

HOUSING MANAGEMENT CONSULTATIVE SUB COMMITTEE

Agenda Item

Brighton & Hove City Council

Subject:	Housing & Social Inclusion Performance Report Quarter 2 2012/13		
Date of Meeting:	18 December 2012		
Report of:	Strategic Director - Place		
Contact Officer:	Name:	Ododo Dafé	Tel: 293201
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Ward(s) affected:	All		

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 This Housing & Social Inclusion performance report covers Quarter 2 of the financial year 2012-2013. It incorporates changes suggested at previous meetings, including the rent collection rate broken down by area. Benchmarking information will be included in the Quarter 4 report along with year end figures.







2. RECOMMENDATIONS:

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

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

- 3.1 The report continues the use of the 'RAG' rating system of red, amber and green traffic light symbols to provide an indication of performance, and also trend arrows to provide an indication of movement from the previous reporting period. Where indicators are red or amber explanations have been provided.
- 3.2 The 'Service Pledge' column describes which indicators reflect performance against the Housing & Social Inclusion service pledges, which were developed through working with tenants and leaseholders. Our service pledge summary leaflet is attached as Appendix 2.

3.3 Key to symbols used in the report:

Status		Trend	
Performance is below target (red)		Poorer than previous reporting period	
Performance is close to achieving target, but in need of improvement (amber)		Same as previous reporting period	
Performance is on or above target (green)		Improvement on previous reporting period	

4.0 Rent collection and current arrears

*As these targets are year end (rather than for each quarter), no traffic lights or trend arrows will be applied to this table until the Quarter 4 2012/13 report.





Performance Indicator	Service Pledge	Target	Actual	Status*	Trend*
Rent collected as proportion of rent due each year	Y	98.75% (£47,472,364)	98.74% (£47,449,358)	-	-
Tenants with more than seven weeks rent arrears	Y	2.85%	2.41% (286 – Cumulative Figure)	-	-
Notice of Seeking Possession (NoSP) served for rent arrears	Y	27.02% (706)	12.02% (338 NoSPs)	-	-
Households evicted because of rent arrears	Y	Less than 0.29% (less than 35)	0.03% (3)	-	-
Rent loss due to empty properties	N	1.6% (£718,717)	1.16% (£547,300)	-	-
Total former tenant arrears	N	£511,522	£536,336	-	-
Former tenant arrears collected	N	18% (£98,116)	8.64% (£46,186)	-	-
Rechargeable debt collected	Y	20% (£66,758)	3.98% (£9,357)	-	-

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

Area	Target	Actual
North (includes Sheltered housing)	98.95%	98.95% (£13,123,788)
West	98.74%	98.77% (£9,626,790)
Central	98.85%	98.76% (£9,053,385)
East	98.51%	98.53% (£15,643,400)
All areas	98.75%	98.74% (£47,449,358*)

*Includes collection from small number of Temporary Accommodation properties.

4.1 Empty home turnaround time

Performance Indicator	Service Pledge	Target	Actual	Status	Trend
Average re-let time in days (BV212)	N	21	18		
Average re-let time – all properties (including those excluded from BV212)	N	32	30		

4.1.1 A table relating to long term empty properties is attached as Appendix 1

4.1.2 The empty home turnaround time is measured according to the BV212 performance indicator set up by central government several years ago. The BV212 is the average amount of time it takes to re-let local authority housing, excluding properties where major works (defined below) have been carried out; mutual exchanges or properties that the council intends to sell or demolish. It also excludes properties that are squatted or used by the Police, for the time they are out of use.

4.1.3 Major works means:

- structural works – which include floors, walls and roofs
- Asbestos removal
- Works to amenities, where lacking (gas, electric, heating)
- Consequential works as a result of major works
- Fire and flood

4.2 Property & Investment

Carrying out repairs to your home					
Performance Indicator	Service Pledge	Target	Actual	Status	Trend
Emergency repairs completed in time	Y	99%	99.64% (1,962)		
Urgent repairs completed in time	Y	98%	99.26% (134)		
Routine repairs completed in time	Y	98%	99.71% (8,394)		
Average time to complete routine repairs	Y	15 days	8 days		
Percentage of appointments kept by contractor	N	95%	93.02% (7,291)		
Tenant satisfaction with repairs	N	95%	97.63% (1,839 survey responses)		
Percentage of responsive repairs passing post-inspection	Y	95%	93.52% (566)		
Percentage of repairs completed right first time	Y	97%	97.62% (10,814)		
Cancelled repair jobs	N	-	13.43% (1,406)	-	
Home Improvements					
Percentage of homes that are decent	N	89.9%	91.9%		
Energy efficiency rating of homes (SAP 2009)	N	61	61.5		
Percentage of planned works passing post-inspection	Y	97%	98.65% (804)		
Stock with up-to-date gas certificates	Y	100%	99.84% (10,453)		
Empty Homes					
Percentage of empty properties passing post-inspection	Y	98%	97.44% (114)		

4.2.1 **Percentage of appointments kept by contractor**

Performance continued to improve towards the target in Quarter 2 compared to the previous two quarters. A total of 547 appointments were late, of which 38% were up to an hour late; 37% up to 24 hours late; and the remaining 25% over 24 hours late. Reasons for lateness up to an hour include traffic and parking, and reasons for lateness over 24 hours include appointments being rescheduled for a few days later – eg when other jobs have taken longer than expected. Mears are planning to introduce a text alert system in January 2013 to keep customers better updated about the scheduling of their appointments.

4.2.2 **Percentage of responsive repairs passing post-inspection**

Although the target was missed, performance improved in Quarter 2, surpassed the 95% target in September and has remained above target for the month of October. Jobs not passing post-inspection were largely due to extra work being required or poor quality work, both of which have to be put right by the contractor.

4.2.3 **Cancelled repair jobs**

A total of 1,496 orders were cancelled during Quarter 2 (down from 1,724 in the previous quarter). Of these cancelled jobs:

- 33% were due to difficulties gaining access to the property
- 29% were admin related (eg IT interface failure or 'info only' orders)
- 13% were due to incorrect or insufficient details eg wrong property address or job description
- 12% at the request of the tenant.

The remaining 13% of cancelled jobs were for a variety of miscellaneous reasons which individually make up very small proportions of overall cancellations. As cancelled jobs have been measured for under a year it is not yet possible to identify natural patterns (eg seasonal variations), and it is therefore difficult to determine whether the decline in cancellations in Quarter 2 is a natural fluctuation or a genuine reflection of improved performance. A target of 10% has been agreed by the partnership Core Group and work is currently being undertaken to reduce the admin related cancellations and to focus on those cancellations that have an impact on residents.





















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

At the end of Quarter 2 there were 17 overdue gas safety certificates, compared to 24 overdue certificates at the end of the previous quarter. It is expected that this figure will continue to fluctuate slightly at a similar level over time. All overdue cases are referred by the contractor to Housing & Social Inclusion so that action can be taken to ensure access is gained to the property for the gas safety inspection to be carried out. 185 overdue cases were referred in Quarter 2, with those serviced in the period taking an average of 23 days from the date of the referral.

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

The target was narrowly missed as 3 out of 117 properties failed the initial post-inspection. These properties failed either due to poor quality work or because they required additional works. Properties failing the initial post-inspection are referred back to the contractor to be put right, and are subsequently re-inspected.

4.3 Estates Service











Performance Indicator	Service Pledge	Target	Actual	Status	Trend
Percentage passing quality inspections of our cleaning service	Y	98%	98% (188)		
Percentage passing quality inspections of our minor repairs service	Y	98%	100% (149)		
Completion of cleaning tasks	N	98%	98% (13,482)		
Emergency removal of bulk waste within 24-hour target	N	100%	100% (6)		
Routine removal of bulk within 7-day target	N	97%	99% (803)		
Emergency removal of graffiti within 24-hour target	N	100%	100% (1)		
Routine removal of graffiti within 7-day target	N	100%	100% (7)		
Replacement of lights within 3-day target	N	100%	100% (330)		
Routine replacement of lights within 7-day target	N	97%	98% (224)		
Neighbourhood Response Team jobs completed within target times	N	96%	97% (1,868)		

4.4 Anti-social behaviour (ASB)

4.4.1 The data below is activity based, rather than performance based, hence no targets have been included. Its purpose is to present HMCSC with a picture of ASB work. The trend column has been included to compare ASB activity with the previous quarter.

Activity against the ASB service pledges			
Performance Indicator	Service Pledge	Actual	Trend
Number of new cases with the ASB team	Y	12	↑
Number of enforcement and support actions taken by Housing & Social Inclusion	Y	678	↓
Number of closed cases that were resolved by the ASB team	Y	27	↑
Customer satisfaction with cases managed by the ASB team (very or fairly satisfied)	Y	80% (5 surveys)	↓

4.5 Sheltered housing

Performance Indicator	Service Pledge	Target	Actual	Status	Trend
People with an up to date support plan	Y	100% (890)	96% (854)		
People who decline a support plan	N	0%	2% (18)		
New residents with a support plan completed within 21 days	Y	100% (21)	100% (21)		
Call each resident personally (if requested)	Y	100%	100%		
Provision of at least one social activity per week (in 21 of our 24 schemes)	Y	100%	100%		

4.5.1 People with an up to date support plan

Out of 890 sheltered residents, 854 have an up to date support plan, with 18 declining and 18 cases where the target for reviewing an existing plan has been missed. The latter is usually due to a resident being in hospital, respite care or in a nursing home (and in the process of giving up their tenancy) but in one case this was due to staffing reasons. Support plans take place at least annually, but are revised sooner if there is a significant event in a resident's life – eg major hospitalisation or health event, or after a bereavement.

4.5.2 People who decline a support plan

The 2% of sheltered residents who decline a support plan represent a small core group who choose not to receive this part of the service. Our Scheme Managers will nonetheless re-offer a plan to these residents whenever appropriate, such as if their health or wellbeing noticeably declines.

5. COMMUNITY ENGAGEMENT AND CONSULTATION

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

6. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 6.1 Although there are no direct financial implications arising from the recommendations in this report, changes in most performance areas will have a financial impact on the Housing Revenue Account. 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 Budget Monitoring report, which is reported quarterly to Policy and Resources Committee.

Finance Officer Consulted: Monica Brooks

Date: 27/11/12

Legal Implications:

- 6.2 As this is a regular report to the Sub-Committee, there are no new significant legal or Human Rights Act implications to draw to Members' attention.

Lawyer Consulted: Liz Woodley

Date: 30/11/12

Equalities Implications:

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

Sustainability Implications:

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

Crime & Disorder Implications:

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

Risk and Opportunity Management Implications:

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

Public Health Implications:

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

Corporate / Citywide Implications:

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

SUPPORTING DOCUMENTATION

Appendices:

1. Appendix 1. Long term empty properties

Documents in Members' Rooms

1. None

Background Documents

1. None

