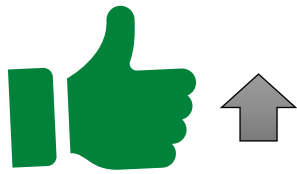
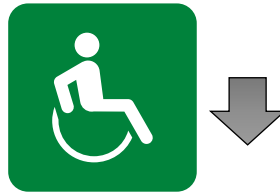


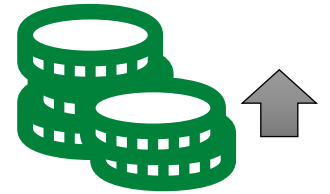
Area Panel summary: Council housing performance Quarter 2 2020/21 (Jul to Sep 2020)



96
Compliments
received



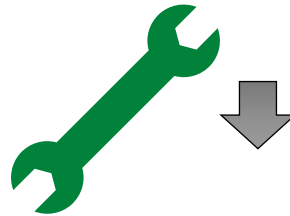
7 weeks
Waiting time
for adaptations



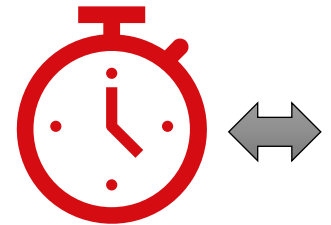
96.68%
Rent collected



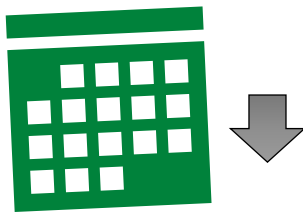
96 days
Empty home
re-let time



99.1%
Emergency
repairs within
24 hours



33 days
To complete
routine repairs



97.1%
Repairs
appointments
kept



97%
Tenants
satisfied with
repairs



100%
Gas safety
compliance

Performance since previous quarter is:



Better



Same



Worse

Quarter 2 2020/21 council housing performance – key trends

Top 5 scores (compared to target)

1. Stage two complaints upheld (9% vs 18% target)
2. Major adaptations – average time to approve applications (7 weeks vs 10 week target)
3. Compliments received from customers (96 vs 88 target)
4. Repairs completed at first visit (93.7% vs 92% target)
5. Rent collected from council tenants (96.68% vs 95% target).

Bottom 5 scores (compared to target)

1. Average re-let time excluding time spent in major works (96 days vs 21 day target)
2. Average time to complete routine repairs (33 days vs 15 day target)
3. Lifts – average time taken to respond (3.3 hours vs 2 hour target)
4. Stage one complaints responded to within 10 working days (57% vs 80% target)
5. Routine repairs completed in time (71.4% vs 92% target).

5 biggest improvements (since previous quarter)

1. Stage two complaints upheld (22% to 9%)
2. Compliments received from customers (69 to 96)
3. Lifts restored to service within 24 hours (91% to 95%)
4. Tenants satisfied with repairs (93% to 97%)
5. Rent collected from council tenants (96.28% to 96.68%).

5 biggest drops (since previous quarter)

1. Lifts – average time taken to restore service when not within 24 hours (4 to 8 days)
2. Average time to complete routine repairs (20 to 33 days)
3. Major adaptations – average time to approve applications (5 to 7 weeks)
4. Lifts – average time taken to respond (2.5 to 3.3 hours)
5. Stage one complaints responded to within 10 working days (61% to 57%).

Committee workplan progress update and Housing performance report

Quarter 2 2020/21

This report provides updates on the Housing Committee priorities and work plan for 2019-23, as well as performance indicators covering a range of Housing services.

Feedback on the report presented to Area Panels in September, and responses, is included on pages 24 to 29.

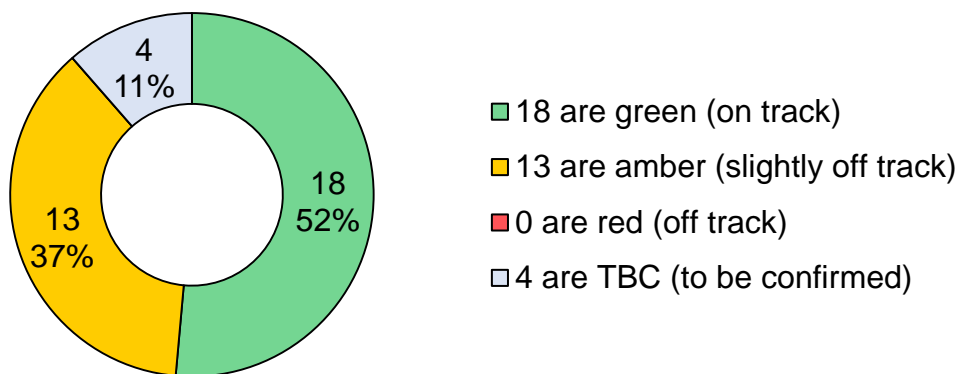
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This housing performance report covers Quarter 2 (Q2) of 2020/21 and is in two parts. It uses red, amber and green ratings to provide an indication of performance.

Part one provides an update of performance against 35 Housing Committee work plan objectives for 2019-23:

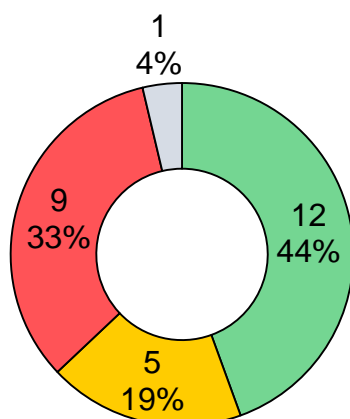
Work plan objectives



Part two presents results for 26 performance indicators across Housing and similarly uses red, amber and green ratings, as well as trend arrows:

| | | | |
|---|---|---|---|
|  | Green – on or above target (12) |  | Improved since last time (12) |
|  | Amber – near target (5) |  | Same as last time (0) |
|  | Red – below target (9) |  | Poorer than last time (14) |

Performance indicators



Part one: Housing Committee priorities and work plan 2019-23

1. Provide additional affordable homes

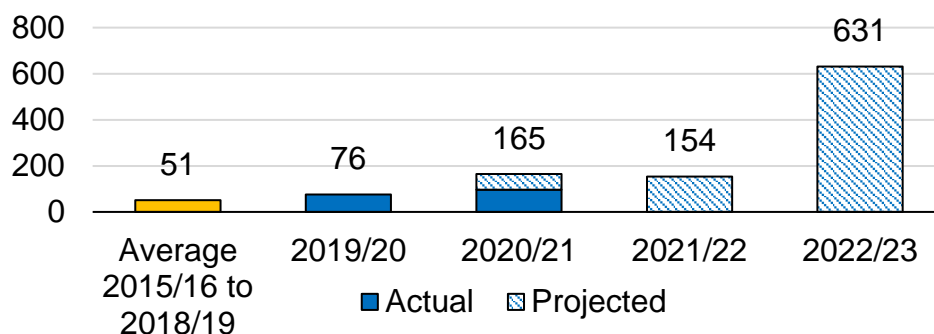
Regular updates on progress are provided to Housing Supply Member Board

1.1 On track: Achieve 800 additional council homes (including develop the existing Hidden Homes strategy)

Total of 1,026 homes projected for 2019 to 2023

- 2020/21: 165 homes – buy backs (64), Hidden Homes (11), Buckley Close (12), Gladstone Court (38), Hawkridge Court (30) and Oxford Street (10)
- 2021/22: 154 homes – buy backs (65), Hidden Homes (10), Frederick Street (4), Rotherfield Crescent (3), Victoria Road (42) and potential further schemes (30)
- 2022/23: 631 homes – buy backs (61), Hidden Homes (10), Homes for Brighton & Hove (173 rented), Moulsecoomb Hub (244) and potential further schemes (143)

Additional council homes per year

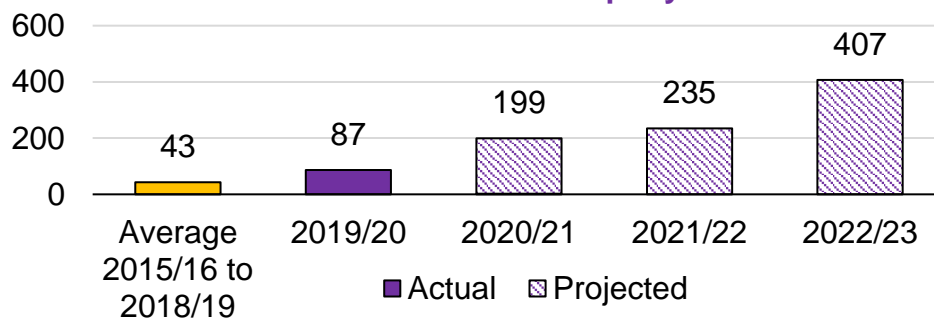


1.2 On track: Achieve 700 other additional homes (registered provider, affordable rented, shared ownership)

Total of 928 homes projected for 2019 to 2023 – 307 for rent and 621 shared ownership

- 2020/21: 199 homes – Eastergate Road (30), Freehold Terrace (8), Plumpton Road (2), Preston Road (34 from two providers) and Preston Barracks (125)
- 2021/22: 235 homes – Anston House (30), Edward Street (33), Falmer Avenue (13), Hangleton Way (33), Longley (22) and School Road (104)
- 2022/23: 407 homes – Dunster Close (5), Graham Avenue (125), Hinton Close (4), Homes for Brighton & Hove (173 shared ownership) and King's House (100)

Other additional homes per year

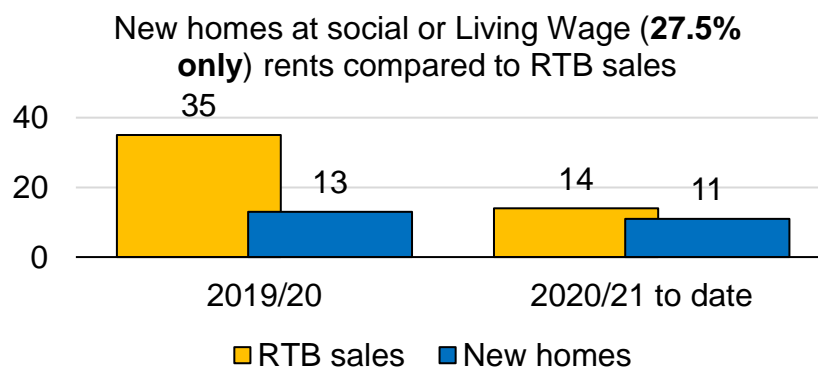
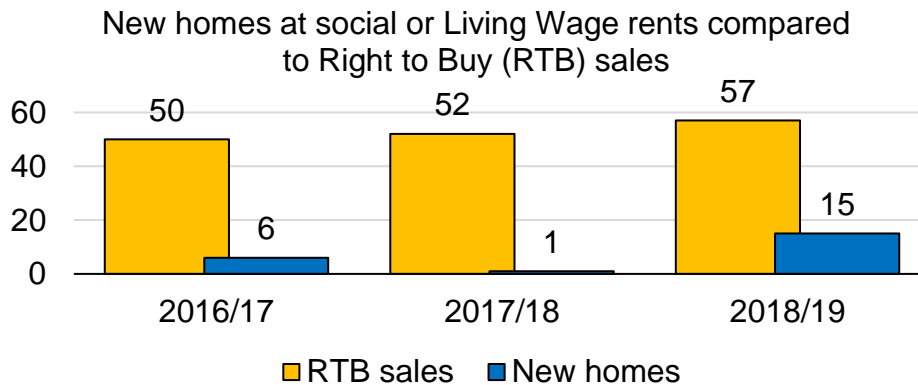


1. Provide additional affordable homes

Regular updates on progress are provided to Housing Supply Member Board

1.3 On track: Review the rent policy to maximise the number of council homes replaced at social or living wage rents (especially those at 27.5% Living Wage)

36% (or 28 of the 77) new council homes delivered so far during 2020/21 are at social (2), 27.5% Living Wage (9) or 37.5% Living Wage rents (17)



1.4 On track: Develop a policy for the council to take the role of developer on major sites

- Homes for Brighton & Hove Joint Venture is becoming a delivery company.

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

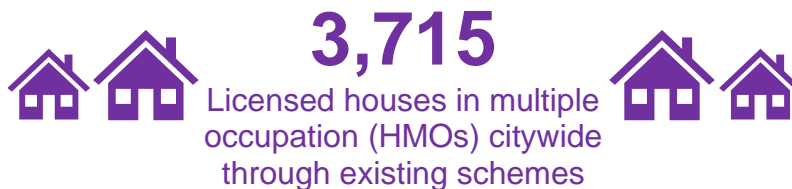
- Aim is to identify 10 sites for Community Land Trust development by March 2023.

| Year | Sites identified |
|-----------------|------------------|
| 2018/19 | 2 |
| 2019/20 | 2 |
| 2020/21 to date | 1 |
| Total | 5 |

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

- Stock condition survey completed in September 2020
- Report planned for January 2021 Housing Committee



2.2 Slightly off track: Research and review an ethical loan scheme

- Committee report due for November 2020 – deferred due to Covid-19 priorities

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

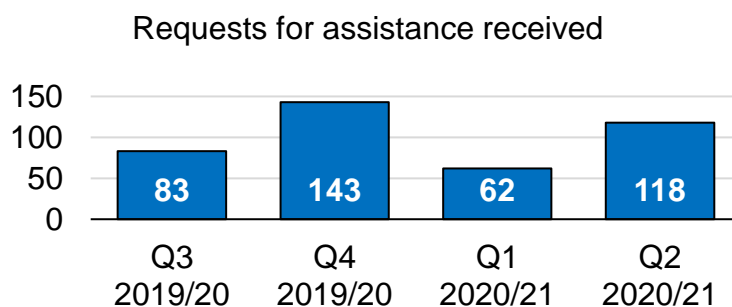
- Committee briefing due for November 2020 – deferred due to Covid-19 priorities

2.4 Slightly off track: Research and develop a social lettings agency

- Research work deferred due to Covid-19 priorities

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

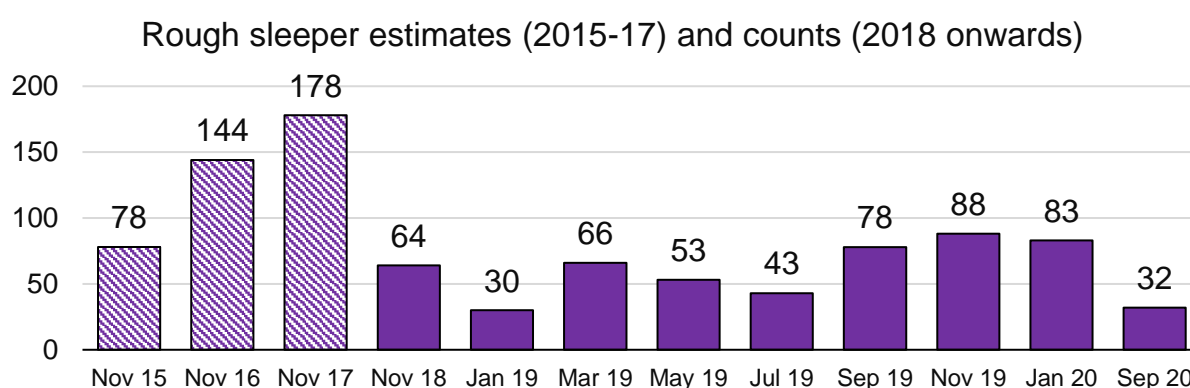
- Request for assistance top categories during Q2: disrepair (25%), other safety concerns (13%), request for information (8%) and neighbour nuisance (6%)



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)

- Covid-19 response: 369 people accommodated in hotels at end September, compared to 434 in June – a reduction of 65
- Homeless Reduction Board began meeting in September 2020 and an action plan is being developed with lead members
- Next Steps Accommodation Programme (NSAP) funding bid approved by Ministry of Housing, Communities & Local Government (MHCLG) for the costs of providing housing and support to all those accommodated due to Covid-19 (largest single award outside of Greater London)



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

- Values of the Homeless & Rough Sleeper Strategy approved by Housing Committee in June 2020 align to the Homeless Bill of Rights. Strategy states that *'The Homeless Bill of Rights should be viewed as a standard against which the Council and its partners judge our policies and practices'*
- Progress of the aspirations contained in the Homeless Bill of Rights will be monitored by the Homeless Reduction Board

3.3 TBC: Provide a 365 day night shelter

- Night shelter closed in early April 2020 on the advice of MHCLG and Public Health England due to accommodation having shared facilities

3.4 TBC: Expand Housing First

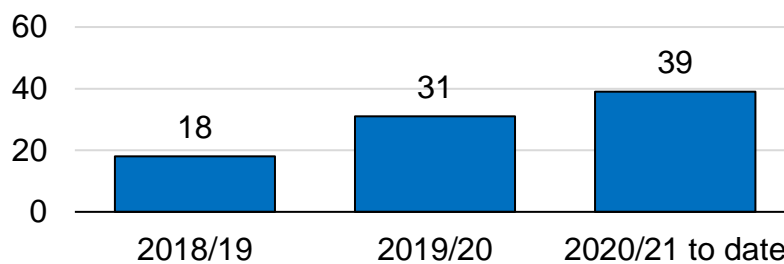
- A report on 'Commissioning of a Housing First Service for Single Homeless People' was approved at September 2020 Housing Committee
- A further report on next steps was approved at the November 2020 Committee

3. Alleviating homeless and rough sleeping

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

- Gladstone Court, Hartington Road (38 homes) – purchased August 2020 and due to be let in January 2021
- Oxford Street refurbishment (10) – expected completion January 2021
- Home Purchase Policy purchases – 22 of 73 are for temporary accommodation (9 during 2018/19, 12 during 2019/20 and 1 during 2020/21 to date)

Council owned temporary and emergency accommodation delivered



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
- Homeless Reduction Board began meeting in September 2020 and an action plan is being developed with lead members
- Terms of Reference for the Homeless Operational Board has been developed

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

4.1 On 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 Housing Committee
- Our Housing Revenue Account (HRA) capital programme targets investments that will ensure our homes are energy efficient and that we continue to improve the energy performance of our housing stock, including through modern heating systems to reduce carbon emissions and residents' fuel costs. Our HRA capital programme for 2020/21 includes £2 million for domestic/communal heating improvements
- Delivery of ground source heat project at Elwyn Jones Court expected in 2021
- Explore and apply for external funding opportunities, where eligible, to support accurate asset data analysis and programme planning and the installation of low carbon heating measures

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

- Begin the domestic solar PV programme on local housing stock in 2021 (1,000 households to be delivered over 3 years)
- Standards for new council homes are guided by the revised new build specification – minimum Energy Performance Certificate rating of A

45,000

Estimated tonnes of carbon emissions from council homes per year



67.7

Energy efficiency rating of council homes (maximum of 100)



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

- Central government is analysing feedback from consultation 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

- Continued work to support Sussex-wide solar PV (Photovoltaics – for generating electricity) auction for private sector households through council branding and promotion. Estimated 170 installations between December 2020 and May 2021

5. Improving council housing and community involvement

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

- Work will commence with tenants during 2021/22 to jointly develop this new standard

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.
- Council is working to consider the likely impacts of the proposed Building Safety legislation including proposed resident engagement strategy for building safety.
- Fire Risk Assessments are carried out regularly to council housing buildings and are ongoing.
- Additional sprinkler systems have been installed to bin store areas in three high rise buildings over the last three months.

5.3 Slightly off track: 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

- Committee report due for November 2020 – deferred due to Covid-19 priorities

5.4 Slightly off track: Extend participatory budgeting

- Committee report due for June 2020 – deferred due to Covid-19 priorities

5.5 Slightly off 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

- Consultation with leaseholders on new planned maintenance and improvement programme contracts has concluded and work is underway to mobilise these new contracts. Leaseholders will be consulted where the council has plans to undertake works under these contracts on a block by block basis
- Second stage consultation with leaseholders on the proposed frameworks for major works will commence early in 2021
- The council is continuing to update tenants and leaseholders that sit on the 'task and finish' group that is working on the programme. Plans are now underway to hold online sessions for these residents
- The council will be undertaking a survey of all leaseholders early in 2021 and will share the results of this with the Leaseholder Action Group

6. Enabling more affordable home ownership

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

- Broader work with CLT includes self-build units.
- November 2020 Housing Committee recommended the disposal by lease of two sites at Hinton Close, Hollingdean and Natal Road, Moulsecoomb.

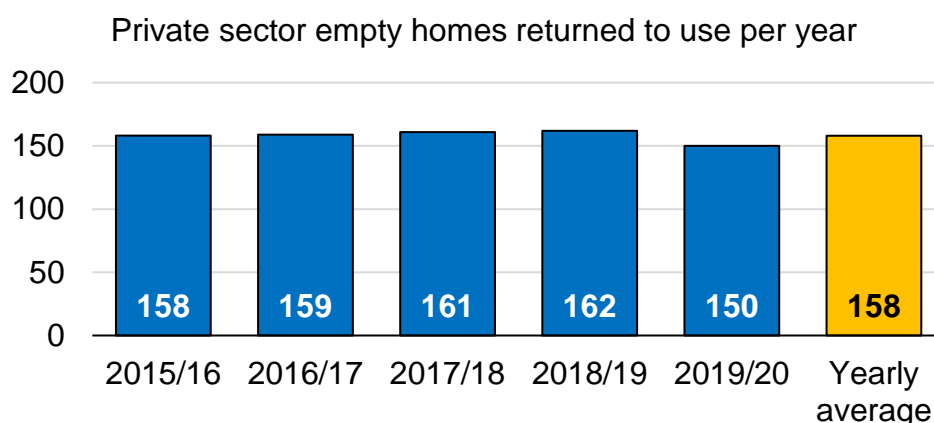
6.2 Slightly off track: Work with Homes for Brighton & Hove and registered providers in the city to develop 500 shared ownership properties for essential workers who live and work in the city

- The Living Wage Joint Venture, Homes for Brighton & Hove, has planning permission for its first two sites totalling 346 homes.
- Homes for Brighton & Hove is becoming a delivery company – the 173 rented homes will now be council and the 173 shared ownership homes will be owned/managed by Hyde.

7. Make fuller use of shared housing capacity

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

- Progress restricted by Covid-19 restrictions – 27 homes taken back during Q2 (or 54 during 2020/21 to date against a cumulative target of 80)



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

- Committee report due for September 2020 – deferred due to Covid-19 priorities

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

- Committee report due March 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 (March 2020). A report on Regulation of Short-Term Holiday Lets considered by Tourism Equalities Culture and Communities on 5 March 2020 was also considered at Housing Committee on 11 March 2020. It agreed:

- To officers using existing powers to investigate and respond to complaints about short term holiday lets, ensuring a co-ordinated approach to enforcement between services
- Noted officers are actioning the requests in the Notice of Motion to lobby central Government for a national registration scheme and for enhanced enforcement powers for officers to deal with issues caused by these types of properties and to write to Air BnB regarding a consultation. Due to Covid-19 the proposed consultation has been delayed but officers will continue to liaise with companies to ensure compliance

8. Alleviating poverty

8.1 Slightly 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

- A report on 'Update on Repairs & Maintenance to Council Housing Stock' was considered by September 2020 Housing Committee. Following the insourcing there are many ongoing and new projects which are being delivered by the programme team
- Due to the Covid-19 outbreak, the planned and major works procurement was paused as were other areas of the programme, including taking on apprentices
- Some existing apprentices were moved to empty property works so they could physically distance while working, but it has not yet been possible to recruit additional apprentices

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











- Report had been due to committee Year 2 Q2 (September 2020) but deferred given Covid-19 capacity & related issues.
- Council tenants' rent arrears have decreased during Q2, from £2.0m at end June to £1.7m at end September






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





- Report had been due to committee Year 2 Q2 (September 2020) but deferred given Covid-19 capacity & related issues




Part two: Performance indicators

The council is responsible for managing 11,660 council owned homes and 2,394 leaseholder homes, as well as providing temporary accommodation for 1,824 homeless households plus 369 rough sleeper and other households placed in hotels under Covid-19 urgency powers.









|  Customer feedback – all Housing services | Target | Q1 2020/21 | Q2 2020/21 | Status against target | Trend since Q1 |
|---|--------|----------------|----------------|---|---|
| 9.1  Compliments received from customers | 88 | 67 | 96 |  |  |
| 9.2  Stage one complaints responded to within 10 working days | 80% | 61% (43 of 71) | 57% (44 of 77) |  |  |
| Of 77 stage one complaints received during Q2, 50 (65%) related to council housing and 27 (35%) related to other housing services such as Housing Needs and Private Sector Housing. | | | | | |
| 9.3 Stage one complaints upheld | Info | 34% (24 of 71) | 43% (33 of 77) | n/a | n/a |
| 9.4 Stage two complaints upheld | 18% | 22% (2 of 9) | 9% (1 of 11) |  |  |
| 9.5  Leaseholder disputes received | Info | 1 | 2 | n/a | n/a |
| <p>Most disputes arise during Q3 when bills are sent out to leaseholders. There were two new leaseholder disputes during Q2 with the following outcomes:</p> <ul style="list-style-type: none"> • Credit given over disputed charges which came under warranty for major works • Credit given over disputed share of the cost of a communal door. <p>There were a total of 58 ongoing disputes with individual leaseholders at the end of Q2.</p> | | | | | |




|  Private sector housing | | Target | Q1 2020/21 | Q2 2020/21 | Status against target | Trend since Q1 |
|--|--|--------|----------------------|----------------------|---|---|
| 10.1 | New licences issued for Houses in Multiple Occupation (HMOs) | Info | 162 | 59 | n/a | n/a |
| 10.2 | HMOs where all special conditions have been met (for licences issued over 12 months ago) | 50% | 50.1% (942 of 1,882) | 48.4% (996 of 2,056) |  |  |
| 10.3 | Private sector empty homes returned to use | 40 | 26 | 27 |  |  |

|  Housing adaptations | | Target | Q1 2020/21 | Q2 2020/21 | Status against target | Trend since Q1 |
|---|---|--------|------------|------------|---|---|
| 11.1 | Private housing – average weeks taken to approve Disabled Facilities Grant applications | 10 | 16.6 | 14.9 |  |  |
| 11.2 | Council housing – average weeks taken to approve applications and commence works | 10 | 5.3 | 7.2 |  |  |

|  Housing Needs – Housing Options and allocations | | Target | Q1 2020/21 | Q2 2020/21 | Status against target | Trend since Q1 |
|---|---|--------|------------|------------|---|---|
| 12.1 | Households prevented from becoming homeless | 202 | 154 | 158 |  |  |
| 12.2 | New households accepted as homeless | Info | 58 | 54 | n/a | n/a |
| 12.3 | Number of households on the social housing waiting list | Info | 8,352 | 7,771 | n/a | n/a |

Of the waiting list households above: 47% are single adults, 46% families with children, 6% couples without children and 1% households with multiple adults.

|  Housing Needs – temporary accommodation | Target | Q1 2020/21 | Q2 2020/21 | Status against target | Trend since Q2 |
|---|----------|---------------------------|---------------------------|---|---|
| 13.1 Homeless households in temporary accommodation (housed under statutory duties) | For info | 1,750 | 1,824 | n/a | n/a |
| 13.2 Rough Sleepers and Covid-19 placements in hotels | For info | 434 | 369 | n/a | n/a |
| 13.3 Rent collected for emergency accommodation | 89.21% | 71.84% (£846k of £1.18m) | 75.15% (£2.16m of £2.87m) |  |  |
| 13.4 Rent collected for leased temporary accommodation properties | 96.10% | 95.97% (£1.67m of £1.75m) | 95.66% (£3.60m of £3.77m) |  |  |
| 13.5  Rent collected for Seaside Homes | 91% | 88.38% (£1.03m of £1.17m) | 92.86% (£2.37m of £2.55m) |  |  |
| 13.6 Empty temporary accommodation homes (leased and Seaside) | For info | 57 | 59 | n/a | n/a |

|  Council housing – supply | | Q1 2020/21 | Q2 2020/21 |
|--|---|----------------------|----------------------|
| 14.1 |  Additional council homes | 20 | 77 |
| 14.2 | ... at Local Housing Allowance rents | 0% (0 of 20) | 87% (67 of 77) |
| 14.3 | ... at 37.5% Living Wage rents | 80% (16 of 20) | 1% (1 of 77) |
| 14.4 | ... at 27.5% Living Wage rents | 20% (4 of 20) | 6% (5 of 77) |
| 14.5 | ...at social rents | 0% (0 of 20) | 3% (2 of 77) |
| 14.6 | Council homes sold through the Right to Buy | 8 | 6 |
| Of the 14 homes sold during 2020/21 to date, 9 were flats (2 one bed, 5 two bed, 2 three bed) and 5 were houses (4 two bed, 1 four bed). | | | |
| 14.7 | Net change in the number of council homes – all rent levels | +12 | +71 |
| 14.8 | Net change in the number of council homes – social and 27.5% Living Wage rent homes only | -3 | 0 |
| 14.9 |  Total council owned homes | 11,589 | 11,660 |
| Total stock includes 10,681 general needs, 877 seniors housing, 91 council owned temporary / emergency accommodation and 11 long term leases to housing associations. In addition to the 11,660 council owned dwellings there are 2,394 leaseholder and 499 Seaside Homes dwellings. | | | |

14.10 Council housing – Home Purchase performance since start of programme

| Home purchases by application date | 2017/18 | 2018/19 | 2019/20 | Q1 2020/21 | Q2 2020/21 | Total |
|------------------------------------|----------|-----------|-----------|---------------|---------------|------------|
| Total applications | 5 | 53 | 88 | 17 | 24 | 187 |
| Of which, became purchases | 2 | 31 | 40 | 1 | 0 | 74 |
| Council declined | 1 | 13 | 11 | 4 | 1 | 30 |
| Owner declined offer | 1 | 5 | 12 | 2 | 0 | 20 |
| Owner withdrew | 1 | 3 | 12 | 3 | 2 | 21 |
| Outcome pending | 0 | 1 | 13 | 7 | 21 | 42 |

| Home purchases by completion date and rent level | 2017/18 | 2018/19 | 2019/20 | Q1 2020/21 | Q2 2020/21 | Total |
|--|----------|-----------|-----------|---------------|---------------|-----------|
| Completed purchases | 1 | 13 | 43 | 8 | 9 | 74 |
| ... general needs social rent | 0 | 0 | 1 | 0 | 2 | 3 |
| ... general needs 27.5% Living Wage | 0 | 0 | 5 | 4 | 5 | 14 |
| ... general needs 37.5% Living Wage | 1 | 5 | 24 | 4 | 1 | 35 |
| ... temporary housing at LHA rates | 0 | 8 | 13 | 0 | 1 | 22 |










NB Year to date performance for 2020/21 is 17 against an indicative target of 64 for the year (or 32 for the first half). However, many purchases have since been secured which will hopefully be completed in the second half of the year, bringing performance back on target.






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 (£) |
|-----------------|-------------|-----------|-----------|----------|--------------------------|----------------------------|--|
| 74* | 3 | 14 | 35 | 22 | 7 ** | £0.249m | £163,000 |

*Of which 65 are flats (4 studio, 26 one bed, 29 two bed, 6 three bed) and 9 are houses (4 two bed, 5 three bed).

















**Following Housing Committee decision to use rent reserve to keep rents as low as possible. Next update will be at the end of 2020/21.

|  Council housing – management | | Target | Q1 2020/21 | Q2 2020/21 | Status against target | Trend since Q1 |
|---|---|----------|---------------------------------|---------------------------------|---|---|
| 15.1 |  Rent collected from council tenants (end of year projection) | 95% | 96.28% (£51.0m of £53.0m) | 96.68% (£51.1m of £52.8m) |  |  |
| At September, 25% of council tenants (2,842 of 11,328) were in arrears, which breaks down as: <ul style="list-style-type: none"> • 704 less than £100 • 915 between £100 and £499.99 • 673 between £500 and £999.99 • 550 more than £1,000. | | | | | | |
| 15.2 |  Tenants known to claim Universal Credit (UC) | For info | 22% (2,545 of 11,357) | 24% (2,674 of 11,328) | n/a | n/a |
| 15.3 | UC tenants in arrears who have an alternative payment arrangement | For info | 47% (765 of 1,622) | 47% (699 of 1,492) | n/a | n/a |
| 15.4 | Arrears of UC tenants as a proportion of total arrears | For info | 75% (£1.5m of £2.0m) | 71% (£1.2m of £1.7m) | n/a | n/a |
| 15.5 | Tenants evicted due to rent arrears | For info | 0 | 0 | n/a | n/a |
| 15.6 | Tenants evicted due to anti-social behaviour (ASB) | For info | 0 | 0 | n/a | n/a |
| 15.7 |  New ASB cases reported | For info | 198 | 209 | n/a | n/a |
| 15.8 |  Surveyed ASB victims satisfied with way their closed case was handled | 85% | 100% (3 of 3) | TBC | TBC | TBC |
| The above indicator is TBC while the methodology for collecting ASB satisfaction data is revised, in order to achieve a higher sample rate for closed cases. | | | | | | |
| 15.9 | Tenancies sustained following difficulties | 98% | 100% (13 of 13) | 95% (18 of 19) |  |  |

|  Council housing – management | | Target | Q1 2020/21 | Q2 2020/21 | Status against target | Trend since Q1 |
|--|---|----------|------------------|------------------|---|---|
| 15.10 |  Average re-let time (calendar days) excluding time spent in major works | 21 | 91 (12 lets) | 96 (50 lets) |  |  |
| 15.11 | Average 'key to key' empty period (calendar days) including time spent in major works | For info | 140 (12 lets) | 111 (50 lets) | n/a | n/a |
| 15.12 |  Empty council homes (includes new homes) | For info | 173 | 230 | n/a | n/a |

|  Council housing – repairs and maintenance | | Target | Q1 2020/21 | Q2 2020/21 | Status against target | Trend since Q1 |
|---|--|---------|---------------------------|---------------------------|---|---|
| 16.1 | Emergency repairs completed within 24 hours | 99% | 99.4% (2,498 of 2,513) | 99.1% (2,748 of 2,772) |  |  |
| 16.2 | Routine repairs completed within 28 calendar days | 92% | 74.5% (769 of 1,032) | 71.4% (1,882 of 2,636) |  |  |
| 16.3 |  Average time to complete routine repairs (calendar days) | 15 days | 20 days | 33 days |  |  |
| 16.4 |  Appointments kept as proportion of appointments made | 97% | 97.5% (3,135 of 3,216) | 97.1% (7,149 of 7,359) |  |  |
| 16.5 |  Tenants satisfied with repairs (standard of work) | 96% | 93% (403 of 432) | 97% (984 of 1,011) |  |  |
| 16.6 | Repairs completed at first visit | 92% | 93.9% (2,838 of 3,023) | 93.7% (5,087 of 5,431) |  |  |

Please note that the Repairs Helpdesk resumed service in September 2020 and so the next performance report will include indicators around the volume and timeliness of call handling, once a full quarter of data is available.

|  Council housing – repairs and maintenance | | Target | Q1 2020/21 | Q2 2020/21 | Status against target | Trend since Q1 |
|---|---|--------|------------------------------|------------------------------|---|---|
| 16.7 |  Dwellings meeting Decent Homes Standard | 100% | 96.80% (11,216 of 11,587) | 93.59% (10,911 of 11,658) |  |  |
| 16.8 | Energy efficiency rating of homes (out of 100) | 67.4 | 67.5 | 67.7 |  |  |
| 16.9 |  Council homes with a valid Landlord's Gas Safety Record | 100% | 99.79% (9,962 of 9,982) | 100% (9,996 of 9,996) |  |  |
| 16.10 |  Lifts – average time taken (hours) to respond | 2 | 2.5 | 3.3 |  |  |
| 16.11 | Lifts restored to service within 24 hours | 95% | 91% (104 of 114) | 95% (143 of 151) |  |  |
| 16.12 | Lifts – average time taken (days) to restore service when not within 24 hours | 7 | 4 | 8 |  |  |

Please note that new performance indicators relating to planned and major works are currently being developed and will be included in future versions of these performance reports once new arrangements are in place. Updates are as follows:

- **Planned works and improvement programmes**

A consultation period with leaseholders has been carried out regarding our proposals to enter into long term agreements with contractors to deliver planned maintenance and improvement programmes. If no changes are made as a result of the consultation, the contracts are due to be in place and operational in January 2021.

- **Major Capital Works framework (MCW) update**

Suppliers have returned their tender bids for the Major Capital Projects framework, and evaluation and moderation of the bids is underway. We anticipate the framework will be in place in April 2021.

Response to Area Panel feedback – Quarter 1 2020/21 report

| Feedback | Response |
|---|---|
| Some graphics (eg microscopes) do not seem relevant or meaningful. | The graphics have been reviewed and some (eg microscopes) have been removed. |
| Contents pages: the headings don't match the table headings in the report. | The contents pages have now been amended to include the table headings for the performance indicators. |
| Contents pages: the wording 'council house buy backs' should read 'council home buy backs' to include flats as well as houses. | The report which went to Housing Committee, following Area Panels, was amended to rectify this. |
| Item 5.5 ('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') should not be considered as 'on target' – for example, due to delays in carrying out the leaseholder survey. | The commentary for this item has been updated and as part of this is no longer marked as 'on track.' |
| The Senior Leasehold Liaison officer was recruited before 2020/21 so this is not relevant information. | This reference has been removed from the latest version of the report. |
| The green tick symbols used in the workplan actions are not useful and sometimes misleading. | The report which went to Housing Committee, following Area Panels, was amended to remove these symbols. |
| There are many items / performance indicators which do not have targets and should not be in the report. | While there are many indicators which do not have targets, sometimes because whether results are higher/lower does not mean better/worse performance, these provide useful contextual information to accompany the targeted performance indicators. However, there are some indicators which don't currently have targets (eg the number of empty council homes) where it may be possible to set some, so these will be consulted upon with operational managers and the Housing Leadership Team for inclusion in a future version of the report. |

| Feedback | Response |
|--|---|
| What are 'customer compliments' as referred to under item 9.1? | Customer compliments are recorded by the corporate Customer Feedback team, based on comments forwarded to them by staff in Housing and other council services. The vast majority are from members of the public and are often positive comments about individual members of staff. The corporate team vet the comments – eg if they are merely a 'thank you' then they are not recorded as compliments. |
| It would be useful to know the source of customer complaints – eg whether they come from tenants or leaseholders | This should be possible to work out but could take some considerable analytical work, so we will attempt to include a breakdown in the Q3 report to allow enough time. |
| There should be a target of zero for the number of leaseholder disputes raised (item 9.5) | It would not be possible or desirable to receive no leaseholder disputes. For example, often issues are logged as a dispute to put a hold on chasing payment, such as in cases where a leaseholder is challenging their share of the costs of a repair. |
| Report should indicate that a leaseholder dispute is often about money (as well as quality of work) and include amounts paid in compensation | We will explore the possibility of adding this as an indicator in time for Quarter 3, which is when most disputes arise. |
| The distinction between performance indicators relating to council housing and other services such as temporary accommodation needs to be clearer. | The headings of the report have been reworked to make the distinction clearer. |
| Additional council homes table: include figures for how many council homes sold through the Right to Buy were flats or houses. | A comment has been added to the Quarter 2 report under item 14.6 with a breakdown of the 14 homes sold during the first half of 2020/21: 9 were flats (2 one bed, 5 two bed, 2 three bed) and 5 were houses (4 two bed, 1 four bed). |
| Home purchase performance data: include figures for how many council home buy backs were flats or houses. | A line has been added to the Quarter 2 report with a breakdown of the 74 purchases achieved between the start of the programme and the end of September 2020: 65 flats (4 studio, 26 one bed, 29 two bed, 6 three bed) and 9 houses (4 two bed, 5 three bed). |

| Feedback | Response |
|---|---|
| There are many references to 'tenants' – who is being referred to? | Any reference to tenants refers to people or households who rent their home from the council, under a secure or introductory tenancy with their rent due on a weekly basis. This includes general needs and seniors housing tenants. This does not include other stakeholders such as leaseholders, who are specified as such when referred to elsewhere in the report. |
| Include additional indicators about anti-social behaviour (ASB) affecting council housing. For example, the average length of time taken to deal with cases, and the number still open. | We will be consult with operational managers and the Housing Leadership Team on how to include these indicators in future versions of the report. |
| Several performance indicators around major works and planned maintenance are not in the report yet. | Notes have been added to the Quarter 2 report to give more information on the timescales of when the new arrangements will take effect and performance reporting will commence. |
| Repairs Helpdesk performance indicators are not in the report yet. | The Repairs Helpdesk resumed service in September 2020 and the report includes a note to say that performance indicators about the volume and timeliness of calls handled will be provided in the Quarter 3 report, when there will be a full quarter of data, which can be compared with performance for September alone. |
| The new style performance report is shorter than the previous version – what has happened to the information taken out? | A table has been included in this document (starting on the next page) summarising the information taken out, including whether and where it is still available. |

Summary of information removed from the Quarter 1 2020/21 report, compared to the 2019/20 reports

| Removed item | Reason removed | Availability |
|--|---|---|
| Rent collection and current arrears: <ul style="list-style-type: none"> • Former tenant arrears collected • Rent loss due to empty dwellings • Tenants served a Notice of Seeking Possession. | To allow space for indicators which gave a better indication of overall rent collection / arrears performance. | Still reported internally within Housing. |
| Welfare reform information <ul style="list-style-type: none"> • Universal Credit – arrears of affected households • Under occupiers on Housing Benefit – affected households and amount of arrears • Benefit Cap – affected households and amount of arrears. | As above – these other welfare reforms have a much smaller impact on rent collection than Universal Credit (UC), although the total UC arrears figure would be useful to include again. | Still reported internally within Housing – the amount of Universal Credit arrears has been added to the Quarter 2 performance report. |
| Table – area breakdown of rent collected. | Gave little indication of performance. | Still collected internally within Housing. |
| Table – tenants in arrears by amount. | Although originally taken out to save space this seems like it could still be useful so will be put back in. | A line has been added to the Quarter 2 performance report with a breakdown of arrears. |
| Calls answered by Housing Customer Services. | This service has been suspended due to the Coronavirus (Covid-19) pandemic (with a temporary voicemail service in its place). | Not currently collected but can be included in future performance reports when the service resumes. |
| Complaints: <ul style="list-style-type: none"> • Stage one complaints – average time to respond when not within 10 working days • Stage one complaints escalated to stage two • Housing Ombudsman Complaints upheld. | Gave little indication of overall complaints handling performance when compared to the indicators which have been kept. | Still reported internally by the corporate Customer Feedback team and within Housing. |
| Empty home turnaround time: <ul style="list-style-type: none"> • Average re-let time, excluding time spent in major works – split by general needs and seniors housing (calendar days) • New dwellings let for first time. | Gave little indication of overall lettings performance when compared to the indicators which have been kept. | Still reported internally within Housing. |

| Removed item | Reason removed | Availability |
|---|--|--|
| Mutual exchange decisions made within 42 calendar days. | Mutual exchanges have been suspended due to the Coronavirus (Covid-19) pandemic. | Not currently collected but can be included again in future performance reports. |
| Table – long term empty dwellings by ward (empty six weeks or more). | Removed to save space but can still be provided. | Data still available from the OHMS database |
| Complex repairs completed in time (work needing longer than 20 days). | Removed as the volume of repairs was low compared to emergency and routine repairs. | Still available via the repairs IT database. |
| Post inspections: <ul style="list-style-type: none"> • Responsive repairs passing post-inspection first time • Empty properties passing post-inspection • Planned works passing post-inspection. | Inspection processes are still to be finalised for responsive, planned and major works. | Not currently collected. |
| Repairs Helpdesk: <ul style="list-style-type: none"> • Calls answered • Calls answered within 20 seconds • Longest wait time. | The Repairs Helpdesk temporarily closed due to the Coronavirus (Covid-19) pandemic and resumed service in September 2020 | Indicators measuring volume and timeliness of call handling will be included in the performance report from Quarter 3. |
| Estate Development Budget (EDB) main bids: <ul style="list-style-type: none"> • Completions • Average duration of work. | Removed to save space but can still be provided. | Data is still available as details of completed EDB works are still collected. |
| Tables – major projects programme summary 2019/20 and details of major projects on site. | New arrangements for major works are still being developed and will be in place in April 2021 | This information will be included when new arrangements are in place, although possibly in a different format. |
| Antisocial behaviour (ASB): Closure orders obtained. | Gave little indication of performance. | Still reported internally within Housing. |
| Table – new antisocial behaviour (ASB) cases by type. | Gave little indication of performance. | Still collected internally and reported to the Community Safety Team. |

| Removed item | Reason removed | Availability |
|--|--|---|
| Table – new ASB cases by ward. | Gave little indication of performance – general pattern was that wards with higher stock had more cases. | Still collected internally and reported to the Community Safety Team. |
| Tenancy fraud – properties returned to stock. | Primarily reflects the work of corporate Fraud team rather than housing. | Still reported internally within Housing. |
| Tenancy visit to general needs tenants within last 5 years. | These home visits were stopped due to the Coronavirus (Covid-19) pandemic. | Not currently recorded. |
| Table – new tenancy management cases by type. | Gave little indication of performance. | Data still available from the OHMS database. |
| Table – new tenancy management cases by ward. | Gave little indication of performance – general pattern was that wards with higher stock had more cases. | Data still available from the OHMS database. |
| Seniors housing: <ul style="list-style-type: none"> • Residents with up to date annual review • Schemes hosting weekly social, health and wellbeing activities • Schemes hosting events in collaboration with external organisations. | These activities were largely stopped due to the Coronavirus (Covid-19) pandemic. | Not currently recorded. |

