

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



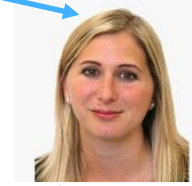
Kevin Wright – Head of Building Repairs & Maintenance



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
- 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



The Team



Planned Maintenance



Shaun Barnett – Planned
Maintenance Manager

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

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

Challenges Ahead



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