



Service Delivery Committee	Tuesday, 10 July 2018	Matter for Information
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Report Title: **Community Services Update (Q4 2017/18)**

Report Author(s): **Steve Nash (Housing Services Manager)**
John Stemp (Community Property Manager)

Purpose of Report:	This report is to provide an update to the Committee regarding the delivery of community services primarily during the period quarter 4 2017/18 and an update relating to the period quarter 1 2018/19.
Report Summary:	This report includes standing reported items on rent arrears, voids, gas safety, capital projects and disabled facility grants etc.
Recommendation(s):	That the contents of the report and appendices be noted.
Responsible Strategic Director, Head of Service and Officer Contact(s):	<p>Stephen Hinds (Director of Finance and Transformation) (0116) 257 2681 stephen.hinds@oadby-wigston.gov.uk</p> <p>Adrian Thorpe (Head of Planning, Development and Regeneration) (0116) 257 2645 adrian.thorpe@oadby-wigston.gov.uk</p> <p>Steve Nash (Housing Services Manager) (0116) 257 2662 steve.nash@oadby-wigston.gov.uk</p> <p>John Stemp (Community Property Manager) (0116) 257 2726 john.stemp@oadby-wigston.gov.uk</p>
Corporate Priorities:	An Inclusive and Engaged Borough (CP1) Effective Service Provision (CP2) Green & Safe Places (CP4) Wellbeing for All (CP5)
Vision and Values:	"A Strong Borough Together" (Vision) Accountability (V1) Customer Focus (V5)
Report Implications:-	
Legal:	There are no implications arising from the report.
Financial:	The implications are as set out in the report.
Corporate Risk Management:	Decreasing Financial Resources (CR1) Effective Utilisation of Assets/Buildings (CR5) Regulatory Governance (CR6)
Equalities and Equalities	There are no implications arising from the report.

Assessment (EA):	EA not applicable.
Human Rights:	There are no implications arising from the report.
Statutory Officers' Comments:-	
Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	The report is satisfactory.
Consultees:	None.
Background Papers:	None.
Appendices:	1. Final Outturn Report - Capital Programme Projects (2017/18) 2. Capital Programme (2018/19) 3. Lightbulb Project - Regulatory Reform Order (Final Draft)

1. Current Tenant Arrears

- 1.1 The table below shows the arrears at the end of each of each month as a monetary amount and as a percentage of the rent roll.

January 2018	February 2018	March 2018	April 2018	May 2018
£139,442.00	£155,822.00	£98,732.73	£126,991.82	£138,826.58
2.86%	3.20%	2.02%	2.65%	2.88%

- 1.2 Quarter 4 performance until the end of March 2018 shows that the 2% target was very nearly achieved. Rents were reduced by 1% in accordance with the government requirement from the start of Quarter 1 of 2018/19.
- 1.3 Universal Credit full service commenced on 13 June 2018 and Officers anticipate this will reduce the rent arrears collection performance.

2. Former Tenant Arrears

- 2.1 The table below shows the former tenant debt at the end of each of each month as a monetary amount and as a percentage of the rent roll. Whilst some payments are collected the majority of any reductions tend to result from the application of the corporate debt write-off procedure.

January 2018	February 2018	March 2018	April 2018	May 2018
£105,911.40	£105,743.37	£104,402.04	£110,834.64	£113,063.97
2.17%	2.17%	2.14%	2.30%	2.34%

- 2.2 Former Tenant Debts can involve the use of Medina Credit Management.
- 2.3 Quarter 4 performance shows that the 2.25% target was met.

3. Voids

- 3.1 There was a two thirds reduction in vacant Council properties for 2017/18 over the previous year 2016/17. This can be explained in part by the ending in 2016/17 of the Boulter Crescent refurbishment project and the return of several dozen properties which had been used for 'decanting' purposes. In addition 2016/17 saw the delivery of the Wright Place development at the end of Kirkdale Road by Waterloo Housing.
- 3.2 The table below shows the total available properties for the year 2017/18.

	Landlord							
Property type	OWBC	Waterloo	Longhurst	ASRA	Metropolitan	NCHA	Riverside	Total
Sheltered	17	1						18
Studio / 1 bed flat	12	4	2		1			19
2 bed flat	9	1				1	1	12
2 bed house	4		1	1				6
3 bed maisonette	10							10
3 bed house	4				1		1	6
3 bed flat								0
4 bed house								0
Totals	56	6	3	1	2	1	2	71

- 3.3 Quarter 4 performance shows a void turnaround time of 13 working days for the 3 normal void properties which became available during the quarter. Overall performance for the year is 17 working days which achieves the 20 day target.
- 3.4 Performance for the first part of Quarter 1 2018/19 is currently 12 working days.

4. Tenancy Agreement

- 4.1 There is no update since the update report brought before this Committee in March 2018. It is hoped to start the consultation with tenants during July 2018 over an 8 week period.

5. Homelessness

- 5.1 Currently the most pressing issue in homelessness in the Borough is temporary accommodation.
- 5.2 A great step forward was taken in June 2018 with the opening of the Belmont House Hostel which is designed to accommodate between 4 and 5 families.
- 5.3 As of 12 June 2018 there were 24 households in temporary accommodation.
- 5.4 Accommodation is provided in a number of formats which include temporary use of Council flats, the new Belmont House Hostel, houses in multiple occupation, self-contained nightly spot purchase arrangements and hotels.
- 5.5 At present 13 Council properties are in use for households who are homeless. A further 4 households are in the new homeless hostel with the remaining 7 households in various locations generally in Leicester City.
- 5.6 From 1 January 2018 until 31 May 2018 there has been one family sized property

advertised on the Choice Based Lettings system from Council stock and 2 others from Housing Association partners. A further 3 flats were taken for use as temporary accommodation due to the size of the families involved.

6. Gas Safety

- 6.1 100% compliance was achieved for the quarter ended 31 March 2018. In the current quarter 100% compliance has been achieved for the month of May and good progress is being made with servicing and annual safety checks due in June and July.

7. Capital Programme Update

- 7.1 The final outturn report for the 2017/18 capital programme is attached at **Appendix 1**
- 7.2 The Capital Programme for 2018/19 is attached at **Appendix 2**.

8. Lightbulb Update & Disabled Facility Grants (DFG's)

- 8.1 A copy of the final draft Regulatory Reform Order is attached at **Appendix 3**. The regulatory reform order, when in place, will empower Lightbulb, through the councils to which it provides services, to deliver the additional services listed.
- 8.2 This has been drawn up in the context that traditional DFG works will always be prioritised first as will spending in line with the relevant Councils DFG grant allocation.
- 8.3 In practice expenditure will be incurred alongside traditional DFG spend and increased funding is in place to encourage / facilitate these activities.
- 8.4 Should an overspend be forecast at any time the additional services would have to be reduced or curtailed first to ensure the strict obligation to provide DFG grants could be met.

9. Chartwell House Telecommunications Equipment Lease Update

- 9.1 Progress has been slow on moving forward with the draft head of terms for the new lease. This is dependent upon reaching agreement on the detail of equipment installed on site.
- 9.2 Members will recall there being concerns about a request to install a back-up generator and the amount of noise running this and periodically testing it may cause for residents.
- 9.3 The proposal is now to permanently locate a cabin at ground level in a corner of the site where it would be screened by an existing retaining wall and fence plus new fence on two sides. This location is not visible from the main window elevations of the building.
- 9.4 The generator itself would only be brought to site in the event of a prolonged emergency where other immediate battery back-up arrangements were not sufficient.
- 9.5 These arrangements would clearly have less potential impact on residents than a permanently fixed generator on the building itself.
- 9.6 It has been indicated that some of the heavy equipment and steel supporting structures currently on the roof can either be removed or reduced. Detailed proposals are awaited.