Council housing performance

Quarter 2 2024/25 (Jul to Sep 2024)

100%
Gas safety compliance

92.90%
Rent collection rate

39 days
Empty home re-let time

97.9%
Dwellings meeting Decent Homes standard

87%
Customer services calls answered

74.1
Average energy efficiency
(rating out of 100)

78%
Complaint responses within 10 working days

96%
Repairs helpdesk calls answered

87 days
Average time to complete routine repairs

Performance since previous quarter is:

Better Same Poorer

Brighton & Hove City Council

Quarter 2 2024/25 council housing performance – key trends

Top scores (compared to target)

1. Calls answered by Repairs Helpdesk (96% vs 85% target)
2. Average re-let time excluding time spent in major works (39 days vs 42 day target)
3. Surveyed tenants satisfied with repairs: customer service (99% vs 96% target)
4. Surveyed tenants satisfied with repairs: standard of work (99% vs 96% target)
5. Calls answered by Housing Customer Services (87% vs 85% target)
6. Council homes with a valid Landlord's Gas Safety Record (100% vs 100% target)

Bottom scores (compared to target)

1. Average time to complete routine repairs (87 days vs 15 day target)
2. Stage two complaints upheld (54% vs 18% target)
3. Average weeks taken to approve major adaptations (14.2 weeks vs 10 week target)
4. Routine repairs completed within 28 calendar days (50.4% vs 70% target)
5. Stage one complaints responded to within 10 working days (78% vs 80% target)

Biggest improvements (since previous quarter)

1. Routine repairs completed within 28 calendar days (45.9% to 50.4%)
2. Stage one complaints responded to within 10 working days (76% to 78%)
3. Lifts restored to service within 24 hours (91% to 92%)
4. Calls answered by Repairs Helpdesk (95% to 96%)
5. Rent collected from current council tenants (92.34% to 92.90%)

Biggest drops (since previous quarter)

1. Average weeks to approve major adaptations (11.8 to 14.2 weeks)
2. Stage two complaints upheld (47% to 54%)
3. Emergency repairs completed within 24 hours (96.9% to 92.1%)
4. Calls answered by Housing Customer Services (89% to 87%)
5. Average time to complete routine repairs (87 to 87 days).

Housing performance report
Quarter 2 2024/25

This report provides updates on performance indicators covering a wide range of Housing services. There continue to be areas of strong performance, with 10 indicators on target and an improvement in 11 of the indicators. However, some delivery challenges remain. The report covers Quarter 1 (Q1) of the 2024/25 financial year and uses red, amber and green ratings, as well as trend arrows. Commentary has been included for all indicators which are red.

The ratings and trends for the quarter are as follows:

Green – on target
(10 indicators)

Amber – near target
(8 indicators)

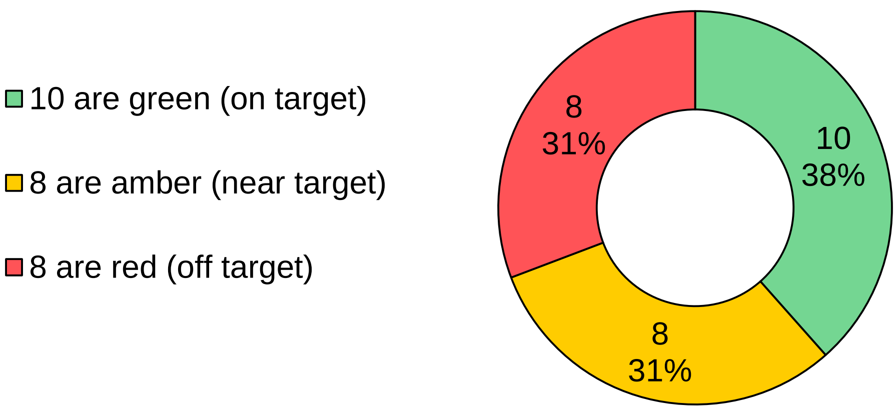
Red – off target
(8 indicators)

Improved since last time
(11 indicators)

Same as last time
(5 indicator)

Poorer than last time
(10 indicators)

Performance indicators (Q2 2024/25)



Contents – performance areas

Contents – performance areas

	Customer feedback (all indicators in this table are year to date)	**Target** (amber value)	**Q1 2024/25**	**Q2 2024/25**	**Status** against target	**Trend** since Q1
1.1	Compliments received from customers	Info	44	132	n/a	n/a
1.2	Stage one complaints responded to within 10 working days	80% (70%)	76% (154 of 197)	78% (253 of 323)	A	↑
1.3	Stage one complaints upheld	Info	52% (102 of 197)	60% (193 of 323)	n/a	n/a
1.4	Stage two complaints upheld	18% (20%)	47% (20 of 43)	54% (36 of 67)	R	↑

During 2024/25 to date, 36 stage two complaints were upheld or partly upheld following investigation by the corporate Customer Feedback team, after they were escalated following the stage one response from Housing. These complaints were most commonly about delays in the council doing something, such as completing repairs.

<table>
<tr><th colspan="2">Private sector housing</th><th>Target (amber value)</th><th>Q1 2024/25</th><th>Q2 2024/25</th><th>Status against target</th><th>Trend since Q1</th></tr>
<tr><td>2.1</td><td>Total fully licensed Houses in Multiple Occupation (HMOs)</td><td>Info</td><td>1,814</td><td>1,845</td><td>n/a</td><td>n/a</td></tr>
<tr><td>2.2</td><td>Corporate KPI: HMOs where all special conditions have been met (for licences issued over 12 months ago)</td><td>55% (50%)</td><td>44.90% (251 of 559)</td><td>45.47% (271 of 596)</td><td>R</td><td></td></tr>
<tr><td colspan="7">The indicator above measures cases where the council has verified that works required via special conditions have been completed. This latest result only includes HMOs covered by the national mandatory licensing scheme and no longer includes those previously covered by the former additional licensing scheme which expired on 28 February 2023 and which continued to be monitored through this indicator up to the end of 2023/24. The primary focus recently has been on clearing the backlog of mandatory HMO licensing applications. Once this is completed resources can be assigned to checking compliance against the conditions.</td></tr>
<tr><td>2.3</td><td>Requests for assistance received (RFAs)</td><td>Info</td><td>114</td><td>180</td><td>n/a</td><td>n/a</td></tr>
<tr><td colspan="7">The types of the 180 RFAs received during Q1 included 38 disrepair (21%) and 23 dampness (13%).</td></tr>
<tr><td>2.4</td><td>Property inspections completed</td><td>Info</td><td>233</td><td>145</td><td>n/a</td><td>n/a</td></tr>
<tr><td>2.5</td><td>… of which RFA inspections</td><td>Info</td><td>51</td><td>38</td><td>n/a</td><td>n/a</td></tr>
<tr><td>2.6</td><td>… of which HMO licence inspections</td><td>Info</td><td>182</td><td>107</td><td>n/a</td><td>n/a</td></tr>
<tr><td>2.7</td><td>RFA cases closed</td><td>Info</td><td>86</td><td>111</td><td>n/a</td><td>n/a</td></tr>
</table>

	Private sector housing	Target (amber value)	Q1 2024/25	Q2 2024/25	Status against target	Trend since Q1
2.8	Properties with Category 1 and 2 hazards resolved through informal action (closed RFAs)	Info	94% (15 of 16)	100% (26 of 26)	n/a	n/a
2.9	Properties with Category 1 and 2 hazards resolved through formal action (closed RFAs)	Info	6% (1 of 16)	0% (0 of 26)	n/a	n/a
2.10	Private sector vacant dwellings (for more than one year) returned into occupation	9	20	18	G	↓

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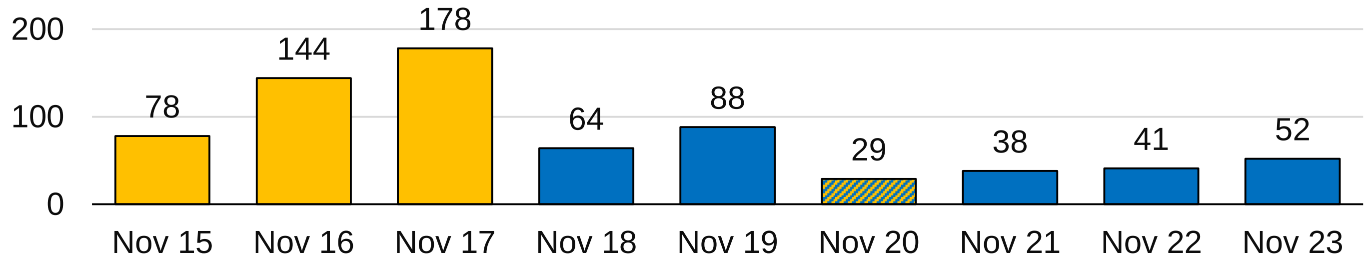
	Housing adaptations	**Target** (amber value)	**Q1 2024/25**	**Q2 2024/25**	**Status** against target	**Trend** since Q1
3.1	Private sector housing – average weeks taken to approve Disabled Facilities Grant applications	10 (26)	30.2	14.8	A	↑
3.2	Private sector housing – average weeks taken for contractor to complete major adaptations	Info	25.6	29.6	n/a	n/a
3.3	Council housing – average weeks taken to approve applications for major adaptations	10 (26)	11.8	14.2	A	↓
3.4	Council housing – average weeks taken for contractor to complete major adaptations	Info	15.3	12.4	n/a	n/a
The amber threshold for the two targeted indicators above is set at 26 weeks based on historic guidance timescales, with the target of 10 weeks reflecting revised guidance timescales.						

	Housing options and homelessness	Target (amber value)	Q1 2024/25	Q2 2024/25	Status against target	Trend since Q1
4.1	**Corporate KPI:** Homelessness cases presenting during the prevention duty stage	50% (40%)	35.4% (162 of 457)	21.1% (87 of 413)	R	⇩
An increasing proportion of households tend to be presenting once already homeless, rather than when at risk of homelessness, following a national trend. During Q2, officers held seven workshops with different voluntary and statutory agencies to explain the housing pressures in the city and urge early referrals for those at risk of homelessness and will be holding more of these 'awareness raising' workshops this financial year. Also, during Q2, the service started work to develop its stakeholder engagement plan, identifying the groups of people most at risk of homelessness and the agencies they are most likely to engage with, with a view to encourage partners to refer to the service as early as possible. Furthermore, the proposed changes to the council's Housing Allocations Policy are due to be presented to Cabinet in October 2024: these are designed to encourage people to contact the council as soon as they become at risk of homelessness and will be taken to Cabinet for approval in September 2024. The Homelessness Transformation Programme is also progressing with changes to the operating model coming into effect from March 2025.						
4.2	**Corporate KPI:** Homelessness prevention cases closed with a successful prevention outcome	55% (45%)	62.4% (93 of 149)	64.5% (80 of 124)	G	⇧
4.3	New households with a full housing duty accepted	Info	182	142	n/a	n/a
4.4	Number of households on the housing register	Info	7,476	7,516	n/a	n/a

Rough sleeper estimates (yellow) and counts (blue)



	Temporary accommodation (including emergency accommodation)	Target (amber value)	Q1 2024/25	Q2 2024/25	Status against target	Trend since Q1
5.1	**Corporate KPI:** Total households in temporary accommodation	1,770 (1,870)	1,788	1,838	A	↓
5.2	Rent collected for emergency accommodation (year to date including changes in arrears)	95% (90%)	93.84% (£547k of £583k)	91.88% (£2.13m of £2.32m)	A	↓
5.3	Rent collected for leased properties (year to date including changes in arrears)	95% (90%)	107.16% (£1.49m £1.39m)	101.98% (£2.93m of £2.87m)	G	↓
The latest result is over 100% because successful efforts to reduce rent arrears have meant that more rent was collected during the period than was charged during it.						
5.4	Rent collected for Seaside Homes (year to date including changes in arrears)	95% (90%)	74.23% (£1.34m of £1.80m)	79.60% (£2.81m of £3.53m)	R	↑
The Seaside Homes collection rate has fallen due to delays in the Department for Work and Pensions (DWP) updating many of these households' Universal Credit (UC) Housing Element after the rent and Local Housing Allowance (LHA) increase in April, meaning a lower proportion of their rent is being covered by LHA than should be the case. This has been escalated to senior management within the DWP.						
5.5	Void temporary accommodation dwellings	For info	68	89	n/a	n/a
There were 115 void emergency and temporary accommodation dwellings at the end of September 2024, excluding 26 voids that were with the Empty Homes Team for works.						
5.6	Seaside Homes properties with a valid Landlord's Gas Safety Record	100% (99%)	99.4% (491 of 494)	100% (499 of 494)	G	↑

6.1 New supply of additional council homes

A total of 726 homes were completed between April 2019 and March 2024 with a further 90 projected for completion during the 2024/25 financial year. The total for 2023/24 (286) exceeded all previous years, and this programme has been delivered during a period of unprecedented complexity due to the Covid-19 pandemic and recovery phase.

- 2019/20: 77 homes – buy backs (43 Home Purchase), Hidden Homes (6), Kensington Street (12), Tilbury Place (15) and Devon Lodge (1 lease handed back)

- 2020/21: 144 homes – buy backs (40 Home Purchase and 24 NSAP – Next Steps Accommodation Programme), Buckley Close (12), Hartington Road (38) and Hawkridge Court (30)

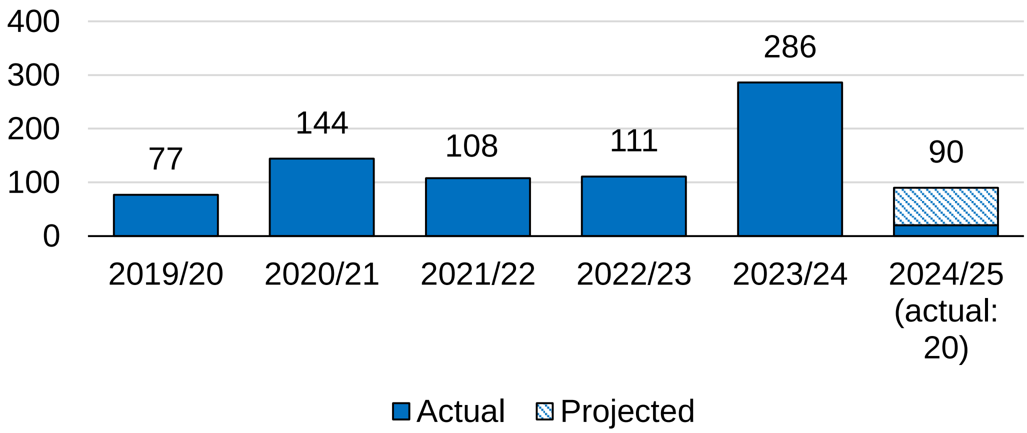
- 2021/22: 108 homes – buy backs (66 Home Purchase, 6 NSAP and 18 Rough Sleepers Accommodation Programme – RSAP), Hidden Homes (8) and Oxford Street (10)

- 2022/23: 111 homes – buy backs (52 Home Purchase and 17 RSAP) and Victoria Road (42)

- 2023/24: 286 homes – buy backs (42 Home Purchase, 5 RSAP and 15 Local Authority Housing Fund – LAHF), Homes for Brighton & Hove rented units (49 at Quay View and 127 at Coldean Lane), Hidden Homes (4), Kubic Apartments (38), Charles Kingston Gardens (2) and Grand Parade (4)

- 2024/25: 90 homes (projection) – buy backs (61 Home Purchase and 4 LAHF), Frederick Street (4) and St Aubyn's (21). This projection is currently above the target of 78 for the 2024/25 financial year.

6.2 Additional council homes per year (actual and projected)



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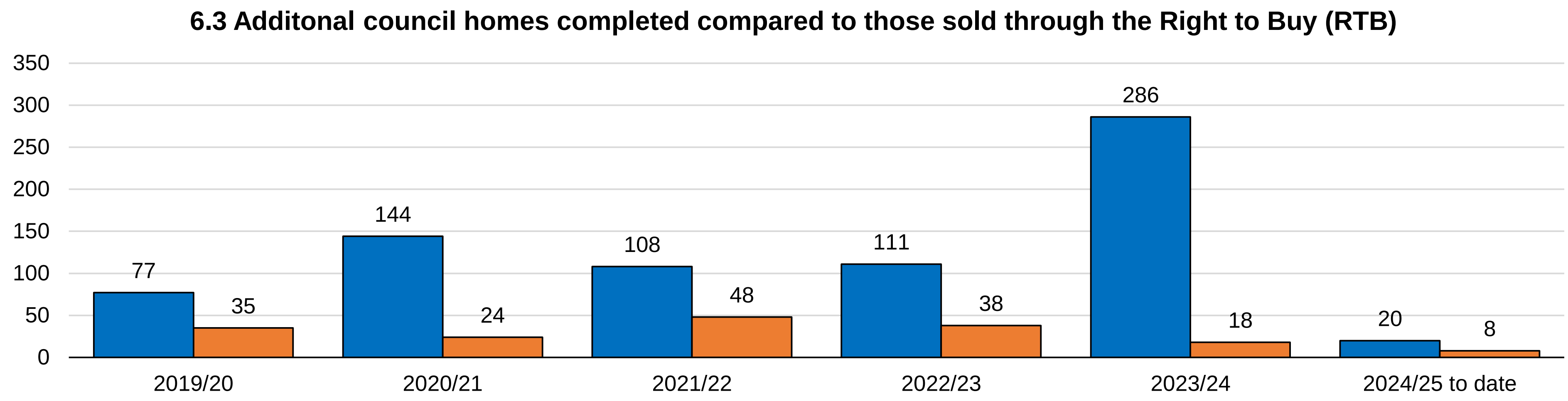
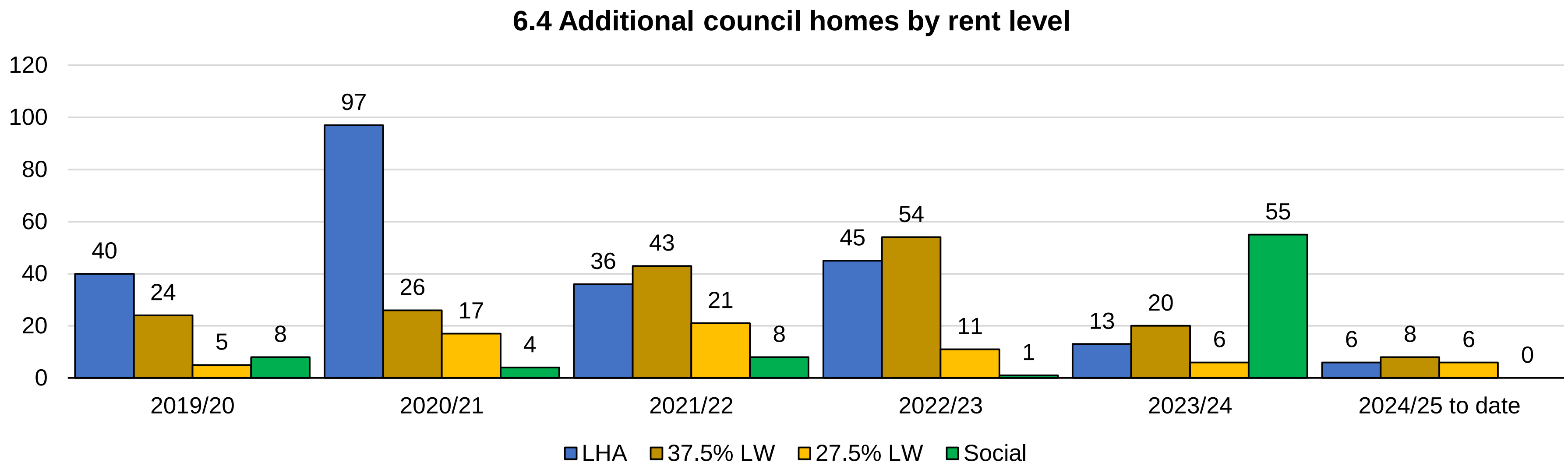

6.3 Additonal council homes completed compared to those sold through the Right to Buy (RTB)
350
300
250
200
150
100
50
0
77
35
144
24
108
48
111
38
286
18
20
8
2019/20
2020/21
2021/22
2022/23
2023/24
2024/25 to date


6.4 Additional council homes by rent level
120
100
80
60
40
20
0
40
24
5
8
97
26
17
4
36
43
21
8
45
54
11
1
13
20
6
55
6
8
6
0
2019/20
2020/21
2021/22
2022/23
2023/24
2024/25 to date
LHA
37.5% LW
27.5% LW
Social

6.5 New supply of other affordable homes

A total of 877 homes (385 rent and 492 shared ownership) were completed between April 2019 and March 2024 with a further 327 projected for completion during the 2024/25 financial year. This programme has been delivered during a period of unprecedented complexity due to the Covid-19 pandemic and recovery phase.

- 2019/20: 87 homes – Montpelier Place (5), Kingsway (54) and Circus Street (28)

- 2020/21: 48 homes – Freehold Terrace (8), Plumpton Road (2), Nevill Road (4) and Preston Road (34 from two providers)

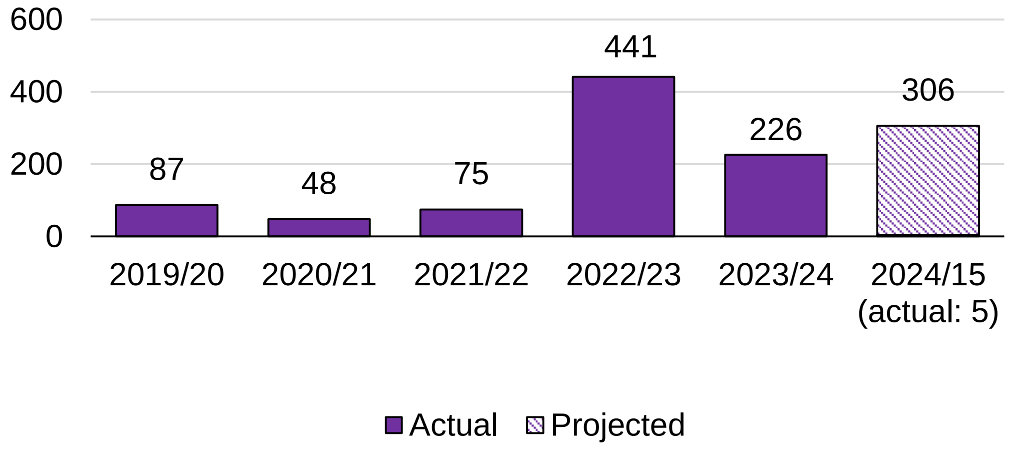
- 2021/22: 75 homes – Preston Barracks (19), Falmer Avenue (13), Hangleton Way (33) and Lions Gardens (10)

- 2022/23: 441 homes – Edward Street (33), School Road (104), Preston Barracks (67), Graham Avenue (125), Sackville Hotel (7), New Church Road (5) and King's House (100)

- 2023/24: 226 homes – Homes for Brighton & Hove shared ownership units (55 at Quay View and 115 at Coldean Lane), York and Elder (22), Hove Gardens – Ellen Street (16) and Allingham Place – Ovingdean Road (18)

- 2024/25: 306 homes (projection) – Davigdor Road (5), Home X – Preston Barracks (16), Coombe Farm phase one (16), Coombe Farm phase two (13), St Aubyn's – Rottingdean (16), Lyon Quarter (154), One Preston Park (30) and Hove Central (56)

6.6 Other additional homes per year (actual and projected)



Council housing management		Target (amber value)	Q1 2024/25	Q2 2024/25	Status against target	Trend since Q1
7.1	**Corporate KPI:** Rent collected from current council tenants	95.36% (94.90%)	92.34% (£66.4m of £71.9m)	92.90% (£67.2m of £72.3m)	R	⇧
The methodology for the indicator above excludes rent loss from voids but factors in changes to the amount of rent arrears over time. The Q1 and Q2 collection rates are forecasts for the 2024/25 financial year. Universal Credit managed migration has resumed and expanded which means hundreds more tenants are moving from Housing Benefit (HB) to UC which increases the caseload for staff to recover the arrears which tend to increase as a result of this switch: 283 tenants moved to UC during Q2, up from 64 during Q1. This is in addition to wider cost of living pressures and changes affecting tenants' ability to pay rent, including upcoming changes to eligibility for benefits such as Winter Fuel Payments. The Income Management service is placing greater emphasis on early intervention and prevention. Procedures have been updated to expand on early contact and all new tenants are being contacted by an income specialist, as are those who have recently been migrated over from HB to UC. The service is also working with the Welfare, Revenue and Benefits Service (WRBS) and the Seniors Housing Service to increase the uptake of Pension Credit as this will allow residents to be automatically eligible for Winter Fuel Payments. In support of this, IT project work is ongoing to update the housing management system, NEC, to help officers manage casework including implementation of an 'escalations policy' in cases where arrears are increasing, improved tracking of arrangements set up with tenants to repay arrears and potential automation of verification of UC claims to support staff to focus more of their time on critical casework.						
7.2	Evictions due to rent arrears	Info	1	1	n/a	n/a
7.3	Evictions due to anti-social behaviour (ASB)	Info	0	3	n/a	n/a
7.4	ASB cases opened	Info	184	206	n/a	n/a
7.5	ASB cases closed	Info	147	186	n/a	n/a
7.6	Average days to close ASB cases	Info	132	130	n/a	n/a
7.7	Active ASB cases at quarter end	Info	296	317	n/a	n/a
The Housing service wishes for residents to report ASB, so the number of cases can be driven by reporting as well as incidents and the service welcomes the former.						

	Council housing management	Target (amber value)	Q1 2024/25	Q2 2024/25	Status against target	Trend since Q1
7.8	Calls answered by Housing Customer Services	85% (80%)	89% (5,929 of 6,654)	87% (5,760 of 6,616)	G	↓
7.9	Emails received by Housing Customer Services	Info	6,400	6,341	n/a	n/a
7.10	Number of council homes let	Info	126	147	n/a	n/a
7.11	… of which new council homes let for the first time	Info	16	13	n/a	n/a
7.12	… of which re-lets of previously occupied council homes	Info	110	134	n/a	n/a
7.13	Average ‘key to key’ re-let time in calendar days including time spent in major works	Info	87	94	n/a	n/a
7.14	Average re-let time in calendar days excluding time spent in major works	42 (49)	39	39	G	↔
7.15	Void council homes (includes new homes)	Info	149	116	n/a	n/a

The indicator above provides a snapshot of empty council owned homes on the last day of the period, whether they were available to let or not (e.g. because they were undergoing major works at the time).

<table>
<tr><th colspan="2">Council housing maintenance</th><th>Target (amber value)</th><th>Q1 2024/25</th><th>Q2 2024/25</th><th>Status against target</th><th>Trend since Q1</th></tr>
<tr><td>8.1</td><td>Emergency repairs completed within 24 hours</td><td>99% (97%)</td><td>96.9% (2,842 of 2,934)</td><td>92.1% (2,807 of 3,049)</td><td>R</td><td>↓</td></tr>
<tr><td>8.2</td><td>Corporate KPI: Routine repairs completed within 28 calendar days</td><td>70% (58%)</td><td>45.9% (2,598 of 5,657)</td><td>50.4% (2,701 of 5,355)</td><td>R</td><td>↑</td></tr>
<tr><td>8.3</td><td>Average days to complete routine repairs</td><td>15 (17.5)</td><td>86</td><td>87</td><td>R</td><td>↓</td></tr>
<tr><td colspan="7">Repairs completed recently have included jobs from a backlog of older non-urgent jobs, which is in the process of being reduced, with two additional contactors now mobilised to focus on these. Nonetheless, this means that jobs which had been part of this backlog exceeded their target timescales once completed. The proportion of routine council housing repairs completed within 28 calendar days was 48.12% (5,299 of 11,012) during 2024/25 to date. This is impacted by the number of very old non-urgent jobs among those completed (3,417 were originally issued before 1st April 2024). Of the 7,595 newer jobs issued on or after 1st April 2024, 66.99% (5,088 of 7,595) were completed within 28 days, which is closer to the 70% target. The Repairs & Maintenance service is continuing to see a high volume of repair requests in addition to the number of older backlogged jobs and has appointed two specialist contractors to help us reduce the backlog and after a period of mobilisation they are now beginning to impact the backlog figures.</td></tr>
<tr><td>8.4</td><td>Calls answered by Repairs Helpdesk</td><td>85% (80%)</td><td>95% (15,070 of 15,880)</td><td>96% (16,329 of 17,062)</td><td>G</td><td>↑</td></tr>
<tr><td>@gra 8.5</td><td>Emails received by Repairs Helpdesk</td><td>Info</td><td>5,070</td><td>5,841</td><td>n/a</td><td>n/a</td></tr>
<tr><td>8.6</td><td>Online forms received by Repairs Helpdesk</td><td>Info</td><td>390</td><td>489</td><td>n/a</td><td>n/a</td></tr>
</table>

	Council housing maintenance	**Target** (amber value)	**Q1 2024/25**	**Q2 2024/25**	**Status** against target	**Trend** since Q1
8.7	Surveyed tenants satisfied with repairs: standard of work	96% (92%)	99% (1,806 of 1,829)	99% (3,394 of 3,439)	G	↔
8.8	Surveyed tenants satisfied with repairs: overall customer service	96% (92%)	99% (1,802 of 1,829)	99% (3,398 of 3,439)	G	↔
8.9	**Corporate KPI:** Council dwellings meeting Decent Homes Standard	100% (96.3%)	97.9% (11,876 of 12,129)	97.9% (11,880 of 12,131)	A	↔
8.10	**Corporate KPI:** Energy efficiency rating of council homes (out of 100)	77.2 (72.8)	74.1	74.1	A	↔
8.11	Council dwellings with a valid Landlord's Gas Safety Record	100% (99%)	99.99% (11,374 of 11,375)	100% (11,274 of 11,274)	G	↑
The indicator above includes council dwellings served by a communal gas boiler (1,252) as well as those with their own gas supply (10,026).						
8.12	Lifts restored to service within 24 hours	95% (90%)	91% (145 of 159)	92% (134 of 146)	A	↑

Leaseholder disputes		Q1 2024/25	Q2 2024/25
9.1	Stage one disputes opened	6	13
9.2	Stage one disputes closed	7	3
9.3	Active stage one disputes (end quarter)	26	36
9.4	Stage two disputes opened	3	3
9.5	Stage two disputes closed	8	3
9.6	Active stage two disputes (end quarter)	2	2
9.7	Stage three disputes opened	3	3
9.8	Stage three disputes closed	2	2
9.9	Active stage three disputes (end quarter)	4	5