

AGENDA
HEALTH AND HOUSING POLICY
DEVELOPMENT AND REVIEW PANEL

Date: Thursday, 10 March 2016

Time: 6.00 pm

Venue: Collingwood Room - Civic Offices

Members:

Councillor B Bayford (Chairman)

Councillor D L Steadman (Vice-Chairman)

Councillors Mrs M E Ellerton
Mrs C L A Hockley
T G Knight
Mrs K K Trott
C J Wood

Deputies: D M Whittingham

D J Norris



1. Apologies for Absence

2. Minutes (Pages 1 - 6)

To confirm as a correct record the minutes of the Health and Housing Policy Development and Review Panel meeting held on 21 January 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 and Housing Policy Development and Review Panel on Local Strategic Health Issues.

7. Affordable Housing Programme Update

To receive a verbal update from the Head of Housing, Revenues and Benefits on the Council's Affordable Housing Programme.

8. Tenancy Management Performance Report (Pages 7 - 12)

To consider a report by the Head of Housing, Revenues and Benefits on the Tenancy Management Performance.

9. Final Review of Work Programme 2015/16 and Draft Work Programme 2016/17 (Pages 13 - 38)

To consider a report by the Director of Operations, which invites the Panel to assess the overall progress against the Work Programme for 2015/16 and finalise the proposed Work Programme for 2016/17.

P GRIMWOOD
Chief Executive Officer
Civic Offices
www.fareham.gov.uk
2 March 2016

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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, 21 January 2016

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, Mrs K K Trott
and C J Wood

Also Present: Councillor Mrs K Mandry



1. APOLOGIES FOR ABSENCE

There were no apologies for absence.

2. MINUTES

The Chairman addressed the Panel to provide an update on Minute 6 - Presentation from Fareham and Gosport Clinical Commissioning Group, which stated that the Red Cross would be moving into the Community Hospital at the end of January 2016. He informed the Panel that this has not happened as the issue with regards to the high charges for the use of the space has yet to be resolved.

It was AGREED that the minutes of the 12 November 2015 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

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 report that there has been no progress made with regards to the Community Hospital and that the problem with the fees being applied to those who wish to use the Hospital is still no further along. In addition to this the on-going issue with the lack of management structure at the Hospital is having a major impact of the under use of the facilities.

Members expressed deep concern over the continuing problems at the Hospital which are resulting in the Hospital not being utilised, and requested that the Chairman explore other avenues to try and progress some of these issues along. The Chairman did inform members that the local M.P has indeed been meeting with senior officers from the organisations involved with the Community Hospital to try and resolve the on-going problems.

The Panel requested a further update on the progress of this for the next meeting.

It was AGREED that the Chairman be thanked for his verbal update.

7. ROUGH SLEEPER UPDATE

The Panel received a verbal update from the Senior Housing Officer (Options) on Rough Sleepers in the Borough, as set out in Appendix A, on the 6 actions that were agreed by the Working Group who were tasked with tackling rough sleepers.

The progress made on each action is set out below:

- (i). Desire to make permanent the post of the Outreach Worker – This post has been secured until March 2017 and future funding opportunities are being investigated in order to be able to continue the post for future years.
- (ii). Exploring the possibility of producing a leaflet for the Basic Bank – A leaflet has been drafted and the Council is currently in consultation with the basics bank regarding it. Another possibility that is being considered is producing little cards which will contact the contact details of other local agencies that could be assistance to those who need the help of the Basics Bank.
- (iii). Raise Knowledge and Awareness of the Health and Wellbeing Centre in Fareham – This is currently delayed until the Spring.
- (iv). The Allocations Policy – The current Allocations Policy will be reviewed and revised this year, and emphasis will be placed on the policy having successful 'move on' plans.
- (v). Engage with Mental Health Providers – This still remains a challenge. There has been some success on a one to one basis with a rough sleeper and an individual mental health worker but is largely unsuccessful in a broader sense.
- (vi). Continue and maintain the Rough Sleeper Multi Agency Meetings – These meetings are still continuing, they are mainly arranged by and held at Fareham Police Station. The meetings are well attended and very useful.

The Panel passed their thanks on to the members and officers involved in the Rough Sleeper working group and for the extremely impressive report which has a very positive approach to tackling rough sleeping.

It was AGREED, that the Senior Housing Officer (Options) be thanked for the verbal update.

8. AFFORDABLE HOUSING UPDATE

The Panel received a verbal update from the Director of Operations on the progress made on the following affordable housing schemes:

Collingwood Court - Work has been completed on this and the majority of tenants have now moved in. There has been a slight noise issue from the plant room at the base of the building but this is being dealt with. Councillor Mrs Hockley informed the Panel that she has had contact with several of the tenants there and they have all reported as being extremely happy with the new facilities.

Stevenson Court – There has been a formal request for an extension of time for this project. The completion date is now looking to be 16 May 2016.

Passivhaus Scheme – Progressing well and is only slightly behind programme. The houses past the air pressure test in November 2015 and the internal works are now well underway. Completion is expected in February 2016. It has been agreed that for the first year of tenancy in the properties the Council will be carrying out regular monitoring to ensure that the properties are meeting the energy standards required.

Sylvan Court – Excellent progress is being made with this scheme and it is currently 7 weeks ahead of schedule. The anticipated completion date is currently November 2016.

Hampshire Rose Site – proposals are currently being considered for this site for possibly 20 mixed units of 1 and 2 bed properties. More detailed drawings of the proposal are currently being put together in order to be present to the Aspect Housing Board meeting.

123 Bridge Road – Planning permission was granted for this development in June 2015. Slow progress on project at present due to some ecological issues concerning slow worms and dormice on site.

It was AGREED, that the Director of Operations be thanked for the update.

9. TENANT ENGAGEMENT

The Panel considered a report by the Tenant Involvement Officer on Tenant Engagement.

The report outlined the various ways in which the Council engages with its tenants.

The Panel expressed some confusion over Councillors attendance at tenant meetings, and have asked for clarification as to whether Ward Councillor's need to be invited to tenant meetings and estate inspections or whether they can just turn up if they wish to attend. The Tenant Involvement Officer confirmed that she would obtain clarification on this and would report back to the members of the Panel.

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

10. COUNCIL HOUSING REPAIRS AND MAINTENANCE REPORT

The Panel considered a report by the Director of Operations on Council Housing Repairs and Maintenance.

The Panel were informed that the Housing Repairs In-House team has been operating for almost a year, using the new 'systems thinking' approach and the performance indicators are showing a consistent level of service being delivered. As part of the new in-house team they have also introduced a van

stock and materials delivery service which has enabled them to be able to complete repairs on the first visit rather than having to book a follow up visit.

The Panel noted the excellent progress that has been made over the past 12 months, but enquired as to how the cost of the new way of working is being monitored and requested that financial information be provided in future reports to the Panel.

The Director of Operations addressed the Panel to explain that the cost associated with the new way of working is being carefully monitored by accountants and directors. He also reminded the Panel that the process is still in its first year and therefore it would be too difficult at present to be able to gather any real information, and realistically it would take several years before the true costs are established. He also explained that due to the change in the way of working it would be difficult to compare figures against the old way of working as the figures would not be comparable.

The Planned Maintenance Manager suggested that costs relating to the new systems thinking way of working could be incorporated into future reports that are brought to the Panel.

It was AGREED, that the Panel notes the contents of the report.

11. PRELIMINARY REVIEW OF WORK PROGRAMME 2015/16 AND DRAFT WORK PROGRAMME 2016/17

The Panel considered a report by the Director of Operations on a review of the current work programme 2015/16 and the draft work programme for 2016/17.

The Director of Operations addressed the Panel on this item and handed round a suggested work programme for 2016/17, and invited members to add any additional items on to it.

The Panel expressed a desire to have more health items on the agenda but were informed that all health issues were dealt with via Hampshire County Council and that Fareham Borough Council does not have any powers over health issues. It was therefore agreed to include a presentation from the Clinical Commissioning Group and a presentation from Public Health on the Joint Needs Assessment onto the 2016/17 work programme.

It was also agreed that a Rough Sleeper Update be included onto the 2016/17 work programme for the January 2017 meeting.

It was AGREED that, subject to the inclusion of the items listed above into the 2016/17 work programme, the current work programme for 2015/16 and the draft work programme for 2016/17, be approved.

(The meeting started at 6.00 pm
and ended at 7.16 pm).

FAREHAM
BOROUGH COUNCIL

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

Date 10 March 2016

Report of: Director of Operations

Subject: TENANCY MANAGEMENT PERFORMANCE REPORT

SUMMARY

This report provides Panel members with an update on performance in regard to current tenant rent arrears, management of empty homes, anti-social behaviour, estate services and tenant involvement.

RECOMMENDATION

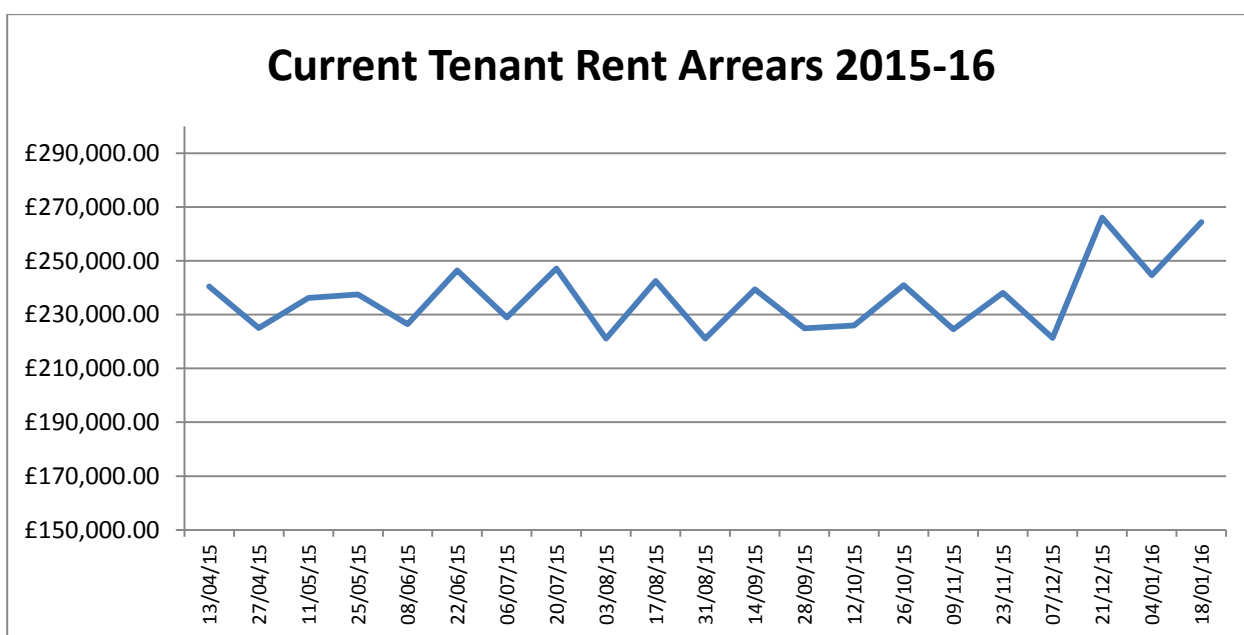
That the Panel notes and scrutinises the information contained within the report.

INTRODUCTION

1. Tenancy Management covers a range of housing service functions which include rent collection and arrears recovery, managing empty homes, dealing with anti-social behaviour, housing estate management and tenant involvement.
2. This report provides panel members with an update on performance and highlights any key service issues officers are dealing with.

CURRENT TENANT RENT ARREARS

3. Current tenant rent arrears as at 31 January 2016 stood at £264,341. This equates to 2.21% of the projected annual rent debit which is similar to that in 2014/15 but an improvement on 2013/14 and 2012/13.
4. The graph shown below helps to illustrate arrears performance for the year to date. Although arrears had decreased slightly in the period April to December 2015 there has been an increase over the Christmas and New Year period which is similar to performance in previous years.



5. Officers are anticipating a reduction in the level of arrears between February and April 2016. A verbal update on the position will be provided at the meeting.
6. As part of the arrears recovery process it is necessary to refer some cases to the County Court. In the year to date (April 2015 to February 2016) there have been 24 hearings in court.
7. In the majority of court hearings the case was either adjourned or court order granted on payment terms. Three homes were repossessed, this despite much effort from officers to engage and support the tenants facing eviction. In two of the repossessions the property was family sized accommodation.
8. As at the beginning of February 2016 there were 104 working age tenants whose housing benefit had been reduced due to under-occupying their home. Ninety tenants are under-occupying by one bedroom and fourteen by two bedrooms.

9. 10 of the 104 tenants are receiving discretionary housing payment (DHP) to help them with the shortfall. In 81% of cases tenants are paying on a regular basis and making up the shortfall. Officers are in contact with the remaining 19% with a view to them setting up a repayment arrangement, making a referral for debt advice and advising them of their housing options in terms of a possible move.

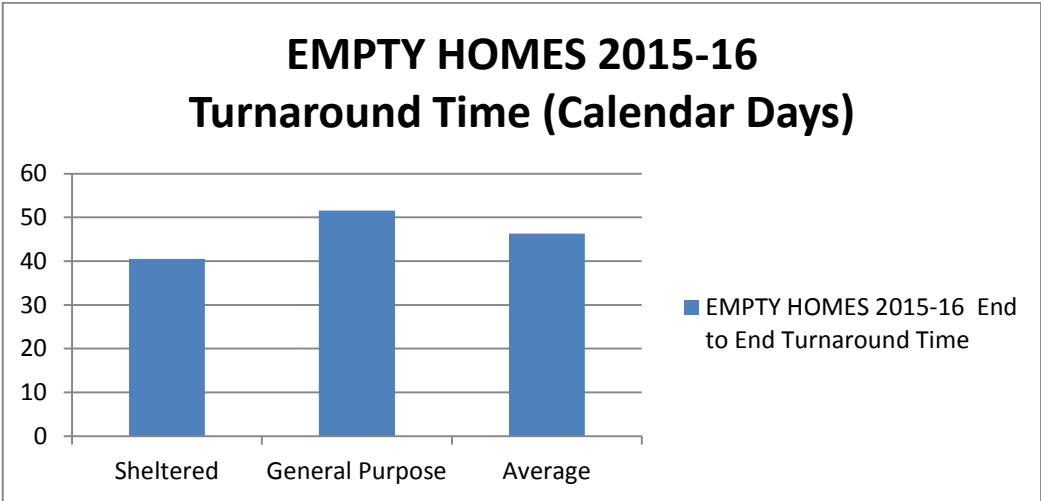
MANAGEMENT OF EMPTY HOMES

10. The way in which empty homes are managed has changed with emphasis on matching the right person to the right property and carrying out works to empty homes that have been identified and agreed with the new tenant rather than reinstating the property to a prescribed standard.

11. In a number of cases it has been necessary to carry out kitchen/bathroom modernisation work, electrical rewiring and adaptations to meet the needs of a disabled tenant or member of their household. This in turn has slightly increased the time taken to relet the property and the loss in rental income.

12. In terms of performance we measure the void period. The start of the void period is the date when the keys are returned by the outgoing tenant and the end of the period is the date when the ingoing tenant’s tenancy begins.

13. The chart below shows the average turnaround time for general needs and sheltered properties for the period April 2015 to the end of January 2016. In the period a total of 127 homes were relet: 66 sheltered and 61 general purpose.



14. In terms of void rent loss, as at 24 January 2016 this amounted to £131,084 which is 1.43% of the total rent due in the financial year to date. This is an increase of 0.24% on that for similar period in the previous year. Further work is being carried out to understand reasons for this and identify opportunities to improve performance.

15. Whilst acknowledging the slight increase in void rent loss, it is pleasing to note that there has been a reduction in the number of new tenants falling into rent arrears and causing anti-social behaviour; evidence that the principle of identifying the right person for the right property is working thereby benefiting the Council and its tenants as tenancies will be more sustainable. Furthermore, evidence from a comparison of randomly selected voids both pre and post Vanguard, shows a continual reduction in the demand for responsive repairs after allocation.

DEALING WITH ANTI-SOCIAL BEHAVIOUR

16. The table below provides information of reported incidents of Anti-social Behaviour (ASB) where officers took some form of action against the perpetrators. This action could have been anything from sending a letter to carrying out visits with Community Safety and the Police. Currently there are 4 tenants on Acceptable Behaviour Contracts. Two secure tenants and one introductory have been served Notice due to on-going ASB problems and possession proceedings are now being considered.

Period	Reported incidents	Serious cases
April 15 to Jan 16	12	5

17. Although there has been a reduction in the total number of ASB cases over the past year, the number of serious cases has increased. The knock on effect being that housing officers are spending more time attending multi-agency meetings with Community Safety, Police, Legal Services and other support agencies/organisations to help resolve ASB issues.

HOUSING ESTATE MANAGEMENT

18. The communal areas of the Council's blocks of flats and maisonettes are cleaned on a weekly basis. Windows to the communal areas and individual units within sheltered housing blocks are cleaned on a 3-6 monthly basis. Feedback is obtained from tenant and leaseholder representatives and housing staff and is collated to give an overall satisfaction rate.
19. Satisfaction level for block cleaning remains high. For the period April 2015 to February 2016 inclusive this stood at 87% and has been consistent throughout the year.
20. Quarterly Performance meetings are held with the service provider. The last meeting was held on 27 January 2016; no major issues were highlighted or discussed.
21. The cleaning of housing blocks forms part of a corporate cleaning contract. Last autumn the contract was put out to tender and a number of tenders were received. The successful contractor Hi Spec has been awarded a 5 year contract with a possible 2 year extension option. The new contract starts in April 2016 and on 9 March 2016 officers and a number of tenant/leaseholder representatives met with the new Contractor.
22. The external areas around housing blocks and general needs areas, including garage service areas, are maintained by the Council's Streetscene team. This includes grass-cutting, weed treatment, litter-picking and sweeping of hard surfaces. Feed-back is obtained from tenant and leaseholder representatives and housing staff and is collated to give an overall % satisfaction rate.
23. Satisfaction level for grounds maintenance remains high and for the period April 2015 to February 2016 inclusive this stood at 93% and has been consistent throughout the year.

24. Quarterly meetings are held with officers from the Council's Streetscene team and the last meeting was held on 9 December 2015, no issues of concern were identified.
25. Estate inspections are carried out in areas which have been highlighted by tenants or officers as having problems. In the year to date 14 inspections have taken place where problems were noted and action has been taken to rectify any issues.
26. The main issues arising from recent inspections were the dumping of fly-tipped waste to communal areas of flats and maisonette blocks and overgrown hedges encroaching onto public footpaths from privately-owned gardens. At the time of writing these issues have been addressed to the satisfaction of all concerned.

TENANT INVOLVEMENT

27. Since the last Performance Monitoring Report in September 2015, tenants and leaseholders have been involved in the following events:

- **Editorial Panel meeting** (Tenants and officers meet to discuss articles for inclusion in tenant and leaseholder newsletters);
- **Tenant and Leaseholder Forum** (An open forum for tenant/leaseholder representatives who meet to discuss housing issues of interest with council officers);
- **South Coast Training** (Up to 10 tenants/leaseholders attend training event held twice a year which helps improve knowledge and understanding across a range of housing issues);
- **Tenant Participation Advisory Services (TPAS) presentation** (TPAS is an independent body which provides support to tenants groups and housing organisations in the area of tenant involvement); and
- **Estate Monitors Meeting** (A half yearly event for tenant and leaseholder volunteers who help monitor block cleaning and grounds maintenance work).

RISK ASSESSMENT

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

CONCLUSION

29. This report has provided panel members with an update on performance across a range of housing management services.

Background Papers: None

Reference Papers: None

Enquiries: For further information on this report please contact Jane Cresdee (Ext 4483)

FAREHAM

BOROUGH COUNCIL

Report to Health and Housing Policy Development and Review Panel

Date **10 March 2016**

Report of: **Director of Operations**

Subject: **FINAL REVIEW OF WORK PROGRAMME 2015/16 AND DRAFT
WORK PROGRAMME 2016/17**

SUMMARY

At the last meeting of the panel on 21 January 2016, members reviewed the existing work programme for 2015/16 and also considered the draft work programme for 2016/17. The panel is now invited to assess the overall progress for the current year and finalise a proposed work programme for 2016/17

RECOMMENDATION

The panel is now requested to:-

- (a) review the outcomes of the Panel's work programme 2015/16
- (b) agree a proposed work programme for 2016/17; and
- (c) submit the proposed work programme for 2016/17 to the Council for endorsement.

INTRODUCTION

1. At the meeting of the Panel in January 2016, members reviewed the 2015/16 work programme and considered possible items for a proposed programme for 2016/17. This is the last cycle of meetings for this year and the Panel is invited to finalise its review of this year's work and confirm the draft programme for 2016/17.

THE CURRENT WORK PROGRAMME 2015/16

2. Members are to note that there are no revisions to the work programme for the current year.
3. Appendix A contains a summary of the current year's work programme 2015/16.
4. Appendix B contains details of the outcome from the matters considered at panel meetings, between May 2015 and January 2016, for member's consideration.

WORK PROGRAMME 2016/17

5. Appendix C sets out details of the proposed items for consideration during 2016/17.
6. As members are aware, the panel's focus is on 'policy development' and it is suggested that members may want to consider setting up smaller working groups to work with officers on specific subjects. It is likely that the Panel will consider reports on a specific subject on more than one occasion during the course of the year as the policy is developed, before final recommendations are made to the Executive.
7. It is also for the Panel to consider whether any review of items under the Council's policy framework be included in the 2016/17 programme. Appendix D contains a list of plans and strategies currently contained in the Council's policy framework. The list may however be subject to amendments arising from any future changes to the Constitution.

RISK ASSESSMENT

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

CONCLUSION

9. To Summarise, the Panel is now invited to:-
 - (a) review the outcome of the work programme for the current year 2015/16; and
 - (b) agree a draft work programme for 2016/17 (having considered the proposed draft set out in Appendix C), which may include any proposed strategy or policy reviews and also any additional items agreed generally by the Panel or put forward by individual members and accepted by the Panel.

Appendices:

Appendix A – Work Programme for 2015/16

Appendix B – Work Programme for 2015/16 – Outcomes

Appendix C – Draft Work Programme 2016/17

Appendix D – Policy Framework

Background Papers:**Reference Papers:****Enquiries:**

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

DRAFT WORK PROGRAMME FOR 2015/16

<u>MEETING DATES FOR 2015/16</u>	<u>ITEMS</u>
28 May 2015	<ul style="list-style-type: none"> • Review of Work Programme 2015/16 • Health Update – (Presentation from Cllr Bayford on local health priorities) • Presentation – Introduction to the Panel and revised Terms of Reference • Presentation: Achievements, Priorities and challenges
23 July 2015	<ul style="list-style-type: none"> • Review of Work Programme 2015/16 • Health Update • Presentation and report from the Rough Sleepers Working Group • Presentation: Findings and learning arising from the Vanguard intervention in Housing Allocations • Council housing repairs and maintenance report.
24 September 2015	<ul style="list-style-type: none"> • Review of Work Programme 2015/16 • Health Update • Presentation on Hampshire's JSNA (Joint Strategy Needs Assessment) • Welfare Reform Update • Affordable Housing Programme Update • Review of FareLets • Tenancy Management Performance Report • Review of Sheltered Housing (dispersed schemes)
12 November 2015	<ul style="list-style-type: none"> • Review of Work Programme 2015/16

	<ul style="list-style-type: none"> • Health Update • Presentation from Fareham and Gosport Clinical Commission Group – Local Health Priorities
21 January 2016	<ul style="list-style-type: none"> • Preliminary Review of Work Programme 2015/16 and Draft Work Programme 2016/17 • Health Update • Affordable Housing Update • Tenant Engagement • Rough Sleeper Update • Council housing repairs and maintenance report
10 March 2016	<ul style="list-style-type: none"> • Final Review of Work Programme 2015/16 and Draft Work Programme 2016/17 • Health Update • Affordable Housing Programme Update • Tenancy Management Performance Report

Health and Housing Policy Development and Review Panel – Progress on Actions from May 2015 to January 2016

<u>MEETING DATE</u>	<u>28 MAY 2015</u>
<u>Subject</u>	<u>Review of the Work Programme 2015/16</u>
Type of Item	Information
Action by Panel	The Panel received a presentation by the Director of Community on the Panel's work programme for 2015/16 It was AGREED that the work programme for 2015/16, as shown in Appendix A to the report, be confirmed.
Outcome	Content of report was noted
Link Officer	Martyn George
<u>Subject</u>	<u>Presentation – Introduction to the Panel and Revised Terms of Reference</u>
Type of Item	Information
Action by Panel	The Panel received a presentation by the Director of Community which provided an introduction to the Panel and its revised terms of reference. It was AGREED that the Director of Community be thanked for his presentation.
Outcome	The presentation was noted.
Link Officer	Martyn George
<u>Subject</u>	<u>Presentation – Achievements, Priorities and Challenges</u>

Type of Item	Information
Action by Panel	<p>The Panel received a presentation from the Director of Community on the service's achievements, priorities and challenges.</p> <p>As a result of this presentation and the previous one, members were invited to give consideration to any additional items they would like to see added to the Panel's work programme.</p> <p>It was AGREED that:-</p> <p>(a) the Director of Community be thanked for his report, and</p> <p>(b) further consideration be given to adding an item on the provision of affordable housing, including the planning system, viability studies, the right to buy scheme and caps on the provision of council housing.</p>
Outcome	The presentation was noted.
Link Officer	Martyn George
<u>MEETING DATE</u>	<u>23 JULY 2015</u>
<u>Subject</u>	<u>Presentation and Report From the Rough Sleeper Working Group</u>
Type of Item	Information
Action by Panel	<p>The Panel received a presentation and considered a report by the Head of Housing, Revenues and Benefit's on the findings from the Rough Sleeper Working Group.</p> <p>The presentation was broken into the areas that the working group looked at and gave findings from these. The working group focused on these key questions:</p> <ul style="list-style-type: none"> - Why do people sleep rough

	<ul style="list-style-type: none"> - 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. <p>Councillor Knight enquired about the findings 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 allow for the Hostel to continue to run.</p> <p>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.</p> <p>It was AGREED that:-</p> <ul style="list-style-type: none"> (a) the Head of Housing, Revenues and Benefits be thanked for her presentation; (b) the Panel 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.
Outcome	The presentation was noted.
Link Officer	Caroline Newman
<u>Subject</u>	<u>Presentation: Findings and Learning Arising from the Vanguard Intervention in Housing Allocations</u>
Type of Item	Information
Action by Panel	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.

	<p>The presentation was broken in sections which outlined the various stages that the intervention has been through so far:</p> <ul style="list-style-type: none"> • 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 un-necessary procedures and putting new simpler processes in place. <p>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.</p> <p>It was AGREED that the Tenancy Service Manager be thanked for his presentation</p>
Outcome	The Presentation was noted
Link Officer	Jon Shore
<u>Subject</u>	<u>Council Housing: Repairs and Maintenance Report</u>
Type of Item	Information
Action by Panel	<p>The Board considered a report by the Director of Streetscene on Council Housing repairs and maintenance.</p> <p>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 01 April 2015 the Council has been running its own “in house” contractors, which is proving to be very successful. In addition to</p>

	<p>this they have introduced a van stock system and materials delivery system 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.</p> <p>The panel was also advised that the Responsive Repairs Service are looking at 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.</p> <p>Councillor Mrs Hockley asked what feedback has been received from 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 happy with it.</p> <p>It was AGREED that the Panel notes the content of the report.</p>
Outcome	The contents of the presentation were noted.
Link Officer	Paul Doran
Subject	<u>REVIEW OF THE WORK PROGRAMME 2015/16</u>
Type of Item	Information
Action by Panel	<p>The Panel consider a report by the Director of Community which reviewed the Panel's work programme for 2015/16.</p> <p>It was suggested that an update report on Rough Sleepers be added to the work programme for the 21 January 2016 meeting.</p> <p>It was AGREED that, subject to the addition of an update on Rough Sleepers to the 21 January 2016 meeting, the work programme for 2015/16 be approved.</p>
Outcome	Information
Link Officer	Martyn George
Meeting	<u>24 September 2015</u>

Date	
Subject	Presentation on Hampshire's JSNA (Joint Strategy Needs Assessment)
Type of Item	Information
Action by Panel	<p>The Panel received a presentation from Darren Carmichael from Hampshire County Council on Hampshire's Joint Strategy Needs Assessment (JSNA)</p> <p>The presentation outlined the data that has been, which was population based data, collected for both Hampshire and Fareham, and the results that have come out of the study.</p> <p>It looked at the key issues for Fareham and centred around the aging population, highlighted the issues that this could bring for Fareham in the future.</p> <p>Councillor Trott enquired as to how accurate the data is. Darren Carmichael explained to the Panel that the data has been collated from a variety of sources including the Office of national Statistics and the Clinical Commissioning Group, this was to ensure that there was a wide range of data collected.</p> <p>Councillor Knight asked what Hampshire is doing to tackle the problems that have been identified in this study. Darren addressed the Panel to explain that Hampshire will not financially be able to address these issues alone and that they will be looking to work in collaboration with other organisations to tackle these issues.</p> <p>It was AGREED that Darren Carmichael was thanked for his informative presentation.</p>
Outcome	The contents of the presentation were noted
Link Officer	Martyn George
Subject	<u>Review of Sheltered Housing (Dispersed Schemes)</u>
Type of Item	Report
Action By	The Panel considered a report by the Director of Community on a review of Sheltered Housing.

Panel	<p>Councillor Trott addressed the Panel on this item and stated that she felt that given the information provided in the previous item it has highlighted what an essential service is and will continue to be in the future.</p> <p>Councillor Wood enquired as to the purpose of the consultation. The Tenancy Services Manager explained that is was to consult with all sheltered housing tenants as to the level of service they would like to receive, and were given the 3 options outlined in paragraph 6 of the report. Previously all tenants received the same service, and did not have any choices. As a result of the consultation it has become apparent that many of the tenants did not require a higher level of support, and has therefore freed up the capacity within the mobile sheltered housing team to be able to offer the service to private accommodation tenants.</p> <p>Councillor Mrs Ellerton enquired as to whether the private tenants would pay a different rate to Council tenants. The Tenancy Services Manager confirmed the private tenants would pay the same for the services as the council sheltered housing tenants.</p> <p>It was AGREED that the content of the report be noted.</p>
Outcome	The content of the report was noted.
Link Officer	Martyn George
<u>Subject</u>	<u>Tenancy Management Performance Report</u>
Type of Item	Report
Action by Panel	<p>The Panel considered a report by the Director of Community on the performance of Tenancy Services in regards to arrears, empty homes, anti-social behaviour and estate services.</p> <p>The Senior Housing Management Officer explained to the Panel that the tenancy services team are more proactive at dealing with rent areas and engaging with tenants more regularly to discuss these problems and find a way of tackling the arrears that is both suitable to the tenant and to the team</p> <p>Members supported the changes to the management and allocation of empty properties, and welcomed the new way of</p>

	<p>working which involves working with the new tenants at the start of the process and getting them to agree to works that they would like done to the property rather than all properties being returned to a uniform standard before tenants see them.</p> <p>Councillor Wood enquired as to whether the standards of the housing stock will decrease over time if there are no prescribed standards for the properties. The Senior Housing Management Officer confirmed that there is no evidence that this will happen as tenants are having the properties put to their requirements before they move in and they are extremely happy with the way that this is working.</p> <p>The Head of Housing, Revenue and Benefits addressed the Panel and explained that a lot of prescribed works were to remove adaptations to properties went back to standard. Now instead for these properties they look for the most suitable tenant for them and therefore removing the need at times to remove the adaptations, which is cutting down the time taken to re-let these properties and is saving the Council money but removing the need to undertake unnecessary works.</p> <p>It was AGREED that the Panel note the content of the report.</p>
Outcome	The content of the report was noted.
Link Officer	Martyn George
<u>Subject</u>	<u>Review of Farelets</u>
Type of Item	Report
Action by Panel	<p>The Panel considered a report by the Director of Community which provided an update on the progress of the Farelets scheme.</p> <p>Councillor Trott enquired as to whether these schemes could be used to help reduce the Council's Housing Waiting List. The Director of Community explained that there is a tenant finder scheme which could be used, but advised the Panel that it could potentially put an additional financial risk on the Council. He reminded Members that the Council has a duty to find accommodation and that a large number of people on the waiting list are not homeless.</p> <p>The Head of Housing, Revenue and Benefits was asked how long the Vanguard Intervention was going to be in Housing. She</p>

	<p>informed Members that good progress is being made with the intervention and they will be rolling out the new way of working to all of the Housing Options Officers soon.</p> <p>It was AGREED that the Panel note the progress made of the Farelets scheme to date.</p>
Outcome	Content of report noted.
Link Officer	Martyn George
<u>Subject</u>	<u>Welfare Reform Update</u>
Type of Item	Information
Action by Panel	<p>The Panel received a verbal update by the Head of Housing, Revenue and Benefits on the Welfare Reform. She explained that as part of the announcement for the summer budgets was the reduction to benefits:</p> <ul style="list-style-type: none"> • Benefits rate for working age people will be frozen for 4 years (this will include JSA & Income Support) • There will be a cut in the amount of tax credits that claimants will receive. • People claiming tax credits for two or more children will be capped at 2 children from 2017 • Other Welfare Cuts to be introduced in 2018. <p>The impact for benefits claimants will affect those who are not working, and those who are on a low income will be affected by the tax credits cuts which could amount up to an additional loss of £1000 per year.</p> <p>There has been a new timetable set for Universal Credit and Fareham will have been implemented into the scheme by the end of the current financial year.</p> <p>To start with it will only affect those who are single claimants who are claiming JSA. Payments of Universal Credit will be made monthly in arrears and claims can take up to 6 weeks to process. It will gradually be rolled out to include all benefits and it will only affect those of working ages.</p> <p>Safeguards are being put in place by the Department of work and Pensions for those people who are going to become liable for</p>

	<p>paying their own rent.</p> <p>Council Tax Support Scheme will still be under the responsibility of the Local Council and the Council have to agree on a new scheme each year. The current scheme has been working well and it is proposed that the scheme will stay the same for the next financial year.</p> <p>The Head of Housing, Revenue and Benefits was thanked for her very informative verbal update.</p>
Outcome	Information noted
Link Officer	Caroline Newman
Subject	<u>Affordable Housing Programme Update</u>
Type of Item	Information
Action by Panel	<p>The Panel received a verbal update by the Head of Housing, Revenue and Benefits on the affordable housing programme.</p> <p>Collingwood Court:</p> <p>Collingwood Court is now open and nearly full with only a handful of properties left to let</p> <p>Sylvan Court:</p> <p>Following the success of Collingwood Court it is hoped that the new scheme will follow on from that success. It is hoped this scheme will be completed by November 2016.</p> <p>2 General Purpose Schemes:</p> <p>Stevenson Court on Palmerston Avenue is due to open in March 2016.</p> <p>The Passivhaus Scheme at Coldeast Close is progressing well and they are expecting completion of the scheme in January 2016.</p>

	<p>Several Members enquired as to how the Passivhaus scheme is going to be monitored and how the data is going to be collected. The Head of Housing, Revenue and Benefits explained that they would be working in conjunction with an energy consultant who will be able to guide them with what information and knowledge they can gather over the first 12 months of occupancy.</p> <p>The Head of Housing, Revenue & Benefits was thanked for her verbal update.</p>
<u>Subject</u>	<u>Review of the Work Programme</u>
Type of Item	Report
Action by Panel	<p>The Panel considered a report by the Director of Community which reviewed the work programme for 2015/16.</p> <p>It was AGREED that the proposed work programme for 2015/16 be approved.</p>
Outcome	Contents of Report Noted
Link Officer	Paul Doran
<u>Date of Meeting</u>	12 November 2015
<u>Subject</u>	<u>Presentation from Fareham and Gosport Clinical Commissioning Group</u>
Type of Item	Information
Action by Panel	<p>The Panel received a presentation from Richard Samuels and Dr David Chilvers from the Fareham and Gosport Clinical Commissioning Group (CCG) on the Fareham Community Hospital and the Better Care Fund.</p> <p>Richard Samuel started the presentation by addressing concerns that have been raised over the usage of the Fareham Community Hospital. He informed members that the hospital is currently being underutilised which has been a result of the</p>

complex charges that are applied to those wishing to use the space in the hospital. He informed the Panel that the hospital has recently been reorganised with departments such as ultrasound being moved in order to be use the space. He confirmed that the Red Cross will be moving into the hospital at the end of January 2016, now that the CCG have provided funding for them to do so.

Councillor Hockley enquired if the Government can assist in the cost of running the hospital. Richard confirmed that they will shortly be having a meeting in December 2015 with MP Suella Fernandes to discuss this issue. Richard confirmed that they are also looking into the possibility of buying out the lease on the hospital.

He is also informed members of a new operating model being trialled at Gosport War Memorial for Care Provision which will deal with things such as minor illness, diagnostics and same day treatments. It is proposed that should this be successful a similar trial will be introduced at Fareham Community Hospital.

Councillor Trott raised a concern that it is has been in the press that Queen Alexandra Hospital has had to send patients to both Chichester and Southampton hospitals for treatment as they have had concerns that they would be unable to provide the care needed for them. Richard Samuel explained that this is not a frequent occurrence but is necessary at times in order to ensure the safety and care of patients.

He also stated that he is extremely proud of the work that is undertaken by frontline staff, especially in such challenging and difficult circumstances. However he accepts that more work needs to be done in being proactive in tackling and preventing illness and injuries at an early stage.

Dr Chilvers then addressed the Panel to give a brief overview of the Primary Care Trust and the Better Care Fund.

Councillor Knight was concerned in the rise of obesity and how was this been addressed. Dr Chilvers explained that there had been a rise in obesity trends but this was now levelling off. He explained that better advertising needed to be done to tackle this issue as many are unaware of the health problems that can come with this, such as; diabetes, cancer, heart disease and dementia. There are also programmes within schools to advice children of obesity issues.

Councillor Hockley asked what action is being taken to stop bed blocking. Richard Samuel explained that not all reports of bed blocking have been accurate, and that he feels that it is not as big an issue as the media has suggested. However he accepts that there needs to be better procedures in place, such as more efficient and quicker assessments when patients leave the hospital to free up beds.

	<p>Councillor Wood expressed concerns over waiting times for GP appointments, and gave an example of a member of public was told to go to Accident and Emergency as his GP's appointments were full and were unable to offer them an appointment for 6 weeks. Richard confirmed that this was a problem nationally and that Fareham wasn't as big a problem as other areas. However he acknowledged that this is an issue and needs to be tackled and in order to address this they need to look at ways to use GP's more effectively, and to introduce new ways of working such as email consultations.</p> <p>At the invitation of the Chairman, Councillor Mrs Mandry Executive Member for Health and Housing, addressed the Panel on this item.</p> <p>It was AGREED that Dr David Chilvers and Richard Samuel be thanked for their presentation.</p>
Outcome	Content of presentation noted.
Link Officer	Paul Doran
Subject	<u>Review of Work Programme</u>
Type of Item	Report
Action by Panel	<p>The Panel considered a report by the Director of Operations which reviewed the work programme for 2015/16.</p> <p>The Director of Operations addressed the Panel and suggested that the item on Affordable Housing Update be removed from January meeting, as the Panel received an update on this at the previous meeting and there would be very little change to the information already provided. Councillors Mrs Hockley and Mrs Trott expressed a concern with this and requested that this item remain on the work programme, but agreed that it could be a verbal update.</p> <p>It was AGREED that the proposed work programme for 2015/16 be approved.</p>
Outcome	Contents of report noted
Link Officer	Paul Doran

Date of Meeting	21 January 2016
<u>Subject</u>	<u>Rough Sleeper Update</u>
Type of Item	Information
Action by Panel	<p>The Panel received a verbal update from the Senior Housing Officer (Options) on Rough Sleepers in the Borough, as set out in Appendix A, on the 6 actions that were agreed by the Working Group who were tasked with tackling rough sleepers.</p> <p>The progress made on each action is set out below:</p> <ul style="list-style-type: none"> (i). Desire to make permanent the post of the Outreach Worker – This post has been secured until March 2017 and future funding opportunities are being investigated in order to be able to continue the post for future years. (ii). Exploring the possibility of producing a leaflet for the Basic Bank – A leaflet has been drafted and the Council is currently in consultation with the basics bank regarding it. Another possibility that is being considered is producing little cards which will contact the contact details of other local agencies that could be assistance to those who need the help of the Basics Bank. (iii). Raise Knowledge and Awareness of the Health and Wellbeing Centre in Fareham – This is currently delayed until the Spring. (iv). The Allocations Policy – The current Allocations Policy will be reviewed and revised this year, and emphasis will be placed on the policy having successful ‘move on’ plans. (v). Engage with Mental Health Providers – This still remains a challenge. There has been some success on a one to one basis with a rough sleeper and an individual mental health worker but is largely unsuccessful in a broader sense. (vi). Continue and maintain the Rough Sleeper Multi Agency Meetings – These meetings are still continuing, they are mainly arranged by and held at Fareham Police Station. The meetings are well attended and very useful. <p>The Panel passed their thanks on to the members and officers involved in the Rough Sleeper working group and for the extremely impressive report which has a very positive approach to tackling rough sleeping.</p> <p>It was AGREED, that the Senior Housing Officer (Options) be thanked for the verbal update.</p>

Outcome	Information Noted
Link Officer	Caroline Newman
<u>Subject</u>	<u>Affordable Housing Update</u>
Type of Item	Information
Action by Panel	<p>The Panel received a verbal update from the Director of Operations on the progress made on the following affordable housing schemes:</p> <p>Collingwood Court - Work has been completed on this and the majority of tenants have now moved in. There has been a slight noise issue from the plant room at the base of the building but this is being dealt with. Councillor Mrs Hockley informed the Panel that she has had contact with several of the tenants there and they have all reported as being extremely happy with the new facilities.</p> <p>Stevenson Court – There has been a formal request for an extension of time for this project. The completion date is now looking to be 16 May 2016.</p> <p>Passivhaus Scheme – Progressing well and is only slightly behind programme. The houses past the air pressure test in November 2015 and the internal works are now well underway. Completion is expected in February 2016. It has been agreed that for the first year of tenancy in the properties the Council will be carrying out regular monitoring to ensure that the properties are meeting the energy standards required.</p> <p>Sylvan Court – Excellent progress is being made with this scheme and it is currently 7 weeks ahead of schedule. The anticipated completion date is currently November 2016.</p>

	<p>Hampshire Rose Site – proposals are currently being considered for this site for possibly 20 mixed units of 1 and 2 bed properties. More detailed drawings of the proposal are currently being put together in order to be present to the Aspect Housing Board meeting.</p> <p>123 Bridge Road – Planning permission was granted for this development in June 2015. Slow progress on project at present due to some ecological issues concerning slow worms and dormice on site.</p> <p>It was AGREED, that the Director of Operations be thanked for the update.</p>
Outcome	Information noted
Link Officer	Paul Doran
<u>Subject</u>	<u>Tenant Engagement</u>
Type of Item	Report
Action by Panel	<p>The Panel considered a report by the Tenant Involvement Officer on Tenant Engagement.</p> <p>The report outlined the various ways in which the Council engages with its tenants.</p> <p>The Panel expressed some confusion over Councillors attendance at tenant meetings, and have asked for clarification as to whether Ward Councillor's need to be invited to tenant meetings and estate inspections or whether they can just turn up if they wish to attend. The Tenant Involvement Officer confirmed that she would obtain clarification on this and would report back to the members of the Panel.</p> <p>It was AGREED that the Panel note the content of the report.</p>

Outcome	Contents of report noted
Link Officer	Caroline Newman
<u>Subject</u>	<u>Council Housing Repairs and Maintenance Report</u>
Type of Item	Report
Action by Panel	<p>The Panel considered a report by the Director of Operations on Council Housing Repairs and Maintenance.</p> <p>The Panel were informed that the Housing Repairs In-House team has been operating for almost a year, using the new 'systems thinking' approach and the performance indicators are showing a consistent level of service being delivered. As part of the new in-house team they have also introduced a van stock and materials delivery service which has enabled them to be able to complete repairs on the first visit rather than having to book a follow up visit.</p> <p>The Panel noted the excellent progress that has been made over the past 12 months, but enquired as to how the cost of the new way of working is being monitored and requested that financial information be provided in future reports to the Panel.</p> <p>The Director of Operations addressed the Panel to explain that the cost associated with the new way of working is being carefully monitored by accountants and directors. He also reminded the Panel that the process is still in its first year and therefore it would be too difficult at present to be able to gather any real information, and realistically it would take several years before the true costs are established. He also explained that due to the change in the way of working it would be difficult to compare figures against the old way of working as the figures would not be comparable.</p> <p>The Planned Maintenance Manager suggested that costs relating to the new systems thinking way of working could be incorporated into future reports that are brought to the Panel.</p> <p>It was AGREED, that the Panel notes the contents of the report.</p>

Outcome	Contents of report noted
Link Officer	Paul Doran
<u>Subject</u>	<u>Preliminary Review of Work Programme 2015/16 and Draft Work Programme 2016/17</u>
Type of Item	Report
Action by Panel	<p>The Panel considered a report by the Director of Operations on a review of the current work programme 2015/16 and the draft work programme for 2016/17.</p> <p>The Director of Operations addressed the Panel on this item and handed round a suggested work programme for 2016/17, and invited members to add any additional items on to it.</p> <p>The Panel expressed a desire to have more health items on the agenda but were informed that all health issues were dealt with via Hampshire County Council and that Fareham Borough Council does not have any powers over health issues. It was therefore agreed to include a presentation from the Clinical Commissioning Group and a presentation from Public Health on the Joint Needs Assessment onto the 2016/17 work programme.</p> <p>It was also agreed that a Rough Sleeper Update be included onto the 2016/17 work programme for the January 2017 meeting.</p> <p>It was AGREED that, subject to the inclusion of the items listed above into the 2016/17 work programme, the current work programme for 2015/16 and the draft work programme for 2016/17, be approved.</p>
Outcome	Subject to inclusions above, report approved.
Link Officer	Paul Doran

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

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

	Maintenance Report <ul style="list-style-type: none">• Draft Homelessness Strategy 2017-20
09 March 2017	<ul style="list-style-type: none">• Final Review of Work Programme 2016/17 and 2017/18• Health Update• Tenancy Management Report

**FAREHAM BOROUGH COUNCIL
POLICY FRAMEWORK**

Under the Constitution, the plans and strategies to be adopted or approved by the full Council are:-

- (a) Sustainable Community Strategy;
- (b) Housing Strategy;
- (c) Food Safety Service Plan;
- (d) Licensing Policy;
- (e) Plans and Alterations comprising the Development Plan;
- (f) Development Plan Documents;
- (g) Community Safety Strategy; and
- (h) Corporate Vision, Values, Objectives and Priority Actions.