



Wolverhampton Homes Open Board Meeting

7 December 2018

Time 9.30 am **Public Meeting?** YES **Type of meeting** Wolverhampton Homes
Venue Novotel Hotel, Union Street, Wolverhampton, WV1 3JN

Membership

Ann Bennett
Angela Davies
Kevin Fearon
Steve Finegan
Peter Knight
Councillor Asha Mattu
Joy McLaren
Linda Middleton
Councillor Rita Potter
Councillor Zee Russell
Councillor Paul Singh
Mark Ward

Information

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

Contact Maya Dhanda
Tel/Email 01902 554902 maya.dhanda@wolverhamptonhomes.org.uk
Address Wolverhampton Homes, Hickman Avenue,
Wolverhampton WV1 2BY

Copies of other agendas and reports are available from:

Website <https://wolverhamptonintranet.moderngov.co.uk>
Email maya.dhanda@wolverhamptonhomes.org.uk
Tel 01902 554902

Agenda

Item No. Title

1 **Apologies**

2 **Declarations of interest**

FOR PRESENTATION; COUNCILLOR BRACKENRIDGE TO GIVE AN OVERVIEW OF FIRE SAFETY SCRUTINY GROUP

3 **Minutes of previous meetings - Open Board 14 September 2018 & AGM 14 September 2018 (Pages 3 - 10)**

4 **Matters arising**

FOR DECISION

5 **Governance and Business Assurance Improvement Plan - Jan Lycett (Pages 11 - 16)**

6 **Board and Committee Schedule - 2019 - Nicky Devey (Pages 17 - 20)**

7 **Business Planning - 2019 - 2024 - Jan Lycett (Pages 21 - 24)**

FOR INFORMATION

8 **Income Management Update - Darren Baggs (Pages 25 - 30)**

9 **Health, Safety and Wellbeing Report - Six Monthly Update - Mark Darmody (Pages 31 - 50)**

10 **High Rise Fire Safety Home Checks - Andrew Finch (Pages 51 - 62)**



M INUTES

Meeting: Open Board Meeting
Date: 14 September 2018
Venue: Boardroom, Hickman Avenue
Time: 9.30 am

MEMBERS IN ATTENDANCE: -

Ann Bennett (Acting Chair)
Angela Davies (Acting Vice Chair)
Joy McLaren
Mark Ward
Linda Middleton
Peter Knight
Steve Finegan
Kevin Fearon
Councillor Paul Singh
Councillor Zareena Russell

STAFF IN ATTENDANCE: -

Shaun Aldis	-	Chief Executive
Jan Lycett	-	Director of Business Support
Angela Barnes	-	Assistant Director of Housing Options
Darren Baggs	-	Assistant Director of Housing
Kevin Manning	-	Assistant Director of Property Services
Cathy Stewardson	-	Business Assurance Manager
Jess Whitehouse	-	Executive PA
Tenant	-	Sandra Fern
CWC Representative	-	Kate Martin, Service Director of Housing

1611	<p>Apologies</p> <p>Apologies were received from Councillor Rita Potter and Councillor Asha Mattu.</p>	
1612	<p>Declarations of interest</p> <p>Any tenant related issues – Angela Davies, Joy McLaren, Linda Middleton and Mark Ward.</p> <p>Noted with interest, allowed to remain and join in the debate.</p>	
1613	<p>Minutes of open Board Meeting – 29 June 2018</p> <p>The minutes of the previous open Board meeting were agreed as a true record.</p>	
1614	<p>Minutes of Open Board and Annual General Meeting – 15 September 2017</p> <p>The minutes state that Linda Middleton was in attendance, however, she was not present. Action – Jess to amend the minutes to reflect this.</p>	JW
1615	<p>Matters arising</p> <p>There were no matters arising.</p>	
1616	<p>Financial statements for the year ended 31 March 2018</p> <p>Jan Lycett presented this item.</p> <p>There have been no significant changes made to the draft already received by Board members. We have been provided with positive feedback as to general assurance.</p> <p>Upon agreement today, we will look to get the financial statements signed off properly by Shaun Aldis and Grant Thornton and then submit them to Companies House.</p> <p>Action - Jan to provide Board members with a separate note of the breakdown of social security costs (page 55).</p> <p>The Board were advised that the value for money strategy is going to be refreshed and will be presented to Board members at the next Board meeting in December. This will also be discussed as part of a future strategy day.</p> <p>Resolved: Board members agreed the financial statements and to continue using Grant Thornton as our external auditors.</p>	JL

<p>1617</p>	<p>Management Agreement Schedules and Articles of Association</p> <p>Jan Lycett presented this item.</p> <p>Our key management agreement has schedules of services that we are committed to providing to City of Wolverhampton Council. We recognise that some of the schedules operating haven't been reviewed. There is a joint effort between Wolverhampton Homes with colleagues from CWC to refresh these schedules.</p> <p>Schedule 3: Every year, we detail what we intend to do in the following year. Going forwards, there will be a 5-year business plan that will be refreshed every year, then the delivery plan will become the implementation plan for the year.</p> <p>Schedule 5 reflects the current financial year we are in and will be updated every year. We have strategic meetings with CWC for the stock improvement programme and we ensure we are delivering through those groups.</p> <p>We are moving to a 4:4:4 Board and have updated our articles of association to reflect this.</p> <p>Depending on when Board members joined Wolverhampton Homes, the articles of association were different. This means that the number of terms each member serves is different. For example, some Board members have been on the Board longer than others.</p> <p>The information regarding tenant Board members on page 77, paragraph 15 will take place from this meeting going forwards.</p> <p>Board members were advised that the proposal of the 4:4:4 structure was discussed at Wolverhampton Federation of Tenants Association before it came to Board.</p> <p>Work will be done around succession planning and identifying skills that are needed to strengthen the Board. A further report will be brought to Board.</p> <p>Resolved: Board members agreed to the revised articles of association and revised management agreement schedules.</p>	
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M INUTES

Meeting: Annual General Meeting
Date: 14 September 2018
Venue: Boardroom, Hickman Avenue
Time: 10.30 am

MEMBERS IN ATTENDANCE: -

Ann Bennett (Acting Chair)
Angela Davies (Acting Vice Chair)
Joy McLaren
Mark Ward
Linda Middleton
Peter Knight
Steve Finegan
Kevin Fearon
Councillor Paul Singh
Councillor Zareena Russell

STAFF IN ATTENDANCE: -


Shaun Aldis	-	Chief Executive
Jan Lycett	-	Director of Business Support
Angela Barnes	-	Assistant Director of Housing Options
Darren Baggs	-	Assistant Director of Housing
Kevin Manning	-	Assistant Director of Property Services
Cathy Stewardson	-	Business Assurance Manager
Jess Whitehouse	-	Executive PA
Tenant	-	Sandra Fern
CWC Representative	-	Kate Martin, Service Director of Housing

1618	<p>Apologies</p> <p>Apologies were received from Councillor Rita Potter and Councillor Asha Mattu.</p>	
1619	<p>Declarations of interest</p> <p>Any tenant related issues – Angela Davies, Joy McLaren, Linda Middleton and Mark Ward.</p> <p>Noted with interest, allowed to remain and join in the debate.</p>	
1620	<p>Minutes of Open Board and Annual General Meeting – 15 September 2017</p> <p>The minutes state that Linda Middleton was in attendance, however, she was not present. Action – Jess to amend the minutes to reflect this.</p>	JW
1621	<p>Matters arising</p> <p>There were no matters arising.</p>	
1622	<p>Adoption of financial statements and confirmation of external auditors for the financial year</p> <p>Resolved: Kate Martin, on behalf of CWC accepted the financial statements agreed by Board members and to continue using Grant Thornton as our external auditors.</p>	
1623	<p>Confirmation of Board Membership</p> <p>Cathy Stewardson presented this item.</p> <p>Two Board members have retired: Sue Roberts and Councillor Tersaim Singh. Wolverhampton Homes have not received any notification that Board members want to retire outside of their terms of office.</p> <p>Cathy confirmed membership of the Board.</p> <p>Resolved: Kate agreed the membership of the Board.</p>	
1624	<p>Electing the Chair</p> <p>Cathy Stewardson presented this item.</p> <p>Cathy stated that Ann Bennett has expressed an interest in taking up the role of Chair.</p>	

	<p>Mark Ward formally proposed this, and Councillor Singh seconded it.</p> <p>Resolved: Ann Bennett is now Chair of Wolverhampton Homes Board.</p>	
1625	<p>Electing Vice Chair</p> <p>Cathy Stewardson presented this item.</p> <p>Cathy stated that Angela Davies has expressed an interest in taking up the role of Vice Chair.</p> <p>Councillor Paul Singh formally proposed this, and Joy McLaren seconded it.</p> <p>Resolved: Angela Davies is now Vice Chair of Wolverhampton Homes Board.</p>	
1626	<p>AOB</p> <p>Action: The Board formally offered their thanks to Councillor Tersaim Singh for his commitment to the company as a Board Member. Shaun Aldis to contact him to do so.</p>	SA

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Board Report

	Agenda Item 5
	7 December 2018 Governance and Business Assurance Improvement Plan
	Open Report
Status:	For decision
Author and job title:	Jan Lycett, Director of Business Support
Contact No:	01902 553512
Recommendations:	Board are asked to note the report and to agree the improvement plan detailed in Appendix 1.
Key risks and contentious issues:	<p>It is imperative that the Board and the Committees of Wolverhampton Homes are suitably skilled and supported to ensure that they are effective in their decision making.</p> <p>It is also essential that the Company is able to recruit and retain appropriately skilled, competent and energised Independent and Tenant Board Members to ensure effective governance arrangements continue.</p> <p>The Board and its Committees are responsible for making strong and effective strategic decisions and continue to hold officers to account for the operational delivery of its business.</p> <p>It must be able to provide adequate assurance to its shareholder and wider stakeholder groups that it is effective in its operation.</p>

Management Summary

1.0 Purpose

- 1.1 The purpose of the report is for the Board to agree the high-level improvement plan that will support the work of the Board and its Committees in the future. This is detailed at Appendix 1.

2.0 Background

- 2.1 The Board and Committees are required to make effective decisions that support the work of Wolverhampton Homes. Board Members need to be competent in their roles and comfortable about the decisions they make. It is therefore imperative that they have access to timely information, are supported by strong governance processes and are suitably trained and supported to undertake their roles.
- 2.2 The Board are accountable for the decisions they make to both the shareholder but a wider group of stakeholders that include the diverse customer base who Wolverhampton Homes provide services to. There are also a range of legal and statutory frameworks that Board Members work within that range from those governing limited companies but also those that cover service provision and WH as an employer.
- 2.3 It is therefore important that we continue to have appropriate arrangements in place to support these central requirements. Following discussion at previous strategy days a range of activity is now planned to ensure that the Board continue to be effective in their roles.

3.0 The Improvement plan

- 3.1 There are 3 key areas to this plan which are:

- I. Having effective Board and Committee structures & associated terms of reference.

We will review the current arrangements and bring back a full report to Board in April. This will include a revised committee structure and draft terms of reference.

- II. Recruit and retain a strong and effective Board.

Following the Board agreeing revised Articles of Association and membership to reflect a 4:4:4, we will refresh our recruitment policy and will bring this together with recruitment plans for the next vacancies to the February Board meeting. To support effective recruitment, we will commence the appraisal process for Board members in January. A full training plan will then be considered at Board in April with an annual plan being developed thereafter.

- III. Maintain effective documentation retention and circulation procedures to support governance arrangements and ensuring that decisions are communicated effectively.

It is important to ensure that Board have access to timely and appropriate information. It is also important that decisions are effectively communicated to our stakeholders and customer groups. The plan to achieve this will be considered at Board in February.

4.0 Financial and value for money implications

- 4.1 There are no proposals within this report that have immediate financial and value and financial implications.

5.0 Legal implications

- 5.1 To ensure that the Board of Wolverhampton Homes operates within the companies Governance requirements and meets its legal obligations.

6.0 Human resources implications

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

7.0 Health and safety implications

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

8.0 Equalities implications

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

9.0 Impact on the environment and community

- 9.1 There are no proposals within this report that impact on the environment and economy.

10.0 Long term consequences for the company

- 10.1 This will enable a planned and consistent approach to ensuring business decisions are presented and considered appropriately and in a timely manner by the Board. It will ensure that Board Members remain suitably skilled and competent to undertake their roles effectively.

11.0 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.

12.0 Impact on Wolverhampton Homes' Management System

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

Date: 14/12/2018

Officer responsible: Cathy Stewardson

13.0 List of Appendices


12.1 Appendix 1: Business Assurance & Governance Improvement Plan

Appendix 1 – Business Assurance & Governance Improvement Plan

Ref	Objective	Detail	Required outcomes	By when
1	Effective Board and Committee structures & associated terms of reference	<p>Review existing committee structures to ensure:</p> <ol style="list-style-type: none"> 1. Focus on audit; service delivery and wider operational issues; tenant scrutiny arrangements. 2. Board informed of relevant outcomes & decisions. 3. Arrangements and decisions effectively published. 	<ul style="list-style-type: none"> • Compliance with revised terms of reference. • Transparency on decision making. • Involving customers effectively. • Incorporate recommendations from IA report August 2018. 	<p>Report to Board with recommendations and implementation plan in April 2019.</p>
2	Recruit and retain a strong and effective Board	<ol style="list-style-type: none"> 1. Update the recruitment policy for Board Members to reflect revised articles of association. 2. Introduce a revised Board appraisal process based on self-assessment and skills matrix. 3. Develop a recruitment plan and training plan on an annual basis. 4. Identify key portfolio's that each Board Member will own. 	<ul style="list-style-type: none"> • Embedded approach to recruitment of new board members in line with articles of association. • Deliver a robust induction, training and development programme that supports Board members in their roles. • Recruit suitably skilled and competent people to the Board. • Develop enhanced skills and understanding across key portfolio areas. • Incorporate recommendations from IA report August 2018. 	<p>Commence self-assessment & appraisal process in January.</p> <p>Agree refreshed recruitment policy approach Board in February 2019.</p> <p>Agree annual training plan & portfolio areas via Board in April 2019</p>

3	<p>Maintain effective documentation retention and circulation procedures to support governance arrangements.</p> <p>Ensure decisions are communicated effectively.</p>	<ol style="list-style-type: none"> 1. Refresh document retention policy for all Board and Committee outcomes. 2. Introduce fit for purpose library of information that Board can access. 3. Agree circulation policy for publishing both meeting dates, reports and decisions. 	<ul style="list-style-type: none"> • Ensure relevant decisions are published both internally and externally and are easily accessible by key stakeholder groups. • Ensure Board Members have timely access to a range of information. • Ensure above achieved in full compliance with GDPR and associated legislation. • Incorporate recommendations from IA report August 2018. 	<p>Agree refreshed approach and action plan at Board in February 2019.</p> <p>Go live for new approach in April 2019.</p>
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Board Report

	Agenda Item 6
	7 December 2018 Board and Committee Schedule - 2019
	Open Report
Status:	For decision
Author and job title:	Nicky Devey, Head of Business Services
Contact No:	07773 192830
Recommendations:	Board are asked to agree scheduled dates for Board and Committees for 2019.
Key risks and contentious issues:	There is a need to ensure that meetings are quorate and attendance at Board and Committee meetings is optimised to ensure effective governance arrangements.

Management Summary

1.0 Purpose

- 1.1 The purpose of the report is for Board to agree the provisional dates for Board and Committee Dates – for the 2019 schedule listed in Appendix 1.

2.0 Background

- 2.1 The Board and Committees are required to meet at regular intervals to include full quorum and high-level attendance at the meetings scheduled for 2019.
- 2.2 The provision of dates in advance allows for Board Members to plan-ahead and provide confirmation of attendance.

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 companies 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 This will enable a planned and consistent approach to ensuring business decisions are presented and considered appropriately and in a timely manner by the Board.

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: 14/12/2018

Officer responsible: Cathy Stewardson

12.0 List of Appendices

12.1 Appendix 1: Schedule of Board and Committee dates 2019

Appendix 1 – Schedule of Board and Committee dates 2019

<u>Board Strategy Away Meetings</u>	
Thursday 28 th February 2019	12:30pm
Thursday 2 nd May 2019	12:30pm
Thursday 18 th July 2019	12:30pm
Thursday 26 th September 2019	12:30pm
Thursday 19 th December 2019	12:30pm


<u>Board Meetings</u>	
Friday 1 st March 2019	9.30am
Friday 3 rd May 2019	9.30am
Friday 19 th July 2019	9.30am
Friday 27 th September 2019	9.30am
Friday 20 th December 2019	9.30am

<u>ASD Committee</u>	
Wednesday 13 th February 2019	9:30am
Wednesday 15 th May 2019	9:30am
Wednesday 4 th September 2019	9:30am
Wednesday 20 th November 2019	9:30am

<u>Resources Committee</u>	
Wednesday 30 th January 2019	9:30am
Wednesday 10 th April 2019	9.30am
Wednesday 12 th June 2019	9.30am
Wednesday 23 rd October 2019	9.30am

Please note that all Board and Committee meetings up to the end of March 2019 will be held at Hickman Avenue. Alternative venues will be arranged for the strategy events and for dates beyond the 31st March 2019.

Board Report

	Agenda Item 7
	7 December 2018 Business Planning – 2019 - 2024
	Open Report
Status:	For decision
Author and job title:	Jan Lycett, Director of Business Support
Contact No:	01902 553512
Recommendations:	That Board note the content of this report.
Key risks and contentious issues:	It is important that the company has a robust business plan to support the delivery of its key strategic objectives and to maintain an effective approach to governance and business assurance. The plan also supports the effective management of resources and its strategic financial planning arrangements.

Management Summary

1.0 Purpose

- 1.1 This report outlines the approach being taken to develop the business plan for 2019 – 24. It offers the context within which it is being developed and the process for its final approval.

2.0 Background

- 2.1 The current business plan will end March 2019. A revised approach has been agreed by the City of Wolverhampton Council and this was underpinned by the Management Agreement report considered by Board at the last meeting. It was agreed that the full delivery plan will not be developed each year but instead a new 5-year business plan will be drafted, and its delivery will be supported by a robust annual action plan. This plan will be subject to formal agreement by the Board and CWC Cabinet each year.
- 2.2 Action is therefore now being taken to draft both the Business Plan 2019 – 2024 and the associated action plan for 2019/20. These final documents will be brought to Board in February 2019.

3.0 Developing the action plan

- 3.1 The action plan will concentrate on our core service offering and to be structured around the management agreement schedules including: -

3.2 Property Services

- Capital programme & the delivery of the wider stock investment plans
- Maintenance and response repairs services
- Retained responsibilities
- Compliance and keeping tenants safe
- Home Improvement & tenure neutral improvement activity

3.3 Housing Management

- Tenancy sustainment and estate management services
- Income management and money smart services
- Sundry debt management
- Enforcement activity
- Home Sales and private sector leasing services
- ASB and tenure neutral cross borough services

3.4 Housing Options

- Lettings and allocations services
- Homeless Reduction Act services
- Housing Support and temporary accommodation management
- Safeguarding and tenure neutral support

3.5 Business Support

- Governance & Business Assurance which will encompass delivering the improvement plan (which is being considered by Board today)
- People Services including the implementation of our People Deal and wider workforce planning activity; resident engagement & employability; community investment including CSR
- Marketing & communications; customer feedback and service design
- Business Improvement including our system development priorities and launch of the full schedule of lean service reviews.

4.0 The Business Plan

4.1 This will be structured to include the following:

4.2 Operating context: -

- Internal & external environment to include: welfare reform; green paper; Brexit & the wider economy. CWC priorities and areas where WH can add value.

4.3 Our future plans including: -

- Our structures for future governance and service delivery
- Our transformational plans including workforce modernisation and the Lean Systems Thinking programme
- Financial modelling to support the options to mitigate the use of reserves and the likely impacts of changes to our management fee
- VFM and value adding activity
- Reaffirmation as to how we support the Council to deliver its long-term strategic objectives

4.4 There are a number of key issues that will also inform our plan. CWC is currently reviewing both the Housing Revenue Account 30-year investment plan and its wider housing strategy. We know that the next 5-year capital programme is under some pressure despite recent changes to the HRA borrowing cap. We also know that the Management Fee has one further year of 'freeze' and so, negotiations will take place next year to determine how this will be set in future years.

4.5 We are currently undertaking some further modelling of our Medium-Term Financial Strategy to support the development of our plan. Firmer details around the cost of our fleet replacement and the implementation of the People Deal will be available in quarter 4 of 2018/19. This will be reported to Resources and Board as soon as practicable and then used to inform our financial strategy. We are also developing a two-year programme for our Lean Systems Thinking Reviews. This a core component to us delivering a balanced budget in future years and its detail will also be included within the Business Plan.

5.0 Approval process

5.1 It is intended that the annual action plan will be available for approval at the February Board and submitted to CWC for their agreement. A proper draft of the Business Plan will also be brought to Board at that time though may require final approval, once some of the key details indicated within paragraphs 4.4 and 4.5 is finalised.

6.0 Legal implications

6.1 There are no immediate implications as a result of this report, but we are required to submit plans for approval to CWC as part of our wider management agreement.

7.0 Human resources implications

7.1 There are no immediate implications as a result of this report.

8.0 Health and safety implications

8.1 There are no immediate implications as a result of this report.

9.0 Impact on the environment and community

9.1 There are no immediate implications as a result of this report.


10.0 Long term consequences for the company

10.1 There are no immediate implications as a result of this report though the final business plan is a key document for WH.

11.0 Impact on business relationships with suppliers, customers and others

11.1 There are no immediate implications as a result of this report, but it is important that we work closely with our key customers and stakeholders to ensure we are providing effective services that they value.

Board Report

	Agenda Item 8
	7 December 2018 Income Management Update
	Open Report
Status:	For information
Author and job title:	Darren Baggs, Assistant Director – Housing
Contact No:	01902 551865
Recommendations:	That Board note the content of this report.
Key risks and contentious issues:	<p>Any reduction in the levels of income collected by Wolverhampton Homes and/or the Management Agents on behalf of the City of Wolverhampton Council, presents a challenge to the continued delivery of services to tenants and Leaseholders and Capital projects across the City.</p> <p>This report sets out the challenges faced in achieving existing arrears targets and subsequent projections.</p> <p>A further pressure will be encountered in 2019/20, where the financial year includes 53 rent weeks, in contrast to Universal Credit payments of 12 instalments covering a 52-week year, thus potentially leaving a gap of 1 weeks rent for tenants in receipt of Universal Credit.</p>

Management Summary

1.0 Purpose

- 1.1 To provide Board with an update in relation to the levels of income collected by Wolverhampton Homes (WH) at the end of Quarter 2, 2018, and to highlight the learnings to date associated with Universal Credit (UC), Housing Benefit (HB) and possible impact against arrears targets.

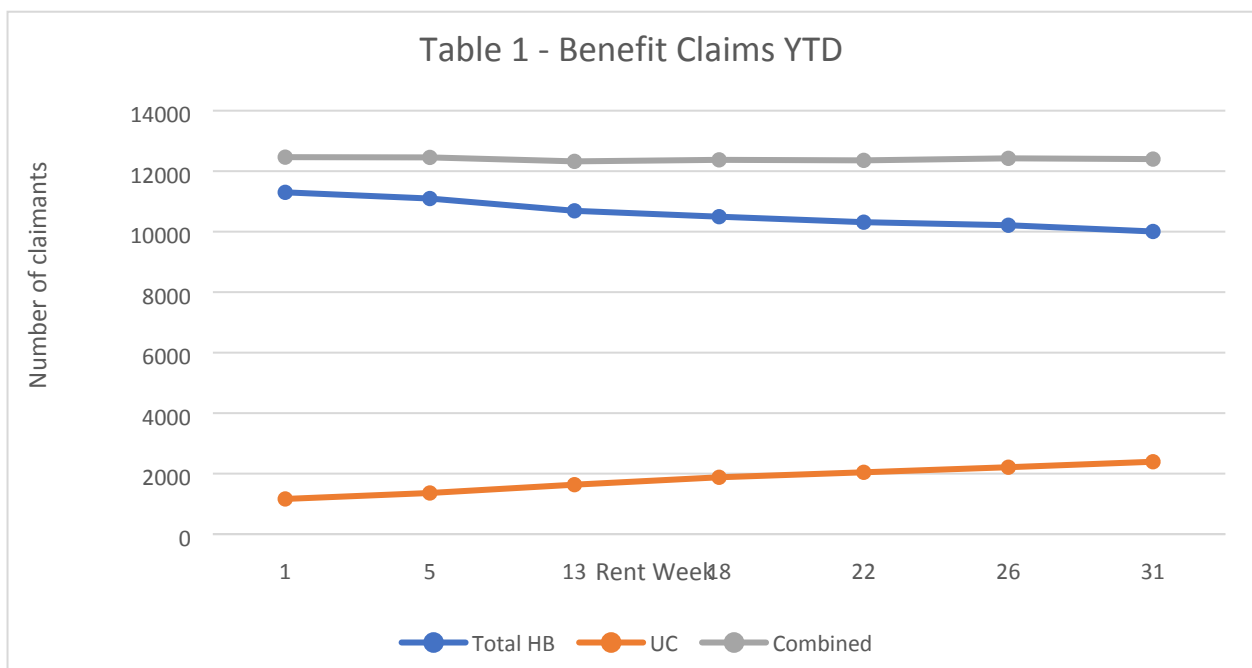
2.0 Background

- 2.1 In Wolverhampton, UC launched February 2016 to single new claimants without children, who met a certain criteria. In December 2017, UC expanded to all working-age groups making new claims to the legacy benefits that were replaced by UC full service.
- 2.2 September 2018, existing legacy benefit claimants were invited to transfer to UC with the aim of all claimants moving to UC. 'Managed Migration' is set to commence July 2019 to be completed by the now revised target of December 2023.
- 2.3 Previous forecasts, and as reported to Audit and Service Delivery Committee Feb 2017, suggested WH need to prepare for 675 claimants by March 2018, 1200 by March 2019 and 3000 in March 2020. At the time of setting 2018/19 rent arrears targets, there were around 800 UC claimants, slightly ahead of previous predictions and as such was reflected in 1.9% arrears target.
- 2.4 Predictions as to the number of WH tenant claimants moving from legacy benefits to UC have been exceeded by a considerable amount. We are now averaging 40 to 50 per week, with a total at the end of October of 2400. As a result, there is an increasing risk that end of year collection targets may not be reached.
- 2.5 A report presented to Audit and Service Delivery Committee November 2018, highlighted the level of arrears at the end of October 2018 was slightly above the 1.9% target at 2.03%, representing £85,000 over target.

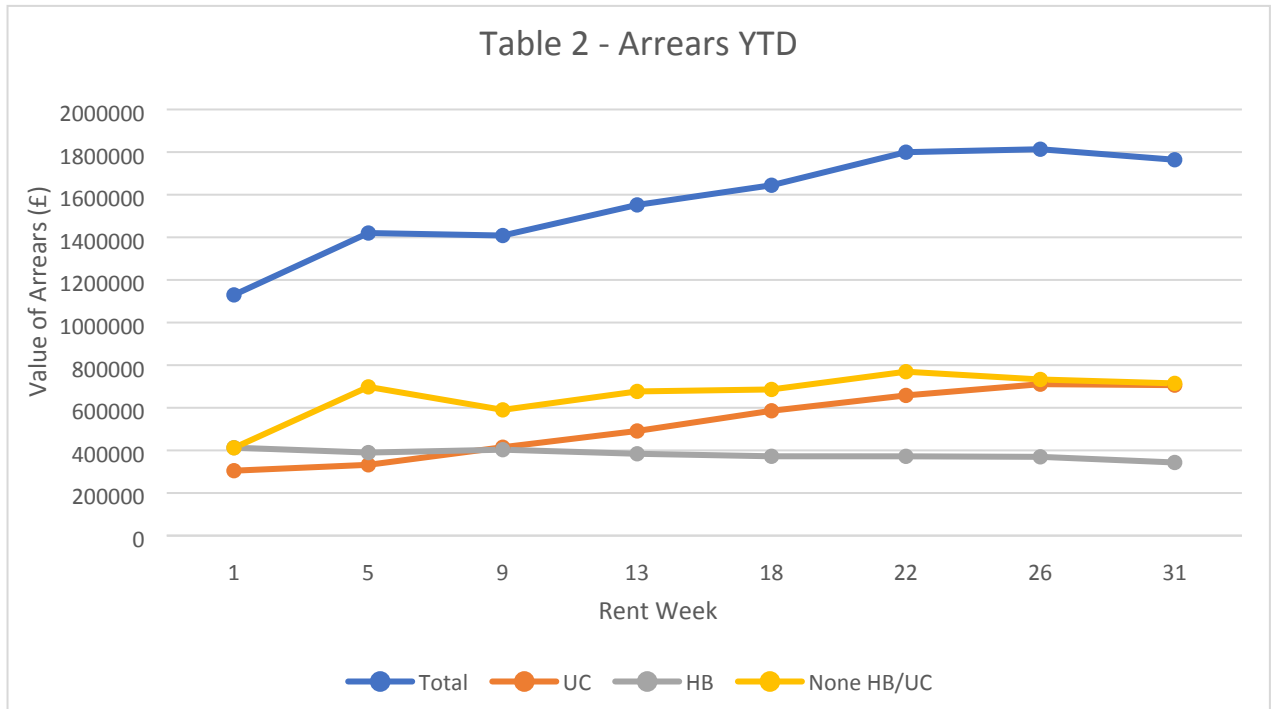
3.0 Forecasts

- 3.1 As illustrated within the opening of this report, predicting and forecasting arrears and the impact of UC is far from scientific, and is impacted to some degree as a result of a change in circumstances of those linked to 'legacy benefit' claims (natural migration). Managed Migration commencing July 2019 through to Dec 2023 will invite claimants in receipt of 'legacy benefits' to claim for UC. Once invited, claimants will be allowed 3 months rather than 1 month to make a claim, if this is not done any entitlement to 'legacy benefits will expire.

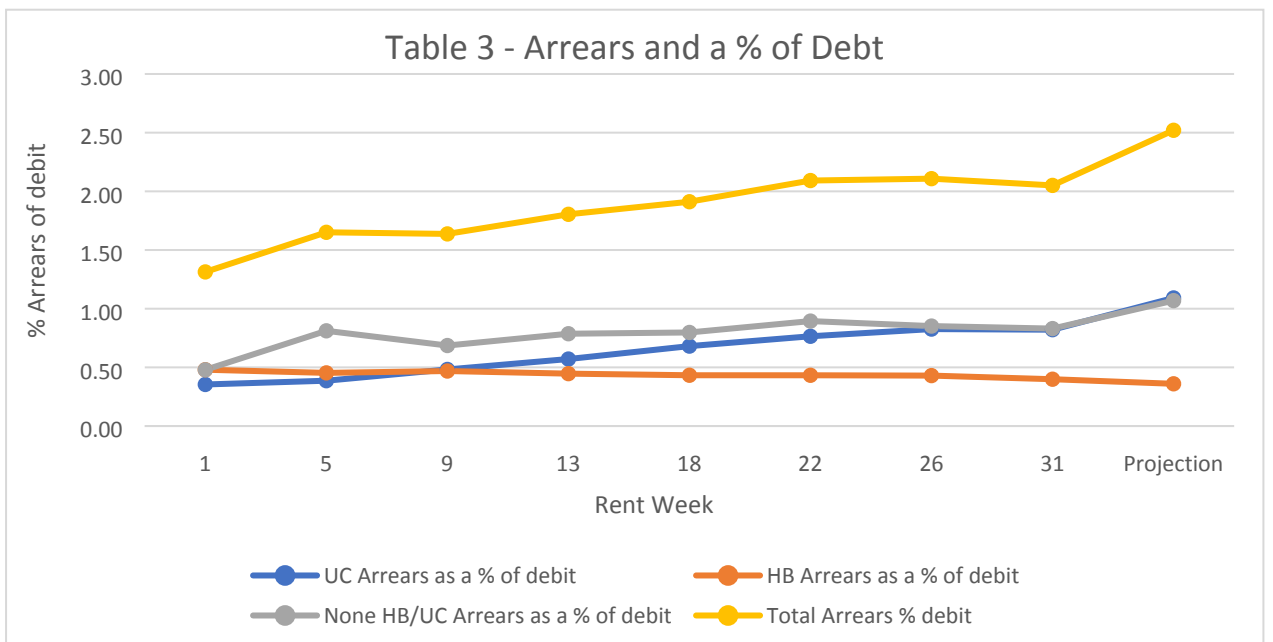
- 3.2 The impact of Welfare Reform is well reported, and consistently highlights the challenges UC brings upon claimants and organisations across the Country. The level of arrears of those in receipt of UC is one and a half times higher than the average level of arrears at £520 as opposed to £328, with arrears created by the move to UC taking 18-24 months to repay.
- 3.3 HQN's 'Rent Income Excellence Network' produced analysis of rent performance across the sector, in which it highlights the level of rent owed as a percentage of gross annual debit had increased from 2.25% to 2.97% between June 17 and June 18. A further table identifies the number of tenants with debt exceeding 7 weeks had increased in the same period from 4.15% to 6.87%.
- 3.4 Table 1 illustrates the total number of WH tenants with a benefit claim as a total, and then separated to identify claims associated with Housing Benefit and Universal credit. Interestingly, the overall level of claims has remained static throughout the year, however there has been a reduction of HB claimants (-1230) with an increase in UC claims (+1240)



- 3.5 Table 2 identifies the impact of UC in relation to rent arrears for WH, and the synergy between increasing arrears at a time of increasing UC (+£400,000). The table also shows a slight decline in arrears associated with HB (-£70,000), which is consistent with Table 1 and the drop off of HB claimants. It is also worthy to note that none HB/UC arrears have also impacted upon the total level of arrears for WH for which the level of total arrears is increasing.



3.6 Table 3 provides a prediction for the level of arrears at year end based upon a number of factors and data sets – reducing HB claims, increasing UC claims at 50 per week, projected level of arrears associated with UC claims, impact of awaiting first UC payment, and through the monitoring of arrears associated with none HB or UC claimants. (note the steep incline shown on the total arrears line is a result of gap between week 31 and the projection for week 52)



3.7 The above tables provide an indication that the current arrears target of 1.9% will be a real challenge despite a relatively healthy position at week 31, which reported a 2.03% return. The reprofiled forecast indicates a year end projection of circa 2.5%, which in monetary terms relates to arrears in the region of £2.1m or £500,000 over target.

4.0 53 Week Rent Year

4.1 Approximately 1 in every 7 years, there are 53 Mondays in a year. The next 53 rent week year occurs 2019/20.

4.2 Historically, the 53-rent week year was accommodated within rent free period, resulting in little or no impact upon tenants. However, Board will recall a previous recommendation to CWC to remove the 'illusion' of rent-free weeks to mitigate the impact upon those moving on to UC (UC is paid 4 weekly and would have resulted in an underpayment of the weekly rent on the 50-rent week system).

4.3 This presents a challenge for 2019/20, as the Department for Work and Pensions (DWP) have confirmed UC will be paid each 4 weeks and as such will leave those in receipt of UC, 1 week short in their rent payments.

4.4 Based upon the level of UC claimants shown in table 1, the addition of new claims at circa 50 per week and estimations linked to managed migration, it is possible that arrears specific to this one-week period, could reach levels in the region of £400,000 to £500,000.

4.5 Income Management have already commenced the promotion of 'Rent First' and 'Rent in Advance' campaigns, which will run in various guises and at frequent intervals, in addition to promotion through 'Are You Ready' and void sign up processes. Successful promotion and reinforcement throughout the business, will help mitigate the potential impact of the 53-rent week year on both tenants and the business.

5.0 Marketing and Promotion

5.1 Customers claiming Universal Credit are contacted and encouraged to pay additional monies weekly/daily to build up credit on their account. This supports the requirements as set out in the tenancy agreement and could be used to meet any rent liability not covered by the DWP.

5.2 You Tube media is being utilised to ensure our Homes Direct, Customer Services and Tenancy Management teams are assisting our customers to achieve payment in advance at point of contact.

5.3 Money Smart trialled working out of Bilston Job Centre to ensure early contact/support with UC claimants. Working in partnership with DWP to iron out a few challenges and hurdles we are now in a position to extend the arrangement into 2 additional Job Centres.

5.4 Money Smart to contact all customers moving onto UC, in arrears (notification is received through the Landlord Portal) to support them through the transition onto UC.

6.0 Legal implications

6.1 There are no immediate implications as a result of this report.

7.0 Human resources implications

7.1 The re-organisation of Housing Operations led to the creation of a specialist Income Management team, together with additional resources to address the impact of UC upon the business. This report highlights UC has had a greater impact and sooner than was first envisaged. We will continue to monitor the situation and review the level of resources necessary to achieve income collection targets.

8.0 Health and safety implications

8.1 There are no immediate implications as a result of this report.

9.0 Impact on the environment and community

9.1 There are no immediate implications as a result of this report.


10.0 Long term consequences for the company

10.1 Rent collection is a fundamental element of the services delivered by WH. A reduction in the levels of rent collected could impact upon a range of Capital programmes and the level of services WH are able to deliver to tenants and leaseholders.

11.0 Impact on business relationships with suppliers, customers and others

11.1 There are no immediate implications as a result of this report, but it is important that we work closely with CWC to ensure they are fully aware of the challenges faced.

Board Report

	Agenda Item 9 7 December 2018 Health, Safety and Wellbeing Report – Six Monthly Update
	Open Report
Status:	For information
Author and job title:	Mark Darmody, Health and Safety Lead (CWC)
Contact No:	01902 552135
Recommendations:	Board members are asked to; 1. Note the contents of the report
Key risks and contentious issues:	<p>Protecting the Health and Safety of employees and members of the public who may be affected by our activities is an essential part of risk management and must be led by the Board.</p> <p>Health and Safety law places duties on organisations, employers and Directors, who can be personally responsible when these duties are breached.</p>

Management Summary

1.0 Purpose

- 1.1 The report summarises performance for Health and Safety between June 2018 and December 2018. It provides the Board with an understanding of control measures in place and an assurance that Health and Safety is a priority for Wolverhampton Homes. The report also outlines recent initiatives and updates.

2.0 Landlord incident summary

- 2.1 Since the last meeting, there have been a further 31 incidents (see appendix 1), resulting in a total of 41 so far in 2018. The total number of incidents reported for the same period the previous year Jan-Nov was 56. This indicates consistency in our continued data sharing protocols with West Midlands Fire Service.

3.0 Accident summary

- 3.1 For the period January 2018 – November 2018, there have been a total of 37 accidents, compared with 52 for the same period the previous year. Most accidents were of a minor nature except for three, which were RIDDOR; due to being over 7 days, they were reported to the Health & Safety Executive (HSE) (See appendix 2).

4.0 Lost time due to industrial injury

- 4.1 In 2017, there was a total of 108 days lost due to industrial injury, to date for 2018 a total of 76 days lost, compared to 108 days for the same period, last year (see appendix 3).

5.0 Fire risk assessments high, medium and low-rise blocks

- 5.1 All on target. (see appendix 4).

6.0 Fire safety interventions: vulnerable tenants

- 6.1 Joined up working between H&S team and housing operations team is continuous. Numerous interventions have taken place to support tenants to minimise hoarding to an acceptable risk.

West Midlands Fire Service have approached Wolverhampton Homes to assist them with the development of a hoarding awareness DVD for fire safety professionals. A Wolverhampton Homes tenancy officer has assisted with this project, which is now at the final stage of development. This is recognition to the pro-active work Wolverhampton Homes have been taking in this area of work. For further details (see appendix 5).

7.0 Mental Health and Well-being in the workplace

7.1 A series of events were run over five consecutive day during September. (see appendix 6).

8.0 Strategic Construction Partnership

8.1 The health and safety team attend WH progress meetings with both partners. Health and safety performance indicators are monitored. Joint safety tours are undertaken and reported back to the Health Safety and Wellbeing Committee.

9.0 Worker engagement

9.1 The health and safety champions group continue to meet, which includes trade unions. The role of the champions is to provide employees with a focal point to be able to raise or discuss health and safety issues / concerns at an operational level.

10.0 Health and Safety Audits

10.1 Health and safety audits are scheduled 2018 - 2019. Primarily the audits check statutory landlord duty compliance, which are asbestos, legionella, gas, electricity, passenger carrying lifts and fire. All are reported back at the health safety and well-being committee. Any other audits requested by Wolverhampton Homes are agreed and scoped jointly.

11.0 Health & Safety Performance Indicator March Quarter 2 - 2018-19

11.1 All on target. (See appendix 8).

12.0 Financial and value for money implications

12.1 There are no proposals within this report that have financial and value and financial implications.

13.0 Legal implications

13.1 The health and safety policy is a statutory requirement.

14.0 Human resources implications

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

15.0 Health and safety implications

15.1 There are no health and safety implications.

16.0 Equalities implications

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

17.0 Impact on the environment and community

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

18.0 Long term consequences for the company

18.1 There are no long-term consequences for the company.

19.0 Impact on business relationships with suppliers, customers and others

19.1 There is no impact on business relationships with suppliers, customers and others.

20.0 Impact on Wolverhampton Homes' Management System

20.1 There is no impact on Wolverhampton Homes' Management System.

21.0 List of Appendices

21.1 Appendix 1: Landlord incidents

21.2 Appendix 2: Total accidents / incidents and near misses

21.3 Appendix 3: Lost days resulting from workplace accidents

21.4 Appendix 4: Performance Indicator HS2 Management of fire risk assessments

21.5 Appendix 5: Fire intervention: Vulnerable tenants

21.6 Appendix 6: Mental Health and Well-being

21.7 Appendix 7: Health & Safety Performance Indicator: **March Quarter 2 - 2018 -19**

Appendix 1 - Landlord incidents

Date	No	Address	Incident Type	Severity	Date	No
1. 2/1/18		Fifth Avenue	Fire		No info provided from WMFS	Passed to Housing Management
2. 9/1/18		Tennyson Road	Fire	No injury	Tumble dryer OOA	Passed to Housing Management
3. 12/1/18		Wesley Street	Fire	No injury	Small fire in kitchen drawer adjacent to cooker OOA	Passed to Housing Management
4. 1/2/18		White Oak Drive	Fire	No injury	Cooking left unattended	Passed to Housing Management
5. 3/2/18		Gregory Court	Fire	No injury	Cooking	Passed to Housing Management
6. 20/2/18		Victoria Road	Fire	No injury	Chimney fire	Passed to Housing Management
7. 1/3/18		Rough Hills Road	Fire	No injury	Toaster on fire OOA	Passed to Housing Management
8. 29/3/18		Wenlock Avenue	Fire	No injury	Cooking – vulnerable person drug & alcohol dependent	Passed to Housing Management
9. 2/4/18		Valley Road	Asbestos		OOH callout operative disturbed known ACM's - no info on Northgate, but on info@work.	Asbestos abatement works completed – reassurance testing etc. Asbestos mgmt. info failure.
10. 7/4/18		Vauxhall House	Fire	No injury	Cooking	Housing Management have attended – concerns re: sub-letting lodger.
11. 3/5/18		Glentworth Gardens	Fire	No injury	Cooking	Passed to Housing Management
12. 11/5/18		Norbury Crescent	Fire	No injury	Arson to wheelie bins & fridge freezer adjacent to properties 8 & 10	Passed to Housing Management – class A drugs & cash found at no 10 police attended
13. 12/5/18		Pugh Road	Fire	No injury	Arson – conifer tree adjacent to property set on fire	Passed to Housing Management

14. 23/5/18	Kinver Drive	Fire	No injury	Cooking	Passed to Housing Management
15. 2/6/18	Old Fallings Crescent	Fire	No injury	Small fire in waste bin	Passed to Housing Management
16. 13/6/18	Dilloways Lane	Fire	No injury	Cooking – complex case hoarder mental health issues	Passed to Housing Management – tenant agreed to move to sheltered accommodation
17. 20/6/18	Ashbourne Road	Fire	No injury	Cooking	Passed to Housing Management
18. 21/6/18	Hackford Road	Fire	No injury	Possible faulty external wiring – severe damage to property – fire damage decant	Passed to Housing Management
19. 21/6/18	Astbury Close	Asbestos incident	No injury	Plasterer damaged positive ACM	Asbestos team attended environmental clean & reassurance air testing completed
20. 27/6/18	Villiers Avenue	Fire	No injury	Side fence caught fire with rubbish	Fire damage decant
21. 28/6/18	Hordern Grove	Fire	No injury	Arson – mattress & rubbish set on fire at rear of property	Out of hours attended
22. 8/7/18	Hall Green Street	Fire	No injury	Cooking	Passed to Housing Management
23. 9/7/18	Guy Avenue	Asbestos near miss	No injury	Out of hours water leak through kitchen ceiling – during emergency repairs ceiling came down	Asbestos team carried out emergency asbestos sample - came back negative
24. 15/7/18	Fraser Street	Fire	Tenant taken to hospital	Suspected arson – seat of fire near to front door	Fire damage decant
25. 22/7/18	Bevan Avenue	Fire	No injury	Wood left on cooker – tenant with dementia	Passed to Tenancy Management & Repairs
26. 24/7/18	School Road	Fire	No injury	Cooking	Passed to Tenancy Management
27. 25/7/18	Russell Road	Fire	No injury	External shed external wiring	Fire damage permit

28. 3/8/18	Lichfield Road	Fire	No injury	Cooking left unattended	Passed to Tenancy Management & Repairs
29. 11/8/18	Second Avenue	Fire	No injury	Cooking left unattended in microwave	Passed to Tenancy Management & Repairs
30. 24/8/18	Ruskin Road	Fire	No injury	Electrical switch for shower	Passed to Repairs
31. 2/10/18	Bevan Avenue	Fire	No injury	Cooking left unattended	Passed to Tenancy Management & Repairs
32. 2/10/18	Highfield Court	Flood	No injury	Water leak affecting several properties, lifts and electrics in block	Emergency response – CWC Insurance Team involved
33. 6/10/18	Graiseley Street	Fire	No injury	Cooking	Passed to Tenancy Management & Repairs
34. 9/10/18	Thornley Close	Fire	No injury	Cooking	Passed to Tenancy Management & Repairs
35. 11/10/18	Red Oak House	Fire	No injury	Cooking left unattended	Passed to Tenancy Management & Repairs
36. 13/10/18	Blanefield	Fire	No injury	Cooking	Passed to Pendeford TMO
37. 16/10/18	Guy Avenue	Fire	Oxygen therapy to 74-year-old male	Clothing placed on hot plate	Passed to Tenancy Management & Repairs
38. 19/10/18	Ruskin Road	Fire	No injury	Chimney fire	Passed to Tenancy Management & Repairs
39. 19/10/18	Ellerton Walk	Fire	No injury	Pan fire - OOA	Passed to TMO
40. 4/11/18	Ledbury Drive	Fire	No injury	Washing machine fire – OOA	Passed to Tenancy Management & Repairs
41. 9/11/18	Cannock Road	Fire	No injury	Cooking left unattended	Passed to TMO

Appendix 2 - Total accidents / incidents and near misses

Wolverhampton Homes
Accidents / Incidents / Near-Misses and Physical Assaults - April 2018 – Current

	Reportable Accidents	Non-Reportable Accidents	Reportable Incidents	Physical Assault	Near-Misses
April 18	0	5	0	0	0
May 18	1 (a)	2	0	0	0
June 18	0	2	0	0	0
July 18	0	3	0	0	0
Aug 18	0	0	0	1	0
Sept 18	1 (b)	9	0	0	3
Oct 18	0	0	0	0	0
Nov 18	0	1	0	0	0
Dec 18					
Jan 19					
Feb 19					
March 19					
Total	2	22	0	1	3

Reportable Accidents: -

(a) Trade Support Improver – hand injury (hand tool injury, over 7 day)

(b) Electrician – ankle injury (fall from height, over 7 day)

Wolverhampton Homes
Accidents / Incidents / Near-Misses and Physical Assaults - April 2017 – March 2018

	Reportable Accidents	Non-Reportable Accidents	Reportable Incidents	Physical Assault	Near-Misses
April 17	1 (a)	6	0	0	0
May 17	0	2	0	0	0
June 17	0	3	0	0	0
July 17	0	7	0	0	0
Aug 17	1 (b)	5	0	0	0
Sept 17	0	4	0	0	0
Oct 17	1 (c)	3	0	0	0
Nov 17	0	4	0	0	0
Dec 17	0	3	0	0	0
Jan 18	0	6	0	0	0
Feb 18	1 (d)	2	0	0	1
March 18	0	3	0	0	0
Total	4	48	0	0	1

Reportable Accidents: -

(a) Plasterer – back injury (fall from height, over 7 day)

(b) Property Supervisor – soft tissue injury (Road traffic accident, over 7 day)

(c) Asbestos Operative – leg injury (slip/trip/fall same level, over 7 day)

(d) Customer Liaison Officer – back injury/pre-existing (another type of accident, over 7 day)

Appendix 3: Lost days resulting from workplace accidents

Wolverhampton Homes
Lost days resulting from workplace accidents

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
January	17	0	5	19	12	9	32	12	0	23	0
February	77	28	58	19	4	2	23.5	20	0	10	1
March	8	10	27	26	0	0	21	11	0	25	19
April	29	14	26	6	0	0	0	0	8	15	3
May	15	39	27	0	6	0	14	1	11	0	10
June	21	11	31	6	21	0	1	0	0	0	24
July	40	14	26	38	37	0	0	20	11	2	8
August	47	0	22	78	43	0	0	0	2	17	0
September	14	10	37	46	23	18	0	0	2	0	6
October	52	158	48	5	38	0	0	10	17	16	5
November	56	76	22	0	12	0	27	30	23	0	
December	0	0	23	0	0	0	3	4	15	0	
Total	376	360	352	243	196	29	121.5	108	89	108	76

2010 – Barrier: **200**

2012 – Ladder: **127**

2014 – Roller shutter: **76**, Door wrist: **30**

2015 – Ankle stairs: **43**, Bin lid hit head: **1**, Twisted ankle van: **20**, walked into door frame: **22+**

2016 – Fractured thumb handling boiler: **19**, slipped down wet communal stairs: **11**, slipped on stairs & twisted knee: **2**, tripped on step & fell on wrist: **2**, fell down stairs – broken collarbone: **51**, fell & landed on a piece of concrete: **1**, partial finger amputation caused by loading rubble into skip: **3**.

2017 - Apprentice Estate Caretaker - twisted their knee handling a roll of wet carpet: **9**, Trainee painter – pulled a muscle in shoulder moving filing cabinet: **14**, Concierge Caretaker – knee injury missed footing on stairs: **10**, Gas Operative – twisted ankle in pot hole on car park: **19**, Plasterer – back injury caused by fall from height: **15**, Property Supervisor – soft tissue injury lower back & legs: **9**, Asbestos Operative – cut/graze to leg: **16**.

2018 – Customer Liaison Officer – back injury/pre-existing another type of accident: **20**,

Electrician – dog bite, injured by animal/insect: **3**, Trade Support Improver – hand injury hand tool injury: **39**, Response Repairs Officer – eye injury, hit by moving/fly/fall object: **3**, Electrician – ankle injury, fall from height: **11**.



Wolverhampton Homes

Name

HS2 2018-19 - Quarter 2

Description

Management of Fire Risk Assessments in Communal Areas of Flats and Registered Non-Domestic Premises – % of inspections carried out within timescales to non-domestic premises and communal parts of domestic premises.

Purpose / Aim

To ensure legislative compliance to the Regulatory Reform Fire Safety Order 2005 [the Order] and any other mandatory and legislative requirements relating to fire safety.

Definition

The Regulatory Reform (Fire Safety) Order 2005 [the Order] covers general fire precautions and other fire safety duties which are needed to protect relevant persons in case of fire in and around most premises. The Order requires fire precautions to be put in place where necessary and to the extent that is reasonable and practicable in the circumstances of the case.

Wolverhampton Homes accepts the requirement of the Regulatory Reform Fire Safety Order 2005 [the Order] and our responsibilities (as managing agent of buildings where sleeping accommodation is present in the communal areas and non-domestic premises) for fire safety.

The objective of this policy is to ensure that Wolverhampton Homes has a systematic regime of inspecting all flats and designated non-domestic assets which have identified communal areas so as to ensure that they are free from fire risks and hazards.

As defined in section 3 of our policy and procedure for Fire Risk Assessments in Communal Areas of Flats and Registered Non-Domestic Properties the Stock Investment Division will generate a programme of addresses for fire risk assessment based on the inspection regime set out below and ensure assessments are kept under review and revised where necessary.

From experience Wolverhampton Homes have categorised the properties against their associated level of fire risk. The 4 identified categories are -

- Category 1 – High Rise multi storey blocks (6 storeys or more) with communal areas plus, all sheltered accommodation across categories 1, 2 and 3.
- Category 2 – Medium Rise 3-5 storey blocks with communal areas (excluding sheltered accommodation refer to category 1)
- Category 3 – Low Rise up to 2 storey blocks with communal areas (excluding sheltered accommodation refer to category 1)
- Category 4 - Miscellaneous properties – non-domestic assets

The frequency that Fire Risk Assessments (FRA's) will be conducted for each category is: -

- Category 1 - buildings will have a fire risk assessment carried out every year
- Category 2 - buildings will have a fire risk assessment carried out every 3 years.
- Category 3 - buildings will have a fire risk assessment carried out every 5 years.
- Category 4 - buildings will have a fire risk assessment carried out every 2 - 3 years depending on the property rating.

Formula

Formula = Number of FRA inspections surveys outstanding / number blocks of flats with communal areas and non-domestic premises x 100.

Category 1	<u>36 High Rise Blocks</u>		
	Total No. of FRA's within timescale.....	13	100%
Category 2	<u>362 Medium Rise Blocks</u>		
	No. of FRA inspections carried out within timescale.....	362	100%
Category 3	<u>424 Low Rise Blocks</u>		
	No. of FRA inspections carried out within timescale.....	424	100%
Category 4	<u>11 High Rise Deck Access Blocks</u>		
	No. of FRA inspections carried out within timescale.....	11	100%
	<u>10 Former Sheltered Low Rise Blocks</u>		
	No. of FRA inspections carried out within timescale.....	9	100%
	<u>41 Non-Domestic Properties **</u>		
	No. of FRA inspections carried out within timescale.....	41	100%
	Total No. of FRA's within timescale.....	61	100%

Additional Information

The information relating to Fire Risk Assessments of communal blocks and non-domestic premises is currently on the shared directory **L:\WHS\Shared\Communal Area Fire Risk Assessment\FRA POLICY-APPENDICES**

Frequency	Quarterly	Format	%
Validated by		Date	
PI Owner	N. Fowkes	Date	04/10/2018

Appendix 5: Fire intervention: Vulnerable tenants

It is key to understand that Wolverhampton homes are the lead organisation for any fire safety issues within the dwelling. West Midlands Fire Service enforcement powers do not extend within the dwelling. West Midlands Fire Service can complete a safe and well visit and a more user-friendly electronic means of booking such visits, will be available soon.

Housing operations work closely with the health and safety team to proactively identify risk and manage the risk that may be present to the tenant, neighbours and also to firefighters should they need to attend.

More complex cases can require continued monitoring and also case conferences with all relevant involved parties. Such cases with multiple risk factors (e.g. hoarding and mental health) are not easy fixes and can continue for a considerable timescale.

Key risk factors considered by H&S team when assessing a property would be: -

Smoke detection - does it work?

Smoke detectors do not prevent a fire from occurring

They provide the earliest possible warning in the event of a fire to give the best possible chance of exiting the property safely and calling the fire service.

It is essential that the smoke detector is suitable for the tenants' individual needs.

Smoking within the property

A high percentage of injuries and fire deaths are from fires caused by smoking. Indicators of risk to fire associated with smoking include burns on carpets, furniture, bedding and clothing. Evidence of smoking in bed carelessly, discarded cigarettes or matches, overflowing ashtrays and lighters or matches within the reach of children.

Unsafe cooking

Unsafe cooking conditions include heavily oil soiled cookers, hobs and frying pans. This increases the likelihood of a cooker fire developing. This is often associated with chaotic living, poor decision making and vulnerability.

Substance Dependency or Misuse

May increase the likelihood of a fire, particularly from smoking or cooking because its effects inhibit the ability to make safe decisions. It also affects the ability to recognise and respond appropriately in case of fire.

Prescribed medication

Prescription medication can increase the risk of a fire starting particularly, if the individual is a smoker. It can inhibit the ability to vacate the property in a safe and timely manner. This is because it is either designed to or has side effects that relax and help people to sleep.

Mental ill Health Physical/Mental Impairment, Limited Mobility/Reduced Manual Dexterity

Mental illness with minimal medical intervention does not necessarily increase risk to fire. More serious diagnosed conditions often lead to stronger medication, and more propensity to consume alcohol, non-prescription drugs and smoking. In some more serious conditions symptoms can include fire setting behaviours.

Sensory impairment whether visual or hearing will affect or delay response and or escape from the development of a fire unless the correct equipment is installed

A person with a physical impairment or limited mobility is not necessarily at greater risk of fire, however should a fire occur they may be slow or unable to vacate the property. Reduced manual dexterity may increase the likelihood of a fire, particularly from smoking. For individuals who are bed dependent or bariatric in the event of a fire escape will not be an option. The biggest risk to these individuals is from smoking.

Dementia

Dementia affects a person's ability to make rational cognitive decisions and will become more challenging, the more developed the disease is. Some of the specific risks and vulnerabilities to fire that the condition creates are leaving cooking unattended or putting things on cookers or in microwaves that shouldn't be there. Failure to recognise the sound of the smoke detector. Not recognising the property, they live in can inhibit their ability to exit in a safe and timely manner in the event of a fire.

Disorganised and chaotic living - Hoarding Behaviours

Hoarding increases fire loading within a property. It can block exit routes, which would reduce the ability to exit in a safe and timely manner in the event of a fire. It affects fire fighter's ability to tackle the fire, because it makes the fire more intense and makes it more difficult for a successful rescue. The content of the hoard may include hazardous or highly inflammable materials. The hoard may be located close to ignition sources, such as gas fires or cookers. Hoarding will drastically increase the fire loading, which can aid fire spread. It will present inherent dangers for attending fire fighters. Wolverhampton homes have a duty of care to share known hazards and as such all significant hoarding and property risk information is shared with WMFS. This information is available to attending crews and may influence how the fire is tackled.

Use of medical oxygen

Oxygen is highly explosive when exposed to naked flame or dirt and grease. Medical oxygen use is often associated with smoking related lung diseases and users often continue to smoke. The oxygen rich atmosphere stays within clothing and furnishings creating an increased risk of rapid-fire spread, which is a particular risk for smokers or tenants with a gas fire or gas cookers. Medical oxygen cylinders pose a risk to fire fighters and the tenant in the event of a fire because the heat from the fire may cause the cylinders to explode. Smoke detection must be fitted in all rooms of use.

Airflow mattresses

Modern medical beds supplied by the NHS can have air flow mattresses, which can aid and increase the development of a fire within a bed. Particular risk if the person also smokes in bed.

Property risk

The type of property is a risk factor. Consideration is given to the property type and how it will perform during a fire scenario. All active and passive fire safety measures are reviewed considering the risk. Unsafe gas and electrical installations and appliances can pose serious risk.

Complexities of high-rise blocks offer obvious risks as means of escape can be compromised by poor compartmentation with the spread of fire and smoke. However, a complex case within a terraced property can present considerable risk to life and asset of affected dwelling and neighbours within the terrace. Understanding of any latent defects and any previous fire incidents within similar archetypes is imperative.

Recommendations

A combination of all the above risk factors are reviewed, and any additional measures required will be recommended.

Recommendations include but not limited to the following: -

- Letterbox protection.
- Additional smoke detectors.
- Specialist hearing/visual impaired smoke detectors.
- Low frequency detectors.
- Fire retardant mats, throws, and bedding.
- Refitting/installing internal doors.
- Replacing gas fires with electric fire suites.
- Verifying and sealing breaches to fire compartmentation with suitable materials.
- Temporary portable suppression system.
- Domestic suppression system installation.
- Removal of high-risk items fuels, gas cylinders etc.
- Immediate interventions to remove a high-risk item/issue.
- Close working relationship to assist reducing hoarding.

Appendix 6: Mental Health and Well-being

Mental Health & Well Being Sessions – Week commencing 24 September 2018, feedback

Date & Time	Company	Description
24/09/2018 Hickman Avenue	Dudley Mind Mark Evans	Bespoke Mental Health workshops including stress awareness and employee resilience. This was cancelled by Dudley Mind, trainer could not attend.
25/09/2018 Tarmac Road	Unite – UCATT UNISON Alzheimer Society Occupational Health HR Dudley Mind Information DV Samaritans Telecare	Volunteer sessions (drop in) to have stands with information and areas for confidential chats, addictions/debt/compulsive gambling
26/09/2018 (a.m.) Tarmac Road	Money Smart CAB Credit Union Pay care	Finance Loans Health package Advice
27/09/2018 Hickman Avenue	Occupational Health Nurse	Cholesterol testing (finger prick)

<p>28/09/2018</p> <p>Hickman Avenue</p>	<p>YMCA</p> <p>Adele Biddle</p>	<p>Greater understanding of Mental Health, including First Aiders.</p> <p>Be aware of language when having conversations.</p> <p>Confidence in having conversations around Mental Health (open conversations)</p> <p>Relationships between work and Mental Health.</p>
<p>Health Kiosk Rental 2018</p>	<p>Health Monitors</p>	<p>Measures: -</p> <p>Weight & BMI</p> <p>Body Mass</p> <p>Body Fat</p> <p>Blood Pressure</p> <p>Heart Rate</p>

Appendix 7: Health & Safety Performance Indicator: March Quarter 2 - 2018 -19

Health & Safety		Year to date	Target	Direction
HS1	Management of asbestos - % of re-inspections carried out within timescales	100	100	A figure higher than the target is good
HS2	Management of Fire Risk Assessments in Communal Areas of Flats and Registered Non-Domestic Premises % of inspections carried out within timescales	100	100	A figure higher than the target is good
HS3	% of Supervisor and Operative mandatory refresher training carried out annually	100	100	A figure higher than the target is good
HS4	% of Supervisor and Operative mandatory medicals carried out within timescale	100	100	A figure higher than the target is good
HS5	% of Supervisor and Operative mandatory RPE face-fit tests carried out within timescale: -	100	100	A figure higher than the target is good
	a) Annual face-fit test carried out by independent b) Monthly maintenance examinations carried out in-house	100	100	A figure higher than the target is good
HS6	% of Mandatory Plant and Equipment tests carried out within timescales	100	100	A figure higher than the target is good

HS7	% of mandatory four stage site clearance certification for reoccupation tests passed 1st time	100	100	A figure higher than the target is good
HS8	% of mandatory licensed modifiable treatment works cancelled on day of work start	0.00	0	A figure Lower than the target is good
HS9	% of Gas/Biomass boilers that received an inspection/service within a 12-month period	100	100	A figure higher than the target is good
	a) Hobgate Road b) Tremont Street	100	100	
HS10	% of Non-Domestic sites fully, Pat Tested at an interval of 12 months	100	100	A figure higher than the target is good
HS11	% of Lightning Protection Systems at High Rise and Medium Rise sites fully serviced and tested within a 12 months period	100	100	A figure higher than the target is good
HS12	% of Sites where a risk assessment has been carried out for control of Legionella Bacteria in domestic water systems within a 2-year period	100	100	A figure higher than the target is good
HS13	Servicing and availability of Dry Risers	100	100	A figure higher than the target is good
	A) % of Wet/Dry Riser receiving a Hydraulic test			
	B) % of certificates held on asset management files	100	100	
HS14	% of Emergency Lighting Systems on High Rise and Medium Rise sites fully serviced and tested within a 6-month period	100	100	A figure higher than the target is good

HS15	A) % of time lifts are available	98.08	95	A figure higher than the target is good
	B) % of Passenger lift plant serviced/inspected monthly	100.00	100	

HS16	Electrical inspection testing 5-year programme	87.39	75	A figure higher than the target is good
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HS17	% of valid gas certificates for tenanted properties	99.99	99.60	A figure higher than the target is good
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Board Report

	Agenda Item 10
	7 December 2018 High Rise Fire Safety Home Checks
	Open Report
Status:	For information
Author and job title:	Andrew Finch, Housing Manager
Contact No:	(01902) 556797
Recommendations:	Board members are asked to note the work undertaken following the Grenfell Tower tragedy in 2017, to ensure that all high-rise council tenants in Wolverhampton have received fire safety advice and have been offered additional support where required.
Key risks and contentious issues:	We must adequately inform high rise tenants about fire safety, identifying and addressing any risks within individual properties.

Management Summary

1.0 Purpose

- 1.1 To provide an update to Board on the fire safety advice provided to council tenants living in high rise properties across the City managed by Wolverhampton Homes and to outline the findings.
- 1.2 Wolverhampton Homes manage 2164 units within the 36 tower blocks and 344 units within 12 deck access blocks. This includes 64 leasehold properties sold under Right to Buy.

2.0 Background

- 2.1 Prior to the Grenfell Tower tragedy, and following the Lakanal and Southwick fires, all high-rise tenants had received hand delivered fire safety advice and a fire safety DVD.
- 2.2 Pre-tenancy, prospective new tenants attending our Are You Ready workshops, were also shown a fire safety video, which was played again at sign up. A visit by the Concierge Service to all new tenants included going through the building escape plan. Posters are also displayed in all high-rise tower blocks.
- 2.3 Following Grenfell in 2017, a decision was taken by Wolverhampton Homes Senior Management Team to visit all high-rise tenants to provide fire safety advice, to respond to matters of concern and provide ongoing reassurance to tenants and leaseholders living in Wolverhampton Homes managed blocks.
- 2.4 Estate Managers began this work at the end of August 2017 and this was subsequently taken over by our new establishment of 30 Tenancy Officers following the reorganisation of the Housing Directorate in April 2018.
- 2.5 The fire safety visit includes reference to an advice checklist, which is signed by and a copy issued to the tenant, a fire safety video is shown, and the smoke alarm is tested. A home check is undertaken to ensure that the property is being maintained in line with the tenancy agreement and that all household and tenant profile data is correct.
- 2.6 The Concierge team have supported Tenancy Officers with this work by arranging and carrying out some visits during out of hours, and they will continue to highlight any issues that come to light. The Control Room have been able to support by contacting tenants out of hours.
- 2.7 On completion of the fire safety visit, the tenant profile information is updated in the Northgate system, an indicator is applied to confirm that fire safety advice has been provided and any vulnerability support referrals are made and recorded.

2.8 If a fire risk is identified, the tenant is encouraged to accept a Fire Service referral. This is logged in Northgate. Examples of risks will include heavy smokers, chip pan users, cluttered or hoarded properties, severely physically impaired tenants, who may struggle in an emergency. Any repairs identified during the visit are also reported.

2.9 Moving forward, each flat in high rise accommodation, including leasehold properties, will receive an annual visit by a Wolverhampton Homes officer or contractor, following which, any concerns will be raised for action by the Tenancy or Leasehold Officer, whether related to support needs or property condition issues, which may impact on fire safety.

3.0 Current Position

3.1 Most visits have now been successfully completed with just 6 outstanding. Of those outstanding: -

- 3 tenants are currently recorded as being in breach of their tenancy conditions due to refusal of access and these cases are with the City Council's Legal Services for injunctive action.
- 1 tenant in Police custody
- 2 tenants in hospital.

4.0 Findings and actions following completed visits

4.1 86 referrals were made to West Midlands Fire Service (WMFS) where risks were identified and where officers felt that the tenant would benefit from further advice. Tenancy Officers receive feedback from WMFS on the outcomes of these referrals, which assists in subsequent decisions around the management of the tenancy.

4.2 Whilst the majority of tenants welcomed and expressed appreciation of the advice visit, there were a number of tenants where agreeing access for the visit proved to be a challenge. The following table provides a breakdown of the types of tenancy breaches identified and a position update: -

Tenancy breach type identified	Number identified	Number resolved	Number still being managed
Refusal of access	47	44	3
Hoarding or clutter	17	4	13
Pets in flats	2	2	2
Poor interior decoration	9	0	9
Rubbish causing health hazard	1	1	1

4.3 As part of the management of a tenancy breach, the Tenancy Officer takes a supportive approach with the tenant, agreeing a plan of action, which confirms what the tenant is able to do themselves and what support they may require, together with timescales. This may involve referrals to partner agencies including Social Services and our Housing Support Team where appropriate, to achieve a resolution of the issue.

Legal interventions, such as legal warning letters, injunctions or possession action, are considered where needed, but this is always a last resort and our aim is always to support the tenant in order to resolve the tenancy breach issue.

4.4 A Northgate system report (ST-MLS999) is updated daily, which details the profiles of high-rise households, by block, across the city.

A summary of the profiles of high-rise households is outlined below: -

Need identified	No. of tenants/household members
Physical impairment	267
Sensory impairment	15
Hearing impairment	83
Learning impairment	63
Speech impairment	16
Visual impairment	37
Mental health impairment	211
Wheelchair user	30
Chronic health	173
Life limiting illness	25
Total	920

This information can also be provided on high rise blocks, see appendix 1 attached.

4.5 Some tenants and household members will be recorded with multiple needs and further information can be provided on this, if required.

4.6 Household age profiles were identified as follows: -

Age	Number
Under 18	807
18 – 50	1975
51 – 70	881
70+	286

4.7 There are currently 65 sold high rise leasehold properties managed by Wolverhampton Homes and fire safety advice is provided to these occupants by our Leasehold Management Officers. The current position with these visits is outlined below: -

Leasehold properties	Current position
59	Visit complete
4	Empty properties for sale or awaiting re-let, advice to be provided once new occupier is in residence
1	Injunction being considered due to refusal of access

5.0 Potential implications for the allocation of high-rise tenancies

- 5.1 Following an incident in Russell Court earlier this year involving a physically impaired tenant requiring emergency evacuation and hospital admission due to a medical condition, legal advice was sought regarding the housing of tenants with physical impairment in high rise accommodation. The advice received confirms that it is the tenant's choice as to whether they wish to remain living in high rise accommodation. If a tenant's circumstances change, for example due to illness or accident, we can support any request for a transfer if that is what the tenant wishes, however the availability of other housing to meet specific needs may be limited. There is no legal route to forcibly move a tenant from the property other than to pursue possession action through the Courts.
- 5.2 High rise properties are, from an allocations point of view, considered level access accommodation and a number of blocks were formerly designated for elderly or mature tenants. High rise properties are safe, compartmented, supported by concierge and are suitable for most needs.

6.0 Management of risks

- 6.1 In terms of our advice to tenants, where a risk is identified around mobility and ease of escape in an emergency, a discussion has been made on how they would physically leave their flat in an emergency and prevented from using the lift. They are encouraged to accept a fire service referral, if a risk to their escape is identified and, in some cases, support with a move is provided, if this is appropriate.
- 6.2 Property condition related risks, such as hoarded or cluttered properties, are managed as a breach of the tenancy conditions with a referral to the City of Wolverhampton Council's Health and Safety team for an inspection of the property. Where required additional fire prevention measures, such as use of temporary sprinklers, fire retardant blankets, etc, are provided by WMFS, while the matter is being addressed with the tenant.

6.3 Despite Grenfell and the subsequent media attention there has been no significant surge or uplift in high rise residents of Wolverhampton Homes seeking alternative accommodation. At 01/05/17 there were 365 transfer applicants, who are tenants in high rise and at 01/05/18 there were 405. To put that into context, tenant transfer applicant numbers have seen a small increase across all property types, from 2,305 in May 2017 to 2,502 in May 2018.

6.4 The case mentioned in Russell Court presented WMFS with challenges relating to the safe evacuation of the tenant due to their weight and size. The tenant was evacuated outside the flat from the balcony. Another tenant in the same block has a paralysed bed-ridden son and this tenant had refused to engage with us and had been the subject of an adult safeguarding referral. These two examples highlight concerns relating to mobility, should escape from the home or evacuation of the block be necessary. Currently some information, the address and sometimes the nature of the risk, is shared only on a case by case basis following an assessment by a Health and Safety Officer. Tenants requiring oxygen for medical purposes are also notified to WMFS as part of an existing process between WMFS and the NHS.

6.5 Data sharing and the impact of GDPR has been discussed at the West Midlands Local Authority Fire Service meeting, which is attended by a representative from the Health and Safety Team. Block plans and floor layouts are currently shared but not household data.

7.0 Resident engagement and awareness of fire safety

7.1 Fire safety advice is featured in our Are You Ready workshops for housing applicants, which all prospective tenants complete before they become a tenant, as well as during the new tenant sign up process and at post tenancy visits for new tenants.

7.2 Fire safety information is published on WH web site, on social media and has been a topic of discussion a number of times at our tenant Get Togethers.

8.0 Conclusion

8.1 Ensuring that we have up to date information on our high-rise tenants allows us to better manage potential risk in terms of fire safety, whether relating to the needs of the tenant or the condition of the property. Our partnership with WMFS is essential in managing these risks.

9.0 Recommendations

9.1 Board are asked to note the focus and increased attention to fire safety, protecting all council tenants and leaseholders living in Wolverhampton Homes managed high-rise accommodation from harm and our continued excellent working relationship with WMFS.

10.0 Financial and value for money implications

10.1 Not managing fire risk effectively has a potential to impact both financially and reputationally on the company.

11.0 Legal implications

11.1 Significant if risk if not managed.

12.0 Human resources implications

12.1 None.

13.0 Health and safety implications

13.1 To ensure that fire safety advice is adequately communicated to all high-rise tenants.

14.0 Equalities implications

14.1 Has an equality impact assessment been carried out – yes, on the Supporting People In Need policy.

15.0 Impact on the environment and community

15.1 Supporting people to live in a safe environment will have a positive impact on the wider community and should increase the general wellbeing of tenants and their ability to manage their homes.

16.0 Long term consequences for the company

16.1 It is the aim of the company to ensure that every tenant, including all high-rise tenants, are visited by a Wolverhampton Homes officer or contractor at least once a year and any support needs or property condition issues referred to the local Tenancy Officer to address.

16.2 Tenant engagement and communication is a key feature of both the Dame Judith Hackitt report on Grenfell and also the subsequent housing green paper 2018 - A New Deal for Social Housing.

17.0 Impact on business relationships with suppliers, customers and others

17.1 No specific issues.

18.0 Impact on the Wolverhampton Homes' Management System - will any new policy or policy updates have an impact on the management system?

18.1 Plans are in place to ensure annual visits to all WH managed properties requiring all officers of the company to report any matters of concern, either person or property related.

19.0 List of Appendices

19.1 Appendix 1: Analysis of household vulnerability profile by high rise block.

Appendix 1: Analysis of household vulnerability profile by high rise block

Block / impairment	physical	sensory	hearing	learning	speech	visual	mental heath	wheelchair user	chronic health	life limiting illness
Arthur Greenwood Court	2	1	0	2	0	1	5	0	2	0
Birch Court	6	0	2	1	1	0	3	1	2	1
Brockfield House	7	1	1	4	1	0	5	0	11	0
Campion House	7	0	1	1	0	2	12	2	11	1
Chervil Rise	7	1	2	4	2	1	11	2	6	1
Chetton Green	24	1	9	1	3	3	18	4	6	0
Clem Attlee Court	3	1	1	3	1	0	7	0	3	2
Clover Ley	0	1	0	0	0	0	2	0	1	0
Connaught House	6	0	5	2	2	1	4	0	1	2
Graiseley Court	9	2	3	0	0	2	1	1	0	0
Gregory Court	3	0	0	3	0	1	7	0	5	0
Grosvenor Court, Hallet Drive	5	1	2	0	0	0	3	0	0	0

Grosvenor Court, Lakefield Rd	11	0	5	0	0	0	5	3	13	0
Hawthorn House	4	0	1	2	0	1	3	0	1	1
Highfield Court	18	0	3	2	0	1	13	4	13	4
Hobgate Road	4	2	1	2	0	0	3	0	9	0
Hugh Gaitskell Court	14	0	7	3	1	2	3	1	3	2
Kilsall Court	3	0	1	2	0	0	4	0	0	1
Lane Court	5	0	0	2	0	0	0	0	3	0
Lathe Court	3	0	2	1	0	0	4	1	0	0
Lincoln House	7	0	1	1	0	1	1	1	3	1
Ling House	2	0	0	0	0	0	2	0	2	0
Longfield House	21	0	0	4	0	5	13	1	15	1
Pennwood Court	5	0	3	1	0	2	10	0	1	1
Red Oak House	9	0	1	0	0	0	3	0	6	2
Russell Court	3	0	2	0	0	2	3	0	1	1
St Andrews House	0	0	0	1	0	0	2	0	0	0
St Joseph's Court	18	1	8	0	1	2	9	2	9	2

Sutherland House	2	0	2	1	0	0	2	0	1	0
Tong Court	8	0	2	3	1	0	3	1	3	1
Tremont House	10	0	4	1	0	3	8	2	5	1
Vauxhall House	2	0	0	1	0	1	2	0	0	0
Weston Court	9	0	2	2	0	0	5	1	8	0
Whitmore House	2	0	1	0	0	0	2	0	1	0
William Bentley Court	15	1	5	2	1	4	13	2	19	0
Winston Churchill Court	7	3	1	6	0	1	5	1	4	0
Wodensfield Tower	7	0	4	5	2	1	15	0	5	0

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