

# **HOUSING MANAGEMENT CONSULTATIVE COMMITTEE**

## **Agenda Item 29**

Brighton & Hove City Council

<b>Subject:</b>	<b>Housing Management Performance Report (Quarter 1)</b>		
<b>Date of Meeting:</b>	<b>12 October 2009</b>		
<b>Report of:</b>	<b>Director of Adult Social Care &amp; Housing</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>John Austin Locke</b>	<b>Tel:</b> 29-1008
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<b>Key Decision:</b>	<b>No</b>		
<b>Wards Affected:</b>	<b>All</b>		

### **FOR GENERAL RELEASE**

#### **1. SUMMARY AND POLICY CONTEXT:**

- 1.1 This is the Quarter one report for Housing Management Performance for the year 2009-2010.
- 1.2 This report continues the new style of presentation and comparative benchmarking outlined in the end of year report presented previously to Housing management Consultative Committee

#### **2. RECOMMENDATIONS:**

- 2.1 That Housing Management Consultative Committee comment on the contents of this report.
- 2.2 That Housing Management Consultative Committee comment on any changes or additional information they would like to see in future reports

### 3. RELEVANT BACKGROUND INFORMATION

#### 3.1.0 Rent Collection and Current Arrears

Indicator	Past Performance 07/08	End of Year Performance 08/09	First Quarter 09/10	Top 25% of Performing Authorities Figures 1 <sup>st</sup> Quarter	Future Targets	
					09/10	10/11
BV66a Rent Collection	97.75%	98.16%	98.16%	HouseMark Major Cities Benchmarking: Upper Quartile 96.95% Stock Retained Benchmarking: Upper Quartile 94.78%	98.50%	98.68%
BV66a Rent Collection (Central housing area)	98.21%	98.35%	98.43%	n.a.	98.79%	99.03%
BV66a Rent Collection (East housing area)	97.08%	97.73%	97.78%	n.a.	97.99%	98.13%
BV66a Rent Collection (North housing area)	98.08%	98.35%	98.30%	n.a.	98.66%	98.82%
BV66a Rent Collection (west housing area)	98.09%	98.43%	98.36%	n.a.	98.88%	99.12%
BV66a Rent Collection (Temporary Acc.)	93.8%	97.07%	97.10%	n.a.	96.95%	96.95%
BV66b Those with arrears of more than 7 weeks	7.85%	6.40%	5.64%	HouseMark Major Cities Benchmarking: Upper Quartile 4.56	4.96%	4.13%

Indicator	Past Performance 07/08	End of Year Performance 08/09	First Quarter 09/10	Top 25% of Performing Authorities Figures 1 <sup>st</sup> Quarter	Future Targets	
					09/10	10/11
BV66c The NOSP figure	26.66%	30.35%	5.82%	HouseMark Major Cities Benchmarking: Upper Quartile 2.84	26.46%	23.80%
BV66d The Eviction Figure (% tenants evicted for rent arrears)	0.18%	0.16%	0.02%	HouseMark Major Cities Benchmarking: Upper Quartile 0.05	< than 35 evictions per annum: 0.29%	
% rent lost due to voids	1.28%	1.33%	1.10%	n.a.	To be set	
Total former tenant arrears (Inclusive of Temporary Accommodation)	£828,161 (£987,231k)	£784,753 (£972,732k)	£812,001 (£1,002,339)	n.a.	To be set	
% Collection rate for former tenant arrears	18.55	28.70	4.57	RIEN	To be set	
% of Write Offs for former tenant arrears	38.93%	18.66%	0.04%	n.a.	To be set	
Total recharge debt	£70,729	£95,884	£97,345	n.a.	£125,484	
% collection rate for recharges	27.90	31.26%	6.68%	n.a.	35%	
% Leaseholder recovery rate	72%	80%	63%	n.a.	82%	To be set
% Leaseholder Recovery Rate on Recoverable arrears	89%	90%	Not collected quarterly yet	n.a.	90%	To be set

- 3.1.1 The collection rate forecast at the end of June 2009 remains at 98.16%. As the figures used to calculate this indicator include the 09/10 rents before the rent reductions, this is an estimate only. An accurate forecast will be available before the end of the financial year.
- 3.1.2 While the percentage of tenants with more than seven weeks arrears may appear high at 5.64%, this indicator is also affected by rent down-rating. The estimated result compares with the 1<sup>st</sup> Quarter 08/09 performance of 6.62%.
- 3.1.3 Between April and June 09 the number of tenants served with a Notice of Seeking Possession (Nosp) was 172 compared to 252 during the same period in 08/09. The introduction of eBenefits which has reduced the time taken to assess Housing Benefit claims from 25 days to 6 days has allowed for more effective administration of new customer accounts earlier in the tenancy.
- 3.1.4 The number of households evicted for rent arrears in the 1<sup>st</sup> Quarter 09/10 was 3.
- 3.2.0 Former Tenant Arrears
  - 3.2.1 Of the 57 organisations that submitted data to the Rent Income Excellence Network (RIEN) the average collection rate for former tenant arrears in 08/09 was 9.12%. A collection rate of 28.70% placed Brighton and Hove in the upper quartile. New reporting will enable us to set even more challenging targets for the future.
- 3.3.0 Recharges
  - 3.3.1. Whilst the majority of recharges are applied to former tenants there is no current definition for benchmarking groups to compare the collection rates for this area of work. The collection rate at the end of the first quarter is 6.68%. With the current policies and focus the Income Management team are confident that they will reach the end of year target of 35%
- 3.4.0 % Leaseholder recovery rate on gross debt
  - 3.4.1 The gross arrears figures look at historic debt and the total amount of leaseholder bills at the end of the 1<sup>st</sup> quarter. The gross arrears can include amounts billed but not yet due, and debts where payment arrangements have been agreed over a period of time. Whilst analysis needs to take into account the fluctuations throughout the year (due to interim charges being raised on 1 April each year, and actual charges for the previous period), the service charge collection rates of gross areas are 63% as opposed to 57% collection rate at the end of the 1<sup>st</sup> quarter for 2008/09.
- 3.5.0 % Leaseholder recoverable arrears
  - 3.5.1 The method of 'Recoverable arrears' seeks to omit debts where payment arrangements or charging orders have been made, those that are formally in

dispute, or where legal recovery action is being taken. This is only reported annually at the moment, although we are working on a method to enable reporting quarterly.

### 3.6.0 Empty Property Turnaround Time

Indicator	Past Performance 07/08	End of Year Performance 08/09	First Quarter 09/10	Top 25% of Performing Authorities 1 <sup>st</sup> Quarter Figures	Future Targets	
					09/10	10/11
BV212 average re-let times in days (all properties)	31	28	29	HouseMark Major Cities Benchmarking: Upper Quartile 31.05 Stock Retained Benchmarking: Upper Quartile 25.98	26	24
General needs	29	25	26	n.a.	26	24
Sheltered	39	38	42	n.a.	26	24

3.6.1 Performance on empty property turnaround at 29 days for the first quarter is below the projected year end target of 26 days.

3.6.2 As the table shows, the time taken to let sheltered properties has been longer than our performance the previous two years. Regrettably, 16 of the 43 (37%) sheltered properties let in the first three months of this year were refused 3 or more times, with one being refused nine times. The process of letting sheltered properties does generally take longer than our general needs stock, particularly as we are more sensitive to the longer timescales new tenants often need to arrange assistance with their move.

3.6.3 We are working with the Older Person's Housing Team to arrange open days for applicants potentially interested in sheltered property to come along and see what the schemes are like and learn more about what they have to offer. This will hopefully enable future bids to be better targeted at the schemes in which future tenants have some interest.

3.6.4 The Lettings Team continues to explore possibilities for providing a more efficient yet customer focussed service, and has been comparing processes and learning lessons from higher performing organisations. Currently the team are carrying out a gap analysis of its performance in order to identify key areas for focus over the coming months.

### 3.7.0 Stock investment and asset management – Performance Quarter One

Stock investment and asset management - Performance 2009/10	Past Performance 07/08	End of Year Performance 08/09	First Quarter 09/10	Top 25% of Performing Authorities Figures 1 <sup>st</sup> Quarter	Future Targets	
					09/10	10/11
Emergency Repairs Completed in time	88.36 %	96.8 % 98.48 % (Mears) 94.49 % (Kier)	99.15% 99.79 % (Mears) 98.22 % (Kier)	HouseMark Major Cities Benchmarking: Upper Quartile 99.59%	99 %	**
No of Emergency Repairs completed	8,299	7,755 4,414 (Mears) 3,341 (Kier)	1645 969 (Mears) 676 (Kier)	n.a	n.a.	**
Urgent Repairs Completed in time	87.40 %	92.53 % 95.35 % (Mears) 89.18 % (Kier)	97.43% 100% (Mears) 94.31 % (Kier)	HouseMark Major Cities Benchmarking: Upper Quartile 99.30%	98 %	**
No of Urgent Repairs completed	8,938	4,391 2,388 (Mears) 2,005 (Kier)	740 406 (Mears) 334 (Kier)	n.a.	n.a.	**
Routine Repairs Completed within target time	88.63 %	96.01 % 97.86 % (Mears) 93.53 % (Kier)	99.08% 99.78 % (Mears) 97.97 % (Kier)	HouseMark Major Cities Benchmarking: Upper Quartile 97.14%	98 %	**
No of Routine Repairs completed	13,892	19,697 11,305 (Mears) 8,419 (Kier)	5107 3133 (Mears) 1974 (Kier)	n.a.	n.a.	**

Stock investment and asset management - Performance 2009/10	Past Performance 07/08	End of Year Performance 08/09	First Quarter 09/10	Top 25% of Performing Authorities Figures 1 <sup>st</sup> Quarter	Future Targets	
					09/10	10/11
BV72 Right to Repair orders completed within target time	n.a.	96.87 %	98.99 %	HouseMark Major Cities Benchmarking: Upper Quartile 98.23% Stock Retained Benchmarking: Upper Quartile 98.70%	97 %	**
BV73 Ave time to complete routine repairs	16 days	15 days	13 days	HouseMark Major Cities Benchmarking: Upper Quartile 10.92 Stock Retained Benchmarking: Upper Quartile 9.95	14 days	**
RR5 % of appointments kept	98.11%	98.4%		n.a.	99%	**
NI158 % of council homes that are non-decent	56.65 %	48.89%	42.84%	HouseMark Major Cities Benchmarking: Upper Quartile 10.01% Stock Retained Benchmarking: Upper Quartile 2.46%	36%	**
BV63 - Energy Efficiency (SAP Rating)	75.4	75.9	76	HouseMark Major Cities Benchmarking: Upper Quartile 73.50 Stock Retained Benchmarking: Upper Quartile 71.75	76.5*	**
LPI G3 Citywide % of	99.06%	99.61%	99.79	HouseMark Major Cities	100	**

Stock investment and asset management - Performance 2009/10	Past Performance 07/08	End of Year Performance 08/09	First Quarter 09/10	Top 25% of Performing Authorities Figures 1 <sup>st</sup> Quarter	Future Targets	
					09/10	10/11
stock with up to date gas safety certificates				Benchmarking: Upper Quartile 100	%	
Mears Area	98.91%	99.49 %	99.79	n.a.	100 %	**
PH Jones Area	99.27%	99.78 %	99.8	n.a.	100 %	**
*Using 2001 SAP formula. This remains the formula in current use.						
**Targets will be set in conjunction with the new repairs and maintenance contract.						

### 3.7.1 Responsive repairs

The performance on completion of repairs in time continues to be above target for Emergency and Routine repairs and slightly below target for Urgent repairs. Mears performance is above target for all three priorities and work is ongoing with Kier to improve performance against these indicators. Brighton & Hove City Council is involved establishing clear monitoring of any jobs that are over target and Kier are focusing on improving monitoring processes for the completion of jobs.

### 3.7.2 Decent Homes & SAP

The capital programme for 2009/2010 has already delivered improvement in decent homes with the door, boiler, kitchen and bathroom programmes having a positive impact this year. It is estimated that the programmes undertaken this year will improve decency to housing stock by approximately 10%. The definition for this indicator has recently been changed so tenant refusals are no longer excluded from the decent homes figures. Thus, the impact of the change is to continue to count homes as “non decent” where tenants have, as within their right, refused improvements.



### 3.7.3 Gas servicing

Brighton & Hove City Council, Mears and PH Jones continue to deliver consistently good performance in this area with 99.79% of properties having a current gas safety certificate. There are a total of 24 properties with an overdue safety certificate; all of these have been referred to BHCC by the constructors. Currently there are no properties with safety checks more than one year overdue. Subsequently, the status of the 24 properties is known and procedures are in place to ensure that all properties are appropriately certified.

### 3.8.0 Estates Service

Indicator	Past Performance 07/08	End of Year Performance 08/09	First Quarter 09/10	Top 25% of Performing Authorities 1 <sup>st</sup> Quarter Figures	Future Targets	
					09/10	10/11
Completion of cleaning tasks	87	96%	92%	n.a.*	98%	98.5%
Bulk refuse removal Targets met within timescale	95%	Emergency 77% Routine 84%	Emergency n.a Routine 95%	n.a.*	E 100% R 95%	E 100% R 96%
Graffiti removal Targets met within timescale	95%	Emergency 100% Routine 88%	61%	n.a.*	E 100% R 95%	E 100% R 96%
* Work will take place with HouseMark in the coming year to develop comparative figures						

3.8.1 The Estates Service is in the process of implementing a cleaning service based on site based cleaners, as recommended by this committee in November 2008. All high rise buildings now have a dedicated cleaner, and plans are well advanced to have the rest of the changes in place by September 2009. A report will be presented to the autumn round of Area Panels updating residents on the changes to the Estates Service, arising from the November 2008 report.

3.8.2 There has been a slight dip in the number of cleaning tasks completed this quarter. This is mainly due to the number of bank holidays in the period and the need to accommodate the work due on these days throughout the rest of the period.

3.8.3 For the first 2 months of this quarter the Estates Service graffiti removal vehicle was not operational due to the long term illness of a member of staff. During this period, graffiti removal work was passed to the repair contractors. Some of the non urgent work in May was left until the graffiti removal van was operational in June. This meant that it was not possible to achieve the target

removal times for these jobs. However, all jobs that were raised in June were carried out within target.

3.8.4 Formal staff consultation on changes to the Estates Service has recently finished. As part of these changes, the Mobile Wardens will now be trained to remove graffiti to ensure that graffiti removal work can be provided in the event of staff illness.

### 3.9.0 Anti-social Behaviour

Indicator	Past Performance 07/08	End of Year Performance 08/09	First Quarter 09/10	Top 25% of Performing Authorities 1 <sup>st</sup> Quarter Figures	Future Targets	
					09/10	10/11
% of Introductory Tenants reported to be involved in anti-social behaviour	As requested by a tenant representative this is a new performance indicator for 08/09	15.51%  548 lets in the year 85 cases	Work is ongoing to improve the data on a quarterly basis to supplement the annual figure	Figure not recorded by other authorities in this way	12%	
Number of ASB complaints closed due to no further action required and/or the case being resolved	951	826		n.a.*	n.a.*	
Number of evictions	12	7		n.a.*	n.a.*	
*Area currently under development with HouseMark						

3.9.1 This is a new target requested by HMCC previously. A project is in place to enhance our information system in order to present our data in a reliable and comprehensive format which will include retrospective figures.

3.9.2 It is the aim of the Anti social behaviour and tenancy sustainment teams to work with people to change their behaviour and sustain tenancies, avoiding eviction wherever possible. This is why the eviction target decreases.  
However, in serious cases, in order to protect other residents, it is sometimes unavoidable.

- 3.9.3 Officers are challenging and working to change the behaviour of, all introductory tenants reported as being involved in anti social behaviour. If anti social behaviour continues, then steps are taken to end the introductory tenancy.
- 3.9.4 Further targets will be confirmed as work with HouseMark around anti social behaviour performance management progresses.

#### **4. CONSULTATION**

- 4.1 Following the presentation to Housing Management Consultative Committee, this report will be presented at the next available round of Area Panels. In addition it will be provided, as appropriate, to the customer lead working groups involved with reviewing performance, policy and future prospects across the service.

#### **5. FINANCIAL & OTHER IMPLICATIONS:**

- 5.1 Most performance measures discussed in this report have financial implications which will be included in the Targeted Budget Management (TBM) forecast. For example, any improvement in turnaround times or reductions in empty property numbers increases the amount of rent collected. Similarly an increase in energy efficiency will result in a reduction in outgoings. Improvements in performance will, in general, lead to more resources being available for tenants' services in the future.

*Finance Officer Consulted: Susie Allen Date: 15 September 2009*

##### Legal Implications:

- 5.2 There are none.

*Lawyer consulted: Liz Woodley Date: 15 September 2009*

##### Equalities Implications:

- 5.3 Equalities implications are included within the body of the report.

##### Sustainability Implications:

- 5.4 Sustainability implications are included within the body of the report.

Risk and Opportunity Management Implications:

- 5.5 There are no direct risk and opportunity management implications arising from this report

Corporate / Citywide Implications:

- 5.6 There are no direct Corporate or Citywide implications arising from this report.

**6. EVALUATION OF ANY ALTERNATIVE OPTION(S):**

- 6.1 Not applicable to this report.

**7. REASONS FOR REPORT RECOMMENDATIONS**

- 7.1 These are contained within the body of the report.

**SUPPORTING DOCUMENTATION**

**Appendices:**

None

**Documents in Members' Rooms**

None

**Background Documents**

None