

# Committee workplan progress update and Housing performance report

## Quarter 2 2020/21

This report provides updates on the Housing Committee priorities and work plan for 2019-23, as well as a range of performance indicators. Delivery of a complex Housing service during the Covid-19 crisis has been, and continues to be, a challenge, but staff have worked very hard in difficult circumstances to continue to deliver vital services for council tenants, leaseholders and other residents across the city.

While there continue to be areas of very good performance, with 52% (18) of Housing Committee Work Plan objectives on track for delivery and 12 performance indicators on or above target, the ongoing impact of the Covid-19 pandemic and the additional work burdens and priorities this has placed on Housing has inevitably resulted in a drop in performance against some indicators. These include functions such as lettings and routine (non-emergency) repairs which need be delivered differently and are taking longer. The service is keeping its plans to rectify areas where performance has been adversely impacted by the Covid-19 pandemic under regular review.

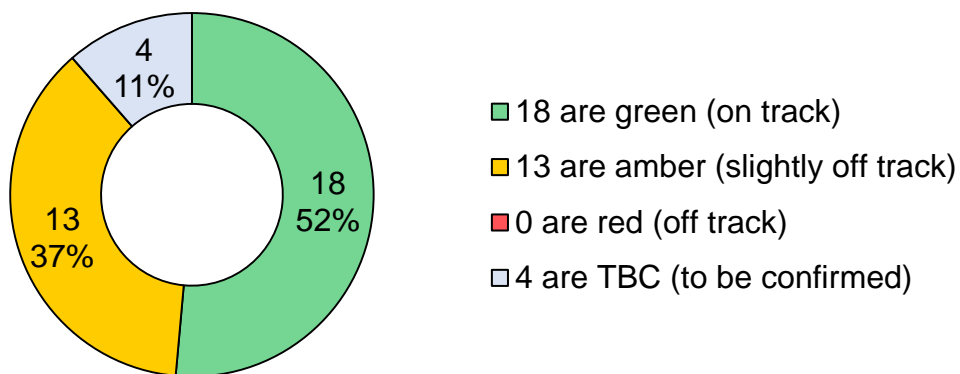
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This housing performance report covers Quarter 2 (Q2) of 2020/21. It uses red, amber and green ratings to provide an indication of performance.

Part one provides an update of performance against the Housing Committee work plan objectives 2019-23:

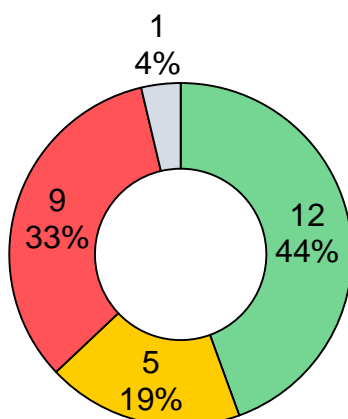
### Work plan objectives



Part two presents results for a range of performance indicators across Housing and similarly uses red, amber and green ratings, as well as trend arrows:

- |  |  |
|--|--|
|  <b>Green – on or above target</b><br>(12 indicators) |  <b>Improved since last time</b><br>(12 indicators) |
|  <b>Amber – near target</b><br>(5 indicators)         |  <b>Same as last time</b><br>(0 indicators)         |
|  <b>Red – below target</b><br>(9 indicators)          |  <b>Poorer than last time</b><br>(14 indicators)    |

### Performance indicators



# Part one: Housing Committee priorities and work plan 2019-23

## 1. Provide additional affordable homes Regular updates on progress are provided to Housing Supply Member Board

### 1.1 On track: Achieve 800 additional council homes (including develop the existing Hidden Homes strategy)

Total of 1,026 homes projected for 2019 to 2023

- 2020/21: 165 homes – buy backs (64), Hidden Homes (11), Buckley Close (12), Gladstone Court (38), Hawkridge Court (30) and Oxford Street (10)
- 2021/22: 154 homes – buy backs (65), Hidden Homes (10), Frederick Street (4), Rotherfield Crescent (3), Victoria Road (42) and potential further schemes (30)
- 2022/23: 631 homes – buy backs (61), Hidden Homes (10), Homes for Brighton & Hove (173 rented), Moulsecoomb Hub (244) and potential further schemes (143)

**Additional council homes per year**

Year	Actual	Projected
Average 2015/16 to 2018/19	51	-
2019/20	76	-
2020/21	165 (97 complete)	-
2021/22	154	-
2022/23	-	631

### 1.2 On track: Achieve 700 other additional homes (registered provider, affordable rented, shared ownership)

Total of 928 homes projected for 2019 to 2023 – 307 for rent and 621 shared ownership

- 2020/21: 199 homes – Eastergate Road (30), Freehold Terrace (8), Plumpton Road (2), Preston Road (34 from two providers) and Preston Barracks (125)
- 2021/22: 235 homes – Anston House (30), Edward Street (33), Falmer Avenue (13), Hangleton Way (33), Longley (22) and School Road (104)
- 2022/23: 407 homes – Dunster Close (5), Graham Avenue (125), Hinton Close (4), Homes for Brighton & Hove (173 shared ownership) and King’s House (100)

**Other additional homes per year**

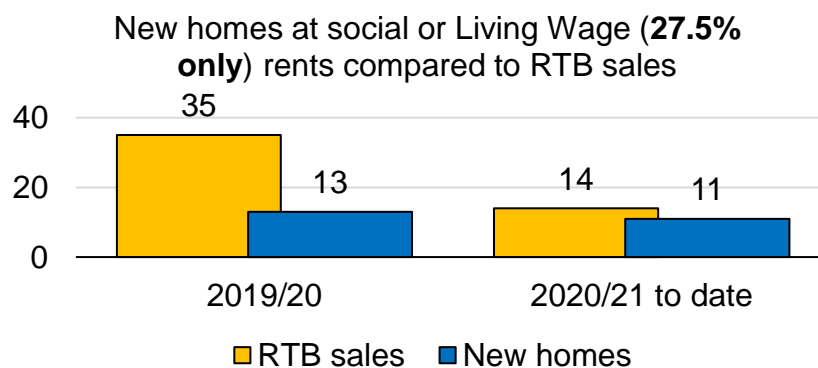
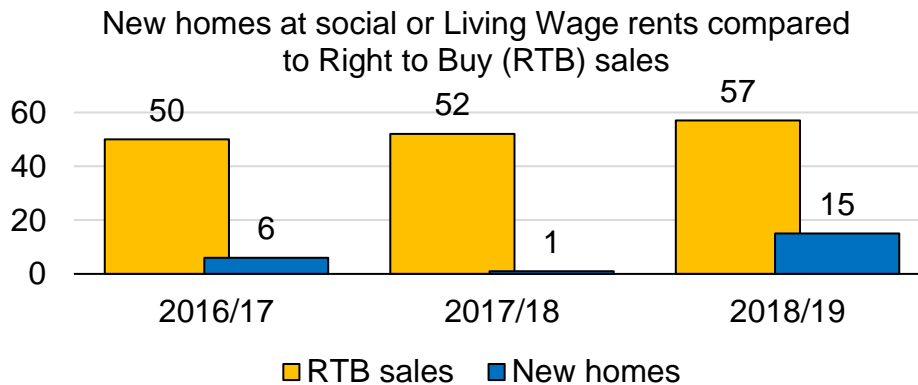
Year	Actual	Projected
Average 2015/16 to 2018/19	43	-
2019/20	87	-
2020/21	199	-
2021/22	235	-
2022/23	-	407

## 1. Provide additional affordable homes

Regular updates on progress are provided to Housing Supply Member Board

**1.3 On track:** Review the rent policy to maximise the number of council homes replaced at social or living wage rents (especially those at 27.5% Living Wage)

36% (or 28 of the 77) new council homes delivered so far during 2020/21 are at social (2), 27.5% Living Wage (9) or 37.5% Living Wage rents (17)



**1.4 On track:** Develop a policy for the council to take the role of developer on major sites

- Homes for Brighton & Hove Joint Venture is becoming a delivery company.

**1.5 On track:** Bring a report to committee identifying suitable sites to work in partnership with Community Land Trust (CLT) for development

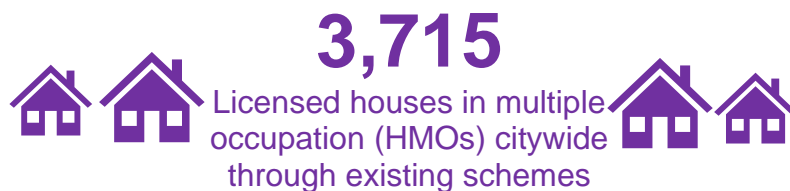
- Aim is to identify 10 sites for Community Land Trust development by March 2023.

Year	Sites identified
2018/19	2
2019/20	2
2020/21 to date	1
Total	5

## 2. Improving private rented housing

**2.1 On track:** Review and resubmit selective licensing scheme proposal to improve the management and standards of private rented sector homes in the city

- Stock condition survey completed in September 2020
- Report planned for future Housing Committee



**2.2 Slightly off track:** Research and review an ethical loan scheme

- Committee report due for November 2020 – deferred due to Covid-19 priorities

**2.3 Slightly off track:** Develop or commission an information or advice hub for private renters and consider options for a private tenants' forum

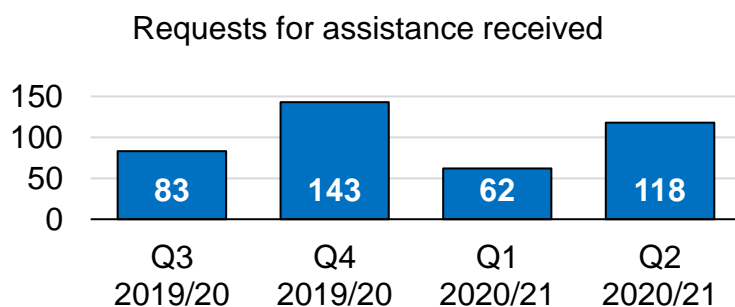
- Committee briefing due for November 2020 – deferred due to Covid-19 priorities

**2.4 Slightly off track:** Research and develop a social lettings agency

- Research work deferred due to Covid-19 priorities

**2.5 Slightly off track:** Develop the enforcement approach to private sector housing to reflect the full range of potential options available to improve management and standards

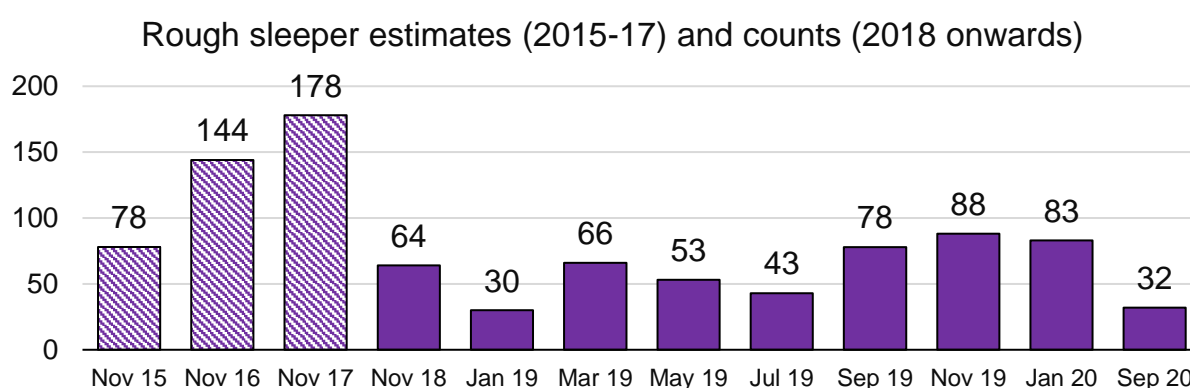
- Request for assistance top categories during Q2: disrepair (25%), other safety concerns (13%), request for information (8%) and neighbour nuisance (6%)



### 3. Alleviating homeless and rough sleeping

#### 3.1 On track: Develop a rough sleeping strategy (to include partnerships with community homeless and faith projects and delivery of homeless enterprise projects)

- Covid-19 response: 369 people accommodated in hotels at end September, compared to 434 in June – a reduction of 65.
- Homeless Reduction Board began meeting in September 2020 and an action plan is being developed with lead members.
- Next Steps Accommodation Programme (NSAP) funding bid approved by Ministry of Housing, Communities & Local Government (MHCLG) for the costs of providing housing and support to all those accommodated due to Covid-19 (largest single award outside of Greater London)



#### 3.2 On track: Review/consult/adopt the Homeless Bill of Rights

- Values of the Homeless & Rough Sleeper Strategy approved by Housing Committee in June 2020 align to the Homeless Bill of Rights. Strategy states that *'The Homeless Bill of Rights should be viewed as a standard against which the Council and its partners judge our policies and practices'*
- Progress of the aspirations contained in the Homeless Bill of Rights will be monitored by the Homeless Reduction Board

#### 3.3 TBC: Provide a 365 day night shelter

- Night shelter closed in early April 2020 on the advice of MHCLG and Public Health England due to accommodation having shared facilities

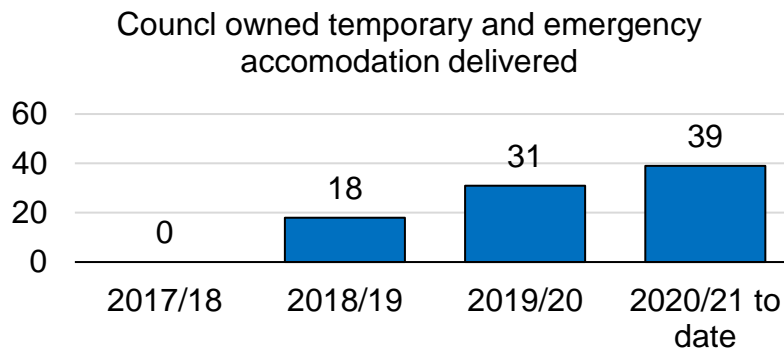
#### 3.4 TBC: Expand Housing First

- A report on 'Commissioning of a Housing First Service for Single Homeless People' was approved at September 2020 Housing Committee
- A further report on next steps was approved at the November 2020 Committee

### 3. Alleviating homeless and rough sleeping

#### 3.5 On track: Develop a strategy for the provision of council run temporary accommodation including Seaside Homes

- Gladstone Court, Hartington Road (38 homes) – purchased August 2020 and due to be let in January 2021
- Oxford Street refurbishment (10) – expected completion March 2021
- Home Purchase Policy purchases – 22 of 73 are for temporary accommodation (9 during 2018/19, 12 during 2019/20 and 1 during 2020/21 to date)



#### 3.6 On track: Develop a homeless strategy, ensuring homeless people are involved in the design and development of services which directly affect them.

- Homeless & Rough Sleeper Strategy agreed at committee – June 2020
- Homeless Reduction Board began meeting in September 2020 and an action plan is being developed with lead members
- Terms of Reference for the Homeless Operational Board has been developed and the board is due to launch in spring 2021



## 4. Achieving carbon reductions and sustainability in housing including address fuel poverty

**4.1 On track:** Develop an action plan to set out how we will work collaboratively to ensure housing contributes to making the city carbon neutral by 2030

- Working with corporate programme to become carbon neutral by 2030 – delivery plan for Housing will be developed and presented to Housing Committee
- Our Housing Revenue Account (HRA) capital programme targets investments that will ensure our homes are energy efficient and that we continue to improve the energy performance of our housing stock, including through modern heating systems to reduce carbon emissions and residents' fuel costs. Our HRA capital programme for 2020/21 includes £2 million for domestic/communal heating improvements. Further investment for 2021/22- 2023/24 is proposed in the HRA Capital Programme contained in the HRA Budget Report elsewhere on this agenda.
- Delivery of ground source heat project at Elwyn Jones Court expected in 2021
- Explore and apply for external funding opportunities, where eligible, to support accurate asset data analysis and programme planning and the installation of low carbon heating measures

**4.2 On track:** Develop a new PV and energy efficiency strategy for council homes to include standards for new homes

- Begin the domestic solar PV programme on local housing stock in 2021 (1,000 households to be delivered over 3 years)
- Standards for new council homes are guided by the revised new build specification – minimum Energy Performance Certificate rating of A

**45,000**

Estimated annual tonnes  
of carbon emissions from  
council homes



**67.7**

Energy efficiency  
rating of council  
homes



**4.3 On track:** Review the energy efficiency and provision on all new developments

- Central government is analysing feedback from consultation on the Future Homes standard and building regulations (proposes lower carbon emission achieved through very high standards and low carbon heating systems)
- A draft policy providing a framework for how new build council homes will support the Council's aim to becoming a carbon neutral city by 2030 has been produced. The policy sets our objectives and targets and is presented as another agenda item on today's committee.

**4.4 On track:** Investigate and report the possibility of bulk buying PV panels and other energy saving resources

- Continued work to support Sussex-wide solar PV (Photovoltaics – for generating electricity) auction for private sector households through council branding and promotion. Estimated 170 installations between December 2020 and May 2021

## 5. Improving council housing and community involvement

### 5.1 TBC: Work with tenants to develop a 'decent environment' standard

- Work will commence with tenants during 2021/22 to jointly develop this new standard

### 5.2 On track: Develop a fire safety programme in conjunction with tenants and residents

- Sprinklers are now fitted as standard in all council new build homes .
- Sprinkler systems at St James's House and Essex Place – out to tender soon.
- Council is working to consider the likely impacts of the proposed Building Safety legislation including proposed resident engagement strategy for building safety.
- Fire Risk Assessments are carried out regularly to council housing buildings and are ongoing.
- Additional sprinkler systems have been installed to bin store areas in three high rise buildings over the last three months.

### 5.3 Slightly off track: Review and develop a new tenant and community involvement policy/strategy for housing, ensuring we learn from the lived experience of our clients, meet the 'Involvement and Empowerment' standard and that co-production is at the heart of our tenant and resident involvement work

- Committee report due for November 2020 – deferred due to Covid-19 priorities

### 5.4 Slightly off track: Extend participatory budgeting

- Committee report due for June 2020 – deferred due to Covid-19 priorities

### 5.5 Slightly off track: Develop the work undertaken with leaseholders to develop a new leasehold involvement policy, setting out how leaseholders can be supported to be more proactively involved in capital works and other leasehold matters

- Consultation with leaseholders on new planned maintenance and improvement programme contracts has concluded and work is underway to mobilise these new contracts. Leaseholders will be consulted where the council has plans to undertake works under these contracts on a block by block basis
- Second stage consultation with leaseholders on the proposed frameworks for major works will commence early in 2021
- The council is continuing to update tenants and leaseholders that sit on the 'task and finish' group that is working on the programme. Plans are now underway to hold online sessions for these residents
- The council will be undertaking a survey of all leaseholders early in 2021 and will share the results of this with the Leaseholder Action Group

## 6. Enabling more affordable home ownership

### 6.1 On track: Work with Community Land Trust (CLT) to develop self-build opportunities

- Broader work with CLT includes self-build units.
- November 2020 Housing Committee recommended the disposal by lease of two sites at Hinton Close, Hollingdean and Natal Road, Moulsecoomb.

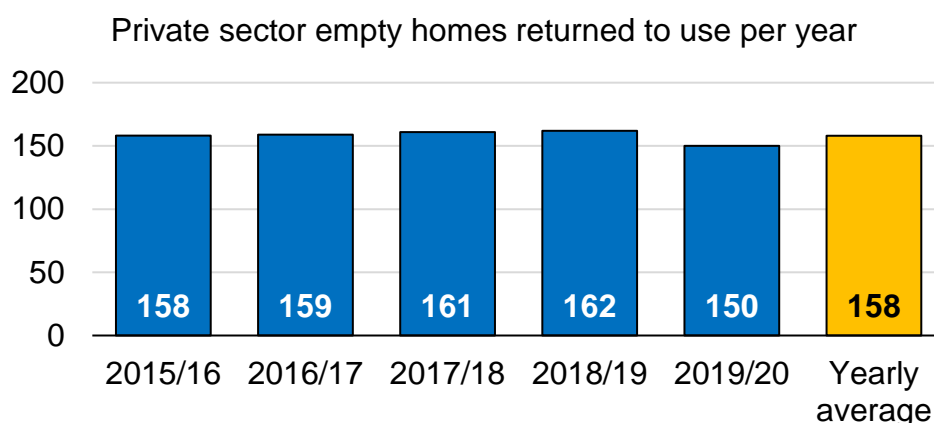
### 6.2 Slightly off track: Work with Homes for Brighton & Hove and registered providers in the city to develop 500 shared ownership properties for essential workers who live and work in the city

- The Living Wage Joint Venture, Homes for Brighton & Hove, has planning permission for its first two sites totalling 346 homes.
- Homes for Brighton & Hove is becoming a delivery company – the 173 rented homes will now be council and the 173 shared ownership homes will be owned/managed by Hyde.

## 7. Make fuller use of shared housing capacity

**7.1 Slightly off track:** Review our empty homes policy to ensure 650 empty homes are brought back into use

- Progress restricted by Covid-19 restrictions – 27 homes taken back during Q2 (or 54 during 2020/21 to date against a cumulative target of 80)



**7.2 Slightly off track:** Develop a policy to incentivise households to relinquish council tenancies as an alternative to right to buy

- Committee report due for September 2020 – deferred due to Covid-19 priorities

**7.3 TBC:** Investigate the possibility of supporting a ‘lodger’ scheme and report to Committee

- Committee report due March 2021

**7.4 On track:** Undertake an impact assessment of short-term holiday lets and Air BnB in the city and consider options that may inform an approach to alleviate the most detrimental issues arising

Report to committee Year 1 Q4 (March 2020). A report on Regulation of Short-Term Holiday Lets considered by Tourism Equalities Culture and Communities on 5 March 2020 was also considered at Housing Committee on 11 March 2020. It agreed:

- To officers using existing powers to investigate and respond to complaints about short term holiday lets, ensuring a co-ordinated approach to enforcement between services
- Noted officers are actioning the requests in the Notice of Motion to lobby central Government for a national registration scheme and for enhanced enforcement powers for officers to deal with issues caused by these types of properties and to write to Air BnB regarding a consultation. Due to Covid-19 the proposed consultation has been delayed but officers will continue to liaise with companies to ensure compliance

## 8. Alleviating poverty

**8.1 Slightly off track:** Ensure the in house repairs services includes measures to: provide opportunities for young people to develop skills for example through apprenticeships; maximise community benefits, including through use of local firms and labour for supply chain as well as planned and major works; and, develop pathways to employment that are inclusive in offering opportunities to all the communities we serve

- A report on 'Update on Repairs & Maintenance to Council Housing Stock' was considered by September 2020 Housing Committee. Following the insourcing there are many ongoing and new projects which are being delivered by the programme team
- Due to the Covid-19 outbreak, the planned and major works procurement was paused as were other areas of the programme, including taking on apprentices.
- Some existing apprentices were moved to empty property works so they could physically distance while working, but it has not yet been possible to recruit additional apprentices

**8.2 Slightly off track:** Review arrears policy to ensure all action is taken at the earliest stage, support given and eviction is used as a last resort











- Report had been due to committee Year 2 Q2 (September 2020) but deferred given Covid-19 capacity & related issues.
- Council tenants' rent arrears have decreased during Q2, from £2.0m at end June to £1.7m at end September






**8.3 Slightly off track:** Develop an arrears policy for temporary accommodation, which gives tenants the same level of support and assistance as those in permanent accommodation






- Report had been due to committee Year 2 Q2 (September 2020) but deferred given Covid-19 capacity & related issues




## Part two: Performance indicators

The council is responsible for managing 11,660 council owned homes and 2,394 leaseholder homes, as well as providing temporary accommodation for 1,824 homeless households plus 369 rough sleeper and other households placed in hotels under Covid-19 urgency powers.









 Customer feedback – all Housing services	Target	Q1 2020/21	Q2 2020/21	Status against target	Trend since Q1
9.1  Compliments received from customers	88	67	96		
9.2  Stage one complaints responded to within 10 working days	80%	61% (43 of 71)	57% (44 of 77)		
Of 77 stage one complaints received during Q2, 50 (65%) related to council housing and 27 (35%) related to other housing services such as Housing Needs and Private Sector Housing.					
9.3 Stage one complaints upheld	Info	34% (24 of 71)	43% (33 of 77)	n/a	n/a
9.4 Stage two complaints upheld	18%	22% (2 of 9)	9% (1 of 11)		
9.5  Leaseholder disputes received	Info	1	3	n/a	n/a
<p>Most disputes arise during Q3 when bills are sent out to leaseholders. There were two closed leaseholder disputes during Q2 with the following outcomes:</p> <ul style="list-style-type: none"> <li>• Credit given over disputed charges which came under warranty for major works</li> <li>• Credit given over disputed share of the cost of a communal door.</li> </ul> <p>There were a total of 58 ongoing disputes with individual leaseholders on 27 November 2020, including those received before Q1 2020/21 or after Q2 2020/21.</p>					

 Private sector housing		Target	Q1 2020/21	Q2 2020/21	Status against target	Trend since Q1
10.1	New licences issued for Houses in Multiple Occupation (HMOs)	Info	162	59	n/a	n/a
10.2	HMOs where all special conditions have been met (for licences issued over 12 months ago)	50%	50.1% (942 of 1,882)	48.4% (996 of 2,056)		
10.3	Private sector empty homes returned to use	40	26	27		




 Housing adaptations		Target	Q1 2020/21	Q2 2020/21	Status against target	Trend since Q1
11.1	Private housing – average weeks taken to approve Disabled Facilities Grant applications	10	16.6	14.9		
11.2	Council housing – average weeks taken to approve applications and commence works	10	5.3	7.2		

 Housing Needs – Housing Options and allocations		Target	Q1 2020/21	Q2 2020/21	Status against target	Trend since Q1
12.1	Households prevented from becoming homeless	202	154	158		
12.2	New households accepted as homeless	Info	58	54	n/a	n/a
12.3	Number of households on the social housing waiting list	Info	8,352	7,771	n/a	n/a

Of the waiting list households above: 47% are single adults, 46% families with children, 6% couples without children and 1% households with multiple adults.

 Housing Needs – temporary accommodation	Target	Q1 2020/21	Q2 2020/21	Status against target	Trend since Q2
13.1 Homeless households in temporary accommodation (housed under statutory duties)	For info	1,750	1,824	n/a	n/a
13.2 Rough Sleepers and Covid-19 placements in hotels	For info	434	369	n/a	n/a
13.3 Rent collected for emergency accommodation	89.21%	71.84% (£846k of £1.18m)	75.15% (£2.16m of £2.87m)		
13.4 Rent collected for leased temporary accommodation properties	96.10%	95.97% (£1.67m of £1.75m)	95.66% (£3.60m of £3.77m)		
 Rent collected for Seaside Homes	91%	88.38% (£1.03m of £1.17m)	92.86% (£2.37m of £2.55m)		
13.6 Empty temporary accommodation homes (leased and Seaside)	For info	69	71	n/a	n/a



 Council housing – supply		Q1 2020/21	Q2 2020/21
14.1	 Additional council homes	20	77
14.2	... at Local Housing Allowance rents	0% (0 of 20)	87% (67 of 77)
14.3	... at 37.5% Living Wage rents	80% (16 of 20)	1% (1 of 77)
14.4	... at 27.5% Living Wage rents	20% (4 of 20)	6% (5 of 77)
14.5	...at social rents	0% (0 of 20)	3% (2 of 77)
14.6	Council homes sold through the Right to Buy	8	6
Of the 14 homes sold during 2020/21 to date, 9 were flats (2 one bed, 5 two bed, 2 three bed) and 5 were houses (4 two bed, 1 four bed).			
14.7	Net change in the number of council homes – all rent levels	+12	+71
14.8	Net change in the number of council homes – social and 27.5% Living Wage rent homes only	-3	0
14.9	 Total council owned homes	11,589	11,660
Total stock includes 10,681 general needs, 877 seniors housing, 91 council owned temporary / emergency accommodation and 11 long term leases to housing associations. In addition to the 11,660 council owned dwellings there are 2,394 leaseholder and 499 Seaside Homes dwellings.			

## 14.10 Council housing – Home Purchase performance since start of programme

Home purchases by application date	2017/18	2018/19	2019/20	Q1 2020/21	Q2 2020/21	Total
<b>Total applications</b>	<b>5</b>	<b>53</b>	<b>88</b>	<b>17</b>	<b>24</b>	<b>187</b>
Of which, became purchases	2	31	40	1	0	74
Council declined	1	13	11	4	1	30
Owner declined offer	1	5	12	2	0	20
Owner withdrew	1	3	12	3	2	21
Outcome pending	0	1	13	7	21	42

Home purchases by completion date and rent level	2017/18	2018/19	2019/20	Q1 2020/21	Q2 2020/21	Total
<b>Completed purchases</b>	<b>1</b>	<b>13</b>	<b>43</b>	<b>8</b>	<b>9</b>	<b>74</b>
... general needs social rent	0	0	1	0	2	3
... general needs 27.5% Living Wage	0	0	5	4	5	14
... general needs 37.5% Living Wage	1	5	24	4	1	35
... temporary housing at LHA rates	0	8	13	0	1	22










NB Year to date performance for 2020/21 is 17 against an indicative target of 64 for the year (or 32 for the first half). However, many purchases have since been secured which will hopefully be completed in the second half of the year, bringing performance back on target.






### Summary of all home purchases since start of scheme, September 2017

















Total purchases	Social rent	27.5% LWR	37.5% LWR	LHA rate	No. rent reserve applied	Total rent reserve applied	Net modelled subsidy over all properties to date (£)
74*	3	14	35	22	7 **	£0.249m	£163,000

\*Of which 65 are flats (4 studio, 26 one bed, 29 two bed, 6 three bed) and 9 are houses (4 two bed, 5 three bed).

















\*\*Following Housing Committee decision to use rent reserve to keep rents as low as possible. Next update will be at the end of 2020/21.

 Council housing – management		Target	Q1 2020/21	Q2 2020/21	Status against target	Trend since Q1
15.1	 Rent collected from council tenants (end of year projection)	95%	96.28% (£51.0m of £53.0m)	96.68% (£51.1m of £52.8m)		
At September, 25% of council tenants (2,842 of 11,328) were in arrears, which breaks down as: <ul style="list-style-type: none"> <li>• 704 less than £100</li> <li>• 915 between £100 and £499.99</li> <li>• 673 between £500 and £999.99</li> <li>• 550 more than £1,000.</li> </ul>						
15.2	 Tenants known to claim Universal Credit (UC)	For info	22% (2,545 of 11,357)	24% (2,674 of 11,328)	n/a	n/a
15.3	UC tenants in arrears who have an alternative payment arrangement	For info	47% (765 of 1,622)	47% (699 of 1,492)	n/a	n/a
15.4	Arrears of UC tenants as a proportion of total arrears	For info	75% (£1.5m of £2.0m)	71% (£1.2m of £1.7m)	n/a	n/a
15.5	Tenants evicted due to rent arrears	For info	0	0	n/a	n/a
15.6	Tenants evicted due to anti-social behaviour (ASB)	For info	0	0	n/a	n/a
15.7	 New ASB cases reported	For info	198	209	n/a	n/a
15.8	 Surveyed ASB victims satisfied with way their closed case was handled	85%	100% (3 of 3)	TBC	TBC	TBC
The above indicator is TBC while the methodology for collecting ASB satisfaction data is revised, in order to achieve a higher sample rate for closed cases.						
15.9	Tenancies sustained following difficulties	98%	100% (13 of 13)	95% (18 of 19)		

 Council housing – management		Target	Q1 2020/21	Q2 2020/21	Status against target	Trend since Q1
15.10	 Average re-let time (calendar days) excluding time spent in major works	21	91 (12 lets)	96 (50 lets)		
15.11	Average 'key to key' empty period (calendar days) including time spent in major works	For info	140 (12 lets)	111 (50 lets)	n/a	n/a
15.12	 Empty council homes (includes new homes)	For info	173	230	n/a	n/a

 Council housing – repairs and maintenance		Target	Q1 2020/21	Q2 2020/21	Status against target	Trend since Q1
16.1	Emergency repairs completed within 24 hours	99%	99.4% (2,498 of 2,513)	99.1% (2,748 of 2,772)		
16.2	Routine repairs completed within 28 calendar days	92%	74.5% (769 of 1,032)	71.4% (1,882 of 2,636)		
16.3	 Average time to complete routine repairs (calendar days)	15 days	20 days	33 days		
16.4	 Appointments kept as proportion of appointments made	97%	97.5% (3,135 of 3,216)	97.1% (7,149 of 7,359)		
16.5	 Tenants satisfied with repairs (standard of work)	96%	93% (403 of 432)	97% (984 of 1,011)		
16.6	Repairs completed at first visit	92%	93.9% (2,838 of 3,023)	93.7% (5,087 of 5,431)		

Please note that in September 2020 the Repairs Helpdesk returned to a full call answering service following the use of a voicemail system during the earlier part of the Covid-19 pandemic. The next performance report will include indicators around the volume and timeliness of call handling, once a full quarter of data is available.

 Council housing – repairs and maintenance		Target	Q1 2020/21	Q2 2020/21	Status against target	Trend since Q1
16.7	 Dwellings meeting Decent Homes Standard	100%	96.80% (11,216 of 11,587)	93.59% (10,911 of 11,658)		
16.8	Energy efficiency rating of homes (out of 100)	67.4	67.5	67.7		
16.9	 Council homes with a valid Landlord's Gas Safety Record	100%	99.79% (9,962 of 9,982)	100% (9,996 of 9,996)		
Following an Area Panel query, the next report will also include gas safety data relating to temporary accommodation where possible.						
16.10	 Lifts – average time taken (hours) to respond	2	2.5	3.3		
16.11	Lifts restored to service within 24 hours	95%	91% (104 of 114)	95% (143 of 151)		
16.12	Lifts – average time taken (days) to restore service when not within 24 hours	7	4	8		

Please note that new performance indicators relating to planned and major works are currently being developed and will be included in future versions of these performance reports once new arrangements are in place. Updates are as follows:

- Planned works and improvement programmes**  
 A consultation period with leaseholders has been carried out regarding our proposals to enter into long term agreements with contractors to deliver planned maintenance and improvement programmes. Contracts are now being mobilised and are due to be in place and operational from January 2021.
- Major Capital Works framework (MCW) update**  
 Suppliers have returned their tender bids for the Major Capital Projects framework, and evaluation and moderation of the bids is underway. We anticipate the framework will be in place in April 2021.

