



**BOROUGH OF POOLE  
COUNCIL HOUSING STOCK WORKING PARTY  
9<sup>TH</sup> FEBRUARY 2009**

The Meeting commenced at 4.00pm and finished at 5.22p.m.

**Present**

Councillor Ms Atkinson (Chairman)  
Councillors Brooke, Bulteel, Trent and Mrs Walton

Mr B Constance (Chairman PHP)  
Mr L James (Leaseholder Panel Representative)  
Mr A Khan (Representative of Tenants' and Residents' Association)  
Ms H Ross (Chair of Housing Strategy Panel)  
Mr R Aggett  
Mr R Saunders

**Officers attending**

Mr D Mullany ( Project Manager Housing & Communities Services)  
Ms C Brown (Head of Housing Management PHP Limited)  
Mr J Logan (Chief Executive, PHP Limited)  
Mr J Springett (Housing & Communities)  
Mr M Harrison (Head of Technical Services PHP Limited)  
Mr B Shaw Head of Performance & Best Value (PHP Limited)  
Ms J Thurgood (Strategic Director) Borough of Poole  
Ms P Papani (Legal and Democratic Services) Borough of Poole

**Observer**

**Ms D Dyson**

Members of the public present: 0

**11. ELECTION OF VICE-CHAIRMAN**

**RESOLVED** that Ms Ross be elected Vice-Chairman of the Council Housing Stock Working Party for the ensuing year.



**12. APOLOGIES FOR ABSENCE**

None.



13. CODE OF CONDUCT AND DECLARATIONS OF INTEREST

Councillor Bulteel declared a personal interest in various matters on the Agenda as a Director of Poole Housing Partnership Limited (PHP).

Mr Constance declared a personal interest as Chairman of Poole Housing Partnership Ltd.

14. MINUTES

**RESOLVED** that the Minutes of the Meeting of the Council Housing Stock Working Party held on 17<sup>th</sup> November 2009 be approved as a correct record and signed by the Chairman.

15. PROJECT TIMETABLE - PROGRESS

At its Meeting on 17<sup>th</sup> November 2008 the Working Party had been advised of the Project Timetable (Minute 6 Refers).

David Mullany, stated that the Working Party had now been circulated with the Project Plan for 2009-9 which set out five phases with anticipated completion times for each one, together with Phase Two, Collection of Data and Evidence.

It was noted that Phase One, to Create the Project (Design and Set Up) had commenced in September 2008 and had been completed on time in January 2009. The completed work included:

- Working Party, Officer Groups and Residents Panel in place;
- Initial training sessions for staff and the Working Party Members;
- Communications and Resident Empowerment Strategies in place and logo developed for the Project;
- Communications plan in place;
- 'Frequently Asked Questions' on the PHP website; and
- Draft leaflet prepared for distribution to all tenants.

Phase Two had commenced and would collate the data and evidence. Work was being carried out to calculate the level required in the stock over 30 year period to meet the national 'Decent Homes' standard and also to meet the higher standards in place for PHP Tenants (known as the 'Poole Standard').

This Phase would be completed in May 2009 and a full report setting out the outcomes of the appraisal of options available for the future financing of the housing stock would be presented to the Working Party at its Meeting on 11<sup>th</sup> May 2009.



**RESOLVED** that it be noted that Phase One, to create, design and set up the Project had been completed on time and that a Report of Phase Two would be presented to the Working Party on 11<sup>th</sup> May 2009.

For: Unanimous

16. COMMUNICATIONS SUB-GROUP - ACTIVITIES

Carmelina Brown (Head of Housing Management, Poole Housing Partnership) stated that she chaired the Communication Sub-Group which comprised Members of PHP, Borough of Poole Officers and a representative from Unison (see Appendix 1 to the Report).

The Communications Sub-Group had prepared a Project Plan for the first phase of the Project, including the setting up of the Working Party, the Residents Panel and the Sub-Groups. Phase One had now been completed.

The Phase Two Project Plan (set out in Appendix 2 to the Report) covered the involvement of residents and other stakeholders up to the end of the first data collection phase of the wider project. The purpose of Phase Two was to obtain from residents and stakeholders their views of service, their priorities for the future in terms of investment and service delivery and to inform them about the Housing Stock Options Appraisal project.

In July 2008 PHP had surveyed the views of its residents in terms of satisfaction levels and their priorities for the future. In Phase Two, the outcome of the survey would be presented to residents and stakeholders to seek their views on the results and establish whether or not the priorities for the future were correct. A Report on the outcome of this phase would be brought to the Working Party at the end of March 2009.

The key activities in Phase Two would be:-

- Presentation to the Residents' Panel'
- Creation of key publicity documentation;
- Obtaining stakeholder views at a series of events in the community;
- Briefing and involvement of PHP and Council staff.

In April 2009 the Communications Sub-Group would, as part of Phase 3, develop a detailed consultation with residents and other stakeholders of the outcome of the financial analysis and the options available to the Council.

Carmelina Brown circulated to all Members, a survey sheet entitled 'Family Fortunes' Game together with a draft leaflet to be used to target specific groups.



Members of the Working Party raised the following points:-

The Chairman, referring to the Phase Two Plan stated that the only item completed was the 'Frequently Asked Questions' sheet. She asked what was holding up the completion of other tasks?

In response, Carmelina Brown stated that there was no hold up and information was presently being collated to produce a detailed summary at the next Meeting.

Bill Shaw stated that events were being held now and work was underway. (The Phase Two plan had been printed in January). A newsletter would be sent out to residents this month.

The Chairman requested the Plan include a column to show progress.

Helen Ross asked what was the cut off point for seeking residents views and how would these be incorporated into the Plan?

Carmelina Brown indicated that this was a "snapshot" over the next two months. An overview would be given at the May meeting of what had happened during the snapshot period.

**RESOLVED** that the Report on the activities of the Communications Sub-Group be noted together with the comments of Working Party Members.

#### 17. RESIDENTS REQUIREMENTS AND ASPIRATIONS

Bill Shaw, Head of Performance and Best Value PHP presented a Report on how the Project would obtain the views of residents in Phase Two. The object was to prepare a report on residents' awareness of the Options Appraisal Project, views of the service they receive and views on their future requirements and priorities.

The Report was accompanied by a Powerpoint presentation of the 2008 Resident Satisfaction Survey which had taken place in July 2008.

A summary of the outcome was set out in Appendix One to the Report. This had been presented to the Residents Panel on 14<sup>th</sup> January 2008 and its Members had been in broad agreement with the results of the survey and identified further priorities (also set out in the aforementioned Appendix).

The Agenda item on the Communications Plan gave details of further events at which the options appraisal would be discussed and at which residents would be asked



their views on the outcome of the 2008 survey and the priorities they had identified. There would be a formal feedback sheet from each report/meeting to inform the process. A pilot had been undertaken with the PHP's Focus on Disability Group and the completed feedback sheet was attached at Appendix Two to the Report to illustrate this. Consultation with Residents would take place between the beginning of February and end of March 2009.

The survey would be published on the PHP website and a copy would be made available to every Member of the Working Party.

Members raised the following points:-

- Mr James stated that car parking and anti-social behaviour were two big issues that arose regularly. Car parking was missing from the survey.

Bill Shaw responded by saying that these were issues in Poole Town and Turlin Moor. Carmelina Brown pointed out that these issues had been listed in the leaflet as a priority.

- Councillor Brooke, referring to housing priorities and aspirations asked what was being done and what was going to happen?

Bill Shaw responded that considerable information has already been obtained. There would be a series of public meetings and events to be used to check the validity of the information on the system. The validation exercise was being pulled together.

Joe Logan indicated that the schedule of Meeting would be shared with Working Party Members.

Carmelina Brown stated that the Feedback Sheet (Appendix Two) would explore this sort of information at every Meeting. There would also be telephone surveys and information gathering and a summary report. The key event would be the Road Show which could be attended by Working Party Members.

Bill Shaw stated that would be ample opportunity to obtain residents' priorities. The second Phase would end in April and a report on resident consultation would be presented to the next meeting of the Working Party.

Joe Logan, Chief Executive PHP indicated that there were specific issues for particular areas i.e. video entry to tower blocks and sheltered housing units were now on the list. There would be unique issues for various areas and aspirations would emerge.



The Chairman said that had been dissatisfaction with Social Activities. Were there links into other services? She mentioned Brendon Care. In response Carmelina Brown confirmed that there were links.

**RESOLVED** that the Report on Residents Requirements and Aspirations be noted together with the comments of the Working Party.

18. REPORT FROM RESIDENTS PANEL AND SPECIALIST RESIDENT ADVISOR

Mr Aggett gave a verbal report on how the Advisor had been selected and appointed.

A small, resident led, Interview Panel had been appointed to consider Applications. Of the five Applicants, three had been invited for interview and presentations had been good. DWA, Housing and Management Consultants had been selected because it came across well and the passion for the subject came through. The main advisor would be speaking to residents and therefore the person appointed would need to be able to communicate effectively with residents.

Mr Aggett thought that DWA would produce what had been prepared and he was looking forward to working with them. The first event would be the Residents Panel which would take place this week. DWA would attend.

DWA and residents would sit down together and evolve a Work Plan. The DWA would advise on options that would be decided by residents only. DWA would be taking a look around Poole to see what was needed.

The Working Party would be kept updated on progress.

**RESOLVED** that the Report be noted.

19. FORWARD PLAN

The Working Party noted that the items for consideration at the next two Meetings would be:-

30<sup>th</sup> March 2009 – Feedback from Residents on their Requirements and Aspirations; and

11<sup>th</sup> May 2009 - Report on the outcomes of the Appraisal of options for the future financing of the Housing Stock.

## Borough of Poole & Poole Housing Partnership Housing Options' Appraisal



Steve Partridge of the HQN, specialist advisor to the Project had provided an initial training session to Working Party Members on 22<sup>nd</sup> January 2009.

The Chairman requested advice from the Officers as to what training the Working Party Members required together with suggested dates and timing. David Mullany undertook to circulate the notes of the Meeting on 22<sup>nd</sup> January. The questionnaire from the training session had been given to Members for completion.

Mr Constance added that the session with Steve Partridge had been excellent and said the next session would focus on the financial implications of the options. He said it was essential to understand each option.

With regard to dates of future Meetings it was noted that these would take place in the Council Chamber at 4 – 5.30p.m. on the following dates:-

Monday	30 <sup>th</sup> March 2009
Monday	11 <sup>th</sup> May 2009
Monday	20 July 2009

Friday, 18<sup>th</sup> September 2009 needed to be cancelled because Meetings on Fridays were usually avoided and a different option should be considered.

**CHAIRMAN**