

You are requested to attend a meeting of the Tenant Services Management Board to be held in The John Meikle Room, The Deane House, Belvedere Road, Taunton on 16 December 2015 at 18:00.

Agenda

- 1 Welcome and Notices
- 2 Apologies.
- 3 Minutes of the meeting of the Tenant Services Management Board held on 16 November 2015 (attached).
- 4 Public Question Time.
- 5 Declaration of Interests
To receive declarations of personal or prejudicial interests, in accordance with the Code of Conduct.
- 6 Anti-Social Behaviour Activity Briefing. Report of the Housing Manager - Lettings & Anti-Social Behaviour (attached)
Reporting Officer: Paul Hadley
- 7 Pre-Void Inspection and Tenancy Enforcement Activity Briefing. Report of the Housing Manager - Lettings & Anti-Social Behaviour (attached).
Reporting Officer: Paul Hadley
- 8 Welfare Reform Activity Briefing. Report of the Housing Manager - Lettings & Anti-Social Behaviour (attached).
Reporting Officer: Paul Hadley
- 9 Verbal Update on Repairs Performance Update. Report of the Interim Assistant Director Property and Development.
Reporting Officer: Terry May
- 10 Verbal Update on Sheltered Housing Service and Charges. Report of the Housing Service Lead.
Reporting Officer: Stephen Boland
- 11 Verbal Update on Creechbarrow Road - Feedback from Site Visit. Report of the Tenant Service Management Board Members.

Reporting Officer: Martin Price

Bruce Lang
Assistant Chief Executive

25 January 2016

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.

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

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

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Tenant Services Management Board Members:-

Mr A Akhigbemen

Councillor C Appleby

Mr R Balman

Councillor R Bowrah, BEM

Mrs J Bunn

Ms M Davis

Mr D Galpin

Mrs J Hegarty

Mr K Hellier

Mr I Hussey

Mr R Middleton

Ms D Pierowicz

Minutes of the meeting of the Tenant Services Management Board held on Monday 16 November 2015 at 6pm in The John Meikle Room, The Deane House, Belvedere Road, Taunton.

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

Officers: Lucy Clothier (Senior Accountant), Terry May (Assistant Director – Property & Development), Richard Brown (DLO Project Manager), Justin Young (Building Services Area Supervisor), Mike Fletcher (Building Services Area Manager), Stephen Boland (Housing Services Lead), Gary Kingman (Senior Supported Housing Development Manager), Martin Price (Tenant Empowerment Manager), James Barrah (Director of Housing & Communities), Rachel Searle (Housing Development Project Lead) and Emma Hill (Democratic Services Officer).

Others: Councillor Beale and Mrs Warmington

(The meeting commenced at 6.00pm)

1. Apologies

Mr K Hellier

2. Minutes

The Minutes of the meeting of the Tenant Services Management Board held on 26 October 2015 were taken as read and were signed.

3. Public Question Time

No questions received for Public Question Time.

4. Declarations of Interests

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

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

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

6. Housing Revenue Account Financial Monitoring Quarter Two 2015/16

Considered report previously circulated, concerning an update on the projected outturn financial position of the Council for the financial year 2015/16 (as at 30 September 2015).

The Housing Revenue Account Revenue (HRA) was budgeted to 'break even' (net of and approved transfers to/from reserves). The forecasted revenue position for 2015/16 at Quarter two had a £102k overspend.

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

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

The current forecast outturn for the Council's Housing Revenue Account (HRA) was overspend of £102k (0.4% of budget). The major underspends and overspends forecast for year were summarised as follows:

- Rental Income: Weekly rental income was currently due to over-recover by £138k based on rents in Q2. Rent loss due to void properties was currently approximately 0.7%, less than the 1.9% budgeted.
- Other Income: Service charges and charges to leaseholders were also due to over recover by £17k and £19k respectively.
- Housing Management: Ongoing use of agency staff is creating a significant pressure to management costs.
- Specialist Works: Spend on specialist works, largely asbestos testing was currently expected to exceed budget by £98k. This could potentially increase.
- Electrical Testing Contract: The contract had been allocated £600K but would now not start until April 2016, and the budget would not be needed within this financial year.
- Pre-Planned Maintenance: The contract was delayed and only started in September and was likely to be an underspend in the region of £400k.
- Responsive Works: The pressure of £155k was due to General Maintenance.
- Voids: Overall costs was expected to be £73k less than budget.
- Communal Areas: For dwellings was forecasted to be over budget by £180k at outturn.
- Procurement Savings: Prudent budgeting was likely to result in an underspend.
- Interest Payable: Healthy reserves meant external borrowing was not yet needed for the new development schemes
- Provision for Bad Debt: Provision had been made in the Business Plan for an increased level of unrecoverable debt due to Welfare Reform.

A large stock condition survey was being undertaken as part of the HRA Business Plan Review to look at the investment needed in our homes over the next 30 years. This had identified that further work was needed to update our current stock condition data.

Stock condition data, was information held against each dwelling relating to when each individual building component would need to be replaced, and the corresponding estimated costs of replacing each component as required.

This information allowed TDBC to not only identify future plans of work, but crucially to inform the business plan of levels of investment required over the short and long term. Over the last five years some stock condition data had been updated when work had been undertaken, however there had been no proactive surveys.

In order to identify the future works needed, which in turn would inform the Business Plan Review, we need to fully reflect the condition of the stock in our stock condition data.

Having considered the possible options, officers recommended the Council commissioned a new stock condition survey of the housing stock. It was recommended that a 50% survey, approximately 2,900 inspections was undertaken.

The cost of commissioning this number of surveys, along with fully updating our system to ensure that it was fit for purpose, was expected to be in the region of £250k.

The following points were covered during an update on HRA Capital Programme Budgets:

- The approved HRA capital programme was £23.459m, of which £12.927m related to works on existing dwellings and £10.532m for the provision of new housing through development.
- £9.202m of the capital budget in the HRA related to major works on existing dwellings and included works such as kitchens, bathrooms, heating systems, roofs, doors and windows.
- £2.216m related to other works such as disabled facilities adaptations, asbestos removal, external wall insulations and extensions. This was expected to be largely on track.
- The IT Development Budget was also likely to slip by £0.207m.
- £1.509m related to the new budget for adding solar PV systems to dwellings. This was currently underway and was close to completion.
- The remaining budget of £10.532m was for the provision of new housing through the Creechbarrow Road, Phase one sites and Weavers Arms new builds and the buyback of dwellings previously sold through Right to Buy.

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

- Was there any mileage in giving short term contracts to those agency staff that had been there above a certain length of time?
The Council had looked into short term contracts but there were penalties from the Recruitment Agency. The Council was looking more to the recruitment side.
- Had the stock condition survey been started yet?
The survey hadn't been started yet. Contractors for particular programmes of work would survey but also the Council was looking to complete a large stock condition survey to make sure the correct information was stored by the system
- Wanted to check if I understand this correctly, it seemed pointless and silly to have the contractor Mi-Space to survey just the bathroom and then have someone come back and complete a whole house survey.
Mi-space was one programme of works contractors and they were in a contract for a length of five years. The whole house stock condition survey would be undertaken and completed by Savills to update the information on entire

properties to plan ahead.

There would always be pre-work required on work programme contracts and this was factored in the tender price. Also this currently included surveying the bathroom as they were aware that the Council's data was not as good as it could be.

The stock data issue was a historic issue, as officers in our property team were focusing on doing the work with less focus on maintaining the stock data. Following the JMASS restructure, priorities had been refocused and as a result of this a stock condition survey was being undertaken to start filling the gaps of stock data.

- Concerning Voids, it was good to see the Council were making progress and were now on track.
- Looking at Asbestos works - expected to exceed budget by £98K. Why had this figure suddenly increased? Had the Council found lots of properties with Asbestos?

This was due to new regulations that came in requiring Council to complete a refurbishment and demolition survey on any property undergoing refurbishment such as a new kitchen for example as well as Councils were required to have 100% Asbestos management surveys but the Council was not in that position so reviewing our compliance issues. These requirements were statutory and legislative and need to be done, also there was cost to complete this.

Savills were helping the Council with the assessment of asbestos in properties.

- Where did officers arrive at the figure of £98K and could it potentially increase and what figure at this stage, did officers think it would increase to?

The Council had a piece of work around the potential cost implications as well as to understand what the Council needed to do. The Council was working with a critical friend with Savills who was completing a route and branch survey of Asbestos, which included our management plan, paperwork, strategy and procedures. They would create an action plan from this survey and this would give the Council good guidance as to what we need to do.

Until the Council received all the information regarding where the Council needed to be and what work needed to be done officers couldn't forecast the potential increase and overspend to the budget.

There was a £50k rolling baseline for this work but it was not finalised.

- Annex B, capital works. Members approve a budget every year, but yet again the Council was carrying over £7 million. I am aware, the competition for skilled labour was intense. To budget for something and then not spend it?

Officers were having conversations with contractors relating to underspend budgets in programme of works and these would be rolling over or would be spent. The heating contract was going through the tendering process and should be spent by the end of the year.

The Council had been too slow to put contracts in place quickly enough as well as getting skilled staff in place.

Resolved that:-

1. The officer's report regarding the HRA's performance as at the end of Quarter two be noted.
2. To support the approval of a supplementary estimate of £250,000 funded from reserves. To commission a survey of 50% of the housing stock, and the updating of the stock condition database.

7. Performance Indicators Quarter Two 2015/16

Considering the Performance Scorecard tables previously circulated, concerning the Housing and Communities Quarter Two performance Scorecard.

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

- Managing Finances (housing) - There were 8 measures of which 56% Green, 33% Amber, 11% Red and 0% were N/A.
- Service Delivery (Service Delivery (Satisfaction) – There were 12 measures of which 33% Green, 17% Amber, 50% were Red and 0% were N/A.
- Decent Homes – There were measures of 2 which 50% were Red and 50% were Amber.
- Staffing – There were 3 measures of which 33% were Green, 67% were Amber, 0% were Red and 0% were N/A.
- Operational Delivery – There were 21 measures of which 67% were Green, 14% were Amber, 19% were Red and 0% were N/A.

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

- Two customer complaints response measures – the Council were not currently hitting the response times 100% of the time however performance has improved on Q1.
- Housing Services – had three customer satisfaction measures that were off course. Officers were developing an action plan to address the satisfaction issues and ensure this improves in key areas.
- One Measure for Decent Homes was off course. Average SAP rating for energy efficiency was below target.
- Lettings – had one customer satisfaction measure off course. This related to the satisfaction of tenants regarding the lettable standard of the properties. Although it was below target, there had been an increase on Q1 to 79%.
- Housing Services Diversity Information – was now holding 66% of diversity information. This was increasing slowly.
- Two Repairs and Maintenance measures were off course. Related to the completion of Emergency and Urgent priority jobs within the target timescale. These had both increased since Q1.
- One Sheltered Housing Tenants measure off course – Percentage of Tenant Support Plan that had been reviewed in 12 months had dropped since Q1 to 60% from 85%.

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

- Estate Management Team – had one measure which was uncertain. Rent arrears were not on target but expected to be back on target by the end of the year.
- Housing Debt Measures - had two measures which was uncertain. Debt has increased due to rent arrears and a development bill that would be credited soon.
- Housing Services – had two measures which was uncertain. Sheltered Housing Tenant Satisfaction with Landlord Services was 88%. This remained unchanged. Also tenant satisfaction with their most recent repair.

- Decent Homes – had one measure which was uncertain. Due to three properties were not serviced and had no valid certificate. This was now resolved.
- Learning and Development - had two measures which was uncertain. Not all staff had received a performance review in the last 12 months.
- Housing Stock Re-let – had one measure which was uncertain. Due to problems experienced with Sheltered Accommodation relets. Despite average re-let time being over target.
- Extra Care Facility - had one measure which was uncertain. Number of Extra care tenants with a support plan reviewed in last six months was increasing but below target.

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

- Managing Finances had five measures were on target.
- Satisfaction had four measures were on target.
- Staffing had one measure was on target
- Operational Delivery had 14 measures were on target.

The following points were covered during an update regarding the software Open Contractor (OC):

- OC did work but there were issues understanding the individual processes.
- The Council had appointed a new trainer as well as developing a new training package
- Officers were using a tick list systems with the schedule of works to prioritise jobs as well as using the messaging system on the PDAs.
- The Council had been back in touch with Capita regarding more support with challenges and issues of implementation of OC.
- The performance would improve with increased staff training. Officers were seeing less days with major incidents relating to OC. This had been since going paperless completely.
- The Council would be building on the support and training for staff regarding the understanding and using of OC and the technology.
- 99% of Priority One tickets were completed on time. The completing of tickets and job reporting was what effected this.
- Board Member should see big improvement with KPI and targets by quarter three.

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

- When was Open Contractor introduced?
It was introduced in September 2014. The officer had only been in place two months and the department was now overcoming some major issues, this included increasing the number of PDAs being used on the ground by the workforce.
Teams were being brought together and would be situated in the same room. The Council was also looking at integrated roles to help with cover when required as well as increase understanding.
There had been a key error made by the Council, which was going live with Open Contractor too soon, before we were ready. There was not enough testing and training completed as well as having all the procedures in place.

- Concerning Priority One Tickets, if they were issued after 11:00pm, could the job ticket be completed by the end of the day due the time constraints?
The priority for staff visiting the property of a priority one job ticket was to make safe the property and make an assessment of the work required. These job ticket may require further works, which another ticket would be raised to complete the work on another day.

Resolved that the Officer's Report be noted.

8. Sheltered Housing Service and Charges

Considered report previously circulated, concerning the proposed new sheltered housing service and charges for sheltered housing.

Following Somerset County Council's (SCC) review of commissioned housing related support services in 2013/2014, Taunton Deane Borough Council's (TDBC) Housing and Community Service was having to make changes to the services it delivered and the charges it applied in respect of its sheltered housing service.

The Council currently owned, managed and provided housing related support services to a total of 880 (on 1 November 2015) sheltered housing council tenants.

TDBC's sheltered housing currently comprised of two separate but highly related elements, they were designated accommodation and housing related support.

This review did not concern TDBC's two extra care schemes at Kilkenny Court, Taunton and Lodge Close, Wellington as services at these schemes were being reviewed separately.

Over the last few years TDBC's contract with SCC to provide housing related support to its sheltered housing tenants had reduced significantly.

Following SCC's review, the key elements of the service were redefined. This included service contract specification.

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

The Council had delivered a housing related support service to its sheltered housing tenants for many years. The service was generally well regarded by all sheltered housing tenants achieving consistently good levels of satisfaction ratings.

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

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

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

- Additional housing management
- Community development
- Tenant involvement and empowerment
- Housing related support service
- Deane Helpline and Emergency Response service:

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

The current sheltered housing service charges applied to sheltered housing tenants rent accounts for 2015/16, however some tenant had a tenancy that had 'protected rights' in relation to the sheltered component of their service charge:

- Sheltered Housing – Current Weekly Charge £12.97
- Low Level Sheltered Housing – Current Weekly Charge £4.47

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

- Additional housing management; Community Development and Tenant involvement and empowerment – Proposed Weekly Charge £10.04

Some tenancies where 'protected rights' were applicable in relation to the sheltered component of their service charge would retain their protected status. No existing sheltered housing tenant would be financially worse off as a consequence of this proposal.

Sheltered housing tenants on low incomes would be entitled to apply for housing benefit.

The figure quoted (i.e. £10.04) related to 2015/2016 charging values and would be subject to the normal annual inflationary assessment at April 2016 onwards.

The housing related support element of the proposed new service would continue to be grant funded by SCC and subject to a formal contractual agreement.

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

A summary was provided stating the current and proposed new service, along with details of the funding that was available to help with the cost.

There were currently nine sheltered housing officers (SHO) in post within the sheltered housing service.

Subject to approval from the Council's Executive Committee, it was proposed the new sheltered housing service and charges would be operational with effect from the start

of the next finance year i.e. 04/04/2016. Prior to this date officers and managers within Housing and Community Services would be working to update administrative systems to enable tenants to receive full details and formal notification of the new service and charges.

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

- Looking at the list of Sheltered Housing Schedule with the report, were any of these paying the 'Lower Rate' for their accommodation i.e. £4.47?
There were 880 Sheltered Housing Properties and about 700 tenants of those properties paid the £12.59. Of the 180 properties remaining some of tenants were told when Supporting People was introduced that they would be protected and wouldn't be affected. This would be in effect until that tenant either moved or die. The next tenant would be required to pay the standard rate with no protection. All tenants were consulted about the historical protections currently in effect and all tenants that responded were pleased and happy that the historical protections would be remaining for those tenants who received them.
- SCC were reducing the grants by £90k over a three year period, was the Council making the assumption that SCC would be reducing the grants next year?
SCC had issued a contract for four years of grant £153K each until 2018. What the Council had to plan for and take into account in the finances, SCC there may come point where they withdraw the grant completely. The Council had to have that assurance that it could sustain the service if and when SCC withdraw the grant funding completely.

Resolved that the Officer's report be noted and made comments on the proposed new Sheltered Housing Service.

9. Your Guide to Asbestos Leaflet

Considered information guide previously circulated, concerning a guide to Asbestos for Council Tenants and Leaseholders.

Board Members were presented with an update version of the leaflet, which provided residents with improved advice and information regarding Asbestos.

The leaflet would be in the December issue of the Deane Housing Newsletter and would also be in the Information Packs when Tenants signed up.

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

- Were all the Council properties being done?
*The advice given to the Council was not to remove the asbestos unless absolutely necessary.
The Council would be issuing copies of the surveys to the Tenants following the survey but a Tenant Friendly version.*
- Did the Council have any data on their properties regarding Asbestos?
The Council data was improving all the time. So yes, the Council did hold information and data regarding asbestos in its housing stock.
- What do Tenants do, if Wessex Water put a water meter into a property and they disturb asbestos panelling?

Resolved that the Officer's updated version of Guide to Asbestos for Tenants and Leaseholders be noted

10. Creechbarrow Road Development Update

Considering the Development Project Performance Scorecard previously circulated, concerning the Creechbarrow Road Development in Taunton.

Below was a summary of the status of Key Project Activities for Phase 1:

- Build Programme completed by Galliford Try was Amber meaning there were issues against some of the milestones but remedial action would keep project under overall control.
- Community Liaison completed by Rachel Searle was Green meaning that all milestones met and project on target.
- Training Opportunities completed by Rachel Searle was Green meaning that all milestones met and project on target.
- Finance completed by Rachel Searle was Green meaning that all milestones met and project on target.

The dashboard summarised the key project accomplishments for the both the KHA and TDBC site for the current period against the previous period of the Development Project as well as detailing the community liaison over the same period through the local community at a variety of community locations.

Included for the Board's information was the key goals/targets for the development project over the next period as well as detailing any current or ongoing issues with the development.

Looking at Community Liaison, returning decanted tenants had been taken on a site tour and visited the plots that would be their futures homes. Play Ranger sessions had been funded by TDBC, Knightstone Housing and Galliford Try but managed by Barnardos during the school holidays due to the removal of the old play area. The contract to provide and install the new play equipment was out to tender.

Build Programme issues related to the project remaining behind schedule against original timescales. The project was now working against a revised programme.

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

- On Wheatley Road, the residents had a chronic parking and it was also on a local bus route and contractors were ignoring the red cones and parking there, making it difficult for the buses to get through.
The officer asked Residents and Board Members to make note of the vehicles registration number for the site manager. This would enable them to apply direct pressure to those contractors who were parking there. Rather than just making a general appeal to all contractors. The site entrance on Wheatley Road was now closed so there was no need access and no need to park on the road there.
- Would there be fines for the developers for the delay on the project being completed? Could officers give some more detail on how this would work?

This was written into the contract but the Council didn't want to focus on this at moment, we wanted to focus on the delivery and the completion of the project. The Council was looking into compensation for the delay and loss of rent. The contract made provision for some delays or the contract deadline could be extended, which had been done and will expire on January 2016. What the Council didn't know was the scale of the claim until we knew how many properties were delayed or unfinished when the extended deadline passed. There would another update in due course.

Resolved that the Board noted the Officer's report.

(The meeting ended at 20.10pm)

Declaration of Interests

Tenant Services Management Board

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

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

- Taunton Deane Borough Council Housing Leaseholder;
 - Councillor Appleby

Taunton Deane Borough Council

Tenant Service Management Board – 16 December 2015

Activity Briefing – Anti-Social Behaviour Service

Report of the Housing Manager – Lettings & Anti-Social Behaviour

(This matter is the responsibility of Executive Councillor Beale)

1. Performance

Satisfaction with the service remains high, at end of Quarter 2 2015/16 95.4% (target 66%) of tenants who reported ASB in year to date rated the help and advice received as good or excellent. This is a 0.6% reduction since the last update, but we continue to enjoy very high satisfaction responses from those affected who return surveys after case closure.

2. Casework - ASB cases recorded between 01/07/15 – 30/10/15

34 cases were opened during the period:

- **7 Alcohol**
- **1 Communal Areas**
- **4 Drugs** – 1 cultivating cannabis – Notice Seeking Possession (NSP) to be served. 2 ongoing investigation with police. 3 cannabis smell in communal area, working as "One Team" to resolve. 4 cannabis smell from neighbouring garden dealt with by words of advice, no further complaints.
- **2 Garden Nuisance**
- **7 Harassment** – 1 case closed resolved. 2 Working jointly with police, informal resolution being sought. 3 Victim claiming harassment, Police and School involved but no independent witnesses, ongoing. 4 case closed, close work with Police, victim moved away. 5 Complaint regarding loud sexual activity from neighbouring property which has now developed into harassment. 6 Mental health issues harassing neighbour, Words of Advice (WOA) given situation much quieter. 7 Verbal abuse to visitors to block, communal garden issues – dog mess, meeting with perpetrator and liaising with Police, diary sheets given out, situation much quieter since meeting.
- **2 Hate Crime** – 1 Racist comments – NSP to be served. 2 case closed resolved.
- **6 Noise**
- **3 Physical Violence** – 1 case as briefed above, 1 case neighbour assault – NSP served
- **1 Sexual Acts** – 1 case closed

3. Closed Cases

20 cases were closed during the period (01/07/15-30/10/15), of these 15 were resolved. Two cases were closed as unfounded complaint and two others were closed as the tenants terminated their tenancy. One other case was closed as no action was required.

4. High Profile/Risk Cases

- **Priorswood** – Noise, assault on neighbour. Directions hearing on 18/11/15 court date to be confirmed for possession case.
- **Priorswood** – Ongoing case, since service of NSP during summer, area much quieter. No recent complaints.
- **Priorswood** – Assault on a neighbour. Charged by Police bailed away from the area (Cheltenham). ASB officers supporting female tenant to find alternative accommodation. Case now closed as tenant terminated tenancy.
- **Staplegrave** – Tenant charged with serious assault, currently bailed away from the area.
- **Halcon** – NSP served for noise and assault on Police, Environmental Protection Team monitoring equipment currently in neighbouring property.
- **Lane Estate** – Joint operation with Police relates to drug activity.
- **Priory** – Property neglect/damage. NSP served.
- **Holway** – Tenant in dispute with local shopkeeper, words of advice, working with Police, monitoring situation.

5. Recommendations

Tenant Service Management Board to note and comment on the report.

Contact: Paul Hadley
Housing Manager – Lettings & Anti-Social Behaviour

Taunton Deane Borough Council

Tenant Service Management Board – 16 December 2015

Activity Briefing - Pre-void Inspection & Tenancy Enforcement

Report of the Housing Manager – Lettings & Anti-Social Behaviour

(This matter is the responsibility of Executive Councillor Beale)

1. Background

Vanessa Flook started work on the 12th October 2015, the brief below provides initial feedback and commentary on progress being made with the project. Initially Vanessa's work was focused on Pre-void inspections, although towards the end of this initial period she has begun to engage in Tenancy Enforcement tasking.

Period covered- 14th October – 14th November 2015

Total inspections completed – 40 (37 Pre-void, 3 Tenancy Enforcement)

Breakdown of inspections

Pre-void Inspections

10 inspections were commissioned as the result of either the death of the tenant or the tenant moving into residential care. I have not found any issues with these properties as the family and friends have ensured the properties came back in a good condition and had been emptied of all belongings.

9 inspections were on properties that were either neglected or contained a large quantity of belongings. I believe that had we not inspected these properties there was a risk that the tenants may have been returned the properties to us in a poor condition. I have provided potential recharge costs that would have been incurred and therefore the potential savings to either our tenant or the HRA which are contained in the table below, the addresses have been removed for confidentiality purposes. The approximate cost or potential re-charges were £3,778.00 including admin costs of 15% and VAT.

5 properties have required re-visits to monitor progress and ensure work was completed as agreed.

To date no tenants that have been contacted, have refused to carry out the work requested.

To date one next of kin refused to agree to an inspection.

Holway Area	Very dirty, dog urine on floors would possibly require pre clean, broken sockets,	Clean £138 per room including Flea treatment Pre clean £80	
Priorswood Area	Kitchen very dirty, windows excessively	Kitchen clean £138	

	dirty and mouldy, removal of rubbish from property	Removal of belongings £386.40	
Priorswood Area	Re paint, bath needs replacing, casing in bathroom damaged, door handles missing, very dirty, removal of rubbish, clear loft	Bath replacement £303.60 Clean £138 Removal of loft items and rubbish £200	Work has been completed
Halcon Area	Removal of rubbish from house and garden	£200	
Halcon Area	Removal of rubbish from house and garden, replacement hall door, replacement handles to doors	Rubbish removal £386.40 Door replacement £193	Work has been completed
Halcon Area	Removal of excess rubbish and belongings from outhouse and garden.	£386.40	Work has been completed
Priory	Repaint of bedroom 1, clean, removal of possessions from garden and property.	Removal of items £386.40 Clean £69.00	Painting completed
Halcon Area	Removal of excess rubbish and possessions, possible clean	Removal of items £386.40	Work has been completed
Halcon Area	Hoarding/excess clutter. Removal of large amounts of rubbish from property, outhouse and garden.	Removal of rubbish and possession £386.40 +	

Approx. £3,778.00 including admin costs of 15% and VAT.

2. Tenancy Enforcement Inspections

In addition to the pre-void inspections conducted I have also been working with 3 households where the properties are being neglected largely due to hoarding. These households will require longer term support which is aimed at bringing the property back to a more manageable condition in line with the tenancy agreement, and also ensuring that the tenant can sustain their tenancy in a more tenant like manner over the longer term.

These are:

Wellington - Hoarding and poor hygiene.

I currently re-visit this property fortnightly and am engaging with the tenants. During each visit tasks are discussed and agreed. Due to the amount of possessions in the bedrooms

of this property there is not enough space to enter further than the door swing. So far the tenants have complied with agreed tasks and removed enough belongings to enable me to walk across the room to the window. The success of bringing this property back into a reasonable condition will require long term and ongoing support.

Expenditure from budget to date £0.00. Potential cost of recharges to date: £386.40

Taunton - Clearance from garden of cars, garden waste and rubbish, replacement of doors, clear loft, replace tenant's own electrics

Whilst there will still be an element of potential recharges the tenants have worked hard to remove all rubbish from the gardens, have removed an outhouse that did not have permission, removed numerous items from the property. Through supporting the family and advising them they have carried out all works that are reasonable for them to do so.

Expenditure from budget to date £0.00. Potential cost of recharges for the above: £1,590.00

Bishops Lydeard - Hoarding and hygiene issues

This property was in a very poor condition, with large quantity of belongings, thread bare carpets that give off overriding smell of dog and dog urine. This is a 3 bed property and the tenant wishes to downsize. We have previously refused this due to the condition of the property. To date I have organised a removal van to remove unwanted items – a full sprinter so far. One carpet has been removed. I aim to further support the tenant by offering further opportunities to dispose of rubbish and belongings. The property has had the most neglected rooms have been cleaned and painted by the tenant's family.

Expenditure from my budget to date £150.00. Potential cost of recharges for the above: £800.00

3. Financial Summary

The finance comments below are made in the context of potential budget savings/expenditure. Please note that they do not represent actual savings as these do not take into account additional costs incurred for recruitment and salary for staff to complete the project.

- Potential pre-void inspections savings on void budget to date £3,778.00
- Potential tenancy enforcement re-charges avoided to date £2,626.40
- Expenditure on Lettings contingency budget to date £150.00

The first month has proven to be very busy for Vanessa, the initial focus of work was to conduct pre-void inspections, this has now expanded to include some limited tenancy enforcement activity. This will increase once additional officer is in post. Area Community Managers (ACMs) have been asked to provide a list of potential tenancy enforcement properties, these will be prioritised with ACMs and work will begin to target these households in January.

5. Recommendations

Tenant Service Management Board to note and comment on the report.

Taunton Deane Borough Council

Tenant Service Management Board – 16 December 2015

Activity Briefing – Welfare Reform

Report of the Housing Manager – Lettings & Anti-Social Behaviour

(This matter is the responsibility of Executive Councillor Beale)

Welfare Reform Visits

The number of tenants affected this month are 330, however this is subject to change on a daily basis due to tenants moving in and out of employment.

The breakdown of tenants that have now downsized are:

- 2 Direct Match approved and completed
- 47 Successful moves on CBL completed
- 1 Successful bids pending a move on CBL
- 0 Mutual Exchange's being processed
- 23 Mutual Exchanges Completed
- 1 Moved to private sector

Discretionary Housing Payments (DHP)

All affected tenants are being offered advice on Discretionary Housing Payments (DHP's) and assistance to help them complete the application form.

Due to the Revenue and Benefits team completing end of year reports and gearing up for the introduction of Universal Credit.

Since the start of this financial year 69 DHP's have been awarded to TDBC's tenants.

Benefit Cap

The Benefit Cap is currently affecting 2 TDBC tenant households.

Rent Arrears

- 1st April 2015 Bedroom Tax rent arrears were £41,483.73 with 179 tenants in rent arrears.
- 1st May 2015 Bedroom Tax rent arrears were £44,874.09 with 192 tenants in rent arrears. With an increase in rent arrears of £3,390.36 on the previous month
- 1st June 2015 Bedroom Tax rent arrears were £41,762.32 with 184 tenants in rent arrears. With a decrease in rent arrears of £3,111.77 on the previous month
- 1st July 2015 Bedroom Tax rent arrears were £38,152.16 with 162 tenants in rent arrears. With a decrease in rent arrears of £3,610.16 on the previous month
- 1st August 2015 Bedroom Tax rent arrears were £38,765.54 with 164 tenants in rent arrears. With an increase in rent arrears of £613.38 on the previous month
- 1st September 2015 Bedroom Tax rent arrears were £37,920.78 with 167 tenants in rent arrears. With a decrease in rent arrears of £844.76 on the previous month
- 1st October 2015 Bedroom Tax rent arrears were £34,660.97 with 149 tenants in rent arrears. With a decrease in rent arrears of £3,259.81 on the previous month

- 1st November 2015 Bedroom Tax rent arrears were £35,663.44 with 170 tenants in rent arrears. With an increase in rent arrears of £1,002.47 on the previous month

Universal Credit (UC)

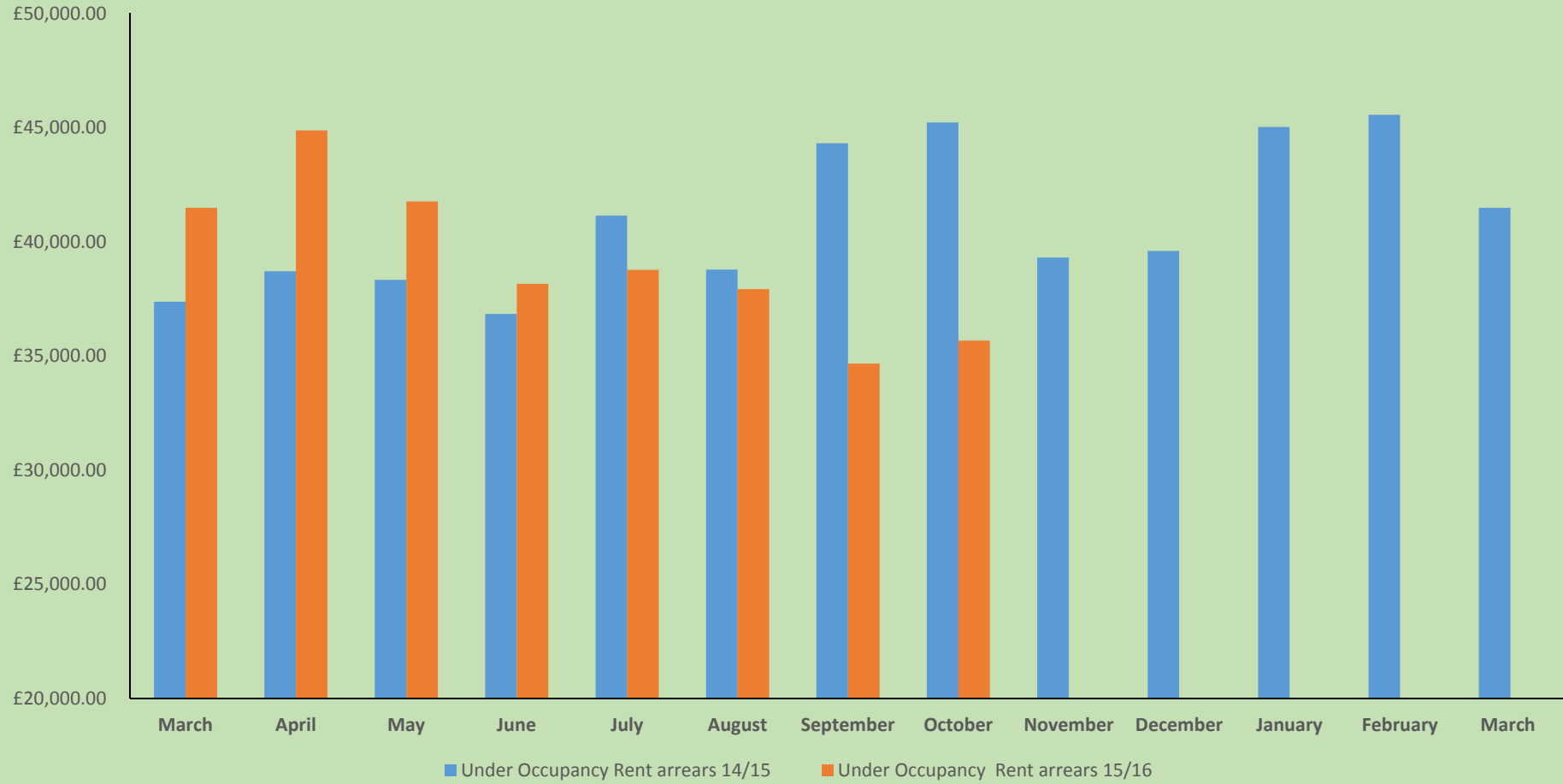
Universal Credit went live on 20th April 2015. To date TDBC have 18 tenants who have submitted a claim. I have been working closely with these tenants and the level of help and support needed is substantial and needs to be tailored to each of their personal circumstances.

Currently only single newly unemployed people are able to make claims for UC, which accounts for the small number of affected tenants at this time. However as the role out of UC becomes wider and involves families the number of our tenants claiming UC will increase significantly.

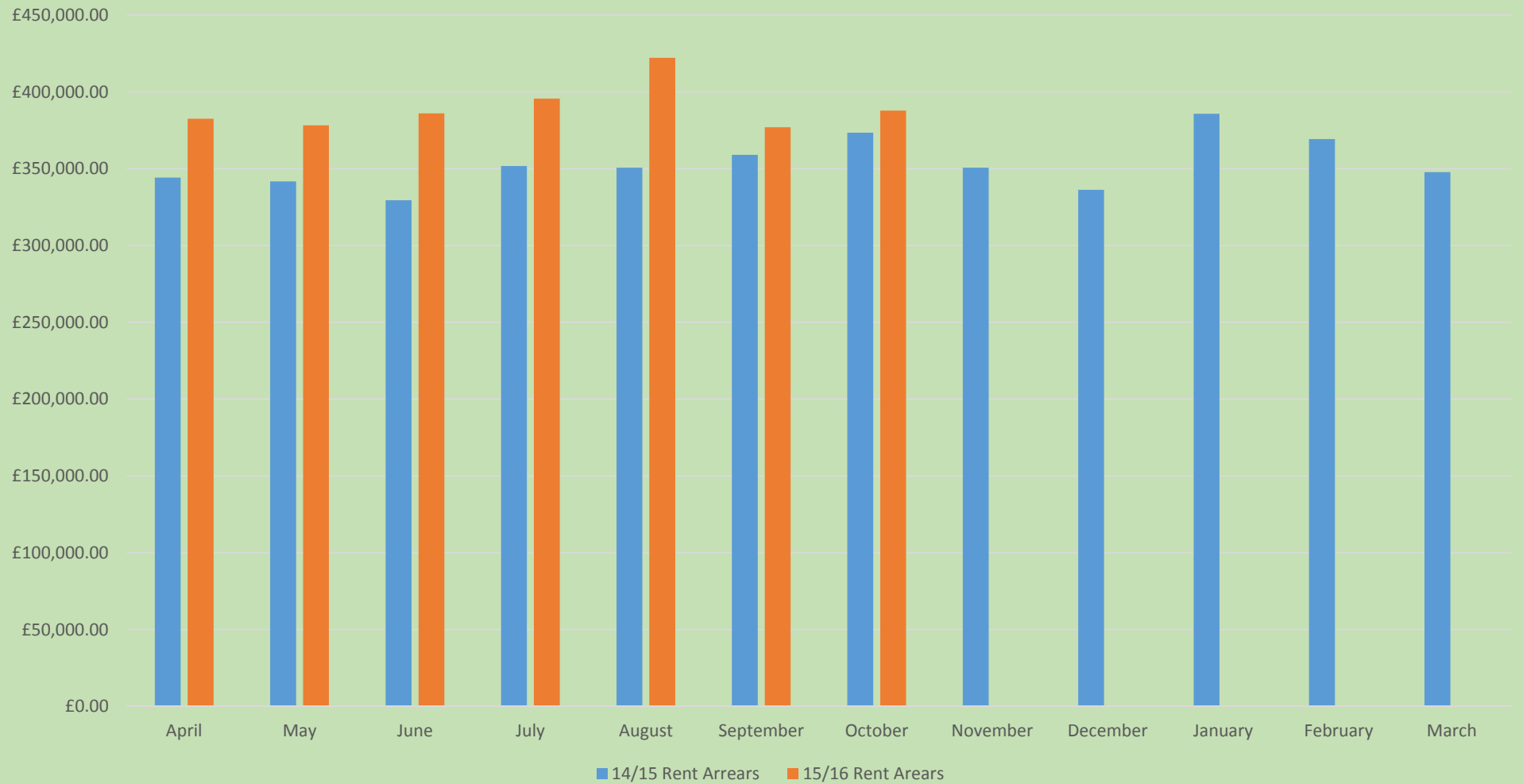
Recommendation

Tenant Service Management Board to note and comment on the report.

Under Occupancy rent arrears 14/15 compared to 15/16



Overall rent arrears figures 14/15 compared to 15/16



Minutes of the meeting of the Tenant Services Management Board held on Wednesday 16 December 2015 at 6pm in The John Meikle Room, The Deane House, Belvedere Road, Taunton.

Present: Mr R Balman (Chairman)
Mrs J Bunn, Mr D Galpin, Mrs J Hegarty, Mr K Hellier, Mr R Middleton and Councillor Bowrah.

Officers: Paul Hadley (Housing Manager - Lettings & Anti-Social Behaviour), Tony Knight (Estates Officer - ASB), Steven Clarke (Estates Officer – Pre-Void & Tenancy Enforcement), Michaela Mullen (Welfare Reform Project Officer), Vanessa Flook (Estates Officer – Pre-Void & Tenancy Enforcement), Terry May (Assistant Director – Property & Development), Stephen Boland (Housing Services Lead), Martin Price (Tenant Empowerment Manager), Simon Lewis (Assistant Director - Housing & Community Development) and Emma Hill (Democratic Services Officer).

(The meeting commenced at 6.00pm)

1. Apologies

Ms M Davis, Mr A Akhigbemen, Mr I Hussey, Ms D Pierowicz and Councillor T Beale

2. Minutes

The Minutes of the meeting of the Tenant Services Management Board held on 16 November 2015 were taken as read and were signed.

3. Public Question Time

No questions received for Public Question Time.

4. Declarations of Interests

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

Mr R Balman, Mrs J Bunn, Mr D Galpin, Mrs J Hegarty, Mr R Middleton, Mr K Hellier declared personal interests as Taunton Deane Borough Council Housing Tenants.

6. Anti-Social Behaviour Activity Briefing

Considered briefing report previously circulated, concerning an update on the performance within the Anti-Social Behaviour Service.

Satisfaction with the service remained high, at end of Quarter two 2015/16 95.4% (target 66%) of tenants who reported ASB in year to date rated the help and advice received as good or excellent. This was a 0.6% reduction since the last update, but we

continue to enjoy very high satisfaction responses from those affected who return surveys after case closure.

There were 33 Anti-Social Behaviour (ASB) cases recorded and opened between 1 July 2015 – 30 October 2015, which included seven cases of harassment, two cases of hate crime, three physical violence and four cases involving drugs.

20 cases were closed during the period (1 July 2015 – 30 October 2015), of these 15 were resolved. Two cases were closed as unfounded complaint and two others were closed as the tenants terminated their tenancy. One other case was closed as no action was required.

Officers provided the Board Members with a summary of the current High Profile/Risk Cases and their current status as well as what the next step was.

Resolved that the Board noted the Officer's report.

7. Pre-Void Inspection and Tenancy Enforcement Activity Briefing

Considering the briefing report previously circulated, concerning an initial feedback and comments on the progress within the Pre-Void Inspection and Tenancy Enforcement Service.

Initially Estates Officer's work was focused on Pre-void inspections, although towards the end of this initial period, this then began to engage in Tenancy Enforcement tasking.

The Total inspections completed with this period 37 Pre-void and three Tenancy Enforcement. Below was a breakdown of the work relating to Pre-Void Inspections and Tenancy Enforcements:-

- Ten inspections were commissioned as the result of either the death of the tenant or the tenant moving into residential care. Officers had been assured the properties would come back in a good condition and had been emptied of all belongings.
- Nine inspections were on properties that were either neglected or contained a large quantity of belongings. The approximate cost or potential re-charges were £3,778.00 including admin costs of 15% and VAT.
- Five properties had required re-visits to monitor progress and ensure work was completed as agreed.
- To date no tenants that had been contacted had refused to carry out the work requested.
- To date one next of kin refused to agree to an inspection.
- Work had been carried out on three households where the properties were being neglected largely due to hoarding. These households would require longer term support which was aimed at bringing the property back to a more manageable condition.
- These properties were located in Wellington, Bishops Lydeard and Taunton.

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

- Thank you to the Housing Manager for this informative update report. Members recognise that issues regarding hoarding in tenants houses wasn't necessarily a physical issue but might be a mental issue. The outcomes from the officer's efforts was well worth the expenditure.

Resolved that the Board noted the Officer's report.

8. Welfare Reform Activity Briefing

Considered briefing report previously circulated, concerning an update on the performance within the Welfare Reform project.

The number of tenants affected this month were 330, however this was subject to change on a daily basis due to tenants moving in and out of employment.

The breakdown of tenants that had now downsized were:

- 2 Direct Match approved and completed
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All affected tenants were being offered advice on Discretionary Housing Payments (DHP's) and assistance to help them complete the application form. Since the start of this financial year 69 DHP's had been awarded to TDBC's tenants.

The Benefit Cap was currently affected two TDBC tenant households.

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Universal Credit went live on 20th April 2015. To date the Council had 18 tenants who had submitted a claim. Officers had been working closely with these tenants and the level of help and support needed was substantial and this needed to be tailored to each of their personal circumstances.

Currently only single unemployed people were able to make claims for UC, which accounts for the small number of affected tenants at this time. However as the role out of UC became wider and involved more families, the result was a significant increase in the number of tenants claiming UC.

Resolved that the Board noted the Officer's report.

9. Verbal Update on Repairs Performance.

The Interim Assistant Director for Property and Development gave verbal update on the performance of the Repairs Service.

Below was a summary of the performance of the Council's Repairs Service:

- With Open Contractor (OC), there had been significant improvements in relation to Key Performance Indicators (KPI's) figures but this was not reflected in academy and SAP finance.
- Officers were meeting with the 'Out of Hours' team to establish proper procedure for closure of job tickets and the opening additional job tickets as well as process to track the progress of the job tickets.
- Repairs Service performance was above target (98%) during quarter one at 99.16%.
- The improving KPI's linked into more IT work that needed to be done.
- On the 1st April, the service would be reviewing how it reported to the Board in relation to the service's performance. For example, splitting up the work between what was being completing by the DLO and that was completed by Contractors as well as presenting a joint average.
- The Housing Service were looking to update their current version of OC to OC 13, which would improve on some of the IT issues.
- The officers were hoping that the service's performance position would be better by quarter four.
- The use of the PDA's was bedding in well within the workforce. The service was completely off paper tickets.
- The service structure was currently going through a merger of work teams as well as training on the appropriate and relevant services. The physical office location merger was behind schedule but hopefully this would be complete in the New Year.
- Capita were carrying out refresher training sessions for the work planners.

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

- Could the officer looked into an issue where tenants were organising for surveyors and engineers to come round but then they contact the tenants to re-arrange but the engineer turns up at the original date. There appears to be an issue with communication.
- No complaints about the actual worked completed at the properties.
Currently, the department was reviewing its structure as well as employing some temporary staff. The communication between the planners, tenants and engineers needed to be worked on and improved. Officer would look into this and report back to the Board.
- When would the DLO be coming round to clear the guttering on the properties on Valley Road? Some of the guttering on the properties were very overgrown and blocked.
Currently, there was no maintenance contract for the clearing and maintaining of housing stock guttering. But the Housing department were looking into re-instating a maintenance budget for this.
- Concerning the Grounds Maintenance, specifically grass cutting.
The budget for grass cutting only had one or two cuts left in it before end of the year which be in the spring but we were having a mild winter so the grass was still growing. The grass regime needed to be looked at as the number of cuts had been cut repeatedly.

Resolved that the Board noted the Officer's report.

10. Verbal Update on Sheltered Housing Service and Charges

Reference minute No. eight of the meeting dated 16 November 2015, considering the report previously circulated, concerning the proposed new Sheltered Housing Service and Charges for the Council's Sheltered Housing Scheme.

The Housing Services Lead gave verbal update accompanied by a PowerPoint presentation on the proposed new service for Sheltered Housing Scheme. The officer updated Board Members with the feedback from Community Scrutiny Committee, Executive Committee and then Full Council on 15 December 2015, where the proposals were supported and approved by Members.

The Council and officers were moving into the implementation stage of the approved proposal. This included working with officers to help them to prepare for the new way of working as well as working on the background elements of the Council's Academy system installing the approved new charges.

Officers talked through the overall details of the approved new Sheltered Housing Service. Although with the new service, it would not mean huge change in what officers were required to do or their responsibilities but Managers were planning to complete one to one sessions with Sheltered Housing officers to refresh, remind and make sure they were aware what they were expected to do as well as putting in place training where there were any gaps.

Resolved that the Board noted the Officer's report.

11. Verbal Update on Creechbarrow Road – Feedback from Board Members Site Visit.

The TSMB Board Members gave verbal feedback from their visit to the Creechbarrow Housing Development site.

Below was a summary of the feedback provided by those Board Members who visited the Creechbarrow Road Development site:

- The Board Members were very impressed with the development properties.
- There were nice fixtures and fittings on the inside.
- Only concern for regarding fixtures was there were no cooker extractor hoods within the properties with open plan kitchen/dining and living rooms.
- Currently, there were no tenants in the new properties. Units hadn't been handed back to the Council.
- Spyholes within the flats in the adapted properties were not at the correct height for someone in a wheelchair.
- Security Chains – due to the position of the chain and the way the wall came out next to it, tenants wouldn't be able to look through the gap whilst using a chain as the wall prevented it.
- Officers would send out another invite to Councillors, Members and Board Members to arrange more visits to the site before hand over of the properties.
- The properties were well spread out and didn't seem to be built on top of each other.
- Board Member said they were glad, that TDBC had stuck to traditional construction i.e. brick/block and not timber frame as it had a longer lifespan.

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

- Wondered if other Council Tenants would be interested in seeing these types of properties in other parts of the estates?

Resolved that the Board noted the Officer's report.

(The meeting ended at 7.25pm)