

# HOUSING MANAGEMENT CONSULTATIVE COMMITTEE

## Agenda Item 63

Brighton & Hove City Council

<b>Subject:</b>	<b>Housing &amp; Social Inclusion Performance Report (Quarter 2)</b>		
<b>Date of Meeting:</b>	<b>19 December 2011</b>		
<b>Report of:</b>	<b>Head of Housing &amp; Social Inclusion</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Ododo Dafé</b>	<b>Tel: 293201</b>
	<b>Email:</b>	<b>ododo.dafe@brighton-hove.gov.uk</b>	
<b>Ward(s) affected:</b>	<b>All</b>		

### FOR GENERAL RELEASE

#### 1. SUMMARY AND POLICY CONTEXT:

- 1.1 This is the second quarter performance report for Housing & Social Inclusion for the financial year 2011-2012 and follows the format for presenting information agreed at the last meeting.

#### 2. RECOMMENDATIONS:







- 2.1 That the Housing Management Consultative Committee comments on the report.

#### 3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

- 3.1 The report continues the use of the 'RAG' system of red, amber and green traffic light symbols to provide an indication of performance and also trend arrows to provide an indication of performance.

#### 3.2 Key to symbols used in the report

See table below:


STATUS		TREND	
Performance is below target (Red)		Poorer than previous reporting period	
An area 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	

### 3.3 Rent collection and current arrears



Rent collection and current arrears					
PERFORMANCE INDICATOR	SERVICE PLEDGE	TREND	TARGET	ACTUAL	STATUS
Percentage of rent collected as proportion of rent due each year	Y	↑	98.86%	98.75%	See comment below
Percentage tenants with more than seven weeks rent arrears	Y	↑	3.72%	2.91%	As above
Percentage of secure council tenants served a Notice of Seeking Possession for rent arrears	Y	↑	22.39%	13.66%	As above
Percentage of households evicted because of rent arrears	N	↔	Less than 0.29%	0.07%	As above
Number of households evicted because of rent arrears	Y	↓	Less than 35	8	As above
Percentage of rent loss due to empty properties (excl. TACC)	N	↑	1.9%	1.63%	As above
This figure includes properties set aside for Brighton & Hove Seaside Community Homes. Once it is set up, the target will be revised.					
Total former tenant arrears	N	↓	£447,641	£576,137	As above
Percentage of rechargeable repair debt collected	Y	↑	20%	11.42%	As above
Percentage collection rate of leaseholders' recoverable arrears (end of year figure)	N	Not year end	95%	-	Not year end

NB: As these targets are for year end (rather than for each quarter), no traffic lights will be applied to this table until the end of year report.

#### 3.4.0 Empty home turnaround time

Empty home turnaround time					
PERFORMANCE INDICATOR	SERVICE PLEDGE	TREND	TARGET	ACTUAL	STATUS
Average re-let time in days (all properties)	N	↓	21	18	









#### 3.5.0 Property & Investment

Carrying out repairs to your home					
PERFORMANCE INDICATOR	SERVICE PLEDGE	TREND	TARGET	ACTUAL	STATUS
Emergency repairs completed in time	Y	↑	98%	99.93%	
Urgent repairs completed in time	Y	↑	98%	98.80%	

<b>Routine repairs completed in time</b> Total 9,964 repairs completed	Y	↑	97%	99.81%	G
<b>Average time to complete routine repairs</b>	Y	↑	15 days	7 days	G
<b>Percentage of appointments kept</b> Appointments performance has slipped over the last quarter. This is related to the new appointments system which now provides information on every appointment rather than every job. Core Group has tasked the partnership with identifying the reasons for missed appointments and improving performance in Quarter 3.	N	↓	95%	91.75%	A
<b>Tenant satisfaction with repairs</b>	N	↑	95%	97.54%	G
<b>Percentage of responsive repairs passing post-inspection</b>	Y	↑	95%	97.54%	G
<b>Percentage of repairs completed right first time</b>	Y	↓	94%	98.20%	G
<b>HOME IMPROVEMENTS</b>					
<b>Percentage of homes that are decent</b>	N	↑	81%	79.70%	A
<b>Energy efficiency rating of homes (SAP)</b>	N	↑	71 (Year end)	70.7	On target to meet year end figure
<b>Percentage of planned works passing post-inspection</b>	Y	↓	95%	97.72%	G
<b>Stock with up-to-date gas certificates</b> A total of 10,625 properties require safety certificates. The shortfall of 0.17% below target equals 18 properties of which all 18 have been referred to the local housing offices to seek access through the gas access procedures.	Y	↑	100%	99.83%	A
<b>EMPTY HOMES</b>					
<b>Percentage of empty properties passing right first time.</b>	Y	↓	98%	97.93%	A

### 3.6.0 Estates Service

<b>Estates service</b>					
PERFORMANCE INDICATOR	SERVICE PLEDGE	TREND	TARGET	ACTUAL	STATUS
<b>Percentage passing quality inspections of our cleaning service</b> (280 checks carried out)	Y	↑	96%	99.6%	G
<b>Percentage passing quality inspections of our minor repairs service</b> (277 checks carried out)	Y	↓	96%	95.7%	A
<b>Reduction in fly tipping removed from common areas</b> Removal work is continuing but an initiative is being developed with CityClean and progress in this matter will be reported on later in the year	Y	-	n/a	%	-
<b>Reduction in graffiti reported</b>	Y	↑	n/a	21 cases	G

<b>Customer satisfaction eg with cleanliness of the blocks 'rate your estate' satisfaction</b> 'Rate your estate' has not been fully rolled out across the city so this will also be reported on later in the year.	Y	-	n/a	-	-
<b>Completion of cleaning tasks</b> Since the last quarter a drop of 0.2% has been recorded which equates to seven tasks not completed. This was due to annual leave in August.	N	↓	98.5%	97.1%	
<b>Emergency removal of bulk waste that met the target time</b>	N	↔	100%	100%	
<b>Routine removal of bulk waste that met the target time</b>	N	↑	96%	98.1%	
<b>Emergency removal of graffiti that met the target time</b>	N	↔	100%	100%	
<b>Routine removal of graffiti that met the target time</b>	N	↑	96%	100%	
<b>Three day replacement of lights that met the target time</b>	N	↔	100%	100%	
<b>Routine replacement of lights that met the target time</b> There was a fall during this quarter due to the reorganisation of the light checking regime and also as a result of the need to re-set timers in communal areas.	N	↓	96%	92.8%	
<b>Neighbourhood response team jobs completed within target time</b> Although still below target, performance improved over the quarter due to improved work practices.	N	↑	95%	92.8%	






### 3.7.0 Anti-social behaviour (ASB)

3.7.1 The service pledges relating to ASB concern areas of work that do not easily lend themselves to target setting, eg the number of new cases or the number of new cases resolved. The details below on each service pledge are as follows:

3.7.2 Our activity against the ASB service pledges are as follows:

- **Number of new ASB cases – 11**
- **Number of enforcement and support actions taken – 359**
- **Number of closed cases that were resolved – 12**
- **Customer satisfaction – 80%**

### 3.8.0 Sheltered housing

<b>Support plans, daily call service and social activities</b>					
<b>PERFORMANCE INDICATOR</b>	<b>SERVICE PLEDGE</b>	<b>TREND</b>	<b>TARGET</b>	<b>ACTUAL</b>	<b>STATUS</b>
<b>Percentage of people with an up to date support plan</b> This represents a minor fluctuation in monthly performance and no significant deterioration.	Y	↓	100%	92%	
<b>Percentage of people who decline a support plan</b> The number of declined support plans remains static at 2%. This represents a core group of sheltered residents who choose not to take up the offer of a personalised support plan.	N	↔	0%	2%	
<b>Percentage of new residents with a support plan completed within 21 days</b> This represents two residents where a plan was not completed within 21 days. Staff sickness and a delay in one of the new tenants moving into sheltered housing contributed to the target being missed.	Y	↔	100%	90%	
<b>Call each resident personally (if requested)</b>	Y	↔	100%	100%	
<b>To provide at least one social activity per week (in 21 of our 24 schemes)</b>	Y	↔	100%	100%	

## 4. COMMUNITY ENGAGEMENT AND CONSULTATION

- 4.1 Work is currently taking place to expand and develop the methods and means of consultation. For the first time the November City Assembly was broadcast, live, over the internet and there was a live blog available to draw in comments from those unable to attend. In addition a Twitter site has been established as a means of using new technology further. An Innovation Group has been established to investigate productive ways of drawing in under-represented groups and finding ways of including those unable to attend meetings. In addition a discussion group, at the City Assembly, examined practical ways to make the objective of tenant scrutiny of services, a reality.

## 5. FINANCIAL & OTHER IMPLICATIONS:

### Financial Implications:

- 5.1 Although there are no direct financial implications arising from the recommendations in this report, changes in most performance areas will have a financial implication. An example is the improvement in the rent collection and arrears management, which has reduced the amount required to be put aside for bad debts during 2011-12 within the Housing Revenue Account (HRA). Any financial implications affected by performance are included in the HRA Targeted Budget Management report, which is reported quarterly to Cabinet.

*Finance Officer Consulted: Monica Brooks*

*Date: 22/11/2011yy*

Legal Implications:

- 5.2 There are legal implications attached to many of the performance indicators mentioned in the report. For example, that relating to stock with up-to-date- gas certificates relates to the duty imposed on the council as a landlord by the Gas Safety (Installation and Use) Regulations 1998 to ensure that an annual gas safety check is carried out by an engineer. However, none of them are so significant that they need to be specifically drawn to Members' attention. It is not considered that any individual's human rights are adversely affected by the information contained within the report.

*Lawyer Consulted:*

*Liz Woodley*

*Date: 22/11/2011*

Equalities Implications:

- 5.3 Where appropriate, equalities implications are included within the body of the report.

Sustainability Implications:

- 5.4 Where appropriate, sustainability implications are included within the body of the report.

Crime & Disorder Implications:

- 5.5 There are no direct crime and disorder implications arising from this report..

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 / Citywide Implications:

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

**SUPPORTING DOCUMENTATION**

**Appendices:**

1. None

**Documents in Members' Rooms**

1. None

**Background Documents**

1. None