

<b>Committee</b>	<b>Dated:</b>
Housing Management & Almshouses Sub-Committee	21/01/2019
<b>Subject:</b> Housing Update & Risk Register	<b>Public</b>
<b>Report of:</b> Director of Community & Children's Services	<b>For Information</b>
<b>Report author:</b> Liam Gillespie, Head of Housing Management	

### Summary

This six-monthly update on Housing Service performance and management information keeps Members up to date with progress against key areas of work. The report covers performance for the first half of the current financial year (1<sup>st</sup> April to 30<sup>th</sup> September 2018).

Members may wish to note that:

- Rent collection stood at 98.2% at the end of September
- Housing applications doubled in Q1 and Q2 compared to the same period in the previous financial year

### Recommendation

Members are asked to:

- Note the report

### Main Report

#### Background

1. This report is presented to the Housing Management & Almshouses Sub-Committee every six months. It provides Members with an overview of Housing Service performance and progress on key issues, plus some additional information of interest.
2. This report covers the period 1<sup>st</sup> April to 30<sup>th</sup> September 2018. It has been organised to give Members information on each of eight areas of work:
  - Repairs & Maintenance
  - Estate Management
  - Revenues
  - Allocations
  - Affordable Housing
  - Benefits

- Complaints
3. The report will also provide an update on the risk register relating to Housing & Neighbourhoods.

### Repairs & Maintenance

4. During the reporting period, a total of 3,209 repairs were logged by Property Services. Performance against key indicators is set out below:

Performance indicator	Target	Year-end performance
Overall	96%	98.47%
Priority One repairs (complete within 24 hours)	95%	99.31%
Priority Two repairs (complete within 3 working days)	95%	97.76%
Priority Three repairs (complete within 5 working days)	96%	98.92%
Priority Four repairs (complete within 20 working days)	96%	97.92%
% of jobs for which post-work inspections were carried out	15%	23.90%

5. At the end of the reporting period, 99.16% of our properties had a valid CP12 gas safety certificate.

### Estate Management

6. Only three Right to Buy applications were received during the reporting period; one sale completed during this time. This is a significant drop from the same time last year, when 12 applications were received in Q1/2.
7. Ten applications were withdrawn, though some of these were initially submitted in the 2017/18 financial year.
8. The Housing & Neighbourhoods Team is now using the Streetwise database and the Noise App to record and manage cases of anti-social behaviour. In Q1 there were 21 new cases of anti-social behaviour logged, with 20 recorded in Q2 (a total of 41 in the reporting period).
9. Of the 41 cases logged, noise nuisance accounted for 16 cases. The remaining incidents were made up of instances of the misuse of communal spaces, criminal damage and alcohol misuse/related behaviour.

### Revenues

10. At the end of Q2, rent collection stood at 98.2%; arrears amounted to £238,545. This collection rate is very high, particularly given that officers continue to face challenges in securing court dates in arrears possession cases.

11. One arrears-related eviction was carried out during the reporting period.

### **Allocations**

12. At the end of the reporting period, there were 745 households on the waiting list for accommodation.

13. During Q1 and Q2, 141 new applications for housing were received, of which 125 were accepted onto the register. This is a significant increase compared to the same period last year, when only 70 applications were received.

14. At the time of writing, officers are preparing to carry out a census of current housing applicants. As in previous years, it is likely that many applicants will be removed from the list due to changes in circumstances that mean they are no longer eligible for housing assistance.

15. During the reporting period, a total of 32 properties became vacant for re-letting across City of London estates.

### **Affordable Housing**

16. Planning permission has been granted for three additional flats at Isleden House. Tender documents are now being developed, with a view to the tender process beginning in April 2019.

17. Planning consent has been gained for thirteen new flats at Avondale Square, at George Elliston House and Eric Wilkins House. Tenders for this work are due back on 18<sup>th</sup> January 2019.

18. Construction continues at Middlesex Street Estate, where ten additional units of housing are being created from reclaimed upper floors of commercial units, plus the former Porters' Mess Room. Handover is expected in April 2019.

19. A design team has been appointed to take forward proposals for 130 units of housing at Sydenham Hill Estate, following the closure of Mais House. A planning application is due to be submitted in June 2019.

### **Benefits**

20. At the end of the reporting period, there were 689 households in the City and on our other housing estates claiming Housing Benefit. Performance on our indicators is as follows:

<b>Performance indicator</b>	<b>Target</b>	<b>Q2 Performance</b>
Average time taken to process new benefit claims	<26 days	18.8 days
% New claims decided within 14 days	>90%	98.9%
Average number of days taken to process notification of changes of circumstance	<10 days	4 days

## **Complaints**

21. We received a total of 13 new complaints in Q31/2 (relating to housing management only). Once repairs complaints are included, this total increases to 37.
22. The table below shows the number of complaints dealt with at the different stages of the complaints process. Please note that some complaints dealt with at stages two and three may have commenced prior to the reporting period; cases referred to the Local Government Ombudsman may also have been at stage 3 prior to April 2018. These cases are only logged once we are notified by the Ombudsman that the case has been taken on, which can be some months following the stage 3 response has been provided by the Town Clerk's Department.

	<b>Stage One</b>	<b>Stage Two</b>	<b>Stage 3</b>	<b>Ombudsman</b>
<b>Repairs</b>	24	6	0	2
<b>Housing</b>	13	6	2	0

23. Housing Services maintained its 100% performance for responding to complaints within published deadlines.

## **Risk Register**

24. The Departmental Risk Register contains several strategic risks which are either specific or relevant to the Housing & Neighbourhoods Division and/or the Barbican & Property Services Division. Having identified the key strategic risks, officers report actions already taken to mitigate against the likelihood and impact of these risks. The risk is then reassessed.
25. Each risk is then accompanied by an action plan which identifies future actions to be taken. This section of the report is intended to update Members on any action taken.
26. No red risk ratings were identified in the reporting period.
27. Members may wish to note the following update:

- **DCCS HS 001d:** the estate standards review has made good progress and a new Estate Management Policy has been introduced. Officers are currently working on the introduction of electronic estate inspection forms, which will be used to monitor estate standards and health and safety risks.

### **Format of Future Reports**

28. Officers have looked at different ways of presenting the information normally contained in this report, as well as other performance information relating to housing management. An example of a performance reporting dashboard is attached to this report.

29. Senior managers have fortnightly meetings to monitor key areas of performance and will be making greater use of similar reporting tools. Members may consider that this format could be adopted for the Housing Update Report, which could be presented as a 'dashboard' with a covering report containing any necessary analysis. Officers would welcome comments from Members on the format of this report in future.

### **Appendices**

- Appendix 1: Extract from Corporate and Departmental Risk Register
- Appendix 2: Example performance reporting 'dashboard'

### **Liam Gillespie**

Head of Housing Management

T: 0207 332 3785

E: [liam.gillespie@cityoflondon.gov.uk](mailto:liam.gillespie@cityoflondon.gov.uk)