

# FAREHAM

BOROUGH COUNCIL

## AGENDA

### HEALTH AND HOUSING POLICY DEVELOPMENT AND REVIEW PANEL

**Date:** Thursday, 19 January 2017

**Time:** 6.00 pm

**Venue:** Collingwood Room - Civic Offices

**Members:**

Councillor B Bayford (Chairman)

Councillor F Birkett (Vice-Chairman)

Councillors Mrs M Brady  
Mrs C Heneghan  
S D Martin  
Ms S Pankhurst  
D L Steadman

**Deputies:** Mrs C L A Hockley  
Mrs K K Trott



**1. Apologies for Absence**

**2. Minutes (Pages 5 - 8)**

To confirm as a correct record the minutes of the Health and Housing Policy Development and Review Panel meeting held on 17 November 2016.

**3. Chairman's Announcements**

**4. Declarations of Interest and Disclosures of Advice or Directions**

To receive any declarations of interest from Members in accordance with Standing Orders and the Council's Code of Conduct and disclosures of advice or directions received from Group Leaders or Political Groups, in accordance with the Council's Constitution.

**5. Deputations**

To receive any deputations of which notice has been lodged.

**6. Health Update**

To receive a verbal update by the Chairman of the Health & Housing Policy Development and Review Panel on Local Strategic Health Issues.

**7. Presentation on Hampshire Joint Strategy Needs Assessment**

To receive a presentation from the Health Protection Principal from Hampshire County Council, on Hampshire's Joint Strategy Needs Assessment.

**8. Council Housing Repairs and Maintenance Report (Pages 9 - 14)**

To consider a report by the Director of Operations on Council Housing Repairs and Maintenance.

**9. Preliminary Review of the Work Programme 2016/17 and draft Work Programme for 2017/18 (Pages 15 - 20)**

To consider a report by the Director of Operations, which gives a preliminary overall review of the Panel's Work Programme 2016/17 and the draft Work Programme 2017/18.

P GRIMWOOD  
Chief Executive Officer  
Civic Offices  
[www.fareham.gov.uk](http://www.fareham.gov.uk)  
11 January 2017

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# FAREHAM

BOROUGH COUNCIL

## Minutes of the Health and Housing Policy Development and Review Panel

(to be confirmed at the next meeting)

**Date:** Thursday, 17 November 2016

**Venue:** Collingwood Room - Civic Offices

**PRESENT:**

Councillor B Bayford (Chairman)

Councillor F Birkett (Vice-Chairman)

**Councillors:** Mrs M Brady, Mrs C Heneghan, S D Martin and D L Steadman

**Also  
Present:**



**1. APOLOGIES FOR ABSENCE**

An apology of absence was received from Councillor Ms Pankhurst.

**2. MINUTES**

It was AGREED that the minutes of the Health and Housing Policy Development and Review Panel held on 22 September 2016 be confirmed and signed as a correct record.

**3. CHAIRMAN'S ANNOUNCEMENTS**

There were no Chairman's announcements.

**4. DECLARATIONS OF INTEREST AND DISCLOSURES OF ADVICE OR DIRECTIONS**

In accordance with the Standing Orders and the Council's Code of Conduct, Councillor Mrs M Brady declared a non-pecuniary interest in minute item 6 – Presentation from Fareham and Gosport Clinical Commissioning Group Local Health Priorities as she works as a locum GP across the Borough.

**5. DEPUTATIONS**

There were no deputations made at this meeting.

**6. PRESENTATION FROM FAREHAM AND GOSPORT CLINICAL COMMISSIONING GROUP- LOCAL HEALTH PRIORITIES**

Councillor Mrs M Brady declared a non-pecuniary interest in this item as she works as a locum G.P across the Borough.

The Panel received a presentation from Dr David Chilvers and Mr Richard Samuel from the Fareham & Gosport Clinical Commissioning Group. The presentation outlined key priorities of the Group, the challenges currently being faced and how the Sustainability and Transformation Plan will enable the NHS to provide better local care.

Dr Chilvers explained that the key priorities for Fareham and Gosport focus on staying healthy and preventing ill health, providing integrated care away from the hospital, urgent and emergency care, improving elective care and improving quality and reducing variation. Challenges faced by the Clinical Commissioning Group (CCG) include unsustainable growth in demand for health and care, longevity coupled with increasingly poor health, longer than necessary hospitalisation and difficulties with recruitment and retention of staff.

In providing financial context, Dr Chilvers informed Members that the CCG has an annual budget of around £254m and is one of the lowest funded Groups in the country. The CCG buys services from local providers, including Portsmouth Hospital NHS Trust, Southern Health and local GPs and, for the first time in its history, went into budget deficit in the last financial year by

around £3.1m. Across Hampshire & Isle of Wight, the gap between available funding and the cost of delivering NHS services is projected to be £577m by 2020/21.

The Sustainability and Transformation Plan for Hampshire and the Isle of Wight sets out a vision for the future of health/care services, addressing some of the many challenges currently being faced by changing how care is delivered, driving productivity and efficiency, transforming the workforce, investing in digital transformation and redesigning how the NHS and social care providers work together.

There followed a question and answer session which provided Members with the opportunity to seek points of clarification on matters raised in the presentation and discuss how plans going forward would impact on Fareham.

It was AGREED that Dr Chilvers and Mr Samuel be thanked for providing an interesting and informative presentation.

*(Councillor F Birkett left the meeting at the end of this item)*

## **7. HEALTH UPDATE**

The Panel received a brief update from the Chairman on local health issues.

The Chairman was pleased to report that one of the issues surrounding the use of the Fareham Community Hospital that Members have frequently discussed at recent meetings has been resolved; the Fareham & Gosport Clinical Commissioning Group has agreed to pay a fixed level of funding per year so that the hospital can be used for the benefit of residents and patients 24 hours a day, 7 days a week.

There remains an issue with regard to the management and reporting structure at the hospital, but efforts to try and resolve this matter will continue.

## **8. REVIEW OF FARELETS**

The Panel considered a report by the Director of Operations which provided an update on the FareLets scheme.

Members enquired how many empty properties in private ownership have been renovated under the Council's grant scheme to make them habitable for Council leasing. The Head of Housing, Revenues and Benefits agreed to prepare and make this information available to Members.

It was AGREED that:-

- (a) the Panel notes the progress of the FareLets Scheme; and
- (b) the Senior Housing Officer be thanked for providing a very informative report.

## **9. REVIEW OF THE WORK PROGRAMME 2016/17**

The Panel considered a report by the Director of Operations which reviewed the Work Programme for 2016/17.

It was AGREED that:-

- (a) the Work Programme for 2016/17 be approved; and
- (b) the Director of Operations be thanked for his report.

(The meeting started at 6.00 pm  
and ended at 7.25 pm).

# FAREHAM

BOROUGH COUNCIL

## Report to Health and Housing Policy Development and Review Panel

**Date**                    19 January 2017

**Report of:**            Director of Operations

**Subject:**                COUNCIL HOUSING REPAIRS AND MAINTENANCE REPORT

### SUMMARY

This report sets out a summary of the performance for Building Services covering all aspects of the service delivered to the residents for the first quarter of 2016/17.

### RECOMMENDATION

Members are asked to note the information contained in the report.

## **INTRODUCTION**

1. This report sets out performance information for the responsive repairs service and an update on the delivery of the planned maintenance works by the Property Services team.
2. In addition to the performance information, assurance statements relating to the significant health and safety risks associated with the housing stock are also provided.

## **RESPONSIVE REPAIRS SERVICE**

3. The Housing Repairs service has applied the 'system thinking' approach across all of the Council housing stock. From 1<sup>st</sup> April 2015 this system operated in 100% of the Borough. The service is primarily delivered with directly employed operatives; supporting contractors work for the Council where necessary to allow for the mobilisation of the Direct Service Organisation (DSO) and the new system of work.
4. A van stock system and materials delivery service enables efficient delivery of the repairs. This has been working successfully and data is being collected on materials used on repairs to continuously improve the effectiveness and efficiency of the service and supporting 'what matters' to customers in doing the repair with the least visits as possible.
5. The new approach to the work has enabled the delivery of five key steps that are of value to the customer when they need a repair to their home. These are:
  - i. Collect "Clean information" – Name, address, contact number, brief detail of the problem, date and time when it is convenient for us to attend
  - ii. Allocate the work – at the right time, allocate the job to an operative with the right skills
  - iii. Access – attend at the right time, be polite, courteous and presentable
  - iv. Diagnose – identify the root cause of the problem, understand the individual needs of the customer and tailor a solution that is necessary and proportionate
  - v. Repair – use the right skills and have access to the right materials to fix the problem
6. The performance of the new system is demonstrated by measures that reflect what matters to our customers:
  - (a) Did we turn up when we said we would (at the time convenient to the customer)?
  - (b) Did we get the operative with the right skills to visit the customer first time?
  - (c) Did we do the right repair?
  - (d) How long did we take?



7. A measure to understand how long a job takes to be completed is taken from when a trade operative arrives on the agreed date to when it is finally completed. The average 'end to end' time for a job to be completed from the convenient appointment date is approximately 6 days - based on data collected since 1 April 2016, which is slightly higher since previous reporting. Work that was previously being undertaken by supporting contractors is gradually being taken back in house where it is cost effective to do so. The nature of work is different, moving from 'repair' to a 'replacement', and has thus affected this measure.
8. 92% of in-house workforce appointments were attended at the time convenient for the customer. This is based on data collected since 1 April 2016, which has slightly reduced since previous reporting.
9. A new software system has been developed which is helping the repairs officers deliver the service more efficiently. It will also provide improved data collection and provide more accurate performance measures to manage the service. The software also links to our asbestos register and provides the necessary information to the operative to enable work to be undertaken in accordance with the regulations.
10. The responsive repairs service is currently attending an average of 50 appointments per day. A small proportion of these are undertaken by supporting and specialist contractors.

#### **PLANNED MAINTENANCE SERVICE**

11. The current planned maintenance projects are being progressed, generally by tender opportunities or utilising existing long term agreements. Detailed below are both the current and proposed projects:-
  - a) Kitchen and bathroom modernisation are now being delivered by JPC Contractors with works identified via the responsive repairs or customer requests.
  - b) Replacement gas boilers and central heating systems are being provided through an existing arrangement with TSG Building Services.
  - c) A programme for electrical inspections to dwellings and common areas is currently continuing using a combination of directly employed electrical engineers and electrical contractors.
  - d) Disabled Adaptions continue to be provided on the recommendation of the Hampshire County Council Occupational Therapy service. These works are currently being delivered by external contractors.
  - e) A number of blocks of flats around the Borough have been identified as having failed cavity wall insulation. Currently remedial works are being arranged on an 'as required' basis. Further works

are required to develop a programme of cavity wall insulation replacements.

- f) It is proposed that the existing fire alarm system at Frosthole Close is replaced. Work is underway to develop a specification for this requirement.
- g) Proposals are being developed to provide a small number of additional off road parking spaces at various locations.

## **ASSURANCE STATEMENTS**

12. The following statements outline the current implemented arrangements for specific health and safety matters related to the management of the housing stock:-

### **(a) Asbestos Management**

In accordance with legislation, all communal areas of the housing stock have an asbestos register detailing all elements where asbestos containing materials are located. In addition, a typical 30% of the housing stock has been surveyed; records are held in a database and relevant residents informed.

All asbestos containing materials (ACMs) which were recommended for removal have been completed. Remaining ACMs are to be managed and resurveyed on a periodic basis.

The asbestos register information is passed to contractors who are employed to work on the housing stock with instructions to report any suspicious material immediately to the relevant contract administrator.

### **(b) Legionella Management**

In accordance with the relevant Health and Safety Executive approved code of practice (L8), all communal water services have been independently risk assessed by specialists and managed by in-house employees and a specialist contractor.

New risk assessments are currently being renewed and will be subject to a formal review 2 years after. The risk assessment identifies remedial works (where necessary) and outlines a site specific management plan to prevent the growth and proliferation of the harmful legionella bacteria.

In-house staff, such as sheltered housing officers, are designated specific weekly and monthly tasks to ensure the water systems do not become stagnant and that temperatures are maintained within certain tolerances.

In addition, a specialist external contractor has been commissioned to undertake higher level tasks such as chlorinating shower heads, hot and cold water storage tank checks and water clarity inspections. Clearwater carry out water sampling from applicable calorifiers once a year and there have been no issues identified in recent years.

(c) **Fire Precautions and Risk Assessments**

Fire risk assessments are held for communal areas of all housing sites, identifying remedial works to improve the safety of residents in the event of a fire.

No significant works are outstanding.

A service agreement is held with a local company for the annual service requirements and breakdown attendance for fire detection and alarm installations, where installed.

(d) **Electrical Safety**

Electrical inspections to Council homes and common areas will continue working to a 5 year cyclical programme. As part of this programme the electrical engineer will assess the condition of the installation and provide a date on when it should be re-tested, which may extend to 10 years if deemed reasonable.

These inspections are undertaken using a combination of directly employed electrical engineers and electrical contractors.

Any work that is recommended within the inspection reports are carried out by the inspecting engineer, within a proportionate timescale.

(e) **Gas Servicing**

In accordance with legislation, the Council has a statutory obligation to ensure all gas heating appliances are inspected and have an annual Landlord Gas Safety Record (LGSR). The current aim is to service all gas heating appliances every 10 months, allowing for any access difficulties. TSG Building Services Ltd is currently appointed as our gas heating servicing and repairs contractor.

The current compliance figure is 99.78% with the current position as shown below:

Properties with a current LGSR	1831
Properties capped at the gas meter	3
Properties without a LGSR - expired within 0 to3 months	4
Properties without a LGSR - expired within 3 to6 months	0
Properties without a LGSR - expired within 6 to12 months	0
Properties without a LGSR - expired over 12 months	0

The Council has a robust procedure for dealing with hard-to-access homes resulting in isolating gas supply if feasible, forced-entry or legal proceedings if necessary.

## **CONCLUSION**

13. This report has provided members with an update on performance monitoring and project delivery information relating to Building Services which Panel Members are asked to note.

### **Background Papers:**

None

### **Reference Papers:**

None

### **Enquiries:**

For further information on this report please contact Shaun Barnett. (Ext 4825)

# FAREHAM

## BOROUGH COUNCIL

### **Report to Health and Housing Policy Development and Review Panel**

**Date**                    **19 January 2017**

**Report of:**            **Director of Operations**

**Subject:**              **PRELIMINARY REVIEW OF WORK PROGRAMME 2016/17 AND  
DRAFT WORK PROGRAMME 2017/18**

#### **SUMMARY**

At the meeting on 09 March 2017, Members will be asked to review the outcome of the Work Programme for the current year, 2016/17. Also at that meeting, the Panel will need to finalise the draft Work Programme for next year, 2017/18.

The report contains details of the position of the Panel's existing Work Programme for the current year, in order to allow an early assessment of progress. It also gives some background information to assist Members in drawing up the Work Programme for 2017/18.

#### **RECOMMENDATION**

Members are asked to:-

- (a) review the Work Programme 2016/17, attached as Appendix A to the report;  
and
- (b) give initial consideration to the draft Work Programme for 2017/18 attached as Appendix B to the report.

## **INTRODUCTION**

1. The outcomes from the Work Programme for the current year (2016/17) will be reviewed at the Panel's meeting on 09 March 2017. At the same time it will be necessary for the Panel to finalise its work programme for the next municipal year (2017/18).
2. In order to assist the process, members are invited to consider both issues at this meeting.

### **WORK PROGRAMME 2016/17**

3. A copy of the current Work Programme agreed at the last meeting is attached as Appendix A.

### **WORK PROGRAMME – NEXT YEAR 2017/18**

#### Scrutiny Board Responsibilities

4. Members are reminded that the Scrutiny Board is generally responsible for:-
  - maintaining an overview of the discharge of the Council's Executive functions.
  - exercising the right to call-in, for reconsideration, any decisions made but not yet implemented by the Executive (and individual Executive Members) or key decisions made by officers in exercise of their delegated powers.
  - reviewing and/or scrutinising any decisions made or actions taken in connection with the performance of any of the Council's functions.
  - Reviewing and/or scrutinising any matters affecting the strategic plans and financial affairs of the Council.
  - considering matters affecting the area or local people and, in so doing, reviewing and scrutinising the performance of other public bodies in the area.

#### Role of the Policy Development and Review Panels

5. The Policy Development and Review Panels are responsible for preparing their own work programme. Those programmes should take account of the role of the Panels to:-
  - assist in the development and formulation of policy
  - report and advise upon policies and proposals relating to their particular service interest.
  - review the performance of services provided directly or indirectly by the Council.

6. There are six planned meetings of the Policy Development and review Panels in the next municipal year, to deal with ordinary business.

#### Planning Next Year's Work Programme

7. Members are invited to consider items for the draft work programme for 2017/18. It has been previously suggested that a few items of major significance be chosen.
8. In addition to any other matters which members may wish the Panel to look at, the Executive may decide it wishes the Panel to carry out specific tasks during the next municipal year.
9. At this stage, particular items which are known to be coming before the Panel during the next year are attached as Appendix B.
10. Other general items may arise during the year, such as responding to consultation requests by the Government.
11. Statutory strategies and policy framework items will need to be reports to any combination of the Review Panels, the Scrutiny Board, the Executive and the Council, as appropriate.

#### **RISK ASSESSMENT**

12. There are no significant risk considerations in relation to this report.

#### **CONCLUSION**

13. The Panel is invited to:-
  - (a) review the Work Programme for 2016/17, attached as Appendix A to the report; and
  - (b) give initial consideration to the draft Work Programme for 2017/18 attached as Appendix B of the report.

#### **APPENDICES:**

**APPENDIX A** – Health and Housing Policy Development and Review Panel Work Programme 2016/17

**APPENDIX B** – Health and Housing Policy Development and Review Panel draft Work Programme for 2017/18.

**Background Papers:**

None

**Reference Papers:**

None

**Enquiries:**

For further information on this report please contact Paul Doran. (Ext 4572)



**HEALTH & HOUSING POLICY DEVELOPMENT AND REVIEW PANEL WORK  
PROGRAMME FOR 2016/17**

<u>MEETING DATES FOR 2016/17</u>	<u>ITEMS</u>
26 May 2016	<ul style="list-style-type: none"> <li>• Review of Work Programme 2016/17</li> <li>• Health Update</li> <li>• Introduction to the Panel, achievements, priorities &amp; challenges</li> <li>• Annual Review of Discretionary Housing Payments</li> <li>• Social &amp; Affordable Housing Update</li> </ul>
21 July 2016	<ul style="list-style-type: none"> <li>• Review of Work Programme 2016/17</li> <li>• Health Update</li> <li>• Annual review of Homelessness Strategy</li> <li>• Social &amp; Affordable Housing Update</li> <li>• Presentation on the New Allocations Policy</li> </ul>
22 September 2016	<ul style="list-style-type: none"> <li>• Health Update</li> <li>• Social &amp; Affordable Housing Update</li> <li>• Welfare Reform Update</li> <li>• Vanguard Presentation and Report on Council Housing Repairs &amp; Maintenance</li> <li>• Tenancy Management Report</li> <li>• Review of Work Programme 2016/17</li> </ul>
17 November 2016	<ul style="list-style-type: none"> <li>• Health Update</li> <li>• Review of FareLets</li> <li>• Presentation from Fareham and Gosport Clinical Commissioning Group – Local Health Priorities.</li> <li>• Review of Work Programme 2016/17</li> </ul>
19 January 2017	<ul style="list-style-type: none"> <li>• Health Update</li> <li>• Council Housing Repairs and Maintenance Report</li> <li>• Presentation on Hampshire's JSNA (Joint Strategy Needs Assessment)</li> <li>• Preliminary Review of Work Programme 2016/17 and Draft 2017/18</li> </ul>
09 March 2017	<ul style="list-style-type: none"> <li>• Health Update</li> <li>• Tenancy Management Report</li> <li>• Final Review of Work Programme 2016/17 and 2017/18</li> </ul>

**Unallocated items:**

- New Allocations Policy (draft)
- New Allocations Policy – consultation results
- New Homelessness & Housing Options Strategy (draft)

## APPENDIX B

### HEALTH & HOUSING POLICY DEVELOPMENT AND REVIEW PANEL DRAFT WORK PROGRAMME 2017/18

<u>MEETING DATES</u> <u>FOR 2017/18</u>	<u>ITEMS</u>
25 May 2017	<ul style="list-style-type: none"> <li>• Review of Work Programme 2017/18</li> <li>• Health Update</li> <li>• Introduction to the Panel, achievements, priorities &amp; challenges</li> <li>• Annual Review of Discretionary Housing Payments</li> </ul>
20 July 2017	<ul style="list-style-type: none"> <li>• Review of Work Programme 2017/18</li> <li>• Health Update</li> <li>• Council Housing Repairs and Maintenance Report</li> </ul>
21 September 2017	<ul style="list-style-type: none"> <li>• Review of Work Programme 2017/18</li> <li>• Health Update</li> <li>• Tenancy Management Report</li> </ul>
16 November 2017	<ul style="list-style-type: none"> <li>• Review of Work Programme 2017/18</li> <li>• Health Update</li> </ul>
18 January 2018	<ul style="list-style-type: none"> <li>• Preliminary Review of Work Programme 2017/18 and Draft 2018/19</li> <li>• Health Update</li> <li>• Review of Farelets</li> <li>• Council Housing Repairs and Maintenance Report</li> </ul>
08 March 2018	<ul style="list-style-type: none"> <li>• Final Review of Work Programme 2017/18 and 2018/19</li> <li>• Health Update</li> <li>• Tenancy Management Report</li> </ul>

**Unallocated items:**

- New Allocations Policy (draft)
- New Allocations Policy – consultation results
- New Homelessness & Housing Options Strategy (draft)