



Service Delivery Committee	Tuesday, 04 June 2019	Matter for Information
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Report Title: **Community Services Update (Q4 2018/19)**

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

Purpose of Report:	This report is to provide an update to the Committee regarding the delivery of housing services for Quarter 4 of 2018-19.
Report Summary:	This report includes standing items on voids, homelessness, gas safety, capital projects and disabled facilities grants.
Recommendation(s):	That the content of the report and appendices be noted.
Senior Leadership, Head of Service, Manager, Officer and Other Contact(s):	<p>Stephen Hinds (Deputy Chief Executive) (0116) 257 2681 stephen.hinds@oadby-wigston.gov.uk</p> <p>Adrian Thorpe (Head of the Built Environment) (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 (Property Manager) john.stemp@oadby-wigston.gov.uk</p>
Corporate Objectives:	Providing Excellent Services (CO3)
Vision and Values:	Accountability (V1) Customer Focus (V5)
Report Implications:-	
Legal:	There are no implications arising from this report.
Financial:	The implications are as set out at paragraph(es) 6-7 of this report.
Corporate Risk Management:	Decreasing Financial Resources / Increasing Financial Pressures (CR1) Effective Utilisation of Assets / Buildings (CR5) Regulatory Governance (CR6)
Equalities and Equalities Assessment (EA):	There are no implications arising from this report. EA not applicable
Human Rights:	There are no implications arising from this report.
Health and Safety:	There are no implications arising from this 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. Housing Choice Based Lettings (2018/19) 2. HRA Capital Programme Update (Q4 2018/19)

1. Voids

- 1.1 This section reports on properties that have become empty (void) and which were brought back into use with a new tenant during 2018/19. The target is to re-let the majority of properties within 20 working days (normal voids). Certain properties requiring major works and those being used as temporary accommodation for the homeless are not included within this target, although they are mentioned in the narrative below. Of the 58 normal voids the average void time was 18.76 working days.
- 1.2 Of the 9 major voids the average void time was 48.8 working days.

2. New Tenancy Agreement

- 2.1 The new tenancy agreement was approved at Full Council on 16 April 2019. The final stage required to implement the new tenancy agreement is the service of a Notice of Variation giving 4 weeks' notice that the new tenancy will come into effect. It is intended that the Notice of Variation will be served on 3 June and will become effective on 8 July 2019.

3. Homelessness

- 3.1 Homeless applications during 2018/19 were 196:

Quarter 1 (2018/19)	46 applications
Quarter 2 (2018/19)	63 applications
Quarter 3 (2018/19)	39 applications
Quarter 4 (2018/19)	48 applications

- 3.2 There are currently 23 households in temporary accommodation comprising:

12	The Council's own stock (note: use of the Council's own housing stock is considered to be a temporary measure pending securing alternative options for providing temporary accommodation. These are currently being considered and it is intended they will be implemented during 2019/20. An Action Plan is in the process of being prepared to set out the various options available).
1	A property on a long-lease from Paragon Asra (PA) Housing.
4	Bed & Breakfast (B&B).
5	Council-owned Belmont House Hostel (134 Station Road, Wigston)
1	Privately leased property.

4. Choice Based Lettings

- 4.1 A full report on Choice Based Lettings in 2018/19 is attached as **Appendix 1**. The report gives details of the number and types of properties let over the period April 2018 until March 2019 which in summary were 52 Council properties and 16 from Housing Association partners. This is a continuing reduction in availability of vacancies.
- 4.2 Officers will consider bringing a proposal to a future meeting to remove those applicants from the Housing register who have no realistic prospect of obtaining accommodation.

5. Gas Safety

- 5.1 In terms of servicing and annual gas safety test, 100% compliance was achieved to 31 March 2019.

6. Repairs Service

- 6.1 The budget outturn for responsive repairs for the full year to 31 March 2019 was £230,000 against a budget of £295,000.

7. Capital Programme Update

- 7.1 As reported to Committee on 29 January 2019 an additional interim staffing resource was appointed in December 2018 to help address the slippage that had occurred in the delivery of the housing capital programme during the first three quarters of the financial year. It was however, anticipated that whilst the vast majority of the budget would be spent or committed by the year end, the actual delivery of a number of schemes was projected to run into 2019-20.
- 7.2 The actual year end spend as at 31 March 2019, including accruals and adjustments was £840,800, and it is proposed that the £1,041,200 that was not spent is carried forward into the new financial year because it is already committed to improvement programmes or has been allocated to known investment requirements. It is anticipated that the majority of the work for which this funding is carried forward will be completed by 31 August 2019.
- 7.3 The money carried forward will be added to the £1.5m budget approved at Full Council on 21 February 2019 for the 2019-20 housing capital programme and a headline breakdown of how this funding will be allocated will be reported to Policy, Finance and Development Committee on 11 June 2019 and is provided for information in the table below:

Programme	Carry Forward from 2018/19	New Budget 2019/20	Budget + Carry Forward 2019/20
Timber Replacement Programme	£152,200	£0	£152,200
EWI Programme	£41,600	£0	£41,600
William Peardon Court Heating	£256,900	£0	£256,900
Heating & Boiler Replacements	£40,200	£209,800	£250,000
Front & Rear Entrance Doors	£0	£50,000	£50,000
Car Hard Standings	£3,500	£16,500	£20,000
Major Voids/Upgrade Works	£0	£150,000	£150,000
Major Adaptations	£18,800	£91,200	£100,000
FRA Safety Works	£34,900	£115,100	£150,000
Kitchen and Bathroom Programme	£493,100	£306,900	£800,000

Housing Block Improvements	0	£470,500	£470,500
Asset Management IT Systems Upgrade	0	£100,000	£100,000
HRA Total	£1,041,200	£1,500,000	£2,541,200

- 7.4 A more detailed breakdown of the 2018-19 year end out-turn on a project by project basis is attached as **Appendix 2** to this report although it should be remembered that these figures are strictly provisional and subject to audit scrutiny during June.

8. Lightbulb Update (Disabled Facilities Grants and Related Services)

- 8.1 As reported to committee on January 2019 the Lightbulb 'performance dashboard', that would contain key performance information, was still to be produced. This information was subsequently circulated in advance of a meeting to be held on 10 April 2019 covering Q1, Q2, Q3 plus January and February 2019.
- 8.2 At the meeting there was acknowledgement that the low level of completions for Disabled Facilities Grants (11 in 11 months) indicated a backlog. The backlog is most likely due to differences in the way performance is measured pre and post Lightbulb and/or subsequent County Council recommendations that had not been made to us be were then made later to Lightbulb after go live. There were however now 48 live cases spread fairly evenly across the various stages of the process and 13 of these were new cases waiting to be assessed. An additional contractor resource had been taken on to progress these new cases to the stage where builders start the work.
- 8.3 The project is very focussed on ensuring any initial backlog is cleared by actively putting additional resources in place in the key delivery stages. This, combined with the regular availability of performance information provides a sound basis for Lightbulb to further improve its performance, efficiency and effectiveness during 2019/20.
- 8.4 The performance dashboard indicated the budget for this Council was 32% spent and 47% committed, with an additional 9% expected to be committed in relation to the new cases, a total of 88%. This left 12% that could be allocated to RRO (Regulatory Reform Order) work i.e. allowable items that support core DFG work such as help with heating or disrepair.