

Housing Management Advisory Board

Performance Information Pack

Available for 12th September 2018 meeting:

- | | |
|---|--------------------------|
| Landlord Services Performance | <input type="checkbox"/> |
| Anti-social behaviour information relating to Council's housing stock | <input type="checkbox"/> |
| Compliance Performance (Fire Safety, etc.) | <input type="checkbox"/> |

HOUSING MANAGEMENT ADVISORY BOARD

12TH SEPTEMBER 2018

Report of the Head of Landlord Services

LANDLORD SERVICES PERFORMANCE

Purpose of Report

To consider performance for quarter 1, 2018-19, up to the end of June 2018.

Recommendation

The Board is asked to note and comment on performance for the first quarter of 2018-19.

Targets Met or within Tolerance Levels (Performance is within 5% of the Target)

a) Repairs

Description	Target	Performance
% Emergency repairs completed within 24 hours	100%	98.17%
% Responsive repairs for which appointments are made and kept	98.6%	97.73%
% Responsive repairs which are completed 'right first time'	96%	96.90%
Average number of days taken to carry out relet repairs	14 days	12.4 days

Note: The timescales that apply to the different categories of repairs are:

Emergency repairs – 24 hours

Urgent repairs – 5 days

Routine repairs – 28 days

b) Income Management

Description	Target	Performance
Rent arrears of current tenants as a % of annual rent debit	3.20%	2.46% (£524k)
% Rent collected (including rent arrears brought forward)	91.00%	91.54% (£6,093,242)

c) Tenancy Management

Description	Target	Performance
% New tenancies sustained over 12 months	95%	99.10%
% New tenancy visits completed on target	95%	100%

d) Supported Housing

Description	Target	Performance
% Support plans agreed with sheltered tenants/reviewed within time	100%	100%

e) Customer Satisfaction

Description	Target	Performance
% Tenants satisfied with responsive repairs (overall)	97.14%	99.07% (214/216)
% Tenants satisfied with the time taken to do the repair	97.60%	99.07% (214/216)
% Tenants satisfied that the operative arrived on time	98.60%	98.61% (213/216)
% Residents satisfied with Decent Homes work	95%	No work completed in this quarter
% Residents satisfied with the time taken to complete the Decent Homes work	95%	No work completed in this quarter
% Lifeline customers satisfied with the way their alarm call was dealt with	99.50%	98.40% (61/62)

f) Complaints

Description	Target	Performance
% Complaints responded to within timescales (Stages 0 and 1)	95%	90.98%

g) Welfare Reforms

The Welfare Reforms Performance Indicators for June 2018 covering the Housing Benefit Spare Room Subsidy, Universal Credit and the Benefits Cap, are attached in **Appendix 1**.

Targets Not Met

a) Repairs

Description	Target	Performance
% Responsive repairs completed within timescales	97.00%	89.94%

Description	Target	Performance
% Urgent repairs completed on time	97.00%	81.72%

Description	Target	Performance
% Routine repairs completed on time	97.00%	89.88%

Commentary/explanation and proposed actions:

From April to June 2018, there were:

- 3,095 orders for responsive repairs, 278 of which failed to be completed within specified time scales.
- 454 urgent repairs, 81 of which were not completed on time.
- 1,769 routine repairs, 179 of which were not completed on time.

The reasons for not meeting the specified repairs timescales are due to the ongoing issues with long term operative absence and the holiday season, which has contributed towards a drop in performance.

Performance continues to be monitored, and a procurement exercise will be undertaken in the coming months to select contractors to support the Repairs team to deliver its service to customers.

b) Gas

Description	Target	Performance
% Properties with a valid gas safety certificate (CP12)	100%	99.83%

Commentary/explanation and proposed actions:

There are currently nine properties that are non-compliant. Protocols have been followed, but access has been refused by customers at each of these properties. The legal process has been started on all these properties to ensure access for the work to be carried out.

c) Customer Satisfaction

Description	Target	Performance
% ASB complainants satisfied with the way their case was dealt with	86.00%	80.00% (4/5)

Commentary/explanation and proposed actions:

We carry out surveys for each case where it is appropriate to do so, however there will always be a proportion of closed cases where we are unable to carry out a survey, examples of these are as follows:

- where the complainant fails to engage with us;
- where the complainant advises us they have resolved the situation themselves and so don't want us to take any action;
- where a case is logged as a duplicate case (this could be where a new case has been logged in error or where we have an existing case open and we receive a report from a different complainant, in this case we would add them to the original case);

- Anonymous cases where there are no complaint details in order to carry out a survey.

If we are unable to make contact with the complainant to complete the survey or they refuse to complete the survey, this will affect the number of completed surveys available to us. Where we are unable to make contact via the telephone, we post out the survey, however these are not always returned. Also, if for example we only have two completed surveys and one is dissatisfied this will affect the figures dramatically. We also have occasions where complainants will score us low even though they agreed to the closure as the nuisance has re-occurred before the survey could be completed. In these cases, we will re-open the original case and contact the complainant and continue through our incremental approach.

Our surveys are scored using the Housemark definition where anything between one and three is treated as the tenant being dissatisfied even though a score of three is neither satisfied nor dissatisfied.

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APPENDIX 1

June 2018: Landlord Services – Welfare Reforms Performance Indicators

Housing Benefit Spare Room Subsidy for Under-Occupation

KPI ref	Description	Current position	Commentary
WR001	Number of working age tenants who currently receive a reduction in Housing Benefit (HB) based on under-occupancy	367	At the end of May 2018, this figure was 366, therefore an increase of 1 this month.
WR002a	Of all affected tenants, how many are in receipt of a Discretionary Housing Payment (DHP)?	38	The total amount paid in DHP so far this year to those tenants is £8,443.14 this financial year. Note: Previous year's DHP is not included.
WR003	Of all affected tenants, how many are in rent arrears?	180	Of those 180, 61 had a clear rent account on 1 April 2013. PLEASE NOTE THOSE UNDEROCCUPYING NOW MAY NOT HAVE BEEN THEN.
WR004	£ cash value of the arrears increase by affected tenants above since 01 April 2013	£34,129	It is important to note that the cash value of rent arrears accrued by affected tenants would be higher than the figure shown if DHP had not been received. Without DHP, the rent arrears increase at this point would have been more.
WR006	Number of affected tenants on the transfer list	25	See banding details in adjoining tab.

Universal Credit

UC1	Number of tenants in receipt of Universal Credit	90	See chart/details overleaf.
UC2	Total Debt of tenants in receipt of Universal Credit	£34,111	See chart/details overleaf.
UC3	Average Debt of ALL tenants in receipt of Universal Credit	£296	See chart/details overleaf.
UC4	Average Debt of tenants in receipt of Universal Credit who are in rent arrears	£578	See chart/details overleaf.

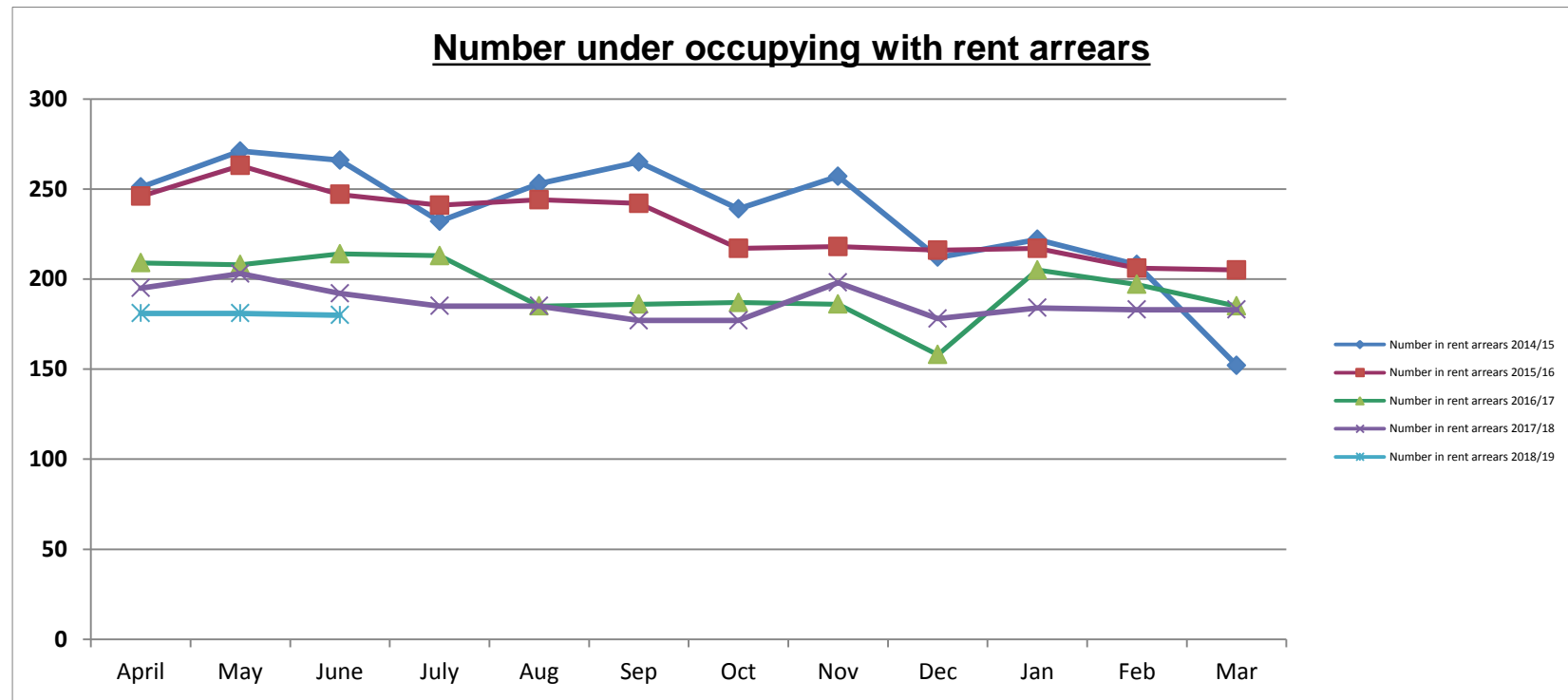
Benefits Cap

BC1	Number of Benefit Cap cases	30	See chart/details overleaf.
BC2	Total Debt of Benefit Cap cases	£8,792	See chart/details overleaf.

Trends in Performance

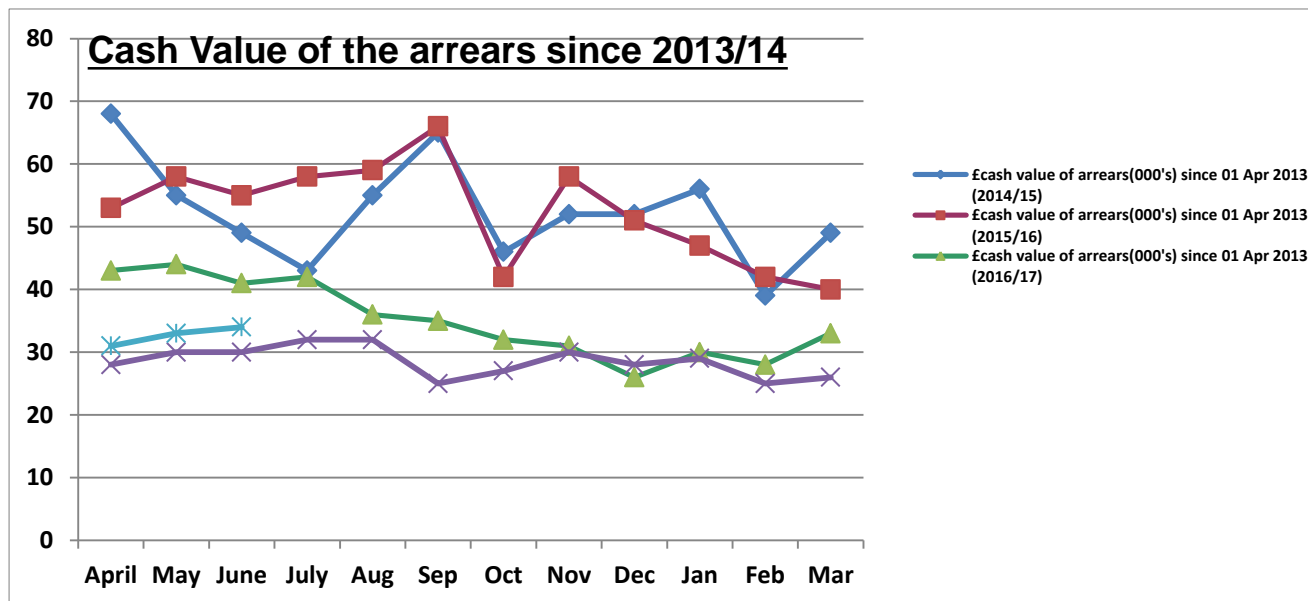
WR003 Of all tenants affected by the HB Spare Room Subsidy for Owner-Occupation, how many are in rent arrears?

	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Number in rent arrears 2014/15	251	271	266	232	253	265	239	257	212	222	208	152
Number in rent arrears 2015/16	246	263	247	241	244	242	217	218	216	217	206	205
Number in rent arrears 2016/17	209	208	214	213	185	186	187	186	158	205	197	185
Number in rent arrears 2017/18	195	203	192	185	185	177	177	198	178	184	183	183
Number in rent arrears 2018/19	181	181	180									



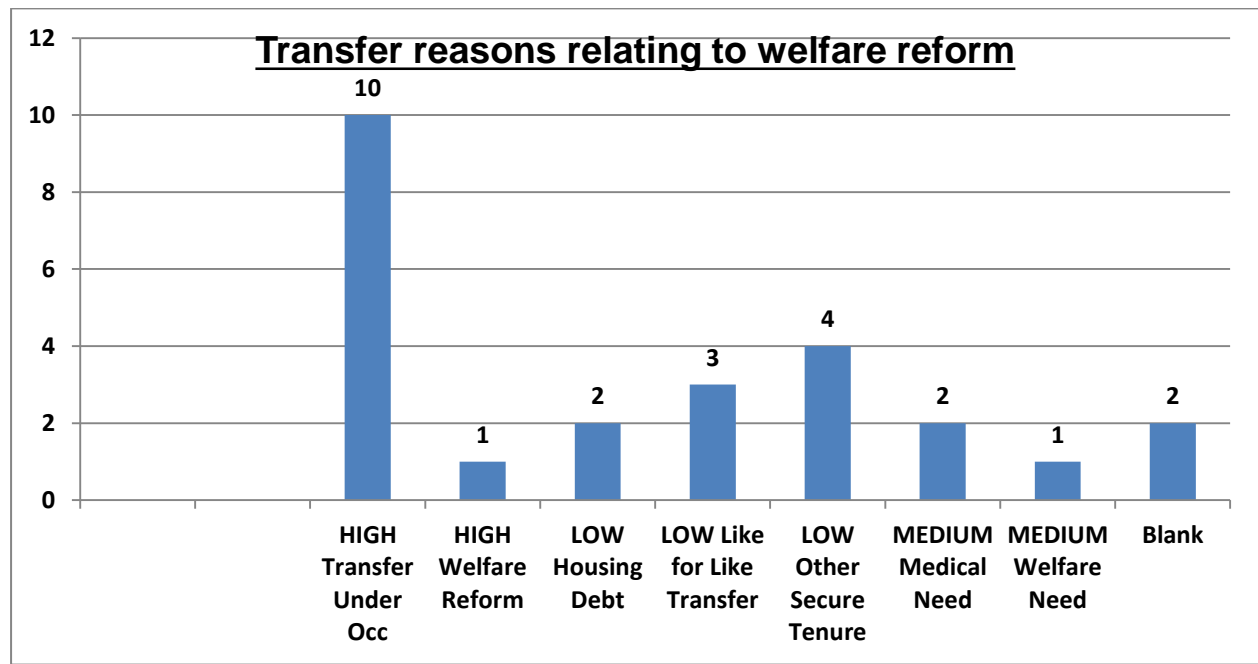
WR004 £ Cash value of the rent arrears increase by affected tenants since 1 April 2013

	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
£cash value of arrears (000's) since 01 Apr 2013 (2014/15)	68	55	49	43	55	65	46	52	52	56	39	49
£cash value of arrears (000's) since 01 Apr 2013 (2015/16)	53	58	55	58	59	66	42	58	51	47	42	40
£cash value of arrears (000's) since 01 Apr 2013 (2016/17)	43	44	41	42	36	35	32	31	26	30	28	33
£cash value of arrears (000's) since 01 Apr 2013 (2017/18)	28	30	30	32	32	25	27	30	28	29	25	26
£cash value of arrears (000's) since 01 Apr 2013 (2018/19)	31	33	34									



WR006 | Number of affected tenants on the transfer list

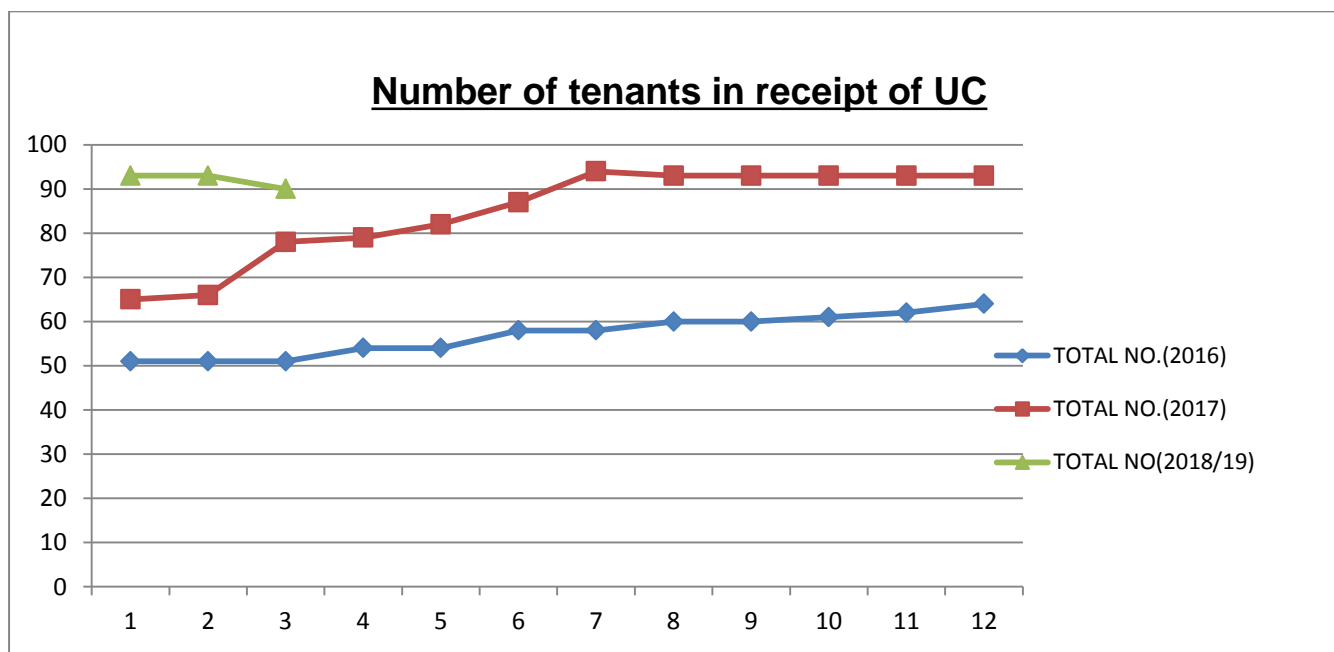
HIGH Transfer Under Occupation	10
HIGH Welfare Reform	1
LOW Housing Debt	2
LOW Like for Like Transfer	3
LOW Other Secure Tenure	4
MEDIUM Medical Need	2
MEDIUM Welfare Need	1
Blank	2
TOTAL	25



UC1	Number of tenants In receipt of Universal Credit
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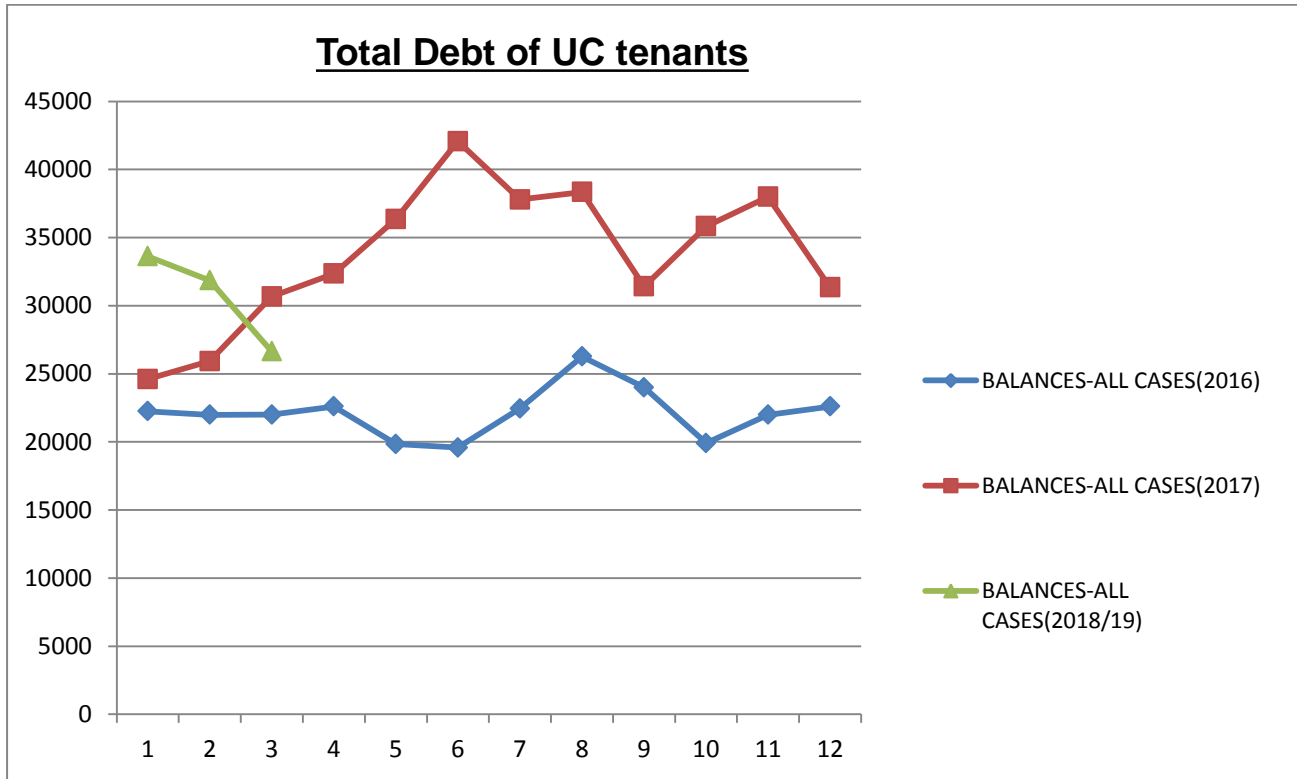
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2016/17	51	51	51	54	54	58	58	60	60	57	62	54
2017/18	65	66	78	79	86	87	94	93**	93	93	93	93
2018/19	93	93	90									

** In the chancellor’s budget statement in November 2017, he announced that there would be no further UC claims brought into the UC ‘live service’ in order to provide a break before the UC ‘full service’ is implemented. This is the reason why the number of UC claimants has remained the same since November 2017. The UC full service for the Charnwood Borough was implemented from June 2018 for some parts of the Borough and then from July 2018 for the rest of the Borough.



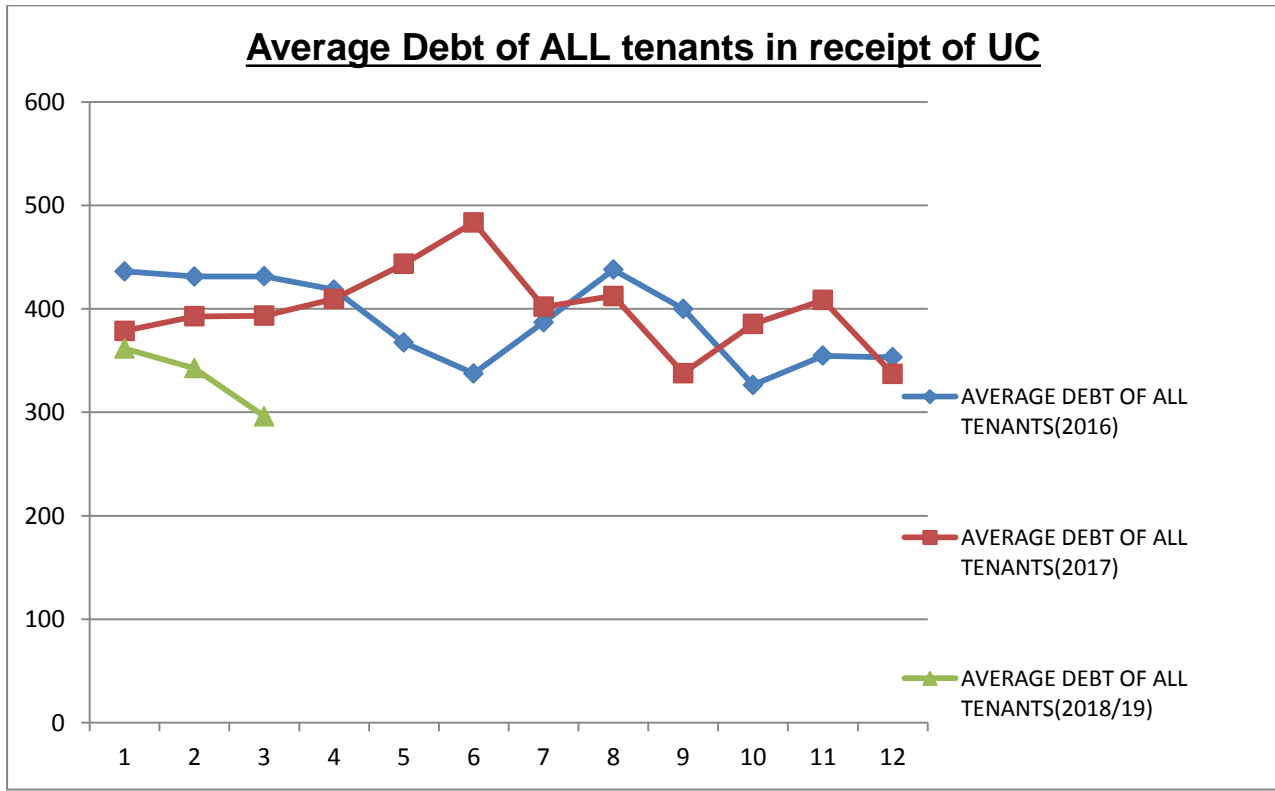
UC2	Total Debt of tenants In receipt of Universal Credit
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	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2016/17	26,316	22,246	22,649	22,599	19,387	21,368	25,553	28,205	24,949	24,930	25,999	26,895
2017/18	29,599	30,286	34,791	37,064	43,371	45,849	43,739	44,624	39,967	43,190	45,285	39,752
2018/19	41,535	40,335	34,111									



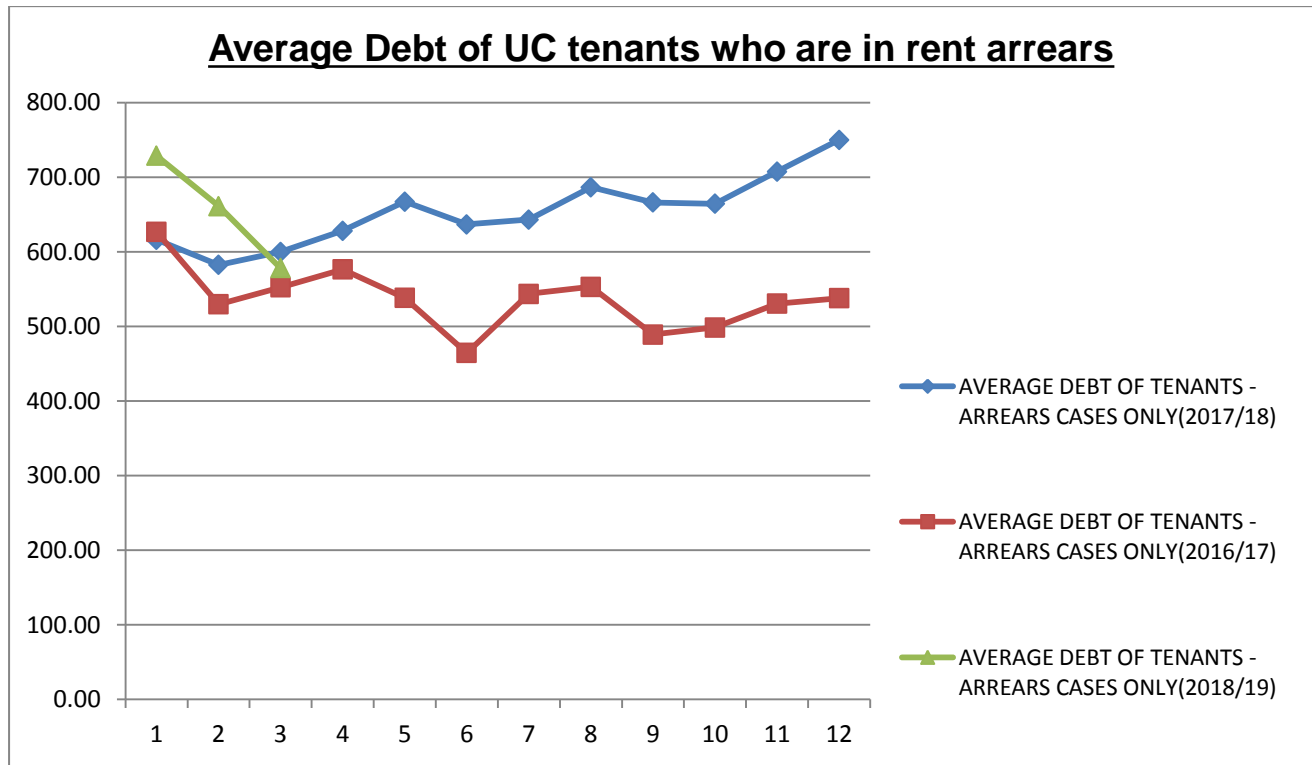
UC3	Average Debt of ALL tenants In receipt of Universal Credit
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	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2016/17	436	431	431	418	367	337	387	437	400	326	354	353
2017/18	378	392	393	409	443	483	402	412	337	385	408	337
2018/19	361	342	296									



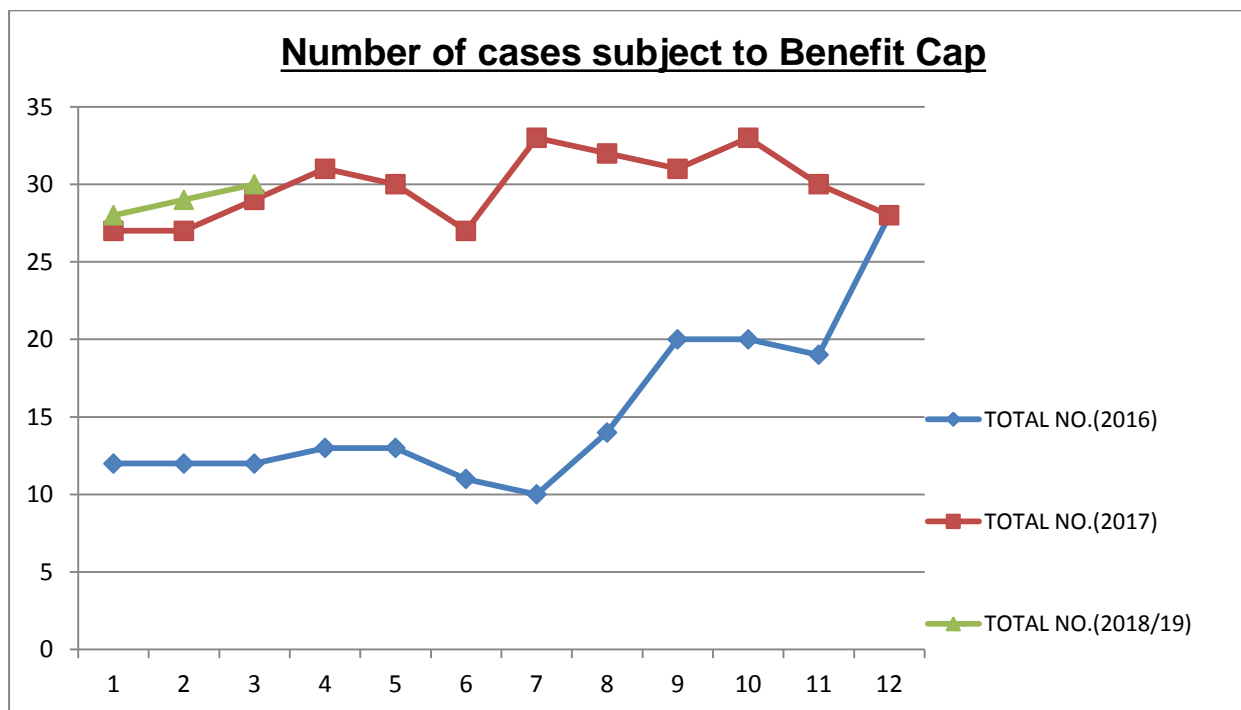
UC4 Average Debt of UC tenants who are in rent arrears

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2016/17	627	530	552	576	538	465	544	553	489	499	531	538
2017/18	616	582	600	628	667	637	643	687	666	664	708	750
2018/19	728	661	578									



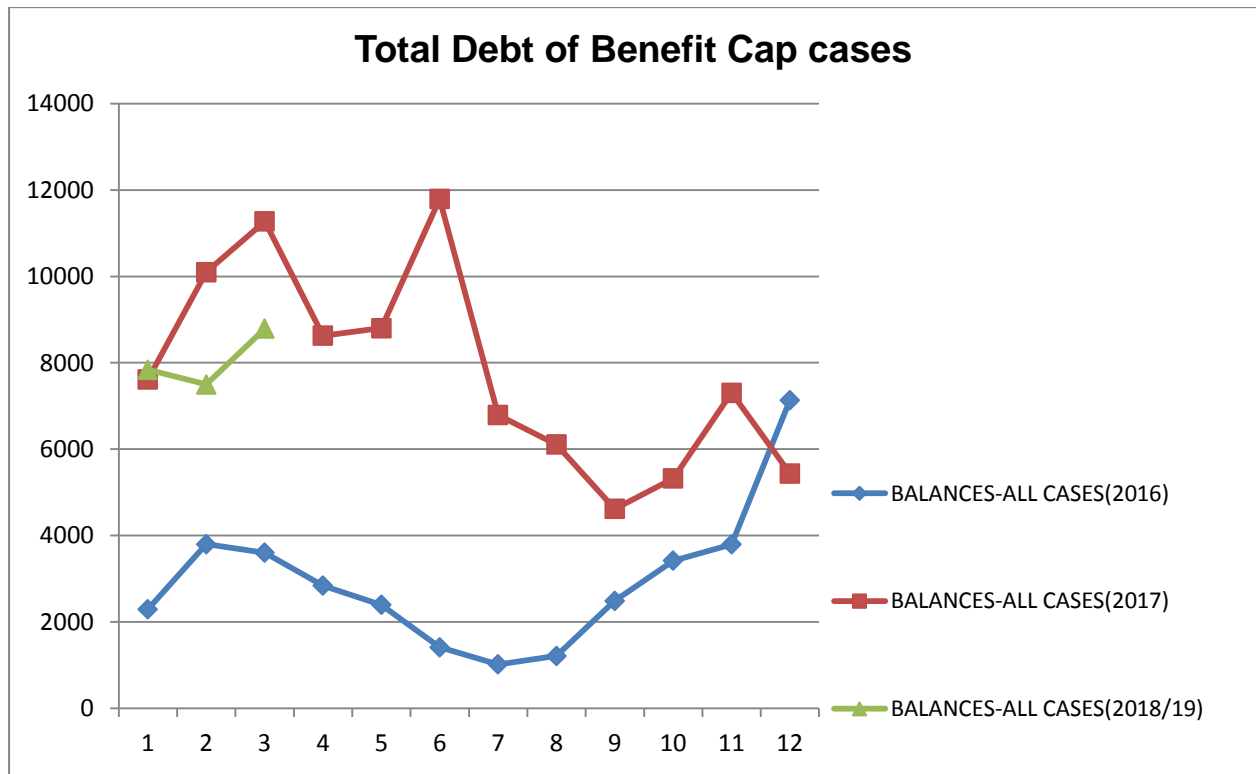
BC1	Number of Benefit Cap cases											
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	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2016/17	12	12	12	13	13	11	10	14	20	20	19	28
2017/18	27	27	29	31	30	27	33	32	31	33	30	28
2018/19	28	29	30									



BC2	Total Debt of Benefit Cap cases
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	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2016/17	2,295	3,801	3,605	2,843	2,396	1,416	1,020	1,215	2,490	3,420	3,797	7,131
2017/18	7,617	10,098	11,274	8,629	8,801	11,793	6,789	6,108	4,619	5,325	7,305	5,439
2018/19	7,840	7,497	8,792									



**HOUSING MANAGEMENT ADVISORY BOARD
12TH SEPTEMBER 2018**

Report of the Head of Landlord Services

ANTI-SOCIAL BEHAVIOUR RELATING TO THE COUNCIL'S HOUSING STOCK

1. ASB Cases Created by Estate

The table below shows ASB cases created and managed by the Council's Landlord Service in the period from April to June 2018 (Quarter 1) by Estate.

ASB Cases by Estate – April 2018 to June 2018

Estate	Total Qtr. 1
Anstey	11
Barrow Upon Soar	1
Birstall	3
Loughborough - Ashby Road	22
Loughborough - Bell Foundry	38
Loughborough - General	23
Loughborough - Shelthorpe	31
Loughborough - Thorpe Acre	11
Loughborough - Town Centre Central	22
Loughborough - Warwick Way	15
Mountsorrel	15
Quorn	4
Rest of Charnwood	6
Rothley	6
Shepshed	25
Sileby	34
Syston	18
Thurmaston	13
Woodhouse Eaves	1
Grand Total	299

2. Case length

Of the 233 cases that were closed from April to June 2018 (Quarter 1), the average number of days between the creation of the case and the point at which the Housing Services Team Leader authorised the closure of the case was 45¹ days.

¹ Cases closed *Duplicate / Entered in Error* are included. Cases in this category may be closed as such for other reasons in addition to where the case is a true duplicate or has been entered in error. For example, where several people have called about the same issue, their details will be uploaded against a master case record, and the individual cases closed as *Duplicate / Entered in Error*.

3. Case closure by disposal

The table below shows the stage at which the ASB case was closed (known as a disposal) for the period from April to June 2018 (quarter 1).

Disposal type	Total Qtr. 1
Advice	40
Verbal Warning	2
Written Warning	6
Mediation	10
Acceptable Behaviour Contract	0
Injunction	2
Tenancy – Extension to Introductory Tenancy	0
Notice of Seeking Possession	0
Suspended Possession Order (SPO)	0
Possession Order - Outright	0
Eviction Order	1
No further action – at request of complainant	12
No further action – reported for information only	3
No further action – No perpetrator identified	9
No further action - other	106
Other (in this case action taken by police)	0
Entered in error/duplicate	41
Grand Total	232

(Please note one case was re-opened, hence the difference between the number of cases closed and the number of disposals)

The no further action – other, relates to cases where they are resolved before we can take any action, where the perpetrator or complaint has ended the tenancy or where it is an anonymous complainant and we are unable to progress due to lack of information (e.g. no specific address or lack of details given).

Of the cases closed from April 2018 to June 2018 (Quarter 1), there were three court actions; two Injunctions and one Eviction Order.

Landlord Services adopts an incremental approach when dealing with ASB and will aim to resolve the majority of cases through non-legal means. As an incremental approach is adopted, a case can go through a number of stages before it is resolved. The table shows the last action which led to the case being closed.

4. Case Resolution Rate

The Case Resolution Rate for the 216 cases closed in the period from April 2018 to June 2018 (Quarter 1) was 87.04% (188/216). This is the percentage of closed ASB cases that were *Resolved*². An ASB case is *Resolved* if the landlord has evidence that the ASB is no longer a cause for concern.

² Any cases that were duplicates or entered in error have been excluded from this calculation.

Of the remaining 28 unresolved cases, the breakdown is as follows:

- 9 referred to the Police
- 7 referred to the Tenancy and Estate Management Team
- 1 referred to Environmental Health
- 1 referred to Community Safety
- 4 no perpetrator identified
- 2 anonymous complaints
- 1 non-Council properties
- 1 no evidence to take further action
- 1 complainant failed to engage with ASB Officer
- 1 not ASB

5. Repeat complainants

Repeat complainants for the period April to June 2018 (Quarter 1). Of the 299 cases opened, 76 were anonymous reports of anti-social behaviour or did not have a complainant or victim attached to the case and so cannot be attributed to a person, 199 complainants called once, 22 complainants called twice, one complainant called three times, and one complainant called five times in the quarter to report anti-social behaviour.

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April
2018

May
2018

June
2018

YTD

KPI	DESCRIPTION	TARGET	ACTUAL	%	TARGET	ACTUAL	%	TARGET	ACTUAL	%	TARGET	ACTUAL	%	COMMENTARY
1	GAS COMPLIANCY													
	PROPERTIES WITH A CURRENT CP12	5271	5263	99.85%	5262	5255	99.87%	5776	5767	99.84%	5776	5767	99.84%	we currently have 9 properties out of compliance due to not being able to gain access. These are being dealt with via the legal process.
	CAPPED PROPERTIES WITH A CURRENT CP12		225	4%		225	4%		225	4%		225	4%	4% of our gas 100 tenants are not using the gas appliances in their home.
	COMMUNAL BOILERS WITH A CURRENT CP12	15	15	100%	15	15	100%	15	15	100%	15	15	100%	100% compliant.
	SOLID FUEL APPLIANCES WITH CURRENT CP12	56	52	93%	57	48	84%	59	9	15%	59	9	15%	9 Solid Fuel appliances out of compliance proceeding through access, legal and removal
	REPAIRS COMPLETED WITHIN PRIORITY	356	346	97%	323	313	97%	231	231	100%	910	890	98%	100% repairs completed within priority for June which brings the actual to date up to 98%
	CUSTOMER SATISFACTION	48	46	96%	43	43	100%	64	63	98%	155	152	98%	Customer satisfaction is 98% this month based on the 155 surveys carried out by Morgan Lambert
1a.	AUDITING - ASSURANCE													
	COMPLETED GAS AUDITS - MAIN GAS CONTRACT	10%	48	10%	10%	43	7%	10%	64	14%	10%	155	10%	155 gas audits completed so far this year. In May there was one property audited that had a error on the cert.
	COMPLETED SOLID FUEL AUDITS													
2	SMOKE ALARM & CO COMPLIANCY - RECONCILIATION PROJECT													
	No. Properties with Battery Smoke Alarm		2345			2272			2254			2254		The 2018/19 programme will concentrate on 133 properties that have been as a priority. Smoke and heat detectors will be installed as part of the capital works programme (Heating, kitchen, bathroom and ECIR)
	No. Properties with Hard Wired Smoke Detection		2580			2641			2640			2640		
	No. Properties with both Battery and Hard Wired Detection		276			284			298			298		
	No. Properties - Unknown/Missing Data		12			12			11			11		
	No. Props with individual smoke detection connected to life-line with communal fire alarm systems		402			404			404			404		
	PROPERTIES WITH A CO ALARM INSTALLED		5617			5613			5607			5607		Reconciliation remains on-going to confirm and track co alarm installations (5617 properties)
3	FIRE SAFETY													
	FIRE ALARM - 6 MONTHLY	19	19	100%	19	19	100%	19	19	100%	19	19	100%	All fire alarms serviced - 6 monthly visits
	EMERGENCY LIGHTING - DURATION TEST - ANNUAL	18	18	100%	18	18	100%	18	18	100%	18	18	100%	Duration service schedule re-commenced and on target
	EMERGENCY LIGHTING - FLICK TESTING - MONTHLY	277	277	100%	277	277	100%	277	277	100%	277	277	100%	100% compliance achieved for month of April
	FIRE RISK ASSESSMENT	297	297	100%	297	297	100%	297	297	100%	297	297	100%	FRA programme completed all actions extracted, all FRA's visible in QL with available updates now highlighted on pdf. Temporary FRA issued for Beresford Court while Fire Safety works are completed. FSF to attend once completed.
	FIRE EXTINGUISHER	14	14	100%	14	14	100%	14	14	100%	14	14	100%	14 Sites have fire extinguishers/blankets installed (47 components) all compliant
	FIRE RISK ACTION LOG	199	9	190	199	9	190	199	9	5%	199	9	190	The are 190 actions outstanding as at end of June 2018 - reconciliation is being carried out to square up the works carried out by CLC and housekeeping by Keith Henson - a meeting has been arranged for 27 July to go through and address outstanding actions
4	WATER SAFE													
	LEGIONELLA MONITORING - MONTHLY	15	15	100%	15	15	100%	15	15	100%	15	15	100%	Fielding Court - out of tolerance issue from last month- We believe this is now localised and down to an issue with Thermostatic Mixer Valves (TMVs). I have checked back our records and it doesn't appear TMV's have been cleaned and re-calibrated on an annual basis - so I've added this to the annual routine. We have a similar issue at Arnold Smith House which is being dealt with.
5	LIFTS & STAIRLIFTS													
	PASSENGER LIFT - 6 MONTHLY	4	4	100%	4	4	100%	4	4	100%	4	4	100%	5 stair lifts outstanding due to access issues - we have written to the tenants again regarding access. Some properties are on the capital works streams so we hope to get access using that way.
	STAIRLIFT - ANNUAL SERVICE	196	193	98%	197	191	97%	196	191	97%	196	191	97%	
	CUSTOMER SATISFACTION													
6	ASBESTOS													
	ASBESTOS SURVEYS	6547	6342	97%	6547	6346	97%	6547	6348	97%	6547	6342	97%	We currently have 200 properties without an asbestos report, CBC assisting with hard no access properties (number includes communal areas - reconciliation to be undertaken with asbestos and ql project)
	RE-INSPECTIONS	6547	3610	55%	6547	3610	55%	6547	3611	55%	6547	3610	55%	We have completed 3610 re-inspection surveys, the 2018/19 programme for re-inspection will focus on capital work streams.
	COMPLETED ASBESTOS AUDITS - Assurance Testing													Audits completed with assurances issued on works carried out - further auditing to be completed on licensed works as necessary
7	Electrical Condition Reports (Periodic Testing) inc PAT testing													
	Courts Condition Reports Testing	397	388	98%			#DIV/0!			#DIV/0!	397	388	98%	9 sheltered flats remaining due to access/hoarding issues
	Courts PAT Testing	14	14	100%	14	14	100%	14	14	100%	14	14	100%	All courts PAT testing completed as per cycle
8	Electrical Condition Reports (Periodic Testing)													
	Domestic Dwellings (Fortem Programme)													Programme for 2018/19 with Fortem
	Properties with valid electrical certificate													
	Properties without a valid electrical certificate													
	Properties with unsatisfactory certificate													
9	Communal Door Entry (PPM)													
	New Door Installations (programme being devised for inclusion in QL for cyclical cycle)	52	33	63%							52	33	63%	Planned Preventative Maintenance, Asset and Condition Collation Programme of Door Entry, Communal Doors (PPM) - programme to commenced August initially a further 19 to complete this financial year