

You are requested to attend a meeting of the Tenant Services Management Board to be held in The John Meikle Room, The Deane House, Belvedere Road, Taunton on 18 November 2013 at 18:00.

Agenda

- 1 Housekeeping Information
- 2 Apologies.
- 3 Minutes of the meeting of the Tenant Services Management Board held on 28 October 2013 (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 Disabled Facilities Grants, Aids and Adaptations. Report of the Partnership Manager; South West Private Sector Housing Partnership (verbal).
Reporting Officer: Christian Trevelyan
- 7 Development Update. Report of the Housing Development Project Lead (verbal).
Reporting Officer: Caroline White
- 8 Energy Efficiency Update. Report of the Housing Development Project Lead (verbal).
Reporting Officer: Caroline White
- 9 Financial Monitoring Quarter Two 2013/14. Report of the Housing Accountant (attached).
Reporting Officer: Lucy Clothier
- 10 Performance Indicators Quarter Two 2013/14. Report of the Health and Housing Manager (attached).
Reporting Officer: James Barrahan
- 11 ALHCO Performance Quarter Two 2013/14. Report of the Property Manager Maintenance (attached).
Reporting Officer: Steve Esau

Tonya Meers
Legal and Democratic Services Manager

09 December 2013

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

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

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

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

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Tenant Services Management Board Members:-

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

Minutes of the meeting of the Tenant Services Management Board held on Monday 28 October 2013 at 6pm in The John Meikle Room, The Deane House, Belvedere Road, Taunton.

Present: Mr Dustyn Etherington (Chairman),
Mrs J Hegarty (Vice-Chairman),
Mrs J Bunn, Mrs E Drage, Mr M Edwards, Mr D Gaplin, Mr K Hellier, Mr R Middleton, Councillor Bowrah and Councillor A Wedderkopp.

Officers: Shirlene Adam (Strategic Director), Lisa West (Housing Income Manager), Steve Boland (Housing Service Lead), Neil Anderson (Tenant Services Development Officer), James Barrah (Health and Housing Manager), Phil Webb (Housing Manager – Property Services), Christine Thompson (Supported Housing Manager), Martin Price (Tenant Empowerment Manager) and Emma Hill (Corporate Support Officer).

Others: Councillor Smith

(The meeting commenced at 6.00pm)

1. Apologies

No apologies received.

2. Public Question Time

Resident of Kilkenny Court approached the Board for help after the concerns at the lack of general maintenance that had done at Kilkenny Court since his initial expression of concerns were raised at March meeting of the Board.

The Members of the Board requested that these maintenance issues at Kilkenny Court be looked into and addressed

The Housing Manager for Property Services gave his apologies that guttering had not been addressed properly or regularly since the Resident's initial approach to the Board in March.

Concerning the Lift at Kilkenny Court, an engineer had been out to assess what work would needed to be done.

Board Members and Resident of Kilkenny Court expressed additional concerns about the door entry systems into Kilkenny Court. Residents were either losing their fobs or forgetting the entry code and were getting stranded outside until somebody let them in.

The Housing Manager for Property Services enquired of the Residents what type of fob and systems they had at Kilkenny Court as the new fob systems the Council were installing in their properties were easy to get replacement fobs for. The older systems were more difficult and more expensive but TDDB could still get fobs. The officer said he would arrange for the system to be updated as soon as possible.

Board Members requested that Property Manager for Maintenance attend the next meeting of the Board in November.

3. Update Report on Taunton Deane Borough Council and West Somerset Council Shared Services Project and Joint Management Project.

The Strategic Director presented to the Board a three part report concerning the following areas:-

1. Medium Term Financial Plan Update & Approach to Budget Setting 2014/15
2. TDBC & WSC Shared Services Project
3. TDBC & WSC Joint Management Structure

Part One – Medium Term Financial Plan Update & Approach to Budget Setting 2014/15

Considering the report previously circulated, concerning a detailed update report from the Financial Services Manager on the latest forecast position. This reflects the recent funding announcements from Government, updates other assumptions in the model to better reflect reality, shared the key risk areas of our forecast, and some sensitivity analysis on them.

The headline message in this update is on the forecast budget gap position. It had grown since the Council shared the last update in February 2013, mainly due to the reduction in Government Funding, and the change in our assumptions re future tax levels. The table below showed the challenge ahead:-

	£k 2014/15	£k 2016/17	£k 2017/18	£k 2018/19
Predicted Budget Gap (Cumulative):	1,508	3,079	5,333	6,130
Budget Gap Change Each Year:	1,508	1,571	1,419	797

Closing a budget gap of this scale simply could not be done without impacting on services to our community. This was beyond the usual “budget savings routine” and would require fundamental change if the Council were to continue as a financially viable Council.

The Council’s General Fund Reserves were currently above the minimum required by our Policy but the following table would show what would happen to them should the Council not deliver on the savings needed, and had to use reserves to support ongoing spending:

	2013 – 2014	2014 - 2015	2015 - 2016	2016 - 2017	2017 - 2018	2018 - 2019
Estimated Balance B/F	3,943	2,298	790	2,289	6,786	12,119
Supplementary Estimates	(1,645)					
Projected Budget Gap:	0	1,508	3,079	4,498	5,333	6,130
Estimated Balance C/F	2,298	790	2,289	6,786	12,119	18,249

This table showed that the Council would dip below the minimum acceptable level of reserves (currently set at £1.5m) within the next year and quickly after that go into a negative reserve position and clearly this could not be allowed to happen.

The Section 151 Officer emphasised the seriousness of the situation this Council was in and encouraged those charged with the responsibility to set a balanced budget – to embrace the challenge ahead and work together to deliver a sustainable solution for the organisation and the community. The Council would support Members in this challenge but need acceptance of some fairly harsh facts. The Council could not do this without services being reduced. It was a case of which services and by how much and when. The LGA Peer Review last year left some fairly clear messages with us and this report simply reinforces them.

In light of this very challenging situation, the Council proposed a different approach to budget setting for 14/15.

Approach to Budget Setting 2014/15 and Beyond.

The Corporate Business Plan project had provided as much detail as it could on the Members ambition for our community and our organisation. The task was to now match this with our funding situation and to develop proposals that would not only close our budget gaps, but would also progress our vision, aims and objectives agreed with Members.

This would be a difficult and challenging process on a scale not undertaken by this Council to date. In this context, the Council proposed a different approach to delivering budget proposals for next year. The Council proposed that:-

- Within a framework of “High Level Principles”, Corporate Management Team (CMT) developed a budget proposal that closes the budget gap whilst meeting key ambitions of the Corporate Business Plan.
- That these proposals were shared with Members in late autumn for discussion and debate.
- That Members would need to develop alternative proposals for closing the gap should any of CMT’s be deemed unacceptable and may wish to start thinking about this now. Officers would support Members with this work to ensure plans are deliverable.
- The framework of “High Level Principles” had been developed by CMT from the work undertaken during the Corporate Business Planning Process. They, if accepted, will form the basis of how CMT approach their budget proposals.

The Framework of High Level Principles fall into four broad areas, these were as follows Strategic Finance, Income, Organisational and Service. The key principles of these board areas had been set, along with the actions required to progress them.

Assuming these High Level Principles were accepted, the indicative overall programme of savings required to close the budget gap of £4.5m over the next 3 years would look broadly as set out below. At least £1.5m of this would need to be delivered in time to support the 2014/15 budget:-

Review Discretionary Policies & Grants (10%)	68,000
Asset Strategy Project (20%)	89,000
Governance and Democracy (10%)	55,000
Efficiencies & Sharing Services	1,799,000
Savings Targets for Theme Managers	2,419,000
TOTAL	4,498,000

There was more work to do to refine these targets and to better understand the likely timings of the savings emerging. The Council's General Fund Reserves position was not sufficiently high to allow the majority of the savings to be delayed until year Three. The Council would need to find a significant element of the above programme ready to deliver in year One.

Work would continue on this over the coming weeks, but meantime it was felt important to share the broad picture now with Members. Corporate Management Team were briefed on this broad picture over the summer and tasked with progressing their proposals within this framework.

The overview timeline, showing the key stages for Member involvement is set out below.

Month	Key Activities
September	<ul style="list-style-type: none"> • Update Report (this one!) Shared – Corporate Scrutiny • CMT Continue To Work on Budget Proposal • Detailed Savings Targets Are Refined / Issued.
October	<ul style="list-style-type: none"> • CMT Review of Emerging Budget Proposal • Informal Briefing to Exec Cllrs On Progress of CMT Budget Proposal
November	<ul style="list-style-type: none"> • Update Report on Progress of CMT Budget Proposal – Corporate Scrutiny • Exec & CMT to review any scrutiny feedback on progress report
December	<ul style="list-style-type: none"> • CMT Budget Proposed Shared – Corporate Scrutiny • Informal Exec – To feedback on CMT Budget Proposal – ready for Xmas Pack. • Budget Consultation Pack Issued to all Cllrs (to include the Budget Proposal plus the Executive's comments)
January	<ul style="list-style-type: none"> • Informal Exec – To finalise Exec Budget Proposal for Scrutiny • Executive's Budget Proposal Shared – Corporate Scrutiny for debate
February	<ul style="list-style-type: none"> • Executive Debate Budget • Full Council Budget Debate & Decision

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

- Regarding private houses, there were concerns raised by the board that tenants were contributing twice through their rent as well as paying Council tax to Taunton Deane Borough Council but private properties only contribute once. *It may appear that tenants contribute twice. Strategic Director said that the concerns and comments would be taken away and looked into as part of the review.*
- The above had never been explained fully to the Board and tenants continue to raise their concerns.

Part Two - Taunton Deane Borough Council and West Somerset Council Shared Services Project.

The Strategic Director gave a verbal update

During the discussion of this item, board members made the following comments and

asked questions. Responses shown in italics:

- Had the elements relating to Housing been put to the tenants in West Somerset
WSC did not have any Council housing assets as they did have any housing landlord functions. Those assets have been transferred to Magna West Somerset.

Part Three - Taunton Deane Borough Council and West Somerset Council Joint Management Structure

The Strategic Director gave a verbal update

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

- There were 11 members of staff at WSC funded by EDF. Would there be any room at TDBC for posts funded by EDF?
The EDF funded posts was external funding and the posts were temporary. These related to the Hinkley Point project. There were no proposals for EDF funded posts here.
- Looking at the minutes from Corporate Scrutiny on 24 October 2013, is the review looking at HRA senior team and the delivery of HRA services?
The Council looking at the development and hopefully with the right managers and directors in place, the Council would hopefully be able to do more in the future.

Further Comments

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

- The Board would follow the Shared Services and Joint Management Project with interest.
- The Board asked that they and the Tenants' Forum be kept informed and up to date on the development of the project.

Resolved that the information report be noted.

4. Housing Services Fees and Charges 2014/2015.

Considering the report previously circulated, concerning the proposed fees and charges for Housing Services in 2014/15.

Housing services charges service users for services that they use. These charges were set locally each year.

In line with the approved HRA Business Plan, the fees and charges for 2014/15 had been increased across the board by Retail Price Index (RPI) with the following exceptions:

- Garage rents for private tenants and owner occupiers had been increased by 5%; and
- Hire charges for the sheltered scheme meeting halls and hire charges for sheltered scheme guest rooms had not been increased and this was to increase the take up of the use of the facilities.

Council housing rents would be set early in the New Year.

A full and detail breakdown for the increases for fees and charges 2014/15 was presented to the Board Members with the previously circulated report.

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

- If the tenants and residents were to pay more towards the grass cutting would they cut the grass more often?
The Board and tenants had indicated in several different ways that Housing Services review the Grounds Maintenance contract.
- What about the signing of the contract for Extra Care (meals) for Kilkenny Court?
Service Level Agreement (SLA) for Extra Care Meals at Kilkenny was with the Albemarle Centre but the Council could look into other providers for this service.
- It was indicated that there was an increase of 3.2%, what would be the maximum increase the Council could go up to?
The Business Plan states that the Council sets this using Retail Price Index (RPI) but the Council could set it own charges for services. This would be subject Board and Members comments.

Resolved that the officer's report be noted.

5. Rent Policy

The Housing Services Lead gave a verbal update on the government plans to change rent policy, which was announced in July 2013.

Below was the HRA Business Plan policy for social rent:

- The Business Plan reflects current national social rent policy;
- Business Plan assumes Local Authority Housing rent would converge with Housing Association rent by 2015/16; and
- The maximum increases limited to inflation (RPI) + 0.5% + £2

A government announcement in 2013 Budget stated “from 2015/16 social rents would rise by inflation of Consumer Price Index (CPI), plus 1% each year for 10 years.”

There were some concerns over whether the change in formula would reduce landlords' income and thus impacting on their ability to invest in existing or new homes.

It was generally accepted that CPI would rise more slowly than RPI, if this was true then the long term effect of the new formula would be cumulative reductions in rent income compared with our current business plan assumptions.

An example of assumed different in rent income for the Council Housing Services were as follows:

- In 2015/16, the Council assumes to receive £250,814 less rent income
- In 2016/17, the Council assumes to receive £282,049 less rent income

Such rent income losses would continue to increase in future years rising to £332,721 in 2020/2021.

To help reduce the shortfall in the rent income, it is proposed that new tenancies would be charged at the Target Rent levels with this taking effect from November 2013.

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

- This all depends on the inflation rate.
The Council takes into account the inflation rate when they set the rent changes.
- Convergence was slowing down; what happens when housing associations costs go up, would the tenants have to meet the new rent and had this been taken into account.
The Council had been following a guideline rent set by the government, which was steadily increasing. It takes into account similar size properties over both.
- With the rent income shortfall, had right to buys and new builds been taking into account?
The Council would take into account those figures at the moment but the officer needed to double check with the accountant.
- Would the Council have to re-visit and review the Business Plan at some point to take this into account?
Annual review of Business Plan takes place to take into account all the changes that had taken place in the previous year.
- In 2042 (30 years), what would the difference in rent income be?
- The collection of Council Housing rent goes back to the Local Authority and not to the government, which can be re-invested into new properties.

Resolved that the Board noted the Officer's report.

6. Sheltered/Extra Care Housing Property Options Review

Considering the report and handouts circulated at the meeting, concerning the proposed options review of the Sheltered/Extra Care Housing.

The Council had established four essential principles to support the Council's corporate vision and to make it happen. The Council reflects these principles in our HRA Business Plan as follows:

- Excellent services

- Customer Driven
- Local Focus
- A Dynamic Organisation

The Strategic objectives for the housing service were as follows:

- Securing a long term future for our housing service
- Tackling deprivation and sustainable community development
- Investing in our housing stock, regeneration and affordable
- Climate Change

The Council currently had 984 dwelling designated as sheltered housing or extra care housing for the elderly. In total, there were 56 schemes, consisting of between 2 and 83 homes. These included two extra care schemes at Kilkenny Court in Taunton and Lodge Close in Wellington.

Currently the service was working towards achieving the Service Excellence Standards (SES) through the Centre for Housing Studies (CHS).

Somerset County Council was undertaking a review of its strategy for older people. The Council was working together with its partners to make the best use of the available resources, in the context of future financial and demographic changes.

The high level aim for any future strategy had been drawn from consultation already untaken and this would enable older to:

- Maximise their choice and control
- Retain their independence
- Be confident of community support
- Increase their quality of their life

The main centres of population were Taunton, the county town of Somerset (66,000) and Wellington (13,000). The total borough population of 109,000 was increasingly, largely from inward migration. While the average age of the population 42.2 years, the borough had a higher than average older population and this was expected to increase.

The Council's housing stock consists of approximately 5870 (September 2013) dwellings together with approximately 1,500 garages and a number of shops, meeting halls and land.

Of the total stock, 17% was designated for supporting people/older people, with more than half of this stock having built since 1974.

Our three main goals for our sheltered and extra care housing were to:

- Achieve and maintain a high level of tenant satisfaction;
- Provide sheltered/extra care housing that were attractive to people and they want to move into; and
- Meet local demand for housing from people over the age of 60.

The Council wanted to understand what type of stock; it needed to satisfy the housing needs within the borough and what stock was surplus to these requirements. This

would need to include a review of current stock and assessment of viability as well as a need to analyse how this stock contributes to HRA Business Plan and capacity to meet identified needs.

The Council wanted to set down a standard for our sheltered and extra care housing covering who lives there, the services they receive and the treatment of their property.

The proposed options that each scheme should be appraised against were:

- Refurbishment to a new sheltered and extra care housing standard;
- Remodelling and or extension/s to sheltered and extra care housing;
- Change of tenure;
- Disposal of site/scheme on open market; and
- Demolition and redevelopment of new housing scheme and proposed client group

During this stage of the consultation process, the Council would not be asking the Board to consult with the tenants on the options but understand that the Board would want to speak to them and get their thoughts and it was important that was adhered to.

The council would like to have the appraisal completed with a first draft report on 16 December 2013 to be presented to our project for discussion and the final report to be provided by 13 January 2014.

Officers had presented this report to the Board Members to make them aware of this information and the review that was underway.

There would future progress and update reports provided in the future.

Resolved that the Board noted the Officer's report.

7. Annual TPAS Conference

The three Members of the Board who attended to the Annual TPAS Conference gave verbal feedback on this years' conference.

This year's TPAS Conference took place in two locations one for the north and one for the south TSMB representative went to Manchester. The attendees travelled up and attendees were welcomed by the TPAS Chief Executive and listened to talks by variety of speakers as well as attending a variety of sessions including Getting Connected, Scrutiny Lounge and Stronger Together on Welfare Reform.

Attendees found the long journey to Manchester stressful and tiring and approached the TPAS Chief Executive with a question as why the conference for the south of UK couldn't have been held near London. Chief Executive's reply was that there were only four hotels in the country with facilities that could accommodate the conference.

Resolved that the Board noted the feedback report.

8. Dates of Tenants Services Management Board Meetings for 2014.

Considering the report previously circulated, concerning the proposed meeting dates for 2014 of the Tenant Services Management Board.

The Tenant Services Management Board (TSMB) met on a monthly basis. Members of the public were welcome to attend. In order to give board members and members of the public plenty of notice it was prudent to set the dates for 2014 in advance. The dates would also be publicised in the Annual Report Calendar to Tenants and Leaseholders.

Below were the proposed dates for Tenant Services Management Meetings for 2014:

- Monday 20th January 2014
- Monday 17th February 2014
- Monday 17th March 2014
- Tuesday 22nd April 2014
- Tuesday 20th May 2014
- Monday 16th June 2014
- Monday 14th July 2014
- Monday 18th August 2014
- Monday 15th September 2014
- Monday 27th October 2014
- Monday 17th November 2014
- Monday 15th December 2014

There were currently two meeting dates booked for a Tuesday – in April and May. The TSMB may choose to hold its meeting on a Monday as usual but at a venue different from the John Meikle Room in the Deane House.

It should also be noted that the proposed date for the April meeting was the Tuesday after Easter Monday. Board members may also remember that traditionally the April meeting had been the TSMB Annual General Meeting which in previous years had been amalgamated with the Tenants and Leaseholders Open Day. The TSMB may need to consider whether the day after a bank holiday was the best date for an Annual General Meeting.

The John Meikle Room had been reserved for the above dates to ensure a venue had been booked.

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

- Board members expressed a desire to continue to have the Board Annual General Meeting at the Tenants and Leaseholders Open day.
- It was suggested that officers discuss with Tenants' Forum before deciding on a date in April before the next meeting of the TSMB.
The next Tenants' Forum meeting was on 12 November 2013.

Resolved that the:-

1. The officer's report was noted.

2. The final agreed dates for the Tenant Services Management meeting for 2014 would be made by the Chairman of the Board and the Tenant Empowerment Manager.

9. 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.

10. Deane Helpline Confidential Report

Considered a previously circulated confidential report by Health and Housing Manager, concerning The Deane Helpline. Any discussions connected to this report were discussed in confidential session due to their commercially sensitive nature of the content.

Resolved that the officer's report be noted.

(The meeting ended at 8.51pm)

Declaration of Interests

Tenant Services Management Board

- Taunton Deane Borough Council Housing Tenants;
 - Mrs J Bunn
 - Mrs E Drage
 - Mr M Edwards
 - Mr D Etherington
 - Mr D Galpin
 - Mr I Gould
 - Mrs J Hegarty
 - Mr K Hellier
 - Mr R Middleton

- Family member a Taunton Deane Borough Council Housing Tenant;
 - Councillor Bowrah

Housing Revenue Account Finance Scorecard
2013/14 - Quarter 2

Income	Target Budget (£)	Actuals to Date (£)	% Spend	Forecast (£)	Variance (£)	Comments
General Dwelling Rents	-19,592,000	-10,487,076	53.5%	-20,008,750	-416,750	£330k relating to additional bad debt provision included for Welfare Reform which is unlikely to fully hit the HRA in this financial year, along with some savings against budget for voids (set at 2%)
Non Dwelling Rents	-587,900	-317,176	54.0%	-576,650	11,250	Slight pressure on garages
Supported, Sheltered & Extra Care	-4,423,700	-2,214,019	50.0%	-4,407,720	15,980	Small pressure in Extra Care Housing
Other Income (Rechargeable Repairs, Leaseholder Charges and General Fund Contribution)	-352,100	-144,762	41.1%	-346,833	5,267	On target.
Total Income	-24,955,700	-13,163,033	52.7%	-25,339,953	-384,253	

Expenditure	Target Budget (£)	Actuals to Date (£)	% Spend	Forecast (£)	Variance (£)	Comments
Supervision & Management	4,777,770	1,280,464	26.8%	4,848,372	70,602	Additional cover required in Property Services, as well as the cost of a review of Sheltered Housing partially offset by vacancies in the Development Team.
Repairs & Maintenance - Planned	1,239,100	207,790	16.8%	1,120,079	-119,021	Capitalisation of much of the asbestos works has contributed to an underspend in Specialist Works of £175k, along with some savings in Planned Electrical and Planned Heating, offset by Planned Maintenance reducing back to a 5 year cycle (from 8).
Repairs & Maintenance - Responsive	3,131,700	2,035,528	65.0%	3,190,973	59,273	Overspend forecasted in General Maintenance and Responsive Heating. A management review of spend is underway.
Void costs	1,755,300	1,072,281	61.1%	2,044,778	289,478	Void costs much higher than in previous years. Further investigation is underway.
Supported, Sheltered & Extra Care	823,400	594,273	72.2%	826,879	3,479	On target.
Other Expenditure (Communal and Rechargeable Costs, Insurance Excess, Tenants Forum and Debt Management Costs)	869,600	413,551	47.6%	815,692	-53,908	Self insurance fund forecasting underspend in line with last year, however the cost of insurance premiums has risen significantly with the new insurance provider which has caused an overspend of £58k against budget.
Total Expenditure	12,596,870	5,603,886	44.5%	12,846,773	249,903	

HRA Revenue	Target Budget (£)	Actuals to Date (£)	% Spend	Forecast (£)	Variance (£)	Comments
Social Housing Development Fund	800,000	N/A	N/A	800,000	0	
Funding of Capital Programme (Depreciation and Revenue Contribution to Capital Outlay)	6,841,800	N/A	N/A	6,841,800	0	The use of additional capital reserves (£197k), the reduction in capital programme for garages (£50k) and the funding of procurements savings relating to capital spend (£288k) reduce Revenue Contribution to Capital Outlay by a total of £535k which has been offset by expenditure in revenue.
Contribution to TDBC for Repayment of Transformation Project Loan (Funded through Procurement Savings)	419,400	N/A	N/A	419,400	0	
Net Interest (Interest payable on loans less interest received on HRA balance)	2,902,000	N/A	N/A	2,907,184	5,184	
Contribution to Repayment of Loans	1,851,430	N/A	N/A	1,851,430	0	
Total Other Expenditure	12,814,630	N/A	N/A	12,819,814	5,184	

HRA Revenue	Target Budget (£)	Actuals to Date (£)	% Spend	Forecast (£)	Variance (£)	Comments
Total HRA (excl 53rd week rent income)	455,800	-7,559,147		326,634	-129,166	
53rd Week Rent	-455,800	0		-455,800	0	Additional rent income due to 53 rent debits in 2013/14.
Total HRA	0	-7,559,147		-129,166	-129,166	

Right to Buy	Sales	Total Receipts	Retainable Receipts	Cumulative Total	Spend Needed Within 3 Years	
Total 2012/13	37	2,330,345	1,233,655	1,233,655	4,112,184	
Q1 2013/14	16	898,908	428,903	1,662,558	5,541,861	
Q2 2013/14	10	573,910	265,365	1,927,923	6,426,410	
Total to date	63	3,803,163	1,927,923	1,927,923	6,426,410	




Capital Programmes	Target Budget	Actuals to Date	% Spend	Forecast	Slippage	Variance	Comments
Major Works							

HRA Kitchens	442,000	130,941	29.6%	442,000		0	Late start on new 5 yr Bathroom and Kitchen contract plus removal of incumbent contractor leading to a period of no new installations for the first part of the year. New temporary contractor now in place to mitigate under-performance.
HRA Bathrooms	1,092,600	44,703	4.1%	1,093,165		565	
HRA Roofing	1,400,000	519,840	37.1%	1,392,000		-8,000	On track
HRA Windows	295,700	117,554	39.8%	295,700		0	
HRA Heating Improvements	1,050,000	134,089	12.8%	1,050,000		0	Late start on new 5yr Heating Improvement contract plus new installs only being performed by Gas Servicing and Maintenance incumbent contractor is likely to dramatically reduce the number of new installations this year.
HRA Doors	413,600	76,140	18.4%	412,000		-1,600	The volume of new door requests originating via Repairs has placed pressure on the remaining available budget for programmed works. With the intention to deliver 7000 composite doors over the next 5 years this places a higher level of spend demand in the short term, although this will balance out over the programme period.
HRA Fire Safety Works in Communal Areas	250,000	9,238	3.7%	250,000		0	
HRA Fascias and Soffits	812,500	229,463	28.2%	817,000		4,500	
HRA Air Source Heat Pumps	640,000	210,659	32.9%	640,000		0	First year of a 4 year contract. Plan to complete 100 installations this year as part of a rolling programme.
HRA Door Entry Systems	212,100	37,341	17.6%	212,100		0	
HRA Soundproofing	0	313		313		313	
HRA Meeting Halls	50,000	5,856	11.7%	50,000		0	
HRA Tenants Improvements	5,000	5,620	112.4%	10,620		5,620	
Other External Insulations	5,100	0	0.0%	5,000		-100	
Garages	0	0		0		0	Funding to be returned to revenue to help offset spend
Sewerage Treatment Plants	0	0		0		0	Survey and assessment of plants to be undertaken by consultant with works like to happen next year.
Revise Bathroom Location	36,200	0	0.0%	36,000		-200	
HRA Asbestos Works	258,800	28,344	11.0%	258,000		-800	
Total Major Works	6,963,600	1,550,102	22.3%	6,963,898	0	298	
Development Team							
Sustainable Energy Fund	227,700	0	0.0%	0	227,700	0	Contribution towards Eco Funding of retrofitting non trades. Now likely to slip into 2014/15
Environmental Improvements	155,300	0	0.0%	155,300		0	Planned works such as mobility scooter stores under investigation
Extensions	0	0		0		0	Programme to start 2014/15 with funding moving to other areas in 2013/14
Total Development Team	383,000	0	0.0%	155,300	227,700	0	
IT Development							
HRA IT Development	100,000	38,737	38.7%	100,000		0	
Total IT Development	100,000	38,737	38.7%	100,000	0	0	
Somerset West Private Sector Housing Partnership							
HRA Aids and Adaptations	135,000	48,519	35.9%	120,000		-15,000	
HRA DFGs	339,100	44,141	13.0%	334,159		-4,941	
Total SWPSHP	474,100	92,659	19.5%	454,159	0	-19,941	
Deane Helpline							
HRA Community Alarms	100,000	15,294	15.3%	100,000		0	
Total Deane Helpline	100,000	15,294	0.0%	100,000	0	0	
Total 2013/14 Capital Programme	8,020,700	1,696,792	21.2%	7,773,357	227,700	-19,643	
Development - New Build							
HRA Creechbarrow Road	8,143,000	452,753	5.6%	1,000,000	7,143,000	0	
Phase 1 Sites	4,200,000	229,359	5.5%	393,430	3,806,570	0	
Total New Build	12,343,000	682,112	5.5%	1,393,430	10,949,570	0	
Total Capital Programmes	20,363,700	2,378,904	11.7%	9,166,787	11,177,270	-19,643	





Health & Housing Services Scorecard Q2 2013/14

Housing HRA








KEY TO ALERTS





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

KEY TO QUARTILES





	1 st Quartile		2 nd Quartile
	3 rd Quartile		4 th Quartile

1. MANAGING FINANCES

MEASURE	MEASURE ALERT	ACTUAL	COMPARISON WITH ALL COUNCILS NATIONALLY			COMPARISON WITH ALL HOUSING PROVIDERS NATIONALLY		
			QUARTILE	NO. IN SAMPLE	TDBC RANK	QUARTILE	NO. IN SAMPLE	TDBC RANK
1. Housing Revenue Account Overall expenditure against budget		Forecast: £129,166 underspend against £24,955,700 (0.52% underspend)	N/A	N/A	N/A	N/A	N/A	N/A
2. Income Team Former tenant arrears as a % of annual rent debit. Target = 5%		0.53%		25	5		119	20
3. Income Team Rent written off as a % of annual rent roll. Target = 0.70%		Now an annual measure in Housemark, will report in Q4.	N/A	N/A	N/A	N/A	N/A	N/A
4. Income Team % of rent lost through dwellings being vacant Target = 2%		0.79%		27	7		124	40



<p>5. Estate Management Team Rent arrears owed by current tenants as at end of quarter. Target = £360,000 <i>Corporate Indicator</i></p>		<p>£411,360.11 this figure is high due to the timing of direct debt payments due on 3rd of the month. On 4 October 2013 the figure was £338,875.40. the following Monday 8 October 2013 figure was £353,434.52 therefore we feel it is appropriate to mark the indicator amber.</p>	N/A	N/A	N/A	N/A	N/A	N/A
<p>6. Estate Management Team Rent collected as a % of rent owed excluding arrears b/f Target = 98.3%</p>		100.33%	1	26	4	1	115	19
<p>7. Local Authority Major Aids and Adaptions Amount spent to date, target £300,000.</p>		<p>£97,564 commitment of spend to date plus £62,255 commitment (£44,141 actual spend mth 6).</p>	N/A	N/A	N/A	N/A	N/A	N/A
<p>8. Minor Aids and Adaptions Amount spent to date, target £200,000</p>		<p>£93,693 commitment of spend to date (£48,519 actual spend mth 6, £63,399 actual spend mth 7).</p>	N/A	N/A	N/A	N/A	N/A	N/A
<p>9. Housing Debt Total amount of housing debt across all categories, houses, shops, land, etc.</p>		<p>£820,853.64 Theme scorecard shows debts levels are lower than the same report last year. There is still work to do on aged debts. Work to reduce Rechargeable Repair Debt has begun and Rent Arrears are shown as a separate indicator above.</p>	N/A	N/A	N/A	N/A	N/A	N/A

2. SERVICE DELIVERY – SATISFACTION






MEASURE	MEASURE ALERT	ACTUAL	COMPARISON WITH ALL COUNCILS NATIONALLY			COMPARISON WITH ALL HOUSING PROVIDERS NATIONALLY		
			QUARTILE	NO. IN SAMPLE	TDBC RANK	QUARTILE	NO. IN SAMPLE	TDBC RANK
1a. Housing Services General needs tenants' satisfaction with landlord services overall Target = Top quartile performance status survey <i>Result from 2013 STAR Survey</i>		Actual = 86% Target = 88%	2	23	10	3	190	97
1b. Housing Services Sheltered housing tenants' satisfaction with landlord services overall Target = Top quartile performance status survey <i>Result from 2013 STAR Survey</i>		Actual = 88% Target = 95%	4	17	14	4	131	106
2a. Housing Services % of general needs tenants satisfied that their views are taken into account Target = Top quartile performance status survey <i>Result from 2013 STAR Survey</i>		Actual = 65% Target = 73%	2	22	11	3	185	132
2b. Housing Services % of sheltered housing tenants satisfied that their views are taken into account and acted upon Target = Top quartile performance status survey <i>Result from 2013 STAR Survey</i>		Actual = 71% Target = 82%	3	15	10	4	124	97




3. 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%		85%	N/A	N/A	N/A	N/A	N/A	N/A
4. Lettings Team % of new tenants satisfied with the allocations and letting process Target = 86%		92%	2	9	5	3	47	33
5. Lettings Team % of new tenants satisfied with the lettable standard of property Target = 86%		92%	N/A	N/A	N/A	N/A	N/A	N/A
6. Repairs & Maintenance % of tenants satisfied with the most recent repair Target = 98%		96.97% Work ongoing to improve satisfaction.	2	26	11	2	133	51
7. Supported Housing % of tenants satisfied with the Extra Care Housing service Target = 86%		100%	N/A	N/A	N/A	N/A	N/A	N/A
8. Satisfaction of Gas Servicing % of tenants satisfied with the Gas Service procedure Target = 90% <i>Annual Housemark Measure</i>		98.4%	N/A	N/A	N/A	N/A	N/A	N/A
9. Local Authority Major Aids and Adaptions % satisfaction, target 95%.		100% of respondents were very satisfied (both with the help received in getting the adaptation and with the quality of the completed work)	N/A	N/A	N/A	N/A	N/A	N/A

3. SERVICE DELIVERY – DECENT HOMES


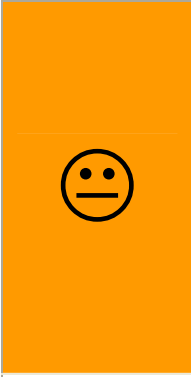

MEASURE	MEASURE ALERT	ACTUAL	COMPARISON WITH ALL COUNCILS NATIONALLY			COMPARISON WITH ALL HOUSING PROVIDERS NATIONALLY		
			QUARTILE	NO. IN SAMPLE	TDBC RANK	QUARTILE	NO. IN SAMPLE	TDBC RANK
1. Asset Management Average SAP (energy efficiency) rating of housing stock Target = 70 <i>Annual Housemark Indicator</i>		66.08 We are considering an eco funding bid for external wall insulation to around 400 homes which should increase our rating. The SAP software upgrade is currently in test.	N/A	N/A	N/A	N/A	N/A	N/A
2. Asset Management % of dwellings with a valid gas safety certificate Target = 100%		99.93% Three properties did not have a valid gas certificate at the end of the quarter. One property was serviced within one day of the quarter end, the other within 3 days and the final one within 10 days	2	27	13	3	164	97

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

MEASURE	MEASURE ALERT	ACTUAL	COMPARISON WITH ALL COUNCILS NATIONALLY			COMPARISON WITH ALL HOUSING PROVIDERS NATIONALLY		
			QUARTILE	NO. IN SAMPLE	TDBC RANK	QUARTILE	NO. IN SAMPLE	TDBC RANK
1. Lettings Team % of closed ASB cases that were resolved Target = 66%		100%	1	24	1	1	135	1
2. Lettings Team Average re-let time (calendar days) Target = 21 days		12.33 days	1	22	1	1	127	5
3. 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%		0.74% During this period there were a high percentage of major works void properties.	3	20	14	3	112	76
4. Lettings Team % of dwellings that are vacant and available to let Target = 0.5%		0%	1	20	1	1	115	1
5. Repairs & Maintenance % of properties re-let that meet lettable standard (20% sample) Target = 100%		Under development	N/A	N/A	N/A	N/A	N/A	N/A
6. Lettings Team % of properties accepted on first offer Target = 75%		78.18%	1	15	1	1	78	16

7. Housing Services % of tenants on whom the landlord holds diversity information Target = 90%		56.2%. We are constantly incrementally collecting this data. Our percentage last quarter was 54.87%	N/A	N/A	N/A	N/A	N/A	N/A
8. Repairs & Maintenance Proportion of expenditure on emergency and urgent repairs to HRA dwellings compared to non-urgent repairs expenditure to HRA dwellings. Performance criteria = lowest Target = 15%		Under development	N/A	N/A	N/A	N/A	N/A	N/A
9. Repairs & Maintenance % of repairs completed on first visit Target = TBC		Under development	N/A	N/A	N/A	N/A	N/A	N/A
10. Repairs & Maintenance Completion of repairs within priority target times: Emergency (within 24 hours) Target =98%		93.92% Decision now made to utilise weekly completions reports to investigate reason for jobs completed out of priority, the end result being to increase performance.	3	30	24	4	160	141
11. Repairs & Maintenance Completion of repairs within priority target times: Urgent (within 3 working days) Target =94%		86.45% Decision now made to utilise weekly completions reports to investigate reason for jobs completed out of priority, the end result being to increase performance.	4	27	25	4	139	134




12. Repairs & Maintenance Completion of repairs within priority target times: Non Urgent (up to 28 days) Target =85%		92.19%	3	28	20	4	152	127
13. Community Clean ups Number of events held, broken down by area		Darby Way, Bishops Lydeard Darwin Close, Taunton Howard Road, Wellington Leycroft Road, Taunton Lyngford Square, Taunton Courtfields, Milverton	N/A	N/A	N/A	N/A	N/A	N/A
14. Tonnage removed From clean ups, broken down by event		Darby Way, Bishops Lydeard – 1.88 Darwin Close, Taunton – 2.56 Howard Road, Wellington – 2.16 Leycroft Road, Taunton – 2.9 Lyngford Square, Taunton - 4 Courtfields, Milverton – 1.76	N/A	N/A	N/A	N/A	N/A	N/A
15. Events supported Number of events/activities put on or supported by the team, broken down by area		Happy Halcon x 6 Halcon Brunch Club x 10 Young Wood/John Muir Award Halcon Charity Community Event Pride in Priorswood x 5 Domestic Abuse Awareness Raising events – Somerset College and Richard Huish National Citizen Service – Lodge Close Wellington, Hamilton Park and French Weir Wellington Skate Park	N/A	N/A	N/A	N/A	N/A	N/A

		Wyndhams - Community Garden						
16. Local Authority Major Aids and Adoptions Number of applications completed, target 84.		24 (Below target but ahead of last years performance. Target requires revision as budget would not be sufficient for numbers and a number of tenants go down Minor Aids and Adaptations where appropriate to speed up adaptation)	N/A	N/A	N/A	N/A	N/A	N/A
17. Local Authority Major Aids and Adoptions End to end completion time, target 22 weeks.		34 weeks (Two exemptions, one grant was put on hold for four months by the applicant as they were considering moving and another grant was awaiting a revised spec from the Occupational Therapist which took three months as the applicants needs were complex.)	N/A	N/A	N/A	N/A	N/A	N/A
18. Minor Aids and Adoptions Number of applications completed. Target 350		179 end of Q2, therefore 358 by end of year.	N/A	N/A	N/A	N/A	N/A	N/A

Summary for TSMB 18th November 2013

Health and Housing Quarter 2 / Outturn performance

Overview & summary

Section	No. of measures	 Green	 Amber	 Red	N/A	Trend (from last quarter)
1) Managing Finances Housing	9	56% (5)	33% (3)	0% (0)	11% (1)	↑
2) Service Delivery – Satisfaction	11	55% (6)	45% (5)	0% (0)		↔
3) Service Delivery – Decent Homes	2	0% (0)	0% (0)	100% (2)		↓
4) Service Delivery – Manage Housing Stock	18	50% (9)	5% (1)	28% (5)	17% (3)	↓
TOTALS	40	50% (20)	22.5% (9)	17.5% (7)	10% (4)	

Movement since Q4	+0 Measures	-2.5%	+5%	-2.5%	-0%

7 RED ISSUES

Planned actions are off course.

- 2 Measures for Decent Homes are off course.** Average SAP (energy efficiency) rating is below target. Sustainable energy fund established in the business plan. Post established to lead on retrofit project and has started to look at SAP ratings data. Also Gas Safety Certificates 99.93% of dwellings have a valid gas safety certificate against 100% target, this represents 3 properties which did not have certificates at the end of the quarter (now recertified).
- Lettings Measure** – 0.74% of dwellings were vacant but unavailable to let, the target is 0.5%. During this time there were a high percentage of major works on void properties.
- Housing Services Diversity Information.** We hold 56.2% of diversity information this is an increase since last quarter (whilst we also increased our target this year from 58% to 90%).
- 2 Repairs and Maintenance measures** 93.92% of Emergency repairs were completed on time against a target of 98% also 86.45% of urgent repairs were completed on time against a target of 94%. As a result a decision has now been made to utilise weekly completions reports to investigate reason for jobs completed out of priority, the end result being to increase performance.
- Local Authority Major Aids and Adaptions, number of applications** 24 applications were completed against a target of 84. This performance is ahead of that last year but believe that the target may require revision as budget may not be sufficient for target number.

9 AMBER ALERTS 😞

Some uncertainty in meeting planned actions

- **Housing Services - Estate Management.** Our arrears figures are higher than target (£360,000) at the end of the quarter £411,360.11 but the position improved and on the 4th October the figure was £338,375.40 (after direct debit payments 3rd October).
- **Local Authority Major Aids and Adaptions, spend against budget** – £159,819 committed spend at end of Q2 against a £339,100 budget (actual spend £44,141 mth 6).
- **Local Authority Minor Aids and Adaptions, spend against budget** – £93,693 committed at end of Q2 against a £135,000 budget (£48,519 spend mth 6)
- **Housing Services – 4 Satisfaction measures.** The 2013 Star survey (conducted every two years) reported satisfaction figures for general needs tenants and sheltered housing tenants which were below target. Council national rankings show that we are in quartile 2 for housing measures and lower quartiles for supported housing. These measures will not change until 2015 when the Star Survey is conducted again.
- **Repairs and Maintenance.** 96.97% of tenants are satisfied with the repairs and maintenance service, our target is 98%
- **Local Authority Major Aids and Adaptions, end to end completion time.** The 34 week figure that was reported is due to 2 cases; target 22 weeks.

20 ON TRACK 😊

Planned actions are on course

- **Housing Services, expenditure against budget.** The current forecast is for the revenue account to be £99,580 overspent against a budget of £24,950,700 which is 0.4% overspend.
- **Housing Managing Finances** – 4 measures are better than target.
- **Lettings Team Measures** – 7 measures are better than target.
- **Gas Servicing** satisfaction measure better than target.
- **Supported Housing Satisfaction Measure** – is better than target (100% versus an 86% target).
- **Local Authority Major Aids and Adaptions** – 100% satisfaction.
- **Three Community Development** measures are on track.
- **Repairs and maintenance** – 92.19% of non urgent repairs are complete within priority time of 28 days, this is a slight increase on Q1 which was 91.87%. Target is 85%.
- **Local Authority Minor Aids and Adaptions** – 179 end of Q2, therefore 358 predicted by year end against a target of 350

4 MEASURES UNDER DEVELOPMENT, NOT REPORTED OR WITHOUT ALERTS

- Rent written off as a % of rent roll is now an annual, not a quarterly measure so will be reported in quarter 4.
- Three Repairs and Maintenance Measures are under development (proportion of expenditure on emergency and urgent repairs, % of repairs completed right first visit, % of properties re-let that meet the lettable standard).

Taunton Deane Borough Council

Tenant Services Management Board – 18th November 2013

Gas and Other Heating Quarterly Monitoring Report

Report of Property Manager- Maintenance- Steve Esau

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

1. Executive Summary

The report and annex have been produced to give members monitoring information on the performance of the servicing and repair contract with Alhco.

This report and annex is for quarter 2 showing performance data; in addition the report highlights issues with the contract. Comments from members would be welcomed on how the information is being presented and any changes required for future reporting.

2. Background

TDBC has a responsibility as a landlord to ensure that all rented properties have a valid Gas Safety Certificate; an annual gas safety check has to be carried out. In order to ensure that a certificate does not become out of date we have in place a 10 month cycle, this allows for process of gaining access to properties to be carried out before the certificate becomes overdue. It is important that this process is managed effectively by both the contractor and the client team.

In addition the contractor is responsible for servicing of solid fuel and oil appliance's together with checking electric storage heaters, servicing of extract fans, smoke detectors and breakdown repairs. Whilst there is no legislative requirement to carry out checks to solid fuel and oil appliances every 12 months it is considered good practice we follow a 10 month cycle as happens with the gas servicing programme.

The report and annex show performance data for all the service and repair areas with comments where necessary.

3. Report

We reported at September meeting that we achieved 100% compliance at the end of Quarter 1. At the end of Quarter 2 we have report 3 properties were overdue due to a number of reasons, however I can inform board members that all 3 were serviced in the first week of Quarter 3. We are experiencing problems with Alhco meeting our 10 month programme this has caused pressures for both our property services and estates teams and feedback from tenants has confirmed problems, leading to a drop in service. I can reassure board members that we have identified the root of the problems and are working closely with Alhco to resolve.

Reactive Maintenance the KPI figures are showing below target in all areas in Quarter2, and there has been slight slippage from Quarter 1. There are a number of reasons behind for example being Works out of the heating season being issued where they should not be Priority 1 Alhco were not resourced to do achieve in the time, this has been addressed to bring in line with our tenant standards, not achieving first time fix due to problems with diagnosis of the problem and appointments being missed. We are working with Alhco to resolve these issues in order to improve the KPIs to move them towards the target.

The void levels have been about normal in Quarter 2. However we are still experiencing a high number of appliance failures both through gas checks on voids and the servicing programme. There are two factors causing this these being early boiler failures and appliances that are over remaining life. The Capital Programme team are working on the procurement of a long term boiler replacement programme which is due to commence in April 2014, this will overtime reduce the number of reactive failures. This programme will be prioritised to tackle the oldest first, open flued appliances and boilers which have obsolete parts.

Other issues to highlight we have been carrying out the solid fuel servicing during this quarter, this has been successful, at the end of the quarter there were still a few properties to visit, appointments being in place for this. The CO detector programme is progressing and will be completed by the end of the financial year. We have been experiencing problems with detectors activating where there has not been a CO problem, this is due to a manufacturing fault and is being addressed, I assure board members that there has been no risk to tenants.

In the KPI report I have stated there were two incidents related to asbestos. Both of which were resolved satisfactorily. However this did highlight a number of issues and we have been working closely with Alhco's Group Health and Safety Manager to put in place strengthened policies and procedures. Unfortunately this has had a consequential effect with delays to carry out work and will be on going and is something we cannot mitigate against.

We have included financial information; this includes the cost of servicing and maintenance together with rechargeable works, the latter being works outside of the contract and includes works to voids. In addition the

amount of scrap monies received is shown, these monies are paid back into the Housing Revenue Account.

4. Finance Comments

There are no financial issues arising from this report.

5. Legal Comments

There are no legal issues arising from this report.

6. Links to Corporate Aims

To ensure we meet our legislative responsibilities.

7. Environmental Implications

Heating systems that are serviced regularly work more efficiently therefore reducing CO2 emissions and the environmental impact.

8. Community Safety Implications

There are no implications arising from this report.

9. Equalities Impact

This is not applicable.

9. Risk Management

There are significant risks associated with this area of the housing service. It is essential it is managed in a robust way where there are changes to legislation or working practices revised risk assessments and mapping are carried out.

10. Partnership Implications

There are no implications arising from this report.

11. Recommendations

The Tenant Services Management Board are asked to note the report comments would be welcomed on how the information is being presented and any changes required for future reporting.

Contact: Officer Name Steve Esau- Property Manager – Maintenance
 Direct Dial No 01823 356593
 [e-mail](mailto:s.esau@tauntondeane.gov.uk) address s.esau@tauntondeane.gov.uk

ALHCO Quarter Two Performance 2013/14 Report

Servicing	Target	Q1	July	Aug	Sept	Cumulative for year	Comments
Nr of gas services (CP12) that are planned for this calendar month.		1024	525	321	426	2296	
Nr of services for solid fuel that are planned for this month.		0	29	10	22	61	
Nr of services for oil that are planned for this month.		4	0	0	0	4	
Nr of services for electric that are planned for this month.		690	99	30	131	950	
total number of services for month (all fuel types)		1718	653	361	579	3311	
Number of properties not covered by a current CP12		67	0	0	3	18	
% of Properties Overdue (No valid Certificate)	0	2			0.07	1	
% of gas Services completed on 1st visit attempt		60	88	87	79	79	
% of gas Services completed on TDBC arranged visit		12	12	12.99	20	14	
% of gas Services completed on TDBC arranged forced entry		1	0.005	0.005	0.005	0.25	
Reactive Maintenance							
Nr of reactive jobs received		1087	315	249	386	2037	
Priority 1 - emergency % (attend within 2 hours and repair within 24 Hours)	100%	93	85	85	88	88	
Priority 2 - Urgent % (Complete within 3 working days)	98.40%	85	83.93	88.89	87.06	86	
Priority 3 - Routine % (Complete within 7 working days)	98.60%	91	95.56	93.18	93.85	93	
Nr of hot water systems out of action overnight	0 per month	1	0	0	0	1	
Nr of hot water systems out of action for longer than 24 hours	0 per month	0	0	0	0	0	
Nr of reactive maintenance appointments made		1087	315	249	386	2037	
Nr of Out of Hours calls		136				136	Data not available at time of writing report
Voids							
Nr of Voids this month		113	47	81	41	282	
% of voids completed within time (14 days)	100%	100	100	100	100	100	
Request for Service							
		0	0	0	0		
Health and Safety							
Major reportable accidents		0					
Minor Accidents		0					
Instances of where Asbestos found		0			2		
Finance							
Invoice for Servicing		£60,491.60	£22,198.04	£16,490.12	£16,977.16	£116,156.92	
Invoice for Maintenance		£87,247.62	£17,798.54	£17,798.54	£17,798.54	£140,643.24	
Invoice for Chargeable works		£14,142.10	£4,810.53	£11,620.58	£20,987.65	£51,560.86	
Scrap money raised.		£4,013.78	£400.39	£464.11	£574.74	£5,453.02	

Minutes of the meeting of the Tenant Services Management Board held on Monday 18 November 2013 at 6pm in The John Meikle Room, The Deane House, Belvedere Road, Taunton.

Present: Mr Dustyn Etherington (Chairman), Mrs J Bunn, Mrs E Drage, Mr D Gaplin, Mr R Middleton, Councillor Bowrah and Councillor Miss F Smith.

Officers: Christian Trevelyan (Somerset West Private Sector Housing Partnership Manager), Caroline White (Housing Development Project Lead), Lucy Clothier (Housing Accountant), Stephen Boland (Housing Services Lead), Phil Webb (Housing Manager – Property Services), Steve Esau (Property Manager – Maintenance), Martin Price (Tenant Empowerment Manager) and Emma Hill (Corporate Support Officer).

Others: Councillors Mrs F Smith and Jane Warmington.

(The meeting commenced at 6.05pm)

1. Apologies

Mr K Hellier and Mrs J Hegarty

2. Public Question Time

No questions received for Public Question Time.

3. Declarations of Interests

Councillor Miss F Smith declared personal interest that several of her relatives were Taunton Deane Borough Council Tenants.

4. Disabled Facilities Grants, Aids and Adaptions.

The Somerset West Private Sector Housing Partnership (SWPSHP) Manager gave a verbal report on Disabled Facilities Grants, Aids and Adaptations concerning the performance of the partnership.

The partnership administers the Disabled Facilities Grant to both Owner Occupiers and Council Tenants covering the following areas West Somerset, Taunton Deane and Sedgemoor with this service.

Below was a summary of the partnership's performance:

- During 2012/13, there were 41 major adaptations costing between £10 - £30,000 as well as 31 wet floor bathrooms, three Stair Lifts and two extensions costing between £25 - £30,000.
- Looking at minor adaptations, during 2012/13 the partnership completed 429, in comparison to 2011/12 where 301 adaptations were completed.

- The current timescale for major works adaptations was 21 weeks. This had come down from 61 weeks.
- The partnership was hoping to reduce the timescale further by introducing 'fixed price quotes', this would mean no need for tendering. For example Sedgemoor District Council had reduced the timescale down to 15 weeks with 'Fixed Price Quotes'.
- 'Fixed Price Quotes' was hoping to be rolled out in Taunton Deane before the end of financial year.

The partnership was looking at becoming more 'savvy' with the housing stock instead installing adaptations then removing when the tenant moves out. The Partnership was looking to introduce a traffic light system for what adaptations could be down to each house and placing the right tenants in adapted properties. The traffic light coding system breakdown might work something like this:

- Red Properties – No adaptations
- Amber Properties – Some adaptations
- Green Properties – All adaptations.

The housing stock was currently sat at 6000 properties.

Along with the introduction of 'Fixed Price Quotes' and the Traffic Lights colour coding housing stock, the partnership and the Council was considering long term plans of remodelling the current housing stock. For example, if three of five bungalows had wet room adaptations then when those properties become available it would be considered if it was beneficial to adapt the rest of the properties to match.

The partnership was also looking at and working on the safe storage of adaptation instructions by Tenants and Owners. These instructions provide instructions on how to maintain all adaptations and the partnership were looking at ways to improvement this area with those who receive adaptations. The partnership and the officer would work with the TSMB to develop this.

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

- How would you put the traffic lights grading onto those who were currently on the waiting lists so to match them to the correct properties?
This was an element the partnership was working on. Looking into displaying floor plans of properties to help make people choices easier.
- Would Creechbarrow development include wheelchair provision?
Yes, both the Council's and Knightstone's development had wheelchair provision.
- Did the Partnership look at the whole property if Tenants or Owners request adaptations?
Firstly, OT would look at requested adaptation then afterwards the whole property.
- Were the needs growing year on year?
Adaptations for children with disabilities were the most complicated and expensive to complete.
- Could you use a similar approach to 'The One Team'?
There was a similar group set up owner occupiers with inter-linking communication and information exchange.

- How much money would come from the General Fund if a Council Tenant was to get into Sheltered Housing or into a nursing/residential home?
Where there was need to move to extra care, the Housing Department would process that but where the tenant needed residential/nursing home this would come under Adult Social Care through SCC.
- Kilkenny Court – Was the Council considering remodelling for this?
*Some repair work had been triggered but the Council were looking into starting a review of the facilities at Kilkenny Court. Reference the report presented to the Board during the October 2013 meeting detailing the current of Sheltered Housing and Extra Care facilities.
Communal areas and Communal Bathrooms were being looked at with a view to bringing them up to date and DDA compliant.
The Council were also looking mobility scooter storage issues. The Council want to get the out of the communal areas and into propose built secure storage with charging facilities.*

Resolved that the Board noted the Officer's report.

5. Energy Efficiency and Development Update Report

The Housing Development Project Lead gave a verbal update and PowerPoint presentations regarding Housing Development Projects.

The presentation detailed and identified a variety of processes relating to improvement, remodelling and development process for building new properties. This included:

- How the Council would identify which properties were hard to heat to improve.
- How would the Council sell the new approaches to all interested and involved parties.
- Identifying and explaining the Council Development Process.
- Explanations for refusal of potential Development Locations.
- Process when a suitable Location was located.
- Process leading up, during and after Planning application both refusal and permission granted.
- Showed Architect Sketches of the Developments
- External Wall Insulation (EWI) on existing Council stock.

The Council had 130 step process to work through prior to going ahead with Development Projects.

The Council was looking at Urban Regeneration and Refurbishment of Council stock.

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

- *The Council's new build developments would be built to Code Level Four.*
- How was EWI done to properties and could you drill into it?
The EWI was like a blanket. The property was completed in 300mm specialist insulations. The timescale for this type of installation was one week. There were currently to two sorts of EWI being used.

The type of EWI, the Council were using meant tenants could drill into it for installing such things as outside lights.

- The Board would like to see more ECO friendly development in Taunton Deane.

The Council was currently looking for suitable locations for passiv haus development but have been unsuccessful so far.

- Was the Council looking at 'Future Proofing' their housing stock?
- *Officers enquired about the boards opinions on suggested new street name within the Creechbarrow Development.*
- The Board had previously put forward Pauline Kershaw name as an option for street name within the development. The chair explained that she had been an active Council Tenant as well as an active member of the Halcon Community for nearly 30 years contributing and supporting the residents and tenants of the estate as well as campaigning for facilities and services.
- The Board expressed their preference for the following names - Pauline Kershaw and John Seabrook for street name within the Creechbarrow development. This was for their local connection to the estate. It was also requested that officers contact their families and to enquire about permission to formally suggest using their names within the development.
Officers confirmed they would start this process.

Resolved that the Board noted the Officer's report.

6. Financial Monitoring Quarter Two 2013/14

Considering the financial figures table previously circulated, concerning the Housing Revenue Account Financial Monitoring for Quarter Two accompanied by a verbal update given by Housing Accountant. The spreadsheets detailed the breakdown of overall performance outturn of Quarter Two 2013/14 split between capital and revenue.

The Revenue Account Performance included such headings as Right to Buy, Income, Expenditure and HRA Revenue.

The following points were covered during the update on Housing Revenue Account Income, Expenditure and Revenue;

- Voids had a pressure of £289,478. This expenditure was much higher than previously and further investigations into this were under way.
- Non-Dwellings had a pressure of £11,250 due to low take up of garages.
- HRA Income had an overall under spend of £384,253.
- HRA Expenditure had an overall pressure of £249,903. This was due to higher Voids costs.
- Total HRA Revenue had an overall slight pressure of £5,184. This would change as the interest rates change.

Looking at Right to Buy's (RtB), there had been 10 sales so far in Quarter Two making 63 sales since 2012. Retainable receipts for Quarter two were £265,365, meaning £1,927,923 retainable receipts to be spent.

RtB receipts could be used against 30% of new builds and they had to be affordable homes. They could also be used for Council's 'Buy Back' scheme. The Council were proactively seeking ex-council properties on the open market to purchase.

The following points were covered during the update on Housing Revenue Account Capital Programmes;

- Overall HRA Capital Programmes had under spend of £19,643.
- Roof Programme had a pressure of £8,000 but this was 'On Track'.
- New Doors programme had a pressure of £1,600. This was due to volume of new doors via repairs requests placed a pressure on the remaining budget.
- Fascias and Soffits programme had a pressure of £4,500.
- Aids and Adaptations had an under spend of £15,000
- Disabled Facilities Grants had an under spend of £4,941.
- Tenant Improvements programme was showing a pressure of £5,620.
- Development Programme; Sustainable Energy Fund budget (£227,000) was likely now to slip to 2014/15.
- Capital Budget was £20.3 million and the current spent to date was £2,378,904.

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

- When a Council tenant moves from one council property to another, what was the come back if they leave a property in bad state?
The Council complete a pre-assessment before the tenant leaves their existing property. Any repairs required in that property were re-chargeable to the tenant and would be chased by another housing department team.
- What was cause of some of the boilers breaking down?
*There were a huge variety of types of boilers throughout the Council's housing stock, which was a historical issue.
The Council were looking into a replacement programme but it was only reactive programme. There were ongoing negotiations with ALHCO regarding boiler replacement programme costings.*
- Board members agreed with the buying back of ex-council properties with the RtB receipts, which would bring them back into the Council's stock.
- Could the Council purchase empty business properties in the town centre with the idea of renting them out to local businesses at a lower rent?

Resolved that officer's report was noted.

7. Performance Indicators Scorecard Quarter Two 2013/14

Considering the scorecard and summary report previously circulated, concerning the Health and Housing KPI Performance Scorecard for the period covering Quarter two of 2013-14. The tables detailed the overall KPI performance scorecard for Quarter two and the Quarter two Performance Outturn.

Looking at each section of the performance scorecard for Quarter Two, the figures and percentages as follows:

- Managing Finances (Housing) – There was 9 measures of which 56% were Green, 33% were Red and 11% were N/A. There was an improvement since last Quarter.

- Service Delivery (Satisfaction) - There was 11 measures of which 55% were Green and 45% were Amber. There was no change from last Quarter.
- Service Delivery (Decent Homes) – There was 2 measures of which 100% were Red. There was deterioration from last Quarter.
- Service Delivery (Manage Housing Stock) – There was 18 measures of which 50% were Green, 5% were Amber and 28% were Red. There was deterioration from last Quarter.

Below was a summary of the planned actions that were off course:

- **2 Measures for Decent Homes** - Gas Safety Certificates 99.93% of dwellings had a valid gas safety certificate; this represents 3 properties which had not got certificates at the end of the quarter (now rectified).
- **Lettings Measure** - 0.74% of dwellings were vacant but unavailable to let, the target was 0.5%, and this was due to a high percentage of major works on void properties.
- **Housing Services Diversity Information** - the Council holds 56.2% of diversity information this was an increase since last quarter.
- **2 Repairs and Maintenance measures** - 93.92% of Emergency repairs were completed on time and also 86.45% of urgent repairs were completed on time.
- **Local Authority Major Aids and Adaptions, number of applications** - 24 applications were completed against a target of 84. This performance was ahead of that last year.

Below was a summary of the planned actions that had uncertainty in meeting them:

- **Housing Services - Estate Management** - Our arrears figures were higher than target (£360,000) at the end of the quarter £411,360.11.
- **Local Authority Major Aids and Adaptions, spend against budget** – £159,819 committed spend at end of Q2 against a £339,100 budget.
- **Local Authority Minor Aids and Adaptions, spend against budget** – £93,693 committed at end of Q2 against a £135,000 budget.
- **Housing Services – 4 Satisfaction measures** - Council national rankings showing in the quartile 2 for housing measures and lower quartiles for supported housing.
- **Repairs and Maintenance.** 96.97% of tenants were satisfied with the repairs and maintenance service.
- **Local Authority Major Aids and Adaptions, end to end completion time** - 34 week figure that was reported was due to 2 cases.

Below was a summary of the planned actions that were on course:

- **Housing Services, expenditure against budget** - current forecast was for the revenue account to be £99,580 overspent against a budget of £24,950,700 which was 0.4% overspend.
- **Housing Managing Finances** – 4 measures were better than target.
- **Lettings Team Measures** – 7 measures were better than target.
- **Gas Servicing** satisfaction measure better than target.
- **Supported Housing Satisfaction Measure** – was better than target.
- **Local Authority Major Aids and Adaptions** – 100% satisfaction.
- **Three Community Development** measures were on track.

- **Repairs and maintenance** – 92.19% of non urgent repairs were complete within priority time of 28 days.
- **Local Authority Minor Aids and Adaptions** – 179 end of Quarter two.

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

- Concerning page five, section two - Decent Homes Asset Management. Why the red face?
This would be covered in the ALHOC agenda item. If we look at the national average figures for this were high and if a Council drops a couple points then it had a large effect on our position.
- Also page six, section three - Service Delivery Lettings Team. How were they illegally occupying and who were they?
*There were not many of these at all, it was mainly squatters. The Council cannot just evict them. There was a procedure that we had to adhere to. It also relates to major works so when the property becomes a void the Council moves in to complete repairs etc and this means the property becomes unavailable for renting at that time.
There had been a large number of voids properties in the last two quarters. The re-let time had been 30 days but was now only 12.33 days. This was looked into during the scrutiny lead review completed 18 months ago.*
- Page seven, section seven - Service Delivery Housing Services. Could you clarify the diversity information being collected?
*This was new to Taunton Deane. This relates to collection of data from Council Tenants to help provide the Council with essential information about their Tenants including their needs and desires. This information helps the Council adjust their policies and strategies for the future.
The Council was slowly building the information database about our tenants.*
- Page seven, section 10 – Service Delivery Repairs and Maintenance. Had this increased compared with this quarter last year?
Yes, it had improved compared with the same quarter last year. Weekly Completion Form had been introduced for job tickets. The new DLO electronic open system would hopefully improve this area when it was place. This would hopefully be during April 2014. The Council was looking at a Captia System as replacement for the existing COSY system.

Resolved that the officer's report was noted.

8. **ALHCO Performance Quarter Two 2013/14**

Considering the report previously circulated, concerning the monitoring information on the performance of the servicing and repair contract with ALHCO. This report shows the performance date for Quarter two as well as highlighting issues with the contract.

Below was a summary of the Quarter Two Performance:-

- At the end of Quarter two, CPI were at 99.3% with reported three properties overdue due. It can be confirmed that all three were serviced in the first week of Quarter three.

- There had been problems with ALHCO meeting our 10 month programme, this had caused pressures for both our property services and estates teams and feedback from tenants had confirmed problems, leading to a drop in service.
- Reactive Maintenance the KPI figures were showing below target in all areas in Quarter two, and there had been slight slippage from Quarter 1.
- There were a number of reasons behind this and the Council were working with ALHCO resolve these issues in order to improve the KPIs to move them towards the target.
- The void levels had been about normal in Quarter two. However, the Council were experiencing a high number of appliance failures both through gas checks on voids and the servicing programme.
- The Capital Programme team were working on the procurement of a long term boiler replacement programme which was due to commence in April 2014, this would overtime reduce the number of reactive failures.
- The Council had been carrying out the solid fuel servicing during this quarter and this had been successful. At the end of the quarter, there were still a few properties to visit, appointments being in place for this.
- The CO detector programme was progressing and would be completed by the end of the financial year. There had problems with detectors activating where there had not been a CO problem, this was due to a manufacturing fault and was being addressed.
- It was in the KPI report, there were two incidents related to asbestos. Both of which were resolved satisfactorily.
- This did highlight a number of issues and the Council had been working closely with ALHCO's Group Health and Safety Manager to put in place strengthened policies and procedures.
- The financial information included the cost of servicing and maintenance together with rechargeable works; the latter being works outside of the contract and includes works to voids. In addition the amount of scrap monies received was shown, these monies were paid back into the Housing Revenue Account.

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

- Was this the same as the MOT, did the new certificate start from its expiry date or the date of service?
*In the respect of the timescale as it ran on a 10 month cycle but the new certificate started from the day of the service.
The Council were addressing with ALHCO the ongoing issues with appointments.*
- There was general agreement that there had been a vast improvement on last year's figures and monitoring report.
- Did ALHCO and Taunton Deane have a contingency plan if multiple heating systems/boilers go down all at once?
*The Council would provide electric heaters as part of the ALHCO contract.
There were nine local engineers and 2/3 of these were 'on duty' at any one time but the Council had the ability to call extra staff if needed.
The office now had two dedicated supervisors as well as regular officers in the gas office at the depot.*
- Asbestos – Could they it be left until the property becomes void and just add in a combi-boiler?

The Council didn't always remove asbestos when it was found during repairs or other jobs. Normally, if it was found, the Council would look to seal it in and place a notice stating what was contained within the space, removal of Asbestos was a messy and tricky to deal with.

- Referencing Public Question Time in the October 2013 meeting of the Board, when the Residents of Kilkenny Court raised issues with the Board. The Council needed to make the residents aware of all the work that had been done and would be taking place at Kilkenny Court.

Officers would be attending the Kilkenny court residents meeting next week. It would be reported that:

- *Lift Service review and repair would start spring 2014.*
- *Guttering work had been carried out.*
- *Communal Bathrooms were undergoing work.*
- *Council was looking into Scooter storage for mobility scooters. This would include charging facilities.*
- *Quotes for Electrical testing of the Communal Lighting*

Resolved that the Board noted the Officer's report.

(The meeting ended at 8.20pm)