

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 16 February 2015 at 18:00.

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## **Agenda**

- 1 Welcome.
- 2 Apologies.
- 3 Minutes of the meeting of the Tenant Services Management Board held on 19 January 2015 (attached).
- 4 Public Question Time.
- 5 Declaration of Interests  
To receive declarations of personal or prejudicial interests, in accordance with the Code of Conduct.
- 6 Verbal Update on Additional Car Parking on Taunton Deane Borough Council Estates. Report of the Housing Development Project Officer and Housing Development Project Lead.  

Reporting Officers: Rosie Reed  
Caroline White
- 7 Verbal Update on Homefinder Somerset and Allocation of Sheltered Properties. Report of the Lettings Manager.  

Reporting Officer: Paul Hadley
- 8 Housing Revenue Account Scorecard Quarter three 2014/15. Report of the Housing Accountant (attached).  

Reporting Officer: Lucy Clothier
- 9 Performance Indicators Quarter Three 2014/15. Report of the Assistant Director - Property & Development and Assistant Director Housing & Community Development (attached).  

Reporting Officers: Kene Ibezi  
Simon Lewis
- 10 Verbal Update on Tenant Services Management Board Annual General Meeting. Report of the Tenant Empowerment Manager.

Reporting Officer: Martin Price

- 11 Verbal Update on Somerset Tenant Conference. Report of the Tenant Empowerment Manager.

Reporting Officer: Martin Price

Bruce Lang  
Assistant Chief Executive

18 June 2015

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)**

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**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

**Minutes of the meeting of the Tenant Services Management Board held on Monday 19 January 2015 at 6pm in JMR, The Deane House, Belvedere Road, Taunton.**

**Present:** Mr D Etherington (Chairman)  
Mrs J Hegarty (Vice-Chair)  
Mr R Balman, Mrs J Bunn, Ms M Davis, Mr D Galpin, Mr K Hellier, Mr I Hussey, Mr R Middleton, and Councillor Bowrah.

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

**Others:** Councillors Adkins

(The meeting commenced at 6.00pm)

**1. Apologises**

Councillor Miss Smith

**2. Public Question Time**

No questions received for Public Question Time.

**3. Declarations of Interests**

Councillor Bowrah declared personal interest as members of his family were Taunton Deane Borough Council Housing Tenants and declared a personal interest as Ward Councillor for Wellington, Rockwell Green and West.

Mr R Balman, Mrs J Bunn, Ms M Davis, Mr D Etherington, Mr D Galpin, Mrs J Hegarty, Mr K Hellier, Mr I Hussey, and Mr R Middleton declared personal interests as Taunton Deane Borough Council Housing Tenants.

**4. Update on Regeneration of Weavers Arms, Rockwell Green.**

The Housing Development Project Lead and Housing Development & Enabling Manager gave a verbal update and presented some slides to the Board Members concerning the project status of the Regeneration of Weavers Arms.

Below was a summary of the verbal update and presentation slides:

- Officer presented the first stage of Architects designs for the properties.
- There would be 26 units in total including bungalows, flats and 2/3 bedroom semi-detached properties.
- All properties would be built to code level four and had a traditional look in keeping with the properties in the surrounding area.

- Officers had held a public consultation event where approximately 180 residents attended to voice their opinions on the development and designs.
- These were received mostly positively with concerns centring round highways and non-residents using the road to park.
- The two bed properties would be reinforced in the roof space to allow for possible future addition of third bedroom.

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

- The proposed designs and scheme look excellent. I can understand the residents' concerns regarding highways. There was a school nearby and residents were concerned that parents would use the roads for parking.  
*The concerns regarding Highways would be dealt with during the planning process.*
- No complaints regarding this scheme. The designs of the properties looks lovely.
- I was pleased with what I saw at the public consultation event and especially the off-road parking within the new scheme, which residents don't currently have access.
- What about the displaced tenants, had they been offered to return to the new properties or move elsewhere and could they downsize if they wished?  
*The displaced tenants had offered the opportunity to move on or come back to the finished development as well as downsize if they so wished. This was why the Council had included some bungalows within the development as some existing tenants preferred this option to the flats.*
- Looks like a lovely scheme and it was nice to see the outside remaining in keeping with the area but the inside would be modern as well as the property being code level four making them energy efficient.

**Resolved** that the Board noted the Officer's report.

## 5. **Housing Revenue Account Business Plan 2012 – 2042 Review.**

Reference Item No. five of the minutes of the meeting held on 15 December 2014, the Director of Housing and Communities presented a briefing note on the forthcoming review of HRA Business Plan.

This report provided Members of the Board with the full report detailing the review of Housing Revenue Account (HRA) Business Plan 2012 – 2042 and since the last review process a number of significant changes and issues had arisen that impact on the Business Plan, consequently a further review had been undertaken.

Below was a summary of the additional information provided to the Board by the officer:

- The report had been to Community Scrutiny Committee and Executive Committee. It had been well received with only a couple of concerns from members.
- Since the review report had been produced and presented inflation had again fallen and this would need to be factored in by Finance and ArlingClose.

- The adjustments and budget changes stated in the report had not changed since going to the Council Committee meetings.
- Concerning the ring-fencing of the proposed apprenticeship places, this would need further investigation prior to launch. There were equal opportunities elements the Council needed to be aware of through the recruitment process. A report would come forward to the Board regarding the apprenticeship scheme.

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

- Looking at the fixed rate borrowing, what was the length of the fixed rate?  
*The repaying of the capital element to the major borrowing would be paid off within 18 years.*
- Completely agree with the decision to focus on new builds rather than extension to existing stock.
- Another element to limiting the number of extensions would be to review and prove the way the Council did its property allocations, making best use of the current stock.  
*The Council had been more aware of the adapted properties and were trying to become more efficient with the current stock when allocating.*
- Adapted properties; this had been previously discussed by the Board, had the Council created a register of adapted properties to make sure they were only offered to people who required the adaptations?  
*The Council currently had a traffic light system for adapted Council properties. When the Council advertised these properties on Homefinder Somerset only people who required the specific properties would be able to bid for them.*
- The Council had previously had regular drives to encourage tenants to agree and complete mutual exchanges of properties.
- During the recent Board training session, members had discussed requesting a report to come to the Board regarding the Council property allocation service and Homefinder Somerset.
- As the Council pays off and frees itself from more debt creating more borrowing headroom, could they consider re-developing large areas or blocks of the non-traditional properties such as the Woolaways?  
*Indeed the Council borrowing headroom would increase as we pay back our borrowing but we also had to consider if the development were affordable. The Council is concentrating any re-development of non-traditional properties to the Woolaways as they had the short lifespan, whereas the Cornish properties had a longer lifespan and could be maintained much easier. The Council may not be able to completely re-develop the larger areas of Woolaway on their own and may need to look into partnership development but Rockwell Green regeneration was a good opportunity for a pilot scheme to see how it goes. The Council had to consider other options not just Woolaway sites but also consider sites that come up for sale and land hungry sites.*
- If the Council had to look for partnerships to re-develop these larger areas of non-traditional properties, Could we consider joining up with a property developer and create a mixed community with Council and Owner occupiers?
- If the Council went into a partnership with a developer, what percentage would the percentage of properties on the site, the Council would want for stock?

*In a partnership with a property developer, the Council would at least need to get the same number of properties back that were originally on the site if not a slight increase in properties and to repay any borrowing.*

- I would have concerns with mixed communities as areas such as Bishops Hull development had suffered problems, where companies and engineers had refused to visit certain areas of mixed estates, also owners look after their properties with more care than some Social Tenants, which could have an effect on owner properties.
- Board Members didn't have a problem with the idea of creating a partnership with a property developer to re-develop the larger areas but the Council would need to be aware of any arising issues with mixed communities affecting owner properties.

**Resolved** that the Board noted the Officer's report.

## **6. Tenant Participation Advisory Service (TPAS) Annual Conference 2015.**

Considering the report previously circulated, concerning the upcoming Tenant Participation Advisory Service (TPAS) Annual Conference 2015 at the Chesford Grange Hotel in Kenilworth on 8 and 9 July 2015.

Members of the Board had previously attended TPAS Annual Conferences which had traditionally been held in July. This year TPAS was maintaining the same format as last year, with the conference being held in July in the same venue near Warwick.

The Board was asked to decide whether to send delegates to the conference, and if so how many.

TPAS were currently offering a discount on bookings. This was set at £339 per delegate but must be booked by the 17<sup>th</sup> April 2015. After this date a place at the conference would cost £389.

TPAS were currently finalising the full programme, which included workshops and speakers. The full programme would be available in April 2015. A conference dinner was to be held on the evening of Wednesday 8<sup>th</sup> July. This was included in the delegate fee.

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

- Board Members agreed that representatives from the Board should be sent to the conference as it was a very useful experience.
- Would there be any cost to Board Member prior to going to conference?  
*The cost of the conference and travel would be met by the existing Tenant Empowerment budget.*
- Could those who were interested in attending please raise their hands?  
*Mr R Balman, Mr I Hussey, Mr K Hellier, Cllr B Bowrah and Mr D Gaplin showed interest in attending the conference.*
- It was suggested that officers look at alternative accommodation as the cost of the Chesford Grange seemed expensive. The previous attendees believed there was another hotel locally, which other delegates had used.



- Board Members were in general agreement for alternative accommodation as this was Tenants' money.

**Resolved** that the Board noted the Officer's report.

## **7. Update on Somerset Tenant Conference.**

The Tenant Empowerment Manager gave a verbal update concerning the Somerset Tenant Conference.

Landlords in Somerset had come together to hold a joint conference to enable tenants from different organisations to meet, learn and swap ideas and share experiences of housing.

The landlords which were involved in this joint conference were:

- Taunton Deane Borough Council
- Yarlington Homes
- Magna
- Magna West Somerset
- Alliance
- Knightstone
- Raglan

The Conference would be held on Saturday 14th March 2015 between 10am to 2.30pm with registration opening at 9.30am. The location for the conference would be the County Room and the Long Room at Somerset County Cricket Ground. Lunch would be provided to all attending delegates.

Between the Landlords, it had been agreed that each landlord could send 14 attendees and the proposed breakdown for the attendees for the Council would be:

- Four from Tenants' Forum
- Four from Tenant Services Management Board
- Four from Supported Housing Development Group
- Two from TDBC staff

The agenda for day had yet to be confirmed but guest speaker Jenny Osbourne; Chief Executive of Tenant Participation Advisory Service would be attending the conference. There would be a mixture of hot topics that had the most impact on tenants, along with workshops. The layout of the venue would allow tenants from different organisations to mix.

The cost of the event would be split equally between the seven landlords involved in the conference.

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

- Could those who were interested in attending the conference, please raise their hands?

*Mrs J Hegarty, Ms M Davis, Mr R Middleton, Mr R Balman, Mr I Hussey, Mr D Gaplin and Mr D Etherington had shown interest in attending.*

*Confirmation of attendees would be decided at the next meeting of the Board in February.*

- Had the landlords considering having a competition at the event as well? Something like 'Best Tenant or Tenant of the Year'.  
*The event had been organised to lend itself more to allow tenants and attendees to mix.*
- Housing Service Lead asked if there was any flexibility on the number of TDBC staff attending the event as he felt this would be of benefit to staff who weren't experienced in Tenant led decision making and how the Council worked the Tenants through all our processes and interaction.  
It was also a benefit to managers being more aware of Tenants interaction and would benefit the running of the services with this increased understanding.
- If officers could find out, if other landlords hadn't filled all their places, could the Council use those empty places for officers to attend? Or simply could it be increased to four from Tenants' Forum, four from the Board, four from Supported Housing and Four from staff?
- Was there any possibility that if Board Members were interested in attending but were unable to attend all day, could they attend for just an hour?

**Resolved** that the:-

1. Board noted the officer's report.
2. Board would confirm attendees to the conference at the next meeting in February.

(The meeting ended at 7.03pm)

## Declaration of Interests

### **Tenant Services Management Board**

- Taunton Deane Borough Council Housing Tenants;
  - Mr R Balman
  - Mrs J Bunn
  - Mr M Davis
  - Mr M Edwards
  - Mr D Etherington
  - Mr D Galpin
  - Mrs J Hegarty
  - Mr K Hellier
  - Mr I Hussey
  - Mr R Middleton
  
- Family Member(s) are Taunton Deane Borough Council Housing Tenant;
  - Councillor Bowrah
  - Councillor Miss Smith




HRA Revenue	Target Budget (£)	Actuals to Date (£)	% Spend	Forecast (£)	Variance (£)	Comments
<b>Income</b>						
Dwelling Rents	(25,046,900)	(18,537,094)	74%	(25,362,500)	(315,600)	Void loss is currently approx 0.9% overall against a budget of 2%.
Non Dwelling Rents (Garages, Shops and Land)	(557,200)	(449,396)	81%	(578,600)	(21,400)	
Other Income (Service Charges, Rechargeable Repairs, Leaseholder Charges and GF Contribution)	(625,500)	(510,835)	82%	(733,570)	(108,070)	Additional income from leaseholders to offset additional spend below.
<b>Total Income</b>	<b>(26,229,600)</b>	<b>(19,497,325)</b>	<b>74%</b>	<b>(26,674,670)</b>	<b>(445,070)</b>	
<b>Expenditure</b>						
Housing Management	6,570,520	2,542,572	39%	6,497,100	(73,420)	Largely on target. Underspends relate to central costs and RTB income.
Repairs & Maintenance - Planned	2,271,200	587,452	26%	2,305,670	34,470	PPM and Electrical contracts are now not going to be in place until next year. PPM works are currently being undertaken by the DLO however a £633k underspend is currently expected. Both this and £700k for Electrical testing and associated works will be needed in future years and so it is requested that these are put in EMRs at year end.
Repairs & Maintenance - Responsive	3,079,700	1,901,458	62%	3,101,570	21,870	General Maintenance is currently forecasted to be £284k overspent. This is largely offset by underspends in Responsive heating due to lower than budgeted revenue installs and chargeable works being lower than expected at budget setting. Responsive Electrical is also underspending.
Repairs & Maintenance - Voids	1,800,000	952,839	53%	2,050,000	250,000	Void costs are expected to be higher than budget. Management action is being put in place to limit over spend to approx £250k.
Other Expenditure	926,300	577,078	62%	1,051,170	124,870	Works on leasehold flats is higher than budgeted, however this is offset by additional income (Other income) as all works are recharged to leaseholders.
<b>Total Expenditure</b>	<b>14,647,720</b>	<b>6,561,399</b>	<b>45%</b>	<b>15,005,510</b>	<b>357,790</b>	
<b>Central Costs/Movement in Reserves</b>						
Social Housing Development Fund	500,000			500,000	0	
Depreciation and Revenue Contribution to Capital Programme	7,750,000			7,750,000	0	
Procurement Savings	323,000			323,000	0	
Net Interest Payable	2,685,100			2,680,800	(4,300)	Higher investment income and lower than budgeted interest payments
Provision for the Repayment of Debt	510,520			510,520	0	
Change in Provision for Bad Debt	224,900			224,900	0	
Other Movement in Reserves	(411,640)			(411,640)	0	Transfer from reserves of £347.3k to cover cost of transformation. Any remaining funds will return to general reserves. Plus £40k Accommodation Project and £24k transfer from Earmarked Reserves
<b>Total Central Costs/MIRs</b>	<b>11,581,880</b>			<b>11,577,580</b>	<b>(4,300)</b>	
<b>Total Housing Revenue Account</b>	<b>0</b>	<b>(12,273,358)</b>		<b>(91,580)</b>	<b>(91,580)</b>	0.3% variance

HRA Capital	Target Budget (£)	Actuals to Date (£)	% Spend	Outturn Forecast (£)	Reprofiled into 2015/16 (£)	Variance (£)	Comments
<b>Major Works</b>							
HRA Kitchens	1,043,300	148,203	14%	539,600	(503,700)	0	
HRA Bathrooms	1,260,000	543,481	43%	1,260,000	0	0	
HRA Roofing	490,000	339,325	69%	490,000	0	0	
HRA Windows	220,000	83,896	38%	220,000	0	0	
HRA Heating Improvements	1,135,300	45,755	4%	595,000	(540,300)	0	
HRA Doors	550,000	93,391	17%	550,000	0	0	
HRA Fire Safety Works in Communal Areas	255,000	66,257	26%	255,000	0	0	
HRA Fascias and Soffits	1,000,000	422,038	42%	650,000	(350,000)	0	£9,148k of the capital budget in the HRA relates to works on existing dwellings and associated areas and includes major works such as kitchens, bathrooms, heating systems, roofs, doors and windows. Spend is largely forecast to come in on target, however an underspend of £51k is currently expected on adaptations and DFGs. Due to delays in the start of some new contracts, and long lead in times for extensions to dwellings, £1,816k of the budget is not yet programmed and has been re-profiled into 2015/16. Actual spend at Q3 is £2,689k.
HRA Air Source Heat Pumps	800,000	465,118	58%	800,000	0	0	
HRA Door Entry Systems	208,400	28,641	14%	143,400	(65,000)	0	
HRA Soundproofing	300	0	0%	300	0	0	
HRA Meeting Halls	25,000	4,249	17%	25,000	0	0	
HRA Tenants Improvements	5,000	250	5%	5,000	0	0	
Other External Insulations	5,000	0	0%	5,000	0	0	
Garages	40,000	0	0%	40,000	0	0	
Sewerage Treatment Plants	500	330	66%	500	0	0	
HRA Asbestos Works	259,000	149,392	58%	259,000	0	0	
Sustainable Energy Fund	455,400	8,994	2%	455,400	0	0	
Environmental Improvements	301,300	47,956	16%	301,300	0	0	
Extensions	160,000	0	0%	0	(160,000)	0	
HRA Aids and Adaptations	118,900	47,123	40%	92,000	0	(26,900)	
HRA DFGs	346,000	79,684	23%	322,070	0	(23,930)	
Deane Helpline	82,600	11,204	14%	82,600	0	0	
HRA IT Development	241,900	8	0%	45,000	(196,900)	0	
HRA Unadopted Areas	20,000	0	0%	20,000	0	0	
HRA Lifts	125,000	103,712	83%	125,000	0	0	
HRA PV Systems	1,509,100	0	0%	1,509,100	0	0	
<b>Total</b>	<b>10,657,000</b>	<b>2,689,006</b>	<b>25%</b>	<b>8,790,270</b>	<b>(1,815,900)</b>	<b>(50,830)</b>	
<b>Development</b>							
HRA Creechbarrow Road	6,916,100	1,436,268	21%	3,521,100	(3,395,000)	0	The remaining budget of £14,251k is for the provision of new housing through the Creechbarrow Road, Phase 1 and Weavers Arms new builds and the buyback of dwellings previously sold through Right to Buy. These are currently expected to complete on target, with Phase 1 sites to complete in 2014/15 and Creechbarrow Road in 2015/16. Weavers Arms, Oaken Ground is still in the early stages of development.
HRA Phase 1: Vale View, West Bag	1,000,200	481,069	48%	1,000,200	0	0	
HRA Phase 1: Bacon Drive	1,020,300	270,967	27%	1,020,300	0	0	
HRA Phase 1: Normandy Drive	982,000	242,044	25%	982,000	0	0	
Buybacks	832,800	687,620	83%	832,800	0	0	
HRA Weavers Arms Development	3,500,000	0	0%	0	(3,500,000)	0	
<b>Total Development</b>	<b>14,251,400</b>	<b>3,117,967</b>	<b>20%</b>	<b>7,356,400</b>	<b>(6,895,000)</b>	<b>0</b>	
<b>Total HRA Capital</b>	<b>24,908,400</b>	<b>5,806,973</b>	<b>20%</b>	<b>16,146,670</b>	<b>(8,710,900)</b>	<b>(50,830)</b>	

# Summary for TSMB 16<sup>th</sup> February 2015

## Housing and Communities Quarter 3 / Outturn performance

### Overview & Summary

Section	No. of measures	 Green	 Amber	 Red	N/A	Trend (reported from Q2)
1) Managing Finances Housing	9	56% (5)	44% (4)	0% (0)	0% (0)	↔
2) Service Delivery – Satisfaction	11	55% (6)	36% (4)	0% (0)	9% (1)	↑
3) Service Delivery – Decent Homes	2	0% (0)	0% (0)	100% (2)	0% (0)	↓
4) Service Delivery – Manage Housing Stock	18	33% (6)	11% (2)	33% (6)	23% (4)	↓
<b>TOTALS</b>	<b>40</b>	<b>42.5% (17)</b>	<b>25% (10)</b>	<b>20% (8)</b>	<b>12.5% (5)</b>	

<b>Movement To be reported from Q2</b>	<b>0 Measures</b>	<b>0</b>	<b>-3</b>	<b>+2</b>	<b>+1</b>
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### 8 RED ISSUES

Planned actions are off course.

- **2 Measures for Decent Homes are off course.** Average SAP (energy efficiency) rating is below target. **Dwellings with a valid gas safety certificate** – 99.89% - 5 properties were not serviced (tenant passed away, two were in hospital, two will be serviced in Jan 2015).
- **Housing Services Diversity Information.** We hold 77.5% of diversity information. The Diversity Information survey has been redesigned and we are developing processes to collect incomplete data so this figure should continue to improve.
- **3 Repairs and Maintenance measures are off course.** 93.83% of emergency repairs were completed on time against a target of 98%. 90.97% of urgent repairs were completed on time against a target of 94%. 83.71% of non-urgent repairs were completed on time against a target of 85%. The COSY replacement went live at the beginning of September, and there have been a number of problems including ticket closure. Once these are resolved it should enable us and the DLO to report completions more accurately and establish where there are issues or not.
- **Local Authority Major Aids and Adaptions** – 35 applications have been completed and 50 are predicted against a target of 84. The target will need to be reviewed as 84 may be unrealistic given the complex needs of many clients.
- **Average Re-let Times** - 26.25 days against a target of 21 days. Data for Q3 incomplete, a number of properties that should have been

recorded as major works have been recorded as minor works, therefore performance figure is showing higher average than it should.

## 10 AMBER ALERTS 😞

Some uncertainty in meeting planned actions

- **Aids and Adaptations (2 measures)** – expenditure on both major and minor Aids and Adaptations are unlikely to reach budget, these are both demand led.
- **Estate Management Team** – rent arrears at the end of week 39 are £440k against a target of £360k, due to the Christmas period. Last year similar levels of debt were reported in Q3 and arrears were back on target by Q4.
- **Housing Debt** – the debt level for December has increased slightly since September due to Housing debt.
- **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.
- **Lettings Team** – the % of dwellings vacant but unavailable are 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 just fall back in line with our targets in the coming months.
- **Local Authority Major Aids and Adaption.** Performance for end to end completion time is 27 weeks, 5 cases were completed within the 22 week target, 7 were delayed due to clients.

## 17 ON TRACK 😊

Planned actions are on course

- **Managing Finances** – 5 measures are on target.
- **Satisfaction** – 6 measures are on target.
- **Housing Stock** – 6 measures are on target.

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

- **% of tenants satisfied with the Extra Care Housing service** – a survey has not currently been completed
- **Repairs and Maintenance** – 3 measures are under development.
- **Community Development** – tonnage removed measure not reported.

# Health & Housing Services Scorecard Q3 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%) Q2: Forecast £207,860 underspend – (0.8%) Q3: Forecast £91,580 underspend – (0.3%)
		<b>2. Local Authority Major Aids and Adaptions</b> Amount spent to date, target £315,000.					The predicted spend is £261,070 by year end. This takes into account current commitment and spend. This is only for work which is as a result of direct grant award. There is additional disabled adaptation work being undertaken as part of the Decent Homes programme and the known spend for this work is not yet known until the recharges have been made. It can be assumed given the volume that a further £30,000 will be spent of the budget making a total of £291,070.
		<b>3. Minor Aids and Adaptions</b> Amount spent to date, target £120,000					The current spend is £61,423. This is an estimate as awaiting the recharges to the budget from the DLO. The predicted end of year total is £95,000 based upon current demand. It is recommended that the budget is reviewed given the



						second consecutive year of underspend to bring in line with predicted demand.
MF2	<b>Budgets – Income</b>  To maximise income opportunities and collection	<b>1. Income Team</b> Former tenant arrears as a % of rent due Target = 5%				Q1 – 0.45% Q2 – 0.50% Q3 – 0.55%
		<b>2. Income Team</b> Rent written off as a % of rent due Target = 0.70%				Q1 – 0.10% Q2 – 0.16% Q3 – 0.18%
		<b>3. Income Team</b> % of rent lost through dwellings being vacant Target = 2%				Q1 – 0.78% Q2 – 0.89% Q3 – 0.87%
		<b>4. Estate Management Team</b> Rent arrears owed by current tenants as at end of quarter. Target = £360,000 <i>Corporate Indicator</i>				Q1 £392,876.34 Q2 £366,766.18 at end week 26. Q3 £440,411.12 at end week 39 Whilst this figure is above target, the Christmas period always sees increased arrears figures and we will continue to take effective steps to manage the rent accounts within the service. This is a similar figure to last year at Q3 and rent arrears were back on target by year end and we feel confident of the same outcome this year.
		<b>5. Estate Management Team</b> Rent collected as a % of rent due excluding arrears b/f Target = 98.3%				Q1 – 103.9% Q2 – 101.5% Q3 – 99.3%
MF3	<b>HRA Debt</b>	<b>Housing Debt</b> Total amount of housing debt across all categories, houses, shops, land, etc.				Comparisons with previous year not possible due to changes in how debt is reported. Housing and

						Community debt for Dec £813,744 Debt increased slightly in Housing due to Christmas but reducing or static in other areas.
<b>Service Delivery</b>						
<b>Excellent services – Customer driven – A dynamic organisation – Local focus</b>						
<b>SD1</b>	<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 <i>Result from 2013 STAR Survey</i>				Data will be the same until 2015 Actual – 65% Target – 73%
		<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				Q1 – 93% Q2 – 92.3% Q3 – 95%

		the help and advice given as excellent or good Target = 66%					
		<b>4. Lettings Team</b> % of new tenants satisfied with the allocations and letting process Target = 86%					Q1 - 94% Q2 - 97% Q3 - 98.7%
		<b>5. Lettings Team</b> % of new tenants satisfied with the lettable standard of property Target = 86%					Q1 - 94% Q2 - 97% Q3 - 97.3%
		<b>6. Repairs &amp; Maintenance</b> % of tenants satisfied with the most recent repair Target = 98%					Q1 - 98% Q2 - 98% Q3 - 98%
		<b>7. Supported Housing</b> % of tenants satisfied with the Extra Care Housing service Target = 86%					Data is currently not collected.
		<b>8. Satisfaction of Gas Servicing</b> % of tenants satisfied with the Gas Service procedure Target = 90% <i>Annual Housemark Measure</i>					Q1 - 98.5% Q2 - 99% Q3 - 99.98%
		<b>9. Local Authority Major Aids and Adaptions</b> % satisfaction, target 95%.					100% from 3 returned surveys. Comments include "Useful adaptation, made my life so much easier." Staff were extremely helpful and the process made very clear."
<b>SD2</b>	<b>Decent Homes</b> - To comply with Government Standards  - To improve energy	<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

	efficiency of housing stock						the SAP software upgrade at present.
		<b>2. Asset Management</b> % of dwellings with a valid gas safety certificate Target = 100%					Q1 – 100% Q2 – 99.98% Q3 – 99.89% 5 properties out of 4435 were not serviced (one tenant has passed away, two were in hospital, two will be serviced in Jan 2015).
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% Q2 – 96.67% Q3 – 95.08%
		<b>2. Lettings Team</b> Average re-let time (calendar days) Target = 21 days					Q1 – 21.54 Q2 – 19.76 Q3 – 26.25 Some data was incomplete for relets, unfortunately it has not been updated therefore our performance for average relets is showing as poorer than it should.
		<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% Q2 – 0.6% Q3 – 0.7% 70% of voids during Q3 were major works, in addition to this the Christmas closing period meant no works could take place at the end of the quarter.
		<b>4. Lettings Team</b> % of dwellings that are vacant and available to let Target = 0.5%					Q1 – 0% Q2 – 0.01% Q3 – 0
		<b>5. Repairs &amp; Maintenance</b> % of properties re-let that meet lettable standard (20% sample) Target = 100%					Under development

		<b>6. Lettings Team</b> % of properties accepted on first offer Target = 75%				Q1 – 69.98% Q2 – 75.8% Q3 – 77.5%
		<b>7. Housing Services</b> % of tenants on whom the landlord holds diversity information Target = 90%				Q1 – 69.98% Q2 - 59.84% Q3 – 60.48% We continue to incrementally collect this data.
		<b>8. 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>9. Repairs &amp; Maintenance</b> % of repairs completed on first visit Target = TBC				Under development
		<b>10. Repairs &amp; Maintenance</b> Completion of repairs within priority target times: Emergency (within 24 hours) Target =98%				Q1 – 95% Q2 – 94% Q3 – 93.83% The COSY replacement went live at the beginning of September, and there have been a number of problems including ticket closure. Once these are resolved it should enable us and the DLO to report completions more accurately and establish whether there are issues or not.
		<b>11. Repairs &amp; Maintenance</b> Completion of repairs within priority target times: Urgent (within 3 working days)				Q1 – 91% Q2 – 91% Q3 – 90.97% The COSY replacement went live at

		Target =94%				the beginning of September, and there have been a number of problems including ticket closure. Once these are resolved it should enable us and the DLO to report completions more accurately and establish whether there are issues or not.
		<b>12. Repairs &amp; Maintenance</b> Completion of repairs within priority target times: Non Urgent (up to 28 days) Target =85%				Q1 – 81% Q2 – 83% Q3 – 83.71% The COSY replacement went live at the beginning of September, and there have been a number of problems including ticket closure. Once these are resolved it should enable us and the DLO to report completions more accurately and establish whether there are issues or not.
		<b>13. Community Clean ups</b> Number of events held, broken down by area				1 – Eastwick Road, Taunton
		<b>14. Tonnage removed</b> From clean ups, broken down by event				Not available
		<b>15. Events supported</b> Number of events/activities put on or supported by the team, broken down by area				National Citizen Scheme presentation and community event at Somerset College. 4 Youth Drop-in evenings at Priorswood Community Centre. 3 Pride in Priorswood events at Priorswood Community Centre.
		<b>16. Local Authority Major Aids and Adaptions</b> Number of applications				Completed 15. There are 54 open cases of which a further 35 are expected to be certified by the end

		<p>completed, target 84.</p>				<p>of March 2015. Making the total 50 In Q2 it was reported as 60. However 10 cases have run into complications due to client needs and building requirements. The target needs reviewing by year end as 84 is unrealistic given both the complex needs of many of the clients, the volume of Recommendations received by the Council and the budget.</p>
		<p><b>17. Local Authority Major Aids and Adaptions</b> End to end completion time, target 22 weeks.</p>				<p>Q1 – 26 weeks Q2 – 27 weeks Q3 - average time was 31 weeks. Without the 4 exceptions (exceptions being cases delayed by clients due to hospital readmission and other agency involvement such as Occupational Therapists) the Council would have achieved 22 weeks.</p>
		<p><b>18. Minor Aids and Adaptions</b> Number of applications completed. Target 350</p>				<p>Q1 – 71 applications Q2 – 142 applications Q3 - 211 certified to the end of Quarter 3. There are 110 cases waiting for advice from the DLO to confirm that the jobs have been completed. If these were added in the total by year end would be 321. It is estimated given current demand that the target of 350 will be met.</p>