



# Wolverhampton Homes

## Open Board Meeting

20 December 2019

**Time** 9.30 am      **Public Meeting?** YES      **Type of meeting** Wolverhampton Homes  
**Venue** WV Active Alderley, Aldersley Road, Wolverhampton, WV6 9NW

### Membership

Parveen Brigue  
Victor Browne  
Angela Davies  
Hajrija Dergic  
Steve Finegan  
Joy McLaren  
Linda Middleton  
Councillor Lynne Moran  
Councillor Rita Potter  
Councillor Zee Russell  
Councillor Paul Singh

### Information

If you have any queries about this meeting, please contact Maya Dhanda:

**Contact** Maya Dhanda  
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Copies of other agendas and reports are available from:

**Website** <https://wolverhamptonintranet.moderngov.co.uk>  
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# Agenda

- | <i>Item No.</i> | <i>Title</i>  |
|-----------------|---|
| 1               | <b>Apologies</b>  |
| 2               | <b>Declarations of interest</b>   |
| 3               | <b>Minutes of the previous Annual General Meeting - 27 September 2019 (Pages 3 - 8)</b> |
| 4               | <b>Matters arising</b>  |
| 5               | <b>Minutes of the previous Open Board Meeting - 27 September 2019 (Pages 9 - 12)</b>    |
| 6               | <b>Matters arising</b>  |

## **FOR DECISION**

- |   |  |
|---|--|
| 7 | <b>Board and Committee Schedule of Dates 2020 - Nicky Devey, Head of Business Services (Pages 13 - 16)</b> |
|---|--|

## **FOR INFORMATION**

- |   |   |
|---|---|
| 8 | <b>Rents and Service Charges 2020 - 2021 - Darren Baggs, Assistant Director - Housing (Pages 17 - 22)</b> |
| 9 | <b>Chief Executive Report - Shaun Aldis, Chief Executive (Pages 23 - 52)</b>                              |

# M INUTES



**Meeting:** ANNUAL GENERAL MEETING  
**Date:** FRIDAY 27 SEPTEMBER 2019  
**Venue:** WV ACTIVE, ALDERSLEY ROAD, WOLVERHAMPTON, WV6 9NW  
**Time:** 9:30 AM

## **Members in attendance:**

Angela Davies	-	Interim Chair of the Board
Steve Finegan	-	Interim Vice Chair of the Board
Satvinder Goraya	-	Board Member
Joy McLaren	-	Board Member
Kevin Fearon	-	Board Member
Peter Knight	-	Board Member
Councillor Paul Singh	-	Board Member
Councillor Lynne Moran	-	Board Member
Councillor Zareena Russell	-	Board Member
Parveen Brigue	-	Board Member
Matthew Green	-	Board Member

## **Staff in attendance:**

Shaun Aldis	-	Chief Executive
Jan Lycett	-	Director of Business Support Annual Strategic Financial Arrangements Report
Angela Barnes	-	Assistant Director – Housing Options
Kevin Manning	-	Assistant Director – Property
Darren Baggs	-	Assistant Director – Housing
Nicky Devey	-	Head of Business Services
Catherine Stewardson	-	Business Assurance Manager Confirmation of Board Membership Report Election of Chair / Vice Chair
Jessica Whitehouse	-	Business Assurance Officer

**City of Wolverhampton representative:**

Kate Martin - Director of City Assets and Housing

**Observers in attendance:**

Graham Childs - Representative of Wolverhampton Federation of Tenants Association  
Lakhwinder Sahota - Housing Strategy & Development Support Officer, City of Wolverhampton Council

<b>1.0</b>	<b>Apologies</b> <ul style="list-style-type: none"><li>- Councillor Peter Bilson</li><li>- Councillor Rita Potter</li><li>- Linda Middleton – Board member</li></ul>	
<b>2.0</b>	<b>Declarations of Interest</b> <p>Tenant related issues – Angela Davies and Joy McLaren. Noted with interest, allowed to remain and join in the debate.</p>	
<b>3.0</b>	<b>Minutes of previous Annual General Meeting - 14 September 2018</b> <p>Minutes of the previous meeting were agreed as a true record.</p>	
<b>4.0</b>	<b>Matters arising</b> <p>There were no matters arising.</p>	
<b>5.0</b>	<b>Kate Martin, Director of City Assets and Housing, City of Wolverhampton Council (CWC)</b> <p>Kate Martin was introduced to the Board.</p> <p>Board were given an overview of the strategic direction of CWC in regard to the Council’s housing priorities for the next 12 months including:</p> <p><u>Housing Strategy</u></p> <p>The new Housing Strategy was highlighted and is now in the final stage of public consultation, which once agreed will set the direction for city housing until 2024. The vision for the city is ‘A better home for all’ and Wolverhampton Homes are one of the key delivery partners alongside the Tenant Management Organisations and WV Living.</p> <p>The key strategic objectives within the strategy are:</p>	

### A Secure Home for All

Incorporating rough sleeping, temporary accommodation, homelessness, move on arrangements and NHS partners. It was confirmed that CWC are aiming to keep the average rough sleeper figures between 0 and 10 with the aim to be supporting all rough sleepers in the City into accommodation.

### Temporary Accommodation

CWC are looking at options of how this provision can be strengthened including Wolverhampton Homes utilising assets that are owned by the City.

### New and Supported Accommodation

Working towards joint adult health and social care initiatives and for Wolverhampton Homes to be linked into this offer.

### Sustainable Funding

Working to securing more sustainable funding in particular around rough sleepers. Thanks were given to WH for its contributions to the rough sleeping agenda. It was noted that there has been a significant drop in recorded rough sleepers over the last 12 months (from 45 down to single figures).

### More and Better Homes

There are plans in place for a range of new homes including a continuation of the small site development work that is undertaken by WH on behalf of CWC. Estate redevelopment continues to be a priority as demonstrated by the long-term Heath Town project. CWC are also committed to reviewing the affordable warmth agenda.

### Safer and Healthier Homes

There is a national building safety programme and it is important that CWC continue to respond to this. WH are leading the way in this area, as demonstrated by the planned infrastructure programme, which will include the installation of sprinklers.

CWC are also working with private sector partners and enforcement has been taken on some privately-owned high-rise blocks to ensure they meet the safety standards required.

### Climate Change

CWC have made a political commitment to the climate change agenda by signing up for CWC to become carbon neutral by 2028. CWC's challenge to WH is to how they too move towards becoming a greener company in order to contribute towards this agenda. CWC Executive

	<p>Team have begun scoping areas to focus on including green buildings, recycling, renewable technology and the use of solar power.</p> <p><b>Action: Update on areas detailed above to be included as an agenda item at the 2020 AGM</b></p>	<b>JW</b>
<b>For Decision</b>		
<b>6.0</b>	<p><b>Annual Strategic Financial Arrangements - Jan Lycett, Company Secretary</b></p> <p>Jan Lycett presented this item.</p> <p>The annual financial arrangements and letter of representation were detailed, including the proposal to use the services of Grant Thornton as the External Auditors for WH for the life of the Business Plan 2019 – 2023.</p> <p><b>Resolved: Board members approved:</b></p> <ol style="list-style-type: none"> <li><b>1. The Financial Statements – 2018 – 2019</b></li> <li><b>2. The Letter of Representation</b></li> <li><b>3. The appointment of Grant Thornton as the external auditors for the period April 2019 to March 2023 (in line with the Wolverhampton Homes Business Plan)</b></li> </ol> <p><b>The shareholder ratified the following decisions and documents:</b></p> <ol style="list-style-type: none"> <li><b>1. Financial Statements – 2018 – 2019</b></li> <li><b>2. Letter of Representation</b></li> <li><b>3. Confirmation of the appointment of Grant Thornton as the external auditors for the period April 2019 to March 2023</b></li> </ol> <p>Graham Childs – representative of Wolverhampton Federation of Tenants Association left the meeting.</p>	
<b>7.0</b>	<p><b>Confirmation of Board Membership - Catherine Stewardson, Business Assurance Manager</b></p> <p>Catherine Stewardson presented this item.</p> <p><b>Resolved: The shareholder confirmed the membership of the Board as detailed in this report.</b></p> <p>Thanks were given to retiring Board Members Kevin Fearon and Peter Knight for the work they have contributed as Board members over their terms in particular for their membership on the Resources Committee.</p>	

<p><b>8.0</b></p>	<p><b>Electing the Chair - Catherine Stewardson, Business Assurance Manager</b></p> <p>Catherine Stewardson presented this item.</p> <p>Angela Davies confirmed her expression of interest in taking up the role of Chair of the Board.</p> <p>This was formally proposed by Steve Finegan and seconded by Councillor Zareena Russell.</p> <p>This was unanimously agreed by the wider board.</p> <p><b>Resolved: Angela Davies confirmed as Chair of Wolverhampton Homes' Board.</b></p>	
<p><b>9.0</b></p>	<p><b>Electing the Vice Chair - Catherine Stewardson, Business Assurance Manager</b></p> <p>Catherine Stewardson presented this item.</p> <p>Steve Finegan confirmed his expression of interest in taking up the role of Vice Chair of the Board.</p> <p>This was formally proposed by Councillor Lynne Moran and seconded by Councillor Paul Singh.</p> <p>This was unanimously agreed by the wider board.</p> <p><b>Resolved: Steve Finegan confirmed as Vice Chair of Wolverhampton Homes' Board.</b></p>	
<p><b>10.0</b></p>	<p><b>Any other Business</b></p> <p>Date of next AGM meeting 2020 to be confirmed as part of the annual Board and Committee schedule.</p>	

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# M INUTES



**Meeting:** OPEN BOARD MEETING  
**Date:** FRIDAY 27 SEPTEMBER 2019  
**Venue:** WV ACTIVE, ALDERSLEY ROAD, WOLVERHAMPTON, WV6 9NW  
**Time:** 10:30 AM

## **Members in attendance:**

Angela Davies	-	Chair of the Board
Steve Finegan	-	Vice Chair of the Board
Satvinder Goraya	-	Board Member
Joy McLaren	-	Board Member
Councillor Paul Singh	-	Board Member
Councillor Lynne Moran	-	Board Member
Councillor Zareena Russell	-	Board Member
Parveen Brigue	-	Board Member
Matthew Green	-	Board Member

## **Staff in attendance:**

Shaun Aldis	-	Chief Executive
Jan Lycett	-	Director of Business Support
Angela Barnes	-	Assistant Director – Housing Options
Kevin Manning	-	Assistant Director – Property
Darren Baggs	-	Assistant Director – Housing
Nicky Devey	-	Head of Business Services
		Governance Structure Changes Report
Catherine Stewardson	-	Business Assurance Manager
Jessica Whitehouse	-	Business Assurance Officer

## **Observers in attendance:**


Lakhwinder Sahota	-	Housing Strategy & Development Support Officer, City of Wolverhampton Council
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1.0	<p><b>Apologies</b></p> <ul style="list-style-type: none"> <li>- Councillor Rita Potter</li> <li>- Linda Middleton – Board member</li> </ul>	
2.0	<p><b>Declarations of Interest</b></p> <p>Tenant related issues – Angela Davies and Joy McLaren.</p> <p>Noted with interest, allowed to remain and join in the debate.</p>	
3.0	<p><b>Minutes of previous Open Board Meeting - 5 July 2019</b></p> <p>Minutes of the previous meeting were agreed as a true record.</p>	
4.0	<p><b>Matters arising</b></p> <p><u>Modern Slavery Statement</u></p> <p>It was confirmed that the modern day slavery statement was reviewed in line with the CWC statement.</p> <p><b>Action outstanding - Page 19 of the Modern Slavery Statement Report to include detail of the responsibilities for day to day delivery and compliance of the organisation</b></p> <p><u>Health and Safety</u></p> <p>Board were advised that going forward, Health and Safety reports now include a column detailing the cause of fires.</p>	<p><b>JL</b></p>
<p><b>For Decision</b></p>		
5.0	<p><b>Governance Structure Changes - Nicky Devey, Head of Business Services</b></p> <p>Nicky Devey presented this item.</p> <p><u>New Governance Structure</u></p> <p>The new governance structure and associated terms of reference were detailed with confirmation of implementation from January 2020.</p> <p><u>Scrutiny</u></p> <p>Discussion was held in regard to the review of WH's scrutiny arrangements. It was confirmed that the services of Tenant Participation Advisory Service will be used to support the new scrutiny model being established.</p>	

	<p>It is intended that once the tenant scrutiny group is in place, they will have the option of accessing an independent person to support them to use this group to its best effect.</p> <p>It was also noted by Board the importance for customers to have direct access to the Board. The challenge for WH is to ensure inclusion of the wider customer base to ensure representation from every area.</p> <p><u>Board Forward Plan – Dates and Agenda Setting</u></p> <p>Board members welcomed the introduction of a 12-month forward plan of agenda items, this was seen as a positive step forward. Board were informed that they will be able to contribute to the Board and Committee Agenda content, which will provide a transparent access all areas approach.</p> <p><b>Resolved: Board members:</b></p> <ol style="list-style-type: none"> <li><b>1. Agreed to adopt the new Governance Structures on the decision that this is reviewed in 12 months:</b> <ul style="list-style-type: none"> <li>• <b>Board</b></li> <li>• <b>Business Assurance Committee</b></li> <li>• <b>Communities and Service Delivery Committee</b></li> </ul> </li> <li><b>2. Agreed the associated Terms of Reference</b></li> </ol>	
<p><b>6.0</b></p>	<p><b>Any other Business</b></p> <p>Date of next meeting to be confirmed as part of the annual Board and Committee schedule.</p>	

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# Board Report

	<b>Agenda Item 7</b>
	<b>20 December 2019</b> <b>Board and Committee Schedule of Dates 2020</b>
	<b>Open Report</b>
<b>Status:</b>	For Decision
<b>Author and job title:</b>	Nicky Devey, Head of Business Services
<b>Contact No:</b>	01902 550472
<b>Recommendations:</b>	<b>Board are asked to agree the Board and Committee schedule of dates for 2020</b>
<b>Key risks and contentious issues:</b>	<p>The delivery of Wolverhampton Homes Board and Committee meetings ensures effective governance arrangements are in place in line with the company's Articles of Association.</p> <p>There is a need to ensure that meetings are quorate to allow Board members to be able to discharge their responsibilities; make strong and effective strategic decisions and to hold the Senior Management Team to account for the operational delivery Wolverhampton Homes business.</p> <p>It is imperative that Board and Committees meetings are held regularly to ensure timely decision making and information sharing, in order for the company to be supported and monitored in its delivery of its Business Plan and strategic objectives.</p>

## **Management Summary**

### **1.0 Purpose**

- 1.1 This report follows on the agreed changes to the governance structure, which was agreed by Board in May 2019.
- 1.2 The provisional Board and Committee dates for 2020 are listed at Appendix 1.

### **2.0 Background**

- 2.1 The Board and Committees are required to meet at regular intervals and to be quorate in line with the Company's Articles of Association.

### **3.0 Financial and value for money implications**

- 3.1 There are no proposals within this report that have financial and value for money implications.

### **4.0 Legal implications**

- 4.1 To ensure that the Board of Wolverhampton Homes operates within the company's governance requirements and meets its legal obligations.

### **5.0 Human resources implications**

- 5.1 There are no proposals within this report that have human resources implications.

### **6.0 Health and safety implications**

- 6.1 There are no proposals within this report that affect health and safety.

### **7.0 Equalities implications**

- 7.1 There are no proposals within this report that affect equalities implications.

### **8.0 Impact on the environment and community**

- 8.1 There are no proposals within this report that impact on the environment and community.

## **9.0 Long term consequences for the company**

9.1 Providing a planned and consistent approach will ensure business decisions are presented and considered appropriately and in a timely manner by the Board and Committees.

## **10.0 Impact on business relationships with suppliers, customers and others**

10.1 This will ensure Wolverhampton Homes is complying with the management agreement with City of Wolverhampton Council in fulfilling its governance and business requirements.

## **11.0 Impact on Wolverhampton Homes' Management System**

11.1 If yes and approved by board members, update to go on the management system by:

Date: 31/12/2019

Officer responsible: Cathy Stewardson

## **12.0 List of Appendices**

12.1 Appendix 1: Board and Committee schedule of dates 2020

## Appendix 1: Board and Committee schedule of dates 2020

<b><u>Board Strategy Away Meetings</u></b>	
Thursday 23 April 2020	12:30pm
Thursday 9 July 2020	12:30pm
Thursday 1 October 2020	12:30pm


<b><u>Board Meetings</u></b>	
Friday 31 January 2020	9.30am
Friday 24 April 2020	9.30am
Friday 10 July 2020	9.30am
Friday 2 October 2020 (including Annual General Meeting)	9.30am

<b><u>Business Assurance Committee</u></b>	
Wednesday 12 February 2020	9:30am
Wednesday 20 May 2020	9:30am
Wednesday 5 August 2020	9:30am
Wednesday 4 November 2020	9:30am

<b><u>Communities and Service Delivery Committee</u></b>	
Wednesday 11 March 2020	9:30am
Wednesday 25 June 2020	9.30am
Wednesday 9 September 2020	9.30am
Wednesday 2 December 2020	9.30am



# Board Report

	<b>Agenda Item 8</b>
	<b>20 December 2019</b> <b>Rents and Service Charges 2020 - 2021</b>
	<b>Open Report</b>
<b>Status:</b>	For Information
<b>Author and job title:</b>	Darren Baggs, Assistant Director – Housing
<b>Contact No:</b>	01902 552956
<b>Recommendations:</b>	<b>Board members are asked to note the contents of the report</b>
<b>Key risks and contentious issues:</b>	<p>The report identifies the:</p> <ul style="list-style-type: none"> <li>• Proposal to increase rent costs by Consumer Price Index (CPI) + 1% = 2.7% from April 2020</li> <li>• Proposed increases to be applied to all housing and garage rent accounts</li> <li>• No increase to tenant service charges, other than incremental rises to achieve full cost recovery of the concierge service charge at Chetton Green and Boscobel high rise estates</li> </ul>

## Management Summary

### 1.0 Purpose

- 1.1 This report sets out the rent and service charge consultation process undertaken by Wolverhampton Homes (WH) for rent setting from April 2020, together with the proposals being considered.
- 1.2 To identify to Board the feedback received from consultations, and how the City of Wolverhampton Council (CWC) Housing Strategy Team will subsequently include this within their report and the final recommendations for Cabinet in early 2020.

### 2.0 Background

- 2.1 As part of Council's commitment to involving tenants and other service users in the management of housing services, Wolverhampton Homes were asked to lead on undertaking consultation with tenants and leaseholders for 2020 - 2021. The consultation also included a presentation to Wolverhampton Federation of Tenants Associations (WFTA) and a further presentation to CWC's managing agents.
- 2.2 During consultations, tenants and leaseholders were reminded that, when making decisions about future rent strategy, the Council needs to ensure that it accurately forecasts the cost of managing and maintaining the Council Housing Stock. This includes maintaining decent homes, delivering capital work programmes, undertaking repairs or improvements, as well as achieving the maximum number of new build council homes. Fire safety and high-rise infrastructure works remain a key driver and focus for CWC and Wolverhampton Homes, highlighted by the programme of sprinkler system installations in all WH managed high rise accommodation.

<b>Dates of consultations and venues</b>	
<b>Date</b>	<b>Venue</b>
24 October 2019	Whitmore Reans Get Together
30 October 2019	Wednesfield / Low Hill Get Together
6 November 2019	Heath Town Get Together
18 November 2019	Wolverhampton Federation of Tenants Association

### 3.0 Rent Policy

- 3.1 In 2016, the Government required social landlords to reduce their rent costs by 1% each year for four years (the 'social rent reduction') as part of the Welfare Reform and Work Act 2016. The intention was to include the Social Housing Sector in helping to reduce the deficit and to reduce costs for tenants paying all or part of their rent.
- 3.2 In October 2017, the Government announced its intention to set a long-term rent deal for both local authority landlords and housing associations.
- 3.3 The Regulator of Social Housing set a new rent standard to take effect from April 2020, permitting annual rent increases on both social rent and affordable rent properties of up to a CPI of plus 1% from 2020, for a period of at least five years.

#### 4.0 CWC Rent and Service Charge Proposals

- 4.1 The rent and service charge presentation identified forecast Housing Revenue Account (HRA) expenditure for 2020 - 2021 at £95.7m.
- 4.2 A proposal to increase rents (homes and garages) Consumer Price Index (CPI) + 1% = 2.7% by September 2019.
- 4.3 It is proposed to leave service charges at 2019 - 2020 levels. The only variation to this proposal relates to previously agreed incremental concierge service charges at Chetton Green and Boscobel high-rise blocks, and until full cost recovery is reached. The following table identifies the full suite of service charges to CWC tenants:

Charge	2019 - 2020 £p.w.	2020 - 2021 £p.w.	£ pw Increase	Total Income (£000)	Cost Recovery %
Concierge with CCTV (Phased)	5.36	7.36	2.00	72	78
Concierge with CCTV (full cost recovery)	7.36	9.43	2.07	64	100
Concierge with CCTV	9.43	9.43	-	1,231	100
District Heating Maintenance	4.33	4.33	-	284	100
Communal Cleaning	3.12	3.12	-	335	100
Former Sheltered Schemes Communal Facilities	2.88	2.88	-	93	100
Digital TV	0.62	0.62	-	211	100
Heating Improvement Charge – Gas	3.85	3.85	-	3,530	100
Heating Improvement Charge – Electric	0.96	0.96	-	128	100
Fencing	1.92	1.92	-	257	100

4.4 The rent and service charge presentation forecast Housing Revenue Account (HRA) income of £95.7m, based upon a 2.7% rent increase from April 2020 and tenant service charges remaining at 2019 - 2020 levels.

## **5.0 Consultation comments and feedback**

5.1 Whitmore Reans Get Together – Generally well received with feedback relating to current rent reductions and acceptance that it would come to an end at some point. Concern that despite a relatively small increase proposed it would still impact upon tenants experiencing hardship and who are reliant upon foodbanks.

5.2 Wednesfield and Low Hill Get Together – Acceptance that rent and service charges would need to increase after period of reductions. Challenge towards title of ‘consultation’, as some felt their input would have little or no impact upon final decisions made.

5.3 Heath Town Get Together – An element of scepticism was received and implied that the consultation was meaningless, as no matter what was said there would be no impact upon the outcome. Welcomed the development and regeneration upon the Heath Town estate and the importance of how income collected afforded the work being delivered.

5.4 Wolverhampton Federation of Tenants Associations (WFTA) – Acceptance of the presentation, some challenge in terms of the 2.7% rent increase. Meeting wanted to explore in more detail on the calculations and methodology associated with service charges, although the presentation identified there were no intentions to increase service charges other than those rising incrementally to achieve full cost recovery.

Specific attention was drawn to ‘Facility Charges’ and what was felt as inequality for residents of flatted accommodation, with focus upon laundry usages and token costs. The subject of heating charges was also raised with a number of representatives expressing dissatisfaction in the charge for electric storage heaters and lack of programmed investment for replacements.

There was some discussion for future slides to be more detailed and to show clearly the income received from leaseholders (major works and service charges).

5.5 Attendees at each of the consultation events were asked to indicate by show of hands agreement towards the proposal to increase rents by 2.7% from April 2020, with tenant service charges remaining the same (other than estates where incremental rises were identified), the results were:

- For = 3
- Against = 46
- Abstained = 54

5.6 Feedback from the consultation has been shared with CWC for inclusion in the final report to Cabinet early 2020.

## **6.0 Finance and Value for Money**

- 6.1 The HRA provides all managing agents in the City with the management fee to deliver services agreed with CWC, and the undertaking of all revenue and capital projects. The proposals forecast balanced HRA income and expenditure expectations for 2020 - 2021.
- 6.2 The proposal to increase rents by 2.7%, may impact upon those in receipt of benefits, however, Government have indicated the current benefit freeze will come to an end, allowing rises from April 2020.
- 6.3 Wolverhampton Homes Income Team will be available for all tenants experiencing financial hardship or requiring financial support.

## **7.0 Health and safety implications**

- 7.1 There are no Health and Safety implications identified as a result of this report.

## **8.0 Equalities implications**

- 8.1 An Equalities Impact Assessment (EIA) is not required for this process.

## **9.0 Impact on the environment and community**

- 9.1 Investment to maintain CWC's housing stock is imperative to support the health and wellbeing of the City's tenants and leaseholders. It is therefore essential to reflect the costs and associated increases where necessary, to enable and ensure core functions are delivered, whilst supporting CWC's housing strategy and growth ambitions.

## **10.0 Long term consequences for the company**

- 10.1 WH will continue to provide a wide range of services and functions as identified within the Management Agreement held with CWC. A core component of the services delivery by WH on behalf of CWC is the effective management and collection of current rents and arrears including former tenant rent and service charge arrears. Any reduction in the performance of rent collections has the potential to impact upon both capital and revenue work programmes.

## **11.0 Impact on business relationships with suppliers, customers and others**


- 11.1 There is no impact on business relationships with suppliers, customers and others identified.

## **12.0 Impact on the Wolverhampton Homes' Management System**

- 12.1 If proposals to increase rents by 2.7% are supported by the Cabinet of CWC, there will be a period of updating rents and service charges accounts (where applicable), for all council owned social housing properties in the City.

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# Board Report

 <p>WOLVERHAMPTON HOMES</p>	<p style="text-align: right;"><b>Agenda Item 9</b></p> <p><b>20 December 2019</b> <b>Chief Executive Report</b></p>
	<b>Open Report</b>
<b>Status:</b>	For Information
<b>Author and job title:</b>	Shaun Aldis, Chief Executive
<b>Contact No:</b>	01902 552956
<b>Recommendations:</b>	<b>Board members are asked to note the contents of the report.</b>
<b>Key risks and contentious issues:</b>	The Chief Executive report is intended to ensure that the Board is kept informed of issues affecting Wolverhampton Homes and where necessary to approve the decisions and actions proposed by the Chief Executive and the Senior Management Team.

## Information items

### 1.0 Allocations Policy

- 1.1 The formal consultation period on the proposed changes to the City of Wolverhampton Council's Housing Allocations Policy has now closed. Feedback from a range of stakeholders including the public, applicants registered with Homes in the City and elected members has now been collated and considered. Colleagues within the City of Wolverhampton Council's Housing Strategy Team have briefed the Better Homes Board (December 2019) on the outcomes of the consultation exercise, along with a summary of the proposed policy changes and a timetable for the implementation of the new policy (pending Cabinet approval).
- 1.2 The proposed Allocations Policy will be presented to the council's Scrutiny and Cabinet during Quarter 4 of this financial year. Initial meetings have been undertaken with the System Development Team at Wolverhampton Homes to look at how the NPS system will need to be redesigned to accommodate the proposed changes. The project as a whole remains on target.

### 2.0 100 Years of Housing Update

- 2.1 2019 marked 100 years since the passing of the 1919 Addison Act, which is regarded as a key date in the history of council housing. Wolverhampton Homes took the opportunity to celebrate the achievements of council housing over the past hundred years and to showcase some of the new initiatives and ongoing contributions of the sector. Wolverhampton Homes together with the City of Wolverhampton Council, arranged events and awareness raising activities to take place throughout the year.
- 2.2 In Spring 2019, Tenants and residents were asked for their ideas of how they would like to mark the occasion. We had more than 50 ideas generated, from small scale community events to lasting reminders of the centenary. These ideas formed the basis of the calendar of events which took place throughout the year.
- 2.3 A corporate communications campaign was undertaken to support the celebrations, including:
  - Internal communications via Yammer and Chief Executives Briefings to encourage staff to take part in the events
  - Use of web site and social media channels to inform the public and raise awareness
  - 4 small scale community events (reach estimate 1000 people)
  - 7 large scale community events (reach estimate 5000 people)
  - Commemorative Video
  - 1 competition in a local newspaper – design an advert for a council house in 100 years' time
  - Photo competition – pop up booth in 1920s costume
  - 3 One Stop Shops decorated with centenary branding



- 100 Trees planted across the city
- International Day of Older People – 100 longest serving tenants received a home visit with commemorative mug and card
- Tea with the Mayor and our partners hosting 4 centenarians of Wolverhampton and their families.

2.4 We estimate in all that at least 7,000 people were reached and actively engaged through these combined activities, with additional reach via:

- 21,490 people reached on Facebook
- 104 videos views
- 728 Facebook engagements
- 685 Twitter likes, comments & retweets
- 145 views on the WH website
- 19,673 people reached on Twitter

### **3.0 Communications Update**

3.1 The summer was a whirlwind of community events including celebrations for the 50th anniversary of Heath Town, which were a great opportunity to showcase the progress of the regeneration project.

Local school children entered our competition in the Express & Star to design a council house of the future. We received a royal visit from His Royal Highness the Duke of Gloucester who helped us to bury a time capsule on the estate for future residents to find.

3.2 At the end of the year we launched our new customer magazine, Homes Talk - see Appendix 1: Homes Talk – December 2019. This will be published twice a year with community news and updates. The new magazine replaces the separate publications that used to be published for tenants and leaseholders and we'll be gathering feedback and content ideas for the next issue to make sure that it is really focused around what it is important to our customers.

3.3 Internally within Wolverhampton Homes, we launched a new intranet to improve engagement and add efficiencies to some of our standard business processes.

We developed corporate 'roadmaps' to embed our key objectives, covering Corporate, Business Support, Housing Options, Housing and Property.

Full use has been made of the new digi-screens in our refurbished offices to welcome new colleagues and share company information. We also introduced colleagues to Skype meetings through monthly Chief Executive briefings.

Over the last few years we have taken a conscious decision to reduce entries to competitions and only focus on those which add value to the company's reputation. We are pleased to inform you in regard to award entries this year, we have won the Considerate Constructors Scheme's (CCSC) National Gold Award for the Strategic

Construction Partnership, a Housing Hero for Shadrack Mbatha, Tenancy Officer and a '40 over 40' for the Head of Sustainment and Support.

#### **4.0 Consultation for Concierge Update**

4.1 Following Board approval in September 2019 for the implementation of changes to the delivery of the Control Room Services:

- Consultations with staff outlining the proposals, commenced on the 8 October and concluded on the 7 November 2019 and no challenges were raised
- Expressions of interest were sought for the new roles identified within the report, with interviews commencing from the 28 November for Control Room Officer Shift Leaders and then on the 10 December for Control Room Officers
- All positions have been appointed which will allow the new shift rota to commence on 20 January 2020
- Six officers (the equivalent of 4 Full Time Equivalents) have opted for redundancy and will remain in their substantive posts until March 2020.
- By way of further update the Neighbourhood Services Manager will be reducing their working hours in the New Year before retiring in February 2020.
- The Homes Direct Manager will assume operational responsibility for the control room and will make good use of the period leading to the retirement of the Neighbourhood Services Manager in order to absorb the knowledge of the services delivered from the 24hr control room.

#### **5.0 The Annual Report**

5.1 Wolverhampton Homes are required to produce an annual report - see Appendix 1: Homes Talk Magazine, which includes the four page Wolverhampton Homes Annual Report 2018 – 2019.

#### **6.0 ALMO Policy Update**

6.1 The next NFA policy update has been received and is now appended to this report.

#### **7.0 Appendices**

7.1 Appendix 1: Homes Talk Magazine – December 2019

7.2 Appendix 2: NFA policy update: September 2020

7.3 Appendix 3: NFA policy update: October 2020

7.4 Appendix 4: NFA policy update: November 2020

# Homes Talk



CELEBRATING  
**100**  
YEARS  
OF COUNCIL HOUSING





# Message from Shaun Aldis, Chief Executive, and Angela Davies, Tenant Board Member and Chair of the Board





**Welcome to  
our relaunched  
magazine,  
Homes Talk,  
which will be  
published  
twice a year.**

We want this magazine to reflect your world and help you keep up to date with everything homes related.

We've had an amazing 2019 celebrating with you. We've enjoyed the 100th anniversary of council housing in Britain, as well as 50 years of Heath Town, including a special royal visit by HRH The Duke of Gloucester. We are passionate about our city and want to work with you to make it a great place to live for all.

We understand that every home and community has a story to tell and we want to help connect our communities, through sharing stories, news, information and advice. This is your magazine, so we need your help understanding what you would like to see in the next edition. Do you have a story to tell? Get in touch.

   @wolveshomes

 communications@wolverhamptonhomes.org.uk  07773 192387





In 1919 Parliament, then overseen by Prime Minister Lloyd George, passed the Housing Act, which later came to be known as the 'Addison Act', after Dr Christopher Addison, Minister of Health at the time.

The Addison Act promised Government subsidies to help fund the building of 500,000 new council homes over a period of three years. The Prime Minister was committed to providing quality homes fit for heroes returning from World War I. It was a highly ambitious promise, and one that never quite came to fruition; nevertheless, it paved the way for council housing in Britain for many years to come.

# CELEBRATING 100 YEARS OF COUNCIL HOUSING

We've had a great year celebrating 100 years of council housing with you.

Search '100 years' on our website to check out the highlights in some snaps and watch our video.

 [www.whomes.org.uk](http://www.whomes.org.uk)



# Heath Town turns 50!

This year we celebrated a special birthday in Wolverhampton, as the Heath Town estate turned the **big 50!**

We celebrated in style on Tuesday 29 October with a Royal visit from HRH The Duke of Gloucester. He followed in the footsteps of his cousin, the late HRH Princess Margaret, who officially opened the estate half a century ago.

The Duke heard how investment of £120 million is transforming the area, with a mixture of more than 300 new City of Wolverhampton Council and WV Living homes in the pipeline, and existing blocks already undergoing major improvements, alongside the creation of new leisure facilities.

Check out some fun snaps from our celebrations on the estate, from events, competitions and more held this year...



# Balancing your budget this Christmas?

Your rent is a priority bill and should always be paid in advance. Stretching a budget to cover extra demands over the festive period can be difficult, which makes payment in advance more important than ever. This will give you the confidence that your rent account is in credit and ready for what could be a more expensive time of year.

If you need help or advice to budget and get your finances back on track, our Money Smart team can help you:

- reduce your outgoings,
- maximise your income as you may be entitled to benefits you aren't aware of,
- be signposted to affordable loans and much more...

@ [moneysmart@wolverhamptonhomes.org.uk](mailto:moneysmart@wolverhamptonhomes.org.uk)

01902 556789



# Fire safety tips this winter

There is more risk of fire-related injuries during the festive period. Follow some of our quick and easy fire safety steps that can help make your home safer and reduce the risk of fire this winter.

1. Christmas lights should always be turned off at night. Don't overload electrical sockets – extension leads are a safer alternative to multi-socket blocks.
2. When watering Christmas trees, be sure to keep water far away from lights and other electrics.
3. Keep fan heaters uncovered and ensure any electrical heaters are turned off before bed.
4. Keep your eye on the stove when cooking food and face pan handles inwards to avoid them being knocked from the hob.
5. Never overload tumble-dryers and ensure their filters are clear of any lint and debris.
6. Never burn a candle on, or near, anything that can catch fire.

**If there's a fire, don't try to tackle it yourself and call 999.**

**WEST MIDLANDS FIRE SERVICE**

# Let's get digital

Many of you are already enjoying our new and improved online service, called 'My Account'. It's secure, quick and easy to use. This is your account for everything homes related at a click of a button. You can log in and...

- access the online payment system
- check your rent and other accounts
- check your historic and current repairs
- book repairs appointments
- check and update your contact details
- create a new housing application
- apply and bid for housing



You can sign up to My Account online:

 [www.whomes.org.uk/do-it-online](http://www.whomes.org.uk/do-it-online)

There are two registration methods to sign up for My Account depending on if you are a new or existing customer. If you are an existing customer or have previously filled in a housing application with us, please register as an 'existing customer'. If you are a new customer, please follow the 'new customer' registration method.

If you're having trouble getting to grips with My Account or would like help improving your online skills in general, contact Click Start. They can help you become more digital - giving training in your own home or a venue of choice.

 [www.whomes.org.uk/do-it-online/click-start](http://www.whomes.org.uk/do-it-online/click-start)

 01902 550491

## Competition time!



We would love to see you all taking advantage of everything My Account has to offer. So one lucky user will win a £100 high street shopping voucher! To be in with a chance of winning, all you need to do is be registered and using My Account by Friday 31 January 2020.

**That's one way to help get rid of your January blues. Best of luck!**



# Behind the scenes at Heath Town

We went behind the scenes with Andy Evans, our Property Supervisor, to get the inside scoop on the refurbishment of the Heath Town estate.

The programme, which is being completed in phases, will see the estate given a fresh look, as well as enhanced, energy-efficient homes and improved leisure facilities, including a new football pitch and three new playgrounds. The improvements so far have already given the estate a new lease of life.

Andy gives us a snapshot of what we have been working on and why. He explains:

Residents' safety is and always will be our main priority and this was a key driving force behind the project. We want to make your homes as safe and secure as possible and therefore we have fitted new windows and doors, secure door entry systems, new frontages and stairways alongside improved lighting and CCTV.

Further improvements include new roofing and ventilation that will help your home be more energy efficient and improve air quality. All done whilst improving the look of the estate with a fresh lick of paint and new frontages, your homes will certainly be stylish and ones we hope you will be proud of for years to come. If you don't live on the estate, we hope you agree the new look and feel of Heath Town helps uplift our city.



# Tenant Board Members



Our Board are our ambassadors. They have ultimate responsibility for the whole organisation. They help drive our most important strategic decisions and ensure we follow our mission, vision and values, with tenants always in mind.

The Board is made up of council, independent and tenant members. The tenant members are your perfect representatives, as they live in your neighbourhoods and are residents too. They help channel your views and represent your voice.

Victor Browne, one of our new Tenant Board Members says:

I'm so excited to be a member of the Board, helping shape decisions with tenants at the forefront.

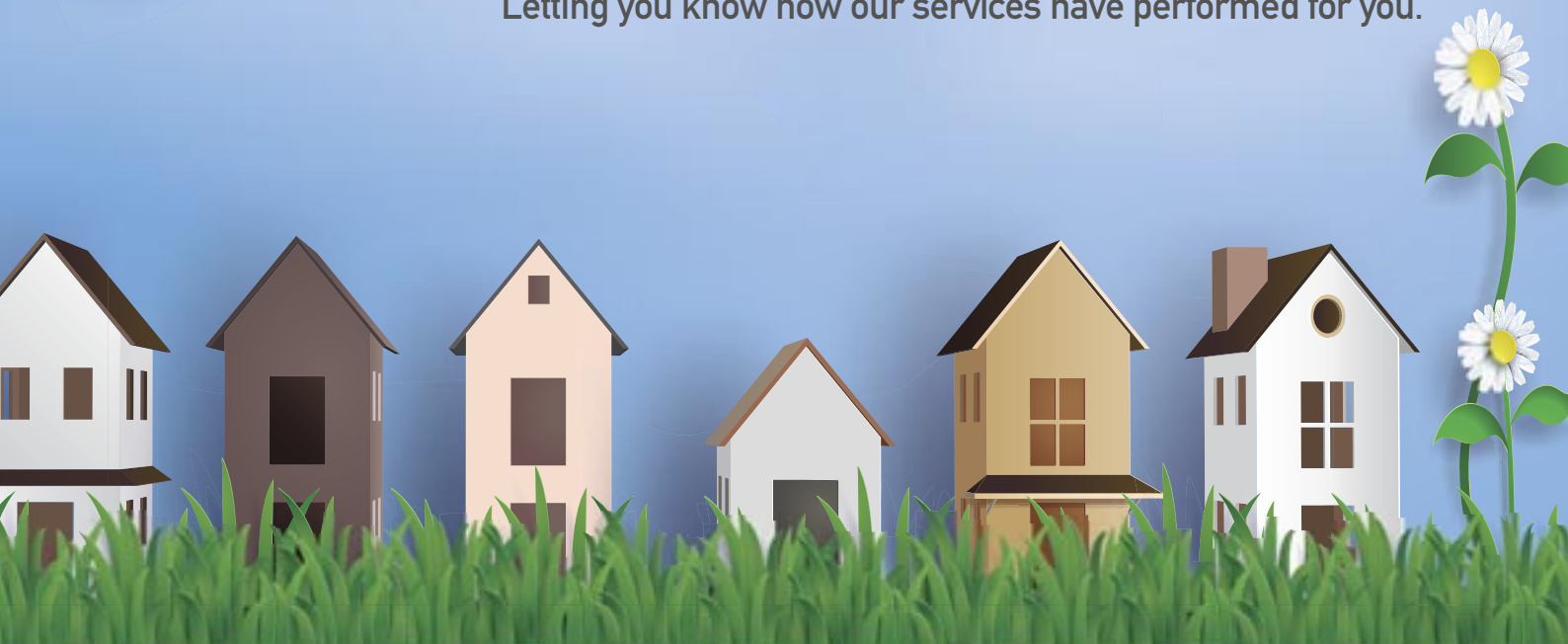
As a tenant myself, I understand that we all want to get on in life and Wolverhampton Homes is committed to helping us succeed, through housing, skills and enabling us to become digital. Our Board is always open to new ideas and values your feedback.

You will see me out and about so please do say hello!



# Annual **2018 - 2019** REPORT

Letting you know how our services have performed for you.



## Customers and community



**230,148**  
calls received by call  
centre and Telecare



**172** people joined us  
at the Get Togethers



**92.9%**  
complaints responded to on time



**12,971**  
webchats

**2,753**

watched the Get Togethers on

**facebook**

# Repairs and maintenance



**96%**  
repairs completed  
on time

**4,708**  
repairs reported  
online



**61,996**  
response repairs  
completed

**100%**  
gas safety  
checks  
carried out



# Lettings and new homes



**151**  
tenants completed  
a home swap



**95.6%**  
new tenants satisfied  
with how they were  
given a new home



**73**  
applications for  
a mutual exchange

**9.8** days on average to  
re-let homes after repairs



# Supporting you

**97.9%** tenants happy with the way their ASB complaint was dealt with



**1,919**  
people supported  
by Money Smart



**127**  
home energy  
visits

**86**  
people supported  
into work



**220** people helped with digital skills  
through Click Start

Black Country  
**CLICK START**



## Community projects



Big Venture



Kingswood



Rakegate RAZ

# Community wellbeing and safety



**100%**  
communal area  
fire safety checks  
carried out



**94.8%**  
estate inspections  
that achieved a  
good or great rating

## Money

**£94,273,534**

amount of rent collected



**97.6%**  
rent collected

**9,605**  
rent accounts in  
credit at year end

### What we spent our money on

**£13.2m** repairs

**£6.5m** major works

**£4.9m** planned maintenance

**£5.4m** housing management

**£3m** estate services

**£2.2m** homeless services

**£4.5m** other direct costs, including One Stop Shops

**£5.3m** overheads, including costs of facilities



**58.3%**  
tenants paid  
digitally



You may have noticed that what we collected in rent outweighs what we spent last year. This is because all the rent we collect goes to the council. In return, they pay us a management fee. Figures are rounded to one decimal place.

# New estate custodian way of working



This year we trialled and successfully rolled out our new 'estate custodian' way of working. Our Tenancy Officers are committed to having a more visible presence in your neighbourhoods and are dedicated to identifying issues that may have otherwise gone unnoticed or unreported.

Through this fresh way of working, our Tenancy Officers aim to:

- get to know you better
- ensure you have everything you need to maintain a healthy and happy home
- make sure you have someone you can turn to in the event of any problems
- ensure your estate is safe and well maintained

They are your 'go to' person with the knowledge and experience to resolve your issues from start to finish. If you see them out and about on your estate, don't forget to say hello and get to know them better.

## Photo competition time!

We love Wolverhampton and truly believe there is no place like home. We are entering a photo competition and the theme this year is 'no place like home'.

We would love to hear your ideas on what your home means to you and to see any of your photos that sum up the theme.

Please help get our creative juices flowing and send your entries to:

@communications@wolverhamptonhomes.org.uk

The deadline for entries is **Friday 31 January 2020**.

If your entry is used for the national competition, you will bag yourself a prize!



# Housing First has launched

We have lift off, Housing First Wolverhampton is now live! New to our city since November 2019, it is a tried and tested initiative that has achieved widespread success. It gives intense support to those most vulnerable and excluded within society, such as those with a repeat history of homelessness or impacted by trauma such as domestic violence or abuse.

We have implemented the scheme in Wolverhampton by creating a team of Specialist Support Workers, solely dedicated to preventing homelessness. They give personalised and intense support to those most vulnerable by:

- giving access to housing,
- helping with health and social care, for example booking GP and dentist appointments,
- signposting them to mental health aid,
- giving recovery care,
- giving them access to training, employment and volunteering,
  - visiting daily to ensure their tenancy is going well.

Overall, Housing First helps give the best possible start to their tenancy and helps them reengage back into the community.

It also strengthens some of the fantastic organisations in Wolverhampton who support rough sleepers, such as Good Shepherd Ministry, St Georges Hub, ACCI, P3 and Good Shepherd Trust.

**If you see someone rough sleeping, don't let them suffer in silence, report them through StreetLink.**

Jayne Hunt, Senior Specialist Support Worker



# Top five energy saving tips this winter



Long nights and dropping temperatures mean switching on the lights earlier and turning up the heating, which can drive energy bills up. Follow our top tips to help save money and stay warm this season.



## Get on the best deal

Energy bills are for life, and not just for Christmas. If you haven't already done so, switching to the best electricity and gas supplier can save you hundreds of pounds each year. The Ofgem website has lots of useful advice to help you change energy supplier.



## Get smart with temperature control

Turn your home heating down by a single degree, and you can save up to £85 each year. You won't even have to put on a Christmas jumper - turning off the radiators in rooms you don't use, and programmable thermostats will help to minimise waste and significantly cut your heating bills.



## Go LED and switch it off

Swap traditional lightbulbs and energy saving lightbulbs for the latest LEDs - they're 90% more efficient than traditional bulbs and can pay for themselves in a matter of months. To save even more just get into the habit of turning off lights when not in use.



## Stop stand-by

Sacrificing a few seconds and taking the time to turn electrical appliances off properly, rather than leaving them on standby will save you a few pounds.



## Cook smarter

A few simple tips in the kitchen can make a small but significant impact on your energy bills. Cooking with the pan lids on to reduce cooking times, cleaning the oven door so you don't have to keep opening it to check when food is cooked, and only boiling the amount of water you need will all help to cut bills.

## Interested in more information?

Contact the Energy and Climate

Change team:

 01902 556789

 [www.whomes.org.uk/tenants/energy-management](http://www.whomes.org.uk/tenants/energy-management)



# Star chef of the season

From visiting your homes and having a cup of tea and a chin wag - we have noticed a few budding bakers amongst you.



Pam, a tenant and volunteer for our over 50s friendship group cooks for the meet every week. She is an expert in creating large and hearty meals which help keep her friends feeling at home.

## Pam's pie

Serves four and takes about 1 hour and 15 minutes to prep and cook. Please alter the suggested ingredients to suit your tolerances.

### Suggested ingredients:

- 1 tablespoon of sunflower oil
- 1 large onion, chopped
- 2-3 medium carrots, chopped
- 500g lamb mince
- 2 tablespoons of tomato puree
- Large splash of Worcester sauce
- 500ml beef or lamb stock
- 900g potato, cut into chunks
- 85g butter
- 3 tablespoons of milk

### Method:

1. Heat 1 tablespoon of sunflower oil in a medium sized saucepan, then soften 1 chopped onion and 2-3 chopped carrots for a few minutes.

2. Once soft, turn up the heat and crumble in 500g lamb mince until brown, tipping off any excess fat.
3. Add 2 tablespoons of tomato puree and a large splash of Worcestershire sauce, then fry for a few minutes.
4. Pour over 500ml beef or lamb stock, bring to a simmer, then cover and cook for 40 minutes, uncovering halfway. Meanwhile, heat the oven to 180C/fan 160C/gas 4.
5. Now it's time to make the mash. Boil the 900g chunks of potato, in water with a pinch of salt for 10-15 minutes until tender. Drain, then mash the potato with 85g butter and 3 tablespoons of milk.
6. Put the mince into an ovenproof dish and top it off with the mash.
7. Bake for 20-25 minutes until the top is starting to colour and the mince is bubbling through the edges.
8. Leave to stand for 5 minutes before serving.

### Pam's top tips:

1. Lamb can be an expensive mince, why not use beef or a vegetarian alternative.
2. If you are after an extra splash of flavour, add a tablespoon of Dijon mustard to your mash and mix. This will give it an extra kick.



# Over 50s friendship group

Our tenant Jenny, started the friendship group for over 50s Wolverhampton Homes tenants back in 2015. It began as a group of five and now boasts over 40 members. They organise a full range of activities such as: bingo, quizzes, trips to the seaside, meals out and parties for special occasions.

Jenny says:

We are a good bunch that get on well and enjoy getting together for a catch up and a bite to eat. Each week we enjoy food cooked by our good friend and volunteer Pam. Her home cooking creations help bring us together as a community and taste amazing!

We also love to celebrate our friends and recently we held a party with a DJ and finger food for Ian who turned 67. Our oldest member is Gerald, aged 92, and he still loves having a dance with us. We can't wait to meet you - the more the merrier!

**The group meets every Wednesday, from 1pm until 3.30pm at Hugh Gaitskell Court, Parkview Road, Bilston, WV14 6HE.**

**Each meet costs £1.50 towards hot food, tea, coffee and activities.**



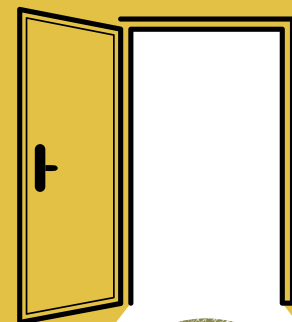
*Just pop in!*

Page 43

## Open door

We know that many of you take real pride in your home and we want to give you the platform to show it off!


We would like to open a column in future magazines for those interior design lovers, to show us how they have decorated their home. Maybe you own some lovely accessories you would like to show off? Or perhaps you've got some bargains and would like to share where you got them from?



Please get in touch and send us your pictures to be featured in the next magazine:

   @wolveshomes

 communications@wolverhamptonhomes.org.uk

 07773 192387

# Are you a leaseholder?

This is your very own section, keeping you up to date with the latest leaseholder news.

This edition draws on your gas responsibilities, the HomeSafe Gas scheme and more. We are here to help, and understand that you need specific information, for you.

What would you like to see in the next edition for leaseholders?

Let us know.    @wolveshomes

 [communications@wolverhamptonhomes.org.uk](mailto:communications@wolverhamptonhomes.org.uk)  07773 192387

## Your gas responsibilities

When's the last time that your gas appliances were serviced? Faulty gas appliances can have disastrous consequences for you, your family and your neighbours. We encourage all leaseholders to have their gas appliances serviced at least once every 12 months and if you're a landlord you are required to do this by law.

For more information check out the video on our website by searching HomeSafe Gas.

## Our HomeSafe Gas scheme

We can help you keep your gas appliances safe with our fantastic HomeSafe Gas scheme, exclusively available to leaseholders. We offer a range of plans at competitive prices for both your gas boiler and any additional gas appliances, ranging from your basic gas service to maintenance and repair. You can find more details and how to apply on our website, search HomeSafe Gas.



 [www.whomes.org.uk](http://www.whomes.org.uk)

## Leaseholder forum

We have a leaseholder forum group who meet several times a year which consists of leaseholders and representatives from Wolverhampton Homes. The forum meetings are an opportunity for you to get involved and discuss the services we provide to you, such as service charges, planning for future costs, gas and fire safety.

Why not get involved and have your voice heard? If you're interested in joining please contact the Leaseholder Management team by email on:

 [home.sales@wolverhamptonhomes.org.uk](mailto:home.sales@wolverhamptonhomes.org.uk)

## Leaseholder information

We have a dedicated section of the website for leaseholders which is full of important information about your lease, your responsibilities and the services you pay for.

Visit our website:

 [www.wolverhamptonhomes.org.uk/leaseholders](http://www.wolverhamptonhomes.org.uk/leaseholders)

You can also keep up to date with the latest news by following the Wolverhampton Homes social media accounts.

   [@wolveshomes](https://www.instagram.com/wolveshomes)



# Who are the WFTA?

Tenant for Tenants  
a voice for all

The Wolverhampton Federation of Tenants' Association is a group made up of council and housing association tenants as well as tenant groups.

They represent the interests of tenants within the city and offer advice and support to residents.

Would you like to get involved or learn more?

 [www.wfta.org.uk](http://www.wfta.org.uk)  'Wolverhampton Federation of Tenants' Association'

 Ellerton House, Ellerton Walk, New Park Village, Wolverhampton, WV10 0UG

 01902 556816  [wfta@live.co.uk](mailto:wfta@live.co.uk)



## Black History Month

We enjoy learning more about different cultures and make sure we respect differences, both in and out of the workplace. Black History Month took place in October and we celebrated by inviting

some local Black speakers in for an inspirational workshop, with tasty local Caribbean food for lunch.

Speakers included Darren Harris, a professional blind footballer and two times Paralympic champion; Sandra Patterson, an Ambassador for the National Caribbean Monument Charity and Joe Jackson, the first black Wolverhampton born football player to play for Wolverhampton Wanderers.

It really was an inspirational morning and we thoroughly enjoyed learning about the fundamental difference our Black community make to Wolverhampton.

## Translations

If you require this information in another language or format, contact us on 01902 556789.

في حالة طلبك هذه المعلومات بلغة أخرى أو تنسيق آخر، اتصل بنا على رقم 01902 556789.

अन्य भाषा अथवा स्वरूपमां तमने आ माहितीनी आवश्यकता होय, तो 01902 556789 पर अमारो संपर्क करे.

अगर आपको यह जानकारी दूसरी भाषा या स्वरूप में चाहिए, तो हमसे 01902 556789 पर संपर्क करें।

Ja Jums nepieciešama šī informācija citā valodā vai formātā, lūdzu, sazinieties ar mums pa tel. 01902 556789.

Jei jums reikalinga ši informacija kita kalba ar kitu formatu, susiekite su mumis telefonu 01902 556789.

Jeżeli chcą Państwo otrzymać niniejsze informacje w innej wersji językowej lub format, prosimy skontaktować się z nami pod numerem 01902 556789.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਜਾਣਕਾਰੀ ਦੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਪ੍ਰਾਚੁਪ ਵਿੱਚ ਲੋੜ ਹੈ, ਤਾਂ ਸਾਡੇ ਨਾਲ 01902 556789 ਤੇ ਸੰਪਰਕ ਕਰੋ।

اگر آپ کو یہ معلومات کسی اور زبان یا فارمیٹ میں درکار ہوں تو برائے مہربانی ہم سے رابطہ کریں 01902 556789۔

اگر یہ این معلومات بہ زبان یا فرمت دیگرى ضرورت دارید، با نمبر ٹیلیفون 01902 556789 با ما در تماس شوید.

ئەگەر ئەم زانیاریانەتان بە زمان یان فورماتێکی تر پێویستە، بە ژمارەى 01902 556789 پەیوەندیمان پێوە بکەن.

অন্য কোন ভাষা বা ফরম্যাটে এই তথ্য আপনার প্রয়োজন হলে 01902 556789 নম্বরে আমাদের সঙ্গে যোগাযোগ করুন।

در صورت نیاز به این اطلاعات به زبان یا فرمت دیگر، با ما به شماره 01902 556789 تماس بگیرید.

## NFA Update

### Housing Day

Housing Day is on the 8<sup>th</sup> October. The theme this year is Celebrating the Best of Community Investment.

### Election Manifesto

The NFA is currently preparing an Election Manifesto which covers the key policy asks on Supply, Standards and Stigma. We will circulate once this is finalised.

### Ready for Regulation Board Members Event

We are taking bookings for the Board Members event on the 27<sup>th</sup> November. The booking form can be downloaded [here](#). Sessions include Regulation, Housing Management, the Tenant Relationship with the Board, Compliance and Governance Structures. Confirmed speakers include the Social Housing Regulator, Steve Douglas and Jenny Osbourne.

### Chief Officers Conference (5<sup>th</sup> and 6<sup>th</sup> December)

Bookings will be taken for this from Friday 4<sup>th</sup> October through HouseMark.

# Policy Update

## NEWS AND VIEWS OF THE HOUSING WORLD

### Government News

The Supreme Court ruled the proroguing of Parliament illegal and it returned to continue business on the 25<sup>th</sup> September.

Thérèse Coffey was made the new Secretary of State for Work & Pensions following the resignation of Amber Rudd, and the NFA and ARCH has [written](#) to her with the findings of the UC report to request a meeting. Eamon McGoldrick will be meeting with Will Quince, DWP Minister, at the beginning of October.

The Chancellor announced the [Spending Round](#) 2019/2020 – 2020/2021 which was heralded as an end to austerity with real terms increases to revenue funding, including to MHCLG, the Building Safety Programme and homelessness funding.

HCLG Committee took evidence on the long-term delivery of social and affordable rented housing. The transcript is available [here](#).

The Government has [appointed](#) Nicole Jacobs as the UK's first Domestic Abuse Commissioner, with a remit to "lead on driving improvements on the response to domestic abuse in the UK, championing victims and making recommendations on what more should be done to better protect victims and bring more offenders to justice."

MHCLG has [published](#) an *Impact Evaluation into the Rough Sleeping Initiative 2018*.

Richard Blakeway has assumed his role as the Housing Ombudsman. You can sign up to newsletters from the Ombudsman [here](#). The NFA and ARCH are meeting with Richard Blakeway on 9<sup>th</sup> October.

### Research

Citizens Advice has published [research](#) on the current benefit system, *Achieving Income Security for All*.

CIH has published its [report](#) on *Rethinking Allocations*.

LB Southwark with the Smith Institute has [published](#) *Safe as Houses 3: Have government reforms to UC reduced the rent arrears of Southwark's tenants?*

The Trussell Trust has published a [report](#) *#5weekstoolong, why we need to end the wait for UC*.

The New Economics Foundation has published [research](#) on *the sale of public land and social housing*.

NHF have published [research](#) on the *number of people waiting for a suitable home*.

Action on Empty Homes has published its [Annual Report](#), *Empty Homes in England 2019*.

Women's Aid have [published](#) the third year findings from the No Women Turned Away project, *Nowhere to Turn 2019*.

The Equality & Human Rights Commission has [published](#) on the *impact of the revised planning definition on assessing accommodation needs for gypsy and traveler sites*.

# Issue #9

## September 2019

The Institute of Civil Engineers (ICE) has published a State of the Nation [report](#) *Connecting Infrastructure with Housing*.

Give us a Chance has now [rebranded](#) as Communities that Work.

### Consultations

MHCLG launched a [consultation](#) on *Sprinklers and other fire safety measures in new high-rise blocks of flats*. Deadline 28<sup>th</sup> November.

### UC and HB

The NFA attended a workshop with DWP looking at managing consent under Universal Credit. This is one strand under the DWP's improvement programme. We also attended the Strategic Social Landlords Group.

The Labour Party have voted to include the abolition of Universal Credit in its next election manifesto.

### Statistics

MHCLG has published [Statutory Homelessness figures](#) for quarter 1 (2019)

MHCLG has published Right to Buy [statistics](#) (April-June 2019)

DWP has published Universal Credit [statistics](#) (29th April – 8th August).

DWP has published HB speed of processing [statistics](#) (quarter 4)

DWP has published Benefit Cap [statistics](#) (May 2019).

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## NFA Update

Ready for Regulation Board Members Event  
We are still taking bookings for the Board Members event on the 27<sup>th</sup> November. The booking form and programme can be downloaded [here](#).

Chief Officers Conference (5<sup>th</sup> and 6<sup>th</sup> December)  
Bookings are now being taken for this event and can be made [here](#).

Webinars  
The NFA's first webinar was held on September 30<sup>th</sup>. We have had really positive feedback from the webinar, and the slides are available [here](#). The next webinar will be in November and will focus on Housing Management.

## Government Meetings

Eamon McGoldrick met **Will Quince, Minister for Welfare Delivery**, on 23<sup>rd</sup> October. It was a productive meeting. We will be looking to continue to influence candidates on this subject through the election period.

The NFA and ARCH had a meeting with **Treasury officials** from the social housing team on the 30<sup>th</sup> October, following a [response](#) to our submission to the Government spending round. We hope to continue this dialogue after the election.

# Policy Update

## NEWS AND VIEWS OF THE HOUSING WORLD

### Government News

**Parliament** agreed to an early election which will take place on 12<sup>th</sup> December. Purdah will start on 6<sup>th</sup> November.

**The NFA** published our Election Manifesto on the 31<sup>st</sup> October 2019, which makes the case for a new generation of council housing. We are campaigning on 3 key areas: Supply, Standards and Stigma. An [Executive Summary](#) and [Full Manifesto](#) can be found on our website.

**The NFA** has circulated guidance for *Communicating with Candidates* which is available [here](#). We will be working with PAC (our parliamentary partners) to influence candidates across the parties to try to ensure that the NFA key asks feed into party manifestos.

If you have any questions about the election, please contact Chloe Fletcher on [chloe.fletcher@almos.org.uk](mailto:chloe.fletcher@almos.org.uk)

Whilst now on ice, the **Conservative Government** laid out what was widely perceived as an early election manifesto in the Queen's speech on the 14<sup>th</sup> October. Housing did not feature, but there was provision to introduce new building safety standards in line with the Hackitt recommendations.

**The Regulator for Social Housing** has published its [Sector Risk Profile 2019](#).

### Grenfell Tower Fire

**The Grenfell Tower Inquiry** published the [findings](#) from stage one of its public inquiry.

**The Government's** response and subsequent House of Commons debate is available [here](#). The Prime Minister committed to developing policies in a Social Housing White Paper as well as implementing the recommendations of the Inquiry in full and without delay.

**The NFA** will be reflecting on the findings within the report, working with members, and pushing to ensure that building safety and the public inquiry remains a priority for the new government.

**Chloe Fletcher** has written a piece for 24housing highlighting what the ALMO sector has done since the fire.

**The Government** published its [response](#) to the HCLG Select Committee report 'Building Regulations and Fire safety: consultation response and connected issues.'

**The Government** has also [announced](#) Dame Judith Hackitt will provide independent advice to government on how to best establish the new Building Safety Regulator.

### Research

**The Campaign to Protect Rural England** (CPRE) has published its [research](#) into the Green Belt, Space to Breathe, A State of the Green Belt report.

**New Build:** An [article](#) for the Guardian showcases the work that local authorities and ALMOs are doing to build high quality, attractive new homes.

# Issue #10

## October 2019

### Consultations

**MHCLG** has launched a [consultation](#) into the creation of a new Future Homes Standard. The NFA will be consulting with members via the New Supply Group and submitting a response to this. The deadline is the 10<sup>th</sup> January.

**The Housing Ombudsman** has launched [2 consultations](#) for improved service with a deadline of the 20<sup>th</sup> December. The NFA has sent this out to members and asked for comments and/or draft responses by 6<sup>th</sup> December so the NFA can respond by the deadline. Please email [Eamon.McGoldrick@almos.org.uk](mailto:Eamon.McGoldrick@almos.org.uk) with comments.

### UC and HB

**Dr. Thérèse Coffey**, Secretary of State for Work & Pensions appeared before the Work & Pensions Committee on the 16<sup>th</sup> October. The transcript is available [here](#).

**DWP** has published the latest UC [statistics](#) for April-September 2019.

**The NFA** has received [correspondence](#) from Neil Couling, UC Director General, responding in depth to the NFA and ARCH research.

### Statistics

**MHCLG** has published its [monthly data release](#) on the *Building Safety Programme*.

**MHCLG** has published [statistics](#) on *House Building; new build dwellings*, England: June quarter.

**DWP** has published Housing Benefit [statistics](#).

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If you require your organization's password to access anything on the website, please contact Lisa

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## NFA Update

### Housing Management

The NFA launched its best practice report looking at housing management, *Managing to make a difference* at the Board Members Event on the 27<sup>th</sup> November. The **Executive Summary** can be read [here](#). The **full document** is available [here](#).



The Board Members event, *Ready for Regulation*, was well attended and we received positive feedback. Presentations from the day are available [here](#). If you require your organisation's password to access, please email Lisa.

### Housing Management Webinar

A webinar looking at Housing Management will take place on the 19<sup>th</sup> December. Speakers will look at challenges with housing management and how they have managed them. The webinar will be aimed at housing management senior staff. Please contact Alli Ward if you would like to book on.

# Policy Update

## NEWS AND VIEWS OF THE HOUSING WORLD

### Election News

[The Liberal Democrat Party](#), [the Green Party](#) and [the Labour Party](#) launched their election manifestos the week of the 18<sup>th</sup> November. These contained a number of asks that the NFA had included in our Election Manifesto and circulated to the parties, which is positive.

[The Conservative and Unionist Party](#) published their manifesto on the 25<sup>th</sup> November. Whilst committing to publishing a Social Housing Green Paper, the manifesto focuses heavily on home ownership, and as a result the NFA will continue to push our asks around Supply, Standards and Stigma, outlined in our [Election Manifesto](#).

**IPSOS MORI** published their latest [campaign tracker](#) which places housing at the 10<sup>th</sup> most important issue for voters.

### Government News

**The Grenfell Tower Inquiry** has published [a report](#) by Dr Barbara Lane *into the fire protection measures in place on the night of the fire, and conclusions to the extent to which they failed to control the spread of fire and smoke; the extent to which they contributed to the speed at which the fire spread.*

**MHCLG** published the [monthly data release](#) for the *Building Safety Programme*.

**MHCLG** has published [information](#) about the Government response to the recent flooding.

**The House of Commons library** has published [a briefing note](#), *Under-occupying social housing: Housing Benefit entitlement.*

### Research

**London Councils** have published [research](#) undertaken by the LSE on *the cost of homelessness services in London.*

**Social Housing** have published a [special report](#) into *Council HRAs* by Steve Partridge of Savills.

**The New Economics Foundation** has published its [analysis](#) for the next government, *Change the Rules – new rules for the economy.*

**YouGov** have published their 'public importance' [survey](#) which looks at the top three issues for people: this month 14% of people chose housing as one of their top three, a downward trend.

**The Trussell Trust** has published its State of Hunger 2019 [report](#).

**Shelter** have published a [research note](#), *What are the chances? The probability of getting a social rent home.*

**The Resolution Foundation** has [published](#) its election call, *Inequality Street, Housing and the 2019 general election.*

**The Federation of Master Builders** has published its [report](#), *Building for the Future, FMB Programme for Government 2019-2024.*

**Centrepoint** have [published](#) *No place to stay: experiences of youth homelessness.*

# Issue #11

## November 2019

### UC and HB

Prior to the closing of parliament, the Government announced the end of the benefit freeze in April 2020 (as already planned) and benefits will rise by 1.7%.

**DWP** has published UC [statistics](#) (29<sup>th</sup> April – 10<sup>th</sup> October 2019).

### Statistics

**ONS** has published [data](#) on affordable housing for 2017-2018.

**DWP** has published quarterly Benefit Sanctions [statistics](#).

**MHCLG** has [published](#) *Housing Supply: net additional dwellings, England 2018-2019.*



### Christmas and New Year

The NFA office will close on **Tuesday 24<sup>th</sup> December** and re-open **Wednesday 2<sup>nd</sup> January**

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