

BOROUGH OF BARROW-IN-FURNESS

HOUSING MANAGEMENT FORUM

Meeting: Thursday 25th August, 2011
at 2.00 pm (Committee Room 4)

Group Meetings at 1.15 pm

A G E N D A

PART ONE

1. To note any items which the Chairman considers to be of an urgent nature.
2. Admission of Public and Press

To consider whether the public and press should be excluded from the meeting during consideration of any of the items on the agenda.

3. Disclosure of Interests

A Member with a personal interest in a matter to be considered at this meeting must either before the matter is discussed or when the interest becomes apparent disclose

1. ***The existence of that interest to the meeting.***
2. ***The nature of the interest.***
3. ***Decide whether they have a prejudicial interest.***

A note on declaring interests at meetings, which incorporates certain other aspects of the Code of Conduct and a pro-forma for completion where interests are disclosed will be available at the meeting.

4. Confirmation of minutes of meeting held on 16th June, 2011.
5. Apologies for Absence/Changes in Membership.

FOR DECISION

STRATEGIC PLANNING

- (D) 6. Implementing Self-Financing for Council Housing.

OPERATIONAL

- (D) 7. Equality Impact Assessments
- (R) 8. Housing Maintenance Contract 2011/15
- (D) 9. 2012 Disabled Adaptation Framework

- (D) 10. Tendering of Supporting People Services

FOR INFORMATION

11. Performance Information Report.
12. Planned Maintenance Programme.

PART TWO

- (R) 13. Housing Establishment.

**NOT FOR PUBLICATION BY VIRTUE OF PARAGRAPH 2 OF PART
ONE OF SCHEDULE 12A OF THE LOCAL GOVERNMENT ACT 1972
AND ACCESS TO INFORMATION (VARIATION) ORDER 2006**

NOTE: (D) – Delegated to the Executive Committee
(R) – Referred to the Council

Housing Management Forum Members:

Councillors: K Hamilton
T A Biggins
D Barlow
M Irwin
F G Murray
R J Pointer
J Richardson
K M Williams

Tenant Representatives: Mrs P Charnley (Chairman)
Mr M Burton
Mr N Hird
Mr W McEwan
Ms C McFadyen
Mr A McIntosh
Mr W Ward
Mrs K Warne
Mrs B Whitby (reserve)

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Published: 17th August, 2011

HOUSING MANAGEMENT FORUM

Meeting: 16th June, 2011
at 2.00 p.m.

PRESENT:- Councillors Barlow, Burns (Minute Nos. 10-11 only), Hamilton, Irwin, Murray, Pointer and Richardson (Minute Nos. 1-6 only).

Tenant Representatives:- Mr M. Burton, Mrs P. Charnley, Mr N. Hird, Mr W. McEwan, Mrs C. McFayden, Mr A. McIntosh, Mr W. Ward and Ms K. Warne.

1 – Appointment of Chairman for 2011/12

The Chief Executive reported that the Council on 17th May, 2011 had appointed Councillor Hamilton as chairman of the Housing Management Forum. However at the Executive Committee on 28th May, 2003 (Minute No. 216 refers) it had been agreed “that a Member Chairman for the purpose of Housing Management Forum be appointed by Council for the purpose of recognising responsibility but retaining the Forum’s freedom to appoint an alternative Chairman for meeting management if it so wished”. Nominations were requested for the appointment of Chairman for meeting management.

The nomination of Mrs P. Charnley was moved by Councillor Richardson and seconded by Mr N. Hird.

The nomination of Councillor Hamilton was moved by Councillor Pointer and seconded by Councillor Irwin.

There being no further nominations, the vote was recorded as follows:-

8 votes for Mrs P. Charnley and 4 votes for Councillor Hamilton.

RESOLVED:- That Mrs P. Charnley be appointed Chairman of the Housing Management Forum for 2011/12.

MRS P. CHARNLEY IN THE CHAIR

2 – Disclosure of Interest

Councillor Hamilton declared a personal interest in Agenda Item 10 – Supporting People Funding (Minute No. 8) as he was a Member of Cumbria County Council.

3 – Minutes

The Minutes of the meeting held on 3rd March, 2011 were taken as read and confirmed.

4 – Apologies for Absence/Changes in Membership

An apology for absence was received from Councillor Williams.

5 – Appointment of Representatives to Working Groups etc

The Chief Executive reported that at the Annual Council meeting on 17th May, 2011, the allocation of seats in respect of Forums, Panels, Working Groups etc. had been agreed. The Housing Management Forum were requested to nominate Members and Tenant Representatives to the Tenant Compact Working Group and the Homelessness Funding Working Group for 2011/12. Three Member representatives by proportionality indicated in the report and three Tenant representatives were required for the Tenant Compact Working Group and two Member representatives by proportionality indicated in the report and two Tenant representatives were required for the Homelessness Funding Working Group.

RECOMMENDED:- That the memberships for 2011/12 be as follows:-

Tenant Compact Working Group

Council Representatives (3:0) Councillors Barlow, Burns and Hamilton.

Tenant Representatives – Mrs P. Charnley, Mr N. Hird and Mr A. McIntosh.

Homelessness Funding Working Group

Council Representatives (2:0) Councillors Hamilton and Pointer.

Tenant Representatives – Mrs P. Charnley and Mr A. McIntosh.

6 – Housing Services Delivery Plan 2011/12

The Housing Manager submitted a report requesting Members to note the progress of the 2010/11 Key Tasks and agree Key Tasks for the Housing Service in 2011/12.

The Key Tasks would form the focus of the service's work during the year and achieve the Housing Service's vision to "Provide well-maintained houses and estates where people choose to live".

Attached as an appendix to the report were details of the 2010/11 Key Tasks and details of the progress made against each of those tasks. It was reported that whilst a number were shown as 'complete', for example the implementation of Choice-Based Lettings, there were still ongoing works to manage the process. However, it had been proposed they be removed from the 2011/12 Key Tasks. A number of Key Tasks were still ongoing and comments had been added to the Appendix as appropriate. These would form the basis of the Key Tasks for 2011/12 and reflected discussions with Officers and Tenant Representatives.

It was further reported that an additional Key Task for this financial year would be the completion of the Equality Impact Assessments (EIAs) for:-

- Anti-social behaviour;
- Income and debt recovery;
- Homelessness; and

- A review of existing EIA.

RECOMMENDED:- That Members note and agree the content of the report.

7 – Homelessness Funding 2011/12

The Housing Manager reported that Homelessness Directorate had previously awarded funding to this Authority to support the implementation of the Homelessness Strategy and prevent homelessness. He reported that it had been confirmed that funding would continue for the year 2011/12 and had been increased to £113,420 (previously £60,000, plus £10,000 for a Court Desk Facility and £28,500 for prevention of repossession funding). He further reported that it appeared that the funding would remain at this level for 2011/12 and 2012/13 and was likely to be set at a similar level for 2013/14 and 2014/15.

Members had previously agreed that a Homelessness Working Group should be established, made up of three Elected Members, three Tenant Representatives and the Operations Manager. The role of the Group was to:-

- develop an application procedure for homelessness funding;
- devise grant conditions;
- consider applications and make recommendations to the Executive Committee; and
- register future funding against homeless outcomes.

It was noted that due to operational issues it had not been possible for the Working Group to meet since the funding had been confirmed.

In considering the way forward, the Housing Manager had suggested that the Forum gave consideration to extending funding where Officers deemed it appropriate and for the Task Group to consider and develop proposals for the best use of the remaining funding.

Members had been requested to agree the following spend profile:-

- **£5,000 - Shelter South Cumbria Offenders Scheme**
Provided in conjunction with SLDC to provide housing advice service for offenders.
- **£21,217 - Deposit Guarantee Scheme (DIGS)**
County-wide service. This figure included the administrative cost of providing the service and offering guarantees to landlords to cover loss of property or furnishings.
- **£2,000 - Barrow Borough Council Sanctuary Scheme**
Would be used to assist domestic abuse victims to remain in their own homes and subsequently the need for the Council to provide alternative emergency accommodation.

Funding would be used 'flexibly' to enable the victim to remain in the home but, for example, may include improved security measures.

- **£12,000 - Barrow Borough Council Refurbishment of Temporary Accommodation**

The Council currently used 10 dispersed units of emergency temporary accommodation throughout the Borough.

The properties were changed when necessary due to the nature of their use, regular short stay occupancy, and needed regular refurbishment.

- **£8,226 - CADAS Communication Service**

Funding had previously been provided to establish and sustain this service. It provided a mediation service for applicants identified as potentially homeless but also resolved estate management issues.

- **£2,700 (plus VAT) Destin (Performance Management System)**

In 2009/10 Members had agreed to fund the initial start-up costs for Destin to develop a software package which assisted the Homeless Section with case work, up-to-date legislation and all tasks involved in providing an efficient homeless service. Regular updating of the system was vital as nothing remained still in this environment and without means of ensuring material was up-to-date, it would quickly lose its value.

The funding would cover the annual fee for changes to the system as and when legislation, case law and practices changed.

- **£13,000 - Barrow Borough Council Homeless Prevention Fund**

The purpose behind this funding was that it would be used in a flexible manner. In all cases the Council would undertake a financial assessment by a CAB debt advisor to ensure they were not financially able to cover payment. The amount would depend on the household's circumstances and would be made at the discretion of the Operations Manager. If the amount exceeded £250, the case would be discussed with the Housing Manager prior to a decision being made.

The criteria to ensure proper use of the funding by Officers had been appended to the Housing Manager's report.

- **£12,000 – Court Desk Funding**

Previously funding for this purpose had been specifically provided. It was used to develop the Court Desk Service in partnership with CAB to enhance existing advice and assistance provided by CAB. This had operated for a couple of years and the Housing Manager had suggested that it be continued.

- **£10,000 – CAB Surgery**

This facilitated a debt advice surgery in partnership with CAB, held one half-day a week at Cavendish House. It was available for both potentially homeless applicants or Council tenants with debt problems.

The surgery had proved successful and the Housing Manager proposed it be continued for 2011/12.

- **£2,275 – Mutual Exchange/HomeSwapper**

At the meeting of the Forum on 3rd March 2011 (Minute No. 49 refers), Members had been requested to consider subscribing to a web-based mutual exchange system. This had been adopted by a number of social landlords in Cumbria in conjunction with Choice-Based Lettings.

At the time it was decided not to subscribe. However following feedback to the supplier they offered a 'free trial' to demonstrate its value. This was taken up and 17 applicants have registered with HomeSwapper from within the Borough as at 5th June 2011.

HomeSwapper was a simple to use housing option tool which:

- Offered enhanced tenant choice;
- Moved those in urgent need of re-housing;
- Improved occupancy;
- Increased stock utilisation;
- Reduced void costs;
- Improved audit results; and
- Was accessible to all.

Mutual exchanges were not incorporated within Cumbria Choice Choice-Based Lettings. Barrow Borough Council currently operated a manual mutual exchange register for customers to view at Housing Reception. This did not promote choice as the register only included properties within the Borough and did not assist tenants to move out of the Borough. In accordance with Equality Impact Assessments (EIAs), housing options should be accessible to all. By becoming a member of HomeSwapper, the Council ensured all customers had equal access. The Housing Manager requested that Members give further consideration to subsidising the Homeless Prevention Grant to fund the subscription.

In considering the suggested spend profile above, the Housing Manager requested Members to agree to recommend that the Council's normal procurement standing orders be suspended, where necessary, on the basis they were 'specialist' services.

He further reported that in addition to the above funding, the Homeless Directorate had also recently made available £10,000 towards developing a strategy to tackle rough sleeping in Cumbria. He had taken the liberty of suggesting that in view of the small number in Cumbria, it would be disproportionate to invest the time in liaising across the County to devise such a strategy. He suggested that better use would be made by distributing the available funds amongst the six districts to use within their homeless prevention plans and informed Members that he would raise that matter at the next Cumbria Housing Group and in doing so requested that Members endorsed this action.

There had been a number of changes in housing policy that could potentially put additional pressures on housing advice services. In addition, there was scope to

develop Choice-Based Lettings within the Borough with particular emphasis on engaging with the private rented sector.

In agreeing the above spend profile the Housing Manager reported that it would be appropriate for the Homeless Task Group to consider and develop proposals for the remaining funding.

RECOMMENDED:- That Members:-

(i) Agree the following spend profile:

(a)	£5,000	Shelter: South Cumbria Offenders Scheme
(b)	£21,217	Deposit Guarantee Scheme (DIGS)
	£2,000	Barrow Borough Council Sanctuary Scheme
	£12,000	Barrow Borough Council Refurbishment of Temporary Accommodation
(c)	£8,226	CADAS Communication Service
(d)	£2,700	Destin (Performance Management System)
	£13,000	Barrow Borough Council Homeless Prevention Funding
(e)	£12,000	Court Desk Funding
(f)	£10,000	CAB Surgery
(g)	£2,275	Mutual Exchanges/HomeSwapper

	£88,418	

(ii) Agree to suspend the Council's normal procurement requirements with regard to (a), (b), (c), (d), (e), (f), (g) above on the basis of them being specialist services;

(iii) Request the Homeless Task Group to consider and develop proposals for the remaining funding (£25,002); and

(iv) Endorse the proposed action, outlined above regarding the Rough Sleeper funding, namely:- that the Housing Manager had suggested that better use would be made by distributing the £10,000 that had been made available from the Homeless Directorate amongst the six districts to use within their homeless prevention plans and that he would raise that matter at the next Cumbria Housing Group meeting.

8 – Supporting People Funding

The Housing Manager submitted a report advising Members of the intention for Supporting People contracts to be tendered during this financial year. The process would be applied to a number of existing contracts within the Borough, provided by various service providers. With regard to the Council's Housing Service, it would have consequences for Homelink customers and the Floating Tenancy Support Scheme.

Supporting People contracts enabled the Housing Service to provide the following services:-

- Homelink Services to tenants living in sheltered accommodation for older people; and
- A Floating Support Service for vulnerable tenants up to a maximum of 24 tenancies.

For both services, contracts with Supporting People represented the majority of income to the services. These services had operated since the introduction of Supporting People funding and although 'quality assessed' had not previously been subject to 'competition'.

It was therefore the County Council's intention to tender the services in the coming months. In addition, from a recent briefing, it appeared there were a number of additional objectives as follows:-

- To achieve efficiency savings through the tendering process to contribute to the efficiencies required within Supporting People;
- To 'standardise services' particularly within older person services there were significant variations in service provision and cost across the County; and
- To reduce the number of contracts currently in place.

The procurement process would look to establish a framework contract. The Service Providers may be drawn off from the framework or alternatively mini-competition operated.

In respect of Homelink, Members would be aware that the Service had seen a substantial reduction in demand over a number of years which had challenged its viability. A decision on its long term provision had been deferred pending the Supporting People review of Older Persons Services. With the imminent tendering of the service, further consideration would be required regarding the future sustainability of the service and feasibility of responding to the competitive process.

In respect of the Floating Support Service, this had formed an integral part of the Housing Management function, seeking to ensure that 'vulnerable' tenants created sustainable tenancies. In addition, the service also provided management support to the temporary tenancies of dispersed emergency accommodation operated in order to meet the Council's homeless person's responsibilities.

In view of the risk to these services, colleagues directly involved had been kept informed and their union representatives had been advised of the situation. It was likely that the tendering process would convene shortly, certainly before the next meeting of the Forum.

The Housing Manager proposed that the Tenant Compact Working Group be tasked with considering the Housing Service's response to the competition process and the sustainability of respective services with or without Supporting People funding.

RECOMMENDED:-

- (i) To note the information contained in this report; and

- (ii) To instruct the Tenant Compact Working Group to consider and develop an appropriate response to the competition process.

9 – Community Involvement Strategy

The Housing Manager submitted a report informing Members of the Housing Department's development of a written Community Involvement Strategy and sought endorsement to its implementation going forward.

He reported that the Tenant Services Authority (TSA) had become the regulator for all social housing with effect from April 2010. It was noted that the functions of the TSA would be passed to the Homes and Communities Agency (HCA) by April 2012. However, until that time, the Council were required to comply with the current regulatory system.

As part of the TSA regulatory requirements, the Council must undertake an annual self-assessment to ensure compliance with five national standards, including the Tenant Involvement and Empowerment Standard. When the assessment had been completed in June 2010, the Council had identified that they did not have an adequate strategy for community involvement and therefore devised an action plan to address this.

The full action plan had been appended to the Housing Manager's report, but essentially consisted of the following:-

- Interest had been sought from involved tenants and residents already known to the Council and these had been requested to become part of a strategy group, specifically tasked with developing a Community Involvement Strategy;
- The Council selected six people who they considered had a sound understanding of the workings of the Housing Service and had the skills, knowledge and representational ability to contribute effectively on behalf of their communities; and
- Three meetings had taken place to form the content for the strategy document which had been completed in draft form and also been appended to the Housing Manager's report.

It was noted that feedback on the draft strategy document had been sought in the following ways:-

- Copies had been distributed to all Tenants' and Residents' Associations and Street Voice representatives;
- Copies had been distributed to members of the Tenant Compact Working Group;
- All Housing Service staff had been directed to read and give feedback on the draft strategy, where appropriate; and
- The Council had publicised details of how to access the draft strategy in the tenants Newsletter 'Housing Matters', on the Council's website 'Quick News Feed' page, in the Evening Mail Newspaper and on the Housing Service web-pages.

RECOMMENDED:- To note and endorse the Community Involvement Strategy for 2011/13.

10 – Performance Information Report 2010-11

The Housing Manager submitted information relating to a selection of local and national performance indicators and Best Value performance indicators. The information was as follows:-

PI REF	Performance Indicator	Actual 2009/10	Actual 2010/11	Target (Median)
	£ Rents Collection			
HMP210	£ Rent collected	£ 8,546,587	£8,738,448	£ 8,321,841
HMP210	Rent collected as % of rent due	98.46%	100.97%	99%
Mgt	£ Current Arrears	£165,452	£158,236	£175,679
Mgt	£ Former Arrears	£123,432	£103,064	£128,081
HCPI	Write Offs	£129,709	£114,706	£34,616
HMGN 50	Tenants evicted for rent arrears	18	10	13
CMCX13	Current tenants arrears % of rent owed	1.91%	1.86%	2.10%
HCPI	Former tenants arrears % of rent owed	1.42%	1.18%	1.90%
Mgt	£ Rent arrears Garages	£4,094	£3,289	£ 3,750
Mgt	£ Rent Arrears Shops	£28,131	£27,524	£ 25,000
	Void management			
	No. of Voids	281	268	225
GNPI 36	Average relet time for dwellings (days)	31	28	31
GNPI 30	£ rent loss through vacant dwellings	£101,530	£85,909	£129,811
Mgt	£ rent loss due to vacant garages	£4,873	£4,907	£4,500
Mgt	£ rent loss due to vacant shops	£4,253	£4,844	£4,000
HMGN 100	% properties accepted on first offer	NA	73.9%	70%
Mgt	Cost per Void (Rents, Repairs, Mgt & Arrears)	NA	£ 2,556	
	Maintenance			
	No. Repair Orders issued (Tenant Demand)	13,068	10,890	8,946
	% all reactive repairs completed on time	81%	92.5%	95%
GNPI 18	% emergency repairs completed on time	97%	98.9%	97%
GNPI 19	% urgent repairs completed on time	88%	89.6%	95%
GNPI 20	% routine repairs completed on time	93%	90.6%	94%
HMPI 90	Average end-to-end time for all reactive repairs (days)	12.6	12.6	9
HMPI 100	Percentage of repairs completed right first time	NA	NA	94.7%
BV 185	Appointments kept as a percentage of appointments made	97%	97.13	97%
HMPI 380	Appointments made as a percentage of repair orders (exc gas & voids)	100%	100%	94%
G15CO	Percentage of dwellings with a valid gas safety certificate	99.5%	99.2%	100%
COMP1	Average time taken to answer inbound telephone calls (in seconds)	NA	NA	
NI 158	Percentage of homes that fail to meet the Decent Homes Standard	0%	0.0%	6.70%

BV63 (amended)	*Average energy efficiency rating of dwellings (based on SAP 2005)	76.20%	68.3	69.10%
	Equality & Diversity			
	ASB cases reported	213	85	119
HMPI 60A	Percentage of closed ASB cases that were successfully resolved	13.1%	72%	NA
NI 141	% Vulnerable people achieving independent living	87%	95%	77.2
HMPI 60B	% Diversity Information : Age	99.90%	96.06%	100%
HMPI 60C	Gender	100%	98%	98%
HMPI 60D	Ethnicity	66.90%	66.62%	75%
HMPI 60E	Disability	42.40%	41.78%	75%
HMPI 360	Sexuality	43%	39.08%	55%
BV 12	Religion or belief	43%	40.34%	55%
HMPI 190	Percentage of Stage 1 complaints upheld	NA	25%	NA
	Performance Indicator	Actual 2009/10	Actual 2010/11	
	Satisfaction			
HMPI 270	Percentage of tenants satisfied with the landlord's services overall	87%	87%	NA
HMPI 80	Percentage of tenants satisfied with repairs and maintenance	88%	88%	NA
HMPI 340	Percentage of tenants satisfied that their views are taken into account	76%	76%	NA
HMPI 230	Percentage of new tenants satisfied with the allocation and letting process	NA	NA	NA
HMPI 200	Percentage of residents satisfied with estate services	81%	81%	NA
	Value for Money - Cost per property - direct costs			
Housemark	Major & Cyclical works (service)	£1,406	*	£1,450
Housemark	Responsive Repairs	£400	*	£385
Housemark	Void Repairs	£132	*	£202
Housemark	Rent Arrears & Collection	£68	*	£67
Housemark	Community Involvement	£31	*	£25
Housemark	Anti Social Behaviour	£37	*	£24
Housemark	Neighbourhood Mgt (Estates/Tenancy mgt.)	£95	*	£138
Housemark	Housing Options	£45	*	£28
Housemark	Leasehold	£31	*	£136
NI 158	Total staff turnover	8%	10.3%	8%
BV63	Average working days lost / sickness absence	14.0	22.3	10.5

Housing Property	Dwellings
HSE	1293
FLATS	1251
BUNGALOWS	157
TL DWELLINGS	2711
LEASEHOLDS	201
GARAGES	484
SHOPS	21

SOLD PROPERTIES	No	£
HSE	4	231,000
FLAT	2	260,200
TL	6	259,700

HOMELESSNESS	Actual 2009/10	Actual 2010/11
Homeless average days in temporary dispersed accommodation	47	46
Homeless average days in temporary B&B accommodation	22	31
Homeless presentations	NA	225
Homeless preventions	NA	146
Eligible Homeless	NA	27

HOUSING REGISTER	Actual 2009/10	Actual @ 30.4.11
Applicants on housing register		1700
Cumbria Choice Register		895

The Housing Manager provided the following comments in respect of Housing Management performance:-

Background

The current set of measurements had been agreed by the Tenants Participation Compact Working group and the Housing Management Forum in January 2011. The Management Forum had requested additional information on Homelessness and Housing Register, both of which were now shown. The indicators had been selected to highlight strengths and weaknesses in various aspects of Housing Management which ranged from efficient use of resource (Value for Money), effective use of resource (applying the resource to the right area) and compliance (Equality & Diversity).

Performance Improvements 2010-2011

The last year had delivered a great performance from the Income Management team. The accumulated arrears and write offs were £42k less than the previous year, a result of collecting more rent and arrears from both current & former tenants. Notably evictions had almost halved down from 18 to 10. Garage arrears were also down however, shops arrears had increased slightly. This improvement has been delivered with less staff working smarter and a greater shift towards prevention rather than enforcement. There was now a clearly defined Income Management Policy which ensured a consistent approach to all areas of Housing Income.

Additional resource and attention was being directed towards Void Management to reduce the number of tenancies which failed each year. The associated costs were high; loss of rent, arrears, damage & repairs, cost of management. The cost per void had risen throughout the year but this was mainly because we were getting better at isolating the staff and repair costs in turning round a void. We would expect to see an improvement in the coming year. Lettings had improved the void turnaround from 31 days to 28.

For the coming year Lettings (Housing Options) would invest more time in getting the right support to those tenancies that appeared more likely to fail to reduce the number of abandonments (19) and voids which were already down from 281 to 268.

For 2011-2012 Maintenance had become responsible for ensuring that the turnaround remained at a healthy level. On time repair times remained at a good level and 100% of all properties continued to meet the Decent Homes standard. The SAP rating (average energy efficiency measure had fallen from 76% to 68% but it was compared to a higher standard than last year.

Satisfaction levels reported were those from the last STATUS Survey in 2008. STATUS was no longer a requirement. However, in recognition that 'satisfaction' was a key management indicator, a revised model 'STAR' was being developed. The Housing Manager hoped to report on this at the next meeting to consider whether the Forum wished to adopt it. STAR was a way to denote good levels of satisfaction were maintained despite significant reductions in costs and that resources were applied in the areas that would make a difference to tenants.

The Value for Money direct costs had not been validated yet.

The Housing Register (Cumbria Choice) now had 895 applicants against 1700 under the old system. The Council were monitoring the situation and would ensure that any vulnerable groups were followed up. The reduction was in keeping with other areas when they had introduced Choice Based Lettings.

The Council would continue to benchmark its performance against other Local Authority and Private Sector housing providers to ensure that costs were competitive. All Performance Indicators were validated by the same benchmark organisation, Housemark before they were reported to Tenants in their annual report.

RESOLVED:- To note the performance information report.

11 – Planned Maintenance Programme 2011-12

The Housing Manager reported information relating to the Planned Maintenance Programme for 2011/12. The information is attached at **Appendix A** to these minutes.

RESOLVED:- To note the information.

The meeting closed at 2.32 p.m.

PLANNED MAINTENANCE PROGRAMME 2011-12

PLANNED INVESTMENTS 2011-12

SCHEME	CONTRACTOR OR SUPPLIER	AVAILABLE BUDGET	NO OF PROPERTIES	INVOICES PAID TO DATE	START DATE	ESTIMATED COMPLETION DATE	CONTRACTOR	TARGET COST	OUT TURN ESTIMATE	COMMENTS
REWIRES	CUMBRIA HOUSING PARTNERS	£253,000	137		1.4.2011	Feb-12	K WILSON	£273,929	£253,000	15% Complete
BATHROOMS	CUMBRIA HOUSING PARTNERS	£300,000	181	£16,690	1.4.2011	Feb-12	AB MITCHELL	£253,000	£300,000	5% Complete
KITCHENS	CUMBRIA HOUSING PARTNERS	£800,000	290	£107,391	1.4.2011	Feb-12	AB MITCHELL	£717,000	£800,000	20% Complete
HEATING	CUMBRIA HOUSING PARTNERS	£850,000	213	£60,000	1.4.2011	Feb-12	AB MITCHELL INTEGRAL	£615,350	£850,000	25% Complete
RE-POINTING	TBC	£150,000	50	£0	1.7.2011	31.3.2012	TBC	£150,000	£150,000	Tender documnts being prepared
PAINTING	CUMBRIA HOUSING PARTNERS	£200,000	500	£0	1.4.2011	Feb-12	GH JONES	TBC	£170,000	Commenced on site June 2011

HOUSING MAINTENANCE COMMITMENTS 2011-12

	Funding Available 2011-12	Gross COMMITMENT	Weekly Available	Gross Comm. as a % funds available
Tenant Demand Repairs	£900,000.00	£107,806.00	£17,307.69	12%
Voids	£200,000.00	£26,243.00	£3,846.15	13%
Gas Servicing	£425,000.00	£43,395.00	£8,173.08	10%
Decoration Vouchers	£35,000.00	£4,702.00	£673.08	13%
Disrepair Claims	£25,000.00	£0.00	£480.77	0%
Environmental Impmts	£50,000.00	£2,555.00	£961.54	5%
Disabled Adaptations	£300,000.00	£44,947.00	£5,769.23	15%
Electrical Testing	£175,000.00	£4,164.00	£3,365.38	2%
Door Entry Maintenance	£20,000.00	£9,714.00	£384.62	49%
Total	£2,205,000.00	£243,526.00	£40,961.54	

HOUSING MANAGEMENT FORUM	(D) Agenda Item 6
Date of Meeting: 25th August, 2011	
Reporting Officer: Colin Garnett, Housing Manager	
Title: Implementing Self-Financing for Council Housing	
Summary and Conclusion:	
The purpose of this Report is to update Members on the introduction of self-financing for the HRA. It seeks to provide you with an overview of the proposal and the timescales for implementation.	
Recommendations:	
Members are recommended to:	
1. Note the content of the report; and	
2. Agree in the first instance that the Tenant Participation Compact Working Party consider:	
• A check of the robustness and undertaking a sensitivity analysis on the content of our 30-Year Business Plan; and	
• Reviewing current service standards and delivery in preparation for self-financing.	

Background

The purpose of this Report is to update Members on the introduction of self-financing for the HRA and provide the timescale and plan for implementation.

Report

The Localism Bill contains clauses which will allow the abolition of the HRA subsidy system and introduces a self-financing system.

Each council will be given a predetermined 'settlement figure' which they must raise through borrowing. A council cannot opt out of the proposals, so it is important to develop a balanced 30-year business plan that funds the debt repayments, our services whilst continuing to achieve the Decent Homes Standard out of the resources (rents and other income) available.

Under the proposals the Housing Revenue Account will still be ring fenced but we will lose the Major Repairs allowance and a proportion of the Right to Buy receipts but not make any Subsidy payments.

The timetable for introduction is as follows:

- November 2011 onwards – Consultation on self-financing determinations.
- January 2012 – Final self-financing determinations published.
- February 2012 – Local authorities set budgets and agree borrowing.
- 28 March 2012 – Payments between the Department, the Public Works Loan Board and Local Authorities to enable the start of self-financing.

- 1 April 2012 – Self-financing goes live.

Officers are currently updating our last 30-year business plan based on the information available which will direct our future delivery plans. The next stages will include completing a 'sensitivity' analysis to ensure the assumptions made are realistic and deliverable. A consultant will be used to health check the business plan to ensure completeness and robustness.

Further reports will be provided as more details of debt levels and available resources become available.

(i) Legal Implications

Not Applicable.

(ii) Risk Assessment

Not Applicable.

(iii) Financial Implications

The proposals for self-financing represent a significant change in the financing of the Council's Housing Service. It will involve the Council taking on additional debt, and may have implications for the General Fund.

Such risks can be mitigated by developing an appropriate business plan for the Housing Service which balances the debt repayment requirement of the Council, the cost of operating the service and a management plan to minimise any financial risks.

(iv) Health and Safety Implications

Not Applicable.

(v) Key Priorities or Corporate Aims

Corporate: Improve the effectiveness and efficiency of the Council.

Meet the housing needs of the Borough and maintain the decent homes standard.

Housing Service: Investing and maintaining homes to the best standard possible with the resources available.

(vi) Equality and Diversity

The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

(vii) Health and Well-being Implications

Meet the housing needs of the Borough and maintain the decent homes standard

Background Papers

Nil

HOUSING MANAGEMENT FORUM	(D) Agenda Item 7
Date of Meeting: 25th August, 2011	
Reporting Officer: Colin Garnett, Housing Manager	
Title: Equality Impact Assessments	
Summary and Conclusion:	
The purpose of this report is to provide Members with completed Equality Impact Assessments (EIAs) on key service areas of the Housing Service in line with the Housing Service Delivery Plan 2011/2012 and also the corporate Single Equality Scheme Action Plan.	
Recommendations:	
Members of the Forum are recommended to:	
<ol style="list-style-type: none">1. Note the information on Equality Impact Assessments; and2. Approve the EIAs attached at Appendix A to this report for publication in line with the Council's Single Equality Scheme Action Plan.	

Report

The purpose of this report is to provide Members with completed Equality Impact Assessments (EIAs) on key service areas of the Housing Service in line with the Housing Service delivery plan 2011/2012 and also the corporate Single Equality Scheme Action Plan.

An EIA is a way to make sure that individual teams within the Housing Service think about the impact of policies, procedures, strategies, functions and services to identify any unmet needs and to provide a basis for action to improve services where appropriate.

Government legislation places statutory duties on all public Authorities to assess the impact of their work on gender equality, race equality and equality for disabled people. The Housing Service considers the impact and potential impact of our work on the promotion of equal opportunities for everyone, regardless of race, gender, age, disability, sexual orientation or religious belief. Our EIAs include appropriate consideration of the impact on gender equality, race equality and equality for disabled people, thereby meeting our statutory duties for impact assessment.

Within Barrow Borough Council's Single Equality Scheme Action Plan (Appendix 1: Thematic EIA Priorities and Schedule), the Housing Service is categorised at Priority 2 with a schedule date for EIAs to be completed by September 2011. The Housing Service Delivery Plan for 2011/2012 has a Key Task for the completion of EIAs for:

- Anti-social behaviour and Estate Management
- Income and debt recovery
- Homelessness
- Review of existing EIA on Repairs and Maintenance Service

The above EIAs have now been completed. Attached at **Appendix A** are the final draft EIAs for your approval. All EIAs have been drafted in consultation with Housing Officers, members of the Tenant Participation Compact Working Party, Equality Consultant Chris Root and the Council's corporate Equalities Group.

Each EIA has incorporated good practice where appropriate. An example of this is highlighted where dictaphones have been introduced by the Housing Service for victims of anti-social behaviour (ASB) to use when recording incidents of ASB for customers who experience difficulty in writing down information on diary sheets. Another area of good practice is partnership working with the Multi-Cultural Centre to access interpreters to assist with customers where English is not their first language. Where a possible negative impact has been identified, an action plan has been recorded to address issues raised.

Equality legislation requires all completed EIAs to be published. Barrow Borough Council will publish all approved EIAs on the Council's website under the Equality Impact Assessment Section.

(i) Legal Implications

Not Applicable.

(ii) Risk Assessment

Not Applicable.

(iii) Financial Implications

Not Applicable.

(iv) Health and Safety Implications

Not Applicable.

(v) Key Priorities or Corporate Aims

Barrow Borough Council's Single Equality Scheme Action Plan (Appendix 3) Housing Service Key Service Area EIAs to be completed by 01/10/2011.

(vi) Equality and Diversity

To comply with the relevant legislation.

(vii) Health and Well-being Implications

Not Applicable.

Background Papers

Nil

HOUSING MANAGEMENT FORUM	(R) Agenda Item 8
Date of Meeting: 25th August, 2011	
Reporting Officer: Colin Garnett, Housing Manager	
Title: Housing Maintenance Contract 2011/15	
Summary and Conclusions:	
The purpose of this Report is to agree the appointment of a Contractor following the re-tendering of the above Contract.	
The Contract covers services to Council tenants and leaseholders including routine maintenance works, repairs to void property, out of hours emergency response service and gas servicing and repairs.	
The term of the Contract is four years with an option to extend for a further two years based on satisfactory performance.	
The current Contract arrangements are due to end on the 4 th November 2011.	
Recommendations:	
Members are recommended to appoint Vinci Facilities Ltd to deliver the Contract from the 5 th November 2011 for a period of four years.	

Report

Introduction

The purpose of this Report is to agree the appointment of a Contractor following the re-tendering of the Housing Maintenance Contract.

Background

The current responsive repairs contract is due to end on 4th November 2011.

A report was presented to the Housing Management Forum on 26th August 2010 outlining the basis on which the tendering would be completed and new Contract arrangements introduced.

In short this included:

- Planned Investment works removed from the Contract and delivered through Cumbria Housing Partners
- The works to be included in the Contract will be: responsive repairs, voids, gas servicing and breakdown repairs, out-of-hours emergency repairs.
- The Form of Contract will be as now: NEC 3, Target Cost
- The term to be as now, four years with option for further two years

- The new Contract to be awarded on the basis of a 20% quality / 80% price matrix

It was also agreed the process of going out to tender would be progressed in consultation with the Tenant Participation Compact Working Party (TPCWP).

Following the above, discussions were held with the TPCWP, our retained Consultant and colleagues to consider improvements to the Contract documentation that had been in use for approximately five years. The purpose was to seek to identify any areas of the existing Contract that had led to difficulties in its delivery and amend the new Contract to avoid such issues arising again. Examples of changes included penalties for poor performance and removal of risk and reward arrangements.

In accordance with OJEU rules the Contract was advertised in the prescribed manner. Following the first advert, four contractors expressed interest in the Contract, but only two were interested in submitting a Tender for all the work areas included in the Contract. As one of the two was the existing contractor, to continue with the process would not have resulted in a sufficiently robust competitive process to ensure value for money was achieved.

The Contract was, therefore, re-advertised following which four contractors expressed interest in carrying out the full scope of works.

Tender Evaluation

The four Tenders were appraised against the following model:

- **Cost:** Lowest price for delivery of works (30 marks)
Preliminary costs (30 marks)
Overhead/profit (20 marks)
Total 80 marks
- **Quality:** Written quality response (15 marks)
Interview (5 marks)
Total 20 Marks

“Cost” was evaluated against the three elements referred to above based on the financial information submitted to the Council on 16th June 2011.

The “Quality” element required a judgement of the two elements. The quality written response was assessed against 12 key questions, including for example, organisational information, resident involvement, key performance indicators, risk management.

The interviews consisted of a series of questions asked of each of the contractors on which a judgement was made along with contractor specific questions which sought clarification of Tender submissions where it was necessary.

During the adjudication phase it was apparent the TUPE concerns were being raised by three of the four bidders. Further clarification was requested from all bidders.

The final adjudication of information received resulted in the following scores and costs:

Area		Integral	Jeakins Weir	Mitie	Vinci	Max Score
Cost	Total Works	28.0	22.3	28.0	30.0	30
	Prelims	18.2	27.2	9.5	30.0	30
	Fee	2.7	8.3	12.7	20.0	20
Quality	Written	9.5	8.2	10.1	8.3	15
	Interview	2.9	4.4	3.4	2.8	5
Total		61.4	70.5	63.8	91.1	100
Year 1 Cost inc TUPE		1,235,431.22	1,063,430.58	1,681,551.02	875,647.40	
Year 2-5 Cost exc TUPE		4,941,724.87	3,933,722.32	6,726,204.06	3,130,589.61	
Total		6,177,156.09	4,997,152.90	8,407,755.08	4,006,237.01	

As can be seen, the process has resulted in a range of scores and costs based on the data provided in the Tender documentation.

Vinci are clearly the “highest” scoring contractor and also the most economically advantageous.

All of the Contractors have been advised of the scores and that the Vinci Tender will be progressed as preferred contractor. Unsuccessful contractors were made aware of the ten day procurement standstill period for challenge which ended on the 8th August 2011. No challenges were received.

The above action was taken prior to formal appointment by the Council in order to ensure the timescales for achieving a close down of the existing Contract and mobilisation of the new would be achieved by the 5th November 2011.

Summary

The Tendering process has resulted in a range of scores from the four different contractors who expressed interest. Based on the cost/quality procurement model the one contractor clearly scored significantly higher than the three competitors. Whilst the Council is not required to select the highest score, there is significant difference between the highest and next highest which would make it inappropriate not to appoint the contractor with highest score, Vinci Facilities Ltd.

(i) **Legal Implications**

The Contract to be used is NEC version 3 based on target costs.

(ii) **Risk Assessment**

The work delivered through this Contract has a significant financial impact on Housing services and also on our relationship with tenants.

Officers are currently in discussion with the preferred Contractor to discuss mobilisation of the new Contract and the provision of services to minimise any risk of service interruption.

Members should note, however, this will include a period of wind-down with our existing Contractor where it would be inappropriate to issue orders with a completion date after the end of the Contract. This will result in a delay in some repairs being completed the closer we reach the 5th November 2011 date. Tenants will be advised of this when reporting repairs.

(iii) Financial Implications

Following scoring of the Tenders an “affordability assessment” was completed with the highest scoring Contractor. This sought to validate the Tender submitted against the activity being carried out under the current Contract, the result of which made no significant difference to the adjudication shown in the Report.

Levels and type of work can vary by the nature of what works are included in this Contract. Arrangement are in place to review and manage expenditure on an ongoing basis to ensure the Contract is delivered within the resources available.

(iv) Health and Safety Implications

The requirements of the Council’s Health and Safety Policy was incorporated within the Contract.

(v) Key Priorities or Corporate Aims

Corporate: KP5 Improve the effectiveness and efficiency of the Council.

Housing: Investing and maintaining houses and estates to the best standard possible with the resources available.

(vi) Equality and Diversity

The requirements of the Council’s Equality and Diversity Policy is incorporated within the Contract.

(vii) Health and Well-being Implications

Successful delivery of works included in this contract can have a significant impact on ensuring the health and well-being of tenants and leaseholders in their homes.

Background Papers

Nil

HOUSING MANAGEMENT FORUM	(D) Agenda Item 9
Date of Meeting: 25th August, 2011	
Reporting Officer: Colin Garnett	
Title: 2012 Disabled Adaptation Framework	
Summary and Conclusion:	
The purpose of this report is to update Members regarding the framework to deliver disabled adaptations to Council owned properties and to seek Members' approval for Officers to re-tender the works using the existing framework agreement.	
Recommendation:	
Members are requested to agree:	
<ol style="list-style-type: none">1. To re-tender the 2012 Disabled Adaptation Framework on the basis of the existing framework;2. To award the framework for a period of two years with the option to extend by a further two years subject to acceptable performance and service delivery by the contractor; and3. That the Tenant Participation Compact Working Party review the contract documentation and procurement process.	

Background

Prior to 2008, disabled adaptation works were tendered on an individual property by property basis in line with the Council's Financial Regulations and Standing Orders. On 1st April 2008 a new four year framework was awarded to allow adaptation work to be delivered around a series of pre defined cost models and specifications. The existing framework is due to end on 31st March 2012.

Report

The aim of the adaptation framework is to deliver prompt and effective services for tenants with disabilities and improve their quality of life within the home.

Previous methods of procuring adaptation work involved tendering each improvement individually and led to significant delays due to the time it took Officers to send out and receive estimates from Contractors.

To avoid such delays Officers prepared a new adaptation framework in 2008. The new framework included a series of pre defined cost models and specifications to speed up the delivery process and includes:

- Access ramps and walkways;
- Handrails, banisters and mobility aids;
- Over bath showers and bathing aids; and
- Laid to floor showers and toilet adaptations.

The 2008 framework also requires Contractors to complete the work within the following priority timescales:

Priority A - Complete within 5 working days (typically includes)

- Over bath showers;
- Shower trays and cubicles; and
- Small concrete ramps and steps.

Priority B - Complete within 10 working days (typically includes)

- Non standard laid to floor shower areas; and
- Large concrete ramps or steps.

Having reviewed the present arrangements with regard to service delivery and customer satisfaction, Officers can report that delivery of the works via this framework has resulted in the following service improvements:

- Improved service delivery for tenants;
- Pre agreed delivery deadlines for work;
- Closer working with Occupational Therapists;
- Improved access and care arrangements;
- Cost certainty;
- Reduced administration costs and lead in times; and
- Increased customer satisfaction (currently 100% based on 58 surveys).

The appointed Contractor will be required to provide services that offer additional levels of sensitivity and empathy with tenants and to have equality at the heart of service delivery. Officers would therefore advise that the Tenant Participation Compact Working Party be appointed to review the contract and procurement process in line with the Cumbria Housing Partners model to ensure it meets all of the necessary criterion.

(i) Legal Implications

Not Applicable.

(ii) Risk Assessment

The Contractor will be risk assessed through a range of on and off site safety audits

(iii) Financial Implications

Specific provision is made in the HRA to fund adaptations.

(iv) Health and Safety Implications

The successful Contractor will be required to provide method statements for all work activities prior to commencement on site

(v) Key Priorities or Corporate Aims

Creating an enhanced quality of life for local residents

(vi) Equality and Diversity

Not Applicable.

(vii) Health and Well-being Implications

Background Papers

Nil.

HOUSING MANAGEMENT FORUM	(D) Agenda Item 10
Date of Meeting: 25th August, 2011	
Reporting Officer: Colin Garnett, Housing Manager	
<p>Title: Tendering of Supporting People Services</p> <p>Summary and Conclusion:</p> <p>The purpose of this Report is to update Members on the above process and agree how the Housing Service should respond.</p> <p>Recommendation:</p> <p>Members are recommended to:</p> <ol style="list-style-type: none">1. Agree the Housing Service does not submit tenders to provide support services to Homelink clients or to maintain our Tenancy Support Scheme in its current format;2. Note that the Housing Service in recognising the importance of support services, will adopt the approach of being the enabler, making tenants aware of support services where appropriate and providing assistance to access them;3. Agree that the Housing Manager, in consultation with TPCWP, would:<ul style="list-style-type: none">• Agree a process of consultation to advise current tenants of the pending changes to Homelink services under the new Contract arrangements; and• Consider how the service responds to the management of equipment, communal services and liaison with any new service provider and report to the next meeting; and4. Note that notice would be given to private sector clients at the appropriate time and not seek to recover any loaned equipment and provide assistance where it is practical to do so to enable them to access an alternative service provider.	

The purpose of this Report is to update Members on the above and agree how the Housing Service should respond.

Background

At your meeting on 16th June 2011, I provided information on the tendering of the Supporting People Contract.

The potential Contracts have now been advertised. Tender submissions are requested by 19th September 2011. The Contracts are contained in three Frameworks, the criteria for successful providers, varying from Contract to Contract.

The Housing Service currently receives Supporting People funding to provide a generic Floating Tenancy Support Service and services to tenants on the Homelink Service.

Services for tenants on Homelink are long-term sheltered 'accommodation' based on Framework 1, Generic Floating Tenancy Support by Framework 2.

Details of our client base for Homelink are attached at **Appendix B**. The client basis for Floating Tenancy Support is for up to 25 units, with numbers varying based on demand.

Report

In considering how to respond, I would suggest it is appropriate for Members to be guided by the question: 'What is the role of the Housing Service in providing support services to its tenants?'

The following may be helpful in considering this principle:

- (1) The introduction of the Supporting People Framework was intended to separate out welfare/ support services from the functions of housing management.
- (2) There is a clear distinction between the role of Support Services and Housing Management Services. Whilst we have successfully integrated these in the past, the requirement to maintain skills to provide support services and meet the requirements of the Quality Assessment Framework has become increasingly difficult.
- (3) In the case of (2), this has been further exacerbated by the substantial reduction in Tenants requesting the service, particularly within Homelink.
- (4) We already fund and work in partnership with other organisations who provide support to tenants with specific needs.
- (5) We neither have the scale nor the economy to operate within a 'competitive environment'. To do so poses a risk to the Housing Service and diverts attention away from other areas of its work.

In considering the principle referred to above, it is important for Tenants to be able to access support services. Whilst it may be desirable to combine support with housing management, I would suggest the Tendering process and clarification of support service provision makes this less practical.

I would suggest the role of the Housing Service should be developed into an 'enabling role' to ensure that vulnerable Tenants are recognised and signposted to the right provider, but not as a direct provider of support services.

With regard to the two service areas subject to tendering, I will comment on each as follows:

Floating Tenancy Support Service

It would appear from the information available at the time of drafting this report, Supporting People are looking to appoint a maximum of three or four Providers for the Borough. The services are not 'accommodation based' as floating support services will be provided across all tenures and for a variety of needs.

Whilst we have sustained this service over a number of years, this has been based on provision of services for Council Tenants. This goes some way to mitigate the problem of providing the inevitable cover for the Officer concerned which would not be practical in terms of a new Contract which is for other tenures.

In considering the proposal, the suggested hourly rate is £13.80, with each client receiving 40 minutes support a week. Assuming 25 clients (25 clients x £9.20 (40 minutes)) the number would not generate sufficient income to sustain and manage the role of a Housing Support Assistant to deliver the services and complete the required individual support plans, workbooks and monitoring returns to Supporting People.

Service Implications

- By the nature of the service, most Tenants who benefit do so for a short period. It may be practical to 'wind down' the number of service users to coincide with a new service provider being appointed.
- Until the competitive process is completed, it will not be clear of how the transition will occur.
- The provision of support services include service to people accommodated in temporary accommodation and management of such property.
- Whilst there will be an alternative support provider, there will be a new role for the Housing Service in providing a liaison role between the service and the new provider.
- Under the new arrangements, provision of support services will be decided by a 'central hub' to be operated by Supporting People.

Summary of Generic Floating Support Services

On the basis of the information provided above, I would suggest it makes it impractical to successfully compete for this Contract and sustain it on the basis that we have previously done so.

This role has also been integral to the Service's approach to targeting new Tenants and ensuring they get off to a good start and hopefully sustain their tenancies.

Proposals to Sustain the Service

In view of the above information, I would suggest it is important to retain a specific function to manage the above process and liaise with new support services to ensure tenants who require them are able to access them.

This will also include management and supervision of the temporary accommodation services the Council is required to provide in carrying out its homelessness function.

Homelink Service

Members will be aware of the difficulties in sustaining this service over a number of years.

In tendering this particular service, the final outcome will not just be about who provides the services but what the revised service is to Tenants.

The contract specifications include:

- (1) The function of community alarm monitoring will be a separate Contract from the Contract of providing on-site support. The monitoring function will not be tendered at this time.
- (2) Under the new Contract arrangements, funding for 'visiting' services will only be funded for schemes with on-site support. With reference to Appendix B, the result will be only 79 tenants funded for visiting support.
- (3) All such services under the new Contracts will be based on a 'family and friends' response service. No emergency or out-of-hours response service is proposed in the contract.
- (4) All tenants in receipt of Homelink will continue to receive a community alarm monitoring service, certainly in the short term.

- (5) Alternative community alarm services are being developed and will be introduced over the next 18 months. This may enable Tenants who receive Homelink but do not live in schemes where the visiting service will be provided, to continue to receive a monitoring service. In addition, I understand other Tenants will be able to make application to receive this service directly in future rather than it having to be linked to where they live. I am, however, not able to provide any further information on this at present.

Service Implications

- A significant number of Tenants will lose the 'visiting service'; all will lose the emergency response service.
- In discussion with colleagues providing services there is an 'Officer view' that moving to a 'family and friends' response will impact on the number of Tenants requesting the service and reduce numbers further.
- Whilst there will be a continuation of 'monitoring' services for all current clients, it is not clear of the longer term service provision, which will only be known following a review of the clients concerned.
- Cost of providing and maintaining equipment will remain with the Housing Service. As you are aware, some schemes have been updated in recent years, however, there remain other schemes including Eamont Close and Dalton where the equipment is now old and will require updating at some point. Further consideration of how this is funded in future will be required to deliver the proposed Contracts.
- Our Homelink staff, as well as providing support services, again also provide Housing Management Services in completion of their duties. Consideration will be required on how these functions will be handled by the service post Contract.
- The substantial part of the income to the Housing Service to operate these services is received from Supporting People. As you are aware, over previous years the HRA has also contributed in view of the wider role wardens perform. However, with reduced funding from Supporting People or service charges, it would not be possible to sustain the service.
- In the region of 90% of Tenants receiving this service, the full cost of its provision is met by Supporting People. It is unlikely that with the removal of Supporting People funding that Tenants will be able to fund such services directly themselves.
- Based on our experience and discussion, I am concerned that the removal of the 24/7 service is likely to result in many Tenants choosing to no longer require the service. Sustaining the service over recent years has been difficult and any further reduction would likely leave us in a position that to provide the front line service and administration support required to comply with the Quality Assessment Framework and provision of management information to Supporting People would make the service unsustainable.
- Whilst the number of Homelink clients has significantly reduced over the years, the change in service provision may adversely affect the good relationship the Housing Service has with service users which will likely be an inevitability of the Contract process.

Summary of Homelink Services

On the basis of the information provided above, I would suggest it makes it impractical to successfully compete for this Contract and sustain it on the basis that we have previously done so.

Whilst services will continue for existing Homelink service users, it will be on a revised format and will evolve over the introduction of the new Contracts and development of a new community alarm service.

Proposals to respond to the Tendering Process

I would recommend the Housing Service does not tender for the new contract.

I am currently considering other options to operate a scaled-down service outside of the Supporting People Framework at present, but would suggest such options are limited already by the scale of the Homelink Service and the dispersed nature of some of its property. Within the HRA there are not sufficient resources for staffing to sustain a service as it currently is without the Supporting People funding.

No consultation has yet been carried out with Tenants, which reflects a similar approach across Cumbria. Prior to your meeting I am attending a series of meetings regarding Supporting People at which this will be discussed and I will be able to advise you further at your meeting. I have agreed with the Tenant Participation Compact Working Party (TPCWP) for a short article to be placed in the newsletter advising Tenants of this change and following the above meeting will consider further our approach to advising Tenants of the pending changes.

Post Contract management issues will remain with regard to the supervision of a community centre, liaison with any new provider and management of the equipment that will require further consideration. I will look to develop a plan to respond to these issues in consultation with the TPCWP.

Homelink: Private Clients

Historically, Homelink provided services to residents living in non-Council property. Whilst we have not engaged new subscribers for some years, there remain 155 subscribers.

Many purchased their own equipment. A number have units provided by the Council, but are now old and of no value.

I have had discussions with our monitoring provider who is able to provide services directly to clients.

I would therefore recommend that all private subscribers be served notice at the appropriate time and they be made aware of alternative providers. In the instance of loaned equipment, these be written off as they have nominal value.

Summary

The tendering of Supporting People Contracts by necessity require us to consider our approach to providing support services. Whilst we have the option to tender for such work, I would suggest to Members that the scale of our operations is such that it would make it difficult for the Housing Service to successfully do so and sustain such services in the longer term. Members will be aware, discussion on this point has been held previously regarding Homelink in particular.

Whilst support services are essential for some of our Tenants to sustain their tenancies, it is perhaps less important that we provide them directly. We have, for some years, worked with other providers to provide such support services to our tenants.

I would suggest the role of the Housing Service should be developed into an 'enabling role' to ensure Tenants are aware of what services are available, be given assistance to assess them, but for the Housing Service to not be a direct provider of support services.

(i) Legal Implications

Supporting People have served Notice on the Council to end their current Contracts by March 2012.

(ii) Risk Assessment

In order for some tenants to remain independent and sustain tenancies, support services are required over and above housing management services. Traditionally, such services have been provided either directly or by partner organisations to tenants living in our stock. As an enabler, the Housing Service would look to ensure appropriate arrangements are in place to advise and assist tenants to access such services.

(iii) Financial Implications

Supporting People funding represents the majority of income for the two services in question. The HRA would not be in a position to replicate this funding and nor should it having regard to the financial framework around de-pooling rents and service charge arrangements. Due to the transition arrangements some costs will still remain with the Housing Service and further work is required to establish the resources required.

(iv) Health and Safety Implications

In management of the housing stock smoke alarms are provided in all properties. In the case of properties benefiting from community alarm services, such smoke alarms are included within the service. Consideration will have to be given to future arrangements as the community alarm service develops.

(v) Key Priorities or Corporate Aims

These changes are being imposed across Cumbria as part of a general efficiency drive which affects all public sector services. In responding to this, the Housing Service will seek to:

KP2: Meet the housing needs of the Borough and make decent housing more accessible.

(vi) Equality and Diversity

These changes will have an impact on individuals covered by the guidance on protected characteristics but the Housing Service will seek to mitigate them as far as is practical.

(vii) Health and Well-being Implications

The provision of support services has a significant impact of the health and well-being of individuals. There will be an impact on clients due to the revised service specification but the Housing Service will seek to mitigate this by developing its enabling services to ensure such individuals are directed and assisted to access services from other providers.

Background Papers

Notification from Adult & Local Services to end contract by March 2012.

EQUALITY IMPACT ASSESSMENTS:

1. Anti-social behaviour & Estate Management
2. Income and Debt Recovery
3. Homelessness
4. Review of existing EIA on Repairs & Maintenance Service

Equality Impact Assessment Form

Equality Impact Assessment.

Name of policy, procedure, strategy or service:

Anti Social Behaviour and Estate Management

This EIA looked at the Anti Social Behaviour policy and procedure and then at other areas of the Estate Management Service.

This EIA includes actions for other areas of general estate management.

Who has completed this assessment? (Minimum of 2)

Officers:

Jayne Parrington

Rebecca Nelson

Jill Hammond

Kelly Lamond

Debbie Cubiss

Janice Sharp

Caroline Wagstaff

Chris Root – Equality and Diversity Critical Friend - Associate of HQN

Department: Housing

Description of the policy, strategy or service:

The Councils Housing Department which responds, as required by law and best practice, to people as victims or perpetrators of anti social behaviour.

Equality Impact Assessment Form

1. Are the aims of this strategy, policy, or service consistent with the Equality & Diversity Strategy/Policy?

YES – This service supports people who are victims of and who perpetrate anti social behaviour with the aim to enable residents to live and enjoy their home.

2. Who will this service affect?

Residents, staff? Which ones, where?

Residents, their neighbours, and the general public.

3. What do you already know from customers about this service or function? Give details of any research, consultation or data that has been collected, including any complaints.

The Anti Social Behaviour policy and process is monitored, reviewed and developed to establish best practice. Outcomes of individual cases are monitored and signed off when satisfaction and/or resolutions have been achieved.

Customer satisfaction surveys are used to assess if the general success of anti social behaviour approaches and procedures are working.

4. Is this information sufficient or could more be done to find out what customers think or want from the service? If so what?

Anti social behaviour cases should be monitored against equality strands to assess pattern and possible trends.

The housing department when dealing with anti social behaviour work in conjunction with many other statutory and non-statutory agencies; all agencies carry out their own consultation and reviews, however monitoring of engagement and support from other organisations should be assessed.

Equality Impact Assessment Form

5. Recording the impact

Please complete the following table and give reasons/comments where:

- a) The service could have a positive impact on any of the diversity groups by eliminating unlawful discrimination, promoting equality and diversity, or improving relations within the diversity groups.
- b) The service could have a negative impact on any of the diversity groups, i.e. disadvantage them in any way.

5. Homelessness

Diversity group	Positive impact	Comments	Negative impact	Comments	Actions
Race	X	Deals with all case of anti social behaviour sensitively. Partnership with Multi Cultural Centre.	X	Language services not available out of hours. Language could be an issue when recording ASB incidents.	Staff to check communication needs for any requests to translate into another language.
Gender	X	Deals with all case of anti social behaviour sensitively. Service priorities vulnerability and this			

Equality Impact Assessment Form

		may include gender especially when a person is dealing with domestic violence.			
Gender Reassignment	x	Deals with all case of anti social behaviour sensitively.	X	No guidance when dealing with someone who is going through a gender reassignment process.	Published Equality & Diversity Factsheet on Equality Act 2010 – gives guidance on how gender reassignment has changed in Equality Act 2010.
Disability	X	Deals with all case of anti social behaviour sensitively. Service priorities vulnerability and this may include disability and illness. Dictaphones are issued for people who have difficulty writing down incidence of ASB.	X	In some areas of estate management the age of 65+ has given some people priority they may not need. The process for reporting ASB is very detailed and case diaries may be difficult for some people with disabilities.	In light of the Equality Act 2010 the way that need is assessed must be expanded and developed. (Added to the Action Plan 2011) Cathy/Liz to look at producing large print diary sheets for the visually impaired.
Sexual Orientation	x	Deals with all case of anti social behaviour sensitively.	X	Some people may not feel safe to report ASB if it is in connection with Homophobic Hate	Raise awareness of reporting hate crime to third party reporting centres.

Equality Impact Assessment Form

				Crime.	
Religion or Belief	X	Deals with all case of anti social behaviour sensitively.	X	ASB process does not identify ways that people of some religious groups will be supported, especially if they are isolated	Links with Multi-Cultural Faith Groups for support.
Age	X	Service priorities vulnerability and this may include age (but not always needed) and illness. Dictaphones are issued for people who have difficulty writing down incidents of ASB	X	The process for reporting ASB is very detailed and case diaries may be difficult for some older people.	Home visits are carried out to ensure older residents understand the process and assist if they are unable to complete detailed case notes.
All Areas	X	The multi agency approach enables people to receive support from a variety of services, office.	X	Some support services in Barrow are very stretched or may not see Anti Social Behaviour as the same priority as Housing.	Continue multi-agency working to ensure all partner agencies are aware of work involved to support victims of ASB and also evidence needed to take action against perpetrators. Training scheduled Oct 2011 for members of HMF on how we respond and

Equality Impact Assessment Form

					deal with ASB on our estates to ensure members have up to date information when assisting our customers who may approach them.
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6. If there is any negative impact, can it be justified?	
NO.	
7. Outsourced Services	
If the service or function is partly or wholly provided by external organisations or agencies, please list any arrangements you have to ensure that they promote equality and diversity. Include this in your improvement plan.	No
8. Relations between different equality groups	
Does the assessment show that a policy or process may cause a potential adverse impact between different diversity groups? If yes, please explain how the improvement plan is going to tackle this issue.	YES – If some residents see people getting priority over other for moves or additional services, if they do not understand, or have the information that someone is dealing with anti social behaviour. Officers are trained to sensitively deal with all customers who may feel a resident is getting higher priority whilst maintaining confidentiality at all times.

Equality Impact Assessment Form

9. Actions: Please identify any actions that will take place following this Equality Impact Assessment in the table below.

Action	Outcome	Target Date	Responsible Officer	How will this be communicated to make residents aware of changes and ensure that staff understands the outcomes?
<p>Anti social behaviour cases should be monitored against equality strands to assess pattern and possible trends.</p>	<p>Evidence if anti social behaviour is affecting a particular group or group of individual because of their protected characteristic. Updated EIA's to be completed by August, 2011.</p>	<p>July 2011 Report needed for Tenant Participation Compact Working Party/HMF to advise members of the revised EIA's.</p>	<p>Caroline Wagstaff</p>	<p>All EIA actions should be published on the intranet and Equality Fact Sheets developed and made available for all customer on the Housing Service website under the E&D Section.</p> <p>All action should be reported on to all staff through staff briefings.</p>

Equality Impact Assessment Form

<p>The housing department, when dealing with anti social behaviour, work in conjunction with many other agencies; all agencies carry out their own consultation and reviews, however monitoring of engagement and support from other organisations should be assessed.</p>	<p>To assess if other agencies are supporting Housing to deal with anti social behaviour or if some agencies should be targets to work more closely with Housing.</p>	<p>ASB Panel - monthly</p>	<p>Janice Sharp/ JP</p>	
<p>Regularly advertise in newsletter the outcomes of anti social behaviour cases, so residents realise the issues and serious way these case dealt with.</p>	<p>Reduce resentment when residences see some people being given moves or support, without explanation.</p>	<p>Promote successful ASB cases where perpetrators have been dealt with through the courts in Housing Matters Newsletter</p>	<p>Caroline Wagstaff/ Janice Sharp</p>	
<p>Anti Social Parking to</p>	<p>To inform anti social</p>			<p>Action Plan</p>

Equality Impact Assessment Form

be dealt with by producing sticky labels that officers can put on windscreens to explain the anti social nature of a particular type of parking, including parking in disabled drivers parking bays.	parkers.			Tenant Participation Compact Working Party
Consider bringing in wheel clamping firm to deal with Anti Social Parking and particular parking in disabled drivers parking bays	To inform and discourage anti social parkers.			Monitor complaints, assess nature - BVM
Review Criteria of person with a disability in light of changes in benefits and in light of the Equality Act 2010 and the Equality Duty April 2011.	To make sure when assess people with a disability there is no direct or indirect discrimination.			Action – Review across department Forms etc.
Consider post card reporting of ASB where residents do not feel able to write a full diary log.	Will enable residents to make contact with staff where they are unable to write or record information.			Action Tenant Participation Compact Working Party report: initiatives : grass cutting and parking bay stickers
Use post card reporting for residents	Enables a resident to quickly inform on low			

Equality Impact Assessment Form

where ASB has been dealt with but may return.	level ASB if it returns.			
Re assess criteria for help with gardens and other estate management support. Not all people over 65 will need a service or will be vulnerable.	To help priorities support services effectively and use resources more efficiently.			Action plan
Develop Religious knowledge and contacts so that if someone who is facing or is a perpetrator of ASB, needs particular religious support the links are already made.	To obtain the most appropriate support.			Multi-cultural – continue partnership working
Change racial harassment sections of ASB policy to read – all forms of harassment.	To reflect the Equality Act 2010	Sept 2011	Caroline Wagstaff	Review forms department
Develop information for residents to show that people can feel safe to report ASB if it is in connection with Homophobic Hate.	Make the ASB process more accessible for all.			

Equality Impact Assessment Form

<p>Develop process which considers issues which may need to be considered when dealing with a case of anti social behaviour against a person at stages of gender reassignment.</p>	<p>Understand the needs of people who are gender reassigned.</p>	<p>October 2010 – revised April 2011 Fact Sheet on changes in E&D – Equality Act 2010</p>	<p>Caroline Wagstaff</p>	
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10. Arrangements for regular monitoring of the impact of the policy, process, or service.

All actions to be made part of Single Equality Scheme and will be monitored through the schemes monitoring processes.

Date completed: 5 July, 2011

Date: **Approved by:**

Equality Impact Assessment Form

Review Date: 2013.

Equality Impact Assessment Form

Equality Impact Assessment.

Name of policy, procedure, strategy or service:

Income and Debt Recovery

Who has completed this assessment? (Minimum of 2)

Officers:

Cheryl Woodhouse

Amanda Morris

Carol O'Reilly

Caroline Wagstaff

Janice Sharp

Chris Root – Equality and Diversity Critical Friend - Associate of HQN

Department: Housing

Description of the policy, strategy or service:

The Councils Housing Service which includes dealing with income and debt recovery.

Equality Impact Assessment Form

1. Are the aims of this strategy, policy, or service consistent with the Equality & Diversity Strategy/Policy?

YES – This service deals with people in arrears as individuals, assesses need, vulnerability, and supports people in what ever way it can.

2. Who will this service affect?

Residents, staff? Which ones, where?

Tenants/ customers and the Housing department.

3. What do you already know from customers about this service or function? Give details of any research, consultation or data that has been collected, including any complaints.

The Housing Department undertakes many satisfaction surveys and reviews policy in line with the outcomes of these surveys.

4. Is this information sufficient or could more be done to find out what customers think or want from the service? If so what?

Survey on rent arrears mapped against local area mapping knowledge.

Sample surveys could also be developed to target minority customers and assess their experiences of the service.

Analysis rent arrears against equality strands.

Equality Impact Assessment Form

5. Recording the impact

Please complete the following table and give reasons/comments where:

- The service could have a positive impact on any of the diversity groups by eliminating unlawful discrimination, promoting equality and diversity, or improving relations within the diversity groups.
- The service could have a negative impact on any of the diversity groups, i.e. disadvantage them in any way.

5. Rent Arrears

Diversity group	Positive impact	Comments	Negative impact	Comments	Actions
Race	X	Language and communication tool available. Links with Multi Cultural Centre for support.	X	Some arrears letters and statements very detailed.	Assess plain language of information sent out.
Gender	X	Women fleeing domestic violence are considered vulnerable and arrears will be dealt with sensitively.	X	Budget advice limited before arrears.	Develop new tenants information about managing budgets and general cost of home they are to be the tenant. Develop tenant's budget control leaflet about managing budgets and cost of home.

Equality Impact Assessment Form

Gender Reassignment			X	No guidance on what to do if someone identifies as Gender Reassigned.	Identify issues regarding Gender Reassignment, name change, and status and then set up a process in line with national good practice. – Equality Fact Sheet produced for all Housing Staff to give guidance on changes in Equality Act 2010 which includes guidance on gender reassignment. October, 2010 revised April 2011
Disability	X	<p>Knowledge of vulnerable people enables service to respond effectively.</p> <p>If person vulnerable always do visit, contacting support Worker before hand, and never send cold letters.</p>	X	<p>Some communication not as accessible as it could be.</p> <p>Letter re arrears may be inaccessible.</p>	Use clock and calendar system on visit/appointment letters to make letter more accessible.
Sexual Orientation			X	If civil partners are new they may get into arrears due to change in benefits.	Develop civil partnership information and guidance on right and responsibilities for the whole department to use.
Religion or Belief	X	Appointments consider religious holidays and events.			

Equality Impact Assessment Form

Age	X	Knowledge of vulnerable people enables service to respond effectively.	X	Letter re: arrears may be frightening.	If person vulnerable always do visits, contacting support workers before hand, and never send cold letters.
All Areas	X	Knowledge of vulnerable people enables service to respond effectively.	X	Standard rent statements needs to be pulled from system if going to a vulnerable person and information delivered in more appropriate way.	Review existing vulnerable people flag system and check if it can be used effectively to achieve most appropriate forms of communication. Set up system that makes sure non response letters are reviewed against vulnerability list and other forms of contact are used such as text, email, and phone.

6. If there is any negative impact, can it be justified?	
NO	
7. Outsourced Services	
If the service or function is partly or wholly provided by external organisations or agencies, please list any arrangements you have to ensure that they promote equality and diversity. Include this in your improvement plan.	NO

Equality Impact Assessment Form

8. Relations between different equality groups	
Does the assessment show that a policy or process may cause a potential adverse impact between different diversity groups? If yes, please explain how the improvement plan is going to tackle this issue.	NO

9. Actions: Please identify any actions that will take place following this Equality Impact Assessment in the table below.

Action	Outcome	Target Date	Responsible Officer	How will this be communicated to make residents aware of changes and ensure that staff understands the outcomes?
This EIA did not consider Service Charges as they are under review. It is recommended that Service Charges are EIAed before finally approval is given.	<u>NOTE</u>	October 2011	Operations Manager	All EIA actions should be published on the intranet and a good news sheet developed for the internet for the public. All action should be reported on to all staff through staff briefings.
Develop new tenants information about managing budgets and general cost of home they are to be a tenant.	Rent Arrears prevention	September, 2011	Housing Officers Income & Debt Recovery	All action should be reported on to all staff through staff briefings.

Equality Impact Assessment Form

Develop tenant's budget control leaflet about managing budgets and cost of home.	Rent Arrears prevention	September, 2011	Housing Officers Income & Debt Recovery	All action should be reported on to all staff through staff briefings
Use clock and calendar system on visit/appointment letters to make letter more accessible.	Improved communication and less non appointments	August, 2011	Housing Officers Income & Debt Recovery	All action should be reported on to all staff through staff briefings
When information known, always undertake a home visit for older tenants and use Homelink knowledge and support.	Improved communication and less non appointments	June, 2011	Housing Officers Income & Debt Recovery	
Analysis rent arrears against equality strands.	Assess equality and diversity issues	October, 2011	Housing Officers Income & Debt Recovery	All action should be reported on to all staff through staff briefings
Develop civil partnership information and guidance on right and responsibilities for the whole department to use.	Demonstrate commitment to equality and diversity.	October, 2011	Asst Operations Manager	All action should be reported on to all staff through staff briefings

Equality Impact Assessment Form

Assess plain language of information sent out.	Improved communication	September, 2011	Housing Officers Income & Debt Recovery	All action should be reported on to all staff through staff briefings
Identify issues regarding Gender Reassignment, name change, and status and then set up a process in line with national good practice.	Demonstrate commitment to equality and diversity.	September, 2011	Asst Operations Manager	All action should be reported on to all staff through staff briefings

10. Arrangements for regular monitoring of the impact of the policy, process, or service.

All actions to be made part of Single Equality Scheme and will be monitored through the schemes monitoring processes.

Date completed: 6 July, 2011

Date:

Approved by:

Equality Impact Assessment Form

Review Date: 2013

Equality Impact Assessment Form

Equality Impact Assessment.

Name of policy, procedure, strategy or service:

Homelessness

Who has completed this assessment? (Minimum of 2)

Officers:

Amanda Brierley

Simone Singleton

Elaine Ward

Caroline Wagstaff

Janice Sharp

Chris Root – Equality and Diversity Critical Friend - Associate of HQN

Department: Housing

Description of the policy, strategy or service:

The Councils Homelessness Service which responds, as required by law, to people presenting as homeless or potentially homeless.

Equality Impact Assessment Form

1. Are the aims of this strategy, policy, or service consistent with the Equality & Diversity Strategy/Policy?

YES – This service supports people when they are at their most vulnerable and continue to support them until they have accommodation and other services established.

2. Who will this service affect?

Residents, staff? Which ones, where?

Residents and the general public. People who present as homeless or potentially homeless.

3. What do you already know from customers about this service or function? Give details of any research, consultation or data that has been collected, including any complaints.

The Homelessness Service and the linked debt advice service are monitored. Satisfaction surveys are carried out although Mystery shopping has not been fully utilised as Members do not give approval for mystery shopping.

The homelessness service works in conjunction with many other agencies; all agencies carry out their own consultation and reviews.

The homelessness staff attend monthly cross agency meetings and this is an opportunity for other service issues to be discussed and reviewed ie, Homeless Liaison Meeting.

Weekly liaison takes place between non statutory accommodation providers and BBC Homeless Staff re: vacancies and move on etc.

4. Is this information sufficient or could more be done to find out what customers think or want from the service? If so what?

Sample surveys could also be developed to target minority customers and assess their experiences of the homelessness service.

Equality Impact Assessment Form

Equality Impact Assessment Form

5. Recording the impact

Please complete the following table and give reasons/comments where:

- The service could have a positive impact on any of the diversity groups by eliminating unlawful discrimination, promoting equality and diversity, or improving relations within the diversity groups.
- The service could have a negative impact on any of the diversity groups, i.e. disadvantage them in any way.

5. Homelessness

Diversity group	Positive impact	Comments	Negative impact	Comments	Actions
Race	X	Relationship with Multi Cultural Centre.	X	Language services not available out of hours.	Monitor/Review demand
Gender	X	Service prioritises vulnerability and this may include gender.	X	Young pregnant women may not get access to appropriate temporary accommodation if over 16 weeks pregnant. (Silverdale Street Units)	Open discussions, in light of the Equality Act 2010, regarding young pregnant women and being required to move on once 16 weeks pregnant from non statutory provider. Action: JS advised Accent re: possible negative impact in line with Equality Act 2010 .

Equality Impact Assessment Form

				Proving 'established genuine relationship' if gender ages considerably different.	Consider the process of proving/accepting 'Establish genuine relationship' and the issue of age discrimination.
Gender Reassignment			X	No guidance when dealing with someone who is going through a gender reassignment process.	Consider issues which need to be considered when placing a homeless person at stages of gender reassignment
Disability	X	Service prioritises vulnerability and this may include disability and relevant illness.	X	Limited number of accessible temporary accommodation available. Communication and literature very detailed, as is required by law. May be difficult for some people with a disability to understand.	List all physically accessible accommodation option in area so they are fully up to date and recorded on to the system. Include option in all communication and literature for large print version to be made available.
Sexual Orientation			X	Proving 'established genuine relationship' if same sex couples.	Consider the process of proving/accepting 'establish genuine

Equality Impact Assessment Form

					relationship' and the issue of sexual orientation.
Religion or Belief	X	None of the accommodation in the area is run by a religious orders or organisations.			
Age	X	Service prioritises vulnerability and this may include age (but not an absolute) and illness.	X	Communication and literature very detailed, as is required by law. May be difficult for some older people to understand.	Include option in all communication and literature for large print version to be made available.
All Areas	X	The multi agency approach enables people to present as homeless through a variety of services including the police, multi cultural centre, hospitals, self referral, the Foundation Centre (NACRO). Half day a week CAB Debt advice surgery available in housing office.	X	No information when entering Barrow, and although not a great need it could reach the most vulnerable.	Review use of notice boards/leaflets in Town Hall and other key agencies offering housing related advice.

Equality Impact Assessment Form

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6. If there is any negative impact, can it be justified?	
YES - Not justified but not directly controlled by Housing.	
7. Outsourced Services	
If the service or function is partly or wholly provided by external organisations or agencies, please list any arrangements you have to ensure that they promote equality and diversity. Include this in your improvement plan.	NO
8. Relations between different equality groups	
Does the assessment show that a policy or process may cause a potential adverse impact between different diversity groups? If yes, please explain how the improvement plan is going to tackle this issue.	NO

Equality Impact Assessment Form

9. Actions: Please identify any actions that will take place following this Equality Impact Assessment in the table below.

Action	Outcome	Target Date	Responsible Officer	How will this be communicated to make residents aware of changes and ensure that staff understands the outcomes?
Place information on all areas of Housing at Town Hall Central Reception and develop leaflet management process at Drop In Centres.	Making service more accessible.	September, 2011	Senior Advice Officer's and Receptionist's	All EIA actions should be published on the intranet and a good news sheet developed for the internet for the public and Housing Matters. All action should be reported on to all staff through staff briefings.
Review use of notice boards in Town Hall and other key agencies.	Reach people at their most vulnerable.	September, 2011	Senior Advice Officer's and Support Worker	All action should be reported on to all staff through staff briefings.
Mystery shop the internal Homelessness system (Destin) to check it fully assists staff to go through the full process of gathering information	Making internal information fully accessible to relevant staff to ensure understanding of homeless legislation.	September, 2011	Senior Advice Officer's and Management Trainee	All action should be reported on to all staff through staff briefings.

Equality Impact Assessment Form

and knowledge to help customer.				
<p>When mystery shopping Destin use equality questions such as:</p> <p>1. If the person is presenting as homeless was a wheel chair user what would you do?</p> <p>2. If the person presenting used English as a second language what would you do?</p>	<p>Making internal information fully accessible to relevant staff to ensure understanding of homeless legislation.</p>	September, 2011	Operation's Manager	Publish EIA raise staff awareness through Team Briefings
<p>Open discussions, in light of the Equality Act 2010, regarding young pregnant women and being required to move after 16 weeks pregnancy.</p>	<p>Making sure the rules are in line with the requirement of the Equality Act 2010.</p>	September, 2011	Operations Manager	Raise awareness with Supported Housing Providers re: Equality Act 2010 advising may need to review policies.
<p>Consider the process of proving/accepting 'establish genuine relationship' and the issue of age</p>	<p>Making sure the decision making process is in line with the requirement of the Equality Act 2010.</p>	October, 2011	Operations Manager	Publish EIA

Equality Impact Assessment Form

discrimination or sexual orientation.				
List all physically accessible accommodation option in area so they are fully up to date and recorded on to the system.	Making internal information fully accessible via Destin.	September, 2011	Senior Advice Officer's, Operations Manager	Publish EIA
Consider issues which may need to be considered when placing a homeless person at stages of gender reassignment.	Homeless persons at stage of gender reassignment are placed appropriately within resources available.	Ongoing	Operations Manager	Publish EIA
Include option in all communication and literature for large print version to be made available.	Making information fully accessible.	September, 2011	Operations Manager	All action should be reported on to all staff through staff briefings.

Equality Impact Assessment Form

10. Arrangements for regular monitoring of the impact of the policy, process, or service.

All actions to be made part of Single Equality Scheme and will be monitored through the schemes monitoring processes.

Date completed: 4 July, 2011

Date: Approved by:

Review Date: 2013.



**EQUALITY and DIVERSITY
IMPACT ASSESSMENT
PROCESS**

**REPAIRS & MAINTENANCE
SERVICE**

Endorsed and agreed



with our customers.

EQUALITY IMPACT ASSESSMENT PROCESS

What is an Equality Impact Assessment?

An Equality Impact Assessment (EIA) is a systematic way of discovering whether an existing (or proposed) policy or process affects equality and diversity or has an adverse effect on and individual or one or more groups.

Conducting EIAs will enable an organisation to take into account the impact of work on tenants/customers and other stakeholders.

EIAs allows an organisation to take action to improve policies, processes, projects and services to ensure that they promote equality and diversity (Positive impact) and do not discriminate or disadvantage groups or individuals (Negative Impact).

Equality impact assessment process

Staff carrying out impact assessments are asked to always remember that impact assessments must be carried out on all the protected characteristics, but also on other possible individual and community indirect or direct discrimination.

The protected characteristics of equality and diversity are Age, Disability, Gender, Race and Nationality, Religion or belief, Gender Reassignment, Sexual Orientation

Stage 1 Agree a priority program for assessing

A priority EIA assessment timetable/plan needs to be developed so an organisation knows what policies and processes it has in place so that it can then priorities the process of EIA.

Polices are often priorities as:

- **Corporate and local policies and processes which have an impact on people for example, customer services/care, allocations and harassment**
- **Organisational support polices and processes**
- **Financial and other corporate policies.**

Stage 2 Consider the make up of an assessment teams

The team/s of assessors can be an existing team or a project team brought together specifically for the purpose. The team needs to have a range of skills and knowledge, although not necessarily expertise in all areas of equality and diversity.

The team needs to agree what is being assessed and who will lead and carry out the assessment. It should be remembered that if the policy or process is one shared by a partner organisation they will also need to be involved in the assessment.

Consultation may include involving tenants/customer groups in the process of EIA.

Stage 3 Assess impact of the policy or process

Before a policy or process can be assessed the aims of that policy or process need to be understood.

Questions need to be asked such as:

- **Why is the policy or process needed?**
- **What does it hope to achieve and what are the outcomes?**
- **How does the organisation ensure it achieves what it intended?**

When assessing a policy or process a team should consider whether it restricts or advances equality and diversity performance.

Stage 4 *Collect and evaluate the evidence*

Examine the evidence you already have to assess the likely impact of policy or process on achieving equality and diversity. Evidence can include recent research, Tenants Surveys, feedback from focus groups and mystery shopping exercises, complaints about discrimination in terms of service delivery or employment, inspections and audit reports.

If additional information is needed research, consultation or surveys may need to be considered.

Stage 5 *Consultation with stakeholders*

Consultation with key stakeholders should be undertaken through the whole impact assessment. Teams should aim to ensure that anyone likely to be affected by the policy or process both internally and externally is given the opportunity to express their concerns and suggestions. Teams will need to ensure that any groups perceived as hard to reach are able to provide their views.

Stage 6 *Consider alternative solutions*

Teams should consider alternative ways of delivering the policy or process so that discrimination is minimised or removed.

This can include:

- **Making changes or adjustments to the policy or process**
- **Considering other ways of implementing the policy or process to minimise or remove any adverse effect**
- **Finding alternative means of achieving the aims of the policy or process.**

Stage 7 *Decision – adopt, continue or adapt the policy or function*

Decide to adopt, continue with or adapt the policy or function. This decision should be based on the previous stages of the impact assessment: Identifying the aims of the policy or process; an evaluation of the evidence collected; the results of consultations undertaken; and any possible alternative solutions.

Stage 8 *Arrangements for regular monitoring and reviews*

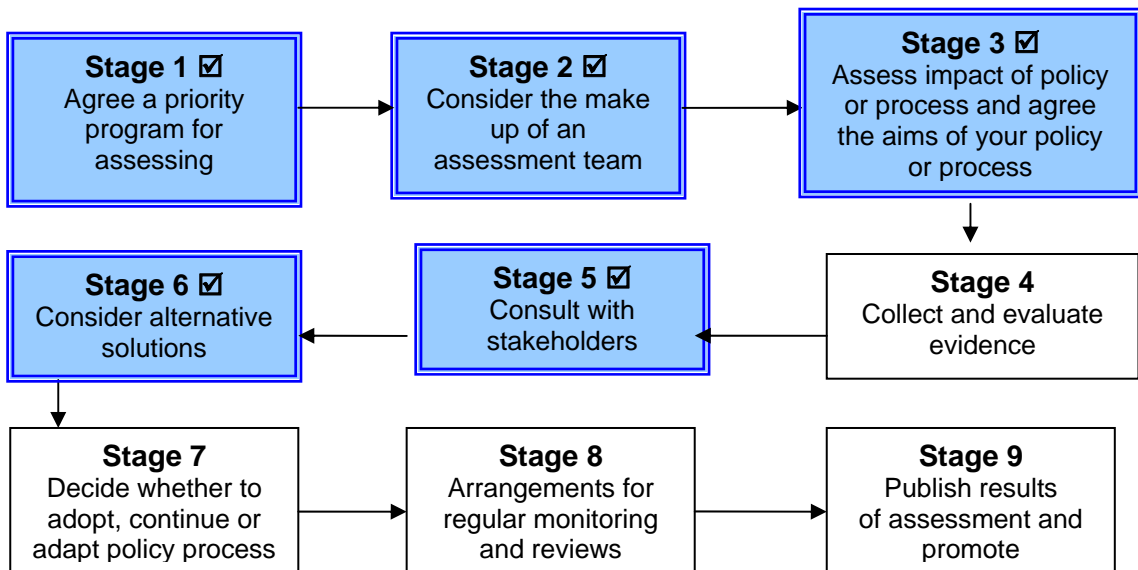
Ensure that regular arrangements for monitoring the impact of a policy or process are in place and reported regularly.

Stage 9 *Publishing the results and promote*

A summary of results including any impact assessment reports should be placed on the organisations website and intranet and more detailed reports made available for governance reasons to boards and committees.

Where requested this includes information in minority languages, large print Braille, tape or CD.

SUMMARY OF EIA PROCESS



REPAIRS AND MAINTENANCE POLICY	
Assessment conducted by;	Les Davies – Housing Maintenance Manager Karen Whitaker – Repairs Co-ordinator Tenant Compact Working Party Group
Date of assessment	LD/KW TCWPG 18 th – 19 th January 2010 2 nd March 2010
Date for next review	Working Document Next Assessment Due - January 2011
Reason for assessment	Review of Repairs and Maintenance Policy
Lead officer of policy or process	Les Davies – Housing Maintenance Manager
Date for new policy or process approval	TBC – provisional review date October 2011

	ACTION REQUIRED	WHO?	DATE COMPLETED
STAGE 1	AGREE PRIORITY PROGRAMME FOR EIA's	C GARNETT	MARCH 2008
STAGE 2	SELECT MAKE UP OF REVIEW TEAM	L DAVIES	DECEMBER 2009
STAGE 3	ASSESS IMPACT OF POLICY	L DAVIES	JANUARY 2010
STAGE 4	COLLECT AND EVALUATE EVIDENCE	L DAVIES	FEBRUARY 2010
STAGE 5	CONSULT WITH STAKEHOLDERS (TCWPG)	C GARNETT	2.3.2010
STAGE 6	CONSIDER ALTERNATIVE SOLUTIONS	L DAVIES	31.3.2010
STAGE 7	DECISION REQUIRED TO ADOPT POLICY	TCWPG	31.3.2010
STAGE 8	MONITORING AND REVIEW PERIOD	L DAVIES	JANUARY 2011
STAGE 9	PUBLISH RESULTS	C GARNETT	OCTOBER 2011

Aims of the policy or process under impact assessment

The policy and procedures relate to the provision of the repairs and maintenance services, out of hours, daytime emergency works and planned investments to housing related assets, including leasehold properties and shops. The policy outlines both national and local service standards to provide choice for service users, wherever possible.

The policy allows customers easy access to the service and offers a range of alternative reporting facilities including an interactive web based interface. Our objective is to ensure the customer has an easily accessible, straightforward means of reporting a repair, which offers prompt action and to ensure the customer is confident that his/her repair is being dealt with efficiently and effectively.

The policy has been designed to meet the Councils legal requirements under the 1985 Housing Act and has been reviewed in line with current guidance provided by the TSA.

Main stakeholders/beneficiaries

Council tenants, leaseholders and some shop keepers (dependent on lease agreement) benefit from the provision of this service.

Identifying potential equality issues and factors

Question	Response/Findings
What do you already know about the equality impact or need? For example, from research, feedback, consultation or any performance monitoring?	<p>Through the 2008 Status Survey we know;</p> <ul style="list-style-type: none"> • 88% of customers are satisfied with the repairs and maintenance service • The majority of tenants are White British (97%), with 1% Other White and 1% White Irish, less than 1% represent ethnic minority groups • Over two-thirds of households have at least one member who has a long-term illness (68%) and 9% have a member who uses a wheelchair • Tenant population is composed of a mixture of older tenants (37%), adults (39%) and families (23%).

Through a range of forums we provide opportunities for service users to be actively involved in setting policies, establishing service standards, performance monitoring and budget management and includes recording aspects of equality and diversity affecting the policy or services provided ;

- **The Housing Management Forum** embed equality and diversity into all aspects of decision making
- **The Core Team** (2005 -2011 Housing Maintenance Contract) consider any operational issues that impact on equality and diversity
- **The Tenant Compact Working Party Group** establish service standards and ensure that they treat everyone fairly and do not discriminate
- **The Tenants Forum** provides an opportunity for residents groups to air concerns about the service. This includes and concerns they may have regarding equality and diversity
- **The Disability Forum** considers the needs of service users with disabilities. Independent auditing of service delivery includes reporting on equality and diversity
- **Leaseholders Forum** meet to discuss any equality and diversity issues that may affect leaseholders
- **Shopkeepers Forum** meet to discuss any equality and diversity issues that may affect shopkeepers

Through regular meetings with local and regional groups we interface with the wider community regarding all aspects of equality and diversity;

- The Multicultural Forum
- South Cumbria Housing Forum
- CADAS
- Streetsafe
- Young Peoples Panel
- Community Partnership
- Multi Agency Task Groups
- Anti-Social Behavior Intervention Panel

Key Questions	Positive effect	Negative effect	Other/additional response	Evidence
<p>Does the policy or process have a positive or negative impact on any racial groups? Describe how and which?</p>	<p>No working practices either seek to include or exclude customers because of their religion or beliefs</p>	<p>Our evidence makes no reference to any negative impact as a result of our policy or working practices.</p> <p>There are no complaints received from racial groups or the Multi Cultural Society about the repairs and maintenance policy or services provided</p>	<p>2008 Status Survey Report: 97% of tenants are White British 1% of tenants are White Irish, 1% other white and 1% are BME</p>	<ul style="list-style-type: none"> • Implementation of ‘Knowing our Customers’ questionnaire helps to profile our customers to ensure we capture/evidence potential adverse impact between equality groups. • The “Communication Needs” screen on the In-House database identifies customers with additional support needs • 2008 Status Survey Report: • The housing service researched the benefits of using language line for interpretation services. A decision was made to use individual interpreters accessed via a partnership with the multicultural centre • The minutes from the Multi Cultural Forum do not show any concerns regarding equality and diversity issues that affect racial groups with regard to the delivery of the repairs and maintenance service

<p>Does the policy or process have a positive or negative impact on particular minority ethnic communities? Describe how and which?</p>	<p>No working practices either seek to include or exclude customers because they come from a minority or ethnic community</p>	<p>Our evidence makes no reference to negative impact as a result of our policy or working practices.</p> <p>There are no complaints received from the Multi Cultural forum from minority ethnic groups about the repairs and maintenance policy or services provided</p>	<p>2008 Status Survey Report: 97% of tenants are White British 1% of tenants are White Irish, 1% other white and 1% are BME</p>	<ul style="list-style-type: none"> • Implementation of ‘Knowing our Customers’ questionnaire to profile our customers to ensure capture/evidence potential adverse impact between equality groups • The minutes from the Multi Cultural Forum do not show any concerns regarding equality and diversity issues that affect particular minority ethnic groups with regard to the delivery of the repairs and maintenance service • The “Communication Needs” screen on the In-House database identifies customers with additional support needs • 2008 Status Survey Report: • The housing service researched the benefits of using language line for interpretation services. A decision was made to use individual interpreters accessed via a partnership with the multicultural centre. • The minutes from the Multi Cultural Forum do not show any concerns regarding equality and diversity issues that affect racial groups with regard to the delivery of the repairs and maintenance service
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<p>Does the policy or process have a positive or negative impact on women, men or transgender? Describe how and which?</p>	<p>No working practices either seek to include or exclude customers due to gender</p>	<p>Our evidence makes no reference to negative impact as a result of current working practices. There have been isolated complaints received via our third party reporting centre for race/hate crime from customers about the repairs and maintenance service provided by the contractor</p>	<p>2008 Status Survey Report: 59% of tenants who completed the survey (referred to as the principal tenant) were female.</p>	<ul style="list-style-type: none"> • Implementation of ‘Knowing our Customers’ questionnaire to profile our customers to ensure capture/evidence potential adverse impact between equality groups. • The “Communication Needs” screen on the In-House database identifies customers with additional support needs • 2008 Status Survey Report: • The housing service works in partnership with Connexions Cumbria and Cumbria Constabulary to act as a “Third party reporting Centre” for Race/Hate crime. There is a designated area within the reception area with information and reporting packs for anyone experiencing Race/Hate crime.
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<p>Does the policy or process have a positive or negative impact on women, men or transgender in particular communities? Describe how and which?</p>	<p>No working practices either seek to include or exclude customers from particular communities due to gender</p>	<p>Our evidence makes no reference to negative impact as a result of current working practices. There are no complaints received via our third party reporting centre for race/hate crime from particular communities about the repairs and maintenance service</p>	<p>2008 Status Survey Report: 59% of tenants who completed the survey (referred to as the principal tenant) were female.</p>	<ul style="list-style-type: none"> • Implementation of ‘Knowing our Customers’ questionnaire to profile our customers to ensure capture/evidence potential adverse impact between equality groups. • The “Communication Needs” screen on the In-House database identifies customers with additional support needs • 2008 Status Survey Report: • The housing service works in partnership with Connexions Cumbria and Cumbria Constabulary to act as a “Third party reporting Centre” for Race/Hate crime. There is a designated area within the reception area with information and reporting packs for anyone experiencing Race/Hate crime.
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<p>Does the policy or process have a positive or negative impact on all people with disabilities? Describe how and which?</p>	<p>No working practices either seek to include or exclude customers with disabilities</p>	<p>Our evidence makes no reference to negative impact as a result of current working practices. There are no complaints received from the Disability Forum or individual groups about the repairs and maintenance policy or services provided</p>	<p>2008 Status Survey: Two thirds of households have at least one member who has a long-term illness (67%) and 9% have a member who use a wheelchair..</p>	<ul style="list-style-type: none"> • Implementation of ‘Knowing our Customers’ questionnaire to profile our customers to ensure capture/evidence potential adverse impact between equality groups. • The “Communication Needs” screen on the In-House database identifies customers with additional support needs • 2008 Status Survey Report: • The minutes from the Disability Forum do not show any concerns regarding equality and diversity issues that affect the delivery of the repairs and maintenance service to customers with disabilities
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<p>Does the policy or process have a positive or negative impact on people with particular disabilities? Describe how and which?</p>	<p>No working practices either seek to include or exclude customers with particular disabilities</p>	<p>Our evidence makes no reference to negative impact as a result of current working practices. There are no complaints received from the Disability Forum or from people with particular disabilities about the repairs and maintenance policy or services provided.</p>	<p>2008 Status Survey: Two thirds of households have at least one member who has a long-term illness (67%) and 9% have a member who use a wheelchair.</p>	<ul style="list-style-type: none"> • Implementation of 'Knowing our Customers' questionnaire to profile our customers to ensure capture/evidence potential adverse impact between equality groups. • The "Communication Needs" screen on the In-House database identifies customers with additional support needs • 2008 Status Survey Report: • The minutes from the Disability Forum do not show any concerns regarding equality and diversity issues that affect the delivery of the repairs and maintenance service to customers with particular disabilities
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<p>Does the policy or process have a positive or negative impact on people of a particular age? Such as children, young people, older people. Describe how and which?</p>	<p>No working practices either seek to include or exclude customers of a particular age</p>	<p>Our evidence makes no reference to negative impact as a result of current working practices. There are no complaints received from Young Persons Panel, Tenants Forum or Anti-Social Intervention Panel about the repairs and maintenance policy or services provided</p>	<p>2008 Status Survey: Barrow BC has a mixed aged population. 61% of tenants are under 60 years old, with 36% aged between 35 and 54 years old. 39% of principal tenants are over 60 years old, with 13% aged 75 or over – including 3% of tenants over 85 years old. Only 14% of tenants are under 34 years old.</p>	<ul style="list-style-type: none"> • Implementation of ‘Knowing our Customers’ questionnaire to profile our customers to ensure capture/evidence potential adverse impact between equality groups. • The “Communication Needs” screen on the In-House database identifies customers with additional support needs • 2008 Status Survey Report: • The minutes from the Young Peoples Panel, Tenants Forum and Anti Social Intervention Panel do not show any concerns regarding equality and diversity issues that affect the delivery of the repairs and maintenance service
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<p>Does the policy or process have a positive or negative impact on people with particular sexuality? Describe how and which</p>	<p>No working practices either seek to include or exclude customers of a particular sexuality</p>	<p>Our evidence makes no reference to negative impact on people with particular sexuality. There have been isolated complaints received via our third party reporting centre for race/hate crime from customers about the repairs and maintenance service provided by the contractor</p>	<p>2008 Status Survey: The majority of tenants classed their sexual orientation as heterosexual (82%), with only a small percentage of bisexual tenants (0.6%), gay men (0.2%) or gay women (0.4%). 2.7% of tenants said that they had an “other” sexual orientation. 14% of tenants who answered the question about their sexual orientation preferred not to comment.</p>	<ul style="list-style-type: none"> • Implementation of ‘Knowing our Customers’ questionnaire to profile our customers to ensure capture/evidence potential adverse impact between equality groups • The “Communication Needs” screen on the In-House database identifies customers with additional support needs • 2008 Status Survey Report • The housing service works in partnership with Connexions Cumbria and Cumbria Constabulary to act as a “Third party reporting Centre” for Race/Hate crime. There is a designated area within the reception area with information and reporting packs for anyone experiencing Race/Hate crime.
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<p>Does the policy or process have a positive or negative impact on people with particular religion or belief? Describe how and which?</p>	<p>No working practices either seek to include or exclude customers of a particular religion or belief.</p>	<p>Our evidence makes no reference to negative impact on people with a particular religion or belief. There are no complaints received from racial groups or the Multi Cultural Society about the repairs and maintenance policy or services provided</p>	<p>The majority of Barrow BC tenants are Christians (67%), while 26% of tenants said that they did not belong to any religion and 6% preferred not to say. 1% of tenants said they belonged to other religions</p>	<ul style="list-style-type: none"> • Implementation of ‘Knowing our Customers’ questionnaire to profile our customers to ensure capture/evidence potential adverse impact between equality groups. • The “Communication Needs” screen on the In-House database identifies customers with additional support needs • 2008 Status Survey Report • The minutes from the Multi Cultural Forum do not record any concerns regarding equality and diversity issues that affect customers with a particular religion or belief with regard to the delivery of the repairs and maintenance service
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Outsourced services

If your policy/process is partly or wholly provided by external organisations/agencies, please list any arrangements you plan to ensure that they promote equality and diversity. Include this in your improvement plan

- The repairs and maintenance services are presently provided by external contractor s
- In 2010 we will introduce the contractors equality and diversity handbook to raise Equality and Diversity awareness among the contractors employees
- In 2010 we will provide structured training for contractors regarding Equality and Diversity to enable Equality and Diversity to be considered when delivering services

Relations between different equality groups

Does your assessment show that a policy or process may amount to potential adverse impact between different equality groups? If yes please explain how the improvement plan is going to tackle this issue

- 'Knowing Our Customers' questionnaire was introduced to profile our customers to ensure we capture/evidence potential adverse impact between equality groups.
- The 2008 Status Survey evidences the equality groups that make up our customer base. The level of ethic groups presently represents less than 1% of customers
- The protected characteristics monitoring are included in our Housing application form and also transfer application

Summary of replies from individuals and stakeholders consulted including any previous complaints on equality and diversity issues about the policy or process

- Input from Advisory Group – (E & D specialist advice Advisory Group to Corporate Equalities Group)
- Satisfaction Survey Data from 'New Tenancies'
- Reports received by the "Third Party Reporting Centre" indicate an isolated number of complaints about the contractor delivering the repairs and maintenance service with regard to sexual orientation/transgender issues

Options resulting from this equality impact assessment including measures necessary to minimise or remove any adverse impact and better promotion of equality and diversity

- Updates on Visual Display Screen – Information for all Housing Customers in Reception Area
- Regular updates on E&D issues 'Fact Sheet' to all Housing Staff /Members
- Large Print Available , Braille, magnifying glasses available for customers with sight problems to read any booklets, info etc
- Literature translated in different languages as an when requested
- Posters displayed in reception area 'Welcoming customers' in different languages.
- Welcome to Cumbria booklets giving information about services available in Cumbria produced in Polish, Czech,Lithanian and English in partnership with Furness Multicultural Service
- Multi lingual signs displayed within housing reception area promoting translation of documents into another language or format.
- Induction loop installed within the Reception area for assist hard or hearing customers.
- All front line Housing Staff have attended basic sign language training.
- Ongoing training for all Housing Service Staff/members/tenants representatives on equality and diversity.

Arrangements for regular monitoring of the impact of policy or process

- Implementation of EIA Proforma on all Repairs Team's PC in order that the EIA can be used as a working document to capture information at the time a process is updated on a procedure amended. Operating in this manner can ensure up to date information is recorded.

Any actions and outcomes

- Improve signage in reception area to raise awareness of translation services available (Review 0.4% of customers shown in the 2008 Status Survey to identify the minority groups within our customer base)
- Review housing applications and waiting list to identify if additional signage and/or translation services are required for new/potential customers
- Consider using female engineers for aspects of service delivery
- Progress Equality and Diversity Booklet for Staff/Members/Contractors/Partner Agencies – aim to ensure consistency and raise awareness
- Deliver equality and diversity training to contractors employees
- Progress All Customer Service Teams with EIA Proforma on PC's
- Continual EIA Training on an annual basis emphasis for 2009/2010 on language skills, cultural awareness and disability sensitivity ensuring all front line staff are trained.
- Fact Sheets circulated to all Housing Staff with up to date information on Equality issues and changes in equality frameworks etc

HOMELINK SERVICE USERS

HOMELINK SERVICE USERS	Council tenants
Eamont Close Community Warden	37
Resident/Mobile Warden (Dalton)	42
Mobile Warden Service	255 + 17
TOTAL	351

	No.
Private subscribers – Non-Council property	155

Performance Indicator	Actual 2009/10	Actual 2010/11	Apr -June 2011	Target (Median)
£ Rents Collection				
£ Rent collected	£ 8,546,587	£8,738,448	£2,120,260	£ 8,321,841
Rent collected as % of rent due	98.46%	100.97%	95.76%	99%
£ Current Arrears	£165,452	£158,236	£179,618	£175,679
£ Former Arrears	£123,432	£103,064	£96,684	£128,081
Write Offs	£129,709	£114,706	£25,768	£34,616
Tenants evicted for rent arrears	18	13	0	13
Current tenants arrears % of rent owed	1.91%	1.86%	8.18%	2.10%
Former tenants arrears % of rent owed	1.42%	1.18%	4.40%	1.90%
£ Rent arrears Garages	£4,094	£3,289	£2,536	£ 3,750
£ Rent Arrears Shops	£28,131	£27,524	£18,704	£ 25,000
Void management				
No. of Voids	281	268	80	225
Average relet time for dwellings (days)	31	28	49	31
£ rent loss through vacant dwellings	£ 101,530	£85,909	£ 29,608	£ 129,811
£ rent loss due to vacant garages	£4,873	£4,907	£1,177	£ 4,500
£ rent loss due to vacant shops	£4,253	£4,844	£3,125	£ 4,000
% properties accepted on first offer	NA	73.9%	NA	70%
Cost per Void (Rents, Repairs, Mgt & Arrears)	NA	£ 2,556	£ 1,141	
Maintenance				
No. Repair Orders issued (Tenant Demand)	13,068	10890	2543	8946
% all reactive repairs completed on time	81%	92.5%	96.4%	94.8
% emergency repairs completed on time	97%	98.9%	98.3%	96.7
% urgent repairs completed on time	88%	89.6%	91.9%	94.6
% routine repairs completed on time	93%	90.6%	96.3%	94.1
Average end-to-end time for all reactive repairs (days)	12.6	12.6	9	9
Percentage of repairs completed right first time	NA	NA	NA	94.7
Appointments kept as a percentage of appointments made	97%	97.13	NA	96.8
Appointments made as a percentage of repair orders (exc gas & voids)	100%	100%	NA	94.1
Percentage of dwellings with a valid gas safety certificate	99.5%	99.2%	NA	99.5
Average time taken to answer inbound telephone calls (in seconds)	NA	NA	NA	
Percentage of homes that fail to meet the Decent Homes Standard	0%	0.0%	0.0%	6.70%
*Average energy efficiency rating of dwellings (based on SAP 2005)	76.20%	68.3	68.3	69.10%
Equality & Diversity				
ASB cases reported	213	85	28	119
Percentage of closed ASB cases that were successfully resolved	13.1%	72%	81%	NA
% Vulnerable people achieving independent	87%	97%	90%	77.2
% Diversity Information : Age	99.90%	99.88%	99.90%	100%
Gender	100%	100%	100%	98%
Ethnicity	66.90%	94.70%	71.19%	75%
Disability	42.40%	44.59%	47.79%	75%
Sexuality	43%	41.70%	45.15%	55%
Religion or belief	43%	43.05%	46.34%	55%
Percentage of Stage 1 complaints upheld	NA	25%	25%	NA

Performance Indicator	Actual 2009/10	Apr - Mar 2011		
Satisfaction				
Percentage of tenants satisfied with the landlord's services overall	87%	87%		NA
Percentage of tenants satisfied with repairs and maintenance	88%	88%		NA
Percentage of tenants satisfied that their views are taken into account	76%	76%		NA
Percentage of new tenants satisfied with the allocation and letting process	NA	NA		NA
Percentage of residents satisfied with estate services	81%	81%		NA
Value for Money -				
Cost per property - direct costs				
Major & Cyclical works (service)	£1,406	*		£1,450
Responsive Repairs	£400	*		£385
Void Repairs	£132	*		£202
Rent Arrears & Collection	£68	*		£67
Community Involvement	£31	*		£25
Anti Social Behaviour	£37	*		£24
Neighbourhood Mgt (Estates/Tenancy mgt.)	£95	*		£138
Housing Options	£45	*		£28
Leasehold	£31	*		£136
Total staff turnover	8%	10.3%		8%
Ave. working days lost / sickness absence	14.0	22.3		10.5

Housing Property	Dwellings
HSE	1292
FLATS	1251
BUNGALOWS	157
TL DWELLINGS	2710
LEASEHOLDS	201
GARAGES	484
SHOPS	21

SOLD PROPERTIES	2010-11	No	2011-12
HSE	231,000	1	46,500
FLAT	29,200	0	0
LAND	19,400	6	0
TL	279,600	7	46,500

HOMELESSNESS	Actual 2009/10	Actual 2010/11	Apr -June 2011
Homeless ave. days in temporary dispersed accommodation	47	46	34
Homeless ave. days in temporary B&B accommodation	22	31	19
Homeless presentations	NA	225	55
Homeless preventions	NA	146	28
Eligible Homeless	NA	27	14

HOUSING REGISTER	Actual 2009/10	Actual 2010/11	Apr -June 2011
Applicants on housing register		1700	
Cumbria Choice Register		895	1217

PLANNED INVESTMENTS 2011-12

SCHEME	CONTRACTOR OR SUPPLIER	AVAILABLE BUDGET	NO OF PROPERTIES	INVOICES PAID TO DATE	START DATE	ESTIMATED COMPLETION DATE	CONTRACTOR	TARGET COST	OUT TURN ESTIMATE	COMMENTS
REWIRES	CUMBRIA HOUSING PARTNERS	£253,000	138	£76,000	1.4.2011	Feb-12	K WILSON	£273,929	£273,929	35% Complete
BATHROOMS	CUMBRIA HOUSING PARTNERS	£300,000	181	£39,729	1.4.2011	Feb-12	AB MITCHELL	£253,000	£300,000	20% Complete
KITCHENS	CUMBRIA HOUSING PARTNERS	£750,000	290	£270,344	1.4.2011	Feb-12	AB MITCHELL	£717,000	£750,000	35% Complete
HEATING	CUMBRIA HOUSING PARTNERS	£850,000	219	£255,000	1.4.2011	Feb-12	AB MITCHELL INTEGRAL	£642,233	£642,233	45% Complete
RE-POINTING	TBC	£150,000	50	£0	1.7.2011	31.3.2012	TBC	£150,000	£150,000	Tender documnts being prepared
PAINTING	CUMBRIA HOUSING PARTNERS	£200,000	494	£20,000	1.4.2011	Feb-12	GH JONES	£168,270	£168,270	25% Complete

HOUSING MAINTENANCE COMMITMENTS 2011-12

	Funding Available 2011-12	Gross COMMITMENT	Weekly Available	Gross Comm. as a % funds available
Tenant Demand Repairs	£900,000.00	£122,041.00	£17,307.69	14%
Voids	£200,000.00	£66,168.00	£3,846.15	33%
Gas Servicing	£425,000.00	£56,370.00	£8,173.08	13%
Decoration Vouchers	£35,000.00	£9,644.00	£673.08	28%
Disrepair Claims	£25,000.00	£0.00	£480.77	0%
Environmental Impmts	£50,000.00	£7,843.00	£961.54	16%
Disabled Adaptations	£300,000.00	£83,069.00	£5,769.23	28%
Electrical Testing	£175,000.00	£4,164.00	£3,365.38	2%
Door Entry Maintenance	£20,000.00	£17,242.00	£384.62	86%
Total	£2,205,000.00	£366,541.00	£40,961.54	