

Committee workplan progress update and Housing performance report

Quarter 1 2021/22

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 good performance, with 50% (17) of Housing Committee Work Plan objectives on track for delivery and 8 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 under regular review its plans to rectify areas where performance has been adversely impacted by the Covid-19 pandemic.

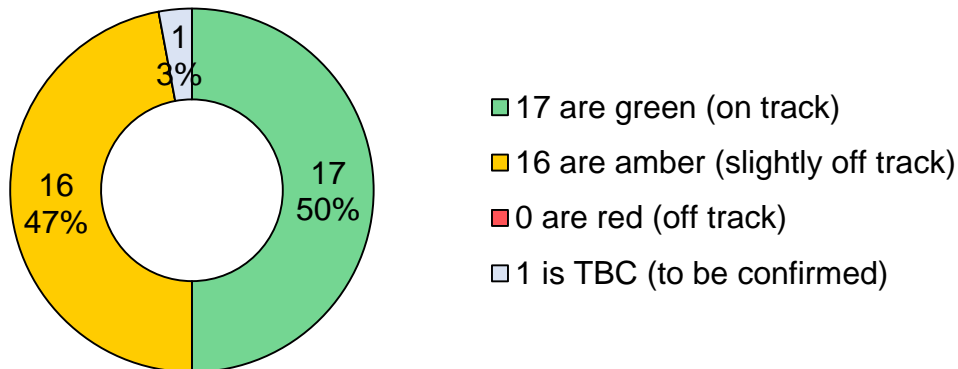
Performance areas	Page
Housing Committee priorities and work plan	
Additional council homes	4, 5, 17
Other additional affordable homes	6
Council home buy backs	4, 8, 18
Right to Buy sales	5, 17
Sites identified for Community Land Trust development	5
Houses in Multiple Occupation (HMO) licensing	6, 15
Private sector housing 'requests for assistance' received	6
Rough sleepers and Covid-19 placements	7
Housing First placements	8
Energy efficiency rating of council homes	9, 21
Private sector empty homes returned to use	12, 15

Performance areas	Page
Performance indicators	
Customer feedback	
Compliments and complaints – all Housing Services	14
Housing major adaptations	
Private sector housing adaptations	15
Council housing adaptations	15
Housing Options and allocations	
Homelessness preventions	15
Homelessness acceptances	15
Social housing waiting list	15
Temporary accommodation	
Households placed	16
Rent collected	16
Gas safety compliance (Seaside Homes and leased)	16
Council housing supply	
Additional homes by rent level	17
Council housing management	
Rent collected	19
Universal Credit	19
Tenants evicted	19
Anti-social behaviour	19
Calls answered (Housing Customer Services)	19
Tenancies sustained	20
Empty homes and re-let times	20
Council housing repairs and maintenance	
Repairs completion times	21
Repairs appointments kept	21
Tenants satisfied with repairs	21
Repairs completed at first visit	21
Calls answered (Repairs Helpdesk)	21
Decent Homes Standard	22
Gas safety compliance (council homes)	22
Lift breakdowns	22
Leaseholder disputes	23







This housing performance report covers Quarter 1 (Q1) of 2021/22 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:

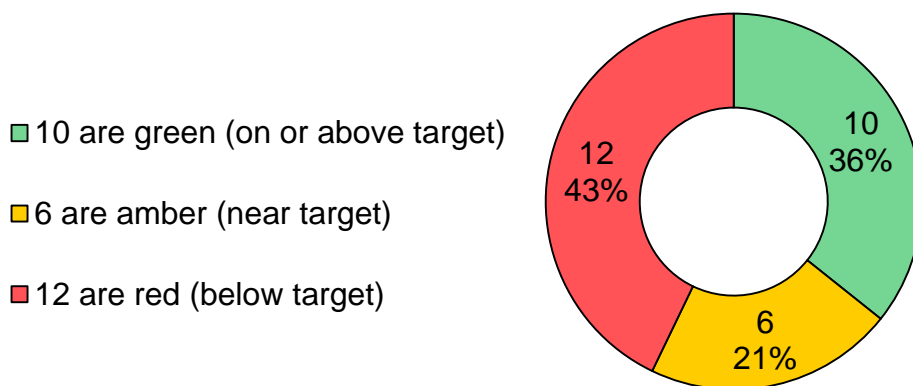
Work plan objectives



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. Commentary has been included for indicators which are red. During Quarter 1, the ratings and trends were as follows:

- | | | | |
|---|--|---|---|
|  | Green – on or above target
(10 indicators) |  | Improved since last time
(8 indicators) |
|  | Amber – near target
(6 indicators) |  | Same as last time
(5 indicators) |
|  | Red – below target
(12 indicators) |  | Poorer than last time
(15 indicators) |

Performance indicators



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

1. Provide additional affordable homes

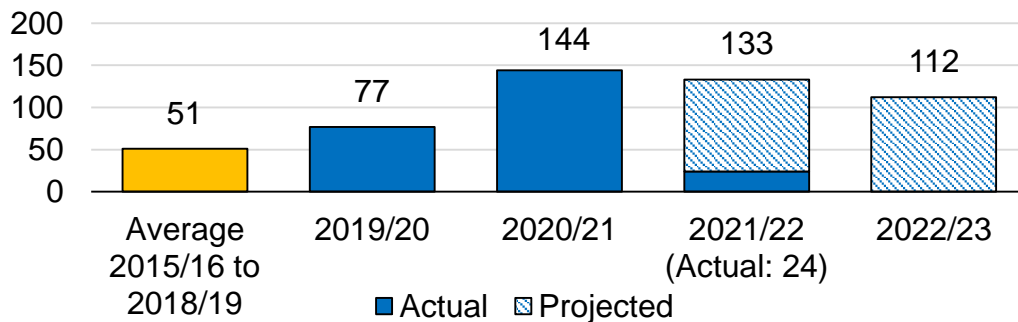
Regular updates on progress are provided to Housing Supply Member Board

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

Total of 466 homes projected for 2019 to 2023:

- 2021/22: 133 homes – buy backs (105), Hidden Homes (14), Frederick Street (4), and Oxford Street (10)
- 2022/23: 112 homes – buy backs (50), Hidden Homes (4), Rotherfield Crescent (3), Victoria Road (42) and potential further schemes (13)
- Completion dates for 408 homes have changed from 2022/23 to early 2023/24 (including 176 Homes for Brighton & Hove dwellings)

Additional council homes per year

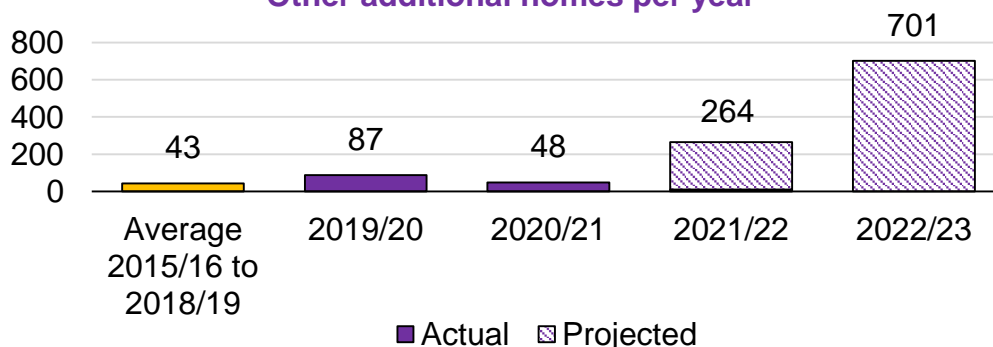


1.2 On track: Achieve 700 other additional homes (registered provider, affordable rented, shared ownership)

Total of 1,100 homes projected for 2019 to 2023 (379 rent and 721 shared ownership):

- 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: 701 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) New Church Road (5) and King's House (92)

Other additional homes per year



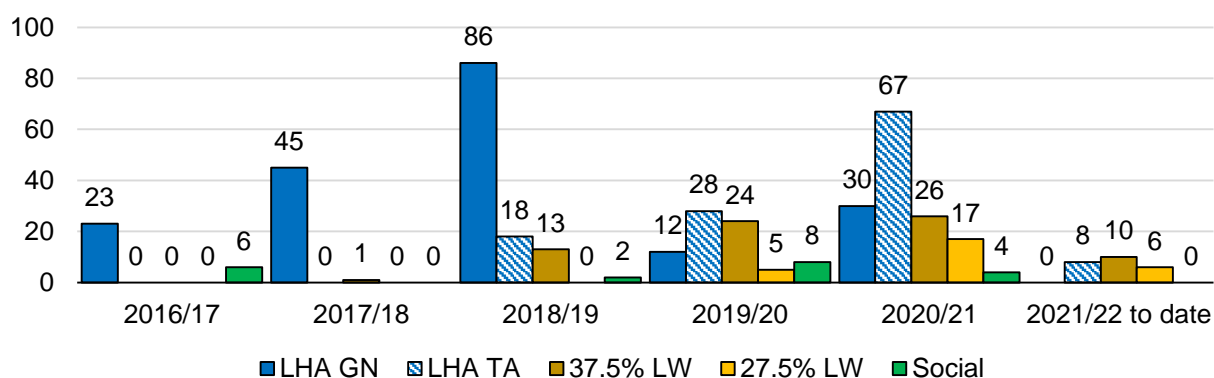
1. Provide additional affordable homes

Regular updates on progress are provided to Housing Supply Member Board

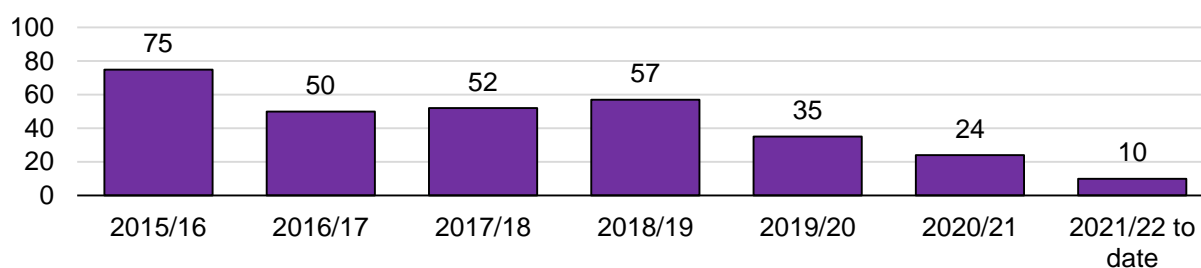
1.3 On track: Review the rent policy to maximise the number of council homes replaced at social or living wage rents (especially those at 27.5% Living Wage)

38% of new general needs council homes (6 of 16) delivered so far during 2021/22 are at social (0) or 27.5% Living Wage rents (6) with the others at 37.5% Living Wage rents (10). 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)



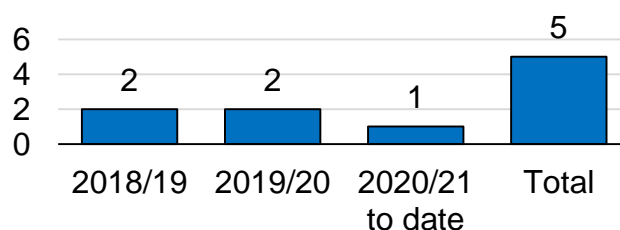
1.4 On track: Develop a policy for the council to take the role of developer on major sites

- 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

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

- Private Sector Housing Update report went to Housing Committee in June 2021, which was noted and will be followed by a further report in September 2021



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

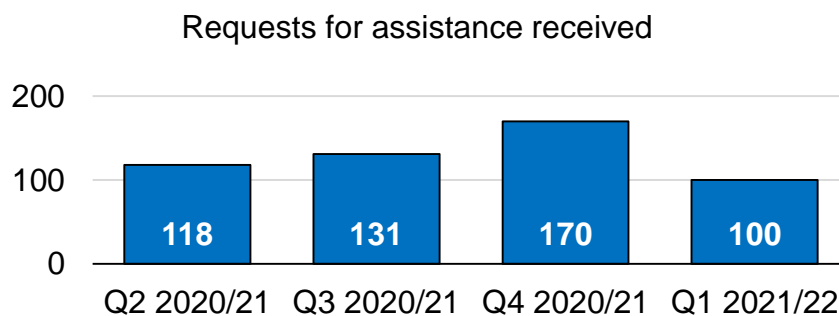
- This has been delayed while resources have been allocated to the Covid-19 response but is planned to be picked up over the next few months
- Also exploring forums that currently exist for private tenants and discussing with councillors whether these will meet requirements – briefing to go to Housing 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
- Private Sector Housing Update report went to Housing Committee in June 2021, which was noted and will be followed by a further report in September 2021

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

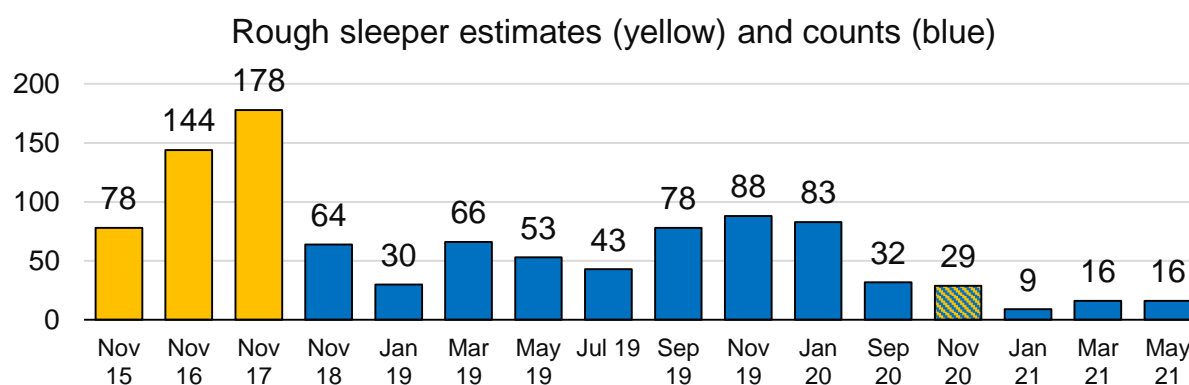
- Request for assistance top categories during Q1: disrepair (25%), dampness (11%), nuisance from neighbour's disrepair (11%) and safety concerns other than disrepair (10%)



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)

- An update on the Next Steps Accommodation Programme (NSAP) was noted at June 2021 Housing Committee. NSAP is 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
- The number of rough sleeper and other Covid placements has decreased from 392 at end March 2021 to 258 at end June 2021. Of the latter, 90 were 'Covid 1' placements (funded through NSAP, includes verified rough sleepers) and 168 are 'Covid 2' placements (not funded through NSAP). There will be a further update on progress to September Housing Committee.



The November 2020 figure 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

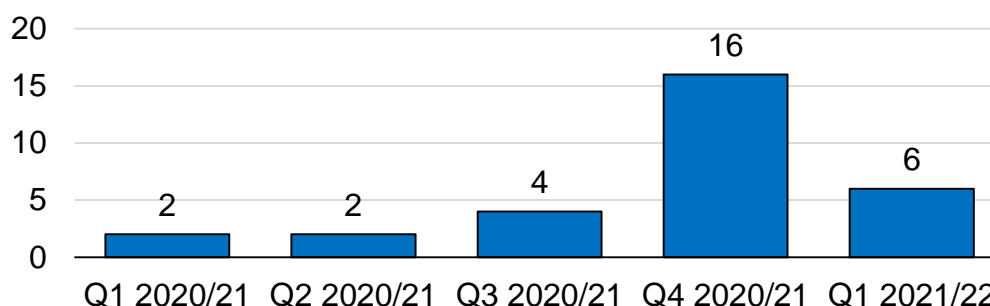
- Night shelter closed in early April 2020 on the advice of MHCLG and Public Health England due to accommodation having shared facilities. The advice from MHCLG is that congregate sleep space services should not be (re)commissioned
- We have expanded provision of the street offer of accommodation of an additional 30 beds funded through the Rough Sleeping Initiative. Mobilisation is gradual between July and September 2021.

3. Alleviating homeless and rough sleeping

3.4 On track: Expand Housing First

- The total number of Housing First units was brought to 60 in 2020/21 with further units to be delivered through buy backs during 2021/22
- 21% of (30 of 145) buy backs delivered so far are for Housing First / Next Steps

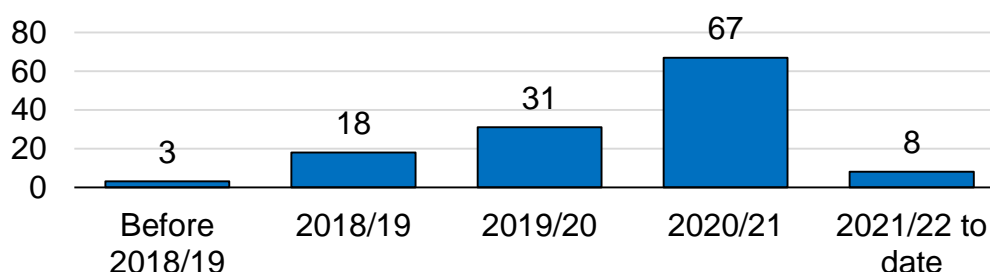
Housing First / Next Steps buy backs per quarter



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.
- Buy backs – 58 of 145 are for temporary or Next Steps / Housing First (8 during 2018/19, 13 during 2019/20, 29 during 2020/21 and 8 during 2021/22 to date)

Council owned temporary accommodation by year delivered (including Next Steps / Housing First)



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 spring 2021 and will include people with a lived experience of homelessness

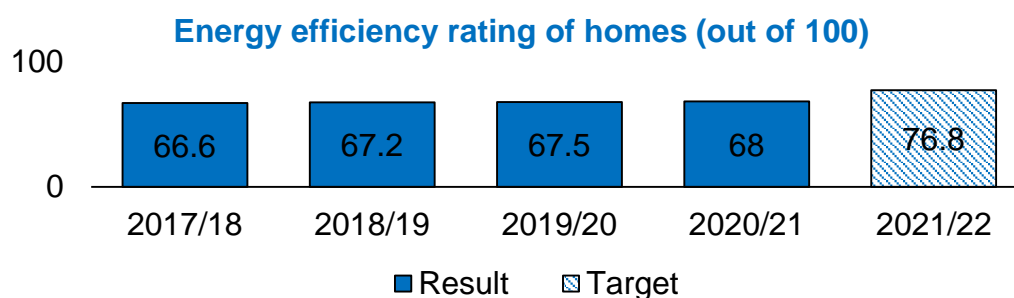
4. Achieving carbon reductions and sustainability in housing including address fuel poverty

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



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 and the committee endorsed a draft New Build Housing Sustainability Policy
- Victoria Road new build scheme will pilot a low energy 'microgrid' heating and electricity solution integrating ground source heat pumps and solar panels to reduce residents' bills

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 council homes (1,000 by 2023) will happen once additional project management support recruited
- Solarise projects:
 - Delivered first 'block tariff' on a council housing new build, through which residents can benefit from the solar panels on their communal roof
 - Completion of two new large solar PV arrays on a seniors housing scheme
 - Installation of solar PV arrays on new Hidden Homes flats currently on site

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
- Currently engaging consultancy services to support a review of the new building safety guidance and implementation

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 contracts are now operating. Leaseholders are being consulted where the council has plans to undertake works under these contracts on a block-by-block basis
- Engagement with tenants and leaseholders is underway for proposed projects that will be tendered through the major works 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 has completed a survey of all leaseholders and will share the results of this with the Leaseholder Action Group shortly

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

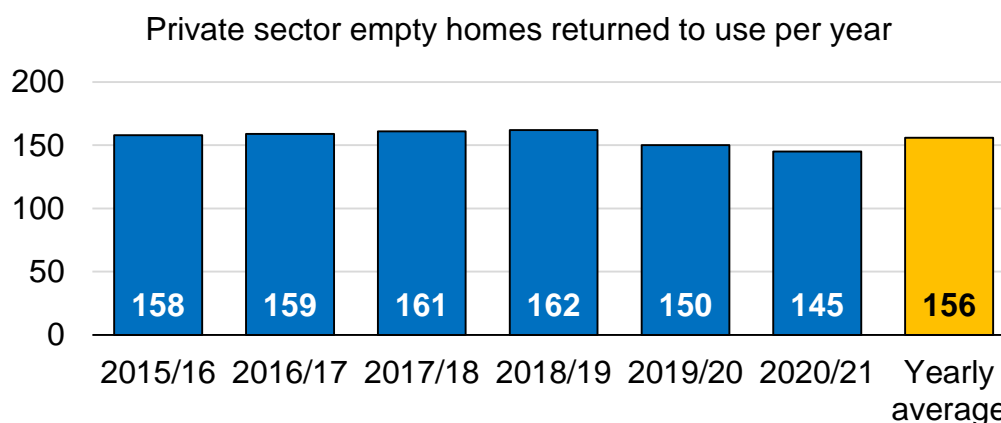
6.2 Slightly off track: Work with Homes for Brighton & Hove and registered providers in the city to develop 500 shared ownership properties for essential workers who live and work in the city

- 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 168 Hyde shared ownership homes and 178 rented homes (176 council and 2 Hyde)
- Target completion dates are in early 2023/24

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 – 23 homes brought back into use during 2021/22 to date



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 include 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

- 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
- However, the service hope to take on two electrical apprentices in September

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
- 96.38% 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

- 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 11,700 council owned homes and 2,355 leaseholder homes, as well as providing temporary accommodation for 2,113 households including rough sleepers and others accommodated as a result of the Covid-19 response











	Customer feedback – all Housing services	Target	Q4 2020/21	Q1 2021/22	Status against target	Trend since Q4
9.1	 Compliments received from customers	Info	82	73	n/a	n/a
9.2	 Stage one complaints responded to within 10 working days	80%	71% (77 of 108)	81% (83 of 102)		
9.3	Stage one complaints upheld	Info	50% (54 of 108)	58% (59 of 102)	n/a	n/a
9.4	Stage two complaints upheld	18%	7% (1 of 14)	9% (1 of 11)		




  Private sector housing	Target	Q4 2020/21	Q1 2021/22	Status against target	Trend since Q4	
10.1	New licences issued for Houses in Multiple Occupation (HMOs)	Info	144	56	n/a	n/a
10.2	HMOs where all special conditions have been met (for licences issued over 12 months ago)	47%	49.8% (821 of 1,649)	52.38% (1,069 of 2,041)		
10.3	Private sector empty homes returned to use	32	35	28		

The Q4 figure above has increased from 26 to 35 since last reported. This is 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	Q4 2020/21	Q1 2021/22	Status against target	Trend since Q4	
11.1	Private housing – average weeks taken to approve Disabled Facilities Grant applications	10	19.8	23.6		
A high number of private sector clients have chosen to defer making the grant application and have works start due to Covid-19, and there have been restrictions on visits to clients' homes. Alongside remote working to progress applications, staff are reassuring clients of the health and safety measures put in place by staff and contractors, and rescheduling deferred applications.						
11.2	Council housing – average weeks taken to approve applications and commence works	10	5.6	7.9		

 Housing Needs – Housing Options and allocations	Target	Q4 2020/21	Q1 2021/22	Status against target	Trend since Q4	
12.1	Households prevented from becoming homeless (by council and partner agencies)	424	394	397		
12.2	New households accepted as homeless	Info	40	49	n/a	n/a
12.3	Number of households on the social housing waiting list	Info	6,982	4,800	n/a	n/a

 Housing Needs – temporary accommodation	Target	Q4 2020/21	Q1 2021/22	Status against target	Trend since Q4	
13.1	Total households in temporary accommodation (homeless and through service level agreements)	Info	2,111	2,113	n/a	n/a
13.2	Rent collected for emergency accommodation (year to date including loss from empty homes)	89.21%	78.35% (£4.5m of £5.7m)	73.90% (£1.2m of £1.6m)		
This indicator includes rent loss from empty emergency accommodation dwellings, which is higher than usual while people who were placed in response to Covid-19 are moved on from 'block booked' accommodation such as hotels and hostels, ahead of handing some of them back. The collection rate excluding this type of rent loss is 92.56% which is above target.						
13.3	... as above but excluding rent loss from empty homes	Info	87.30% (£4.5m of £5.2m)	92.56% (£1.2m of £1.2m)	n/a	n/a
13.4	Rent collected for leased temporary accommodation properties	96.10%	96.96% (£7.3m of £7.5m)	94.57% (£1.6m of £1.6m)		
13.5	... as above but excluding rent loss from empty homes	Info	102.21% (£7.3m of £7.1m)	99.60% (£1.6m of £1.6m)	n/a	n/a
The indicator above (like the other rent collection indicators in this table) measures the actual amount of rent collected during the year to date compared to the amount due within the same period. It is sometimes possible for the former to be larger, thereby producing results over 100%.						
13.6	 Rent collected for Seaside Homes	91.00%	89.81% (£4.5m of £5.0m)	90.31% (£1.1m of £1.3m)		
13.7	... as above but excluding rent loss from empty homes	Info	95.46% (4.5m of 4.7m)	94.30% (£1.1m of £1.2m)	n/a	n/a
13.8	Empty temporary accommodation homes (all types)	For info	112	135	n/a	n/a
13.9	Seaside Homes with a valid Landlord's Gas Safety Record	100%	99.8% (425 of 426)	99.3% (423 of 426)		
13.10	Leased properties with a valid Landlord's Gas Safety Record	For info	96.9% (625 of 645)	91.4% (571 of 625)	n/a	n/a
The indicator above no longer has a target given that the role of the council when it comes to leased properties is to monitor progress and remind landlords to arrange gas safety checks, whereas the council's gas contractor carries out checks in Seaside and council homes.						

 Council housing – supply		Q4 2020/21	Q1 2021/22
14.1	 Additional council homes	31	24
14.2	... at Local Housing Allowance (LHA) rents	61% (19 of 31)	33% (8 of 24)
*All eight homes at LHA rates from Q1 were buy backs for use as temporary housing			
14.3	... at 37.5% Living Wage rents	19% (6 of 31)	42% (10 of 24)
14.4	... at 27.5% Living Wage rents	13% (4 of 31)	25% (6 of 24)
14.5	...at social rents	6% (2 of 31)	0% (0 of 24)
14.6	Council homes sold through the Right to Buy	7	10
Of the 10 homes sold during Quarter 1, 5 were flats (2 one bed, 3 two bed) and 5 were houses (1 two bed, 4 three bed).			
14.7	Net change in the number of council homes – all rent levels	+24	+14
14.8	Net change in the number of council homes – social and 27.5% Living Wage rent homes only	-1	-4
14.9	 Total council owned homes	11,686	11,700
The figures in the row above have been adjusted to exclude 11 long term leases to housing associations, which are no longer categorised as council owned. Total stock of 11,700 includes 10,696 general needs, 877 seniors housing and 127 temporary housing (including dwellings not yet handed over).			

14.10 Council housing – buy backs (Home Purchase and Next Steps / Housing First)

Buy backs by application date	2017/18	2018/19	2019/20	2020/21	2021/22 to date	Total
Total applications	5	53	88	159	56	361
Of which, became purchases	2	32	53	58	0	145
Council declined	1	13	11	15	3	43
Owner declined offer	1	5	12	14	1	33
Owner withdrew	1	3	12	31	5	52
Outcome pending	0	0	0	41	47	88

Completed buy backs by rent level	2017/18	2018/19	2019/20	2020/21	2021/22 to date	Total
Completed purchases	1	13	43	64	24	145
... general needs social rent	0	0	1	3	0	4
... general needs 27.5% Living Wage	0	0	5	18	6	29
... general needs 37.5% Living Wage	1	5	24	14	10	54
... temporary housing at LHA rates	0	8	13	29	8	58












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 (£)
145*	4	29	54	58	26 **	£1.233m ***	£104,000




















* Of which 127 are flats (4 studio, 52 one bed, 61 two bed, 10 three bed) and 18 are houses (3 two bed, 14 three bed, 1 four 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	Q4 2020/21	Q1 2021/22	Status against target	Trend since Q4
15.1	 Rent collected from council tenants	95.68%	96.40% (£51.0m of £52.9m)	96.38% (£51.3m of £53.2m)		
The indicator above measures the forecast amount of rent collected by the end of 2021/22 compared to the forecast amount of rent due during the same period, excluding rent loss from empty properties but including arrears from before.						
15.2	 Tenants known to claim Universal Credit (UC)	Info	25% (2,886 of 11,297)	25% (2,837 of 11,292)	n/a	n/a
15.3	UC tenants in arrears who have an alternative payment arrangement	Info	50% (762 of 1,534)	49% (775 of 1,593)	n/a	n/a
15.4	Arrears of UC tenants as a proportion of total arrears	Info	69% (£1.3m of £1.9m)	70% (£1.3m of £1.9m)	n/a	n/a
15.5	Tenants evicted due to rent arrears	Info	0	0	n/a	n/a
15.6	Tenants evicted due to anti-social behaviour (ASB)	Info	0	0	n/a	n/a
15.7	Surveyed ASB victims satisfied with how their case was handled (year to date)	85%	78% (7 of 9)	50% (2 of 4)		
The number of households surveyed during Q1 was very small at only four. Future improvement work will include increasing the number of residents surveyed in order to provide a more statistically representative picture of satisfaction and glean further learning.						
15.8	 New ASB cases reported	Info	208	217	n/a	n/a
15.9	Closed ASB cases	Info	203	257	n/a	n/a
15.10	Average days taken to resolve ASB cases	Info	156	148	n/a	n/a
15.11	Active ASB cases (quarter end)	Info	295	255	n/a	n/a
15.12	 Calls answered by Housing Customer Services	85%	94% (3,193 of 3,410)	87% (4,573 of 5,271)		

 Council housing – management		Target	Q4 2020/21	Q1 2021/22	Status against target	Trend since Q4
15.13	Average call answering time (seconds) for Housing Customer Services	Info	39	97	n/a	n/a
15.14	Tenancies sustained following difficulties	98%	95% (21 of 22)	92% (22 of 24)		
Two tenants stopped engaging with support and their tenancies are now at risk, after not responding to repeated attempts by Tenancy Sustainment Officers to contact them through different methods. It is rare that cases have to be closed for this reason.						
15.15	 Average re-let time (calendar days) excluding time spent in major works	21	105 (103 lets)	88 (108 lets)		
Although the number of re-lets per quarter is approaching pre-pandemic levels (108 during Q1 compared to an average of 111 per quarter during 2019/20), those which are being let have already been empty for long periods of time. Recovery efforts to tackle the backlog of empty council homes include using approved procurement routes to increase contractor capacity and large-scale recruitment of new permanent staff who can carry out works directly.						
15.16	Average 'key to key' empty period (calendar days) including time spent in major works	Info	156 (103 lets)	122 (108 lets)	n/a	n/a
15.17	 Empty general needs and seniors council homes (includes new homes)	Info	268	274	n/a	n/a
15.18	Empty council owned temporary accommodation homes (includes new homes not handed over)	Info	43	27	n/a	n/a

 Council housing – repairs and maintenance		Target	Q4 2020/21	Q1 2022/22	Status against target	Trend since Q4
16.1	Emergency repairs completed within 24 hours	99%	98.3% (3,377 of 3,437)	97.7% (3,129 of 3,204)		
16.2	 Routine repairs completed within 28 calendar days	92%	65.9% (2,572 of 3,902)	69.7% (2,845 of 4,081)		
<p>A backlog of older routine repairs has built up since the start of the pandemic, so that emergency jobs could be prioritised with diminished resource at the time. Although the number of routine repairs per quarter is approaching pre-pandemic levels (4,081 during Q1 compared to an average of 4,500 per quarter during 2019/20), those which are now being completed are in excess of target timescales. This will remain the case while the backlog is being addressed. As with empty council homes, recovery efforts to tackle the backlog of repairs include using approved procurement routes to increase contractor capacity and large-scale recruitment of new permanent staff who can carry out works directly.</p>						
16.3	Average time to complete routine repairs (calendar days)	15	41	36		
As above.						
16.4	 Appointments kept as proportion of appointments made	97%	97.9% (6,653 of 6,798)	97.9% (6,357 of 6,492)		
16.5	 Tenants satisfied with standard of repair work	96%	96% (1,291 of 1,351)	98% (889 of 903)		
16.6	Repairs completed at first visit	92%	90.2% (6,622 of 7,339)	89.5% (6,522 of 7,285)		
<p>Although supplies in vans have been affected by the pandemic, this is an ambitious target even when compared to pre-pandemic performance by other local authorities (the median for our HouseMark peer group was 88% during 2019/20) and a revised target is being considered.</p>						
16.7	 Calls answered by Repairs Helpdesk	85%	94% (18,695 of 19,786)	94% (19,144 of 20,277)		
16.8	Average call answering time (seconds) for Repairs Helpdesk	Info	37	45	n/a	n/a

 Council housing – repairs and maintenance		Target	Q4 2020/21	Q1 2021/22	Status against target	Trend since Q3
16.9	 Dwellings meeting Decent Homes Standard	100%	91.88% (10,747 of 11,697)	91.88% (10,750 of 11,700)		
<p>The stock condition survey identified many dwellings which did not meet the standard, and there was a lack of planned installations of new kitchens and bathrooms through 2020 due to Covid restrictions, shortages of supplies and components, and the mobilisation of new contractors. However, contractors are now in place and mobilised and focused around making homes decent, prioritising empty homes (in order to reduce the backlog) before moving on to occupied homes.</p>						
16.10	Energy efficiency rating of homes (out of 100)	76.8	68.0	68.0		
<p>A very ambitious target was set in line with performance by other local authorities (the median for our HouseMark peer group was 76.8 at the end of March 2021). A retrofit plan is being prepared for Housing Committee to show how Housing can contribute to the Carbon Neutral 2030 objective, and a programme to install solar panels on 1,000 council homes is to begin in 2021/22.</p>						
16.11	 Council homes with a valid Landlord's Gas Safety Record	100%	100% (10,026 of 10,026)	100% (10,043 of 10,043)		
<p>The indicator 'Lifts – average time taken (hours) to respond' has been taken out of this report ahead of a review of lifts performance measures and targets at Core Group in late September, although the two below are likely to remain as they are.</p>						
16.12	 Lifts restored to service within 24 hours	95%	96% (301 of 313)	91% (215 of 236)		
<p>There have been delays in repairing some lifts due to aging equipment and difficulty sourcing spare parts. Aging equipment is being modernised at Seniors schemes during 2021/22 and 2022/23; and the lift contractor will investigate potential to retain a greater stock of critical spares from European supply chains.</p>						
16.13	Lifts – average time taken (days) to restore service when not within 24 hours	7	5	9		

New performance indicators relating to planned and major works are currently being developed and will accompany future versions of these performance reports.

 Leaseholder disputes		Q4 2020/21	Q1 2021/22
17.1	Stage one disputes opened	3	0
17.2	Stage one disputes closed	1	3
17.3	Active stage one disputes (end quarter)	22	19
17.4	Stage two disputes opened	0	3
17.5	Stage two disputes closed	1	1
17.6	Active stage two disputes (end quarter)	1	3
17.7	Stage three disputes opened	1	0
17.8	Stage three disputes closed	0	0
17.9	Active stage three disputes (end quarter)	2	2
<p>The 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 and lockdown restrictions has made it harder to arrange the home inspections required to resolve many disputes</p>			

