

Report of the Director of Environment and Housing

Report to Housing Advisory Board

Date: 9th September 2014

Subject: 2014/15 Quarter 1 Performance Report

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

1. This report provides a summary of performance against the six Housing Leeds priorities for the Housing Advisory Board's information.

Recommendations

2. The Board is recommended to
 - Note the Quarter 1 performance information relating to the six Housing Leeds priorities.

1 Purpose of this report

- 1.1 This report presents a summary of the quarter one performance data for 2014-15 against the six Housing Leeds priorities.

2 Background information

- 2.1 The six Housing Leeds priorities cover a number of key performance areas and when viewed together they provide a balanced view of the performance of the service. Quarterly performance information is presented in the form of dashboards, giving a range of performance and other contextual information, together with supporting commentary. This is used as a basis for determining how the service is performing and identifying any performance trends (good and bad). It also allows other external factors that may affect performance to be identified.
- 2.2 The Appendices contain five dashboards for consideration by the Board (the sixth priority which concerns the capital programme is covered by another report on the HAB agenda).

3 The Six Priorities

- 3.1 The main performance issues arising from this progress report are given below:

3.2 Priority 1 – Homelessness

3.2.1 Homeless Preventions:

Homeless preventions for Q1 2014/15 stand at 1,318. June's figure of 509 exceeds both the 2013/14 monthly average of 382 and 2012/13's monthly average of 266. Preventions through Private Lets have increased from a monthly average of 57 in 13/14 to 74 in June 14/15. Following the service being transferred in-house, preventions through the Young Person's Intervention have increased from an average of 19 in 13/14 to 54.

3.2.2 Homeless Acceptances:

Half of the core cities are reporting increases of up to 21% in households owed a main homeless duty. Leeds Homeless acceptances in Q1 stand at 83 and June's figure of 21 is lower than previous months as well as being lower than the monthly average for 2013/14.

3.3 Priority 2 – Void Dwellings

3.3.1 Gross average re-let days:

The citywide average turnaround time has now come in at under the 30 day target at just under 29 days. This is 5 days better than the average for 2013/14. South and South East is currently the only area to remain above this target but work is being carried out with Mears in order to improve their performance.

3.3.2 Number of void lettable properties:

The improvement in turnaround times has resulted in fewer lettable voids showing as empty properties across all areas and a consequent reduction in rent void loss. This currently sits at 0.65% of the rent roll which is an all-time low for Leeds.

3.4 Priority 3 – Maximise Rent Collection

3.4.1 Rent and Arrears Collection:

Rent collection performance stands at 97.71% for June 2014/15 and is 0.99% better this year than for the same period last year. A positive figure has been achieved during Q1 taking into account the rent increase in April of 5.9% and the continued impact of the Welfare Reforms (see also priority 4 at 3.5 below for possible impact next quarter).

3.4.2 Void Rent Loss:

Rent loss from voids has improved month on month during Q1 and currently stands at 0.65%. This has resulted in £151.7k less rent loss in comparison to the same period last year.

3.4.3 Please also refer to commentary at 3.5.1 below which relates to the effect of under occupation cases on rent collection.

3.5 Priority 4 – Welfare Change

3.5.1 Under Occupation Statistics:

The count of all under occupation cases continues its steady monthly reduction and stands at 5,555 as of June 2014. Welfare Reform Officers are continuing to help to support customers affected by under occupation, including assisting with rehousing into more suitable accommodation.

53% of tenancies with an under occupation charge have arrears, which is a reduction from 59% at 2013/14 year end. However, there has been an increase in the amount of arrears from £635k at 2013/14 year end to £683k at Q1 2014/15.

The Board may wish to note that approximately 1,200 under occupying customers who are now receiving DHP due to exceptional circumstances have had to reapply for this by the end of July. If renewed, it is for 3 months only and then will cease. This will mean that a substantial number of customers may move into rent arrears next quarter.

3.6 Priority 5 – Annual Tenancy Visits

3.6.1 % of Annual Tenancy Visits completed:

There is varied performance across all areas for Q1 and whilst there are improvements in some areas, overall performance is below the quarter end milestone target of 25%. A citywide review of the ATV process in 2013 has led to a sharing of good practice measures, a standardised approach being taken across all areas and a standardisation of measures for performance reporting. Current performance levels have been anticipated under present structural arrangements and, post restructure implementation in September, more staff will be realigned to deliver a generic front line service. It is anticipated that this will give the service capacity to carry out the target of 100% ATVs by year end.

3.7 Priority 6 – Capital Programme

(Please refer to the Report of the Head of Finance and Environments on the Housing Leeds Capital Financial Position Period 3 2014/15 dated 30 June 2014).

4.1 Consultation and Engagement

4.1.1. This is an information report and as such does not need to be consulted on with the public. However all performance information is published on the council's and Leeds Initiative websites and is available to the public.

4.2 Equality and Diversity / Cohesion and Integration

4.2.1 This is an information report and not a decision so it is not necessary to conduct an equality impact assessment. However, some of the data provided will link to wider issues of equality and diversity and cohesion and integration, and there may be occasions when the Board will want to look more closely at these issues, and may request further information.

4.3 Council policies and City Priorities

4.3.1 This report provides an update on progress in delivering the council's Housing priorities in line with the council's performance management framework.

4.4 Resources and value for money

4.4.1 There are no specific resource implications from this report, although some performance indicators relate to financial and other value for money aspects.

4.5 Legal Implications, Access to Information and Call In

4.5.1 All performance information is publicly available and is published on the council website. This report is an information update providing the Board with a summary of performance for the strategic priorities within its remit and as such is not subject to call in.

4.6 Risk Management

4.6.1 There is a comprehensive risk management process in the Council to monitor and manage key risks. This links closely with performance management, and any performance issues that are considered to be a significant risk can be escalated through the risk management process to ensure that mitigating actions are taken.

5 Conclusions

5.1 This report provides a summary of performance against the six Housing Leeds priorities, and shows a generally improving picture.

6 Recommendations

6.1 The Board is recommended to:

- Note the Quarter 1 performance information relating to the six Housing Leeds priorities.

7 Background documents¹

7.1 City Priority Plan 2011 to 2015

7.2 Best Council Plan 2013 - 17

¹ The background documents listed in this section are available for inspection on request for a period of four years following the date of the relevant meeting. Accordingly this list does not include documents containing exempt or confidential information, or any published works. Requests to inspect any background documents should be submitted to the report author.