

**Minutes of the
Housing Policy Development and Review
Panel**

(to be confirmed at the next meeting)

Date: Thursday, 24 May 2018

Venue: Collingwood Room - Civic Offices

PRESENT:

Councillor S Dugan (Chairman)

Councillors: I Bastable, S Cunningham, Mrs C L A Hockley, Ms S Pankhurst,
Mrs K K Trott and L Keeble (deputising for Mrs K Mandry)

**Also
Present:**



1. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillor Mrs K Mandry.

2. MINUTES

It was AGREED that the minutes of the Housing Policy Development and Review Panel meeting held on 08 March 2018 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. INTRODUCTION TO THE PANEL, ACHIEVEMENTS, PRIORITIES AND CHALLENGES

The Panel received a presentation from the Managing Director of Fareham Housing which informed Members of the main activities of Fareham Housing, its key achievements in the previous year and outlined the priorities for the next municipal year and beyond. A copy of the presentation is attached to these minutes as Appendix A.

Members were very positive about the creation of the new Fareham Housing department and commented that an excellent team has been put in place to deliver housing related services across the Borough.

The Panel raised concern that the cap on Local Authority Housing Revenue Account borrowing makes it more difficult to increase the supply of housing. Following discussion, it was agreed that the Executive Member for Housing would write to the Minister of State for Housing to put forward the view that the borrowing cap should be removed.

The Managing Director of Fareham Housing was thanked for providing a very interesting and informative presentation and it was AGREED that the content of the presentation be noted.

7. ANNUAL REVIEW OF DISCRETIONARY HOUSING PAYMENTS

The Panel received a report by the Head of Housing and Benefits which provided information and detail about the use of the Discretionary Housing Payment Scheme for the financial year ending 31 March 2018.

It was AGREED that the Panel notes the information contained in the report.

8. REVIEW OF THE WORK PROGRAMME

The Panel considered a report by the Managing Director of Fareham Housing which reviewed the Panel's Work Programme for 2018/19.

Members enquired when they could expect the unallocated items from the work programme to be included in the schedule of meetings. The Managing Director of Fareham Housing advised members that it would not be appropriate to schedule the unallocated items until the overall Housing Strategy for the Borough has been approved by the Executive and adopted by full Council.

Following discussion regarding Housing Association tenancy services, it was agreed that officers would invite the relevant representatives to attend a future meeting of the Panel to provide an update on services provided.

Having reviewed the Work Programme for the year 2018/19 it was AGREED that:

- (a) an item extending an invitation to a Housing Association to attend a Panel meeting to provide an update on their services be added to the 2018/19 Work Programme as an unallocated item; and
- (b) subject to (a) above, the Panel approves the Work Programme for 2018/19.

(The meeting started at 6.00 pm
and ended at 7.35 pm).

Introduction to the Housing Policy Development Panel

24 May 2018

Role of the Panel

- Review the performance of housing services
- Develop and review policies
- Submit recommendations to the Executive

Meet the Management Team



Paul Doran – Managing Director of Fareham Housing



Kevin Wright – Head of Building Repairs & Maintenance



Caroline Newman – Head of Housing & Benefits



Shaun Barnett – Planned Maintenance Manager



Robyn Lyons – Affordable Housing Strategic Lead



Kitty Rose – Policy Officer



Cathy Dawes – Housing Options Manager



Andrea Kingston – Neighbourhood Manager



Zoey Hillary – Benefits Assessment Manager

What We Do

- 85 employees:
 - Housing Options, Waiting List and Homelessness
 - Repairs, maintenance and improvement of Council properties
 - Tenancy management and Sheltered Housing services
 - Enabling development of new affordable homes
 - Assessment & payment of Housing Benefit and Council Tax Support

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2018/19 Budget:

- | | |
|---------------------------|-------|
| • Housing Revenue Account | £12m |
| • General Fund Revenue | £1m |
| • Capital Fund | £5.5m |

- Located on Floor 7 of the Civic Offices and at the Depot

Key Achievements

- Met Corporate Objective to enable the delivery of 500 affordable homes (2012-2017)
- Own build schemes – Collingwood Court, Sylvan Court, Stevenson Court, Passivhaus
- 1st Class Benefits Service – top 5 in the Country
- Holistic approach to solving people's housing problems
- Introduction of a 'systems thinking' approach across services to meet what matters to our customers

Challenges

- Change in economic and political climate
- Radical overhaul of homelessness legislation
- Welfare Reform and Universal Credit
- Borrowing and rent cap
- Housing related services dispersed across the Council

Fareham Housing

- In October 2017 the Council approved the creation of the new department 'Fareham Housing'
- The department was restructured and some new posts created
Some existing/retained roles adjusted to address priorities
- The customer remains at the core of all our activities



Focus/Priorities ahead

‘To provide affordable and sustainable housing solutions for borough residents, prioritising those in greatest need’

- Flexible housing options and tenancy services to assist people to find and keep their homes
- Continue to provide a first class benefits service
- Highly responsive repairs/maintenance
- Understand existing stock
- Identify and deliver more affordable housing
- Better match between need and what is provided (size, location, tenure etc.)

Housing and Benefits



Caroline Newman – Head
of Housing & Benefits

Housing Options

- Housing Allocations and Waiting List
- Assistance and support for people who are homeless or threatened with homelessness.
- Housing Advice
- FareLets and Temporary Accommodation

Benefits

- 8000 claimants, c. £23m PA
- Discretionary Housing Payments

Tenancy/Neighbourhood Services

- Moving In, Living In, Moving Out

Neighbourhood Team

Responsible for the management of council-owned properties in Fareham



Andrea Kingston –
Neighbourhood Manager

- 1703 homes for general needs
- 691 homes for older people
- 582 garages
- New Neighbourhood Officer in the structure
- Investigations Officer in the structure
- Challenges ahead – Universal Credit/rent arrears

Repairs and Maintenance



Kevin Wright – Head of
Building Repairs and
Maintenance Service

The Responsive Repairs team are responsible for providing a highly responsive repair and maintenance service to ensure that residents needs are met.

We aim to achieve this by using our own in-house tradesmen, where specialist work is required, outside contractors are used.

We provide an out of hours service of tradesmen

- Routine repairs
- Urgent/emergency Repairs
- Gas/electrical safety

The Team



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The Team



Planned Maintenance

Implementation of maintenance strategies, projects, and action plans for Fareham Housing

- Commission a stock condition survey to inform the Housing Strategy
- Develop programmes of work within budget e.g. External Redecorations, Kitchens and Bathroom Modernisations, Disabled Adaptations, etc.
- Contract manage and supervise planned maintenance works
- Prepare void properties in partnership with housing team, 'getting it right first time'
- Provide advice and support to the wider department regarding building and maintenance



Shaun Barnett – Planned Maintenance Manager

Policy Officer

Support the development and implementation of strategies, projects, policies and action plans for Fareham Housing

- Analysis of Housing Waiting List Need
- Data to inform how we pursue building new social and affordable housing to meet demand
- Further data analysis to assist stock condition survey
- GDPR support
- Support for new and amended policies



Kitty Rose – Policy Officer

Affordable Housing - Strategic

Driving forward the delivery of affordable housing in the borough.....

- Identify and progress Affordable Housing opportunities
- Funding (streams, initiatives and solutions)
- Negotiate with developers, RSLs and government agencies
- Ensure Affordable Housing best matches need
- Ensure we are flexible in order to achieve our objectives (sometimes addressing bespoke need rather than quantity)
- Acquisition opportunities
- Disposal opportunities
- Strategy involvement



Robyn Lyons – Affordable
Housing Strategic Lead

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Challenges Ahead



- Delivery of priority housing schemes
- Maintaining performance in key customer led services
- National policies
- Funding sources and options
- Long term programme

