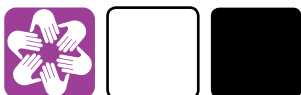


Lewisham Homes

Residents' Business Plan

Progress Report

August 2010





Residents Business Plan Progress Report 06-08-10

Anti-social Behaviour

BP Task No. 093: Establish a Youth Neighbourhood Watch Scheme.

Expected outcome: Reduction of ASB

Target completion date: Dec-10

The police suggested Sydenham or Forest Hill would be the best area for this as it would have most impact as youth crime is a significant issue in both locations. A list of young people in the two areas that have indicated they want to be involved in Lewisham Homes' project has been provided by Community Involvement. By Friday 6th August these young people will have been written to asking if they are interested in taking part. Those that express an interest will be CRB checked by the Police and those that pass CRB checks will be invited to a training session (September 2010) with a view to setting up of the Neighbourhood Scheme in December 2010.

BP Task No. 094: Expand the use of Mediation in ASB cases

Expected outcome:

Target completion date: Mar-11

In April 2010 an agreement was made with Lewisham Mediation Service that all noise nuisance cases are initially referred to them before any investigation is undertaken. Joint publicity in Home magazine, Lewisham Homes' website and local newsletters in July 2010. Training sessions for volunteers being arranged by the Mediation Service beginning on 1st September 2010. Plans in place for the referral of all neighbour nuisance case to Mediation Service at early stage from April 2010.

BP Task No. 221: Involve young people in cleaning and taking care of their estates.

Expected outcome: Involve young people in cleaning and taking care of their estates.

Target completion date: Oct-10

Originally a task for the Caretaking Service this was transferred to the ASB team in June 2010 following successful schemes carried out in Honor Oak and Pepys as part of the Brighter Futures project. Staff involved in this project will work with young people and carry out projects to clean up the estate environment including wall murals, planting, painting of communal areas, removal of litter. This is planned to commence during the autumn half term school holidays.

Caretaking

BP Task No. 107: Review extended Caretaking Services to fit local demands.

Expected outcome: Improved customer care

Target completion date: Jun-10 **Completed**

Two Mobile teams of two staff will carry out H&S checks and re-clan lifts to some blocks on LH estates. The service will run from 04:00 – 08:00pm. They will also respond to any emergencies from the “out of hours” service that arise between these times. Recruitment of the four caretakers was completed 11th,12th May 2010. Three of the four have started with the final recruit starting in September. The extended services commenced on Monday 19th July 2010.

BP Task No. 218: Provide a free on demand or cheaper service for removing bulky items

Expected outcome: More reliable bulky refuse collection service and reduction in fly-tipping.

Target completion date: Apr-10 **Completed**

A Bulky Household Waste Service for estates was introduced 1st April 2010, the schedule is published on LH website.

Community Involvement

BP Task No. 211: Competition run in the Lewisham Homes magazine to win one of five ‘get to know your neighbour days’

Expected outcome: Improved local community cohesion

Target completion date: Oct-10 **Completed**

Article in April involver and on website inviting TRAs and other community groups to apply for a Get to Know Your Neighbour Day. No applications received by the deadline. Followed up with an article in June Home Magazine with a revised closing date of 30th July - six entries received but one pulled out. The Residents’ Housing Management Improvement Group judged that all five applications met the criteria. So Deptford, Giffin Street, Home Park TRA, Markwell Close TRA and Sydenham Hill TRA will be able to work in partnership with Tumshies to organise their event with support from the Lewisham Homes Community Involvement team.

BP Task No. 212: Run a competitive small grants scheme for up to £39,200 where residents could apply for grants of up to £5,000 to improve their local area or community.

Expected outcome: Improved local community cohesion and environment

Target completion date: Jan-11

Applications opened with guidance notes and details of training opportunities available on the website and by post. Two training sessions for bidders are planned for 17th August. Deadline for bids 27th August. Members of the

Housing Management Improvement Group will receive training on 2nd September to ensure the judging process is fair followed by short-listing of entries which meet criteria and site visits where necessary. Winners will be announced 10th September with planning and delivery of winning entries (week) commencing 13th September.

BP Task No.213 : Develop an area on the website that would link to external Residents' Associations websites, support Residents' Associations in the development of their online presence

Expected outcome: Capacity building and improved information for residents
Target completion date: Dec-10

Two potential sources for training have been identified – one with Lewisham College and the other, a residential at Trafford Hall. A Hot Topics training special promoting website opportunity and other training opportunities to all TRAs, an article in Involver and a website article will be published in August with training planned for September and TRA website to be linked to Lewisham Homes in October.

BP Task No. 214: Introduce a Skills Bank

Expected outcome: Enhanced community development and access to services
Target completion date: Oct-10

Two meetings have taken place with the Primary Care Trust who have a dedicated team to develop, set up and train community groups plus a meeting with meeting with Timebank UK. Adverts will go in Involver, Website, Home Magazine and the TRA e-Flyer during August/September. Time Bank UK will meet with those who have expressed an interest in becoming a Time Bank Volunteer Coordinator in September followed by training on how to run a Time Bank. The Time Bank volunteers, supported by Community Involvement Team will be working to introduce the Time Bank from October 2010.

Major Works

BP Task No. 216: Provide door entry systems on four blocks

Expected outcome: Increase sense of security for residents and reduction in ASB

Target completion date: Mar-11

Following an initial meeting with MWIG sub-group (17th May 2010), where it was confirmed that the selection based on stats from ASB team a shortlist of blocks has been agreed. Quotations requested from three consultancies and tenders were returned on 30th July 2010 appointment of consultant due 6th August 2010. Plans are in place to achieve completion of this task by Mar-11. Completion could be delayed beyond March 2011 depending on position regarding EU procurement rules and consultation with leaseholders.

BP Task No. 217 : Run a competition for capital grants to improve local areas.

Expected outcome: Improved local community cohesion and environment

Target completion date: Mar-11

A similar detailed process to that described above is in place to deliver the competition and improvements by Mar-11. Completion could be delayed beyond March 2011 especially if planning permission is required for any proposed improvements.

Responsive Repairs

BP Task No. 18: Provide residents with clear information on their repairs responsibilities and Lewisham Homes repairs responsibilities.

Expected outcome: Tenants understand their repair responsibilities

Target completion date: May 2010 **Completed**

Following a meeting with the Repairs Service Improvement Group (RSIG) in November last year, the existing information was reviewed. All information about repairs responsibilities has been updated on the website and in our repairs leaflets. We will also provide information to new tenants when they sign up and a feature will be included in Home magazine.

BP Task No.19 Introduce a repairs scheme for leaseholders to pay for repairs.

Expected outcome: A reliable low-cost chargeable repair service to Leaseholders.

Target completion date: October 2010

The repairs service met with the Leaseholder Service Improvement Group (LSIG) in November last year to suggest offering an emergency repairs service to leaseholders on a 3 month trial basis. Consultation has taken place and a newsletter was sent out to leaseholders giving information on the proposal. Feedback received to date from the consultation has been positive. Staff at the repairs contact centre will be provided with information on how to deal with calls and the repairs service will agree with Finance how to take payments.

BP Task No.20 Set up learning and training opportunities for residents within the community. Explore Apprenticeship schemes and set up work placements.

Expected outcome: Training and development for residents

Target completion date: September 2010

Two young persons are currently working in the repairs contact centre on a six month basis under the Future Jobs scheme. Three apprentice posts for a carpenter, plumber and plasterer have been advertised on Lewisham Homes website and on jobs go public website. We hope to have the apprentices starting in September on a three year programme where they will also attend a course at Lewisham College.

BP Task No.21 Provide residents with DIY information on repairs that are their responsibility

Expected outcome: Residents well informed about DIY

Target completion date: September 2010

The Repairs Service Improvement Group (RSIG) met up in May this year to review the existing information provided on DIY guidance. This information has been passed to the Communications team to produce an updated leaflet.

BP Task No.22 Introduce a repairs Handypersons scheme for residents to pay for DIY repairs and to be provided by the DLO.

Expected outcome: A convenient service for tenants for repairs that are their responsibility

Target completion date: September 2010

Work on this task has started. A budget will need to be arranged to set up the scheme and a job description and person specification will be developed with HR. Once recruitment has been completed, the scheme will operate on a trial basis.

BP Task No.23 Develop service standards for communal repairs.

Expected outcome: Clear service standards for communal repairs

Target completion date: September 2010

Consultation with the RSIG took place last November and standards have been agreed with staff and the improvement group. Information will be updated and a system set up to monitor standards.

BP Task No.215 Offer additional hours for repairs appointments.

Expected outcome: Improved customer care

Target completion date: May 2010 **Completed**

Consultation took place with the work force and trade unions to discuss extending the service which would require a change to staff's working arrangements. This was agreed and an extended service has been provided since April. Appointments are now available from 7.00am – 7.00pm Monday to Friday and Saturday mornings.