

Area Panels: December 2014

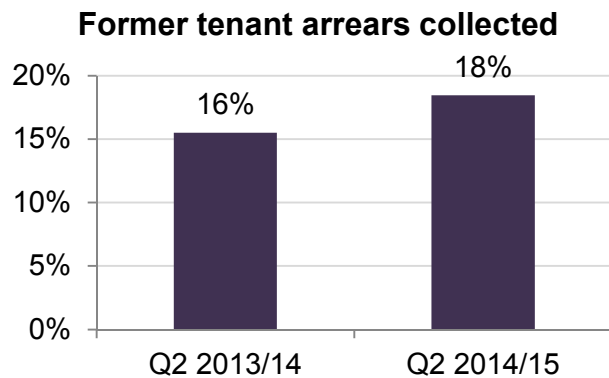
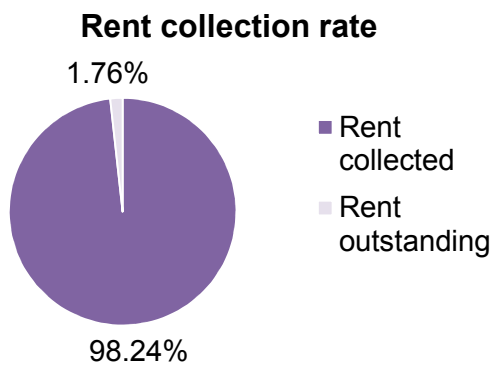
Summary: Housing Management Performance Report ~ Quarter 2 2014/15

Background

The Housing Management Performance Report covers quarter two of the financial year 2014/15. The Area Panel is asked to note and comment upon the report before it goes to Housing Committee. This summary provides performance highlights for the quarter, taken from the full report.

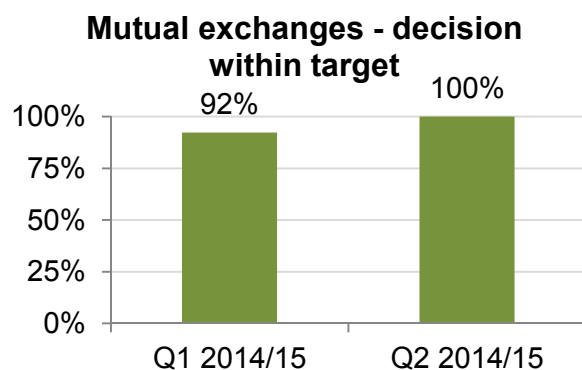
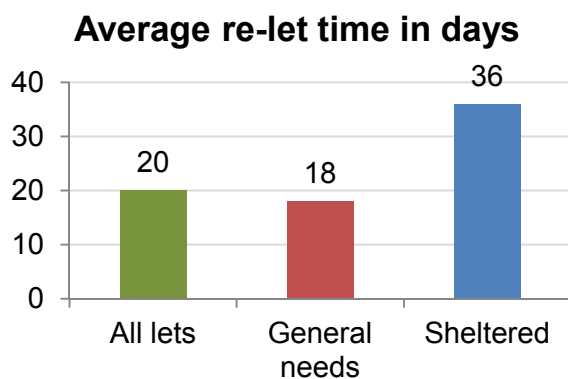
Rent collection and current arrears

- Forecasted rent collection rate of 98.24% for the end of the financial year
- Improved collection rate of former tenants' arrears (18%) compared to same time last year (16%)



Empty home turnaround time and mutual exchanges

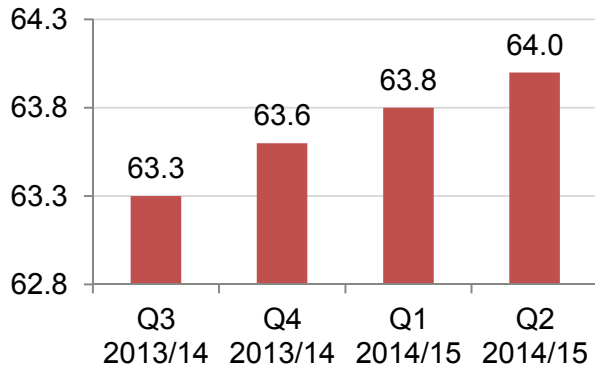
- 159 homes let, taking an average of 20 days (or 38 days including major works)
- 100% of decisions on mutual exchange applications made within 42 days, up from 92% last quarter
- 141 under occupiers affected by welfare reforms have moved since April 2013 (90 through transfer, 51 through a mutual exchange)



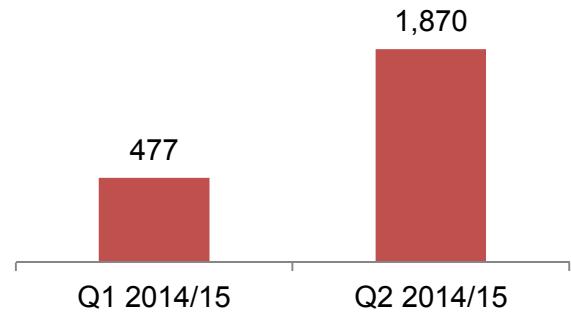
Property & Investment

- Carried out 1,870 satisfaction surveys, more than three times as many during the previous quarter (477)
- Overall energy efficiency rating of council dwellings continues to improve
- 70% of calls to the Repairs Helpdesk answered within 20 seconds

Energy efficiency rating (SAP 2009) of council homes



Satisfaction surveys carried out



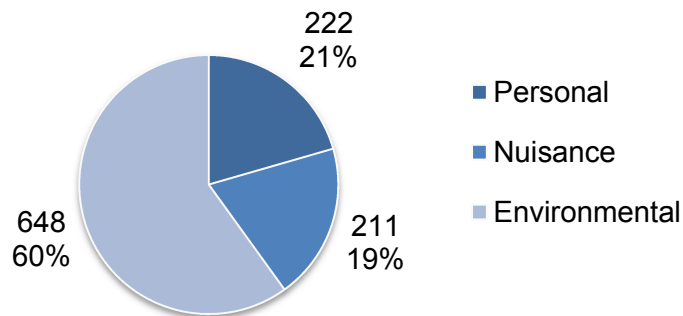
Estates Service

- 99% of cleaning tasks completed (13,422 total tasks during the quarter)
- 99% of bulk waste removed in time
- 99% of lights replacements/repairs completed in time

Anti-social behaviour (ASB)

- 190 open cases at the end of the quarter
- 93 cases closed
- 1 ASB eviction during the quarter
- 1,081 incidents reported to staff

ASB incidents by type



Tenancy Fraud

- 3 cases investigated and closed
- None resulted in eviction

AREA PANEL

Agenda Item

Brighton & Hove City Council

Subject: Housing Management Performance Report
Quarter 2 2014/15

Date of Meetings: 1, 3, 4 & 8 December 2014

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1. SUMMARY AND POLICY CONTEXT:

- 1.1 This Housing Management Performance Report covers the second quarter of the financial year 2014/15.







2. RECOMMENDATIONS:

- 2.1 That the Area Panels note and comment on the draft report before it goes to Housing Committee.

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 quarter. Explanations of performance have been provided for indicators which are red or amber.

3.2 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	

3.3 The report includes benchmarking figures from Housemark to compare our performance with other housing providers. Unless stated otherwise, all figures represent the top 25% of performers during the year 2013/14 and benchmark against our peer group of the following housing providers:

- Bristol City Council
- Derby Homes
- Enfield Homes
- Hounslow Homes
- London Borough of Croydon
- London Borough of Wandsworth
- North Tyneside Council
- Norwich City Council
- Plymouth Community Homes
- Southampton City Council
- Thurrock Borough Council

This group comprises local authorities and ALMOs (Arms Length Management Organisations) who share similar characteristics including deprivation levels, stock size and proportion of flats compared to houses.

4.0 Rent collection and current arrears

As the indicators and targets below are year-end, rather than for each quarter, no traffic lights or trend arrows will be applied until the quarter four 2014/15 report. However, the seven evictions carried out so far in 2014/15 were long-standing cases where arrears had built up over a number of years to reach a point (around £3,500 on average) where the Courts no longer showed any leniency to the tenants. This is why the number of evictions is higher relative to 2013/14.







Performance Indicator		Target 2014/15	Q2 2013/14	Year end 2013/14	Q2 2014/15	Bench mark
1	Rent collected as proportion of rent due for the year (projected rate)	98.66%	98.37% (£49.9m of £50.7m)	98.31% (£49.8m of £50.7m)	98.24% (£51.2m of £52.2m)	-
2	Tenants with more than seven weeks rent arrears	2.85%	3.26% (381 of 11,687)	3.57% (415 of 11,619)	4.04% (468 of 11,576)	-
3	Tenants in arrears	N/A	26.09% (3,049 of 11,687)	25.89% (3,008 of 11,619)	25.79% (2,985 of 11,576)	-
4	Tenants in arrears served a Notice of Seeking Possession	27.02%	11.71% (357 of 3,049)	26.79% (806 of 3,008)	9.88% (295 of 2,985)	-
5	Households evicted because of rent arrears*	Less than 0.29%	0.00% (0 of 11,687)	0.04% (5 of 11,619)	0.06% (7 of 11,576)	0.2%
6	Rent loss due to empty dwellings	1.6%	0.92% (£459k of £49.8m)	1% (£495k of £49.7m)	1.04% (£529k of £51.0m)	1%
7	Former tenant arrears collected	18%	15.51% (£80k of £513k)	34.66% (£166k of £478k)	18.46% (£101k of £545k)	-
8	Rechargeable debt collected	11%	6.85% (£16k of £228k)	12.08% (£31k of £255k)	6.37% (£19k of £292k)	-

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

Area		Q2 2013/14	Year end 2013/14	Q2 2014/15
1	North (includes Sheltered housing)	98.95% (£14.2m of £14.4m)	98.87% (£14.2m of £14.4m)	98.83% (£14.6m of £14.8m)
2	West	98.57% (£10.1m of £10.3m)	98.57% (£10.1m of £10.3m)	98.51% (£10.4m of £10.5m)
3	Central	98.59% (£9.3m of £9.5m)	98.53% (£9.3m of £9.4m)	98.43% (£9.6m of £9.7m)
4	East	97.62% (£16.2m of £16.6m)	97.54% (£16.2m of £16.6m)	97.44% (£16.7m of £17.1m)
5	All areas	98.37% (£49.9m of £50.7m)	98.31% (£49.8m of £50.7m)	98.24% (£51.2m of £52.2m)

4.0.2 A table presenting information relating to the impact of the reduction in Housing Benefit for under occupying households is attached as Appendix 1.

4.1 Empty home turnaround time and mutual exchanges




























Performance Indicator (indicators are in calendar days)		Target 2014/15	Q2 2013/14	Year end 2013/14	Q2 2014/15	Status against target	Trend since last quarter	Bench mark
1	Average re-let time in calendar days (excluding time spent in major works)	18	23	19	20			23
1a	... as above for general needs properties	-	19	16	18	-	-	-
1b	... as above for sheltered properties	-	46	34	36	-	-	-
2	Average re-let time in calendar days (including time spent in major works)	45	41	51	38			37
2a	... as above for general needs properties	-	39	54	38	-	-	-
2b	... as above for sheltered properties	-	48	38	38	-	-	-
3	Decisions on mutual exchange applications made within government target of 42 calendar days	90%	-	-	100% (28 of 28)			-











4.1.1 As of quarter one, two indicators are on target and one is near target:

- Average re-let time excluding time spent in major works:**
 Overall performance remains at 20 days, missing the 18 day target. This is because the average sheltered re-let time remains high (36 days) and the general needs re-let time, although within target, has increased since the last quarter (from 15 to 18 days). The general needs re-let time is skewed by one property which took 201 days as it was ready to let but was held onto as part of an ASB Court case, for a potential transfer. Sheltered properties are typically more difficult to let than general needs properties, due to their smaller size and fewer applicants meeting the criteria. Nonetheless, the average re-let time for sheltered properties is a significant improvement on the previous quarter (45 days).

4.1.2 A table presenting a summary of 54 dwellings that have been empty for six weeks or more is attached as Appendix 2, in order to provide a recent picture of long-term empty council properties across the city.

4.2 Property & Investment

Performance Indicator		Target 2014/15	Q2 2013/14	Year end 2013/14	Q2 2014/15	Status against target	Trend since last quarter	Bench mark
1	Emergency repairs completed in time	99%	99.83% (2,970 of 2,975)	99.77% (1,261 of 11,287)	99.47% (2,238 of 2,250)			99%
2	Routine repairs completed in time	98.5%	99.85% (7,499 of 7,510)	99.80% (28,276 of 28,332)	99.79% (6,066 of 6,079)			98%
3	Average time to complete routine repairs (calendar days)	15 days	12 days	14 days	15 days			-
4	Appointments kept by contractor	95%	94.23% (6,987 of 7,415)	95.47% (27,579 of 28,889)	97.71% (6,574 of 6,728)			99%
5	Tenant satisfaction with repairs (respondents during the quarter who were very satisfied or fairly satisfied)	96%	99.03% (1,735 of 1,752)	99.09% (5,525 of 5,576)	92.89% (1,737 of 1,870)			95%
6	Responsive repairs passing post-inspection	95%	94.95% (715 of 753)	94.08% (4,023 of 4,276)	99.06% (736 of 743)			-
7	Repairs completed at first visit	85% (TBD)	-	-	93.62% (7,797 of 8,328)			95%
8	Cancelled repair jobs	Under 5%	4.03% (410 of 10,174)	3.26% (1,362 of 44,598)	4.83% (472 of 9,782)			-
9	Dwellings meeting Decent Homes Standard	100%	98.26% (11,688 of 11,895)	100% (11,827 of 11,827)	99.97% (11,723 of 11,726)			100%
10	Energy efficiency rating of homes (SAP 2009)	63.9	63.0	63.6	64.0			-
11	Planned works passing post-inspection	97%	99.70% (336 of 337)	99.15% (1,163 of 1,173)	100% (321 of 321)			-
12	Stock with a gas supply with up-to-date gas certificates	100%	99.99% (10,374 of 10,375)	99.91% (10,284 of 10,293)	99.75% (10,245 of 10,271)			100%
13	Empty properties passing post-inspection	98%	100% (159 of 159)	99.54% (655 of 658)	100% (187 of 187)			-
14	Lifts – average time taken (hours) to respond	2h 30m	4h 09m	2h 59m	1h 49m			-

Performance Indicator		Target 2014/15	Q2 2013/14	Year end 2013/14	Q2 2014/15	Status against target	Trend since last quarter	Bench mark
15	Lifts restored to service within 24 hours	95%	94% (201 of 214)	96% (664 of 692)	96% (152 of 158)			-
16	Lifts – average time to restore service when not within 24 hours	7 days	-	9 days	4 days			-
17	Repairs Helpdesk - calls answered	90%	-	-	94% (18,372 of 19,443)			-
18	Repairs Helpdesk - calls answered within 20 seconds	75%	-	-	70% (12,901 of 18,372)			-
19	Repairs Helpdesk - longest wait time	5 mins	-	-	12 mins			-

N.B. The target for 'repairs completed at first visit' is marked as 'TBD' (to be decided) because it was initially set at 85%, based on guidance from Housemark, but as performance for the second quarter (94%) is well above this a higher target of 95% is being considered.

4.2.1 As of quarter two, 15 indicators are on target, four are near target, and one is below target. The indicator below target is:

- **Tenant satisfaction with repairs**

The percentage of tenants satisfied with repairs has improved to 93% and the number of satisfaction surveys carried out has increased to 1,870 since the last quarter (from 477). Furthermore, the way surveys are carried out has been changed to make greater use of telephone calls, online surveys and residents contacting other residents. This is combined with a change to collect information from each resident around what they thought could have been done better. This valuable feedback has indicated a need to focus on communication and some cases of technical quality and finishing which will be addressed directly with operatives and sub-contractors at review meetings.

The indicators near target are:

- **Dwellings meeting Decent Homes standard**

As of 30th September, three properties out of 11,726 were found to be non-decent, and works are underway to bring these properties to the Brighton & Hove Decent Homes Standard.

- **Stock with a gas supply with up-to-date gas certificates**

As of 30th September, 26 properties did not have safety certificates, and all tenants were referred to Housing Customer Services. The council and both

gas contractors are working together to reduce the time taken to gain access to properties.















- **Repairs Helpdesk - calls answered within 20 seconds**

Although the target was missed by 5% during quarter, this is being addressed through recruiting additional staff to increase availability during busy times. From October the number of full-time call-handling posts has increased from five to eight.

- **Repairs Helpdesk - longest wait time**

The longest waiting time during quarter two was 12 minutes and occurred on Monday 28th July. Additional staff have been being recruited to improve ease of contact for residents, as per the paragraph above.

4.3 Estates Service

Performance Indicator		Target 2014/15	Q2 2013/14	Year end 2013/14	Q2 2014/15	Status against target	Trend since last quarter
1	Cleaning quality inspection pass rate	98%	99% (200 of 202)	99% (723 of 729)	99% (180 of 181)		
2	Neighbourhood Response Team (minor repairs) quality inspection pass rate	99%	100% (206 of 206)	100% (821 of 823)	100% (152 of 152)		
3	Cleaning tasks completed	98%	99% (14,500 of 14,646)	98% (54,602 of 55,766)	99% (13,282 of 13,422)		
4	Bulk waste removed within 7 working days	98%	94% (667 of 707)	96% (2,786 of 2,889)	99% (727 of 733)		
5	Light replacements/repairs completed within 3 working days	99%	98% (413 of 423)	98% (2,180 of 2,216)	99% (424 of 429)		
6	Neighbourhood Response Team jobs completed within 3 working days	96%	95% (1,437 of 1,513)	96% (5,936 of 6,182)	98% (1,658 of 1,692)		
7	Graffiti removals completed within 3 working days	80%	100% (11 of 11)	86% (31 of 36)	100% (9 of 9)		

N.B. There are no comparable benchmark figures for the above indicators on Housemark.

4.4 Anti-social behaviour (ASB)

Performance Indicator		Q2 2013/14	Year end 2013/14	Q2 2014/15	Bench mark*
1	Cases closed without need for legal action	95% (109 of 115)	96% (477 of 495)	97% (90 of 93)	98%
2	Cases closed resulting in legal action	5% (6 of 115)	4% (18 of 495)	3% (3 of 93)	2%
3	Cases closed without eviction	96% (110 of 115)	98% (486 of 495)	100% (93 of 93)	99%
4	Cases closed resulting in eviction**	4% (5 of 115)	2% (9 of 495)	0% (0 of 93)	1%
5	Customer satisfaction with high profile cases (victims of cases closed during the quarter who were very satisfied or fairly satisfied)	83% (5 of 6)	96% (26 of 27)	73% (8 of 11)	80%

*The benchmarking figures presented in this table cover 2013/14 but do not use our peer group. The data is sourced from 43 Housemark members who provided this data as part of a specialist ASB benchmarking exercise.

**One ASB eviction took place near the end of the quarter, although the case had not yet been closed.

4.4.1 Reports of ASB incidents by type

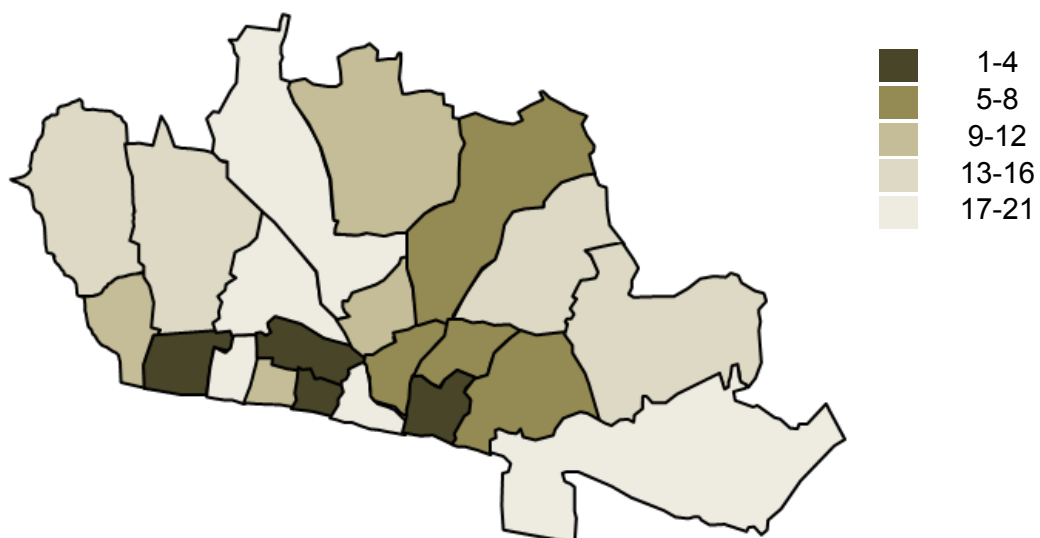
Category	Q2 2013/14	Year end 2013/14	Q2 2014/15
Personal (eg verbal abuse, harassment, intimidation)	12% (131)	9% (354)	20.5% (222)
Nuisance (eg noise, pets and animal nuisance)	22% (228)	18% (698)	19.5% (211)
... of which drugs/substance misuse	94	242	98
Environmental (eg bulk waste and graffiti)	66% (696)	73% (2,878)	60% (648)
Total	100% (1,055)	100% (3,930)	100% (1,081)

4.4.2 Reports of ASB incidents by ward

Ward	Q2 2014/15	...per 1,000 tenancies	Change since last quarter	No. tenancies*
Brunswick & Adelaide	1	250	1	4
Central Hove	4	70	4	57
East Brighton	244	110	-30	2,219
Goldsmid	43	130	6	330
Hangleton & Knoll	47	39	17	1,198
Hanover & Elm Grove	54	109	14	494
Hollingdean & Stanmer	118	93	20	1,271
Hove Park	0	0	0	9
Moulsecoomb & Bevendean	69	44	31	1,555
North Portslade	28	69	-11	408
Patcham	49	91	25	538
Preston Park	5	79	0	63
Queen's Park	274	161	78	1,706
Regency	0	0	-1	28
Rottingdean Coastal	0	0	0	24
South Portslade	32	86	12	370
St. Peter's & North Laine	49	130	1	378
Westbourne	2	17	-9	116
Wish	48	139	19	346
Withdean	1	23	0	43
Woodingdean	13	28	3	461
Total	1081	93	180	11,618

*General needs and sheltered tenancies as of 31 March 2014

4.4.3 Map of reports of ASB incidents per 1,000 tenancies by ward (rank)



4.5 Tenancy Fraud

The Tenancy Enforcement Team investigated and closed three tenancy fraud cases, although none resulted in an eviction.

4.6 Sheltered Housing

We have worked with residents of sheltered housing to develop a new service offer, and are developing a new performance compact which focuses on improving health and well-being outcomes for residents. We will use both quantitative and qualitative data to demonstrate the impact of the sheltered service.

- 4.6.1 We have trialled a nationally developed 'outcome star' for measuring an individual's wellbeing. This exercise was carried out in a scheme in Whitehawk and all 23 residents took part. The scores range from 1 (low/negative) to 5 (high/positive) and enables the service to quantify impact and change. We will introduce the outcome star across all of our schemes by end of this financial year.

Outcome	Average score at assessment	Average score after 3 months	Average change outcome
Staying as well as you can	4.1	4.1	No change
Keeping in touch	4.5	4.5	No change
Feeling Positive	4.4	4.3	-0.1
Being treated with dignity	4.8	4.8	No change
Are you able to look after yourself	4.6	4.6	No change
Do you feel safe	4.9	4.9	No change
How are you managing your money	4.6	4.7	+0.1

5. COMMUNITY ENGAGEMENT AND CONSULTATION:

- 5.1 The performance measures in this report demonstrate whether we are delivering quality services for scrutiny by members, residents and the general public. This report is being taken to Area Panels before going to Housing Committee, and will include feedback from the former.

6. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 6.1 Comment to be provided for Housing Committee

Legal Implications:

- 6.2 Comment to be provided for Housing Committee

Equalities Implications:

- 6.3 There are no equalities implications arising from this report.

Sustainability Implications:

- 6.4 Where appropriate, sustainability implications are included within the body of the report. The increase in the energy efficiency rating of homes reflects an improvement towards the council's sustainability commitments, among other objectives such as reducing fuel poverty and deprivation.

Crime & Disorder Implications:

- 6.5 There are no direct crime and disorder implications arising from this report. Cases of anti-social behaviour involving criminal activity are worked on in partnership with the Police and other appropriate agencies.

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 or Citywide Implications:

- 6.8 There are no direct corporate or city wide implications arising from this report. However, two performance indicators featuring in this report (the percentage of homes that are decent and the energy efficiency rating of homes) are among those used to measure success against the Corporate Plan Priority of Tackling Inequality.

SUPPORTING DOCUMENTATION

Appendices:

1. Appendix 1. Outline of under occupation arrears and related information
2. Appendix 2. Long term empty properties

Background Documents:

1. None

Appendix 1. Outline of council under occupation arrears and related information

Item	Indicator	Baseline March 2013*	End Jul 14	End Aug 14	End Sep 14
1	Number of under occupying households affected by the charge	949	731	742	734
2	Percentage of under occupying households in arrears (numbers)	29% (277)	47% (347)	54% (398)	54% (396)
3	Average arrears per under occupying household	£122	£108	£125	£118
4	Total arrears of under occupying households	£84k	£152k	£168k	£161k
5	Percentage increase in arrears of under occupying households since 1 April 2013 (amount of arrears)	0% (£84k)	29% (£108k)	48% (£125k)	41% (£118k)
6	Percentage increase in arrears of all current tenant arrears since 1 April 2013 (amount of arrears)	0% (£639k)	51% (£963k)	51% (£1m)	49% (£949k)
7	Under occupier arrears as a percentage of all arrears	13%	11%	12%	12%
8	Cumulative number of under occupying households moved via mutual exchange since baseline	0	47	49	51
9	Cumulative number of under occupying households moved via a transfer since baseline	0	85	89	90

*Baseline = before the under occupation charge was introduced in April 2013.

N.B. The arrears figures include both rents and service charges.

Appendix 2. Long term empty properties

Of the 48 general needs and sheltered properties that have, as of 17 October 2014, been empty for 6 weeks or more:

- 21 are ready to let (10 of which are sheltered dwellings)
- 11 are undergoing major repairs/refurbishment
- 8 to be leased to Seaside Homes
- 6 small sheltered flats being converted into larger dwellings
- 1 exploring option to convert property into flats
- 1 with a new tenancy commencing 20/10/14

Of the 6 temporary accommodation properties that have been empty for 6 weeks or more:

- 4 prefab bungalows to be redeveloped, as agreed at Housing Committee in November 2013.
- 2 adjacent studio flats for which discussions are underway with Pre-Planning team to merge into one flat.

General needs and sheltered long term empty properties (6 weeks or more)		
Calendar days empty as at 17/10/14	Ward	Status
111	Central Hove	Ready to let
2,099	Central Hove	Ready to let following major refurbishment to merge two small studio dwellings into one flat.
48	East Brighton	With Mears for major repairs
55	East Brighton	Ready to let following major repairs
69	East Brighton	To be leased to Seaside Homes - batch TBC
76	East Brighton	To be leased to Seaside Homes - batch TBC
90	East Brighton	Ready to let - sheltered studio flat
111	East Brighton	To be leased to Seaside Homes - batch TBC
146	East Brighton	To be leased to Seaside Homes - batch TBC
272	East Brighton	Ready to let - sheltered studio flat
398	East Brighton	To be leased to Seaside Homes - batch TBC
635	East Brighton	With Mears undergoing extensive major works, along with adjoining property, prior to letting
76	Goldsmid	Ready to let following major repairs
118	Goldsmid	Ready to let following major repairs

General needs and sheltered long term empty properties (6 weeks or more)		
Calendar days empty as at 17/10/14	Ward	Status
1,164	Goldsmid	Ready to let following major refurbishment to merge two small studio dwellings into one flat.
244	Hangleton and Knoll	With BHCC for refurbishment
251	Hangleton and Knoll	With BHCC for refurbishment
293	Hangleton and Knoll	With BHCC for extension and refurbishment
48	Hanover and Elm Grove	With Mears for major repairs
132	Hanover and Elm Grove	Ready to let - sheltered studio flat
146	Hanover and Elm Grove	With Mears for major repairs
48	Hollingdean and Stanmer	To be leased to Seaside Homes - batch TBC
55	Hollingdean and Stanmer	Ready to let - sheltered studio flat
279	Hollingdean and Stanmer	Ready to let - sheltered studio flat
510	Hollingdean and Stanmer	Ready to let - sheltered studio flat
55	Moulsecoomb and Bevendean	Ready to let
76	Moulsecoomb and Bevendean	Let - new tenancy commencing 20/10/14
188	Moulsecoomb and Bevendean	Ready to let - sheltered studio flat
377	Moulsecoomb and Bevendean	Ready to let - sheltered studio flat
426	Moulsecoomb and Bevendean	With BHCC for extension and refurbishment
90	North Portslade	Ready to let following major repairs
265	North Portslade	With BHCC for refurbishment
111	Patcham	Ready to let
139	Patcham	Ready to let - sheltered one bed flat
48	Queen's Park	To be leased to Seaside Homes - batch TBC
125	Queen's Park	To be leased to Seaside Homes - batch TBC
153	Queen's Park	Ready to let following major repairs
244	Queen's Park	With BHCC for refurbishment

General needs and sheltered long term empty properties (6 weeks or more)		
Calendar days empty as at 17/10/14	Ward	Status
167	South Portslade	Ready to let - sheltered studio flat
279	South Portslade	With BHCC exploring option to convert property into flats, detailed discussions with planning underway.
97	St. Peter's and North Laine	Ready to let
69	Wish	Small sheltered flat due for conversion into larger dwelling along with adjacent flats
125	Wish	As above - same block
132	Wish	As above - same block
195	Wish	As above - same block
244	Wish	As above - same block
265	Wish	As above - same block
321	Woodingdean	With Mears for major repairs
Total of 48 dwellings		

Temporary accommodation long term empty properties (6 weeks or more)		
Calendar days empty as at 17/10/14	Ward	Status
1,164	Westbourne (2 properties containing 2 flats)	Discussions are underway with Pre-Planning team to merge two studio dwellings, which are adjacent, into one flat.
1,165	Withdean (4 prefab bungalows and surrounding land)	To be redeveloped, as agreed at Housing Committee in November 2013.
Total of 6 dwellings		