

HOUSING MANAGEMENT CONSULTATIVE SUB COMMITTEE

Agenda Item

Brighton & Hove City Council

Subject:	Housing Management Performance Report Quarter 1 2013/14		
Date of Meeting:	3 September 2013		
Report of:	Executive Director – Environment, Development & Housing		
Contact Officer:	Name:	Ododo Dafé	Tel: 293201
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Ward(s) affected:	All		

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 This Housing Management performance report covers Quarter 1 of the financial year 2013/2014. It incorporates changes suggested at previous meetings, including new indicators covering lift servicing and anti-social behaviour (ASB).







2. RECOMMENDATIONS:

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

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

- 3.1 The report continues the use of the 'RAG' rating system of 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 reporting period. Where indicators are red or amber explanations have been provided.

3.2 Key to symbols used in the report:

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	

4.0 Rent collection and current arrears

*As these targets are year end (rather than for each quarter), no traffic lights or trend arrows will be applied to this table until the Quarter 4 report.

Performance Indicator	Target*	Year End 12/13	Q1 12/13	Q1 13/14
Rent collected as proportion of rent due each year (current balance £764,990)	98.66%	98.66% (£47,559,925)	98.83% (£47,511,523)	98.49% (£49,937,026)
Tenants with more than seven weeks rent arrears	2.85%	2.63% (310)	2.46% (281)	3.04% (324)
Notice of Seeking Possession (NoSP) served for rent arrears	27.02%	25.87% (722)	5.08% (139)	4.55% (142)
Households evicted because of rent arrears	Less than 0.29%	0.08% (10)	0.02% (2)	0% (0)
Rent loss due to empty dwellings	1.6%	0.76% (£357,781)	1.22% (£575,500)	1% (£497,350)
Former tenant arrears collected (current total £530,462)	18%	18.10% (£96,216)	7.07% (£38,110)	5.98% (£31,715)
Rechargeable debt collected (current total £219,272)	11%	10.80% (£24,561)	1.63% (£3,876)	4.76% (£10,431)

4.0.1 Percentage of rent collected as proportion of rent due each year by area

Area	Target	Year End 12/13	Q1 12/13	Q1 13/14
North (includes Sheltered housing)	99.12%	99.12% (£13,550,150)	98.98% (£13,105,679)	99.10% (£14,299,821)
West	98.69%	98.69% (£9,604,919)	98.85% (£9,661,967)	98.64% (£10,076,333)
Central	98.87%	98.87% (£8,952,438)	98.94% (£9,081,171)	98.75% (£9,383,343)
East	98.13%	98.13% (£15,449,313)	98.64% (£15,661,671)	97.72% (£16,177,529)
All areas	98.66%	98.66% (£47,559,925*)	98.83% (£47,511,523*)	98.49% (£49,937,026)





*Includes collection from small number of HRA properties used as Temporary Accommodation.

4.0.2 The introduction of the welfare reform change that reduced Housing Benefit payments to under occupying tenants has had a significant impact on rent collection and rent arrears. A table presenting information relating to this is attached as Appendix 2.

4.0.3 Actions being taken to manage increasing arrears include:

- Small team being set up within the Housing Income Management Team to deal solely with under occupying tenants
- Tenants being referred to the MACS money advice service – which as well as offering money and budgeting support, also emphasises that rent is a priority debt. Within the first 9 months of the contract 377 referrals have been made and a total of £356,500 in financial outcomes for those tenants has been achieved
- Visits, office appointments and correspondence emphasising the importance of paying rent to minimise the build up of debt
- Mutual exchange process being streamlined and support being made available to remove the barriers preventing a mutual exchange taking place
- Referrals being made to our Inclusion Team for support – eg around energy switching, accessing work, becoming work ready
- Further actions within our tenancy sustainment strategy coming to HMCSC in October
- Carrying out joint work with Council Tax to look at tenants' overall debt to the council and to help them come to arrangements to settle their debt
- We are assisting with claims for Discretionary Housing Payments, which have been awarded to 64 tenants as at end June totalling £21,100. The award is made against criteria set by the Department of Work and Pensions, which prioritises foster carers and households living in adapted properties. The fund is not to be paid where a household's current situation is unsustainable in the longer term – eg if one person, who is healthy and of working age, is occupying a three bedroom property
- We continue to do everything we can to avoid taking eviction action against any tenant – thereby avoiding costs associated with it

4.1 Empty home turnaround time



























Performance Indicator	Target	Year End 12/13	Q1 12/13	Q1 13/14	Status	Trend
Average re-let time in calendar days (BV212)	21	15	14	19		
Average re-let time in calendar days – no exclusion periods as per BV212	32	32	31	70		

4.1.1 Average re-let time in calendar days – no exclusion periods as per BV212

The average re-let time is particularly high due to 43 long-term (6 weeks or more) empty properties being brought back into use following major works, such as structural works including floors, walls and roofs and works to install lacking amenities like gas, electricity and heating. The average performance has been disproportionately skewed by one property that was empty for 4,285 days and has undergone a complete refurbishment, including new internal walls. Whilst it is unfortunate that these properties were empty for a long time, this performance also represents a positive development whereby we are bringing long-term empty properties back into use.

4.1.2 A table presenting a recent snapshot of long term empty properties is attached as Appendix 1.

4.2 Property & Investment

Performance Indicator	Target	Year End 12/13	Q1 12/13	Q1 13/14	Status	Trend
Emergency repairs completed in time	99%	99.57% (8,281)	99.46% (1,485)	99.61% (2,545)		
Routine repairs completed in time	98%	99.78% (33,799)	99.83% (8,026)	99.67% (7,818)		
Average time to complete routine repairs (calendar days)	15 days	9 days	7 days	14 days		
Percentage of appointments kept by contractor	95%	94.56% (27,434)	91.44% (5,566)	92.89% (7,470)		
Tenant satisfaction with repairs (respondents from period who were satisfied or very satisfied)	95%	97.03% (7,493)	98.84% (1,818)	98.81% (1,675)		
Percentage of responsive repairs passing post-inspection	95%	95.44% (4,728)	93.39% (566)	94.51% (1,033)		
Percentage of repairs completed right first time	97%	98.09% (45,717)	97.90% (9,765)	99.16% (12,103)		
Cancelled repair jobs	Under 5%	11.04% (4,875)	16.3% (1,724)	2.92% (329)		
Percentage of homes that are decent	96.70%	95.30%	89.5%	96.60%		
Energy efficiency rating of homes (SAP 2009)	62.7	62.5	61	62.88		
Percentage of planned works passing post-inspection	97%	99.14% (1,493)	99.46% (556)	97.42% (349)		
Stock with a gas supply (10,395 properties) with up-to-date gas certificates	100%	99.97% (10,387)	99.78% (10,669)	99.97% (10,392)		
Percentage of empty properties passing post-inspection	98%	98.99% (591)	99.43% (175)	99.47% (187)		
Average time taken (hours) to respond to callouts for lift faults	-	-	-	3h:48m	-	-
Lifts restored to service on same day as callout	-	-	-	85.47%	-	-

4.2.1 **Percentage of appointments kept by contractor**

Performance on appointments has been extensively reviewed in recent months. Our partner Mears are reviewing operative performance on a job by job basis and have introduced vehicle location technology – the latter of which allow jobs to be allocated to operatives based on their present location, thereby reducing time spent travelling. We are therefore aiming to bring this indicator back on target for the next quarter.

4.2.2 **Percentage of responsive repairs passing post-inspection**

Of the 1,093 jobs that were post inspected, 60 of these failed. Of these, 6 were due to poor workmanship and 54 required further works to be undertaken to complete the repair. All failures are recorded and discussed with operatives and sub-contractors at regular review meetings in order to continuously improve quality.

4.2.3 **Percentage of homes that are decent**

We continue to make good progress towards achieving the government's Decent Homes Standard. The proportion of properties meeting the standard is just 0.1% below the interim target and all council homes are expected to meet the standard by the end of 2013. Regular monitoring of properties failing the standard is reported each month and there are now fewer than 400 properties across the city awaiting works to meet the standard.

















4.2.4 **Stock with up-to-date gas certificates**

The proportion of properties with a current safety certificate reached 100% in April and May 2013. The target was narrowly missed in June because of three properties being overdue at the end of the month, as access was not achieved. All three properties were successfully serviced in July.

4.2.5 **Lift servicing**

There were 117 breakdown calls logged during the quarter, affecting 63 of the 104 lifts serving our blocks citywide. The breakdown calls took an average time of 3 hours and 46 minutes to respond to, and 86% were brought back into service on the same day. Of the remainder, 3 are currently being refurbished while the other 14 were restored to service in an average of 8 calendar days.





4.3 Estates Service

Performance Indicator	Target	Year End 12/13	Q1 12/13	Q1 13/14	Status	Trend
Quality inspection pass rate of our cleaning service	98%	98% (719)	99% (201)	98% (165)		
Quality inspection pass rate of our minor repairs service	99%	99% (657)	99% (69)	99% (152)		
Completion of cleaning tasks (percentage completed out of all tasks due)	98%	98% (53,424)	98% (13,247)	97% (13,284)		
Emergency removals of bulk waste completed in time (1 working day)	100%	100% (17)	100% (4)	100% (55)		
Routine removals of bulk waste completed in time (5 working days)	98%	98% (3,270)	98% (870)	99% (704)		
Emergency light replacement and maintenance jobs completed in time (1 working day)	100%	99% (718)	100% (9)	100% (110)		
Routine light replacement and maintenance jobs completed in time (5 working days)	97%	94% (1,410)	99% (458)	99% (392)		
Neighbourhood Response Team jobs completed within target times	96%	97% (8,027)	96% (1,561)	96% (1,620)		

4.3.1 Completion of cleaning tasks (percentage completed of all tasks due)

Our performance was slightly below target in Quarter 1 due to the impacts of unusual circumstances – the CityClean strike and incidents of ASB which disrupted cleaning staff from carrying out their work – rather than seasonal trends such as bad weather. The respective impacts were that the CityClean strike made it difficult to carry out cleaning tasks in bin areas, and the nature of the ASB incidents required that cleaning be suspended in a few blocks, for a short period of time, until they were resolved.

4.4 Anti-social behaviour (ASB)

Performance Indicator	Target	Year End 12/13	Q1 12/13	Q1 13/14	Status	Trend
ASB cases closed without need for legal action	90%	-	-	96% (99)		-
ASB cases closed without eviction	95%	-	-	98% (101)		-
Customer satisfaction with cases managed by the ASB Team (percent very or fairly satisfied)	80%	82% (23)	100% (2)	100% (6)		

4.4.1 Reports of ASB by ward*

Ward	Number	Per 1,000 tenants and leaseholders
East Brighton	26	9.9
Queens Park	18	9.1
Moulsecoomb Bevendean	14	7.2
Hangleton Knoll	10	5.8
Hollingdean Stanmer	10	6.6
Hanover Elm Grove	5	7.4
Other wards	26	6.5

*To ensure that the identity of reporters of ASB is protected, this table is limited to wards with at least 500 tenants and leaseholders and at least 5 reports of ASB during the quarter.

4.4.2 Reports of ASB by type











Category	Number	Percent
Personal (eg verbal abuse, harassment, intimidation)	49	45%
Nuisance (eg noise, pets and animal nuisance)	51	47%
Environmental (eg rubbish, litter and fly-tipping)*	9	8%
Total	109	100%

*This only measures incidents where there is an alleged perpetrator, and so does not include most referrals to the Estates Service team.

4.4.3 **Graffiti**

There were 11 reports of graffiti to Housing during the period. Of these, two were offensive and responded to within 24 hours; although one of the removals required return visits to fully repaint the wooden surface affected. The remaining jobs were non-urgent and 6 out of 9 were completed within the target time of five working days. We encourage residents to report all incidents of graffiti.

4.5 Sheltered housing

Performance Indicator	Year End 12/13	Q1 12/13	Q1 13/14	Status	Trend	Year End 12/13
Residents with an up to date support plan (of those requesting one)	100%	-	-	97% (846)		
Residents who decline a support plan	3% or under	3% (25)	2% (20)	3% (27)		
New residents with a support plan completed within 21 calendar days	100%	95% (76)	95% (19)	100% (20)		
Call each resident personally (if requested)	100%	100%	100%	100%		
Provision of at least one social activity per week (in 21 of our 23 schemes)	100%	100%	100%	100%		

4.5.1 Residents with an up to date support plan (of those requesting one)

The main reason for support plans being missed was due to residents being temporarily absent at the time of the review – eg because of hospitalisation or respite care. Sheltered residents are nonetheless able to raise any concerns they have with on-site staff, whether they have a support plan or not.

5. COMMUNITY ENGAGEMENT AND CONSULTATION:

- 5.1 The performance measures in this report demonstrate whether we are delivering quality service for scrutiny by local Councillors, residents and the public at large.

6. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 6.1 Although there are no direct costs arising from the recommendations in this report, changes in most performance areas will have a financial implication. The area with the most significant financial impact is the ability to collect rents from tenants. Recent income collection indicators suggest that arrears are increasing. Given the current economic climate and the on-going welfare reform changes, these indicators are being very closely monitored to ensure that any financial implications arising are highlighted early in the monthly Targeted Budget Management(TBM) report for the HRA, month 5 of which will be reported to Policy and Resources Committee in October.

Finance Officer Consulted: Monica Brooks

Date: 19/08/2013

Legal Implications:

- 6.2 There are no significant legal or Human Rights Act implications in the report to draw to the Sub-Committee's attention. Legal Services are directly involved in some of the areas referred to in the report, such as possession proceedings for non-payment of rent or anti-social behaviour.

Lawyer Consulted: Liz Woodley

Date: 20/08/13

Equalities Implications:

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

Sustainability Implications:

- 6.4 Where appropriate, sustainability implications are included within the body of the report. The increase in the energy efficiency rating of homes reflects an improvement towards the council's sustainability commitments, among other objectives such as reducing fuel poverty and deprivation.

Crime & Disorder Implications:

- 6.5 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 appropriate agencies.

Risk and Opportunity Management Implications:

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

Public Health Implications:

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

Corporate / Citywide Implications:

- 6.8 There are no direct corporate or city wide implications arising from this report. However, two Performance Indicators featuring in this report – the percentage of homes that are decent and the energy efficiency rating of homes – are among those used to measure success against the Corporate Plan Priority of Tackling Inequality.

SUPPORTING DOCUMENTATION

Appendices:

1. Appendix 1. Long term empty properties
2. Appendix 2. Outline of under occupation arrears and related information

Documents in Members' Rooms:

1. None

Background Documents:

1. None

