

Committee: Housing Management and Almshouses Sub-Committee	Date: 22/07/2019
Subject: Housing Update & Risk Register Report	Public
Report of: Director of Community and Children's Services	For Information
Report author: 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 in key areas of our work. The report covers performance for the second half of the last financial year (1st September 2018 to 31st March 2019).

Members may wish to note that:

- Rent collection stood at 98.5% at the end of the year
- There were 135 new housing applications, of which 100 were accepted onto the list
- Only 2 Right to Buy applications completed during the reporting period

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 1st September 2018 to 31st March 2019. It is intended to give Members information on these areas of work:
 - Repairs & Maintenance
 - Estate Management
 - Revenues
 - Allocations

- Benefits
 - Complaints
3. The report will also provide an update on the risk register relating to Housing & Neighbourhoods.
 4. As previously discussed with Members, the report now has a performance dashboard attached (Appendix 1), which gives a visual summary of performance in various areas. As this is still a new way of presenting this information, officers welcome comments from Members on how useful they find the dashboard and any suggestions they may have to improve it.

Repairs

5. Gas safety compliance (properties with a current valid CP12 gas safety certificate) stood at 99.84% at the end of the reporting period. The non-compliance amounted to 3 properties. Members may wish to note that compliance increased following the end of the reporting period.

Estate Management

6. There were eight Right to Buy applications made during the reporting period; two sales completed during this time.
7. The Housing & Neighbourhoods Team is now using the Streetwise database and the Noise App to record and manage cases of anti-social behaviour. There were 28 cases logged during the reporting period, the main category being noise nuisance issues.

Revenues

8. At the end of Q4, rent collection stood at 98.5%; current tenant arrears amounted to £191,474. Former tenant arrears were £80,884 at year end, outside the target of £65,000. This target has been reviewed and is subject to a separate report.

Benefits

9. At the end of the reporting period, there were 647 households on City of London estates claiming Housing Benefit. Performance indicators are outlined in the table below.

Performance indicator	Target	Q2 Performance
Average time taken to process new benefit claims	<26 days	19.8 days
% New claims decided within 14 days	>90%	96.5%
Average number of days taken to process notification of changes of circumstance	<10 days	4.4 days

Allocations

10. At the end of the reporting period, there were 781 households on the waiting list for accommodation.
11. A census of housing applicants was carried out during this period, with 101 applications being cancelled due to ineligibility or no response to requests for information.

Complaints

12. A total of 64 complaints were received across housing management and repairs in the reporting period.
13. Members may wish to note that officers are in the process of reviewing the housing complaints process, with a view to promoting early resolution and placing more emphasis on direct contact with complainants in person, rather than via letter.

Risk Register

14. 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.
15. 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.
16. No red risk ratings were identified in the reporting period.
17. With reference to risk DCCS HS 001d, relating to estate inspections, significant progress has been made in this area which is not yet reflected in the risk register. Draft estate cleaning standards have now been produced and will be presented to Members shortly. An inspections regime, based around an online form, is being piloted on two estates and will be rolled out across our estates by September 2019.

Appendices

- Appendix 1 – Housing Performance Dashboard
- Appendix 2 – Extract from Departmental Risk Register

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