

Housing Management Board Agenda



Date: Thursday, 8 August 2019

Time: 6.00 pm (*a pre-meeting for tenants/leaseholders will be held at 5.30pm*)

Venue: Room 1P09, City Hall, College Green, Bristol, BS1 5TR

Distribution:

Tenant Representatives:, Kerry Bailes, Peter Daw, Andy Hatley, Juliette Henderson, Christine Jory and Richard White

Leaseholder Representatives: Ross Dallimore and Susan Houghton

Professor Alex Marsh, University of Bristol (Chair)

Councillors: Paul Smith, Charlie Bolton, Nicola Bowden-Jones, Harriet Clough, Richard Eddy, Paul Goggin and Jo Sergeant

Copies to: Julian Higson, Sarah Spicer and Liz Cheetham)

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Date: Wednesday, 31 July 2019



Agenda

1. Welcome, Introductions and Apologies for Absence

2. Minutes of the Previous Meeting

(Pages 4 - 8)

3. Public Forum

Up to 30 minutes is allowed for this item.

Any member of the public or Councillor may participate in Public Forum. The detailed arrangements for so doing are set out in the Public Information Sheet at the back of this agenda. Public Forum items should be emailed to democratic.services@bristol.gov.uk and please note that the following deadlines will apply in relation to this meeting:-

Questions - Written questions must be received 3 clear working days prior to the meeting. For this meeting, this means that your question(s) must be received in this office at the latest by 5 pm on 2 August 2019.

Petitions and Statements - Petitions and statements must be received on the working day prior to the meeting. For this meeting this means that your submission must be received in this office at the latest by 12.00 noon on 7 August 2019.

Please note, your time allocated to speak may have to be strictly limited if there are a lot of submissions. This may be as short as one minute

4. Report back from Bristol Homes Board

Minutes of the previous meeting are attached.

(Pages 9 - 14)

5. 2018/19 Performance and 2019/20 Performance Scorecard

(Pages 15 - 21)

6. Estate Security

(Pages 22 - 27)

7. Moving Forward Together

(Pages 28 - 29)



8. Any Other Business

- 1 HMB Deputy
- 2 Our Consumer Regulation Review - report circulated for information

(Page 30)

9. Date of Next Meeting

Thursday 21 November 2019



Bristol City Council Minutes of the Housing Management Board

28 May 2019 at 6.00 pm



Members Present:-

Present:

Councillors: Charlie Bolton, Harriet Clough, Jo Sergeant

Tenant/Leaseholder Representatives: Judith Davis, Peter Daw, Juliette Henderson, Christine Jory and Richard White

Also in attendance:

Professor Alex Marsh, University of Bristol (Chair)

Officers: Liz Cheetham (Tenant Participation Officer) Corrina Haskins (Democratic Services) Sarah Spicer (Business Planning and Service Development Manager)

Apologies: Councillors Richard Eddy, Paul Smith, (Cabinet Member for Housing)

1. Welcome, Introductions and Apologies for Absence

SS welcomed everyone to the meeting.

2. Election of Chair

SS reported that Alex Marsh (Bristol University) had attended the previous meeting with a view to taking on the role of Chair of the Housing Management Board in response to the Board's request for an independent Chair. She confirmed that AM had agreed to put his name forward as Chair and AM withdrew from the meeting while the Board considered his nomination.

It was proposed by PD, seconded by CJ and;

RESOLVED – that Alex Marsh be elected Chair of the Housing Management Board.

3. Public Forum



There was no public forum.

4. Minutes of the Previous Meeting

RESOLVED - that the Minutes of the Housing Management Board of 19 February 2019 be confirmed as a correct record.

5. Chairing Arrangements

This item was resolved under item 2 above.

6. Report back from Bristol Homes Board

PD reported back as the representative of the Housing Management Board (HMB) on the Bristol Homes Board (BHB) meeting of 21 March:

There were 3 main topics of discussion, 2 of which had also been discussed at the HMB:

- 1) Shelter's Commission on a Vision for Social Housing: similar issues were raised at both the HMB and BHB;
- 2) Moving Forward Together: Bristol City Council's Housing Service looking at what it does, how it does it and who it does it for;
- 3) Bristol Local Plan Presentation. The consultation period had ended on 24 May and the next stage in the process was the Examination in Public which would give further opportunity for comments. The Plan was available to view on the Bristol City Council website (<https://www.bristol.gov.uk/planning-and-building-regulations/local-plan-review>) and was ambitious in its proposals to deliver affordable/non-affordable housing in an attempt to meet the housing gap.

7. Moving Forward Together

LC gave a presentation on the Moving Forward Together project as follows:

- Overall Aim: Delivering modern housing services focused on what matters most to Bristol's residents (who are tenants of Bristol City Council);
- THREE PHASES:
 1. Discover: A major engagement programme with residents and employees:
 - What are the main priorities for residents?
 - What should the service feel like?
 - What resources are available?

This would include appointing a consultant to advise on the best way to engage with tenants and leaseholders.

2. Co-design: Identify a vision for the future with priorities that will help us to:



- Build experiences around residents' needs
 - Guide dynamic and bold refocus of services
 - Create opportunities to introduce new technology and ways of working
- The Housing Scrutiny Panel would also be helping with this project.

3. Implement: Ensure services are aligned with residents' priorities:

- Who delivers our housing services
- How they are delivered
- How we measure success

LC confirmed that Moving Forward Together would be publicised at Local Area Housing Forum Meetings and in Housing News which would be delivered to all tenants; and on the Bristol City Council Website: <https://www.bristol.gov.uk/housing/tenant-participation-resources-for-tenants>

The following comments and suggestions were raised by Board Members:

- It was important to engage with Councillors as part of this process and so they could feedback on casework;
- There was a need to manage the expectations of tenants and direct resources to the improvements that would make the most difference;
- There was a concern that Tenant Forum Meetings were not always well attended;
- It was a challenge for the service to engage with tenants well as tenants engaging with the Council and this would require human contact as many tenants felt isolated from the service;
- Residents/communal rooms could be used as a venue for engagement by Housing Officers;
- Informal events could be used to engage tenants and food be provided;
- The remit could be widened to include those on the housing list as well as tenants and leaseholders;
- Private sector tenants could also be included as there was a duty of regulation/care towards these tenants. Where private tenants were housed near Council tenants there was an impact on Council tenants;
- Tenants needed to be reassured that their feedback would be anonymised;
- There was a number of local events taking place during the summer that could be used to engage tenants;
- The project could work with the Charity "Feeding Bristol"

SS thanked the Board for their comments and suggestions, which would be considered as part of the work to shape Moving Forward Together, and undertook to report back to a future meeting.

8. Estates Security Project - Presentation

SS gave a presentation on the Estates Security Project as follows:

- Purpose: to increase safety for Bristol City Council residents living in high and low rise blocks of flats in relation to concerns raised;



- Membership: to be chaired by Councillor Jama and to include Council officers, tenants, leaseholders and police;
- Initial work: to understand what the issues are; what Bristol City Council currently does; what others are doing; what are the options and associated costs to make improvements;
- The project was at a very early stage and no terms of reference had been agreed.

SS invited the comments of the Board and welcomed any further input by Board Members in the project.

The following comments were raised:

- Security could be improved by better display of notices advising tenants in sheltered housing not to answer the door to unknown persons and the display of “no cold callers” notices;
- Did the definition of safety just include personal safety or was it a wider definition including fire risks? SS responded that the intention was to improve personal safety, but this may touch on other areas of safety;
- There was evidence to prove that safety and the perception of safety could best be improved by street lighting. It was difficult to report broken street lights as different Council departments had responsibility for different lights and so it would be easier if there was one point of contact to report these issues;
- There was a current inconsistency on how quickly reported issues such as broken lights were dealt with;
- Areas where street lights were broken or were not covered by CCTV attracted anti-social behaviour such as drug dealing;
- Drug addiction was another concern for tenants who were uncertain how to address problems in their area;
- A lot of safety issues were due to poor design of housing estates and so planning was another issue that needed to be considered.

SS thanked Board Members for their comments which she undertook to feedback to officers involved in the project. She confirmed that the issue would be reported back to a future meeting.

9. Date of Future Meetings

The Board Members noted the following proposed dates for future meeting which fed into meetings of the Local Area Tenant Forums and were asked to contact SS within the next 2 weeks if there was a problem with either of the proposed dates:

Thursday 8 August 2019

Thursday 21 November 2019



10 Any Other Business

1. Shelter Campaign for a Consumer Regulator

SS reported that she had received an email from Penny Walster from Shelter asking for the support of the Board for a Shelter Campaign asking for a new independent Consumer Regulator to protect residents and to enforce common standards across social and private renting. She undertook to send the link to Board members.

2. Future Agenda Items/Work Outside Meetings

There was a discussion about the process for including items on the agenda for future Board Meetings and whether there should be standing items.

The following items were requested:

- The use of Resident/Community Rooms;
- Former Tenant Arrears – to include anonymised data on the highest former tenant rent arrears;
- Income management as a landlord service.

SS undertook to discuss planning for future meetings with the new Chair, AM and also to discuss how the Board could work outside of meetings.

Meeting ended at 7.30 pm

CHAIR _____



Bristol Homes Board

**Minutes of the meeting
20 June 2019, 3.00 pm
Venue – City Hall, Bristol**

Board members:

Councillor Paul Smith, Cabinet Member for Homes & Communities (Chair)
David Ingerslev, St Mungo's
Ian Knight, Homes and Communities Agency (HCA)
Jackson Moulding, Bristol Community Led Housing Hub
Kathryn Pennington, Galliford Try
Penny Walster, ACFA: Advice Network
Laura Welti, Bristol Disability Equality Forum

Other attendees:

Tom Gilchrist, Service Manager, Private Housing Sector
Corrina Haskins, BCC Democratic Services
Deeanne Klein, Housing Policy and Projects Manager
Cathy Provenzano, Garrick Property Services
Jez Sweetland – Bristol Housing Festival

1. Welcome, Introductions and Apologies for absence

The Chair welcomed everyone to the meeting, and introduced Cathy Provenzano who was attending the meeting with a view to joining to Board as a representative of the Private Rented Sector.

Apologies for absence were received from Alistair Allender, Bristol Housing Partnership; Julian Higson, Director: Housing and Landlord Services; Pete Daw, Housing Management Board Tenant Representative; Nick Horne, Independent; Rob Kerse, Bristol University and Tom Renhard, ACORN.

2. Public Forum

There was no public forum.

3. Minutes of the last meeting

It was agreed that if there were any actions arising from discussions, these should be highlighted in **bold**.



RESOLVED – that the minutes of the 21 March 2019 were agreed as a correct record.

4. One City Thematic Board update

The Board received an update on the One City Thematic Boards from Deeanne Klein. She reported that the Mayor had met with leads from the Boards to talk about the objectives of the Thematic Boards and how they could link together and move forward in a similar way while sharing good practice. It was agreed that it would be useful for Bristol Homes Board (BHB) members to be invited to a future meeting of the “Big City Gathering”.

Members noted that some of the Boards had a clear overlap, and the BHB had links with the Environment Board in terms of housing and carbon use/climate issues and with the Health and Wellbeing Board in relation to homelessness and mental health. It was suggested that there may be occasions where it would be useful to hold joint meetings or members of one Board lead a presentation for another Board. It was noted that the Boards had different arrangements for public access and some were held public while others were private and were also at different stages of development with some being recently established while others like BHB had been running for a few years.

In response to a question about how other Boards were appointing members to ensure a cross section of representatives it was noted that there had been an open application process for the Environment Board but the selection process was unknown. It was agreed that it would be useful for BHB members to have information in relation to the membership of the other Boards.

Action:

Bristol Homes Board members to be invited to the next Big City Gathering.

Bristol Homes Board receive information about the membership of other boards and who they represent.

5. Discretionary Licensing

Tom Gilchrist gave an update on Discretionary Licensing as follows:

- Private rented accommodation accounted for 81.5% of the housing stock in Bristol;
- The Council had run three pilot discretionary licensing schemes for the private rented sector in Stapleton Road, Eastville and St George;
- The scheme would be extended to the central area from July 2019 and a consultation on the additional licensing resulted in 69% of 2746 responses agreeing/strongly agreeing that this would help resolve the issues of poor management and poor conditions in Houses of Multiple Occupation (HMOs);
- A 2nd consultation sought views on a revised fee structure (which followed a court case in London) and 47% of 257 responses strongly agreed/agreed that the revised fee structure was fair;
- In addition to the discretionary licensing, there was mandatory licensing of large HMOs with 5 or more unrelated occupants;



- There were exemptions to licensing of HMOs such as student accommodation managed by the Accreditation Network UK (ANUK)/Bristol University/University of the West of England;
- The scheme allowed the local authority to enforce standards relating to room sizes/occupation/heating ventilation/fire standards above the statutory requirements;
- The object of the scheme was not to make money for the Council instead it was to improve standards and provide some protection for tenants in the private rented sector.

The following comments/questions were raised:

- Although raising standards in the private sector was welcomed, there was a concern that it would result in the loss of cheaper low standard housing which could impact on people being made homeless. PS responded that an increase in the provision of affordable housing was the best way to mitigate this risk;
- *Why was some student accommodation exempt from the scheme?* TG clarified that the only exemptions were big blocks of accommodation that were already well managed and as only 20% of private rented accommodation could be licensed it was important to focus on the worse accommodation;
- *Can the Council set a standard for visual rather than audio fire alarms as there is evidence of deaf people being turned down for accommodation due to fire standards?*
Action: TG undertook to look into this issue and report back to LW.
- It was important to note that not all HMO schemes were bad and celebrate good schemes. TG agreed that 80-85% of landlords were good and the Council supported landlords by offering training and support. He also confirmed that the Council was trying to improve the quality of landlord provision across the city and not just focus on HMOs;
- *There was a new generation of purpose built co-housing that was a positive example of HMOs. Was there a way for the community led non-profit housing sector to not require a licence for these schemes?* TG responded that there were difficulties in blanket exemptions for charitable organisations as there had been cases of rogue landlords registering as charities, but a case by case approach could be considered for future schemes.
- *What were the sanctions for landlords who don't apply for a licence or don't meet the standards? Could the Council prosecute or confiscate properties?* TG confirmed that there was the "fit and proper person test" that a landlord would need to meet under the licensing legislation, but properties would not be confiscated and instead there was a financial penalty for landlords who did not comply.

6. Homelessness and Rough Sleeping Strategy

Graham Jones and Dave Clarke gave a presentation on the results of the recent consultation on the Homelessness and Rough Sleeping Strategy as follows:

- The Homelessness and Rough Sleeping Strategy consisted of 5 priorities:
 - Tackling rough sleeping;



- Prevention and Early Intervention;
- Improving Health and Wellbeing and Supporting People to Build Better Lives;
- Delivering Equality, Diversity and Inclusion in all Services;
- Working in Partnership.
- The following issues were raised as a result of stakeholder consultation and were fed into the strategy:
 - Factors leading to homelessness;
 - Hidden homelessness;
 - Impact of adverse childhood experiences;
- The public consultation resulted in 377 responses and there was strong agreement with the 5 priorities;
- The following additional comments were raised:
 - Housing first approach;
 - More affordable/social housing;
 - More work required with the private sector;
 - Conversion of empty business buildings into affordable accommodation;
 - Support for mental health services and drug/alcohol services;
- The consultation asked respondents to rank the top actions 5 and these were;
 - Move focus on accommodation;
 - Reducing temporary accommodation through preventative work;
 - Increasing the supply of affordable homes;
 - Building on existing links with health services;
 - Reviewing, and where needed, changing the range of supported accommodation options available;
- Who responded to the survey?
 - 5% of homeless people;
 - More women than men;
 - An over representation of owner occupiers/older people;
- It was hoped that the final strategy would be approved by Cabinet in September.

The following comments were raised by Board Members:

- There were other commissions on the issue of Homelessness and it would be worth cross-referencing the findings;
- The document had been co-produced with service providers/people with experience of the issues and so it was not just a Council document;
- It was essential for the different agencies to work together to deliver services in partnership and meet the challenge in reducing the figures of people in temporary accommodation or sleeping on the streets;
- It was important to consider the causes of homelessness such as the impact of traumatic childhood experiences and poor mental health and look at preventative work to build the resilience of people at risk of homelessness due to their background.

Action:



1. that a full analysis of the consultation be circulated to the Board once complete;
2. To bring the Homelessness and Rough Sleeping Strategy action plan back to the Bristol Homes Board to track progress in achieving the priorities.

7. Archbishop of Canterbury All Faiths Project

Jez Sweetland, Bristol Housing Festival, gave an presentation on the Archbishop of Canterbury All Faiths Project including a short introductory video:

- Justine Welby recognised housing as being a key challenge in society;
- Marvin Rees had been approached to be involved in the project as a result of the housing work led by Cllr Smith and the One City approach;
- Members of the project would meet for 18 months and report back on their findings;
- It was imperative for Bristol to identify sites and see how these could be brought forward to serve the local community;
- The aspiration was to identify actual sites that could be unlocked to make a real contribution to the housing shortage.

Board Members welcomed the project and the opportunity afforded by the substantial assets of the Church of England and other faith groups.

The Board was invited to feed back any ideas that could assist this project including the identification of pieces of land that could be used.

8. Autumn Away Day

The Board agreed to hold an “Away Day” in the Autumn.

Action: Away Day to be organised for Autumn.

9. Dates of Future Meetings

RESOLVED – that the dates of future meetings be noted as follows:

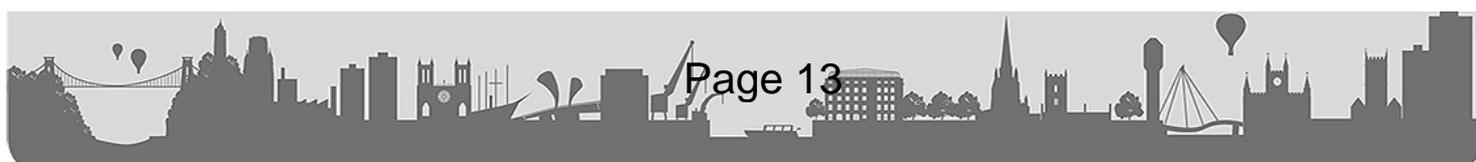
Thursday 10 October 2019

Thursday 16 January 2019

Thursday 19 March 2019

Meeting finished at 5.06 pm

CHAIR _____





Housing and Landlord Services performance outturn report 2018-19

This report summarises the year-end performance for 2018-19 of a range of measures that were in use that year and which will continue into 2019, as set out on the 2019-20 Housing and Landlord Service balanced scorecard performance report.

Code	Title	Service	+/-	2017-18 outturn	2018-19 target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Change on 12 months ago	Officer Notes
BCP307	Number of disabled people enabled to live more independently through home adaptations	Private Housing and Accessible Homes	+	2,373	2,450	650	1,195	2,327	3,938	↑	As a result of the service taking over the installation of all Technology Enabled Care installations the end of year target has been exceeded. These changes in delivery were not known when the 2018-19 target was initially set.
BCP308	Increase the number of people able to access care and support through the use of adaptive technology	Private Housing and Accessible Homes	+	n/a	new measure	n/a	n/a	n/a	568	n/a	
Page 15 BCP310	Increase the number of private sector dwellings returned into occupation	Private Housing and Accessible Homes	+	381	480	210	307	494	537	↑	The end of year target had already been exceeded in Q3 as a result of two large empty properties being brought back into use with 96 units of accommodation. This success positively skewed the results, however this outcome is unlikely to be replicated in 2019/20.
BCP352a	Reduce the number of people sleeping rough on a single night in Bristol - Annual Count	Housing Options	-	86	75	n/a	n/a	n/a	82	↑	MHCLG's Rough Sleeping Strategy has brought new funding streams on line to prevent and reduce rough sleeping. As some of the previous MHCLG funding comes to an end, new funding streams have been awarded. Rough Sleeper Initiative funding for 2018-20 is having some impact on reducing rough sleeping. Additionally we are one of 11 'early adopters' of a Rapid Rehousing Pathway model (a sit up Hub for those new to the streets with access to private rental sector accommodation and support). These funding streams are helping to reduce rough sleeping addressing the symptoms but not the causes - and the flow of people onto the streets - of lack of affordable housing and the impact of Welfare Benefit Reform.

Code	Title	Service	+/-	2017-18 outturn	2018-19 target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Change on 12 months ago	Officer Notes
BCP352b	Reduce the number of people sleeping rough on a single night in Bristol - BCC quarterly Count	Housing Options	-	66	60	83	82	55	72	↓	The closing of the Winter Shelter funded by MHCLG and the Churches winter shelter has had a knock on effect and increased the number of people sleeping rough on the quarterly count at the end of March. The Rapid Rehousing Pathway services - a sit up Hub for those new to the streets with access to private rental sector accommodation and support - are currently being implemented and it is expected that this will prevent some people from ending up rough sleeping. Developing further shelter provision is being explored. MHCLG funded services are helping to reduce rough sleeping but not tackling the underlying causes of lack of affordable housing and the impact of Welfare Benefit Reform.
BCP356	Reduce the number of households who were in Temporary Accommodation for more than 6 months	Housing Options	-	287	260	261	261	242	279	↑	Housing Options have focussed on moving "long stayers" out of temporary accommodation (TA). Despite maintaining the level of direct offers from BCC Landlord Services and targeting households in TA Q4 outturn is slightly below target. A gradual increasing trend of households in TA has contributed to this.
BCP357	Reduce the number of households in temporary accommodation	Housing Options	-	517	450	509	534	493	524	↓	The number of households in temporary accommodation (TA) has increased from last quarter but the increase is comparable to previous years. Q4 outturn is below target despite Housing Options efforts to prevent homelessness. Additional interventions have been introduced with the aim of keeping people in their homes longer, avoiding the need for TA. We are also implementing new initiatives to increase access to the private rented sector as the lack of affordable move on accommodation is driving this increase.

Code	Title	Service	+/-	2017-18 outturn	2018-19 target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Change on 12 months ago	Officer Notes
DGR372	Maximise the rent income to housing delivery (total debt outstanding)	People and Finance	-	£10,700,000	£10,200,000	£10,300,000	£10,120,000	£11,170,000	£11,450,000	↓	The transition to a new management system continues to impact on the arrears as a result of case management issues and continues to improve systems stability. Vacancies within the Rents Team have also been temporarily recruited to. Arrears for tenants claiming Universal Credit (UC) (9% of tenants) have increased by £582,000 since claims began in 2016. 78% of tenants on UC are in arrears totalling around £1.7m and the average debt per tenant on UC stands at £960.
DGR374a	Reduce average times for all relets to 12 weeks	Landlord Services	-	n/a	new measure	n/a	n/a	n/a	90 days	n/a	
DGR375	Reduce the number of empty council properties to 250 by 2020 (true voids)	Landlord Services	-	389	325	341	276	308	329	↑	There were 350 voids in total; however with 2 properties to be leased, 2 intended for temporary accommodation, 16 new builds yet to be let and 1 to be demolished this gives 329 true voids.
DGR376	Reduce the loss of gross rental income through voids	People and Finance	-	£1,660,000	£1,700,000	£440,000	£840,000	£1,182,365	£1,474,215	↑	The changes implemented within the lettings team (having a team leader in post, directing resources to help clear backlogs, combining PTAs and sign ups) has stabilised void turnaround times and this is reflected in the reduction of income lost. A review of the end-to-end void process is about to commence.
DGR379	Private rented properties improved	Private Housing and Accessible Homes	+	1,090	1,150	304	680	1,014	1,493	↑	Target met, 479 this quarter. The number of properties improved during year is well ahead of schedule as a result of the increased resources used in the Eastville and St. George West licensing areas.
GR305a	Increase the overall satisfaction of new tenants with Landlord Services	Landlord Services	+	n/a	new measure	n/a	n/a	n/a	85.90%	n/a	199 responses for the year April 2018-March 2019; source Voluntas database.

Code	Title	Service	+/-	2017-18 outturn	2018-19 target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Change on 12 months ago	Officer Notes
GR368	Reduce the number of council homes that are non decent to less than 5%	Landlord Services	-	n/a	5.00%	5.10%	4.99%	4.41%	4.30%	n/a	This is our lowest ever figure for non decent properties. The improvement is due to data base improvements and better targeted planning of improvement works.
GR369	Increase the % of properties with a valid gas safely certificate	Landlord Services	+	n/a	new measure	n/a	n/a	n/a	99.00%	n/a	
GR370	Increase percentage of tenancies sustained beyond 12 months	Landlord Services	+	97.20%	98.00%	96.00%	94.30%	93.90%	93.70%	↓	The number of properties being let by BCC is reducing because more secure tenants are remaining in their tenancy. However, the number of tenancy failures within the first 12 months remains fairly stable and as a result effects the percentage of tenancies sustained within 12 months. Further analysis of tenancy failures is required, especially where tenants have given notice within the first 12 months and this will be undertaken once reports have been developed in the new housing management system.
GR371	Percentage of repairs completed in one visit	Landlord Services	+	87.00%	86.00%	86.00%	85.00%	85.00%	83.30%	↓	Reporting is not yet available from the repairs DW, so measure is from the results of our rolling satisfaction surveys (1,423 responses) This has historically correlated well with the measure calculated, last year the equivalent figure was 85.4% compared to the reported figure of 86.0%.
GR372a	Reduce the number of Statutory Homelessness Acceptances	Housing Options	-	n/a	new measure	98	201	310	413	n/a	There has been a reduction in the numbers where a full homelessness duty has been accepted due to the impact of the Homelessness Reduction Act and the activities that have taken place to prevent and relieve homelessness.
GR372b	Number of families found intentionally homeless or where homelessness duty has been ended	Housing Options	-	43	43	22	28	38	45	↓	The year-end outturn is slightly higher than target. Housing Options continue to engage effectively with citizens and social care colleagues to avoid intentionally homelessness decisions being made where possible

Code	Title	Service	+/-	2017-18 outturn	2018-19 target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Change on 12 months ago	Officer Notes
GR373a	Increase the percentage of tenants who were satisfied with the way their ASB case was dealt with	Landlord Services	+	n/a	55.00%	47.30%	54.40%	47.10%	54.20%	n/a	There were 259 responses during the year. This is a slightly different measure to last year when "people satisfied with the outcome of their complaint" was reported at 51.4%. An options paper outlining possibilities for the way the future ASB service should be delivered is being written.
GR374	Reduce average times for standard relets to 5 weeks by 2020	Landlord Services	-	44 days	39 days	40 days	41 days	38 days	41 days	↑	Although year end performance is just below target, there has been an improvement on the same period in 2017-18 with a total of 1,208 properties relet during 2018-19. There has been higher than usual surveyor turnover (20%) as well as significant sickness absence at supervisory level, so it has not been possible to progress works as planned to ensure prompt reuse of properties. The measure here excludes time where property is classed as undergoing major works, so overall end-to-end relet times averaged 90 days for the whole year, and were 84 days during Q4.
GR377c	Reduce the number of properties with an EPC rating of D or lower	Landlord Services	-	n/a	new measure	n/a	n/a	n/a	27.35%	n/a	
GR384b	Increase generated income: (licensing, accessible homes)	People and Finance	+	n/a	new measure	n/a	n/a	n/a	1,982,000	n/a	

HOUSING AND LANDLORD SERVICES LEADERSHIP TEAM
BALANCED SCORECARD PERFORMANCE REPORT 2019
 proposed suite for Executive Member quarterly reporting (v. 30.07.19.)

Responsible Team	Code	Title	Frequency	2018-19 Outturn	2019-20 Target
Business Excellence					
Private Housing and Accessible Homes	BCP310	Increase the number of private sector dwellings returned into occupation	Quarterly	537	490
Landlord Services	DGR374a	Reduce average times for all relets to 12 weeks	Monthly	90 days	84 days
Landlord Services	DGR375	Reduce the number of empty council properties to 250 by 2020 (true voids)	Quarterly	329	250
Landlord Services	GR369	Increase the % of properties with a valid gas safely certificate	Monthly	99.00%	99.50%
Landlord Services	GR377c	Reduce the number of properties with an EPC rating of D or lower	Quarterly	27.35%	27.00%
People and Finance	GR388	Increase the number of digital contacts and transactions with customers	Monthly	n/a	Establish baseline
Customers					
Private Housing and Accessible Homes	BCP307	Number of disabled people enabled to live more independently through home adaptations	Quarterly	3,938	3,400
Private Housing and Accessible Homes	BCP308	Increase the number of people able to access care and support through the use of adaptive technology	Quarterly	568	568
Housing Options	BCP352a	Reduce the number of people sleeping rough on a single night in Bristol - Annual Count	Annual	82	70
Housing Options	BCP352b	Reduce the number of people sleeping rough on a single night in Bristol - BCC quarterly Count	Quarterly	72	q1=100, q2=100, q3=70. q4=60
Housing Options	BCP353	Increase the number of households where homelessness is prevented	Quarterly	New measure	1,000
Housing Options	BCP356	Reduce the number of households who were in Temporary Accommodation for more than 6 months	Quarterly	279	260
Housing Options	BCP357	Reduce the number of households in temporary accommodation	Quarterly	524	500
Private Housing and Accessible Homes	DGR379	Private rented properties improved	Quarterly	1,493	1,800
Landlord Services	GR305a	Increase the overall satisfaction of new tenants with Landlord Services	Quarterly	85.90%	85.00%
Landlord Services	GR371	Percentage of repairs completed in one visit	Quarterly	83.30%	85.00%
Finance and Growth					
People and Finance	DGR372	Maximise the rent income to housing delivery (total debt outstanding)	Monthly	£11,450,000	£10,500,000
People and Finance	DGR376	Reduce the loss of gross rental income through voids	Quarterly	£1,474,215	£1,400,000
People and Finance	GR384a	Increase the commercial income generated into the Housing Revenue Account	Monthly	New measure	£947,940
Private Housing and Accessible Homes	GR384b	Increase generated income: licensing, accessible homes)	Quarterly	1,982,000	2,880,000
People and Finance	GR385a(i)	Budget variation (General fund - Capital)	Monthly	New measure	
People and Finance	GR385a(ii)	Budget variation (General fund - Revenue)	Monthly	New measure	
People and Finance	GR385b(i)	Budget variation (Housing Revenue Account - Capital)	Monthly	New measure	
People and Finance	GR385b(ii)	Budget variation (Housing Revenue Account - Revenue)	Monthly	New measure	

Responsible Team	Code	Title	Frequency	2018-19 Outturn	2019-20 Target
People and Finance	GR386	Reduce the number of fraudulent tenancies, and housing and Right to Buy applications	Quarterly	New measure	40
People and Finance	GR398	Net change of Homes (HRA)	Annual	-101	
People					
People and Finance	GR390	Diversity - % of completed actions from Diversity Action plan	Annual	New measure	Plan in development
People and Finance	GR391	Improve Staff Satisfaction	Annual	New measure	65%
People and Finance	GR392	Reduce the average number of working days lost to sickness	Quarterly	New measure	
People and Finance	GR393	Increase the percentage of staff with a completed annual appraisal	Annual	New measure	
People and Finance	GR394	Increase the number of employees signed up to lone worker monitoring scheme	tbc	New measure	

Estate Safety Project

- **Purpose** – to increase safety for BCC residents living in high and low rise blocks of flats
- **Membership** – Chaired by Cllr Jama and will include BCC officers, tenants, leaseholders, involved tenants, police

Initial work – To understand:

- What the issues are
- What we currently do
- What others are doing
- What are the options and associated cost

Progress to Date

- Confirmed membership of the group
- Tour of sites/blocks across the city
- Building a current situation of issues we are facing
 - Feedback from the tour
 - Info gathering from officers re issues
 - What other organisations are doing/have done



Common Themes

- Varying levels and types of ASB in blocks
 - Drug dealing and taking – city wide
 - Rough sleeping in bin rooms/stairwells – in central area
 - Graffiti – prevalent around Dove Street



Partial Closure Orders

- Used to restrict access to premises as a means of tackling Anti-Social Behaviour
- Being piloted in Easton (Lansdowne Court and Croydon House)
- Will make the blocks a safer and more pleasant place for residents and staff alike and help reduce crime and disorder
- The order will be in place for 3 months with the possibility of extending it by a further 3 months
- A new initiative for BCC and the Police
- Regular meetings will be held to monitor/ iron out any teething problems before extending to other blocks

Next Steps

- Inaugural Estate Safety meeting in September
- Develop plan with working group – identify quick wins
- Monitor success of partial closure orders with a view to roll out to other blocks
- Publicise positive outcomes



Meeting



Link or
Dependency



Activity



Milestone

July 19

August 19

September 19

October 19

Meeting with
Cllr Jama



Data
gathering for
blocks



Review data –
create
baseline



Topic of blocks
with
stakeholders



Inaugural
safety group
meeting



Briefing for Housing Management Board Thursday 8th August 2019

'Moving Forward Together' Housing & Landlord Services Visioning Project

1. PROGRESS UPDATE

Over 850 Housing and Landlord Services staff has attended Moving Forward Together (MFT) employee workshops led by the H&LS management team. The outcomes will feed into the wider MFT project following the resident consultation.

Procurement documents for enlisting specialist expertise to support resident engagement have been drafted and budget approved. The Leadership Factor (TLF) has been appointed as the provider to carry out the telephone research resident's survey. Any additional work will be re-scoped.

2. REVISED PROJECT TIMETABLE

July	Consultant Procurement Exercise
Aug	Research and co-design project delivery with BCC and involved tenant / leaseholder groups Agree information requirements, methods and timescales Agree and finalise survey questions and communication channels Any additional work re-scoped.
Sep/Oct	Wider tenant engagement activities (including survey)
Nov	Results analysis, headlines, themes, interim report
Dec	Consultants full report (findings & evaluation, recommendations) with priorities identified including any 'quick wins' (Supplier contract ends)
Jan 2020	BCC actions: Review & communicate findings / Next Steps. Publish report/ raise profile of project with staff and tenants

3. ACTIVITIES TO DATE

19th Feb 2019 – HMB

Julian Higson informed the Board that over the next few months H&LS are looking at its service with a view determining what people thought the service should be doing, what it should be like and how services should be delivered. He confirmed that there would be two strands to the consultation, internal with staff and external with residents and tenants and that a range of mechanisms would be used including surveys, meetings and roadshows.

March 2019 – Local Housing Forums

HMB update provided to Local Housing Forums regarding the MFT project

March 2019 – Housing Scrutiny Panel

Provided with project update and invite from HSLT about the panel being involved in the 'Moving Forward Together' project.

May 2019 – Housing Scrutiny Panel

Julian attended HSP to discuss the project and panels involvement.

28th May 2019 – HMB

Presentation given and discussion held on the Moving Forward Together project. This includes more detailed information about the three phases of the project, timeline and procurement of the consultant.

May 2019 – Housing News

Julian provided an MFT update Housing News which would be delivered to all tenants with an invitation to get involved. The latest edition of Housing News/MFT article is also on the BCC website <https://www.bristol.gov.uk/housing/tenant-participation-resources-for-tenants>

June 2019 – Local Housing Forums

Presentation used at HMB on the Moving Forward Together project was shared with the Forums. This includes the three phases of the project, timeline and procurement of the consultant.

July 2019 – Leaseholder Forum

To receive MFT presentation slides.

August 2019 – Housing Scrutiny Panel

Panel members have been invited to initial co-design meeting at Temple Street.



19 July 2019

Dear CEO,

Our Consumer Regulation Review 2018-19

I am writing to draw your attention to our [Consumer Regulation Review 2018-19](#) which is published today.

The Consumer Regulation Review provides a summary of the Regulator's consumer regulation work for the year 2018-19. It includes case studies to demonstrate our approach to consumer regulation, as well as key lessons we wish to share with the sector and explains our current role and mandate as set by Parliament.

The report focuses on the importance of social housing providers complying with all of the consumer standards, including how they engage with their tenants, how they respond to neighbourhood issues, and how they allocate their properties.

In terms of health and safety, the report reminds social housing providers about the importance of having effective systems in place to ensure the homes where their tenants live are safe. We are also urging all social housing providers to look at how accountable they are and how they are transparent with their tenants.

Most registered providers are well-run and can demonstrate they meet the expectations set out in the regulatory standards, but on occasions, issues do arise that represent a risk to tenants and where intervention by the regulator is required. We would encourage providers to review the lessons set out in the report, and consider what they can learn from these to ensure that tenants' homes are safe, of good quality and well-managed, and that they are accountable to tenants.

For that reason, I would ask that you bring this letter and the Consumer Regulation Review to the attention of your board or elected members.

As ever, transparency with the Regulator is essential. Based on our co-regulatory approach, we would expect providers of social housing to notify the Regulator of any potential breaches of the consumer standards in a timely manner.

If it would be helpful to discuss this letter, or the Consumer Regulation Review itself, please let me know.

Yours sincerely

Fiona MacGregor
Chief Executive