



## Hinckley & Bosworth Borough Council

FORWARD TIMETABLE OF CONSULTATION AND DECISION MAKING

FINANCE & PERFORMANCE SCRUTINY

25 SEPTEMBER 2017

WARDS AFFECTED: ALL WARDS

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### FRONTLINE SERVICE REVIEW: HOUSING

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#### 1. **PURPOSE OF REPORT**

To report on the activities of the council's Housing service.

#### 2. **RECOMMENDATION**

The report be noted.

#### 3. **BACKGROUND TO THE REPORT**

- 3.1 The Council Housing Service sits in the wider Community Services Directorate and works alongside other key service areas such as community safety, private sector housing, cultural services and community planning. Reports on these areas of the Directorate can be provided at future meetings if requested by members. For the purpose of this report the following areas will be considered:

Housing Options service

Tenancy Management and rents

Anti social behaviour (housing)

Sheltered and Support Services

Housing Repairs and Investment

#### 4. **Strategic context**

- 4.1 The council housing service is responsible for 3314 council properties and the Housing Revenue Account (HRA) holds the budget for the service. The HRA Business Plan forecasts over the next 30 years the investment requirements for the service, in particular in ensuring council properties are maintained to a decent standard.

- 4.2 In 2013 the financing regime for council housing changed from the subsidy system to one of self financing, where councils could keep rent raised to support services and for reinvestment.
- 4.3 The Council considered the national consultation on whether Housing authorities wanted to continue with the Housing Subsidy System (which was costing this council £4.1m per year and would have increased by inflation in future years) or to buy out of the subsidy system. Following specialist external advice the Council unanimously agreed to buy out of the Subsidy System. The cost of the one-off buy out was determined by the Government to be £67,652m.
- 4.4 The HRA Investment Plan 2013 – 2018 was approved by Council on 16<sup>th</sup> July 2013 and a detailed financial model was aligned to the Plan which allowed for investment in stock enhancements, service improvements and council house new build and acquisition. These priorities were agreed by Council following consultation with tenants and the financial model was based on the self financing settlement which enabled the council to cover the debt borrowed over a 25 year period, whilst also providing a budget for capital investment.
- 4.5 This financial model assumed that rents would be increased by the guidance figure over the time of the business plan, providing a surplus which formed a regeneration reserve to finance the additional enhancement to properties and the council house new build and acquisition programme.
- 4.6 The Government announced in the 2015 that from 2016/17 rent increases would not be allowed and social housing landlords would be required to reduce rents by 1% over the following four years.
- 4.7 This announcement led to a refresh of the HRA Business to incorporate the 1% rent reduction. Members should note that this was effectively a 3% reduction from the original Plan as the original rent increase assumption (as advocated by CLG) was CPI plus 1%. Therefore, prudent rent increases of 2% had been assumed.
- 4.8 The refreshed Business Plan did not allow for a continuation of the housing new build programme beyond the three schemes in the pipeline:
- Southfield Road, Hinckley – 30 council properties in a scheme of 68 affordable houses.
  - Martinshaw Lane, Groby – development of 9 new build bungalows
  - Ambion court, Markey Bosworth – upgrade to sheltered housing scheme
- 4.9 The Business Plan is being refreshed further to inform a new investment plan. This work will form part of a Council Housing Strategy which will also detail the council's asset management priorities, tenancy policy, support for tenants and support for tenants to access other forms of tenure where appropriate.
- 4.10 A further risk for the HRA Business Plan is the proposal in the Housing and Planning Act that local authorities will be required to sell their high value voids. Details on this are still not known but could have a massive impact on the HRA Business Plan and assumptions have been included in the refreshed plan.
- 4.11 The proposal at the moment is that following on from a valuation exercise that the government has undertaken, they will estimate the amount of money they would

expect an authority to receive each financial year from sale of high value voids and councils will be expected to pay that amount back to the Government; in effect creating another subsidy system. How councils fund the levy to be paid back is down to them, but it is inevitable that sale of properties would be required.

- 4.12 A further point to note with regard to the housing service is the changing customer base that officers are dealing with. Whilst the service is responsible for housing functions, it is rare that officers deal with customers who only have a housing need.
- 4.13 Officers are now faced with increasingly complex cases involving mental health, alcohol and drug dependency and the impacts of poverty. As other agencies thresholds have risen and services reduced officers in the housing service are often left dealing with these complex tenants and applicants, managing the risk to themselves and to the community.
- 4.14 There are also increased customer expectations due to the fact that the service is proactive in its preventative work, for example through housing options and Endeavour, and therefore this encourages more people to come forward for help and for other partners agencies to refer people to our services. This, along with the increased complexity of cases increases the caseload for officers and puts pressure on them in managing these highly complex, vulnerable people.

## **5 HOUSING OPTIONS**

- 5.1 The Housing Options Service is responsible for the administration of the Housing Register, the allocation and lettings of social housing within the Borough and meeting the statutory homelessness functions. The Housing Options Service is managed by the Housing Options Manager and can be split into four main streams.

### **5.2 Housing Register**

The Housing Register holds all of the applications for persons wishing to access social housing within Hinckley and Bosworth Borough Council and is regulated by Part VI of the Housing Act in addition to the Housing Allocations Policy.

The functions of the team are:

- Assessing applications for inclusion to the Housing Register against the Allocations Policy 2013.
- Assessing the housing need for the type and size of property required and award a banding to reflect their priority. This can be Priority, High, Medium or Low.
- In addition to registering the initial application, staff have to amend applications due to a change in circumstances or addresses and the application may have to be reassessed to reflect the change.
- Periodic review of bandings as they are awarded for certain periods of time and may be removed.
- Requesting proofs to support the application such as rent references for the previous 6 years, photo identification, bank statements, benefit proofs, immigration documents, proof of children and medical details. This is not an exhaustive list as everyone's situation is different and often unusual so further proofs may become evident as the application progresses and can be very complex. A high level of knowledge is required in a number of fields in order to offer correct and timely advice in addition to making appropriate referrals for specialist help.

Other functions within the team include:

- Termination of tenancies.
- Garage waiting lists, offers and terminations.
- Administering the mutual exchange register.
- Signing up new tenants.
- Offering a 08:30 to 17:00 customer service to be able to answer any queries relating to the service both face to face and over the telephone.

### 5.3 Choice Based Lettings Function

This function is carried out by the Senior Allocations Officer and the Deputy Allocations Officer and includes:

- All properties belonging to Hinckley and Bosworth Borough Council and the majority of properties belonging to Registered Providers (Housing Associations) with stock in the area, are advertised through the Choice Based Lettings Scheme.
- Ensuring compliance with the Housing Allocation Policy.
- Accurately advertising properties on a weekly cycle. Adverts have to be checked to ensure details are correct so the correct applicants can bid on them.
- Ensuring compliance for new properties with any Section 106 agreement.
- Once the bidding cycle has closed allocating properties or nominating through to Registered Providers within the service level agreements on a tight deadline. The top seven applicants are nominated through for the RP to apply their own criteria.
- In relation to HBBC properties, applications will be checked again to ensure the application is accurate, that the property will meet their needs or be assessed for any adaptations required.
- Management of the offer process.
- Accompanied viewings.
- Overseeing the Void Process.
- Completing performance monitoring locally and nationally. The allocations policy is also subject to strict audit criteria.

5.4 The following figures show the numbers of applicants and number of allocations made by the team.

No. on housing register 2016/17	1166
No. on housing register 2017/18 (to date)	1273

HBBC allocations 2016/17	193
HBBC allocations 2017/18 (to date)	80

Nominations made (resulting in successful allocations) 2016/17	182
Nominations made (resulting in successful allocations) 2017/18 (to date)	31

### 5.5 Housing Options

The housing options function is carried out by 3 full time Housing Options Officers. Their functions include:

- Operating a 24/7, 365 day service.
- Preventing homelessness by using a number of tools such as the Prevention fund, the Housing Register, negotiation and liaison with parents or Landlords, referring to temporary accommodation.

- Should an applicant become homeless, working with them to relieve homelessness.
- Taking homelessness applications and making complex decisions based on Part VII of the Housing Act as amended 2002, in accordance with the Code of Guidance whilst applying other statutes and case law.
- Carrying out welfare visits in relation to awarding priority on the housing register.
- Ensuring accurate entry of information for reporting through government statistics and performance indicators.
- Awareness of legislation through partner agencies such as Social Care and Health, Tenancy Management, Anti-social behaviour, Mental Health and capacity, financial and welfare benefit regulations, medical knowledge.

The following table shows the number of homeless claims, advice and assistance cases and cases prevented for 16/17 and 17/18 to date. The level of prevention carried out by the team was used by the government when deciding on the allocation of additional prevention money earlier this year and due to its good performance the council has been awarded £101k, the highest award in Leicestershire.

Month	Claims 16/17	A&A 16/17	Total 16/17	Claims 17/18	A&A 17/18	Total 17/18
April	8	45	53	13	56	69
May	6	55	61	5	17	22
June	12	1	75	12	66	78
July	1	42	43	5	34	39
August	10	50	60	10	68	78
September	6	74	80			
October	9	44	53			
November	11	43	54			
December	6	37	43			
January	13	53	66			
February	5	48	53			
March	5	42	47			
TOTAL	92	534	626	45	241	286
	470 cases prevented.			In the first quarter of 17/18, there was 82 cases prevented		

## 5.6 Temporary Accommodation

The Housing Options Service manages a 35 unit family hostel. This is supervised daily by the Deputy Allocations Officer where functions include:

- Compliance with health and safety legislation.
- Fire safety checks and inspection.
- Hostel Inductions.
- Risk Assessments for new residents.
- Monitoring rent accounts.
- Issuing warning notices due to behaviour.
- Terminating licenses and serving Notice to Quits (NTQs).

## 5.7 Key Priorities

Key Priorities of the Housing Options service include:

- Ensuring customers are seen and receive timely advice.
- Legislative duties are met.
- Moral and safeguarding obligations are considered.
- Properties are allocated correctly in line with Policy.
- Ensure a range of Housing Options are available to our customers.
- Everyone receives a bespoke and tailored service where their needs have been listened to.
- Homelessness is kept to a minimum within the Borough and prevention is improved year on year.

## 5.8 Future Challenges

- Implementation of the Homelessness Reduction Act will change the focus of Housing Options and increase workload.
- Trying to engage Landlords in the private rented sector to offer a solution to our client group. The team are finding it increasingly difficult to access private rented accommodation for customers which is impacting on our prevention work.
- Reviewing SLAs with Registered Provider to ensure/encourage them to maintain their social obligations.
- Review of Allocations Policy to take into account welfare reforms and Homelessness Reduction Act ensuring the needs of the most vulnerable and in housing need are met whilst promoting social responsibility.
- Carry out a review of Temporary Accommodation to assess what is needed and how this can be achieved.
- Reporting on monitoring and performance will impact on IT therefore need to source software that will support the changes. Current software contract ends July 2018.
- Financial implications relating to the above and sourcing additional funding to ensure we can staff the new functions and meet our reporting obligations.

## 6 TENANCY MANAGEMENT AND RENTS

6.1 The Tenancy Management officers are responsible for the following functions: rent collection and arrears management, ensuring that tenancy conditions are complied with, supporting people to live independently and working in partnership with the Housing Repairs team to ensure that council properties and housing land are well maintained.

### 6.2 Rent collection rates

The information below details current and former rent collection rates. The information is updated quarterly. The current rent collection target is 98%.

Month	Percentage of rent collected
June 2017	91.47
March 2017	97.01
December 2016	97.40
September 2016	97.96

6.3 The rent function of the Tenancy Management role balances enforcement with support. The service recognises that in a changing financial climate increasingly

some tenants require personalised support to assist them in paying their rent and other essential household bills.

6.4 Within the Housing Service we are fortunate to have a Tenancy Support officer. This service provides bespoke support to some of our most vulnerable tenants. By identifying issues, providing advice and support and where necessary signposting and facilitating support from other agencies; such as social care, we are able to assist some tenants to live independently within their communities. The Tenancy Support officer assists with all aspects of tenancy support, including financial assistance.

## 6.5 **Welfare Reform**

6.5.1 Since 2010 a number of welfare reforms have been introduced. Many of these reforms have directly affected household income and housing benefits, which in turn affect a person's ability to meet their financial commitments; including payment of rent. One of the most significant reforms introduced in April 2013 which has had a direct impact on social housing rents is the removal of the spare room subsidy (RSRS), also known as the 'bedroom tax', which was introduced in April 2013.

6.5.2 The introduction of Universal Credit in March 2017 provided a further challenge to some of our tenants, which in turn has affected the council's ability to maximise its rental income. Universal Credit seeks to promote independence and encourage people back into work. The main changes to the way that benefits are paid are that claimants will receive a single household payment, which is paid once a month. The housing element is now paid directly to the claimant whom is then expected to pay their rent to Hinckley and Bosworth Borough Council.

6.5.3 Whilst rent collection rates have been relatively high, we are beginning to see the impact of welfare reforms on the rent collection rates experienced. With this in mind, the team continues to proactively respond to these changes by undertaking direct work with those claimants likely to be affected by welfare reforms.

6.5.4 Further work is being undertaken to understand the impact of welfare reform and particularly universal credit on rent arrears and collection and a further report can be presented to Members at a future meeting if this would be beneficial.

## 6.6 **Anti-Social Behaviour, Housing and the Endeavour Partnership**

6.6.1 The local authority plays a critical role in tackling anti-social behaviour and its underlying causes. Potential sanctions to prevent further anti-social behaviour are wide-ranging, and have been redefined by the introduction of the Anti-Social Behaviour Crime and Policing Act 2014.

6.6.2 Both Anti-Social Behaviour and Housing officers, throughout the service, are integral to the successful operation and delivery of the Endeavour Partnership. The Endeavour Team comprises numerous partner agencies and internal departments working collaboratively to address and resolve issues relating to anti-social behaviour, environmental nuisance, wider community safety and vulnerability concerns. Since its formation, the Endeavour team has successfully responded to many community protection concerns; perhaps, most notably the collaborative approach between the police and the Borough Council has seen an increase in the number of anti-social behaviour sanctions sought to prevent those committing anti-social behaviour from continuing.

### 6.6.3 Anti-Social Behaviour cases

Over the last two years an increase in Council led anti-social behaviour cases has been experienced, as detailed below. Changes to ASB legislations and the ease of gaining sanctions due to civil evidence thresholds being introduced has brought with it greater success in achieving legal sanctions to resolve anti-social behaviour.

Year	Total ASB reports across the Borough	HBBC only
1/4/14 – 31/3/15	1357	HBBC - 333
1/4/15 – 31/3/16	1167	HBBC - 461
1/4/16 – 31/3/17	1328	HBBC - 812

Intervention	2014/15	2015/16	2016/17
Injunction	6	4	3
Acceptable Behaviour Contract	7	19	14
Closure order	0	4	2
Community protection warning	0	1	19
Notice seeking possession (for ASB ground)	1	2	9
Eviction	0	1	4

## 7. SHELTERED AND SUPPORT SERVICES

- 7.1 The sheltered housing service provides 11 schemes across the borough offering independent living to older people. This support includes all sheltered properties having emergency pull cords and panic button pendants which connect, via an intercom, to an experienced member of staff 24 hours a day, who can raise the appropriate help. This may be simply offering reassurance; it may be requesting that a friend, neighbour or family member visit, a doctor, paramedic, the police or the fire service. The service is a safety net in effect, providing a comforting reassurance that someone is always there, which is particularly comforting to those who have no friends or family, or their loved ones live a distance away.
- 7.2 The service holds regular social activities which are very much tenant led and supported by staff. These activities range from movie nights, takeaway evenings with dancing, day trips to the coast and pancake breakfasts. Staff hold regular tenant involvement meetings at each site. These give tenants a voice to influence our service and residents offer a whole additional wealth of experience and ideas to support officers in responding to needs and interests.
- 7.3 Officers carry out needs and risk assessments, both for the tenant and their home, and are able to signpost concerns, risks and vulnerabilities to ensure each person is as supported as they can be to be able to remain safe and independent in their home. Officers regularly reinforce fire safety advice and put personal evacuation plans in place for each person, highlighting where perhaps they is a vulnerability in someone being able to hear a smoke alarm, and installing adaptations to overcome those difficulties.
- 7.4 The service has a set of standards that they will:



- Ensure that tenants have equal and fair access to sheltered housing services regardless of their gender, race, age, religion or sexual orientation. And that staff will at all times be sensitive and non-judgemental and actively encourage anti-discriminatory practices.
- Give all new tenants a full introduction to the scheme within five working days, including services available, role of the Scheme Manager/Support officer and fire safety procedures.
- Ensure that each sheltered housing scheme is covered by a Scheme Manager working Monday to Friday. Or when the Scheme Manager is off site that tenants have access to the emergency control centre, 24 hours a day, 365 days per year.
- Produce a support plan for all new tenants within six weeks of moving in, and review it on a regular basis but at least every twelve months and carry out the agreed actions within the agreed timescales.
- Carry out regular scheme checks including:
  - Inspections of the communal areas daily ensuring they are clean and free from hazards.
  - Weekly test of the fire alarm and fire alert points
  - Weekly test of communal pull cords and emergency points
  - Six monthly testing of tenants emergency alarm equipment including pendants, lifeline and door entry equipment.
  - Bi Annual health and safety inspection of sheltered housing schemes.
- Ensure that the communal areas are maintained to a high standard of cleanliness and that communal gardens are attractive and cultivated on a regular basis.
- Actively encourage, and provide opportunities for tenants to provide feedback on the services they receive, but more specifically, through regular scheme meetings, surveys, suggestion boxes.

7.5 The service is responsible for the 24hr call control and monitoring centre, providing services to predominately older residents via emergency pull cord alarms, lifeline alarms and assistive technology. The Control Centre also acts as the Councils out of hours service and deals with calls relating to homelessness, Environmental Health calls, and Housing Repairs.

7.6 Of the approximate 2,500 people receiving support from the Control centre service, over 1800 are over 60. A breakdown of the demography is below:

Age Range	60-69	70-79	80-89	90-99	100+
No. Of Clients	443	559	587	233	4
% Of Clients	15.1%	19.0%	19.9%	7.9%	0.1%

7.7 Assistive technology provided by the service offers a peace of mind service to private customers in their own home, again promoting safety and independence. A Lifeline, which is a small intercom installed in a client's home, is activated via a small panic button pendant. This can be worn all around the home and in the garden, and should a person have a trip or fall, a medical emergency, or any concern, they can activate the Lifeline from wherever they are, and speak to an operator in our 24 hour control centre.

## 7.8 Resident involvement

7.8.1 Resident Involvement involves the co-ordination of a range of projects including the Councils tenant participation forum 'Together for Tenants', working groups, setting up and supporting residents groups, Garden projects including 'Garden Buddies' and

'Tool Share Schemes', consultation exercises. The Resident Involvement Officer also supports the Evaluation Team an independent team consisting of tenants who scrutinise housing services.

7.8.2 Draft local offers to tenants for 2017-19 have been compiled using feedback from the housing satisfaction survey, the tenant Evaluation Team, Together for Tenants and the repairs and sheltered housing working groups and older persons' focus group. They are:

- Continue to increase tenant satisfaction with the quality of homes through effective delivery of the planned maintenance and investment programme and day-to-day repairs service and by monitoring tenant satisfaction on moving in.
- Improve satisfaction with the gas servicing and repairs contract by undertaking close monitoring of the new contractor.
- Improve marketing of sheltered housing properties to maximise opportunities and reduce re-let times, taking on board Evaluation Team recommendations.
- Work to increase value for money satisfaction by providing comparative information in newsletters and with rent letters and statements.
- Review involvement options and information for those struggling to sustain tenancies.
- Review the pets policy for sheltered housing residents.
- Undertake a survey and/or focus group to improve involvement of supported housing residents.
- Facilitate the delivery of a good neighbour scheme in a viable location.
- Enable tenants to take part in community gardening activities encouraging shared knowledge and resources.

## 8 HOUSING REPAIRS AND INVESTMENT

8.1 The Housing Repairs and Investment Team are responsible for the repairs, maintenance and investment for the Council's housing Stock. The service has five main work-streams:

1. Responsive and void repairs
2. Cyclic contracts
3. Aids and adaptations
4. Investment works
5. Asset Management

### 8.2 Responsive Repairs and Void Work

Responsive repairs are completed by the Council's 'In-house Repairs Team' (IRT) and to our four priorities:

- Emergency repairs within 24 hours (including Out of Hours repairs within 4 hours)
- Urgent repairs within 5 working days
- Routine repairs within 20 working days
- Programmed routine repairs 60 working days

We currently also have two contractors supporting the IRT in completing work to bring our empty homes up to our lettable standard ready for the next tenant to move in. These are SPS Groundworks and G W Throops.

During 2016/17 we completed 11,880 General repairs reported by tenants including repairs such as leaking taps and gutters, roof leaks, electrical faults, plastering repairs etc. We also brought 220 empty properties up to our agreed standard to get them ready for re-letting

### 8.3 **Cyclic Maintenance**

This is work of a recurrent nature that is undertaken at regular intervals, and includes:

- Annual Gas and solid fuel servicing - HBBC currently has a 3 star agreement with "Vinshires" to deliver the servicing and repairs to gas and solid fuel appliances. Last year Liberty Gas (Previous contractor) completed servicing to 97.4% of our Gas and solid fuel properties.
- Undertaking monthly inspections and repair of fire prevention equipment within sheltered schemes and blocks of flats
- 7 Year Painting programme - This work is completed by the IRT who last year painted the outside of 486 properties. We also had a contractor repaint the Communal areas to 6 Blocks of flats, 3 community centres and one of our sheltered schemes.
- 5 year Electrical testing programme - This work is currently completed by Tomlinson, who completed over 600 tests last year including emergency lighting in sheltered schemes and communal areas.

### 8.4 **Aids and Adaptations**

The Council undertakes work to enable tenants to remain independent in their homes as long as possible. This could be by way of installing grab rails, ramps or Level access shower rooms or in extreme cases extending properties. The IRT complete the smaller works whilst our contractor SPS completes larger jobs and tenders are undertaken for extensions.

In 2016/17:

- we converted 32 bathrooms in to Level Access shower rooms
- Improved the access to 18 properties for tenants with reduced mobility
- Created a downstairs internal WC in one property
- Adapted 3 kitchens to be accessible for wheelchair users
- Fitted stair lifts to 5 properties
- fitted 130 support aid rails

### 8.5 **Planned Investment Works**

- 8.5.1 These works are completed to enable the Council to reach and remain at, the Governments Decent Home Standard for its housing stock. The works are completed as planned programmes, ensuring value for money by replacing components just before the end of their predicted life span. They are also completed in groups of properties requiring work of the same type and by specialist contractors. Last year we delivered:

- 245 upgrades to electrical installations, renewed battery smoke alarms with hard wired smoke alarms at 238 properties and rewired 79 homes. This work was completed by our current contractor - J Tomlinsons
- 227 boilers/heating system renewals with A Rated boilers which was completed by our current Contractor – Vinshires plumbing and Heating Ltd
- Replacement of a solid fuel heating system with renewable technology in a ‘non gas’ area by the installation of an Air Source Heat Pump
- Replacement of Communal Boiler and plant room at Tom Eatough Court (Sheltered scheme)
- Renewals of Windows/Doors to 81 homes completed by our current Contractor – Onyx windows Ltd
- Replacement of 36 Roofs which was completed by Archer Roofing who have been replaced this year with a new contractor – Jarvis Roofing Ltd
- 148 Kitchen replacements and 56 Bathrooms renewals which were completed by J Tomlinson who have this year been replaced by Matthews

## 8.6 **Asset Management**

The Service has a team of Surveyors who undertake the inspection of properties to authorise required works or dilapidation reports. In addition to this they help manage major work projects funded by the Housing Revenue Account, such as the remodelling of existing properties and the building of new homes. In support of this we also engaged Savills plc to undertake Stock Condition Surveys on 40% of our housing Stock.

## 8.7 **Working with Tenants and Residents**

The service does a great deal of work at both operational and strategic levels, with the Evaluation Panel, Together for Tenants and the newly formed Tenants’ Repairs Working Groups. We work with tenants/residents on all aspects of the service including:

- Providing views of the Housing service from a resident’s perspective
- Shaping policy review work
- Shaping asset management
- Contributing to procurement processes – Tender evaluation and awards
- Recommending and agreeing standards of service
- Monitoring performance, finances, governance and continuous improvement activity
- Tenant Inspectors – Repairs Voids and investment works

## 8.8 The service is facing the following future challenges

- Retention of staff and difficulties in the recruitment of replacement staff due to the national shortage of skilled trade operatives and low salaries.
- Continued sharp increase in the cost of materials affecting delivery across all areas of the service.
- Potential shortfall in budget if Government change standards/requirements in terms of Health and safety and fire prevention management.

## 9. **PERFORMANCE INFORMATION**

### 9.1 The following performance indicators are reported through the Corporate TEN system

RELETS	2016/17 end of year	2017/18 end of quarter (June)	2017/18 Target
Minor Voids	54.0	53.1	54.0
Major Voids	75.5	54.0	75.5
Re-let Time (All Voids)	62.9	53.3	62.9

REPAIRS	2016/17 end of year	2017/18 end of quarter (June)	2017/18 Target
Priority 1	100%	100%	100%
Priority 2	99.95%	100%	100%
Priority 3	98.48%	99.57%	90%
Priority 4	99.54%	98.08%	90%
Satisfaction	92.29%	94.62%	95%

RENT	2016/17 end of year	2017/18 end of quarter (June)	Target
Rent	97.01%	91.47%	98%
Evictions	0.03%	0.06%	0.03%
Homelessness	86%	70%	80%
Temp Accommodation	9	7	12

9.2 The Housing Satisfaction survey was sent out at the end of 2016. All Council tenants were sent a copy of the survey, 1,057 were returned, a return rate of 32%. Questions were included to give feedback on areas of work identified as service improvements over the last 3 years.

9.3 Key results were:

- Satisfaction with the overall housing service received by tenants was up to 83% from 75%, dissatisfaction down to 4% from 6%.
- Satisfaction with the overall quality of the home was up to 74% from 60%, dissatisfaction was down from 11% to 8%.
- Satisfaction with the way the Council deals with housing enquiries was up to 79% from 68%, dissatisfaction up from 4% to 5%.
- Satisfaction with the way the housing service listens to tenants views and acts on them was up to 75% from 40%, dissatisfaction down to 6% from 10%. This was identified as an area for improvement in the last survey.

The above results show that work done to increase the responsiveness of the service to tenants' needs, through a more focused tenancy management team, introduction of a housing administration team and an improved strategy to involve and communicate with tenants, has achieved significant improvements in satisfaction levels.

9.4 The full results of the Tenant Survey will be reported to the next Scrutiny commission meeting.

10. EXEMPTIONS IN ACCORDANCE WITH THE ACCESS TO INFORMATION PROCEDURE RULES
- 10.1 Open session
11. FINANCIAL IMPLICATIONS (IB)
- 11.1 Budgets for the repairs service, the HRA and the HRA capital programme are reported to this committee on a quarterly basis.
- 11.2 The financial impact resulting from the challenges mentioned in the report will need to be approved in accordance with financial procedure rules.
12. LEGAL IMPLICATIONS (AR)
- 12.1 None arising directly from this report.
13. CORPORATE PLAN IMPLICATIONS
- 13.1 The housing service contributes to all three Corporate Plan priorities of People, Place and Prosperity.
14. CONSULTATION
- 14.1 None
15. RISK IMPLICATIONS
- 15.1 None arising from the report.
16. KNOWING YOUR COMMUNITY – EQUALITY AND RURAL IMPLICATIONS
- 16.1 the service regularly consults with tenants through the various structures detailed in 7.8
11. CORPORATE IMPLICATIONS
- 11.1 By submitting this report, the report author has taken the following into account:
- Community Safety implications
  - Environmental implications
  - ICT implications
  - Asset Management implications
  - Procurement implications
  - Human Resources implications
  - Planning implications
  - Data Protection implications
  - Voluntary Sector

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Background papers: None

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