

# What we said we'd achieve in 2013/14

## Priority Outcome: Place – Improved Living Environment






### Housing

End of Year

How are we doing so far?



We said we would: Increase the supply of affordable housing

By:

<p><b>Support the delivery of 51 additional affordable housing units by March 2014</b></p> <p>A total of 102 affordable housing units were delivered (including 2 nomination rights to the Rugeley ERZ site).</p>	
<p><b>Implement the Council's revised allocations policy</b></p> <p>Cabinet approved the revised allocations policy on 20 February 2013 which has been implemented from 25 March 2013.</p>	
<p><b>Determine the provision of the "non site" specific Council houses included in the agreed Build Programme</b></p> <p>Cabinet on 21 March 2013 agreed that £830,000 of "non site" specific Council resources should be used to support a bid to the Homes and Communities Agency for Affordable Housing Grant to bring 10 vacant former Council houses back into housing use.</p>	
<p><b>Complete the affordable housing in respect of the Elizabeth Road Redevelopment Scheme</b></p> <p>All rented and shared ownership properties on Elizabeth Road Area Redevelopment Scheme have been completed.</p>	
<p><b>Implement the Local Authority Mortgage Scheme in partnership with Lloyds TSB</b></p> <p>Local Authority Mortgage Scheme was agreed in May 2013. As at 31<sup>st</sup> March 2014, 23 mortgages had been completed and a further 6 mortgage offers had been approved.</p>	

## We said we would: Manage Maintain and improve the facilities and energy efficiency of the Council's housing stock

By:

<p><b>Provide a responsive repairs service</b> Activity in accordance with indicators Place (Housing) 1, 2 and 3.</p>	<p><b>No Rating</b></p>
<p><b>Service gas and solid fuel heating appliances</b> Activity in accordance with indicators Place (Housing) 4 and 5.</p>	<p><b>No Rating</b></p>
<p><b>Implement the 2013-14 HRA Capital Programme by providing:-</b></p> <p><b><i>Kitchen Improvements –88 dwellings</i></b> <i>At the end of Quarter 4, 88 kitchen improvements had been completed</i></p> <p><b><i>Bathroom Improvements – 440 dwellings</i></b> <i>At the end of Quarter 4, 442 bathroom improvements had been completed.</i></p> <p><b><i>Central Heating Improvements - 265 dwellings</i></b> <i>At the end of Quarter 4, 281 central heating improvements had been completed</i></p> <p><b><i>Electrical Upgrades – 660 dwellings</i></b> <i>At the end of Quarter 4, 701 electrical upgrades had been completed.</i></p> <p><b><i>External Works – 812 dwellings</i></b> <i>At the end of Quarter 4, 813 properties had benefitted from external work.</i></p>	
<p><b>Formulate proposals to secure the introduction of an External Curtilage Works and Environmental Improvements Programme in 2014-15</b></p> <p>The service standard for an “External and Environmental Works Programme” which covers external works, external cartilage works and environmental improvements was agreed by Cabinet on 17 October 2013.</p>	
<p><b>Undertake the structural reinstatement scheme in respect of the 44 Council owned Cornish houses in the Rowley Close area, Pye Green</b></p> <p>Structural reinstatement works to the 44 Cornish Houses were completed in December 2013.</p>	

**Evaluate the provision of Photovoltaic panels to further dwellings within the Council's housing stock**

Housing Policy Development Committee received a report at their meeting on 20 January 2014.



**Progress the Moss Road Regeneration Strategy by:**

**Undertaking the structural reinstatement of the 63 Reema houses in Council ownership**

Work was completed in advance of the programme in September 2013.



**Re-housing the remaining households living in the Council's 167 Reema flats**

At the end of Quarter 4 154 households from the 167 Council owned Reema flats had been rehoused



**Undertaking external refurbishment works and improvements to the internal communal areas to the 8 traditional flat blocks**

The external refurbishment works and improvements to the internal communal areas to the 8 traditional flat blocks were completed in advance of the programme in September 2013.



**As Performance Measures**

**Place (Housing) 1**

**% of emergency repairs completed within former Government time limits – Target 98%**

99% of emergency repairs completed within former Government time limits



**Place (Housing) 2**

**Average time taken to complete non-urgent repairs – Target 15 Days**

Average time taken to complete non-urgent repairs – 11.54 Days



**Place (Housing) 3**

**% of repairs appointments made and kept – Target 98%**

97% of repairs appointments made and kept



<p><b><u>Place (Housing) 4</u></b></p> <p><b>% of properties with a valid Landlord Gas Safety Record – Target 99%</b> 99.76% of properties with a valid Landlord Gas Safety Record</p>	
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<p><b><u>Place (Housing) 5</u></b></p> <p><b>% of properties without a valid Landlord Gas Safety Record which are in the No Access Procedure – Target 100%</b> 100% of properties without a valid Landlord Gas Safety Record which are in the No Access Procedure</p>	
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### **We said we would: Manage the Council’s housing stock**

<p><b>Re-let vacant dwellings in accordance with the Council’s allocations policy and void re-let standard</b> Activity in accordance with indicators Place (Housing) 6 and 7.</p>	<p><b>No Rating</b></p>
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<p><b>Maximise rental income through the prevention and recovery of arrears</b> Activity in accordance with indicator Place (Housing) 8.</p>	<p><b>No Rating</b></p>
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<p><b>Manage the Council’s housing estates through a programme of estate walks, tenancy audits and action to combat anti-social behaviour</b> Activity contributing to annual indicators Place (Housing) 10 and 11.</p>	<p><b>No Rating</b></p>
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<p><b>Progress the implementation of the replacement Housing Management IT system</b> The Implementation programme is progressing, with system configuration and is on target for a “Go Live” date in summer 2014</p>	
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<p><b>Review and update the HRA Business Plan to take account of any changes to key assumptions</b> The HRA Business Plan was reviewed by Cabinet on 21 November 2013.</p>	
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### **As Performance Measures:**

<p><b><u>Place (Housing) 6</u></b></p> <p><b>Average re-let time for void dwellings – Target 26 Days</b> Average re-let time for void dwellings – 25 Days</p>	
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<p><b><u>Place (Housing) 7</u></b></p> <p><b>% of dwellings that are vacant – Target 2%</b>  % of dwellings that are vacant – 1.15%</p>	
<p><b><u>Place (Housing) 8</u></b></p> <p><b>Current tenants' arrears – Target £488,800</b>  Current tenants' arrears – £235,498</p>	
<p><b><u>Place (Housing) 9</u></b></p> <p><b>Rent arrears as % of rent debit – Target 2.6%</b>  Rent arrears as % of rent debit – 2%</p>	
<p><b><u>Place (Housing) 10</u></b></p> <p><b>% of estate walks undertaken classified as “Green” – Target 34%</b>  % of estate walks undertaken classified as “Green” – 40%</p>	
<p><b><u>Place (Housing) 11</u></b></p> <p><b>% of secure tenants receiving a tenancy audit Target 6.5%</b>  3.65% of secure tenants received a tenancy audit</p>	
<p><b>We said we would: Support vulnerable households to live independently in their own homes</b></p>	
<p><b>Undertake disabled adaptations to 80 Council dwellings</b>  111 disabled adaptations were completed at the end of Quarter 4</p>	
<p><b>Provide a Vulnerable Tenants Grass cutting and Internal Decoration Scheme</b>  900 households received 13 cuts under the Vulnerable Tenants Grass Cutting Scheme  151 homes were redecorated during 2013-14 from an annual target of 160 redecorations.</p>	
<p><b>Provide sheltered housing scheme support services in accordance with Supporting People Contract requirements</b>  The Sheltered Housing Scheme Support Services are fully compliant with the quality standards specified in the Supporting People Contract.</p>	

<b>Determine DFG applications within 28 days of application</b>	
<p><b>Review and introduce revised procedures for the implementation of disabled adaptations to Council dwellings</b></p> <p>Existing procedures have been reviewed and certain new procedures implemented. These include revised criteria for providing disabled bathroom adaptations as part of the bathroom replacement programme.</p>	
<b>Spend or commit DFG budget allocation each year.</b>	<b>No Rating</b>

**As Performance Measures:**

<p><b>Spend or commit budget allocation each year – Target £500,000.</b></p> <p>At year end spend against the budget was £420,000 with the underspend committed against approved applications that are in hand.</p>	
<p><b>100 % of DFG applications determined within 28 days of receipt of a valid application.</b></p> <p>During 2013/14 a total of 67 applications were determined, all of them within 28 days.</p>	


**We said we would: Provide housing advice and homelessness services**

<p><b>Provide advice on housing options</b></p> <p>Activity in accordance indicator Place (Housing) 16</p>	<b>No Rating</b>
<p><b>Assess the needs of homelessness applicants in accordance with statutory requirements</b></p> <p>Activity in accordance with indicator Place (Housing) 15.</p>	<b>No Rating</b>
<p><b>Implement the 2013-14 Homelessness Prevention Programme</b></p> <p>The implementation of the homelessness prevention programme continued during Quarter 4</p>	

## As Performance Measures:

<p><b><u>Place (Housing) 14</u></b></p> <p><b>Number of households re-housed to private rented accommodation – Target 75</b> Number of households re-housed to private rented accommodation – 58</p>	
<p><b><u>Place (Housing) 15</u></b></p> <p><b>% of homeless decisions determined within 33 days – Target 75%</b> 71% of homeless decisions determined within 33 days</p>	
<p><b><u>Place (Housing) 16</u></b></p> <p><b>Number of households where homelessness was prevented – Target 100</b> Number of households where homelessness was prevented – 374</p>	
<p><b><u>Place (Housing) 17</u></b></p> <p><b>Initial response to 95% service requests within required timescale – Target 95%</b> End of year 98.9%</p>	
<p><b><u>Place (Housing) 18</u></b></p> <p><b>Number of empty dwellings brought back into use – Target 6</b> End of year 1</p>	

**We said we would: Improve the quality and availability of Private Sector Housing.**

<p><b>Respond to private sector service requests within set response times.</b> Activity in accordance with indicator Place (Housing) 17.</p>	
<p><b>Put in place and deliver actions to maximize the number of empty dwellings brought back into use.</b> An interest free loan scheme has been set up to assist owners with the costs of repairing dwellings to bring them back into use. Applications have been invited and several are being processed.</p>	