

HOUSING MANAGEMENT CONSULTATIVE SUB COMMITTEE

Agenda Item

Brighton & Hove City Council

Subject:	Housing Management Performance Report Quarter 3 2012/13		
Date of Meeting:	26 March 2013		
Report of:	Strategic Director – Place		
Contact Officer:	Name:	Ododo Dafé	Tel: 293201
	Email:	ododo.dafe@brighton-hove.gov.uk	
Ward(s) affected:	All		

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 This Housing Management performance report covers Quarter 3 of the financial year 2012-2013. It incorporates changes suggested at previous meetings, including clarifying whether indicators are measured in working days or calendar days. Benchmarking information will be included in the Quarter 4 report along with year end figures.







2. RECOMMENDATIONS:

- 2.1 That the Housing Management Consultative Sub Committee notes and comments on the report.

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

- 3.1 The report continues the use of the 'RAG' rating system of red, amber and green traffic light symbols to provide an indication of performance, and also trend arrows to provide an indication of movement from the previous reporting period. Where indicators are red or amber explanations have been provided.
- 3.2 The 'Service Pledge' column describes which indicators reflect performance against the Housing service pledges, which were developed through working with tenants and leaseholders. Our Service Pledge summary leaflet was included in the Quarter 2 2012/13 report as an appendix.

3.3 Key to symbols used in the report:

Status		Trend	
Performance is below target (red)		Poorer than previous reporting period	
Performance is close to achieving target, but in need of improvement (amber)		Same as previous reporting period	
Performance is on or above target (green)		Improvement on previous reporting period	

4.0 Rent collection and current arrears

*As these targets are year end (rather than for each quarter), no traffic lights or trend arrows will be applied to this table until the Quarter 4 2012/13 report.





Performance Indicator	Service Pledge	Target	Actual	Status*	Trend*
Rent collected as proportion of rent due each year	Y	98.75% (£47,472,364)	98.54% (£47,536,459)	-	-
Tenants with more than seven weeks rent arrears	Y	2.85%	2.54% (301)	-	-
Notice of Seeking Possession (NoSP) served for rent arrears	Y	27.02% (706)	17.95% (508 NoSPs)	-	-
Households evicted because of rent arrears	Y	Less than 0.29% (less than 35)	0.03% (3)	-	-
Rent loss due to empty properties	N	1.6% (£718,717)	0.68% (£323,000)	-	-
Total former tenant arrears	N	£511,522	£518,561	-	-
Former tenant arrears collected	N	18% (£98,116)	12.09% (£62,718)	-	-
Rechargeable debt collected	Y	20% (£66,758)	5.52% (£12,408)	-	-

4.0.1 Percentage of rent collected as proportion of rent due each year by area

Area	Target	Actual
North (includes Sheltered housing)	98.95%	98.89% (£13,531,932)
West	98.74%	98.61% (£9,600,056)
Central	98.85%	98.73% (£8,953,237)
East	98.51%	98.09% (£15,447,391)
All areas	98.75%	98.54% (£47,536,459*)

*Includes collection from small number of Temporary Accommodation properties.

4.1 Empty home turnaround time

Performance Indicator	Service Pledge	Target	Actual	Status	Trend
Average re-let time in calendar days (BV212)	N	21	11		
Average re-let time in calendar days – all properties (including those excluded from BV212)	N	32	31		

4.1.1 A table relating to long term empty properties is attached as Appendix 1.

4.2 Property & Investment

Carrying out repairs to your home					
Performance Indicator	Service Pledge	Target	Actual	Status	Trend
Emergency repairs completed in time	Y	99%	99.84% (2,469)		
Urgent repairs completed in time	Y	98%	98.97% (192)		
Routine repairs completed in time	Y	98%	99.89% (8,494)		
Average time to complete routine repairs (calendar days)	Y	15 days	9 days		
Percentage of appointments kept by contractor	N	95%	92.32% (6,655)		
Tenant satisfaction with repairs (respondents from period who were satisfied or very satisfied)	N	95%	99.03% (1,841)		
Percentage of responsive repairs passing post-inspection	Y	95%	97.12% (1,518)		
Percentage of repairs completed right first time	Y	97%	98.10% (11,833)		
Cancelled repair jobs	N	Under 10%	9.98% (1,158)		
Home Improvements					
Percentage of homes that are decent	N	94.1%	94.1%		
Energy efficiency rating of homes (SAP 2009)	N	61	61.9		
Percentage of planned works passing post-inspection	Y	97%	100% (557)		
Stock with up-to-date gas certificates	Y	100%	99.90% (10,438)		
Empty Homes					
Percentage of empty properties passing post-inspection	Y	98%	98.17% (107)		

4.2.1 **Percentage of appointments kept by contractor**

Out of a total of 7,209 appointments booked, 8% (554) were late, of which:

- 31% (172) were up to an hour late;
- 46% (256) up to 24 hours late;
- 23% (126) over 24 hours late.

Regular data quality audits are carried out on the systems that we use to measure performance and an audit around appointments has recently been completed. This gave good levels of assurance around the data and the systems used to monitor performance. This work also identified a series of recommendations which will be implemented to improve performance around appointments; these include focusing on the data for the small proportion of jobs issued by paper rather than using PDAs (handheld computer units) and ensuring appointment times are communicated clearly to residents.



















4.2.2 **Stock with up-to-date gas certificates**

The Gas Partnership has achieved a new best of just 10 overdue gas safety certificates at the end of Quarter 3 compared to 17 at the end of the previous quarter. Cases where the tenant repeatedly does not allow the gas contractor access to the property are referred to Housing, who take action (including legal action if necessary) to ensure that access is gained to the property and the gas safety check is carried out. 128 such referrals were made in Quarter 3, with closed cases taking an average of 36 days.

4.2.3 **Lifts Partnering Contract**

Quarterly performance data relating to lift breakdowns and repairs, as requested at the last HMCSC, will be available for inclusion in the Quarter 1 2013/14 performance report.

4.3 Estates Service

Performance Indicator	Service Pledge	Target	Actual	Status	Trend
Percentage passing quality inspections of our cleaning service	Y	98%	97% (144)		
Percentage passing quality inspections of our minor repairs service	Y	98%	99% (294)		
Completion of cleaning tasks	N	98%	98% (14,358)		
Emergency removal of bulk waste within 24 hours	N	100%	100% (4)		
Routine removal of bulk waste within 7 calendar days	N	97%	97% (768)		
Emergency removal of graffiti within 24 hours	N	100%	N/A	-	-
Routine removal of graffiti within 7 calendar days	N	100%	100% (1)		
Replacement of lights within 1 working day	N	100%	96% (109)		
Routine replacement of lights within 7 calendar days	N	97%	98% (528)		
Neighbourhood Response Team jobs completed within target times	N	96%	98% (2,612)		

4.3.1 Percentage passing quality inspections of our cleaning service


Five quality inspections did not pass, with the main reason being cobwebs and dust (around doors, windows, stairways and ceilings) not being removed. These inspections are carried out by the cleaning team leaders and cleaning managers with any cleaning issues being raised directly with the cleaners responsible. The site is then re-inspected within a week or two to ensure that any cleaning issues have been addressed and dealt with.

4.3.2 Replacement of lights within 1 working day target











All five jobs that missed the target were in December, when there were staff shortages over the Christmas period. All five jobs were completed within three days rather than one day.

4.4 Anti-social behaviour (ASB)

4.4.1 The data below is activity based, rather than performance based, hence no targets have been included. Its purpose is to present HMCSC with a picture of ASB work. We are now able to include data for the Tenancy Team, who handle a larger caseload than the specialist ASB Team.

Activity against the ASB service pledges			
Performance Indicator	Service Pledge	Actual	Trend
Number of new ASB cases	Y	91	-
Number of closed ASB cases	Y	118	-
Number of enforcement and support actions taken by Housing	Y	451	-
Customer satisfaction with cases managed by the ASB Team (very or fairly satisfied)	Y	85% (11 surveys)	

4.5 Sheltered housing

Performance Indicator	Service Pledge	Target	Actual	Status	Trend
People with an up to date support plan	Y	100% (850)	95% (808)		
People who decline a support plan	N	0%	3% (26)		
New residents with a support plan completed within 21 calendar days	Y	100% (19)	89% (17)		
Call each resident personally (if requested)	Y	100%	100%		
Provision of at least one social activity per week (in 21 of our 24 schemes)	Y	100%	100%		

4.5.1 People with an up to date support plan

There was a fall in performance due to support plans being due for review over the Christmas period, when staff were on leave and many residents were unavailable for appointments.

4.5.2 People who decline a support plan

The 3% of sheltered residents who decline a support plan represent a small core group who choose not to receive this part of the service. Nonetheless, our Scheme Managers keep aware of the health and wellbeing of these tenants and re-offer a support plan if either is noticeably in decline.

4.5.3 New residents with a support plan completed within 21 days

Out of the 19 tenants who moved in during this quarter, 17 had their support plan completed within 21 days of moving in to their new home. The target was missed in two cases because one tenant was unavailable due to ill-health and another was unavailable due to work commitments.

5. COMMUNITY ENGAGEMENT AND CONSULTATION

- 5.1 Resident involvement is key to the successful management of council owned homes and also the setting and reviewing of our policies and procedures.

6. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 6.1 Although there are no direct financial implications arising from the recommendations in this report, changes in most performance areas will have a financial implication. The area with the most significant financial impact is the ability to collect rents from tenants. Given the current economic climate and the forthcoming welfare reform changes, these indicators are being very closely monitored to ensure that any changes in current trends are highlighted early. Any financial implications arising from changes to any of the performance indicators will be included in the Housing Revenue Account Targeted Budget Management report, which is reported quarterly to Policy and Resources Committee.

Finance Officer Consulted: Monica Brooks

Date: 27/02/13

Legal Implications:

- 6.2 There are no significant legal or Human Rights Act implications arising from this report.

Lawyer Consulted: Liz Woodley

Date: 01/03/2013

Equalities Implications:

- 6.3 Where appropriate, equalities implications are included within the body of the report.

Sustainability Implications:

- 6.4 Where appropriate, sustainability implications are included within the body of the report.

Crime & Disorder Implications:

- 6.5 There are no direct crime and disorder implications arising from this report.

Risk and Opportunity Management Implications:

- 6.6 There are no direct risk and opportunity implications arising from this report.

Public Health Implications:

- 6.7 There are no direct public health implications arising from this report.

Corporate / Citywide Implications:

- 6.8 There are no direct corporate or city wide implications arising from this report.

SUPPORTING DOCUMENTATION

Appendices:

1. Appendix 1. Long term empty properties

Documents in Members' Rooms

1. None

Background Documents

1. None

