







DRAFT Housing Management Performance Report **Quarter 4 and end of year 2017/18**

This housing management performance report covers Quarter 4 of the financial year 2017/18 alongside year end results. It uses the 'RAG' rating system of red, amber and green traffic light symbols to provide an indication of performance, and also trend arrows to provide an indication of movement from the previous quarter.

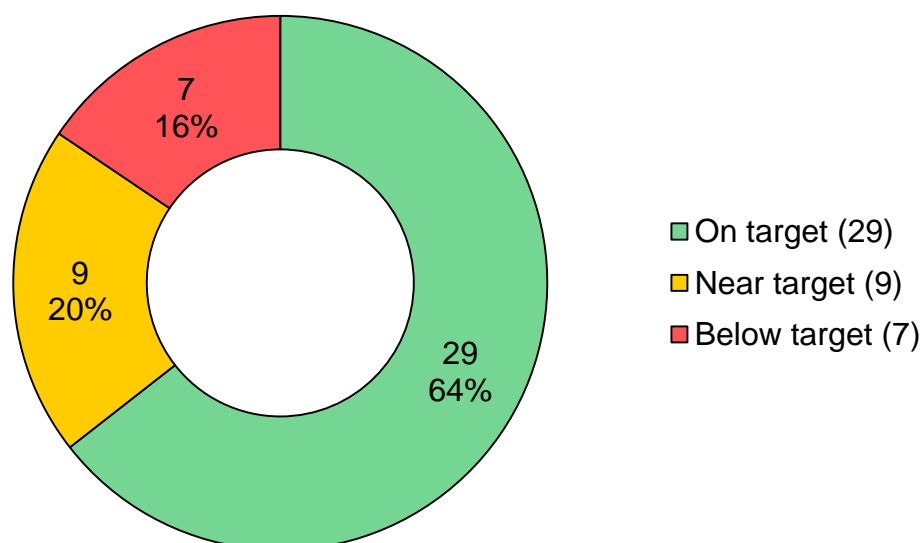
Status		Trend	
	Performance is below target (red)		Poorer than previous reporting period
	Performance is close to achieving target, but in need of improvement (amber)		Same as previous reporting period
	Performance is on or above target (green)		Improvement on previous reporting period

A total of 46 performance indicators are measured against a **quarterly** target:

- 29 are on target (last quarter, 26 of them were on target, 2 were near target and 1 was below target)
- 9 are near target (4 were on target, 2 were near target and 3 were below target)
- 7 are below target (3 were on target, 1 was near target and 3 were below target)
- 1 is to be confirmed (was on target).

Comments on performance are given for indicators which are near or below target.

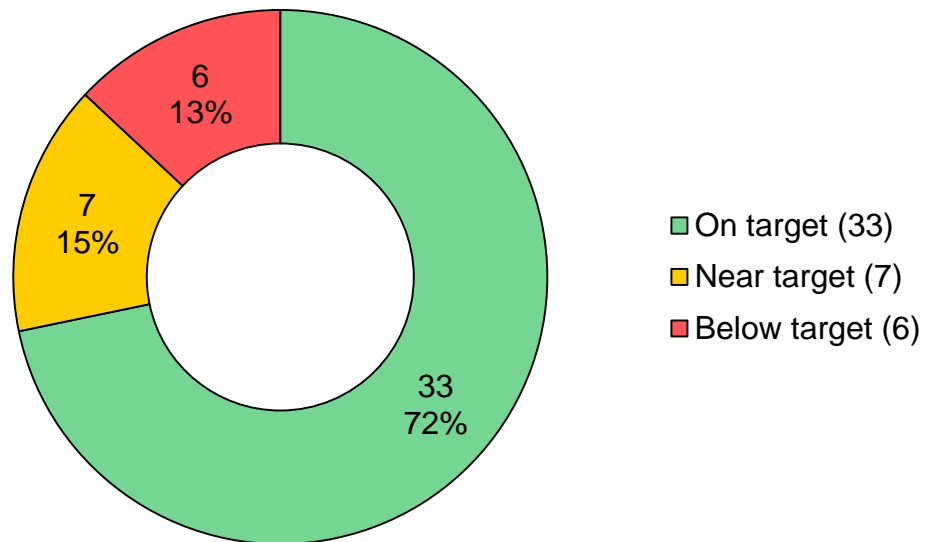
Status of quarterly performance indicators



A total of 49 performance indicators are measured against an **annual** target:












- 33 are on target (last year, 25 of them were on target, 6 were near target, 1 was below target and 1 is a new indicator)
- 7 are near target (3 were on target, 3 were near target and 1 was below target)
- 6 are below target (3 were on target, 1 was near target and 2 were below target)
- 3 are to be confirmed (all 3 were on target).

Status of annual performance indicators



The icons used in this report are sourced from www.flaticon.com and designed by 'Freepik.

1. Rent collection and current arrears

 Rent collection and current arrears indicators		Target 2017/18	Q3 2017/18	Q4 2017/18	Status against target	Trend since last quarter	Year end 2016/17	Year end 2017/18	Status against target	Trend since last year
1.1	Rent collected as proportion of rent due for the year	98.40%	98.79% (£49.9m of £50.5m)	98.66% (£49.9m of £50.6m)			98.96% (£50.6m of £51.1m)	98.66% (£49.9m of £50.6m)		
1.2	Total current tenant arrears	For info	£628k	£694k	-	-	£533k	£694k	-	-
1.3	Tenants served a Notice of Seeking Possession	For info	136	227	-	-	692	635	-	-
1.4	Tenants evicted because of rent arrears*	20	2	2	-	-	6	2		
1.5	Rent loss due to empty dwellings	Under 1%	0.75% (£376k of £50.3m)	1.06% (£537k of £50.5m)			0.93% (£474k of £50.9m)	1.06% (£537k of £50.5m)		
1.6	Former tenant arrears collected*	25%	20.95% (£118k of £563k)	TBC	-	-	36.09% (£195k of £541k)	TBC	TBC	TBC
1.7	Rechargeable debt collected*	20%	9.70% (£12k of £124k)	TBC	-	-	22.03% (£28k of £128k)	TBC	TBC	TBC


One indicator is near target:

Rent loss due to empty dwellings – target 1%


Performance during 2017/18 was 1.06% and very slightly missed the target. This was because of an increase in rent loss during Quarter 4, when 88 new build council homes (at Brooke Mead and Kite Place) were completed that didn't become occupied straight away. However, 83% had been let by the end of March (75 of 90).

DWP Welfare reform information		Q3 2017/18	Q4 2017/18	Year end 2016/17	Year end 2017/18
1.8	Universal Credit – affected tenants	239 (2.1% of all tenants)	498 (4.4% of all tenants)	71 (0.6% of all tenants)	498 (4.4% of all tenants)
1.9	Universal Credit – arrears of affected tenants	£86k (14% of total arrears)	£160k (23% of total arrears)	£24k (5% of total arrears)	£160k (23% of total arrears)
1.10	Removal of the Spare Room Subsidy – affected tenants (under occupiers)	605 (5%)	580 (5%)	664 (6%)	580 (5%)
1.11	Under occupiers – arrears of affected tenants	£48k (8%)	£45k (6%)	£48k (9%)	£45k (6%)
1.12	Benefit Cap – affected tenants	43 (0.4%)	47 (0.4%)	48 (0.4%)	47 (0.4%)
1.13	Benefit Cap – arrears of affected tenants	£12k (2%)	£5k (1%)	£6k (1%)	£5k (1%)






























1.14 Area breakdown of rent collected

 Rent collection area	Q3 2017/18	Q4 2017/18	Trend since last quarter
North (includes Seniors housing)	99.06% (£14.2m of £14.4m)	98.99% (£14.2m of £14.4m)	↓
West	98.73% (£10.2m of £10.4m)	98.60% (£10.2m of £10.4m)	↓
Central	98.51% (£9.0m of £9.1m)	98.42% (£9.0m of £9.1m)	↓
East	98.73% (£16.5m of £16.7m)	98.55% (£16.5m of £16.7m)	↓
All areas	98.79% (£49.9m of £50.5m)	98.66% (£49.9m of £50.6m)	↓

1.15 Tenants in arrears by amount

 Amount of arrears	Q3 2017/18	Q4 2017/18
No arrears	81% (9,217)	77% (8,781)
Any arrears	19% (2,167)	23% (2,615)
... £0.01 to £99.99	7.9% (900)	10% (1,186)
... £100 to £499.99	8.1% (917)	9.2% (1,054)
... £500 and above	3.1% (350)	3.3% (375)
Total tenants	11,384	11,396

2. Customer services and complaints

 Customer services and complaints indicators		Target 2017/18	Q3 2017/18	Q4 2017/18	Status against target	Trend since last quarter	Year end 2016/17	Year end 2017/18	Status against target	Trend since last year
2.1	Calls answered by Housing Customer Services Team (HCST)	90%	97% (8,068 of 8,317)	97% (8,975 of 9,294)			90% (31,240 of 34,578)	95% (33,864 of 35,728)		
2.2	Customers satisfied with HCST	87%	79% (Sept 17)	87% (105 of 121)			85% (226 of 265)	87% (105 of 121)		
2.3	Customers who found HCST easy to contact	89%	83% (Sept 17)	96% (116 of 121)			87% (228 of 262)	96% (116 of 121)		
2.4	Stage one complaints responded to within 10 working days	80%	82% (74 of 90)	86% (69 of 80)			71% (309 of 434)	82% (294 of 360)		
2.5	Stage one complaints upheld	For info	37% (33 of 90)	39% (31 of 80)	-	-	41% (178 of 434)	39% (141 of 360)	-	-
2.6	Stage one complaints escalated to stage two	10%	13% (12 of 90)	10% (8 of 80)			12% (50 of 434)	12% (42 of 360)		
2.7	Stage two complaints upheld	17% or under	17% (2 of 12)	25% (2 of 8)			16% (8 of 50)	24% (10 of 42)		
2.8	Housing Ombudsman Complaints upheld*	18% or under	13% (1 of 8)	11% (1 of 9)			0% (0 of 3)	11% (1 of 9)		

*Year to date indicator.

How we are using this information to improve services – Customer services and complaints

Two indicators are below or near target:


















Stage one complaints escalated to stage two – target 10%

The result for 2017/18 was 12%, the same as the year before, and was slightly off target (by 2% points). However, performance met the target during Quarter 4 which reflects the work that has been done to provide more informative and considered responses at Stage 1 (in order to prevent escalation to Stage 2).

Stage two complaints upheld – target 17%

Performance here missed the target because of a small increase in the number of Stage 2 complaints that were upheld, from eight during 2016/17 to 10 during 2017/18. The overall number of complaints has fallen between these periods, at both Stage 1 (from 434 to 360) and Stage 2 (from 50 to 42). Most of the upheld Stage 2 complaints in 2017/18 (7 in 10) related to repairs and maintenance, and although complaints about this subject are less likely to get escalated to Stage 2 (9% were compared to 12% of complaints overall) those which do tend to be about complex issues.

3. Empty home turnaround time and mutual exchanges

 Empty home turnaround time and mutual exchange indicators	Target 2017/18	Q3 2017/18	Q4 2017/18	Status against target	Trend since last quarter	Year end 2016/17	Year end 2017/18	Status against target	Trend since last year
3.1 Average re-let time, excluding time spent in major works (calendar days)	21	19 (131 lets)	22 (117 lets)			19 (538 lets)	20 (538 lets)		
3.2 ... as above for general needs properties	21	15 (111 lets)	17 (93 lets)			16 (404 lets)	16 (446 lets)		
3.3 ... as above for Seniors Housing properties	30	42 (20 lets)	39 (24 lets)			29 (134 lets)	40 (92 lets)		
3.4 Average re-let time, including time spent in major works (calendar days)	For info	34 (131 lets)	42 (117 lets)	-	-	51 (538 lets)	46 (538 lets)	-	-
3.5 Re-lets undergoing major works	For info	51% (67 of 131)	46% (54 of 117)	-	-	59% (320 of 538)	56% (301 of 538)	-	-
3.6 Decisions on mutual exchange applications made within 42 calendar days (statutory timescale)	100%	100% (35 of 35)	100% (33 of 33)			100% (186 of 186)	100% (132 of 132)		

NB There were a total of 613 lets during 2017/18, of which 538 were re-lets of existing stock and the other 75 were lets to new build council homes (at Brooke Mead and Kite Place, all let during Quarter 4).

How we are using this information to improve services – Empty home turnaround time and mutual exchanges

Two indicators are below or near target:

Average re-let time, excluding time spent in major works – target 21 calendar days

Although the Quarter 4 result of 22 days slightly missed the target, performance during 2017/18 as a whole was 20 days and therefore met the target.

Average re-let time for Seniors housing properties, excluding time spent in major works – target 30 calendar days

Performance during 2017/18 missed the target, with the average re-let time increasing to 40 calendar days compared to 29 during the previous year. Seniors housing properties are usually more difficult to let than general needs ones, generally because there are fewer people on the waiting list who are eligible (eg because they've not been assessed as needing to live in Seniors) and because some are relatively unpopular as they are small in size. The Property & Investment team and partners have undertaken conversion works at several schemes in order to convert smaller dwellings into larger ones.

3.6. Long term empty dwellings by ward (empty six weeks or more as of 1 April 2018)

Ward name (excludes those with no long term empty properties)	No. dwellings	Average days empty	Range of days empty	Total rent loss	Comment
East Brighton	5	66	58-77	£5.6k	2 Seniors flats ready to let; and 3 new build flats ready to let
Goldsmid	2	116	56-175	£3.2k	1 house undergoing major works and one flat ready to let
Hangleton and Knoll	3	315	77-448	£12.6k	2 houses undergoing major works; 1 house due to undergo an extension
Hanover and Elm Grove	1	518	518-518	£7.8k	1 house undergoing major works
Hollingdean and Stanmer	3	107	49-217	£3.1k	1 flat undergoing major works; 1 seniors studio undergoing major works; 1 flat ready to let
Moulsecoomb and Bevendean	2	476	63-889	£15.k	1 house to undergo major works; 1 seniors flat ready to let
North Portslade	1	77	77-77	£796	1 seniors flat ready to let
Patcham	2	245	84-406	£6.6k	1 seniors studios ready to let; 1 house due to undergo an extension
Queens Park	13	79	79-79	£17.9k	13 new build flats ready to let (Brooke Mead extra care scheme)
Preston Park	1	217	217-217	£2.7k	1 flat underoing major works
South Portslade	3	334	49-896	£15.4k	1 house undergoing major works; 2 seniors flats ready to let
Wish	1	56	56-56	£575	1 seniors studio flat ready to let
Total	37	167	49-896	£91.8k	Of the 37 properties, 26 are ready to let (70%); 2 are extensions (6%) 9 are major works (24%)

NB The overall average of 167 days in Quarter 4 is lower than in Quarter 3 (376 days).

Additional information about long term empty dwellings by ward (situation as of 1 April 2018)

Further information has been requested by members about properties which have been empty for the longest times.

These properties are part of the extensions programme, which is a long-term commitment to improve the quality of the housing stock, improve turnover of homes, and assist families who require major adaptations to allow them to remain in their homes.

The empty period for each of these properties includes lead in time whilst designs are undertaken and options are considered for the properties as well as construction time whilst extension and refurbishment works are being undertaken. It is acknowledged that improvements are needed with the overall time taken to deliver these extensions, particularly around lead in times. A review will be undertaken in 2018 to deliver an improvement in this performance.

House in Hangleton and Knoll empty for 420 days

Refurbishment works started in March 2018 and completion is expected in April 2018. The refurbishment has had long lead in times through the design and scoping process.

House in Hangleton and Knoll empty for 448 days

This house is due to undergo an extension from two to three bedrooms. Works will start in April 2018 and completion is expected in July 2018. Again there has been a long lead in period through design and scoping. This property is being considered for a local family who live on the Knoll estate, and

requires an additional bedroom and adapted bathroom for a disabled member of the family.

House in Moulsecomb and Bevendean empty for 889 days

Refurbishment works started in February 2018 and completion is expected in April 2018. There was a long lead in time as the scope of the project changed through the design process. The original proposal was to extend the property to five bedrooms, however as demand for this size accommodation had reduced it was decided to simply carry out the necessary refurbishment.



































House in Patcham empty 406 days






































This house is due to undergo an extension from two to three bedrooms. Works will start in April 2018 and completion is expected in July 2018.









House in Portslade empty 896 days

This house is being refurbished including future proofing works for wheelchair access. Works started in January 2018 and are due for completion in April 2018. A number of different options for the property have been considered to match housing demand.

4. Repairs and maintenance

 Repairs and maintenance indicators		Target 2017/18	Q3 2017/18	Q4 2017/18	Status against target	Trend since last quarter	Year end 2016/17	Year end 2017/18	Status against target	Trend since last year
4.1	Emergency repairs completed in time	99%	99.9% (3,071 of 3,075)	99.8% (3,202 of 3,208)			99.7% (12,128 of 12,160)	99.8% (11,517 of 11,545)		
4.2	Routine repairs completed in time	99%	99.9% (7,332 of 7,343)	99.5% (6,298 of 6,328)			99.6% (20,323 of 20,411)	99.6% (26,847 of 26,948)		
4.3	Complex repairs completed in time	For info	100% (148 of 148)	100% (166 of 166)	-		New for 2017/18	100% (588 of 597)	-	-
4.4	Average time to complete routine repairs (calendar days)	15 days	10 days	13 days			20 days	13 days		
4.5	Appointments kept by contractor as proportion of appointments made	97%	97.0% (9,405 of 9,695)	96.8% (10,263 of 10,604)			96.6% (41,924 of 43,382)	96.5% (47,701 of 48,693)		
4.6	Tenants satisfied with repairs	96%	96.8% (881 of 910)	97.3% (1,949 of 2,004)			96.3% (5,690 of 5,910)	97.4% (5,801 of 5,957)		
4.7	Responsive repairs passing post-inspection	97%	96.8% (884 of 913)	90.3% (571 of 632)			95.4% (3,939 of 4,219)	94.4% (2,945 of 3,121)		
4.8	Repairs completed at first visit	92%	88.7% (9,244 of 10,418)	90.1% (8,596 of 9,536)			87.7% (28,581 of 32,571)	87.6% (33,709 of 38,493)		
4.9	Dwellings meeting Decent Homes Standard	100%	100% (11,456 of 11,456)	100% (11,551 of 11,551)			100% (11,488 of 11,488)	100% (11,551 of 11,551)		

 Repairs and maintenance indicators		Target 2017/18	Q3 2017/18	Q4 2017/18	Status against target	Trend since last quarter	Year end 2016/17	Year end 2017/18	Status against target	Trend since last year
4.10	Energy efficiency rating of homes (out of 100)	65.6	66.4	66.6			66.0	66.6		
4.11	Planned works passing post-inspection	97%	100% (295 of 295)	100% (491 of 491)			100% (1,328 of 1,328)	99.7% (1,128 of 1,131)		
4.12	Stock with a gas supply with up-to-date gas certificates	100%	100% (10,032 of 10,032)	100% (10,006 of 10,006)			100% (10,036 of 10,036)	100% (10,006 of 10,006)		
4.13	Empty properties passing post-inspection	98%	100% (169 of 169)	98.3% (116 of 118)			99.4% (515 of 518)	99.4% (516 of 519)		
4.14	Lifts – average time taken (hours) to respond	2 hours	2hr 24m	2hr 45m			2h 18m	2hr 58m		
4.15	Lifts restored to service within 24 hours	95%	91.7% (121 of 132)	93.8% (151 of 161)			96.3% (489 of 508)	95.3% (552 of 579)		
4.16	Lifts – average time to restore service when not within 24 hours	7 days	13 Days (145 days, 11 lifts)	2 days (22 days, 10 lifts)			4 days (68 days, 19 lifts)	7 days (195 days, 28 lifts)		
4.17	Repairs Helpdesk – calls answered	90%	96% (18,898 of 19,767)	93.9% (23,387 of 24,894)			96% (85,077 of 88,654)	96% (80,207 of 83,569)		
4.18	Repairs Helpdesk – calls answered within 20 seconds	75%	75% (14,218 of 18,898)	69% (16,040 of 23,387)			74% (63,054 of 85,077)	77% (61,461 of 80,207)		

 Repairs and maintenance indicators		Target 2017/18	Q3 2017/18	Q4 2017/18	Status against target	Trend since last quarter	Year end 2016/17	Year end 2017/18	Status against target	Trend since last year
4.19	Repairs Helpdesk – longest wait time	5 mins	13m 17s*	13m 17s*			13m 40s	13m 17s		
4.20	Estate Development Budget main bids – quality checks	90%	100% (36 of 36)	100% (18 of 18)			New indicator	98% (118 of 120)		-
4.21	Estate Development Budget main bids – completions (year to date)	For info	83% (71 of 86)	92% (79 of 86)	-	-	New indicator	92% (79 of 86)	-	-
4.22	Estate Development Budget main bids – average duration of work	For info	18 days	25 days	-	-	New indicator	18 days	-	-

*Please note the recurrence of this result during two sequential quarters is a coincidence and not an error.

How we are using this information to improve services – Repairs and maintenance

Seven indicators are below or near target:

Appointments kept by contractor as proportion of appointments made – target 97%

Performance slightly missed the target (by 0.5% points) during the year. The Quarter 4 result was also slightly off track (by 0.2% points) although almost half of missed appointments (45%) were less than an hour late.

Responsive repairs passing post-inspection – target 97%

The pass rate during 2017/18 was 94.4% which is 2.6% points below the target. Performance also fell from 96.8% to 90.3% between Quarters 3 and 4. A total of 3,121 jobs were inspected during the year, and of the 176 that failed the quality checks:

- 45% were because of poor quality work
- 31% required corrections or additions to either the volume of labour or materials used (Schedule Of Rates codes)
- 24% needed extra work to finish the job.

The contractor has continued to identify issues relating mainly to quality of work for responsive repairs, the number of which increased due to severe weather conditions earlier in 2018. This ensures that quality standards are maintained and will inform future training and development of staff. To improve performance, joint inspections (by staff from the council and Mears) were introduced from November 2017 in order to support joint learning about the quality of work expected.

Repairs completed at first visit – target 92%

The result for the year was 87.6% and missed the target by 4.4% points. However, performance has improved again in Quarter 4 (from 88.7% to 90.1%) in response to work with the contractor to

improve job specification and van stocks, which focuses on making sure the right materials are available to complete more jobs at first visit.

Lifts – average time taken to respond – target 2 hours

The response time for the year was 2hr 58m and was outside of the target time. Of the 579 reported breakdowns there were 24 which involved passenger trap-ins and all of these were responded to within the target time of one hour.

Lifts restored to service within 24 hours – target 95%

Performance here was 95.3% for the year and although the target was missed during Quarter 4, it improved compared to the previous quarter (from 91.7% to 93.8%).


























Repairs Helpdesk – calls answered within 20 seconds – target 75%

Although performance at 69% missed the target during Quarter 4, when severe weather led to lots more calls than usual, the result for the year was still on target at 77%.














Repairs Helpdesk – longest wait time – target 5 minutes

The longest call waiting time in Quarter 4 was 13 minutes 17 seconds and happened in February 2018, when severe weather conditions led to a big increase in demand for repairs. The travel disruption caused by these weather conditions also led to staff shortages on some days during this period, which made it harder still to answer calls quickly. Call volumes during Quarter 4 were up by 24% on the previous quarter (with the number answered increasing from 18,898 to 23,387). The joint longest wait time during the year happened in November 2017 and was also 13 minutes and 17 seconds. This was due to telecommunication issues in the Brighton area with local systems going down.

5. Estates Service

 Estates Service indicators	Target 2017/18	Q3 2017/18	Q4 2017/18	Status against target	Trend since last quarter	Year end 2016/17	Year end 2017/18	Status against target	Trend since last year
5.1 Cleaning quality inspection pass rate	99%	100% (134 of 134)	99% (143 of 144)			99% (696 of 699)	99.8% (571 of 572)		
5.2 Estates Response Team quality inspection pass rate	99%	100% (190 of 190)	100% (184 of 184)			100% (651 of 652)	100% (624 of 624)		
5.3 Cleaning tasks completed	99%	99% (13,450 of 13,632)	98% (13,734 of 14,076)			99.3% (53,395 of 53,757)	98% (53,796 of 54,713)		
5.4 Bulk waste removed within 7 working days	92%	97% (966 of 996)	81% (545 of 672)			97% (2,924 of 3,008)	95% (3,599 of 3,772)		
5.5 Light replacements/ repairs completed within 3 working days	99%	99.8% (466 of 467)	100% (290 of 290)			99% (945 of 953)	100% (1,276 of 1,279)		
5.6 Mobile warden jobs completed within 3 working days	96%	99% (1,185 of 1,199)	99% (1,356 of 1,365)			98% (5,306 of 5,440)	99% (5,149 of 5,224)		
5.7 Incidents of drug paraphernalia collected	For info	47	23	-	-	112	131	-	-

6. Anti-social behaviour (ASB) and tenancy management

 ASB and tenancy management indicators	Target 2017/18	Q3 2017/18	Q4 2017/18	Status against target	Trend since last quarter	Year end 2016/17	Year end 2017/18	Status against target	Trend since last year
6.1 Victim satisfaction with way ASB complaint dealt with*	92%	81% (25 of 31)	83% (29 of 35)			90% (19 of 21)	83% (29 of 35)		
6.2 Tenants evicted due to ASB*	For info	4	5	-	-	4	5	-	-
6.3 Closure orders obtained*	For info	4	4	-	-	8	4	-	-
6.4 ASB cases closed without need for legal action	For info	92% (66 of 72)	TBC	-	-	85% (178 of 209)	TBC	-	-
6.5 Tenancy fraud – properties returned to stock*	For info	12	20	-	-	21	20	-	-
6.6 Closed Tenancy Sustainment Officer cases where tenancy sustained*	98%	99% (101 of 102)	99% (132 of 133)			98% (146 of 149)	99% (132 of 133)		
6.7 Tenancy visit to general needs tenants within last 5 years	90%	95% (9,618 of 10,171)	92% (9,361 of 10,154)			90% (9,164 of 10,203)	92% (9,361 of 10,154)		
6.8 Estate inspections completed*	95%	99% (196 of 197)	TBC	TBC	TBC	New indicator	TBC	TBC	TBC

*Year to date indicators.

How we are using this information to improve services – Anti-social behaviour (ASB) and tenancy management


One indicator is below target:

Victim satisfaction with the way their ASB complaint was dealt with ('very satisfied' and 'fairly satisfied') – target 92%

Performance was 83% during 2017/18 and is below target. A total of 35 people responded to telephone surveys after their ASB case was closed, of which 29 said they were satisfied. Six respondents were either neutral or dissatisfied with the way their case was dealt with, which was primarily because they were unhappy with the outcomes of their cases, whereas they were generally more positive about the case officers. The target was set at a very high level following an end of year result of 90.5% in the last financial year, putting the council as the leading social landlord within our benchmarking group. The latest result of 83% is still good compared to our benchmarking group (the top quartile threshold is 82% or higher) even though it wasn't high enough to be on target. A corporate business improvement review is underway to review the handling of ASB cases across tenures, with a view to improving efficiency and the customer experience.


6.9 ASB incidents / cases by type

This table presents incidents that relate to or create an ASB case where the reporter or alleged perpetrator is a council resident such as a tenant or leaseholder.


















 Type of ASB incident / case	Q3 2017/18	Q4 2017/18	Change between quarters Q3 to Q4	Year end 2017/18
Harassment / threats	40% 65	31% 52	-13	42% 315
Noise	16% 26	24% 41	+15	15% 116
Drugs	7% 11	14% 24	+13	10% 76
Other criminal behaviour	12% 19	6% 10	-9	9% 69
Domestic violence / abuse	12% 19	9% 16	-3	8% 59
Other violence	1% 2	3% 5	+3	3% 26
Pets / animals	6% 9	6% 11	+2	7% 51
Hate-related	6% 9	3% 5	-4	3% 23
Alcohol related	2% 3	4% 6	+3	3% 21
Prostitution / Sex	0% 0	0% 0	0	0% 1
Total	100% 163	100% 170	+7	100% 757

6.10 ASB incidents / cases by ward

This table presents incidents that relate to or create an ASB case where the complainant or alleged perpetrator is a council resident such as a tenant or leaseholder.

 Ward name	Q3 2017/18	Q4 2017/18	Change between quarters Q3 to Q4	Year end 2017/18
Brunswick and Adelaide	0	0	0	0
Central Hove	2	1	-1	8
East Brighton	39	30	-9	136
Goldsmid	4	4	0	27
Hangleton and Knoll	12	17	+5	80
Hanover and Elm Grove	7	6	-1	27
Hollingdean and Stanmer	13	22	+9	86
Hove Park	0	0	0	0
Moulsecoomb and Bevendean	11	19	+8	84
North Portslade	14	7	-7	43
Patcham	8	5	-3	27
Preston Park	2	1	-1	5
Queen's Park	35	37	+2	144
Regency	0	0	0	0
Rottingdean Coastal	0	0	0	0
South Portslade	3	5	+2	17
St. Peter's and North Laine	3	8	+5	31
Westbourne	5	2	-3	9
Wish	1	4	+3	12
Withdean	1	0	-1	2
Woodingdean	3	2	-1	19
Total	163	170	7	757

7. Seniors housing

 Seniors Housing indicators	Target 2017/18	Q3 2017/18	Q4 2017/18	Status against target	Trend since last quarter	Year end 2016/17	Year end 2017/18	Status against target	Trend since last year
7.1 Residents who have had a tenancy visit within the last 12 months	98%	96% (829 of 861)	95% (834 of 875)			97% (826 of 854)	95% (834 of 875)		
7.2 Residents living in schemes offering regular social activities	95%	100% (861 of 861)	100% (875 of 875)			98% (837 of 854)	100% (875 of 875)		
7.3 Residents living in schemes offering regular exercise / wellbeing activities	65%	82% (706 of 861)	75% (654 of 875)			77% (658 of 854)	70% (616 of 875)		
7.4 Schemes hosting events in collaboration with external organisations	90%	95% (21 of 22)	100% (23 of 23)			91% (21 of 23)	96% (22 of 23)		

One indicator is near target:

Seniors housing residents who have had a tenancy visit within the last 12 months – target 98%

Performance for the year at 95% has missed the target by 3% points. The 41 Seniors residents who hadn't had their annual tenancy visit include 15 who declined a visit and seven who were absent at the time. These annual tenancy visits are only one form of contact between staff and residents, as Scheme Managers are based on site during weekdays and regularly phone residents to check in with them (depending on how often someone wants to be contacted).

