

FAREHAM

BOROUGH COUNCIL

Minutes of the Health and Housing Policy Development and Review Panel

(to be confirmed at the next meeting)

Date: Thursday, 23 July 2015

Venue: Collingwood Room - Civic Offices

PRESENT:

Councillor B Bayford (Chairman)

Councillor D L Steadman (Vice-Chairman)

Councillors: Mrs M E Ellerton, Mrs C L A Hockley, T G Knight and
Mrs K K Trott

**Also
Present:**



1. APOLOGIES FOR ABSENCE

There were no apologies of absence.

2. MINUTES

It was AGREED that the minutes of the Health and Housing Policy Development and Review Panel held on 28 May 2015 be confirmed and signed as a correct record.

3. CHAIRMAN'S ANNOUNCEMENTS

The Chairman made the following announcement:

He informed the Panel that Collingwood Court has now opened and that some residents have already moved in.

He expressed his thanks to all of the Officer's that were involved in the re-development of these properties, and stated that he thought that it was an excellent facility.

4. DECLARATIONS OF INTEREST AND DISCLOSURES OF ADVICE OR DIRECTIONS

There were no declarations of interest made at this meeting.

5. DEPUTATIONS

There were no deputations made at this meeting.

6. HEALTH UPDATE

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

He reported that he had recently attended a meeting with senior officers of the CCG, and during that meeting they had discussed many of the issues raised by the Panel.

The Community Hospital was discussed in detail, including the issues with multi agencies that are involved in the running of it, the under use of the facilities and the charges that are being applied to the use of the facilities that are preventing services from using the hospital.

He informed the Panel that the hospital was funded by a private finance initiative (known as LIFT) and the company responsible for this is Solent Community Solutions, and that the CCG are responsible for paying Solent Community Solutions for the unused space in the hospital. More positive news is that the hospital's usage has now increased to approximately 70% with more day care facilities been offered there.

Members expressed concern over the usage of the hospital and the charges that are being applied to those using it, and felt that this should be a matter that the local MP deals with. The Chairman confirmed that this was already happening.

He also informed the Panel that the CCG are planning on creating a local call service where you can be put in touch with, doctors, physio, hospital and social workers. Councillor Knight requested that members be sent the minutes of CCG meetings and the timetable of meetings.

The Chairman concluded by informing the Panel that the NHS are preparing for an amalgamation of community and health services under the Better Care Fund, which will fall under the responsibility of Hampshire County Council.

The Chairman was thanked for his informative health update.

7. PRESENTATION AND REPORT FROM THE ROUGH SLEEPER WORKING GROUP

The Panel received a presentation and considered a report by the Head of Housing, Revenues and Benefits on the findings from the Rough Sleeper Working Group.

The presentation was broken down into the areas that the working group looked at and gave the findings from these. The working group focused on these key questions:

- Why do people sleep rough
- What are the impacts for those who sleep rough and those living, working or visiting the Borough
- What help is available to them
- Why do people sleep rough in Fareham
- What legislation and enforcement action are available to the Council to help them deal with rough sleepers.

Councillor Knight enquired about the funding of the Two Saints Hostel at 101 Gosport Road. The Director of Community explained that the Hostel is funded through Hampshire County Council's Supporting People funding. He explained that this funding will decrease soon but will still allow for the hostel to continue to run.

Councillor Mrs Ellerton expressed her thanks to Caroline Newman and Sara Head for all of their help with the working group and for their depth of knowledge they have on rough sleepers.

It was AGREED that:-

- (a) The Head of Housing, Revenues and Benefits be thanked for her presentation;
- (b) The Panels notes the content of the report;

(c) The Panel confirms the Working Group has completed its investigations; and

(d) The suggested items for further actions be confirmed.

8. PRESENTATION: FINDINGS AND LEARNING ARISING FROM THE VANGUARD INTERVENTION IN HOUSING ALLOCATIONS

The Panel received a presentation from the Tenancy Services Manager on the findings and learning that has arisen from the Vanguard intervention in Housing Allocations which has focused on the letting of Council properties.

The presentation was broken down in sections which outlined the various stages that the intervention has been through so far:

- The Check Stage – working with officers from a variety of sections to gain an understanding of the different processes that are in place throughout the allocations process.
- The Plan Stage – focusing on the key principles. Finding out what was important to the customer and only doing value work. The aim was to keep the processes as simple as possible and with the minimal amount of input from other people and avoid the work being passed around.
- The Value Steps – trying to achieve the perfect flow, by cutting out unnecessary procedures and putting new simpler processes in place.

Councillor Knight enquired as to whether there have been any savings made from the exercise yet. The Tenancy Service Manager explained to the Panel that this is not a cost cutting exercise and that the focus is on providing a better service to the customer.

It was AGREED that the Tenancy Services Manager was thanked for his presentation.

9. COUNCIL HOUSING: REPAIRS AND MAINTENANCE REPORT

The Board considered a report by the Director of Streetscene on Council Housing repairs and maintenance.

The report was presented by the Planned Maintenance Manager who informed the Panel that the Vanguard intervention in Building Services is further along in its process than the Housing allocations intervention. He informed members that since 1 April 2015 the Council has been running its own 'in house' contractors which is proving to be very successful. In addition to this they have introduced a van stock system and materials delivery service which allows for the contractor to complete the work on the first visit rather than having to order parts and return at a later date.

The Panel was also advised that the Responsive Repairs Service are looking into reintroducing customer satisfaction surveys. These will be different from the old style surveys in that these will have more open ended questions to allow the customer to provide more detailed feedback on the service that they have received.

Councillor Mrs Hockley asked what feedback has been received from the staff concerning the new way of working. The Planned Maintenance Manager informed the Panel that staff have embraced the new way of working and are very happy with it.

It was AGREED that the Panel notes the content of the report.

10. REVIEW OF THE WORK PROGRAMME 2015/16

The Panel consider a report by the Director of Community which reviewed the Panel's work programme for 2015/16.

It was suggested that an update report on Rough Sleepers be added to the work programme for the 21 January 2016 meeting.

It was AGREED that, subject to the addition of an update report on Rough Sleepers to the 21 January 2016 meeting, the work programme for 2015/16 be approved.

(The meeting started at 6.00 pm
and ended at 8.18 pm).