

Committee workplan progress update and Housing performance report

Quarter 3 2021/22

This report provides updates on the Housing Committee priorities and work plan for 2019 to 2023, as well as a range of performance indicators. Delivery of a complex housing service during the Covid-19 crisis had been a challenge, and gratitude is expressed to residents for the patience and understanding they have shown.

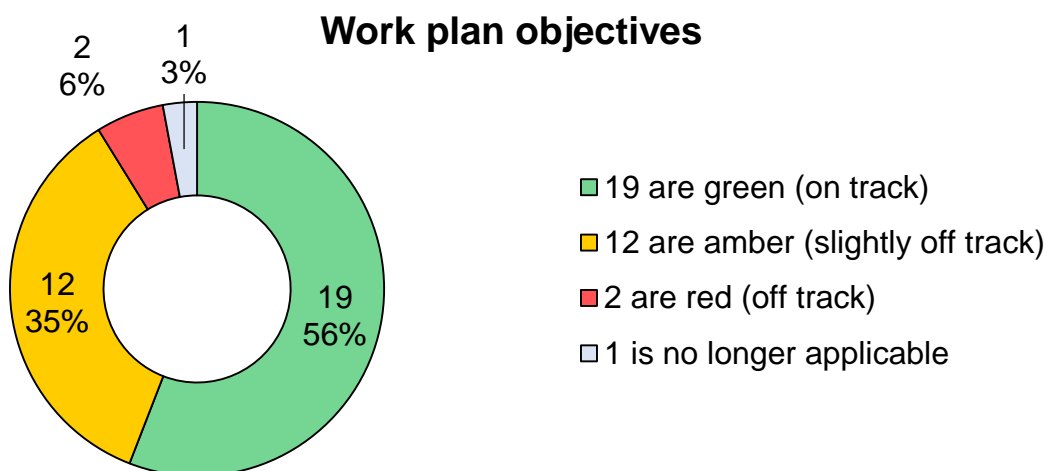
While there continue to be areas of strong performance, with 19 Housing Committee Work Plan objectives on track for delivery and 9 performance indicators on or above target, some delivery challenges remain. The report highlights actions being taken to improve services where performance has been adversely impacted by the Covid-19 pandemic, and resource capacity issues.

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This housing performance report covers Quarter 3 (Q3) of the 2021/22 financial year. It uses red, amber and green ratings to provide an indication of performance.

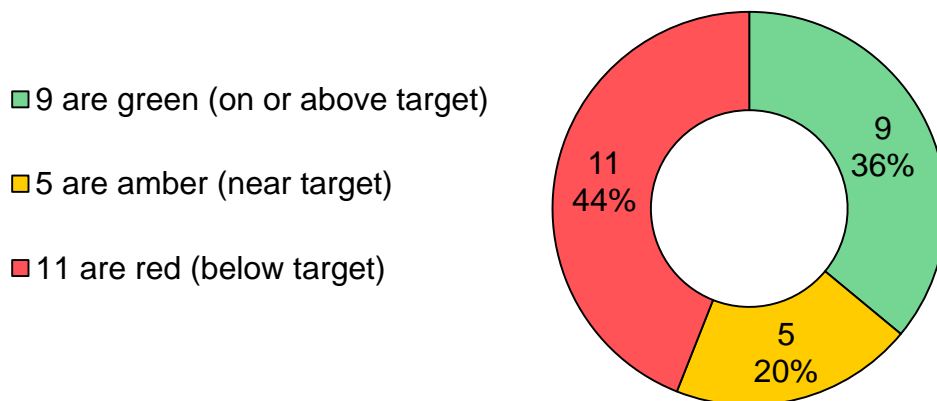
Part one provides an update of performance against the Housing Committee work plan objectives for 2019 - 2023:



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. Commentary has been included for indicators which are red. During Q3, the ratings and trends were as follows:

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

Performance indicators



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

1. Provide additional affordable homes

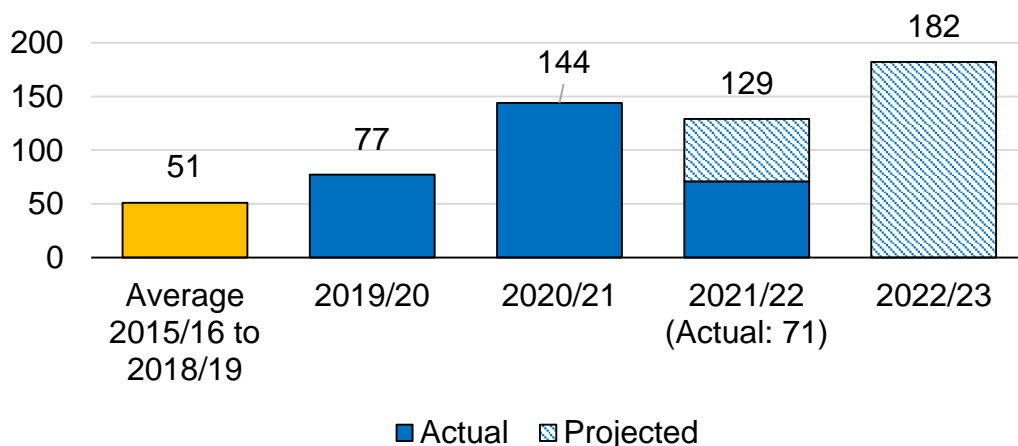
1.1 Slightly off track: Achieve 800 additional council homes (including develop the existing Hidden Homes strategy)

Regular updates on progress are provided to Housing Supply Member Board.

A total of **532** homes are projected for completion between April 2019 and March 2023, including 292 already completed:

- 2019/20: 77 homes – buy backs (43), Hidden Homes (6), Kensington Street (12), Tilbury Place (15) and Devon Lodge (1 lease handed back)
- 2020/21: 144 homes – buy backs (64), Buckley Close (12), Hartington Road (38) and Hawkridge Court (30)
- 2021/22: 129 homes – buy backs (79 general needs and 26 Housing First), Hidden Homes (14) and Oxford Street (10)
- 2022/23: 182 homes – buy backs (95 general needs* and 10 Housing First), Hidden Homes (4), Rotherfield Crescent (3), Victoria Road (42), Hollingbury Library (13) and Frederick Street (4), Palace Place (11)
- Completion dates for 408 homes have changed from 2022/23 to early 2023/24 (including 176 Homes for Brighton & Hove dwellings)

Additional council homes per year



*Subject to budget approval

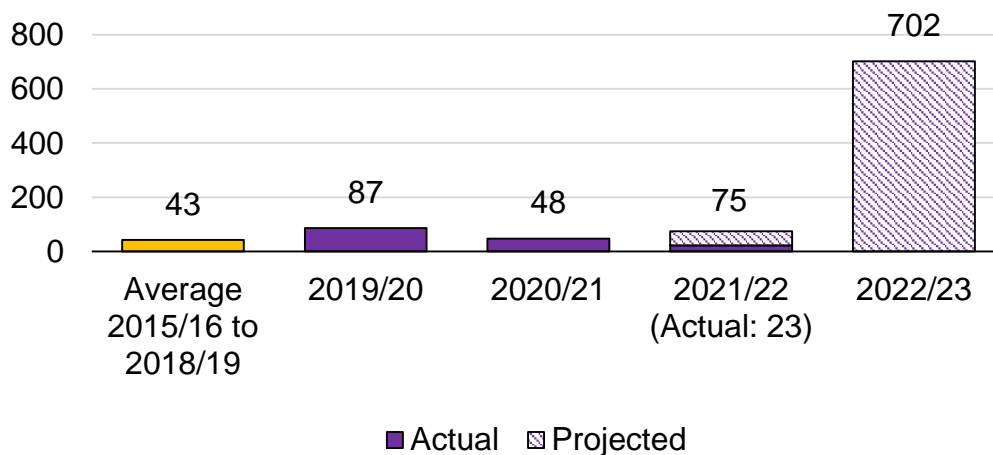
1. Provide additional affordable homes

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

A total of **912** homes (353 rent and 559 shared ownership) are projected for completion between April 2019 and March 2023, including 158 already completed:

- 2019/20: 87 homes – Montpelier Place (5), Kingsway (54) and Circus Street (28)
- 2020/21: 48 homes – Freehold Terrace (8), Plumpton Road (2), Nevill Road (4) and Preston Road (34 from two providers)
- 2021/22: 75 homes – Preston Barracks (19), Falmer Avenue (13), Hangleton Way (33) and Lions Gardens (10)
- 2022/23: 702 homes – Edward Street (33), Longley (22), School Road (104), Preston Barracks (226), Eastergate Road (30), Dunster Close (2), Graham Avenue (125), Sackville Hotel (7), Sackville Estate (56) New Church Road (5) and King’s House (92)

Other additional homes per year

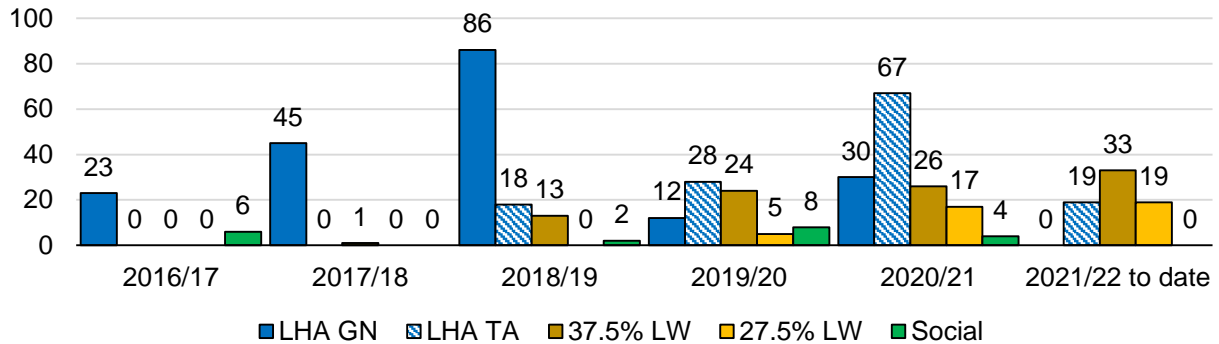


1. Provide additional affordable homes

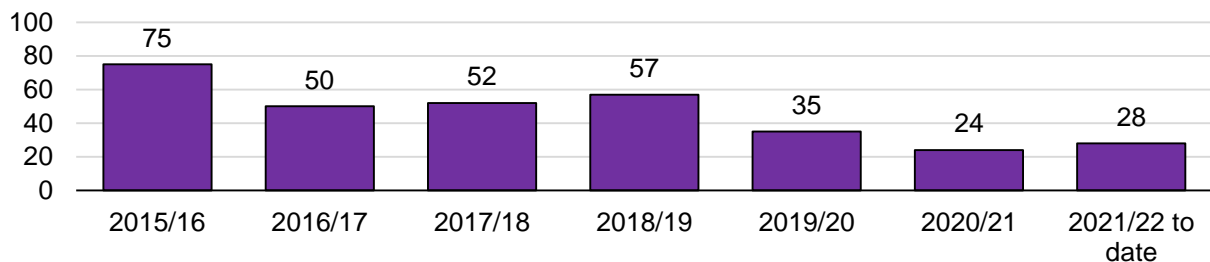
1.3 On track: Review the rent policy to maximise the number of council homes replaced at social or living wage rents (especially those at 27.5% Living Wage)

37% of new general needs (GN) council homes delivered during 2021/22 are at 27.5% Living Wage rents (19 of 52) and the remaining 63% (33 of 52) are at 37.5% Living Wage rents. The 19 new temporary accommodation (TA) council homes are at Local Housing Allowance (LHA) rates.

Additional council homes by rent level



Council homes sold through the Right to Buy (RTB)



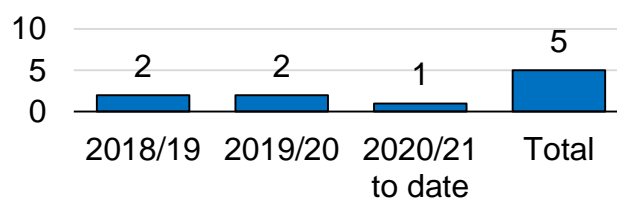
1.4 On track: Develop a policy for the council to take the role of developer on major sites

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

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

- 5 out of 10 sites so far identified for Community Land Trust development
- Planning applications are regularly reviewed to seek opportunities for self-build plots on large private development sites, but this has not yet yielded suitable plots

Sites identified



2. Improving private rented housing

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

- Private Sector Housing Update reports went to Housing Committee in June and September 2021

2.2 Off track: Research and review an ethical loan scheme

- This work has been deferred due to Covid-19 priorities and resource capacity issues

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

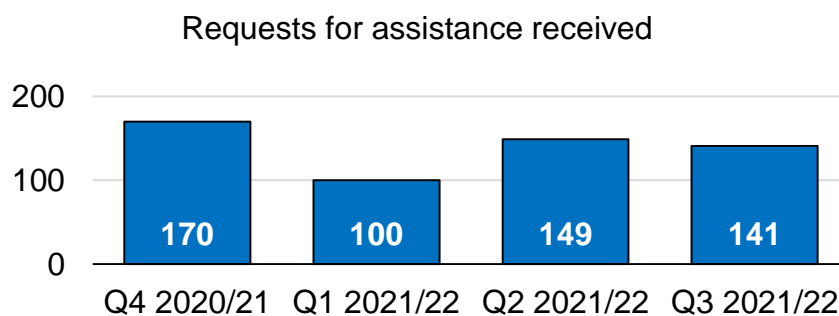
- This work has been deferred due to Covid-19 priorities and resource capacity issues

2.4 On track: Research and develop a social lettings agency

- Report taken to Housing Committee in September 2021, which agreed to re-brand 'Direct Lets' work which places households into the private rented sector

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

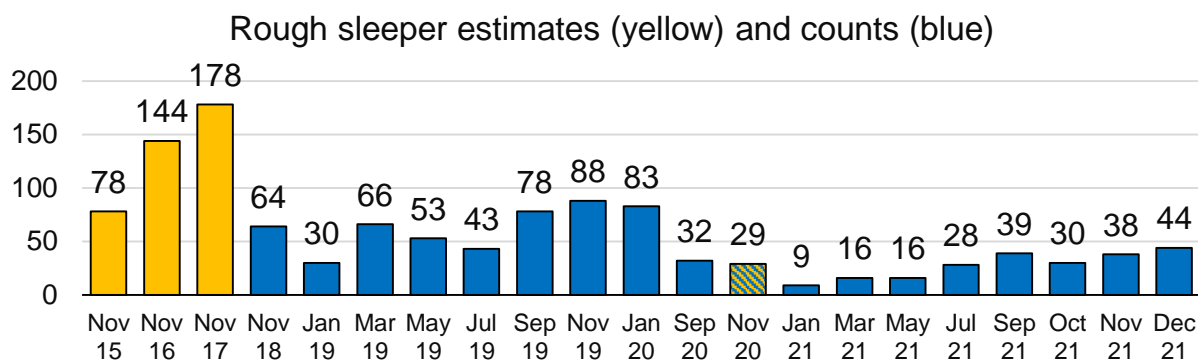
- Request for assistance top categories during Q3: 55 disrepair (39%), 13 dampness (9%), 12 other safety concerns (9%) and 6 nuisance from neighbour's disrepair (6%)



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)

- Homeless & Rough Sleeper Strategy approved by Housing Cttee in June 2020
- Next Steps Accommodation Programme (NSAP): number of rough sleeper and other Covid placements has reduced from 134 to 76 during Q3



The November 2020 figure used a blended methodology of an estimate with a spotlight count. Please note that estimates have only been carried out at times when counts have not been. While it would have been desirable to do both simultaneously and compare them, staff capacity has not allowed this over the last few years

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

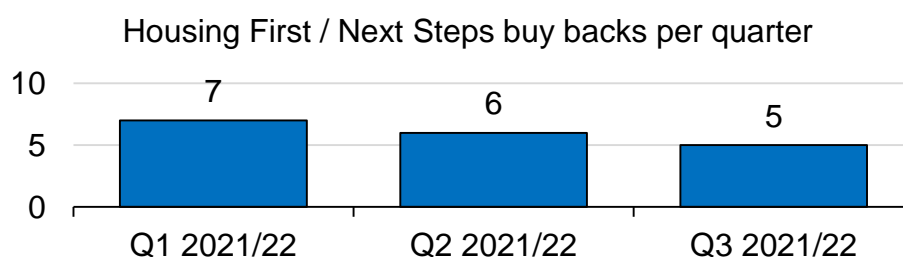
- Values of the Homeless & Rough Sleeper Strategy approved by Housing Committee in June 2020 align to the Homeless Bill of Rights. Strategy states that *'The Homeless Bill of Rights should be viewed as a standard against which the Council and its partners judge our policies and practices'*
- The Homeless Bill of Rights was adopted by full council in March 2021 and is an aspirational document against which to measure services and progress

3.3 No longer applicable: Provide a 365 day night shelter

- Night shelter was closed in early April 2020 on the advice of MHCLG and Public Health England due to Covid-19 restrictions, as it had congregate sleep sites

3.4 On track: Expand Housing First

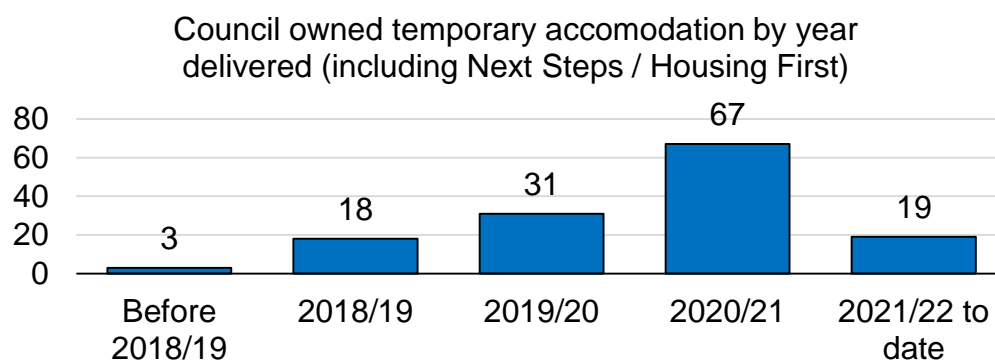
- 60 homes are currently used for Housing First, including buy backs
- 18 homes have been bought for Housing First during 2021/22 to date



3. Alleviating homeless and rough sleeping

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

- Hartington Road – 38 homes became ready in February 2021
- Oxford Street – completion of 10 homes expected March 2022
- Buy backs – 69 of 192 homes purchased 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

- Homelessness & Rough Sleeper Strategy approved by Housing Cttee in June 2020
- Homeless Reduction Board has been meeting since September 2020 and its role includes monitoring progress of the aspirations contained in the Homeless Bill of Rights and making recommendations to Housing Committee
- Homeless Reduction Operational Board met for the first time in July 2021 and includes people with a lived experience of homelessness

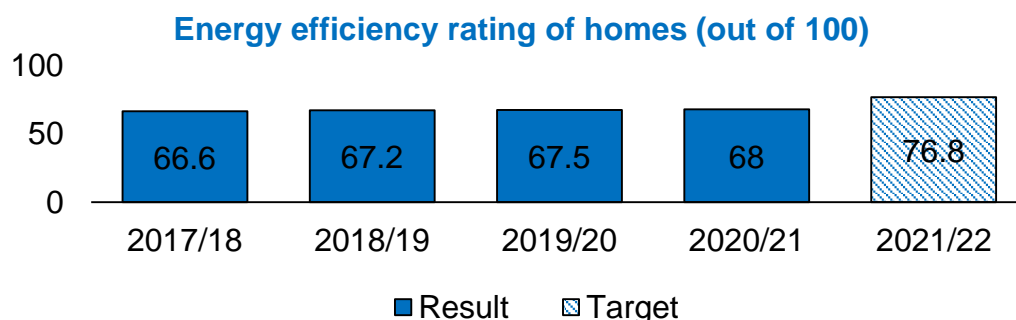
4. Achieving carbon reductions and sustainability in housing including address fuel poverty

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

- A report on 'Housing action towards carbon neutral 2030' was approved at Housing Committee in January 2021
- A further 'Carbon Reduction in Housing' report was considered at Housing Committee in November 2021, with a costed retrofit plan towards carbon neutral by 2030 to follow in 2022

4.2 Slightly off 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
- Procurement of domestic solar PV programme on council homes (1,000 by 2023) expected to start in 2022 once additional project management support recruited



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

- A report providing an 'Update on Sustainability Measures for New Homes and Housing Supply Sustainability Policy' went to Housing Committee in January 2021 and the committee endorsed a draft New Build Housing Sustainability Policy
- Victoria Road new build scheme will pilot a low energy 'microgrid' heating and electricity solution integrating ground source heat pumps and solar panels to reduce residents' bills

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

- Round 1 of the Solar Together Sussex (STS) scheme was launched in Autumn 2020, to date approximately 70 installs have been completed
- Round 2 of STS was launched in September 2021. Over 7,000 homes registered across Sussex and a local supplier has been appointed to begin installations from January 2022

5. Improving council housing and community involvement

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

- Delayed due to service pressures and other priorities due to Covid-19

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 – currently reviewing following feedback from residents
- 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
- Currently engaging consultancy services to support a review of the new building safety guidance and implementation

5.3 On 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

- New Tenant and Leaseholder Engagement Strategy was approved at Housing Committee in March 2021

5.4 On track: Extend participatory budgeting

- Report approved at March 2021 Housing Committee including development of a policy for extending participatory budgeting

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 contracts are now operating. Leaseholders are being consulted where the council has plans to undertake works under these contracts on a block-by-block basis
- A new procedure is now in place for engagement with tenants and leaseholders for proposed projects that will be tendered through the major works framework
- The council has completed a survey of all leaseholders and shared the results 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

- CLT focus is on affordable rented homes which are likely to be self-build

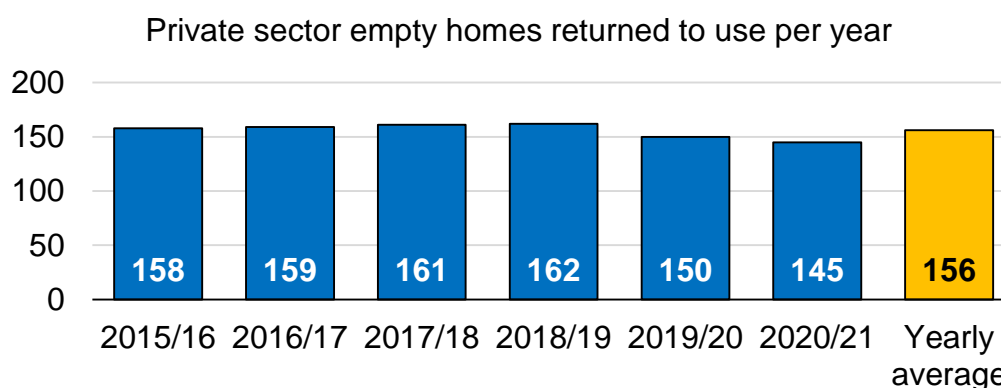
6.2 On track: Work with Homes for Brighton & Hove and registered providers in the city to develop 500 shared ownership properties for essential workers who live and work in the city

- 559 shared ownership homes are projected for development by March 2023
- The Living Wage Joint Venture, Homes for Brighton & Hove, has started construction on its first two sites totalling 346 homes
- Homes for Brighton & Hove is becoming a delivery company, with 168 Hyde shared ownership homes and 178 rented homes (176 council and 2 Hyde) expected for completion in 2023/24

7. Make fuller use of shared housing capacity

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

- 92 homes brought back into use during 2021/22 to date
- It is anticipated that additional properties will be confirmed as back in use once council tax records have been updated



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

- Work on this will start in April 2022

7.3 Slightly off track: Investigate the possibility of supporting a 'lodger' scheme and report to Committee

- Committee report due for March 2021 – deferred due to Covid-19 priorities and capacity issues

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 on Regulation of Short-Term Holiday Lets was agreed at Tourism, Equalities, Communities & Culture and Housing committees in March 2020. It included using existing powers to deal with complaints, ensuring coordinated approach to enforcement between services and lobbying central government for enhanced enforcement powers and a national registration scheme
- A new system is now in place for the public to report issues with short term holiday lets, so that relevant council teams can take appropriate enforcement action where possible

8. Alleviating poverty

8.1 Slightly off track: Ensure the in house repairs services include 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

- 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 many additional apprentices
- However, the service has recruited three electrical apprentices and further apprenticeship opportunities will be advertised later in the year

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








- Business Process Review of income collection, including arrears policies, has been delayed while resources have been diverted to the Covid-19 response







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




- Policy is in place for long term temporary accommodation which matches that in council owned housing




Part two: Performance indicators










The council is responsible for managing 11,729 council owned homes and 2,301 leaseholder homes, as well as providing temporary accommodation for 1,965 households.




 Customer feedback – all Housing services	Target	Q2 2021/22	Q3 2021/22	Status against target	Trend since Q2
9.1  Compliments received from customers	Info	59	60	n/a	n/a
9.2  Stage one complaints responded to within 10 working days	80%	85% (84 of 99)	82% (120 of 146)		
9.3 Stage one complaints upheld	Info	46% (46 of 99)	49% (72 of 146)	n/a	n/a
9.4 Stage two complaints upheld	18%	47% (9 of 19)	43% (6 of 14)		
<p>There is an increased focus on how complaints are handled across the council, especially on improving the overall quality of complaint responses in the early stages of the complaints process, in order to reduce the need for cases to be escalated from stage one to stage two for further investigation.</p>					

  Private sector housing	Target	Q2 2021/22	Q3 2021/22	Status against target	Trend since Q2	
10.1	New licences issued for Houses in Multiple Occupation (HMOs)	Info	147	153	n/a	n/a
10.2	HMOs where all special conditions have been met (for licences issued over 12 months ago)	47%	53.05% (1,019 of 1,921)	52.97% (1,016 of 1,918)		
The indicator above measures cases where the council has verified that conditions have been completed. We are currently working through a backlog of cases that need to be verified as complete and so it is anticipated this figure will rise.						
10.3	Private sector empty homes returned to use	32	37	21		
The Q2 figure above has increased from 26 to 37 since last reported. This is because Council Tax records have identified more homes brought back in use during this period, and there is a reporting lag between the date they were back in use and the date this could be confirmed.						

 Housing adaptations	Target	Q2 2021/22	Q3 2021/22	Status against target	Trend since Q2	
11.1	Private housing – average weeks taken to approve Disabled Facilities Grant applications	10	21.3	15.7		
The amber threshold for this indicator is set at 26 weeks based on historic guidance timescales, with the target of 10 weeks reflecting revised guidance timescales. The indicator relating to adaptations to council homes is temporarily absent from this report while work is underway to develop new reporting systems following the switchover of our main housing management IT system since the start of July 2021. Once this work is complete, we intend to retrospectively provide the results in future versions of this report.						

 Housing Needs – Housing Options and allocations	Target	Q2 2021/22	Q3 2021/22	Status against target	Trend since Q2	
12.1	Households prevented from becoming homeless (by council and partner agencies)	424	448	394		
12.2	New households accepted as homeless	Info	77	67	n/a	n/a
12.3	Number of households on the social housing waiting list	Info	5,143	5,265	n/a	n/a

	Housing Needs – temporary accommodation (including emergency accommodation)	Target	Q2 2021/22	Q3 2021/22	Status against target	Trend since Q2
13.1	Total households in temporary accommodation (homeless and through service level agreements)	Info	2,012	1,965	n/a	n/a
13.2	Rent collected for emergency accommodation (year to date including loss from empty homes)	89.21%	73.30% (£2.6m of £3.6m)	81.12% (£3.8m of £4.6m)		
The rent collection indicators in this table measure the actual amount of rent collected during the year to date compared to the amount due within the same period. The indicator above includes rent loss from empty emergency accommodation dwellings, which has been higher than usual while people who were placed in response to Covid-19 are moved on from 'block booked' accommodation such as hotels and hostels, ahead of handing some of them back.						
13.3	... as above but excluding rent loss from empty homes	For info	94.89% (£2.6m of £2.8m)	97.69% (£3.8m of £3.8m)	n/a	n/a
13.4	Rent collected for leased properties (year to date including loss from empty homes)	96.10%	87.28% (£3.3m of £3.8m)	85.81% (£4.9m of £5.7m)		
A new reporting system has recently been developed for this indicator following the switchover of our main housing management IT system, and we will closely monitor trends into the second half of the current financial year.						
13.5	... as above but excluding rent loss from empty homes	For info	93.33% (£3.3m of £3.6m)	92.62% (£4.9m of £5.3m)	n/a	n/a
13.6	Rent collected for Seaside Homes (year to date including loss from empty homes)	91.00%	90.74% (£2.6m of £2.7m)	92.64% (£3.9m of £4.2m)		
13.7	... as above but excluding rent loss from empty homes	For info	95.49% (£2.6m of £2.6m)	99.22% (£3.9m of £4.0m)	n/a	n/a
13.8	Empty temporary accommodation homes	For info	115	141	n/a	n/a
13.9	Seaside Homes with a valid Landlord's Gas Safety Record	100%	99.8% (425 of 426)	99.5% (424 of 426)		
13.10	Leased properties with a valid Landlord's Gas Safety Record	For info	89.1% (554 of 622)	87.4% (508 of 617)	n/a	n/a
The indicator above does not have a target because when it comes to leased properties the council's role is to monitor progress and remind landlords to arrange gas safety checks, whereas the council's gas contractor carries out checks in Seaside and council owned homes.						

 Council housing – supply		Q2 2021/22	Q3 2021/22
14.1	 Additional council homes	27	20
14.2	... at Local Housing Allowance (LHA) rents	22% (6 of 27)	25% (5 of 20)
*All six homes at LHA rates from Q2 and Q3 were buy backs for use as temporary housing			
14.3	... at 37.5% Living Wage rents	37% (10 of 27)	65% 13 of 20
14.4	... at 27.5% Living Wage rents	41% (11 of 27)	10% (2 of 20)
14.5	...at social rents	0% (0 of 27)	0% (0 of 20)
14.6	Council homes sold through the Right to Buy	11	7
Of the 21 homes sold during 2021/22 to date, 10 were for leasehold (flats) and 11 were for freehold (houses)			
14.7	Net change in the number of council homes – all rent levels	+16	+13
14.8	Net change in the number of council homes – social and 27.5% Living Wage rent homes only	0	-5
14.9	 Total council owned homes	11,716	11,729
Total council owned dwelling stock of 11,729 includes 10,714 general needs, 877 seniors housing and 138 temporary housing (including dwellings not yet handed over)			

14.10 Council housing – buy backs (Home Purchase and Next Steps / Housing First)

Buy backs by application date	2017/18	2018/19	2019/20	2020/21	2021/22 to date	Total
Total applications	5	53	88	159	124	429
Of which, became purchases	2	32	53	86	19	192
Council declined	1	13	11	16	6	47
Owner declined offer	1	5	12	15	9	42
Owner withdrew	1	3	12	34	32	82
Outcome pending	0	0	0	8	58	66

Completed buy backs by rent level	2017/18	2018/19	2019/20	2020/21	2021/22 to date	Total
Completed purchases	1	13	43	64	71	192
... general needs social rent	0	0	1	4	0	5
... general needs 27.5% Living Wage	0	0	5	17	19	41
... general needs 37.5% Living Wage	1	5	24	14	33	77
... temporary housing at LHA rates	0	8	13	29	19	69











Summary of all buy backs since start of programmes, 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 (surplus) over all properties to date (£)
192*	5	41	77	69	26 **	£1.233m ***	£104,000

















* Of which 174 are flats (4 studio, 63 one bed, 92 two bed, 15 three bed) and 18 are houses (3 two bed, 14 three bed, 1 four bed)

** Following Housing Committee decision to use rent reserve to keep rents as low as possible















*** Applied during 2019/20 – a further £827k is anticipated to be used during 2021/22

	Council housing – management	Target	Q2 2021/22	Q3 2021/22	Status against target	Trend since Q2
15.1	 Rent collected from council tenants (forecast for whole financial year)	95.68%	96.16% (£51.2m of £53.2m)	95.58% (£50.8m of £53.2m)		
The Q2 and Q3 figures above are forecasts for the whole of the 2021/22 financial year, and the Q4 figures in the next report will provide the actual results for the year. The methodology excludes rent loss from empty properties and includes arrears from the end of the previous financial year.						
15.2	 Tenants known to claim Universal Credit (UC)	Info	24% (2,717 of 11,290)	25% (2,820 of 11,298)	n/a	n/a
15.3	UC tenants in arrears who have an alternative payment arrangement	Info	57% (848 of 1,496)	48% (875 of 1,837)	n/a	n/a
15.4	Arrears of UC tenants as a proportion of total arrears	Info	65% (£1.3m of £2.0m)	63% (£1.5m of £2.4m)	n/a	n/a
15.5	Tenants evicted due to rent arrears	Info	0	0	n/a	n/a
15.6	Tenants evicted due to anti-social behaviour (ASB)	Info	0	2	n/a	n/a
15.7	New reports of ASB from victims and witnesses	Info	236	203	n/a	n/a
15.8	ASB perpetrator cases opened	Info	144	157	n/a	n/a
15.9	ASB perpetrator cases closed	Info	35	99	n/a	n/a
15.10	Average days to close ASB perpetrator cases	Info	20	56	n/a	n/a
15.11	Active ASB perpetrator cases at quarter end	Info	120	178	n/a	n/a
The anti-social behaviour (ASB) indicators above have been developed to reflect the way ASB is recorded on the new housing management IT system, which includes reports from victims and witnesses as well as linked cases dealt with in relation to the perpetrators. There are often multiple victims and witnesses linked to a single perpetrator.						
15.12	 Calls answered by Housing Customer Services	85%	82% (5,385 of 6,596)	90% (4,272 of 4,763)		
15.13	Tenancies sustained following difficulties	90%	97% (31 of 32)	92% (12 of 13)		


 Council housing – empty homes		Target	Q2 2021/22	Q3 2021/22	Status against target	Trend since Q2
15.14	 Average re-let time (calendar days) excluding time spent in major works	21	66	89		
<p>Re-let times are high while recovery efforts remain underway to tackle the backlog of empty council homes, which includes many homes which have been empty for long periods of time. However, there has been a significant improvement in number of re-lets during Q3 (122) which exceeds pre pandemic levels (based on an average of 111 per quarter during 2019/20).</p>						
15.15	Average re-let time (calendar days) including time spent in major works	Info	206	223	n/a	n/a
15.16	Number of previously occupied council homes re-let (general needs and seniors)	Info	98	122	n/a	n/a
15.17	Number of new council homes let for the first time (general needs and seniors)	Info	5	16	n/a	n/a
15.18	 Empty general needs and seniors council homes (includes new homes)	Info	273	293	n/a	n/a
15.19	Empty council owned temporary accommodation homes (includes new homes not yet handed over)	Info	15	15	n/a	n/a

 Council housing – repairs and maintenance		Target	Q2 2021/22	Q3 2021/22	Status against target	Trend since Q2
16.1	Emergency repairs completed within 24 hours	99%	95.5% (2,583 of 2,706)	95.8% (2,759 of 2,880)		
Q3 shows a small improvement over Q2. Emergency response times are still being impacted by a shortage of trades people and the impact on staff resource of the Covid pandemic and self-isolation guidance. Recruitment to full staff capacity is underway (reaching approximately 80/85% in January 2022) and is scheduled to be complete by the end of the 2021/22 financial year.						
16.2	 Routine repairs completed within 28 calendar days	92%	67.0% (2,786 of 4,156)	64.0% (2,574 of 4,020)		
Recently completed routine repairs have included jobs from a backlog which has built up since the start of the pandemic and due to reduced staffing levels and availability of contractors. This means that these jobs took longer than their target timescales once they were completed. Recruitment to full staff capacity is underway (as per the comment above) and the service will determine whether any future recruitment is needed as part of a plan to clear the backlog.						
16.3	Average time to complete routine repairs (calendar days)	15	48	43		
As above.						
16.4	 Calls answered by Repairs Helpdesk	85%	93% (19,888 of 21,410)	93% (19,739 of 21,159)		
16.5	 Surveyed tenants satisfied with standard of work	96%	-	97% (199 of 205)		
16.6	Surveyed tenants satisfied with overall customer service	96%	-	99% (203 of 205)		
Satisfaction surveys were paused during Q2 to allow time to develop a new IT system for capturing and reporting on satisfaction data. Once this was achieved, surveys resumed in November 2021 and therefore the trend arrows for the two indicators above compare to performance from Q1, which was 98% and 99% respectively.						

Please note the figures for the first three indicators in the table above are provisional as there are currently issues with reporting of repairs data arising from the switchover of our main housing management IT system since the start of July 2021. At present two IT systems are being used and it is not possible to integrate reporting between them, meaning that performance data is currently being extracted and manually combined from the two systems, which is likely to be less accurate than automatic system reporting (due to the volume and multiple stages of the jobs managed by the repairs and maintenance service). We are in the process of procuring a new works management system. Once we have this new system, we should be able to report on all jobs automatically.

 Council housing – repairs and maintenance		Target	Q2 2021/22	Q3 2021/22	Status against target	Trend since Q2
16.6	 Dwellings meeting Decent Homes Standard	100%	92.9% (10,884 of 11,716)	96.9% (11,365 of 11,729)		
<p>The stock condition survey identified many dwellings which did not meet the standard, and there was a lack of planned installations of new kitchens and bathrooms through 2020 due to Covid restrictions, shortages of supplies and components, and the mobilisation of new contractors. However, performance has increased since kitchen and bathroom replacements resumed under new contracts, focusing on empty homes (in order to reduce the backlog) then occupied homes.</p>						
16.7	Energy efficiency rating of homes (out of 100)	76.8	68.1	68.1		
<p>A very ambitious target was set in line with performance by other local authorities (the median for our HouseMark peer group was 76.8 at the end of March 2021). A retrofit plan is being prepared for Housing Committee to show how Housing can contribute to the Carbon Neutral 2030 objective, and a programme to install solar panels on 1,000 council homes is to begin in 2022.</p>						
16.8	 Council homes with a valid Landlord's Gas Safety Record	100%	100% (10,017 of 10,017)	100% (10,044 of 10,044)		
16.9	 Lifts restored to service within 24 hours	95%	91% (292 of 321)	92% (288 of 312)		
<p>There have been delays in repairing some lifts due to aging equipment and difficulty sourcing spare parts. Aging equipment is being modernised at Seniors schemes during 2021/22 and 2022/23; and the lift contractor will investigate potential to retain a greater stock of critical spares from European supply chains.</p>						
16.10	Lifts – average time taken (days) to restore service when not within 24 hours	7	12	14		
As above.						

Following a request at Area Panel in February 2022, a summary of the capital works programme will be included as an accompaniment to future versions of this report.

 Leaseholder disputes		Q2 2021/22	Q3 2021/22
17.1	Stage one disputes opened	7	6
17.2	Stage one disputes closed	4	7
17.3	Active stage one disputes (end quarter)	22	21
17.4	Stage two disputes opened	0	1
17.5	Stage two disputes closed	0	1
17.6	Active stage two disputes (end quarter)	3	3
17.7	Stage three disputes opened	0	0
17.8	Stage three disputes closed	1	0
17.9	Active stage three disputes (end quarter)	1	1