

# HOUSING MANAGEMENT CONSULTATIVE SUB COMMITTEE

**Agenda Item 39**

Brighton & Hove City Council

<b>Subject:</b>	<b>Housing Management Performance Report Quarter 2 2013/14</b>		
<b>Date of Meeting:</b>	<b>11 February 2014</b>		
<b>Report of:</b>	<b>Executive Director Environment, Development &amp; Housing</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 Housing Management performance report covers Quarter 2 of the financial year 2013/2014. It incorporates changes suggested at previous meetings, such as including results from the equivalent quarter last year.







### 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 2013/14 report.

Performance Indicator		Target*	Q2 12/13	Year End 12/13	Q2 13/14
1	Rent collected as proportion of rent due each year (arrears of £826,189)	98.66%	98.74% (£47,449,358)	98.66% (£47,559,925)	98.37% (£49,902,607) <b>projection</b>
2	Tenants with more than seven weeks rent arrears	2.85%	2.41% (286)	2.63% (310)	3.26% (381) <b>cumulative average</b>
3	% of those in arrears who have a current Notice of Seeking Possession (NOSP)	27.02%	12.02% (338)	25.87% (722)	11.71% (357) <b>cumulative average</b>
4	Households evicted because of rent arrears	Less than 0.29%	0.03% (3)	0.08% (10)	0% (0) <b>year to date</b>
5	Rent loss due to empty dwellings	1.6%	1.16% (£547,300)	0.76% (£357,781)	0.92% (£458,500) <b>projection</b>
6	Former tenant arrears collected (current total £513,178)	18%	8.64% (£46,186)	18.10% (£96,216)	15.51% (£79,578) <b>year to date</b>
7	Rechargeable debt collected (current total £227,565)	11%	3.98% (£9,357)	10.80% (£24,561)	6.85% (£15,591) <b>year to date</b>





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

Area	Target	Q2 12/13	Year End 12/13	Q2 13/14
North (includes Sheltered housing)	99.12%	98.95% (£13,123,788)	99.12% (£13,550,150)	98.95% (£14,229,332) <b>projection</b>
West	98.69%	98.77% (£9,626,790)	98.69% (£9,604,919)	98.57% (£10,143,944) <b>projection</b>
Central	98.87%	98.76% (£9,053,385)	98.87% (£8,952,438)	98.59% (£9,343,287) <b>projection</b>
East	98.13%	98.53% (£15,643,400)	98.13% (£15,449,313)	97.62% (£16,186,044) <b>projection</b>
All areas	98.66%	98.74% (£47,449,358*)	98.66% (£47,559,925*)	98.37% (£49,902,607) <b>projection</b>

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

##### 4.0.2 A table presenting information relating to the impact of the reduction in Housing Benefit for under occupying households is attached as Appendix 2.

#### 4.1 Empty home turnaround time

Performance Indicator	Target	Q2 12/13	Year End 12/13	Q2 13/14	Status	Trend
Average re-let time in calendar days (BV212)	21	18	15	21		
Average re-let time in calendar days (no exclusion periods as per BV212)	32	30	32	39		





























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

Performance has significantly improved since the previous quarter, with the average re-let time falling from 70 to 32 calendar days. Turnaround time remains high because 71 long term (6 weeks or more) empty properties have been brought back into use following major works, such as structural works including floors, walls and roofs and installations of lacking amenities like gas, electricity and heating.

The target for this indicator is set at 21 days in order to have a better fit with our financial inclusion work in trying to ensure that tenants have appropriate information, advice and support to minimise the numbers seeking high interest loans or purchase agreements in order to equip themselves for their new home.

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

## 4.2 Property & Investment

Performance Indicator		Target	Q2 12/13	Year End 12/13	Q2 13/14	Status	Trend
1	Emergency repairs completed in time	99%	99.64% (1,962)	99.57% (8,281)	99.83% (2,970)		
2	Routine repairs completed in time	98%	99.71% (8,394)	99.78% (33,799)	99.85% (7,499)		
3	Average time to complete routine repairs (calendar days)	15 days	8 days	9 days	12 days		
4	Percentage of appointments kept by contractor	95%	93.02% (7,291)	94.56% (27,434)	94.23% (6,987)		
5	Tenant satisfaction with repairs (respondents from period who were satisfied or very satisfied)	95%	97.63% (1,795)	97.03% (7,493)	99.03% (1,735)		
6	Percentage of responsive repairs passing post-inspection	95%	93.50% (1,410)	95.44% (4,728)	94.95% (715)		
7	Percentage of repairs completed right first time	97%	97.62% (10,814)	98.09% (45,717)	99.30% (10,412)		
8	Cancelled repair jobs	Under 5%	13.43% (1,406)	11.04% (4,875)	4.03% (410)		
9	Percentage of homes that are decent	98.5%	91.9%	95.33% (11,347)	98.26% (11,688)		
10	Energy efficiency rating of homes (SAP 2009)	62.8	61.5	62.5	63.0		
11	Percentage of planned works passing post-inspection	97%	98.65% (804)	99.37% (2,221)	99.70% (336)		
12	Stock with a gas supply with up-to-date gas certificates (of 10,375 requiring one)	100%	99.84% (10,453)	99.97% (10,387)	99.99% (10,374)		
13	Percentage of empty properties passing post-inspection	98%	97.44% (114)	98.99% (591)	100% (159)		
14	Average time taken (hours) to respond to callouts for lift faults	-	-	-	4h 09m	-	
15	Lifts restored to service on same day as callout	-	-	-	93.93% (201)	-	

**4.2.1 Percentage of appointments kept by contractor**

Although the target was missed, performance against this indicator is being monitored on a weekly basis and has been continually improving since last quarter. We are pleased to report that performance is well above the target so far into Quarter 3.

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

Performance very narrowly missed the target in Quarter 2, and has improved since the previous quarter. All jobs that fail are recorded and discussed with the operatives who carried them out. Of the 753 jobs that were post inspected, 38 failed: 28 required further works to complete the repair, six were due to poor quality work, three had errors on the worksheets, and one was deemed to have failed by the supervisor because the expectations of the tenant were not fully met, although the technical requirements were.



















**4.2.3 Percentage of homes that are decent**

Although performance is narrowly (0.2%) below the interim target, the number of properties failing to meet the standard fell from 409 at the end of Quarter 1 to 207 at the end of Quarter 2. We are on course to meet the standard by the end of December 2013.

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

Only one property did not have a current safety certificate as of 30 September. The service was successfully carried out on 3 October once the tenant allowed access to the property. Scheduling for both gas contractors (Mears and PH Jones) is already in place to visit all properties requiring a new certificate up to the end of Quarter 3.

### 4.3 Estates Service

Performance Indicator		Target	Q2 12/13	Year End 12/13	Q2 13/14	Status	Trend
1	Quality inspection pass rate of our cleaning service	98%	98% (188)	98% (719)	99% (200)		
2	Quality inspection pass rate of our minor repairs service	99%	100% (149)	99% (657)	100% (206)		
3	Completion of cleaning tasks (percentage completed out of all tasks due)	98%	98% (13,482)	98% (53,424)	99% (14,500)		
4	Emergency removals of bulk waste completed within 1 working day	100%	100% (6)	100% (17)	100% (48)		
5	Routine removals of bulk waste completed within 5 working days	98%	99% (803)	98% (3,270)	94% (619)		
6	Emergency maintenance and replacement of lights completed within 1 working day	100%	100% (330)	99% (718)	99% (126)		
7	Routine maintenance and replacement of lights completed within 5 working days	97%	98% (224)	94% (1,410)	97% (287)		
8	Neighbourhood Response Team jobs completed within target times	96%	97% (1,868)	97% (8,027)	95% (1,437)		
9	Graffiti removals completed within target times	100%	100% (8)	92% (25)	100% (11)		

#### 4.3.1 Routine removals of bulk waste completed in time

The target was missed due to increased pressures on the team due to staff sickness and additional work including filling grit bins in advance of winter and setting light timers in advance of the clocks going forward. Therefore, routine bulk removals were less of a priority than emergency removals, of which 100% were completed in time.

#### 4.3.2 Emergency maintenance and replacement of lights completed within 1 working day

Only one emergency light replacement missed the 1 working day target. The tenant was not at home at the time of the appointment, but the work has since been done.

#### 4.3.3 Neighbourhood Response Team jobs completed within target times

The target was missed due to increased pressures on the team as per the commentary in paragraph 4.3.1.

#### 4.4 Anti-social behaviour (ASB)

Performance Indicator	Q2 12/13	Year End 12/13	Q2 13/14
Cases closed without need for legal action	97% (115)	95% (279)	95% (109)
Cases closed resulting in legal action	3% (4)	5% (16)	5% (6)
Cases closed without eviction	98% (117)	97% (286)	96% (110)
Cases closed resulting in eviction	2% (2)	3% (9)	4% (5)
Customer satisfaction with cases managed by the ASB Team*	80% (5)	82% (23)	83% (5)

\*Percentage of victims from complex cases handled by the ASB Team who said they were either 'very satisfied' or 'fairly satisfied' with the way the case was dealt with. Of the 115 ASB cases closed during Quarter 2, 17 were closed by the ASB Team and 98 by the Tenancy Team.

##### 4.4.1 Reports of ASB incidents in wards with 500 properties or more\*











Ward	Number of incidents	...per 1,000 properties
Queen's Park	249	143
East Brighton	261	115
Hollingdean & Stanmer	107	83
Moulsecoomb & Bevendean	72	46
Patcham	24	44
Hangleton & Knoll	46	38

##### 4.4.2 Reports of ASB incidents by type\*

Category	Number	Percent
Personal (eg verbal abuse, harassment, intimidation)	127	12%
Nuisance (eg noise, pets and animal nuisance)	190	18%
Environmental (eg graffiti and fly-tipping)	718	69%
Total	1,035	100%

\*Figures for reports of ASB incidents are significantly higher than for the previous quarter because the methodology has been revised to cover incidents reported across the whole of Housing Management, including bulk waste and graffiti reported to the Estates Service team.

## 4.5 Sheltered housing

Performance Indicator	Target	Q2 12/13	Year End 12/13	Q2 13/14	Status	Trend
Residents with an up to date support plan (of those requesting one)	100%	98% (854)	98% (844)	97% (861)		
Residents who decline a support plan	3% or under	2% (18)	3% (25)	2% (22)		
New residents with a support plan completed within 21 calendar days	100%	100% (21)	95% (76)	80% (16)		
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)

Performance remains steady compared to the previous quarter. The target was missed because 25 appointments to review support plans were overdue, all of which were either because the tenant was unavailable (due to hospitalisation or respite care) or because of staff absence due to sickness. These missed appointments are rescheduled as soon as the tenant is available, and staff cover is arranged where necessary.

### 4.5.2 New residents with a support plan completed within 21 calendar days

Three of the four support plans that missed the 21 day target were due to limited staff numbers due to sickness (as per paragraph 4.5.1). In the other case the tenant had initially declined a support plan but changed their mind. All four support plans have since been completed.



## **5. COMMUNITY ENGAGEMENT AND CONSULTATION:**

- 5.1 The performance measures in this report demonstrate whether we are delivering quality service for scrutiny by 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 are suggesting that the arrears for current tenants are increasing, however the 2013/14 budget for the contribution to bad debt provision is currently just sufficient to meet this increase. 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 in the monthly Targeted Budget Management (TBM) report for the HRA, which is reported quarterly to Policy and Finance Committee.

*Finance Officer Consulted: Monica Brooks* *Date: 20/01/14*

### Legal Implications:

As this report is for noting, there are no significant legal implications to draw to the Sub-Committee's attention.

*Lawyer Consulted: Liz Woodley* *Date: 23.01.14*

### 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