

## **AGENDA ITEM 5**

### **HIGH PEAK BOROUGH COUNCIL**

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

**8<sup>th</sup> October 2015**

<b>TITLE:</b>	<b>Housing Performance Update – 2015/16</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 the period April to August 2015.
2. **Recommendation**
  - 2.1 That the Housing Select Committee notes the content of the report
3. **Executive Summary**
  - 3.1 The results for the first five months of the year reveal that the Council is on track to meet 89% of its housing performance targets and that 24% of these measures have improved on the same period last 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 25 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.

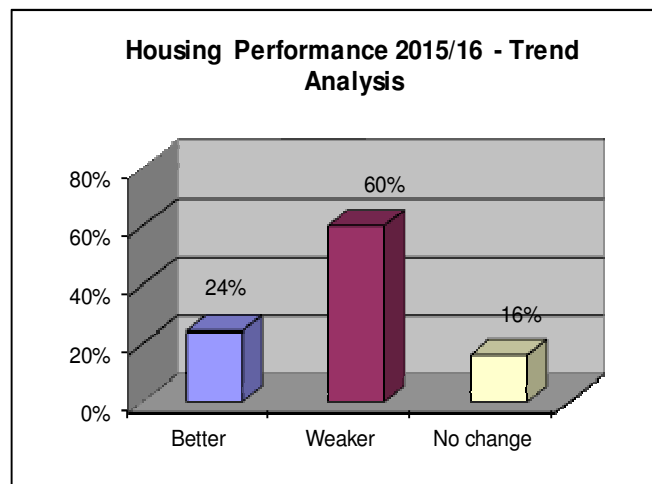
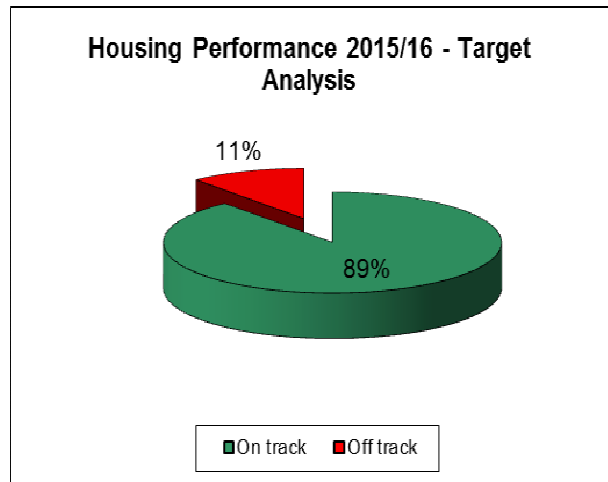
## 7. **Target and Trend Analysis**

7.1 The results for the period 1<sup>st</sup> April to 31<sup>st</sup> August 2015 reveal that 89% of Performance Indicators are 'on track' to meet the target for the year.

7.2 The two measures currently identified as falling below target are detailed in the bullet points below. The complete set of 25 Performance Indicators is attached for information at Appendix A.

- Average time taken to re-let local authority housing (minor voids) – 28.54 days against a target of 20 days. The result has been affected by the successful allocation of 4 long-term 'hard to let' sheltered voids totalling 581 days. Re-let times exclusive of these properties are within target.

- % Rent loss through voids - 1.12% against a target of 0.86%. The result has improved throughout the year but has been affected by 4 properties that are currently unavailable for letting: If we deduct the rent loss from the 'hard to let' sheltered properties and the properties currently unavailable for letting, the result would be within target at 0.60%.



Dai Lerner  
**Executive Director (Place)**

**Web Links and Background Papers**

Performance Indicator Database  
 – August 2015 Update

**Location**

Buxton Town Hall

**Contact details**

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## Appendix A: Housing Performance Indicators - 2015/16

Performance Indicator	2010/11 Result	2011/12 Result	2012/13 Result	2013/14 Result	2014/15 Result	Target 2015/16	Year to date July	Year to date Aug	Current Status	Trend 2015-16 Vs 2014-15	Commentary
NI 155 Number of affordable homes delivered (gross)	31	40	55	0	54	35	8	8	On Track	Weaker	
NI 156 Number of households living in temporary accommodation	14	6	12	5	5	10	6	5	On Track	Better	
Average time taken to re-let local authority housing (minor voids)	20 days	19 days	21 days	21 days	23.66 days	20 days	28.36 days	28.54 days	Off Track	Weaker	The result has been affected by the successful allocation of 4 long term hard to let sheltered voids totalling 581 days. If the properties are excluded from the calculation the result is within target.
Average time taken to re-let local authority housing (minor voids) excluding sheltered bedsit accommodation	N/A	N/A	N/A	17.02 Days	19.26 days	17 days	15 days	15.26 days	On Track	Better	
Average time taken to re-let local authority housing (major voids)	69 days	72 days	59 days	64.44 days	61.43 days	60 days	40.28 days	44.69 days	On Track	Better	
Average response time from request to repair	17.96 days	15.66 days	16 days	12 Days	13.15 days	12 days	10.79	11.19	On Track	Better	August outturn 12.82 days, increasing the overall YTD figure slightly, but it is still within target.
Tenant Satisfaction with last completed repair			95.50%	95.80%	98.30%	96.00%	97.60%	97.90%	On Track	Weaker	August outturn 98% improving the YTD Av.
% of tenancies that fail in the first 12 months	N/A	N/A	5.13%	5.80%	7.02%	contextual	6.82%	6.60%	N/A	Weaker	
% of applicants prevented from being homeless	N/A	N/A	26.55%	28.10%	33.21%	20.00%	36.17%	52.17%	On Track	Better	
% of responsive repairs for which an appointment was made and kept	N/A	N/A	98.9%	99.1%	98.96%	99.0%	99.6%	99.6%	On Track	Better	August outturn 99.81% improving the YTD Av.
Ratio of planned to responsive repairs	N/A	N/A	66.8%	79.0%	80.79%	60.0%	80.69%	80.18%	On Track	Weaker	August outturn 77.21%
% of gas safety checks overdue	N/A	N/A	0.0%	0.00%	0.00%	0.0%	0.00%	0.00%	On Track	No Change	12 months consecutive 100% compliance

Performance Indicator	2010/11 Result	2011/12 Result	2012/13 Result	2013/14 Result	2014/15 Result	Target 2015/16	Year to date July	Year to date Aug	Current Status	Trend 2015-16 Vs 2014-15	Commentary
Disabled adaptations - average works time	N/A	N/A	16 days	19 days	30 days	19 days	8.7 days	13 days	On Track	Weaker	Change in duration of work beginning to reflect wet rooms and larger jobs coming to site following procurement of new suppliers
Disabled adaptations - average end to end time	N/A	N/A	130 days	70 days	69 days	contextual	8.57 days	230.62	N/A	Weaker	Due to budget constraints, non urgent work to wet rooms was deferred from 14/15. These homes are now being done following new procurement of suppliers
The number of empty homes	N/A	N/A	1156 (249 0-3m, 651 3-24m, 256 24m+)	1040 (231 0-3m, 606 3-24m, 203 24m+)	1129 (339 0-3 mths, 638 24 mths, 152 24+ mths)	contextual	1,136 (200 0-3 mths, 680 3-24 mnths, 105 uninhabitable up to 12 mnth, 151 24+ mnth)	1,179 (211 0-3 mths, 710 3-24 mths, 93 uninhabitable up to 12 mths, 165 24+ mths)	N/A	Weaker	
Env1 - % of adaptations for people with disabilities approved within 6 months of receiving the completed application	N/A	N/A	100%	100%	100%	100%	100%	100%	On Track	No Change	Quarterly PI
Env4 - Satisfaction with disabled adaptations	N/A	N/A	93%	100%	100%	90%	100%	100%	On Track	No Change	Quarterly PI
% of rent collected			98.97%	98.89%	98.86%	98.85%	98.97%	98.95%	On Track	Weaker	
% rent lost through voids			1.02%	0.86%	0.83%	0.86%	1.12%	1.12%	Off Track	Weaker	If we deduct the rent loss from 'hard to let sheltered' and 'properties unavailable for letting', the result would be 0.60%
% rent lost through voids (excluding sheltered bedsit accommodation)	N/A	N/A	N/A	0.71%	0.61%	0.71%	0.71%	0.70%	On Track	Weaker	

Performance Indicator	2010/11 Result	2011/12 Result	2012/13 Result	2013/14 Result	2014/15 Result	Target 2015/16	Year to date July	Year to date Aug	Current Status	Trend 2015-16 Vs 2014-15	Commentary
Current tenants in arrears (Band 1 up to £100, Band 2 £101-£300, Band 3 £301-£500, Band 4 £501+)			945	882. Band 1- 463, band 2 - 249, Band 3 -97, Band 4 -73	991, Band 1- 473, Band 2- 319, Band 3- 116, Band 4- 83	contextual	2035. Band 1- 1227, band 2- 441, Band 3- 214, Band 4- 153	2141. Band 1- 1203, Band 2-527, Band 3- 251, Band 4- 160	N/A	Weaker	Only 12 more accounts compared to Aug 14.
Current tenants in arrears (Band 1 up to £100, Band 2 £101-£300, Band 3 £301-£500, Band 4 £501+) excluding DD payers	N/A	N/A	N/A	863. Band 1- 451, Band 2- 244, Band 3- 95, Band 4- 73	965. Band 1 - 455, Band 2- 312, Band 3- 115, Band 4- 83	contextual	1396. Band 1- 630, Band 2- 414, Band 3- 202, Band 4- 150	1428. Band 1- 600, Band 2- 445, Band 3- 229, Band 4- 154.	N/A	No Change	
Former tenants in arrears		440	255	222. Band 1- 67, Band 2- 68, Band 3- 36, Band 4- 51	160	contextual	159	172	N/A	Weaker	
Current tenant arrears (% of rent roll)			0.92%	0.85%	1.01%	1.15%	1.02%	1.04%	On Track	Weaker	
Former tenant arrears (% of rent roll)			0.57%	0.53%	0.48%	1.30%	0.48%	0.51%	On Track	Weaker	