

What we said we'd achieve in 2013/14

Priority Outcome: Place – Improved Living Environment

Housing

Quarter 2


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>16 affordable housing units were delivered in Quarter 2 making a total of 31.</i></p>	
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<p>Complete the affordable housing in respect of the Elizabeth Road Redevelopment Scheme <i>All rented and shared ownership properties on Elizabeth Road Area Redevelopment Scheme have been completed.</i></p>	
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<p>Implement the Local Authority Mortgage Scheme in partnership with Lloyds TSB <i>Local Authority Mortgage Scheme was agreed in May 2013. As at 30 September 2013, 9 mortgages had been completed and a further 4 mortgage offers had been approved.</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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Service gas and solid fuel heating appliances

Activity in accordance with indicators Place (Housing) 4 and 5.

**Implement the 2013-14 HRA Capital Programme by providing:-****Kitchen Improvements – 115 dwellings**

At the end of Quarter 2 45 of 115 kitchen improvements had been completed.

Bathroom Improvements – 440 dwellings

At the end of Quarter 2 190 of 440 bathroom improvements had been completed.

Central Heating Improvements - 265 dwellings

At the end of Quarter 2 153 of 265 central heating improvements had been completed.

Electrical Upgrades – 660 dwellings

At the end of Quarter 2 352 of 660 electrical upgrades had been completed.

External Works – 812 dwellings

At the end of Quarter 2 394 properties of 812 had benefitted from external work.

**Undertake the structural reinstatement scheme in respect of the 44 Council owned Cornish houses in the Rowley Close area, Pye Green**

Structural reinstatement works to the 44 Cornish House are in progress and are due for completion by December 2013.

**Progress the Moss Road Regeneration Strategy by:****Undertaking the structural reinstatement of the 63 Reema houses in Council ownership**

Work was completed at the end of September 2013.



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

At the end of quarter 2 131 households out of 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 September 2013.

**As Performance Measures****Place (Housing) 1****% of emergency repairs completed within former Government time limits – Target 98%**

100% of emergency repairs were completed within former Government time limits

**Place (Housing) 2****Average time taken to complete non-urgent repairs – Target 15 Days**

Average time to complete non-urgent repairs was 12.65 days

**Place (Housing) 3****% of repairs appointments made and kept – Target 98%**

98% of repairs appointments were made and kept

**Place (Housing) 4****% of properties with a valid Landlord Gas Safety Record – Target 99%**

99.59% of properties had a valid Landlord Gas Safety Record



Place (Housing) 5**% of properties without a valid Landlord Gas Safety Record which are in the No Access Procedure – Target 100%**

100% of properties without a valid Landlord Gas Safety Record were in the No Access Procedure

**We said we would: Manage the Council's housing stock****Re-let vacant dwellings in accordance with the Council's allocations policy and void re-let standard**

Activity in accordance with indicators Place (Housing) 6 and 7.

**Maximise rental income through the prevention and recovery of arrears**

Activity in accordance with indicator Place (Housing) 8.

**Manage the Council's housing estates through a programme of estate walks, tenancy audits and action to combat anti-social behaviour**

Activity contributing to annual indicators Place (Housing) 10 and 11.

**Progress the implementation of the replacement Housing Management IT system**

The Implementation programme is progressing, with system configuration and is on target for a "Go Live" date in summer 2014.

**As Performance Measures:****Place (Housing) 6****Average re-let time for void dwellings – Target 26 Days**

Average re-let time for void dwellings in quarter 2 was 32 days. There was due to a high proportion of larger properties in poor condition which became void due to the Social Sector Size Criteria.



<p><u>Place (Housing) 7</u></p> <p>% of dwellings that are vacant – Target 2% 1% of dwellings were vacant during quarter 2. (Revised target agreed Cabinet 19 September 2013 and Scrutiny Committee 9 October 2013).</p>	
<p><u>Place (Housing) 8</u></p> <p>Current tenants' arrears – Target £488,800 Quarter 2 current tenants' arrears were £283,990</p>	
<p><u>Place (Housing) 9</u></p> <p>Rent arrears as % of rent debit – Target 2.6%</p>	<p>Annual Figure</p>
<p><u>Place (Housing) 10</u></p> <p>% of estate walks undertaken classified as “Green” – Target 34%</p>	<p>Annual Figure</p>
<p><u>Place (Housing) 11</u></p> <p>% of secure tenants receiving a tenancy audit - Target 6.5%</p>	<p>Annual Figure</p>
<p>We said we would: Support vulnerable households to live independently in their own homes</p>	
<p>Undertake disabled adaptations to 80 Council dwellings 47 disabled adaptations were completed at the end of Quarter 2.</p>	
<p>Provide a Vulnerable Tenants Grass cutting and Internal Decoration Scheme In quarter 2 900 households received 5 cuts under the Vulnerable Tenants Grass Cutting Scheme. 18 homes were redecorated during quarter 2 from an annual target of 160 redecorations. This is lower than anticipated due to the continuing high proportion of voids but is programmed to increase during the second half of the year.</p>	

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

Spend to end of quarter 2 was £194,000. Total value of cases in progress is £398,000 so budget will be spent or committed at end of year.



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

In quarter 2 we received 22 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%

77% of homeless decisions determined within 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 2 100% of service requests were responded to within the required timescale.

**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 2 the Private Sector Housing Team achieved the following response times:

1 day – 100%

3 days – 100%

5 days – 100%

