

# **Adult Social Care and Housing Overview and Scrutiny Committee**

## **Agenda Item 6**

<b>Subject:</b>	<b>Performance Report (Quarter 4 – end of year)</b>		
<b>Date of Meeting:</b>	<b>28 June 2011</b>		
<b>Report of:</b>	<b>Head of Service, Housing &amp; Social Inclusion</b>		
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<b>Key Decision:</b>	<b>No</b>		
<b>Wards Affected:</b>	<b>All</b>		

### **FOR GENERAL RELEASE**

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

- 1.1 This is the Quarter 4, end of year, report for Housing & Social Inclusion performance for 2010-2011.

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

- 2.1 That Adult Social Care and Housing Overview and Scrutiny comment on the contents of this report.

### 3. RELEVANT BACKGROUND INFORMATION

#### 3.1.0 Rent collection and current arrears

Indicator	End of year performance 09/10	Quarter 3 10/11	End of year performance 10/11	Targets	
				10/11	11/12
Rent collected as a % of rent owed	98.29%	98.49%	98.70%	98.68%	98.86%
% tenants evicted for rent arrears	0.12%	0.19%	0.22%	less than 35 evictions per annum: 0.29%	
% rent lost due to empty homes	2.05%	2.12%	2.06%	To be set	
Total former tenant arrears	£780,280	£602,728	£566,974	£650,000	£447,641
% Leaseholders collection rate on recoverable arrears	92%	Collected annually	95%	92%	95%

#### 3.1.1 Rent collected

The collection rate result at the end of the financial year was 98.70% against a target of 98.68%. This compares to 98.29% at the end of the previous financial year. Since March 2010 rent arrears have reduced by £170,104.

This is the highest collection rate the team have ever achieved and is a testament to the team members' dedication and tireless efforts to collect rent. This was an extremely challenging year during a time of economic downturn and the results are all the more commendable because of this.

#### 3.1.2 Arrears evictions

Rent arrears evictions for 2010/11 total 26 (0.22%). This includes eight properties that were repossessed following abandonment.

#### 3.1.3 Percentage leaseholder recoverable arrears

The collection rate on recoverable arrears analyses the make-up of the gross debt and excludes arrears that are currently in dispute; have Charging Orders; have been referred for legal recovery action or are being repaid under formal

repayment agreements. The 95% recovery rate again follows improved recovery rates over the past five years.

### 3.2.0 Empty property turnaround time

Indicator	End of year performance 09/10	Quarter 3 10/11	Quarter 4 10/11	End of year performance 10/11	Targets	
					10/11	11/12
BV212 - average re-let times in days (all properties)	25.5	20	21	18	24	22
General needs	23	16	16	15	24	22
Sheltered	38	46	42	33	24	22

3.2.1 During this quarter the turn around time was 21 days for both sheltered housing and general needs. Individually, the general needs turn around time was 16 days and for sheltered housing, 42 days. Despite a rise in the fourth quarter figures, the end of year result was excellent, with the turn around time for all properties being six days under target.

3.2.2 Overall performance was impacted by the fact during this quarter eight properties were let in excess of 50 days. Of these, one exceeded 100 days and two over 200 days.

3.2.3 In May the Lettings team will be moving to the Housing Centre in Moulsecoomb. This will enable working closer with other teams involved with empty homes and will help foster better working relationships and communication.

### 3.3.0 Repairs and Improvements

Repairs and Improvements Performance	End of year performance 09/10	Quarter 3 10/11	Quarter 4 10/11	End of year performance 10/11	Targets	
					10/11	11/12
Emergency repairs completed in time	98.4%	98.01%	97.82%	98.4%	97%	98%
Urgent repairs completed in time	97.6%	95.57%	95.04%	96.0%	97%	98%
Routine repairs completed within target time	98.9%	98.07%	97.21%	98.4%	97%	97%
BV73 - Average	12 days	11 days	12 days	11 days	15 days	15 days

Repairs and Improvements Performance	End of year performance 09/10	Quarter 3 10/11	Quarter 4 10/11	End of year performance 10/11	Targets	
					10/11	11/12
time to complete routine repairs						
RR5 - % of appointments kept	99.8%	95.48%	96.2%	98.4%	95%	95%
NI158 - % of council homes that meet the decent homes standard	60.52%	70.30%	74.03%	74.03%	74%	88%
BV63 - Energy efficiency (SAP rating)	75.90	76.50	76.60	76.60	76.70	71.0*
LPI G3 - Citywide % of stock with up to date gas safety certificates	99.68%	99.74%	99.81%	99.81%	100%	100%

### 3.3.1 Responsive repairs

3.3.2 2010/11 was the first year of the new repairs and improvement partnership with Mears Group. The year saw some good results across the performance measures collected by the partnership. Each month a detailed performance report is presented to Core Group and is scrutinised with residents. Actions are agreed to address any areas where there are performance concerns.

3.3.3 This year saw almost all of the performance targets met by the partnership with excellent performance in completing emergency repairs within 24 hours and routine repairs being completed in an average of 11 days. The partnership missed the target for completion of urgent repairs within three days by 1% and May's Core Group have asked for a review of this indicator and for a number of actions to be completed to improve performance over the first part of this year.

3.3.4 A total of 34,275 repairs were completed during 2010/11, which is an average of 94 per day.

### 3.3.5 Decent Homes and SAP (energy efficiency rating)

3.3.6 One of the main aims of the repairs and improvement partnership is to invest in and improve resident's homes. This year saw the partnership achieve its target of 74% of the council's stock meeting the decent homes standard. This means that over the last year Mears and the council have brought nearly 1,700 properties to the standard. This is an improvement of nearly 14% on last year.

3.3.7 Over the year the partnership has replaced 676 kitchens, 299 bathrooms and installed 1,039 new doors. The council has also replaced 984 boilers across

the city improving the energy efficiency of properties and delivering reductions to residents heating costs.

3.3.8 This year the target is to achieve 88% decency across the stock improving a further 1,720 properties.

3.3.9 The Standard Assessment Procedure (SAP) is a measure of the energy efficiency of our housing stock and this year our result for properties was 76.6 out of 120. For 2011/12 we are moving to the new government measure (SAP 2005) which uses a score out of 100. This explains why the target has been revised to 71.

### 3.3.10 Gas servicing

3.3.11 The council, Mears and PH Jones continue to deliver a high performance in this area with 99.81% of properties having a current gas safety certificate. There are a total of 20 properties with an overdue safety certificate; all of these have been referred to the council by the constructors and procedures are in place to ensure they are all accessed and certified. Currently there are no properties with safety checks more than one year overdue. All communal heating systems have a current safety certificate with the exception of two which have been decommissioned.

## 3.4 Estates Service

Indicator	End of year performance 09/10	Quarter 3 10/11	Quarter 4 10/11	Targets
				10/11
Completion of cleaning tasks	92%	89%	96.5%	98.5%
Bulk refuse removal	Emergency 98.6%	Emergency 100%	Emergency 100%	100%
Targets met within timescale	Routine 97.3%	Routine 100%	Routine 97%	96%
Graffiti removal	Emergency 84.3%	Emergency 100%	Emergency 100%	100%
Targets met within timescale	Routine 75.6%	Routine 91%	Routine 84%	96%
Lights	New performance measures introduced in Quarter 3	Emergency 100%	Emergency 100%	100%
Targets met within		Routine	Routine	96%

timescale		97.8%	91%	
Neighbourhood Response Team		1,703 jobs completed	1,799 job completed	-
Targets met within timescale	As above	-	96% met on time	95%

- 3.4.1 As part of our developing performance indicators, a new approach in responding to cleaning and issues dealt with by the Neighbourhood Response Team (NRT) has been adopted. Each manager is responsible for checking that standards are met for a minimum of 20% of work carried out by their team. Since the quality checking was started in February 2011, we have completed 225 quality cleaning inspections and achieved 91% satisfaction with performance. The NRT has achieved a 95% target against an objective of 96% for 143 quality checks since March 2011.
- 3.4.2 In addition to quality checking, customer satisfaction is measured against a published framework that includes residents overall satisfaction with work completed. There is currently a target to contact 10% of our customers that have experienced their issues being directed to Estate Services for action.
- 3.4.3 Cleaning performance has improved by 7% since Quarter 3. We are continuing to work with CityClean to improve performance in key areas, where we have a mutual interest, for example graffiti removal. To improve performance still further a service level agreement with CityClean is being devised. Our aim is to ensure that by cooperation with CityClean we achieve a value for money outcome, while improving performance still further.
- 3.4.4 Recognising the work of the Energy Efficiency Working Group, staff responsible for common way lighting have been working towards changing all sensors to take account of Daylight Saving Time. We have also set more rigorous targets for the team in line with the service pledges.
- 3.4.5 A new area of work for us, arising specifically from customer expectation and request, is jet washing to remove unsightly moss and algae from external common areas. We will be seeking to develop this part of the service in the coming months.
- 3.4.6 Cleaning standard monitoring sheets have now been placed in all of the blocks that Estate Services clean. Positive feedback has been received from both the Estate Services Monitoring Group and customers direct regarding the standard of service. This critical eye is assisting us in reviewing the performance of cleaners and enables us to address specific issues where they arise.
- 3.4.7 The weather for Quarter 4 was good compared to the previous quarter, although staff were still tackling the issue for grit trodden into blocks. The 75 grit bins, provided in November 2010, have now been refilled and padlocked. Residents' Associations will be provided with a key in readiness for the winter.

3.4.8 A recent report from housing adaptations highlighted the success of the new role taken on by the Neighbourhood Response Team as trusted assessors, carrying out minor works for our customers. The Team has undertaken 42 minor work requests since January 2011. Lever taps, grab rails and stair rails being the predominant requests, with installation times averaging within four days. The success of the project and the installation of minor works without delay were reported to have had a significant impact on:

- reducing the risk of accident and injury
- preventing hospital admissions
- promoting well-being and helping keep people out of residential care
- reducing the need for a tenant to undergo a community assessment by Access point

**3.5.0 Anti-social behaviour (ASB)**

3.5.1 Referrals of anti-social behavior to the Social Inclusion Team have reduced slightly during the last quarter. The reason for this, it is believed, is due to seasonal factors. The Social Inclusion Team has managed to successfully close 17 cases although one has resulted in eviction as a result of incidents of hate crime and harassment.

	Current high profile ASB cases	Number of new cases	Number of Notices of Seeking Possession served	Number of evictions	Number of closed cases
<b>2010/11</b>	62	12	2	1	17
<b>2009/10</b>	48	9	6	2	5

3.5.2 Following an evaluation of the “Turning the Tide” pilot project, reported at HMCC in January this year, the decision was taken at Housing Cabinet Member’s Meeting in February to roll out the strategy citywide. The Anti-social Behaviour Team and Tenancy Sustainment Team have now successfully embedded their approach across the city, continuing to work alongside each other to address the variable issues that result in anti-social behaviour. This improved approach is reflected in the reduction in the number of evictions (currently showing a reduction of 42% on 2009/10 figures); the increased number of cases closed; and also the increased satisfaction levels of how ASB is dealt with. The percentage of residents responding as “fairly/very satisfied” rose from 66% in Quarter 1 to 93% in Quarter 3 and to 100% in Quarter 4. This compares very favourably with the national average of 68%.

**4. CONSULTATION**

4.1 As reported at the last Housing Management Consultative Committee, this report will be the final one to use the current style of presentation. Members

will have the opportunity to both comment on and influence the proposed new style of report which will be presented to future meetings.

## **FINANCIAL & OTHER IMPLICATIONS:**

- 5.1 Although there are no direct financial implications arising from the recommendations in this report, changes in most performance areas will have a financial implication. An example is the improvement in the rent collection and arrears management, which has contributed to a saving in the HRA Budget for the bad debt provision requirement. Any financial implications affected by performance are included in the Housing Revenue Account Targeted Budget Management report, which is reported quarterly to Cabinet.

*Finance Officer Consulted:* Susie Allen                      *Date:* 19 May 2011

- 5.2 Legal Implications:  
There are no significant legal or Human Rights Act implications arising from the report.

*Lawyer consulted:* Liz Woodley                      *Date:* 18 May 2011

- 5.3 Equalities Implications:

Equalities implications are included within the body of the report.

- 5.4 Sustainability Implications:

Sustainability implications are included within the body of the report.

- 5.5 Risk and Opportunity Management Implications:

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

- 5.6 Corporate / Citywide Implications:

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

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

- 6.1 Not applicable to this report.

## **7. REASONS FOR REPORT RECOMMENDATIONS**



7.1 These are contained within the body of the report.

### **SUPPORTING DOCUMENTATION**

**Appendices:** None

**Documents in Members' Rooms:** None

**Background Documents:** None

