

Report of the Director of Environment and Housing

Report to Housing Advisory Board

Date: 28 February 2017

Subject: 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 latest available performance against measures relating to the six Housing Leeds priorities agreed by the Housing Advisory Board. It reflects feedback given at a previous Board meeting in relation to the format and content of performance reports, and signposts the Board to performance information that is being provided in other reports on the agenda in order to avoid duplication.

Recommendations

2. The Board is recommended to:
 - Note the most recent performance information relating to the six Housing Leeds priorities.

1 Purpose of this report

- 1.1 This report presents a summary of the most recent performance data against the six Housing Leeds priorities. It provides performance data, supporting commentary and contextual information, as well as signposting to relevant information contained in other reports on the HAB agenda.

2 Background information

- 2.1 The six Housing Leeds priorities were agreed by the Board at their meeting on 20th May 2015. They cover a number of key performance areas and, when viewed together, they provide a broad view of the performance of the service. Although dashboards have previously been provided with this report, the intention is to provide a more concise report which sets out the performance information within the body of the report, together with supporting commentary and other contextual information that helps to explain trends in performance over time. It also avoids duplication by signposting to relevant information in reports elsewhere on the HAB agenda.
- 2.2 The most recent data available (December 2016 unless otherwise stated) is provided within the body of this report in section 3 below. Supporting and contextual commentary is also provided.

3 The Six Priorities

3.1 Priority 1 – Environmental Improvement

- 3.1.1 Housing Advisory Panel investment in local communities has continued throughout the year, recent panel decisions include:
- Outer North West HAP funding of £7,788 to install 24 new door canopies in Larkfield Mount, improving the appearance of a row of bungalows and giving elderly residents a more sheltered entranceway.
 - Outer North East HAP funding of £5,251 for new enclosures for recycling and waste bins sufficient for the number of residents, helping keep the area clean and tidy and to discourage fly-tipping.
 - Inner West HAP funding of £2,000 for some bollards in Wyther Park Mount, to stop the road being used as a cut through to improve resident safety and a community notice board at the entrance to Wyther Park Road to help make residents aware about what's going on locally.
 - Inner South HAP funding of £5,900 for 'Love Your Garden' - a partnership with Health for All to support tenants in the Middleton Park Ward who are unable to manage their large gardens.

Please see below for details of approved schemes and funding amounts:

Type of Scheme	Number of approved schemes	Amount agreed by HAP
Community - Play	41	£78,940
Community - Safe and Secure	37	£110,298
Community - Grant	76	£143,873
Environmental - Clean and Tidy	24	£88,920
Environmental - Landscaping and Gardens	45	£81,064
Environmental - Parking and Access	8	£32,955
Grand Total	231	£536,050

3.1.2 The total number of schemes complete within the EIP (Environmental Improvement Programme) is 41 (out of 83 in the whole programme); please see breakdown below:

Type of Project	No.	Cost
Waste	9	£205,283
Parking	7	£302,689
Landscaping	7	£164,154
Play	3	£150,000
Community Safety	15	£302,297
Total	41	£1,124,423

Schemes completed in December:

- South Gipton Environmental works (landscaping).
- Hillside block garden improvements (landscaping).
- Iveson Drive bin stores (waste).
- Meadowhurst Gardens car parking (parking).

Schemes currently on site:

- Tong Way bin stores (waste).
- Harrops and Askeys Fencing (community safety).
- Leopold environmental improvements (landscaping).

One parking scheme is due to commence (Jarvis Square) as soon as some utilities can be moved. There have been issues on this scheme with Planning but they are now resolved and liaison has taken place with residents about dropped kerb applications in this area as some residents will benefit from having their own drive.

Tong Drive bin stores will commence after Tong Way at the end of January 2017.

Two schemes have been added to the EIP from the last Board Meeting:

- Headley Chase – traveller encroachment prevention (landscaping).
- Mistress Lane Garages (landscaping).

The remaining schemes have now been moved to the new financial year.

3.2 Priority 2 – Rent and Benefits

3.2.1 Information on rent collection and arrears performance is provided within the report entitled 'Housing Leeds (HRA) Revenue Financial Position Period 9 – 2016/17' which appears elsewhere on the agenda.

3.3 Priority 3 – Housing People

3.3.1 Homeless Preventions:

	Oct	Nov	Dec
Prevented	382	461	469
Not Prevented	88	88	67
Total Cases Closed	470	549	536
Prevention %	81	84	88

536 cases were closed at Leeds Housing Options in December with 469 of these defined as being homeless preventions: households helped to remain in their existing homes or to make a planned move to alternative accommodation. The prevention rate was 88%. There have been a total of 6,134 preventions in 2016 and the average prevention rate for the year was 82%.

An authority must offer a housing advice service to any person who requests it, irrespective of a person's circumstances and any temporary accommodation duty that might be owed. People who are not owed a temporary accommodation duty are offered the general housing advice duty and are recorded as a homeless relief if a positive outcome is achieved after they become homeless. For example, they are helped to secure a private rented tenancy.

Households who are found to be intentionally homeless (for example, eviction from a council house because of rent arrears) and with a priority need (for example, because they have dependent children) are owed a short term temporary accommodation duty until alternative housing, in the private rented sector, can be secured.

3.3.2 Temporary Accommodation:

	No. of TA Placements		
	Oct	Nov	Dec
2016/17	79	84	82

There were 82 households in emergency accommodation on 30 December, of which 59 were owed a temporary accommodation duty by the Council. This is exceptional performance when compared to other large authorities.

3.3.3 Gross average re-let days:

	Oct	Nov	Dec
2015/16	30.83	30.76	30.47
2016/17	27.29	27.17	27.28

As of week 39 (up to the end of December 2016), Citywide re-let days stand at 27.28 compared to the 2015/16 year-end figure of 30.52 days (March 2016). This is better than the current target of 30 days. The monthly average re-let figures for a void still remains within target. Overall the void numbers, time in works, ready to let to tenancy commencement time and overall re-let time continues to remain within the target set.

3.3.4 Number of void lettable properties:

	Oct	Nov	Dec
2015/16	495	444	470
2016/17	337 + 120 PFI / New Build	299 + 114 PFI / New Build	376 + 94 PFI / New Build

Overall the number of lettable voids and the number of voids in works as at week 39 (end of December 2016) continue to remain low at 376 voids. In addition to this there are 94 new build, buy backs and major refurbishments which have not been included in the overall figure. Voids excluding new build, buy backs and major refurbishments are 0.67% of the total LCC stock and the percentage rent loss from voids is 0.60%.

Performance with regards to the re-let time remains within target and the percentage of empty properties remains low. We are continuously looking at how we can further improve performance through improved processes and place a greater emphasis on quality and customer care, whilst ensuring that budgets are managed effectively.

3.3.5 Adaptations:

Performance and information relating to the adaptations service is covered within a separate report on the agenda.

3.4 Priority 4 – Repairs

3.4.1 Repairs Right First Time:

Contractor	Target	Oct	Nov	Dec
City-Wide (including BITMO)	90.50%	90.70%	94.42%	93.96%
LBS (Formerly Construction Services)	90.50%	97.28%	98.16%	97.52%
Mears South and West	90.50%	92.16%	92.88%	92.25%
Mears BITMO	90.50%	96.70%	95.10%	99.11%

At the end of December 2016, city-wide repairs completed right first time is reported at 93.96% against a target of 90.50%. Both Mears and LBS are exceeding the target for this indicator. LBS – 97.52% and Mears – 92.25%.

3.4.2 Repairs Within Target

Contractor	Target	Oct	Nov	Dec
City-Wide (including BITMO)	99.00%	94.99%	95.88%	95.96%
LBS (Formerly Construction Services)	99.00%	98.49%*	99.00%*	92.25%
Mears South and West	99.00%	99.18%	98.97%	98.74%
Mears BITMO	99.00%	99.61%	99.79%	100.00%

*These figures relate to the former Construction Services only.

Citywide performance for repairs completed within target stands at 95.96% for December 2016 which is below the 99% target for this indicator. Mears end December performance is just below target at 98.74%. The table above shows LBS performance as: October - 98.49%, November - 99% and December - 92.25%. Please note the drop in performance in the month of December is due to a change in calculation rather than service delivery. Up until December the figure reported to HAB included only the former Construction Services (CS) result as this is what was historically reported prior to the realignment of CS and Property Maintenance (PM) forming LBS. The December result now includes the former PM to give the overall LBS result. The former CS side of LBS has benefitted from service improvement work which led to results of 98.49% October, 99% November and 98.52% in December. Lessons learned from this work are now being introduced to the former PM side of the business so that further improvements are made.

3.4.3 Overall Satisfaction with Repairs

Area	Target	Oct	Nov	Dec
CITY (excluding BITMO*)	90.00%	89.27%	89.89%	89.81%
LBS (Formerly Construction Services)	90.00%	85.77%	86.46%	88.64%
Mears South	90.00%	95.15%	88.55%	91.06%
Mears West	90.00%	90.56%	93.84%	90.37%

* We are unable to report BITMO satisfaction rates because the survey is managed by Housing Leeds and does not include BITMO properties.

Overall citywide (excluding BITMO) satisfaction with repairs stands at 89.81% – just under the 90% target. Positive and negative responses from the customer satisfaction process continue to be fed back to contractors to allow them to identify service improvements.

3.5 Priority 5 – Capital Programme Effectiveness

3.5.1 Information relating to this priority is given within the report entitled 'HRA Capital Financial Position Period 9' which appears elsewhere on the agenda.

3.6 Priority 6 – Knowing Our Tenants

3.6.1 % of Annual Home Visits completed:

	Oct	Nov	Dec
2015/16	71.34%	80.48%	85.88%
2016/17	78.29%	85.43%	89.92%
16/17 Target	78%	88%	90%

By the end of December almost 90% of Annual Home Visits have been completed for 2016/17, which is a significant improvement on performance last year. The remaining 10% is to be focused on during quarter 4. Based on the visits completed so far this year, some of the key outcomes are as follows:

- 9% of tenants don't have a bank account that allows direct debits (a reduction of 2% on last year due to work to support tenants access affordable banking via Leeds City Credit Union). Details of these tenants are forwarded on to LCCU so that they can make contact about affordable banking options.
- 33% of tenants don't have access to the internet at home (a reduction of 5% on last year). For further information, please refer to the separate report on Digital Inclusion to be discussed at this meeting.
- 33% of tenants are not confident that they could manage a benefit claim on-line (a reduction of 5% on last year due to work to support tenants affected by Welfare Reform). This information is being used to prioritise support for tenants should they become affected by welfare reforms.
- We have discussed waste and recycling with 25,267 tenants during the AHV.
- 6% of tenants identified outstanding repairs during the AHV. These repairs are picked up by housing staff to ensure that repairs are completed. These "outstanding repairs" will include repairs which have yet to be completed but are not actually outstanding in terms of agreed timescales.
- 99% of properties are identified as being in fair or good internal condition.
- We made 2096 referrals to West Yorkshire Fire Service for smoke detection equipment to be installed.
- We made 71 referrals for suspected tenancy fraud.
- We made 694 referrals for additional support for tenants.

The Annual Home Visit content and process is currently being reviewed for 2017/18, to ensure ongoing improvements in the content of the visit and process.

3.6.2 Disrepair

A detailed report on disrepair is provided elsewhere on the agenda.

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 website 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 the Best Council Plan

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 the latest available performance against the six Housing Leeds priorities in order to give a comprehensive picture of performance and useful contextual data to consider alongside service performance information. The format and content of the report has also been amended to reflect feedback from the Board.

6. Recommendations

6.1 The Board is recommended to:

- Note the most recent performance information relating to the six Housing Leeds priorities.