

You are requested to attend a meeting of the Tenant Services Management Board to be held in Meeting Room C, Flook House, The Deane House, Belvedere Road, Taunton on 21 May 2018 at 18:00.

Agenda

- 1 Apologies.
- 2 Minutes of the meeting of the Tenant Services Management Board held on 23 April 2018 (attached).
- 3 Public Question Time.
- 4 Declaration of Interests
To receive declarations of Disclosable Pecuniary Interests or personal or prejudicial interests, in accordance with the Code of Conduct, in relation to items on the agenda. Such interests need to be declared even if they have already been recorded in the Register of Interests. The personal interests of Councillors who are County Councillors or Town or Parish Councillors will automatically be recorded in the minutes.
- 5 Annual General Meeting Update. Report of the Chairman of the Tenant Services Management Board (verbal update by Alex Akhigbemen).
- 6 Quarterly Performance Update. Report of the Assistant Director for Homes and Community Development and the Property Services Manager (attached).
Reporting Officers: Rich Prewer
Simon Lewis
- 7 Maintenance Standard. Report of the Property Services Manager (to follow).
Reporting Officer: Rich Prewer
- 8 Safeguarding. Report of the Assistant Director for Homes and Community Development (verbal update).
Reporting Officer: Simon Lewis
- 9 Tenants Participation Advisory Service (TPAS) Conference. Report of the Tenant Services Development Officer (verbal update).
Reporting Officer: Steven Clarke

Bruce Lang
Assistant Chief Executive

12 July 2018

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

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

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

Except at meetings of Full Council, where public participation will be restricted to Public Question Time only, if a member of the public wishes to address the Committee on any matter appearing on the agenda, the Chairman will normally permit this to occur when that item is reached and before the Councillors or Tenant Services Management Board Members begin to debate the item.

This is more usual at meetings of the Council's Planning Committee and details of the "rules" which apply at these meetings can be found in the leaflet "Having Your Say on Planning Applications". A copy can be obtained free of charge from the Planning Reception Desk at The Deane House or by contacting the telephone number or e-mail address below.

If an item on the agenda is contentious, with a large number of people attending the meeting, a representative should be nominated to present the views of a group.

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

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



Lift access to the 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 Democratic Services on 01823 219736 or email r.bryant@tauntondeane.gov.uk

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Tenant Services Management Board Members:-

Mr A Akhigbemen	(Chairman)
Mr D Galpin	(Vice Chairman)
Councillor R Bowrah, BEM	
Mrs J Bunn	
Mrs J Hegarty	
Mr K Hellier	
Mr I Hussey	
Councillor H Prior-Sankey	

Minutes of the Meeting of the Tenant Services Management Board held on 23 April 2018 at 6.00pm in Meeting Room C in Flook House at The Deane House, Belvedere Road, Taunton.

Present: Mr A Akhigbemen, Mrs J Bunn, Mr D Galpin, Mrs J Hegarty and Mr K Hellier.

Officers: Sue Tomlinson (Accommodation Programme Manager), Joe Wharton (Project Manager), Rachel Searle (Development Manager) and Clare Rendell (Democratic Services Officer).

(The meeting commenced at 6.00pm)

1. Apologies

Apologies were received from Mr I Hussey, Councillor C Booth and Councillor R Bowrah, BEM.

2. Minutes

The Minutes of the meeting of the Tenant Services Management Board held on 26 March 2018 were signed and taken as read.

3. Public Question Time

No questions were received for Public Question Time.

4. Declarations of Interests

Mr A Akhigbemen, Mrs J Bunn, Mr D Galpin, Mrs J Hegarty and Mr K Hellier declared personal interests as Taunton Deane Borough Council Housing Tenants.

5. Update on Building Renovation Works

The Accommodation Programme Manager and the Project Manager presented an update on the Deane House Accommodation Project.

The Project Manager advised the Committee of the timelines for the reoccupation of the refurbished office space within the Deane House.

Phase one would take possession in late May and early June 2018 and included some of the first floor open plan office space and the ground floor reception.

Phase two would take possession in September 2018 and included the remainder of the first floor open plan offices, the ground floor office space for let and the Avon and Somerset Police area.

Phase three would take possession in February 2019 and included the conference chambers (committee meeting rooms) and the second floor office space for let.

There would be new access to the Deane House that included level access into the new reception area which would be covered by a glass canopy, the existing lift would be replaced with a new lift and a second lift would be installed to the rear of the building.

The new reception area would reopen in June 2018. The following were the key goals for the new facility:-

- Self-service where possible;
- Flexible space that could adapt to the customer needs and demands;
- Technology that supported interactions wherever they took place;
- Removal of barriers to encourage a respectful, informal and softer approach;
- Removal of services to align with the new structure (the dedicated service desks would be removed and staff would be trained with a broader knowledge base)

The Project Managers were aware that there would be challenges for staff that included a completely different way of working, a step into the unknown and that the Accommodation Project coincided with other significant changes in the work place (Transformation and the formation of the New Council).

However, there would also be opportunities for staff. The Project was 100% backed by the Senior Leadership Team. Additional training would be provided to enhance staff skills and valuable experience would be gained.

The Project Manager presented several floor plans which showed the Board Members what the Project Team's aspiration for what the new reception area would look like for customers. The new area would include the following:-

- Self-service machines (ideally touch screen devices);
- Pods, which would have a second screen facility and offer a private space for customers;
- Podium arrangements for easy access for staff and customer interactions; and
- Booths, which would offer a different kind of seating for staff and customer engagement.

During the discussion of this item, Board Members made the following comments and asked questions (Responses shown in italics):-

- Board Members queried how many staff would be located within the Deane House.
There would be approximately 450 desks in the Deane House and there would be 10 staff for every 6 desks. The ratio was calculated as a result of an occupancy survey that had been carried out.
- Board Members were keen to be included in the open days for the new reception area.
Officers would request that the Board Members were included in the working groups.
- The Project Managers queried whether the Board Members had any ideas for what to call the new reception area.
The Board Members did not have any strong preferences towards the names suggested.
- Board Members queried whether there would be any bike racks located by the new front door.
Yes the bike racks would be replaced once the building works on the entrance were finished.
- Concern was raised that if an officer was not available when a customer came into the office, that they would be turned away.
The customer would not be turned away. There would be provisions in place so that staff would either be able to request that another officer could see the

customer or that they would be able to make an appointment for the customer to come back when the officer was available.

Resolved that the Board noted the Officer's update.

6. 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.

7. Confidential Update on the Woolaways Project

Considered report presented at the meeting regarding the confidential development updates on the North Taunton Woolaway Project and other developments in the Taunton area that included Moorland Close, Weavers Arms and Laxton Road.

(The meeting ended at 7.05pm)

Housing and Communities Scorecard Q4 2017-18 for TSMB

	Description	Measure	Previous Year Performance	Q1 (RAG)	Q2 (RAG)	Comments
Finances						
HC1.1	Budgets – Income To maximise income opportunities and collection Income collected as a % of rent owed excluding arrears b/f Figures over 100% indicate that arrears have been cleared or balances are in credit.	Target = 98.3%	Q1 - 100.57% Q2 - (As at month 5) 100.34% Q3 - 99.46% Q4 - 99.67%	GREEN	GREEN	Q1 - 101.15% Q2 - 99.62% Q3 - 99.27% Q4 - 99.55%
Satisfaction						
HC2.5	Customer Satisfaction To deliver customer-focussed services, achieving high levels of customer satisfaction Percentage of tenants who have reported anti-social behaviour in the past 12 months, rating the help and advice given as excellent or good	Target = 85%	Q1 - 95% Q2 - 93% Q3 - 92% Q4 - 93%	GREEN	GREEN	Q1 95% Q2 94% Q3 96% Q4 89%
HC2.6	Operational Delivery Percentage of closed anti-social behaviour cases that were resolved.	Target = 85%	Q1 - 98% Q2 - 94% Q3 - 93% Q4 - 93%	GREEN	GREEN	Q1 95% Q2 94% Q3 87.1% Q4 80.64% In Jan 2018 all open cases were reviewed as part of a housekeeping exercise linked to changes with officer patches. This review has resulted in a significant increase in case closures for the 12 month period totalling 168, of which 80.64% were closed as a success. Q1 88% - slightly lower than previous quarter.
HC2.7	Customer Satisfaction To deliver customer-focussed services, achieving high levels of customer satisfaction Percentage of new tenants satisfied with the lettable standard of the property	Target = 86%	Q1 - 87% Q2 - 74% Q3 - 72% Q4 - 82%	AMBER	GREEN	Q2 90% Q3 63.64 Significant drop from previous quarter, when looking at negative comments all issues once reported were quickly resolved. Example of issues are: cleanliness, sticking door, marked door, shower not working, drawers catching in kitchen, No air fresheners, bits and pieces left by tradesmen. Both Housing maintenance and Lettings managers are conducting periodic reviews on quality of voids to ensure standards maintained. Additionally adjustments are being considered to lettable standard to ensure clients can give clearer feedback. Q4 96%
HC2.8	Customer Satisfaction To deliver customer-focussed services, achieving high levels of customer satisfaction Percentage of tenants satisfied with the most recent repair.	Target = 98%	Q1 - N/A Q2 - 98% Q3 - N/A Q4 - 96.4%	RED	GREEN	Q1 - 92% - out of the 18 responses which were not satisfied, the majority (78%) were due to tenants not being able to contact the Repairs service without any problems. The average call waiting times are now being monitored, and a digital display showing number of calls waiting is now in use. This will enable the Repairs Logistics Manager to analyse peak call times and allow him to address higher call volumes accordingly. An additional phone line is also being explored to allow trades to call the office on a different number, as currently they are using the main Repairs number which is contributing to call waiting times. Q2 - 97.7% Q3 - 97% Q4 - 98%
Decent Homes						
HC3.1	Decent Homes - To comply with Government Standards - To improve energy efficiency of housing stock Percentage of dwellings with a valid gas safety certificate	Target = 100%	Q1 – 99.90% Q2 – 99.97% Q3 – 99.93% Q4 - 99.95%	AMBER	AMBER	Q1 - 99.90% Total no. of properties - 4426 2 x properties now serviced 2 x properties will gain access on Gas Hit W/C 24.7.17 Q2 - 99.81% Total no. of properties - 4434 2 x properties now serviced (one was in hospital) 6 x properties on October Gas Hit (one tenant was in prison)
Operational Delivery						
HC4.1	Housing Stock To manage the housing stock and maintenance service to meet the needs of the tenants Average re-let time (calendar days)	Target = 26 days	Q1 - N/A Q2 - N/A Q3 - 44 days Q4 - 42.92 days	Not Available	GREEN	Q1 not reported Q2 18.57 Q3 19.18 Q4 24 This is based on complete data for 2 months only of the quarter, hence the Amber RAG rating. This performance is still better than target.

Housing and Communities Scorecard Q4 2017-18 for TSMB

	Description	Measure	Previous Year Performance	Q1 (RAG)	Q2 (RAG)	Comments
HC4.2	Housing Stock To manage the housing stock and maintenance service to meet the needs of the tenants Completion of repairs within priority target times: Urgent (Emergency) - within 24 hours	Target = 98%	Q1 - 95.29% Q2 - 80.25% Q3 - 80.1% Q4 - 82.01%	AMBER	AMBER	Q1 95.7% Q2 - 92.88% There were 20 jobs identified as completed outside of priority, of those, 19 were administrative errors or jobs given the wrong priority. The majority of these jobs were electrical jobs of which we are addressing errors with the individuals concerned. There was only one job completed outside of the 24 hour window. Excluding the 19 jobs we would have achieved around 99%. Non Emergency Repairs Completed On Time Q3: 88% Commentary: This figure remains consistent with previous quarters. Q3: 90.74 Emergency Repairs Completed on Time Commentary: Whilst we remain confident that we are meeting the KPI target, problems with reporting an accurate figure persist and measures put in place to improve this have not had the desired effect. We are working through each job that has been reported out of target during Q3 to inform and create a process for capturing accurate data. This has been made a priority for Q4. Q4: 96.53% We remain confident that we are meeting the 99% target, but we have added a process in place to better monitor and report this. This is reflected by the improvement this quarter. We believe the remaining P1s showing up out of target are work given to subcontractors, but we have now added a further process to allow subcontractors better means of reporting completed jobs. We expect this will bring the percentage up to the target.
HC4.3	Housing Stock To manage the housing stock and maintenance service to meet the needs of the tenants Completion of repairs within priority target times: Non Urgent (up to 28 days)	Target =85% Show breakdown of Building Services and external contractors.	Q1 – 89.05% Q2 – 86.11% Q3 – 90.1% Q4 - 87.87%	GREEN	GREEN	Q1 86.16% This is a 9% improvement on Q4. Q2 89.75% Q3: 88% This figure remains consistent with previous quarters. Q4: 92.40% This is a further improvement on previous quarters. We are now manual scheduling zero jobs on the DRS system, which has contributed to this increase, and we believe can continue to do so.
HC4.4	Disabled facilities grants - Average time taken to complete DFG process once allocated by SWPSHP. Measures the time from allocating the case until the work has been completed. KPI 52	Target - 24 weeks (as per the Home Improvement Agency's target) (To be reported as one indicator but split by GR and HRA)	Cumulative total 34 weeks	GREEN	GREEN	Q1 Council DFGs: 47 weeks; Non Council DFGs (General Fund) 15 weeks. Q2 Non Council DFG's (General Fund) - 10 weeks. 21 cases. 7 of which were major adaptations, 8 ramps and 6 Prevention Grants. The majors took 25 weeks; ramps averaged 4 weeks. Adding both quarters together, the average stands at 12.5 weeks. Council DFG's - 21 weeks. 6 cases. 5 of which were major adaptations, and 1 ramp. The majors took 25 weeks and the ramp 4 weeks. Overall timescale for Q2 combining non Council and Council is 15 weeks. Overall for the year to date, the average time is down to 23 weeks. Q3 - Non Council DFG's (General Fund) - 18 weeks. 15 cases. Council DFG's - 30 weeks. 8 cases. Overall timescale for Q3 combining non Council and Council is 24 weeks. Q4 - 17 cases, 7 were major DFG's (General Fund), 5 Council DFG's and 5 prevention grants. Non Council DFG's took 40 weeks. 3 were level access showers, 1 a wetroom conversion and 1 a through floor lift and access. The average time would have been reduced to 32 weeks but delays occurred with two of the grants due to client circumstances. The prevention grants averaged 2 weeks. Overall average for non Council including the prevention ramps is 24 weeks. For Council DFG, the average time was 19 weeks. Two were low level showers, one over bath shower and two level access showers. One case was delayed by 3 weeks due to complications with asbestos. The overall averages for the year; Non Council 32 weeks for DFG and 5 weeks for prevention. Council DFG 31 weeks. When combining all three types the average was 23 weeks.
HC4.8	Sheltered Housing Percentage of tenants receiving annual review of Support Plans or review of needs and risks	Target = 100%	Q1 - 100% Q2 - N/A Q3 - N/A Q4 - N/A	AMBER	AMBER	Q1 - 80% we have now been able to report a figure and will put a plan in place to achieve 100% target by Q4. Q2 - 93.68% is a significant increase on the previous quarter. The team continue to work towards target. Q3 - 93.26% The team continue to work towards target. Q4 - 89.50% The team work hard to engage residents but there is a minority that do resist the completion of support plans. The team continue to engage with residents.