

HOUSING MANAGEMENT CONSULTATIVE COMMITTEE

Agenda Item 96

Brighton & Hove City Council

Subject:	Housing & Social Inclusion Performance Report (Quarter 3)		
Date of Meeting:	19 March 2012		
Report of:	Head of Housing & Social Inclusion		
Contact Officer:	Name:	Ododo Dafé	Tel: 293201
	Email:	ododo.dafe@brighton-hove.gov.uk	
Ward(s) affected:	All		

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:







- 1.1 This performance report for Housing & Social Inclusion is for the third quarter of the financial year 2011-2012 and follows the format for presenting information agreed at the previous meetings and incorporates changes suggested at the last meeting.

2. RECOMMENDATIONS:

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

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

- 3.1 The report continues the use of the 'RAG' system of red, amber and green traffic light symbols to provide an indication of performance and also trend arrows to provide an indication of performance. In response to a request at the December 2011 meeting, figures as well as percentages have been provided against relevant performance indicators.
- 3.2 **Key to symbols used in the report**
See table below:


STATUS		TREND	
Performance is below target (Red)		Poorer than previous reporting period	
An area 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	

3.3 Rent collection and current arrears


























PERFORMANCE INDICATOR	SERVICE PLEDGE	TARGET	ACTUAL	STATUS	TREND
Percentage of rent collected as proportion of rent due each year	Y	98.86% £44,967,995	98.65% £44,870,594	See comment below table	↓
Percentage tenants with more than seven weeks rent arrears	Y	3.72%	2.87% (Cumulative figure)	As above	↓
Percentage of secure council tenants served a Notice of Seeking Possession (NoSP) for rent arrears	Y	22.39% 607	18.58% 494 NoSPs	As above	↑
Percentage of households evicted because of rent arrears	N	Less than 0.29%	0.10%	As above	Not applicable
Number of households evicted because of rent arrears	Y	Less than 35	12	As above	Not applicable
Percentage of rent loss due to empty properties (inc. TACC)	N	1.9% £852,876	1.68% £754,122	As above	↓
Total former tenant arrears	N	£447,641	£556,129	As above	↑
During the 12 months covered, the figures reported in the 'Actual' column varies to reflect the debts accruing and those recovered etc in the quarter being reported on. The Income Management Team is unlikely to meet the year end target.					
Percentage of rechargeable debt collected	Y	20% £71,315	15.09% £34,464	As above	↑
Percentage collection rate of leaseholders' recoverable arrears	N	95%	-	As above	Not applicable

NB: As these targets are for year end (rather than for each quarter), no traffic lights will be applied to this table until the end of year report.

3.4.0 Empty home turnaround time

Empty home turnaround time					
PERFORMANCE INDICATOR	SERVICE PLEDGE	TARGET	ACTUAL	STATUS	TREND
Average re-let time in days (all properties)	N	21	17		↑
A table relating to long term empty properties is attached as Appendix 1 and will be included in the report on a regular basis.					

3.5.0 Property & Investment

Carrying out repairs to your home					
PERFORMANCE INDICATOR	SERVICE PLEDGE	TARGET	ACTUAL	STATUS	TREND
Emergency repairs completed in time	Y	98%	98.01% 1,818		
Urgent repairs completed in time	Y	98%	95.57% 2,635		
Routine repairs completed in time	Y	97%	98.07% 5,134		
Average time to complete routine repairs	Y	15 days	11 days		
Percentage of appointments kept	N	95%	93.76% 13,306		
Tenant satisfaction with repairs	N	95%	95.13% 1,661		
Percentage of responsive repairs passing post-inspection	Y	95%	87.72% 250		
Of the inspections that failed two thirds were due to the need for extra work although overall we are still on track to meet the end of year target					
Percentage of repairs completed right first time	Y	94%	95.49% 9,273		
Cancelled repair jobs and reason	N	n/a	See para. 3.5.1 below	-	-
HOME IMPROVEMENTS					
Percentage of homes that are decent	N	81%	83.40%		
Energy efficiency rating of homes (SAP)	N	71 (Year end)	70.8	On target to meet year end figure	
Percentage of planned works passing post-inspection	Y	95%	94.23% 312		
Stock with up-to-date gas certificates	Y	100%	99.91% 10,691		
EMPTY HOMES					
Percentage of empty properties passing right first time.	Y	98%	96.46% 226		

3.5.1 Cancelled repair jobs

For Quarter 3, there were 1,727 cancelled jobs representing 17% of the total orders raised (10,103). 714 jobs (41%) were cancelled as a result of no access. Other reasons include where the tenant cancelled the job and where the work is deferred to planned maintenance.

3.5.2 Asbestos























Our asbestos database contains information on 2,460 council dwellings. This is a combination of surveys for common ways within blocks of flats and surveys for individual dwellings.

For common ways, there is a legal requirement to survey these areas for asbestos and act on the outcome as necessary. A programme to complete the survey of common ways in council dwellings for asbestos was finalised in February 2012.

There is an ongoing programme of asbestos surveys for individual dwellings which is part of the 'Decent Homes' project. If asbestos is identified during the survey, the results will be added to our database.

For individual homes, if we go into a property to carry out intrusive works likely to disturb any material containing asbestos eg by drilling and/or removing panels, then we would first carry out an asbestos survey.

3.6.0 Estates Service

Estates service					
PERFORMANCE INDICATOR	SERVICE PLEDGE	TARGET	ACTUAL	STATUS	TREND
Percentage passing quality inspections of our cleaning service	Y	96%	98.9% 184		
Percentage passing quality inspections of our minor repairs service	Y	96%	98.3% 232		
Reduction in fly tipping removed from common areas	Y	n/a	n/a	-	-
<p>Fly tipping is removed by Estates Service staff. We are currently placing notices in each block of flats giving details of waste disposal companies and charities to encourage the more responsible disposal of unwanted items by residents and hence reduce the level of fly tipping.</p>					
Reduction in graffiti reported	Y	n/a	3 cases		
Customer satisfaction eg with cleanliness of the blocks 'rate your estate' satisfaction	Y	n/a	-	-	-
<p>This pledge will be reported on following the results of the bi-annual tenant satisfaction survey (STAR)</p>					
Completion of cleaning tasks	N	98.5%	98.2% 3,323		
Emergency removal of bulk waste that met the target time	N	100%	100% 8		
Routine removal of bulk waste that met the target time	N	96%	98.1% 796		
Emergency removal of graffiti that met the target time	N	100%	100% 1		
Routine removal of graffiti that met the target time	N	96%	92.4% 12		
Three day replacement of lights that met the target time	N	100%	98% 127		
Routine replacement of lights that met the target time	N	96%	100% 830		
Neighbourhood response team jobs completed within target time	N	95%	96% 4,768		











3.7.0 Anti-social behaviour (ASB)

3.7.1 The service pledges relating to ASB concern areas of work that do not easily lend themselves to target setting, eg the number of new cases or the number of new cases resolved. The details below on each service pledge are as follows:

3.7.2 Our activity against the ASB service pledges are as follows:

- **Number of new ASB cases – 13**
- **Number of enforcement and support actions taken – 375**
- **Number of closed cases that were resolved – 11**
- **Customer satisfaction – 87%**

3.8.0 Sheltered housing

Support plans, daily call service and social activities					
PERFORMANCE INDICATOR	SERVICE PLEDGE	TARGET	ACTUAL	STATUS	TREND
Percentage of people with an up to date support plan	Y	100% 912	95.5% 871		
Percentage of people who decline a support plan	N	0% -	2% 19		
Percentage of new residents with a support plan completed within 21 days	Y	100% 27	96% 26		
Call each resident personally (if requested)	Y	100% *	100% *		
To provide at least one social activity per week (in 21 of our 24 schemes)	Y	100%	100%		

* Every resident will receive their ring round as they request, but as residents can ask for different forms of contact (some have asked for contact weekly, some have calls weekdays but not at weekends etc) the total number fluctuates.

4. COMMUNITY ENGAGEMENT AND CONSULTATION

4.1 Resident involvement is key to the successful management of council owned homes and also the setting and reviewing our policies and procedures.

5. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

5.1 Although there are no direct financial implications arising from the recommendations in this report, changes in most performance areas will have a financial implication. An example is the improvement in the rent collection and arrears management, which has reduced the amount required to be put aside for

bad debts during 2011-12 within the Housing Revenue Account (HRA). Any financial implications affected by performance are included in the HRA Targeted Budget Management report, which is reported quarterly to Cabinet.

Finance Officer Consulted: Susie Allen

Date: 23/02/2012

Legal Implications:

- 5.2 There are no significant legal implications arising from the report. The information contained within it reflects the range of powers and duties imposed on the council both as a landlord and as a local housing authority under the Landlord and Tenant Act 1985 and the Housing Act 1985 etc. It is not considered that any individual's human rights are adversely affected by the information contained within the report.

Lawyer Consulted:

Liz Woodley

Date: 28/02/2012

Equalities Implications:

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

Sustainability Implications:

- 5.4 Where appropriate, sustainability implications are included within the body of the report.

Crime & Disorder Implications:

- 5.5 There are no direct crime and disorder implications arising from this report.

Risk and Opportunity Management Implications:

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

Public Health Implications:

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

Corporate / Citywide Implications:

- 5.8 There are no direct corporate or city wide implications arising from this report.

SUPPORTING DOCUMENTATION

Appendices:

1. Appendix 1. Long term empty properties

Documents in Members' Rooms

1. None

Background Documents

1. None