

11 March 2015

Housing & Health Committee

Housing Performance Report

Report of: Helen Gregory, Acting Head of Housing

Wards Affected: All

This report is: Public

1. Executive Summary

- 1.1 This is the regular performance report to update Members on performance and progress of the 'Getting our House in Order' modernisation programme.
- 1.2 Performance continues to improve overall; this is reflected in the results of the KPIs. The only exception is the number of homeless households living in temporary accommodation KPI; which continues to increase, reflecting the national trend.

2 Recommendation(s)

- 2.1 The Committee is asked to monitor the performance information submitted within the report and the direction of travel of the 'getting our house in order' modernisation programme.**
- 2.2 The Committee is asked to approve £3,000 to be reserved from the Homeless Prevention grant for the use of an external mediation service to help prevent family evictions and reduce homelessness.**

3 Introduction and Background

- 3.1 Members are aware that the Housing department has prioritised performance improvement since July 2014; notably with the introduction of the KPI workshops held with Staff and Managers.

4 Issue, Options and Analysis of Options

- 4.1 We are pleased to inform Committee that since our last report on the 7 January 2015 requesting permission to recruit internally to a Repairs Team Leader on a secondment basis – Steve Chapman has been successfully appointed.
- 4.2 We have to advise that John Grisley who was covering the Estates Manager role on an interim contract has left the Council for permanent employment. We are planning in the short term to advertise internally for an Estates Team Leader on a 3 to 5 month secondment basis; whilst we undertake a review of the Service and structure as part of modernisation programme.
- 4.3 The repairs team has been working closely with the Customer Service team to provide training and FAQ's for Customer Contact Centre to enable the switch over of the incoming repairs calls. This has gone 'live' from 9 February 2015 and is already providing benefits in Staff time efficiently. We will continue to monitor customer satisfaction in this area.
- 4.4 The table below outlines performance information up to end of Q3 (31 December 2014)

Key Performance Indicator	Quarter Target	Q1	Q2	Q3	Commentary
Average re let times for LA Housing	23 days	32.67 days	28 days	26.89% days	The work of the KPI workshop continues to improve performance with re-lets.
% rent Collection (annual target)	99.70%	98.42%	98.39 %	100.20 %	This KPI continues to achieve top quartile performance.
% rent arrears of current tenants as a proportion of the rent roll	1.95%	1.63%	1.65%	1.68%	This KPI continues to achieve top quartile performance.
No. of households living in temporary accommodation	29	45	42	52	We are seeing an increase in the numbers of homeless people; with demand greater than supply. This increase is reflected nationally.

4.5 Members at 7 January 2015 Committee requested a detailed breakdown of the household composition of families living in Bed & Breakfast accommodation. Please see appendix which provides a snapshot of performance on the 30 January 2015.

4.6 The performance listed in Appendix A provides the following information:

- Out of the 51 families living in temporary accommodation - only 9 are currently living in B&B.
- The highest reason (23 people) for becoming homeless is the loss of Private Sector accommodation. We are planning to improve our relationship with private landlords through providing education and training as part of our membership of the Essex Landlords Accreditation scheme; which we hope will reduce this number.
- The second highest reason (12 people) is family evictions of children living at home. This is of major concern; we are seeking an external source/service, to provide a professional mediation service for families to provide counselling and support to try and prevent homelessness. We have reserved £3,000 (three thousand pounds) from our homeless prevention grant to pay for this service.
- In terms of household composition the highest group is single female parents (22 people).
- The highest group with priority need is single parent with dependant children (37 people).

4.7 Members requested at 7 January 2015 Committee for benchmarking information on the number of households in temporary accommodation compared to our neighbouring Councils. We are members of the Essex Housing Officers group which has representations from neighbouring Councils; the next meeting is the 25 March 2015. We have listed this as an agenda item and will feedback to next Committee.

4.8 The performance on the additional Repairs KPIs is as follows:

Key Performance Indicator	Quarter Target		Q2	Q3
Customer Satisfaction	95%	Wates	92%	97%
		Oakray	97%	97%

Urgent Repairs completed on (3 day) target	99%	Wates	84.35%	98.65%
Urgent Repairs completed on (3 day) target		Oakray	94.7%	96.08%
Appointments kept	100%	Wates	98%	98.97%
		Oakray	98%	100%
Gas Servicing	100%	Oakray	99.5%	99.54%

- Wates Customer satisfaction performance has improved from 92% to 97% in Q3.
- Wates performance in completing urgent repairs has improved from 84.7% in Q2 to 98.65% in Q3 a notable improvement.
- Gas servicing is still performing under 100% at 99.5 %. This is as a result of four properties; where we are unable to obtain access to complete the gas service. We have applied to the magistrate courts for a warrant to enter the properties.

4.9 We are pleased to report performance generally continues to improve; Staff have been working hard in the KPI workshops and improved focus on performance.

Complaints Performance information

4.10 The table below outlines complaint performance.

Quarter 1

Service area	Stage(s)	Complaint type	Outcome
Temporary accommodation	1 2 3	Temporary accommodation storage	Not upheld None None
Estate management	1 2 3	Garage cleared in error	Upheld None None
Estate management	1 2 3	Service failures following fire	Upheld Upheld Upheld
Sheltered housing/repairs	1 2 3	Emergency access and re-decoration	Partially upheld Not upheld Upheld

Total stage 1 complaints	Total stage 2 complaints	Total stage 3 complaints
4	2	2

Quarter 2

Service area	Stage	Complaint type	Outcome
Allocations	1	Staff attitude and poor customer service	Partially upheld
	2		None
	3		None
Estate management	1	Rent payment missing	Upheld
	2		None
	3		None

Total stage 1 complaints	Total stage 2 complaints	Total stage 3 complaints
2	0	0

Quarter 3

Service area	Stage	Complaint type	Outcome
Repairs	1	Completed repairs have not resolved issues	Partially upheld
	2		None
	3		None

Total stage 1 complaints	Total stage 2 complaints	Total stage 3 complaints
1	0	0

4.11 The number of stage one complaints received during Quarter 3 has reduced by 50% with only one stage one complaint being received; All complaints received during Quarter 2 were resolved at stage 1. This is an improvement compared to Quarter 1; in Quarter 1 we received two stage 2 complaints and 2 stage 3 complaints.

4.12 There has been a focus in the housing team to prioritize complaints; and importantly learning lessons from complaints to help to improve service delivery.

5. Reasons for Recommendation

5.1 To keep members informed of the key performance levels within the Housing service to enable Members to monitor our performance.

5.2 The service improvements proposed in the 'Getting our house in order initiative' will improve service and value for money for residents and stakeholders.

6. Consultation

6.1 None.

7. References to Corporate Plan

Improving service delivery will meet the Council's commitment to service improvements and will also enhance the efficiency of the service. Increasing the number of headline PIs regularly published and analysed will improve the openness of governance.

8. Financial Implications

Name & Title: Jo-Anne Ireland, Director of Strategy and Corporate Services

Tel & Email 01277 312712 / jo-anne.ireland@brentwood.gov.uk

8.1 The Homeless prevention grant for 2014-15 the grant was £49,250 to date we have spent £11,760 leaving a remaining amount of £37,490. The £3,000 can be met from existing resources.

Legal Implications

Name & Title: Chris Potter, Monitoring Officer and Head of Support Services:

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8.2 None directly arising from this report.

9. Background Papers

None.

10. Appendices to this report

None .

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