

## **AGENDA ITEM 6**

### **HIGH PEAK BOROUGH COUNCIL**

#### **Report to Housing Select Committee**

**2<sup>nd</sup> July 2015**

<b>TITLE:</b>	<b>Housing Performance Update – 2014/15</b>
<b>EXECUTIVE COUNCILLOR:</b>	<b>Cllr Julie McCabe, Housing Portfolio</b>
<b>CONTACT OFFICER:</b>	<b>Information Business Partner</b>
<b>WARDS INVOLVED:</b>	<b>All</b>

#### **Appendices Attached - Appendix A: Housing Performance Indicators**

1. **Reason for the Report:** To provide an update for the Housing Select Committee on the performance of the Council across a range of housing measures for 2014/15.
2. **Recommendation**
  - 2.1 That the Housing Select Committee notes the content of the report
3. **Executive Summary**
  - 3.1 The results for 2014-15 reveal that the Council met 68% of its housing performance targets and that 40% of these measures have improved on the previous year.
4. **How this report links to Corporate Priorities**
  - 4.1 This report links to the corporate objectives of an 'increased supply of good quality affordable housing' and also to the 'effective use of financial and other resources to ensure value for money'.
5. **Implications**
  - 5.1 Community Safety - (Crime and Disorder Act 1998)

No direct implications from this report.
  - 5.2 Workforce

- No direct implications from this report.
- 5.3 Equality and Diversity/Equality Impact Assessment
- This report has been prepared in accordance with the Council's Diversity and Equality Policies.
- 5.4 Financial Considerations
- Although this report details financial measures there are no financial implications from the recommendation.
- 5.5 Legal
- The Council has legal obligations as landlord e.g. gas safety checks.
- 5.6 Sustainability
- No direct implications from this report.
- 5.7 Internal and External Consultation
- Tenant satisfaction with the repairs service is one of the measures reported on.
- 5.8 Risk Assessment
- Housing Operational and Strategic risks are included within the Council's Risk Management Framework.

## 6. **Background**

6.1 The Council's Performance Framework is based on four Objective Delivery Plans, which reflect the Council's Aims and Objectives. Each of these four plans is supported by a suite of performance measures and priority actions.

6.1.1 There are 27 Housing Performance Indicators which are monitored and reported on corporately as part of the Council's Performance Framework. These focus primarily on Housing Management measures but also cover the Council's wider strategic housing duties such as affordable housing and empty homes.

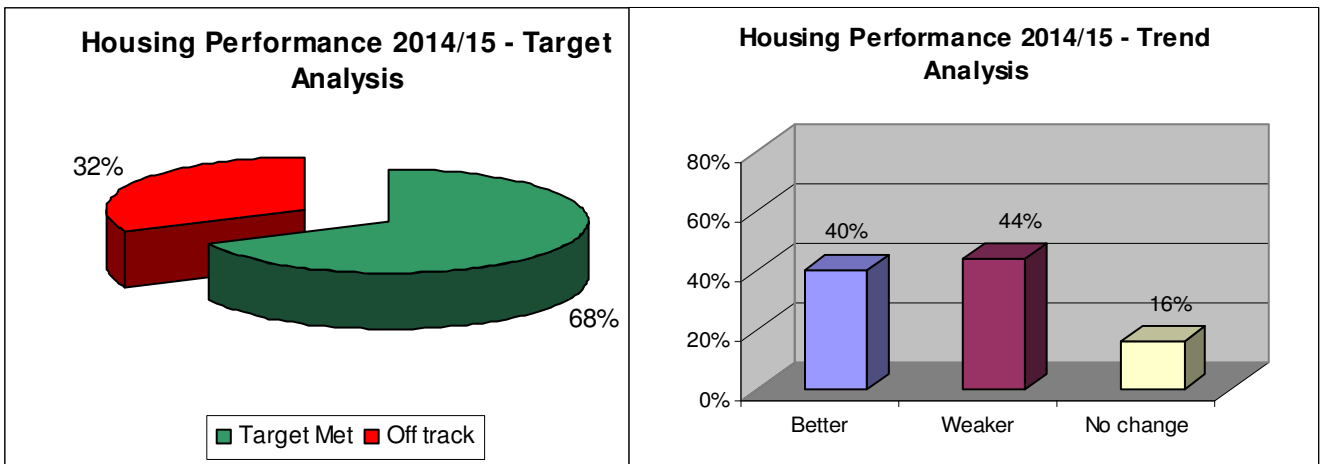
## 7. **Target and Trend Analysis**

7.1 The results for the period 1<sup>st</sup> April 2014 to 31<sup>st</sup> March 2015 reveal that 68% of Performance Indicators met the target for the year.

7.2 The six measures currently identified as falling below target are detailed in the bullet points below. The complete set of 27 Performance Indicators is attached for information at Appendix A.

- Average time taken to re-let minor voids – 23.66 days against a target of 20 days. Performance for March was 19 days but the average for the year has been negatively affected by the letting of low demand properties. A Void improvement project group and Improvement Plan is in place and a process review workshop was recently undertaken looking at the end to end process around minor and major voids.

- Average time taken to re-let minor voids (excluding sheltered bedsits) – 19.26 days against a target of 17 days. Performance for March was 15.61 days.
- Average time taken to re-let major voids – 61.43 days against a target of 60 days. Improvement of over 3 days on February.
- The average response time to request for repair – 13.15 days against a target of 12 days. Performance in March was 8.8 days. Performance is higher than all previous years except 2013/14 which was an exceptional year.
- Disabled adaptations – average works time. 30 days against a target of 19 days. Performance reflects a high ratio of external access type works during the period. These take longer than average and are vulnerable to adverse weather conditions.
- % of responsive repairs for which an appointment is made and kept – 0.04% below target.



Dai Lerner  
**Executive Director (Place)**

**Web Links and Background Papers**

Performance Indicator Database  
– March 2015 Update

**Location**

Buxton Town Hall

**Contact details**

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## Appendix A: Housing Performance Indicators - 2014/15

Performance Indicator	Lead Service Area	2009/10 Result	2010/11 Result	2011/12 Result	2012/13 Result	2013/14 Result	Target 2014/15	Year to Date Feb	2014/15 Result	Current Status	Trend 2014-15 Vs 2013-14	Commentary
NI 155 Number of affordable homes delivered (gross)	Regeneration	16	31	40	55	0	50	38	54	Target Met	Better	
NI 156 Number of households living in temporary accommodation	Homes and Communities	22	14	6	12	5	10	6	5	Target Met	No Change	
Env 2 - % of Council homes meeting the decent homes standard	Housing Asset Management	0%	0%	0.32%	96.48%	91.89%	99.00%	N/A	N/A	N/A	N/A	Due to the historic management of information the data is not available. In 2015/16 there will be a full stock condition survey which will allow for a accurate performance measure on condition of homes.
Average time taken to re-let local authority housing (minor voids)	Homes and Communities	22 days	20 days	19 days	21 days	21 days	20 days	24.32 days	23.66 days	Off Track	Weaker	The figure for March was 19 days (within target) However the year end figure was impacted by the allocation of low demand properties throughout the year.
Average time taken to re-let local authority housing (minor voids) excluding sheltered bedsit accommodation	Homes and Communities	N/A	N/A	N/A	N/A	17.02 Days	17 days	19.59 days	19.26 days	Off Track	Weaker	The figure for March was 15.61days (within target) However the year end figure was impacted by the allocation of low demand properties throughout the year.
Average time taken to re-let local authority housing (major voids)	Housing Asset Management	64 days	69 days	72 days	59 days	64.44 days	60 days	65.08 days	61.43 days	Off Track	Better	Performance for March showed an improvement on previous month and the performance for the year end is better than 2013/14

Performance Indicator	Lead Service Area	2009/10 Result	2010/11 Result	2011/12 Result	2012/13 Result	2013/14 Result	Target 2014/15	Year to Date Feb	2014/15 Result	Current Status	Trend 2014-15 Vs 2013-14	Commentary
Average response time from request to repair	Housing Asset Management	14.92 days	17.96 days	15.66 days	16 days	12 Days	12 days	13.54	13.15 days	Off Track	Weaker	March figure was 8.8 days, however the year end figure was negatively impacted due to previous performance. Performance is higher than all previous years with the exception of 2013/14, which was an exceptional year.
Tenant Satisfaction with last completed repair	Housing Asset Management				95.50%	95.80%	96.00%	98.20%	98.30%	Target Met	Better	Customer satisfaction with 'Repairs' is the highest that it has ever been and the first time that we have exceeded the target, although we have come close to achieving it for a number of years.
% of tenancies that fail in the first 12 months	Homes and Communities	N/A	N/A	N/A	5.13%	5.80%	contextual	6.70%	7.02%	N/A	Weaker	
% of applicants prevented from being homeless	Homes and Communities	N/A	N/A	N/A	26.55%	28.10%	20.00%	26.47%	33.21%	Target Met	Better	
% of responsive repairs for which an appointment was made and kept	Housing Asset Management	N/A	N/A	N/A	98.9%	99.1%	99.0%	98.90%	98.96%	Off Track	Weaker	Unfortunately the target has been missed by 0.04%
Ratio of planned to responsive repairs	Housing Asset Management	N/A	N/A	N/A	66.8%	79.0%	60.0%	80.98%	80.79%	Target Met	Better	
% of gas safety checks overdue	Housing Asset Management	N/A	N/A	N/A	0.0%	0.00%	0.0%	0.00%	0.00%	Target Met	No Change	
Disabled adaptations - average works time	Housing Asset Management	N/A	N/A	N/A	16 days	19 days	19 days	27	30	Off Track	Weaker	Reflects high ratio of external access type works in the period. These take longer than average and are vulnerable to adverse weather

Performance Indicator	Lead Service Area	2009/10 Result	2010/11 Result	2011/12 Result	2012/13 Result	2013/14 Result	Target 2014/15	Year to Date Feb	2014/15 Result	Current Status	Trend 2014-15 Vs 2013-14	Commentary
												conditions.
Disabled adaptations - average end to end time	Housing Asset Management	N/A	N/A	N/A	130 days	70 days	contextual	72	69	N/A	Better	
The number of empty homes	Revenues & Benefits	N/A	N/A	N/A	1156 (249 0-3m, 651 3-24m, 256 24m+)	1040 (231 0-3m, 606 3-24m, 203 24m+)	contextual	1144 (246, 0-3 mths, 738, 3-24 mths, 160, 24+ mths)	1129 (339 0-3 mths, 638 24 mths, 152 24+ mths)	N/A	Weaker	Actual at end of period
Env1 - % of adaptations for people with disabilities approved within 6 months of receiving the completed application	Environmental Health	N/A	N/A	N/A	100%	100%	100%	100%	100%	Target Met	No Change	
Env3 - The average cost of maintaining council homes to the decent homes standard	Housing Asset Management	N/A	N/A	N/A	£4,040.35	£4,226.55	as per 2013/14	N/A	N/A	N/A	N/A	Due to the historic management of information the data is not available. Future reports will be based on actual investment against the results of the new stock condition survey information.
Env4 - Satisfaction with disabled adaptations	Environmental Health	N/A	N/A	N/A	93%	100%	90%	100%	100%	On Track	No Change	
% of rent collected	Homes and Communities				98.97%	98.89%	98.85%	99.01%	98.86%	Target Met	Weaker	
% rent lost through voids	Homes and Communities				1.02%	0.86%	0.86%	0.83%	0.83%	Target Met	Better	Result with rent loss from Peveril and decants deducted of £36,865.25 is 0.60%

Performance Indicator	Lead Service Area	2009/10 Result	2010/11 Result	2011/12 Result	2012/13 Result	2013/14 Result	Target 2014/15	Year to Date Feb	2014/15 Result	Current Status	Trend 2014-15 Vs 2013-14	Commentary
% rent lost through voids (excluding sheltered bedsit accommodation)	Homes and Communities	N/A	N/A	N/A	N/A	0.71%	0.71%	0.61%	0.61%	Target Met	Better	Less sheltered accommodation - rent loss of £35,283.89
Current tenants in arrears (Band 1 up to £100, Band 2 £101-£300, Band 3 £301-£500, Band 4 £501+)	Homes and Communities				945	882. Band 1- 463, band 2 - 249, Band 3 -97, Band 4 -73	contextual	2093. Band 1- 1235, Band 2- 499, Band 3- 224, Band 4- 135	991, Band 1- 473, Band 2- 319, Band 3- 116, Band 4- 83	N/A	Weaker	
Current tenants in arrears (Band 1 up to £100, Band 2 £101-£300, Band 3 £301-£500, Band 4 £501+) excluding DD payers	Homes and Communities	N/A	N/A	N/A	N/A	863. Band 1- 451, Band 2- 244, Band 3- 95, Band 4- 73	contextual	1392- Band 1- 625, Band 2- 416, Band 3- 217, Band 4- 134	965. Band 1 - 455, Band 2- 312, Band 3- 115, Band 4- 83	N/A	Weaker	
Former tenants in arrears	Homes and Communities			440	255	222. Band 1- 67, Band 2- 68, Band 3- 36, Band 4- 51	contextual	158	160	N/A	Better	
Current tenant arrears (% of rent roll)	Homes and Communities				0.92%	0.85%	1.15%	0.98%	1.01%	Target Met	Weaker	
Former tenant arrears (% of rent roll)	Homes and Communities				0.57%	0.53%	1.30%	0.48%	0.48%	Target Met	Better	