

# HOUSING MANAGEMENT CONSULTATIVE SUB COMMITTEE

## Agenda Item 17

Brighton & Hove City Council

<b>Subject:</b>	<b>Housing &amp; Social Inclusion Performance Report Quarter 4 2011/12</b>		
<b>Date of Meeting:</b>	<b>4 September 2012</b>		
<b>Report of:</b>	<b>Head of Housing &amp; Social Inclusion</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Ododo Dafé</b>	<b>Tel: 293201</b>
	<b>Email:</b>	<b>ododo.dafe@brighton-hove.gov.uk</b>	
<b>Ward(s) affected:</b>	<b>All</b>		

### FOR GENERAL RELEASE

#### 1. SUMMARY AND POLICY CONTEXT:

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

#### 2. RECOMMENDATIONS:







- 2.1 That the Housing Management Consultative Sub Committee  
(i) comments on the report  
(ii) offers feedback with regard to the questions posed in paragraph 3.9.

#### 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 movement from the previous reporting period. In response to a request at the December 2011 meeting, figures as well as percentages have been provided against relevant performance indicators. Where indicators are red or amber explanations have been provided.

### 3.2 Key to symbols used in the report

See table below:

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	

### 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)	98.75% (£44,865,132)		
Percentage tenants with more than seven weeks rent arrears	Y	3.72%	2.85% (323 – Cumulative Figure)		
Percentage of secure council tenants served a Notice of Seeking Possession (NoSP) for rent arrears	Y	22.39% (607)	27.02% (706 NoSPs)		
Percentage of households evicted because of rent arrears	N	Less than (0.29%)	0.13%		Not applicable
Number of households evicted because of rent arrears	Y	Less than 35	16		Not applicable
Percentage of rent loss due to empty properties (Exc. TACC)	N	1.9% £852,876 (Exc TACC)	1.76% £788,830 (Exc TACC)		
Total former tenant arrears	N	£447,641	£545,064		
Percentage of rechargeable debt collected	Y	20% (£71,315)	17.93% (£40,099)		
Percentage collection rate of leaseholders' gross arrears	N	87%	88% (£203,979)		
Percentage collection rate of leaseholders' recoverable arrears	N	95%	91% (£142,404)		

#### 3.3.1

##### **Percentage of rent collected as proportion of rent due each year**

Although the target was missed by 0.11% (£102,863) the collection rate has increased by 0.05% from 98.70% in 2010/11 to 98.75%. This improvement was in spite of the economic climate having worsened since the target was set in 2009. We fared better than the overall performance of the Rent Income Excellence Network (RIEN) members representing local authorities, who collected an average of 98.23% of rent available. This was a fall of 0.24% compared to 2010/11, in contrast to our improvement over this period.

##### **Percentage of secure council tenants served a Notice of Seeking Possession (NoSP) for rent arrears**

In the current financial climate it has been necessary to commence legal action against a higher number of tenants in order to seek to protect income collection.

### Total former tenant arrears

This was an ambitious target based on previous years and is due to be reviewed for 2012/13 in light of the current economic climate. We will continue to vigorously pursue former tenants with debt.



### Percentage of rechargeable debt collected

There has been a reduction in staff numbers and an increase in the number of recharge referrals due to the efficiency of Mears, which has resulted in us not meeting our target this year. We will continue our efforts at collecting rechargeable debt.

### Percentage collection rate of leaseholders' gross and recoverable arrears

The total year-end arrears were £203,979, historically the lowest ever recorded. The gross collection rate was 88% (an improvement of 2% since last year). The recoverable rate, with arrears of £142,404, omits arrears where there are charging orders, formal disputes, instalment agreements, legal recovery action or loan applications. Although we missed our target by 4% we are moving to a quarterly instruction regime for legal referrals which will assist in meeting our target in 2012/13.

## 3.4 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					

### 3.5 Property & Investment

<b>Carrying out repairs to your home</b>					
<b>Performance Indicator</b>	<b>Service Pledge</b>	<b>Target</b>	<b>Actual</b>	<b>Status</b>	<b>Trend</b>
Emergency repairs completed in time	Y	98%	99.55% (1,545)		
Urgent repairs completed in time	Y	98%	98.98% (877)		
Routine repairs completed in time	Y	97%	99.69% (8,591)		
Average time to complete routine repairs	Y	15 days	8 days		
Percentage of appointments kept	N	95%	90.98% (7,196)		
Tenant satisfaction with repairs	N	95%	98.11% (21% sample)		
Percentage of responsive repairs passing post-inspection	Y	95%	95.43% (1,339)		
Percentage of repairs completed right first time	Y	94%	98.17%		
Cancelled repair jobs and reason	N	n/a	14%	-	-
<b>Home Improvements</b>					
Percentage of homes that are decent	N	88%	88.1%		
Energy efficiency rating of homes (SAP)	N	71 (Year end)	71		
Percentage of planned works passing post-inspection	Y	95%	98.03% (1,545)		
Stock with up-to-date gas certificates	Y	100%	99.87% (10,676)		
<b>Empty Homes</b>					
Percentage of empty properties passing post-inspection	Y	98%	97.95% (191)		

### 3.5.1

#### **Percentage of appointments kept**

25% of late appointments were less than one hour late and around 18% were over 24 hours late. We are pleased to report that performance on appointments has since improved and the performance in the first quarter of this year was up to 93%. The Partnering, Business & Performance team will be undertaking a full data quality audit on this indicator in the next few months to identify the actions needed to continue improving in this area.

#### **Cancelled repair jobs and reason**

During Quarter 4, there were a total of 1533 orders that were cancelled. 625 (40%) of these were due to difficulty gaining access to the property; 289 (19%) were due to administrative purposes such as duplicate jobs and IT failures, and 219 (14%) were due to incorrect information such as property address and nature of works needed. The remaining 27% of cancelled jobs were for a variety of reasons which individually make up small proportions of overall cancellations. Key examples of these include tenants cancelling the work, jobs being deferred to planned maintenance and tenants carrying out the repair themselves.

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

At the end of Quarter 4 there were 14 overdue gas safety certificates, compared to 10 overdue certificates at the end of Quarter 3. It is expected for this result to remain around this level with slight fluctuations each month. Cases where the gas contractor is repeatedly unable to gain access are referred to tenancy management, who will undertake a range of actions including commencing legal proceedings if necessary to gain access to these properties to ensure that 100% of gas safety checks are carried out. Of the 125 such referrals this period, 122 (97.6%) were carried out within 90 days of the referral. The longest of the remaining three took 112 days.

#### **Percentage of empty properties passing post-inspection**

During Quarter 4 only four of 195 empty properties failed the post-inspection of repair works, compared to three properties during the previous quarter. Of these, three failed due to poor work and one due to extra works being required. Properties that fail the inspection are inspected again to ensure that the works have been put right. 100% of empty properties handed back to be re-let in this period were post-inspected.






















### 3.5.2 Asbestos

The programme to survey our high, medium and low-rise blocks and other buildings with common ways is continuing. This ongoing programme includes re-surveying properties for which the information is more than two years old.

Running in conjunction with this work is the asbestos surveying of individual dwellings which have been identified as part of the decent homes programme and properties that are identified for Brighton and Hove Seaside Community Homes.

The asbestos survey information is uploaded onto the asbestos register and relevant council staff, our partners Mears and our other contractors have access to this data so they can properly manage any associated risks.

### 3.6 Estates Service

Estates service					
Performance Indicator	Service Pledge	Target	Actual	Status	Trend
Percentage passing quality inspections of our cleaning service	Y	96%	98.5% (202)		
Percentage passing quality inspections of our minor repairs service	Y	96%	100% (70)		
Reduction in graffiti reported	Y	n/a	14 cases	-	
Completion of cleaning tasks	N	98.5%	97.3% (3,323)		
Emergency removal of bulk waste within the 24 hour target time	N	100%	100% (11)		
Routine removal of bulk within the seven day target time	N	96%	100% (806)		
Emergency removal of graffiti within the 24 hour target time	N	100%	100% (2)		
Routine removal of graffiti within the seven day target time	N	96%	92.4% (12)		
Replacement of lights within the three day target time	N	100%	100% (433)		
Routine replacement of lights within the seven day target time	N	96%	96.1% (622)		
Neighbourhood Response Team jobs completed within target times	N	95%	97.1% (4,020)		

#### 3.6.1

##### **Reduction in graffiti reported**

Three cases were reported to Estates Service in Quarter 3. Major jobs to remove external graffiti on housing land have been carried out by CityClean, instead of Estates Service, since February 2010.

##### **Completion of cleaning tasks**

A reduction of 0.9% from Quarter 3, this has been impacted by the catch up from the reduced service over the Christmas holidays. A further major impact on the service was the end of year leave entitlement, both of these factors affected the resource we have available during normal operating weeks.

### **Routine removal of graffiti within the seven day target time**

A total of 14 jobs were raised to remove graffiti over the three month period. Non offensive types that needed painting over needed additional time to treat. The Christmas period left us with a limited amount of ground staff, target times slipped slightly but not significantly.











## **3.7 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. Information relating to each service pledge is presented in the table below.

<b>Activity against the ASB service pledges</b>		
<b>Performance Indicator</b>	<b>Service Pledge</b>	<b>Actual</b>
Number of new cases with the ASB team	Y	9 (total 34)
Number of enforcement and support actions taken citywide	Y	760
Number of closed cases that were resolved by the ASB team	Y	1
Customer satisfaction with cases managed by the ASB team	Y	79%



### 3.8 Sheltered housing

<b>Support plans, daily call service and social activities</b>					
<b>Performance Indicator</b>	<b>Service Pledge</b>	<b>Target</b>	<b>Actual</b>	<b>Status</b>	<b>Trend</b>
Percentage of people with an up to date support plan	Y	100% (915)	97% (888)		
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)	92% (34 of 37)		
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%		

#### 3.8.1

##### **Percentage of people with an up to date support plan**

Out of 915 residents, 888 have an up to date support plan, with 19 declining a plan and only 8 where a target has been missed. In the latter case, it is largely due to the tenant being too unwell to make their review appointment with the Scheme Manager. The performance over 2011/12 is an improvement on 2010/11 (up 3% from 94%) and sheltered staff continue to prioritise their work on assisting vulnerable residents through the support planning work.

##### **Percentage of people who decline a support plan**

The number of people who decline a support plan remains at 2% and it is possible that this remains a small core of tenants who choose not to receive this part of the sheltered service. However, performance is better than 2010/11 and more people have chosen to have a support plan.

##### **Percentage of new residents with a support plan completed within 21 days**

Although the number of new tenants who have a support plan completed within 21 days of moving into sheltered housing was down in Quarter 4 when compared to Quarter 3, this is still an improvement on 2010/11 (an average of 80%). In the three cases where our target was missed in Quarter 4, one was the result of a missed appointment, another the result of delays in the tenant moving in, and another was not carried out by staff in time.

### 3.9 Content and presentation of future performance reports

3.9.1 We are keen to ensure that the contents and presentation of the performance report meets the needs of the Housing Management Consultative Sub Committee and therefore we would like to invite members to comment upon the following questions:

1. Is there any additional information you would like to see?
2. Is there any information within the report that you feel is not needed?
3. Would you like the information presented in a different way?
4. For the service, we report to you on 46 performance indicators, and are not sure if this number is too many or too few items to give you an overall view of how we are performing. Do you think the number of indicators are (a) too many; (b) too few; or (c) about right?
5. For the end of year report, where we have comparable figures, would you like to compare this information with the previous year's end performance results?

## 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 of 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. The area with the most significant financial impact is the ability to collect rents from tenants. Given the current economic climate and the forthcoming welfare reform changes, these indicators are being very closely monitored to ensure that any changes in current trends are highlighted early. Any financial implications arising from changes to any of the performance indicators will be included in the Housing Revenue Account Targeted Budget Management report, which is reported quarterly to Policy and Resources Committee.

*Finance Officer Consulted: Monica Brooks Date: 13/8 /2012*

### Legal Implications:

5.2 As this report is primarily for information, there are no specific legal or Human Rights Act implications to draw to Members' attention.

*Lawyer Consulted: Liz Woodley Date: 23 /8 /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