced a single database for recording complaints (as well as compliments and suggestions) as it was recognised that prior to this a variety of different methods existed within services making both consistency of response and obtaining a true record of complaints difficult to achieve.
- 2.2 This continued from 1st April 2016. In October 2016 a series of Complaints Workshops were held and attended by representatives from each service area as well as their Business Support teams. These workshops gave refresher training in the complaint procedure including a reminder of the timescales within which complaints should be handled and the expected standard of response. Additional workshops were held for Housing Managers and officers to embed the complaints process across the service.

3. The Corporate Complaints process

- 3.1 Before going into detail regarding the complaints recorded it seems a sensible point to clarify the agreed corporate complaints process.

- 3.2 Firstly we describe a complaint as “**When someone tells us they are not happy about a service or something we have or have not done that has had an impact upon them.**” This is different from an initial ‘request for service’.
- 3.3 As an example, if a Council tenant wrote to the Council about a dripping tap this would be treated as a request for service (e.g. ‘fix the tap’) and not a complaint. However, if the person fitting the tap was rude or did a poor job then that would be treated as a complaint.
- 3.4 The Council has a two-stage internal complaints procedure. Stage 1 is normally handled within the service to which the complaint relates. We have a target to respond to stage 1 complaints within 20 working days. Where the customer remains unhappy with the outcome of their complaint it can be escalated to stage 2. At stage 2 the complaint will be handled by the Assistant Director for the service concerned (or their nominee). This stage has an identical target response time.
- 3.5 Where a customer remains unhappy they can take the matter further through the Housing Ombudsman, once they have tried to resolve this through an advocate (normally a councillor).

4. Complaints Received

- 4.1 Between the 1st April 2016 and 31st March 2017 there were 141 complaints received across Housing and Communities. 60 from within Housing and Community Development and 81 from Property and Development.
- 4.2 The service areas we received most complaints about (across the whole of Housing and Communities) were:
- Repairs and Maintenance (48)
 - Housing Estates (41)
- Unsurprisingly, these are service areas with a high degree of customer interaction.

Analysis of Housing and Community Development Assistant Directorate area

- 4.3 The greatest number of complaints in the Housing and Community Development area were Housing Estates issues. The reasons for the **41** complaints were varied and included **17** for the standard of service received, **5** concerning the attitude and behaviour of staff and **5** disagreeing with a particular decision that had been made.
- 4.4 These 41 complaints account for 68% of all the complaints (60) received in the Housing and Community Development part of the service (the others being related to Homelessness, Lettings and Private Sector Housing) and therefore a further more detailed analysis has been undertaken of these, including those resolved within the response target times:

Quarter	Complaints	On time	Percent
1	16	8	50%
2	10	4	40%
3	9	8	89%
4	6	6	100%
Total	41	26	63%

- 4.5 It is very encouraging to see that following the investment in customer service training and additional complaints training for Housing staff in 2016, there is a clear downward trend in complaints received and an improvement in response times to complaints being handled on time. This is particularly noticeable in Quarters 3 and 4 which follows when the training took place.
- 4.6 In total across the year, of the 60 complaints received in the Housing and Community Development area, 22 (37%) were responded to late (outside of the 20 day target time). The analysis table above shows that the category 'Housing Estates' complaints accounts for 15 of these late response complaints.
- 4.7 Further analysis was done to understand the reasons for these 41 Housing Estates complaints. The table below shows the categorisation for these complaint reasons.

Complaint Reason	Percent
Standard of Service	41%
Neighbour issue	20%
Attitude / Behaviour of staff	12%
Decision Made / Policy	12%
Other	15%

- 4.8 Standard of Service is the most common reason for complaints in Housing Estates and analysis of this shows that there is no real pattern to the reason for complaints, ranging from incorrect use of communal bins; sheltered housing support over repair; response to ASB; no key for lock; boundary issues with neighbours; dog faeces on estate; poor grounds maintenance; parking provision etc. However the most common issue in this category was around lack of response from officers which was identified in 5 of the cases. This will be an area that we will continue to encourage improvement on through managers and services.

Analysis of Property and Development Assistant Directorate area

- 4.9 The 81 complaints received within Property and Development are broken down into the following service areas:

Service Area	Number	Percent
Asset Management (General Fund stock)	7	9%
Repairs and Maintenance (HRA stock)	48	59%
Property Investment (HRA stock)	26	32%

It is not surprising that a large majority of these complaints are regarding our HRA stock, as we have a much higher number of HRA tenants compared to General Fund.

4.10 A quarterly breakdown of the complaints received within Property and Development is shown below:

Quarter	Complaints	On time	Percent
1	19	7	37%
2	22	13	59%
3	17	11	65%
4	23	12	52%
Total	81	43	53%

4.11 Like the performance shown within Housing and Community Development, there has been an improvement in the number of complaints responded to within time throughout 2016/17, albeit with a dip in performance at Q4, however this is still much better than it was at the beginning of the year.

4.12 Further analysis has been done to understand the reasons for the 81 Property and Development complaints. The table below shows the categorisation for these complaint reasons:

Complaint Reason	Percent
Standard of Service	65%
Attitude / Behaviour of staff	5%
Decision Made / Policy	3%
Damage	5%
Delay	16%
Other	6%

4.13 Like Housing and Community Development, Standard of Service is the most common reason for complaints. Further analysis shows that of the complaints received regarding Standard of Service, 7% were for Asset Management, 57% were for Repairs and Maintenance and 36% were for Property Investment.

4.14 A piece of work that will help address this is the updating of the Housing Maintenance Standard which we are currently consulting the Tenants Forum on. Once this has been finalised and approved through TSMB, we will be better able to ensure that tenants expectations match the service standards we will be working to. Hopefully this will help reduce the number of complaints. We also continue to work hard with our work force, systems and IT to continue to improve systems, skills and equipment needed to undertake quality repairs and maintenance in an efficient manner.

Contacts:

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Meeting Hall Use Strategy

Report Author: Angela Summers

1 What is it?

The TDBC Meeting Hall Use Strategy, please see Appendix A, outlines proposed vision, priorities and actions over the next five years, to provide more flexible and comprehensive use of the 13 meeting halls to ensure these assets are providing value for money.

This strategy has been positively received by Councillors and a number of actions have commenced. This is an evolving strategy and feedback is very welcome.

2 What has it achieved to date?

Works

A **Conditions Survey** has been completed to identify works required to meet all necessary regulations, to ensure the halls are compliant with, for example:

- i) Disability Discrimination Act 2005
- ii) Health & Safety, and
- iii) Fire Safety

Works were divided into high, medium and low priority risks. Property Services have commenced works on Middleway, Taunfield and Darby Way Meeting Halls to make them legally compliant. You will see that one of the actions contained in Appendix A is for Property Services to develop an annual maintenance plan for all halls and to ensure the plan is delivered.

Activities

Sheltered Housing Officers (SHOs) and Community Development Officers (CDOs) have been working with Zing Somerset and Age UK to arrange a number of new activities in the meeting halls. These have received a mixed reception, for example, the Healthy Eating sessions at Wellesley Street were not well received and Zing Somerset cancelled them after week 2. Whereas the Indoor Sports sessions at Moorland Hall ran have now been completed. Computer Kiosk and IT training sessions have also been run for a number of tenants in different halls and these have empowered tenants to develop new skills. For example, to Skype their family in other countries and communicate via email. Consultation has also taken place with sheltered and extra care housing tenants.

Wi-Fi Access for Tenants in the Meeting Halls

Last year we contacted the 13 tenants at Creedwell Orchard Sheltered Housing Scheme, Milverton to ascertain whether they would like to take part in the Wi-Fi Pilot in their Meeting Hall. The Pilot would enable them to use their own devices to access the Internet in the hall. A total of six registered to use the Wi-Fi connection and five continue to use it.

Meeting Hall Use Strategy

3. What next?

Works

Property Services have been asked to produce a works programme for the remainder of this financial year, outlining remaining works for Tauntonfield, Darby Way and Middleway, plus the 10 remaining halls.

The Meeting Hall Bin Stores have been identified by Property Services as a fire risk. It is normal practice for users of community halls to take their waste home with them. Initial consultation about proposing this for our meeting halls have been positive, so we are now consulting the relevant sheltered housing tenants.

Activities

SHOs and CDOs continue to develop new activities for tenants and a small budget is available to meet the demands for new sessions, if sufficient tenants are interested, ideally 6+ tenants.

Wi-Fi Access for Tenants in the Meeting Halls

Our ICT Manager needs to know how many other sheltered housing tenants would like to use the Internet in the other 12 meeting halls. A survey will be distributed shortly to determine how regularly and when these tenants would use the Internet. This information will help the ICT Manager decide on the best solution for our sheltered housing tenants. The aim will be to survey these tenants in July, process the results in August and request a solution from the ICT Manager for September.

Meeting Hall Use Strategy

Bookings at the Meeting Halls

The bookings for the majority of the halls continue to increase as illustrated in the table below:

Location	No Activities/month		
	11.4.16	7.6.17	
Broomfield House, Quantock Rd, Taunton, TA2 7NJ	1	4	😊
Bulford, Wellington, TA21 8QQ	22	30	😊
Creedwell Orchard, Milverton, TA4 1JY	32	37	😊
Darby Way, Bishops Lydeard, TA4 3BD	6	13	😊
Heathfield Drive, Monkton Heathfield, TA2 8PG	16	15	😊
Hope Corner Lane, Taunton, TA2	8	12	😊
Middleway, Taunton, TA1	16	23	😊
Moorland Place, Taunton TA1	28	36	😊
Newton Road, Taunton, TA1 2XQ	25	25	😐
Robins Close, Bishops Hull	6	10	😊
Roland Close, Galmington	8	1	😞
Tauntfield Close, Taunton, TA1 3DQ	22	23	😊
Wellesley Street, Taunton, TA2 7DT	24	28	😊

Table 1: Comparison of Bookings at Meeting Halls

Appendix B illustrates the present bookings for the Meeting Halls. To check availability of the halls or to book a session at one of the halls, the contact is:

Sarah Maynard – Email: S.Maynard@tauntondeane.gov.uk or Tel: 01823 356 389.

When Sarah is not available, please contact Mary Gibbs – Email: m.gibbs@tauntondeane.gov.uk or Tel: 01823 356 446.

Recommendations:

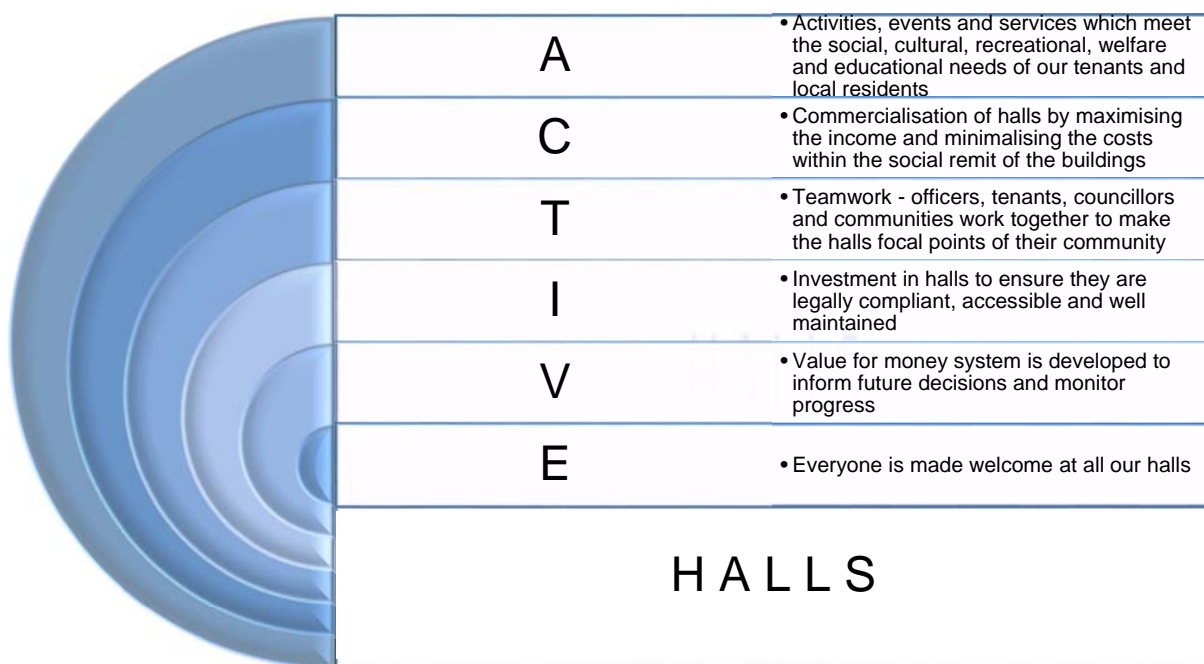
- The Tenant Services Management Board is asked to note the report and appendices and to comment on the contents

Appendix A: TDBC Meeting Hall Use Strategy 2016 – 2021

Executive Summary

Taunton Deane Borough Council are committed to putting our customers first. Our meeting halls act as a communal area for participation and activities to improve the quality of life for our tenants and potentially the wider community.

The vision for the meeting halls is to provide flexible spaces which are comprehensively used to ensure the assets are providing value for money and meeting the needs of our tenants and other users. The strategic objective is to increase value for money from our halls by 40% through delivering ACTIVE HALLS:



In order to achieve this we need to address the following recommended priorities:

- Priority 1:** Ensure all halls are legally compliant, meet the necessary standards for public access and are well maintained
- Priority 2:** Maximising the use of multifunctional halls, through a combination of:
 - Increasing programmes of activities for tenants and local residents
 - Generating additional income through lettings to external clients
 - Increasing officer presence in our community by creating additional hot-desk office spaces in underused guest rooms attached to the halls
- Priority 3:** Achieve value for money by:
 - Developing systems which ensure financial accountability and measure value for money
 - Creating on-line booking for halls to maximise hiring opportunities and review charges to external organisation

Appendix A: TDBC Meeting Hall Use Strategy 2016 – 2021

Year 1 – 2017/18 (1 April - 31 March)

Start Month	Action	Lead Officer	Expected Outcomes	Target Completion Date
Started	Run Guest Wi-Fi Pilot at Creedwell Orchard for all sheltered housing tenants and review March 2017.	AS	Wi-Fi access for all local sheltered housing tenants	Apr-17 Completed
Started	Property Services deliver urgent/high risk works - to ensure legal compliance	RW	All halls are DDA, H&S and Fire Safety compliant	Mar-18
Started	SHOs, CDOs and providers work together to develop services, activities and events which meet the social, cultural, recreational, welfare and educational needs of our tenants and other local residents	ACMs	Users' needs met through requested activities being delivered in improved facilities	Mar-18
Started	Develop officer surgeries in halls and promote	ACMs	Posters/flyers of officer surgeries	Ongoing
Started	Review hiring charges and formulate 'market' rates for external clients	MF	New charge list for internal and external hall users	Mar-17 then annual review
1	Property Services redevelop unused guest rooms into officer hot-desk spaces – Darby Way and Newton Road	RW	Additional hot-desk spaces in halls and list of locations	Dec-17
1	Property Services deliver med/low risk works in every hall to ensure legal compliance	RW	All halls are DDA, H&S and Fire Safety compliant	Dec-17
1	Property Services produce an annual maintenance plan for all halls and deliver first year's maintenance	RW	All halls are DDA, H&S and Fire Safety compliant	01/03/2018 then ongoing
6	Establish an accurate accounting system to ensure the correct income and expenditure allocation for each hall, with narrower cost and codes to enable specific allocations	CM	New account codes to ensure clear picture of running costs for each hall	Mar-18
6	Develop a system to measure value for money for each hall	CM	Costing system for each type of usage for each hall	Mar-18
6	SHOs provide programmes of activities with a wider community appeal, for example, the Wellington One Team Scam Awareness Pilot	ACMs	SHO's have suitable skills to develop new activity programmes for their local community	Dec-17
9	Develop web pages to promote halls and enable clients to hire halls online and provide feedback electronically	AS	Hall web pages and on-line booking system	Mar-18

Appendix A: TDBC Meeting Hall Use Strategy 2016 – 2021

Action	Year 2 2018/19	Year 3 2019/20	Year 4 2020/21	Year 5 2021/22
SHOs + CDOs continue activity organisation and develop intergenerational projects within their local area				
Replicate the Bulford Model to empower tenants to organise activities for their benefit and the local community				
Deliver further SHO + CDO development training				
Review accounts + value for money monitoring for each hall + identify savings				
Review hire charges				
Options appraisals of halls that are not being well used, which have alternative venues within walking distance				
Options appraisals of halls not running at 50%+ capacity				
Maintain halls				
Make necessary structural improvements to halls to meet increased usage needs				
Continue promotion of halls				
Consult sheltered housing tenants to determine satisfaction levels with halls and programmes of activities and make adjustments where needed				
Review user feedback to determine if processes or facilities need improvement				

Appendix B: Taunton Deane Meeting Hall Activities 2017 - updated 07.06.17

M = Morning A = Afternoon and E = Evening

Location	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Broomfield House, Quantock Rd, Taunton, TA2 7NJ (18 residents)	M - 1st of month - residents meeting	A – 2 nd and 4 th of month - Craft days	A – 2 nd of month – SHO & Estates drop in sessions				
Bulford, Wellington, TA21 8QQ (81 residents)	M - Coffee morning	M - Coffee morning	M and A - Resident activities	M and A - Coffee morning and activities	A - residents meeting	E – 2 nd and 4 th of month – residents meeting	
Creedwell Orchard, Milverton, TA4 1JY (13 residents)	A - Police surgery – dates as per poster	M - Coffee morning A and E – social	A - Resident lunch and crafts	M – 1 st and 3 rd of month - Church service A - 1st + 3rd of month - Primrose Club	M - Craft Club M – 1 st of month – SHO & Estates drop in sessions E - Social night every 5 wks	M - Gardening club	M – Coffee morning A - Craft Club
Darby Way, Bishops Lydeard, TA4 3BD (32 residents)			A - 2nd of month - resident activities	A – 1 st and 3rd - Resident tea, knit and chat	M - Last of month - Coffee morning A - Whist drive		
Heathfield Drive, Monkton Heathfield, TA2 8PG (33 residents)	E – Bi-weekly - Meditation Group	E – Residents Bingo	M - Coffee morning A – Last of month – SHO & Estates drop in sessions		E - Games night		
Hope Corner Lane, Taunton, TA2 7NU (16 residents)			A - Resident Activities	M and A - Craft Club			
Middleway, Taunton, TA1 3QW (9 residents)	A - Resident Activities	A – 3 rd of month - SHO & Estates drop in sessions	A – 4 th of month – NHS patient singing group	M - Arts and crafts A – Resident Activities	A – Lunch last of month A – Arts and crafts	A - Resident Activities	
Moorland Place, Taunton TA1 2DF (34 residents)	M - Halcon One mtg A - Bingo	A – Benefits Surgery	M - Halcon One mtg A - Tenant Activities A – Pop Up Sports	M - Benefits Surgery A – Bingo E – Diversity Group	M - One team		
Newton Road, Taunton, TA1 2XQ (31 residents)	M - 2nd of month - Church Service	M and A - Day Centre	M - Bi-weekly - Art Club A – Inspired to Achieve E - Bingo	E - 4th of month - Letra	M – Link Centre	M - 2nd of month - Cllr Surgery	

Robin Close, Bishops Hull, Taunton TA1 5EU (30 residents)	A – Various dates – NHS Parkinsons	A – 1 st of month SHO & Estates drop in sessions	M - Coffee morning + Police Surgery A – Flexercise – until end of May		A – Get Set Grow		
Roland Close, Galmington (18 residents)				A – 1 st of month – Resident Activities			
Taunfield Close, Taunton, TA1 3DQ (25 residents)	A – SS&L – Water Colour Painting	E - Whist drive	A - 1st of month - M&S Retired Group A - 2nd, 3rd + 4th of month - Bingo	M - Flexercise - Fitness League	M - Coffee Morning + A – 1 st of month - Residents fish and chips		
Wellesley Street, Taunton, TA2 7DT (39 residents)	M - Coffee Morning A – Read Easy	M - Coffee Morning	A - Bingo	M - Coffee Morning A – Read Easy	M - Coffee Morning		
Kilkenny Court, Taunton, TA2 7QL– Extra care housing (46 residents)	M - Support Group E – 1 st and 3 rd of month - Stamp Club	M - Support Group E – 1 st of month - Family History Group	A – Stay Strong Stay Safe	M - Support Group			
Lodge Close, Wellington, TA21 8JN (close to ASDA Supermarket) – Extra care housing (46 residents)	M – Yoga (term time only) A – Tai Chi	M - 1 st of month – U3A M – Toenail cutting – 2/3 times a month A – Bingo E – 1 st and 3 rd of month - Garden Club E – 2 nd and 4 th Gramophone Club	M – Wednesday Club	M – Stay Strong Stay Safe P – Rockwell Green Pensioners Club			
Northfield Gardens (49 residents)	M - Yoga A - Scrabble	M - Coffee morning	M - Ukulele Practice	M - Monthly Communion Service A - Themed lunches eg Fish & chips		A - Birthday parties every month	A - Monthly church service
Langham Gardens, Galmington (27 residents)			M - Coffee morning		M - Coffee morning	A - Birthday parties every month	

Blue = new activities since last meeting

To check availability of our halls, please contact: Sarah Maynard – Email: S.Maynard@tauntondeane.gov.uk or Tel: 01823 356 389. When Sarah is not available, please contact Mary Gibbs – Email: m.gibbs@tauntondeane.gov.uk or Tel: 01823 356 446.

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1. Name of policy, procedure, decision or service being analysed:

TDBC Meeting Hall Use Strategy

2. What is the reason for completing this EIA? Please tick.

New policy/service	<input checked="" type="checkbox"/>
Change of policy/service	<input type="checkbox"/>
New/change of budget	<input type="checkbox"/>
Service review	<input type="checkbox"/>

3. Sources of information used in this analysis:
(E.g. demographic data, research from websites, consultations, equality monitoring data, customer feedback)

Survey of similar local facilities, SINE data, including IMD information, websites, consultation with tenants, Supported Housing Development Group, Tenants Management Board, senior management and Councillors.

4. Identify the potential effect of this action on each of the groups below.
Please refer to the equality analysis guidance.

Protected Group	Comments	Actions
Age	<p>Consultation</p> <p>Access to halls</p> <p>Age profile</p>	<p>Ensuring all older tenants are able to take part in the consultations either via post, face to face or events regarding any changes to the halls.</p> <p>Ensuring existing or alternative facilities are within easy reach of older tenants and those who are less mobile.</p> <p>Majority of activities are utilised by older people and those with additional needs. Future promotion needs to be targeted at other age groups in the local communities to help build community cohesion.</p>
Disability	<p>Consultation</p> <p>Access to halls</p> <p>Guest Room removal</p>	<p>Ensuring all tenants with additional needs are able to take part in the consultations either via post, face to face or events.</p> <p>Ensuring existing or alternative facilities are within easy reach.</p> <p>Potential decline in family members coming to visit their parents/relations, due to high price of alternative accommodation options.</p>

Taunton Deane Borough Council and West Somerset Council Equality Impact Assessment Form and Action Plan

Protected Group	Comments	Actions
	Dementia support Legal compliance of halls to meet needs of users Fit for purpose	Potential to further deliver dementia awareness via Reminiscence Learning. Works survey to identify required works, time line and action plan to be produced by August 2017 to ensure accessibility. Additional equipment may need to be purchased to ensure that any member of the community can assess the halls. Eg bariatric chairs for those who cannot use other chairs.
Gender Reassignment	Transgender, Lesbian and Gay community awareness	Organising training sessions to raise awareness where required
Race	Understanding of cultural mix within hall areas Language barriers	Demographics for area and tenants. Build good relations through English courses
Religion and Belief	Different religious groups using the halls	Monitor potential reaction from neighbouring tenants.
Sex (Gender)	Domestic Violence Group meeting future needs Security of halls for vulnerable users	Consider their future needs, eg, when halls are closed for improvements Ensure intercom/Lifeline, well-lit halls to encourage
Sexual Orientation	Facilities accessible to all	Eg toilets which can be used by anyone.
Other	Wi-Fi access available to staff	Enable tenants to access Wi-Fi within halls to ensure equality of service.

5. Details of person completing this form:

Name: Angela Summers	Service Area: Housing & Community Directorate
Email: a.summers@tauntondeane.gov.uk	Telephone: 01823 219 441

6. Details of person responsible for signing off this EIA:

Name: Angela Summers	Service Area: Housing & Community Directorate
Email: a.summers@tauntondeane.gov.uk	Telephone: 01823 219 441

Taunton Deane Borough Council and West Somerset Council Equality Impact Assessment Form and Action Plan

7. Review date/timeline of this EIA:

1st December 2018

8. Comments/Observations relating to this analysis:

The results of the consultation will be used to inform the strategy. Research also included:

- Usage of halls
- Number of sessions in the halls

Further work is needed on the costs and value for money of the halls to the council, user satisfaction, works needed to become legally compliant and increasing the use of the halls to meet user needs.