

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 15 September 2014 at 18:00.

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## **Agenda**

- 1 Election of Chairman
- 2 Election of Vice-Chairman
- 3 Welcome and Introduction by Director of Housing and Communities.  
Reporting Officer: James Barrah
- 4 Apologies.
- 5 Minutes of the meeting of the Tenant Services Management Board held on 18 August 2014 (to follow).
- 6 Public Question Time.
- 7 Declaration of Interests  
To receive declarations of personal or prejudicial interests, in accordance with the Code of Conduct.
- 8 Creechbarrow Road Project Update (attached). Report of the Housing Development Project Lead.  
Reporting Officer: Rachel Searle
- 9 Taunton Deane Accommodation Project (verbal update). Report of the Director of Housing and Communities.  
Reporting Officer: James Barrah
- 10 Performance Indicators Quarter 1 2014/2015 (attached).
- 11 Annual Report Tenant Group (verbal update). Report of the Tenant Empowerment Manager.  
Reporting Officer: Martin Price

Bruce Lang  
Assistant Chief Executive

21 October 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](http://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](mailto:r.bryant@tauntondeane.gov.uk)**

If you would like an agenda, a report or the minutes of a meeting translated into another language or into Braille, large print, audio tape or CD, please telephone us on 01823 356356 or e-mail us at: [enquiries@tauntondeane.gov.uk](mailto:enquiries@tauntondeane.gov.uk)

**Tenant Services Management Board Members:-**

Mr R Balman

Councillor R Bowrah, BEM

Mrs J Bunn

Ms M Davis

Mr M Edwards

Mr D Etherington

Mr D Galpin

Mrs J Hegarty

Mr K Hellier

Mr I Hussey

Mr R Middleton

Councillor Miss F Smith



**Rachel Searle BSc(Hons)**  
**Housing Development Project Lead**  
The Deane House, Belvedere Road, Taunton TA1 1HE  
Tel: 01823 358401  
email: r.searle@tauntondeane.gov.uk

9 September 2014

Dear Board Member,

### **Creechbarrow Road Development Updates**

Please find enclosed an update on the Creechbarrow Road development. The information is presented in a style used for reporting the progress of many of the Council's projects and is known as a 'dashboard'.

I would welcome your comments on the dashboard that has been produced for the Creechbarrow Road development. If you find a particular section useful or have a suggestion of information that could be added to the dashboard, please do let me know at the board meeting on the 15<sup>th</sup> September.

This development project is due for completion in December 2015 and I would like to produce a dashboard that is useful in keeping members of the Tenant Services Management Board updated on its progress.

Please use the site layout map provided to reference the plot numbers referred to in the dashboard.

Yours Sincerely,

Rachel Searle  
Housing Development Project Lead

Creechbarrow Road Development – September 2014  
Construction Phase

Status Of Project		Last Report	This Report	Comments
<b>Creechbarrow Road Development – Construction Phase</b>		n/a	<b>G</b>	
Status by Key Project Activities for Phase 1	Workstream Lead	Last Report	This Report	Comments
1. Build Programme	Galliford Try	n/a	<b>G</b>	
2. Community Liaison	Rachel Searle	n/a	<b>G</b>	
3. Training Opportunities	Rachel Searle	n/a	<b>G</b>	
4. Finance	Rachel Searle	n/a	<b>G</b>	

Key	
<b>Red</b>	Unsatisfactory progress – milestones & timescales not being met corrective action or re-plan required
<b>Amber</b>	Issues against some milestones but remedial action will keep project under control overall
<b>Green</b>	All milestones being met & project on target/completed
Development Definitions:	
<b>Superstructure</b>	The part of a building or construction entirely above its foundation or basement.
<b>Substructure</b>	A structure forming the foundation of a building or other construction.
<b>Beam &amp; block</b>	Beam and block system is a reinforced beam laid between walls, these beams are infilled with aircrete blocks.
<b>LEAP</b>	Local Equipped Area for Play

Key Accomplishments LAST Period	
<b>Build Programme:</b>	
<b>PLEASE REFER TO SITE LAYOUT MAP FOR LOCATION OF PLOT NUMBERS</b>	
<ul style="list-style-type: none"> <li>• <b>TDBC Site:</b></li> <li>• Plot 33-36 Superstructure brick work commenced</li> <li>• Plot 37-37 Superstructure brick work commenced</li> <li>• Plot 39-42 Beam and block completed</li> <li>• Plot 46-47 Beam and block completed</li> <li>• Plot 54 – 68 Footings and substructure block work commenced</li> <li>• Road 2 Drainage well progressed</li>   <li>• <b>KHA Site:</b></li> <li>• Plot 1 Footings and deep substructure block work complete</li> <li>• Plot 2-3 Substructure block work complete and ready for beam and block</li> <li>• Plot 8-13 Superstructure brick work commenced</li> </ul>	

- Plot 14, 15 & 32 Brick work up to steel height
- Plot 16-30 internal walls to first lift. External brick/block work to first lift
- Road 1 Drainage complete, tarmac base course in situ.

### **Community Liaison:**

- Creechbarrow Road Hoarding Art Project is established with the theme of 'One house makes a home...many homes make a community'. A freelance artist has been assisting schools and community groups in the Halcon area to produce a painting to be displayed on the hoarding that surrounds the development. The following groups have produced artwork to date:
  - St James Primary School
  - Six Acres Resource Centre
  - Heathfield Community School
  - Lavender Court Nursing Home
  - Halcon Primary School
  - Chill & Chat Group
  - Streetlinkz Youth Group
  - Link Power & Halcon Litter Pickers
  - Halcon Holiday Activity Day Attendees
- The Chill & Chat Group prepared the boards with a base coat in preparation for the art project to begin.
- Galliford Try contributed towards the cost of the plywood used for the hoarding art project.
- Galliford Try, Dancourt (subcontractor) and the Development Team have assisted Halcon Primary School in producing a 'Forest School' area on the schools premises, which was based on the design of a student of the school. Galliford Try and Dancourt have provided labour and materials and the Development Team has assisted in applications for funding for the project.
- The Development Team and Knightstone Housing hold community drop in sessions at 5 Moorland Road for members of the community who would like more information regarding the development or to answer any questions or complaints.
- Both Galliford Try and the Development Team regularly attend Halcon Multi Agency Group and Halcon One Team meetings to update on the projects progress.
- On behalf of the project team Barnardos have undertaken consultation with primary school aged children in the area regarding the type of equipment they would like to see in the new play area on site, which will be used to formulate the design of the LEAP.
- Galliford Try and subcontractors continue to strive to employ local labour where appropriate. See distance travelled to work below for August 2014:

- Less than 5 miles from home to site :7 subcontractors (4 of which are in walking distance of the site)
- Less than 10 miles from home to site: 5 subcontractors
- Less than 15 miles from home to site: 12 subcontractors

**Training Opportunities:**

- Galliford Try organised a Construction Industry Training Board (CITB) apprenticeship session held in the site office which was well attended.
- Galliford Try have invited apprentices of the DLO to gain on site experience on a regular basis during the project.

**Finance:**

- Valuations are paid monthly, and in line with the build programme and are on target with projected spend for this stage in the project.

**Key Activities NEXT Period**

**Build Programme:**

**TDBC & KHA Site:**

- Mains drainage on Road 2
- Plot drainage
- Utilities infrastructure
- Foundations of plots 4-7 and 43
- Substructure block work to plots 1-7
- Superstructure block/brick work to plots 16-30, 8-13, 14, 15 & 32, 33-36, 37 & 38 and 39 – 42.
- Scaffolding across site
- Steel work across site
- Floor planks installed at plots 14, 15 & 32 and 16-30.

**Community Liaison:**

- Progress art hoarding project with the following groups:
  - Family Focus
  - Link Centre Volunteers
  - YAP (Youth Group)
  - Monday Night Youth Group
  - Lane Estate Art Group



- Arrange an event in October which invites the various school and community groups involved in the project to see the artwork be displayed on the hoardings
- Galliford Try are setting up a web link so progress on site can be seen via the internet, this is due to 'go live' shortly.
- Community Drop in Session on 23<sup>rd</sup> October 2014, 2-4pm at 5 Moorland Road.
- Returning decants to the development will be offered a choice of kitchen colours and fittings during a selection meeting on the 10<sup>th</sup> October.
- An article to update tenants on the project will be published in the next issue of Tenants Talk magazine.

#### **Training:**

- Galliford Try are providing general work experience for a Halcon Resident put forward by the Halcon One Team who would particularly benefit from experiencing the work environment.
- Somerset College Apprenticeship Workshop to be arranged by Galliford Try.

### Issues

- Additional asbestos was found on site during demolition
- A gas main was located on site when shown to be outside the development area on utility maps.

Both issues were successfully resolved without having a significant impact on the build programme. The additional costs associated with these issues were funded through the project contingency fund.

- **Footpath Closure**

The footpath parallel to the development site has been closed and will remain closed for the duration of the project. This has had to be done to enable safe working space for ground works, scaffold and service connections for the development. Galliford Try have obtained the relevant permissions and approval from Somerset County Council and have implemented the Traffic Management Plan agreed to ensure safe access for pedestrians around the area.

- **Tree Canopy's Adjacent to Site Boundary**

The canopies of trees adjacent to the site were preventing the scaffolding being erected due to their close proximity. Following discussions with the Landscape Support Officer the trees were pruned, so not to delay the build programme.



- All rights described in chapter IV of the copyright, designs and patents act 1988 have been generally asserted
- Where any drawing is to be read in conjunction with another, including specialists, the two drawings shall be cross-checked and any discrepancies reported to the architect before the work is put in hand shown otherwise
- All dimensions are in millimeters, all levels are in metres, unless shown otherwise
- Any discrepancies in dimensions or details on or between these drawings/specifications should be drawn to the attention of the person brown and or the engineer in writing for clarification
- Drawing prepared solely for the use of client, as detailed in text box, and is not to be copied, lent or used by any third party without written permission



Accommodation Schedule										Scheme A V4		
Plot No.	unit type	No. Beds	No. People	M <sup>2</sup>	F <sup>2</sup>	Owner	Comment			KHA		
1	3BSP V1B	3	5	90	969	KHA				2b4p	house	3
2	3BSP V4	3	5	97	1044	KHA				3b5p	house	9
3	3BSP V1B	3	5	90	969	KHA				4b7p	house	1
4	3BSP V1A	3	5	90	969	KHA				5b8p	house	0
5	3BSP V1A	3	5	90	969	KHA				6b9p	house	0
6	3BSP V1B	3	5	90	969	KHA				1b2p	flat	9
7	3BSP V1B	3	5	90	969	KHA				2b3p	flat	6
8	2B4P B	2	4	79	850	KHA				1b2p	FOG	1
9	3BSP V2	3	5	86	926	KHA				2b4p	FOG	3
10	4B7P V2	4	7	111	1195	KHA						
11	2B4P A	2	4	79	850	KHA						
12	2B4P A	2	4	79	850	KHA						
13	3BSP V1B	3	5	90	969	KHA						
14	FOG V4	2	4	84	904	KHA						
15	FOG V4	2	4	84	904	KHA						
16	Elderly Flat	1	2	59	635	KHA	DIS					
17	Elderly Flat	2	3	81	872	KHA	DIS					
18	Elderly Flat	1	2	59	635	KHA	DIS					
19	Elderly Flat	2	3	73	786	KHA	DIS					
20	Elderly Flat	1	2	59	635	KHA	DIS					
21	Elderly Flat	1	2	59	635	KHA						
22	Elderly Flat	2	3	73	786	KHA						
23	Elderly Flat	1	2	59	635	KHA						
24	Elderly Flat	2	3	73	786	KHA						
25	Elderly Flat	1	2	59	635	KHA						
26	Elderly Flat	1	2	59	635	KHA						
27	Elderly Flat	2	3	73	786	KHA						
28	Elderly Flat	1	2	59	635	KHA						
29	Elderly Flat	2	3	73	786	KHA						
30	Elderly Flat	1	2	59	635	KHA						
31	FOG V3	2	4	89	958	KHA						
32	FOG V4	1	2	69	743	KHA						
33	2B3P Flat	1	2	58	624	TDBC	DIS					
34	2B3P Flat	1	2	58	624	TDBC	DIS					
35	2B3P Flat	2	4	84	904	TDBC						
36	2B3P Flat	2	4	84	904	TDBC						
37	2B4P A	2	4	79	850	TDBC						
38	2B4P A	2	4	79	850	TDBC						
39	2B3P Flat	1	2	58	624	TDBC	DIS					
40	2B3P Flat	1	2	58	624	TDBC	DIS					
41	2B3P Flat	2	4	84	904	TDBC						
42	2B3P Flat	2	4	84	904	TDBC						
43	5B9P	6	9	186	2002	TDBC						
44	2B4P B	2	4	79	850	TDBC						
45	2B4P B	2	4	79	850	TDBC						
46	3BSP V1B	3	5	90	969	TDBC						
47	3BSP V1B	3	5	90	969	TDBC						
48	3BSP V1A	3	5	90	969	TDBC						
49	3BSP V1A	3	5	90	969	TDBC						
50	3BSP V1B	3	5	90	969	TDBC						
51	3BSP V1B	3	5	90	969	TDBC						
52	FOG V2	2	3	71	764	TDBC						
53	3BSP V1B	3	5	90	969	TDBC						
54	Elderly Flat	1	2	59	635	TDBC	DIS					
55	Elderly Flat	2	3	81	872	TDBC	DIS					
56	Elderly Flat	1	2	59	635	TDBC	DIS					
57	Elderly Flat	2	3	73	786	TDBC	DIS					
58	Elderly Flat	1	2	59	635	TDBC	DIS					
59	Elderly Flat	1	2	59	635	TDBC						
60	Elderly Flat	2	3	73	786	TDBC						
61	Elderly Flat	1	2	59	635	TDBC						
62	Elderly Flat	2	3	73	786	TDBC						
63	Elderly Flat	1	2	59	635	TDBC						
64	Elderly Flat	1	2	59	635	TDBC						
65	Elderly Flat	2	3	73	786	TDBC						
66	Elderly Flat	1	2	59	635	TDBC						
67	Elderly Flat	2	3	73	786	TDBC						
68	Elderly Flat	1	2	59	635	TDBC						
69	HUB Flat	1	2	51	549	TDBC						
70	HUB Flat	1	2	50	549	TDBC						
71	HUB Flat	1	2	49	538	TDBC						
72	HUB Flat	1	2	49	527	TDBC						
73	HUB Flat	1	2	51	527	TDBC						
74	HUB Flat	1	2	50	549	TDBC						
75	HUB Flat	1	2	49	538	TDBC						
76	HUB Flat	1	2	49	527	TDBC						
77	3BSP V1B	3	5	90	527	TDBC						
78	FOG	1	2	54	581	TDBC						
79	3BSP V1A	3	5	90	969	TDBC						
80	3BSP V3	3	5	99	1066	TDBC						
81	3BSP V3	3	5	99	1066	TDBC						
82	5B8P	5	8	158	1701	TDBC						
83	4B7P V1	4	7	111	1195	TDBC						
84	4B7P V1	4	7	111	1195	TDBC						
85	2B3P Flat	1	2	58	624	TDBC	DIS					
86	2B3P Flat	1	2	58	624	TDBC	DIS					
87	2B3P Flat	2	4	84	904	TDBC						
88	2B3P Flat	2	4	84	904	TDBC						
89	FOG V1	2	3	72	775	TDBC	Play Land					
90	FOG V2	2	3	72	775	TDBC	Play Land					
91	3BSP V1A	3	5	90	969	TDBC	Play Land					
92	3BSP V1A	3	5	90	969	TDBC	Play Land					

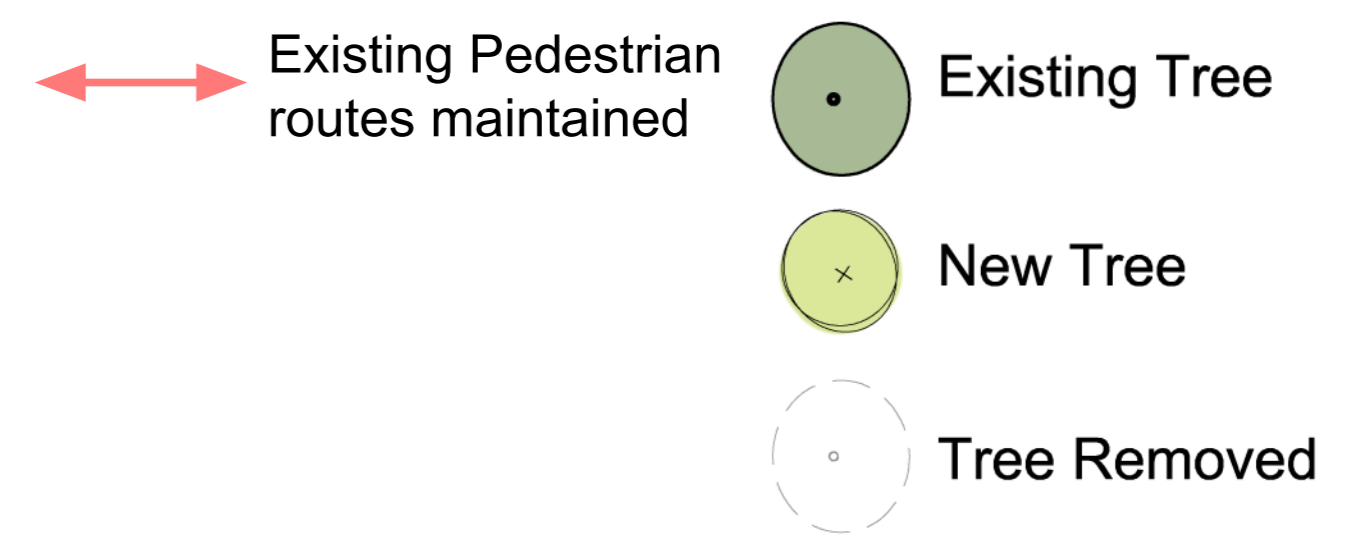
KHA		
type	No.	
2b4p	house	3
3b5p	house	9
4b7p	house	1
5b8p	house	0
6b9p	house	0
1b2p	flat	9
2b3p	flat	6
1b2p	FOG	1
2b4p	FOG	3
<b>Total</b>		<b>32</b>

TDBC		
type	No.	
2b4p	house	4
3b5p	house	13
4b7p	house	2
5b8p	house	1
6b9p	house	1
1b2p	flat	23
2b3p	flat	12
2b3p	FOG	3
1b2p	FOG	1
<b>Total</b>		<b>60</b>

TOTAL SITE		
type	No.	
2b4p	house	7
3b5p	house	22
4b7p	house	3
5b8p	house	1
6b9p	house	1
1b2p	flat	32
2b3p	flat	18
1b2p	FOG	1
2b3p	FOG	3
2b4p	FOG	3
1b2p	FOG	1
<b>Total</b>		<b>92</b>



Rev	Date	Description	Drn
J	06/13	red & blue lines added	jm
I	06/13	Minor alterations to layout	jm
H	06/13	M-bike parking added	jm
G	05/13	Revised following highways comments	jm
F	05/13	Layout revised following client comment	jm
E	05/13	Layout revised following client comment	jm
D	05/13	Layout revised following client comment	jm
C	04/13	Layout revised following consultation	jm

Project  
**PROPOSED RESIDENTIAL DEVELOPMENT AT CRECHBARROW ROAD TAUNTON SOMERSET**  
 Client  
**TAUNTON DEANE BOROUGH COUNCIL AND KNIGHTSTONE HOUSING ASSOCIATION**  
 Drawing Title  
**PROPOSED SITE PLAN**

Scale	1/500 @ A1	Date	04/2013
Drawn	JM	CHKD	JM
DWG No.	3272/101	Rev.	J



## Guide to Housing and Communities Scorecard for Members of the Tenant Services Management Board

The scorecard sets out the Services performance for each of its key themes for each quarter of the financial year.

Members of the Tenant Services Management Board will be provided with this information on a quarterly basis so that they are able to measure the Housing and Communities Performance against each of the Key Objectives for the Service.

In total there are two main or overarching Objectives that the Service measures itself against, which are further broken down in particular individual objectives.

### **The Two Key Objectives are:**

- **Managing Finances**
- **Service Delivery**

The report will provide members of the Board with the opportunity to monitor performance and also enable them to raise concerns, or questions over performance and in cases where there is under performance enable them to ask what measures are being taken to improve performance. It is also the opportunity to offer comment where measures are being met.

### **Objectives**

Under this each of the Services key objectives is set out e.g. Managing Finances > Budgets – Expenditure

Under each objective is an Action under each of the Objectives, e.g. For MF1 the Objective is set out- this is 'To achieve a balanced budget by the financial year end in HRA'

### **Measures**

The next Column along to the right is Measures, for each Objective there is a measure setting out how this Objective will be assessed as to whether or not this objective is being achieved.

Therefore, for MF1 the measure of success will be "1. Housing Revenue Account Overall expenditure against budget"

## **Alerts**

For each quarter for the financial year, e.g. Quarter 1 April until the end of June 2014, an alert is provided setting out whether or not the service is meeting the Objective determined by performance against the measure, i.e. whether the target is being met.

The colour of the alert column shows the performance:

Red - off target

Amber - off target with uncertainty of meeting target

Green - on target.

## **Issues (current and future) and Impacts**

In this column an explanation is provided for the performance toward achieving each objective against each agreed measure.




In this column a statement is also provided about the impact of the performance for that quarter with a prediction as to whether or not the measure will be met by the end of the financial year i.e. quarter 4.

# Summary for TSMB 15th September 2014

## Housing and Communities Quarter 1 2014/2015

### Outturn performance

#### Overview & Summary

Section	No. of measures	 Green	 Amber	 Red	N/A	Trend (reported from Q2)
1) Managing Finances Housing	9	78% (7)	11% (1)	0% (0)	11% (1)	
2) Service Delivery – Satisfaction	11	55% (6)	36% (4)	0% (0)	9% (1)	
3) Service Delivery – Decent Homes	2	50% (1)	0% (0)	50% (1)	0% (0)	
4) Service Delivery – Manage Housing Stock	17	35% (6)	24% (4)	24% (4)	18% (3)	
<b>TOTALS</b>	<b>39</b>	<b>51% (20)</b>	<b>23% (9)</b>	<b>13% (5)</b>	<b>13% (5)</b>	

<b>Movement To be reported from Q2</b>	<b>-1 Measures</b>				
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#### 5 RED ISSUES

Planned actions are off course.

- **1 Measure for Decent Homes is 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 46 Cornish Properties. Focus has been on the DLO COSY IT system replacement so no further progress on the SAP upgrade at present.
- **Housing Services Diversity Information.** We hold 69.98% of tenant diversity information, this is an increase of 11.98% since Q4 last year. Estates have redesigned the Diversity Information survey and are developing processes to collect incomplete data so this figure should continue to improve.
- **3 Repairs and Maintenance measures are off course.** 95% of emergency repairs were completed on time against a target of 98%. 91% of urgent repairs were completed on time against a target of 94%. And 81% of non-urgent repairs were completed on time against a target of 85%. The COSY IT system replacement which has just gone live should enable us and the DLO to report completions more accurately with the phased introduction of hand held mobile devices. Open Contractor IT system should also provide us with a better suite of reports which will enable us to tackle poor performance sooner.

## 9 AMBER ALERTS 😞

Some uncertainty in meeting planned actions

- **Estate Management Team.** Current tenant arrears are £32,876 over target, but it is anticipated that this will fall as the year progresses.
- **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.
- **Housing Stock.** Average re let time and % of dwellings that are vacant but unavailable are just slightly over target. The historic trend of our performance in this area is on or below target. We don't feel this is anything to be concerned about as performance should just fall back in line with our targets in the coming months.
- **Local Authority Major Aids and Adaptions.** Performance for end to end completion time is 26 weeks against a target of 22, which is an 8 week improvement on previous year.
- **Local Authority Minor Aids and Adaptions.** Number of applications completed has a target for the year of 350, which when pro rata is 87 per quarter, we have completed 71 applications. However this service is demand led and responds to those applications received. The measure for applications completed on Major Aids and Adaptations is on target.

## 20 ON TRACK 😊

Planned actions are on course

- **Managing Finances – 3 measures** are on target and 4 measures are better than target.
- **Satisfaction – Majority** of measures are substantially above target. The biggest improvement being tenants satisfied with most recent repair which remained at an amber alert for the entirety of 2013/14.
- **Decent Homes Gas Servicing – 100%** of dwellings have a valid gas safety certificate against 100% target.
- **Lettings Team – 88%** of closed ASB cases were resolved against a target of 66% and the number of available properties vacant was 0.
- **3 Community Development** measures are on track.
- **Local Authority Major Aids and Adaptions – 21** applications completed against a target of 84. With 15 tenants on the waiting list and 9 grants awaiting approval, the Q2 target of 42 should be exceeded by 3.

## 5 MEASURES UNDER DEVELOPMENT, NOT REPORTED OR WITHOUT ALERTS

- **Total amount of housing debt –** this will be reported from Q2
- **Local Authority Major Aids and Adaptions –** satisfaction figures are not yet available.
- **Repairs and Maintenance – 3** measures are under development.

# Housing and Communities Scorecard Q1 2014/15

## Housing HRA

Ref	OBJECTIVES	MEASURES	ALERT				ISSUES (current and future) and IMPACTS
			Q1	Q2	Q3	Q4	
<b>MANAGING FINANCES</b>							
MF1	<b>Budgets – Expenditure</b>  - To achieve a balanced budget by the financial year end in HRA  - Compliance with TSA financial viability standards	<b>1. Housing Revenue Account</b> Overall expenditure against budget					Q1: Forecast £372,550 underspend – (1.4%)
		<b>2. Local Authority Major Aids and Adaptions</b> Amount spent to date, target £339,100.					Actual = £50,576 and commitment of £68,591. Commitment and actual, the budget is £119,167. Including the allocations to Officers which is work not yet approved the six month target of £175,000 will be exceeded by £10,000. The budget is therefore on target for spend by year end.
		<b>3. Minor Aids and Adaptions</b> Amount spent to date, target £135,000					Actual = £22,474 and commitment £7,195. Including commitment and actual the budget is £29,669. Including the current commitment for July of £1,000 the budget is on target.
MF2	<b>Budgets – Income</b>  To maximise income opportunities and collection	<b>1. Income Team</b> Former tenant arrears as a % of annual rent due Target = 5%					Q1 – 0.45%
		<b>2. Income Team</b> Rent written off as a % of rent due Target = 0.70% <i>Annual Measure</i>					Q1 – 0.10%

		<b>3. Income Team</b> % of rent lost through dwellings being vacant Target = 2%					Q1 – 0.78%
		<b>4. Estate Management Team</b> Rent arrears owed by current tenants as at end of quarter. Target = £360,000 <i>Corporate Indicator</i>					£392,876.34
		<b>5. Estate Management Team</b> Rent collected as a % of rent owed excluding arrears b/f Target = 98.3%					Q1 – 103.9%
MF3	HRA Debt	<b>Housing Debt</b> Total amount of housing debt across all categories, houses, shops, land, etc.					To be reported from Q2
<b>Service Delivery</b>		<b>Excellent services – Customer driven – A dynamic organisation – Local focus</b>					
SD1	<b>General – Customer Satisfaction</b> To deliver customer-focussed services, achieving high levels of customer satisfaction	<b>1a. Housing Services</b> General needs tenants' satisfaction with landlord services overall Target = Top quartile performance status survey <i>Result from 2013 STAR Survey</i>					Data will be the same until 2015 Actual – 86% Target – 88%
		<b>1b. Housing Services</b> Sheltered housing tenants' satisfaction with landlord services overall Target = Top quartile performance status survey <i>Result from 2013 STAR Survey</i>					Data will be the same until 2015 Actual – 88% Target – 95%
		<b>2a. Housing Services</b> % of general needs tenants satisfied that their views are taken into account Target = Top quartile performance status survey					Data will be the same until 2015 Actual – 65% Target – 73%



		<i>Result from 2013 STAR Survey</i>					
		<b>2b. Housing Services</b> % 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>					Data will be the same until 2015 Actual – 71%
		<b>3. Lettings Team</b> % 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%					Q1 – 93%
		<b>4. Lettings Team</b> % of new tenants satisfied with the allocations and letting process Target = 86%					Q1 – 94%
		<b>5. Lettings Team</b> % of new tenants satisfied with the lettable standard of property Target = 86%					Q1 – 94%
		<b>6. Repairs &amp; Maintenance</b> % of tenants satisfied with the most recent repair Target = 98%					Q1 – 98.5%
		<b>7. Supported Housing</b> % of tenants satisfied with the Extra Care Housing service Target = 86%					100% Annual measure reported in September each year.
		<b>8. Satisfaction of Gas Servicing</b> % of tenants satisfied with the					Q1 – 98.5%

		Gas Service procedure Target = 90% <i>Annual Housemark Measure</i>					
		<b>9. Local Authority Major Aids and Adoptions</b> % satisfaction, target 95%.					Figures not yet available.
SD2	<b>Decent Homes</b> - To comply with Government Standards  - To improve energy efficiency of housing stock	<b>1. Asset Management</b> Average SAP (energy efficiency) rating of housing stock Target = 70 <i>Annual Housemark Indicator</i>					We are considering an eco funding bid for external wall insulation to around 400 homes, embarking on a pilot scheme of 46 Cornish properties. Focus has been on the DLO COSY replacement so no further progress on the SAP software upgrade at present.
		<b>2. Asset Management</b> % of dwellings with a valid gas safety certificate Target = 100%					Q1 – 100%
SD3	<b>Housing Stock</b> To manage the housing stock and maintenance service to meet the needs of the tenants	<b>1. Lettings Team</b> % of closed ASB cases that were resolved Target = 66%					Q1 – 88.24%
		<b>2. Lettings Team</b> Average re-let time (calendar days) Target = 21 days					Q1 – 21.54
		<b>3. Lettings Team</b> % 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%					Q1 – 0.7%
		<b>4. Lettings Team</b> % of dwellings that are vacant and available to let Target = 0.5%					Q1 – 0%
		<b>5. Repairs &amp; Maintenance</b>					Under development

		% of properties re-let that meet lettable standard (20% sample) Target = 100%					
		<b>6. Housing Services</b> % of tenants on whom the landlord holds diversity information Target = 90%					Q1 – 69.98% We continue to incrementally collect this data.
		<b>7. Repairs &amp; Maintenance</b> 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
		<b>8. Repairs &amp; Maintenance</b> % of repairs completed on first visit Target = TBC					Under development
		<b>9. Repairs &amp; Maintenance</b> Completion of repairs within priority target times: Emergency (within 24 hours) Target =98%					Q1 – 95% The COSY replacement which has just gone live should enable us and the DLO to report completions more accurately with the phased introduction of hand held mobile devices. Open Contractor should also provide us with a better suite of reports which will enable us to tackle poor performance sooner.
		<b>10. Repairs &amp; Maintenance</b> Completion of repairs within priority target times: Urgent (within 3 working days) Target =94%					Q1 – 91% See above for commentary
		<b>11. Repairs &amp; Maintenance</b> Completion of repairs within priority target times:					Q1 – 81% See above for commentary

		Non Urgent (up to 28 days) Target =85%				
		<b>12. Community Clean ups</b> Number of events held, broken down by area				Outer Circle, Halcon Valley Road, Halcon
		<b>13. Tonnage removed</b> From clean ups, broken down by event				Outer Circle, Halcon – 11.78 tonnes  Valley Road, Halcon – 8.24 tonnes
		<b>14. Events supported</b> Number of events/activities put on or supported by the team, broken down by area				North Taunton: <ul style="list-style-type: none"> <li>• Dementia Friendly Group</li> </ul> East Taunton: <ul style="list-style-type: none"> <li>• Link Power – volunteers tidying up the neighbourhood and training days</li> <li>• Creechbarrow Road Development – drop in sessions</li> <li>• Scouts events</li> <li>• Lions Club</li> <li>• Taunton East Community Day – Football tournament</li> <li>• Friends of Hamilton Gault Fun Day</li> </ul> Borough Wide: <ul style="list-style-type: none"> <li>➤ Anti dog fouling – publicity/dog bins</li> <li>➤ National Citizenship Service (NCS)</li> </ul>
		<b>15. Local Authority Major Aids and Adaptions</b>				21 completed applications. There are currently 15 tenants on the

		Number of applications completed, target 84.				waiting list and 9 grants being prepared by Officers for approval. Therefore by the six monthly period the target of 42 will have been exceeded by 3.
		<b>16. Local Authority Major Aids and Adaptions</b> End to end completion time, target 22 weeks.				Q1 the end to end completion times was 26 weeks, this is an improvement of 8 weeks on the previous year. Removing the exceptions, the team would have achieved 23 weeks. All in all a vast improvement on last years average of 34 weeks.
		<b>17. Minor Aids and Adaptions</b> Number of applications completed. Target 350				Completed 71 applications. It would be expected by this period to be 87. The service is demand led and responds to those applications received. Part of the reason for the lower number is that a number of stairlifts were upgraded last year which removed them from the yearly maintenance plan.