

**AGENDA ITEM 6**

**HIGH PEAK BOROUGH COUNCIL**

**Report to Housing Select Committee**

**4<sup>th</sup> February 2016**

<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 December 2015.
2. **Recommendation**
  - 2.1 That the Housing Select Committee notes the content of the report
3. **Executive Summary**
  - 3.1 The results for Quarter Three reveal that the Council is on track to meet 87% of its housing performance targets and that 53% 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 30 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.

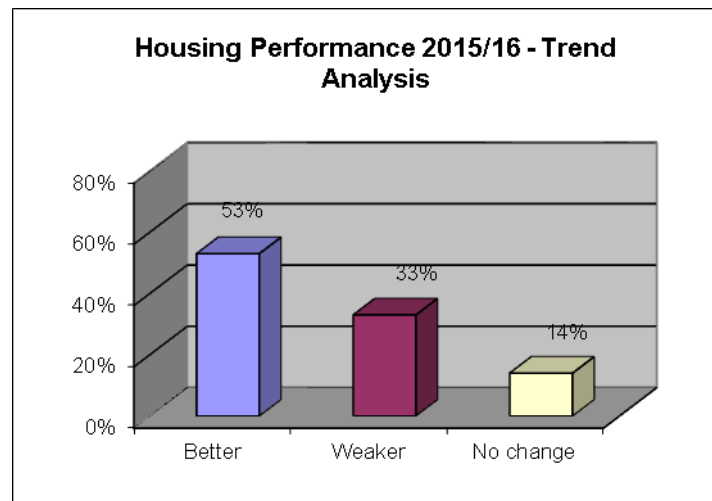
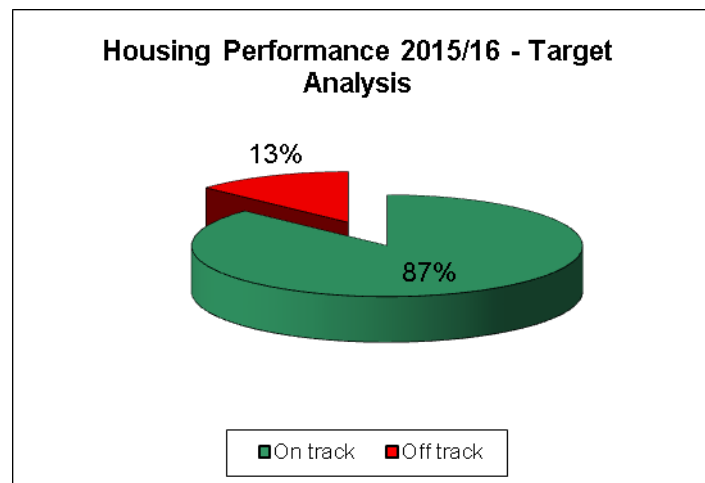
## 7. **Target and Trend Analysis**

7.1 The results for the period 1<sup>st</sup> April to 31<sup>st</sup> December 2015 reveal that 87% of Performance Indicators are 'on track' to meet the target for the year.

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

- Average time taken to re-let local authority housing (minor voids) – 25.28 days against a target of 20 days. This figure has been impacted negatively by the successful allocation of a difficult to let sheltered bedsit property that had been void for 294 days.

- % Rent loss through voids - 1.14% against a target of 0.86%.The result has been affected by hard to let sheltered properties and 6 properties that were unavailable for letting. Two of these were let in September but the other four are still unavailable. 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 0.62%.
- Average rent loss per void (major and minor combined) £460.00 against a target of £411.00. The average has been affected by the hard to let sheltered properties and the properties unavailable for let mentioned in the above points.
- Disabled adaptations - average work times – 19.4 days against a target of 19 days. Only very slightly off track and the trend is improving.



Dai Lerner  
**Executive Director (Place)**

**Web Links and****Background Papers**

Performance Indicator Database  
– December 2015 Update

**Location**

Buxton Town Hall

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

Performance Indicator	Lead Service Area	2009/10 Result	2010/11 Result	2011/12 Result	2012/13 Result	2013/14 Result	2014/15 Result	Target 2015/16	Year to date November	Year to date December	Current Status	Trend 2015-16 Vs 2014-15	Commentary
NI 155 Number of affordable homes delivered (gross)	Regeneration	16	31	40	55	0	54	35	12	23	On Track	Weaker	
NI 156 Number of households living in temporary accommodation	Homes and Communities	22	14	6	12	5	5	10	5	5	On Track	Better	
Average time taken to re-let local authority housing (minor voids)	Homes and Communities	22 days	20 days	19 days	21 days	21 days	23.66 days	20 days	24.9 days	25.28 days	Off Track	Weaker	This figure has been impacted negatively by the successful allocation of a difficult to let sheltered bedsit property that had been void for 294 days.
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	19.26 days	17 days	14.74 days	14.33 days	On Track	Better	
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	61.43 days	60 days	46.62 days	46.26 days	On Track	Better	
Average time taken to re-let local authority housing (major voids) excluding hard to let.	Homes and Communities	N/A	N/A	N/A	N/A	N/A	N/A	51 days	46.62 days	46.62 days	On Track	N/A	New PI- no trend
Average response time from request to repair	Housing Asset Management	14.92 days	17.96 days	15.66 days	16 days	12 Days	13.15 days	12 days	10.9 days	10.5 days	On Track	Better	December Outturn 7.59 days
Tenant Satisfaction with last completed repair	Housing Asset Management				95.50%	95.80%	98.30%	96.00%	98.30%	98.10%	On Track	Better	December Outturn 95%

Performance Indicator	Lead Service Area	2009/10 Result	2010/11 Result	2011/12 Result	2012/13 Result	2013/14 Result	2014/15 Result	Target 2015/16	Year to date November	Year to date December	Current Status	Trend 2015-16 Vs 2014-15	Commentary
% of tenancies that fail in the first 12 months	Homes and Communities	N/A	N/A	N/A	5.13%	5.80%	7.02%	contextual	5.92%	6.90%	N/A	Weaker	This was originally set up to monitor the roll out of introductory tenancies; further analysis has confirmed that no introductory tenancies have been terminated.
% of applicants prevented from being homeless	Homes and Communities	N/A	N/A	N/A	26.55%	28.10%	33.21%	20.00%	53.13%	25.00%	On Track	Better	
Average re-let time for major and minor voids (including repairs and lettings) excluding hard to let properties	Homes and Communities/ Housing Asset Management	N/A	N/A	N/A	N/A	N/A	N/A	35 days	29 days	27.42 days	On Track	N/A	New PI- no trend
Average rent loss per void (major and minor combined)	Homes and Communities	N/A	N/A	N/A	N/A	N/A	N/A	£411.00	£406.00	£460.00	Off Track	N/A	New PI- no trend. The result has been affected by the hard to let sheltered and the properties unavailable to let.
% of customers satisfied with the Allocation process	Homes and Communities	N/A	N/A	N/A	N/A	N/A	N/A	95.00%	100.00%	100.00%	On Track	N/A	New PI- no trend
Average cost per minor void	Homes and Communities/ Housing Asset Management	N/A	N/A	N/A	N/A	N/A	N/A	£2,200.00	N/A	£872.82	On Track	N/A	New PI- no trend
Average cost per major void	Homes and Communities/ Housing Asset Management	N/A	N/A	N/A	N/A	N/A	N/A	£4,300.00	N/A	£3,277.00	On Track	N/A	New PI- no trend

Performance Indicator	Lead Service Area	2009/10 Result	2010/11 Result	2011/12 Result	2012/13 Result	2013/14 Result	2014/15 Result	Target 2015/16	Year to date November	Year to date December	Current Status	Trend 2015-16 Vs 2014-15	Commentary
Average cost per void (major and minor combined)	Homes and Communities/ Housing Asset Management	N/A	N/A	N/A	N/A	N/A	N/A	£6,500.00	N/A	£1,505.72	On Track	N/A	New PI- no trend
Average re-let time for hard to let voids	Homes and Communities	N/A	N/A	N/A	N/A	N/A	N/A	contextual	85 days	94.42 days	N/A	N/A	New PI- no trend
Total number of hard to let properties still void	Homes and Communities	N/A	N/A	N/A	N/A	N/A	N/A	contextual	16	17	N/A	N/A	New PI- no trend
Total rent loss of hard to let properties still void	Homes and Communities	N/A	N/A	N/A	N/A	N/A	N/A	contextual	£43,841.28	£57,595.50	N/A	N/A	New PI- no trend
Average Void repair time for Major Voids	Homes and Communities/ Housing Asset Management	N/A	N/A	N/A	N/A	N/A	N/A	45 days	38.5 days	28.5 days	On Track	Better	New PI- no trend
Average Void repair time for Minor Voids	Homes and Communities	N/A	N/A	N/A	N/A	N/A	N/A	11 days	6 days	4 days	On Track	Better	New PI- no trend
Average time to allocate a property (lettings part of the process, includes advertising)	Homes and Communities	N/A	N/A	N/A	N/A	N/A	N/A	26 days	21 days	19.4 days	On Track	N/A	New PI- no trend
% of properties let at first offer	Homes and Communities	N/A	N/A	N/A	N/A	N/A	N/A	65.00%	93.00%	87.00%	On Track	N/A	New PI- no trend
% of responsive repairs for which an appointment was made and kept	Housing Asset Management	N/A	N/A	N/A	98.9%	99.1%	98.96%	99.0%	99.5%	99.5%	On Track	Better	December Outturn 99.79%
Ratio of planned to responsive repairs	Housing Asset Management	N/A	N/A	N/A	66.8%	79.0%	80.79%	60.0%	79.68%	79.50%	On Track	Better	December Outturn 78.02%
% of gas safety checks overdue	Housing Asset Management	N/A	N/A	N/A	0.0%	0.00%	0.00%	0.0%	0.00%	0.00%	On Track	No Change	17 months continued 100 % compliance represents excellent performance in the

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													context of this critical service
Disabled adaptations - average works time	Housing Asset Management	N/A	N/A	N/A	16 days	19 days	30 days	19 days	19.5 days	19.14 days	Off Track	Better	Slightly Off track with an improving trend
Disabled adaptations - average end to end time	Housing Asset Management	N/A	N/A	N/A	130 days	70 days	69 days	contextual	72 days	67.5 days	N/A	Better	Improving trends reflect a period where more minor adaptations have been completed
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+)	1129 (339 0-3 mths, 638 24 mths, 152 24+ mths)	contextual	1,136 (0-3 mths - 221, 3-24 mths 661, uninhabitable for up to 12 mths 92, 24+ mths 162)	1,120 (0-3 mths - 210, 3-24 mths - 651, uninhabitable for up to 12 months -91, 24+ mths 168).	N/A	Better	
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%	100%	On Track	No Change	
Env4 - Satisfaction with disabled adaptations	Environmental Health	N/A	N/A	N/A	93%	100%	100%	90%	100%	100%	On Track	No Change	
% of rent collected	Homes and Communities				98.97%	98.89%	98.86%	98.85%	98.84%	98.83%	On Track	Weaker	
% rent lost through voids	Homes and Communities				1.02%	0.86%	0.83%	0.86%	1.16%	1.14%	Off Track	Weaker	If we deduct the rent loss from hard to let sheltered properties and the 4 properties still unavailable to let, the result would be 0.62%, well within target



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% rent lost through voids (excluding sheltered bedsit accommodation)	Homes and Communities	N/A	N/A	N/A	N/A	0.71%	0.61%	0.71%	0.74%	0.72%	On Track	Weaker	Only 0.01% of track, the result has improved this month and is expected to meet target at year end
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	991, Band 1-473, Band 2-319, Band 3-116, Band 4-83	contextual	2187. Band 1-735, Band 2-980, Band 3-288, Band 4-184	1841. Band 1-1071, Band 2-448, Band 3-182, Band 4-140	N/A	Better	
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	965. Band 1-455, Band 2-312, Band 3-115, Band 4-83	contextual	1459. Band 1-536, Band 2-490, Band 3-256, Band 4-177	1243. Band 1-554, Band 2-375, Band 3-174, Band 4-140	N/A	Better	
Former tenants in arrears	Homes and Communities			440	255	222. Band 1-67, Band 2-68, Band 3-36, Band 4-51	160	contextual	196	199	N/A	Better	
Current tenant arrears (% of rent roll)	Homes and Communities				0.92%	0.85%	1.01%	1.15%	1.15%	1.15%	On Track	Weaker	
Former tenant arrears (% of rent roll)	Homes and Communities				0.57%	0.53%	0.48%	1.30%	0.52%	0.51%	On Track	Weaker	