

To: City Executive Board

Date: 3 July 2014

Report of: Head of Housing and Property Services

Title of Report: Local Offer for Oxford City Council Tenants

Summary and Recommendations

Purpose of report: To approve the Local Offer between the City Council and City Council tenants.

Key decision: Yes (All Wards)

Executive lead member: Councillor Scott Seamons, Board Member for Housing and Estate Regeneration

Policy Framework: Strong and Active Communities and Meeting Housing Need

Recommendation: That the Local Offer is approved

Appendix 1 – Risk Assessment

Appendix 2 – Initial Equality Impact Assessment

Background

1. The City Council's Resident Involvement Strategy was approved by the City Executive Board on 23rd November 2012. A key element in the strategy is to generate and deliver Local Offers, which is also a requirement within the Regulatory Framework for Housing.
2. The Regulatory Framework states 'Registered providers shall consult with tenants on the scope of local offers for service delivery. This shall include how performance will be monitored, reported to and scrutinised by tenants and arrangements for reviewing these on a periodic basis'.

Development of Local Offers

3. With the assistance of TPAS (Tenant Participation Advisory Service), supported by officers, the Local Offer Working Group, consisting of involved tenants, was set up in early 2013. Negotiation skills training was provided for tenants to ensure that they had the necessary skills to effectively influence the Local Offer.

4. The working group decided to focus the Local Offer on three priority areas of service namely:
 - Anti-Social Behaviour.
 - Planned Maintenance and Improvements.
 - Repairs.
5. A series of detailed discussions and negotiations took place between tenants, officers and TPAS on the three areas and the Local Offer has been agreed for the period July 2014 to end March 2016.
6. Subject to approval from CEB, the Local Offer will be published, publicised and made available in offices, the customer contact centre and on the Council's Website

Local Offer details

Repairs

7. The Local Offer for repairs is proposed to include the following

Response times performance

Category 1 Emergency:

"We will respond and make the situation safe within 24 hours".

Target: 99.6%

Category 2 Urgent:

"We will complete the repair within 3 working days".

Target: 99%

Category 3 Routine:

"We will complete the repair within 28 working days".

Target: 96.5%

Quality measures

"We will inspect at least 13% of repair work following completion to ensure that it meets quality standards".

Target: 13%

"We aim to complete your repair on the first visit".

Target: Agree model of measurement by April 2015.

"We will clean and tidy our work area before we leave your home and we aim to keep noise and dust levels to a minimum".

Target: 100% "We will provide proof of identity before entering your home and always wear our uniforms".

Target: 100%

"We will not take personal calls on our mobile phones when we are in your home".

Target: 100%

Involving Tenants

“We will obtain at least 25% of satisfaction responses on repairs. We will investigate the best way of achieving this with the Local Offer Working Group“.
Target: by April 2015.

“We will develop ‘case study tracking’ as a means of mystery shopping tenant experience of the service“.

Target:

Train tenants by end of 2014

In place from January 2015.

Keeping You Informed

“We will make and keep appointment times for all non-emergency repairs“.

Target: 95% made and 99% kept.

“We will send you a text message confirmation”.

Target: 100%

“We will write confirming your appointment within four days of you reporting a routine repair”.

Target: 100%

“We will undertake a feasibility study for the introduction of evening and weekend appointments and consider the merits of the service with the Tenants’ Review Group - Repairs”.

Target:

- Complete feasibility study by October 2014
- Review findings with Local Offer Working Group.

New Initiatives

“We will promote our offer in respect of gas servicing for leaseholders and report on take-up“.

Target: on-going and take up reported by March 15

Planned Maintenance and Improvements

8. The local Offer for planned maintenance and improvements is proposed to include the following:

Response times performance

We will identify all category 1 Housing Health and Safety Rating System failures and fix these within 30 days“.

Target: 100%

“We targeted a 100% stock condition survey and will use the results to target future Decent Homes Standard investment programmes. We will issue a warning marker for properties where access was not gained”.
Target: March 2014- completed.

“We will survey all residential properties every 5 years and complete a maintenance audit to update our stock condition information”.
Target: On-going.

Quality of Work

“We will clean and tidy our work area before we leave your home and we aim to keep noise and dust levels to a minimum”.
Target: 100%

“We will provide proof of identity before entering your home and always wear our uniforms”.
Target: 100%

“We will provide a named central contact to elderly and vulnerable residents so they can check our identity “.
Target: 100%

Keeping you informed

“We will attempt to get 100% of satisfaction responses on planned works. We will investigate the best way of achieving this with the Local Offer Working Group”.
Target: By April 2015

Involving Tenants

“We will visit you a minimum of seven days before work starts on your home”.
Target: 100%
Target: Specify in all contracts from April 2014.

“By using the information gained from the Stock Condition Survey, we will carry out a structured renewal programme yearly to continue to maintain all homes to the Decent Homes Standard. We will publish an annual programme of planned works in April of each year”.
Target: April 2015.

Anti-Social Behaviour

9. It is proposed to include the following in respect to our anti social behaviour services

Involvement and Empowerment

“Establish an ASB Champions Group (Tenants’ Review Group - ASB), to make recommendations for improvements and look at our performance“.

Target: Quarterly meetings.

Raising Awareness

“Work with the ASB Champions to develop a service standard leaflet to include:

- What is ASB
- How to report ASB
- What will happen to the victim
- What will happen to the perpetrator

Target: Publish by October 2014.

“Include a diary sheet with each leaflet”

Target: Publish by October 2014.

Pro-active Service

“We will visit each neighbourhood twice a week“.

Target: 100%

“We will train tenants to undertake external inspections and develop action plans to solve any issues “.

Target: From December 2014.

“We will work with the ASB Champions to monitor progress of action plans“.

Target: From October 2014.

Out of Hours Service

“We will continue to provide an out of hours service for noise nuisance”.

Target: All tenants to be made aware of this service.

Response times performance

Following an initial report of ASB into our Contact Centre or the out-of-hours reporting service, depending on the category of the incident we will contact you within:

Category 1 ASB: one working day

- Child abuse
- Hate related incidents
- Domestic abuse

- Allegations of drugs/substance misuse and drug dealing
 - Serious harassment/intimidation and threatening behaviour
 - Criminal behaviour involving violence or threats of violence
 - Removal of racist or offensive graffiti following a report
 - Physical violence, such as assault
 - Attacks on Oxford City Council staff
 - Criminal threats
 - Other forms of anti-social behaviour requiring an immediate response
 - Arson
- Target: 100%

Category 2 ASB: two - four working days

- Allegations of prostitution. Sexual acts and kerb crawling
 - Aggressive/abusive behaviour
 - Regular disturbances, such as noise
 - Other forms of serious anti-social behaviour, which in our opinion, do not warrant an urgent or immediate response
 - Drug/solvent and alcohol abuse
 - Verbal abuse and written intimidation and harassment.
- Target: 90%

Category 3 ASB: five working days

- Pet and animal nuisance
 - Access disputes
 - Misuse of communal areas
 - Minor noise nuisance
 - Parking disputes where no restrictions are in place
 - Untidy gardens
 - Litter, rubbish, refusal disposal and fly tipping
 - Lifestyle disputes where breaches of tenancy can't be proved
 - Running a business without permission
 - Disputes between children
 - Car repairs
 - Gardening disputes
 - Nuisance from vehicles such as untaxed vehicles
 - Vandalism and damage to property
 - Disputes about cleaning communal areas where a service charge does not exist.
- Target: 90%

Customer Care

You will have a dedicated Case Officer who will:

“Work with the ASB Champions to develop a service standard leaflet to include:

- An action plan with you
- A strategy for how often and when contact will be made about your particular ASB case
- The likely outcome of the case.

Target:

- Realistic timeframes communicated

- The circumstances under which the case will be closed and a commitment to after care

Victims and Witnesses

“We will provide greater support to victims and witnesses by referring them to agencies and support groups as required and encouraging them to engage in Victim Peer Support, training ASB Champions to provide this service”.

Target: Victim Peer Support will be implemented by March 2015.

Climate change / environmental impact

10. The service areas related to the Local Offer ensure that service delivery takes account of the City Council’s commitment to reducing its carbonfootprint.

Equalities

11. There is no negative impact on equalities resulting from this decision. Please refer to the Initial screening Equalities Impact assessment appended

Financial Implications

12. There are no direct financial implications arising from this decision, as the Local Offer commitments are within the day to day operations of the relevant service areas service areas.
13. The outcome of the feasibility study to be carried out on repairs appointments may result in a financial implication if evening and weekend appointments are to be introduced. This would be subject to further consideration as part of future budget setting

Legal Implications

14. Regulatory requirements for Registered Providers of social housing were set out by the Tenant Services Authority in its Regulatory Framework for Social Housing which came into effect in April 2010.
15. Responsibility for regulating social housing passed to the Homes and Communities Agency in April 2012, when the Regulatory Framework was amended to implement the amendments to the Housing and Regeneration Act 2008, introduced by the Localism Act 2011 and the Secretary of State’s directions on specific standards.
16. The Local Offer as proposed complies with the requirements of the Regulatory Framework.

Name and contact details of author:-

Name: Simon Warde

Job title: Interim Resident Involvement Manager

Service Area / Department: Housing & Property Services

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Appendix 1 – Risk Assessment

					Date Raised	Owner							Comments	Controls				
		Opp/ threat	Cause	Consequence			Gross		Current		Residual							
Title	Risk description						I	P	I	P	I	P		Control description	Due date	Status	Progress %	Action Owner
Failed CEB approval	CEB fail to approve the Local Offer	Threat	Lack of preparation and engagement with tenants	Delay in the introduction of the Local Offer, having an impact on the successful delivering of the Resident Involvement Strategy. Not being awarded accreditation by TPAS (Tenant Participation Advisory Service).	20 May 2014	Simon Warde	3	2	2	2	2	2	If the Local Offer is not approved, a key strand of the Resident Involvement Strategy would fail.	Significant involvement of tenants throughout the process. Negotiation training provided to tenants in advance. All relevant service areas agreed the content of the Local Offer with tenants.	2 July 2014	Active	95%	Simon Warde

Appendix 2 – Initial Equality Impact Assessment

1. Within the aims and objectives of the policy or strategy which group (s) of people has been identified as being potentially disadvantaged by your proposals? What are the equality impacts?

There are no groups of persons identified as being disadvantaged by the proposals.

2. In brief, what changes are you planning to make to your current or proposed new or changed policy, strategy, procedure, project or service to minimise or eliminate the adverse equality impacts?

Please provide further details of the proposed actions, timetable for making the changes and the person(s) responsible for making the changes on the resultant action plan

No changes are required, as there are no equality impacts.

3. Please provide details of whom you will consult on the proposed changes and if you do not plan to consult, please provide the rationale behind that decision.

Please note that you are required to involve disabled people in decisions that impact on them

Detailed consultations were carried out with involved residents. There are no equality impacts arising.

4. Can the adverse impacts you identified during the initial screening be justified without making any adjustments to the existing or new policy, strategy, procedure, project or service?

Please set out the basis on which you justify making no adjustments

Not applicable

5. You are legally required to monitor and review the proposed changes after implementation to check they work as planned and to screen for unexpected equality impacts.

Please provide details of how you will monitor/evaluate or review your proposals and when the review will take place

The measures set out in the Local Offer will be monitored by specific Tenant Review Groups, who will report their findings to the Local Offer Group and the Tenant Scrutiny Panel. Performance against the measures will be published in the tenants' Annual Report.

Lead officer responsible for signing off the EqIA:

Role: Interim Resident Involvement Manager

Date: 20.05.2014

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