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Report of Head of Client Services

Classification For Information

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ESTATE GRADING RESULTS 2018

1.0	EXECUTIVE SUMMARY
1.1	PHP's estate grading regime is an excellent tool to ensure all managed areas are fully inspected and rated against a range of criteria. The ratings are used to inform investment decisions around environmental improvements and to focus discussions with the Council and other contractors on areas where their services are considered to be in need of improvement. The Borough has welcomed this approach and actively uses the feedback to improve service delivery.
1.2	The relevant local councillors are invited to estate gradings, as are officers from the Borough of Poole Streetscene service. In addition, PHP invite board members and also seek to actively involve as many residents as possible in grading their own and other estates.
1.3	PHP's Neighbourhood and Community resident panel oversee the grading process and are actively involved in the rechecking and regrading of certain locations in partnership with PHP Officers.
1.4	Estate gradings perform a very valuable role in maintaining and improving the assets and environment managed by PHP as well as identifying where additional investment may be required.
1.5	Results for sheltered housing schemes are very positive and no schemes were graded at greater than a number 2 overall – scores above 2 being the level where we recognise intervention is required. They are broadly similar to last year's positive results.
1.6	Results for general needs areas have improved significantly across a number of grading areas most notably Turlin Moor.
1.7	All PHP grading areas scored at least 'good', the first time this has been achieved since the estate grading process was introduced.
2.0	RECOMMENDATIONS
2.1	To note the content of the report.
3.0	BACKGROUND
3.1	All areas managed by PHP were formally graded in 2018. This was the sixth consecutive year of grading for sheltered schemes and the fifth year for general needs schemes.
3.1.1	There are 29 sheltered grading areas and 30 general needs grading areas, thus 59 separate gradings in total. All estate gradings are led by the relevant Housing Officer or Sheltered Housing Officer.



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- 3.1.2 Estates are graded on 15 separate categories as follows:
1. Litter on hard surfaces (footpaths, roads etc)
 2. Weed clearance on hard surfaces (footpaths, roads etc)
 3. Car parks
 4. Garages and garage areas
 5. Standard of grass cutting
 6. Shrub bed and hedge maintenance
 7. Litter on green surfaces (grassed areas, shrub beds)
 8. Tidiness/appearance of play and seating areas
 9. Cleanliness of communal bin areas/ chutes within blocks
 10. Cleanliness of communal drying areas, bin areas outside of blocks
 11. Cleanliness of internal communal areas (stairwells, handrails, lighting)
 12. Cleanliness of lifts
 13. Extent of graffiti
 14. Extent of fly tipping/dumped items
 15. Evidence of dog fouling
- 3.1.3 All categories are graded as follows:
- 1 (A) = Excellent standard
 - 2 (B) = Acceptable standard – what would be expected
 - 3 (C) = Unacceptable standard – intervention required
 - 4 (D) = Potential hazard/health and safety issue
- 3.1.4 Scores for each separate category within each grading area are then averaged to give an overall score per area.
- 3.1.5 In addition to grading the categories outlined above, PHP Officers also inspect the location for any potential health and safety matters and report these to the PHP repairs team or the Borough of Poole straight away. This can include potential trip hazards, such as broken and uneven kerbstones, cracked glazing etc.
- 3.1.6 A further benefit of the grading process is that it allows the identification of specific issues that may benefit from larger scale investment through the Neighbourhood Improvement Scheme. Details of some of the proposals brought forward as a result of the gradings are included further on in this report.
- 3.1.7 Estate gradings are undertaken annually in one of the following months; April, May, June, September and October. We are aware that seasonal variations (e.g. leaf fall in October) may affect the overall grading result.
- 3.1.8 Local Councillors, Borough of Poole Streetscene Officers, PHP Board Members, resident members of PHP's Neighbourhood and Community Panel and other interested residents are invited to accompany PHP Officers on estate gradings. In most cases they are very well attended and we are grateful for the input our partners provide.
- 3.1.9 In analysing these results consideration is given to: The overall score per scheme;
- A comparison between 2017 and 2018 results.



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3.2 Regrading and verification

3.2.1 In 2018 certain areas were graded on two occasions. These were areas identified by the Estates Services Manager where the grading results varied substantially from previous year/s. These areas were regraded by the Estates Services Manager and the Head of Client Services and were Selkirk Close sheltered housing scheme and Phylton Close sheltered housing scheme. These re gradings scored significantly better than the original ones undertaken and it has highlighted the ongoing work that is required to align the estate services management to resident expectations (see section 3.6.2).

3.2.2 In early 2019 resident members of PHP's Neighbourhood and Community panel will be undertaking visits to a number of areas to give feedback and verify results. These will include Millfield and Hasler Road, two general needs areas where scores have remained static in recent years and are achieving scores of 2.

3.3 Additional gradings

3.3.1 In early 2018, and as a result of partnership working in the Bourne area due to the high incidences of anti social behaviour, an additional estate grading of Bourne 2 (Arne Ave, Melbury Ave, Northmead Dr) was undertaken. This was undertaken by PHP staff, local police, representatives from ECPS and PHP board members. This grading served to raise partners' visibility on the estate as well as to identify any environmental concerns. A further grading of this areas was also undertaken later in 2018

3.4 Links with Borough of Poole Streetscene Service

3.4.1 PHP works very closely with the Borough of Poole Streetscene Team. In 2016 a revised Service Level Agreement (SLA) was agreed. This sets out an output based quality standard across PHP land to achieve level B as per Estate Grading definitions. In addition quarterly reports via LAGAN are provided (this is the system used by the Borough of Poole to record contact they receive from all residents of Poole regarding estate matters) in line with PHP grading areas. This means, PHP are able to receive historic reports of queries raised by the public via the Borough of Poole 'Report It' system at an estate grading area level. These include issues such as overhanging vegetation, fly tip, dog fouling and so on. These reports are regularly reviewed by PHP's Neighbourhood and Community Panel who then have the opportunity to raise any queries or concerns with the Estates team who can then follow up directly with Streetscene. It should be noted that part way through 2018 the Borough of Poole migrated from LAGAN to new software. The Firmstep software will create similar reports to those described above however in recent months these reports have been unavailable. It is anticipated this is a temporary situation and reports will be available to PHP in the very near future.

3.4.2 The SLA between PHP and Streetscene is formally monitored via quarterly managers meetings. Ongoing daily, informal contact between officers is positive and extremely successful in resolving issues quickly and to the satisfaction of customers. There is also a core team of permanent, directly employed Streetscene staff who undertake ground maintenance on PHP's sheltered sites, ensuring PHP's sheltered residents benefit from a bespoke team who know the schemes and understand the management of spaces based



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on the changing needs of residents. This SLA and the positive working relationship enables PHP to ensure Streetscene services provided by the Borough are to a good standard and represent value for money to all PHP residents. The current SLA between Streetscene and PHP will be renewed from the beginning of 2019.

3.5 Other contractors

3.5.1 Across PHP estates, cleaning of communal internal areas in sheltered and general needs properties is undertaken by AJL Cleaning Ltd. AJL are also responsible for removal of fly tip and graffiti following instruction by PHP staff. Cleaning of communal internal areas of extra care schemes is undertaken by Shaw Healthcare. Contracts for cleaning of communal internal areas by both AJL Cleaning Ltd and Shaw Healthcare were awarded in September 2018.

3.6 PHP Estates Team

3.6.1 A directly employed PHP Estates Supervisor manages high rise blocks in Poole Town and Sterte and their duties include lift safety checks, smoke vent and other health and safety checks. Some of the tasks such as spot cleaning, bin chute clearance and waste management are contracted to AJL Cleaning Ltd. The Estates Supervisor also undertakes regular inspections of communal areas in all general needs flatted schemes within the Borough.

3.6.2 Until the end of 2018 Sheltered Housing Officers undertook monthly inspections of all communal areas on the sheltered schemes they manage. From 2019 these inspections will be undertaken by a Sheltered Neighbourhood Officer. It is anticipated this will enable PHP to deliver more intensive estate services management and better align service delivery to resident expectations.

3.7 Links with neighbourhood improvements and NICE schemes

3.7.1 The estates team take the lead on managing resident led NICE schemes and PHP led neighbourhood improvement schemes with other teams within PHP. When possible improvements are directed towards areas achieving lower grading scores.

3.7.2 This year, improvement schemes have continued to be focussed on providing additional bin stores and bin store enhancements following the move in late 2016 to alternative weekly waste collections by the Borough of Poole. These works, whilst not at the level of those undertaken in 2017 remain significant and have been necessary to ensure that bin capacity is sufficient, side waste is minimised and the environment does not deteriorate. These works have included enhancements to black and recyclable waste facilities, in many locations where there are communal bins. Other estate improvement works have included new drying areas, additional mobility scooter storage and the addition of extra security to fenced/gated areas.

3.7.3 In 2017 and 2018 and in partnership with local residents, work has been undertaken to develop a series of environmental improvements to enhance large parts of the Turlin Moor 1 grading area via a Neighbourhood Plan, specifically around the lower end of Turlin



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Road, Junction Close and Goathorn Close. These works have included new fencing, creation of new bin storage areas, new lighting, road widening and resurfacing works. A clean up day with skips to enable residents to dispose of bulky waste was also undertaken. In addition planned works programmes for internal and external redecoration of flatted schemes in this locality were adjusted to enable these works to be undertaken at the same time as the wider environmental works. Residents were involved throughout this project via a series of consultation meetings, newsletters and door knocking. Initial feedback from residents following completion of the work is as follows:

- 38% felt prouder of where they lived;
- 62% felt the appearance of where they lived had improved;
- 48 % felt safer.

3.7.4 In addition, estate grading results for the area improved significantly, from a score of 2.4 in 2017 to a score of 1.9 in 2018 following completion of the works. Scores for two of the other Turlin Moor grading areas also improved over the same period with all four grading areas in Turlin Moor now achieving 'good'. Ongoing monitoring of the outcomes of the Neighbourhood Plan will be undertaken.

3.8 Consistency of approach

3.8.1 A great deal of effort goes into ensuring consistency in approach with the grading process. All grading reports are individually scrutinised and residents are encouraged to attend. Dates and times of gradings are displayed in all sheltered common areas and actively promoted via the PHP website. The estates team also revisit areas to undertake reality checking should any of the responses seem out of the usual parameters anticipated for the area. By reviewing all of this information in detail, it enables a strategic overview ensuring equality of service across all areas and a focus on resources where most needed.

4.0 IMPLICATIONS

4.1 Sheltered Housing Grading Results

4.1.1 The table below shows the overall grading score for each sheltered scheme and whether the grading for each scheme has improved, declined or stayed the same between 2017 and 2018. An overall grade between 1 and 2 means the standard achieved by the grading falls somewhere between excellent and good and a score of between 2 and 3 means the standard achieved falls somewhere between acceptable and requiring intervention.

4.1.2 Arrows show whether a scheme has improved grading results since 2017 ↑, a decline in grading results since 2017 ↓ or whether grading results have remained the same ↔. Schemes are listed in no particular order.

Scheme	Overall grade 2018	Comparison with 2017 grade
Baiter Gardens	1.3	↔
Belmont Court	1.6	↔



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Bob Hann Close	1.6	↑
Boyd Road	1.7	↔
Canford Gardens	1.8	↔
Christopher Crescent	1.4	↔
Cynthia House	2.0	↓
Dale Valley Road	1.2	↑
Danecourt Close	1.9	↔
Davis Court	1.7	↔
Derek Orchard House	1.8	↔
Hinchcliffe Close	1.7	↔
Lake Avenue	1.5	↔
Millfield	1.7	↓
Peel Close	1.6	↔
Phyldon Close	2.3	↓
Phyldon Close REGRADE	1.6	↔
Puddletown Crescent	1.5	↔
Ralph Jessop Court	1.4	↑
Selby Close	1.5	↔
Selkirk Close	2.4	↓
Selkirk Close REGRADE	1.7	↔
Sherrin Close	1.5	↑
Simmonds Close	1.3	↑
Stanfield Close	2.0	↔
Stanley Pearce House	2.0	↔
Trinidad House	2.0	↔
Trinidad Village	1.2	↑
Waterloo House	1.7	↔
Willow Park	1.9	↔
Woodstock Close	1.9	↔

4.1.4 No schemes scored greater than 2.0 and overall the standards achieved are very positive and broadly similar to 2017.

4.2 General Needs Grading Results

4.2.1 The table below shows the overall grading score for each general needs estate area and whether the grading for each area has improved, declined or stayed the same between 2017 and 2018. Arrows show whether a scheme has improved grading results since 2017 ↑, a decline in grading results since 2017 ↓ or whether grading results have remained the same ↔. Schemes are listed in no particular order.

4.2.2 Following the name of the grading area is a brief summary of which roads/areas this includes for information. Grading areas have remained the same as 2017 apart from the addition of Vale Close, which was re designated from sheltered to general needs housing in 2018.



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4.2.3 An overall grade between 1 and 2 means the standard achieved by the grading falls somewhere between excellent and good and a score of greater than 2 means the standard achieved requires some level of intervention. Results are shown in no particular order.

4.2.4	Grading Area	Overall Grade 2018	Comparison with 2017 grade
	Alderney East (Jersey, Guernsey, St Helier, Portelet Close)	1.4	↑
	Alderney West 1 (Dolbery Rd South, Hudson, Bedford Rd South)	1.6	↔
	Alderney West 2 (Belben, Bowden, Farwell, Bedford Rd North)	1.3	↑
	Bearwood 1 (Viscount Walk, Monks Way)	1.7	↔
	Bearwood 2 (King John Avenue, King John Close)	1.8	↔
	Bourne 1 (Herbert Crt, Milborne Cres, Grange Gdns, Cranborne Cres)	1.8	↔
	Bourne 2 (Arne Ave, Melbury Ave, Northmead Dr)	1.6	↔
	Fernside/Lilliput (Fernside Rd, Fernside Ave, Verulam Road)	1.7	↔
	Hamworthy (Legion Cl, Legion Rd, Coles Gdns, Coles Ave, Rockley Rd)	1.7	↔
	Haskells/Newtown (Haskells Rd, Blackburn Rd, Cranbrook Rd, Ringwood Rd)	1.4	↔
	Hasler (Hasler Rd)	2.0	↔
	Merley (Selkirk Close)	1.8	↔
	Millfield	2.0	↔
	Oakdale A1 (Christopher Cres)	1.7	↔
	Oakdale A2 (Whitehorse Dr, Simmonds Cl, Vicarage Rd, Enfield Cres)	1.8	↔
	Oakdale B (Dale Close, Old Farm Road)	1.9	↔
	Poole Central 1 (Nelson Ct, Grenville Ct, Lagland Ct, Lagland St, East St, South Rd, Skinner St)	1.4	↑
	Poole Central 2 (Rodney Ct, Whatleigh Close, Perry Gdns, East Quay Rd, Skinner St – part, Green Rd)	1.8	↓
	Poole Central 3 (Drake Court, Old Orchard)	1.5	↑
	Poole Town West (Malthouse, Guildhall Ct, New Orchard, Cinnamon La)	1.4	↔
	Puddletown/Knowlton (Puddletown Cres, Yeatminster Rd, Knowlton Rd)	1.8	↔
	Sterte Court, Sterte Close	1.2	↔
	Trinidad (Trinidad Cres, Worrell Drive, Kimmeridge Ave, Worbarrow Gdn)	1.5	↔
	Turlin Moor 1 (Goathorn Close, Turlin Road 1-25, 26-56 and 37-59)	1.9	↑



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Turlin Moor 2 (Keyworth Road, Junction Road)	1.9	↔
Turlin Moor 3 (Fitzworth Ave, Russell Gdns, Redhorn Cl, Shipstal Cl)	1.7	↔
Turlin Moor 4 (Egmont Rd, Foreland Rd, Patchins Rd, S Haven Cl, Peverell Rd)	1.8	↑
Vale Close <i>previously sheltered</i>	1.4	↔
Wallisdown (Keyes Cl, Frobisher Rd, Benbow Cres, Scott Rd, Raleigh Rd)	1.6	↔
Waterloo (Cavan Cres, French Rd, Gough Cres, Kitchener Cres, Methuen Rd)	1.5	↔

4.2.5 The results for 2018 have shown significant improvements across many areas. As previously discussed all four grading areas for Turlin Moor are now assessed as good. In addition there have been improvements in the grading scores of four other areas, most notably Alderney West 2 which has shown a significant improvement as well as two grading areas in Poole Town. Other areas have remained broadly consistent however this is the first year since grading began that all general needs areas have been assessed as achieving good.

5.0 CONCLUSIONS

5.1 All estates graded, both general needs and sheltered, achieved a grading score of good. This is the first year this has been achieved across all estate managed by PHP.

5.2 This is a good achievement, particularly for general needs estates as:

- Sheltered schemes have more of an on site PHP staff presence therefore issues are more likely to be quickly identified by staff and the estates team/relevant contractors notified;
- Cleaning and grounds maintenance contractual arrangements differ between sheltered and general needs areas with service standards (and thus costs) in some aspects of the service being higher in sheltered housing schemes;
- Sheltered schemes are more self contained and under more direct PHP control than many general needs areas where there is often a variety of tenures (owner occupiers, private renters);
- General needs areas in some cases include large areas of communal space such as garage areas and open green spaces that are not 'wholly owned' by PHP residents and thus these areas can sometimes be open to deterioration/misuse;
- On larger estates over 50% of properties are owned by private residents as a result of 'right to buy'.

5.3 The PHP estates team will continue to work closely with residents, contractors and partners to deliver the best quality estates possible.

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