

You are requested to attend a meeting of the Tenant Services Management Board to be held in The John Meikle Room, The Deane House, Belvedere Road, Taunton on 20 May 2014 at 18:00.

Agenda

- 1 Apologies.
- 2 Minutes of the meeting of the Tenant Services Management Board held on 17 March 2014 and Annual General Meeting held on 28 April 2014 (attached).
- 3 Public Question Time.
- 4 Declaration of Interests
To receive declarations of personal or prejudicial interests, in accordance with the Code of Conduct.
- 5 Taunton Deane Borough Council Accommodation Project. Report of the Director of Housing and Communities (verbal update).
Reporting Officer: James Barrah
- 6 Deane Housing Development Update. Report of the Assistant Director of Property and Development (verbal).
Reporting Officer: Kene Ibezi
- 7 Performance Indicators Quarter Four 2013/14. Report of the Housing Managers (attached).
Reporting Officer: James Barrah
- 8 Tenant Services Management Board Election 2014. Report of the Tenant Empowerment Manager (verbal).
Reporting Officer: Martin Price
- 9 TPAS Annual Conference 2014. Report of the Tenant Empowerment Manager (verbal update).
Reporting Officer: Martin Price

The following items are likely to be considered after the exclusion of the press and public because of the likelihood that exempt information would otherwise be

disclosed relating to the Clause set out below of Schedule 12A of the Local Government Act 1972.

- 10 Shared Services Structure for Property and Development - Update on Proposals and next steps. Report of the Director of Housing and Communities (attached).
Reporting Officer: James Barrah
- 11 Shared Services Structure for Housing and Communities Development - Update on proposals and next steps. Report of the Assistant Director of Housing and Community Development (attached).
Reporting Officer: Simon Lewis

Bruce Lang
Assistant Chief Executive

06 June 2014

Members of the public are welcome to attend the meeting and listen to the discussions.

There is time set aside at the beginning of most meetings to allow the public to ask questions.

Speaking under “Public Question Time” is limited to 4 minutes per person in an overall period of 15 minutes. The Committee Administrator will keep a close watch on the time and the Chairman will be responsible for ensuring the time permitted does not overrun. The speaker will be allowed to address the Committee once only and will not be allowed to participate further in any debate.

Except at meetings of Full Council, where public participation will be restricted to Public Question Time only, if a member of the public wishes to address the Committee on any matter appearing on the agenda, the Chairman will normally permit this to occur when that item is reached and before the Councillors or Tenant Services Management Board Members begin to debate the item.

This is more usual at meetings of the Council’s Planning Committee and details of the “rules” which apply at these meetings can be found in the leaflet “Having Your Say on Planning Applications”. A copy can be obtained free of charge from the Planning Reception Desk at The Deane House or by contacting the telephone number or e-mail address below.

If an item on the agenda is contentious, with a large number of people attending the meeting, a representative should be nominated to present the views of a group.

These arrangements do not apply to exempt (confidential) items on the agenda where any members of the press or public present will be asked to leave the Committee Room.

Full Council, Executive, Committees and Task and Finish Review agendas, reports and minutes are available on our website: www.tauntondeane.gov.uk



Lift access to the John Meikle Room and the other Committee Rooms on the first floor of The Deane House, is available from the main ground floor entrance. Toilet facilities, with wheelchair access, are also available off the landing directly outside the Committee Rooms.



An induction loop operates to enhance sound for anyone wearing a hearing aid or using a transmitter.

For further information about the meeting, please contact the Corporate Support Unit on 01823 356414 or email r.bryant@tauntondeane.gov.uk

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Tenant Services Management Board Members:-

Mr D Etherington	(Chairman)
Mrs J Hegarty	(Vice-Chairman)
Councillor R Bowrah, BEM	
Mrs J Bunn	
Mr M Edwards	
Mr D Galpin	
Mr I Gould	
Mr K Hellier	
Mr R Middleton	
Councillor Miss F Smith	

Minutes of the meeting of the Tenant Services Management Board held on Monday 17 March 2014 at 6pm in The John Meikle Room, Belvedere Road, Taunton.

Present: Mr Dustyn Etherington (Chairman),
Mrs J Hegarty (Vice-Chairman),
Mrs J Bunn, Mr M Edwards, Mr D Galpin, Mr K Hellier, Mr R Middleton,
Councillor Bowrah, Councillor Miss F Smith.

Officers: Steve Esau (Property Manager, Maintenance), Tom Gillham (Interim Assistant Director Property & Development), Sharon Harvey (Supported Housing Team Manager), Gary Kingman (Supported Housing Team manager), Martin Price (Tenant Empowerment Manager) Phil Webb (Housing Manager – Property Services), and Andrew Randell (Corporate Support Officer).

Others: Councillors Jean Adkins and Jane Warmington.

(The meeting commenced at 6.00pm)

1. Apologies

There were no official apologies

2. Public Question Time

Councillor Jean Adkins explained that as Taunton Deane Borough Council (TDBC) is now building properties it would be prudent to join an Affordable Housing Partnership. A brand would therefore be needed to highlight this part of TDBC's work. The proposed name for this is "Deane Housing Development" and a separate logo would be created.

All were happy in relation to the change; questions were asked relating to the cost implications, it was believed that it was just in house graphics that would be needed to make the change with minimum cost incurred.

It was questioned if building housing in West Somerset would have an effect on TDBC.

Tom Gillham was introduced and welcomed as the interim Assistant Director - Property and Development.

3. Declarations of Interests

Councillor Bowrah and Councillor Miss Smith declared personal interests as several members of their families were Taunton Deane Borough Council Housing Tenants. Mr Etherington, Mrs Hegarty, Mrs Bunn, Mr Edwards, Mr Galpin, Mr Hellier and Mr Middleton declared personal interests as Taunton Deane Borough Council Housing Tenants.

4. ALCHO Performance Update Report

The Property Manager – Maintenance gave a verbal update on the ALHCO Performance Monitoring.

Below is a summary of the Quarter Three ALCHO Performance Update:

- At the end of Quarter, compliance stood at 99.93% with reported three properties overdue. It can be confirmed that all three were serviced early in Quarter 4.
- There were still some on going problems with ALCHO not consistently meeting the 10 month programme. The gas team was working closely with ALCHO to make improvements.
- Reactive Maintenance - the KPI figures were showing below the target in all areas. The Council were working with ALCHO to identify the reasons for repairs being overdue with actions on how they are going to improve performance, bringing them up to target.
- The void levels had been about normal in Quarter three.
- The council were still experiencing a high number of appliance failures both through gas checks on voids and the servicing programme.
- The financial information included the cost of servicing and maintenance together with rechargeable works; the latter being works outside of the contract and included works to voids.
- To date the amount of scrap monies stood at approx £8k, these monies were paid back into the Housing Revenue Account.

During the discussion of this item, board members made the following comments and asked questions. Responses shown in italics:

- The recovery of £8k worth of scrap materials was commended and discussed; *following questioning this was factored into previous installation contracts with different terms on scrap materials, with money off installations in the past but this had now been changed to scrap materials being the property of TDBC.*

Resolved that the Board noted the Officer's report.

5. Tenant Services Management Board Elections 2014

The Tenant Empowerment Manager gave a verbal update concerning the up and coming Tenant Services Management Board Elections.

The Tenant Empowerment Manager detailed to the board that due to the European Elections in May the Tenant Services Management Board Election couldn't take place at the end of May.

During the discussion of this item, board members made the following comments and asked questions. Responses shown in italics:

- An information pack would be sent out to tenants for the election.
- Members of the board were happy for the word count of the candidate statement to be increased to 150 words. The political representation of the board was discussed, with currently the two largest political groups providing two representatives. *Increasing the numbers on the board was possible but not recommended with numbers in the terms of reference in the governance of the board stated the board needs to be made up of a maximum of 10 tenants and 2 councillors.*
- The timescales of the meeting were set out to the board and all members of the board were happy to have a May meeting with the new board to be in place after the election in June.

Resolved that the board noted the officer's verbal report and were in favour of holding the meeting in May and the election in June.

6. **Tenants' and Leaseholders' Open Day 2014 Update.**

The Tenant Empowerment Manager gave a verbal update concerning the Tenants' and Leaseholders' Open Day, to be held on 28 April 2014.

During the discussion of this item, board members made the following comments and asked questions. Responses shown in italics:

- The groups met in February and March with thanks extended to those of the TSMB who attended.
- Debbie Rundle was working closely with the Twitter account being used to promote open days. Publicity for the event would also be put up across the borough. Banners would also be displayed on Deane House and on the high street.
- Voluntary groups would have a stall for their information at the open day, with James Barrahan and Phil Webb attending as guest speakers.
- A bus had been arranged for a charge of £145 for the whole day so that people could attend the event.
- An invite had gone out to a local radio station for the whole day to interview residents, with the event also due to be publicised in the gazette.
- The possibility of creating a logo for the TSMB was discussed. As tenants were used to having the TDBC logo displayed on correspondence, all were happy for the logo being displayed on papers of documents relating to the Tenant Services Management Board.

Resolved that the board noted the officers update:-

7. **TPAS Annual Conference 2014**

The Tenant Empowerment Manager gave a verbal update concerning the next TPAS Annual Conference.

Below is a summary of the details for the next TPAS Annual Conference:

- The dates of the annual conference had been published.

- This had been arranged for 9th and 10th July at the Chestford Grange Hotel, Kenilworth, Warwick. The board would be kept updated when more information was available.
- It was suggested that places were to be booked in advance, but agreed that new members of the board would be allowed to attend after being elected if they wished.

Resolved that the board noted the officers update.

(The meeting ended at 7.05pm)

Minutes of the Annual General Meeting of the Tenant Services Management Board held on Monday 28 April 2014 at 3:30pm at Somerset County Cricket Ground, Taunton.

Present: Mr Dustyn Etherington (Chair),
Mrs Judith Hegarty (Vice-Chair),
Mrs J Bunn, Mr M Edwards, Mr D Galpin, Mr K Hellier, Mr R Middleton
and Councillor Bowrah.

Officers: James Barraah (Director – Housing & Communities), Martin Price (Tenant Empowerment Manager), Stephen Boland (Housing Services Lead), Phil Webb (Housing Manager; Property Services), Simon Lewis (Assistant Director – Housing & Community Development) and Emma Hill (Corporate Support Officer).

Others: Councillors Adkins, Mrs Smith and Jane Warmington.

(The meeting commenced at 3.30pm)

1. Introduction

The Chair welcomed all Board Members and Tenants to the meeting, which was the fourth Annual General Meeting.

2. Apology

Councillor Miss F Smith

3. Public Question Time

No questions received for Public Question Time.

4. Declarations of Interests

Councillor Bowrah declared personal interest as members of his family were Taunton Deane Borough Council Housing Tenants. Mr Etherington, Mrs Hegarty, Mrs Bunn, Mr Edwards, Mr Galpin, Mr Hellier and Mr Middleton declared personal interests as Taunton Deane Borough Council Housing Tenants.

5. Tenant Services Management 2013/14

The Chairman of Tenant Services Management Board gave a verbal update welcoming those present to the fourth Annual General Meeting and reflected on some of the Board's work over the past year.

Much has happened over the last 12 months which reflects not only the role of the board but also the changes that were happening in the world of housing as a whole and more specifically in Taunton Deane.

The following was a summary of the Chairman's reflection of the Board's activity over the past 12 months:

- Highlighted the excellent progress made on the Creechbarrow Road regeneration project. It was exciting to hear that the Council was building again after gap of several decades.
- The Board continued its regular scrutiny of the Housing Services performance either across the whole of housing, or looking closely at a particular part of housing. This included reviewing performance reports every three months
- The STAR Survey questionnaire was sent out to the Tenants and the results and comments provided the Council and the Board with a clear picture of the tenants' satisfaction with their homes and the service.
- Outside organisations such as Somerset County Council Children's Centres and Halcon One Team seeking the views of the board.
- The Shared Services project with West Somerset Council as well as the creation of the Joint Management Structure helped secure the financial future of both councils.
- HRA Business Plan came into enforce in 2012, the Board had noted the importance of all tenants being made aware of future plans for the Housing Service as well as how the finances would be spent.
- Welfare Reform was an area of concern for both the Board and Tenants, and practical measures had been approved by the Board and being carried out by council staff to help and advice any tenants affected.
- The Board received regular updates as to how tenants were being helped and kept up to date with the government's plans. This was something that would continue into the next year and beyond.
- Officers had approached the board as part of consultation with Government's plans to alter the 'World of Housing'. The Council had approached the Board for their comments and opinions on those proposals.
- Thank you to members of the Tenants' Forum and Supported Housing Service Development Group who came together to improve services and tenant information.
- Thank you to volunteers from Tenants' Forum who completed the Tenant Inspections of empty council properties to make sure they were acceptable before re-renting by the Council.
- It showed the importance of the Board, when we had Executive Councillors for Housing and Communities as well as other Councillors, Senior Members of Council Staff attending the Board meetings.

Below was a summary of the STAR survey results within the Chairman's reports:

- 84% of tenants would recommend Taunton Deane to family or friends.
- 86% were happy with the overall service they receive from Taunton Deane and 84% the value for money for rent.
- 88% of tenants were also satisfied with the quality of their home and 84% were satisfied with the condition of their property.
- 81% of tenants were satisfied with the appearance of their neighbourhood and 72% with the overall estate services provided by Taunton Deane.
- Only 58% of tenants were satisfied with the grounds maintenance provided (58%), with 32% dissatisfied.
- Key issues within neighbourhoods were car parking, dog fouling and rubbish/litter.

- 47% of Taunton Deane's tenants had access to the internet.

Thanks were given to the other Board Members for all their work over the past year.

During the presentation of this item, board members made the following comments and asked questions. Responses shown in italics:

- It was added by Executive Councillor thanks to the Board Members for their work over the last year. Also she was looking forward to working with the Members of Board after the forthcoming Board Elections.

Resolved that the Board noted the Chairman's report.

6. The Year ahead for Housing Services

The Director for Housing and Communities gave a verbal update outlining the new issues facing the Board for the coming year. These included the following:

- There would be ongoing issues with the shrinking of the General Fund, hopefully the Housing Revenue Account would continue to be buoyant.
- There would be increasing and ongoing pressure throughout the Local Authority with shrinking budgets and increasing costs. The Council would be pressurised to reduce their costs but still provide the same level of services.
- There was the Council's ongoing accommodation project. A decision would be made regarding whether to design and build a purpose built building or move into space at County Hall.
- The Council was losing an increasing number of Council properties to Right to Buy. This stands at around 80 homes in the last 12 months.
- There was now ongoing visual progress with the Creechbarrow Road project. The contractor was on site removing and demolishing the old buildings.
- The Council was now a member of the Affordable Homes Partnership.
- The Council had made some progress in increasing its housing stock after selling through RtB. It had bought back seven ex-council properties.
- Planned review of the Council's non-traditional stock as well as reviewing each type of property and their maintenance etc.
- A seven million capital projects programme to complete.
- Planning to re-visit Solar PV projects and chasing external cladding programmes as well.
- A continuing review of the repairs service as well as the COSY system replacement with an aim to be more customer driven and a need to re-focus how the repairs service completes repairs.
- Since April 2011, there had been 32% reduction in crime in Halcon. This was since the introduction of the Halcon One Team.
- There would be a reduction in Supporting People Grants so there would be challenges for Supported Housing provision in the near future.
- The leasehold service had made improvements to the service over the last 12 months.

- Looking to continue the involvement progress with Tenants' Forum and the Board in the Council's Housing Business.

The officer thanked the Board and Tenants' Forum Members for their effort and ongoing interest, also thanks to Councillors and Housing employees.

During the discussion of this item, board members made the following comments and asked questions. Responses shown in italics:

- Was there enough land available for building more new Council homes and what about buying land from other land owners or agencies?
Most of the Council land available for building had ongoing issues of wide variety. There were different levels of issues with the land and this depended on a variety of variables, there were no easy sites. When the Council committed to building properties on land, they wanted it to go smoothly so these issues needed to be sorted or find another piece of land for that project.
The Council hadn't got as far as looking for land to purchase but now they were part of Affordable Housing Partnership, they would get sight of land for sale for development.
- Thanks given to Tenant Empowerment Manager. He was invaluable to the Board for the support and advice he provides.

Resolved that the Board noted the Officer's report.

7. Review of the Tenant Service Management Board Terms of Reference and Code of Conduct.

Considered report previously circulated, which was to review the Terms of Reference and Code of Conduct of the Tenant Services Management Board (TSMB).

These documents, detailed the roles, aims, objectives and expected conduct of the board, were agreed at the start of the board's existence.

Point 21.2 of the Terms of Reference state that "The Terms of Reference will be reviewed every two years". The last time they were updated was at the TSMB Annual General Meeting (AGM) in April 2012. The two years had now elapsed, meaning the TSMB should reconsider the documents and put forward any amendments it felt this was necessary.

Board Members had been issued copies of the Terms of Reference and Code of Conduct with the previously circulated report.

During the discussion of this item, board members made the following comments and asked questions. Responses shown in italics:

- Looking at paragraph 4.0 relating to Board Membership. Having spoken to Tenant Empowerment Manager previously, should we consider increasing the Membership to include other political parties or keep as the same? As

currently we had only two Councillor Representatives from two of the parties.

- Executive Councillor for Housing opinion was there should be more Tenant representation on the Board before increasing the number of Councillor Representation.
- If the Board was to make extra provision for additional Councillor Representation then there should be extra provision for two more Tenant Board members.
- This should be a Tenant driven Board.
- Officers could facilitate individual invites to other Councillors from the Chairman of Board to attend Board meetings.
Included with the invites to Councillors should be a copy of the Chairman's' and Director's reports.
- It was suggested that more should be included about the Board in the Tenants' Talk to encourage Tenants to come along to the Board.
Maybe the Board could consider associate members as well.
- Include more explanation as to what the Board does.
- Board Member informed other Members that if he was re-elected he had been invited to Lodge Close to explain how they could get involved.
- Did the Officers invite Tenants and the Public to the AGM?
The Council did invite by letter all Council Tenants to the AGM as well as putting out public adverts including a banners and posters etc.
- In relation to Substitutions, was this allowed or not?
- There was a point previously that when Cllr Brooks stood down that we had a substitute Lib Dem representative until a replacement was organised but concerning substitute Board Members, it should be left as it was with NO substitutions. We need to make this more aware to existing and new Board Members.

Resolved that the officer's report was noted.

8. Exclusion of the Press and Public

Resolved that the press and public be excluded from the meeting for the following item because of the likelihood that exempt information would otherwise be disclosed relating to Clause 3 of Schedule 12A to the Local Government Act, 1972 and the public interest in withholding the information outweighed the public interest in disclosing the information to the public.

9. Confidential Report on Housing and Community Restructure.

The Director of Housing and Community gave a confidential verbal update concerning the Housing and Community department proposed restructure.

The Officer approached the Board Members for their opinion and comments as part of the consultation on the proposed restructure plans for the department.

10. Confidential Report on Housing and Community Development Restructure.

The Assistant Director of Housing and Community Development gave a confidential verbal update concerning the Housing and Community Development department proposed restructure.

The Officer approached the Board Members for their opinion and comments as part of the consultation on the proposed restructure plans for the department.

(The meeting ended at 5.20pm)

Kene Ibezi, Assistant Director – Property & Development



Kene Ibezi joined Taunton Deane Borough and West Somerset Councils in 2014. He is a Chartered Surveyor with extensive experience in property management, facilities management, and housing management and development, in both the public and private sectors. He is a Fellow of both the Royal Institution of Chartered Surveyors and the Chartered Institute of Housing.

Prior to taking up the role of Assistant Director, Property & Development, with TDBC and West Somerset Councils, Kene most recently worked in a leading role with an international affordable housing development company. Before this, he worked in a senior capacity with the second largest public landlord in North America, based in Toronto.

In his current role, Kene is the Councils' key advisor on asset and property matters and is responsible for the delivery of property services, asset management, development and housing enabling.

Key Responsibilities:

- Property Services (HRA and GF)
- Asset Management (HRA & GF)
- Development (HRA & GF)
- Housing Enabling

* HRA - Housing Revenue Account
GF - General Fund

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Summary for TSMB 20th May 2014

Health and Housing Quarter 4 / Outturn performance

Overview & Summary

Section	No. of measures	 Green	 Amber	 Red	N/A	Trend (from last quarter)
1) Managing Finances Housing	9	67% (6)	22% (2)	0% (0)	11% (1)	↑
2) Service Delivery – Satisfaction	11	55% (6)	45% (5)	0% (0)		↔
3) Service Delivery – Decent Homes	2	50% (1)	0% (0)	50% (1)		↑
4) Service Delivery – Manage Housing Stock	18	44% (8)	0% (0)	39% (7)	17% (3)	↓
TOTALS	40	53% (21)	17% (7)	20% (8)	10% (4)	

Movement since Q4	+0 Measures	+1%	-1%	0%	0%
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8 RED ISSUES

Planned actions are off course.

- **1 Measures for Decent Homes are off course.** Average SAP (energy efficiency) rating is below target. Eco funding bid for external wall insulation to around 400 homes being considered along with pilot scheme for 40 Cornish Properties.
- **2 Lettings Measures**
 - 0.9% of dwellings were vacant but unavailable to let, the target is 0.5%. 13 of the 99 properties were void over Christmas and 11 of the 13 took around 28 days to complete due to Christmas close down.
 - Re-let times have increased to 27.18 days due to work not being able to be completed to 11 properties over Christmas.
- **Housing Services Diversity Information.** We hold 58% of diversity information this is an increase of 1% since last quarter.
- **2 Repairs and Maintenance measures** 94% of Emergency repairs were completed on time against a target of 98% also 87% of urgent repairs were completed on time against a target of 94%. We will meet with contractors to ascertain why performance is not making improvement. Changes to our ICT systems next year will assist us in identifying reductions in performance earlier.
- **Local Authority Major Aids and Adaptions, number of applications** 59 applications were completed against a target of 84 but applications have been referred to the Minor Works budget.
- **Local Authority Major Aids and Adaptions, end to end completion time.** The 34 week end to end completion figure is not on target (22 weeks). Removing exceptions the figure would have been 27 weeks.

7 AMBER ALERTS 😊

Some uncertainty in meeting planned actions

- **Local Authority Major Aids and Adaptions, spend against budget** – £282,092 committed spend at end of Q4 against a £339,100 budget, underspend predicted.
- **Local Authority Minor Aids and Adaptions, spend against budget** – £103,256 spend at end of Q4 against a £135,000 budget underspend predicted.
- **Housing Services – 4 Satisfaction measures.** The 2013 Star survey (conducted every two years) reported satisfaction figures for general needs tenants and sheltered housing tenants which were below target. Council national rankings show that we are in quartile 2 for housing measures and lower quartiles for supported housing. These measures will not change until 2015 when the Star Survey is conducted again.
- **Repairs and Maintenance.** 97% of tenants are satisfied with the repairs and maintenance service, our target is 98%

21 ON TRACK 😊

Planned actions are on course

- **Housing Services - Estate Management.** Our arrears figures are below our target (£360,000) actual at year end £351,209.80.
- **Housing Managing Finances** – 5 measures are better than target.
- **Decent Homes Gas Servicing.** 100% of dwellings have a valid gas safety certificate against 100% target.
- **Lettings Team Measures** – 5 measures are better than target.
- **Gas Servicing** satisfaction measure of 99% is better than target (905).
- **Supported Housing Satisfaction Measure** – is better than target (100% versus an 86% target).
- **Local Authority Major Aids and Adaptions** – 100% satisfaction.
- **Three Community Development** measures are on track.
- **Repairs and maintenance** – 90% of non urgent repairs are complete within priority time of 28 days. Target is 85%.
- **Local Authority Minor Aids and Adaptions** – 347 applications completed at the end of Q4, against a target of 350.

4 MEASURES UNDER DEVELOPMENT, NOT REPORTED OR WITHOUT ALERTS

- Housing Services, expenditure against budget. This information is not available until accounts have been closed our finance team are currently busy closing our accounts. It is anticipated that the final figures will be reported to TSMB in June 2014.
- Three Repairs and Maintenance Measures are under development.

Health & Housing Services Scorecard Q4 2013/14

Housing HRA

Ref	OBJECTIVES	MEASURES	ALERT				ISSUES (current and future) and IMPACTS
			Q1	Q2	Q3	Q4	
MANAGING FINANCES							
MF1	Budgets – Expenditure - To achieve a balanced budget by the financial year end in HRA - Compliance with TSA financial viability standards	1. Housing Revenue Account Overall expenditure against budget	0.4%	(0.5%)	(0.9%)	TBC	Q1: Forecast £99,580 overspend - 0.4% Q2: Forecast £129,166 underspend – (0.5%) Q3: Forecast £240,024 underspend - (0.9%) Q4: This will be available end of May/June 2014
		2. Local Authority Major Aids and Adaptions Amount spent to date, target £339,100.					Budget £339,100; Estimated spend by the 31 st March 2014 was £286,668. This leaves £52,432 of which £21,000 is to be allocated to a through floor lift which may complete in this financial year plus £7,332 for contingencies. Remainder of budget to be set aside for stock modelling project subject to approval from James Barrah. The actual in Q4 was £282,092. The throughfloor lift was not needed and there was no call for the contingency. The funding for the stock modelling has gone to ear marked reserves as the project has been suspended pending further work.

		3. Minor Aids and Adaptions Amount spent to date, target £135,000					Budget £135,000; Q3 £77,048 was spent, £3,678 commitment = £80,726 spend. The predicted spend by the end of Q4 was £103,142. The actual outturn was £103,256
MF2	Budgets – Income To maximise income opportunities and collection	1. Income Team Former tenant arrears as a % of annual rent debit Target = 5%	0.5%	0.5%	0.5%	0.5%	
		2. Income Team Rent written off as a % of annual rent due Target = 0.70% <i>Annual Measure – to report Q4</i>				0.28%	
		3. Income Team % of rent lost through dwellings being vacant Target = 2%	0.8%	0.8%	0.7%	0.8%	
		4. Estate Management Team Rent arrears owed by current tenants as at end of quarter. Target = £360,000 <i>Corporate Indicator</i>					Q1: £416,216.93 arrears Q2: £411,360.11 arrears Q3: £437,105.92 arrears Q4: £351,209.80 arrears
		5. Estate Management Team Rent collected as a % of rent owed excluding arrears b/f Target = 98.3%	102%	100%	99.2%	98%	
MF3	HRA Debt	Housing Debt Total amount of housing debt across all categories, houses, shops, land, etc.					Q1 debt: £894,727 Q2 debt: £820,853.64 Q3 debt: £900,557.12 Q4 debt: £733,730.46 Lower than same period in previous year.

Service Delivery		Excellent services – Customer driven – A dynamic organisation – Local focus					
SD1	General – Customer Satisfaction To deliver customer-focused services, achieving high levels of customer satisfaction	1a. Housing Services General needs tenants' satisfaction with landlord services overall Target = Top quartile performance status survey <i>Annual Measure</i> <i>Result from 2013 STAR Survey</i>	86%				Data will be the same until 2015 Target = 88%
		1b. Housing Services Sheltered housing tenants' satisfaction with landlord services overall Target = Top quartile performance status survey <i>Result from 2013 STAR Survey</i>	88%				Data will be the same until 2015 Target = 95%
		2a. Housing Services % of general needs tenants satisfied that their views are taken into account Target = Top quartile performance status survey <i>Result from 2013 STAR Survey</i>	65%				Data will be the same until 2015 Target = 73%
		2b. Housing Services % of sheltered housing tenants satisfied that their views are taken into account and acted upon Target = Top quartile performance status survey <i>Result from 2013 STAR Survey</i>	71%				Data will be the same until 2015
		3. Lettings Team % of tenants who have reported anti-social behaviour in the past 12 months, rating the help and advice given as excellent or good Target = 66%	94%	85%	95%	91%	

		4. Lettings Team % of new tenants satisfied with the allocations and letting process Target = 86%	90%	92%	97%	93%	
		5. Lettings Team % of new tenants satisfied with the lettable standard of property Target = 86%	90%	92%	97%	92.9%	
		6. Repairs & Maintenance % of tenants satisfied with the most recent repair Target = 98%	97%	97%	97%	97%	Please see below for a breakdown of the reasons for dissatisfaction: Not completed on time – 41% Job not completed to satisfaction – 21% Contractor was not polite – 5% Contractor was not tidy – 6% Repairs staff were not helpful – 7% Not able to contact repairs without problems – 18% Repairs staff were not polite – 2% We have found that where tenants are saying the repair has not been completed on time they actually have been, so the decision has been made to remove this question from the survey for next year, as the number of repairs completed on time are reported as a separate indicator.
		7. Supported Housing % of tenants satisfied with the Extra Care Housing service Target = 86%	100%				Annual measure reported in September each year.
		8. Satisfaction of Gas Servicing % of tenants satisfied with the Gas Service procedure Target = 90% <i>Annual Housemark Measure</i>	98%	98%	98%	99%	

		9. Local Authority Major Aids and Adaptions % satisfaction, target 95%.	100%	100%	100%	100%	Reported quarterly.
SD2	Decent Homes - To comply with Government Standards - To improve energy efficiency of housing stock	1. Asset Management Average SAP (energy efficiency) rating of housing stock Target = 70 <i>Annual Housemark Indicator</i>	66.08	66.08	66.08	66.08	We are considering an eco funding bid for external wall insulation to around 400 home, embarking on a pilot scheme of 40 Cornish properties. Focus has been on the DLO COSY replacement so no further progress on the SAP software upgrade Q2: 3 properties were without a valid gas certificate Q3: 3 properties were without a valid certificate, all properties are now serviced (reason for delays, one tenant passed away, one in hospital, changes in access date).
		2. Asset Management % of dwellings with a valid gas safety certificate Target = 100%	100%	99.9%	99.9%	100%	
SD3	Housing Stock To manage the housing stock and maintenance service to meet the needs of the tenants	1. Lettings Team % of closed ASB cases that were resolved Target = 66%	100%	100%	96.4%	97%	Performance during this quarter is higher than target, this is due to 13 of the 99 properties being void over the Christmas period, and of that 13, 11 took at least 28 days to complete void works, no work was conducted on these properties for 10 days during the Christmas period due to council close down. Yearly average when all 4 quarters taken into account is 19.34 days.
		2. Lettings Team Average re-let time (calendar days) Target = 21 days	17 days	12.33 days	20.85 days	27.18 days	

		3. Lettings Team % of dwellings that are vacant but unavailable to let (this includes dwellings undergoing or awaiting major works, held for decant, illegally occupied or awaiting demolition) Target = 0.5%	0.5%	0.7%	0.9%	0.9%	Performance during this quarter is higher than target, this is due to 13 of the 99 properties being void over the Christmas period, and of that 13, 11 took at least 28 days to complete void works, no work was conducted on these properties for 10 days during the Christmas period due to council close down.
		4. Lettings Team % of dwellings that are vacant and available to let Target = 0.5%	0.03%	0%	0.02%	0%	
		5. Repairs & Maintenance % of properties re-let that meet lettable standard (20% sample) Target = 100%					Under development
		6. Lettings Team % of properties accepted on first offer Target = 75%	74%	78%	79%	78%	
		7. Housing Services % of tenants on whom the landlord holds diversity information Target = 90%	55%	56%	57%	58%	We continue to incrementally collect this data.
		8. Repairs & Maintenance Proportion of expenditure on emergency and urgent repairs to HRA dwellings compared to non-urgent repairs expenditure to HRA dwellings. Performance criteria = lowest Target = 15%					Under development
		9. Repairs & Maintenance % of repairs completed on first visit Target = TBC					Under development

		10. Repairs & Maintenance Completion of repairs within priority target times: Emergency (within 24 hours) Target =98%	95%	94%	93%	94%	We have analysed the completion times and the below target performance cannot be attributed to one particular contractor. With regards to improving our performance we are planning to meet with our contractors to ascertain why the performance is not making significant improvement. Changes to our systems in the next financial year will assist us in identifying reductions in performance earlier in order for us to challenge contractors.
		11. Repairs & Maintenance Completion of repairs within priority target times: Urgent (within 3 working days) Target =94%	86%	86%	86%	87%	As above
		12. Repairs & Maintenance Completion of repairs within priority target times: Non Urgent (up to 28 days) Target =85%	92%	92%	92%	90%	
		13. Community Clean ups Number of events held, broken down by area					Community Clean Up days are not held in winter/spring, nothing to report Q4.
		14. Tonnage removed From clean ups, broken down by event					Community Clean Up days are not held in winter/spring, nothing to report Q4.
		15. Events supported Number of events/activities put on or supported by the team, broken down by area					Halcon: <ul style="list-style-type: none"> ➤ Happy Halcon Halloween ➤ Fire display and Sparklers Evening ➤ Christmas lights switch on

							<ul style="list-style-type: none"> ➤ Neroche Woodlanders Christmas Decoration making ➤ Parkour equipment at Viridor Green ➤ Happy Halcon Children's Christmas party ➤ Supported Sports ➤ Brunch Club <p>Other:</p> <ul style="list-style-type: none"> ➤ Wyndhams community garden ➤ Priorswood Christmas market <p>Borough Wide:</p> <ul style="list-style-type: none"> ➤ Advice/publicity on "trick or treating" at Halloween ➤ Domestic Abuse Awareness Week ➤ Anti dog fouling – publicity/dog bins
		<p>16. Local Authority Major Aids and Adaptions Number of applications completed, target 84.</p>	18	24	43	59	<p>By Q4 59 A number of potential applications have been referred to the Minor Works budget through the reablement programme. The target will need adjusting for 2014/15 to match the fall in demand.</p>
		<p>17. Local Authority Major Aids and Adaptions End to end completion time, target 22 weeks.</p>	32 weeks	34 weeks	34 weeks	34 weeks	<p>Q3; 34 weeks. Q4 was estimated to be 31 weeks. The actual was 34 weeks. Removing the exceptions, the end to end completion times would be 27 weeks.</p>

		<p>18. Minor Aids and Adaptions Number of applications completed. Target 350</p>	113	179	249	347	<p>This year has seen a significant rise in the number of Minor Works applications. Working in conjunction with the Occupational Therapist we have looked at alternatives to the major disabled adaptations. Minor Works reduces disruption to the tenant, reduces the cost to the HRA and reduces any significant changes to the stock. Q4 was estimated to be 365. The actual was 347.</p>
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