







## AGENDA ITEM 38

### **DRAFT Housing Management Performance Report**

#### **Quarter 2 2019/20**

This housing management performance report covers Quarter 2 of the financial year 2019/20. It uses 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.

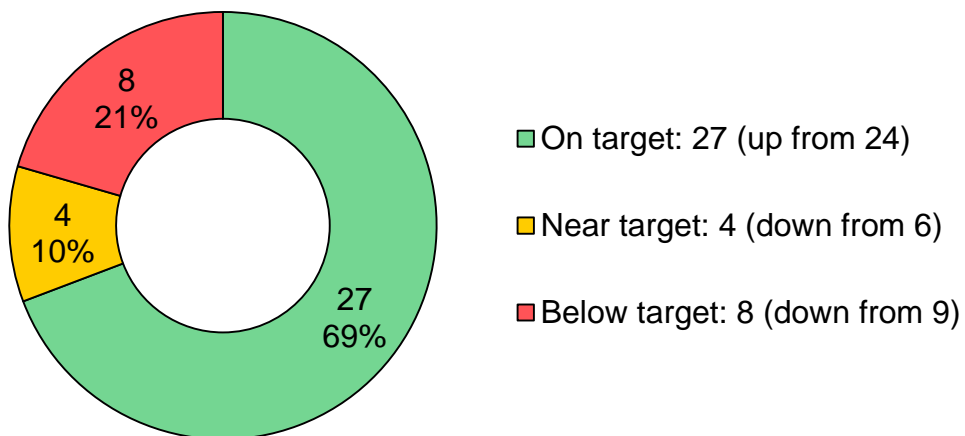
Status		Trend	
	Performance is below target (red)		Poorer than previous reporting period
	Performance is close to achieving target, but in need of improvement (amber)		Same as previous reporting period
	Performance is on or above target (green)		Improvement on previous reporting period

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

A total of 39 performance indicators are measured against a quarterly target:

- 27 are on target (of which 21 were on target, 4 near and 2 below target last quarter)
- 4 are near target (3 were on target and 1 was below target)
- 8 are below target (2 were on target, 1 near target and 5 were below target).

#### **Quarterly indicators**










In terms of movement since the previous quarter:

- 20 have improved
- 8 are the same (7 are on target and 1 is near target)
- 11 have declined (of which 2 are on target, 2 are near target and 7 are below target).

## 1. Rent collection and current arrears

Row 1.1 is an end of year forecast and the others are cumulative for the year to date.

 <b>Rent collection and current arrears indicators</b>		<b>Target 2019/20</b>	<b>Q1 2019/20</b>	<b>Q2 2019/20</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
1.1	Rent collected as proportion of rent due for the year	97.20%	97.51% (£50.3m of £51.6m)	97.22% (£50.6m of £52.1m)		
1.2	Former tenant arrears collected	25% (12.5% for Q2)	4.69% (£33k of £714k)	8.05% (£60k of £740k)		
1.3	Rent loss due to empty dwellings	Under 1%	0.63% (£92k of £14.5m)	0.61% (£166k of £27.0m)		
1.4	Tenants served a Notice of Seeking Possession	For info	126	131	n/a	n/a
1.5	Tenants evicted because of rent arrears	For info	0	0	n/a	n/a

**Former tenant arrears collected – 4.45 percentage points below target for the quarter**

- **Contributory factors** - vacancies in team; prioritising staff time on current tenant arrears and Universal Credit.
- **Improvement actions** - staff recruitment drive.



## Welfare reform information

**Q1  
2019/20**

**Q2  
2019/20**

1.6	Universal Credit – affected households	1,511 (13% of all tenants)	1,759 (15% of all tenants)
1.7	Universal Credit – arrears of affected households	£753k (59% of total arrears)	£957k (66% of total arrears)
1.8	Universal Credit households in arrears which have an alternative payment arrangement	38% (369 of 969)	39% (445 of 1,153)
1.9	Under occupiers on Housing Benefit – affected households	468 (4%)	460 (4%)
1.10	Under occupiers on Housing Benefit – arrears of affected households	£43k (3%)	£45k (3%)
1.11	Benefit Cap – affected households	38 (0.3%)	36 (0.3%)
1.12	Benefit Cap – arrears of affected households	£14k (1.1%)	£5k (0.3%)
1.13	Total households	11,429	11,450
1.14	Total current tenant arrears	£1,284k	£1,450k

### 1.15 Area breakdown of rent collected

The figures below are end of year forecasts.










Rent collection area	Q1 2019/20	Q2 2019/20
North (includes Seniors housing)	98.03% (£14.3m of £14.6m)	97.82% (£14.5m of £14.8m)
West	97.00% (£10.1m of £10.4m)	96.65% (£10.1m of £10.5m)
Central	97.03% (£8.9m of £9.2m)	96.79% (£9.0m of £9.3m)
East	97.62% (£17.0m of £17.4m)	97.27% (£17.1m of £17.5m)
All areas	97.51% (£50.2m of £51.5m)	97.22% (£50.1m of £52.1m)

### 1.16 Households in arrears by amount

All figures in the table below are end of quarter results.

Amount of arrears	Q1 2019/20	Q2 2019/20
No arrears	77% (8,813)	76% (8,680)
Any arrears	23% (2,616)	24% (2,770)
... £0.01 to £99.99	7% (861)	7% (859)
... £100 to £499.99	9% (987)	9% (996)
... £500 and above	7% (768)	8% (915)
Total households	11,429	11,450

## 2. Customer services and complaints

 <b>Customer services and complaints indicators</b>		<b>Target 2019/20</b>	<b>Q1 2019/20</b>	<b>Q2 2019/20</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
2.1	Calls answered by Housing Customer Services Team (HCST)	90%	90% (8,793 of 9,727)	91% (8,428 of 9,256)		
2.2	Stage one complaints responded to within 10 working days	80%	88% (88 of 100)	64% (70 of 109)		
2.3	Stage one complaints – average time to respond when not within 10 working days	For info	13 days	16 days	n/a	n/a
2.4	Stage one complaints upheld	For info	46% (46 of 100)	39% (43 of 109)	n/a	n/a
2.5	Stage one complaints escalated to stage two	10%	12% (12 of 100)	11% (12 of 109)		
2.6	Stage two complaints upheld	18% or under	25% (3 of 12)	8% (1 of 12)		
2.7	Housing Ombudsman Complaints upheld	For info	0% (0 of 2)	0% (0 of 2)	n/a	n/a

## Customer services and complaints


### Stage one complaints responded to within 10 working days – 16 percentage points off target

- **Contributory factors** - backlog of repairs complaints with contractor; contractor staff vacancies.
- **Improvement actions** - backlog of repairs complaints now cleared with help from contractor's regional office; two new members of staff recruited by contractor; ensuring complaints aren't going to contractors when they should be going to Housing.

### Stage one complaints escalated to stage two – 1 percentage point off target

- **Contributory factors** - some complaints could have been resolved at stage one (better communication needed with customer).
- **Improvement actions** - Customer Feedback Team have assessed stage one complaint responses and have produced guidance for responding officers to improve quality of responses.

### 3. Empty home turnaround time and mutual exchanges

 <b>Empty home turnaround time and mutual exchange indicators</b>		<b>Target 2019/20</b>	<b>Q1 2019/20</b>	<b>Q2 2019/20</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
3.1	Average re-let time, excluding time spent in major works (calendar days)	21	25 (129 lets)	20 (115 lets)	Ⓞ	↑
3.2	... as above for general needs dwellings	For info	21 (109 lets)	17 (95 lets)	n/a	n/a
3.3	... as above for seniors housing dwellings	For info	45 (20 lets)	36 (18 lets)	n/a	n/a
3.4	Average 'key to key' empty period, including time spent in major works (calendar days)	For info	47 (129 lets)	37 (115 lets)	n/a	n/a
3.5	New dwellings let for first time	For info	0	20	n/a	n/a
3.6	Mutual exchange decisions made within 42 calendar days	100%	100% (25 of 25)	100% (24 of 24)	Ⓞ	↔
3.7	Total empty dwellings at end quarter*	For info	82	68	n/a	n/a

\*Total general needs and seniors housing stock is 11,518 of which 11,450 are let and 68 are empty. The total housing revenue account (HRA) stock of 11,574 also includes 30 council owned temporary accommodation dwellings, 11 long term leases to housing associations and 15 new builds which are nearing completion (at Tilbury Place).
















### 3.8. Long term empty dwellings by ward (empty six weeks or more as of 30 September 2019)


Ward name (excludes those with no long term empty dwellings)	No. dwellings	Average days empty	Range of days empty	Average rent loss*	Total rent loss*	Comment
East Brighton	1	71	71-71	£0.9k	£0.9k	1 house ready to let.
Hangleton and Knoll	3	55	50-64	£0.8k	£2.4k	1 house and 2 flats in major works.
Hanover and Elm Grove	2	183	50-316	£2.9k	£5.7k	1 house requiring extensive major works (on hold for casework to help affected neighbours); 1 house in major works.
Hollingdean and Stanmer	1	148	148-148	£1.7k	£1.7k	1 seniors flat in major works.
Moulsecoomb and Bevendean	5	294	43-610	£2.7k	£13.3k	3 seniors studio flats; 1 house ready to let; 1 house with ongoing casework.
North Portslade	1	57	57-57	£0.8k	£0.8k	1 house ready to let following major works.
Patcham	2	120	120-120	£1.2k	£2.4k	2 seniors flats in major works.
Preston Park	2	634	505-764	£7.4k	£14.9k	2 adjoining flats requiring health and safety works (on hold for casework to help affected neighbours).
Queens Park	8	74	43-113	£0.9k	£6.9k	2 flats ready to let; 3 seniors flats ready to let; 2 flats in major works; 1 flat with ongoing casework.
St Peter's & North Laine	1	71	71-71	£1.2k	£1.2k	1 house with ongoing casework.
Westbourne	1	78	78-78	£0.8k	£0.8k	1 flat with ongoing casework.
Woodingdean	1	197	197-197	£4.5k	£4.5k	1 house awaiting major works (new bedroom in roof).
Total	28	169	43-764	£2.0k	£55.5k	Of 28 properties, 8 are ready to let (28%).








\*Snapshot of historic rent loss for whole time since these properties became empty: of the £55.5k total rent loss, £39.3k occurred during 2019/20 to date and £16.2k during 2018/19.



#### 4. Repairs and maintenance

 Repairs and maintenance indicators		Target 2019/20	Q1 2019/20	Q2 2019/20	Status against target	Trend since last quarter
4.1	Emergency repairs completed in time (within 24 hours)	99%	99.7% (2,062 of 2,068)	99.7% (2,353 of 2,359)		
4.2	Routine repairs completed in time (within 20 working days)	99%	99.5% (3,914 of 3,935)	99.7% (4,347 of 4,361)		
4.3	Complex repairs completed in time (work needing longer than 20 days)	For info	99.2% (117 of 118)	96.9% (93 of 96)	n/a	n/a
4.4	Average time to complete routine repairs (calendar days)	15 days	12 days	11 days		
4.5	Appointments kept by contractor as proportion of appointments made	97%	97.2% (10,366 of 10,664)	96.7% (10,097 of 10,446)		
4.6	Tenants satisfied with repairs	96%	98.2% (969 of 987)	98.6% (784 of 795)		
4.7	Responsive repairs passing post-inspection first time	97%	94.4% (1,013 of 1,073)	93.8% (575 of 613)		
4.8	Repairs completed at first visit	92%	86.8% (5,209 of 6,003)	86.6% (5,821 of 6,720)		

 <b>Repairs and maintenance indicators</b>		<b>Target 2019/20</b>	<b>Q1 2019/20</b>	<b>Q2 2019/20</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
4.9	Dwellings meeting Decent Homes Standard	100%	100% (11,511 of 11,511)	100% (11,518 of 11,518)	Ⓜ	↔
4.10	Energy efficiency rating of homes (out of 100)	67	67.2	67.4	Ⓜ	↑
4.11	Planned works passing post-inspection	97%	100% (172 of 172)	100% (161 of 161)	Ⓜ	↔
4.12	Stock with a gas supply with up-to-date gas certificates	100%	100% (9,973 of 9,973)	100% (9,993 of 9,993)	Ⓜ	↔
4.13	Empty properties passing post-inspection	98%	99.0% (98 of 99)	91.1% (102 of 112)	Ⓡ	↓
4.14	Lifts – average time taken (hours) to respond	2 hours	2.7 hours	1.8 hours	Ⓜ	↑
4.15	Lifts restored to service within 24 hours	95%	96% (187 of 195)	97% (177 of 182)	Ⓜ	↑
4.16	Lifts – average time to restore service when not within 24 hours	7 days	8 days	5 days	Ⓜ	↑

 <b>Repairs and maintenance indicators</b>		<b>Target 2019/20</b>	<b>Q1 2019/20</b>	<b>Q2 2019/20</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
4.17	Repairs Helpdesk – calls answered	90%	91% (16,459 of 18,154)	91% (16,957 of 18,644)		
4.18	Repairs Helpdesk – calls answered within 20 seconds	75%	54% (8,965 of 16,459)	65% (8,965 of 16,459)		
4.19	Repairs Helpdesk – longest wait time	5 mins	16m 48s	34m 02s		
4.20	Estate Development Budget main bids – completions (year to date)	For info	12% (14 of 117)	43% (51 of 118)	n/a	n/a
4.21	Estate Development Budget main bids – average duration of work (year to date)	For info	1 day	12 days	n/a	n/a

## Repairs and maintenance

### Appointments kept by contractor as proportion of appointments made – 0.3 percentage points below target

- **Contributory factors** - less operatives available over summer holiday period.
- **Improvement actions** - closer monitoring to ensure this comes back on target.

### Responsive repairs passing post-inspection – 3.2 percentage points below target

- **Contributory factors** - most jobs failed first inspection because of poor quality work (31 of 38) and the rest due to admin errors (incorrect recording of volume of labour and materials required for job).
- **Improvement actions** - focus remains same as last quarter (improving contractor's quality of work through training; ensuring all inspection reports are correctly recorded).

### Repairs completed at first visit – 5.4 percentage points below target

- **Contributory factors** - higher proportion of jobs requiring non-standard parts (eg plumbing and electrical works) remains a factor.
- **Improvement actions** - continue to improve van stocks (so more parts are available for these types of jobs).

### Empty properties passing post-inspection – 6.9 percentage points below target

- **Contributory factors** - most jobs failed inspection due to poor quality work (6 of 10) and the rest due to admin errors (incorrect recording of volume of labour and materials required for job).
- **Improvement actions** - improving quality of work through training; ensuring all inspection reports are correctly recorded.

### Repairs Helpdesk – calls answered within 20 seconds – 10 percentage points below target

- **Contributory factors** - continued contractor staff turnover; delays in recruitment; staff time spent training new recruits.
- **Improvement actions** - council and contractor to discuss how staff retention and recruitment can be improved.

### Repairs Helpdesk – longest wait time – 29 minutes and 2 seconds longer than target

- **Contributory factors** - longest wait time due to staff evacuation of office at time of call.
- **Improvement actions** - performance was affected by one-off issue but action for previous indicator also applies.

#### 4.23 Major projects programme summary 2019/20 (as of October 2019)

Project	Total budget 2019/20	Latest Budget	Status	Number of dwellings		Leaseholder costs range (estimated)
				Council	Leasehold	
Tyson Place / St Johns Mount – structural repairs	£1,640k	£1,640k	On site	109	39	£15k to £22k
Wickhurst Rise – structural repairs	£25k	£25k	Complete	26	6	£22k to £41k
Ingram Crescent – structural repairs	£570k	£160k	Complete	130	24	£4k to £5k
Sylvan Hall – external repairs	£771k	£506k	Complete	30	19	£14k to £25k
Clarendon Road – structural repairs	£950k	£742k	On site	23	9	£27k to £30k
Freshfield Estate – Tyfoam extraction	£750k	£1,200k	On site	24	0	n/a
Albion Hill (Saxonbury) – structural repairs	£1,194k	£1,094k	On site	29	16	£33k to £37k
Hidden Homes – new dwellings	£1,498k	£1,498k	On site	n/a	n/a	n/a
Oxford Street conversion	£1,314k	£1,314k	On site	n/a	n/a	n/a
St Aubyns Gardens – external repairs	£600k	£600k	On site	4	11	£31k to £54k
Unity Housing (condensation and damp works)	£336k	£336k	Completed	6	0	n/a
Citywide Conversions & extensions	£520k	£260k	On site	10	0	n/a
St James' House car park	£479k	£479k	On site	n/a	n/a	n/a
Holbrook and Downford – roofing	£123k	£123k	Complete	10	3	£14k to £18k
Tilbury Place – renovation	£500k	£500k	On site	n/a	n/a	n/a
Laburnum Grove – roofing	-	£650k	On site	59	0	n/a
Somerset Point – windows and external decoration	£500k	£500k	On site	71	0	n/a
Theobald House – concrete repairs	£50k	£50k	Complete	83	33	TBC
Leach Court – concrete coatings	£79k	£79k	On site	108	0	n/a
<b>Total</b>	<b>£11.9m</b>	<b>£11.8m</b>	<b>13 projects on site</b>	<b>722</b>	<b>160</b>	<b>£4k to £54k</b>

#### 4.24 Details of major projects on site (as of October 2019)

Project	<b>Tyson Place / St Johns Mount – structural repairs</b>						
Exp. Start	22/10/18	Finish	31/01/20	2019/20 Budget	£1,640k	Latest budget	£1,640k
Act. Start	22/10/18	Current Status	On site	Council dwellings	109	Leasehold dwellings	39
Major external works including concrete repairs, roof replacement (St John's Mount only), replacement of windows and external wall insulation. Currently on site with completion expected by January 2020.							

Project	<b>Ellen Street low rises – structural repairs</b>						
Exp. Start	02/01/19	Exp. Finish	17/11/2019	2019/20 Budget	£950k	Latest Budget	£950k
Act. Start	02/01/19	Current Status	On site	Council dwellings	23	Leasehold dwellings	9
Refurbishment works including roof conversion, new windows and doors. The works will be completed once the scaffolding is taken down and the site cleared, which is due by mid-November.							

Project	<b>Freshfield Estate – extraction of Tyfoam wall insulation (phase four)</b>						
Exp. Start		Exp. Finish	31/03/20	2019/20 Budget	£750k	Latest Budget	£1,200k
Act. Start	18/11/18	Current Status	On site	Council dwellings	24	Leasehold dwellings	0
Removal of Tyfoam insulation from wall cavities and rebuilding of outer walls with new external insulation. New phase began in April 2019 and budget was increased by £450k to take account of additional works required.							

Project	<b>Albion Hill (Saxonbury) – structural repairs</b>						
Exp. Start	22/10/18	Exp. Finish	28/02/2020	2019/20 Budget	£1,194k	Latest Budget	£1,094k
Act. Start	22/10/18	Current Status	On site	Council dwellings	29	Leasehold dwellings	16
Installation of infill cladding system to rectify defects with de-bonded brick panels. Unforeseen design changes following removal of brickwork resulted in delays to works during 2018/19. Latest budget has decreased by £100k based on trends in current spending. Currently expected for completion by end of February 2020, depending on weather conditions.							

Project	<b>Hidden Homes</b>						
Exp. Start		Exp. Finish	28/02/20	2019/20 Budget	£1,498k	Latest Budget	£1,498
Act. Start	30/04/18	Current Status	On site	Council dwellings	n/a	Leasehold dwellings	n/a
<p>Programme of works to transform neglected or redundant spaces into quality homes. There are currently three conversion projects underway at:</p> <ul style="list-style-type: none"> <li>• Elwyn Jones Court (2 new dwellings – awaiting electric meter installations before letting)</li> <li>• Woods House (1 new dwelling – new communal room is complete and new flat is expected to be completed in November)</li> <li>• Swallow Court (3 new dwellings – expected to be ready for letting by end October).</li> </ul> <p>Planning permission has been granted and designs agreed for 10 new dwellings at the Bristol Estate, with the first five flats expected for completion by end February 2020. Surveys of the Albion Hill area are also being undertaken for a project next year.</p>							

Project	<b>Oxford Street conversion</b>						
Exp. Start		Exp. Finish	31/03/20	2019/20 Budget	£1,314k	Latest Budget	£1,314k
Act. Start	19/11/18	Current Status	On site	Council dwellings	n/a	Leasehold dwellings	n/a
Now part of the Hidden Homes programme. This project is to redevelop and convert old office space into 10 family dwellings for temporary accommodation. Construction is currently underway on two levels and due for completion by end March 2020.							

Project	<b>St Aubyns Gardens – external repairs</b>						
Exp. Start	18/03/19	Exp. Finish	01/12/19	2019/20 Budget	£600k	Latest Budget	£600k
Act. Start	18/03/19	Current Status	On site	Council dwellings	4	Leasehold dwellings	11
Further external repairs following previous structural works, including concrete and render repair, new windows, roof replacement and external drainage replacement.							

Project	<b>Citywide loft Conversions and extensions</b>						
Exp. Start	01/02/19	Exp. Finish	Ongoing	2019/20 Budget	£520k	Latest Budget	£260k
Act. Start		Current Status	On site	Council dwellings	10	Leasehold dwellings	n/a
Programme comprising works at 10 properties, plus two new builds. The latest budget for 2019/20 has reduced by £260k due to delays in the programme.							

Project	<b>St James' House car park</b>						
Exp. Start		Exp. Finish	17/12/19	2019/20 Budget	£479k	Latest Budget	£479k
Act. Start	04/03/19	Current Status	On site	Council dwellings	n/a	Leasehold dwellings	n/a
Improvements to security at the underground car park at St James' House. There had been delays in 2018/19 caused by additional stakeholder engagement and a traffic flow management study which had not been anticipated.							
















Project	<b>Tilbury Place – renovation</b>						
Exp. Start		Exp. Finish	15/11/19	2019/20 Budget	£500k	Latest Budget	£500k
Act. Start	18/03/19	Current Status	On site	Council dwellings	n/a	Leasehold dwellings	n/a
Renovation of a block of 15 temporary accommodation studio flats acquired by the council. Currently on budget and nearing completion with scheduled handback to temporary accommodation by mid-November.							

Project	<b>Laburnum Grove – roofing</b>						
Exp. Start	08/05/19	Exp. Finish	07/11/19	2019/20 Budget	-	Latest Budget	£650k
Act. Start	08/05/19	Current Status	On site	Council dwellings	59	Leasehold dwellings	n/a
Roof and window replacements.							

Project	<b>Somerset Point – windows and external decoration</b>						
Exp. Start		Exp. Finish	31/03/20	2019/20 Budget	£500k	Latest Budget	£500k
Act. Start	29/04/19	Current Status	On site	Council dwellings	71	Leasehold dwellings	n/a
Works include new windows, repainting and insulation of external walls.							

Project	<b>Leach Court – concrete coatings</b>						
Exp. Start		Exp. Finish	07/12/19	2019/20 Budget	-	Latest Budget	£79k
Act. Start	07/10/19	Current Status	On site	Council dwellings	108	Leasehold dwellings	0
Concrete coatings due for completion in December 2019.							

## 5. Estates service

 Estates service indicators		Target 2019/20	Q1 2019/20	Q2 2019/20	Status against target	Trend since last quarter
5.1	Cleaning quality inspection pass rate	99%	99% (179 of 180)	100% (162 of 162)		
5.2	Estates Response Team quality inspection pass rate	99%	98% (144 of 147)	100% (55 of 55)		
5.3	Cleaning tasks completed	98%	95% (12,994 of 13,612)	95% (13,742 of 14,524)		
5.4	Bulk waste removed within 7 working days	92%	85% (670 of 787)	82% (652 of 798)		
5.5	Lights replaced or repaired within 3 working days	99%	99.6% (224 of 225)	100% (211 of 211)		
5.6	Mobile warden jobs completed within 3 working days	96%	99.2% (1,412 of 1,423)	99.8% (1,283 of 1,285)		

## Estates service

### Cleaning tasks completed – 3 percentage points below target




- **Contributory factors** - more staff time spent on cleaning up litter in external common areas, for example near communal bins.
- **Improvement actions** - collaboration with CityClean to address growing litter problem.

### Bulk waste removed within 7 working days – 10 percentage points below target

- **Contributory factors** - the bulk team are spending more time (two days per week) on ensuring health and safety compliance through issuing and actioning notices on items left in common areas.
- **Improvement actions** - increased focus on health and safety compliance will hopefully change behaviours and lead to fewer items left in common areas.

6. Anti-social behaviour (ASB)

All indicators below give cumulative year to date results.

 ASB indicators		Target 2019/20	Q1 2019/20	Q2 2019/20	Status against target	Trend since last quarter
6.1	Victim satisfaction with way ASB case dealt with	85%	80% (4 of 5)	90% (9 of 10)		
6.2	Tenants evicted due to ASB	For info	0	1	n/a	n/a
6.3	Closure orders obtained	For info	3	4	n/a	n/a

#### 6.4 New antisocial behaviour (ASB) cases by type

New ASB cases where the reporter or alleged perpetrator is a council property resident or leaseholder.

Type of ASB incident / case	Q1 2019/20	Q2 2019/20	Change between quarters
Verbal abuse / harassment / intimidation	44% 83	44% 92	+9
Noise	11% 21	6% 13	-8
Drugs	11% 21	17% 36	+15
Crime	10% 18	13% 27	+9
Domestic violence / abuse	10% 18	7% 15	-3
Physical violence	6% 11	3% 7	-4
Pets and animal nuisance	4% 8	7% 15	+7
Hate incident	2% 3	1% 2	-1
Alcohol related	2% 4	1% 2	-2
<b>Total</b>	<b>100% 187</b>	<b>100% 209</b>	<b>+22</b>






## 6.5 New ASB cases by ward

New ASB cases where the reporter or alleged perpetrator is a council property resident or leaseholder.

Ward name	Q1 2019/20	Q2 2019/20	Change between quarters	Council dwellings
Brunswick and Adelaide	0	0	+0	4
Central Hove	1	4	+3	57
East Brighton	45	54	+9	2,246
Goldsmid	6	5	-1	326
Hangleton and Knoll	20	20	0	1,180
Hanover and Elm Grove	6	10	+4	466
Hollingdean and Stanmer	21	15	-6	1,246
Hove Park	0	0	0	10
Moulsecoomb and Bevendean	19	27	+8	1,513
North Portslade	10	5	-5	398
Patcham	7	11	+4	533
Preston Park	1	1	0	62
Queen's Park	28	34	+6	1,720
Regency	0	0	0	28
Rottingdean Coastal	0	0	0	25
South Portslade	3	4	+1	369
St. Peter's and North Laine	8	14	+6	379
Westbourne	6	1	-5	116
Wish	2	0	-2	345
Withdean	1	0	-1	44
Woodingdean	3	4	+1	451
<b>Total</b>	<b>187</b>	<b>209</b>	<b>+22</b>	<b>11,518</b>

## 7. Tenancy management

The first two indicators below give cumulative year to date results. The last one gives an end of quarter result.

 Tenancy management indicators		Target 2019/20	Q1 2019/20	Q2 2019/20	Status against target	Trend since last quarter
7.1	Tenancy fraud – properties returned to stock	For info	5	7	n/a	n/a
7.2	Tenancies sustained following difficulties	98%	97% (36 of 37)	96% (74 of 77)		
7.3	Tenancy visit to general needs tenants within last 5 years	90%	92% (9,357 of 10,134)	93% (9,475 of 10,197)		

### Tenancies sustained following difficulties – 2 percentage points below target

- **Contributory factors** - three tenants wouldn't engage with the Tenancy Sustainment team and tenancies remain at risk due to arrears.
- **Improvement actions** - to help with arrears, the team take a persistent approach in supporting tenants with applying for benefits including Universal Credit.

#### 7.4 New tenancy management cases by type

New tenancy management cases, other than antisocial behaviour, involving a council property resident or leaseholder.

Type of tenancy management case	Q1 2019/20	Q2 2019/20	Change between quarters
Abandonment	4% 14	2% 10	-4
Assignment request	9% 3	1% 5	+2
Boundary issues	15% 50	16% 67	+17
Caretaking	1% 3	0% 0	-3
Court of Protection	1% 2	0% 2	0
Death of a tenant (including succession)	16% 52	16% 64	+12
Decants and temporary moves	2% 6	0% 1	-5
Fraud	2% 6	0% 2	-4
Leaseholder breach	1% 2	2% 9	+7
Tenancy breach	9% 28	11% 45	+17
Unsatisfactory interiors	4% 13	5% 22	+9
Untidy gardens	27% 90	26% 107	+17
Use and occupation	1% 4	0% 2	-2
Vulnerable adult and safeguarding	17% 55	18% 74	+19
<b>Total</b>	<b>100% 328</b>	<b>100% 410</b>	<b>+82</b>








## 7.5 New tenancy management cases by ward

New tenancy management cases, other than antisocial behaviour, involving a council property resident or leaseholder.

Ward name	Q1 2019/20	Q2 2019/20	Change between quarters	Council dwellings
Brunswick and Adelaide	0	0	0	4
Central Hove	4	4	0	57
East Brighton	37	71	+34	2,246
Goldsmid	8	11	+3	326
Hangleton and Knoll	49	61	+12	1,180
Hanover and Elm Grove	15	10	-5	466
Hollingdean and Stanmer	35	50	+15	1,246
Hove Park	1	0	-1	10
Moulsecoomb and Bevendean	67	56	-11	1,513
North Portslade	15	18	+3	398
Patcham	12	21	+9	533
Preston Park	0	4	+4	62
Queen's Park	53	50	-3	1,720
Regency	3	1	-2	28
Rottingdean Coastal	1	0	-1	25
South Portslade	9	14	+5	369
St. Peter's and North Laine	6	10	+4	379
Westbourne	2	3	+1	116
Wish	4	10	+6	345
Withdean	0	8	+8	44
Woodingdean	10	8	-2	451
<b>Total</b>	<b>328</b>	<b>410</b>	<b>+82</b>	<b>11,518</b>

## 8. Seniors housing

 <b>Seniors housing indicators</b>		<b>Target 2019/20</b>	<b>Q1 2019/20</b>	<b>Q2 2019/20</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
8.1	Residents with up to date annual review	96%	96% (871 of 903)	97% (882 of 905)		
8.2	Schemes hosting social, health and wellbeing activities (at least weekly)	95%	100% (22 of 22)	100% (22 of 22)		
8.3	Schemes hosting events in collaboration with external organisations	90%	100% (22 of 22)	95% (21 of 22)	