

LANDLORD SERVICES ADVISORY BOARD

Thursday, 23 February 2023 - 10.00 - 11.30 am

Council Chamber, Council Offices, The Burys, Godalming

A G E N D A

Circulation:

Members:

Cllr Paul Rivers (Chair)

Terry Daubney, Waverley Tenants' Panel (Vice Chair)

Cllr Jacquie Keen

Cllr Stephen Mulliner

Cllr John Robini

Cllr Michaela Wicks

Chris Austin, Lucas Field Residents Group

Robert Stratford, Waverley Tenants Panel

Danielle Sleightholme, Waverley Tenants Panel (Co-Optee)

1 Apologies for absence

To receive apologies for absence.

2 Notes of the previous meeting

The minutes for the previous meeting held on the 26 January 2023 are to follow.

3 Declarations of interest

To receive any declarations of interests under the Waverley Members' Code of Conduct.

4 Questions from Members of the Public

To receive any questions from members of the public.

5 Questions from Members

To receive any questions from Members.

6 Progress report on approach to Damp and Mould (Pages 3 - 12)

This paper provides an overview of the key areas for improvement and the measures Waverley has already actioned to address these.

7 Senior Living December 2022 Consultation Findings (Pages 13 - 32)

To share the outcomes of the 2021 consultation with Senior Living tenants and

to present the results and draft action plan from the 2022 consultation for the Board's review and comment.

8 **Summary of Regulator of Social Housing Tenant / Member Briefing**

Presentation and discussion with the Service Improvement Manager.

9 **Decision to award Fire Remediation and Door Replacement Programme contract** (Pages 33 - 40)

To share the proposal to enter into contracts for Fire Remediation and Fire Door Installation Services.

10 **Review Work programme** (Pages 41 - 54)

11 **Executive Head of Housing Services Update**

The Board to receive a verbal update from Executive Head of Housing Service.

12 **Date of next meeting**

WAVERLEY BOROUGH COUNCIL

LANDLORD SERVICES ADVISORY BOARD

23 FEBRUARY 2023

Title:

Management of damp, mould and condensation within tenants homes

Portfolio Holder: Cllr Paul Rivers, Portfolio Holder for Housing

Head of Service: Andrew Smith, Executive Head of Housing

Key decision: No

Access: Public

1. Purpose and summary

To advise the Board of the work of the Damp Project Working Group. This paper provides an overview of the key areas for improvement and the measures Waverley has already actioned to address these. This paper also explores the actions that will be implemented in the future to ensure damp, mould and condensation is managed efficiently and effectively.

2. Recommendation

It is recommended that the Board:

- review and comment on the actions of the Damp Project Working Group, and
- request a progress report in six months

3. Reason for the recommendation

To update the Board with the actions of the Damp Project Working Group in investigating and addressing damp, mould and condensation in Council homes.

4. Background

4.1 In May 2022 Waverley commenced a damp and mould management review, in response to a Housing Ombudsman Spotlight report in October 2021.

4.2 It was identified that 300 responsive repair jobs relating to damp and/or mould were raised from a total of 13,000 in the year 2021/22.

4.3 As we entered the winter months of 2022, the number of cases began to increase as anticipated but this was exacerbated following the publicity on the tragic case of Awaab Ishak.

4.4 In November 2022 alone, we saw 81 cases reported and 56 inspections had been arranged.

4.5 Waverley established a 'Damp Project Working Group' to review and improve the way we manage cases of damp and mould in our Council homes as well as aiming to improve the level of service we provide to our tenants.

4.6 Following the review, key issues were identified and categorised into four main priority areas:

Data

4.7 Identification of some to out-of-date asset data records, a disconnect between what technology and equipment we have installed versus what our records show, inadequate record keeping, variations in specifications, variations in where documents are filed. Difficulties in differentiating and quantifying jobs by category e.g., damp/ mould related. All these factors limit the ability to organise data-led cyclical maintenance programmes.

Communications

4.8 It was highlighted that tenants were not always kept informed before, during and after repair works. In the cases where there was communications with the tenant, record keeping was found to be inconsistent. This often became apparent during complaints and disrepair investigations.

4.9 As well as keeping residents informed, Waverley must improve communications for promoting advice, support, and education, both for tenants and staff when it comes to the management of damp and mould.

Resources

4.10 There are seasonal pressures on specific roles and their workloads as volumes of damp and mould cases rise. A need for further technical training has been identified as well as more general awareness training across the organisation. Specialist equipment is needed to enable officers to thoroughly investigate and diagnose damp. A specialist technical contractor for supporting with and providing expert recommendations will be procured.

Process

4.11 The review found variations in the way cases are managed and a need for a clear and effective management process for damp and mould cases from start to finish. In addition, routine follow ups were not being carried out, meaning the success of the remedial works were not being checked or measured.

Wider issues

4.12 The current climate places several socio-economic pressures on both Waverley and their tenants. Unfortunately, with the cost-of-living crisis comes fuel poverty. Fuel poverty is causing a sharp rise in damp and mould cases within tenants' homes as they simply cannot afford to use the heating system provided. Colder homes lead to increased condensation and damp which in turn results in mould growth if not managed.

Measures in place pre-review

- 4.13 Prior to the review, Waverley Borough Council had already implemented many proactive, practical actions and procedures to prevent damp and mould developing within tenants' homes. A number of these are discussed below.
- 4.14 The Void Policy ensures all kitchens and bathrooms have extractor fans fitted where possible. This provides mechanical ventilation to the two rooms most prone to high water vapour levels through normal use.
- 4.15 The Planned Works team and the Compliance team carry out cyclical upgrade works to improve the energy efficiency performance of our homes. These component upgrades include window replacements, roof replacements, loft insulation top ups, cavity wall insulation replacements and heating upgrades.
- 4.16 The Responsive Repairs Team ensure day to day maintenance and repairs are carried out, as and when required. Examples of responsive repairs which relate directly to the prevention of damp and mould include renewing / unblocking gutters and downpipes, installing or clearing out gullies and drains as well as repairing leaks to plumbing etc.
- 4.17 Stock Condition Surveys and Tenancy Audits are also undertaken, which proactively seek out any tenancy or property issues including cases of damp and/ or mould. Support and advice is provided to residents and any serious concerns are escalated to the relevant teams for further inspection, investigation and ultimately resolution.

Actions Introduced post- review

Data

- 4.18 A data validation exercise is being undertaken on the existing Housing Health and Safety Rating System (HHSRS) data records held for risk scores 4 and 5 in relation to damp and mould (where 1= No risk of damp/mould and 5= Severe, requiring immediate action). The 62 addresses are being followed up through tenant phone calls and site inspections.
- 4.19 The exercise has found that, as suspected, the HHSRS ratings are outdated with the list of 62 addresses being reduced to just seven so far. Historic miscommunication between teams has meant that some improvement works undertaken have not been fed back into records. Records are being updated accordingly and remedial works for those remaining on the list will be issued as required.
- 4.20 This exercise has highlighted the importance and need for routine data review health checks. Once our stock data has been cleansed, we can take a data-led approach for future servicing and maintenance programmes for damp and mould related assets e.g., Extractor fans, PIV units, gutter clearances.
- 4.21 A 'Damp register' is being developed, which will track and monitor damp properties. All properties suffering from damp/mould with a HHSRS score of 4 or above will be added to the list, investigated, remedied, and followed up once

works have been completed. This will be a live and regularly evolving document, requiring a dedicated resource to actively manage and track progress. The damp register will help in identifying trends and patterns in potential problematic archetypes which will guide asset management strategic decisions.

Communications and Education

4.22 Tips and advice on tackling damp and mould have been provided to tenants in the Council publication: 'Homes and People' magazine, on the website, leaflets as well as through the customer service centre and home visits. Regular communications will continue to be a priority in aiding tenants to manage damp and mould within their homes and particular efforts will be made in preparation for winter.

Resources

4.23 A need for upskilling has been recognised and plans are in place to roll out specific damp diagnostic training to all relevant technical staff initially. Following the technical training Waverley intends on providing training for non-technical roles to enable staff to give sound advice and guidance when dealing with reports of condensation, damp or mould.

4.24 A refresher HHSRS training course is being explored to enable all staff attending site, to be able to confidently recognise, assess and calculate risk and hazard scores.

4.25 In addition to training and education, Waverley will be investing in specialist tools and equipment for relevant officers, enabling them to carry out thorough, in-depth investigations and reports. Equipment includes thermal imaging cameras, infrared thermometers, a borescope inspection camera and damp meters.

4.26 A procurement exercise will be carried out to source a select list of specialist contractors to use when additional support and expertise are required. Specialist services cover things outside of the scope of our principal repairs and maintenance contractor, including damp investigations, specialist timber treatments, waterproofing etc.

4.27 We are aware that damp and mould issues are often seasonal, seeing great influx in calls and inspections during the cold winter months. With this in mind, we have actioned the use of an 'Activity code' to be used by the Customer Services Team to categorise the nature of each call. This will help to monitor and quantify the volumes of calls relating to damp and mould. The monthly volumes will help to establish whether there is a need for additional staff resource.

Process

4.28 A new management and resolution framework for Damp, Mould and Condensation is being devised, which will detail roles, responsibilities, and timescales throughout the process, from initial report of an issue, investigation, remediation, completion and then follow ups. The golden thread throughout this management framework will be routine record keeping and regular tenant communication. The new process will formalise how cases are managed,

improve consistency, reach resolution quicker and in turn we hope will improve tenant satisfaction.

- 4.29 The 'Damp Register' will become part of the new process for managing and resolving damp, mould and condensation within tenants' homes.

Wider Issues

- 4.30 While we acknowledge there are several economic difficulties contributing to the rise in damp and mould cases (particularly this winter), ultimately homes need to be well heated and ventilated. Whilst the Housing Service has limited influence on whether residents use their heating and ventilate their homes, Waverley has introduced the 'Hardship Fund' to assist. A number of tenants will receive a rent credit of £200 to their rent accounts in recognition of the fact that their home has poor energy performance.

Conclusion

- 4.31 The review to date, has identified the need to be more proactive, improve record keeping and follow up cases of damp and mould to ensure remedial actions taken have been successful.
- 4.32 A number of actions to address issues have been identified, some already implemented and others to be put in place in the near future.
- 4.33 The Housing Ombudsman Service report has provided useful, achievable recommendations and best-practice examples which will help guide us towards our goal.
- 4.34 The 'Damp Project Working Group' will continue to drive progress forward, managing damp, mould and condensation in tenants' homes effectively and efficiently.

5. Relationship to the Corporate Strategy and Service Plan

The report supports the Council's Corporate commitment to promote "*Good quality housing for all income levels and age groups*" and aim to "*be the best council landlord in the South East and to be acknowledged so by our tenants.*"

6. Implications of decision

6.1 Resource (Finance, procurement, staffing, IT)

Drafted by: Candice Keet, Senior Accountant

The planned actions will mainly be delivered within the current budget. Any additional resources will be requested in line with the normal corporate procedures and subject to the usual scrutiny from the relevant committees.

6.2 Risk management

The Project Group were developed to address the risks to tenants and properties from damp and mould. The group's has identified mitigations and actions to manage risks.

6.3 Legal

Drafted by: Gillian Carson-Jones, Licensing, Litigation and Regulatory Solicitor

The Council's obligations as landlord to repair and maintain Council properties are set out in the tenancy agreement. Section 9A of the Landlord and Tenant Act 1985 implies into all relevant tenancies an obligation to let and keep dwellings in a condition 'fit for human habitation', including freedom from damp and mould growth. Section 11 of the Landlord and Tenant Act 1985 sets out statutory obligations to ensure that the structure of homes are repaired and the repairs are carried out within a reasonable time. Unhealthy housing can also be the subject of criminal prosecution under the Environmental Protection Act 1990

In terms of redress, tenants have access to the Council's internal complaints procedure or the Housing Ombudsman Service, who regularly finds that failures to investigate properly or to resolve complaints of condensation dampness amount to maladministration. Alternatively where obligations are not met, it is open to tenants to pursue civil disrepair / unfitness claims and which may include a related personal injury claim.

The Government has tabled amendments to the Social Housing Regulation Bill to introduce 'Awaab's Law', which will require landlords to fix reported health hazards within specified timeframes. A consultation will be launched later this year to set the timeframes within which landlords will have to act to investigate hazards and make repairs. The new rules will form part of the tenancy agreement, so tenants can hold landlords to account by law if they fail to provide a decent home.

6.4 Equality, diversity and inclusion

Any significant changes to the service will be subject to an Equality Impact Assessment to ensure that they do not have any adverse impacts on equality. The Project Group are mindful of the range of communication needs of tenants.

6.5 Climate emergency declaration

Works undertaken to address damp and mould will support efficient heating systems, thus reducing carbon emissions.

9. Governance journey

Report to Landlord Services Advisory Board only.

Background Papers

There are no background papers, as defined by Section 100D(5) of the Local Government Act 1972).

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Agreed and signed off by:

Legal Services: Gillian Carson-Jones, Licensing, Litigation and Regulatory Solicitor, 10 February 2023

Head of Finance: Candice Keet, Senior Accountant, 13 February 2023

Strategic Director: Annie Righton, Strategic Director – Community Wellbeing, 13 February 2023

Portfolio Holder: Cllr Paul Rivers, Co-Portfolio Holder for Housing, 6 February 2023

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Damp and Mould Project Working Group Action Plan

<u>Action #</u>	<u>Issue</u>	<u>Action</u>	<u>Owner/ Lead</u>	<u>Deadline</u>	<u>Status</u>
1	Ensure current Damp and Mould Strategy is still effective.	Review the current strategy considering the Housing Ombudsman's updated damp and mould report (February 2023)	Special Projects Officer	October 2023	Research Stage
2	Knowledge of our homes	Update Stock condition surveys to be undertaken of all our homes .	Strategic Asset Manager	From April 2023	Appointment of provider
3	Ensure staff have the required knowledge and skills to effectively diagnose and remedy damp and mould and to effectively communicate with tenants	Technical Training to be booked for April 2023 Consider other training e.g., Charter Institute of Housing's professional standards	Special Projects Officer	April 2023	Trainer identified. Pending booking
4	Proactive communication	Highlight the work being undertaken to remedy and prevent damp and mould. – Article in Homes and People. Website advice	Special Projects Officer	October 2023	Ongoing
5	Difficulties monitoring and managing cases of damp and mould	Develop a procedure for managing and administering a 'Damp Register'.	Special Projects Officer / Contracts Manager	Full implementation September 2023	First draft of procedure completed

6	Use of the Housing Health and Safety Rating System (HHSRS) risk-based evaluation tool.	Review the collection of HHSRS data.	Stock Condition Surveyor / Special Projects Officer / Contracts Manager	End of February 2023	Scope of the review in draft
7	Lack of Resources to deliver an effective service	Consider developing a business case for additional staff	Housing Operations Manager / Strategic Asset Manager	May 2023	Collecting data for business case
8	Specialist contractor to be procured	Procure select list of specialist contractors to assist with damp / mould diagnostics and management	Operational Support Officer (Commissioning) / Contracts Manager	May 2023	Ongoing
9	Need for updated communications in preparation for winter	Produce new leaflet – managing Damp and mould in your home.	Special Projects Officer	December 2022	Complete
10	Insufficient access to specialist equipment / tools	Ordered specialist equipment	Housing Operations Support Manager	February 2023	Order complete
11	Variations in the way cases are managed and insufficient record keeping	Explore IT solutions. Create a clear and effective management process for damp and mould cases from start to finish to include follow ups	Special Projects Officer	September 2023	Ongoing

WAVERLEY BOROUGH COUNCIL

LANDLORD SERVICES ADVISORY BOARD

23 FEBRUARY 2023

Title:

Senior Living Consultation

Portfolio Holder: Cllr Paul Rivers, Co-Portfolio Holder for Housing

Head of Service: Andrew Smith, Executive Head of Housing

Key decision: No

Access: Public

1. Purpose and summary

To share the outcomes of the 2021 consultation with Senior Living tenants and to present the results and draft action plan from the 2022 consultation for the Board's review and comment.

2. Recommendation

It is recommended that the Board:

- review and comment on the completed 2022 Action Plan from the 2021 consultation.
- review and comment on the responses and 2023 Action Plan from the 2022 consultation.

3. Reason for the recommendation

To update the Board on the outcomes of the 2021 consultation and to scrutinise the 2022 consultation responses and 2023 Action Plan.

4. Background

4.1. There are eight Senior Living schemes in Waverley, and each contain around 30 self-contained flats with access to a communal lounge, garden, and laundry. There are five Senior Living Officers currently in post who work across the eight schemes to manage the building safety and maintenance, manage the tenancies of residents, and promote independence by encouraging residents to organise social activities and signposting them to relevant support services. The Officers work as part of a wider Senior Living team which also includes the Senior Living and Careline Services Manager and a Housing Graduate Management Trainee.

- 4.2. Following the change in service in 2018 - from sheltered housing to independent living – the Housing Service committed to carrying out an annual consultation with tenants. An updated version of the 2022 Action Plan from the 2021 Consultation showing the progress made is included as Annexe One.
- 4.3. Of the 18 actions, 16 have now been completed. Two actions: reviewing staff role and responsibilities (no. 18); and sharing decoration programme (no. 6) remain in progress and have been carried forward to the new action plan.
- 4.4. The 2022 Consultation took place in December. Every Senior Living tenant was given the opportunity to provide feedback via a paper or online questionnaire, at a drop-in feedback meetings which were held at each scheme, or via phone or email.
- 4.5. Out of the 256 tenants, 116 provided feedback making the overall response rate 45%. The response rate in 2021 was 35%. Additional methods of providing feedback were offered this year, however, almost all the responses were via the paper questionnaire, which was the only method available last year. Therefore, it is likely that the increase reflects increased engagement due to improved communication and the easing of Covid-19 restrictions.
- 4.6. Across all schemes, 84% of respondents stated that they were satisfied or very satisfied with the service provided by Senior Living. A summary of the responses for all questions is attached as Annexe Two.
- 4.7. Specific areas of good practice were highlighted in the responses including the friendly and professional approach of the Senior Living Officers, communication through letterbox drops, and the cleanliness of the communal spaces.
- 4.8. The responses also highlighted important areas for improvement around the structure and purpose of the monthly tenants' meetings, the use of the communal spaces, and some building safety and repairs queries. These have been used to create an action plan which is included as Annexe Three.
- 4.9. One of the two key themes in the responses to the 2021 consultation was that tenants would like more communication with their Senior Living Officer. In 2022, the feedback about communication focused on the methods used, not the amount or content, demonstrating that the actions taken have led to an improvement. The feedback about the methods used has informed actions four, six, and ten on the 2023 Action Plan.
- 4.10. The second key theme, from 2021 consultation, was that the role and responsibilities of the Senior Living Officers needed to be clarified. In 2022, there were fewer responses that indicated confusion about the role of the Senior Living Officers. It was only in relation to organising social events that this was demonstrated and this has informed action two on the 2023 Action Plan.

5. Relationship to the Corporate Strategy and Service Plan

The report supports the Council's Corporate commitment to promote "*Good quality housing for all income levels and age groups*" and aim to "*be the best council landlord in the South East and to be acknowledged so by our tenants.*"

6. Implications of decision

6.1. Resource (Finance, procurement, staffing, IT)

Drafted by: Candice Keet, Senior Accountant

The action plan attached as Annexe 3 will mainly be delivered within the current budget. Any additional resources will be requested in line with the normal corporate procedures and subject to the usual scrutiny from the relevant committees.

6.2. Legal

Drafted by: Ian Hunt, Interim Deputy Borough Solicitor

The Council as landlord, has a duty to engage with residents and consult them in relation to changes to its services and programmes. This work supports the Council in this work. The action plan is within the scope of reasonable responses and the powers of the Council.

6.3. Equality, diversity, and inclusion

Tenants were offered support in completing the consultation to prevent anyone being excluded because of their preferred communication method. Any significant changes to the service that result from the action plan will be subject to an Equality Impact Assessment to ensure that they do not have any adverse impacts on equality.

6.4. Climate emergency declaration

Any works resulting from the action plan will be subject to an environmental and sustainability review where applicable.

7. Consultation and engagement

The questionnaire was developed in consultation with the Tenants Panel. The report and action plan were created based on the feedback of Senior Living tenants. The outcomes will be shared with the Senior Living tenants, Tenants Panel, and the Landlords Services Advisory Board.

8. Other options considered

Doing nothing will mean that the feedback received in this consultation will not be used to improve the service and will negatively impact our relationship with tenants.

9. Governance journey

Report to Landlord Services Advisory Board only.

Annexes:

Annexe 1 – 2022 Action Plan.

Annexe 2 – Summary of Responses 2022.

Annexe 3 – 2023 Action Plan.

Background Papers

There are no background papers, as defined by Section 100D(5) of the Local Government Act 1972).

CONTACT OFFICER:

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Agreed and signed off by:

Legal Services: Ian Hunt, Interim Deputy Borough Solicitor, 8 February 2023

Head of Finance: Candice Keet, Senior Accountant, 13 February 2023

Portfolio Holder: Cllr Paul Rivers, 14 February 2023

Senior Living Tenants Consultation 2021 2022 Action Plan

Action number	Related to survey question	Action	Responsible officer	Resources */ support	Date
1	Response rate	Review any barriers to completing/ engaging with consultation process with Falkner Court residents	Senior Living and Careline Manager (SL&CM)	Senior Living Officer (SLO) and request Tenant Panel support	May 2022
Update 21/03/22		SL&CM arranged meeting and drop in sessions for Falkner Court residents on 6 April to identify any barriers to engagement and views of service. Quarterly Tenant Meetings have been reviewed and SLOs piloting drop in sessions during 2022 to provide one to one communications as an alternative and/or addition to group meetings.			
Update 13/04/22		Meeting held on 6 April, five attendees with SLCM, SLO, two TP members and TIO. No barriers identified to engagement. Tenants had either forgotten and missed the deadline or were not interested in completing and one tenant preferred to talk in person. Positive feedback re SLO and home raised issues with repairs. COMPLETED April 2022			
2	1 Overall	Write to all tenants to share findings from consultation including confirmation of Senior Living Officer role, availability and contact details	Senior Living and Careline Manager	Request Tenant Panel review letter	April 2022
Update 21/03/22		SL&CM to work with SIT to draft letter including action points 2,4 and 12. To request review by Tenants Panel to send mid April 2022			
Update 13/04/22		SL&CM agreed scope of letter with SIT first draft expected 25/04 COMPLETED May 2022			

3	2 Communications	Senior Living Officers to review and refresh noticeboards monthly	Senior Living and Careline Manager	Senior Living Officers	March 2022
Update 21/03/22		SL&CM confirmed with SLO to diarise fortnightly noticeboard check and update. COMPLETED March 2022			
4	2 Communications	Write to all tenants to share findings from consultation including ways to feedback for two way communications (with action 2)	Senior Living and Careline Manager	Request Tenant Panel review letter	April 2022
Update 04/03/22		Refer to action 2 COMPLETED May 2022			
5	3 Communal areas	Ongoing promotion and support for tenant led social activities. Senior Living Officers to empower at least one tenant per scheme to host an activity. To promote in summer edition of tenants newsletter.	Senior Living and Careline Manager	Senior Living Officers	August 2022
Updated 20/09/22		SLO supported tenants to arrange social activity at each scheme and promoted them in summer newsletters. COMPLETED August 2022			
6	3 Communal areas	Request, review and share decoration programme for each scheme communal lounge	Senior Living and Careline Manager	Senior Surveyor	June 2022
Update 20/09/22		Decoration programme – In discussion with our Planned Works team to confirm details. Confirmed re-decoration in two schemes. To be shared with tenants. IN PROGRESS			
7	3 Communal areas	Review accessibility of communal, lounges and access to gardens with tenants	Senior Living and Careline Manager	Request Tenant Panel and/or EDI	June 2022

				Group representative	
Update 20/09/22		Commenced review of communal areas with tenant/officer project group first meeting held on 16 Sept 2022			
Update 17/01/23		Accessibility checklist created with tenant input and visits to each scheme carried out by December 2022. Meeting to discuss recommended actions with group by 01/02/23. Completed review and actions carried forward to 2023 plan. COMPLETED December 2022			
8	4 Home Improvements	To review level of demand and seek estimates of works and costs for spy holes	Senior Living and Careline Manager	Senior Surveyor	May 2022
Update 20/09/2022		Tenants have been advised that we are unable to retrofit spy holes. To include in future door replacement programmes. COMPLETED July 2022			
9	4 Home Improvements	Review specific service requests made scheme by scheme including heating, windows and bathrooms	Senior Living and Careline Manager	tbc	April 2022
Update 21/03/22		SL&CM commenced review of c200 individual comments/service requests. NB. Questionnaires were completed anonymously so it has not been possible to identify all individual comments. COMPLETED June 2022			
10	4 Home Improvements	Investigate delay in Sky upgrade and escalate as necessary	Senior Living and Careline Manager	Asset Manager	May 2022
Update 20/09/22		Sky upgrade to be replaced by proposal for Wi-Fi. COMPLETED September 2022			
11	5 Signposting and support	To review negative responses to establish if pattern of lack of support from signposted services	Senior Living and Careline Manager	Tbc	May 2022

Update 20/09/22		No pattern recognised ... majority concerns regarding responsive repairs – raised with Property Services. COMPLETED May 2022			
12	7 Contact SLO	Action 2 letter to confirmation of Senior Living Officer role, availability and contact details. Information to be on noticeboards and contacts on office door at each scheme	Senior Living and Careline Manager	Senior Living Officers	April 2022 Completed April 2022
Update 04/03/22		Refer to action 2 COMPLETED May 2022			
13	8 Independence	Continue to support and promote independent living. To work with Home Choice to promote schemes and achieve moves for least two under occupied tenants. To promote in summer edition of tenants newsletter.	Senior Living and Careline Manager	EasyMove Officer	August 2022
Update 20/09/22		Team assisted at least three downsizers since April. Two articles in Autumn Homes and People. COMPLETED August 2022			
14	8 Independence	Investigate delay in CCTV installation and escalate as necessary	Senior Living and Careline Manager	Head of Environmental Services	May 2022
Update 20/09/22		Issued raised Head of Service to escalate. Delay identified as approval of impact assessment forms. Installation of CCTV now part of 2023 Action Plan. COMPLETED September 2022			
15	9 Support	Continue to support tenants with good neighbour scheme. Senior Living Officers to empower at least one tenant per scheme to befriend a neighbour. To promote in summer edition of tenants newsletter.	Senior Living and Careline Manager	Senior Living Officers	August 2022
Update 20/09/22		Ongoing message shared with tenants and tenant led activities recommenced. COMPLETED August 2022			

16	10 EDI	Review opportunities to promote EDI in schemes. Review current EDI information held regarding tenants in each scheme and consider any reasonable adjustments required.	Senior Living and Careline Manager	Senior Living Officers	August 2022
Update 20/09/22		SLO maintain EDI info and identify any reasonable adjustments. Review was included as part of review of accessibility of communal areas. COMPLETED September 2022			
17	11 Response to pandemic	To continue to build landlord relationship post pandemic, acknowledge challenges and ensure ongoing two way communications. Consider opportunity for scheme champions to support and develop communications.	Senior Living and Careline Manager	Tenant Engagement Officer	Completed August 2022
Update 20/09/22		Working with Tenants Panel with four members living in senior living. COMPLETED September 2022			
18	Recommendation from LSAB	Appraisal of Senior Living Service – to review staff availability and responsibilities, provision of support and scheme facilities to ensure the service meet needs of current and future tenants.	Head of Housing Operations	SL&CM, SLO, tenants, applicants, Tenants Panel and Members	May to October
Updated 20/09/22		SLO awayday held reviewing service and future. Clarified roles and responsibilities with JD review and developing SLO handbook for clarity and consistency of service.			
Update 17/01/23		Awaiting HR and Executive Head of Housing approval of updated JD. IN PROGRESS			

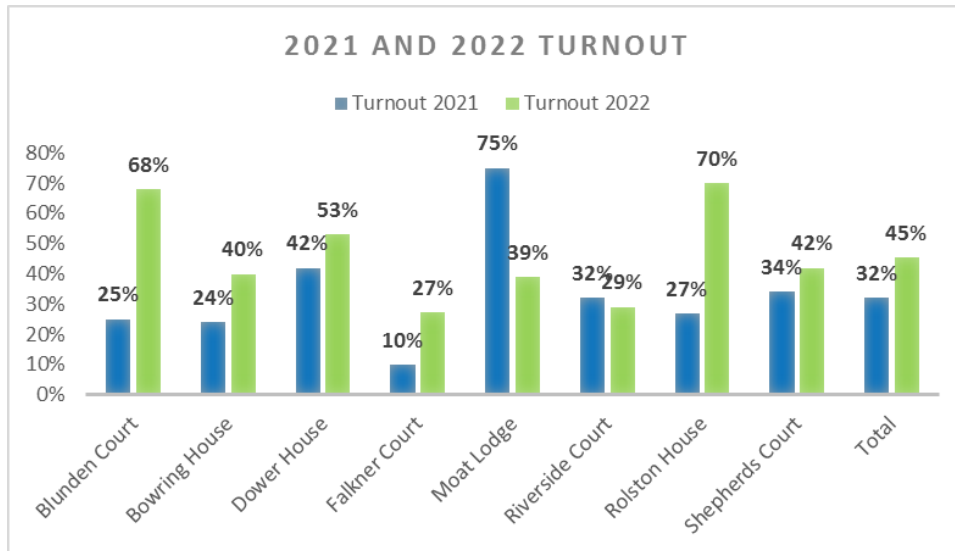
* all actions to be completed within current budgets. Any additional requests for work to be put forward for 2023/24 budget. Any H&S issues to be raised with Head of Service for additional in year funds.

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Senior Living Consultation Responses 2022

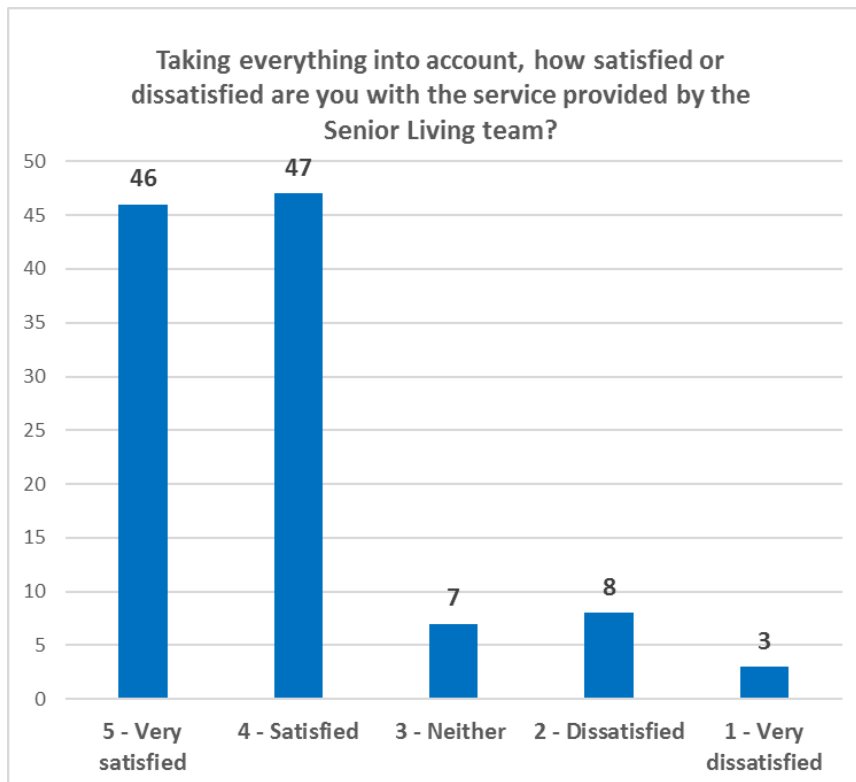
Response Rate

Out of 256 tenants, 116 provided feedback meaning that the overall response rate was 45%. This is 13% higher turnout compared to 2021.



Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by the Senior Living team?

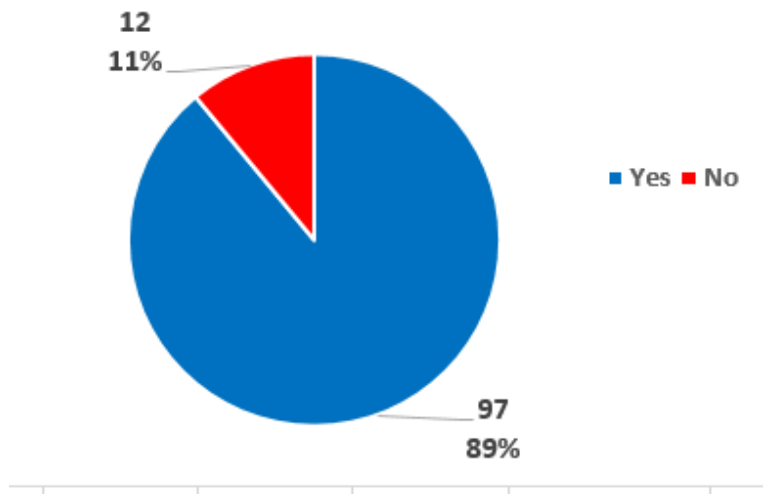
Across all schemes 84% of respondents stated that they are satisfied or very satisfied with the service provided.



Q2 Do you think you are kept well informed and up to date with information relevant to your Senior Living scheme?

Across all schemes 89% of respondents indicated that they feel that they are kept up to date with relevant information.

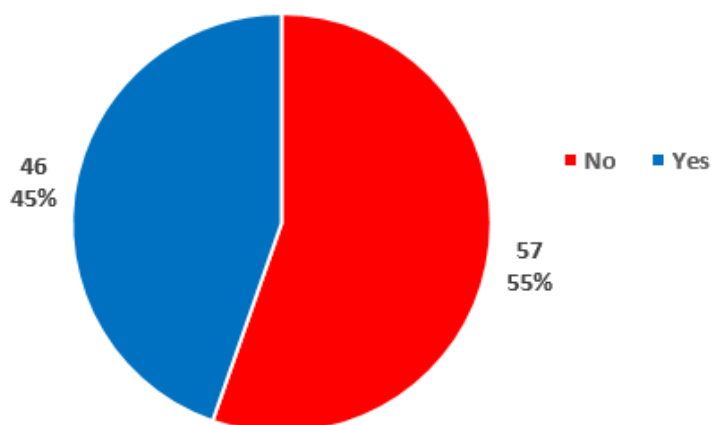
Do you think you are kept well informed and up to date with information relevant to your Senior Living scheme?



Q3 Do you attend the drop-in tenants meetings at your scheme?

Overall, 45% of respondents stated that they attend the drop-in tenants meeting at their scheme.

Do you attend the drop-in tenants meetings at your scheme?



Q4 Please provide any comments about what you think works well and what you think needs improving about communication.

There were 46 responses to this question. Within this there were 17 comments about what works well, 17 comments about what needs improving, and nine comments that were neutral or about issues unrelated to communication. The word clouds show the most common words and phrases used in the responses.

In the 2021 consultation the overarching theme to the communication responses were that tenants wanted more communication about information that was relevant to them. This year the overarching theme was about the methods by which Officers communicate with the tenants. This shift demonstrates that tenants are now satisfied with the amount of information that they are being given and improvements can now be made to the method by which they receive it.



The most common themes in responses about what works well referred to the drop-in tenants meetings, letter box drops, and the notice board and several described their SLO as friendly, approachable, and professional.

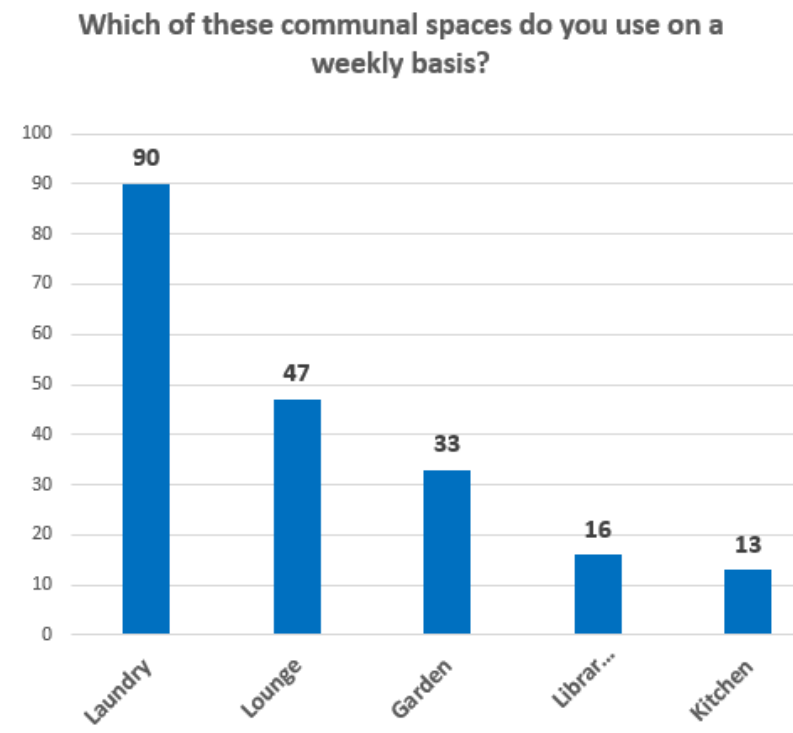
- Eleven of the comments about what works well were brief sentences that stated 'everything works well' or something similar.
- The other six made specific comments about valuing the information provided via letterbox drops or about how easy they find it to communicate with their officer.

The most common theme in responses about what needs improving were that the meetings feel repetitive or pointless as the same issues come up regularly and the method by which the Officers communicate with the tenants.

- Eight responses stated that the drop-in meetings felt pointless or repetitive.
- Seven responses requested an alteration to the communication methods. Two of these suggested that the noticeboard should have larger print. The rest referred to individual communication preferences or needs such as more written letters or more text messages.
- Two responses requested that the manager spend more time in the scheme.

Q5 Which of the communal spaces do you use on a weekly basis?

There were 104 responses to this question and the most popular communal space was the laundry.



Q6 Please provide any comments about what you think works well and what you think needs improving about the communal spaces? Please include any ideas for how they could be used better.

There were 44 responses to this question of which 19 mentioned something that works well, 19 mentioned something that needs improving, and six were neutral or about issues unrelated to the communal spaces. The most common words and phrases in the responses are shown in the word clouds below.



From 19 responses about what works well.



From 19 responses about what needs improving.

The most common themes in responses about what works well in the communal spaces referred to the cleanliness, social events, and the friendly atmosphere.

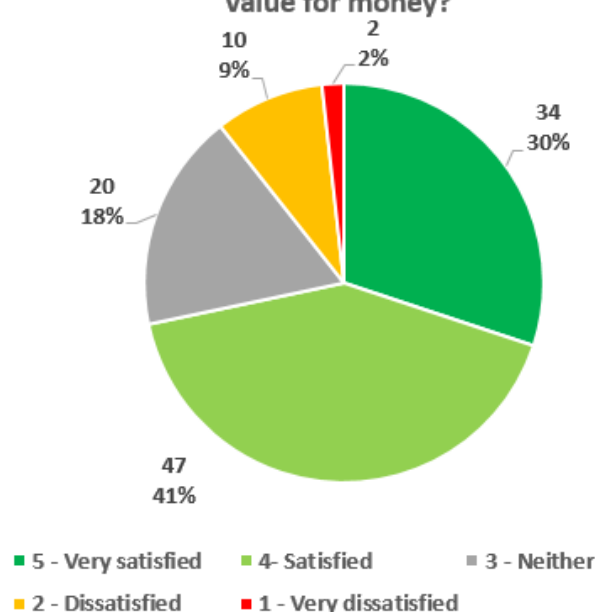
- There were thirteen responses that said something short such as ‘everything is good’.
- Two responses stated that they enjoy the social activities.
- Three stated that they were always clean and tidy
- One stated that the staff are friendly and helpful.

In the responses about what needs improving the most common themes were accessibility or repairs, decoration, and social events.

- Seven responses referred to individual issues with accessibility or repairs which have been passed on to the relevant officer.
- Six responses were about the decoration of the communal spaces, especially the lounge or garden and requested changes to make it more homely.
- Five responses requested more social events to be organised and one response stated that cleanliness was an issue.

Q7 How satisfied are you that your service charge provides value for money?

How satisfied are you that your service charge provides value for money?

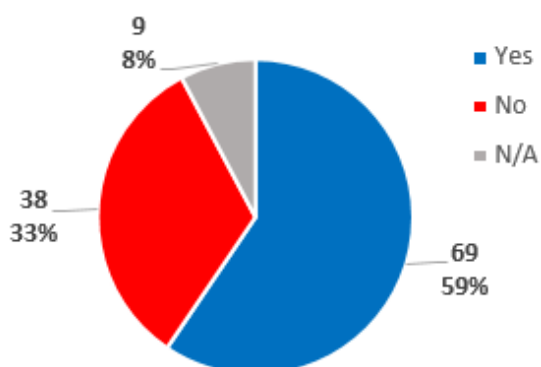


Q8 Have you opted in to the Check In Calls service?

The Check In Calls service refers to the procedure by which the Officers contact tenants to confirm that they are ok and not in need of immediate help. Tenants can opt in and request their preferred method and frequency of contact – typically this is a weekly call via the intercom.

There were 69 respondents who answered yes which was 59% of those who answered this question.

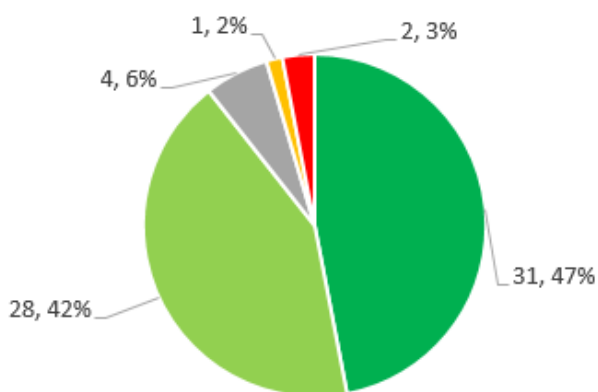
Have you opted in to the Check In Calls service?



Q9 How satisfied are you with the Check In Calls service?

Overall, 89% of respondents stated that they are satisfied or very satisfied with the Check In Calls service.

How satisfied are you with the Check In Calls service?



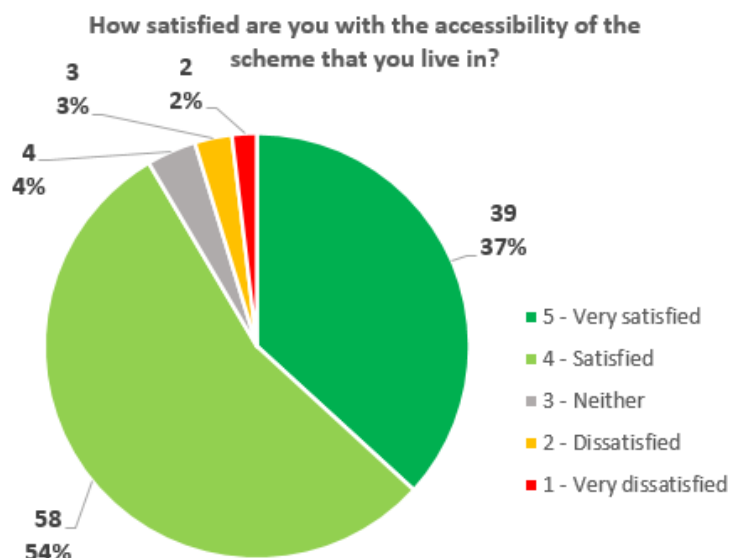
- 5 - Very satisfied
- 4 - Satisfied
- 3 - Neither
- 2 - Dissatisfied
- 1 - Very dissatisfied

Q10 Please provide any comments about what you think works well and what you think needs improving about the Check In Calls service?

There were 17 responses to this question. Five stated something simple like 'it works well' and then three stated that the calls were comforting or made them feel safer. Three requested a change to the frequency of their calls and the remainder stated that they had not received a call yet. It is likely that this is because Officers will not call a tenant if they have seen them in person that week.

Q11 How satisfied are you with the accessibility of the scheme that you live in?

92% of respondents stated that they were satisfied or very satisfied with the accessibility of their scheme.

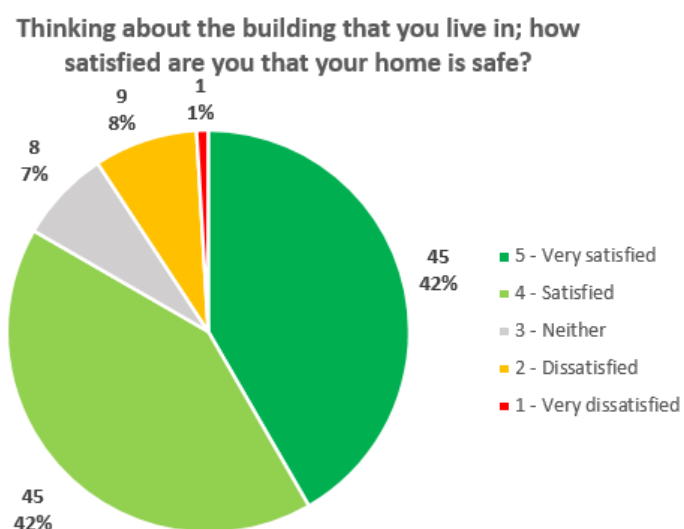


Q12 Please provide any comments about what you think works well and what you think needs improving about the accessibility of your scheme?

There were 34 responses to this question. Eleven were brief responses stating that they were satisfied with accessibility. Five were neutral or related to other issues. The other eighteen responses made specific requests to improve the accessibility of the schemes. Most related to doors that are hard to open when using mobility aids or issues with finding an accessible parking space.

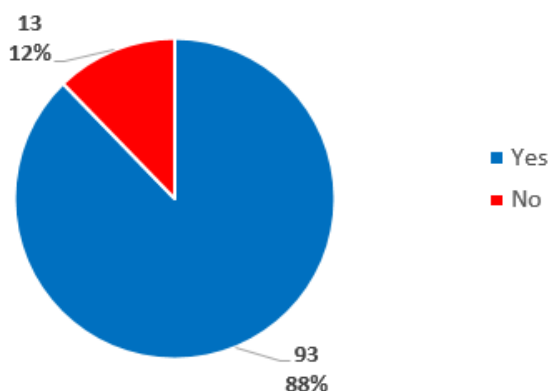
Q13 Thinking about the building that you live in; how satisfied are you that your home is safe?

Overall, 83% of respondents stated that they are satisfied or very satisfied with the safety of the building that they live in.



Q14 Are you in favour of the installation of CCTV cameras in the main foyer area of your scheme?

Are you in favour of the installation of CCTV cameras in the main foyer area of your scheme?



Q15 Please provide any comments about what you think works well about building safety and what you think needs improving?

There were 41 responses to this question. The focus of the responses varied greatly making it hard to group them around common themes.

- Seven responses referred to CCTV. Most stated where within the scheme they think cameras should be placed or expressed approval that they were going to be installed.
- Six responses were generic 'everything is ok' statements.
- Five responses referred to concerns that carers and contractors were leaving doors and windows unlocked or leaving tools around the scheme.
- Three responses requested that the gutters and roof be regularly cleared.
- The remaining responses were either unrelated to safety or were about individual requests for repairs.

Q16 Are there any other comments or suggestions that you have that will help to improve the Senior Living service?

There were 42 responses to this question. Four responses were a generic 'all is good' comment, one stated that the scheme is tidy and there were five comments requesting that the Officers be present in the scheme more regularly. The rest of the comments were specific to their scheme so will be dealt with individually and often were a repeat of an issue raised earlier in the questionnaire.

During the time that the questionnaire was with the tenants at Falkner Court in December 2022 there were several anti-social behaviour incidents which were mentioned frequently in the responses. Most of these responses focused on how it has made tenants feel unsafe and requesting that the Senior Living team take action to prevent it happening again. The Senior Living Officer has escalated the matter to the relevant parties and continues to communicate transparently with tenants about their actions while maintaining the confidentiality of all individuals involved.

2023 Action Plan

Annexe Three

Action No.	Question Reference	Action	Responsible	Resources	Target Date	Completion Date	Updates
1	Overall	Write to all tenants to inform them of consultation outcomes and share action plan.	SIT	Housing Graduate Management Trainee (HGMT)	Feb-23		
2	Overall	Review information available in scheme about the role of the SLO. Especially in relation to organising social events. Continue work in partnership with tenants to organise social activities.	Senior Living and Careline Services Manager (SL&CM)	HGMT	Apr-23		
3	Satisfaction	Communicate with tenants at Falkner Court about the role and responsibility of the Senior Living team in relation to ASB and to reassure them that action has been taken in response to the recent incidents.	SL&CM	HGMT	Apr-23		
4	Communication	Seek ideas from tenants on how tenants meetings could be improved in newsletter	SL&CM	(Senior Living Officer (SLOs) and HGMT)	Apr-23		
5	Communal Spaces	Ask for further feedback on the use of library/hobbies room and kitchen. Investigate alternative uses that would make these spaces useful to tenants.	SL&CM	SLOs and HGMT	Jun-23		
6	Communication	Review accessibility of noticeboard content. Especially in relation to large print. Use information folder if tenants prefer this.	SL&CM	SLOs	Mar-23		

Communal 7 Spaces	Ensure that tenants are able to give input into decoration of communal areas and lounges by raising it at tenants meetings when decisions about soft furnishing and wall decorations are being made.	SL&CM	SLOs	Mar-23
Communal 8 Spaces	Review individual accessibility and maintenance requests. Pass to accessibility group. If unable to identify the location based on information given, then pass to SLO to raise at tenants meeting.	SL&CM	HGMT	Mar-23
Communal 9 Spaces	Communicate to tenants decision made about communal and personal WiFi.	SL&CM		Mar-23
Communicati 10 on	Officers to review the communication needs of their tenants on an individual basis to ensure that they can access information.	SL&CM	SLOs	Mar-23
11 Safety	Continue with project for installing CCTV at each scheme.	CCTV group	CCTV group.	Jun-23
12 Overall	Obtain HR and Executive Head of Housing approval of new job description for SLO that has been updated to reflect clarified roles and responsibilities.	SL&CM	n/a	Mar-23
13 Accessibility	Complete accessibility action plan developed based on accessibility group review of communal areas and feedback from consultation.	SL&CM	SLOs and HGMT	Sep-23
Communal 14 Spaces	Share decoration programme with tenants.	SL&CM	Planned Works Team	Apr-23

WAVERLEY BOROUGH COUNCIL

LANDLORD SERVICES ADVISORY BOARD

23 FEBRUARY 2023

EXECUTIVE CO-PORTFOLIO HOLDER FOR HOUSING DECISIONS MEETING

23 FEBRUARY 2023

Title:

FIRE REMEDIATION AND FIRE DOOR INSTALLATION CONTRACT

Portfolio Holder: Cllr Paul Rivers, Co-Portfolio Holder for Housing (Operations)

Head of Service: Andrew Smith, Executive Head of Housing

Key decision: Yes

Access: Part Exempt

Note pursuant to Section 100B(5) of the Local Government Act 1972. This report contains exempt information by virtue of which the public is likely to be excluded during the item to which the report relates, as specified in Paragraph 3 of Part I of Schedule 12A to the Local Government Act 1972, namely: Information relating to the financial or business affairs of any particular person (including the authority holding that information).

1. Purpose and summary

1. To share the proposal to enter into contracts for Fire Remediation and Fire Door Installation Services.

2. Recommendation

2. It is recommended that the Executive Co-Portfolio Holder for Housing:
 - endorses the signing of the Fire Remediation and Fire Door Installation contract with Ian Williams Limited, maximum contract duration 2023 to 2028

3. Reason for the recommendation

3.1 Waverley Borough Council has a statutory requirement to ensure buildings are maintained in a manner that will reduce the spread of smoke or fire, in the event a fire starts in a flat managed by Waverley.

3.2 Waverley Borough Council also has a statutory requirement to ensure all fire door sets installed in the buildings they manage, are maintained and repaired in a manner that maintains the fire integrity of the door.

3.3 This is to protect residents and other visitors from the effects of smoke and fire, and to ensure escape routes are kept free of smoke and fire. This contract is required in order to facilitate the fulfilment of these obligations

4. Background

4.1 The existing contract with Ian Williams was awarded as a direct award, in light of significant remediation works identified at Riverside Court. As such the contract did not go through the typical section 20 process for notifying leaseholders of our intentions to tender and award the contract, and therefore any works completed under this contract can only be charged to leaseholders up to the maximum of £250 per flat.

4.2 This new contract has been tendered in adherence to the section 20 notification process, in order that Waverley Borough Council can recoup from leaseholders, any cost as a result of works exceeding £250 per flat.

4.3 The services provided under these contracts affect multiple stakeholders who rely on them to carry out workstreams in a safe and informed manner.

- Compliance
- Responsive Repairs
- Voids
- Planned works

4.4 In advance of this tender, Fire Risk Assessments and fire door inspections were completed at all HRA owned flat blocks. These have identified works required to improve fire safety.

4.5 Tender period was live between 12 December 2022 and 20 January 2023. Three responses were submitted for this tender.

4.6 Procurement was conducted with the support of the Council's procurement officer and followed section 20 leaseholder engagement requirements.

4.7 The contract is JCT Measured Term and terms are written to reflect existing terms agreed with Ian Williams on the existing fire remedial contract.

5. Relationship to the Corporate Strategy and Service Plan

5.1 The report supports the Council's Corporate commitments to promote "Good quality housing for all income levels and age groups" and "Improving the health and wellbeing of our residents and communities", as well as the Council's aim to "be the best council landlord in the South East and to be acknowledged so by our tenants."

5.2 These contracts also support the Housing Asset Management , Strategic Objective to ensure our properties are safe, secure and compliant, meeting all our landlord obligations.

6. Implications of decision

If we are unable to enter contracts formally, we would subsequently be putting at risk our ability to meet our statutory requirements. We would also have a lack of ability to endorse the terms of the contract should the contractors fail to deliver the respective services as required.

6.1 Resource (Finance, procurement, staffing, IT)

Drafted by: Candice Keet

The cost of this £5.75m contract over five years has been budgeted for in the HRA capital budget which is going to Council in February 2023. An allowance has also been made in the inflation provision of 9% in 2023/24, 4% in 2024/25 and 2% going forward which can be drawn if required during the year.

6.2 Risk management

There are a number of risks that present themselves should we not be able to enter these contracts:

- Increased risk to residents, contractors and other visitors of HRA owned flat blocks
- Increased risk to the buildings and neighbouring buildings, if steps aren't taken to ensure spread is limited in the event of a fire
- Should there be a significant incident requiring the notification of the HSE or Surrey Fire and Rescue Service, there is significant risk that the Council would be found liable for managing fire safety in an unsuitable manner.

6.3 Legal

Drafted by: Ian Hunt

The Council is responsible for the management of Health and Safety within its premises, this includes the provision of appropriate fire safety. The Council is entitled as landlord to engage contractors and if having gone through the appropriate consultation process recharge the full cost of works to tenants. In conducting procurement processes the Council is bound to follow the defined scoring and evaluation matrix. The Council essentially have the option of either awarding the tender to the highest ranked contractor or withdrawing from the procurement process.

6.4 Equality, diversity and inclusion

There are no direct equality, diversity or inclusion implications in this report. Equality impact assessments are carried out when necessary across the Council to ensure service delivery meets the requirements of the Public Sector Equality Duty under the Equality Act 2010.

6.5 Climate emergency declaration

Questions regarding minimising environmental impact were included within the quality questions for both tenders.

Ian Williams stated they have a **Sustainability Strategy with the objective of becoming Carbon Neutral Organisation by 2035** (if not before) to ensure our planet's longevity for future generations.

Their Companywide **approach is built on Annual Sustainability Future Plans (2022-2023)** which encompasses planet-people-place. **Contains year-on-year targets, tactics and metrics** which feed into our longer-term Sustainability Strategy. Added Value: **creates the right culture**, where the climate emergency is central to our day-to-day operations.

They noted a list of initiatives, including:

- Increase hybrid/fully electric cars
- Introduce hybrid/fully electric vans ASAP
- Promote sustainable driving
- Zero waste to landfill
- Year on year reduction in consumable use- reduced single plastic usage, using more durable PPE etc.
- Greener offices- 100% of Ian Williams owned building to use renewable energy suppliers, annual campaigns to change behaviour of office staff
- Carbon offsetting- work with their partners to support tree planting in local communities

7. Consultation and engagement

Leaseholder consultation carried out in accordance with Section 20 requirements. No wider consultation carried out.

8. Other options considered

Not applicable

9. Governance journey

Executive Briefing, O&S if requested, Landlord Service Advisory Board and Co-Portfolio Holder for Housing Decisions.

Annexes:

Exempt Annexe 1 – Waverley BC Fire Remediation and Fire Door Tender Report

Background Papers

There are no background papers, as defined by Section 100D(5) of the Local Government Act 1972).

CONTACT OFFICER:

Name: Drew Roberts
Position: Compliance Officer (Fire Safety)
Telephone: 01483 523563
Email: drew.roberts@waverley.gov.uk

Agreed and signed off by:

Legal Services: Ian Hunt 31/01/2023

Head of Finance: Candice Keet 31/01/2023

Strategic Director: Annie Righton 31/01/2023

Portfolio Holder: Cllr Paul Rivers 31/03/2023

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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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Draft LSAB Work Programme 2023

Work programme to be developed inc budget planning and monitoring, H&S compliance, contractor overview, service plan, reshape services to reflect recent and future challenges and more in depth performance reporting in line with regulations.

Note The following agenda items to be reviewed and meeting dates agreed with project managers. The reports in **bold** are agreed. Board to hold monthly meetings with aim of three main agenda items only.

Meeting date	Report	Reason	LSAB action	Decision by	Decision date
26 January 2023					
	Review Terms of Reference	To agree ToFR following LSAB December review to increase membership, confirm chair and vice chair	Feedback comments to Portfolio Holder for Housing	Executive	February 2023
	Outcome – Board agreed update				
	Introduction to Smith and Byford new gas servicing contractor	Presentation from Smith and Byford to introduce company and services to Waverley tenants	To identify any areas wish to comment on, explore or examine further and agree reporting cycle. Feedback comments to Compliance Manager	Board comments	At meeting
	Outcome – presentation by Melanie Herridge with Q&A.				

	Senior Living Welfare Check in Procedure	To share the process to standardise welfare contact with tenants at Senior Living Schemes. Action from Senior Living Improvement Plan	Feedback comments to Senior Living and Careline Manager	Board comments	At meeting
Outcome – Board pleased to see formalisation of procedure. Discussion re type of contact, contact with those who opted out and vulnerable tenants not in senior living schemes. Requested further information on age profile, record of calls, careline and to add advice article to tenants newsletter.					
	2023/24 Housing Revenue Account Draft Budget	Review draft budget and consider financial plans including proposed rent increase	Feedback comments to Portfolio Holder for Housing	Council	21 February 2023
Outcome – discussion on 4 or 5% rent and service charge increase. Inflation, borrowing and cost of living crisis. Comments noted to share with Exec Briefing.					
	Heating Position Paper for warmth safety and efficiency (Part One Domestic Gas Boiler Programme	To review proposed programme. Action from Housing Asset Management Action Plan	Feedback comments to Strategic Asset Manager and Co-Portfolio for Housing	Co-Portfolio for Housing at decisions meeting	26 Jan 2023 11:30
Outcome – Board supported recommendations					
	Decision to award Asbestos Survey and Removal Contracts	To review proposals to enter into contracts following procurement process.	Feedback comments to Executive Head of	Co-Portfolio for Housing	26 Jan 2023 11:30

			Housing and Co-Portfolio for Housing	at decisions meeting	
Outcome – Board supported recommendations					
	LSAB work programme	Consider Board's future agenda items	Feedback comments and suggestions for future reports to Service Improvement Manager	Board comments	At meeting
Outcome – Board noted February agenda items					

Meeting date	Report	Reason	LSAB action	Decision by	Decision date
23 February 2023					
	Progress report on approach to Damp and Mould	Receive report to consider how responding to damp and mould issues in line with advice from housing Ombudsman Service, Regulator for Social Housing and tenants requests.	Feedback comments to Property Services Manager	Board comments	At meeting
	Senior Living December 2022 Consultation Findings	Review findings and proposed actions from Senior Living consultation	To comment on findings and action plan to Senior Living and Careline Manager	Board comments	At meeting

	Summary of Regulator of Social Housing Tenant / Member Briefing	Board discussion on briefing and consider priority actions	Identify any areas wish to comment on, explore or examine further. Feedback comments to Service Improvement Manager	Board comments	At meeting
	Decision to award Fire Remediation and Door Replacement Programme contract	To review proposals to enter into contracts following procurement process.	Feedback comments to Executive Head of Housing and Co-Portfolio for Housing	Co-Portfolio for Housing at decisions meeting	23 Feb 2023
	Decant Policy	To review policy setting out requirements and expectations when tenants are asked to move	Feedback comments to Executive Head of Housing and Co-Portfolio for Housing	? Co-Portfolio for Housing at decisions meeting	
	Executive Head of Housing Services Update	Inc HRA Hardship Fund update, Stock Condition Survey Contract award		Board comments	At meeting
	Review LSAB work programme			Board comments	At meeting

Meeting date	Report	Reason	LSAB action	Decision by	Decision date
30 March 2023					
	Customer Experience Group Report	Group to share findings following tenants complaints	To comment on findings and any CEG recommendations.	Board comments	At meeting

		review and TLF responsive repairs feedback			
	Self-assessment against Regulatory Rent Standard	Review and consider current performance and proposed actions in line with Tenants Involvement and Empowerment Standard	Identify any areas wish to comment on, explore or examine further. Feedback comments to Service Improvement Manager	Board comments	At meeting
	Tenant Satisfaction Measures Project update				
	Presentation from Responsive Repairs and Voids contractor	Six month update. Meet contractor, review performance against service promises.	Identify any areas wish to comment on, explore or examine further and agree reporting cycle. Feedback comments to Operations Manager	Board comments	At meeting
	Housing Operations Service Plan 2022/24	Review and comment on draft Service Plan	Feedback comments to Co-Portfolio Holder for Housing	Council	tbc
	Q3 Performance report	Review and consider current performance and consider 2023/24 KPIs	Identify any areas wish to comment on, explore or examine further. Feedback comments to Executive Head of Housing	Board comments	Ongoing

	Housing Asset Management Strategy Implementation Progress report	Monitor implementation of strategy agreed April 2022 to effectively and efficiently manage and maintain homes	Feedback comments to Strategic Asset Manager	Board comments	At meeting

Meeting date	Report	Reason	LSAB action	Decision by	Decision date
27 April 2023					
	Social Housing Regulation Act	To review newly enacted housing legislation and arising action plan	Identify any areas wish to comment on, explore or examine further. Feedback comments to Service Improvement Manager	Board comments	At meeting
	Relet Review progress report	To review and comment on project.	Identify any areas wish to comment on, explore or examine further. Feedback comments to Service Improvement Manager	Board comments	At meeting

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Committees to confirm new series of Board meeting – term time only.

Meeting date	Report	Reason	LSAB action	Decision by	Decision date
25 May 2023					
	Q4 Performance report	Review and consider current and end of year performance	Identify any areas wish to comment on, explore or examine further. Feedback comments to Executive Head of Housing	Board comments	At meeting
	Introduction to Social Services and Housing	Board request to meet with Social Services to understand role and remit	Identify any areas wish to comment on, explore or examine further. Feedback comments to Executive Head of Housing	Board comments	At meeting
	Retrofit Progress report	Review and comment of project progress	Identify any areas wish to comment on, explore or examine	Board comments	At meeting

			further. Feedback comments to Housing Development Manager.		
	Smith and Byford progress update on gas contract	Three month update. Meet contractor, review performance against service promises	Identify any areas wish to comment on, explore or examine further and agree reporting cycle. Feedback comments to Operations Manager	Board comments	At meeting
	Executive feedback to LSAB	Leader of Council to share outcomes of Board's recommendations	Consider responses	Board review comments	At meeting
	Social Housing Regulation Act	To review newly enacted housing legislation and arising action plan	Identify any areas wish to comment on, explore or examine further. Feedback comments to Service Improvement Manager	Board comments	At meeting
	Relet Review progress report	To review and comment on project.	Identify any areas wish to comment on, explore or examine further. Feedback comments to Service Improvement Manager	Board comments	At meeting

Meeting date	Report	Reason	LSAB action	Decision by	Decision date
29 June 2023					
	Tenancy Involvement Strategy Progress Report	Review and consider current performance and proposed actions in line with Tenants Involvement and Empowerment Standard	Identify any areas wish to comment on, explore or examine further. Feedback comments to Service Improvement Manager	Board comments	At meeting
IN JUNE	Board trip to properties and estates	To gain familiarisation with range of Waverley homes and meet tenants Open to new Council Members	Identify any areas wish to comment on, explore or examine further. Build rapport with new Council Members	n/a	n/a
	Housing Revenue Account Business Plan	Document to record strategic priorities and background to budget papers	Review business plan content and advise Co-Portfolio Holder on recommendations	?Exec?	July 2023

Meeting date	Report	Reason	LSAB action	Decision by	Decision date
27 July 2023 – NB end term 21 July to b/f					
	Self-assessment against Regulatory Home Standard	Review and consider current health and safety performance and proposed actions in line with Home Standard	Identify any areas wish to comment on, explore or examine further. Feedback	Board comments	At meeting

			comments to Compliance Manager		
	Q1 Performance Report	Review and consider current performance	Identify any areas wish to comment on, explore or examine further.	Board comments	At meeting
	2022/23 Financial Outturn Report	To review previous year's budget	Identify any areas wish to comment on, explore or examine further. Feedback comments to Executive Head of Housing	Board comments	At meeting

NO AUG MEETING

Meeting date	Report	Reason	LSAB action	Decision by	Decision date
28 September 2023					
	Presentation from Responsive Repairs and Voids contractor	Six month update. Meet contractor, review performance against service promises.	Identify any areas wish to comment on, explore or examine further and agree	Board comments	At meeting

			reporting cycle. Feedback comments to Operations Manager		
	Senior Living progress report	To provide update of senior living check in calls and consultation action plan.			

Meeting date	Report	Reason	LSAB action	Decision by	Decision date
26 October 2023 – NB half term 23 to 27 Oct to b/f					
	Service Plan 2023/24 six month progress report				
	Housing Asset Management Strategy Implementation Progress report	Monitor implementation of strategy agreed April 2022 to effectively and efficiently manage and maintain homes	Feedback comments to Strategic Asset Manager	Board comments	At meeting

Meeting date	Report	Reason	LSAB action	Decision by	Decision date
30 November 2023					

	Q2 Performance report and midyear performance review				
	2024/25 HRA Draft Budget				

Meeting date	Report	Reason	LSAB action	Decision by	Decision date
21 December 2023 – annual review					

Internal notes - Carry forward

	IT review of databases and digital services	Review and consider current performance and proposed actions	Feedback comments to Service Improvement Manager	Board	at meeting
	Reshaping of staffing resources	Review proposal to add capacity and resilience, to ensure professional service delivery, succession planning and health and wellbeing of team	Feedback comments to Service Improvement Manager	Hof H in consultation with Portfolio Holder for Housing	
	Housing Management Progress Report	Review and consider current performance and proposed actions in line with regulatory Tenancy and Neighbourhood and Community Consumer Standards	Identify any areas wish to comment on, explore or examine further and agree reporting cycle. Feedback comments to Housing Manager	Board	At meeting
	Rent Accounts Progress Report	Review and consider current performance and proposed actions in line with regulatory Rent Standard	Identify any areas wish to comment on, explore or examine further and agree reporting cycle. Feedback comments to Rent Accounts Manager	Board	At meeting

Proposed Cycle of reports

Budget reports - each quarter include or expand upon in Quarterly performance repo

Complaints report – every quarter include or expand upon in Quarterly performance reports – Customer Experience Group to feedback to Board

KPIs inc customer satisfaction -- every quarter include or expand upon in Quarterly performance reports

Service Plan progress -- every quarter include or expand upon in Quarterly performance reports

Housing Delivery Board Update – share notes of HDB with LSAB after each meeting

H&S – every six months with quarterly tenants' satisfaction reports added to Quarterly performance reports

Procurement projects and other projects – as scheduled

Policy reviews to be scheduled

To routinely cross check work programme with:

Service Plan actions, team performance reporting, HDB programme

Regulatory standards – economic (governance), (VfM), Rent and consumer Home, Tenancy, Neighbourhood and Community, Tenant Involvement and Empowerment

White paper chapters – safety, performance, complaints, respect (consumer reg), voice heard, quality home and neighbourhood, support Home Ownership