

Draft for Area Panels

Housing Performance

Report

Quarter 1 2020/21

This proposed new performance report is under development. Therefore this draft version has been brought to Area Panels to get your feedback on it. While incomplete, the intended purpose of the new design is to include updates on the Housing Committee priorities and work plan, as well as cover a wider range of Housing services, while making the report shorter overall. Area Panel members are invited to comment on the draft report.

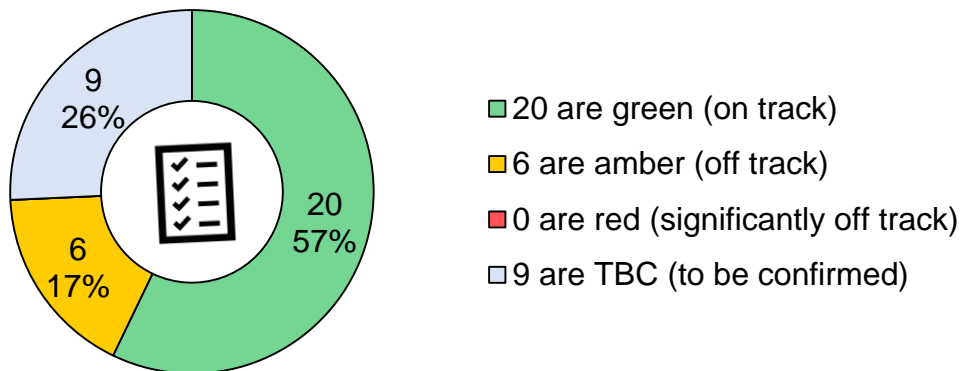
Performance areas	Page
Housing Committee priorities and work plan	
Additional council homes	4, 13
Other additional affordable homes	4
Council home buy backs	4, 15
Sites identified for Community Land Trust development	5
House of Multiple Occupation (HMO) licensing	6, 12
Private sector housing 'Requests for assistance' received	6
Energy efficiency rating of council homes	8, 18
Private sector empty homes returned to use	9, 12
Performance indicators	
Compliments and complaints	11
Leaseholder disputes	11
Major adaptations	12
Homeless preventions	12
New households accepted as homeless	12
Homeless households in temporary accommodation	13
Rent collected for temporary accommodation	13
Right to Buy sales	14
Total council homes (including net change)	14
Rent collected for council tenants	16

Performance areas	Page
Performance indicators (continued)	
Council tenants on Universal Credit	16
Tenants evicted	16
Anti-social behaviour	16
Tenancies sustained	16
Empty council homes and re-let times	16
Emergency repairs completed within 24 hours	17
Routine repairs completed within 28 days	17
Average time to complete routine repairs	17
Proportion of repairs appointments kept	17
Tenants satisfied with repairs	17
Repairs completed at first visit	17
Dwellings meeting Decent Homes Standard	18
Council homes with a valid Landlord's Gas Safety Record	18
Lift breakdowns	18







This housing performance report covers Quarter 1 (Q1) of 2020/21. It uses red, amber and green ratings to provide an indication of performance.

Part one provides an update of performance against the Housing Committee work plan objectives:

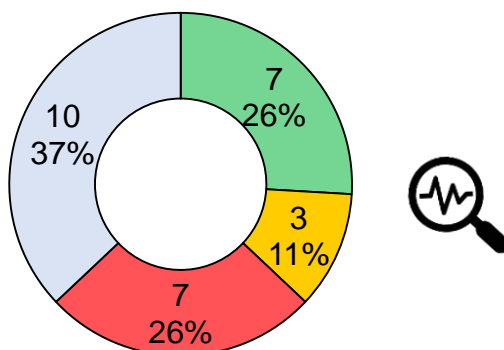
Work plan objectives



Part two presents results for a range of performance indicators across Housing and similarly uses red, amber and green ratings, as well as trend arrows:

- 
Green – on or above target
 (7 indicators)
- 
Amber – near target
 (3 indicators)
- 
Red – below target
 (7 indicators)
- 
Improved since last time
 (9 indicators)
- 
Same as last time
 (3 indicators)
- 
Poorer than last time
 (15 indicators)

Performance indicators



Please note that 10 performance targets are marked as TBC (to be confirmed) because they are currently being set.

Part one: Housing Committee priorities and work plan

1. Providing additional affordable homes

1.1 On track: Achieve 800 additional council homes

- Buckley Close (12) completed ✓
- Oxford St (10) due Sept 2020 ✓
- Selsfield Drive (30) due Nov 2020 ✓
- 'Hidden homes' (12) due Dec 2020 ✓
- Council house buy backs – 8 during Q1 ✓



68

Council house buy backs
since Sept 2017

1.2 On track: Achieve 700 other additional homes (registered provider, affordable, shared ownership)

- 235 affordable homes projected through registered providers during 2020/21 ✓
- Of these, 94 homes (40%) are for rent, 141 (60%) are for shared ownership



235

Affordable homes projected
through registered
providers during 2020/21

1.3 On track: Review the rent policy to maximise the number of council homes replaced at social or living wage rents

- 68% (or 46 of the 68) homes purchased are at social or living wage rents ✓
- 7 of 43 homes purchased since committee decision have had rent subsidy applied to support lower rent levels ✓

1.4 On track: Develop the existing Hidden Homes strategy

- Works have resumed on three sites to create 12 new homes from underused spaces by Dec 2020 ✓
- Estates are reviewed to consider maximising use of land

1.5 TBC: Develop a policy for the council to take the role of developer on major sites

- Report to Committee Year 2 Q2 (Sept 2020)

1. Providing additional affordable homes

1.6 On track: Bring a report to committee identifying suitable sites to work in partnership with Community Land Trust (CLT) for development

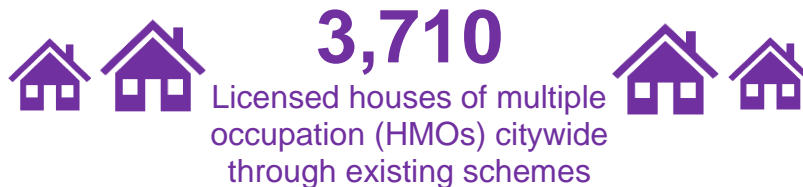
- 6 sites identified so far for potential CLT development ✓
- Further council owned sites being assessed to find 4 more



2. Improving private rented housing

2.1 On track: Review and resubmit selective licensing scheme proposal to improve the management and standards of private rented sector homes in the City

- Committee report completed setting out evidence for pursuing scheme ✓
- Stock condition survey to be revisited in Aug 2020



2.2 TBC: Research and review an ethical loan scheme

- Report to Committee Year 2 Q3 (Nov 2020)

2.3 TBC: Develop or commission an information or advice hub for private renters and consider options for a private tenants' forum

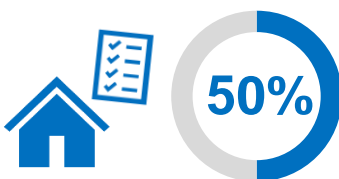
- Briefing to go to Committee Nov 2020 on way forward

2.4 Off track: Research and develop a social lettings agency

- Capacity has been limited due to Covid-19
- Research work will resume later in 2020/21

2.5 Off track: Develop the enforcement approach to private sector housing to reflect the full range of potential options available to improve management and standards

- Work has largely been on hold (Covid-19 restrictions limit access to homes)
- Urgent hazards have been attended to ✓



of licensed HMOs meet all special conditions (licences issued 12 plus months ago)



3. Alleviating homeless and rough sleeping

3.1 On track: Develop a rough sleeping strategy (to include partnerships with community homeless and faith projects and delivery of homeless enterprise projects)

- Strategy report to Committee June 2020 ✓
- Policy & Resources approved Homeless Reduction Board July 2020 ✓
- Covid-19 response: over 400 people accommodated including rough sleepers and those at risk of rough sleeping



400+

People accommodated
through Covid-19 response

3.2 On track: Review/consult/adopt the Homeless Bill of Rights

- Policy & Resources approved Homeless Reduction Board – July 2020 ✓
- Remit will include monitoring aspirations of Homeless Bill of Rights

3.3 On track: Provide a 365 day night shelter

- Shelter opened in Nov 2019 ✓

3.4 TBC: Expand Housing First

- Awaiting potential central government funding for open market home purchases

3.5 On track: Develop a strategy for the provision of council run temporary accommodation including Seaside Homes

- Gladstone Court, Hartington Road (38 homes) – purchase Aug 2020 ✓
- Oxford Street refurbishment (10) – expected completion Dec 2020 ✓
- Home purchase – 22 of 68 are for temporary accommodation ✓

3.6 On track: Develop a homeless strategy, ensuring homeless people are involved in the design and development of services which directly affect them.

- Homeless & Rough Sleeper Strategy agreed at Committee – June 2020 ✓
- Policy & Resources approved Homeless Reduction Board – July 2020 ✓

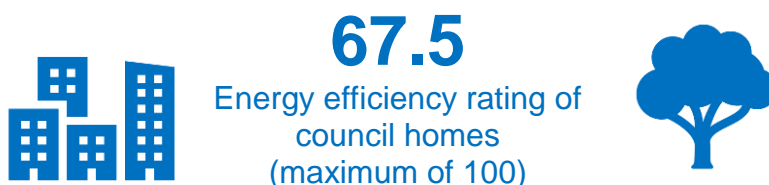
4. Achieving carbon reductions and sustainability in housing including address fuel poverty

4.1 Off track: Develop an action plan to set out how we will work collaboratively to ensure housing contributes to making the city carbon neutral by 2030

- Working with Corporate programme to become carbon neutral by 2030 – delivery plan for Housing will be developed and presented to Committee
- Agreement to install Ground Source Heat pump at a seniors housing scheme ✓
- Retrofit installation of the first Air Source Heat Pump on Housing land ✓
- Programme of 1,000 solar PV installs approved at Committee – June 2020 ✓
- Working on funding bid to pilot a ‘whole house’ approach to reduce carbon emissions from council homes
- Continued promotion of the Your Energy Sussex renewable energy tariff
- Continued support of the Warmer Sussex model to offer energy efficiency improvements to private householders and landlords

4.2 On track: Develop a new PV and energy efficiency strategy for council homes to include standards for new homes

- Standards for new council homes are guided by the revised new build specification – minimum Energy Performance Certificate rating of A
- Programme of 1,000 solar PV installs approved at Committee – June 2020 ✓



4.3 On track: Review the energy efficiency and provision on all new developments

- Government consulting on the Future Homes standard and building regulations (proposes lower carbon emission achieved through very high standards and low carbon heating systems)

4.4 On track: Investigate and report the possibility of bulk buying PV panels and other energy saving resources

- Programme of 1,000 solar PV installs approved at Committee – June 2020 ✓
- Work started on PV installations at a seniors housing scheme
- Continued work towards a launch of the Solar Together Sussex collective buying scheme for solar PV panels

5. Improving council housing and community involvement

5.1 On track: Work with tenants to develop a 'decent environment' standard

- 2019 STAR tenant satisfaction survey – 70% satisfied with neighbourhood
- 138 tenants and groups requested Environmental Improvement Budget (EIB) funding during 2019/20 – £393k committed for improvements ✓
- Improvements include clearance of untidy gardens, communal gardens, mural painting, cycle racks, benches, bin stores, play areas and railing for accessibility

5.2 On track: Develop a fire safety programme in conjunction with tenants and residents

- Sprinklers are now fitted as standard in all council new build homes
- Sprinkler systems at St James's House and Essex Place – out to tender soon

5.3 TBC: Review and develop a new tenant and community involvement policy/strategy for housing, ensuring we learn from the lived experience of our clients, meet the 'Involvement and Empowerment' standard and that co-production is at the heart of our tenant and resident involvement work

- Report to Committee Year 2 Q3 (Nov 2020)

5.4 Off track: Develop a policy for extending participatory budgeting

- Report to Committee Year 2 Q1 (June 2020) ✗

5.5 On track: Develop the work undertaken with leaseholders to develop a new leasehold involvement policy, setting out how leaseholders can be supported to be more proactively involved in capital works and other leasehold matters

- New contracts for planned and major works – first stage of leaseholder consultation completed ✓
- Senior Leasehold Liaison Officer appointed ✓

6. Enabling more affordable home ownership

6.1 On track: Work with Community Land Trust to develop self-build opportunities

- Report to Committee Year 2 Q2 (Sept 2020)
- Working with CLT to develop increased knowledge of possible funding sources

6.2 Off track: Work with Homes for Brighton & Hove and registered providers in the city to develop 500 shared ownership properties for essential workers who live and work in the city

- Joint venture unlikely to be able to sell shared ownership homes as not a registered provider – therefore mortgage companies may not lend to buyers
- Report to go to Housing Supply Member Board considering options

7. Make fuller use of shared housing capacity

7.1 Off track: Review our empty homes policy to ensure 650 empty homes are brought back into use

- Progress restricted by Covid-19 restrictions – 21 homes taken back during Q1



150
Private sector empty
homes returned to use
during past year

7.2 TBC: Develop a policy to incentivise households to relinquish council tenancies as an alternative to right to buy

- Report to Committee Year 2 Q3 (Nov 2020)

7.3 TBC: Investigate the possibility of supporting a 'lodger' scheme and report to committee

- Report to Committee Year 2 Q4 (Mar 2021)

7.4 On track: Undertake an impact assessment of short-term holiday lets and Air BnB in the city and consider options that may inform an approach to alleviate the most detrimental issues arising

- Report to Committee Year 1 Q4 (Mar 2020) ✓

8. Alleviating poverty

8.1 Off track: Ensure the in house repairs services includes measures to: provide opportunities for young people to develop skills for example through apprenticeships; maximise community benefits, including through use of local firms and labour for supply chain as well as planned and major works; and, develop pathways to employment that are inclusive in offering opportunities to all the communities we serve

- Work in this area has been delayed due to Covid-19 restrictions – eg taking on apprentices and procurement of contracts











8.2 TBC: Review arrears policy to ensure all action is taken at the earliest stage, support given and eviction is used as a last resort

- Report to Committee Year 2 Q2 (Sept 2020)





8.3 TBC: Develop an arrears policy for temporary accommodation, which gives tenants the same level of support and assistance as those in permanent accommodation

- Report to Committee Year 2 Q2 (Sept 2020)



Part two: Performance indicators






 Customer feedback	Target	Q4 2019/20	Q1 2020/21	Status against target	Trend since Q4
9.1  Compliments received from customers	88	105	67		
9.2  Stage one complaints responded to within 10 working days	80%	85% (113 of 133)	61% (43 of 71)		
9.3 Stage one complaints upheld	Info	56% (74 of 133)	34% (24 of 71)	n/a	n/a
9.4 Stage two complaints upheld	18%	42% (5 of 12)	22% (2 of 9)		
9.5  Leaseholder disputes upheld	Info	New indicator	0% (0 of 1)	n/a	n/a




There was one leaseholder dispute during Q1, which related to charges for major works at a high rise block. Most disputes arise during Q3 when bills are sent out to leaseholders. There are three outstanding disputes from the previous year, which also relate to major works.

 Private sector housing	Target	Q4 2019/20	Q1 2020/21	Status against target	Trend since Q4	
10.1	New licenses issued for Houses of Multiple Occupation (HMOs)	Info	228	162	n/a	n/a
10.2	HMOs where all special conditions have been met (for licences issued over 12 months ago)	TBC	49.8% (821 of 1,649)	50.1% (942 of 1,882)	TBC	
10.3	Private sector empty homes returned to use	40	20	23		

 Housing major adaptations	Target	Q4 2019/20	Q1 2020/21	Status against target	Trend since Q4	
11.1	Private housing – average weeks taken to approve Disabled Facilities Grant applications	TBC	11.2	16.6	TBC	
11.2	Council housing – average weeks taken to approve applications and commence works	TBC	13.9	5.3	TBC	

 Homelessness	Target	Q4 2019/20	Q1 2020/21	Status against target	Trend since Q4	
12.1	Households prevented from becoming homeless	TBC	189	154	TBC	
12.2	New households accepted as homeless	Info	66	58	n/a	n/a

 Temporary accommodation	Target	Q4 2019/20	Q1 2020/21	Status against target	Trend since Q4
13.1 Total homeless households in temporary accommodation	For info	1,505	1,750	n/a	n/a
13.2 Rent collected for emergency nightly placements	TBC	89.21%	71.84% (£868k of £1.18m)	TBC	
13.3 Rent collected for leased temporary accommodation properties	TBC	96.10%	94.90% (£1.67m of £1.75m)	TBC	
13.4  Rent collected for Seaside Homes	TBC	88.19%	91.80% (£1.03m of £1.17m)	TBC	
13.5 Empty temporary accommodation homes (leased and Seaside)	For info	60	57	n/a	n/a

 Additional council homes		Target	Q4 2019/20	Q1 2020/21	Status against target	Trend since Q4
14.1	 Additional council homes	Info	15	17	n/a	n/a
14.2	... at Local Housing Allowance rents	Info	20% (3 of 15)	0% (0 of 17)	n/a	n/a
14.3	... at 37.5% Living Wage rents	Info	47% (7 of 15)	76% (13 of 17)	n/a	n/a
14.4	... at 27.5% Living Wage rents	Info	13% (2 of 15)	24% (4 of 17)	n/a	n/a
14.5	...at social rents	Info	20% (3 of 15)	0% (0 of 17)	n/a	n/a
14.6	Council homes sold through the Right to Buy	Info	6	7	n/a	n/a
14.7	Net change in the number of council homes – all rent levels	Info	+9	+10	n/a	n/a
14.8	Net change in the number of council homes – social and 27.5% Living Wage rent homes only	Info	-1	-3	n/a	n/a
14.9	 Total council homes	Info	11,577	11,587	n/a	n/a

Total stock includes 10,647 general needs, 877 seniors housing, 52 council owned temporary accommodation and 11 long term leases to housing associations.

14.10 Home purchase performance data – since start of programme

Home purchases by application date								
	2017/18	2018/19	2019/20	Apr-20	May-20	Jun-20	Jul-20	Total
Total applications	5	54	88	1	0	16	6	170
Of which, became purchases	2	31	35	0	0	0	0	68
Council declined	1	14	10	0	0	2	0	27
Owner declined offer	1	5	11	0	0	0	0	17
Owner withdrew	1	3	13	0	0	2	0	19
Outcome pending	0	1	19	1	0	12	6	39










Home purchases by completion date and rent level								
	2017/18	2018/19	2019/20	Apr-20	May-20	Jun-20	Jul-20	Total
Completed purchases	1	13	43	4	1	3	3	68
... general needs social rent	0	0	1	0	0	0	1	2
... general needs 27.5% Living Wage	0	0	5	2	1	2	0	10
... general needs 37.5% Living Wage	1	5	24	2	0	1	1	34
... temporary housing at LHA rates	0	8	13	0	0	0	1	22






Summary of all home purchases since start of scheme, September 2017

















Total purchases	Social rent	27.5% LWR	37.5% LWR	LHA rate	No. rent reserve applied	Total rent reserve applied	Net modelled subsidy over all properties to date (£)
68	2	10	34	22*	7 **	£0.249m	TBC

















*All LHA rate purchases are for temporary accommodation

**Of the 43 purchases following Housing Committee decision to use rent reserve to keep rents as low as possible

 Council housing management		Target	Q4 2019/20	Q1 2020/21	Status against target	Trend since Q4
15.1	 Rent collected for council housing (end of year projection)	TBC	96.80% (£50.4m of £52.0m)	96.27% (£50.3m of £52.3m)	TBC	
15.2	 Tenants known to claim Universal Credit (UC)	For info	19% (2,117 of 11,436)	22% (2,544 of 11,358)	n/a	n/a
15.3	UC tenants in arrears who have an Alternative Payment Arrangement	For info	39% (531 of 1,355)	47% (755 of 1,620)	n/a	n/a
15.4	Tenants evicted due to rent arrears	For info	0	0	n/a	n/a
15.5	Tenants evicted due to anti-social behaviour (ASB)	For info	1	0	n/a	n/a
15.6	 New ASB cases reported	For info	185	198	n/a	n/a
15.7	 Surveyed ASB victims satisfied with way their closed case was dealt with	TBC	94% (15 of 16)	100% (3 of 3)	TBC	
15.8	Tenancies sustained following difficulties	98%	100% (24 of 24)	100% (13 of 13)		

 Council empty homes		Target	Q4 2019/20	Q1 2020/21	Status against target	Trend since Q4
16.1	 Average re-let time (calendar days) excluding time spent in major works	21	20 (111 lets)	91 (12 lets)		
16.2	Average 'key to key' empty period (calendar days) including time spent in major works	For info	47 (111 lets)	140 (12 let)	n/a	n/a
16.3	 Empty council homes (includes new homes)	For info	78	170	n/a	n/a

 Council housing repairs		Target	Q4 2019/20	Q1 2020/21	Status against target	Trend since Q4
17.1	 Emergency repairs completed within 24 hours	99%	99.8% (2,714 of 2,719)	99.4% (2,498 of 2,513)		
17.2	Routine repairs completed within 28 calendar days	TBC	99.5% (6,011 of 6,041)	74.5% (769 of 1,032)	TBC	
17.3	 Average time to complete routine repairs (calendar days)	15 days	20 days	20 days		
17.4	 Appointments kept as proportion of appointments made	97%	97.8% (8,874 of 9,069)	97.5% (3,135 of 3,216)		
17.5	 Tenants satisfied with repairs (standard of work)	96%	100% (15 of 15)	93% (403 of 432)		
17.6	Repairs completed at first visit	92%	87.5% (7,666 of 8,760)	93.9% (2,838 of 3,023)		

 Council housing maintenance		Target	Q4 2019/20	Q1 2020/21	Status against target	Trend since Q4
18.1	 Dwellings meeting Decent Homes Standard	100%	100% (11,511 of 11,511)	96.8% (11,216 of 11,587)		
18.2	Energy efficiency rating of homes (out of 100)	67	67.5	67.5		
18.3	 Council homes with a valid Landlord's Gas Safety Record	100%	99.99% (9,992 of 9,993)	99.79% (9,962 of 9,982)		
18.4	 Lifts – average time taken (hours) to respond	2	4.7	2.5		
18.4	Lifts restored to service within 24 hours	95%	97.7% (130 of 133)	91% (104 of 114)		
18.6	Lifts – average time taken (days) to restore service when not within 24 hours	7	10	4		

Please note that new performance indicators relating to planned maintenance and major works are currently being developed and will be included in this report once finalised.