

# Housing and Community Services Performance Action Plan Quarter one, 2018/19

## Appendix C

**Theme** – People.

**Action** – PE1.2 Average time to re-let local authority homes (days) (excluding major voids).

**Target:** Less than 21 days.

**Performance:** 26 days.

**Trend (compared to last quarter)** – 20.6 days achieved in quarter four (2017/18).

### Background:

There were 25 day-to-day void properties during quarter one, including two back-to-back lettings which incurred no void loss.

Of the 25, nine properties took more than 21 days to re-let. Three were delayed due to the letting process and six were delayed during the repairs process.

### Key actions underway:

Short-term solutions include:

- Maximising the use of the notice-to-quit period to reduce the time taken to schedule and complete day-to-day repairs.
- Formalising the weekly void meetings to improve momentum.
- Developing co-ordination of works to demonstrate accountability for key parts of the turnaround process.

Long-term solutions include:

- Void process workshops with the Repairs and Allocations Teams to identify system and process changes to bring reductions in turnaround time.
- Streamline the Orchard voids sequence and revise policies and procedures.
- Revising age criteria on difficult to let sheltered properties.
- Review the Choice-Based Lettings system.

### Opportunities:

The Council is aiming to create process efficiencies to reduce void rent loss and further improve customer service. Redesigning the Allocations Policy will also contribute to heightened voids performance.

### Risks:

- Reducing demand for sheltered flats.
- Increasing arrears.
- Extended use of temporary accommodation for homeless people.
- Reputational risk in not meeting housing need quickly.
- Potential for unoccupied properties being vandalised.



**26 days**

Average time  
to re-let local  
authority  
homes

**Target - 21**

**Theme** – People.

**Action** – PE1.3 Average length of time for current voids.

**Target:** Less than 21 days.

**Performance:** 41.1 days.

**Trend (compared to last quarter)** – This is a new indicator for 2018/19.

**Background:**

Empty Council properties are called 'voids'. These are inspected for maintenance works required before they are re-let.

This is a new indicator to enable proactive work scheduling and planning for current voids.

At the end of quarter one, there are 27 void properties, which have been void for a total of 1,111 days.

The main reasons for this are:

- Sheltered properties which are available to let and continue to be advertised.
- The condition of properties following tenant evictions.
- Nine properties requiring major repairs.
- Properties reserved for Hospital Step Downs and then found to not be suitable.

**Key actions underway:**

Key actions underway include:

- Continuing to establish strong links between Repairs, Housing and Waste Teams to co-ordinate progression of property turnaround.
- Reviewing the end-to-end process to identify areas for improvement.
- Influencing the standard of voids returned by bringing in mitigation measures when reviewing the transfer process.
- Repackaging major void repair work in readiness for re-tendering contracts.

**Opportunities:**

This indicator enables the Council to review the void process and create efficiencies to reduce void rent loss and further improve customer service.

The Council is also striving to enhance the standard of re-let properties through repackaged maintenance contracts.

**Risks:**

- Financial loss to the Council
- Reducing demand for sheltered properties



**41.1 days**

Average  
length of time  
for current  
voids

**Target -  
<21 days**



96%

% of tenancies sustained after the introductory period

Target - 97%

**Theme – People.**

**Action – PE2.2** Percentage of tenancies sustained after the introductory period.

**Target:** 97% of all introductory tenancies.

**Performance:** 96%. 46 tenancies were reviewed in quarter one (44 successfully transferred to secure tenancies).

**Trend (compared to last quarter) – 92%** achieved in quarter four (2017/18).

**Background:**

Two tenancies failed due to outstanding rent debt. Housing Officers continue to work with these cases. One of these has cleared their outstanding debt post quarter.

There is a steady and sustained improvement in performance, showing that renewed focus to this indicator is having a positive impact.

**Key actions underway:**

- Close monitoring continues to tackle low level arrears on all tenancies, which in turn will reduce failed introductory tenancies.
- New tenants are encouraged to engage with Pre-Tenancy workshops.
- Offering early intervention to tenants suffering financial hardship through the Tenancy Sustainment Service.

**Opportunities:**

Continued improvement in performance will create savings in officer time and reduced arrears. It also offers an opportunity to reduce property turnover and increase tenancy sustainment void loss on properties.

**Risks:**

Continued failure will mean increasing arrears and a higher probability of tenancy failure, leading to increased homelessness, void occurrence and associated costs.



150

Increase attendance at 'eUREKA', a mix of music, art, sport and food.

Target - >300

**Theme – Place.**

**Action – PL5.1** Promote participation in cultural activities.

**Target:** Increase attendance (300 in 2017) at 'eUREKA' (sic), a mix of music, art, sport and food, for 11 to 19-year-olds at Eureka Park in Swadlincote.

**Performance:** Around 150 young people attended on May 30.

**Background:**

Attendance at the event was compromised by very poor weather, despite a good spread of activities and wide-ranging promotion.

**Key actions underway:**

Although poor weather cannot be controlled for outside events, increased contingency planning for wet weather or under cover activities will be considered as part of the debrief. There is also a wide variety of activities on offer over the coming months at Eureka Park, including the Adventure Mobile, Play Mobile, Sports Mobile and a summer reading challenge.

**Opportunities and risks:**

The Council's Parklife Project has been developed to get local people more active in parks by offering free and low-cost events and activities. The aim is to encourage more families to use the parks and motivate residents to be fit, healthy and active. It is also an opportunity to educate local people in the rich history of the parks.

There are four actions for Housing and Community Services.