

YEAR IN REVIEW 2022/23

This presentation provides the opportunity to review and reflect on what has been achieved on behalf of this committee for the municipal year 2022/23.

This is keeping in line with the Council's Corporate Strategy 2020-2025 to incorporate annual targets for achievement thereby enhancing accountability and maintaining progress.



Brentwood 2025

Where everyone matters

www.brentwood.gov.uk



IMPROVING HOUSING



Brentwood 2025

Where everyone matters

www.brentwood.gov.uk



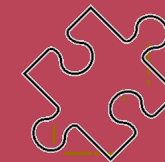
BRENTWOOD
BOROUGH COUNCIL

HOUSING NEEDS & DELIVERY



Completed the transfer of Community Alarm Customers to a new provider to improve service delivery

The team have successfully worked with a variety of partner agencies to help a very vulnerable person to achieve a positive outcome of suitable long term accommodation



1 staff member has qualified at Level 2 in Self harm and Suicide Awareness and Prevention with a 2nd member of staff gaining a MSC in Sustainable Development

We have been granted funding through the Domestic Violence Fund and the Protect and Vaccinate fund.



715 Housing Advice Requests Actioned and 109 homeless applications processed.

Started a Sheltered Housing Audit to improve services and identify efficiencies



Successful in joint funding bid with Basildon DC to provide Mental Health Provision for Roughsleepers

The Housing Options Team won the Essex Housing Awards 2022 'Working in Partnership' for our work with other Local Authorities to end rough sleeping in Essex.



Brentwood 2025

Where everyone matters

www.brentwood.gov.uk



BRENTWOOD
BOROUGH COUNCIL

HOUSING ESTATES



Implemented Photobook 3 which allows for work-flow making officers more efficient when on site

Awarded a contract for Former Tenant Debt Recovery to help reduce former tenant arrears



Reviewed 18,156 rent accounts and completed in excess of 50 estate inspections.

Average rent arrears value per property has dropped by £17



Relaunched Resident Engagement and increased the numbers of residents on the panel

8 Right to Buy applications received and 6 processed to completion



Opened up our first Resident Living Room as a warm space to support those affected by the Cost of Living

Introduced improved court procedures and achieved savings of £61,200 in legal costs



Brentwood 2025

Where everyone matters

www.brentwood.gov.uk



HOUSING REPAIRS



Completed 96.63% of Electrical Safety inspection programme and on target to complete 100% before April 2023

Completed 100% Gas Safety Inspections



Attended to 4,208 routine repairs and 480 emergency repairs

Started Fire Safety works at 2 further blocks and installed 2 automatic opening vents for fire safety in 2 other blocks



Fire Safety works at 6 blocks started in 2019 were completed after delays due to Covid.

Additional posts have been approved for resident liaison, compliance and planned maintenance to assist Axis with delivery of programmes



137 New boilers fitted as part of the capital programme

All Fire Risk surveys completed including all actions noted for 2022



Brentwood 2025

Where everyone matters

www.brentwood.gov.uk



BRENTWOOD
BOROUGH COUNCIL

Axis



Introduced a new IT system for processing repairs which allows for more efficient processing and booking of repairs

Axis have developed their training and development programmes and continue to seek out new apprentices



Axis have contributed £20k to the Community Fund, introduced innovative resident training days, delivered winter warm packs and continued school engagement programme

Regular progress meetings are in place to ensure customer service and delivery improves after a noticeable drop in service



New Repairs surgeries are being developed to bring officers to estates and allow easier access for vulnerable residents to report repairs

Introduction of a new telephony system which is currently in the bedding in stage



New Head of Customer Service employed by Axis to bring improvements to the customer journey including call handling and dealing with complaints

Independent survey being introduced by Brentwood Council for customer satisfaction of the repairs service



Brentwood 2025

Where everyone matters

www.brentwood.gov.uk



BRENTWOOD
BOROUGH COUNCIL

STRATEGIC HOUSING DEVELOPMENT



Finalist in the iESE Public Sector Transformation awards in the Community Focus category for our Affordable Homes Programme.



Planning committee granted approval for Harewood Regeneration for 40 Zero Carbon in use affordable homes.

Planning application submitted for Sir Francis Way for 4 Zero Carbon in use homes

Brookfield Close decant almost complete to provide 62 Zero Carbon in use homes.



Brentwood 2025

Where everyone matters

www.brentwood.gov.uk





Crescent Road was a vacant Edwardian property owned by the Council close to amenities such as Brentwood Station.

The property underwent a conversion and refurbishment to convert the two-storey dwelling into two affordable housing units suitable for small families.



Crescent Road



Construction phase began in late March 2022 and completed in November 2022. The families were moved in prior to Christmas.

The build utilised air source water cylinders to ensure the project followed the programmes carbon conscious agenda.



Brentwood 2025

Where everyone matters

www.brentwood.gov.uk



BRENTWOOD
BOROUGH COUNCIL

THE BIGGEST CHALLENGES



Brentwood 2025

Where everyone matters

www.brentwood.gov.uk



BRENTWOOD
BOROUGH COUNCIL

GENERAL HOUSING
Preparation for new inspections by the Regulator of Social Housing.

Introduction of 22 New Tenant Satisfactory Measures

STRATEGIC HOUSING
Economic climate challenges the viability of the SHDP

SHELTERED HOUSING
Increased care needs and vulnerabilities of residents which is resulting in a higher demand for adapted properties and support.



HOUSING NEEDS
Delivering a consistent and flexible Service to respond to the needs of our residents, increased focus on identifying and preventing rough sleeping

REPAIRS
Ensuring compliance with the Building Safety Act.
Providing Safe, secure and decent homes for residents within available resources.

ESTATES MANAGEMENT
Roll out of Universal credit to cover all legacy benefits and the impact this will have on residents and rent arrears.

Improving our estates within available resources.



Brentwood 2025

Where everyone matters

www.brentwood.gov.uk



THE WORKLOAD COMPARED TO LAST YEAR



Brentwood 2025

Where everyone matters

www.brentwood.gov.uk

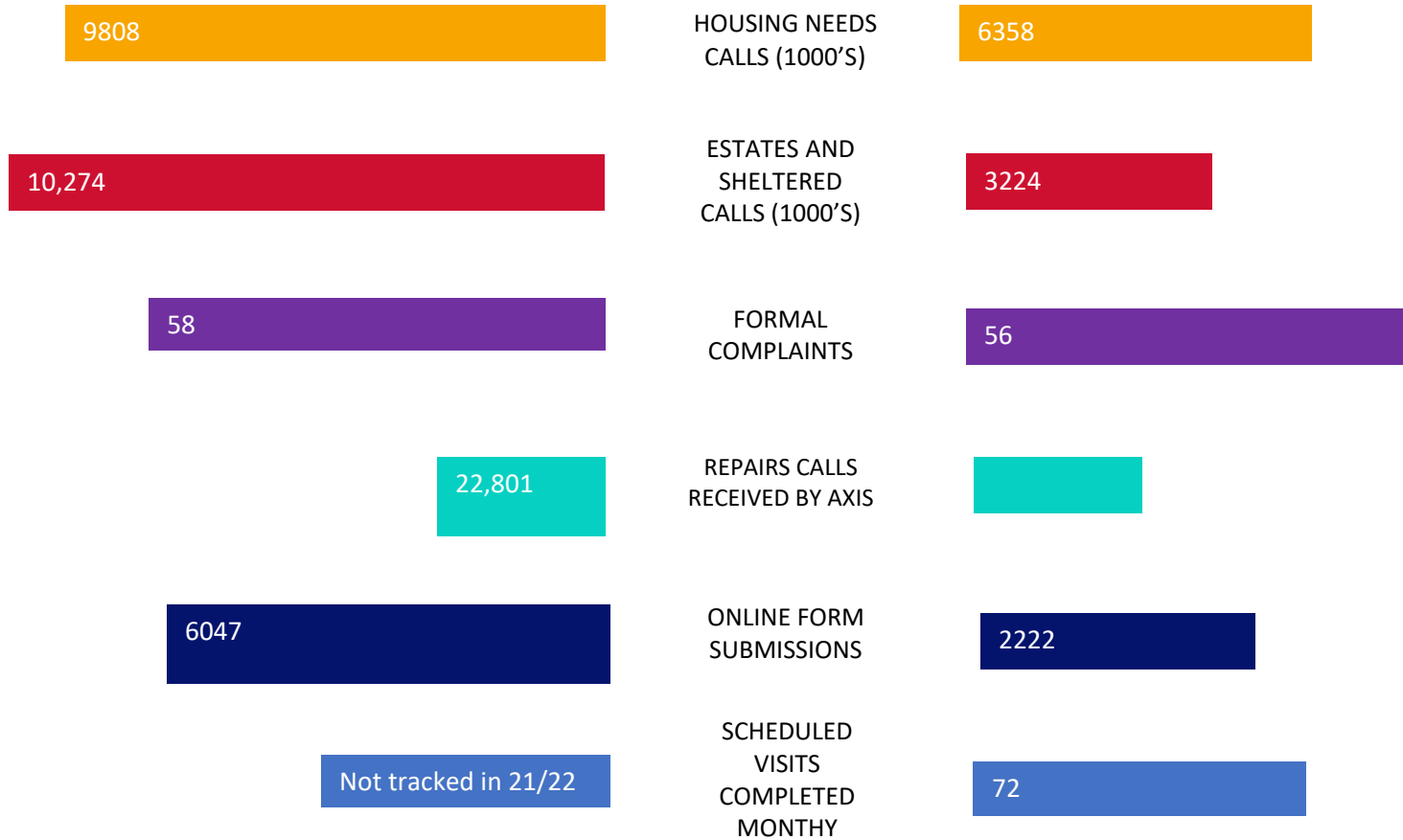


BRENTWOOD
BOROUGH COUNCIL

2021/22

COMMUNICATION

2022/23 to date



Brentwood 2025

Where everyone matters

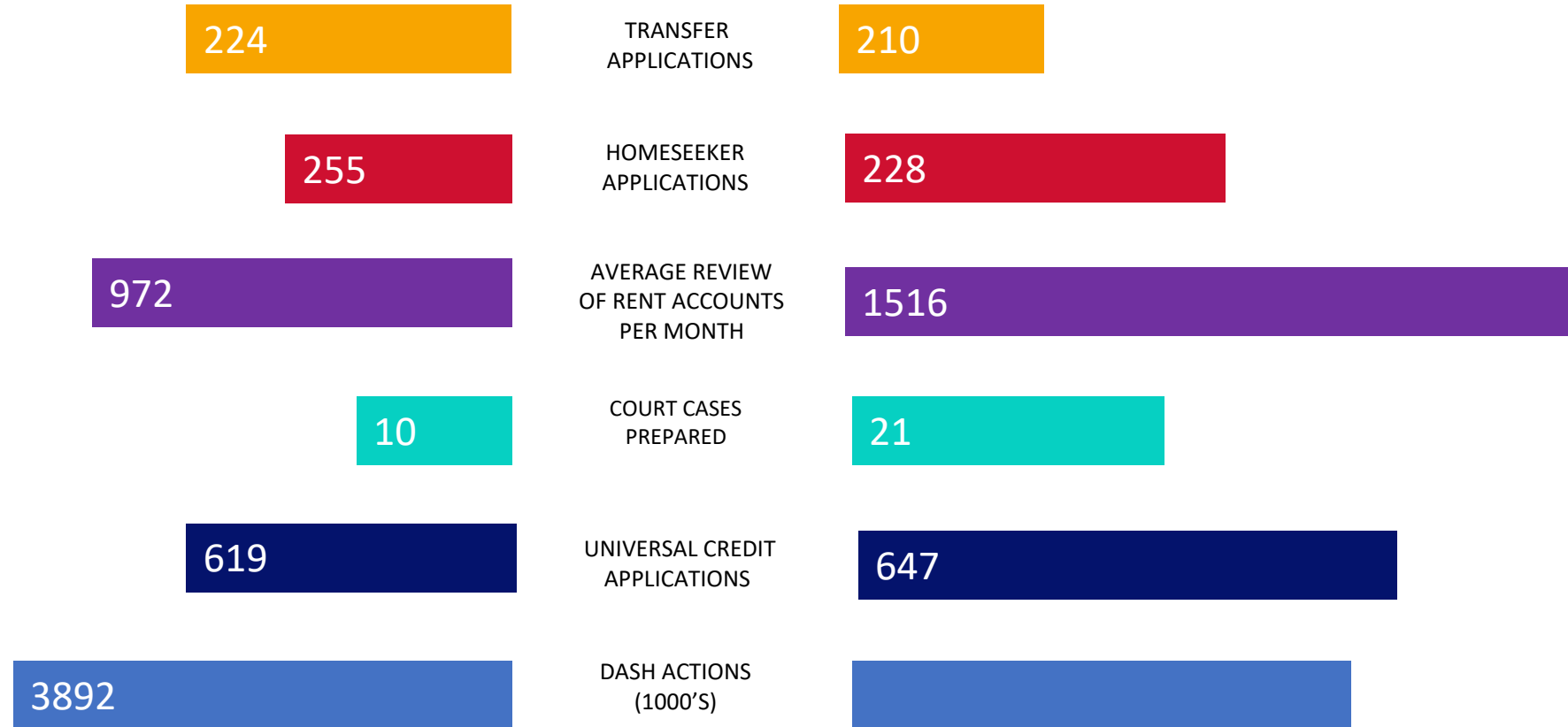
www.brentwood.gov.uk



2021/22

CASELOAD

2022/23 estimated
year end



Brentwood 2025

Where everyone matters

www.brentwood.gov.uk



WHAT DOES NEXT YEAR LOOK LIKE?

Introduction of the Social Housing White Paper
Introduction of the Tenant Satisfaction Measures
Capital Stock improvement programmes
Sheltered Housing Audit
Phase 1 Social Housing Decarbonisation Fund

Ongoing delivery of the Housing delivery programme
Roll out of 5-year tenancy audits
Completing two pilot estate improvement programmes



Brentwood 2025

Where everyone matters

www.brentwood.gov.uk



Sheltered
Housing Audit

Introduction of
Tenant
Satisfaction
Measures

One Team
Service Review

APR 23
|
JUN 23

Completing two pilot
estate improvement
programmes

Issue service charge
annual bills

JUL 23
|
SEPT 23

Roll out of
Universal credits
to those on legacy
benefits

OCT 23
|
DEC 23

Completion of
phase 1
decarbonisation
programme
(SHDF)

JAN 24
|
MAR 24



Brentwood 2025

Where everyone matters

www.brentwood.gov.uk



BRENTWOOD
BOROUGH COUNCIL

COMPLIMENTS ABOUT OUR SERVICE

We find his assistance to be extremely helpful

Thankyou for listening to me

We are very appreciative of your action

Thank you profusely for your support through the torrid times. Your patience, understanding and readiness to help made it possible for us to smooth over the cracks.

They radiated a caring persona and worked as a catalyst in our situation

I have total respect for you and your professionalism



Brentwood 2025

Where everyone matters

www.brentwood.gov.uk



BRENTWOOD
BOROUGH COUNCIL