

## BOROUGH OF BARROW-IN-FURNESS

### HOUSING MANAGEMENT FORUM

Meeting: Thursday, 27th August, 2009  
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 accompanies the agenda and reports for this meeting.

4. Confirmation of minutes of meeting held on 25th June, 2009.

5. Apologies for Absence/Changes in Membership.

#### FOR DECISION

##### **STRATEGIC PLANNING**

- (D) 6. Appointment of Representatives to Working Groups etc.
- (D) 7. Homelink Services
- (D) 8. Tenants' Forum Constitution
- (D) 9. Mobile Caretaker Unit
- (D) 10. 34 Fenton Street, Barrow in Furness: 2 Bedroomed House

- (D) 11. Consultation: Reform of Council Housing Finance
- (D) 12. Choice-Based Lettings

**FOR INFORMATION**

- 13. Performance Information Report – 6<sup>th</sup> April 2008 to 5<sup>th</sup> July 2009
- 14. Planned Maintenance Programme 2009/10

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

**HOUSING MANAGEMENT FORUM MEMBERS:**

Councillors: D. Dawes  
O. N. Flitcroft  
J. Hamezeian  
L. Hammond  
M. Irwin  
D. V. James (Councillors' nominated Chairman appointed at Annual Council meeting)  
R. E. J. Maltman  
J. Waiting

Tenant Representatives: Mrs. P. Charnley (Chairman for meeting management purposes)  
Mrs. M. Burgess  
Mr. N. Hird  
Mrs. K. Hotchkiss  
Mr. A. McIntosh  
Mr. D McMillan  
Mr. T. Slater  
Mrs. J. McMurray

**For queries regarding this agenda, please contact:**

Keely Fisher  
Democratic Services Officer  
Tel: 01229 876313  
Email: [ksfisher@barrowbc.gov.uk](mailto:ksfisher@barrowbc.gov.uk)

Published: 19th August, 2009

# HOUSING MANAGEMENT FORUM

Meeting: 25<sup>th</sup> June, 2009  
at 2.00 p.m.

PRESENT:- Councillors Dawes, Flitcroft, J. Hamezeian, Hammond, James and Maltman.

Tenant Representatives:- Mrs P. Charnley, Mrs K. Hotchkiss, Mr A. McIntosh, Mr D. McMillan, Mr T. Slater, Mrs M. Burgess and Mr T. Wilson.

## **1 – Appointment of Chairman for 2009/10**

The Chief Executive reported that the Council on 12<sup>th</sup> May, 2009 had appointed Councillor James as Chairman of the Housing Management Forum. However, at the Executive Committee on 28<sup>th</sup> 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 for retaining the Forums freedom to appoint an alterative Chairman for meeting management if it so wished”.

Nominations were requested for the appointment of Chairman for meeting management.

The nomination of Mrs Pauline Charnley was received, duly seconded and voted upon and it was,

RESOLVED:- That Mrs P. Charnley be appointed Chairman of the Housing Management Forum for 2009/10

MRS P. CHARNLEY IN THE CHAIR

## **2 – Minutes**

The Minutes of the meeting held on 26th February, 2009 were taken as read and confirmed.

## **3 – Apologies for Absence/Changes in Membership**

Apologies for absence were received from Councillors Irwin and Waiting and Mr N. Hird.

Mr T. Wilson had also replaced Mrs J. McMurray for this meeting

## **4 – Appointment of Representatives to Working Groups etc**

The Chief Executive reported that at the Annual Council on 12<sup>th</sup> May, 2009, 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 tenants representatives of Tenant Compact Working Party, the Homelessness

Funding Working Party and the Homelink Review Group for 2009/10. Three Member representatives by proportionality indicated in the report and 3 tenant representatives were required for each.

At the meeting Councillor Hamezeian questioned the way in which tenants were appointed to the Housing Management Forum and following a debate, the Forum agreed that the tenants constitution be brought back to the next meeting for review.

RECOMMENDED:- (i) That Membership for 2009/10 be as follows:-

#### Tenant Compact Working Party

Council Representatives (1:1:0:0:1) Councillors James and Wood plus one Labour representative.

Tenant Representatives - Mrs P. Charnley, Mrs K. Hotchkiss and Mr A. McIntosh.

#### Homelessness Funding Working Party

Council Representatives (1:1:0:1:0) Councillors Flitcroft and J. Hamezeian plus one Labour Representative.

Tenant Representatives - Mrs P. Charnley, Mrs K. Hotchkiss and Mr A. McIntosh.

#### Homelink Service Review Group

Member Representatives (2:0:0:0:1) Councillors Dawes, Maltman and Wood.

Tenant Representatives - Mrs P. Charnley, Mr A. McIntosh and Mr B. Ward.

(ii) That the Tenants Constitution be brought back to the next meeting of the Housing Management Forum for review.

### **5 - Homelessness Funding 2009/10**

The Housing Manager reported that the Homeless Directorate previously awarded funding to this Authority to support the implementation of the homeless strategy and prevent homelessness. The Homelessness Directorate had since confirmed that £60,000 would be available to Barrow Borough Council in 2009/10.

Members previously agreed in March, 2004 that a Homelessness Working Group should be established and made up of three elected Members, three Tenant Representatives and the Customer Services Manager.

Due to operational issues arising it had not proved possible for the Homelessness Working Group to consider the applications for Homelessness funding for 2009/10 prior to this meeting but he requested that Members support the following proposals:-

## **Funding Review 2008/09**

Meetings had been held with the recipients of funding and members of the Homeless Working Party to discuss the schemes that were funded. Officers also subsequently held discussions with individual groups and it was identified that the funding for three projects were now delivering the agreed outcomes as hoped.

It was therefore agreed in conjunction with the three groups that funding would be withdrawn.

He recommended that grant monies now be used as follows:-

### £5,000 – Shelter South Cumbria Offender Scheme

Previously Members had agreed to provide homelessness funding to develop a housing advice service for offenders leaving prison. This funding would extend the service until 31<sup>st</sup> March, 2010.

### £12,100 Deposit Guarantee Scheme (DIGS)

DIGS was a charity and limited company that helped homeless and inadequately housed people to gain access to the private rented sectors by offering a guarantee to landlords to cover loss to property or furnishings.

DIGS was a County wide service and this funding would go towards the admin costs of providing the service.

### £2,500 – BBC Sanctuary Scheme

This funding would be used to assist domestic abuse victims to remain in their own homes safe from the perpetrator, prevent homelessness and subsequently the need for the Council to provide alternative emergency temporary accommodation to the victim and family.

The funding would cover the cost of lock changes, window locks and security lighting being installed and any other work (on a case by case basis) deemed necessary within reason to ensure the victim and families safety.

### £10,000 – BBC Refurbishment of Temporary Accommodation

The Council currently used 12 dispersed units of emergency temporary homeless accommodation consisting of 1 bedroomed and two bedroomed flats and three bedroomed flats across the Borough. Properties were originally furnished with items from the homeless hostel when it closed and were partially refurbished by funding awarded from the CLG grant for 2003/04.

Due to the nature of the used of the properties – regular short stay occupancy, it was good practice to review properties used as temporary accommodation and redesignate properties as deemed necessary.

The current stock of temporary accommodation was in need of major refurbishment. This funding would enable the temporary emergency accommodation to be brought up to a reasonable standard for potentially homeless/homeless persons to reside.

#### £19,400 – CADAS Mediation Service

Members had previously considered providing a mediation service by CADAS but deferred a decision. Meetings had been held with CADAS and the Housing Manager was confident that they could provide a more certain and consistent service.

This funding would enable a new mediation service to be developed by CADAS in Barrow and to provide mediation/family intervention for residents of the Borough to prevent homelessness and provide a means of resolving dispute.

#### £11,000 – Destin – Performance Management Solution

Officers in the Homeless Section had increasingly found a large extent of their workload was spent carrying out administrative work in relation to case work, referencing case law, reviews and appeals. This issue had been raised at Cumbria Homeless Forum and several districts within the County had resolved this problem by introducing a software package Destin, which enabled staff to work as efficiently as possible by assisting them with case work, up to date legislation and all tasks involved in providing an effective homeless service.

The funding would cover the initial start up costs for Destin to develop a package to meet the Council's specification, install the software and the first years annual fee for changes to the system as and when legislation case law and practices changed. Regularly updating the system was vital as nothing remained still in this environment and without a means of ensuring material was up to date it would quickly lose its value.

#### **Court Desk Funding (£10,000)**

The Housing Manager reported that in 2009/2010 the Council was awarded £10,000 by CLG to assist with the provision of a court desk in Barrow. The court desk was a facility within the court premise to ensure any household facing repossession of their home and attending court could be properly represented "on the day". Funding was used to develop the court desk service in partnership with CAB to enhance existing advice and assistance provided by the CAB solicitor attending court.

A working group was in place consisting of CAB and the Council representatives which had developed proposals, developed the service and monitored its effectiveness.

He reported that a further £10,000 had been awarded to the Borough by CLG to continue to assist court desk provision in 2009/10 and he proposed that current arrangements be continued. At the meeting he also reported that an additional £10,000 had been awarded and suggested that this funding also be invested through the same scheme.

### **Prevention Repossession Funding (£28,500)**

The Housing Manager reported that it had been widely reported that measures be put in place to assist persons at risk of homelessness through repossession or eviction. At the present time a figure of £28,500 had been suggested for the Borough.

He was currently working with colleagues across Cumbria to establish the working arrangements for delivering such a service and he requested Members to note the information at this time.

### **Housing Options Funding (£10,000)**

The purpose behind this funding was to be used in a flexible manner. The Housing Manager was currently considering draft criteria to ensure proper use of the funding by officers when endeavouring to prevent homelessness. In all cases the Council would undertake a financial assessment to ensure he/she was not financially able to cover the payments. This amount would depend on the household circumstances and would be made at the discretion of the Customer Services Manager. If the amount exceeded £250 the case would be discussed between the Customer Services Manager and the Housing Manager prior to a decision being made.

RECOMMENDED:- That Members,

(i) Agree to the following spend profile:-

£5,000	Shelter: South Cumbria Offenders Scheme
£12,100	Deposit Guarantee Scheme (DIGS)
£2,500	Barrow Borough Council Sanctuary Scheme
£10,000	Barrow Borough Council Refurbishment of Temporary Accommodation
£19,400	CADAS Mediation Service
£11,000	Destin (Performance Management System)
-----	
£60,000	
-----	

(ii) Continue the Court Desk provision by use of £10,000 awarded by CLG and agree that the additional £10,000 funding awarded also be invested through the same scheme;

(iii) Note the Prevention Repossession funding of £28,500 awarded by CLG; and

(iv) Agree the proposal to implement a Homelessness Prevention Fund with £10,000 Housing Options funding awarded by CLG.

### **6 – Housing Maintenance Investment Programme 2009/10**

The Housing Manager submitted a report which was to consider an opportunity to bring forward Major Repairs Allowance (MRA) funding of £300,000 for the year

2010/11 to spend in the current financial year 2009/10. At the Housing Management Forum on 26<sup>th</sup> February, 2009 the Housing Services Investment Plan was agreed.

In response to the current financial climate the Government had considered a number of options to support the construction industry. This included an opportunity for Local Authorities who owned and managed a stock to apply to bring forward future investment plans funded through MRA.

Having considered the opportunity and having regards to the time frame for submissions, the Housing Manager submitted a bid to bring forward a sum of £300,000.

The figure reflected what he would suggest was realistic to ensure delivery in the current financial year.

He also suggested it was appropriate to split the funding equally across the three priority investment areas currently being progressed; kitchen and bathroom upgrades and central heating replacement. He also recommended that additional investment be delivered through Cumbria Housing Partners as an extension to the contracts that were already in place for 2009/10.

In considering this opportunity he made it clear that this was not additional funding but would be bringing forward the future of MRA funding. However it would enable up to 121 tenants to benefit from upgrades to their property earlier than would otherwise be the case.

**RECOMMENDED:-** That Members agree to

- (i) Endorse the Housing Manager's action in submitting a bid for major repairs allowance funding to be brought forward;
- (ii) The Council taking up the opportunity to bring forward Major Repairs Allowance funding from 2010/11 to 2009/10; and
- (iii) The funding being used to accelerate investment being determined through Cumbria Housing Partners as follows:-

£100,000	Kitchen upgrades
£100,000	Bathroom upgrades
£100,000	Central heating upgrades.

## **7 – Maintenance Contract**

The Housing Manager submitted a report which requested Members to consider and agree an extension to the Maintenance Contract with Integral.

Integral had been appointed on 5<sup>th</sup> November, 2005. The contract was NEC3 Option C for an initial period of four years with the option to extend for a further 2. The contract work included:- Responsive day to day repairs and out of hours emergency



response; void property repair, gas appliance servicing and c.50% of planned improvements on kitchens, bathrooms and central heating upgrades.

### Delivering the Contract

In awarding this contract there were a number of key service delivery issues to be progressed the key one being to introduce an appointment system but also to progress the concepts of multi skilling, zoning of work delivery and agreeing key performance indicators.

To deliver these improvements required the contractor and Housing Maintenance Services to go through a number of significant changes in operational practice. An appointment system was introduced on a trial basis initially and then rolled out across all routine repairs in Year 2 of the contract and was working well. Other aspects of the improvements suggested above were not finalised but were still being progressed.

Since Year 3 of the contract, the Council moved to the process of operating an open book accounting system and payment base on average activity rates and target costs as originally envisaged.

### Financial Appraisal

This contract was let on a competitive basis with a 50% costs and 50% quality assessment. It had not been possible to obtain benchmarking information from other providers for all aspects of the contracting order to compare costs.

In order to look at whether current arrangements offered value for money the Housing Manager had:-

1. Responsive Repairs: Compared current average costs of comparable works with our previous contractor by taking the historic costs and uplifting them by contract indexation.
2. Planned Costs: Compared with cost of delivery through Cumbria Housing Partners.

The results of this would suggest:-

- Routine repairs were 15% less expensive than previous contractor.
- Gas Services were 2% less expensive than previous contractor
- Voids were 7% more expensive than previous contractor
- Planned Maintenance was between 32% and 34% more expensive

The Housing Manager felt that it was not surprising that delivery of planned works was higher than through Cumbria Housing Partners. Discussions were ongoing with Integral and new 'target costs' proposed by Integral would bring costs down to more align those of Cumbria Housing Partners.

### What the Customers Say

The Housing Manager stated that customer views were captured in a number of ways for all work completed.

This included information collected through the biannual 'Tenant Satisfaction Survey' (status) and on a job by job basis.

The report gave a summary of the tenants responses through the Tenant Satisfaction Survey 2008.

### Summary of Cost and Performance

As demonstrated in the tenants responses, the service being delivered was good. Efficiencies in terms of cost had also generally been good and where this was not shown to be the case the housing service were in the process of agreeing revised target costs to reflect alternative delivery methods.

### Options for the Future

In order to reach the point at which we are now, there was no doubt that considerable commitment had been required by Integral and the Maintenance Section in terms of changes to traditional working practices. This would appear to have been achieved whilst improving performance and showing efficiency in delivery. The provision of routine repair services was not the most lucrative or easiest form of maintenance contract to deliver. He suggested that in the current financial climate to consider changing the contractor would not be appropriate or achieve long term benefits.

On the basis of performance and cost figures above and in recognition of the working arrangements now established he recommended that members agree the extension of the contract for a further 2 years.

**RECOMMENDED:-** That Members agree to an extension of the current contract arrangements from 5<sup>th</sup> November, 2009 for a further 2 years.

## **8 – Housing Service: Strategic Aims**

The Housing Manager submitted a report to update Members on the work being carried out in the department with regard to "Preparing for Inspection: Improving our Services".

It also sought Members approval to reaffirm the guiding principles on which the services work should be developed.

Mike Schirwing had started work with colleagues. His role was to act as a critical friend to the service in preparing for a possible inspection in identifying service improvements.

The process would involve a review of key service areas by completing a self assessment exercise to identify strengths, weaknesses and gaps in service, agreeing

priorities for action and introducing a performance management system for reporting progress. The work completed would be part of the evidence required for an inspection as well as providing a structure for service improvements.

In the first four days Mike Schirwing had held briefing sessions with colleagues and members of the Tenants and Housing Management Forums.

Teams within the service had also started work with him to complete their self assessments with a view to reviewing them with him in July. In addition to the above he had identified a number of key issues that the Housing Manager needed to look at. In short these included broad guidance on which the service could be directed including defining our “vision, objectives and priorities”.

He made reference to greater clarity required on issues such as:-

- Housing Strategy and Business Planning
- Value for Money
- Social Cohesion
- Equality and Diversity

In progressing our approach it was appropriate to also be led to the Council’s overall vision for the Borough which was as follows:-

“To become recognised, both by the local people and those outside the area, as a prosperous, pleasant, healthy and safe place to live and work”.

The housing service would contribute to this vision by developing and delivering its services to “provide well maintained homes and estates where people choose to live”.

The housing service would achieve this by:

- Providing excellent customer focused and accessible services.  
Example: Are viewed positively by tenants.
- Involving and empowering residents.  
Example: Are able to demonstrate customer views and opinions and comments.
- Prudent Financial Management to ensure financial resources are used effectively and with regard to value for money.  
Example: Manage resources with available budget.
- Investing and maintaining homes and estates to the best standard possible with the resources available.  
Example: Achieve right balance of response to planned maintenance.
- Investing in communities.  
Example: An efficient and preventative approach to tackling antisocial behaviour.

The Housing Manager had given some examples of “aspirations” to be achieved. These would be developed through the self assessment process and in conjunction with the Tenant Compact Working Party.

In agreeing the above, the Housing Manager would look to progress re-drafting the Business Plan and relevant documents through agreed consultation processes.

It would also be his usual practice to agree service development priorities at this meeting. In view of the above, however, it would be more appropriate to complete the self assessment process which would involve agreeing the plan through this Forum.

**RECOMMENDED:-** That Members:

- (i) Note the progress with Mike Schirwing;
- (ii) Agree the Housing Services Vision “to provide well maintained homes and estates where people choose to live”; and
- (iii) Note action regarding the annual service plan.

### **9 – Performance Information Report – 7<sup>th</sup> April, 2008 to 5<sup>th</sup> April, 2009**

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:-

<b>PERFORMANCE INDICATORS</b>							
<b>Housemark/ BVPI / Local</b>	<b>Performance Indicator</b>	<b>Actual 2004/5</b>	<b>Actual 2005/6</b>	<b>Actual 2006/7</b>	<b>Actual 2007/8</b>	<b>Actual 2008/9</b>	<b>Target 2009/10</b>
	<b>Rent Arrears and Collection</b>						
BV66a	% Rent Collected	98.3%	98.1%	97.88%	96.78%	96.48%	98%
BV66b	% Tenants with > 7 weeks arrears	N/A	5.76%	5.89%	6.82%	6.33%	5.5%
BV66c	% Tenants served with NOSP for arrears	N/A	33.37%	35.48%	29%	30.6%	25%
BV66d	% Tenants evicted for rent arrears	N/A	0.99%	1.05%	0.66%	0.89%	0.5%
Housemark	Current tenants arrears as % of rent roll	2.86%	2.9%	2.99%	2.96%	2.60%	2.5%
	<b>Void management</b>						
BV212	Average relet time for dwellings (in days)	40.8	34	28	35.9	30	28
Housemark	% rent loss through vacant dwellings	1.7%	1.19%	0.98%	1.41%	1.61%	1%
Local	% rent loss due to voids – garages	1.97%	3.6%	2.63%	2.81%	3.25%	2%
	<b>Homelessness</b>						
Housemark	Average stay in B & B for families with children or pregnant women (in days)	N/A	3.5	2	10	3.7	3
Housemark	% of homeless applications where decision made and notified within 33 days	70%	99%	98.5%	95.3%	84.8%	99%
Local	Average length of stay in B&B (in days)	N/A	24.5	22	14.4	18	12

Local	Average length of stay in dispersed (in days)	45	50	45	48	56	28
Local	Average length of stay in dispersed for families with children (in days)	52	61	34	41	49	28
Local	Average number of homeless households in dispersed accommodation	7.5	5.9	5.8	7.3	9.6	5
BV213	% of households whose situation was resolved by housing advice	N/A	N/A	N/A	N/A	N/A	75%
NI 156 <i>(new for 08/09)</i>	Number of households living in temporary accommodation	--	--	--	13	8	10
	<b>Housing Applications</b>						
Local	% Housing applications answered within 6 days	96%	99%	95%	52%	62%	95%
	<b>Repairs</b>						
Housemark	% urgent repairs completed within Government time limits	88.1%	85.7%	89.59%	78%	79.91%	92%
Housemark	% emergency repairs completed on time	97.4%	98.4%	93.6%	84.36%	89.07%	94%
Housemark	% routine repairs completed on time	83.4%	92.9%	92.3%	77.26%	79.95%	93%
Housemark	% urgent repairs completed on time	81.6%	93.2%	78.7%	74.86%	74.45%	90%
NI 158 <i>(was BV184a)</i>	Proportion of homes which are non-decent	--	--	17.8%	2%	0.22%	1.75%
Local	Average time taken to complete non-urgent repairs (in days)	9.7	7.6	10	13.7	24.85	8
	<b>General Management</b>						
NI 160 <i>(new for 08/09)</i>	Local authority's tenants' satisfaction with landlord's services	--	--	--	--	87%	N/A

### RENT ARREARS as at week ending 5<sup>th</sup> April 2009

Area	Current £	% Gross Debit	Former Tenants £	% Gross Debit
Central	69,617.55	3.73	25,930.93	
Dalton	16,442.04	2.26	3,410.17	
Roosegate	63,433.32	2.65	23,303.37	
Ormsgill	44,176.22	2.08	71,488.73	
Walney	21,978.45	1.70	4,643.40	
Miscellaneous	1,520.30	6.94	24.96	
<b>Dwellings total</b>	<b>217,167.88</b>	<b>2.58</b>	<b>128,801.56</b>	
Garages	2,783.88	1.56	1,716.05	
Homeless	2,733.49	3.53	21,691.91	
<b>Total</b>	<b>222,685.25</b>	<b>2.56</b>	<b>152,209.52</b>	
<b>Grand Total</b>		<b>£374,972.77</b>	<b>4.32%</b>	

### FORMER TENANT ARREARS

Former tenants arrears written off in period April - March 2009 = £161,907.48

<b>VOIDS</b>						
<b>from 7<sup>th</sup> April 2008 to 5<sup>th</sup> April 2009</b>						
	<b>Central</b>	<b>Dalton</b>	<b>Ormsgill</b>	<b>Roosegate</b>	<b>Walney</b>	<b>Total</b>
<b>1 Bedroom</b>						
Ground-floor flat	15	1	38	20	9	83
Upper-floor flat	29	2	30	10	10	81
Bungalow	2	2	4	3	3	14
<b>Sub total</b>	<b>46</b>	<b>5</b>	<b>72</b>	<b>33</b>	<b>22</b>	<b>178</b>
<b>2 Bedrooms</b>						
Ground-floor flat	0	1	5	5	1	13
Upper-floor flat	7	0	16	6	1	30
Bungalow	0	0	0	0	0	0
House	10	1	8	12	5	36
<b>Sub-total</b>	<b>17</b>	<b>2</b>	<b>29</b>	<b>23</b>	<b>7</b>	<b>78</b>
<b>3 Bedrooms</b>						
Ground-floor flat	1	0	0	0	0	1
Upper-floor flat	0	0	0	1	0	1
Bungalow	0	0	0	0	0	0
House	8	4	12	14	6	44
<b>Sub-total</b>	<b>9</b>	<b>4</b>	<b>12</b>	<b>15</b>	<b>6</b>	<b>46</b>
<b>4 Bedrooms</b>						
House	0	0	0	2	0	2
<b>5 Bedrooms</b>						
House	0	0	0	1	0	1
<b>Total</b>	<b>72</b>	<b>11</b>	<b>113</b>	<b>74</b>	<b>35</b>	<b>305</b>

<b>OFFERS OF ACCOMMODATION</b>								
<b>made and refused between 7<sup>th</sup> April 2008 to 5<sup>th</sup> April 2009</b>								
<b>Area</b>	<b>Property Details</b>	<b>Area</b>	<b>Condition</b>	<b>Personal circumstances</b>	<b>No reply to offer</b>	<b>Other reasons</b>	<b>Withdrawn</b>	<b>Total</b>
<b>Central</b>	5	6	2	3	0	0	0	<b>16</b>
<b>Dalton</b>	0	0	2	0	0	1	0	<b>3</b>
<b>Ormsgill</b>	3	6	0	1	1	1	0	<b>12</b>
<b>Roosegate</b>	7	7	2	0	0	2	0	<b>18</b>
<b>Walney</b>	4	4	2	5	0	0	0	<b>15</b>
<b>Total</b>	<b>19</b>	<b>23</b>	<b>8</b>	<b>9</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>64</b>

<b>NEW TENANCIES</b>	
<b>7th April 2008 to 5<sup>th</sup> April 2009</b>	
<b>Applicant Type</b>	<b>No.</b>
<b>Housing Register</b>	<b>199</b>
<b>Transfers:</b>	<b>83</b>
General Management	3
Management	27
Medical	25
Under/over Occupancy	28

Homeless (monitored from October 2004)	37
Mutual Exchanges	10
<b>Total Relets</b>	<b>329</b>

<b>HOUSING PROPERTY AS AT 31<sup>st</sup> March 2009</b>									
TYPE OF PROPERTY	NO. OF BEDS.	CENTRAL	DALTON	ORMSGILL	ROOSE	SHOPS	DISPERSED	WALNEY	TOTAL
BUNGALOWS	1	13	35	27	14			54	143
	2		5						5
	3			4	4				8
FLATS	1	320	30	212	242		6	146	956
	2	62	12	161	51		5	16	307
	3	3	1		1		2	1	8
HOUSES	2	80	19	66	143			76	384
	3	133	114	220	252			119	838
	4	9	4	7	51			4	75
	5				5				5
<b>SUB-TOTAL</b>		<b>620</b>	<b>220</b>	<b>697</b>	<b>763</b>		<b>13</b>	<b>416</b>	<b>2,729</b>
SHOPS	0					16			16
	2					4			4
	3					0			0
	4					1			1
HOSTEL FLATLETS	1						0		0
	2						0		0
<b>GRAND TOTAL</b>		<b>620</b>	<b>220</b>	<b>697</b>	<b>763</b>	<b>21</b>	<b>13</b>	<b>416</b>	<b>2,750</b>
<b>GARAGES</b>		207	42	68				167	484

<b>SOLD PROPERTIES</b>			
<b>7<sup>th</sup> April 2008 to 5<sup>th</sup> April 2009</b>			
AREA	PROPERTY TYPE	BEDROOMS	TOTAL
Abbotsmead	House	2	1
	House	3	1
Greengate South	House	2	1
Tummerhill	House	2	1
<b>TOTAL</b>			<b>4</b>

RESOLVED:- That the performance information report be noted.

### 10 – Planned Maintenance 2009/10

The Housing Manager reported information relating to the progress of the Planned Maintenance Programme for 2009/10. The information was attached at **Appendix A** to these minutes.

RESOLVED:- To note the information.

The meeting closed at 3.00 p.m.

## PLANNED MAINTENANCE PROGRAMME 2009/10

SCHEME	CONTRACTOR OR SUPPLIER	AVAILABLE BUDGET	NO OF PROPERTIES	INVOICES PAID TO DATE	START DATE	ESTIMATED COMPLETION DATE	CONTRACTOR	TARGET COST	DATE	COMMENTS
REWIRES	CUMBRIA HOUSING PARTNERS	£252,700	154	£79,629	Apr-09	Feb-10	AB MITCHELL	£125,788	15.6.2009	75% COMPLETE
BATHROOMS I	CUMBRIA HOUSING PARTNERS	£200,000	100	£23,346	May-09	Feb-10	AB MITCHELL	£196,214	15.6.2009	20% COMPLETE
BATHROOMS II	INTEGRAL	£100,000	50	£0	Sep-09	Feb-10	INTEGRAL	£100,000	15.6.2009	0% COMPLETE
KITCHENS I	CUMBRIA HOUSING PARTNERS	£400,000	153	£40,259	May-09	Feb-10	AB MITCHELL	£361,360	15.6.2009	10% COMPLETE
KITCHENS II	INTEGRAL	£225,000	50	£0	Sep-09	Feb-10	INTEGRAL	£225,000	15.6.2009	0% COMPLETE
HEATING 1	CUMBRIA HOUSING PARTNERS	£475,000	146	£79,806	May-09	Feb-10	AB MITCHELL	£253,776	15.6.2009	25% COMPLETE
HEATING II	INTEGRAL	£375,000	100	£0	Sep-09	Feb-10	INTEGRAL	£375,000	15.6.2009	0% COMPLETE
PAINTING	CUMBRIA HOUSING PARTNERS	£200,000	500	£0	Jun-09	Feb-10	GH JONES	£200,000	15.6.2009	2% COMPLETE

## HOUSING MAINTENANCE COMMITMENTS 2009/10 @15.6.2009

	Funding Available 2007/08	Gross COMMITMENT	Weekly Available	Gross Comm. as a % funds available
Tenant Demand Repairs	£900,000.00	£155,927.00	£17,307.69	17%
Voids	£175,000.00	£39,384.00	£3,365.38	23%
Gas Servicing	£425,000.00	£67,149.00	£8,173.08	16%
Decoration Vouchers	£35,000.00	£2,387.00	£673.08	7%
Disrepair Claims	£25,000.00	£0.00	£480.77	0%
Environmental Impmts	£50,000.00	£19,262.00	£961.54	39%
Disabled Adaptations	£250,000.00	£73,589.00	£4,807.69	29%
Door Entry	£100,000.00	£65.66	£1,923.08	0%



<b>HOUSING MANAGEMENT FORUM</b>		<b>Part One (D) Agenda Item 6</b>
<b>Date of Meeting:</b>	<b>27<sup>th</sup> August, 2009</b>	
<b>Reporting Officer:</b>	<b>Chief Executive</b>	
<p><b>Title: Appointment of Representatives to Working Groups etc.</b></p> <p><b>Summary and Conclusions:</b></p> <p>The Council on 21st July, 2009 gave delegated authority to Committees to make appointments to Outside Bodies, Working Groups etc.</p> <p><b>Recommendations:</b></p> <p>That one conservative councillor withdraws their membership from the Homelink Service Review Group. (N.B. Current Membership: Councillors Dawes, Maltman and Wood).</p>		

### **Report**

Council on 21st July, 2009 agreed the allocation of seats on Outside Bodies, the number of seats and allocations in respect of Forums, Panels, and Workings Groups etc. in accordance with proportionality.

In accordance with proportionality the Conservative Group would lose one seat and the Independent Group would gain one seat.

The Conservative Group would lose a seat on the Homelink Service Review Group but to maintain proportionality, the Independent Group have decided not to take their seat on the Homelink Service Review Group.

(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

Not Applicable.

(vi) Equal Opportunities

Not Applicable.

Background Papers

Nil

<b>HOUSING MANAGEMENT FORUM</b>	<b>(D) Agenda Item 7</b>
<b>Date of Meeting: 27<sup>th</sup> August, 2009</b>	
<b>Reporting Officer: Colin Garnett, Housing Manager</b>	
<b>Title: Homelink Services</b>	
<b>Summary and Conclusion:</b>	
<p>The purpose of this Report is to advise you of the outcome of the recent equipment upgrade programme. Having completed the review there has been a reduction in the number of clients receiving the Homelink service. This has in turn had a detrimental impact on the income and resulted in an increase in the deficit for running the service. This deficit poses a significant risk to the Housing Revenue Account and the Housing Manager is suggesting a review of homeless services required to mitigate this risk.</p>	
<b>Recommendations:</b>	
<p>The Homelink Working Party be reconvened to review further the contents of this Report and to develop proposals to mitigate the risks identified to the HRA.</p>	

## **Report**

### **Introduction**

The purpose of this Report is to advise you of the outcome of the recent equipment upgrade programme.

Having completed the upgrade, it is clear one of the consequences has been a further reduction in the number of tenants requesting the service. This has prompted me to look at the headline arrangements for the service and leads me to suggest further consideration is required for the future provision of community alarm services.

### **Background**

On the 28<sup>th</sup> August 2008 this Forum was prompted to consider the options available to upgrade Homelink equipment to ensure it would remain functional following a planned upgrade of BT landline services.

In considering the options one of the significant considerations was that over a number of years the demand for older person's accommodation had declined generally for our stock. This resulted in a situation where, in many areas, whilst properties had previously been designated as older person's accommodation, there are now tenants of various ages.

As a result of this it was more appropriate to upgrade the equipment by providing a telephone based community alarm unit in each property than installing a permanently "wired in" system.

This approach was agreed by the Forum and endorsed by the Executive Committee on the 17<sup>th</sup> September 2008 (Minute No. 58(i) refers).

### **Completing the Upgrade**

It was our intention to replace equipment at 340 properties, the remaining 149 properties having hard wired equipment which, whilst old, will retain their functionality after the BT upgrade.

All the ancillary work following the upgrade such as removing the control equipment at each scheme is also nearing completion.

In preparation for the upgrade a review of each client's requirements was completed.

There were a number of tenants who did not have landlines and for such tenants the Housing Service arranged for one to be installed. This was completed for eleven tenants.

It was also the case that some tenants did not want to keep the Service. Although I cannot give an explicit reason for this, subjectively I would suggest many tenants did not "choose" to subscribe to the service in the first instance but rather it was there when they moved in so kept it.

During the upgrade particular attention was given to ensuring where a tenant chose to no longer receive the service that smoke detectors were present in the property as per our normal practice.

In agreeing the upgrade I had suggested the total cost would be in the region of £90,000. With only a small amount of work now required to remove obsolete control equipment the cost of the upgrade was £43,000.

The upgrade has enabled us to achieve a reduction in operating costs for equipment. Estimated savings on annual costs are:

• Land line charges	£6,141
• Maintenance charges	£6,086*
Total:	£12,227

\* please note that whilst there will be an ongoing saving in maintenance this figure will reduce when the new equipment goes out of the warranty period.

I have not carried out any form of satisfaction survey regarding tenants views on the upgrade, but feedback from Mobile Wardens would suggest it was well received and other than operational problems that you would expect to arise with such an upgrade the process worked well.

Please also note no provision has been agreed to upgrade the existing hard wired schemes.

### **Homelink Services**

Following the completion of the upgrade, there are a number of issues which prompt me to suggest a need to consider further the Housing Services approach to the provision of community alarm services.

The most significant is the continued reduction in the number of subscribers to the service which impacts on the financial position of the service and the HRA.

In considering the matter I am focusing on services to tenants of the Housing Service. Whilst services are also provided in the private sector these should be seen as a “secondary” consideration to which I will refer later. I will also refer to other factors which will influence the future provision of the Service.

### **Homelink Usage- Council Tenants**

**Appendix A** gives details of the number of Council tenant clients. In summary this shows:

• tenants who left the service during the upgrade	87
• tenants in updated schemes	253
• tenants in non upgraded schemes	149
	sub total:
	<u>402</u>
• tenants who have left the service since the upgrade	26
Total number of Council tenants receiving the service	<u>376</u>

To put this in context, the number of Council tenants subscribing to Homelink has been reducing for many years. At its heyday, there were in the region of 950 tenants receiving the service. The reduction in customers is an ongoing trend and taking into regard our experience of managing such services I would expect to see it continue.

### **Financial Implications of the Reduced Customer Base**

The most significant income to the Homelink Service is received by way of contract from Supporting People. The majority of tenants are eligible for supporting people assistance.

The resultant reduction in customers has a direct impact on the income of the service.

In summary this is as follows:

• Agreed budget 2009/10 : cost of provision	£247,631
• Estimated income	c.£202,000
• Estimated deficit	c.£45,000

Implications of reduction in customers to date during 09/10

• Estimated budget deficit	c.£45,000
• Revised income loss following upgrade	c.£21,000
• Revised estimated deficit	c.£66,000

To help put this in perspective the table below highlights how this deficit has increased year on year.

Year		Deficit £
2004/05	[surplus]	£12,808
2005/06		£15,244
2006/07		£21,882
2007/08		£17,480
2008/09		£24,546
2009/10		£45,298
2009/10 REVISED		£66,000

As can be seen the deficit has increased year on year. This has been as a direct result of the reduction in customers over the same period and no inflationary increases being received via Supporting People.

### **Private Sector Customers of Homelink**

Homelink has also traditionally provided a community alarm service to the private sector.

HRA cannot subsidise private sector customers. As such are charged the actual average cost of service provision.

Over this year priority has been given to completing the upgrade. Therefore the numbers of such customers have reduced as people have left the services but new customers have not been added.

### **Supporting People: Strategic Review of Older Persons Services**

As you will be aware the above Review has recently been agreed. The objective behind the review is to ensure comparable service standards are provided across all service providers and remove the tenure barriers that currently exist to make the service accessible to all eligible people regardless of tenure.

The Supporting People Team are currently considering the development of a delivery plan to take the review forward. At this time I am unable to clarify fully the implications for the Homelink Service other than to suggest there are a number of principles agreed in the review that will be a challenge to our current working practices.

Our current contracts are also due to expire at the end of this financial year and I am discussing with the Supporting People Team how this and the above review will impact on our Service.

### **Summary and Conclusions**

The upgrade of equipment has served to highlight a continued reduction in customers to the Homelink Service.

The implication of this is that the gap between income and expenditure to provide the Service is increasing. This is creating a position whereby a smaller number of recipients benefit from the service whilst the HRA is having to fund an ever increasing deficit.

This added to a degree of uncertainty regarding the implementation of the Strategic Review of Older People poses a significant risk to the HRA.

I would therefore suggest the Homelink Working Party be reconvened to complete a review of the above issues and bring back to the HMF a proposal on how to mitigate this risk.

### **Recommendation**

The Homelink Working Party be reconvened to review further the contents of this Report and to develop proposals to mitigate the risks identified to the HRA.

## **Background Papers**

Supporting People Strategic Review of Older People. (HMF report dated 26th June 2008).

### **Legal Implications:**

N/A

### **Financial Implications:**

Reductions in client base has resulted in an increased deficit for the service and increased demands on the HRA to fund the deficit which will be ongoing if no action is taken.

### **Health and Safety Implications:**

N/A

### **Key Priorities or Corporate Aims:**

Meets the housing needs of the Borough and makes decent housing more accessible.

### **Risk assessment:**

N/A

### **Equal Opportunities:**

N/A

<b>Homelink Clients : Council Tenants</b>			
	<b>Schemes for upgrade</b>	<b>No. of Units</b>	
		<b>Prior to upgrade</b>	<b>After upgrade</b>
3	Roose	20	11
5	Hartington St, Barrow	14	10
6	Byron St	7	4
7	Tay Court	23	18
8	Ewan Close	35	26
9	Grange Crescent/Carmel Crescent	23	22
10	Lesh Lane	6	5
11	Biggar Garth	15	8
12	Oak Head Rd	4	1
13	Court Guards	4	3
14	Cote Ley Crescent	4	4
15	Severn Rd	7	5
16	Roding Green	15	9
18	Redwater Gardens	3	2
19	Raglan Court	7	4
20	Adelphi Court	2	0
21	Basterfield Gardens	13	10
22	Rising Side	3	3
23	Stackwood Avenue	12	11
24	Albert Street		
25	Ramsgate Crescent	14	10
26	Newton Road, Dalton	2	2
27	Holker Street	13	11
28	Yew Tree Terrace-Walk-Garden	21	18
31	Broughton Rd, Dalton	1	1
32	Vernon Street	3	2
33	Thames Road	9	5
34	Dundalk St	25	15
35	Parker Street	1	0
36	Michaelson Villas	3	2
37	McCleane Close	8	8
99	Ormsgill	23	23
	<b>TOTAL</b>	<b>340</b>	<b>253</b>

	<b>Schemes not upgraded</b>	<b>No. of Units</b>
1	Meadow Grove	11
2	Griffin	37
4	Lord Street	23
17	Eamont Close	37
29	Whinsfield Place	10
30	Griffin ext	31
	<b>TOTAL</b>	<b>149</b>



<b>HOUSING MANAGEMENT FORUM</b>	<b>(D) Agenda Item 8</b>
<b>Date of Meeting: 27<sup>th</sup> August, 2009</b>	
<b>Reporting Officer: Colin Garnett, Housing Manager</b>	
<b>Title: Tenants' Forum Constitution</b>  <b>Summary and Conclusion:</b>  The purpose of this Report is to review the current constitution of the Tenants' Forum as agreed at your meeting on 25 <sup>th</sup> June 2009.  <b>Recommendation:</b>  Members are recommended to note and agree the Constitution of the current Tenants' Forum Constitution.	

## Report

At your meeting on the 25<sup>th</sup> June 2009 it was resolved "the Tenants' Forum Constitution be brought back to the next meeting of the Housing Management Forum for review." This was endorsed at the Executive Committee on the 8<sup>th</sup> July 2009 (Minute 19, 1 (ii) refers).

Attached at **Appendix B** is a copy of the current constitution of the Tenants' Forum.

From my understanding of the discussion at the last Housing Management Forum, the key issue of concern was around representation and the involvement of non-Council tenants.

The Housing Service has well-developed working practices to engage its tenants in all matters relating to the management of the Council's housing stock. The basis of such approach is contained within the Tenant Involvement Compact.

The Tenants' Forum plays a key part in this process by enabling tenants across the Borough to meet and discuss matters which are of importance to them, and to enable the Council to engage with its customers to ensure services are tailored to reflect the views and aspirations of tenants.

The purpose of the Constitution is to describe the make up and operational arrangements for the Tenants' Forum.

As you will see, the Constitution reflects what is common practice with such "consultative" groups in that it refers to "tenants' representatives". This recognises the nature of many of the estates managed by the Housing Service which are now of mixed tenure and ensures an "inclusive" approach to considering issues.

Attendance on the Tenants' Forum is made up in the main of representatives of individual tenants'/residents' associations which adopt the same approach to

membership. Their operation is also monitored by the Community Involvement Manager to ensure they operate in accordance with the Council's agreed Constitution for such associations.

I would suggest the approach adopted by this Council to this issue is appropriate when having regard to the role of the Tenants' Forum and would ask you to note the content of the content of the Tenants' Forum Constitution.

### **Recommendation**

Members are recommended to note and agree the Constitution of the current Tenants' Forum Constitution.

### **Background Papers**

N/A

### **Legal Implications:**

N/A

### **Financial Implications:**

N/A

### **Health and Safety Implications:**

N/A

### **Key Priorities or Corporate Aims:**

Meets the housing needs of the Borough and makes decent housing more accessible.

### **Risk assessment:**

N/A

### **Equal Opportunities:**

N/A

## BARROW-IN-FURNESS TENANTS' FORUM CONSTITUTION

### CONVENTIONS

Throughout this document the words:

1. "Tenants" and "Tenants' groups" are used to describe both Tenants and Residents and their groups. In some areas this will include both leasehold and freehold owner-occupiers, and may include Tenants or Residents of housing association landlords.
2. Tenants' Representative/s shall mean person elected by Tenants to speak on their behalf on tenant-related matters.

The Tenants' Forum is constituted as a consultative and advisory body. It aims to bring together representatives of Council Tenants and to promote their interests in partnership with the Barrow Borough Council as a Landlord.

#### 1. AIMS

- a) To promote and represent the interests of all Council Tenants within the Borough of Barrow-in-Furness.
- b) To give Tenant Representatives the opportunity to discuss issues relating to the management of their homes and estates with elected Council Members and officers.
- c) To encourage and develop Tenant participation in the management of Council housing within the Borough of Barrow-in-Furness via the Tenant Involvement Compact.

#### 2. TERMS OF REFERENCE

##### a) Powers

- i) To seek information which may be of general relevance to Tenants' interests from the Council's Housing Department or from any other source.
- ii) To make representations to the Council's Housing Management Forum on issues relating to Tenant participation, the provision of housing services and any other matters which may be of relevance to Council Tenants within the guidelines of the Tenant Involvement Compact.
- iii) To make recommendations for the allocation of funding for Environmental Enhancement Budget.
- iv) To raise funds by any legal means in keeping with the spirit of the Tenants' Forum to support the Aims of the Forum.

##### b) Duties

In consultation with individual Tenants and Tenants' groups, the Forum will:

- i) identify and report issues of concern to Council Tenants;

- ii) monitor housing policy with regard to Tenant participation;
- iii) consider any items referred to it by Council committees, elected Members, officers or Council Tenants;
- iv) produce and make available minutes and other accounts of its work;
- v) identify training needs and encourage the provision of training for Tenants, housing staff and elected Members on participation issues; and
- iv) review the Tenant Involvement Compact and all associated proposals.

### **3. MEMBERSHIP**

- a) The Tenants Forum shall comprise of a maximum of three representatives from any Tenants' group which has been recognised by the Council.
- b) Any Resident may serve on the understanding that they represent the interests of all Tenants of the area in which they live.
- c) The Council will be represented by the Chairperson of Housing Management Forum.
- d) The Tenants Forum shall elect a Chairperson and Vice-Chairperson from amongst its Tenants' representatives.
- e) When necessary Forum officer posts may be created for the purposes of furthering the aims of the Forum.
- f) Tenants representing Street Voices or Area Panels may be eligible to serve as Tenants' Representatives if the Forum is satisfied that they represent an area not covered by a currently active Association.

### **4. QUORUM**

No decision can be taken by the Forum unless at least two Tenant groups are represented.

### **5. FINANCES**

- a) The accounts for Tenants' Forum are administered by Housing administration and audited by the Town Hall.
- d) The Council will pay reasonable travel and subsistence to Tenants' representatives attending training sessions and meetings.
- e) Payments for travel and subsistence at shall be at the rate of 40 pence per mile.

### **6. MEETINGS**

- a) The Forum will hold an annual meeting and further meetings in sequence with the current local Council meeting schedule.
- b) If a vote is necessary on an issue each Tenants' group will have one vote. Council representatives shall have no right of vote.
- c) Tenants' groups will nominate Tenants' representatives to serve on the Forum as necessary.

- d) The Chairperson and Vice-Chairperson of the Forum will be filled by Tenants' representatives who will be elected annually by a majority vote.
- e) All meetings of the Tenants' Forum will be conducted in accordance with the rules of debate outlined in the Council's Standing Orders.
- f) Meetings are to be open to observers at the discretion of the Chairperson and with the agreement of Tenants' representatives at the meeting. Tenant members can, for all or part of the meeting, decide to exclude observers.

## **7. AGENDA FOR MEETINGS**

- a) Items for inclusion in the meetings can be put forward by Tenants, elected Members and Council staff, by contacting either the Community Involvement Manager, or Chairperson of the Forum not less than seven days before the date of the meeting.
- b) Agendas and reports, together with minutes of previous meetings will be circulated to all Forum members at least three days before the meeting.
- c) The Chairperson will deal with business as it appears on the agenda. Items of an urgent nature may be raised or brought forward without prior notice with the permission of the Chairperson and the consent of members of the Forum.
- d) Copies of minutes and reports will be made available to any member of the public on request, and can be found on the Council website.

## **8. SUPPORT FOR THE FORUM**

Barrow-in-Furness Borough Council will support the Forum by:

- a) providing accommodation for and servicing the meetings;
- b) ensuring that any necessary information is provided to Forum members;
- c) arranging for Councillors and officers to attend Forum meetings as required;
- d) providing training for all members of the Forum; and
- e) providing financial support for Tenants' groups and Tenants' representatives in accordance with the Council's Tenant Involvement Compact.

## **9. AMENDMENTS TO THE CONSTITUTION**

The Constitution of the Forum may be amended at any meeting with the proviso that notice of the proposed amendment has been circulated with the agenda at least three days before the meeting. Any changes will be subject to approval of the Housing Management Forum.

May 2009

<b>HOUSING MANAGEMENT FORUM</b>	<b>(D) Agenda Item 9</b>
<b>Date of Meeting: 27<sup>th</sup> August, 2009</b>	
<b>Reporting Officer: Colin Garnett, Housing Manager</b>	
<b>Title: Mobile Caretaker Unit</b>	
<b>Summary and Conclusion:</b>	
The purpose of this Report is to consider an approach by Accent Housing Association to purchase the services of the Mobile Caretaker Unit on an ad hoc basis.	
<b>Recommendation:</b>	
Members are asked to agree the Mobile Caretaker Unit provide general estate management services to Accent Housing Association on an ad hoc basis when time allows and the full costs of these services be recovered from the Association.	

## **Report**

I was recently approached by Accent Housing Association with regard to the possibility of them making use of our Mobile Caretaker Unit.

Accent employ a small number of caretakers to carry out general estate maintenance roles. From time to time, due to staff absences, they are left in a position where they have small items of work that require completion at short notice, but due to absence are unable to respond. They therefore approached me with regard to the possibility of buying services from our Mobile Caretaker Unit.

The type of work in question is of the same nature that the MCU team would normally complete. I have arranged for the team leader and representatives of Accent to meet to discuss how this could work in practice. It has been made very clear that MCU would obviously have to give first priority for outstanding work to the Housing Service but if capacity was available would be able to respond to requests from Accent.

I would, therefore, like to seek the Forum's agreement to make services of the MCU available to Accent Housing on an ad hoc basis as capacity allows on the basis of recovery of full cost of providing the service.

## **Recommendation**

Members are asked to agree the Mobile Caretaker Unit provide general estate management services to Accent Housing Association on an ad hoc basis when time allows and the full costs of these services be recovered from the Association.

## **Background Papers**

N/A

## **Legal Implications:**

N/A

**Financial Implications:**

Full cost of providing the service will be recovered from Accent Housing Association

**Health and Safety Implications:**

All work will be completed within the conditions of the agreed method statements for the service.

**Key Priorities or Corporate Aims:**

Meets the housing needs of the Borough and makes decent housing more accessible.

**Risk assessment:**

A risk assessment will be completed by the MCU supervisor before any work is undertaken, and appropriate insurance in place.

**Equal Opportunities:**

N/A

<b>HOUSING MANAGEMENT FORUM</b>	<b>(D) Agenda Item 10</b>
<b>Date of Meeting: 27<sup>th</sup> August, 2009</b>	
<b>Reporting Officer: Colin Garnett, Housing Manager</b>	
<b>Title: 34 Fenton Street, Barrow in Furness - 2 bedroomed house</b>	
<b>Summary and Conclusion:</b>	
The purpose of this Report is to consider the future use of this miscellaneous property. It is currently leased to Project John, but now requires remedial work to remedy serious damp problems.	
<b>Recommendation:</b>	
That Members give consideration to offering the property 34 Fenton Street for sale on the open market.	

### **Report**

The above property is currently leased to Project John, and has been for a number of years. (Environmental Health and Housing Committee, 17<sup>th</sup> September 1996, Minute No. 75 refers).

The property is leased to Project John at an annual rental of £1,180.32. This is lower than what would normally be the rent charged for this property in recognition of their management responsibilities for the property.

I have recently been contacted by Project John concerning problems of dampness in the property. Having investigated the cause of the problem there appears to be an inherent condensation problem and also one of dampness penetration. To remedy the problem will involve rendering the external gable end of the property, damp remedial work, and internal re-plastering of all the rooms affected. In addition, a condensation unit will be required. It is estimated that the cost to remedy this problem will be in the region of £4000 - £6000.

In other respects, the property is in reasonable condition having had a new kitchen, bathroom and central heating system installed over the period of the lease by Project John.

It is our normal practice when properties of this type become vacant, consideration is given to disposing of them on the open market. Whilst in practice the amount of money required to remedy the property is not excessive, in view of the fact it is an old property and will have ongoing maintenance issues, I would recommend that you give consideration to offering the property for sale on the open market.

### **Recommendation**

That Members give consideration to offering the property 34 Fenton Street for sale on the open market.



**Background Papers**

N/A

**Legal Implications:**

N/A

**Financial Implications:**

Capital receipt on sale.

The estimated cost to remedy the dampness is £4000/£6000. However, as an old property, further ongoing investment will inevitably be required. The inherent dampness problem would make the house unsuitable for occupation.

**Health and Safety Implications:**

N/A

**Key Priorities or Corporate Aims:**

Meets the housing needs of the Borough and makes decent housing more accessible.

**Risk assessment:**

N/A

**Equal Opportunities:**

N/A

<b>HOUSING MANAGEMENT FORUM</b>	<b>(D) Agenda Item 11</b>
<b>Date of Meeting: 27<sup>th</sup> August, 2009</b>	
<b>Reporting Officer: Colin Garnett, Housing Manager</b>	
<b>Title: Consultation: Reform of Council Housing Finance</b>	
<b>Summary and Conclusion:</b>	
The purpose of this Report is to present you with a copy of the recently issued consultation paper with regard to the future financial framework for Council housing.	
<b>Recommendation:</b>	
Members are requested to :	
1. Note and comment on the content of the consultation paper.	
2. Agree that the Housing Manager, in consultation with the Borough Treasurer, drafts a suitable response to be agreed with the Chair of Housing and Chair of this Forum by the close of the consultation period.	

## **Report**

The Department of Communities and Local Government (CLG) have recently issued the above consultation on the 21<sup>st</sup> July 2009. Responses are requested by the 27<sup>th</sup> October 2009.

By way of background, in December 2007 the Government announced that the CLG and HM Treasury would jointly carry out a review of the financing of the Housing Revenue Account (HRA). The review was to focus on the option that had been piloted in six authorities of making the housing revenue account self financing based on a redistribution of debt. Rent surpluses would no longer be pooled, but retained locally to finance the HRA.

The consultation paper is divided into five sections, each of which is summarised below.

### **Section 1: The Review.**

This section describes the background to the review, terms of reference, working methods and how stakeholders will be engaged.

### **Section 2: The Current Housing Finance System**

Describes the current system for financing Council housing including:

- The ring fenced landlord account (HRA)
- System for redistribution of income between Councils (subsidy system)

- The current system for the distribution of housing debt and rules for capital receipts and borrowing
- Overview of decent homes standard and social rent policy

The review suggests that the current framework reflects the provision of housing services 15/20 years ago when many services and facilities on estates were originally provided specifically for Council tenants but such estates are now of mixed tenure.

It makes reference to the current national policy on setting rents which assumes Councils will set their rents in line with that policy. It does not propose any changes to this rent policy and states it will be dealt with separately in the context of the HRA subsidy determinations for 2010/11 and future direction by the Secretary of State to the Tenant Services Authority on Council rents.

This will link to the 2010/11 determination with the standards for rents that are being consulted on by the Tenant Services Authority.

It also makes reference to the following problem with the existing system:

- Fairness of the system depends on the accuracy of the assumptions it makes about the spending needs of 200 Councils and recognises the difficulty in managing this information nationally.
- The balance of deficit and surplus Councils has changed. Although roughly in balance nationally, 75% pay national surpluses but only 25% receive subsidy.
- Further to the above, this is seen as unpopular and it is projected the national system will move back into surplus.
- The annual nature of the system makes longer term planning for Councils difficult.
- There has been increasing complexity with a resultant loss of transparency, making it harder to understand and outcomes sometimes unpredictable.
- Local responsibility and accountability is weak.

### Section 3: Costs and Standards of Council Housing in future

This covers the future costs and standards of Council housing, describing the allowances in the current system and evidence gathered during the review about the need to spend in the future. It proposes changes to the framework for allocating costs between the HRA and General Fund. It suggests the continuation of the Decent Homes Standard and how to address energy efficiency. It also proposes changes to allow sinking funds to be set up for works to householders homes.

The consultation paper also goes on to comment:

- Provision nationally for management and maintenance needs to increase by 5%, although further work is required.
- With regard to major repairs allowance the consultation paper acknowledges that the Major Repairs Allowance should be uplifted by 24% to reflect investment needs. In doing so Regional factors will have to be addressed which will require further consideration.

- It goes on to make reference for the need to recognise the backlog in decent homes work past 2010.
- It suggests that in conjunction with TSA a series of 'principles' should be established to decide whether the service should be paid for through the HRA or General Fund.
- The paper confirms the commitment to continue with the Decent Homes Standard and to include items such as common areas.
- The paper favours sinking funds for leaseholders service changes, which is something we do not do at present.

In reflecting on this section it is notable that it proposes increased expenditure on Council housing. Recognition of the inadequacy of current HRA budgets and capital programmes should be welcomed, however, achieving this will require additional resources from government or increases in rent.

#### Section 4: Options for Fundamental Reform of the System

This section describes the options for fundamental reform of the Council housing finance system. It includes:

- Multi year subsidy determinations
- An option for a devolved system - self financing - which would remove the need for the redistribution of revenues in return for a one-off allocation of debt.
- It describes methods for assessing the level of debt of each Council would be required to support under self-financing.
- Proposals for managing the amount of new borrowing Councils might undertake under self-financing.

#### Section 5: Implementing Reforms

The paper states that the Government wishes to move 'swiftly' to have a self-financing option. It considers it would be possible to set out the terms of such an offer by Spring 2010. However, they do not propose to negotiate with each Council and consider this option will only be possible if Councils accept the terms offered. The Local Government Association is expected to achieve agreement on this among Councils.

It states if not achieved following the 'offer' in Spring 2010, primary legislation would be required and would be in operation from 2012/13.

#### Summary and Conclusion

The consultation paper is potentially good news for local authority housing services. In addition to self-financing it proposes doing this on the basis of increased funding for HRA aimed at management and maintenance costs, major repairs and achieving and exceeding the decent homes standard.

The process will include a 'one-off' redistribution of HRA debt.

The consultation paper does not address the question of social rent policy although this is clearly an important part of the picture for local authorities.

At the present time the implications of the proposals require further consideration and I am not in a position to comment on how it will specifically impact on Barrow.

In the near future I will be consulting with the Borough Treasurer on the likely implications in order to draft an appropriate response.

### **Recommendation**

Members are requested to:

1. Note and comment on the content of the consultation paper.
2. Agree that the Housing Manager, in consultation with the Borough Treasurer, drafts a suitable response to be agreed with the Chair of Housing and Chair of this Forum by the close of the consultation period.

### **Background Papers**

Consultation Paper: Reform of Council Housing Finance

### **Legal Implications:**

N/A

### **Financial Implications:**

The Paper proposes a new financial framework for Council Housing but further consideration is required to understand the likely implications.

### **Health and Safety Implications:**

N/A

### **Key Priorities or Corporate Aims:**

Meets the housing needs of the Borough and makes decent housing more accessible.

### **Risk assessment:**

N/A

### **Equal Opportunities:**

N/A

<b>HOUSING MANAGEMENT FORUM</b>	<b>(D) Agenda Item 12</b>
<b>Date of Meeting: 27<sup>th</sup> August, 2009</b>	
<b>Reporting Officer: Colin Garnett, Housing Manager</b>	
<b>Title: Choice Based Lettings</b>	
<b>Summary and Conclusion:</b>	
The purpose of this Report is to agree a formal bid is submitted to the Department for Communities and Local Government (CLG) for funding to assist Barrow in participating in the Cumbria Choice Based Lettings (CBL) Scheme.	
<b>Recommendations:</b>	
Members are recommended to agree:	
<ol style="list-style-type: none"><li>1. The Housing Manager be authorised to complete and submit the bid by 9th October 2009.</li><li>2. A sum of £15,000 be identified from the operating balances in the HRA for 2009/10 in order to contribute to the capital cost of the Project.</li><li>3. Note the likely ongoing revenue costs for the scheme.</li></ol>	

## **Report**

The purpose of this Report is to agree a formal bid is submitted to the CLG for funding to assist Barrow in participating in the Cumbria CBL Scheme.

I hope that the presentation on 24<sup>th</sup> August 2009 by the Project Officer for CBL in Cumbria was helpful.

By way of background, the Cumbria CBL Project was successful in obtaining grant funding of £100,000 to implement a scheme in Cumbria. At that time this Council was not part of the bid.

Following discussion with the CLG's representative for CBL I have been advised there is still an opportunity for the Council to apply for grant funding to enable it to participate in the Cumbria CBL Scheme.

A bid has to be submitted by the 9<sup>th</sup> October 2009.

Attached for your information is a draft outline bid (**Appendix C**). It provides details of the objectives behind the bid and the contribution to other social policy objectives such as Social Inclusion. Some further work is required to finalise the bid which I will complete with the Cumbria CBL Project Officer before the deadline. In order to complete the bid, a financial contribution will be required from the Housing Service.

In summary, the bid will be submitted on the basis of:

Capital bid	£30,000/£35,000
Contribution from the Housing Service	£12,000 to £15,000
Annual Service cost	£3,000 to £4,000

As you are aware, in agreeing the HRA budget for the year an in-year balance of c. £50,000 was identified. I suggested at the time the funding be retained citing CBL as being a possible commitment that would arise during the year. I would, therefore, propose £15,000 now be used for this purpose.

On a general note the Project is progressing well and working groups have been established to consider key aspects of the process, including a common allocation policy and IT procurement.

### **Recommendations**

Members are recommended to agree:

1. The Housing Manager be authorised to complete and submit the bid by 9th October 2009.
2. A sum of £15,000 be identified from the operating balances in 2009/10 in order to contribute to the capital cost of the Project.
3. Note the likely ongoing revenue costs for the scheme.

### **Background Papers**

N/A

### **Legal Implications:**

N/A

### **Financial Implications:**

Local authorities are expected to contribute towards the initial capital cost, which in our case will be in the region of £12,000 - £15,000. There are monies available within the HRA in-year balances for 2009/10 to meet this contribution.

There will also be ongoing revenue costs of £3,000 -£4,000 per annum which will have to be taken into account when agreeing the HRA for 2010/11 onwards.

### **Health and Safety Implications:**

N/A

### **Key Priorities or Corporate Aims:**

Meets the housing needs of the Borough and makes decent housing more accessible.

### **Risk assessment:**

N/A

### **Equal Opportunities:**

The introduction of CBL will include the agreement of a common allocation policy for Cumbria. In drafting a revised policy an impact assessment will be completed.

## Cumbria Bid Submission

**A** This bid, if successful, will enable Barrow-in Furness to join the emerging Cumbria CBL scheme which will then operate throughout the County. Any grant should be paid to Ian Elleray of South Lakeland District Council ([i.elleray@southlakeland.gov.uk](mailto:i.elleray@southlakeland.gov.uk)). Accent HA are a significant RSL in the Barrow area and will be full partners to the scheme.

**B - F Cumbria Local Authority & registered Social Landlord position statement**

Partner	Proposed level of involvement	Stock in scheme	Experience of CBL	% of stock to be included	Brief description of current/planned CBL scheme
<b>Local Authorities:</b> <b>Carlisle CC</b> <b>Eden DC &amp; Copeland BC</b>	No stock but will help develop and monitor the scheme		No		NA
<b>South Lakeland DC</b>	Stock managed by ALMO (see below) .Full partners helping to develop and monitor the scheme.		No	75-100%	NA
<b>Barrow-in-Furness DC</b>	Stock holding authority to become full partner	2700	No	75-100%	NA
<b>Cumbria Supporting People</b>	Full partners, helping to develop and monitor the scheme.		No		NA
<b>RSLs:</b> <b>Accent HA</b>	Full partner, helping to develop and monitor the scheme	500	No?	<b>100%</b>	NA
<b>Eden HA</b>	As above.	1500	No	<b>75- 100%</b>	NA
<b>Impact HA</b>	As above	1942	Yes	<b>75-100%</b>	Scheme launched April 07. Housing Register, single county wide advert. Banding system with three bands
<b>Home Group</b>	As above	9884	No	75-100%	Nationwide experience in various schemes
<b>Two Castles HA</b>	As above	1340	No	75-100%	NA
<b>South Lakeland Housing (ALMO)</b>	As above	3226	No	75-100%	NA



<b>Riverside Carlisle</b> (formerly Carlisle HA)	As above	6200	Yes	75-100%	Implemented CBL 28 <sup>th</sup> August 2007 pending the outcome of the Cumbria CBL project. All empty properties are included in the scheme.
<b>Derwent and Solway HA</b>	As above	3070	No	75-100%	NA

In addition Allerdale BC have offered their continued support to pursuing CBL in Cumbria although they cannot at this stage contribute financially. However the RSLs with stock in Allerdale are full partners to the scheme

## **G**

### **(1) Key objectives of the scheme**

- To modernise the allocation process to provide a clear, transparent, cost effective, fair and accountable service to all of our customers. This will include a common assessment criterion. The lettings process will promote greater choice and help sustain our communities.
- As part of modernising the process, we will encompass a range of housing options as discussed in section 6.
- To use information, from the register and the number of bids obtained for each area, to indicate the popularity of different neighbourhoods. This will feed into Housing Market Action Plans helping to inform where future homes need to be built.
- To provide consistent services for the customer through information sharing protocols. This would include the development of a vulnerable persons register and shared systems for verification checks and exclusions.
- The scheme will aim to provide support, according to individual needs, to vulnerable people. The support will help them to make the appropriate housing choices and access care and support services as necessary.
- To implement a scheme that addresses local and regional equality and diversity agendas.
- To reduce void turnaround times.
- To improve mobility across the sub region.
- To reduce property turnover and increase tenancy sustainment.
- To meet the needs of homeless households by promoting the housing register as a credible route into social housing, awarding homeless households sufficient priority under the scheme while at the same time adopting a housing options approach
- To build community cohesion by enabling tenants to have more choice in where they live thereby encouraging people to contribute positively to their community
- To meet local housing needs.

### **(2) The scheme would offer greater choice to applicants in the following ways:**

- More accessible, easier to apply – only one registration rather than lots of housing providers forms to complete.
- Applicants will be able to use feedback to inform their choices of bids and promote other housing options.

- Applicants can apply for any home to which they are matched. All eligible bids are then ranked by Band, local connection and waiting time, the successful bidder is the one with the highest priority under the scheme. Applicants are not penalized for refusing offers.
- We would aim to reduce the use of temporary accommodation as homeless people will benefit from the larger pool of accommodation.
- Applicants requiring properties that are adapted will be able to see all properties that have adaptations or that could be adapted. Links will also be provided to inform how funding can be accessed.
- The use of housing options to inform customers of the range of available options and provide them with alternatives to address their housing need, such as deposit guarantee schemes and the use of mediation.

**(3) Piloting the Scheme:** It is proposed that the Choice Based Lettings Scheme will be implemented by all partners at the same time. If this bid is successful then Barrow will be able to participate fully in setting up the project.

**(4) Shared Ownership/ Home Ownership:** A number of the partners currently operate shared ownership schemes and low cost home ownership options. The scheme would incorporate these and will build on the experience the partners have in this area. Riverside Carlisle is part of the Riverside Housing Group which now operates at the Homebuy agent for Cumbria

Riverside Carlisle is part of the Riverside Housing Group which now operates as the Homebuy agent for Cumbria.

**(5) Private Sector:** A private landlord accredited scheme is run by one of the partners in Eden and there are some private landlord forums which exist throughout the region. Further work is being carried out to establish new forums. While there is no county wide accredited landlord list at present, it is envisaged, that by extending the current good practice of Eden and South Lakes in awarding grants to private landlords if they accept nominations, that we will build on and enhance relationships to encourage these landlords to take part in the scheme. We would aim to build an accredited list, throughout the partnership area, within 2 years of introducing choice based letting to potentially widen the nominations on private lettings schemes. Advice and assistance in finding private rented accommodation would be provided through Housing Options.

**(6) Housing Options:** A number of partners currently offer advice or support in a number of areas, but are not fully engaged in a housing options approach. It is envisaged that the partners will co-ordinate housing options and offer advice to;

1. Stay in current accommodation

- ◆ Advice to private tenants on legal rights, harassment and repairs.
- ◆ Advice on financial issues, rent and mortgages- signposting to relevant agency.
- ◆ Family disputes – mediation and or help and support to find own home.
- ◆ Floating support provided to applicants who require it.
- ◆ Support in dealing with housing issues relating to domestic violence and abuse
- ◆ Adaptations, and how to access funding
- ◆ Accessing support to victims of crime, enabling them to stay in their homes
- ◆ Advice on Telecare services
- ◆ Benefits advice and income/benefits maximisation

## 2. Making a planned move to a new home

- ◆ Help and support in finding accommodation to those leaving care, armed forces or custody in line with locally agreed protocols.
- ◆ Homebuy Scheme.
- ◆ RSL affordable rented housing.
- ◆ Private rented housing.
- ◆ Mutual exchanges.
- ◆ Sheltered housing options.
- ◆ Right to Buy and Right to Acquire.
- ◆ Low cost / shared ownership schemes.
- ◆ Special needs housing –for a variety of clients including resettlement support.
- ◆ Rent deposit scheme.
- ◆ Rent in advance scheme.

**(7) Common Housing Register and Policy:** No common housing register exists at present with any of the partners. The scheme will produce a common housing register.

**(8)** Partners have begun work to establish a **common allocations policy**.

**(9) Accessible Housing Registers:** A housing register for people with physical disabilities was established earlier this year in West Cumbria. This initiative is now being extended to the rest of Cumbria. It is intended that all properties advertised that are suitable for adaptations will be advertised as such. Preference will be given to applicants with a disability for properties that have already been adapted. Applicants with specific requirements will be directed for assessment to the appropriate agency. Their housing need and support need will be determined to ensure that any property is right to meet their physical living needs and that adequate support is in place in order to maintain independent living. We will continue to work with social services who are partners to the development of the register of housing need for people with disabilities. Housing options and a link on the website will advise of funding, help and support that are available for adaptations to homes advertised.

**(10) Mobility:** Within the region, a difference exists on eligibility criteria for applicants who have no local connection; some partners have open waiting lists, while others are more restrictive due to a shortage of affordable housing. It is proposed that a minimum of 10% of each partners' lettings be available to bids from across the sub region, although it is recognized that some organizations may wish to continue with an open waiting list.

**(11) Social Inclusion:** To promote social inclusion, we will work with Social Services and Cumbria Supporting People teams together with other specialist agencies across the region to ensure that there are no unnecessary barriers to people with support needs accessing the full range of housing options. A high priority will be given to ensuring that systems are in place to assist those who require help, to access the choice based lettings system and we would include a wide range of service users to help identify what measures would need to be in place to ensure that it was as accessible as possible. We would look to identify applicants who require assistance at an early stage through voluntary and statutory agency input and through well developed procedures within the partnership and look to provide the appropriate support. At the registration stage a

number of “trigger questions” will allow officers to highlight potential issues. An assisted list of applicants who require support in the process will be kept and an offer to make “proxy” bids on their behalf will be made to the most vulnerable applicants. We would seek to make the bidding process as simple as possible.

Training on the Choice Based Lettings scheme would be provided to stakeholders who are in contact with potential applicants.

Through monitoring of applicants who are not making bids, contact would be made to these applicants and advice, support or assistance would be provided where required.

Home visits to explain the letting system will be available to vulnerable applicants. We will ensure that marketing information is available in alternative languages, accessible to people with a disability, and people with a sight or hearing impairment, through working in partnership with the relevant agencies and through the appropriate use of technology. An Equality Impact Assessment will be carried out to assess the effects that the proposed processes are likely to have on customers depending on factors such as race, disability, gender, religion, sexual orientation and age.

**(12) Monitoring:** To ensure that vulnerable groups are accessing the scheme, monitoring of the numbers of homeless, BME and other vulnerable groups who are registered and bidding will be made respectively. Monitoring of cases that are registered and making no bids or inappropriate bids will be monitored and the information used to highlight those applicants who may need further support. The successful bands and dates of registration will be monitored to help provide meaningful feedback to applicants. To ensure transparency, the numbers and reasons for exclusions will be monitored closely along with cross LA boundary moves. The number and type of housing advice provided will also be monitored and feed back given to the relevant local authority.

Where there is a homeless duty, information will be fed back to the relevant local authority on lettings and refusals.

Customer satisfaction surveys will be implemented which will allow problems and successes to be identified which can be used to develop the scheme further.

It is envisaged that a project team, made up of representatives from the partnership and relevant stakeholders, would meet on a bi-monthly basis to analyse monitoring and feedback to develop the scheme further.

**(13) Regional Housing Strategy:** The Cumbria Housing Strategy 2006/2011 identifies five important housing issues in line with the Regional Housing Strategy: Shortage of affordable housing; creating decent homes and environments; housing the homeless; regeneration; and homes with additional facilities or support. The Choice Based Lettings scheme aims to make the best use of affordable housing and provide advice and support to inform applicants of their choices. By providing reasonable preference to homeless applicants and support to the vulnerable the scheme will complement the Cumbria Housing Strategy, which has been assessed as “fit for purpose”.

**H. Approval of Scheme:** All of the partners Elected members and RSL Boards have given full support on exploring the options of providing a Sub Regional Choice Based Letting Scheme. Formal approval will be required by all partners following a full cost analysis carried out as part of the formal partnership agreement and subject to bid approval.

**Consultation:** The partnership recognises the importance of consulting with stakeholders on any proposed scheme. Partners have already begun to talk about choice based lettings to their tenants forums and discussions have taken place with Shelter, Social Services and supported housing providers.

A tenant has been invited to join the project team to help determine the best way to involve and consult tenants and residents. Cumbria Supporting People are a partner in the scheme and choice based lettings has been discussed in their existing forums and user groups. The project has links with a wide range of groups that already exist so as to obtain maximum input into the scheme. Groups consulted with include: Cumbria Tenants and Residents Participation Forum, Age Concern, Connexions, Shelter, Citizens Advice Bureau, Disability Forums, Outreach Cumbria, Society for the Blind, Community Law Centre, and Cumbria Action for Social Support, Cumbria Alcohol and Drug Advisory Service, Cumbrian Diversity Groups, Equality and Diversity Officer at Cumbria County Council, AWAZ, Probation and Social Services.

**I Sharing Good Practice:** We are willing to provide any information and good practice, relating to developing and running a sub-regional CBL scheme, to any relevant party.

#### **J Outline timetable for the project**

<b>Item</b>	<b>Estimated completion date</b>
<b>DEVELOPMENT</b>	
Bid submission	October 09
Ongoing meetings of partners to progress moves to a Common Allocation policy.	November 09
Recruitment of Project Co-ordinator	April 09
Consultation plan and Communication plan	Aug 2009
Design of CBL model, policy, procedure and protocols	Nov 2009
Stakeholder seminar	Nov 2009
Negotiation of partnership agreement including full cost analysis.	Oct 2009
Determination of ICT requirements and potential suppliers	Oct 2009
<b>IMPLEMENTATION</b>	
Procurement and implementation of ICT	March 2010
Banding the housing register	April 2010
Staff/partner training programme	July 2010
Other organizations' and members' briefings	June 2010
Testing process	Aug 2010
Final part of communication programme	Sep 2010
Publicity campaign leading to:	Sep 2010
<b>LAUNCH OF CBL SCHEME</b>	
Go Live and two weekly reviews thereafter	Oct 2010
<b>EVALUATION</b>	
Review of performance	Jan 2011
Implement minor changes as required	Feb 2011
<b>ENHANCEMENT</b>	
Customer satisfaction survey	Apr 2011
Full review of scheme successes and failures	Sep 2011
Major changes if required	Dec 2011
Analyze future developments and possible enhancements	Dec 2011
Implement on-going monitoring of outcomes	Jan 2012
Establish an accredited private landlord list	Oct 2012

## K Detailed costings and funding applied for

	Year One - 2009 -10		Year Two 2010 -11	
	Capital £	Revenue £	Capital £	Revenue £
<b>ICT</b>				
Interactive website			100,000	
Software maintenance				23,200
<b>Staffing Costs</b>				
Recruitment Costs	6,100			
Project Manager Salary	40,000		20,000	
Travel & Subsistence	2,500		1,300	
Central Administration Fee				5,000
Temporary staff (inputting)				8,000
<b>Publicity</b>				
PR/Launch			15,000	
Advertising/publicity				10,000
Printing				20,000
<b>Total</b>	<b>48,600</b>		<b>136,300</b>	<b>66,200</b>
<b>CLG funding</b>	<b>48,600</b>		<b>11,400</b>	<b>40,000</b>
South Lakeland DC	0	0	15,583	0
Eden DC	0	0	7,913	0
Carlisle CC	0	0	15,720	0
Copeland BC	0	0	10,744	0
Home HA	0	0	10,706	9,534
Two Castles HA	0	0	10,706	1,293
Eden HA	0	0	10,706	1,447
South Lakes Housing	0	0	10,706	3,112
Riverside Carlisle	0	0	10,706	5,980
D&S HA	0	0	10,706	2,961
Impact HA	0	0	10,706	1,873
<b>TOTAL RSL/Local Authority contribution</b>	<b>0</b>	<b>0</b>	<b>124,900</b>	<b>26,200</b>
<b>Total costs inc CLG funding</b>	<b>48,600</b>	<b>0</b>	<b>136,300</b>	<b>66,200</b>

**PERFORMANCE INDICATORS**

Housemark/ BVPI / Local	Performance Indicator	Actual 2005/6	Actual 2006/7	Actual 2007/8	Actual 2008/9	Target 2009/10	6 Apr 08- 5 Jul 09
	<b>Rent Arrears and Collection</b>						
BV66a	% Rent Collected	98.1%	97.88%	96.78%	96.48%	98%	93.49%
BV66b	% Tenants with > 7 weeks arrears	5.76%	5.89%	6.82%	6.33%	5.5%	5.04%
BV66c	% Tenants served with NOSP for arrears	33.37%	35.48%	29%	30.6%	25%	19.25%
BV66d	% Tenants evicted for rent arrears	0.99%	1.05%	0.66%	0.89%	0.5%	0.77%
Housemark	Current tenants arrears as % of rent roll	2.9%	2.99%	2.96%	2.60%	2.5%	2.53%
	<b>Void management</b>						
BV212	Average relet time for dwellings (in days)	34	28	35.9	30	28	33
Housemark	% rent loss through vacant dwellings	1.19%	0.98%	1.41%	1.16%	1%	1.21%
Local	% rent loss due to voids – garages	3.6%	2.63%	2.81%	3.25%	2%	2.80%
	<b>Homelessness</b>						
Housemark	Average stay in B & B for families with children or pregnant women (in days)	3.5	2	10	3.7	3	0.43
Housemark	% of homeless applications where decision made and notified within 33 days	99%	98.5%	95.3%	84.8%	99%	83.6%
Local	Average length of stay in B&B (in days)	24.5	22	14.4	18	12	19.6
Local	Average length of stay in dispersed (in days)	50	45	48	56	28	35
Local	Average length of stay in dispersed for families with children (in days)	61	34	41	49	28	36
Local	Average number of homeless households in dispersed accommodation	5.9	5.8	7.3	9.6	5	6.8
BV213	% of households whose situation was resolved by housing advice	N/A	N/A	N/A	N/A	75%	N/A
NI 156 <i>(new for 08/09)</i>	Number of households living in temporary accommodation	--	--	13	8	10	14
	<b>Housing Applications</b>						
Local	% Housing applications answered within 6 days	99%	95%	52%	62%	95%	79%
	<b>Repairs</b>						
Housemark	% urgent repairs completed within Government time limits	85.7%	89.59%	78%	79.91%	92%	96.5%
Housemark	% emergency repairs completed on time	98.4%	93.6%	84.36%	89.07%	94%	90.4%
Housemark	% routine repairs completed on time	92.9%	92.3%	77.26%	79.95%	93%	87.9%
Housemark	% urgent repairs completed on time	93.2%	78.7%	74.86%	74.45%	90%	83.3%
NI 158 <i>(was BV184a)</i>	Proportion of homes which are non-decent	--	17.8%	2%	0.22%	1.75%	0.2%
Local	Average time taken to complete non-urgent repairs (in days)	7.6	10	13.7	24.85	8	9.3
	<b>General Management</b>						
NI 160 <i>(new for 08/09)</i>	Local authority's tenants' satisfaction with landlord's services	--	--	--	87%	N/A	--

## RENT ARREARS as at week ending 5<sup>th</sup> July 2009

Area	Current £	% Gross Debit	Former Tenants £	% Gross Debit
Central	69,297.31	3.72	20,646.13	1.11%
Dalton	13,898.32	1.91	2,071.50	0.28%
Roosegate	60,866.15	2.54	27,276.89	1.14%
Ormsgill	45,808.00	2.15	68,857.53	3.24%
Walney	18,647.21	1.44	6,434.32	0.50%
Miscellaneous	1,872.85	8.54	0.00	0.00%
<b>Dwellings total</b>	<b>210,389.84</b>	<b>2.50</b>	<b>125,286.37</b>	<b>1.49%</b>
Garages	3,845.50	2.15	1,782.17	1.00%
Homeless	902.40	1.17	20,251.76	26.19%
<b>Total</b>	<b>215,137.74</b>	<b>2.48</b>	<b>147,320.30</b>	<b>1.70%</b>
<b>Grand Total</b>	<b>£362,458.04</b>		<b>4.17%</b>	

## FORMER TENANT ARREARS

Former tenants arrears written off in period April - June 2009 = £31,875.78

## VOIDS from 6<sup>th</sup> April 2008 to 5<sup>th</sup> July 2009

	Central	Dalton	Ormsgill	Roosegate	Walney	Total
<b>1 Bedroom</b>						
Ground-floor flat	6	0	8	4	3	21
Upper-floor flat	8	0	2	5	2	17
Bungalow	1	1	1	0	3	6
<b>Sub total</b>	<b>15</b>	<b>1</b>	<b>11</b>	<b>9</b>	<b>8</b>	<b>44</b>
<b>2 Bedrooms</b>						
Ground-floor flat	0	0	7	0	0	7
Upper-floor flat	2	0	6	1	0	9
Bungalow	0	0	0	0	0	0
House	2	0	2	2	0	6
<b>Sub-total</b>	<b>4</b>	<b>0</b>	<b>15</b>	<b>3</b>	<b>0</b>	<b>22</b>
<b>3 Bedrooms</b>						
Ground-floor flat	0	0	0	0	0	0
Upper-floor flat	0	0	0	0	0	0
Bungalow	0	0	0	0	0	0
House	0	0	5	1	4	10
<b>Sub-total</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>1</b>	<b>4</b>	<b>10</b>
<b>4 Bedrooms</b>						
House	0	0	0	0	0	0
<b>5 Bedrooms</b>						
House	0	0	0	0	0	0
<b>Total</b>	<b>19</b>	<b>1</b>	<b>31</b>	<b>13</b>	<b>12</b>	<b>76</b>



**OFFERS OF ACCOMMODATION**  
made and refused between 6<sup>th</sup> April 2008 to 5<sup>th</sup> July 2009

Area	Property Details	Area	Condition	Personal circumstances	No reply to offer	Other reasons	Withdrawn	Total
Central	1	4	0	1	0	1	0	7
Dalton	1	0	0	1	0	0	0	2
Ormsgill	1	2	0	0	1	1	0	5
Roosegate	0	0	0	1	0	0	0	1
Walney	2	2	0	1	0	0	0	5
<b>Total</b>	<b>5</b>	<b>8</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>20</b>

**NEW TENANCIES**  
6<sup>th</sup> April 2008 to 5<sup>th</sup> July 2009

<i>Applicant Type</i>	<i>No.</i>
Housing Register	44
<b>Transfers:</b>	<b>16</b>
General Management	0
Management	4
Medical	6
Under/over Occupancy	6
<b>Homeless</b> (monitored from October 2004)	<b>13</b>
<b>Mutual Exchanges</b>	<b>5</b>
<b>Total Relets</b>	<b>78</b>

**HOUSING PROPERTY AS AT 30<sup>th</sup> June 2009**

TYPE OF PROPERTY	NO. OF BEDS.	CENTRAL	DALTON	ORMSGILL	ROOSE	SHOPS	DISPERSED	WALNEY	TOTAL
BUNGALOWS	1	13	35	27	14			54	143
	2		5						5
	3			4	4				8
FLATS	1	314	30	213	243		4	146	950
	2	62	12	162	50		5	16	307
	3	3	1		1		2	1	8
HOUSES	2	80	19	66	143			76	384
	3	133	114	220	252			119	838
	4	9	4	7	51			4	75
	5				5				5
<b>SUB-TOTAL</b>		<b>614</b>	<b>220</b>	<b>699</b>	<b>763</b>		<b>11</b>	<b>416</b>	<b>2,723</b>
SHOPS	0					16			16
	2					4			4
	3					0			0
	4					1			1
HOSTEL FLATLETS	1						0		0
	2						0		0
<b>GRAND TOTAL</b>		<b>614</b>	<b>220</b>	<b>699</b>	<b>763</b>	<b>21</b>	<b>11</b>	<b>416</b>	<b>2,744</b>
<b>GARAGES</b>		207	42	68				167	484

**SOLD PROPERTIES**  
**6<sup>th</sup> April 2008 to 5<sup>th</sup> July 2009**

AREA	PROPERTY TYPE	BEDROOMS	TOTAL
<b>TOTAL</b>			

0 sales

PLANNED MAINTENANCE PROGRAMME 2009/10

AGENDA ITEM 14

SCHEME	CONTRACTOR OR SUPPLIER	AVAILABLE BUDGET	NO OF PROPERTIES	INVOICES PAID TO DATE	START DATE	ESTIMATED COMPLETION DATE	CONTRACTOR	TARGET COST	DATE	COMMENTS
REWIRES	CUMBRIA HOUSING PARTNERS	£252,700	Phase I Ewan Close (82 properties) Phase II Broad Close (72 properties)	£79,629	Apr-09	Feb-10	AB MITCHELL (via K Wilson)	Phase I - £125,788 Phase II - TBC	15.6.2009	Phase I - 95% COMPLETE Phase II - Not started
BATHROOMS I	CUMBRIA HOUSING PARTNERS	£200,000	Phase I Walney/Abbotsmead (72 properties) Phase II ( 23 properties)	£23,346	May-09	Feb-10	AB MITCHELL	Phase I - £196,690 Phase II - TBC	15.6.2009	Phase I - 55% COMPLETE Phase II - Not started
BATHROOMS II	INTEGRAL	£100,000	50 COMMIT 75% ONLY	£0	Sep-09	Feb-10	INTEGRAL	£100,000	15.6.2009	Target costs being prepared
BATHROOMS III Funding)	(MRA CUMBRIA HOUSING PARTNERS	£100,000	TBC	£0	Oct-09	Feb-10	AB MITCHELL	TBC	15.6.2009	Not started
KITCHENS I	CUMBRIA HOUSING PARTNERS	£400,000	Phase I Ewan Close/Ormsgill (120 properties) Phase II Yew Tree estate ( 36 properties)	£40,259	May-09	Feb-10	AB MITCHELL	Phase I - £361,360 Phase II - TBC	15.6.2009	45% COMPLETE
KITCHENS II	INTEGRAL	£225,000	50 COMMIT 60% ONLY	£0	Sep-09	Feb-10	INTEGRAL	£225,000	15.6.2009	Target costs being prepared
KITCHENS III Funding)	(MRA CUMBRIA HOUSING PARTNERS	£100,000	TBC	£0	Oct-09	Feb-10	AB MITCHELL	TBC	15.6.2009	Not started
HEATING 1	CUMBRIA HOUSING PARTNERS	£475,000	Phase I Ewan Close(73 properties) Phase II ( 73 properties)	£79,806	May-09	Feb-10	AB MITCHELL	Phase I - £253,776 Phase II - TBC	15.6.2009	90% COMPLETE
HEATING II	INTEGRAL	£375,000	100 COMMIT 60% ONLY	£0	Sep-09	Feb-10	INTEGRAL	£375,000	15.6.2009	Target costs being prepared
HEATING III Funding)	(MRA CUMBRIA HOUSING PARTNERS	£100,000	TBC	£0	Oct-09	Feb-10	AB MITCHELL	TBC	15.6.2009	Not started
PAINTING	CUMBRIA HOUSING PARTNERS	£200,000	Phase I Vulcan/Risedale (206 properties) Phase II Greengate (150 properties)	£0	Jun-09	Feb-10	GH JONES	Phase I - £87,859 Phase II - TBC	15.6.2009	Phase 1 - 75% COMPLETE Phase 2 - Not started

HOUSING MAINTENANCE COMMITMENTS 2009/10 @ 12.8.2009

	Funding Available 2007/08	Gross COMMITMENT	Weekly Available	Gross Comm. as a % funds available
Tenant Demand Repairs	£900,000.00	£268,094.00	£17,307.69	30%
Voids	£175,000.00	£106,786.00	£3,365.38	61%
Gas Servicing	£425,000.00	£114,884.00	£8,173.08	27%
Decoration Vouchers	£35,000.00	£12,350.00	£673.08	35%
Disrepair Claims	£25,000.00	£0.00	£480.77	0%
Environmental Impmts	£50,000.00	£28,419.00	£961.54	57%
Disabled Adaptations	£250,000.00	£220,000.00	£4,807.69	88%
Door Entry	£100,000.00	£17,935.00	£1,923.08	18%