

We want to start changing things without delay

In terminology associated with the CBHO process we wish to: -

- develop what has been described as a Mark 1 type CBHO; and
- reserve the ability to progress along the CBHO spectrum to a Mark 2 or 3 model as and when:-
 - a. further information has been developed by the Council and
 - b. processed by the CBHO.

We look forward to working with the Council in creating a CBHO which will transform the way housing is provided in our neighbourhood

The **basis** upon which these recommendations are made is set out in Appendix A

Our **approach** to developing the statement of intent is set out in Appendix B

A description of the **work** done whilst developing the statement of intent is set out in Appendix C

Our **findings** are set out in Appendix D

A **Profile of our area** is contained in Appendix E

Our **proposals** for the next stage of the CBHO are set out in Appendix F.

"Headline strategies now need to be converted into specific deliverable actions and targets and the impact of the devolution agenda needs to be fully incorporated within future plans"
The Audit Commission, September 2003.

- (i) See Appendix D for a list of the issues raised during the local consultation process.
- (ii) See Appendix D for a list of the issues raised by the Audit Commission
- (iii) See Appendix D for a list of the issues raised by the Independent Commission.



OUR HODGEHILL



Statement of Intent in relation to the CBHO process and future of Housing in Hodge Hill.

"The Council is seeking to re-engage with tenants, broaden representation on current groups and promote new structures for involvement in the future devolved environment. It is therefore important that it is seen to consider and respond to tenants' concerns"

The Audit Commission, September 2003.

"We want to see less talking and more action."

Pathfinder resident, October 2003

"The Key objective of the CBHO policy is to re-engage residents by empowering them through strong community participation and the option to evolve down different pathways depending on the repair and investment needs, community strengths and residents choices."

Birmingham City Council, 17 September 2003.

"The purpose of a CBHO is to control and deliver all housing services directly at neighbourhood level and to become a community focussed vehicle to encourage regeneration and renewal, attracting people and activity to the area, supporting community and private enterprise in the neighbourhood and ensuring a high level of service for residents."

The Independent Housing Commission, December 2002.

14 November 2003

The Statement

The Steering Groups representing the Mirfield, Bromford and Washwood Heath areas welcome the Council's invitation to develop a new relationship with residents and establish a CBHO in their local neighbourhoods. As a result of their work between August and November 2003 the Steering Groups wish to: -

1. Continue the CBHO process.

2. Work with the Council to: -

- improve the use of existing resources and standard of housing services;
- improve the repairs service;
- reduce the level of bureaucracy involved in carrying out repairs; and
- secure funds to invest in a capital programme which meet and goes beyond the Decent Homes Standard requirements.

3. Establish a process which: -

- fully involves local housing staff and unions;
- has local credibility;
- manages expectations realistically;
- is deliverable;
- goes at a pace acceptable to tenants and residents; and
- joins together all of the initiatives currently affecting the area.

4. From January 2004,

- receive regular housing management reports from the Area Manager in a format to be agreed with the Shadow CBHO; and
- be consulted with before any major changes are made to the way housing management services are delivered.

5. From January 2004, see an "Instant Impact Plan" being implemented which has been agreed between the Steering Groups / Shadow CBHO and Local Housing Team and includes measures to:

- update and review the welcome pack for residents moving into the area;
- establish a rapid response team to address the problem of vacant homes where appropriate (Void Commandos);
- identify and implement best practice in relation to advertising void properties;
- monitor repairs;
- provide increased levels of information to the community; and
- work with other departments to address neighbourhood management issues identified during consultation.

6. Agree the terms of a "Hodge Hill Local Housing Service Agreement" with the Steering Groups / Shadow CBHO which: -

- maximises the effectiveness of the budgets devolved to the pathfinder area;
- takes account of the issues raised by local residents during consultation⁽ⁱ⁾;
- covers all of the "Landlord Tasks" identified by the Independent Commission⁽ⁱⁱ⁾;
- addresses the issues raised in the Audit Commission Report⁽ⁱⁱⁱ⁾;
- identifies ways of improving the current repair contract arrangements; and
- is in operation by 1st April 2004.

7. With immediate effect commence a Planning for Real and Master Planning exercise to: -

- include all relevant initiatives and departments; and
- inform a joint capital investment strategy.

8. Identify the likely investment need to: -

- achieve the level of capital investment required and known at this point of time; and
- meet aspirations identified through the Master Planning exercise and inform an effective options study.

9. Give local residents the information they need to: -

- consider the different ways for getting the money needed to carry out the major improvements tenants have said are wanted; and
- provide it in a way which is easy to understand and approved by the CBHO.

10. Further develop the capacity of local residents and the potential CBHO by: -

- merging the three Steering Groups for the next stage of the process;
- inviting the HLBs and any other interested groups to join them;
- inviting other organisations working in the area to join them;
- developing an organisational framework for a CBHO which will:
 - i. have local credibility;
 - ii. create a single point of contact for the local community on housing issues;
 - iii. be used by all housing related initiatives;
 - iv. create a range of different ways for local tenants and residents to be involved ; and
 - v. have a training programme to accompany the process.
- developing a comprehensive information and communications strategy to
 - i. be used by all Council departments and initiatives
 - ii. keep tenants and residents informed on a regular basis and
 - iii. use plain language to make it possible for tenants and residents to understand the position regarding: -
 1. improvements; and
 2. the options available for securing additional resources.

