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Chief Executive

COMMUNITY OVERVIEW & SCRUTINY PANEL SUPPLEMENT AGENDA

Date: Monday, 21 January 2019

Time: 2.00 pm

Venue: The Council Chamber, Moorlands House, Stockwell Street, Leek

Please find below an additional report which was unavailable when the agenda was published.

PART 1

8. Your Housing Group 6 Monthly Update. **(Pages 3 - 14)**

SIMON BAKER
CHIEF EXECUTIVE

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- 1. Report title: Your Moorlands- Legacy Agreement Update**
- 2. Action:**
For information and noting
- 3. Recommendation(s)**
Information and noting
- 4. Report of:**
Sharon Wheeler – Property Manager South
- 5. Contact details of author:**
Sharon Wheeler- sharon.wheeler@yourhousinggroup.co.uk
- 6. Confidential report:**
No
- 7. Supporting documents**
Appendix 1 & 2

8. Introduction

In 2017, Moorlands Housing Association transferred its engagements to Arena Housing Group. This means that governance is undertaken by those members of the YHG Common Board who govern Arena and now also have a specific oversight and responsibility for Moorlands. A legacy agreement was developed by and for

- Moorlands Housing Association
- Your Housing Group (YHG)
- Staffordshire Moorlands District Council (SMDC)

The legacy agreement is a good will agreement between Moorlands Housing Association, YHG and SMDC and sets out the condition for change to the legal structure.

This paper provides a performance and development update on YHG business areas identified in the legacy agreement and relates to business activity between April 2018 and December 2018 unless otherwise specified.

In addition to reporting to the Community Overview and Scrutiny Panel (COSP), the legacy agreement includes a requirement for a small tenant panel to be convened to join the COSP in reviewing the report. A new panel has been recruited and will be attending future meetings.

9. Housing Management

YHG have recognised the need to enhance customer experience and take steps to reconnect with our customers and neighbourhoods. A model of engagement has been developed and trialled, and this has now been rolled out to the Moorlands team. This involves a three-stage approach:

9.1 Programme of Tenancy Review visits

In January 2019, Moorlands Property Agents will begin a programme of tenancy visits which includes meeting with customers, collecting key personal data, carrying out property inspections, checking on satisfaction with the block or neighbourhood and identifying issues which might be putting a customer's tenancy at risk. The Property Agent will then work with the customer to take appropriate action such as referring to another YHG team or an external agency. The Reviews are aimed at helping YHG get to know our customers better and ensure we are aware of issues that impact on customer and wider neighbourhood.

9.2 Neighbourhood Inspections

As well as visiting individual customers, Property Agents will be carrying out regular neighbourhood inspections to check on cleaning and grounds maintenance of communal areas and to better identify and deal with nuisance such as fly-tipping or vandalism. Neighbourhood Champions are being recruited in key areas. Property Agents will keep in regular contact with the Champions, and they and other customers will be invited to join the Property Agents in doing their inspections.

9.3 Neighbourhood plans

Customer will also be provided with Neighbourhood plans. These are specific local plans containing key information on internal renewal programmes i.e. kitchens and bathroom, frequency and times and dates for communal cleaning and grounds maintenance, timetable of neighbourhood inspections, and information and contact details for key local front-line staff.

9.4 Agile Working

Staff in Moorlands are continuing to work agilely and use hubs in Leek, and Biddulph. Twice weekly drop in surgeries were trialled to test demand, however there was very little footfall, so we have returned to offering a surgery once a week. Most of our customers contact staff by phone either directly or via Your Response.

10. Compliance

We continue to be 100% compliant in terms of domestic gas servicing, asbestos checks, electrical safety and legionella testing in our flatted blocks. Our Compliance and Facilities agents also do regular safety checks on all our communal areas.

11. Development

The Development team are currently looking at developing two sites in the Staffordshire Moorlands area. Firstly, we are looking at developing 21 units in Cheadle, for shared ownership and affordable rent. The site is currently owned by Ascent and we are exploring ways of how the site can be built out. Based on current progress and if we can agree a cost with the principal contractor, which meets all our financial parameters, we could be on site in Qtr 1 of 2019/20. In addition to this, the New Business team are exploring the possibility of building out a site in Leek, which would be split into a number of phases. Initially, this would deliver 60 units in the first phase and then the remaining units to a total of 250 over a number of other phases. Costs, unit mix and tenure have not yet been agreed as this scheme is still in the very early stages of development and we are at least two years away from a start on site.

In addition to this, the New Business team are looking at two opportunities in High Peak. One is located in Buxton and one is in Furness Vale. Both are at the very early stages of development and could be subject to change, as the schemes are explored further. These two sites would deliver circa 110 units over the next 2-3 years.

12. Repairs and Maintenance

Your Housing Group's Direct Labour organisation (DLO) employs 34 people to deliver responsive repairs, including void properties, to Your Housing Group's homes in Staffordshire Moorlands. The team is based at Staffordshire Moorlands council offices.

During FY20, Your Housing Group intend to leverage the working practices of Fix360 into the DLO. This activity will encourage development of the DLO infrastructure and benefit customers through facilitating a consistent approach to service delivery across Your Housing Group's largest geographical areas.

13. Asset

See Appendix 2 for asset improvement delivered in Moorlands in 2018/2019.

14. Digital Engagement

The YHG digital portal has now been rolled out across the group. All tenancy sign ups to general needs housing in Moorlands area are now digital except where this poses specific challenges for the customer due to disability or vulnerability. Digital Customers can also access the portal to manage their rent account and book a repair. Existing customers will be offered access to the digital portal on a staged roll out beginning this year. In September 2018 2,000 customer used the portal, this has increased to 3,500 customers using it in December 2018.

15. Community Regeneration

YHG continue to run 3 weekly workclubs in Moorlands, which are held in Leek, Biddulph and Cheadle with average attendance being, 20,14 and 7 respectively. At the workclubs customers can also get advice on training, welfare benefits, and housing options with the workclub co-ordinator making referrals to our Money Advice, and housing teams where customers have more complex issues.

We are also working in partnership working with the NHS Step On Programme assisting people with mental health problems in the area.

We have close links with local employers, and colleges in the area.

The Community Regeneration team is also working very closely with our development team on new build projects in Cheadle, Cobridge to maximise opportunities for apprenticeships, work experience and local employment.

15.1 Regeneration:

Blocks of Flats including Belle Vue & Paramount Place in Leek & St Johns & Kingsfield Road in Biddulph have been evaluated and where appropriate we have introduced interventions to help the performance of these assets. This includes painting of exterior and interior walls and railings, installing modern and easy access bin stores, relaying carpark surfaces to encourage safe access, engaging with customers who live at these properties to look at environmental issues, CCTV at hotspots within one key location within Belle Vue to eradicate fly tipping, and working with local volunteer led groups to combat the issues at hand.

15.2 Land use

We are currently working with an architect on designs for three streets in Haregate which we have identified potentially benefiting from urban landscape regeneration. The streets are Roche, Priory & Horsecroft Avenue. We are hoping to develop a nicer and more appealing look to the end of these streets for a greener, safer community. We are also looking at similar improvements at Mill Street & Queens Drive to enhance customers shopping and parking experiences.

15.3 Commercial

We have been working closely across our commercial units to re-let and generate new business into Mills St, Queens Drive Leek & St Johns, Kingsfield Biddulph. This has improved with all properties bar one being vacant. This property in St Johns, Biddulph is undergoing a Social Value transformation making it more lettable in the near future.

We are also looking to introduce a 24 hour outdoor laundrette at Mill Street to be used by local customers and encourage more people to shop at this small complex. This will be the first of its kind across YHG. <http://www.kiswash.co.uk/>

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Appendix 1 Moorlands Legacy Agreement Performance Indicators April to December 2018

Area	Legacy Agreement	KPI (YTD)	Target	Actual
Housing Management	Overview of local service delivery	<ul style="list-style-type: none"> Number of lettings 	N/A	168
		<ul style="list-style-type: none"> % Void rent loss 	1.35%	1.31%
		<ul style="list-style-type: none"> Percentage of gas compliance 	100%	100%
Repairs	<p>YHG will continue with the internal provision of day-to-day, voids and planned works within the Moorlands area through its DLO or other structure which employs local labour providing this is commercially viable.</p> <p>YHG will continue to explore opportunities with High Peak and any other local opportunities to develop JV's, cost sharing vehicles or management agreements, these</p>	<ul style="list-style-type: none"> Average time to complete repair 	8 days	9.02 days
		<ul style="list-style-type: none"> Average cost of repair 	£95	£111.68
		<ul style="list-style-type: none"> Average time to complete void works 	8 days	23 days
		<ul style="list-style-type: none"> Customer satisfaction with repairs service <p>% of Customers answering yes to all of below:</p> <ul style="list-style-type: none"> Able to get appointment at point of call? Appointment honoured? Satisfied with the work? 	N/A	85.83%

	will only progress if the arrangement can add strength and value to the existing in house provision.	<ul style="list-style-type: none"> Percentage of value of planned maintenance works to be undertaken by In House Contractor function 	100%	100%
Customer First	<p>In accordance with the Group's Customer First methodology, develop and implement a YHG neighbourhood plan which will include a minimum financial investment of £73k per annum for at least 2 years (2017/19)</p> <p>2016/18 details and principles of the YHG neighbourhood plan were developed in consultation with legacy scrutiny task and finish group.</p>	<p>Update on plan including:</p> <ul style="list-style-type: none"> Increase in customers who are economically active due to engagement with YHG activities Increase in appeal of local neighbourhoods Increase in local services within priority neighbourhood 		<p>45 - Customers into employment</p> <p>20 - Customers into volunteering</p> <p>86- Customers into training</p> <p>Narrative information</p> <p>Narrative information</p>

Asset and Development	<p>YHG Growth Strategy</p> <p>The Capital Investment plan for 2019/20 to be developed and approved by YHG by April 2019 and annually thereafter by April each year</p>	<p>Overall expenditure to date & programme progress reporting by committed and completed spend</p> <ul style="list-style-type: none"> • Unit costs • Number of component replacements 	See Appendix 2	See Appendix 2
Digital engagement	<p>Customers will be able to access YHG service via a digital platform including web chat, email, text and via the website and social media</p>	<p>Update on availability and usage of digital platform</p> <ul style="list-style-type: none"> • Number of customers accessing services digitally 		3,500 customers used YHG portal in December 2018.

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Appendix 2

Component	Volume		Spend		Ave unit cost
Bathrooms	29	£	127,600	£	4,400.00
Kitchens	23	£	113,090	£	4,916.96
Heating	10	£	25,000	£	2,500.00
Roofing	46	£	391,000	£	8,500.00
Windows	0	£	-		#DIV/0!
Doors	0	£	-		#DIV/0!
Totals	108	£	656,690		

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