

What we said we'd achieve in 2013/14

Priority Outcome: Place – Improved Living Environment

Housing

Quarter 1

How are we doing so far?

We said we would: Increase the supply of affordable housing

By:

<p>Support the delivery of 51 additional affordable housing units by March 2014 <i>15 affordable housing units were delivered in Quarter 1.</i></p>	
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<p>Implement the Council's revised allocations policy <i>Cabinet approved the revised allocations policy on 20 February 2013 which has been implemented from 25 March 2013.</i></p>	
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<p>Determine the provision of the "non site" specific Council houses included in the agreed Build Programme <i>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.</i></p>	
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We said we would: Manage Maintain and improve the facilities and energy efficiency of the Council's housing stock

By:

<p>Provide a responsive repairs service <i>Activity in accordance with indicators Place (Housing) 1, 2 and 5.</i></p>	
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<p>Service gas and solid fuel heating appliances Activity in accordance with indicators Place (Housing) 4 and 5.</p>	
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<p>Implement the 2013-14 HRA Capital Programme by providing:-</p> <p>Kitchen Improvements – 140 dwellings Bathroom Improvements – 400 dwellings Central Heating Improvements - 265 dwellings Electrical Upgrades – 660 dwellings External Works – 812 dwellings</p> <p>At the end of quarter 1 the following had been completed: Kitchen Improvements – 24 dwellings Bathroom Improvements – 96 dwellings Central Heating Improvements - 59 dwellings Electrical Upgrades – 109 dwellings External Works – 130 dwellings</p>	
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Progress the Moss Road Regeneration Strategy by:

<p>Undertaking the structural reinstatement of the 63 Reema houses in Council ownership Work commenced in March 2013 and is currently on programme for completion at the end of September 2013.</p>	
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<p>Re-housing the remaining households living in the Council's 167 Reema flats</p> <p>At the end of quarter one, 122 households had been rehoused leaving 45 to be rehoused by target date of 31 March 2014.</p>	
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<p>Undertaking external refurbishment works and improvements to the internal communal areas to the 8 traditional flat blocks Works commenced in March 2013, and are proceeding on programme with an anticipated completion date of October 2013.</p>	
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As Performance Measures

<p><u>Place (Housing) 1</u></p> <p>% of emergency repairs completed within former Government time limits – Target 98%</p> <p>99% of emergency repairs have been completed within former Government time limits</p>	
<p><u>Place (Housing) 2</u></p> <p>Average time taken to complete non-urgent repairs – Target 15 Days</p> <p>The average time taken to complete non-urgent repairs in quarter 1 was 10.02 days</p>	
<p><u>Place (Housing) 3</u></p> <p>% of repairs appointments made and kept – Target 98%</p> <p>97% of repairs appointments made and were kept. Performance was 1% below target for the quarter.</p>	
<p><u>Place (Housing) 4</u></p> <p>% of properties with a valid Landlord Gas Safety Record – Target 99%</p> <p>99.81% of properties had a valid Landlord Gas Safety Record.</p>	
<p><u>Place (Housing) 5</u></p> <p>% of properties without a valid Landlord Gas Safety Record which are in the No Access Procedure – Target 100%</p> <p>100% of properties without a valid Landlord Gas Safety Record were in the No Access Procedure.</p>	

We said we would: Manage the Council's housing stock

<p>Re-let vacant dwellings in accordance with the Council's allocations policy and void re-let standard</p> <p>Activity in accordance with indicators Place (Housing) 6 and 7.</p>	
<p>Maximise rental income through the prevention and recovery of arrears</p> <p>Activity in accordance with indicator Place (Housing) 8.</p>	
<p>Manage the Council's housing estates through a programme of estate walks, tenancy audits and action to combat anti-social behaviour</p> <p>Activity contributing to annual indicators Place (Housing) 10 and 11.</p>	
<p>Progress the implementation of the replacement Housing Management IT system</p> <p>A Contract was awarded and let to Northgate Information Systems Ltd in April 2013. The Implementation programme has commenced, with system configuration and is on target for a "Go Live" date in summer 2014.</p>	

As Performance Measures:

<p><u>Place (Housing) 6</u></p> <p>Average re-let time for void dwellings – Target 26 Days</p> <p>Average re-let time for Quarter One was 21 Days.</p>	
<p><u>Place (Housing) 7</u></p> <p>% of dwellings that are vacant – Target 1%</p> <p>At the end of quarter one, 1.24% of properties were vacant. The increase in vacant properties is linked to an increase in tenants transferring to a smaller property as a result of the</p>	

Housing Benefit "social sector size criteria".	
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<u>Place (Housing) 8</u>	
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Current tenants' arrears – Target £488,800	
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Q1 current tenant arrears are £433,232. (Includes £140,000 of direct debit payments which have subsequently been received).	
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<u>Place (Housing) 9</u>	
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Rent arrears as % of rent debit – Target 2.6%	Annual Figure
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<u>Place (Housing) 10</u>	
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% of estate walks undertaken classified as "Green" – Target 34%	Annual Figure
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<u>Place (Housing) 11</u>	
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% of secure tenants receiving a tenancy audit Target 6.5%	Annual Figure
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We said we would: Support vulnerable households to live independently in their own homes

Undertake disabled adaptations to 80 Council dwellings	
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28 disabled adaptations were completed in Quarter One.	
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Provide a Vulnerable Tenants Grass cutting and Internal Decoration Scheme	
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Currently 900 households are receiving the grass cutting service and have had 6 grass cuts during Quarter One. Thirteen homes have been redecorated in Quarter One from an annual target of 160 redecorations. This is lower than expected due to an increase in voids in Quarter One but progress will increase during the remainder of the year.	
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Provide sheltered housing scheme support services in accordance with Supporting People Contract requirements

The Sheltered Housing Scheme Support Services are fully compliant with the quality standards specified in the Supporting People Contract.



Determine DFG applications within 28 days of application



As Performance Measures:

Spend or commit budget allocation each year – Target £500,000

In quarter 1 spend was £28,400 with a further commitment of £65,700.



100 % of DFG applications determined within 28 days of receipt of a valid application

In quarter 1 we received 13 applications all of which were approved within 28 days.



We said we would: Provide housing advice and homelessness services

Provide advice on housing options

Activity contributing to annual indicator Place (Housing) 16.



Assess the needs of homelessness applicants in accordance with statutory requirements

Activity in accordance with indicator Place (Housing) 15.



Implement the 2013-14 Homelessness Prevention Programme

The implementation of the homelessness prevention programme is in progress.

**As Performance Measures:****Place (Housing) 14**

Number of households re-housed to private rented accommodation – Target 75

Annual Target

Place (Housing) 15

% of homeless decisions determined within 33 days – Target 75%

At the end of quarter 1 60% of homeless decisions had been determined within 33 days.
Performance dipped during April and May due to a number of factors including some complex cases but in June 75% of decisions were determined within the agreed target timescale of 33 days.

**Place (Housing) 16**

Number of households where homelessness was prevented – Target 100

Annual Target

Place (Housing) 17

Initial response to 95% service requests within required timescale – Target 95%

In quarter 1 a total of 181 service requests were received of which 177 (98%) were completed within the required timescales

**Place (Housing) 18**

Number of empty dwellings brought back into use – Target 6

Annual Target

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

Respond to private sector service requests within set response times.

In quarter 1 the Private Sector Housing Team achieved the following response times:

1 day – 100%

3 days – 100%

5 days – 100%



Quarter 1 Case Study

IMPROVEMENTS TO COMMUNAL ENTRANCE FLAT BLOCKS

Cabinet on 19 January 2012 agreed a programme of improvements to the communal areas of the Council's 31 communal entrance flat blocks.

This programme is needed as the internal appearance of the entrance halls and corridors is poor. A number of blocks have unpainted brickwork, whilst the condition of the painted brickwork in other blocks is unsatisfactory. In addition, although some blocks have a "Marley type" tile floor covering to the communal floor areas, others have a "bare concrete floor" resulting in a "drab and depressing" appearance.

The front doors to the flats also need replacement and are an "ad hoc" mix of various types and styles. Improvements are also required to the communal lighting systems, whilst the door entry systems to certain blocks require replacement.

Particular problems are associated with the design of the communal entrance halls and bin stores to the Council's 9 three storey flat blocks, which are particularly prone to vandalism and anti-social behaviour.

The agreed programme aims to address these problems and works to the initial 12 flat blocks on the Walsall Road Estate, Cannock were completed in April.

The array of works undertaken to each of these blocks includes:-

- Redecoration of the communal entrance hall and corridors.
- The provision of carpeting to the communal area floors.
- The creation of an "entrance lobby" to each individual flat and the comprehensive replacement of all front doors.
- Upgrading of the communal lighting systems.

New door entry systems together with a more robust entrance door have also been installed to 7 blocks, whilst the communal entrance halls to the five three-story blocks have been subject to comprehensive refurbishment. This work included the demolition of the former bin doors, the provision of additional windows, the replacement of the existing flat roof with a pitched roof and the reconfiguration of the existing individual tenants stores.

The above works are being complemented by improvements to the external "drying areas" on the estate. These are currently in progress and programmed for completion in August 2013. When these works are finished arrangements will be made for all parks and voids to be swept.

The work has been welcomed by both tenants and leaseholders. Mrs. C said:-

"There has been a vast improvement to the communal areas inside the blocks, the environmental work carried out has improved the overall appearance of the estate".

These comments were echoed by Mr. H who added:-

"The upgrade of this block has improved my quality of life, there is less noise now since the carpet has been fitted and the installation of the large store cupboards has made a real difference. The removal of the drying area has also been a real bonus, making the estate look a lot better and stopped people congregating and dumping rubbish".

The communal entrance flat improvement programme is continuing during the current financial year and similar works to the 8 traditional flat blocks on the Moss Road Estate, Chadsmoor are currently in progress.