

Subject: HOUSING & NEIGHBOURHOODS PERFORMANCE REPORT  
Quarter 4 2015/16

Report to: Housing & Neighbourhoods Committee 16.6.2016

Report by: Trevor Chaplin, Group Manager Housing Services

**SUBJECT MATTER/RECOMMENDATIONS**

**This report provides performance data from the Housing & Neighbourhoods Directorate for Quarter 4 of 2015/16**

**1. INTRODUCTION/BACKGROUND**

- 1.1 A report on key performance indicators (KPI's) will be provided to the Housing & Neighbourhoods Committee each quarter.

**2. PERFORMANCE**

- 2.1 Specific areas for the committee to note include
- 2.1.1 Rent Income Collection – performance has been exceptional with a high percentage of rent collected and arrears in cash terms reduced.
  - 2.1.2 Time taken for Housing Options to match a person to a property reduced.
  - 2.1.3 Overall void times slightly reduced, work progressing on further improvement.
  - 2.1.4 Statutory homelessness acceptances reduced number of households in temporary accommodation reduced.
  - 2.1.5 Number of households in the allocation pool has decreased whilst applications awaiting a decision have increased.
  - 2.1.6 The number of Disabled Facilities Grants (DFG's) awarded has reduced in line with reduced referrals from Occupations Therapists (O/T's)

**3. FINANCIAL IMPLICATIONS**

None

**4. RISK IMPLICATIONS**

None

**5. CONCLUSIONS**

None

## 6. RECOMMENDATIONS

That the Housing & Neighbourhoods Committee note this report.

## 7. BACKGROUND PAPERS

Performance data attached.

*Areas of consideration: e.g. does this report raise any of the following issues and if so how have these been considered/mitigated against?*

| Area for consideration                       | Comment |
|--|---------|
| Monitoring Officer Consultation:             | N/A     |
| Section 151 Officer Consultation:            | N/A     |
| Existing Council Policies:                   | N/A     |
| Financial Implications:                      | N/A     |
| Legal Implications (including human rights): | N/A     |
| Risk Implications:                           | N/A     |
| Equality Issues/EQIA assessment:             | N/A     |
| Crime & Disorder:                            | N/A     |
| Every Child Matters:                         | N/A     |

## Housing & Neighbourhoods – Performance Measures & Activity Data Quarter 4 2015/16

| Area of Work       | Measure                            | Year to Date 2015/16 | Performance Quarter 4 2015/16 | Comparison with Quarter 4 2014/15 | Comments   |
|--------------------|------------------------------------|----------------------|-------------------------------|-----------------------------------|--|
| <b>Rent Income</b> | % of rent + arrears collected      | 99.65%               | 99.65%                        | 99.55%                            | <p>The rent collection figures for 2015/16 are exceptional. Collection rates have increased and the amount owed has fallen by over £70,000.</p> <p>Future rent collection will be challenging with the introduction of Universal Credit (UC) in the Great Yarmouth Jobcentre district. UC claimants will receive an amount to pay their rent direct and will be responsible for making full rent payments to GYCH as landlord. Payment of housing costs direct to tenants has been piloted in other districts across the country. In these districts, landlords have experienced a sharp decline in rent collection performance, followed by a slow recovery. Further resources may be required to maximise rent income.</p> |
|                    | Arrears as a % of rent debit       | 1.03%                | 1.03%                         | 1.37%                             |  |
|                    | Total rent arrears at year end - £ | £244,184             | £244,184                      | £328,059                          |  |
| <b>Voids</b>       | Average re-let time – All voids    | 54 days              | 54 days                       | 57 days                           | <p>The outturn of 54 days is a slight improvement on 2014/15 figure of 57 days. Progress has been made in 2015/16 with the completion of the Void Standard and a recent detailed mapping of</p>  |

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|------------------------|--|-------------------------|-------------------------------------|---|---|
|                        |  |                         |                                     |   | <p>the voids process from end to end. We are adopting the voids module of the Northgate IT system by the end of 2016.</p> <p>The average void time is affected by the length of time required to allocate low demand properties. The number of long term voids in family accommodation in Middlesbrough has been reduced to a minimal number; however, sheltered properties (particularly above ground floor) remain an issue. A more flexible approach to how these properties are allocated has been adopted; however, restrictions remain around the age of prospective tenants.</p> |
| <b>Housing Options</b> | Time taken for housing options to match property | 21 days                 | 21 days                             | 29 days                                 | <p>This represents a significant improvement on the figure for 2014/15 of 29 days. Nominations are sought at the point the previous tenant provides the statutory Notice to Terminate their tenancy. Together with robust management of the allocation scheme has assisted in improving performance in this area.</p>   |

## Housing & Neighbourhoods – Performance Measures & Activity Data Quarter 4 2015/16

| Area of Work | Measure   | Year to Date 2015/16 | Performance Quarter 4 2015/16 | Comparison with Quarter 4 2014/15 | Comments   |
|--------------|---|----------------------|-------------------------------|-----------------------------------|--|
|              | Number of households in temporary accommodation | 52                   | 52                            | 90                                | <p>The total number has fallen from 90 at the same time in 2014/15 to the current figure of 52. This is in line with expectations under the Temporary Accommodation Reduction Plan which covers the transition period while long term leases are terminated.</p> <p>Performance for 2015/16 has been exceptional as the team have managed a period where there was excess supply to the current position of minimum but adequate provision. This has also coincided with the unexpected closure of the main B&amp;B provider in the Borough which has created additional challenges.</p> |
|              | Homeless acceptances                            | 101                  | 101                           | 155                               | <p>The number of homelessness acceptances has fallen from 155 in 2014/15 to 101 in 2015/16. This is despite the total number of decisions rising from 596 in 2014/15 to 777 in 2015/16. The data reflects robust management of cases whilst ensuring that a duty is taken to those in statutory need.</p> <p>The increased rise in total decisions is as a result of</p>   |

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| Area of Work | Measure   | Year to Date 2015/16 | Performance Quarter 4 2015/16 | Comparison with Quarter 4 2014/15 | Comments  |
|--------------|---|----------------------|-------------------------------|-----------------------------------|---|
|              |   |                      |                               |                                   | ensuring that all applicants receive a written decision with their relevant appeal rights. Of the 777 formal decisions, 361 were that the applicant was 'not homeless'.   |
|              | Homeless preventions  | 129                  | 129                           | 261                               | The number of homelessness preventions has fallen from 261 in 2014/15 to 129 in 2015/16. This reflects the increased challenge in persuading landlords not to take possession action, whether the tenant is at fault or not   |
|              | Number of social housing applicants in allocation pool      | 220                  | 220                           | 325                               | These figures demonstrate a year on year fall in numbers in the allocation pool of around 100. The new allocations scheme has had an impact on numbers as applicants are removed from the allocation pool for 12 months if they refuse 2 suitable offers. In addition, the new qualification criteria have reduced the number eligible for an allocation. |
|              | Number of social housing new applicants awaiting assessment | 465                  | 465                           | 429                               | Casework on cases awaiting assessment is performance managed and objectives have been set to reduce overall times   |

## Housing & Neighbourhoods – Performance Measures & Activity Data Quarter 4 2015/16

| Area of Work                                    | Measure                                | Year to Date<br>2015/16 | Performance<br>Quarter 4<br>2015/16 | Comparison<br>with Quarter<br>4 2014/15 | Comments  |
|---|--|-------------------------|-------------------------------------|---|---|
| <b>Housing, Health &amp; Wellbeing Services</b> |  |                         |                                     |   |   |
|   | DFGs<br>a) Recommendations<br>Received | 159                     |                                     | 171                                     | The number has fallen due to availability of occupational therapist resource to carry out assessments and as a result of changes brought in under the Care Act 2014. We are aware that there are over 200 people currently waiting assessment and we are liaising with NCC Adult Social Care to find solutions. |
|   | DFGs<br>b) Approvals                   | 120                     |                                     | 129                                     | The number of approvals will be impacted by the number of recommendations coming into the system. In addition there is an attrition rate of around 25% as a result of people deciding not to proceed with the works.  |
|   | DFGs<br>c) Completed                   | 118                     |                                     | 118                                     | The number of completions will depend on the number of recommendations and the complexity of the work some works such as extensions or major remodelling will take longer. However there is a need to increase the recommendations as there is capacity within the system to complete more works.               |

## Housing & Neighbourhoods – Performance Measures & Activity Data Quarter 4 2015/16

| Area of Work | Measure                               | Year to Date 2015/16 | Performance Quarter 4 2015/16 | Comparison with Quarter 4 2014/15 | Comments  |
|--------------|---------------------------------------|----------------------|-------------------------------|-----------------------------------|---|
|              | Number of Handyperson jobs            | 556                  |                               | 632                               | The Handyperson Scheme was set up to assist our client base of elderly, disabled and vulnerable people. It is for small jobs such as installing a keysafe, putting up shelves, unblocking sinks, etc. GYBC subsidises the labour cost. In order to keep within budget a limit of £300 has been put on each job which has meant a drop in completed jobs. This is demand led and will fluctuate.   |
|              | Number of Alarm Calls Received        | 44,255               |                               | 36,231                            | This is demand led and will fluctuate   |
|              | Number of Out of Hours Calls Received | 4,624                |                               | 4,894                             | This is demand led – the service is widely promoted to colleagues in health and social care and a lot of business is by word of mouth. The service mainly picks up clients who have been in crisis and need reassurance that help can be obtained for them quickly. So for example many clients sign up to the service following a recent hospital admission.<br>The service isn't generally requested to remove alarms unless the client has passed away or they have moved into supported living. |



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| Area of Work | Measure  | Year to Date 2015/16      | Performance Quarter 4 2015/16 | Comparison with Quarter 4 2014/15 | Comments  |
|--------------|--|---------------------------|-------------------------------|-----------------------------------|---|
|              | Yare Care Alarms<br>a) Referrals<br><br>b) Installations<br><br>c) Removals  | 254<br><br>204<br><br>283 | 254<br><br>204<br><br>283     | 276<br><br>276<br><br>242         | This target is set by the Telecare Standards Association (TSA) for alarm centres that have 2 or more operators calling handling on each shift. Our centre has one operator on each shift. The service adopted this target voluntarily. The service exceeds the first standard but the second standard is a little more challenging with only one operator.<br>Alarm calls are queued and the operator answers them according to priority. There could be a slight delay in the call being answered for a number of reasons including:<br><ul style="list-style-type: none"> <li>the operator is already dealing with a complex call.</li> <li>Rolling calls as a result of storms or faults</li> </ul> However the operators do keep an eye on the calls coming in and can switch calls if a more urgent one presents. The service manager reviews the performance monthly across the service and individually for each operator. |
|              | Alarm Call Answering Targets<br><br>80% within 30 seconds (-2% variable applied)<br><br>98.5% within 60 seconds (-2% variable applied) | 89.98%<br><br>96.28%      |                               | 91.04%<br><br>97.09%              |   |
|              |  |                           |                               |                                   |   |