

## Performance Monitoring Report: Housing Committee

<b>DATE OF MEETING</b>	11 January 2021																								
<b>ATTENDEES</b>	<b>Members: Stephen Davies, Lyndsey Green, Mattie Ross, Jenny Miles</b> <b>Officers: Kevin Topping, Joe Gordon, Phil Bishop, Leonie Lockwood</b>																								
<b>PERFORMANCE UPDATE</b> <i>(please give a brief progress update on the following areas)</i>																									
	<p><b><u>Homelessness</u></b></p> <ul style="list-style-type: none"> <li>• Numbers moving into SDC accommodation out of temp accommodation.</li> </ul> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="text-align: left;">Period.</th> <th>SDC Tenancy</th> <th>RP Tenancy</th> <th>Other **</th> </tr> </thead> <tbody> <tr> <td>2019/20 Q1</td> <td>6</td> <td>7</td> <td>8</td> </tr> <tr> <td>2019/20 Q2</td> <td>8</td> <td>3</td> <td>10</td> </tr> <tr> <td>2020/21 Q1</td> <td>0</td> <td>0</td> <td>4</td> </tr> <tr> <td>2020/21 Q2</td> <td>9</td> <td>3</td> <td>13</td> </tr> <tr> <td>2020/21 Q3</td> <td>4</td> <td>1</td> <td>16</td> </tr> </tbody> </table> <p>** Other reasons include:</p> <ul style="list-style-type: none"> <li>• Finding own accommodation.</li> <li>• Abandonment.</li> <li>• Assisted into private sector accommodation with Homeless Prevention Fund.</li> <li>• Use of mediation to allow a return home.</li> <li>• Eviction.</li> <li>• End of duty to provide accommodation. (Phil Bishop)</li> </ul>	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	2020/21 Q3	4	1	16
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2019/20 Q1	6	7	8																						
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## **Building Affordable Homes**

- Five new homes completed at Southbank, Woodchester on 25 November.
- Contracts awarded to Beard Construction for the next three schemes, Ringfield, Nailsworth, Summersfield Rd, Minchinhampton and Broadfield Rd, Eastington with start on site for Ringfield in January with the other two following on in March. All 36 homes currently programmed to be completed in this calendar year.
- Awaiting planning decision for the 5 unit scheme at Orchard Road, Ebley which can then be added into the programme with the same contractor due to the procurement through the Westworks DPS.
- Planning applications being prepared for Glebelands, Cam and Cambridge House, Dursley to provide a further 36 new homes.
- Strategy for New Council Homes was approved by members at the Housing Committee on 22 September 2020 and the action plan is being worked through.
- Modernisation works have been completed at the sheltered housing scheme at Willow Road in Stonehouse and works have started at Springfield Court in Cam and are due to be complete by the end of March.

## **Tenancy Management**

<b>Activity</b>		<b>Cases</b>
Anti- Social Behaviour (ASB)		41 open ASB cases (as at 30/12/20)
<b>Q1</b>	April	36
	May	29
	June	19
<b>Total Q1</b>		<b>84</b>
<b>Q2</b>	July	14
	August	16
	September	31
<b>Total Q2</b>		<b>61</b> 
<b>Q3</b>	October	11
	November	12
	December	18
<b>Total Q3</b>		<b>41</b>

### **Commentary:**

#### **Monitoring Comments:**

From the current 41 open ASB cases, 10 are drug related and are therefore considered high risk, 20 are noise related and 11 are neighbour disputes, these are low level cases.

#### **Explanation for Performance and Action:**

Since Q2, 20 ASB cases have been 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. Resolving ASB issues can be time consuming as evidence needs to be gathered over a period of time and this is not always forthcoming.

Four existing cases have been carried through from Q1, which have required substantial evidence gathering, support, and continuous discussions with One Legal. One of these cases has been through the legal system and is still ongoing due to breaches of the civil injunction. Three are in the process of being considered for legal action.

## Income Management Performance Report

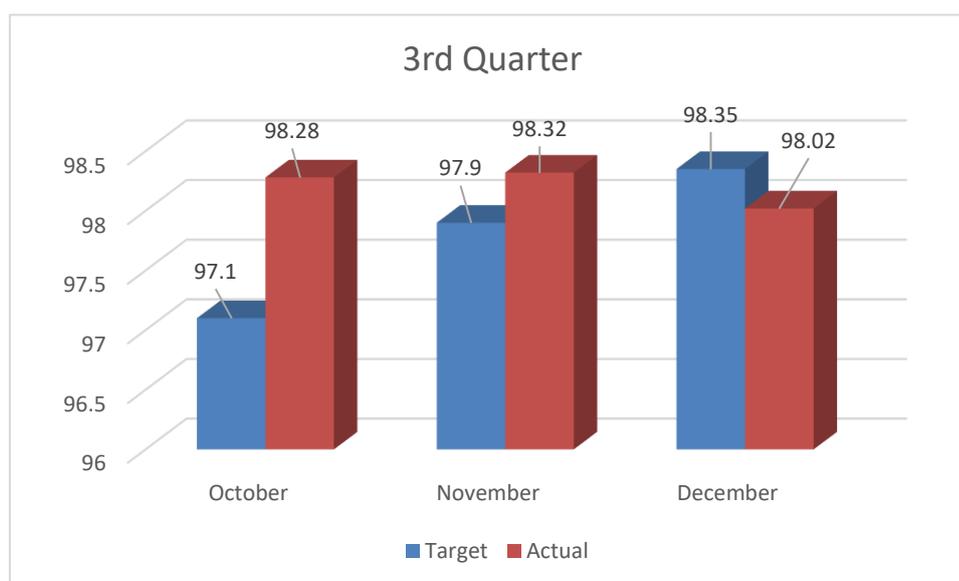
Indicator	Target	Actual Value	Trend	YTD %
<b>Rent Collection (BVPi66a)</b>	98.35%	98.02%	↓	~
<b>Current Rent Arrears (YTD)</b>	£274,210.13	£401,376.24	↑	+35.86%
<b>Universal Credit</b>	£303,710.94 <sup>^</sup> (total debt)	1095* (no of claimants)	↑	+27.18%* +35.49% <sup>^</sup>

### Performance Indicator Definition~

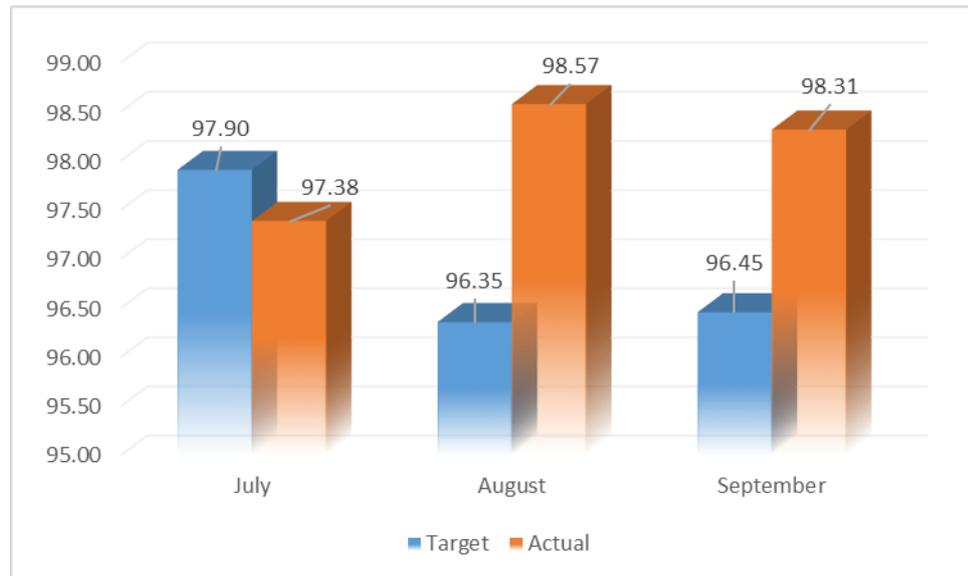
#### **Rent Collection (BVPi66a)**

The proportion of rent collected is calculated from the data on the gross HRA rent collected during the year (i.e. including that met through Housing Benefit), as a proportion of the total HRA rent available for collection in the year, but with rent arrears from former tenants accrued before the year end excluded (i.e. the latest potential rent income after allowing for vacant dwellings and including arrears of current tenants outstanding at the beginning of the year).

SI - IM01	<b><u>Rent Collection (BVPi66a)</u></b>	
Target	Actual Value	Trend
98.35%	98.02%	↓



### 2nd Quarter



#### Commentary:

##### Monitoring Comments:

The delay in posting the Direct Debit credit for 1 January 2021 (due to the New Year bank holiday) has impacted negatively on December's rent collection data.

##### Explanation for Performance and Action:

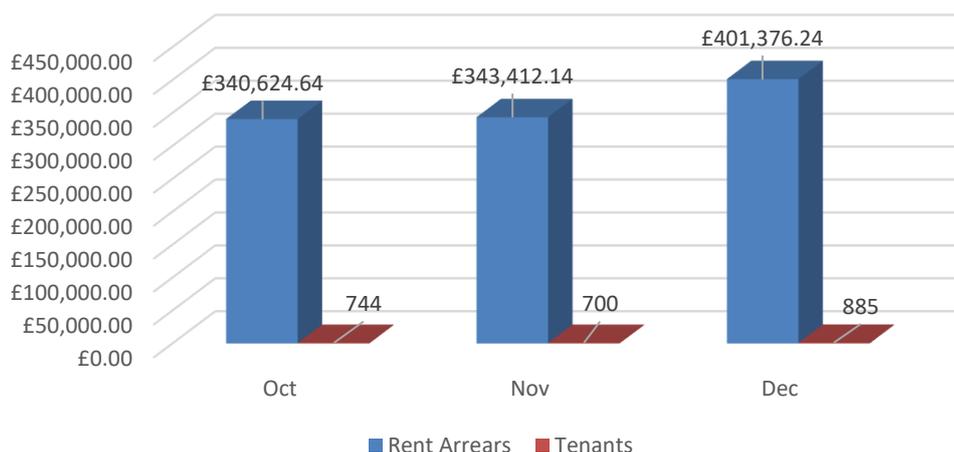
During lockdown, the government introduced several measures to protect social housing tenants, however, the message that tenants continue to pay their rent as normal has been, and is still, very clear as the government has made a strong package of financial support available. Therefore, the Income Management team continue to collect rent as per our Income Collection policy, taking into account tenants' individual circumstances, and agreeing sustainable payment plans where appropriate.

SI - IM04

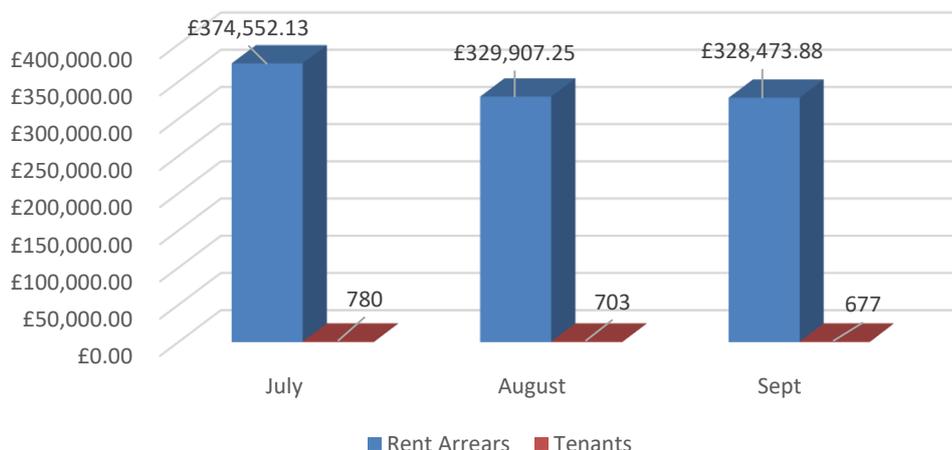
#### Current Rent Arrears (YTD)

Target	Actual Value	Trend	YTD %
£274,210.13	£401,376.24	↑	+35.86%

### 3rd Quarter



## 2nd Quarter



### Commentary:

#### Monitoring Comments:

Historically, rent arrears increase in December, due to the holiday period; but the prolonged impact of COVID-19 also continues to contribute.

- Rent arrears have increased by 35.86% YTD (17% monthly).
- The DD payment due for 1 January of £347,424.39 has not yet been credited to the rent accounts due to the New Year bank holiday and this will have impacted negatively on data.
- There has been a 31% increase in the number of tenants in arrears since the end of the 2<sup>nd</sup> quarter (677 to 885), 5.56% YTD (810 to 855).
- 112 tenants in receipt of housing benefit are in arrears, equal to 13% of all accounts in arrears with debt totalling £29,232.09. Housing benefit is currently paid to rent accounts weekly in advance.
- 1,746 tenants pay their rent via direct debit.

#### Explanation for Performance and Action:

The Coronavirus Act 2020 continues to protect tenants by delaying when legal action can be taken against them for non-payment of rent. The Act has also extended the required notice period length to 6 months following the service of a NOSP (Notice of Seeking Possession).

Whilst the stay on possession proceedings expired on 20 September 2020 and we are now able to progress possession claims through the courts, we are carefully prioritising cases and have yet to take further action against any tenants for rent arrears that have arisen directly as a result of COVID-19.

To protect against Coronavirus (COVID-19) transmission, the government changed the law to ensure bailiffs do not to enforce evictions in England until 11 January 2021. This means that no eviction notices can be served until 11 January and, given the 14-day notice period required, no evictions are expected to be enforced until 25 January 2021 at the earliest. The only exceptions to this are the most serious circumstances: illegal occupation, false statement, anti-social behaviour, perpetrators of domestic abuse in social housing, where a property is unoccupied following the death of a tenant, and extreme rent arrears equivalent to 9 months' rent with any arrears accrued since 23 March discounted.

- 96 tenants are currently under an active Possession order.
- There are no Warrant (eviction) actions currently pending.

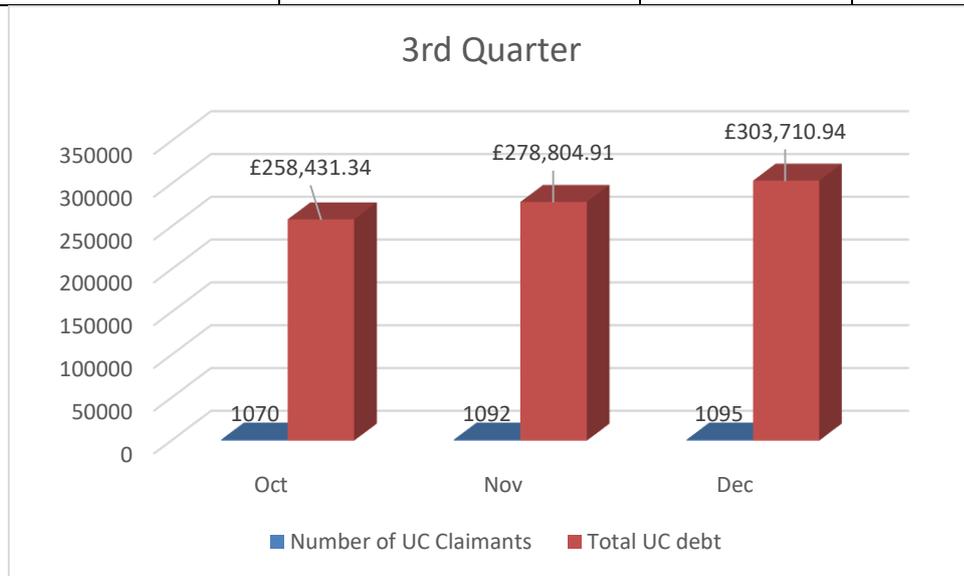
<https://www.gov.uk/government/publications/covid-19-and-renting-guidance-for-landlords-tenants-and-local-authorities/coronavirus-covid-19-guidance-for-landlords-and-tenants>

The IMOs continue to proactively engage with tenants to ensure they are receiving the support needed to help them manage their rent accounts and sustain their tenancies.

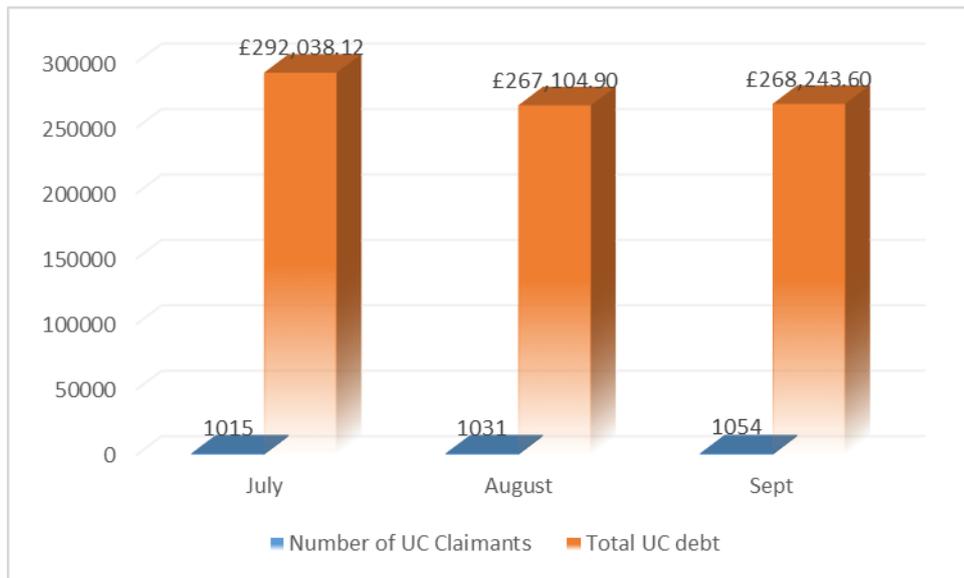
Year to date, 62 referrals have been made to GL Communities for free debt management and benefits advice. This service has been of great help to tenants who might not have had to access the benefits systems before, so were apprehensive about making a claim.

22 tenants have been referred to, and received, food parcels from Stroud Foodbank. During the week commencing 14 December 2020, 13 Christmas hampers were also delivered to tenants to sustain them through the holiday period.

<b>Universal Credit</b>			
No of Tenants in Receipt of UC	Total Arrears (£)	Trend	YTD %
1095*	£303,710.94^	↑	+27.18%* +35.49%^



## 2nd Quarter



### Commentary:

#### Monitoring Comments:

- Universal Credit claimants in arrears equates to 63% of all SDC tenants in arrears (544 / 885).
- Average debt per UC claimant in arrears is £558.29.
- 50.32% of UC claimants (551) are either in credit or have a zero balance on their rent account.
- Managed (direct rent) payments are being collected for 160 claimants totalling £120,909.32 for December.

#### Explanation for Performance and Action:

Universal Credit payments are made 4 weeks in arrears for all claimants.

The IMOs continue to communicate regularly with Stroud JobCentre resolving UC queries.

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.

#### Housing maintenance (contract services)

##### Comments:

The backlog of voids from Lockdown No 1 has been completed since November. Lockdown No 2 and the effect of the capacity of our voids contractor, working within Covid safe guidelines has resulted in a current backlog of 50 properties has been created. These are currently being programmed and a separate workforce is being allocated to ensure we are completing newly arising voids

We continue to try and 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.

The new Planned Maintenance contract mobilisation is going well with the external works are due to start mid-January. Internal works have been delayed due to Covid.

**Q3 Figures**

Q2 figures are indicated in brackets for comparison.

**Repairs & Voids**

Repairs raised = 1906 (2307)  
 Repairs completed = 1175 (1498)  
 Outstanding = 731 scheduled to date (all within target completion dates) (809)  
 Material spend = £119,644 to date (£71,380)  
 Backlog = 2131 (includes jobs awaiting parts and scheduled until end January) (1469)

Voids scheduled = 12 (20)  
 Voids issued = 165 (132)  
 Voids complete = 139 (71)  
 Voids open = 14 (18)  
 To be scheduled = 50 (22)  
 C19 Backlog remaining = 0 (3)

**Heating & Electrical**

Gas Servicing = 877 (1243)  
 Gas Repairs = 473 (291)  
 Electrical Repairs = 552 (579)

**Tenant Satisfaction**

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.

**Comparison to Previous Service**

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><b>PROJECTS / CAPITAL PROGRAMME (if not covered in CDP)</b></p>	
<p><b>PERFORMANCE MEASURES (see Excelsis where applicable)</b></p>	<p>Property Services: Performance is measured through project progress and outcomes Performance indicators need to be reviewed as part of future service planning.</p> <p>RTB sales, new build and sheltered completions, disposals are all recorded on Excelsis.</p>

<b>RISKS (SEE EXCELSIS)</b>	
<b>RELEVANT FINANCE ISSUES</b>	
<b>ANY OTHER ISSUES CONSIDERED AT THE MEETING (eg staffing / resources)</b>	<b>Homelessness section to be reviewed to be more relevant to Temporary Accommodation and impacts/effects and benchmarking against other providers</b>
<b>FOLLOW UP (any issues for consideration at the next meeting)</b>	

<b>ANY ISSUES OF SIGNIFICANT CONCERN TO BE REPORTED TO AUDIT AND STANDARDS</b>	
<b>ANY ACTIONS/RECOMMENDATIONS FOR THE COMMITTEE</b>	
<b>REPORT SUBMITTED BY</b>	Councillor Stephen Davies and Councillor Lindsey Green
<b>DATE OF REPORT</b>	14 January 2021