



Notice of Meeting of

**TENANTS' STRATEGIC GROUP**

**Monday, 20 May 2024 at 6.00 pm**

**John Meikle Room, The Deane House, Belvedere Road, Taunton TA1 1HE**

To: The members of the Tenants' Strategic Group

Chair: Luke Manning

Vice-chair: Colin England

Alex Akhigbemen

Jessie Bunn

Ivor Hussey

Samantha Rickward

Councillor Fran Smith

Councillor Marcus Barr

Kevin Hellier

Abbie Johnson

Councillor Federica Smith-Roberts

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All members of the public are welcome to attend our meetings and ask questions or make a statement **by giving advance notice** in writing or by e-mail to the Monitoring Officer at email: [democraticservicesteam@somerset.gov.uk](mailto:democraticservicesteam@somerset.gov.uk) by **5pm on Tuesday 14 May 2024 5pm**.

This meeting will be open to the public and press, subject to the passing of any resolution under the Local Government Act 1972, Schedule 12A: Access to Information.

The meeting will be webcast and an audio recording made.

Issued by (the Proper Officer) on Thursday 9 May 2024.

# **AGENDA**

**Tenants' Strategic Group - 6.00 pm Monday, 20 May 2024**

**1 Apologies for Absence**

To receive apologies.

**2 Welcome from the Chair**

To receive a welcome from the Chair.

**3 Minutes from the previous meeting (Pages 5 - 12)**

To approve the minutes of the previous meeting of the Tenants' Strategic Group held on 25<sup>th</sup> March 2024.

**4 Engagement Group Updates (Pages 13 - 18)**

To receive an update on activities of Engagement Groups.

**5 Directorate Report (Pages 19 - 26)**

To note the report.

**6 Q4 (Jan - Mar) Performance Report (Pages 27 - 34)**

To note the report.

**7 Key priorities for the year ahead**

To note the presentation.

**8 Flooding action plan and conclusion Report (Pages 35 - 40)**

To note the report.

**9 TSG Recruitment update**

To note the update.

## **10 Any other Business**

The Chair to consider any other business.



Minutes of a Meeting of the Tenants' Strategic Group held in the John Meikle Room, The Deane House, Belvedere Road, Taunton TA1 1HE, on Monday, 25 March 2024 at 6.00 pm

**Present:**

Luke Manning (Chair)  
Colin England (Vice-Chair)

Alex Akhigbemen

Cllr Marcus Barr

Jessie Bunn

Ivor Hussey

Abbie Johnson

Cllr Federica Smith-Roberts

Cllr Fran Smith

**Officers In attendance:**

Chris Brown  
Ian Candlish  
Charlotte Collins  
Sharon Yarde  
Josh Barrett (Clerk)

**48 Apologies for Absence - Agenda Item 1**

Apologies were received from:

Group members: Kevin Hellier and Samantha Rickward.

Officers: Shari Hallet and Sharon Sloan.

**49 Welcome from the Chair - Agenda Item 2**

The Chair opened the meeting and went through housekeeping.

#### **50 Minutes from the previous meeting - Agenda Item 3**

The Chair resolved that the minutes from the previous meeting on 22<sup>nd</sup> January were noted as a true record.

#### **51 Engagement Group Updates - Agenda Item 4**

The Chair gave an overview of the updates from the engagement groups. A summarised version of discussion is below:

- The potential TAG member decided that due to personal circumstances she was unable to join, therefore the group remains with eight members.
- Applications for the Estate Improvement Fund to enhance our estates, are still coming to the group and they have agreed to fund a further project which will mean over 50% of the budget has been allocated. 3 further CYIF applications were assessed in February 2 were awarded and 1 was declined. £18,000 out of a budget of £20,000 has been allocated this financial year.
- Leycroft Grove continues to be on the agenda and the group have met with Chris Baxter (Tenancy Case Manager) Dan Mancini (Tree specialist) and some residents on two occasions to discuss planting in the area. The Chair is meeting with Stephen Boland to look at progress each month.
- Damp and Mould Group has been on hold until the Housing Structure was announced and the Repairs Manager returned. The Group met on 8<sup>th</sup> March and said a fond farewell to Mike Parsons who is leaving at the end of March 2024.
- Novus have now finished their contract. The 3 contractors are Bell Group, LCB Group, and Church farm maintenance. 100 kitchens have been completed and signed off since January 2024. Between 16 and 20 kitchens are being

completed every week.

- More than 400 roofs have been completed this financial year.
- A cross working group from Somerset Council Housing and Homes in Sedgemoor has met twice to review the Tenancy agreement and identify areas where this should be refined to allow us to issue a new joint tenancy agreement. This group has been temporarily put on hold.

## **52 Directorate Report - Agenda Item 5**

Chris Brown, Service Director for housing introduced the directorate report and Ian Candlish, Head of Housing, was introduced to discuss aspects of the report in further detail and the following points were raised and discussed (summarised):

- The last couple of months have been remarkably busy finalising and presenting the HRA (Housing Revenue Account) business plan and rent setting proposals to full council. We are incredibly pleased that the full council supported the 30 recommendations in the report including the capital programme, a single development programme for the HRA, rent and service charges and the 30-year business plan.
- Seaward Way/Rainbow Way, Minehead is progressing well, and a second community drop in event was well supported.
- The main contract for building NTWP Phase B and Ci has been agreed by members and demolition will start imminently at North Taunton and Wordsworth Drive/Coleridge Crescent. Boarding has now been erected at Wordsworth Crescent.
- The Property team are currently short staffed, both for the trades area and office support. Arrangements are in place to help manage workloads, but this is likely to

affect future performance indicators and may lead to an increase in complaints for this service area.

- All property safety compliance checks and works continue to be undertaken. These include gas safety checks (LGSR's), water risk assessments and remedial works, electrical inspections (EICR's), asbestos surveys and re-inspections, fire risk assessment and remedial works, fire safety checks, lift and stair-lift checks and remedial works, and radon monitoring.
- The Fire Safety Audit by SWAP (Southwest Audit Partnership) is now complete and we are implementing the agreed management actions contained within their final report.
- Our Capital Programme team continues to deliver our electrical inspection testing programme with both the main contractor delivering the programme and support from our in-house electrical team. A consumer unit replacement programme has commenced, including National Grid installing contractor switches.
- The Asset Management service continues to carry out energy surveys which are required to understand pathways to Zero Carbon and which low energy funding regime properties are best placed in. These surveys are influencing the capital investment programme.
- There are vacancies across the Income and Tenancy Management Team. There are also challenges in recruitment. Around 36 vacancies in total.
- The housing service is leading the acquisition of 31 homes in the County which will be held in the Housing Revenue Account. These properties will be let to Refugees for the first tenancy with flexibility for future years to let as General Need Homes. The homes are 100% funded by the Local Authority Housing Fund.
- The council is considering a second phase which could see an additional 30 units acquired plus some new build homes over 2 years.

After being presented with the report the group discussed the following (summarised):

- The use of hydrogen heating in Fyfe and using that in Somerset. The use of hydrogen fuels is still on the agenda for the local authority.
- Radon surveys in the local area and the amount of Radon that was found. A small percentage of Radon was found which is a very small risk.



- Radon checks will continue in areas where a percentage was found.
- Social Value Offer and the meaning of this term and what suppliers do. Such as projects and community work.
- The agreed management actions of the fire report. These actions will be brought to the next meeting.
- The checking of properties and the workmanship after work has been completed.
- Contractors' code of conduct.
- The repairs of work that was surveyed as being under standard.
- Positive response on the newsletters from the group. Although there is not a lot of direct feedback from other tenants.
- Engagement and responses improved from the tenants.
- Workings of the voicescape system.
- The complaint that went to the Ombudsman.

### **53 Q3 (Oct-Dec) Performance and Finance Report - Agenda Item 6**

Chirs Brown introduced the report, and the following was raised and discussed (summarised):

- An overview of Complaints data. The reduction to 29% of complaints that met stage 1 criteria. (closed within 10 days)
- An overview of Customer satisfaction data. Comparatively to other local authorities the satisfaction data is quite high.
- An overview of waiting times for repair calls. The waiting times for calls to be answered is relatively high. This is part of the HRA which includes recruitment of staff to reduce this.
- An overview of rent recovery. Performance is good and continues to improve.
- An overview of lettings and voids. This data is an area for concern and numbers have slowly increased, however this remains a focus for the voids and lettings teams.
- An overview of compliance. 100% compliance for the indicators above, except for electrical safety and through floor lifts.

After being presented with the report the group discussed the following points (summarised):

- The plan for homes that are not to standard.
- Work completion certificates.
- Various schemes for home repairs and improvements.
- Sign off process for completed works.
- The different heating systems installed in homes and the satisfaction of those

different systems.

#### **54 November and annual TSM summary presentation - Agenda Item 7**

Sharon Yarde introduced the presentation. Highlights can be found below:

- 74% feel their home is well maintained.
- 83% feel their home is safe.
- 82% feel their neighbourhood is a good place to live.
- 81% feel they are kept well informed.
- The TSM is completed once every 6 months.
- There are 23 questions in total, including 12 from the regulator.
- There were around 13 areas of increased satisfaction including ASB and Complaints handling.
- There were only 3 areas of decreased satisfaction with is highlighting a huge achievement.

After the report was introduced, the group raised the following that discussed (summarised):

- Where Somerset sit in national context.
- The level of tenant engagement.
- Benchmarks for data.

#### **55 Flooding action plan and conclusion Report - Agenda Item 8**

Simon Lewis, Head of Hosing, Income and Tenancy Management was not present it will be brought back to the next meeting.

#### **56 TSG Terms of Reference discussion and vote - Agenda Item 9**

The group had the draft terms of reference previously sent to them and Sharon Yarde discussed the potential changes:

The group voted unanimously to amend the terms of reference document that was shared with the group.

**57 Any other Business - Agenda Item 10**

The Chair asked for Any other business which included:

- Roofing in Hamilton Road
- Street Cleaning

The Chair thanked everyone for attending and the meeting was formally closed at 7:35pm.

**(The meeting ended at 7:35)**

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**CHAIR**

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# Somerset Council

**Tenants' Strategic Group –20<sup>th</sup> May 2024**

**Engaged Tenant Group Update – May 2024**

This matter is the responsibility of Executive Councillor Member for Communities.

Report Authors: Sharon Yarde

**1. Executive Summary / Purpose of the Report**

To inform the Tenants Strategic Group of the work being carried out by the tenant engagement groups within Somerset Council.

**2. Recommendations**

For the group to acknowledge for reference

**3. Update from our Engagement Groups**

**TENANTS' ACTION GROUP (TAG)**

**Purpose**

To encourage a strong partnership between Council staff, the Tenants' Strategic Group, Councillors (particularly the Portfolio Holder and Shadow Portfolio Holder),

and Tenant Representatives To support the Council to engage and empower tenants and to represent the interests of tenants of the Council. To focus on community and neighbourhood issues and give the Council feedback on how it can improve its services. Consult with housing services and make recommendations for improvement. Provide feedback to the Tenants' Strategic Board on issues arising from meetings and to allocate funds to appropriate community projects.

### **Update**

A new application to join the group was received and in the last meeting, it was unanimously agreed. The group currently has nine members, which only allows for one more space.

Applications for the Estate Improvement Fund to enhance our estates, are still coming to the group and they have agreed to fund a further project of £600 for the gardening competition that is going to held in the summer.

Leycroft Grove continues to be on the agenda and the group have met with Chris Baxter (Tenancy Case Manager) Dan Mancini (Tree specialist) and some residents on two occasions to discuss planting in the area. The Chair is meeting with Stephen Boland to look at progress each month. The roads are in the process of being completed.

### **VOIDS**

#### **Purpose**

To review the turnaround times for VOIDS, to understand the challenges and to ensure that our homes are meeting the lettable standard. To also understand if leaving well visits are being conducted where properties are left in an appalling condition and the costs involved in getting these properties back to the lettable standard.

#### **Update**

This will be conducted by four members of the TAG group: Brian Wyatt, Sally Mitchell, Catherine Jarvis and Christine Smith. The group have recently visited four properties of various conditions, the group will return to these properties before the new tenants move in to ensure that meet the lettable standard. A folder has been created with pictures and a spreadsheet to record any useful information.

### **GROUNDS MAINTENANCE**

#### **Purpose**

To work with the grounds maintenance team and Stephen Boland to ensure that the comments about grounds maintenance made in the last Tenant Satisfaction Measures and to make grounds improvements in our communities.

#### **Update**

Wayne Hobson and Livi Mongare have attended a meeting with Jack Ripley at Priorswood Primary School to discuss how they can use the small amount of funding from Travis Perkins (a social value contribution pot.) The application has been sent to Travis Perkins and then the equipment will be purchased. Wayne and Livi have subsequently visited two further schools, Wellsprings and Holway, we are awaiting their applications. There will be a new group formed to support with the distribution of these funds in the future.

The group are working well with Jack Mount and Stephen Boland, the group are taking photos of the positive changes as they get completed and these can be shared in the next TSG meeting.

### **DAMP AND MOULD** (Members from both TAG and TSG)

#### **Purpose**

To monitor the implementation of the Damp and Mould Action Plan. To ensure that it is delivered as promised within a reasonable time scale. The group meets every 2 months.

#### **Update**

The group met again on the 19<sup>th</sup> of April 2024. They scrutinised the number of open cases and monitored the progress of the Damp and Mould action plan. They have asked Barabara Bottomley to look into the clearing of guttering and drainage issues as this can be a trigger for Damp & Mould. It has been agreed that an article about flushing wet wipes and blocking drains will be added to the tenant's newsletter. The group are investigating whether the use of "kitchen" and "bathroom paint" instead of general emulsion would be beneficial.

### **CAPITAL PROGRAMME MONITORING**

#### **Purpose**

To ensure that the Capital Programme is on track to deliver. Sam Rickward is the elected Capital Programme Monitor who meets with Nigel Loxton.

#### **Update**

#### **Resources**

We currently have 3 contract managers and have 2 more to recruit. We have 1 Liaison officer and 1 further position to be recruited. The graduate post has been filled.

#### **Kitchens**

Novus have now finished their contract. The 2 contractors are Bell Group, and Church farm maintenance because the LCB Group has been removed from contract.

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210 kitchens have been completed and signed off since January 2024. Between 12-16 kitchens are being completed every week.

### **Bathrooms**

The chosen contactors are Church Farm Maintenance and DR Jones, the LCB Group has been removed from contract,

Over 60 bathrooms have been fitted since January 2024.

### **Roofing**

More than 400 roofs have been completed this financial year.

### **Windows & Doors**

Nationwide now progressing well, their intention is to complete 10 properties a week going forward. Over 240 properties have had windows fitted this financial year.

### **Heating**

Liberty have installed the pilot properties. 22 heating systems have been fitted to date.

### **Fire Doors**

CLC has come to an end of their contract. Currently in negotiations to secure a new contractor.

### **Electrical testing**

Progressing well, the intention is to try and be 100%, currently 95% compliant due to access issues.

### **Procurement**

Pending Tenders, Fire doors, Electric heating, communal flooring, Planned decorations.

## **TENANCY AGREEMENT MEETING**

### **Purpose**

To look at the tenancy agreement in conjunction with Homes in Sedgemoor (HiS) and change where necessary. Sam Rickward from Somerset Council and Craig Green from HiS meet with Simon Lewis and a core group of managers to 'walk through' their current Tenancy Agreement and suggest constructive changes.

### **Update**

A cross working group from Somerset Council Housing and Homes in Sedgemoor has met twice to review the Tenancy agreement and identify areas where this should



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be refined to allow us to issue a new joint tenancy agreement. This group has temporarily been put on hold.

### **VOIDS CONTRACTOR PROCUREMENT**

#### **Purpose**

To involve tenants in the procurement of a new contractor for our void properties.

#### **Update**

Wayne Hobson and Livi Mongare are meeting with Barabara Bottomley, Ollie Warcup, David Carpenter and Michael O'Halloran to look at proposed options. The Repairs Manager had been unavailable and therefore, this work has been temporarily suspended. A meeting further meeting is planned for the end of May.

### **COMMUNAL CLEANING PROCUREMENT GROUP**

#### **Purpose**

To involve a couple of tenants in the procurement of a new contractor for a new cleaning contract in communal areas.

#### **Update**

Livi Mongare and Luke Manning are involved in this project. The group have undertaken a tenant consultation before they can go ahead with securing a budget and procurement. The group met on 2<sup>nd</sup> May and the next stages is to put a contract together ready for procurement.

#### **4. Risk Assessment (if appropriate)**

A risk assessment is not required to accompany this report.

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#### **5. Are there any Finance / Resource, Legal implications directly to do with this report?**

There are no financial implications directly to do with the recommendations in this report.

#### **6: Are there any Equality and Diversity Implications?**

There are no equality implications directly to do with this report.

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7. **Are there any Data Protection Implications?**

There are no equality implications directly to do with this report.

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# Somerset Council

**Tenants' Strategic Group –Monday 20<sup>th</sup> May 2024**

## **Directorate Report**

This matter is the responsibility of Executive Councillor Member for Communities

Report Authors: Heads of Service

### **1. Executive Summary / Purpose of the Report**

The report is to update the Tenants' Strategic Group (TSG) on work being undertaken and progress made by the Housing Directorate since the last TSG meeting in March 2024

### **2. Recommendations**

The Tenants' Strategic Group is asked to note this report and are invited to ask questions.

### **3. Background and Full details of the Report**

## **HRA Growth and Business Function**

- The HRA finance team are busy finalising the year end accounts and we will then understand the final outturn figure for the HRA budget 2023/2024. We will share this with TSG once concluded.
- The Service continues to work hard to recruit and populate the structures. However, there remains quite a few vacancies in the service leading to pressures on staff and additional work by managers progressing recruitments. We have seen a number of resignations from the service at a senior level which again the service is working hard to replace.
- A meeting will take place in May with the Somerset Council's appointed lead regulator. This will be an introductory meeting to discuss co-regulation and the consumer standards.
- Homes in Sedgemoor have carried out a mock regulatory inspection and both the service Director Housing and Executive Member for Communities were interviewed as part of the inspection process.
- A single development plan for the HRA will see 448 homes purchased or built over the next five years. If the service outperforms the business plan more development will be proposed. New schemes are being lined up both by the inhouse team and Homes in Sedgemoor.
- Phase A of the North Taunton Woolaway Project (NTWP) has won Insider's South West Property Award for affordable housing. An awards evening took place in Exeter on 18 April which revealed NTWP as the winners against seven other shortlisted projects. Judges were impressed with the high level of community engagement, alongside the impressive tenant feedback. This is a great achievement and credit to the customers engaged throughout the process and the team delivering the consultation and development over many years. The scheme is also shortlisted for the Michelmores property Awards.
- The main contract for building NTWP Phase B and Ci has been agreed by members and demolition has commenced at North Taunton and Wordsworth Drive/Coleridge Crescent.
- The first 8-week notices have been issued at Seaward Way/Rainbow Way, Minehead so the first properties will be let in the next few months following snagging.
- The schemes at Oxford Inn has gone back to market to try and achieve an acceptable build price.
- 24 units of modular construction now have the funding. The planning process will require phosphate and biodiversity net gain mitigation plans. These issues are causing challenges for developers progressing schemes including the HRA.
- The business plan has included investment to achieve Net Zero on its current stock before 2050.
- ECO 4 schemes have been delivered at George Street and shortly some units at Kelway and Juniper will receive works reducing their energy use and making them 2050 Net Zero Ready. If these schemes go well the works will move onto Oake and NTWP Phase E.
- SHDF Wave 2 is delivering extensive Net Zero Works at Dinhams Close. There are 180 properties in the wave 2 programme.
- A SHDF Wave 3 bid is being prepared for submission in the summer for c500 Somerset HRA properties.
- The capital programme for 2024/2025 is £18m for the inhouse service.

- The service provides the client monitoring function for Homes in Sedgemoor (The Council's Arm's Length Management Organisation). Both Homes in Sedgemoor and the In-House Service are increasing working to the same Key Performance Indicators (KPIs)
- The service is responsible for service level agreement with general fund colleagues for Shops, Adaptations, grants to the HRA and strategic HRA finances and shortly some Net Zero delivery.
- The housing service has led the acquisition of 31 homes in the County which will be held in the Housing Revenue Account. These properties will be let to Refugees for the first tenancy with flexibility for future years to let as General Need Homes. A bid to government has been submitted to purchase an additional 33 units.

## **Property Team**

### **Responsive Repairs and Void Repairs**

- Additional recruitment has taken place for the trades area which will help to manage workloads and ensure we continue to meet target completion dates.
- The most recent available data at the time of writing this report for repairs performance, March 2024, shows we met the target for both emergency responsive repairs (100%) and non-emergency responsive repairs (98.1%).
- Responsive repair request call-handling is currently still being taken by call-handlers within the Corporate Customer Service team. However, we continue to plan for this activity to be taken 'in-house' within the Housing Directorate in the future (thus allowing a smooth 'one and done' appointment-based service offer to the customer).
- We continue to develop and implement activities within our Repairs Service Improvement Plan (RSIP), although recent staff shortages have hampered our ability to progress some items as quickly as we'd prefer.
- We continue to undertake void repairs to successfully meet our Lettable Standard. Procurement activities for external contractor support for void repairs are ongoing, with implementation of new contracts planned for Q2 2024/25.
- Our materials supply chain process continues to operate well overall, with regular review of the Core list and how we can leverage the contract to deliver further logistical efficiencies.

### **Property Safety Compliance**

- All property safety compliance checks and works continue to be undertaken. These include gas safety checks (LGSR's), water risk assessments and remedial works, electrical inspections (EICR's), asbestos surveys and re-inspections, fire risk assessment and remedial works, fire safety checks, lift and stair-lift checks and remedial works, and radon monitoring.
- Our Electrical Inspection testing programme continues to improve compliancy in this area, with the latest data showing 95.6% (see Capital Programme section below for further details).

- A procurement exercise for fire doors, compartmentalisation, and fire safety works (following Fire Risk Assessment recommended actions) is being undertaken. Options for alternative fire door specifications are currently being evaluated.
- Weekly compliance meetings, together with monthly reports to the Executive team, are ongoing to carefully monitor and manage housing property safety.

### **Capital Programme**

- Our Capital Programme team continues to deliver our electrical inspection testing programme utilising an external main contractor to deliver the programme. A consumer unit replacement programme has commenced, including National Grid (NG) installing contractor switches. We are currently in discussions with NG about obtaining authorisation to use a sub-contractor for their install.
- The 2024/25 programme of kitchen and bathroom replacements is progressing well, although we have now terminated the contract for one of the three contractors due to poor performance and quality issues. The balance of the properties have been re-allocated to the remaining contractors.
- Procurement activities also continue, including review of required capital programme works needed to meet the Decent Homes Standard (DHS), incorporating our Retrofit aspiration.

### **Asset Management**

- We are completing the purchase of 31 units funded by the Local Authority Housing Fund and will work to support an additional 33 units should the LAHF Wave 3 bid be successful.
- We have undertaken a desktop review of our properties that potentially contain Reinforced Autoclaved Aerated Concrete (RAAC) and have passed this information to SC colleagues in the Corporate Assets team who are arranging on-site surveys to confirm whether this is present.
- The service continues to carry out energy surveys which are required to understand pathways to Zero Carbon and which low energy funding regime properties are best placed in. These surveys are influencing the capital investment programme.
- Following approval of the medium-term financial plan (MTFP) and 30-year investment plan, detailed lists of properties requiring capital works are in place to ensure homes meet the Decent Homes Standard (DHS).
- We are undertaking option appraisals for potential disposal of existing properties in the HRA which no longer serve as appropriate homes for our tenants.
- Stock condition surveys, and validation surveys (i.e. checking that works identified for programmes of replacement in the near future require the works to be undertaken now) are progressing, which enable us to prioritise those most in need of upgrading, smooth the programmes to improve our financial planning, reduce the number of remedial repairs required and meet the Government's Decent Homes Standard (DHS).

## **Income and Tenancy Management Team**

Shelter and extra care housing:

- Somerset Council's extra care commissioners are to undertake a review of the current provision of care and support services. As part of a first step tenants at Lodge Close, Wellington and Kilkenny Court, Taunton are being contacted and invited to share their views as part of a consultation exercise.
- Adult Social Care officers and Health Commissioners continue to meet and work closer together with supported housing officers. With referral rates rising, Lodge Close, Wellington has recently become fully let. Further steps are being taken to let all available vacancies at Kilkenny Court, Taunton; and
- The team continue to priorities their work demands so they can focus on the most important tasks. This is helping the team manage service delivery throughout a period that has seen several key members of the team being absent.

### **Lettings:**

- Approval has now been granted to recruit to the team's manager position. This is a temporary arrangement and will be for an initial period of up to 3 months.
- Despite experiencing a period where staffing levels within the team were low, there were 30 property adverts placed on Homefinder Somerset and 25 properties let in the month of April; and
- With our new housing development in Minehead nearing completion the team are currently expecting and preparing to receive a first phase handover of properties in approximately 8 weeks.

### **Income**

- We are still undertaking the recruitment process for both a Rent Recovery Case Manager and a Garage case Manager, the latter post will now be filled by Agency staff hopefully in the next month or so.
- The Rent Recovery Team finished the financial year with an arrears figure of 414k, this was below their target for the year. They have all worked tirelessly to achieve that figure while our tenants face challenging financial times. The support given to our tenants to ensure they are claiming all the benefits they are entitled to continues.
- Our Debt and Benefit Case Managers are working hard to support those tenants who are now transitioning over to Universal Credit, as well as supporting our tenants in making their claims for the benefits they are entitled to.

## Tenancy/Estates & ASB

- We are still waiting to recruit 4 permanent Tenancy and Estate Case Managers and 1 Senior Housing Manager (currently covered by agency). We will soon be able to get the advert out to progress this.
- I reported last month that there is a noticeable increase in the team having to project manage extremely complex customers, whose property conditions are poor around disrepair, often due to their self-neglect or hoarding. Most officers are now holding 5 to 10 of these complex cases. This work is both challenging and time consuming due to the customers complex mental health needs; as well as the difficulties in getting them support; and if necessary, finding them alternative accommodation to decant into whilst work takes place in their home. This work is mainly coming to our attention through non-access issues or concerns from the community. Supporting agencies are equally holding high caseloads so there is long lead in times for getting the support that they need,
- We are investigating solutions to identify if there is a business case to set aside a small number of properties to be available for decant purposes.
- The Tenancy team are finding that they need to keep a close eye on these customers once the property is back in good condition, to ensure they are able to maintain it once support pulls away. This is hard to manage when the tenant reverts to non-engagement.
- Anti-social behaviour cases although not at high levels; the cases we do get are very complex and serious. I reported on the recent death of a man in one of our properties; the perpetrator being a tenant. This required the ASB Officers needing to visit him in prison on several occasions. This has now resulted in him agreeing to terminate the tenancy rather than go through a lengthy court hearing to evict him. We have another tenant who has been released from Prison, he had bail conditions not to return to his property but then was bailed at his brother's address. The brother is extremely vulnerable and we are now attempting to get him moved out and into an alternative address. We are working with our multi-agency partners to do this.
- Despite the challenges the team have remained constant, settled and sickness absence is low. The team are very supportive of each other. We arrange each month a team day. During these sessions we go through policies and procedures. We also consider what our current challenges are and invite partnering agencies to come in to discuss and work through some of these challenges for example we have had MIND, the multi-disciplinary team, Somerset Independence Plus etc). This is proving invaluable to us as a team.
- The team have also had a full day's training in housing management law from HQN. The team picked up some good methods and techniques for dealing with the complex cases. This training was well received and received positive feedback. One of the main outcomes was that we are now arranging for further training in how we proceed with injunctions as this is a tool we need to be using more. Many social housing providers are resorting to using



injunctions to gain access; deal with breaches of tenancy such as untidy gardens and properties.

## **Housing Performance Team**

### **Tenant Engagement**

- Supporting and enabling the work of the Tenants Strategic Group (TSG) and Tenants' Action Group and the subgroups is a key focus for our team. We have agreed a comprehensive training plan for TSG group members for 2024/2025 and membership of ARCH as well as TPAS. Our engaged tenants have already attended 7 training sessions.
- The Tenants Strategic Group are currently recruiting for new membership. The applications closed on 30<sup>th</sup> April 2024 and we have processed 41 applications. A panel meeting will take place to select 15 applicants with a reserve list of 10. All successful applications will be endorsed by our other engaged tenants in a meeting to be held in July.
- The Tenants Action Group met in April and looked at the memorial garden that they had funded.
- Collectively we are continuing to work with Homes in Sedgemoor on local government reorganisation workstreams and tenant engagement. We continue to meet regularly.
- The May 2024 Tenant Satisfaction Measures (TSM's) has commenced, telephone surveys will take place between 13<sup>th</sup> - 31<sup>st</sup> May 2024.
- We have completed the TSM data return, so that it can be submitted to the regulator.
- We have started working with our procured contractors to monitor and spend the social value elements of the contracts.
- Sharon Yarde and Sharon Sloan attended the Inside Housing Tenant Engagement Conference in May.
- There were 7 tenant engagement activities in April 2024

### **Complaint Handling and Performance**

- We continue to improve in our complaint handling performance with 95% or more of all complaints responded to in line with the Complaint Handling Code timescales during February and March.
- We have completed our self-assessment against the Housing Ombudsman's new Complaint Handling Code. We are currently finishing off a handful of actions needed to ensure compliance with the Code, including working with the wider council to update Somerset Council's Complaints Policy and ensure improved sharing of complaints data and learning. The new self-assessment document will be published on our website soon, and we will bring a copy of the document to the TSG meeting in July for discussion.
- In Q4 the Housing Ombudsman has investigated three complaints which were escalated to them. We are awaiting determinations on all three cases and will include the Housing Ombudsman's findings in future complaint reporting.

- We are investing in our own team to provide training on new performance software to facilitate better reporting and benchmarking against the sector going forward. This will start in June and will be a saving to the service.
- We are currently working on collating all performance data returns required by the Regulator to monitor our performance as a landlord, including LAHS, LADR, TSMs and Housemark data.

### **Housing Comms**

- New Facebook Group – Somerset Council Tenant’s Hub – Launched on 01/05.
- Supported TSG Recruitment with innovative recruitment campaign, which provided evidence that SMS messages are a key way to communicate with our residents as they generate high engagement.
- Continue to work on website improvements that will make our webpages easier to navigate and more informative.
- Implementation of HRA Communication Plan moves from project stage to business as usual, representing successful bedding in of this new team.

#### **.4. Risk Assessment (if appropriate)**

A risk assessment is not required to accompany this report.

#### **5. Are there any Finance / Resource, Legal implications directly to do with this report?**

There are no financial implications directly to do with the recommendations in this report.

#### **6: Are there any Equality and Diversity Implications?**

There are no equality implications directly to do with this report.

#### **7. Are there any Data Protection Implications?**

There are no equality implications directly to do with this report.

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# Somerset Council

## **Tenants' Strategic Group –**

### **2023/24 Housing Performance Quarter 4, January to March 2024.**

**This matter is the responsibility of Councillor Smith Roberts, executive lead member for communities.**

Report Authors: Claire Reed (Case Management Lead, Performance and Improvement) and Sharon Yarde (Tenant Engagement Lead).

#### **1. Executive Summary / Purpose of the Report**

This report provides an update on housing performance through key performance measures and financial information for the third quarter of 2023/24 (January to March 2024)

#### **2. Recommendations**

The Tenants' Strategic Group is asked to note content of the housing performance scorecard and finance report for quarter 4.

#### **3. Background and Full details of the Report**

The Housing Performance Scorecard is a tool to measure our performance in key areas. The scorecard was last presented to Tenants' Strategic Group (TSG) in March 2024 covering the performance in Q3 (October to December 2023). This report covers the fourth quarter of 2023/24 January to March 2024.

This report includes the (data) Tenant Satisfaction Measures which we are required to submit to the Regulator at the end of in June 2024. The total number of measures reported is 35, the breakdown of measures is as follows: Customer 10 (2 new), Rent Recovery 2, Supported Housing 1, Lettings and Voids 1, Housing Repairs 2,

Tenancy Management 6 (1 new), Compliance 10 (3 new), Asset Management 2 (2 new), Development 1.

27 indicators have targets, 16 are green (on target or better), 6 are red (off target but targets are 100%) and 5 are amber.

#### 4. Risk Assessment (if appropriate)

A risk assessment is not required to accompany this report.

#### 5. Are there any Finance / Resource, Legal implications?

There are no financial implications directly to do with the recommendations in this report.

#### 6: Are there any Equality and Diversity Implications?

There are no equality impact assessment linked with this report.

#### 7. Are there any Data Protection Implications?

There are no data protection implications linked with this report.

### Performance Report

## 8. Customer

### 8.1 Customer – Complaints

Indicator	Target 2023-24	Amber Threshold	Jan-24	Feb-24	Mar-24
<b>Customer</b>					
% of stage 1 complaints closed in 10 working days (as per policy HRA) (TSM CH02)	93%	80%	70%	91%	80%
All HRA Complaints relative to the size of the landlord per 1000 homes.	2.27 - benchmark	3.93	5.72	4.65	6.80
Complaints responded to within Complaint Handling Code timescales.	93%	83%	88%	96%	95%

8.1.2 As part of the Tenant Satisfaction Measures (TSM) introduced by the Social Housing Regulator, complaints data is now reported to show the % of all complaints that are answered within the Housing Ombudsman’s Complaint Handling Code timescales. This measure includes all complaints which were closed within policy timescales, and any complaints that were extended in line with the Code.

8.1.3 Performance on our complaint handling response times has continued to improve over the course of quarter 4, with more than 95% answered within the

Complaint Handling Code timescales. This has been as a result of a shift in working processes which has resulted in service areas and senior management being accountable for their service’s complaints.

8.1.4 Complaint volumes increased during quarter 4 which is surprising in comparison to our year-on-year data, however this seems to be in line with the sector as a whole where complaint numbers made against landlords continues to increase. As explained in the new Housing Ombudsman’s Complaint Handling Code, landlords should not focus on significantly reducing the number of complaints, as a higher number of complaints received by the service demonstrates that residents feel they are able to bring complaints to their landlord and know they will be listened to, and the complaint acted upon.

## 8.2 Customer - Lettable Standard Satisfaction

8.2.1 We have been unable to capture this data during quarter 4 due to key staff absence.

## 8.3 Customer - Repair Satisfaction

8.3.1 Work continues to investigate a software and telephone survey solution. A software solution will ideally integrate with our housing system and carry out repair surveys however we are also we are discussing costs and feasibility of telephone surveys through an independent company.

8.3.2 Satisfaction with repairs forms part of the Tenant Satisfaction Measures survey completed in May 2023 and November 2023, by an independent company. The TSM question focuses on repairs in last 12 months. 76% of customers surveyed in May 2023 and 79% surveyed in November 2023 were satisfied with the repair carried out in their home in the last 12 months. The combined result was 78% which is above median of 76% (comparison with other landlords by Acuity). Results were reported to TSG in March 2024 and will be submitted to the Regulator in April 2024.

## 8.4 Customer – compliments

Indicator	Target 2023-24	Amber Threshold	Jan-24	Feb-24	Mar-24
<b>Customer</b>					
Number of compliments received	n/a	n/a	3	1	4

8.4.1 We have been receiving compliments and the total for the year 2023/24 is 51. However, we are confident that many more compliments are received by staff but are not reported and logged formally. We are currently looking at a process to ensure compliments are captured and staff are given feedback to accurately reflect when there has been great service.

## 8.5 Customer – Overall Satisfaction

Indicator	Target 2023-24	Amber Threshold	Jan-24	Feb-24	Mar-24
<b>Customer</b>					
Overall tenant satisfaction (TSM Results)	77%	75%	73% (November survey)	73% (November survey)	73% (November survey)

8.5.1 During 2023 we have surveyed twice using an independent company, called Acuity, once in May and again in November to obtain our statistical sample. The combined May and November results show an overall satisfaction of 75% for the year.

8.5.2 Results from the last survey in 2023-24 were obtained in November 2023, 73% satisfaction. To provide context, the Housemark Pulse results for the first quarter of the year show 70% a median and 80% as upper quartile. A report presenting all TSM survey results was presented to TSG in March 2024 and will be reported again after the next survey in May 2024.

## 8.6 Customer – Call Statistics

Indicator	Target 2023-24	Amber Threshold	Jan-24	Feb-24	Mar-24
<b>Customer</b>					
Average wait time in the repairs queue	00:01:00	00:05:00	00:05:22	00:05:01	00:05:17
% of abandoned calls in the repairs queue	10%	10%	16%	15%	14%
Average wait time in the housing estates and tenancy queue	00:01:00	00:05:00	00:04:19	00:06:05	00:09:33
% of abandoned calls in the housing estates and tenancy queue	10%	10%	16%	22%	32%

8.6.1 Managing the volume of calls into the service continues to be a challenge as call waiting times for both repairs and tenancy and estates were consistently over 5 minutes on average throughout the quarter. Work is underway to put a new process in place which will change how calls are received into the service which should significantly improve our performance in this area.

8.6.2 Customer Services and Housing management teams meet regularly to review performance and identify training needs. The Housing phone lines are given priority over general calls to ensure the standard or performance remains within target as much as possible, although this is inevitably affected if there is staff absence.

## 8.7 Rent Recovery

Indicator	Target 2023-24	Amber Threshold	Jan-24	Feb-24	Mar-24
<b>Rent Recovery</b>					
True current tenant arrears at the end of the month%	2%	2.2%	1.55%	1.43%	1.44%
Total number of all evictions			0	1	0

8.7.1 Performance of recovery of current tenant arrears has continued to improve each quarter since June 2023. Success has been attributed to the stability, experience and hard work of the team in this area who have been able to successfully build a good relationship with tenants.

## 8.8 Supported Housing

8.8.1 We are unable to provide data on the percentage of tenants receiving annual reviews of support plans due to key staff absence.

## 8.9 Lettings and Voids

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Indicator	Target 2023-24	Amber Threshold	Jan-24	Feb-24	Mar-24
<b>Lettings and Voids</b>					
Average re-let time in calendar days (key to key)	45.9	50.5	58	83	74

8.9.1 Our void turn-around times continue to be a challenge for the service, and this continues to be a focus of the Voids and Lettings teams.

## 8.10 Housing Repairs

Indicator	Target 2023-24	Amber Threshold	Jan-24	Feb-24	Mar-24
<b>Housing Repairs</b>					
Completion of housing emergency repairs within 24 hours	100%	99%	100%	100%	100%
Completion of housing non-emergency repairs within timescale agreed with tenant (TSM RP02)	93%	90%	97.8%	98%	98.1%

8.10.1 Our performance remains consistent throughout this quarter and is on target in both emergency and non-emergency repairs.

## 8.11 Tenancy Management

Indicator	Target 2023-24	Amber Threshold	Jan-24	Feb-24	Mar-24
<b>Tenancy Management</b>					
Total New ASB cases in the month			21	18	11
Total number of ASB cases that were closed in the month			13	8	23
Number of ASB cases open on the last day of the month			87	97	85
Number of new ASB cases reported per 1,000 properties	2.08	2.29	3.58	3.22	1.97
Number of safeguarding referrals			7	12	4

8.11.1 **ASB** - Somerset Council ASB satisfaction 61% Nov 2023 (Acuity) - Top Quartile for 20 LAs, and 2nd quartile for Acuity 75 landlords.

The number of ASB cases has reduced from quarter 3, most significantly as we go into March 2024. The team have closed a high number of ASB cases which had previously been open.

**8.11.3 Safeguarding** – The number of safeguarding referrals remains low, totalling 23 for the quarter. This is consistent with the last quarter of 22 referrals. As with antisocial behaviour, we normally experience increased safeguarding referrals during the summer months and summer holiday period and then a reduction over the winter months, so this figure is to be expected.

## 8.12 Compliance

Indicator	Target 2023-24	Amber Threshold	Jan-24	Feb-24	Mar-24
<b>Compliance</b>					
% of housing dwellings with a valid gas safety certificate (LGSR) (TSM BS01)	100%		100%	100%	100%
% of housing dwellings with a valid electrical safety certificate (EICR)	100%		95.06%	95.27%	95.4%
% of housing communal areas with a valid electrical safety certificate (EICR)			100%	100%	100%
% of communal areas with all asbestos safety checks complete	100%		100%	100%	100%
% of communal areas with a Fire Risk Assessment (FRA) in place and FRA Review complete (where applicable)	100%		100%	100%	100%
% of communal areas with periodic water safety equipment checks complete	100%		100%	100%	100%
% of passenger lifts and through floor lifts with annual and 6 monthly service and inspection complete (TSM BS06)	100%		100%	100%	100%
Proportion of homes for which all required fire risk assessments have been carried out. (TSM BS02)	100%		100%	100%	100%
Proportion of homes for which all required legionella risk assessments have been carried out. (TSM BS04)	100%		100%	100%	100%
Carbon Monoxide Alarms	100%		100%	100%	100%

8.12.1 We are pleased to report 100% compliance for the indicators above, except for electrical safety.

8.12.2 Electrical safety certificates continue to demonstrate a month-on-month improvement. Although we haven't managed to achieve 100% compliance by the end of the financial year, it is heading in the right direction, and we are optimistic that we will be compliant in the early parts of the new financial year.

## 8.13 Asset Management

Indicator	Target 2023-24	Amber Threshold	Jan-24	Feb-24	Mar-24
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Asset Management					
Homes that do not meet the Decent Homes Standard	57	226	334	353	304
Target % Non-Decent Homes Compliance (TSM)	1%	4%	5.84%	6.18%	5.31%
Percentage of properties EPC C or above			68%	68%	68%

8.13.1 The Decent homes measure will be reported as part of the TSM measures to the regulator in June 2024. The percentage of non-decent homes has reduced consistently since quarter 2 and this continues to be a focus for the team.

8.13.2 The % of properties with EPC C or above will remain targeted at 100% EPC C by 2030 as per the strategy. There is no need for milestones until circa 2025/2026 when the final waves of grants will start to emerge, our data will be much more accurate, our capital programme will be making inroads into SAP scores through better 'U' value specifications of replacement heating, windows, doors and loft insulation. We are also not clear on the future requirements of the new decency standard which is pending release, and which may require social landlords to achieve a certain rating, and by default the government will need to enable this through subsidy or rent setting freedoms.

## 8.14 Development

8.14. The scorecard data for development is currently under review.

**Democratic Path:** Finance report is reported to Resources Scrutiny and Community Scrutiny and Executive committee meetings and Tenants Strategic Board – 25th March 2024.

**Reporting Frequency: Quarterly**

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## Tenants' Strategic Group – 25/3/24

### Name of Report:

### Final Lessons learnt from recent flooding of HRA properties in Wellington

Report Author: Simon Lewis, Head of Housing, Income and Tenancy Management;  
Ian Candlish, Head of Property Services

#### 1. Executive Summary / Purpose of the Report

During an evening of the week commencing 18<sup>th</sup> September 2023, heavy rain resulted in localised flooding that affected 19 HRA (Housing Revenue Account) properties in Wellington, primarily 17 bungalows at Bovet Street, as well as two houses at Oaken Ground.

A report was brought to Tenants' Strategic Group on 27<sup>th</sup> November 2023 providing an overview of lessons learnt. The group were asked to note the report and the progress being made to improve our approach to responding to flood incidents and to provide any comments and questions.

Tenants Strategic Group have now requested to see the final product from this piece of work. This comprises of a flow-chart and action plan.

#### 2. Reminder of findings from Interim Report

What went well:

- Excellent response on the night and during the following days, where officers were on the ground daily, supporting every affected household
- Excellent cross-working between Property Services and Tenancy Services, coordinating our support to tenants
- Supportive and caring approach which was customer focussed and empathetic.
- Elected to cover the costs of carpet replacement and removal of furniture during cleaning, as many tenants would have struggled to afford this.
- Officers went above and beyond, many volunteering and working anti-social hours and showing agility and flexibility to find solutions
- Dehumidifiers were provided to all properties early in the process and we committed to pay excess heating and electricity costs for their use.
- Creative support solutions identified for complex tenants bringing in other agencies as needed. For example, one very elderly tenant was partially sighted and had support needs and needed decant; we also had examples of people with significant hoarding and other tenants struggling with their mental health – all of whom required sensitive support to meet their needs.
- Regular communication with those displaced and with their properties being prioritised to be made ready to return.
- Daily project meetings taking place and communications to tenants, with people on site every day meant our communications was clear and frequent.
- We identified a cost effective, empathetic contractor to undertake the removal and cleaning works required for each property.

What could have gone better:

- Having a clear process, allocated coordinator and allocation of resource for a significant event like this, including backfill / reprioritisation of work from the start and ensuring a rota of officer to avoid burn-out.
- Better anticipation of the sheer amount of work this would entail.
- Ability to get hold of Deane Helpline and for them to bring in support was limited.
- A wider list of officers available for call out in an emergency, particularly when bad weather is forecast.
- Needed a single point of contact to be responsible for identifying works required. In practice actions were being identified by officers on the ground and being phoned in by tenants which duplicated work.
- Understanding of insurance arrangements and earlier involvement of the Council's insurance agency (note self insurance requires service to take all responsibility for works and repairs)
- Ability to secure temporary accommodation was a significant challenge and needs to be easier
- A necessity to have professional, accredited cleaning and sanitisation of properties earlier in the process, which is certified.
- Necessity for dry certificates to evidence that property is dried.
- Few tenants had contents insurance and we require clearer principles on what the HRA will pay for when tenant does not have contents insurance – for future cases. This needs to align to a hardship policy and fund. Note our current position sends out mixed messages.
- A clearer position on when we would insist on a decant, normally when the property or a person is at risk by staying in their home. Most incidents where water has entered a property will require a decant.
- Clearer guidance on our position when tenant refuses to leave or to use dehumidifiers, or for contaminated carpets to be removed. Legal Services has advised that a signed disclaimer would not suffice.

### **3. Follow-up to Incident and next steps**

We held lessons learnt meetings with a cross-section of staff and services involved in the incident and developed a flowchart setting out the ideal process flow for future flooding incidents. We also intend to adapt this for other similar events such as fire. The process flowchart will be accompanied by prompt lists for staff involved in future incidents to aid them in what is required.

[Guidance - Flooding Visio.pdf - All Documents \(sharepoint.com\)](#)

Accompanying this flow-chart was an action plan which was approved by HSMT. A separate meeting took place with Property Services to identify properties and addresses that are prone to flooding to agree appropriate mitigation measures that can be put in place to reduce the risk of future flooding and / or limit the extent of damage caused. This includes improvement to drainage, guttering and downpipes and engagement of specialist flood consultants to assess other measures.

The Action Plan set out the following actions:

## Action Plan as at February 2024

Action	Owner	Target Date	Progress
List of Contacts/ Directory, including the 'Next Level Up' for Duty Managers and Kilkenny	SM	15/3/24	KF merging our two rotas together. SL to then ensure this is added to Somerset Council directory and this to be shared with all our duty managers
Create accommodation providers list including those for pets and the approved providers	TK	Tbc	TK currently off work, but will set new target date on return
Create contact list of Housing staff who consent to being called out for additional support if needed	SL	Complete	This has been shared with Civil Contingencies to make available as part of action 1.
Obtain clarity on how Duty Manager can trigger Civil Contingencies (e.g. rest centre) if needed	SL	Complete	Flowchart updated to show this. Duty Officer can request to speak with CCU Duty Manager to discuss wider civil contingencies support, through Kilkenny line.
Agree principle for additional DLO staff to be paid on call when amber/ red weather alerts	IC	In progress	Principle agreed – implementation underway.
Obtain clarity on powers to decant & potential change to Tenancy Policy	SB	Complete	We have obtained legal advice and cannot enforce a decant, but need to try and persuade
Permanent placement of 4x4 vehicle at DLO	OW	Complete	This has been relocated to Depot
Vehicle on standby with sandbags for emergencies	OW	Complete	A compromise with vehicle always available and pallet of sandbags ready to load on
Create a dedicated line for staff to return calls to Kilkenny to ensure access AND establish principles of Kilkenny booking & paying for accommodation if required as they have P card	SL	Complete	G Allgood has confirmed that P Cards are in place and that new line is now in place and operational
Create 'Safety & Compliance checklist' for Snagging Co-ordinator	OW	Complete	Uploaded to document site

Check position on insurance for transferring tenants in Council vehicles during emergencies (e.g. to hotel or rest centre)	IC / OW	Ongoing	Insurance position checked – Risk Assessment being produced. Confirmation that this is allowed, assuming appropriate risk assessments in place. OW to write a generic risk assessment for this scenario
Advocate to ASC EDT service to support SC tenants by booking hotel accommodation on behalf of Housing on night of incident (rather than Duty Mgr needing to)	SL	Ongoing	ASC have said they are unable to resource this but I have appealed and asked that this decision be revisited
Source more dehumidifiers (Depot has limited supply)	OW	Complete	Facilities Management have a number they can loan out, plus we have other contractors who can provide these
Source contract for contamination testing and cleaning / sanitisation and dry certificate	OW	In progress	OW is chasing this up through Procurement
Check whether contents insurance can be included for all tenants and included within service charge	SL	Complete	Checked. No, this is not possible
Roll out procedures and training to Duty Managers, new people on rota, Civil Contingencies and Kilkenny	SL / SB	Complete	
Create Flood Incident SharePoint Site to store documents.	SL / CD	Complete	<a href="#">Guidance - Flooding Response - All Documents (sharepoint.com)</a>
Collate suite of letters from last incident for flooding sharepoint site. <a href="#">Guidance - Flooding Response - All Documents (sharepoint.com)</a>	FD	Complete	Letters added
Add list of meeting halls and locations to Sharepoint Site, to use in case of emergencies	FD	Complete	<a href="#">Meeting Halls (sharepoint.com)</a>
Consider whether guest rooms can be brought back into use as possible sources of	IC	In progress	Option appraisal process underway

accommodation in emergency (i.e. survey and undertake cost analysis)			
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**4. Recommendations**

The Tenants' Strategic Group is asked to note the Flow Chart and progress on the Action Plan and to provide any comments and questions.

**3. Background and Full details of the Report (insert here)**

As set out above

**4. Risk Assessment (if appropriate)**

A risk assessment is not required to accompany this report.

**5. Are there any Finance / Resource, Legal implications directly to do with this report?**

There are no quantifiable financial implications known yet in relation to the recommendations in this report. However, there will be some capital costs that come as a result of the related work to put in place flood mitigation measures to properties at risk. This will be considered and added to the Capital programme which is approved through the normal budget-setting process.

**6: Are there any Equality and Diversity Implications?**

There are no equality implications directly to do with this report

**7. Are there any Data Protection Implications?**

There are no data protection implications directly to do with this report

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