

BROMSGROVE DISTRICT COUNCIL
PERFORMANCE MANAGEMENT BOARD
18TH DECEMBER 2007

Bromsgrove District Housing Trust- Annual Monitoring Report

Responsible Portfolio Holder	Councillor Peter Whittaker
Responsible Head of Service	David Hammond

1. SUMMARY

1.1 This report is the annual monitoring report that sets out the progress Bromsgrove District Housing Trust have made since Large Scale Voluntary Transfer took place in 2004. The report monitors three key areas of BDHT's performance:

- Progress made in the past twelve months on the outstanding promises to tenants made at the time of transfer (29 March 2004).
- BDHT's contribution to meeting the four key priorities in the Council's Homeless Strategy 2006-11.
- BDHT's performance in managing homelessness and other services for the Council under the Housing Agency Agreement.

2. RECOMMENDATION

2.1 That the content of the report be noted.

3. BACKGROUND

3.1 On 15th September 2006 the first report on the performance of BDHT was presented to Members. This was after a period of two years had elapsed following stock transfer which was seen to be sufficient to allow the new organisation to establish its role in Bromsgrove.

3.2 This report is therefore the second annual report to be made and covers the three key areas of BDHT's performance referred to in 1.1 above. These are dealt with in turn in the following sections of the report and further detail is set out in the Appendices.

4. PROGRESS AGAINST PROMISES MADE TO TENANTS

- 4.1 Progress against the commitments made to tenants upon transfer was reported last year. Please see Appendix 1 which indicates the progress made against the promises that were still outstanding or where new arrangements have been put in place.
- 4.2 BDHT have made good progress against these promises.
- 4.3 Appendix 1 sets out progress against the promises made:
- In the left hand column the service or property Improvement and timescale within which completion was promised.
 - Central column – summary of progress.
 - Right Hand column – progress made during 2006/7.

5. THE CONTRIBUTION BEING MADE BY BDHT IN ASSISTING THE COUNCIL TO MEET THE FOUR KEY PRIORITIES SET OUT IN THE COUNCIL'S HOUSING STRATEGY 2006-2011

- 5.1 Since stock transfer took place, the Council has been working closely with BDHT and other partner agencies in the District including Baseline and CAB to ensure an efficient and effective service provision to homeless clients and those threatened with homelessness. The Council has also been working with these agencies to achieve the Council's Strategic housing objectives.
- 5.2 There are a number of groups and forums where Strategic Housing Officers work in partnership with BDHT and others. These include
- Homelessness Strategy Steering Group - a multi agency group overseeing the delivery of the Homelessness Strategy Action plan and taking a holistic approach to developing a wide range of support and prevention services for homeless clients.
 - Hostel Decommissioning/Remodelling of Temporary Accommodation Working Group – A task and finish group formed to develop a strategy for improving the quality of temporary accommodation for homeless clients, increasing community sustainability and improving the experience of those who become homeless.
 - Gilbert Court Extra Care Housing Scheme - BDHT working to provide an additional 27 units of accommodation for rent/shared ownership to address the need for flexible accommodation that meets the increasing support needs of the District's ageing population and provide enhanced services that promote the health and well being of residents.

- RSL Liaison Group - officers work closely with the Council's partner RSL's and in particular BDHT to meet the Council's Strategic target to deliver 400 new properties over the 5 years of the Council's Housing Strategy.
- Frontline Housing Liaison Group – were partner agencies responsible for the delivery of frontline services meet to review service delivery and implement improvements to services.
- Charford Regeneration Group – Formulated and led by BDHT, the group includes BDC officers, tenants, police and other organisations aimed at improving and regenerating the Austin Road part of the Charford Estate.
- Most recently formed is the Strategic Housing and Principal RSL Partner Consultation Group. – developed since the recent BDC review of its RSL Preferred Partners, the group includes BDHT and West Mercia Housing Group CEO's and Development officers in monthly strategic planning meetings with Strategic Housing and Planning Portfolio Holders, The Corporate Director, Head of Planning & Environment and the Strategic Housing Manager.

5.3 The table attached at Appendix 2 sets out examples of how BDHT is actively working to in support of the Council Housing Strategy.

6.0 PERFORMANCE IN MANAGING HOMELESSNESS AND HOUSING SERVICES FOR THE COUNCIL

6.1 BDHT provides a service to the homeless on behalf of the Council under a Service Level Agreement. This is encompassed in the Housing Agency Agreement which involves BDHT in providing the full homelessness service, maintaining the housing register and managing the four Council Hostels (currently three) and the Traveller Caravan site.

6.2 The performance of BDHT under the Housing Agency Agreement is key to delivery of one of the most important services provided by the Council namely the duty towards clients who are homeless or threatened with homelessness. In order to monitor performance and in addition to the National BVPI's, a range of local PI's have been developed. Monthly finance meetings and quarterly homeless performance meetings are held between the Council's Strategic Housing Performance Officer and BDHT officers. The Strategic Housing Manager also meets on a monthly basis with the BDHT Director of Operations to monitor ongoing improvement in the provision of services and the relationship between staff of the respective organisations.

6.3 **Overview of performance during 2006/7** - Performance over the financial year 2006/7 has been transformed from a service that by

September 2006 had fallen well below standard to a service that is now performing extremely well with constantly improving outcomes and benefits for the customer and the council.

- 6.4 Staff changes at BDHT during 2006/7 resulted in a sudden and significant deterioration in the standard of homelessness service provided for the Council. In the early part of 2006/7 two key members of the BDHT homelessness team left the service leaving a willing but inexperienced team of officers to deliver this vital service with reduced supervision and support.
- 6.5 Whilst BDC officers raised concerns at an early stage appropriate adjustments were not put in place and by July 2006 performance began to suffer in terms of the length of time taken to process applications and quality of decisions made in respect of homeless applicants. Whilst BDHT attempted to address the situation through the appointment of a replacement senior officer performance did not improve. In addition the Strategic Housing officers experienced a great deal of difficulty in obtaining accurate performance information from BDHT regarding the service provided. The deterioration in service impacted upon the Council's performance in the use of temporary accommodation and B&B expenditure, although the financial impact was absorbed by BDHT.
- 6.6 The situation necessitated intensive interaction between Strategic Housing and senior staff at BDHT. A closely monitored improvement programme was put into place, which took a significant leap forward when a replacement Senior Housing Needs Officer was appointed in February 2007. The appointment led to a spectacular change in the service provided by BDHT that addressed all of the issues the Council had concerns over. The service is now going from strength to strength.
- 6.7 Despite the difficulties mentioned above, during 2006/7 BDHT gave the Council in excess of the prescribed 75% of new lettings required under the Stock Transfer Agreement and achieved over 100% collection rate for both the hostels & caravan site which is a great achievement given the sometimes difficult nature of the client group. In addition BDHT have worked and continue to work positively with the Council to overcome the difficult & challenging issue of decommissioning three of the homeless hostels and providing a sufficient pool of temporary accommodation to enable us to avoid the use of B & B.
- 6.8 The recovery in the performance of the Homelessness service that took place towards the end of 2006/7 has continued to improve and is currently performing extremely well, examples of which include:
 - A more efficient and seamless service for the homeless.
 - Additional support, home visiting and front line prevention and options appraisal work being carried out.

- An active approach to moving people on from temporary accommodation as soon as possible.
- Good joined up working relationships between BDHT, BDC and CAB staff.
- Currently zero use of B&B and reduced use of hostel accommodation.
- Active approach to developing better solutions for homeless people and provision of self contained, dispersed temporary accommodation for the homeless.
- A positive and improved approach to customer care.
- An efficient and caring response to a multiple homeless situation during the summer months affecting residents of a private mobile home site.

6.9 Below is a table showing performance figures for 2006/7 some of which are below target. Performance has now improved immeasurably and hopefully a continued improvement will be reported in 2008. However, the service is not just about targets and figures but a more holistic approach to homelessness which, whilst difficult to see during the problems experienced during part of last year, is now firmly embedded in the service.

Local Performance Indicator	Target	Actual 2005/6	Actual 2006/7	Performance to Sept 07
% of homeless applications dealt with within 33 days	97%	97.31%	92.27% Below target	100%
Length of time to nominate to RSL's	5 days	4.92%	3.58 days	3.5 days
% of new applications entered on to the waiting list within 10 days	80%	96.19%	83.59%	100%
% of amendments to the housing register made within	100%	95.04%	96.35% Below target	100%

10 days				
Number of homeless appeals & outcomes		5	18 homeless appeals. 13 of which were upheld.	2 homeless appeals. Both decisions upheld
No of BDHT lettings made to BDC waiting list & homeless applicants	75%	80.34% (184)	82.72% 7.72% more than required under the SLA (182)	83.33%
Hostel fees collection rate	Guaranteed min 92%	92.7%	100.77%	94.2%
Caravan site licence fee collection rate	Guaranteed min 92%	94.82%	101.57%	100.86%

7.0 APPENDICES

- Appendix 1 BDHT performance against promises made to tenants
Appendix 2 BDHT's strategic assistance in supporting the Council's Housing Strategy

13. BACKGROUND PAPERS

None

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APPENDIX 1

Commitment	Progress Against Commitment	Progress Against Commitment 2007
Modernisation of Homes & Planned Maintenance		
<p>Within 3 years:</p> <ul style="list-style-type: none"> • Upgrade communal TV aerials to digital. <p>Within 5 years</p> <ul style="list-style-type: none"> • Double glazed windows for 300 homes without them; • full central heating to those homes that do not have it; • Double glazed front and back doors to over 2,500 properties • A range of security measures to general needs and sheltered housing; • New electrical wiring and sockets to over 3000 homes: 	<p>All existing systems have been upgraded to digital compatibility (set top box use only)</p> <p>All homes are now double glazed</p> <p>Central Heating programme has been undertaken. Installation work now continues to those properties originally refusing the work.</p> <p>Approx 700 replaced to date – work ongoing.</p> <p>New doors installed to Secure by Design standards. Door entry systems being replaced. CCTV being included as appropriate where Warden Call Systems renewed.</p> <p>Electrical upgrades being carried out as part of Kitchen and Bathroom upgrades. Those who refuse have electrical checks/upgrades as required. Programme of additional sockets to be in place from next year.</p>	<p>On-going programme of renewals.</p> <p>New front and back doors fitted to 926 properties, work on-going, a programme of new doors for 100 homes is scheduled for current financial year.</p> <p>New doors installed to Secure by Design standards.</p> <p>Electrical upgrades being carried out as part of Kitchen and Bathroom upgrades. Those who refuse have electrical checks/upgrades as required.</p>

<ul style="list-style-type: none"> • Mains operated hard wired smoke detectors to over 3000 homes at the same time as the rewiring programme. <p>Within 10 years</p> <ul style="list-style-type: none"> • Around 1800 full fuel efficient central heating systems or replacement boilers with a package of insulation measures; • Around 2,800 modern kitchens; • Around 1900 new bathrooms (tenants to be given choice of colour and design); • Modern insulation to 1400 homes; • Conversion of small bed-sits into one bedroom properties. • Tenants consulted on all modernisation proposals. • Tenants to be involved in decisions about the specifications of the improvements (e.g. kitchens). 	<p>Smoke detectors being installed with Kitchen and Bathrooms work</p> <p>650 new boilers installed to date with thermostatic radiator valves and programmers.</p> <p>Approx 2057 properties have now received bathrooms and kitchens modernisations to date.</p> <p>Approx 2057 properties have now received bathrooms and kitchens modernisations to date.</p> <p>Insulation being upgraded as part of re-roofing works. Survey in hand of all properties to identify sub-standard cases.</p> <p>15 Flats at Windsor Gardens converted and 2 flats at Willow Court.</p> <p>Tenants consulted individually on kitchen and bathroom details and given choice of front door styles.</p> <p>Panel of tenants involved in choice of contractors and specification of the works.</p>	<p>Smoke detectors being installed with Kitchen and Bathrooms work.</p> <p>New fuel efficient boilers with thermostatic radiator valves installed in 727 homes.</p> <p>New kitchens have now been fitted in 2874 homes.</p> <p>New bathrooms have been fitted in 2474 homes to date.</p> <p>Re-roofing work undertaken to 608 properties. Insulation being upgraded as part of re-roofing works.</p> <p>1 further flat at Windsor Gardens re-modelled to provide additional useable living space.</p> <p>Tenants consulted individually on kitchen and bathroom details and given choice of front door styles.</p> <p>Tenants continue to be involved in development of specification through Service Improvement Team (SIT). Tenants are members of the SIT and recommendations are based on tenant feedback from perception surveys.</p>
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<ul style="list-style-type: none"> Tenants can refuse improvements unless health and safety issues, e.g. gas servicing. No extra increases in rent to pay for modernisation works. De-canting of tenants in special circumstances with costs of disturbance met. <p>On-going commitment to;</p> <ul style="list-style-type: none"> Planned and cyclical works to replace kitchens every 20 years. Servicing Gas Appliances External painting. Work with Council to make sure tenant's homes are adapted where needed. Trust & council will set aside money to carryout adaptations in line with pre-transfer policy. 	<p>They can (and they do).</p> <p>Rent has only been increased in accordance with agreed formula – see below.</p> <p>Remodelled flats at Windsor Gardens carried out by decanting – removal costs paid by BDHT.</p> <p>Codeman planned maintenance software introduced to plan renewals.</p> <p>Annual servicing contract in place. New contract being procured through EU.</p> <p>Ongoing commitment to reduce requirement for external painting through use of pvc-u. Annual contract for external painting in place.</p> <p>Policy in place to undertake aids and adaptations up to value of £700 without referral for funding to BDC. All stair lifts being maintained free of charge.</p> <p>As above.</p>	<p>Tenants can refuse improvements (not health and safety tests, for example gas servicing).</p> <p>Rent has only been increased in accordance with agreed formula – see below.</p> <p>Remodelled flats at Windsor Gardens carried out by decanting – removal costs paid by BDHT.</p> <p>As at 31/3/2007 100% of BDHT property met the Decent Homes Standard. Codeman planned maintenance software used to plan renewals and ensure DHS maintained on a “just in time” basis.</p> <p>SPI appointed as gas servicing contractor from April 2007 for general needs housing. Gas servicing in sheltered housing undertaken by BDHT Community Repairs Team.</p> <p>Ongoing commitment to reduce requirement for external painting through use of pvc-u.</p> <p>Policy in place to undertake aids and adaptations up to value of £700 without referral for funding to BDC. Policy scheduled for review by January 2008 following development of Disability Action Plan.</p>
<p>Estate Improvement</p>		
<p>Within 10 years</p> <ul style="list-style-type: none"> £2 million Estate improvement and environment works (such as fencing programmes, 	<p>Regeneration programme commenced targeting areas of greatest concern based on consultation and asset management strategy</p>	<p>With partner agencies and residents BDHT has identified the Austin Road area of the Charford Estate as an area for a major regeneration programme. This area comprises Wimpey “no fines” concrete flats with poor thermal insulation and associated condensation problems. This is also the area of highest deprivation in the Bromsgrove District and a local crime “hot spot”.</p>

<p>improved lighting, car parking and environmental works).</p> <ul style="list-style-type: none"> • Consult and involve individual tenants and tenant groups on proposals to improve neighbourhoods. • Involve tenant groups in developing any new estate services within available resources. • Dedicated budget to pay for additional play facilities • Where possible provide additional parking spaces on estates. • Consult tenants about grass cutting; • Improve the grass cutting and landscape maintenance service. • Look at introducing extra services for all tenants such as box cutting, 	<p>The Charford Regeneration Focus Group was formed at the end of 2005. Tenants, BDHT staff, BDC and Police all work together to improve the Upper Austin Road area of Charford. Residents have visited other areas that have regeneration and are choosing the Architect for the project in July 2006. In June 2006, tenants in the Austin Rd, Talbot Rd and Villiers Rd flats have been consulted with regards to improvements to their homes and environment.</p> <p>The BDHT Business Plan has made provision for expenditure of £50,000 on the provision of additional play facilities within the first 5 years following stock transfer. This money will be spent through the implementation of the Asset Management Strategy. BDHT will seek match funding from partners to maximise the impact of this spending.</p> <p>BDHT will provide 50% additional parking as part of the Charford Regeneration Scheme. Additional parking is also to be provided at King George Close. BDHT is also working with other communities to identify opportunities for additional car parking to be provided.</p> <p>Best Value review undertaken involving tenants. VMS surveys carried out.</p> <p>Contract now includes requirement for increased frequency of grass cutting and other activities together with removal of risings.</p> <p>As above</p>	<p>During 2006 a Regeneration Plan was produced with partner agencies and local residents to address the structural deficiencies of the properties and to improve security by design and estate re-modelling.</p> <p>Following further structural surveys and consultation during 2007 a revised budget of £3.5 million has been set. Work is due to start on site in early 2008.</p> <p>Working with the police, local residents, the local parish council and youth groups, estate enhancements, including security doors, communal refurbishment and defensive planting during 2005 and 2006 have helped reduce instances of anti-social behaviour and nuisance at Shawfield, Wythall.</p> <p>The Charford Regeneration scheme includes the provision of play facilities for 5 – 10 year olds.</p> <p>Increased provision for car parking is a key component of the Charford Regeneration Scheme.</p> <p>Customer perception surveys have been undertaken in September 2006 and July 2007 using VMS. When asked in July 2007 to rate the overall standard of the grounds maintenance service provided by BDHT, tenants scored an average of 7.87/10. Comments from previous surveys were used to refine the service for the 2007 cutting season.</p> <p>Immediately following stock transfer BDHT introduced an enhanced grass cutting and landscape maintenance service by doubling (to 16) the frequency of grass cuts during the growing season and introducing box cutting (i.e. collecting and disposing of grass cuttings). Hedges and shrub beds are cut back/pruned twice each year.</p> <p>With effect from the 2007 growing season the service has been further refined with a specialist team of two maintaining on a two week cycle the communal landscaped</p>
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<p>hedge trimming and extra grass cutting (free in communal areas, small charge at individual properties).</p> <ul style="list-style-type: none"> Review all garage areas and plan to improve or refurbish each site as necessary. 	<p>Asset Management Strategy approved by Board in December 2005. the application of this strategy to identify which garage sites will be refurbished, which will be demolished and put to other use, including development for housing is now being implemented.</p>	<p>areas of sheltered schemes with communal gardens.</p> <p>During 2006 all garage sites were assessed in accordance with the Trust's Asset Management Strategy scoring matrix to determine the future of each site to:</p> <ul style="list-style-type: none"> Improve and refurbish, or Re-develop. <p>A Garage Strategy was developed from this with work implementing the garage refurbishment programme commencing in December 2007.</p>																			
<p>Response Repairs</p>																					
<ul style="list-style-type: none"> £3.2 million programme of outstanding catch up repairs within 5 years. Improve on pre-transfer response repairs performance. Improved response times 	<p>Catch-up repairs have been completed.</p> <p>Customer satisfaction tested and improvement evidenced. Volume of work carried out by team increased.</p> <p>Percentage of work completed on time improved significantly.</p>	<p>The quality of the response repairs service is measured through VMS Customer Surveys. The target average score set for VMS Surveys is 7.8/10. Response repairs scores have scored consistently higher than this:</p> <ul style="list-style-type: none"> April 2006 Average Score = 8.14/10 November 2006 Average Score = 8.30/10 May 2007 Average Score = 8.37/10 <p>The percentage of response repairs completed within target has improved in the three years since stock transfer;</p> <table border="1" data-bbox="1251 1008 1938 1136"> <thead> <tr> <th rowspan="2">Repair Category</th> <th colspan="3">% of response repairs completed in target</th> </tr> <tr> <th>2004/05</th> <th>2005/06</th> <th>2006/07</th> </tr> </thead> <tbody> <tr> <td>Emergency</td> <td>90.30</td> <td>99.60</td> <td>99.96</td> </tr> <tr> <td>Urgent</td> <td>89.60</td> <td>95.90</td> <td>98.50</td> </tr> <tr> <td>Routine</td> <td>73.20</td> <td>90.60</td> <td>97.60</td> </tr> </tbody> </table> <p>With effect from June 2007 BDHT has revised target timescales for each repair category:</p> <p>Emergencies – from 24 hours to 12 hours</p> <p>Urgent – from 7 calendar days to 5 calendar days</p> <p>Routine – from 30 calendar days to 20 calendar days.</p>	Repair Category	% of response repairs completed in target			2004/05	2005/06	2006/07	Emergency	90.30	99.60	99.96	Urgent	89.60	95.90	98.50	Routine	73.20	90.60	97.60
Repair Category	% of response repairs completed in target																				
	2004/05	2005/06	2006/07																		
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Urgent	89.60	95.90	98.50																		
Routine	73.20	90.60	97.60																		

<ul style="list-style-type: none"> • Free phone service for reporting repairs • Appointments service for urgent and non urgent repairs • • • Consider introducing extra services such as a handy person service and gold service. • Introduce new ways to report a repair, e.g. by internet. • Priority repairs to be completed within 12 working days (rather than 15 working days) and by appointment. • Monitor performance against pre-set targets. • Seek to raise performance year on year. • Provide tenants with 	<p>Introduced July 2004</p> <p>Appointments made for approx 57% of repairs of which 99.97% were kept on time. Full appointment service being introduced</p> <p>The Trust has introduced a Rent Incentive Scheme as a reward for tenants who maintain rent payments. A Best Value Review of the BDHT Estate Cleansing Service ("Two men and a van") has been undertaken to examine the scope for the provision of services by this team.</p> <p>Specialist electronic link to report repairs via website introduced May 2006. On-line repair ordering form due within 6 months. Commissioning of Graphical Repairs Ordering Software to be evaluated 2006/07.</p> <p>Targets for completion of works are</p> <ul style="list-style-type: none"> • Emergencies within 24 hours • Urgent within 7 calendar days • Routine within 30 calendar days <p>Monitoring systems in place using Business Objects reporting software. Repairs performance is monitored monthly by EMT with quarterly exceptions report to Board</p> <p>Performance against all repairs PIs has improved year on year. Top quartile performance has been achieved against two PIs, percentage of emergency repairs responded to within target and percentage of appointments kept.</p> <p>BDHT Annual Report</p>	<p>Free phone service now extended to all service enquiries.</p> <p>During 2006/07 44% of repairs carried out by the CRT were by appointment with 99.96% of appointments being kept. Following a "lean processing" exercise of the responsive repair service in June 2007 and the planned introduction of "real time scheduling" appointments will be offered for all repairs by the 1st April 2008. BDHT is also planning to extend the operating times of the CRT from the 1st April 2008 to provide a more flexible service accessible by tenants not normally at home during current operating hours.</p> <p>The Rent Incentive Scheme has been reviewed with customers and amended so that more, but lower value rewards can be won by tenants.</p> <p>The "Two Men & a Van" scheme has been developed to provide a handy person service (with effect from 1st June 2007) to assist tenants to do those jobs around the house for which BDHT does not have an obligation under the tenancy agreement, such as fitting curtains, assembling flat pack furniture, changing light bulbs, cutting grass etc.</p> <p>Following "lean processing" of the response service it has been decided that Graphical Repairs Ordering software will not provide a cost effective solution and that a revised repair ordering process using a simplified Schedule of Rates will provide a better VfM resolution.</p> <p>See above.</p> <p>Monitoring systems in place using Business Objects reporting software. Repairs performance is monitored monthly by EMT with quarterly exceptions report to Board. Real-time reporting software being developed based on Business Objects reports to provide instant, up to date performance information for managers and to be accessible to customers.</p> <p>See above. Performance on all repair categories has improved year-on-year and is now top quartile.</p>
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information on performance annually.		BDHT Annual Report and website.
Sheltered Housing		
<p>Improvements to homes and community rooms within sheltered housing schemes.</p> <ul style="list-style-type: none"> • To provide services to the same standard as the Council and aim to improve them. • Continue to meet needs of older people. • Use floating support workers in addition to wardens. <ul style="list-style-type: none"> • Continue to provide existing amenities such as laundry, common rooms, window cleaning and grounds maintenance subject to a service charge. • Determine and pay particular attention to investment needs of homes and community rooms in sheltered housing schemes. • Programme of consultation with tenants 	<p>Shortly after transfer BDHT undertook a comprehensive customer satisfaction survey of residents in sheltered scheme. The survey showed wide variations in customer satisfaction between schemes revealing inconsistencies in service delivery.</p> <p>Working with tenants and stakeholders, including BDC representatives, the service was subjected to a Best Value Review during 2005. BDHT are now implementing the outcome of the review with a move away from scheme based wardens to a Community Model of provision around 4 teams of support officers. This move is in line with Supporting People Strategy to move to a floating support model.</p> <p>The new model of provision will enable support officers to provide support to elderly tenants who do not wish to move into sheltered accommodation and will include all tenures.</p> <p>These services continue to be provided.</p> <p>Decent Homes Policy now in place detailing additional issues for supported housing needs.</p> <p>See previous comments above</p>	<p>The recommendations from the Best Value Reviews of both sheltered and very sheltered housing support services have now been implemented providing a modern, flexible team based service to over 900 residents.</p> <p>Resultant improvements within the sheltered housing service were recognised in June 2007 when the service gained Centre for Sheltered Housing Services (CSHS) accreditation. This is an industry recognised standard and “pass ported” the service through Supporting People inspection.</p> <p>SP are now moving away from an accommodation based contract to an hours based contract. The future direction being set by SP will be based around targeted support based on individual tenants’ needs rather than simply the fact that a tenant happens to reside in a sheltered housing scheme. In order to maintain SP funding support providers will have to align provision with SP strategy and, therefore, further changes to the way support services are provided are inevitable.</p> <p>These services continue to be provided.</p> <p>BDHT Decent Homes Policy now in place detailing additional issues for supported housing needs.</p> <p>BDHT has identified the need to upgrade emergency alarm call equipment within the sheltered and very sheltered housing schemes. A working group has been</p>

<p>with the aim of providing where needed new or upgraded door entry systems, programme of security and insulation work, modernisation of sheltered housing schemes including refurbishment and conversion of some bedsits and a programme of improvements to communal rooms and facilities including gardens.</p> <ul style="list-style-type: none"> • Continue to provide access to a community alarm service. 	<p>Emergency Alarm call provision has continued through Bromsgrove Lifeline (BDC).</p>	<p>formed with members of the Residents Forum to develop the programme of works.</p> <p>Emergency Alarm call provision has continued through Bromsgrove Lifeline (BDC).</p>
<p>Development</p>		
<p>Within 5 years:</p> <ul style="list-style-type: none"> • 70 additional homes for rent. 	<p>7 additional homes provided for homeless families through "Buy-Back" with support from BDC. For each of these properties BDHT has provided an additional unit of accommodation for the homeless from its own stock. No other landlord has provided this commitment. BDHT have planning permission and have secured Housing Corporation to provide a minimum additional 20 homes to rent and 6 shared ownership homes during 2006/07.</p>	<p>During the last twelve months BDHT has developed 8 two bedroom bungalows and 4 four bedroom houses in Charford.</p> <p>During 2006/07 BDHT was able to purchase 1 additional property for homeless families. Since April 2007 a further 8 properties have been bought, with financial support from BDC, to help meet the needs of homeless families.</p> <p>A further 6 two bedroom shared ownership homes and 8 other properties to rent will be completed in Rubery by 31st March 2008.</p>
<p>Tenant Participation</p>		
<p>A Tenant participation policy.</p> <ul style="list-style-type: none"> • Adopt and develop the Council's Tenant Participation Compact. • Tenants given opportunity to participate at various levels that suit them. 	<p>Resident Involvement strategy developed following transfer – new compact to be developed by residents forum autumn 2006</p> <p>Resident forum developed, 6 area panels, Choice Magazine editorial panel, leaseholders consulted and newsletter, telephone panels. Tenants are invited to participate in the following ways: Area Panels, Residents Forum, Lease Holders Group, Service improvement Team, Mystery Shopping, Telephone Panel, Email consultation, Focus Groups, Editorial Panel or by post</p>	<p>The Resident involvement strategy was reviewed with customers and a new Strategy was agreed by the BDHT Board in June 2007.</p> <p>BDHT has continued to develop the ways in which tenants can become involved, new initiatives include:</p> <p>"Armchair" panel developed to allow participation from customers who do not wish to attend meetings.</p> <p>"Chatterbox" Group developed for residents aged 12-21. This successful</p>

<ul style="list-style-type: none"> Regular information to tenants, including regular newsletter. Regular performance report. Actively support and develop local residents groups. Continue to work with Tenants representatives. 	<p>Residents receive a quarterly magazine (Choice) and Lease Holders receive a six monthly update news letter. A large range of information leaflets are available from reception in large print, Braille or Audio versions and up to date information is available on our website, including the dates of Area Panel meetings and the minutes from previous meetings. Tenants can also become Mystery Shoppers</p> <p>BDHT Annual Report</p> <p>Customer Involvement has increased the number of residents on Area Panels by 25% in the last 8 months. Residents are encouraged to take part in the Tenants Forum where they can influence the Business Plan, Policies, Service Standards and decisions that are made at the Trust. Training has also been provided to residents in 2005 and Mystery shopper training took place earlier in 2006</p> <p>Monthly meetings, quarterly meetings, regeneration groups, focus groups. Members of staff from all Trust departments have been attending the Area Panel Meetings to answer questions and consult with Tenant Representatives. Tenant</p>	<p>consultation group has proved the Trust with valuable insights into the key issues for this often difficult to reach group.</p> <p>Customer Surveys, BDHT undertook a Status Survey of all tenants during 2006. This was supported by service specific surveys using VMS and Snap survey software:</p> <p>Estate Walkabouts, BDHT publishes an annual schedule of estate walkabouts undertaken by Estate Officers with invitations to Area Panel members and tenants to participate.</p> <p>Business Plan Working Groups – comprising members of the Residents Forum working with officers of the Trust to develop and implement the Residents Forum Business Plan.</p> <p>Choice magazine continues to be produced quarterly for BDHT tenants and the Leaseholder magazine is issued twice yearly.</p> <p>BDHT Annual Report.</p> <p>Resident involvement continues to develop and grow. Since July 2006 the number of residents actively involved through the Residents Forum, Area Panels and “Armchair Panel” has grown by almost 100%.</p> <p>9 Tenants now undertake monthly “mystery shops” to test service delivery against published BDHT Service Standards.</p> <p>The “Chatterbox” group for residents aged 12-21years now has 20 members.</p> <p>With support from BDHT 7 of our older residents have formed the “Silver Hoodies” singing group. The aim of this group is to have fun but also to break down age barriers and show younger residents that the elderly also have a sense of fun.</p> <p>BDHT has worked with members of the Residents Forum to develop their understanding of the business to enable residents to scrutinise our activities rigorously. Members of the forum have developed a balanced scorecard of performance indicators which they monitor on a quarterly basis. The Forum has also</p>
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<ul style="list-style-type: none"> Establish Area committees. Recognise need for local representation. Focus groups made up of managers and tenants. Quality housing services working Group and repairs Improvement working Group will continue to be involved. Satisfaction Surveys to tenants every three years. (STATUS) Other regular surveys. 	<p>representatives are encouraged to attend the Tenants Forum where they can work together with staff on subjects such as policies. The Tenants developed the new Board Member Election Process and are also working with Staff to put together the articles and ideas for the Choice magazine. The Text for every edition is now approved by the tenants editorial panel</p> <p>Area Committees are now called Area Panels and we have 6 panels set up covering, Sidemoor & Town Centre, Catshill & Fairfield, Stoke Prior, Charford, Wythall & Alvechurch, Rubery and Rural Areas</p> <p>Area panel's discussing local issues and representatives on residents forum Policy and procedure work party with residents and staff. Service Improvement Team has tenant representatives.</p> <p>All services have been subject to Best Value Reviews, tenants have been included on all working groups. The QHSWG and RIWG have now been disbanded, the work of these groups now being undertaken by the new TP structure of the Residents Forum and Area Panels.</p> <p>A STATUS survey has been commissioned from SNAP Surveys (they undertook the last BDC STATUS survey in 2004). The results are due mid-September.</p> <p>During 2005/06 BDHT undertook 17 customer satisfaction</p>	<p>developed a Residents Forum Business Plan identifying 22 top priorities which are being fed into the BDHT Business Planning process. Members of the Residents Forum now present reports to Board.</p> <p>The election process to become a BDHT Tenant Board Member has been revised so that only members of the Forum can be elected to Board and that election of Tenant Board members is by members of the Residents Forum.</p> <p>The personal development of members of the Residents Forum combined with the revised election process ensures a smooth succession to vacancies at Board level with no drop in Board performance.</p> <p>Area Panels are now supported by regular Estate Walkabouts where members of each Panel and other residents can identify with officers areas of concern and any works required. The outcome from each "walkabout" are fed back to the next panel meeting so that an ethos of "you said...we did" is built up.</p> <p>In the coming year BDHT propose to strengthen this approach with the development of Area Panel "Manifestos" setting out the tenants priorities for the estate. This document will be sent to all tenants living in the area. All tenants living in the area will then receive a 6 monthly up date on progress against each priority. Each tenant will also receive an annual report on the work undertaken in response to issues raised on estate walkabouts.</p> <p>Residents are involved in service review groups, for example tenants sat on the Response Repairs Working Group (which agreed the reduction in target times for each repair category) and the Customer Care & Access to Services Strategy review group which, amongst other things, has recommended more flexible operating times to meet the needs of working tenants.</p> <p>Residents also serve on the Service Improvement Team which examines the results of customer perception surveys to identify areas where services can be improved resulting in continuous service improvement.</p> <p>A number of Focus Groups have been held during the last year to inform specific strategy developments, for example on Equality and Diversity and Access to Services. Focus groups were also employed by HQN as part of the mock inspection of BDHT services in September 2006.</p> <p>The Status Survey reported in September 2006 (two rather than three years after the previous survey) , this showed a rise in customer satisfaction over a range of indicators since the previous survey:</p> <table border="1" data-bbox="1249 1312 2041 1367"> <thead> <tr> <th>Indicator</th> <th>Result 2004</th> <th>Result 2006</th> </tr> </thead> <tbody> <tr> <td>Overall Satisfaction with</td> <td>77%</td> <td>83%</td> </tr> </tbody> </table>	Indicator	Result 2004	Result 2006	Overall Satisfaction with	77%	83%
Indicator	Result 2004	Result 2006						
Overall Satisfaction with	77%	83%						

<ul style="list-style-type: none"> Tenants able to become Board members (5 out of 15 places on board for tenants). 	<p>surveys involving the equivalent of 75% of all our tenants, covering areas such as kitchen & bathroom replacements, new boilers, grounds maintenance, estate management, new lettings and response repairs. In addition surveys using SNAP software were undertaken with regard to the complaints procedure and homelessness.</p> <p>5 Tenants continue to be board members, last year two new board members were elected with a voter turnout of around 30%.</p>	<table border="1" data-bbox="1251 240 2037 594"> <tr> <td>service provided</td> <td></td> <td></td> </tr> <tr> <td>Satisfaction with their accommodation</td> <td>84%</td> <td>88%</td> </tr> <tr> <td>Condition of property</td> <td>72%</td> <td>84%</td> </tr> <tr> <td>Value for Money</td> <td>72%</td> <td>80%</td> </tr> <tr> <td>Helpfulness of Staff</td> <td>81%</td> <td>87%</td> </tr> <tr> <td>Satisfaction with repairs</td> <td>76%</td> <td>80%</td> </tr> <tr> <td>Keeping customers informed</td> <td>80%</td> <td>86%</td> </tr> <tr> <td>Taking tenants views into account</td> <td>64%</td> <td>69%</td> </tr> <tr> <td>Satisfaction with opportunities for participation</td> <td>49%</td> <td>59%</td> </tr> </table> <p>BDHT continue to carryout service specific surveys using VMS or Snap software to ensure continuous improvement in all service areas. BDHT is, however, currently reviewing the perception survey framework in order to avoid survey fatigue amongst tenants and to ensure all surveys are aligned to the improvement of Status findings. An option under consideration is a move to an annual Status Survey.</p> <p>BDHT maintains five Tenant board members, now accounting for 42% of Board membership (following the reduction of BDC nominees from five to two).</p>	service provided			Satisfaction with their accommodation	84%	88%	Condition of property	72%	84%	Value for Money	72%	80%	Helpfulness of Staff	81%	87%	Satisfaction with repairs	76%	80%	Keeping customers informed	80%	86%	Taking tenants views into account	64%	69%	Satisfaction with opportunities for participation	49%	59%
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<p>General Customer Services</p>																													
<ul style="list-style-type: none"> Simple clear complaints procedure to be available. 	<p>BDHT has a complaints procedure in place. Following customer feedback this procedure is being reviewed to make it even easier for customers to understand.</p>	<p>Following customer feedback and HQN recommendations a simplified complaints procedure has been introduced. Since the introduction of the new process the number of complaints received has risen, although this still represents less than 1% of all customers annually. This is viewed by BDHT positively in that an improved complaints system has given BDHT an opportunity to resolve more problems and improve customer satisfaction, rather than allowing dissatisfaction to fester unreported for a small number of customers.</p>																											

<ul style="list-style-type: none"> • Customer care and Complaints Policy. • Designated officer to deal with complaints. • Step-by-step procedure to complain. • Customer care training • Quality and performance improvement training 	<p>Yes, reviewed and agreed by tenants in January 2006.</p> <p>Senior Customer Involvement Officer manages the complaints process.</p> <p>Yes, and available in leaflet format.</p> <p>During 2006/07 all staff and contractors will undergo Customer Care training.</p> <p>All managers under going management development programmes which will ensure improved quality and performance management.</p>	<div data-bbox="1255 248 2032 641" data-label="Figure"> <table border="1"> <caption>Number of complaints received</caption> <thead> <tr> <th>Quarter</th> <th>Number of complaints received</th> </tr> </thead> <tbody> <tr> <td>Quarter 1 2005/06</td> <td>6</td> </tr> <tr> <td>Quarter 1 2006/07</td> <td>4</td> </tr> <tr> <td>Quarter 1 2007/08</td> <td>12</td> </tr> </tbody> </table> </div> <p>Customer Care & Access to Services Strategy developed to further enhance customer care and availability of services.</p> <p>Senior Customer Involvement Officer manages the complaints process.</p> <p>Yes, published on web-site and available in leaflet format.</p> <p>Pilot customer care training provided using Appreciative Inquiry technique. Pilot currently being evaluated prior to roll-out of training to all staff and contractors.</p> <p>BDHT continues to support the professional development of staff through corporate sponsorship. Training is commissioned based on an annual training needs assessment for each team member and includes vocational training, legal updates and best/innovative practice courses. Average training spend per employee per annum is £407.00</p>	Quarter	Number of complaints received	Quarter 1 2005/06	6	Quarter 1 2006/07	4	Quarter 1 2007/08	12
Quarter	Number of complaints received									
Quarter 1 2005/06	6									
Quarter 1 2006/07	4									
Quarter 1 2007/08	12									
<p>Community Work</p>										
<ul style="list-style-type: none"> • Work closely with public bodies such as OT, Education Service, Police, health authority, GPs and voluntary agencies. 	<p>BDHT works closely with the Police and through multi-agency PACT meetings to resolve estate and ASB issues. We also work with voluntary groups, church groups, parish councils and youth group to resolve issues around ASB (e.g. Shawfields project). We will work with specialist providers such as ASB4 and mediation services to resolve issues.</p>	<p>BDHT continues to work closely with the Police and the Community Safety Partnership to tackle incidents of anti-social behaviour. BDHT participates in the County wide Hate Crimes initiative and has become a local hate crimes reporting centre.</p> <p>BDHT officers continue to regularly attend PACT meetings covering areas of BDHT operation.</p> <p>BDHT officers work closely with local schools on housing and community issues</p>								

<ul style="list-style-type: none"> With Employment Service to tackle social exclusion and support neighbourhood renewal initiatives. Consult with tenants about the need to recruit specialist staff to try to help tenants improve the quality of life on estates, for example by tackling neighbour nuisance or offering advice and assistance with benefit claims. 	<p>BDHT are part of multi-agency groups looking at the needs of customers suffering mental health issues and learning difficulties.</p> <p>BDHT are members of the Homelessness Strategy Group led by BDC.</p> <p>BDHT works closely with other support providers such as Stonham (DV) and Baseline (under 25s) to ensure new tenants receive support to sustain tenancies.</p> <p>Officers working with school students through the Young Enterprise Scheme.</p> <p>BDHT is moving away from generic working to create specialist teams to deal with anti-social behaviour and estate management issues and debt management. BDHT officers hold regular liaison meetings with staff from BDC benefits department in order to facilitate better services for customers.</p>	<p>including participation in the Young Enterprise Scheme.</p> <p>BDHT works closely with Social Services to meet the needs of a range of vulnerable groups including the frail elderly (for example provision of Extra Care at Gilbert Court) and customers with mental illness. BDHT has also forged close working relationships with local mental health NHS units to meet the needs of this latter group. BDHT continue to be part of a multi-agency groups looking at the needs of customers suffering mental health issues and learning difficulties.</p> <p>BDHT works closely with voluntary agencies such as Baseline to provide support for young homeless people and New Start in the provision of furniture for vulnerable tenants and the Multi-Agency Resource Centre.</p> <p>BDHT are members of the Homelessness Strategy Group led by BDC.</p> <p>With financial support from BDC and Supporting People BDHT has developed a Floating Support Service for vulnerable adults over 25 years of age to ensure chaotic lives can be stabilised in order to help clients sustain their tenancy and provide a platform to return to work wherever possible.</p> <p>BDHT officers continue to participate in the Young Enterprise Scheme.</p> <p>BDHT has introduced two specialist teams to deal with:</p> <ol style="list-style-type: none"> Nuisance, Anti-Social Behaviour & Estate Management, and Rent payment, rent arrears and debt management. <p>In consultation with residents BDHT has developed the following strategies:</p> <ol style="list-style-type: none"> Respect Strategy setting out how BDHT will deal with anti-social behaviour (see below), and Income Management Strategy, which includes BDHT's strategic approach to preventing tenant indebtedness.
<p>Anti-social behaviour and racial harassment</p>		
<ul style="list-style-type: none"> Committed to taking decisive action to tackle asb, nuisance and racial harassment 	<p>BDHT has reviewed with tenants policies on ASB and Racial harassment. Our commitment to dealing with these issues has been published and service standards set based on rigorous procedures. A guide to Action has been</p>	<p>With tenants BDHT has developed a revised Anti-Social Behaviour Policy and procedure. BDHT has developed a specialist ASB Team to respond to the Respect agenda and BDHT has met and signed up to the Respect Standard for Housing Management. To ensure continued improvement in this service area BDHT Board</p>

<ul style="list-style-type: none"> work closely with tenants and other agencies to develop strategies tailored to the needs of individual estates. 	<p>published to aid officers.</p> <p>BDHT aims to prevent problems arising and where problems occur to seek non-legal means to resolve disputes. Where legal action has to be taken BDHT will use all available powers and will work closely with other agencies to maximise options.</p> <p>BDHT works closely with tenants and stakeholders, often through PACT meetings to resolve issues on particular estates.</p>	<p>agreed a Respect Strategy in June 2007.</p> <p>BDHT works closely with residents and other agencies to deal with ASB, including the local police, local authority Community Safety Team, youth groups and parish councils.</p> <p>BDHT is represented by officers at all area PACT meetings.</p> <p>BDHT has supported a number of schemes to prevent ASB and to help sustain tenancies:</p> <ul style="list-style-type: none"> Focus on diversionary schemes for young people, e.g. a local boxing club; Parental training schemes; Paint and furniture recycling scheme to help new tenants; Focus on prevention of homelessness and support. <p>Following mock inspection by Housing Quality Network in September 2006 the Racial Harassment Policy has been reviewed and a Hate Crime policy developed to give equal emphasis on all crimes of hate.</p>
Gold Service		
<ul style="list-style-type: none"> Consult tenants on how to introduce a "gold service". 	<p>A formal proposal has not as yet been produced for consideration by tenants.</p>	<p>To reward tenants who comply with the conditions of their tenancy BDHT operates a number of rewards,</p> <ul style="list-style-type: none"> a quarterly prize draw for tenants who are not in rent arrears or tenants who are in arrears but maintaining re-payment plans, and, an annual prize draw for tenants providing access for annual gas servicing. <p>With tenants, BDHT has evaluated a number of "gold service" schemes that could be adapted for operation by BDHT and to build on the existing reward schemes during 2008. Visits have been made to both Irwell Valley Housing Association and Kirklees Neighbourhood Housing.</p> <p>Kirklees Neighbourhood Housing are scheduled to make a presentation to members of the Residents Forum in early 2008. Members of the Forum will recommend to Board the "gold service" model to be developed by BDHT during 2008/09.</p>
Supported Housing		
<ul style="list-style-type: none"> Consult with tenants and investigate providing support workers for new tenants using available Government funding. 	<p>Responding to a changing Supporting People agenda BDHT is working to provide a floating support service for homeless households to try to prevent homelessness and where this is not possible to maximise sustainability of new tenancies.</p>	<p>With financial support from BDC and Supporting People BDHT has developed a Floating Support Service for vulnerable adults over 25 years of age to ensure chaotic lives can be stabilised in order to help clients sustain their tenancy and thus prevent homelessness.</p>
Allocating Homes		
<ul style="list-style-type: none"> Only let to people in 	<p>BDHT allocation policy is based on an assessment of</p>	<p>BDHT allocation policy is based on an assessment of housing need in the same</p>

<ul style="list-style-type: none"> • housing need. • Nomination rights to applicants on Council Register. • Transfer List for existing tenants to be able to move. 	<p>housing need in the same format as that of BDC.</p> <p>BDHT granted nomination rights to BDC of 75% of new lettings. In 2005/06 80% of all new lettings were to applicants on the BDC Register. BDHT maintains a Transfer Register, 50 tenants transferred homes during 2005/06 from this Register.</p> <p>Management of BDC Housing Register, assessment of BDC duties under homelessness legislation and management of BDC temporary accommodation undertaken at COST.</p>	<p>format as that of BDC. BDHT are working with BDC to implement the South Housing market Area Choice Based Letting Scheme using a shared allocation policy.</p> <p>BDHT granted nomination rights to BDC of 75% of new lettings. In 2006/07 83% of all new lettings were to applicants on the BDC Register.</p> <p>BDHT maintains a Transfer Register, 40 tenants transferred homes during 2006/07 from this Register.</p> <p>Management of BDC Housing Register, assessment of BDC duties under homelessness legislation and management of BDC temporary accommodation undertaken at COST.</p>
Rent		
<ul style="list-style-type: none"> • Guarantee that Rent increases annually limited to rate of inflation plus ½% plus £2.00 per week in any year. • After 2012 rent increase by inflation plus ½% • Service charges separated from rent charges. • Continue to be able to pay rent in the same way, (including cash office and rent collector). • Only seek end a tenancy for rent arrears as a last resort. • Grounds for eviction will 	<p>Annual rent increases have been in accordance with this formula.</p> <p>Service charges are identified separately from rent charges.</p> <p>BDHT has promoted the use of Direct Debit for payment of rent with approximately 30% of tenants now paying rent by this means. Through the use of All Pay BDHT tenants can now pay rent at local post offices and Pay Zones as well as via the internet. Due to health and safety/insurance issues BDHT no longer provides a door-to-door collection service.</p> <p>BDHT arrears policy states that eviction will be sought only as a last resort.</p> <p>Yes the transferring tenant's agreement only allows BDHT</p>	<p>Annual rent increases have been in accordance with this formula.</p> <p>Service charges are identified separately from rent charges.</p> <p>BDHT has promoted the use of Direct Debit for payment of rent with approximately 30% of tenants now paying rent by this means. Through the use of All Pay BDHT tenants can now pay rent at local post offices and Pay Zones as well as via the internet.</p> <p>BDHT arrears policy states that eviction will be sought only as a last resort.</p> <p>Yes the transferring tenant's agreement only allows BDHT to use those grounds</p>

be the same as for the Council.	to use those grounds that were available to the Council, i.e. they cannot use ground 8 – mandatory possession for arrears over 8 weeks.	that were available to the Council, i.e. they cannot use ground 8 – mandatory possession for arrears over 8 weeks.
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APPENDIX 2

COUNCIL STRATEGIC HOUSING PRIORITY	CONTRIBUTION BY BDHT TOWARDS THE HOUSING PRIORITY	CONTRIBUTION BY BDHT TOWARDS THE HOUSING PRIORITY 2007
<ul style="list-style-type: none"> ▪ PRIORITY 1 – ADDRESSING THE SHORTAGE OF AFFORDABLE HOUSING ▪ Focusing on achieving a well balanced Housing Market and a consistent and appropriate supply of affordable housing to meet urban and rural needs, making best use of planning powers and the resources available 	<p>7 additional homes provided for homeless families through “Buy-Back” with support from BDC. For each of these properties BDHT has provided an additional unit of accommodation for the homeless from its own stock.</p> <p>BDHT have planning permission and have secured Housing Corporation to provide a minimum additional 20 homes to rent and 6 shared ownership homes during 2006/07.</p> <p>BDHT are working on rural housing schemes in Stoke Prior (bid into Housing Corp for 19 units) and Beoley.</p> <p>BDHT are developing a scheme to develop a total of 17 flats on three sites in Charford.</p> <p>BDHT allocation policy is based on an assessment of housing need in the same format as that of BDC.</p> <p>BDHT granted nomination rights to BDC of 75% of new lettings. In 2005/06 80% of all new lettings were to applicants on the BDC Register.</p> <p>BDHT have financially supported</p>	<p>During the last twelve months BDHT has developed 8 two bedroom bungalows and 4 four bedroom houses in Charford.</p> <p>During 2006/07 BDHT were able to purchase additional 3 properties for homeless families. Since April 2007 a further 8 properties have been bought, with financial support from BDC, to help meet the needs of homeless families.</p> <p>A further 6 two bedroom shared ownership homes and 8 other properties to rent will be completed in Rubery by July 2008.</p> <p>Planning permission has been granted by BDC Planning Committee for BDHT to develop 20, two and three bedroom affordable homes at Hopwood.</p> <p>A further planning application has been submitted to build 19 homes in Stoke Prior.</p> <p>BDHT allocation policy is based on an assessment of housing need in the same format as that of BDC. BDHT are working with BDC to implement the South Housing market Area Choice Based Letting Scheme using a shared allocation policy.</p> <p>BDHT granted nomination rights to BDC of 75% of new lettings. In 2006/07 83% of all new lettings were to applicants on the BDC Register.</p>

	the provision of a Rural Housing Enabling Officer for Worcestershire.	
<ul style="list-style-type: none"> ▪ PRIORITY 2 – IMPROVING THE QUALITY AND AVAILABILITY OF PRIVATE SECTOR HOUSING ▪ To achieve sustained decent housing conditions, a strong, well managed private rented sector, improved energy efficiency of domestic homes and increased availability and accessibility of privately rented accommodation offering people more choice. 	<p>Whilst this priority relates to privately owned dwellings BDHT applies the principles of energy efficiency and achieving decent homes standards in all of the social housing dwellings it owns.</p> <p>BDHT is assisting the Council in trying to develop a private leasing scheme to bring back into use empty homes.</p>	<p>BDHT has adopted a BDHT Decent Homes Standard (DHS) which is an enhancement of the basic Government prescribed DHS. Improvements to tenants homes undertaken by BDHT resulted in 100% of BDHT homes meeting the DHS at the 31st March 2007. Asset Management software allows BDHT to plan future improvements on a “just in time” basis to ensure homes continue to meet the DHS.</p> <p>Improved energy efficiency is a key BDHT target toward reducing costs for tenants in running their homes and reducing environmental impact. At the 31st March 2007 the SAP rating (a measure of a property’s energy efficiency) was 74.</p> <p>Performance against DHS and SAP is top quartile.</p> <p>BDHT is assisting and supporting the BDC Private Tenancy Scheme by finding and encouraging landlords to participate in the scheme. The Senior Housing Officer from the Housing Needs Team gave a presentation to local lettings agents in support of the scheme in September 2007.</p>
<ul style="list-style-type: none"> ▪ PRIORITY 3 – ADDRESSING HOMELESSNESS ▪ Promoting a continued co-ordinated approach to the ongoing provision of early intervention preventative and support services for the homeless and an improved supply of permanent accommodation to reduce the use of temporary accommodation. Increased access to privately rented housing for the homeless is targeted to help achieve this and to maintain our minimal use of Bed & Breakfast accommodation. The strategy also focuses upon providing an improved standard and type of temporary 	<p>BDHT is developing a new homelessness support and preventative service for the homeless from Nov 2006 to provide a floating support service for homeless households to try to prevent homelessness and where this is not possible to maximise sustainability of new tenancies.</p> <p>Working with BDC in developing proposals to improve and re-model the type of temporary accommodation provided to clients experiencing homelessness.</p> <p>BDHT are working with the Council and Supporting People to convert Gateway hostel into 5 individual dwellings for DV.</p> <p>Improved provision of temporary accommodation through 7 additional</p>	<p>With financial support from BDC and Supporting People BDHT has developed a Floating Support Service for vulnerable adults over 25 years of age to ensure chaotic lives can be stabilised in order to help each client sustain their tenancy and thus prevent homelessness. The service employing two full time support officers can support 17 clients at anyone time with 3 hours support provided for each client each week.</p> <p>BDHT has worked closely with BDC to close BDC hostel accommodation. To date one hostel has closed (Wythall) with Rubery Lodge and Holly Lodge hostels due to close by January 2008.</p> <p>To replace the hostel accommodation BDHT will, with funding support from BDC, procure additional properties and to re-model Rubery and Holly Lodge to provide self-contained accommodation for the homeless. Reduction in the number of homeless families living in temporary accommodation is a key DCLG and BDC target. BDHT has implemented an action plan to reduce the number of homeless households in temporary accommodation. This has resulted in a 30% reduction in the number of homeless households occupying temporary accommodation over the last twelve months:</p>

<p>accommodation where it has to be used, offering dispersed self contained housing.</p>	<p>homes provided for homeless families through "Buy-Back" with support from BDC. For each of these properties BDHT has provided an additional unit of accommodation for the homeless from its own stock.</p> <p>BDHT operate the Homelessness Service for the Council under a Service Level Agreement.</p> <p>BDHT funded a mock inspection of homelessness services through Housing Quality Network.</p>	<div data-bbox="836 105 1396 472" data-label="Figure"> <table border="1"> <caption>Number of homeless households occupying temporary accommodation</caption> <thead> <tr> <th>Year</th> <th>Number of homeless households occupying temporary</th> </tr> </thead> <tbody> <tr> <td>2006</td> <td>70</td> </tr> <tr> <td>2007</td> <td>50</td> </tr> </tbody> </table> </div> <p>Since stock transfer the primary role of BDHT officers under the Homelessness Service Level Agreement has been on the assessment of homeless applications under Part VII of the Housing Act 1996 as amended by the Homelessness Act 2002. Since April 2007 BDHT officers have moved away from providing a signposting service on homeless prevention to a pro-active role, providing formal "Housing Options" interviews with potentially homeless clients and active prevention work.</p> <p>Since April 2007 BDHT officers have prevented 36 households from becoming homeless.</p> <p>BDHT officers have worked with BDC colleagues to implement actions resulting from the Audit Commission inspection of strategic housing.</p>	Year	Number of homeless households occupying temporary	2006	70	2007	50
Year	Number of homeless households occupying temporary							
2006	70							
2007	50							
<ul style="list-style-type: none"> ▪ PRIORITY 4 - ASSISTING VULNERABLE GROUPS TO LIVE INDEPENDENTLY ▪ Aimed at enabling people who are vulnerable through age, disability or life experience to live independently, within the community. Promotion of healthy, safe and independent living, through improved housing conditions, home safety & security checks and by creating the right environment through improvements and adaptations and linked action to enable older people to be discharged from hospital more rapidly through more efficient home adaptation. 	<p>BDHT work closely with BDC in relation to DFG adaptations and where appropriate incorporate adaptations within their scheduled modernisation programme.</p> <p>BDHT have reviewed sheltered housing service with a move away from scheme based wardens to a Community Model of provision around 4 teams of support officers. This move is in line with Supporting People Strategy to move to a floating support model. The new model of provision will enable support officers to provide support to elderly tenants who do not wish to move into sheltered accommodation and will include all tenures.</p> <p>BDHT has continued the work of BDC (prior to transfer) in developing proposals and bidding for</p>	<p>BDHT has obtained funding and planning permission to develop the Extra Care housing scheme at Gilbert Court. Work has commenced on refurbishing existing homes with work on the 27 new build units due to start on site at the end of October 2007.</p> <p>BDHT continue to work closely with the Police and through multi-agency PACT meetings to resolve estate and ASB issues.</p> <p>BDHT is a Hate Crime Reporting Centre as part of a countywide initiative to promote the reporting of such crimes.</p> <p>BDHT have a Respect fund (£7,000) to provide target hardening measures for victims of crime.</p> <p>BDHT work with the Police and other statutory agencies including the Probation Service to manage prolific offenders.</p> <p>BDHT work closely with Social Service departments to meet the needs of some of the most vulnerable in our community, for example, BDHT are part of multi-agency groups looking at the needs of customers suffering mental health issues and learning difficulties.</p> <p>We also work with voluntary groups, church groups, parish councils and youth group to resolve issues around ASB (e.g. projects at Shawfields and at Charford).</p> <p>We will work with specialist providers such as ASB4 and mediation services to resolve issues.</p> <p>BDHT has implemented a Communities fund of £5,000 per annum to support local community groups, grants have so far been made to a local youth football team and a local youth cricket team.</p> <p>BDHT works closely with other support providers such as Stonham (DV) and Baseline (under 25s) to ensure new tenants receive support to sustain tenancies.</p>						

	<p>funding to re-model Gilbert Court to Extra Care housing.</p> <p>BDHT works closely with the Police and through multi-agency PACT meetings to resolve estate and ASB issues. We also work with voluntary groups, church groups, parish councils and youth group to resolve issues around ASB (e.g. Shawfields project). We will work with specialist providers such as ASB4 and mediation services to resolve issues.</p> <p>BDHT are part of multi-agency groups looking at the needs of customers suffering mental health issues and learning difficulties.</p> <p>BDHT are members of the Homelessness Strategy Group led by BDC.</p> <p>BDHT works closely with other support providers such as Stonham (DV) and Baseline (under 25s) to ensure new tenants receive support to sustain tenancies.</p> <p>Officers working with school students through the Young Enterprise Scheme.</p> <p>BDHT is moving away from generic working to create specialist teams to deal with anti-social behaviour and estate management issues and debt management. BDHT officers hold regular liaison meetings with staff from BDC benefits department in order to facilitate better services for customers.</p>	<p>Officers continue to work with school students through the Young Enterprise Scheme.</p>
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