

Housing Performance Monitoring Panel

13th October 2003 5:35pm – 7.35pm

Minutes

Present: Councillors: James(Chair) and Pinnington.
Representatives of the Cambridge Federation of Tenants,
Leaseholders and Residents: Brian Haywood, Leila Dockerill,
Rosina McCamley, Simon Windmill (Officer).
Also present: Executive Councillor for Housing & Health:
Councillor Smart.

1. MINUTES

Action by

The minutes of the meeting held on 23 June were confirmed as a correct record and were signed by the Chair.

2. APOLOGIES

Apologies for absence were received from Councillor Bell.

3. QUARTERLY REPORT ON HOUSING MANAGEMENT

In introducing his report (previously circulated with the agenda) the Performance and Quality Manager apologised for action points arising from the last meeting that had not been carried out due to the recent CPA housing inspection. The Inspectors had completed their work a week ago and had given initial feedback which was positive. Officers were now awaiting detailed feedback. A draft report had gone for moderation and the first model report was expected back by November.

Alastair
Roberts

The three key actions arising from last year's **Best Value Review** –

David Poole

stock options appraisal
a long-term asset management strategy and
a procurement strategy

had been the subject of consultation and would form the basis of a 'Cambridge Standard' for tenants' homes. The recent housing tour had also been informative in identifying actions.

Other items discussed:

Repairs and Major Works Short Term (Six-Month) Action Plan

The Plan had been completed. However, certain of the more involved actions would form part of the five year improvement plan.

Bob Hadfield

Sheltered Housing and Supporting People Best Value Review

This review, covering the whole of Cambridge, was due to be wound up by Christmas.

Naisha
Polaine

Housing Performance Plans Update

The first quarterly review had been carried out as a result of which eighteen plans were in the process of being refined. Individual team plans had been produced and these would feed into staff appraisals.

All managers

The Performance and Quality Manager undertook to contact Councillor James after the meeting to let him know those areas of the Plan that had not yet been completed.

Alastair
Roberts

Single Homeless and Rough Sleeping Partnership Action Plan

This was currently in line with national trends. Evaluation was taking place of provision of a wet day centre for entrenched drinkers. Mr Haywood asked whether current Police powers extended to removing alcohol from persons in the street. This was unclear. The Head of Legal and Democratic Services was currently researching the possibility of a Designated Public Place Order for the city centre. Councillor Nimmo-Smith was taking advice and a recommendation to a meeting of the Council would be required. It was reported that in some areas where a DPPO was in place a wet day centre also existed. One of the considerations would be the potential to displace the problem to other parts of the city. The success of any action to deal with these problems relied on the co-operation of the City Council and the Police.

Simon Pugh

Councillor Smart mentioned the 'Make It Count, A guide to Giving in Cambridge', in which most supermarkets participated, as an alternative way for people to give donations for homeless people.

In response to a question relating to Jimmy's Night Shelter, whether officers monitored where rough sleepers came from, the response was that this information was collected and that, while most rough sleepers were known to people, some of the information about their circumstances was confidential. The Housing Needs Officer to E-mail Council members on the Panel.

Performance Year End Indicators: General comments

- **Gas** Rosina McCamley raised the issue of gas services. In response to a request as to whether leaseholders could be covered by the Council's City Care gas servicing contract, the Technical Services Manager responded that this was something which officers could explore facilitating at a reasonable cost

subject to the provision and satisfaction of any necessary legal agreements. The average annual cost to the leaseholder could be around £120 but this was to be confirmed. In the meantime, leaseholders should be referred to City Care direct.

Bob Hadfield

In response to a question as to whether tenants from minority ethnic groups received a higher priority level of service over other tenants, the officers responded that there was no evidence to suggest that this was the case. Leila Dockerill commented that she would like to see tenant representation on the Council of tenants from these groups.

Simon
Windmill

- **Anti Social Behaviour** A National Action Plan would be released by Government on 14th October. The Performance and Quality Manager would assess its impact for housing services. Mr Haywood had received a number of complaints about anti social behaviour and sought advice about how to pursue these. He was asked to refer such complaints initially to the area housing officers. Mr Haywood would also discuss with Robert Hollingsworth further guidance on how to deal with anti social behaviour.
- **Year End Performance Indicators** Members of the Panel noted the performance set out against the indicators in the report.

Brian
Haywood

4. **THE CAMBRIDGE FEDERATION PERFORMANCE MONITORING INDICATORS OCTOBER 2002 TO MARCH 2003**

Simon Windmill added nothing further to his report but drew attention to its preamble, representation and city/county joint working. Leila Dockerill made reference to the distribution of tenant handbooks to tenants and asked that Simon pursue this.

Simon
Windmill