

# **Committee workplan progress update and Housing performance report**

## **Quarter 4 and end of year 2020/21**

This report provides updates on the Housing Committee priorities and work plan for 2019-23, as well as a range of performance indicators. Delivery of a complex Housing service during the Covid-19 crisis has been, and continues to be, a challenge, but staff have worked very hard in difficult circumstances to continue to deliver vital services for council tenants, leaseholders and other residents across the city.

While there continue to be areas of very good performance, with 50% (17) of Housing Committee Work Plan objectives on track for delivery and 11 performance indicators on or above target, the ongoing impact of the Covid-19 pandemic and the additional work burdens and priorities this has placed on Housing has inevitably resulted in a drop in performance against some indicators. These include functions such as lettings and routine (non-emergency) repairs which need to be delivered differently and are taking longer. The service is keeping its plans to rectify areas where performance has been adversely impacted by the Covid-19 pandemic under regular review.

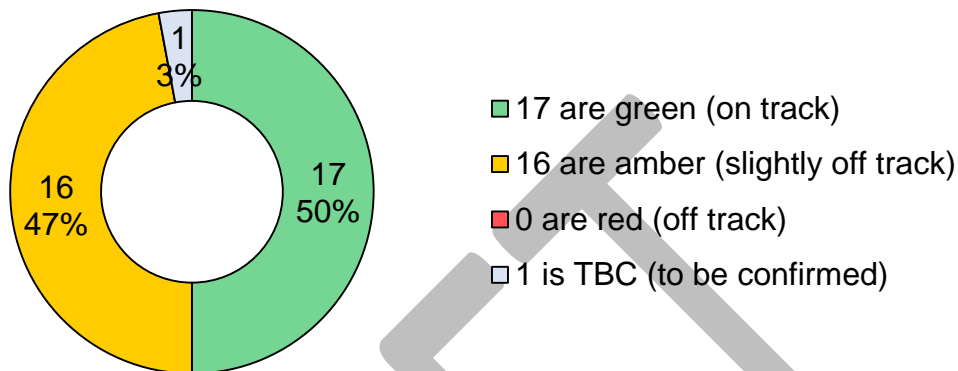
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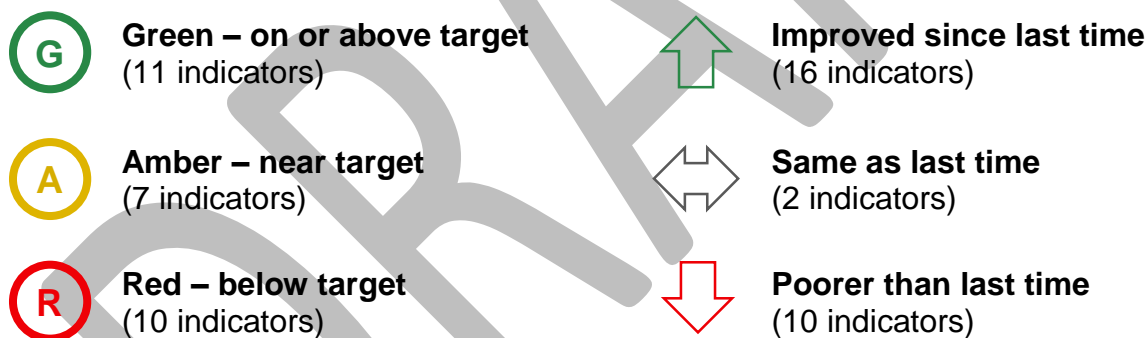
This housing performance report covers Quarter 4 (Q4) of 2020/21 alongside end of year results. It uses red, amber and green ratings to provide an indication of performance.

Part one provides an update of performance against the Housing Committee work plan objectives 2019-23:





### Work plan objectives

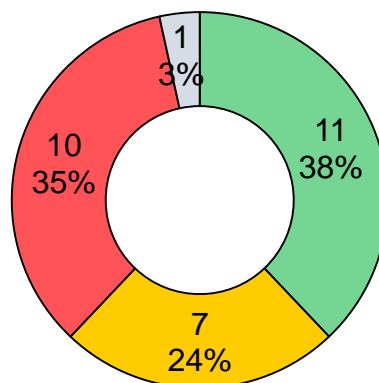


Part two presents results for a range of performance indicators across Housing and similarly uses red, amber and green ratings, as well as trend arrows. During **Quarter 4**, the ratings and trends were as follows:



### Performance indicators – Quarter 4

-  11 are green (on or above target)
-  7 are amber (near target)
-  10 are red (below target)
-  1 is to be confirmed (TBC)



During **2020/21**, the ratings and trends of the performance indicators were as follows:

**G** **Green – on or above target**  
(9 indicators)

**↑** **Improved since last time**  
(10 indicators)

**A** **Amber – near target**  
(8 indicators)

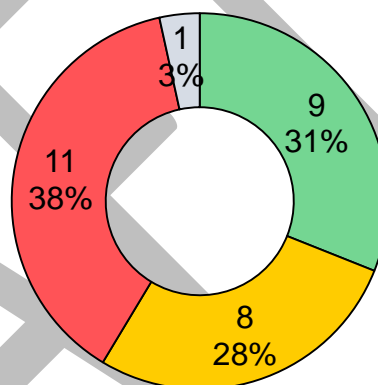
**↔** **Same as last time**  
(1 indicator)

**R** **Red – below target**  
(11 indicators)

**↓** **Poorer than last time**  
(17 indicators)

### Performance indicators – 2020/21

- 9 are green (on or above target)
- 8 are amber (near target)
- 11 are red (below target)
- 1 is to be confirmed (TBC)



## Part one: Housing Committee priorities and work plan 2019-23

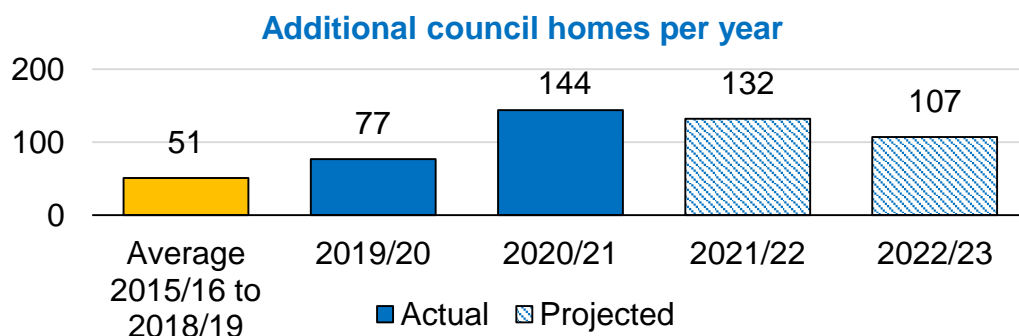
### 1. Provide additional affordable homes

Regular updates on progress are provided to Housing Supply Member Board

**1.1 Slightly off track:** Achieve 800 additional council homes (including develop the existing Hidden Homes strategy)

Total of 460 homes projected for 2019 to 2023:

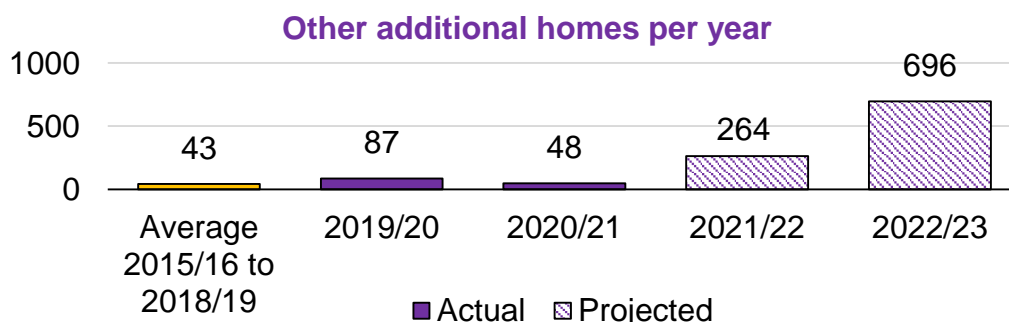
- 2020/21: 144 homes completed – buy backs (64), Buckley Close (12), Hartington Road (38) and Hawkridge Court (30)
- 2021/22: 132 homes – buy backs (97), Hidden Homes (18), Frederick Street (4), Rotherfield Crescent (3) and Oxford Street (10)
- 2022/23: 107 homes – buy backs (50), Hidden Homes (2), Victoria Road (42) and potential further schemes (13)
- Completion dates for 408 homes have changed from 2022/23 to early 2023/24 (including 168 Homes for Brighton & Hove dwellings)



**1.2 On track:** Achieve 700 other additional homes (registered provider, affordable rented, shared ownership)

Total of 1,095 homes projected for 2019 to 2023 (374 rent and 714 shared ownership):

- 2020/21: 48 homes completed – Freehold Terrace (8), Plumpton Road (2), Nevill Road (4) and Preston Road (34 from two providers)
- 2021/22: 264 homes – Preston Barracks (19), Anston House (30), Edward Street (33), Falmer Avenue (13), Hangleton Way (33), Longley (22), Lions Gardens (10) and School Road (104)
- 2022/23: 696 homes – Preston Barracks (226), Eastergate Road (30), Dunster Close (2), Hinton Close (4), Graham Avenue (125), Lyon Close (154), Sackville Hotel (7), Sackville Estate (56) and King's House (92)



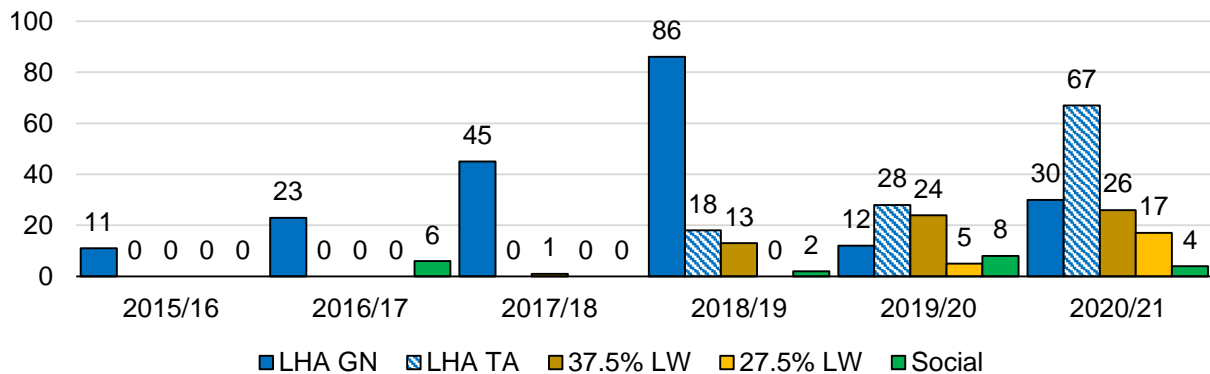
## 1. Provide additional affordable homes

Regular updates on progress are provided to Housing Supply Member Board

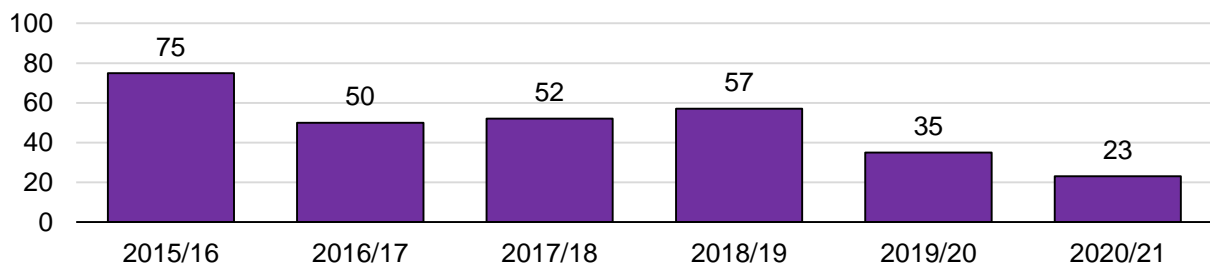
**1.3 On track:** Review the rent policy to maximise the number of council homes replaced at social or living wage rents (especially those at 27.5% Living Wage)

61% of new general needs council homes (47 of 77) delivered so far during 2020/21 are at social (4), 27.5% Living Wage (17) or 37.5% Living Wage rents (26). The temporary accommodation (TA) council homes are at Local Housing Allowance rates.

Additional council homes by rent level



Council homes sold through the Right to Buy (RTB)



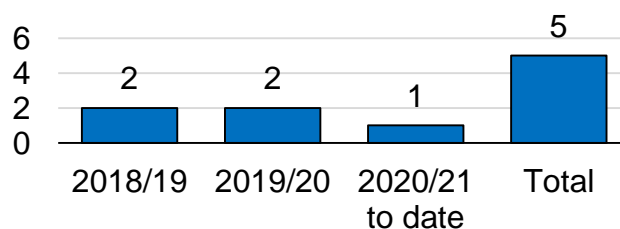
**1.4 On track:** Develop a policy for the council to take the role of developer on major sites

- Homes for Brighton & Hove Joint Venture is becoming a delivery company

**1.5 On track:** Bring a report to committee identifying suitable sites to work in partnership with Community Land Trust (CLT) for development

- Aim is to identify 10 sites for Community Land Trust development by March 2023.

Sites identified



## 2. Improving private rented housing

**2.1 Slightly off track:** Review and resubmit selective licensing scheme proposal to improve the management and standards of private rented sector homes in the city

- Evidence base for a selective licence scheme has been reviewed and will be reported to Housing Committee in June 2021.
- Stock condition surveys for the above have now been completed following the delays due to Covid-19 restrictions.



**2.2 Slightly off track:** Research and review an ethical loan scheme

- Committee report due for November 2020 – deferred due to Covid-19 priorities

**2.3 Slightly off track:** Develop or commission an information or advice hub for private renters and consider options for a private tenants' forum

- Advice hub development and reviewing private rented tenant forums has been delayed while resources have been allocated to the Covid-19 response. This is planned to be picked up over the next few months
- Also exploring forums that currently exist for private tenants and discussing with councillors whether these will meet requirements – briefing to go to Housing Committee in September 2021

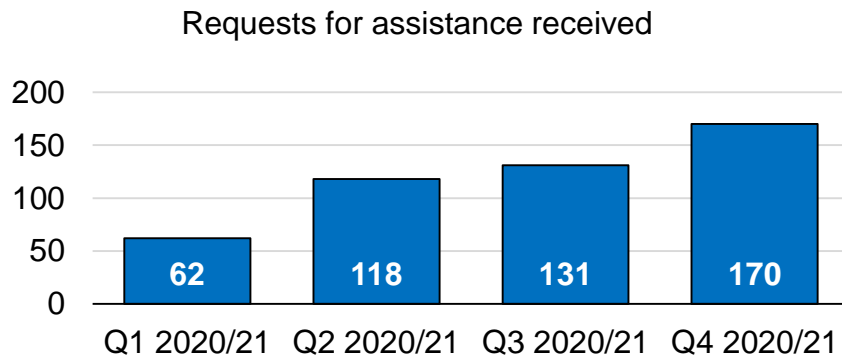
**2.4 Slightly off track:** Research and develop a social lettings agency

- Research work was deferred due to Covid-19 response
- Report to go to Housing Committee in June 2021 detailing recommendations
- The Direct Lets scheme, which works with landlords to provide lower priced rented accommodation, has enabled 396 homeless households to move into private sector housing during 2020/21

## 2. Improving private rented housing

**2.5 On track:** Develop the enforcement approach to private sector housing to reflect the full range of potential options available to improve management and standards

- Enforcement of minimum energy efficiency standards in private sector housing will sit with the Private Sector Housing team going forward
- Request for assistance top categories during Q4: disrepair (41%), dampness (11%) excess cold (8%) and neighbour nuisance (5%)

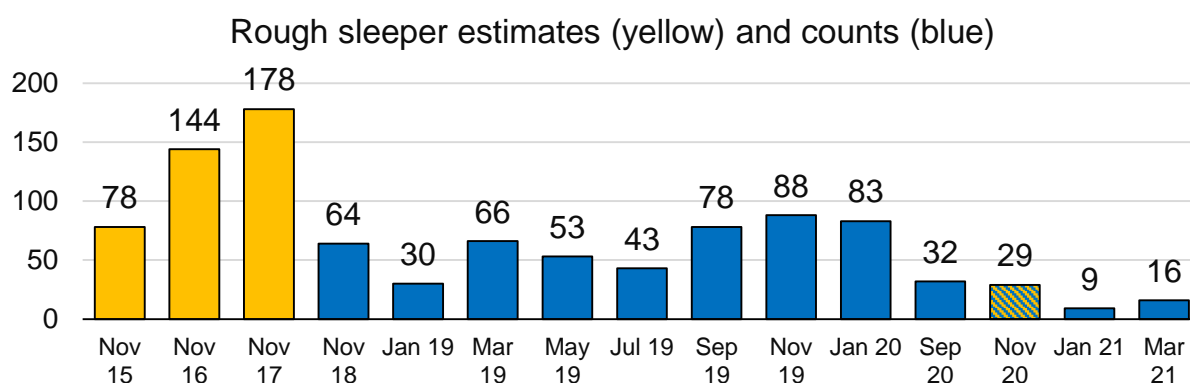




### 3. Alleviating homeless and rough sleeping

#### 3.1 On track: Develop a rough sleeping strategy (to include partnerships with community homeless and faith projects and delivery of homeless enterprise projects)

- 360 rough sleeper and Covid-19 short term placements at end March 2021, with 425 people moving on since March 2020
- Update on Next Steps Accommodation Programme (NSAP) went to Housing Committee in March 2021
- NSAP funded through bid approved by Ministry of Housing, Communities & Local Government (MHCLG) for the costs of providing housing and support to all those accommodated due to Covid-19 (largest single award outside of Greater London)



The November 2020 figure has used a blended methodology of an estimate with a spotlight count. Please note that estimates have only been carried out at times when counts have not been. While it would have been desirable to do both simultaneously and compare them, staff capacity has not allowed this over the last few years.

#### 3.2 On track: Review/consult/adopt the Homeless Bill of Rights

- Values of the Homeless & Rough Sleeper Strategy approved by Housing Committee in June 2020 align to the Homeless Bill of Rights. Strategy states that *'The Homeless Bill of Rights should be viewed as a standard against which the Council and its partners judge our policies and practices'*
- The Homeless Bill of Rights has since been adopted by full council in March 2021 and is an aspirational document against which to measure services
- Progress of the aspirations contained in the Homeless Bill of Rights will be monitored by the Homeless Reduction Board

#### 3.3 TBC: Provide a 365 day night shelter

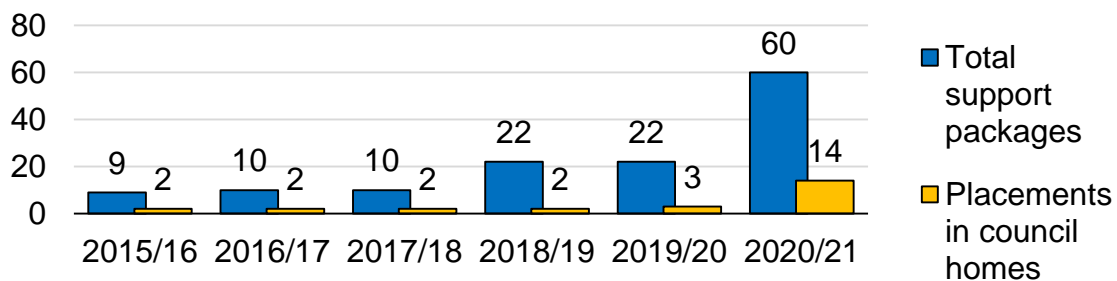
- Night shelter closed in early April 2020 on the advice of MHCLG and Public Health England due to accommodation having shared facilities. The ongoing advice from MHCLG is that congregate sleep space services should not be (re)commissioned

### 3. Alleviating homeless and rough sleeping

#### 3.4 On track: Expand Housing First

- A report on 'Commissioning of a Housing First Service for Single Homeless People' was approved at September 2020 Housing Committee
- A further report on next steps was approved at the November 2020 Committee
- Of the current Housing First Cohort of 20 people: 14 are in council homes: 3 are actively bidding via Homemove, 2 reside in temporary accommodation and 1 is transitioning from short term Covid-19 placement to a new support provider
- In addition, 10 people are either nominated or in process of nomination through council interest queue to Homemove and 30 will be offered council home buy backs when available.

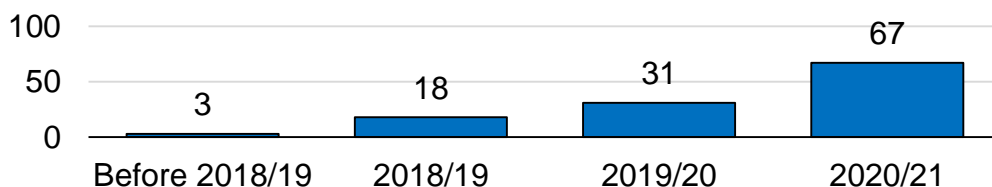
Cumulative people receiving Housing First support packages and those of which placed in council homes



#### 3.5 Slightly off track: Develop a strategy for the provision of council run temporary accommodation including Seaside Homes

- Hartington Road (38 homes) – became ready in February 2021
- Oxford Street refurbishment (10) – expected completion delayed to June 2021
- Buy backs – 50 of 121 are for temporary or Next Steps accommodation (8 during 2018/19, 13 during 2019/20 and 19 during 2020/21)

Council owned temporary accommodation by year delivered (including emergency and Next Steps)



#### 3.6 On track: Develop a homeless strategy, ensuring homeless people are involved in the design and development of services which directly affect them.

- Homeless Reduction Board has been meeting since September 2020 and its role includes monitoring progress of the aspirations contained in the Homeless Bill of Rights and making recommendations to Housing Committee
- Homeless Reduction Operational Board will meet for the first time in May or June 2021 and will include people with a lived experience of homelessness

## 4. Achieving carbon reductions and sustainability in housing including address fuel poverty

**4.1 On track:** Develop an action plan to set out how we will work collaboratively to ensure housing contributes to making the city carbon neutral by 2030

- A report on 'Housing action towards carbon neutral 2030' was approved at Housing Committee in January 2021. This includes a draft Housing Revenue Account (HRA) Carbon Neutral Strategic Action Plan for 2021 to 2025 with a commitment to produce a fully costed retrofit plan towards the end of 2021
- The HRA Budget report approved at the same committee proposed to set up a reserve for £4.010m which will be used to fund the cost of delivering sustainability initiatives in the HRA including retrofit work required on existing housing stock

**4.2 On track:** Develop a new PV and energy efficiency strategy for council homes to include standards for new homes

- Standards for new council homes are guided by the revised new build specification – minimum Energy Performance Certificate rating of A

**45,000**

Estimated annual tonnes  
of carbon emissions from  
council homes



**68**

Energy efficiency  
rating of council  
homes



**4.3 On track:** Review the energy efficiency and provision on all new developments

- A report providing an 'Update on Sustainability Measures for New Homes and Housing Supply Sustainability Policy' went to Housing Committee in January 2021. The committee endorsed a draft New Build Housing Sustainability Policy as a means by which the construction of new council homes supports the commitment to achieving a carbon neutral city by 2030
- MHCLG has concluded a consultation on the Future Homes standard and as a second stage is consulting on the Future Buildings Standard until April 2021

**4.4 On track:** Investigate and report the possibility of bulk buying PV panels and other energy saving resources

- Procurement of domestic solar PV programme on local housing stock in 2021 (1,000 households to be delivered by 2023) – delivery delayed while additional project management support is put in place
- Delivered first 'block tariff' on a council housing new build through the Solarise project enabling residents to directly benefit from the solar panels on the communal roof. This model is now being considered on other new homes sites.
- Other Solarise projects include completion of two new large solar PV arrays on a seniors housing scheme and installation currently underway of individual solar PV arrays directly wired onto flats on a Hidden homes project.
- Solar Together Sussex collective buying scheme for private sector households – 211 households accepted offers and installations continuing up to May 2021

## 5. Improving council housing and community involvement

### 5.1 Slightly off track: Work with tenants to develop a 'decent environment' standard

- Currently on hold due to service pressures and other priorities due to Covid-19
- Consultation with residents will begin in September 2021 in line with lockdown easing, and a report will be taken to Housing Committee in November 2021

### 5.2 On track: Develop a fire safety programme in conjunction with tenants and residents

- Sprinklers are now fitted as standard in all council new build homes
- Sprinkler systems at St James's House and Essex Place – currently reviewing following feedback from residents
- Council is working to consider the likely impacts of the proposed Building Safety legislation including proposed resident engagement strategy for building safety
- Fire Risk Assessments are carried out regularly to council housing buildings and are ongoing

### 5.3 On track: Review and develop a new tenant and community involvement policy/strategy for housing, ensuring we learn from the lived experience of our clients, meet the 'Involvement and Empowerment' standard and that co-production is at the heart of our tenant and resident involvement work

- New Tenant and Leaseholder Engagement Strategy was approved at Housing Committee in March 2021
- Next stage will be to coproduce an implementation plan with residents' groups to bring to Area Panels in October 2021

### 5.4 Slightly off track: Extend participatory budgeting

- Report approved at March 2021 Housing Committee, having been deferred from June 2020 due to Covid-19 priorities

### 5.5 Slightly off track: Develop the work undertaken with leaseholders to develop a new leasehold involvement policy, setting out how leaseholders can be supported to be more proactively involved in capital works and other leasehold matters

- Consultation with leaseholders on new planned maintenance and improvement programme contracts has concluded and work is underway to mobilise these new contracts. Leaseholders will be consulted where the council has plans to undertake works under these contracts on a block by block basis
- Second stage consultation with leaseholders on the proposed frameworks for major works has concluded and the next stage will be to mobilise the framework and run mini-competitions for proposed projects through the framework
- The council is continuing to update tenants and leaseholders that sit on the 'task and finish' group that is working on the programme. Online sessions are now operating for this group
- The council is currently undertaking a survey of all leaseholders and will share the results of this with the Leaseholder Action Group when this is complete

## 6. Enabling more affordable home ownership

### 6.1 On track: Work with Community Land Trust (CLT) to develop self-build opportunities

- CLT focus is on affordable rented homes which are likely to be self-build

### 6.2 Slightly off track: Work with Homes for Brighton & Hove and registered providers in the city to develop 500 shared ownership properties for essential workers who live and work in the city

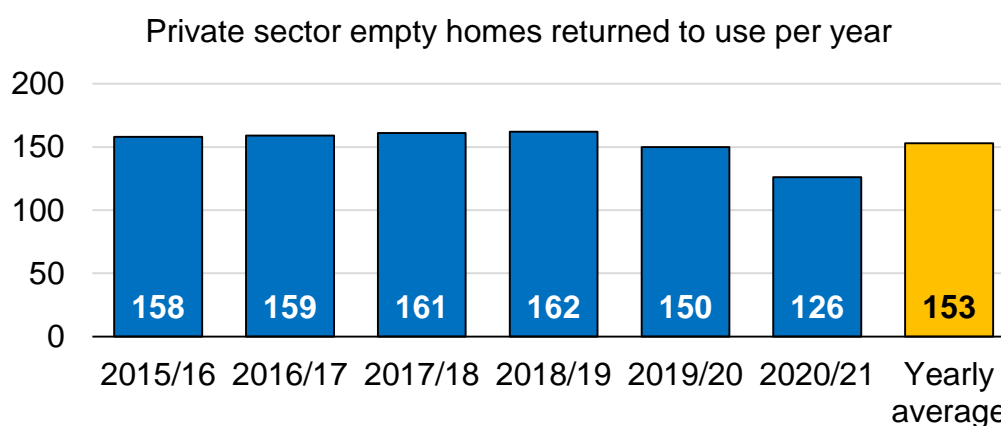
- The Living Wage Joint Venture, Homes for Brighton & Hove, has planning permission for its first two sites totalling 346 homes
- Homes for Brighton & Hove is becoming a delivery company, with 178 rented council homes and 168 shared ownership homes owned/managed by Hyde
- Target completion dates are in early 2023/24

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## 7. Make fuller use of shared housing capacity

**7.1 Slightly off track:** Review our empty homes policy to ensure 650 empty homes are brought back into use

- Progress restricted by Covid-19 restrictions – 21 homes brought back into use during Q4 (or 126 during 2020/21 against a target of 160)



**7.2 Slightly off track:** Develop a policy to incentivise households to relinquish council tenancies as an alternative to right to buy

- Committee report due for September 2020 – deferred due to Covid-19 priorities

**7.3 Slightly off track:** Investigate the possibility of supporting a ‘lodger’ scheme and report to Committee

- Committee report due for March 2021 – deferred due to Covid-19 priorities

**7.4 On track:** Undertake an impact assessment of short-term holiday lets and Air BnB in the city and consider options that may inform an approach to alleviate the most detrimental issues arising

- Report on Regulation of Short-Term Holiday Lets was agreed at Tourism, Equalities, Communities & Culture and Housing committees in March 2020. It included using existing powers to deal with complaints, ensuring coordinated approach to enforcement between services and lobbying central government for enhanced enforcement powers and a national registration scheme
- Officers have met to develop an easier reporting mechanism for the public so that relevant council teams can take appropriate enforcement action regarding holiday lets where possible

## 8. Alleviating poverty

**8.1 Slightly off track:** Ensure the in house repairs services includes measures to: provide opportunities for young people to develop skills for example through apprenticeships; maximise community benefits, including through use of local firms and labour for supply chain as well as planned and major works; and, develop pathways to employment that are inclusive in offering opportunities to all the communities we serve

- A report on 'Update on Repairs & Maintenance to Council Housing Stock' was considered by September 2020 Housing Committee. Following the insourcing there are many ongoing and new projects which are being delivered by the programme team
- Due to the Covid-19 outbreak, the planned and major works procurement was paused as were other areas of the programme, including taking on apprentices
- Some existing apprentices were moved to empty property works so they could physically distance while working, but it has not yet been possible to recruit additional apprentices

**8.2 Slightly off track:** Review arrears policy to ensure all action is taken at the earliest stage, support given and eviction is used as a last resort
















- Business Process Review of income collection, including arrears policies, has been delayed while resources have been diverted to the Covid-19 response
- 96.40% of rent collected from council tenants during 2020/21

**8.3 Slightly off track:** Develop an arrears policy for temporary accommodation, which gives tenants the same level of support and assistance as those in permanent accommodation











- Business Process Review of income collection, including arrears policies, has been delayed while resources have been diverted to the Covid-19 response
- Policy is in place for long term temporary accommodation which matches that in council owned housing
- All new emergency accommodation contracts are to have minimal use of or specific service charges under re-procurement, although this has been delayed due to the Covid-19 response

## Part two: Performance indicators










The council is responsible for managing 11,698 council owned homes and 2,359 leaseholder homes, as well as providing temporary accommodation for 2,207 homeless households plus approximately 360 Covid-19 short term placements.


	Customer feedback – all Housing services	Target	Q3 2020/21	Q4 2020/21	Status against target	Trend since Q3	2019/20	2020/21	Status against target	Trend since 2019/20
9.1	 Compliments received from customers	88 per quarter	104	82			347	349		
9.2	 Stage one complaints responded to within 10 working days	80%	67% (64 of 96)	71% (77 of 108)			77% (390 of 506)	68% (234 of 346)		
9.3	Stage one complaints upheld	Info	48% (46 of 96)	50% (54 of 108)	n/a	n/a	48% (247 of 506)	49% (168 of 346)	n/a	n/a
9.4	Stage two complaints upheld	18%	38% (5 of 13)	7% (1 of 14)			25% (15 of 61)	26% (11 of 43)		

























  Private sector housing		Target	Q3 2020/21	Q4 2020/21	Status against target	Trend since Q3	2019/20	2020/21	Status against target	Trend since 2019/20
10.1	New licences issued for Houses in Multiple Occupation (HMOs)	Info	72	144	n/a	n/a	1,137	437	n/a	n/a
10.2	HMOs where all special conditions have been met (for licences issued over 12 months ago)	50%	41.3% (798 of 1,934)	49.8% (821 of 1,649)			50.1% (942 of 1,882)	49.8% (821 of 1,649)		
10.3	Private sector empty homes returned to use	40	29	21			150	126		




The Q3 figure above has increased since last reported (from 20 to 29) because Council Tax records have identified more homes brought back in use during this period, and there is a reporting lag between the date they were back in use and the date this could be confirmed.

 Housing adaptations		Target	Q3 2020/21	Q4 2020/21	Status against target	Trend since Q3	2019/20	2020/21	Status against target	Trend since 2019/20
11.1	Private housing – average weeks taken to approve Disabled Facilities Grant applications	10	20.9	19.8			11.3	17.8		
11.2	Council housing – average weeks taken to approve applications and commence works	10	6.0	5.6			13.8	6.3		

 <b>Housing Needs – Housing Options and allocations</b>		Target	Q3 2020/21	Q4 2020/21	Status against target	Trend since Q3	2019/20	2020/21	Status against target	Trend since 2019/20
12.1	Households prevented from becoming homeless	202 per quarter	174	TBC	TBC	TBC	824	TBC	TBC	TBC
12.2	New households accepted as homeless	Info	42	TBC	n/a	n/a	310	TBC	n/a	n/a
12.3	Number of households on the social housing waiting list	Info	7,123	TBC	n/a	n/a	9,155	TBC	n/a	n/a

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	Housing Needs – temporary accommodation	Target	Q3 2020/21	Q4 2020/21	Status against target	Trend since Q3	2019/20	2020/21	Status against target	Trend since 2019/20
13.1	Homeless households in temporary accommodation (housed under statutory duties)	Info	1,852	2,207	n/a	n/a	1,750	2,207	n/a	n/a
13.2	Covid-19 short term placements – rough sleepers and people at risk of rough sleeping	Info	380	360	n/a	n/a	270	360	n/a	n/a
13.3	Rent collected for emergency accommodation	89.21%	75.67% (£3.3m of £4.3m)	78.35% (£4.5m of £5.7m)			71.84% (£846k of £1.2m)	78.35% (£4.5m of £5.7m)		
13.4	Rent collected for leased temporary accommodation properties	96.10%	95.02% (£5.6m of £5.9m)	96.96% (£7.3m of £7.5m)			95.97% (£1.7m of £1.8m)	96.96% (£7.3m of £7.5m)		
13.5	 Rent collected for Seaside Homes	91.00%	91.73% (£3.3m of £3.6m)	91.64% (£4.5m of £4.9m)			88.38% (£1.0m of £1.2m)	91.64% (£4.5m of £4.9m)		
13.6	Empty temporary accommodation homes (all types)	For info	188	370	n/a	n/a	115	370	n/a	n/a
13.7	Seaside Homes with a valid Landlord's Gas Safety Record	100%	98.6% (423 of 429)	99.8% (428 of 429)			100% (429 of 429)	99.8% (428 of 429)		
13.8	<b>New:</b> Leased properties with a valid Landlord's Gas Safety Record	100%	96.2% (652 of 678)	96.9% (625 of 645)			96.1% (646 of 672)	96.9% (625 of 645)		

 Council housing – supply		Q3 2020/21	Q4 2020/21	2019/20	2020/21
14.1	 Additional council homes	16	31	77	144
14.2	... at Local Housing Allowance rents	31% (5 of 16)	61% (19 of 31)	52% (40 of 77)	67% (97 of 144)
14.3	... at 37.5% Living Wage rents	19% (3 of 16)	19% (6 of 31)	31% (24 of 77)	18% (26 of 144)
14.4	... at 27.5% Living Wage rents	50% (8 of 16)	13% (4 of 31)	6% (5 of 77)	12% (17 of 144)
14.5	...at social rents	0% (0 of 16)	6% (2 of 31)	10% (8 of 77)	3% (4 of 144)
14.6	Council homes sold through the Right to Buy	3	6	35	23
Of the 23 homes sold during 2020/21, 15 were flats (6 one bed, 7 two bed, 2 three bed) and 8 were houses (5 two bed, 2 three bed, 1 four bed).					
14.7	Net change in the number of council homes – all rent levels	+13	+25	+42	+121
14.8	Net change in the number of council homes – social and 27.5% Living Wage rent homes only	+5	0	-21	-2
14.9	 Total council owned homes	11,673	11,698	11,577	11,698
Total stock of 11,698 includes 10,691 general needs, 877 seniors housing, 95 council owned temporary/emergency dwellings (including units not yet handed over), 24 Next Steps accommodation and 11 long term leases to housing associations. In addition, there are 2,359 leaseholder and 499 Seaside Homes dwellings.					

#### 14.10 Council housing – buy backs (Home Purchase and Next Steps Accommodation programmes)

Buy backs by application date	2017/18	2018/19	2019/20	2020/21	Total
<b>Total applications</b>	<b>5</b>	<b>53</b>	<b>88</b>	<b>160</b>	<b>306</b>
Of which, became purchases	2	32	51	36	121
Council declined	1	13	11	13	38
Owner declined offer	1	5	12	11	29
Owner withdrew	1	3	12	29	45
Outcome pending	0	0	2	71	73

Completed buy backs by rent level	2017/18	2018/19	2019/20	2020/21	Total
<b>Completed purchases</b>	<b>1</b>	<b>13</b>	<b>43</b>	<b>64</b>	<b>121</b>
... general needs social rent	0	0	1	3	4
... general needs 27.5% Living Wage	0	0	5	18	23
... general needs 37.5% Living Wage	1	5	24	14	44
... temporary housing at LHA rates	0	8	13	29	50









#### Summary of all buy backs since start of programmes, September 2017
















Total purchases	Social rent	27.5% LWR	37.5% LWR	LHA rate	No. rent reserve applied	Total rent reserve applied	Net modelled subsidy (surplus) over all properties to date (£)
121*	4	23	44	50	26**	£1.233m***	£104,000





























\* Of which 105 are flats (4 studio, 45 one bed, 46 two bed, 10 three bed) and 16 are houses (3 two bed, 13 three bed).

\*\* Following Housing Committee decision to use rent reserve to keep rents as low as possible.





























\*\*\* Applied during 2019/20 – a further £827k is anticipated to be used during 2021/22.

 Council housing – management		Target	Q3 2020/21	Q4 2020/21	Status against target	Trend since Q3	2019/20	2020/21	Status against target	Trend since 2019/20
15.1	 Rent collected from council tenants	95%	96.41% (projection)	96.40% (£51.0m of £52.9m)			96.80% (£50.4m of £52.0m)	96.40% (£51.0m of £52.9m)		
At end December, 27% of council tenants (3,010 of 11,309) were in arrears, which breaks down as 767 less than £100; 1,122 between £100 and £499.99; 1,121 more than £500										
15.2	 Tenants known to claim Universal Credit (UC)	Info	25% (2,776 of 11,309)	25% (2,886 of 11,298)	n/a	n/a	19% (2,117 of 11,436)	25% (2,886 of 11,298)	n/a	n/a
15.3	UC tenants in arrears who have an alternative payment arrangement	Info	46% (719 of 1,559)	50% (762 of 1,534)	n/a	n/a	39% (531 of 1,355)	50% (762 of 1,534)	n/a	n/a
15.4	Arrears of UC tenants as a proportion of total arrears	Info	68% (£1.3m of £1.9m)	69% (£1.3m of £1.9m)	n/a	n/a	65% (£1.1m of £1.6m)	69% (£1.3m of £1.9m)	n/a	n/a
15.5	Tenants evicted due to rent arrears	Info	0	0	n/a	n/a	0	0	n/a	n/a
15.6	Tenants evicted due to anti-social behaviour (ASB)	Info	0	0	n/a	n/a	1	0	n/a	n/a
15.7	 New ASB cases reported	Info	155	208	n/a	n/a	744	770	n/a	n/a
15.8	Closed ASB cases	Info	176	203	n/a	n/a	771	725	n/a	n/a
15.9	Average days taken to resolve ASB cases	Info	126	156	n/a	n/a	109	118	n/a	n/a

 Council housing – management	Target	Q3 2020/21	Q4 2020/21	Status against target	Trend since Q3	2019/20	2020/21	Status against target	Trend since 2019/20	
15.10	Active ASB cases (quarter end)	Info	290	295	n/a	n/a	250	295	n/a	n/a
15.11	Surveyed ASB victims satisfied with how their case was handled (year to date)	85%	100% (3 of 3)	67% (4 of 6)			95% (33 of 35)	67% (4 of 6)		
15.12	Tenancies sustained following difficulties	98%	95% (18 of 19)	95% (21 of 22)			97% (132 of 136)	96% (69 of 72)		
15.13	 Average re-let time (calendar days) excluding time spent in major works	Info	87 (46 lets)	105 (103 lets)			20 (445 lets)	97 (213 lets)		
15.14	Average 'key to key' empty period (calendar days) including time spent in major works	Info	120 (46 lets)	156 (103 lets)	n/a	n/a	43 (445 lets)	135 (213 lets)	n/a	n/a
15.15	 Empty council homes (includes new homes)	Info	305	311	n/a	n/a	78	311	n/a	n/a


 Council housing – repairs and maintenance		Target	Q3 2020/21	Q4 2020/21	Status against target	Trend since Q3	2019/20	2020/21	Status against target	Trend since 2019/20
16.1	Emergency repairs completed within 24 hours	99%	98.2% (2,715 of 2,764)	98.3% (3,377 of 3,437)			99.8% (9,316 of 9,337)	98.7% (11,338 of 11,486)		
16.2	Routine repairs completed within 28 calendar days	92%	77.0% (2,192 of 2,847)	65.9% (2,572 of 3,902)			99.4% (17,914 of 18,000)	71.2% (7,415 of 10,417)		
16.3	 Average time to complete routine repairs (calendar days)	15	32	41			15	35		
16.4	 Appointments kept as proportion of appointments made	97%	97.3% (9,395 of 9,657)	97.9% (6,653 of 6,798)			97.4% (35,305 of 36,250)	97.4% (26,332 of 27,030)		
16.5	 Tenants satisfied with repairs (standard of work)	96%	95% (1,071 of 1,130)	96% (1,291 of 1,351)			98.4% (1,812 of 1,842)	95.5% (3,749 of 3,924)		
16.6	Repairs completed at first visit	92%	90.1% (5,058 of 5,611)	90.2% (6,622 of 7,339)			86.9% (23,764 of 27,337)	91.6% (20,063 of 21,903)		
16.7	Repairs Helpdesk – calls answered	Info	95% (19,778 of 20,839)	TBC	n/a	n/a	75% (59,819 of 79,772)	TBC	n/a	n/a
16.8	Repairs Helpdesk – average call answering time (seconds)	Info	37	TBC	n/a	n/a	219	TBC	n/a	n/a



 Council housing – repairs and maintenance	Target	Q3 2020/21	Q4 2020/21	Status against target	Trend since Q3	2019/20	2020/21	Status against target	Trend since 2019/20
16.9  Dwellings meeting Decent Homes Standard	100%	93.68% (10,935 of 11,673)	91.88% (10,748 of 11,698)			100% (11,577 of 11,577)	91.88% (10,748 of 11,698)		
16.10 Energy efficiency rating of homes (out of 100)	67.4	67.8	68.0			67.5	68.0		
16.11  Council homes with a valid Landlord's Gas Safety Record	100%	100% (10,004 of 10,004)	100% (10,026 of 10,026)			99.79% (9,962 of 9,982)	100% (10,026 of 10,026)		
16.12  Lifts – average time taken (hours) to respond	2	2.6	2.8			2.6	2.8		
16.13 Lifts restored to service within 24 hours	95%	88% (139 of 158)	96% (301 of 303)			97% (669 of 687)	94% (690 of 736)		
16.14 Lifts – average time taken (days) to restore service when not within 24 hours	7	7	5			8	6		

Please note that new performance indicators relating to planned and major works are currently being developed and will be included in future versions of these performance reports once new arrangements are in place. Updates are as follows:

- **Planned works and improvement programmes:** Long term agreements with contractors to deliver planned maintenance and improvement programmes are now in place and planned programmes are commencing.
- **Major Capital Works framework (MCW) update**  
Evaluation and moderation of bids for places on the framework have been completed and consultation with leaseholders is complete. The framework is now being mobilised ahead of running mini-competitions for proposed projects through the framework.

 Leaseholder disputes		Q3 2020/21	Q4 2020/21	2020/21
17.1	Stage one disputes opened	30	3	37
17.2	Stage one disputes closed	14	1	18
17.3	Active stage one disputes (end quarter/year)	20	22	22
17.4	Stage two disputes opened	4	0	5
17.5	Stage two disputes closed	3	1	5
17.6	Active stage two disputes (end quarter/year)	2	1	1
17.7	Stage three disputes opened	0	1	1
17.8	Stage three disputes closed	0	0	0
17.9	Active stage three disputes (end quarter/year)	1	2	2
These figures in this table count individual disputes, which can involve one or several leaseholders because they range in scale in complexity. The Covid-19 pandemic has made it harder to arrange the inspections required to resolve many disputes and the Leasehold team are working to resolve this.				