

**Minutes of the meeting of the Tenant Services Management Board held on Tuesday 20 May 2014 at 6pm in John Meikle Room, Taunton.**

**Present:** Mr Dustyn Etherington (Chairman),  
Mrs J Bunn, Mr M Edwards, Mr D Galpin, Mrs J Hegarty, Mr K Hellier,  
Councillor Bowrah, Councillor Miss F Smith

**Officers:** James Barrah (Director of Housing and Communities), Kene Ibezi (Assistant Director Property and Development), Simon Lewis (Assistant Director Housing and Community Development), Martin Price (Tenant Empowerment Manager) Phil Webb (Housing Manager Property Services), and Tracey Meadows (Corporate Support Officer).

**Others:** Councillors Jean Adkins and Councillor Fran Smith

(The meeting commenced at 6.00pm)

**1. Apologies**

Mr I Gould and Mr R Middleton

**2. Minutes**

The minutes of the meetings of the Tenant Services Management Board that were held on 17 March and 28 April 2014 were read and agreed by the members of the board.

**3. Declarations of Interests**

Councillor Bowrah and Councillor Miss Smith declared personal interests as several members of their families were Taunton Deane Borough Council Housing Tenants. Mr Etherington, Mrs Hegarty, Mrs Bunn, Mr Edwards, Mr Galpin, Mr Hellier declared personal interests as Taunton Deane Borough Council Housing Tenants.

**4. Taunton Deane Borough Council Accommodation Project**

The Director of Housing and Communities gave a verbal update on the accommodation project.

Below was a summary of the report:

- The Director of Housing and Communities had now taken ownership of this with a view to smarter working. There will be a Member briefing session on the 17 June to discuss.
- There has not been any level of interest in the building due to it not being up to modern standards.
- The options for this project are;
  1. New build scheme at Fire Pool;
  2. Somerset County Council, C Block;

- The West Somerset offices were now in the mix due to the building being much newer. Mendip District Council had just entered into a new pioneering partnership for redesigning service delivery. There is a new share services hub for partners, public, private and voluntary organisations. The first phase is now open and include a larger Welcome point with access to more services.

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

- Would tenants have to travel to West Somerset for meetings?  
*This is for staff working only, we are not considering it for tenants/meetings*
- Was the new design hub for Mendip discussed for the Deane House?  
*We have looked at this previously joining with the police, this did not stack up. There is no accommodation in SCC that was adequate for this kind of project.*
- Does the figures stack up for a new build at Fire Pool?  
*We are looking at a long lease arrangement for this if it is on our own or a 15 year lease if we were a tenant.*
- The building needs to be central for tenants to access  
*Fire Pool and SCC are fairly central for residents to access*
- How and when will you decide which is the best project?  
*We have a working group of Members working on this at present*

**Resolved** that the Board noted the Officer's report.

## 5. Deane Housing Development Update

The Assistant Director of Property and Development gave a verbal update on the new logo for Deane Housing Development, it was stated that this was now the new Trade Mark, it will take a few months to finalise the brand in full, it was also emphasised that this was not a new company, just a Trade Mark.

**Resolved** that the board noted the Officer's report.

## 6. Health and Housing Services Quarter Four 2013/14 Outturn Performance

Considering the Performance Scorecard tables previously circulated, concerning the Health and Housing Quarter four performance Scorecard. The tables detailed the breakdown of overall performance for Quarter Four 2013/14.

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

- Managing Finances (housing) - There were 9 measures of which 67% Green, 22% Amber, 0% Red and 11% were N/A.
- Service Delivery (Service Delivery (Satisfaction) – There were 11 measures of which 55% Green, 45% Amber.
- Service Delivery (Decent Homes) – There were measures of 2 which 50% Green, 50% Red.

- Service Delivery (Manage Housing Stock) – There were measures of 18 which 44% Green. 39% Red and 17& N/A.

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

- Measures for Decent Homes are off course. Average SAP (energy efficiency) rating is below target. Eco funding bid for external wall insulation to around 400 homes being considered along with pilot scheme for 40 Cornish Properties.
- Lettings Measures. 0.9% of dwellings were vacant but unavailable to let, the target is 0.5% 13 of the 99 properties were void over Christmas and 11 of the 13 took around 28 days to complete due to Christmas close down. Re-let times have increased to 27.18 days due to work not being able to be completed to 11 properties over Christmas.
- Housing Services Diversity Information. We hold 58% of diversity information this is an increase of 1% since last quarter.
- Repairs and Maintenance measures 94% of Emergency repairs were completed on time against a target of 98% also 87% of urgent repairs were completed on time against a target of 94%. We also will meet with contractors to ascertain why performance is not making improvement. Changes to IT systems next year will assist us in identifying reductions in performance earlier.
- Local Authority Major Aids and Adaptions, number of applications. 59 applications were completed against a target of 84 but applications have been referred to the Minor Works budget.
- Local Authority Major Aids and Adaptions, end to end completion time. The 34 week end to end completion figure is not on target (22 weeks). Removing exceptions the figure would have been 27 weeks.

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

- Local Authority Major Aids and Adaptions, spend against budget. £282,092 committed spend at end of Q4 against a £339,100 budget, underspend predicted.
- Local Authority Minor Aids and Adaptions, spend against budget. £103,256 spend at end of Q4 against a £135,000 budget underspend predicted.
- 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 of housing measures and lower quartiles for supported housing. These measures will not change until 2015 when the Star Survey is conducted again.
- Repair and Maintenance. 97% of tenants are satisfied with the repairs and maintenance service, our target is 98%.

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

- Housing Services- Estate Management. Our arrears figures are below our target of (£360,000) actual at year end £351,209.80.
- Housing Managing Finances – 5 measures are better than target.
- Decent Homes Gas Servicing. 100% of dwellings have a valid gas safety certificate against 100% target.
- Lettings Team Measures – 5 measures are better than target.

- Gas servicing satisfaction measure of 99% is better than target (90%).
- Supported Housing Satisfaction Measure – is better than (100% versus an 86% target).
- Local Authority Major Aids and Adaptions – 100% satisfaction.
- Three Community Development measures are on track.
- Repairs and maintenance – 90% of non-urgent repairs are complete within priority time of 28 days. Target is 85%.
- Local Authority Minor Aids and Adaptions – 347 applications completed at the end of Q4, against a target of 350.

Below are measures under development, not reported or without alerts.

- Housing Services, expenditure against budget. This information is not available until accounts have been closed. Our finance team are currently busy closing our accounts. It is anticipated that the final figures will be reported to the TSMB in July 2014.
- Three Repairs and Maintenance Measures are under development.

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

- The rent arrears for Q4 are below target, how did you reach this target guide? *You take the actual figure from the previous year this will give you the target guide. It should be mentioned that the Welfare changes that take place next year will have a huge impact on rent targets.*
- Lettings Team targets, it is good news that tenants are keen to report anti-social behaviour.
- Diversity information, what questions are you asking on the questionnaires, what is relevant, how much is government legislation, how much is TD, do you need questions regarding sexuality and ethnicity? *This is required by the European Parliament. We need to get this data to provide a tailored service for our tenants. The questions need to be relevant, household composition to cover health needs, benefit and welfare advice, disabilities, Jobs. We need to know that we are providing the right service to our tenants.*
- Targets for repairs are not good enough, 85% the target if you have to wait for 28 days something is going wrong. We need to keep on top of this.

**Resolved** that the Board noted the Officer's report.

## **7. Tenant Services Management Board Election 2014**

The Tenant Empowerment Manager gave a verbal update on the forward plan up to the election of the new board in August 2014.

June – Tenancy Policy (types of property afforded to tenants) – Cyndy Simpson  
Welfare reform, Andy Murphy will be doing a briefing  
Accommodation Project

July – Grass cutting,  
End of year Property Services reports  
HRA Business Plan (vision of new structure)

ALHCO Performance  
Tenants' and Leaseholders' Open day feedback  
Taunton Deane/West Somerset joint management

August – Housing Options, Q1 performance indicators, Tenant profile questionnaire and other topics.

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

- Could the issues of the Tenancy Policy be held as a special meeting or slotted into the next two meetings?  
*A full debate is needed on this item as there are a lot of issues, we need to arrange a special meeting for this single item.*

**Resolved** that the Board noted the Officer's report.

**8. TPAS Annual Conference 2014**

The Tenant Empowerment Manager updated the board on the TPAS conference on the 9/10 July in Warwickshire. It was stated that accommodation was not provided for this conference. Three places had already been booked any other member of the board that was interested in attending this conference should contact the Tenant Empowerment Manager.

**9. Shared Services Structure for Property and Development – update on Proposals and next steps**

The Director of Housing and Communities summarised the key points from the consultation on the proposals for the Property and Development Tier 4/5 structures and outlined some changes to the final proposals as detailed in the report.

**Resolved** that the board noted the Officer's report.

**10. Shared Services Structure for Housing and Communities Development – Update on proposals and next steps.**

The Assistant Director for Housing and Community Development summarised the key points from the consultation on the proposals for Housing and Community Development as detailed in the report.

**Resolved** that the board noted the Officer's report.

(The meeting ended at 7.20pm)