

HOUSING COMMITTEE	Agenda Item 66
	Brighton & Hove City Council

Subject:	Housing Management Performance Report Quarter 3 2019/20		
Date of Meeting:	11 March 2020		
Report of:	Executive Director Housing, Neighbourhoods & Communities		
Contact Officer:	Name:	Ododo Dafé	Tel: 01273 293201
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Ward(s) affected:	All		

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

1.1 The housing management performance report covers Quarter 3 of the financial year 2019/20. The report is attached as Appendix 1 and notable results include:

- **Rent collection and current arrears** – 97.00% of rent collected.
- **Customer services and complaints** – 88% of calls answered and 72% of stage one complaints responded to within 10 working days.
- **Empty home turnaround time** – 90 homes re-let in an average of 17 days (or 40 days including time spent in major works).
- **Repairs and maintenance** – routine repairs took an average of 13 days to complete and 97.8% of appointments were kept.
- **Estates service** – 82% of bulk waste jobs completed within 7 working days.
- **Anti-social behaviour** – 95% of people surveyed (18 out of 19) were satisfied with the way their anti-social behaviour case was dealt with.
- **Tenancy management** – 34 tenancies sustained following difficulties.
- **Seniors housing** – 96% of residents have had their annual review.

2. RECOMMENDATIONS:

2.1 That the Housing Committee notes and comments upon the report.

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

3.1 The report 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.

4. COMMUNITY ENGAGEMENT AND CONSULTATION:

4.1 A full copy of this report went to Area Panels in February. Residents raised queries about introductory tenancy visits and adding new indicators to future reports.

5. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 5.1 The area of performance with the most significant financial impact is the ability to collect rents from tenants. Over the last two years the percentage of rent collected has fallen in the HRA, and although the performance still compares favourably when benchmarked against other stock holding councils around the country, this is of concern and a review is underway to identify actions that will help to improve this. Indicator 1.14 shows that during Quarter 3, arrears for current tenants have increased by £0.056m to £1.506m. 62% of these current tenant arrears relate to tenants on Universal Credit. The Housing Income Management team is undertaking targeted work with tenants who are transferring to Universal Credit, and an additional post is proposed as part of the HRA Budget for 2020/21 to enhance the support the council can directly offer tenants around welfare rights and appeals. The Housing Income Management team has had a high level of staff vacancies this year which is also impacting on the recovery of both current and former tenant arrears. The vacancies are currently being recruited to.

Finance Officer Consulted: Monica Brooks

Date: 27/02/2020

Legal Implications:

- 5.2 There are no significant legal implications to draw to Members' attention arising from this report.

Lawyer Consulted: Liz Woodley

Date: 17/02/2020

Equalities Implications:

- 5.3 There are no direct equalities implications arising from this report.

Sustainability Implications:

- 5.4 The average energy efficiency rating of council homes stands at 67.4 (out of a maximum of 100) and efforts to increase this rating contribute towards the council's sustainability commitments and help to reduce fuel poverty.

Crime & Disorder Implications:

- 5.5 There are no direct crime and disorder implications arising from this report. Cases of anti-social behaviour involving criminal activity are worked on in partnership with the Police and other agencies.

Risk and Opportunity Management Implications:

- 5.6 There are no direct risk and opportunity implications arising from this report.

Public Health Implications:

- 5.7 There are no direct public health implications arising from this report.

Corporate or Citywide Implications:

5.8 There are no direct corporate or city wide implications arising from this report.







SUPPORTING DOCUMENTATION

Appendices:

1. Housing Management Performance Report Quarter 3 2019/20

Housing Management Performance Report Quarter 3 2019/20

This housing management performance report covers Quarter 3 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.

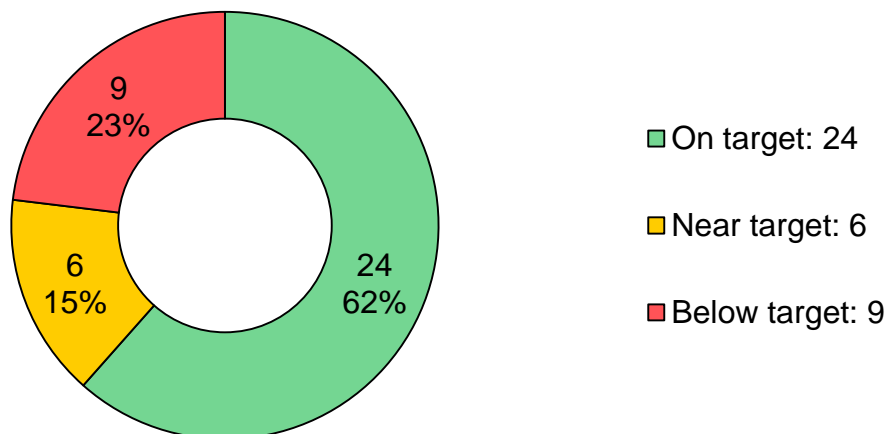
Status		Trend	
	Performance is below target (red)		Poorer than previous reporting period
	Performance is close to achieving target, but in need of improvement (amber)		Same as previous reporting period
	Performance is on or above target (green)		Improvement on previous reporting period

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:

- 24 are on target (of which 23 were on target and 1 was near target last quarter)
- 6 are near target (2 were on target, 2 were near target and 2 were below target)
- 9 are below target (2 were on target, 1 was near target and 6 were below target).

Quarterly indicators










In terms of movement since the previous quarter:

- 10 have improved
- 10 are the same (7 are on target, 2 are near target and 1 is below target)
- 19 have declined (of which 11 are on target, 3 are near and 5 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.

 Rent collection and current arrears indicators		Target 2019/20	Q2 2019/20	Q3 2019/20	Status against target	Trend since last quarter
1.1	Rent collected as proportion of rent due for the year	97.20%	97.22% (£50.6m of £52.1m)	97.14% (£51.1m of £52.6m)		
1.2	Former tenant arrears collected	25% (18.75% for Q3)	8.05% (£60k of £740k)	12.65% (£94k of £743k)		
1.3	Rent loss due to empty dwellings	Under 1%	0.61% (£166k of £27.0m)	0.59% (£231k of £39.1m)		
1.4	Tenants served a Notice of Seeking Possession	For info	258	372	n/a	n/a
1.5	Tenants evicted because of rent arrears	For info	0	0	n/a	n/a


Rent collection and current arrears

Rent collected as proportion of rent due for the year – 0.06 percentage points below target

- **Contributory factors** - impact of Universal Credit (62% of arrears); remaining income collector vacancies.
- **Improvement actions** - making sure eligible tenants on Universal Credit have an alternative payment arrangement (rent paid directly to landlord); recruitment to remaining vacancies.

Former tenant arrears collected – 6.10 percentage points below target

- **Contributory factors** - need to focus on current tenants impacted by Universal Credit, as above.
- **Improvement actions** - as above.

 Welfare reform information		Q2 2019/20	Q3 2019/20
1.6	Universal Credit – affected households*	1,759 (15% of all tenants)	1,917 (17% of all tenants)
1.7	Universal Credit – arrears of affected households	£957k (66% of total arrears)	£961k (62% of total arrears)
1.8	Universal Credit households in arrears which have an alternative payment arrangement	39% (445 of 1,153)	41% (506 of 1,228)
1.9	Under occupiers on Housing Benefit – affected households	460 (4%)	445 (4%)
1.10	Under occupiers on Housing Benefit – arrears of affected households	£45k (3%)	£50k (3%)
1.11	Benefit Cap – affected households	36 (0.3%)	27 (0.2%)
1.12	Benefit Cap – arrears of affected households	£5k (0.3%)	£5k (0.3%)
1.13	Total households	11,450	11,441
1.14	Total current tenant arrears	£1,450k	£1,506k

*The majority of working age households who claim benefits are projected to be on Universal Credit by 2021.

1.15 Area breakdown of rent collected

The figures below are end of year forecasts.










Rent collection area	Q2 2019/20	Q3 2019/20
North (includes Seniors housing)	97.82% (£14.5m of £14.8m)	97.82% (£14.6m of £14.9m)
West	96.65% (£10.1m of £10.5m)	96.48% (£10.2m of £10.6m)
Central	96.79% (£9.0m of £9.3m)	96.77% (£9.0m of £9.3m)
East	97.27% (£17.1m of £17.5m)	97.14% (£17.3m of £17.8m)
All areas	97.22% (£50.6m of £52.1m)	97.14% (£51.1m of £52.6m)

1.16 Households in arrears by amount

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

Amount of arrears	Q2 2019/20	Q3 2019/20
No arrears	76% (8,680)	75% (8,532)
Any arrears	24% (2,770)	25% (2,909)
... £0.01 to £99.99	7% (859)	7% (840)
... £100 to £499.99	9% (996)	10% (1,144)
... £500 and above	8% (915)	8% (925)
Total households	11,450	11,441

2. Customer services and complaints

 Customer services and complaints indicators		Target 2019/20	Q2 2019/20	Q3 2019/20	Status against target	Trend since last quarter
2.1	Calls answered by Housing Customer Services	90%	91% (8,428 of 9,256)	88% (8,043 of 9,185)		
2.2	Stage one complaints responded to within 10 working days	80%	64% (70 of 109)	72% (64 of 89)		
2.3	Stage one complaints – average time to respond when not within 10 working days	For info	16 days	15 days	n/a	n/a
2.4	Stage one complaints upheld	For info	39% (43 of 109)	52% (46 of 89)	n/a	n/a
2.5	Stage one complaints escalated to stage two	10%	11% (12 of 109)	16% (14 of 89)		
2.6	Stage two complaints upheld	18% or under	8% (1 of 12)	21% (3 of 14)		
2.7	Housing Ombudsman Complaints upheld	For info	0% (0 of 2)	0% (0 of 2)	n/a	n/a

Customer services and complaints

Calls answered by Housing Customer Services – 2 percentage points off target

- **Contributory factors** - staff shortages since December.
- **Improvement actions** - recruitment to two vacancies.

Stage one complaints responded to within 10 working days – 8 percentage points off target

- **Contributory factors** - contractor needed to train new customer care staff.
- **Improvement actions** - new contractor customer care staff have since improved response times.






Stage one complaints escalated to stage two – 6 percentage points off target

- **Contributory factors** - delays in completing repairs and slow communications were main subjects; both relate to contractor staff shortages.
- **Improvement actions** - better communication with residents to inform them of delays.

Stage two complaints upheld – 3 percentage points off target

- **Contributory factors** - as above.
- **Improvement actions** - as above.

3. Empty home turnaround time and mutual exchanges

 Empty home turnaround time and mutual exchange indicators		Target 2019/20	Q2 2019/20	Q3 2019/20	Status against target	Trend since last quarter
3.1	Average re-let time, excluding time spent in major works (calendar days)	21	20 (115 lets)	17 (90 lets)		
3.2	... as above for general needs dwellings	For info	17 (95 lets)	13 (69 lets)	n/a	n/a
3.3	... as above for seniors housing dwellings	For info	36 (18 lets)	31 (21 lets)	n/a	n/a
3.4	Average 'key to key' empty period, including time spent in major works (calendar days)	For info	37 (115 lets)	40 (90 lets)	n/a	n/a
3.5	New dwellings let for first time	For info	20	11	n/a	n/a
3.6	Mutual exchange decisions made within 42 calendar days	100%	100% (24 of 24)	100% (36 of 36)		
3.7	Total empty dwellings at end quarter*	For info	68	72	n/a	n/a
















*Total general needs and seniors housing stock is 11,513 of which 11,441 are let and 72 are empty. The total housing revenue account (HRA) stock of 11,572 also includes 48 council owned temporary accommodation dwellings and 11 long term leases to housing associations.


















3.8. Long term empty dwellings by ward (empty six weeks or more as of 1 January 2020)

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
Goldsmid	2	46	46-46	£0.9k	£1.8k	1 flat in major works and 1 new buy back flat.
Hanover and Elm Grove	1	410	410-410	£6.7k	£6.7k	1 house requiring extensive major works, which will begin once temporary housing can be found for neighbours during the works.
Hollingdean and Stanmer	4	114	46-242	£1.9k	£7.7k	1 flat ready to let and 3 seniors flats in major works.
Moulsecoomb and Bevendean	3	541	333-704	£8.1k	£24.3k	3 seniors studio flats.
Patcham	1	214	214-214	£1.7k	£1.7k	1 new seniors flat ready to let.
Preston Park	2	729	599-858	£8.8k	£17.7k	2 adjoining flats due to undergo major works once temporary housing can be found for 2 neighbouring households during the works.
Queens Park	4	99	53-207	£1.3k	£5.1k	3 flats ready to let; 1 flat with ongoing casework.
St Peter's & North Laine	1	130	130-130	£1.4k	£1.4k	1 flat with ongoing casework.
Westbourne	1	172	172-172	£1.9k	£1.9k	1 flat with ongoing casework.
Wish	1	46	46-46	£0.6k	£0.6k	1 flat ready to let.
Woodingdean	1	291	291-291	£6.6k	£6.6k	1 new buy back house undergoing roof conversion (due for completion in March 2020).
Total	21	253	46-858	£3.6k	£75.5k	Of 20 properties, 6 are ready to let (30%).

*Snapshot of historic rent loss for whole time since these properties became empty: of the £75.5k total rent loss, £47.5k occurred during the 2019/20 financial year to date.

4. Repairs and maintenance

 Repairs and maintenance indicators		Target 2019/20	Q2 2019/20	Q3 2019/20	Status against target	Trend since last quarter
4.1	Emergency repairs completed in time (within 24 hours)	99%	99.7% (2,353 of 2,359)	99.8% (2,187 of 2,191)		
4.2	Routine repairs completed in time (within 20 working days)	99%	99.7% (4,347 of 4,361)	99.4% (3,642 of 3,663)		
4.3	Complex repairs completed in time (work needing longer than 20 days)	For info	96.9% (93 of 96)	99.0% (96 of 97)	n/a	n/a
4.4	Average time to complete routine repairs (calendar days)	15 days	11 days	13 days		
4.5	Appointments kept by contractor as proportion of appointments made	97%	96.7% (10,097 of 10,446)	97.8% (7,794 of 7,973)		
4.6	Tenants satisfied with repairs (year to date)	96%	98.3% (1,774 of 1,804)	98.4% (1,797 of 1,827)		
4.7	Responsive repairs passing post-inspection first time	97%	93.8% (575 of 613)	95.9% (278 of 290)		
4.8	Repairs completed at first visit	92%	86.6% (5,821 of 6,720)	86.6% (5,068 of 5,854)		

 Repairs and maintenance indicators		Target 2019/20	Q2 2019/20	Q3 2019/20	Status against target	Trend since last quarter
4.9	Dwellings meeting Decent Homes Standard	100%	100% (11,518 of 11,518)	100% (11,513 of 11,513)		
4.10	Energy efficiency rating of homes (out of 100)	67	67.4	67.4		
4.11	Planned works passing post-inspection	97%	100% (161 of 161)	99.3% (144 of 145)		
4.12	Stock with a gas supply with up-to-date gas certificates	100%	100% (9,993 of 9,993)	100% (9,992 of 9,992)		
4.13	Empty properties passing post-inspection	98%	91.1% (102 of 112)	93.8% (75 of 80)		
4.14	Lifts – average time taken (hours) to respond	2 hours	1.8 hours	1.9 hours		
4.15	Lifts restored to service within 24 hours	95%	97% (177 of 182)	98.9% (175 of 177)		
4.16	Lifts – average time to restore service when not within 24 hours	7 days	5 days	6 days		



Repairs and maintenance indicators

		Target 2019/20	Q2 2019/20	Q3 2019/20	Status against target	Trend since last quarter
4.17	Repairs Helpdesk – calls answered	90%	91% (16,957 of 18,644)	57% (15,476 of 27,273)	Ⓡ	↓
4.18	Repairs Helpdesk – calls answered within 20 seconds	75%	65% (11,069 of 16,957)	27% (4,228 of 15,476)	Ⓡ	↓
4.19	Repairs Helpdesk – longest wait time	5 mins	34m 02s	50m 48s	Ⓡ	↓
4.20	Estate Development Budget main bids – completions (year to date)	For info	43% (51 of 118)	65% (77 of 118)	n/a	n/a
4.21	Estate Development Budget main bids – average duration of work (year to date)	For info	12 days	13 days	n/a	n/a

Repairs and maintenance

Responsive repairs passing post-inspection first time – 2.1 percentage points below target

- **Contributory factors** - reasons for jobs failing first inspection were poor quality work and incorrect recording of job details (materials and labour).
- **Improvement actions** - continue to improve operatives' quality of work through training; ensuring inspection reports are correctly recorded.

Repairs completed at first visit – 5.4 percentage points below target

- **Contributory factors** - frequency of jobs requiring non-standard parts (eg plumbing and electrical works).
- **Improvement actions** - adding more of these parts to van stocks; recruitment and training for Repairs Helpdesk to improve problem identification.

Empty properties passing post-inspection – 4.2 percentage points below target

- **Contributory factors** - as with responsive repairs, reasons for jobs failing first inspection were poor quality work and incorrect recording of job details.
- **Improvement actions** - continue to improve operatives' quality of work through training; ensuring inspection reports are correctly recorded.

Repairs Helpdesk – calls answered – 33 percentage points below target

- **Contributory factors** - contractor staff shortages; difficulty recruiting to vacancies; unsuccessful trial of agency staff recruitment; time spent training new starters; 27% more calls than same time last year.
- **Improvement actions** - council and contractor collaborating to improve staff retention and recruitment; recruitment now taking place through contractor rather than agencies; three vacancies to be filled in January.

Repairs Helpdesk – calls answered within 20 seconds – 48 percentage points below target

- **Contributory factors** - as above.
- **Improvement actions** - as above.

Repairs Helpdesk – longest wait time – 45 minutes and 48 seconds longer than target

- **Contributory factors** - as above.
- **Improvement actions** - as above.

4.23 Major projects programme summary 2019/20 (as of January 2020)

Project	Budget forecast (2019/20)	Latest Budget	Status	Number of dwellings		Leaseholder costs range (estimated)
				Council	Leasehold	
Tyson Place / St Johns Mount – structural repairs	£1,640k	£1,672k	On site	109	39	£15k to £22k
Wickhurst Rise – structural repairs	£25k	(£17k)	Complete	26	6	£22k to £41k
Ingram Crescent – structural repairs	£163k	£160k	Complete	130	24	£4k to £5k
Sylvan Hall – external repairs	£505k	£506k	Complete	30	19	£14k to £25k
Clarendon Road – structural repairs	£776k	£950k	Complete	23	9	£27k to £30k
Freshfield Estate – Tyfoam extraction	£1,132k	£1,200k	On site	24	0	n/a
Albion Hill (Saxonbury) – structural repairs	£1,104k	£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	£987k	£954k	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)	£285k	£336k	Complete	6	0	n/a
Citywide Conversions & extensions	£318k	£260k	On site	10	0	n/a
St James's House car park	£536k	£479k	On site	n/a	n/a	n/a
Holbrook and Downford – roofing	£102k	£123k	Complete	10	3	£14k to £18k
Tilbury Place – renovation	£441k	£500k	Complete	n/a	n/a	n/a
Laburnum Grove and Burstead Close – roofing	£685k	£650k	On site	59	0	n/a
Somerset Point – windows and external decoration	£662k	£500k	On site	71	0	n/a
Theobald House – concrete repairs	£12k	£50k	Complete	83	33	n/a
Leach Court – concrete coatings	£79k	-	On site	108	0	n/a
Total	£11.55m	£11.52m	11 projects on site	722	160	£4k to £54k

4.24 Details of major projects on site (as of January 2020)

Project	Tyson Place / St Johns Mount – structural repairs						
Exp. Start	22/10/18	Finish	31/03/20	Budget forecast	£1,640k	Latest budget	£1,672k
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 March 2020.							

Project	Freshfield Estate – extraction of Tyfoam wall insulation (phase four)						
Exp. Start		Exp. Finish	31/03/20	Budget forecast	£1,132k	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.							

Project	Albion Hill (Saxonbury) – structural repairs						
Exp. Start	22/10/18	Exp. Finish	31/03/20	Budget forecast	£1,104k	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. Currently 3 of 5 floors completed with expected finish by end of March 2020, depending on weather conditions.							

Project	Hidden Homes						
Exp. Start		Exp. Finish	28/02/20	Budget forecast	£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"> • Elwyn Jones Court (2 new dwellings – complete) • Woods House (1 new dwelling – completion expected by February 2020) • Swallow Court (3 new dwellings – complete). <p>Planning permission has been granted and designs agreed for 10 new dwellings at the Bristol Estate, currently in preparation for procurement of works. Proposals for new dwellings at Albion Hill are at pre-planning stage and will be tendered under new arrangements in 2020.</p>							

Project	Oxford Street conversion						
Exp. Start		Exp. Finish	31/03/20	Budget forecast	£987k	Latest Budget	£954k
Act. Start	19/11/18	Current Status	On site	Council dwellings	n/a	Leasehold dwellings	n/a
<p>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.</p>							

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

Project	Citywide loft Conversions and extensions						
Exp. Start	01/02/19	Exp. Finish	Ongoing	Budget forecast	£318k	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	St James's House car park						
Exp. Start		Exp. Finish	28/02/20	Budget forecast	£536k	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's 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	Laburnum Grove and Burstead Close – roofing						
Exp. Start	08/05/19	Exp. Finish	31/03/20	Budget forecast	£685	Latest Budget	£650k
Act. Start	08/05/19	Current Status	On site	Council dwellings	59	Leasehold dwellings	n/a
Roof and window replacements.							

Project	Somerset Point – windows and external decoration						
Exp. Start		Exp. Finish	31/03/20	Budget forecast	£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	Leach Court – concrete coatings						
Exp. Start		Exp. Finish	28/02/20	Budget forecast	£79k	Latest Budget	-
Act. Start	07/10/19	Current Status	On site	Council dwellings	108	Leasehold dwellings	0
Concrete coatings have been completed and require painting which is weather dependent.							

5. Estates service

 Estates service indicators		Target 2019/20	Q2 2019/20	Q3 2019/20	Status against target	Trend since last quarter
5.1	Cleaning quality inspection pass rate	99%	100% (162 of 162)	100% (101 of 101)		
5.2	Estates Response Team quality inspection pass rate	99%	100% (55 of 55)	100% (143 of 143)		
5.3	Cleaning tasks completed	98%	95% (13,742 of 14,524)	97% (13,162 of 13,637)		
5.4	Bulk waste removed within 7 working days	92%	82% (652 of 798)	82% (688 of 840)		
5.5	Lights replaced or repaired within 3 working days	99%	100% (211 of 211)	99.7% (322 of 323)		
5.6	Mobile warden jobs completed within 3 working days	96%	99.8% (1,283 of 1,285)	99.4% (1,147 of 1,154)		

Estates service

Cleaning tasks completed – 1 percentage point below target




- **Contributory factors** - staff time spent on litter including drug paraphernalia.
- **Improvement actions** - cleaners reporting drug paraphernalia to police.

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

- **Contributory factors** - staff time spent on section 41 notices on items left in common areas (two days per week) remains an issue; bulk waste occurring more frequently where residents have moved out.
- **Improvement actions** - preventative work with households about to move out (offering help with appropriate ways to dispose of bulk waste).

6. Anti-social behaviour (ASB)

All indicators below give cumulative year to date results.

 ASB indicators		Target 2019/20	Q2 2019/20	Q3 2019/20	Status against target	Trend since last quarter
6.1	Surveyed ASB victims satisfied with way their closed case was dealt with	85%	90% (9 of 10)	95% (18 of 19)		
6.2	Tenants evicted due to ASB	For info	1	1	n/a	n/a
6.3	Closure orders obtained	For info	4	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	Q2 2019/20	Q3 2019/20	Change between quarters
Verbal abuse / harassment / intimidation	44% 92	47% 77	-15
Noise	6% 13	13% 21	+8
Drugs	17% 36	14% 23	-13
Crime	13% 27	7% 11	-16
Domestic violence / abuse	7% 15	12% 19	+4
Physical violence	3% 7	1% 2	-5
Pets and animal nuisance	7% 15	3% 5	-10
Hate incident	1% 2	3% 5	+3
Alcohol related	1% 2	0% 0	-2
Total	100% 209	100% 163	-46






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	Q2 2019/20	Q3 2019/20	Change between quarters	Council dwellings
Brunswick and Adelaide	0	0	n/a	4
Central Hove	4	2	-2	57
East Brighton	54	32	-22	2,244
Goldsmid	5	4	-1	326
Hangleton and Knoll	20	19	-1	1,179
Hanover and Elm Grove	10	6	-4	467
Hollingdean and Stanmer	15	22	+7	1,244
Hove Park	0	0	n/a	10
Moulsecoomb and Bevendean	27	12	-15	1,510
North Portslade	5	9	+4	401
Patcham	11	13	+2	533
Preston Park	1	2	+1	62
Queen's Park	34	22	-12	1,720
Regency	0	0	n/a	28
Rottingdean Coastal	0	0	n/a	25
South Portslade	4	3	-1	369
St. Peter's and North Laine	14	10	-4	378
Westbourne	1	2	+1	117
Wish	0	4	+4	345
Withdean	0	0	n/a	44
Woodingdean	4	1	-3	450
Total	209	163	-46	11,513

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	Q2 2019/20	Q3 2019/20	Status against target	Trend since last quarter
7.1	Tenancy fraud – properties returned to stock	For info	7	9	n/a	n/a
7.2	Tenancies sustained following difficulties	98%	96% (74 of 77)	96% (104 of 108)		
7.3	Tenancy visit to general needs tenants within last 5 years	90%	93% (9,475 of 10,197)	92% (9,375 of 10,211)		

Tenancies sustained following difficulties – 2 percentage points below target

- **Contributory factors** - four tenancies at risk after tenants did not engage.
- **Improvement actions** - supporting vulnerable tenants with Universal Credit claims, benefits assessments and appeals.

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	Q2 2019/20	Q3 2019/20	Change between quarters
Abandonment	2% 10	3% 11	+1
Assignment request	1% 5	2% 7	+2
Boundary issues	16% 67	17% 55	-12
Caretaking	0% 0	0% 0	n/a
Court of Protection	0% 2	1% 2	n/a
Death of a tenant (including succession)	16% 64	21% 70	+6
Decants and temporary moves	0% 1	2% 8	+7
Fraud	0% 2	2% 6	+4
Leaseholder breach	2% 9	2% 5	-4
Tenancy breach	11% 45	6% 18	-27
Unsatisfactory interiors	5% 22	6% 19	-3
Untidy gardens	26% 107	14% 47	-60
Use and occupation	0% 2	1% 2	n/a
Vulnerable adult and safeguarding	18% 74	23% 76	+2
Total	100% 410	100% 326	-84

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	Q2 2019/20	Q3 2019/20	Change between quarters	Council dwellings
Brunswick and Adelaide	0	0	n/a	4
Central Hove	4	5	+1	57
East Brighton	71	38	-33	2,244
Goldsmid	11	4	-7	326
Hangleton and Knoll	61	35	-26	1,179
Hanover and Elm Grove	10	10	n/a	467
Hollingdean and Stanmer	50	38	-12	1,244
Hove Park	0	0	n/a	10
Moulsecoomb and Bevendean	56	68	+12	1,510
North Portslade	18	12	-6	401
Patcham	21	14	-7	533
Preston Park	4	0	-4	62
Queen's Park	50	44	-6	1,720
Regency	1	0	-1	28
Rottingdean Coastal	0	0	n/a	25
South Portslade	14	12	-2	369
St. Peter's and North Laine	10	15	+5	378
Westbourne	3	2	-1	117
Wish	10	12	+2	345
Withdean	8	5	-3	44
Woodingdean	8	12	+4	450
Total	410	326	-84	11,513

8. Seniors housing

 Seniors housing indicators		Target 2019/20	Q2 2019/20	Q3 2019/20	Status against target	Trend since last quarter
8.1	Residents with up to date annual review	96%	97% (882 of 905)	96% (876 of 910)		
8.2	Schemes hosting social, health and wellbeing activities (at least weekly)	95%	100% (22 of 22)	95% (21 of 22)		
8.3	Schemes hosting events in collaboration with external organisations	90%	95% (21 of 22)	95% (21 of 22)	