

HOUSING MANAGEMENT CONSULTATIVE COMMITTEE

Agenda Item 40

Brighton & Hove City Council

Subject:	Housing & Social Inclusion Performance Report (Quarter 1)		
Date of Meeting:	26 September 2011		
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 is the first quarter (April to June) performance report for Housing & Social Inclusion for the financial year 2010 - 2011. It adopts a new format for presenting information more clearly than before, and also reports on the service pledge commitments agreed for service areas.

2. RECOMMENDATIONS:





- 2.1 That the Housing Management Consultative Committee comments on the content and the new format of the report, and suggests any further changes it may like to see.

3. RELEVANT BACKGROUND INFORMATION:

- 3.1.0 For applicable service areas the 'RAG' rating system of red, amber and green traffic light symbols is used to provide a clear, at a glance, indication of performance. For some areas, the targets already set for the year do not easily lend themselves to this rating system, and work will be done throughout the year to develop targets in line with 'RAG' rating for next year.
- 3.2.0 Trend arrows are also used to provide at a glance indication of whether the performance is poorer, remained the same, or has improved since the last reporting period.
- 3.1 **Key to symbols used within 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	



3.1.1 Rent collection and current arrears

Rent collection and current arrears				
PERFORMANCE INDICATOR	SERVICE PLEDGE	TREND	TARGET	ACTUAL
% of rent collected as a proportion of the rent due each year	Y		98.86%	98.71%
% of tenants with more than seven weeks rent arrears	Y	New measure	3.72%	2.96%
% of secure council tenants served a NoSP for rent arrears	Y	New measure	22.39%	6.31%
% of households evicted because of rent arrears	N		Less than 0.29%	0.02%
Number of households evicted because of rent arrears	Y	New measure	Less than 35	3
Percentage of rent loss due to empty properties <small>This figure includes properties set aside for Brighton & Hove Seaside Community Homes. Once it is set up, we will revise the target.</small>	N		1.9%	1.99%
Total former tenant arrears	N		£447,641	£575,223
% of rechargeable repair debt collected	Y	New measure	20%	4.52%
% collection rate of leaseholders' recoverable arrears (this is an end of year figure)	N	Not year end	95%	Not year end














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

3.2.0 Empty home turnaround time

3.2.1 There are no service pledge commitments relating to this specific area of work.

Empty home turnaround time					
PERFORMANCE INDICATOR	SERVICE PLEDGE	TREND	TARGET	ACTUAL	STATUS
Average re-let times in days (all properties)	N		21	17	

3.3.0 Property & Investment

Carrying out repairs to your home					
PERFORMANCE INDICATOR	SERVICE PLEDGE	TREND	TARGET	ACTUAL	STATUS
Emergency repairs completed in time	Y	↓	98%	97.19%	
1,566 repairs completed. The shortfall of 0.81% below target equals 13 repairs. The Core Group has taken action in this area, and performance has increased to 99.1% in June.					
Urgent repairs completed in time	Y	↓	98%	93.28%	
2,323 repairs completed. The shortfall of 4.72% below target equals 110 repairs. Again the Core Group has taken action in this area and performance has increased to 99.8% in June.					
Routine repairs completed in time	Y	↑	97%	97.60%	
Total 5,089 repairs completed					
Average time to complete routine repairs	Y	↑	15 days	11 days	
Percentage of appointments kept	N	↓	95%	95.02%	
Tenant satisfaction with repairs	N	↑	95%	95.93%	
Percentage of responsive repairs passing post-inspection	Y	↑	95%	97.33%	
Percentage of repairs completed right first time	Y	↑	94%	98.34%	
Home improvements					
Percentage of homes that are decent	N	↑	76.7%	76.10%	
Energy efficiency rating of homes (SAP)	N	↑	71	70.60	
Percentage of planned works passing post-inspection	Y	n/a	95%	98.78%	
Stock with up to date gas safety certificates	Y	↓	100%	99.68%	
A total of 10,625 properties require safety certificates. The shortfall of 0.32% below target equals 34 properties of which 31 have been referred to the local housing offices to seek access through the gas access procedures.					
Empty homes					
Percentage of empty properties passing post-inspection	Y	↑	98%	99.29%	

3.4.0 Car parks and garages

Methods of reporting on performance data and service pledges relating to car parks and garages are still being developed and will be incorporated into future reports.

3.5.0 Estates service

Estates service					
PERFORMANCE INDICATOR SERVICE		TREND	TARGET	ACTUAL	STATUS
PLEDGE					
Percentage passing quality inspections of our cleaning service 368 quality checks in Q1	Y	↑	96%	98.7%	G
Percentage passing quality inspections of our minor repairs service 470 quality checks in Q1	Y	↑	96%	97.3%	G
Reduction in fly tipping which has to be removed from common areas Removal work is continuing but an initiative is being developed with CityClean and progress in this matter will be reported on later in the year	Y	New measure	n/a	n/a	n/a
Reduction in graffiti reported	Y	↑	n/a	32	G
Customer satisfaction eg with cleanliness of the blocks 'rate your estate' satisfaction 'Rate your estate' has not been fully rolled out across the city so this will also be reported on later in the year.	Y	New measure	n/a	n/a	n/a
Completion of cleaning tasks The shortfall of 0.8% on the target represents approx. 7 out of 924 tasks per week.	N	↔	98.5%	97.3%	A
Emergency removal of bulk waste that met the target time	N	↔	100%	100%	G
Routine removal of bulk waste that met the target time	N	↑	96%	98%	G
Emergency removal of graffiti that met the target time	N	↔	100%	100%	G
Routine removal of graffiti that met the target time	N	↓	96%	100%	G

3.6.0 Anti-social behaviour (ASB)









3.6.1 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 cases resolved. The details below on each service pledge are therefore for information only.

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

- **Number of new ASB cases - 18**
- **Number of enforcement and support actions taken - 808**
- **Number of closed cases that were resolved - 28**

- **Customer satisfaction** - during the first quarter, of the victims and witnesses interviewed, 93% were either very or fairly satisfied with the way their case was dealt with.

3.7.0 Sheltered housing

Support plans, daily call service and social activities					
PERFORMANCE INDICATOR	SERVICE PLEDGE	TREND	TARGET	ACTUAL	STATUS
% of people with an up to date support plan Although it is not unusual for a scheme to have 1 or 2 people without an up to date plan (due to sickness or holidays) at one scheme performance has been below average due to a Scheme Manager vacancy. However we are taking steps to bring all plans up to date.	Y		100%	94%	
% of people who decline a support plan The number of declined support plans remains at 2%, and represents 22 people. Some residents have stated a personal preference not to have a structured support plan. However, assistance can still be given by the Scheme Manager on an informal basis.	N		0%	2%	
% of new residents with a support plan completed within 21 days The performance was slightly below the last quarter (90% compared to 94%) but still higher than the average for the previous year (80%).	Y		100%	90%	
Call each resident personally (as agreed with the resident)	Y	New measure	100%	100%	
To provide at least one social activity per week (in 21 of our 24 schemes)	Y	New measure	100%	100%	

4. COMMUNITY ENGAGEMENT AND CONSULTATION

- 4.1 As suggested in the last Performance Report a change in presentation of this report is now presented.
- 4.2 There is an increasing emphasis on the agreed Service Pledges to customers. These arose following consultation with service users and are also reflected in the Annual Report to Tenants, as required by the Tenant Services Authority. We will continue to take feedback from Members and residents as this style of reporting, and the topics it reflects, develops in the coming months.

5. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 5.1 Most performance measures discussed in this report have financial implications and these are considered within the monthly financial monitoring reports. For example, any improvement in turnaround times or a reduction in rent arrears increases the amount of rent collected. Improvements in performance will, in general, lead to more resources being available for tenants' services in the future

Finance Officer Consulted: Monica Brooks Date: 30/08/11

Legal Implications:

- 5.2 There are legal implications attached to most of the performance measures mentioned in this report. For example, section 83 of the Housing Act 1985 provides that possession proceedings cannot be brought against secure tenants for non-payment of rent unless a Notice of Seeking Possession (NOSP) has been served. (Paragraph 3.1.1) However, none of them are so significant that they need to be drawn especially to the Committee's attention.

Lawyer Consulted: Liz Woodley Date: 12/09/11

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

Risk and Opportunity Management Implications:

- 5.6 There are no direct risk and opportunity management 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. None

Documents in Members' Rooms

1. None

Background Documents

1. None

