

Performance Monitoring Report: Housing Committee

DATE OF MEETING	28 October 2020
ATTENDEES	Members: Stephen Davies, Lyndsey Green, Mattie Ross, Jenny Miles Officers: Kevin Topping, Joe Gordon, Phil Bishop, Leonie Lockwood

PERFORMANCE UPDATE *(please give a brief progress update on the following areas)*

Homelessness

- Numbers moving into SDC accommodation out of temp accommodation

Period.	SDC Tenancy	RP Tenancy	Other **
2019/20 Q1	6	7	8
2019/20 Q2	8	3	10
2020/21 Q1	0	0	4
2020/21 Q2	9	3	13

** Other reasons include:

- Finding own accommodation.
- Abandonment.
- Assisted into private sector accommodation with Homeless Prevention Fund.
- Use of mediation to allow a return home.
- Eviction.
- End of duty to provide accommodation. (Phil Bishop)

Building Affordable Homes

- We have been successful in our Next Steps Accommodation Programme bid and will receive £200,000 towards the purchase of 4 flats for rent to former rough sleepers. We have also received just over £50,000 to provide support for former rough sleepers currently accommodated in OpenHouse in Stroud.
- Government proposals to reform the planning system may impact these figures in future years; we are staying in close touch with emerging Government policy. (Pippa Stroud)
- **Achieve a start on site for 41 new homes across 4 sites delivering to a minimum of Sap 86 and submit planning applications for a further 43 homes across three sites.**

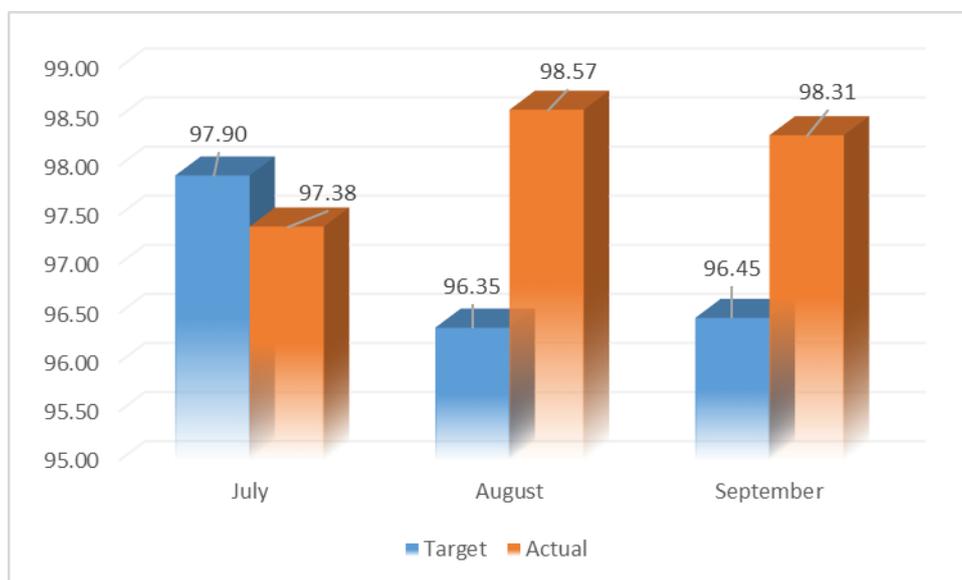
	<ul style="list-style-type: none"> • Contracts are due to be signed by the end of October for 36 new homes across 3 sites in Nailsworth, Minchinhampton and Eastington with all sites due to achieve a minimum SAP rating of 86 and a contract sum of £5.3 million. A further 5 units in Ebley are due to be added into the contract once planning permission has been received. • Planning applications are being prepared for a further 43 homes across three sites in Cam, Dursley and Cashes Green. The latter site has legal access issues that are being resolved prior to a planning application being made. • There are 5 completions due this financial year at Southbank, North Woodchester. Completion is due on the 25 November 2020. • Approval of a New Council Homes Strategy including the setting out of the approach to the purchase of more land. • The Strategy for New Council Homes was approved at the Housing Committee on the 22 September. • Purchase properties to replace those agreed to be used from the Council's existing stock for temporary housing using the budget of £1.32 million (Approval already granted and RTB receipts being used). • One purchase completed and five others are currently with solicitors, with completion of two of those anticipated imminently (next week). Budget is due to be spent in this financial year. (Leonie Lockwood)
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Tenancy Management

Indicator	Actual	Target	Trend	YTD %
Rent Collection (BVPi66a)	98.31%	96.45%	↑	~
Total Net Income (YTD)	£11,028,706.94	£11,134,871.85	↓	~
Current Rent Arrears (YTD)	£328,473.88	£280,897.90	↓	+11.18%
Universal Credit	1054 (no of claimants)	£268,243.60 (total debt)	↓	+22.42%

SI - IM01	Rent Collection (BVPi66a)	
Actual Value	Target	Trend
98.31%	96.45%	↑

2020/21



Commentary:

Monitoring Comments:

Whilst rent collection for this quarter is above target, the challenges of Covid-19 continue to impact.

Explanation for Performance and Action:

During lockdown, the government introduced several measures to protect social housing tenants, however, the message that tenants continue to pay their rent as normal was clear and the IMOs continued to collect rent as per our Income Collection policy, taking into account the tenants' individual circumstances and agreeing sustainable payment plans where appropriate. This is now starting to show a positive result both in rent collection and rent arrears.

SI - IM03	Total Net Income (YTD)	
Actual Value	Target	Trend
£11,028,706.94	£11,134,871.85	↓

Commentary:

Monitoring Comments:

Covid-19 continues to impact on income collection.

Explanation for Performance and Action:

Performance this year continues to be impacted by the pandemic. Impaired incomes and unemployment will have a significant negative impact on household spending due to a potential downturn on the economy.

We should continue to expect a prolonged period of static debt and slow recovery with an emphasis on repayment agreements to recover income sustainably.

SI - IM04	Current Rent Arrears (YTD)		
Actual Value	Target	Trend	YTD %
£328,473.88	£280,897.90	↓	11.18%

2020/21



Commentary:

Monitoring Comments:

Whilst rent arrears have increased by 11.18% YTD, they are now starting to slowly decrease month on month and have reduced by 8.54% since the 1st quarter.

Explanation for Performance and Action:

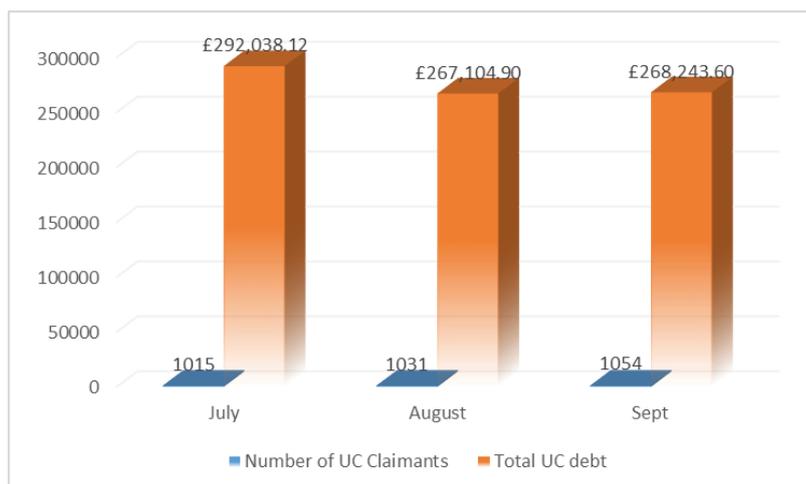
The IMOs continue to proactively engage with tenants to ensure they are receiving the support needed to help them manage their rent accounts. There has been a 6.36% decrease in the number of tenants in arrears since the end of the 1st quarter (723 to 677) and 16.42% YTD (810 to 677).

The government has introduced comprehensive measures to protect tenants including changing the law to increase notice periods to 6 months and evictions not being enforced by bailiffs in local lockdown areas. No evictions will be permitted in England in the run up to Christmas except in the most serious cases involving ASB or domestic abuse.

<https://www.gov.uk/government/news/government-sets-out-comprehensive-support-for-renters-this-winter>

	Universal Credit		
No of Tenants in Receipt of UC	Total Arrears (£)	Trend	YTD %
1054	£268,243.60	↓	22.42%

2020/21



Commentary:

Monitoring Comments:

The number of tenants in receipt of UC has increased by 22.42% in the 2nd quarter. Those with arrears make up 75.5% of all SDC tenants in arrears (511 out of 677).

The average debt per UC tenant in arrears is £524.94. However, 543 (51.52%) claimants are either in credit or have a zero balance on their rent account.

Explanation for Performance and Action:

The IMOs continue to communicate regularly with Stroud JobCentre resolving UC queries. The Service Centres will no longer deal with queries as they are concentrating on the backlog of UC claims.

Claimants requiring additional support are encouraged to apply for a Discretionary Housing Payment which can be used to help with rent payments in the social rented sector. They are also encouraged to engage with GL Communities or other support agencies for free debt management advice.

Activity	Cases
Anti- Social Behaviour (ASB)	66 open ASB cases (as at 20/10/20)

Q1	April	36
	May	29
	June	19
Total Q1		84
Q2	July	14
	August	16
	September	31
Total Q2		61

Commentary:

Monitoring Comments:

From the current 66 open ASB cases, 12 are drug related and this is across the district, 3 harassments, intimidation and hate crimes and the remaining are low level such as noise nuisance.

Explanation for Performance and Action:

22 ASB cases closed due to the NMO team resolving these cases by using a range of tools such as mediation, Acceptable Behaviour Agreements (ABA's) and partnership working.

Consideration has to be given to the fact that during Q1, due to lockdown we were unable to use the tools we would normally use to investigate and close down cases. Therefore the majority of cases opened during Q1 were still being worked through during Q2.

	<p>Housing maintenance (contract services)</p> <p>Comments: Scheduling of the backlog void properties are now complete. Work is scheduled for completion in mid November. The void contractor is currently performing well, and we have been pleased with the quality of work undertaken.</p> <p>We are trying to manage tenant's expectations in terms of timescales to respond to and complete repairs. We are continuing to update communications via all channels to remind tenants that we are still in a post pandemic state of recovery.</p> <p>The new Planned Maintenance contract has been awarded to MD Building Services, who are a medium sized enterprise based in Bristol.</p> <p><u>Q2 Figures</u> Q1 figures are indicated in brackets for comparison.</p> <p><u>Repairs & Voids</u> Repairs raised = 2307 Repairs completed = 1498 Outstanding = 809 scheduled to date (all within target completion dates) Material spend = £71,380 Backlog = 1469 Voids scheduled = 20 Voids issued = 132 Voids complete = 71 Voids open = 18 To be scheduled = 22 C19 Backlog remaining = 3</p> <p><u>Heating & Electrical</u> Gas Servicing = 1243 (688) Gas Repairs = 291 (145) Electrical Repairs = 579 (238)</p>
<p>PROJECTS / CAPITAL PROGRAMME (if not covered in CDP)</p>	<p><u>Tenant Satisfaction</u> Tenant satisfaction is at present not being measured due to capacity and ongoing Covid 19 restrictions. We hope to be in a position to start measuring this with some degree of accuracy from quarter 4.</p> <p><u>Comparison to Previous Service</u> Again at present we are not in a position to accurately provide a comparison due to the initial impact of Covid 19. A fully costed performance and outturn report will be provided at the end of the financial year.</p>

PERFORMANCE MEASURES (see Excelsis where applicable)	Property Services: Performance is measured through project progress and outcomes Performance indicators need to be reviewed as part of future service planning. RTB sales, new build and sheltered completions, disposals are all recorded on Excelsis.
ANY OTHER ISSUES CONSIDERED AT THE MEETING (eg staffing / resources)	
FOLLOW UP (any issues for consideration at the next meeting)	

ANY ISSUES OF SIGNIFICANT CONCERN TO BE REPORTED TO AUDIT AND STANDARDS	
ANY ACTIONS/RECOMMENDATIONS FOR THE COMMITTEE	
REPORT SUBMITTED BY	Kevin Topping, Head of Housing Services
DATE OF REPORT	6 November 2020

Please complete and return to Democratic Services ASAP for circulation to the Committee.