

HOUSING AND COMMUNITY SERVICES COMMITTEE

7th March 2019

PRESENT:-

Conservative Group

Councillor Hewlett (Chairman) and Councillor Smith (Vice-Chairman) and Councillors Atkin (substituting for Councillor Watson), Grant, Pegg (substituting for Councillor Dr Coyle), Roberts and Wyatt

Labour Group

Councillors Dunn (substituting for Councillor Richards), Rhind, Shepherd and Wilkins

HCS/88 **APOLOGIES**

Apologies for absence were received from Councillors Dr Coyle and Watson (Conservative Group), Councillor Richards and Wilkins (Labour Group) and Councillors Coe and Tipping (Independent/Non-Grouped Member).

HCS/89 **DECLARATIONS OF INTEREST**

Councillor Smith declared a personal interest in Item 7 on the Agenda by virtue of being Chairman of Active South Derbyshire.

HCS/90 **QUESTIONS FROM MEMBERS OF THE PUBLIC PURSUANT TO COUNCIL PROCEDURE RULE NO 10**

The Committee was informed that no questions from members of the public had been received.

HCS/91 **QUESTIONS FROM MEMBERS OF COUNCIL PURSUANT TO COUNCIL PROCEDURE RULE NO 11**

The Committee was informed that no questions from Members of the Council had been received.

HCS/92 **REPORTS OF THE OVERVIEW AND SCRUTINY COMMITTEE**

There were no Overview and Scrutiny Reports to be submitted.

MATTERS DELEGATED TO COMMITTEE

HCS/93 **CORPORATE PLAN 2016-21: Q3 PERFORMANCE REPORT (October 1 – DECEMBER 31, 2018)**

The Strategic Director (Service Delivery) presented the report to the Committee, noting areas where improvements had been made since the previous quarter and further areas which required further action.

Members raised comments and queries relating to the difficulties in re-letting flats and that a lack of bus routes available may contribute to refusal of properties. The Housing Services Manager confirmed further work was required in understanding why properties are refused; noting the availability of public transport can be a factor.

RESOLVED:-

1.1 The Committee considered the progress against performance targets set out in the Corporate Plan.

1.2 The Committee reviewed the Risk Register and Action Plan for the Committee's services.

HCS/94 **CONTRIBUTION TO ACTIVE DERBYSHIRE**

The Sport and Health Partnership Manager presented the report to the Committee, outlining key achievements made to date, including the receipt of the Special Recognition Award to a Hatton resident, Teresa Croft, at the inaugural Towards an active Derbyshire Awards Ceremony.

The Vice-Chairman, as Chairman of Active South Derbyshire, welcomed the report and remarked on the impact Active Derbyshire has had on the health and wellbeing of residents.

RESOLVED:-

1.1 The Committee approved a financial contribution to Active Derbyshire for 2019/20 of £12,191 for the delivery of outcomes set out in a Service Level Agreement with the Council.

HCS/95 **HOUSEMARK CORE BENCHMARKING REPORT 2017/18**

The Business Support Manager presented the report to Committee, noting the performance of Housing Services within the five specific business areas detailed within the annual report. Overall the benchmarking report indicated the Council remained a low cost, high performing Council with good levels of tenant satisfaction.

The Chairman commended the report, remarking on the impressive figures recorded and passed on his congratulations to those involved.

RESOLVED:-

1.1 The Committee noted the findings of the recent HouseMark report into performance across Housing Services for 2017/18.

HCS/96 **SURVEY OF TENANTS AND RESIDENTS AND HOUSING SERVICES ANNUAL REVIEW**

The Business Support Manager presented the report to Committee, highlighting the actions developed in collaboration with tenants following the STAR survey, specifically a focus on improving communication with tenants.

Councillor Roberts queried the lack of Member involvement with the tenant workshop. The Strategic Director (Service Delivery) explained the intention of allowing tenants the opportunity to express their views through a more interactive discussion prior to opening the forum to stakeholders; proposals for a more dynamic tenant panel would be brought to a future Committee for consideration.

RESOLVED:-

1.1 The Committee noted the findings of the benchmarking of the tenant satisfaction Survey of Tenants and Residents (STAR) survey.

1.2 The Committee approved the actions outlined in 3.6 to 3.8 which have been produced in conjunction with tenants to address the issues raised through the survey.

1.3 The Committee endorsed the Housing Services Annual Review at Appendix 1 for publication.

HCS/97 **HOUSING STOCK CONDITION SURVEY AND IMPROVEMENT PROGRAMME**

The Housing Services Manager presented the report to Committee, noting the outcome of the stock condition survey indicated Council properties were well-maintained and a robust five-year improvement, repairs and maintenance programme was currently being implemented to ensure sustainment of the Decent Homes Standards. The Housing Services Manager also informed Committee two new contracts had been awarded for repairs and maintenance and specialist cleaning for communal areas. In addition, a three-year improvement plan to transform Housing Services was also in place. The Strategic Director (Service Delivery) added senior officers had undertaken contract management training in order to manage contracts more robustly.

Councillor Rhind welcomed the report and noted such reports showed the Council's ability to manage and anticipate required repairs. He queried the lack of elected representatives on the monthly contract meeting as stipulated within the report. The Service Director (Service Delivery) responded to the query, noting regular updates would be shared with Members and suggestions from Members would be welcomed.

Councillor Dunn queried the future use of energy efficient timber frame homes when replacing housing stock to adhere to the energy efficiency

regulations. The Strategic Director (Service Delivery) noted it would be kept under review.

RESOLVED:-

1.1 The Committee noted the contents of the recent Stock Condition Survey undertaken for the Council by Savills

1.2 The Committee noted the content of a proposed first year Housing Improvement Programme

1.3 The Committee noted the award of a new repairs and maintenance contract and the arrangements for managing this contract

1.4 The Committee noted the progress of the Housing Quality Network Review.

HCS/98 **COMMITTEE WORK PROGRAMME**

RESOLVED:-

The Committee considered and approved the updated work programme.

HCS/99 **LOCAL GOVERNMENT ACT 1972 (AS AMENDED BY THE LOCAL GOVERNMENT [ACCESS TO INFORMATION] ACT 1985)**

RESOLVED:-

That, in accordance with Section 100(A)(4) of the Local Government Act 1972 (as amended), the press and public be excluded from the remainder of the Meeting as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that there would be disclosed exempt information as defined in the paragraphs of Part 1 of the Schedule 12A of the Act indicated in brackets after each item.

TO RECEIVE QUESTIONS FROM MEMBERS OF THE COUNCIL PURSUANT TO COUNCIL PROCEDURE RULE NO. 11

The Committee was informed that no questions had been received.

The Meeting terminated at 6.50PM.

COUNCILLOR J HEWLETT

CHAIRMAN