

PRESENT

Members of the Committee

Councillor Quentin Marshall (Chairman)
Councillor Sam Mackover (Vice Chairman)
Councillor Mohammed Bakhtiar
Councillor Judith Blakeman
Councillor David Nicholls
Councillor Matthew Palmer
Councillor Will Pascall
Councillor Monica Press

Others in Attendance

Councillor Rock Feilding-Mellen (Cabinet Member for Housing, Property and
Regeneration)
Councillor David Lindsay (Chairman of the Family and Children's Services SC)
Robert Black (Chief Executive, TMO)
Yvonne Birch (Executive Director of People and Performance, TMO)
Michael Clark (Director of Corporate Property and Customer Services)
Jacqui Hird (Scrutiny Manager)
Sasha Jevans (Executive Director of Operations, TMO)
Amanda Johnson (Head of Housing Commissioning)
Laura Johnson (Director of Housing)
Peter Maddison (Director of Assets and Regeneration, TMO)
Steve Mellor (Group Finance Manager)
Debbie Morris (Head of Facilities Management, Tri-Borough)
Anthony Parkes (Director of Financial Services, TMO)
Gillian Tobin (Senior Housing Policy Officer)
Alan Wharton (Tri-Borough Head of Asset Strategy, FCS)
Jerome Treherne (Governance Services)

A1 APOLOGIES FOR ABSENCE

Apologies had been received from Councillors Allison, Berrill-Cox and Mrs
Rutherford.

A2 MEMBERS' DECLARATION OF INTEREST

Councillor Pascall declared his role as a Governor of Marlborough Primary
School in relation to item B1. Councillors Blakeman, Bakhtiar and Press
declared their positions as TMO Board Member, tenant and leaseholder
respectively.

A3 MINUTES OF THE MEETINGS ON 13 MARCH AND 11 JUNE 2014

The minutes were accepted as an accurate record and signed by the Chairman.

The Three Minority Group Members requested copies of housing types and tenures needed to meet the Mayor's new housing targets and the results of the 2013 TMO test of opinion.

Action: Ms Caliskan

A4. PARKWOOD HALL SCHOOL – ASSET MANAGEMENT

A summary of this confidential discussion with Councillor Lindsay and Mr Wharton present was recorded in the part B minutes of the meeting.

A5. THE CABINET MEMBER REPORT

The Cabinet Member noted that the final version of his report had not been included in the papers. He highlighted three recent achievements: building new homes on the Silchester Garages site, the Edenham Way redevelopment and the Grenfell Tower refurbishment. In response to questions he confirmed the 80 properties in phase one of the Silchester site would be completed by March 2015 and phase two completed by September 2015. He reported that in response to pressure on the Temporary Accommodation Budget, officers were considering ensuring a longer term supply of units from the private rented sector and, following suitability assessments, accommodation outside London would continue to be sought as a last resort. He confirmed the capital receipt from the disposal of the Bassett Road building would be allocated to the Capital Budget. The Cabinet Member and Mr Clark both recognised the tight timetable for the Marlborough School redevelopment and Mr Clark reported that John Lewis plc was committed to completing the project on time.

The Cabinet Member commented that it seemed unlikely there would be a single Bi-Borough depot for waste collection vehicles. He clarified that the smaller budget for Fox Primary School reflected the new specification. Councillor Palmer requested more details on HRA high value residential properties.

Action: Ms Johnson

A6. TOTAL FACILITIES MANAGEMENT KEY PERFORMANCE INDICATORS (KPIs) UPDATE

Mr Clark reported that the three month delay to the start of the contract and the rolling out of the transformation programme had contributed to some unsatisfactory KPI results. He reaffirmed the commitment to performance standards. Ms Morris reported on the improved flow of data and the continued efforts to achieve 100 per cent compliance on the stringent KPIs, however she noted that performance was generally at the same level as prior to the contract. Mr Clark pointed out that some criticism tended to be mistakenly directed at Amey such as issues arising from facilities that needed refurbishment which were not part of the TFM contract.

The Cabinet Member said that significant savings had already been made from the contract and financial penalties for shortcomings would lead to more savings.

A7. ANALYSIS OF EXPENDITURE ON THE FACILITIES MANAGEMENT

The Chairman explained that the paper aimed to provide Members with more information on small budget items so that they were in a position to scrutinise even modest public spending. He suggested specific queries on items be submitted to Mr Treherne after the meeting. **Action:** All Members

A8. LIVE ISSUES REPORT FORM THE DIRECTOR OF HOUSING

Ms Johnson reported on further action against the three outstanding TMO leaseholders who had still not engaged with the Council over inadequate fire resistant entrance doors. Councillor Pascall thanked the officers for their continued efforts over many months to resolve this issue.

Ms Johnson agreed to provide Councillor Blakeman with a breakdown of the 100 temporary accommodation placements in boroughs listed at the end of paragraph 2.2. **Action:** Ms Johnson

A9. TMO ANNUAL REVIEW

Mr Black, in his summary, highlighted the improvement in rent collection, the successful launch of Repairs Direct and its good performance against KPIs. A second test of opinion exercise would take into account new ward boundaries. In response to the Chairman's query on complaints answered within time, Mr Black said an upturn in complaints had taken place when the contract changed but now performance was back on target. He noted that to meet the new target, a higher level of customer satisfaction was needed. He pointed out the number of complaints was small which made it easier to miss the KPI target.

Ms Jevans reassured Councillor Press that recalls to repair of faults were captured by TMO indicators and monitored, although the KPIs in the committee report represented a less detailed picture.

Councillor Press suggested that tenants with rent arrears could be allowed more flexibility to move to smaller TMO properties with lower rents. In response, Ms Johnson advised that arrears were allocated to particular properties & the rent level was not necessarily the reason for arrears. She confirmed that officers took a case-by-case approach.

A10. RE-HOUSING PLAN KEY DECISION

Ms Johnson introduced the report. She commented on the decline in the supply of social housing and advised that when a suitable tenancy was found in the private rented sector, the Council's full housing duty towards the homeless household continued for two years. She would circulate to Councillor Press an explanation of the most common causes of homelessness.

Action: Ms Johnson

A11. GRENFELL TOWER MAJOR WORKS AND HIDDEN HOMES PROJECT

Mr Maddison in response to Councillor Blakeman's suggestion said that small improvements such as security in stairwells could be looked at. He advised Councillor Pascall the new heating system would be controllable by residents of each flat and individually charged for.

A12. EDENHAM WAY UPDATE ON REDEVELOPMENT OF LAND

The Committee noted that the consultation on the Supplementary Planning Document should start on 28 July and this date would be confirmed. The Chairman drew attention to the July 2013 group visit by scrutiny Members and the note from this visit was available on request.

A13. HOUSING REVENUE ACCOUNT (HRA) REVENUE & CAPITAL OUTTURN

Mr Mellor introduced the report. A HRA balance sheet was tabled at the meeting (and a copy kept for the minute book). In response to the Chairman's query, Mr Mellor commented that the significant underspend in bad debt provision reflected the availability of the Discretionary Housing Payments Fund, to mitigate in the short term the impact of the welfare reforms, and also the lower level of debts outstanding. It was noted that the level of the Discretionary Housing Payments Fund was expected to reduce in the future which could result in higher arrears arising.

A14. HOUSING GENERAL FUND SERVICE REVIEW & CAPITAL OUTTURN

In response to Councillor Blakeman's query, Mr Mellor advised that overall Council underspends had been transferred to the Capital Expenditure Reserve.

He said that the report to Cabinet next week would show a surplus on the temporary accommodation (TA) budget of around £200k which was significantly lower than that arising in recent years. In response to a question from the Chairman, he reminded the Committee that the trend on TA was towards deficit and that this represented a significant financial risk to the Council. He commented that to meet extra costs arising from the welfare reforms, one-off funds of £3.6 million had been set aside which could on a temporary basis be drawn on. Mr Mellor reported the future level of discretionary housing funding was still to be confirmed.

Ms Johnson clarified that underspend on the Supporting People Budget arose from the retendering of services. Mr Mellor commented that underspends under £100k could be vired across housing budgets without member approval and virements exceeding this level required member approval which could be sought as part of the quarterly monitoring reports to Cabinet.

A15. ANALYSIS OF EXPENDITURE ON HOUSING SERVICES

Members with particular queries on the detailed breakdown of expenditure were encouraged to submit queries via Mr Treherne after the meeting.

Action: All Members

A16. BUY TO LEAVE REVIEW

It was noted that Michael Bach could be asked to advise particularly on evidence gathering and Councillors Berrill-Cox, Blakeman and Nicholls had joined the working group which was to be led by Councillor Marshall.

A17. MISCELLANEOUS MATTERS

ROTA VISITS

The Chairman suggested Members select sites outside their own wards. Councillor Pascall expressed interest in visiting the TFM LINK team with another Member. Members were to inform Mr Treherne which sites they wanted to visit when the complete list was ready.

Action: All Members

IN-DEPTH REVIEWS

Councillor Pascall confirmed that Councillor Berrill-Cox had agreed to join the Housing Stock Condition Survey and he hoped the existing working group Members (Councillors Dent Coad and Mrs Rutherford would continue on it. The working group would report back to the Committee at its September meeting.

Before the September meeting, the Chairman encouraged Members to submit ideas for reviews and he noted the public were also to be asked for their ideas. The Vice Chairman suggested a review into the accuracy of financial viability predictions for large housing developments over the last five years could be considered. The Committee noted such predictions effected S106 contributions and the Planning aspects and the PRSC could be involved if this review formed part of the programme.

Action: All Members

A18. ANY OTHER ORAL OR WRITTEN ITEMS WHICH THE CHAIRMAN CONSIDERS URGENT

There were none.

The meeting finished at 9.05pm

Chairman