

# HOUSING MANAGEMENT CONSULTATIVE SUB COMMITTEE

## Agenda Item 54

Brighton & Hove City Council

<b>Subject:</b>	<b>Housing Management Performance Report Quarter 3 2013/14</b>		
<b>Date of Meeting:</b>	<b>1 April 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>
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<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 3 of the financial year 2013/14.







#### 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*	Q3 12/13	Year End 12/13	Q3 13/14
1	Rent collected as proportion of rent due each year (arrears of £948,838)	98.66%	98.54% (£47,536,459)	98.66% (£47,559,925)	98.13% (£49,769,392) <b>projection</b>
2	Tenants with more than seven weeks rent arrears	2.85%	2.54% (301)	2.63% (310)	3.37% (393) <b>cumulative average</b>
3	% of those in arrears who have a current Notice of Seeking Possession (NOSP)	27.02%	17.95% (508 NoSPs)	25.87% (722)	19.38% (586) <b>cumulative average</b>
4	Households evicted because of rent arrears	Less than 0.29%	0.03% (3)	0.08% (10)	0.02% (2) <b>year to date</b>
5	Rent loss due to empty dwellings	1.6%	0.68% (£323,000)	0.76% (£357,781)	0.95% (£472,332) <b>projection</b>
6	Former tenant arrears collected (current total £523,876)	18%	12.09% (£62,718)	18.10% (£96,216)	22.41% (£117,389) <b>year to date</b>
7	Rechargeable debt collected (current total £249,398)	11%	5.52% (£12,408)	10.80% (£24,561)	9.6% (£23,932) <b>year to date</b>





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

Area	Target	Q3 12/13	Year End 12/13	Q3 13/14
North (includes Sheltered housing)	99.12%	98.89% (£13,531,932)	99.12% (£13,550,150)	98.73% (£14,227,454) <b>projection</b>
West	98.69%	98.61% (£9,600,056)	98.69% (£9,604,919)	98.36% (£10,044,045) <b>projection</b>
Central	98.87%	98.73% (£8,953,237)	98.87% (£8,952,438)	98.40% (£9,392,204) <b>projection</b>
East	98.13%	98.09% (£15,447,391)	98.13% (£15,449,313)	97.30% (£16,105,689) <b>projection</b>
All areas	98.66%	98.54% (£47,536,459*)	98.66% (£47,559,925*)	98.13% (£49,769,392) <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	Q3 12/13	Year End 12/13	Q3 13/14	Status	Trend
Average re-let time in calendar days (BV212)	21	11	15	18		
Average re-let time in calendar days (no exclusion periods as per BV212)	32	31	32	39		

- 4.1.1 **Average re-let time in calendar days – no exclusion periods as per BV212**  
 Performance against this indicator, which accounts for periods during which re-let properties underwent major works, remains steady at 39 calendar days. Of the 137 re-lets during the quarter, 45 were long term empty properties (6 weeks or more) that have now been brought back into use. Examples of major works include structural works (eg floors, walls and roofs) and installations of lacking amenities (eg gas, electricity and heating).

Average re-let time for both indicators is higher than last year because of the need to allow time for financial inclusion work to equip prospective tenants for their new home. Nonetheless, the targets remain the same as for 2012/13 in order to ensure our high performance continues despite an increased workload due to under occupying households transferring to smaller properties. There have been 446 re-lets so far this financial year compared to 354 at the same time last year.

- 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	Q3 12/13	Year End 12/13	Q3 13/14	Status	Trend
1	Emergency repairs completed in time	99%	99.74% (2,661)	99.57% (8,281)	99.73% (2,996)		
2	Routine repairs completed in time	98%	99.89% (8,494)	99.78% (33,799)	99.87% (6,723)		
3	Average time to complete routine repairs (calendar days)	15 days	9 days	9 days	12 days		
4	Percentage of appointments kept by contractor	95%	92.32% (6,255)	94.56% (27,434)	97.17% (6,535)		
5	Tenant satisfaction with repairs (respondents from period who were satisfied or very satisfied)	95%	99.03% (1,841)	97.03% (7,493)	99.33% (1,766)		
6	Percentage of responsive repairs passing post-inspection	95%	97.12% (1,518)	95.44% (4,728)	93.58% (1,196)		
7	Percentage of repairs completed right first time	97%	98.10% (11,833)	98.09% (45,717)	99.62% (9,699)		
8	Cancelled repair jobs	Under 5%	9.98% (1,158)	11.04% (4,875)	3.55% (396)		
9	Percentage of homes that are decent	100%	94.13% (11,259)	95.33% (11,347)	100% (11,892)		
10	Energy efficiency rating of homes (SAP 2009)	62.9	61.9	62.5	63.3		
11	Percentage of planned works passing post-inspection	97%	97.12% (1,518)	99.37% (2,221)	100% (345)		
12	Stock with a gas supply with up-to-date gas certificates (of 10,363 requiring one)	100%	99.90% (10,438)	99.97% (10,387)	99.99% (10,362)		
13	Percentage of empty properties passing post-inspection	98%	98.17% (107)	98.99% (591)	100% (151)		
14	Average time taken (hours) to respond to callouts for lift faults	-	-	-	2h 12m	-	-
15	Lifts restored to service on same day as callout	-	-	-	97.58% (161)	-	-
16	Lifts – average time to restore service when not within 24 hours of callout	-	-	-	14 days	-	-

#### 4.2.1 **Percentage of responsive repairs passing post-inspection**

Of the 1,278 jobs that were post inspected, 82 failed. Of these, 66 required further works to complete the repair, 12 were due to poor workmanship, and four were overclaimed (meaning less work was done than stated on the repair order).

#### 4.2.2 **Stock with up-to-date gas certificates**

Only one property did not have a current safety certificate as of 31 December, as the tenant missed two appointments and had to be sent a warning letter, but the check has since been carried out.

#### 4.2.3 **Lifts restored to service within 24 hours of callout**

Of the 165 lift breakdowns during the quarter, 161 were restored to service within 24 hours. The four lifts which took longer than 24 hours to repair were Clarendon House (4 days), Essex Place (5 days), Park Royal (13 days) and Wiltshire House (33 days). These jobs took longer than usual because new parts had to be ordered and fitted, such as new relays and a new timer in the case of Wiltshire House. There were two trap-ins reported during the quarter, both of which were responded to within the one hour target time.

#### 4.2.4 Following queries at recent meetings, further information is provided below regarding tenant satisfaction and 'right first time'.

##### Tenant satisfaction



















Tenant satisfaction is collected by various methods, which are:

- Freepost survey cards left by the operative for the tenant to complete
- PDA handed to the tenant by the operative at the time of the repair
- Phone surveys through the Repairs Desk
- Phone calls made by trained resident volunteers (starting from March 2014).

##### Right first time

'Right first time' (RFT) refers to responsive repairs that are completed during the first visit where access is allowed to the home. Several types of work are classified as non-RFT, such as when the work fails post-inspection and when a second appointment is required to complete the job.

### 4.3 Estates Service

Performance Indicator		Target	Q3 12/13	Year End 12/13	Q3 13/14	Status	Trend
1	Quality inspection pass rate of our cleaning service	98%	97% (144)	98% (719)	99% (150)		
2	Quality inspection pass rate of our minor repairs service	99%	99% (294)	99% (657)	100% (190)		
3	Completion of cleaning tasks (percentage completed out of all tasks due)	98%	98% (14,358)	98% (53,424)	97% (13,287)		
4	Emergency removals of bulk waste completed within 1 working day	100%	100% (4)	100% (17)	100% (109)		
5	Routine removals of bulk waste completed within 5 working days	98%	97% (768)	98% (3,270)	93% (635)		
6	Emergency maintenance and replacement of lights completed within 1 working day	100%	96% (109)	99% (718)	99% (206)		
7	Routine maintenance and replacement of lights completed within 5 working days	97%	98% (528)	94% (1,410)	98% (480)		
8	Neighbourhood Response Team jobs completed within target times	96%	98% (2,612)	97% (8,027)	97% (1,603)		
9	Graffiti removals completed within target times	100%	100% (1)	92% (25)	89% (8)		

**4.3.1 Completion of cleaning tasks (percentage completed out of all tasks due)**  
Performance narrowly missed the target due to staff leave around the Christmas period. This meant that some tasks (eg removing a sharp objects, cleaning up spills) had to be prioritised ahead of non urgent tasks (eg dusting window ledges) to ensure that all blocks were covered by the cleaning service throughout this time.

**4.3.2 Routine removals of bulk waste completed in time**  
Of 683 routine jobs to remove bulk waste, 48 were completed after the target date. As routine jobs pose no risk to health and safety (eg the bulk is located in an enclosed area such as a bin room), it is necessary to prioritise these behind emergency jobs – all of which were completed within the 1 working day target time.

**4.3.3 Emergency maintenance and replacement of lights completed within 1 working day**  
Two jobs missed the 1 working day target because the tenant was not at home at the time of the appointment, but the work has since been done in both cases.

**4.3.4 Graffiti removals completed within target times**  
One job missed the target in December, just before Christmas, but the work was completed and the graffiti in question was not offensive.

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

Performance Indicator	Q3 12/13	Year End 12/13	Q3 13/14
Cases closed without need for legal action	98% (199)	95% (279)	95% (83)
Cases closed resulting in legal action	2% (4)	5% (16)	5% (4)
Cases closed without eviction	98% (199)	97% (286)	99% (86)
Cases closed resulting in eviction	2% (4)	3% (9)	1% (1)
Customer satisfaction with cases managed by the ASB Team*	85% (11)	82% (23)	100% (9)

\*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 87 ASB cases closed during Quarter 2, 11 were closed by the ASB Team and 76 by the Tenancy Team.











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

Ward	Number of incidents	Change since Q2	Incidents per 1,000 properties
Queen's Park	210	-39	121
East Brighton	243	-18	107
Moulsecoomb & Bevendean	97	+25	62
Hollingdean & Stanmer	87	-20	67
Hangleton & Knoll	41	-5	34
Patcham	17	-7	31

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

Category	Number	Percent	Change since Q2
Personal (eg verbal abuse, harassment, intimidation)	70	7%	-57
Nuisance (eg noise, pets and animal nuisance)	81	9%	-109
Environmental (eg graffiti and fly-tipping)	801	84%	+83
Total	952	100%	-83

## 4.5 Sheltered housing

Performance Indicator	Target	Q3 12/13	Year End 12/13	Q3 13/14	Status	Trend
Residents with an up to date support plan (of those requesting one)	100%	96% (782)	98% (844)	97% (810)		
Residents who decline a support plan	3% or under	3% (26)	3% (25)	3% (30)		
New residents with a support plan completed within 21 calendar days	100%	89% (17)	95% (76)	89% (17)		
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 target was missed because 27 appointments to review support plans were overdue. This was either because residents were unable to attend appointments to review their support plan (because of hospitalisation or respite care) or because the support plans were still being reviewed and finalised with the resident at the time.

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

Of the 19 new sheltered residents who moved in, 17 had their support plan completed within 21 calendar days. Of those which took longer, one was due to temporary staff absence and the other because it was necessary to spend longer than usual to put together a support plan which suitably accommodated the new resident's complex needs.



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

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

## **6. FINANCIAL & OTHER IMPLICATIONS:**

### Financial Implications:

- 6.1 Changes in most performance areas will have a financial effect. The area with the most significant financial impact is the ability to collect rents from tenants. The rent collection figures in this report at paragraph 4.0 for quarter 3 show collection of rent due to be 98.13%. January figures are now available and show an improved figure of 98.25% although this will still fall short of the target set at 98.66%. This increase in arrears affects the amount needed to contribute to the bad debt provision. This budget for 13/14 is now likely to overspend by an estimated £20,000, although this is currently off-set by other underspends within the HRA. 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: 12/03/14*

### 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: 13/03/14*

### 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