

Agenda Item:

Performance Monitoring Reports

This is the first report on operational performance which is intended to become quarterly, where the volume of data is sufficient. As such it is very much a prototype and subject to further development and improvement, particularly the report generation system of Cumbria Choice. The Council's own Best Value and Local performance indicators are in preparation at the deadline of this report and will follow.

SECTION 1: Copeland Borough Council direct services

- A) Results of Housing Options customer exit questionnaires are attached as Appendix 1
- B) Disabled Facilities Grants (from 1 April 2011 to 30 September).
 - i) Total number of grants approved = 64: of which, 49 were for applications received on or after 1 April.
 - ii) Referrals received from Occupational Therapy since 1 April 2011 = 61, from the following tenures.

Tenure	Number	% of Total
Owner-occupier	45	74
Social housing	9	14
Private tenants	7	12
Total	61	100

- iii) Average time from receipt of referral to grant approval = 9 weeks
- iv) Financial profile
 - total grant payments completed = £315,637 (including balance of committed expenditure brought forward from 2010/11)
 - new grant approvals (i.e. committed expenditure) = £235,120
 - current projected outturn spend to year end = £855,000 (against a Housing capital budget of £978,000 on all sources).

Section 2: Housing enabling services: registered provider performance

- C) Progress report on Home Group regeneration and development programme is attached as Appendix 2.
- D) Home Group void and re-let performance from September 2010 to August 2011 is attached as Appendix 3.

- i) Members should note that Home Group counts void times in calendar days with weekends and bank holidays included in the totals. This differs from some other landlords in my experience, who remove non-working days from their calculations and thereby report shorter re-let times. Home Group's target for normal re-lets is 21 calendar days which is effectively 15 working days and is therefore demanding.
- ii) Performance since September 2010 shows how Home Group have been tackling issues of historic condition and long-term voids to reduce average re-let times by almost 43%. The average in the six months to 31 August 2011 was 28 calendar days compared to 49 days in the previous six months.

E) Home Group response repairs services (i.e. tenants' requests) from 1 April to 30 September: the top 3 priority definitions are:

Priority 1	Emergencies	Attend within 6 hours
2	Urgent	7 days
3	Routine	25 days

Performance is shown below:

Priority category	Total	Outside target	Within target	% Within target
1	1250	12	1238	99.04
2	1418	23	1395	99.38
3	3674	24	3650	99.35

F) Cumbria Choice (lettings system): results to 30 September 2011 from Home Group in Copeland area.

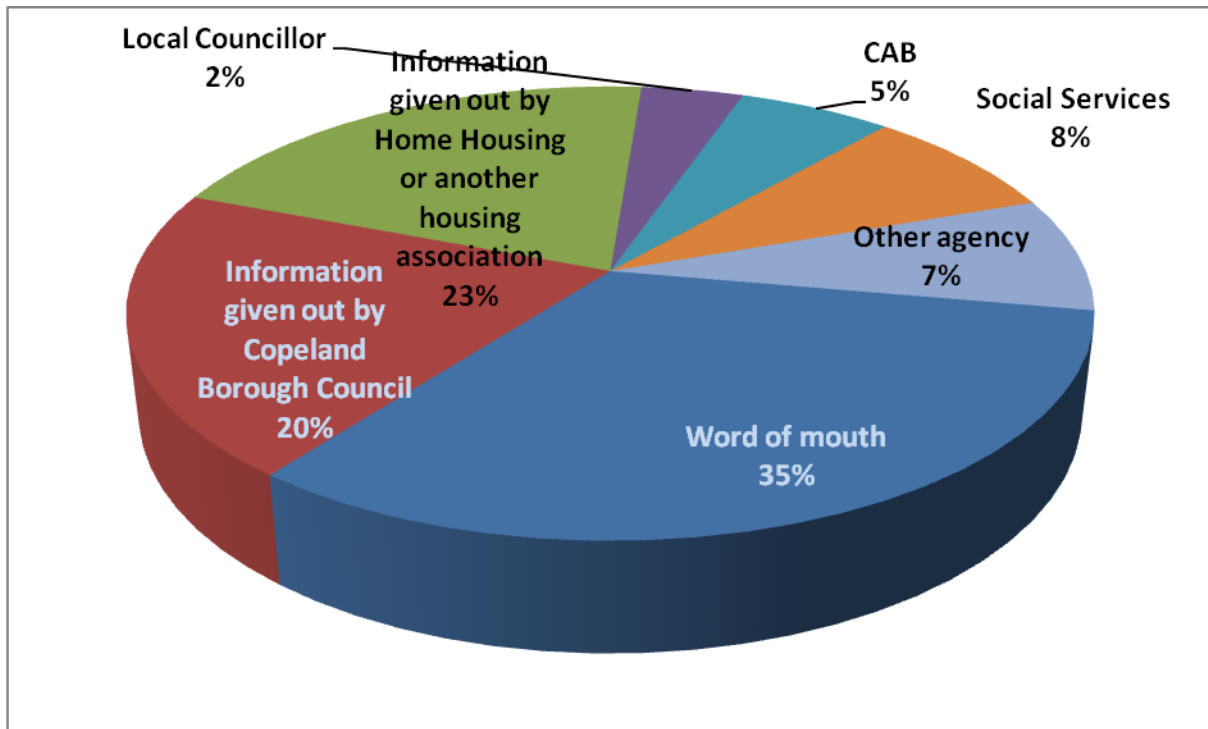
- i) 103 tenancies have been let since the scheme went live in mid-May 2011.
- ii) By end September 182 properties had been advertised as follows.

Property Type	1 bed	2 bed	3 bed	4 bed	5 bed	Total
Bungalow	4	33				37
Flat	18	16				34
House		47	61	2	1	111
Total	22	96	61	2	1	182

- iii) Overall, 4235 bids were received for the 182 properties advertised, with an average of 23 bids per property.
- iv) The next report will show lettings outcomes by the priority band of customers.

Responses to Housing Options Service Exit Questionnaires, March 2009 – October 2011

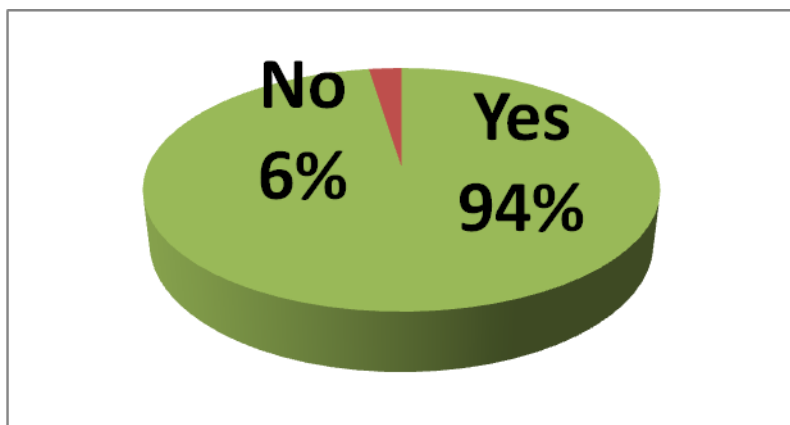
1. How did you find out about the homeless/housing options service provided by the Housing Options team?



Other agencies customers named:

- Family
- Police
- Girlfriend and CAB
- Impact Support
- Via telephone prompting service (options)

2. Did you find it easy to contact your Housing Options Adviser? (Please note: not everyone who has responded 'yes' or 'no' to this question has provided a comment)



Comments:

If not, why not?

'Could not get interview when required'

'Had to wait 3 days for an appointment after which I was sent away with no help'

'Because I don't know who it is'

If so, why?

- 'She was very helpful'

- 'Social services and my son got in touch with them'

- 'I went to my housing association and they gave me an appointment to see a housing officer'

- 'I was given the right telephone number and name to get in touch when needed'

- 'Via telephone and help desk'

- 'Front desk very helpful'

- 'Just called in and was given appointment straight away'

- 'The Copeland Council switchboard put me through to the Homeless section'

- 'Very helpful and easy to contact'

- 'Kate Smith was very helpful'

- 'I called into the centre'

- 'I live in the town centre so easy to get there, also I have a mobile phone so can contact them anytime'

- 'Home Housing sent me round to Homeless dept and I had an interview the next day'

- 'Got appointment same day'

- 'Staff on reception were very helpful, and all my enquiries were dealt with quickly and effectively'

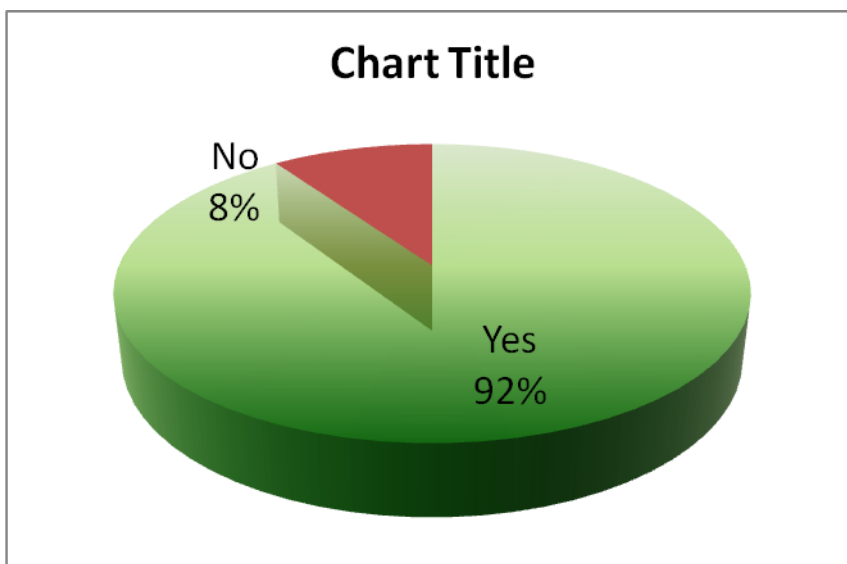
- 'Was always available'

- 'Was very easy to contact, receptionist always put me straight through to Gillian Reid or I was able to leave a message on her answering machine'

Continued responses to Question 2: Did you find it easy to contact your Housing Options Advisor?

- 'After getting the contact number I was able to speak to someone straight away who was very helpful and extremely fast and efficient at sorting something out for me (Gillian Reed) She is an absolute credit to your service'
- 'Appointment arranged very promptly'
- 'One phone call and had appointment booked to see advisor'
- 'Found the number on the internet, called and got an appointment straight away with no problems'
- 'Just made an appointment'
- 'The lady knew that I would want a permanent residence not private renting she was very understanding'
- 'Because the office is just down the road from my house'
- 'Yes information given and appointment made straight away'
- 'CAB Gave me details. Kath Landells very helpful and informative and friendly'
- 'I got the telephone number off the website, the Housing Options team are very easy to talk to and very helpful.'
- 'The people I dealt with were considerate and helpful'
- 'My mam phoned and got through ok'

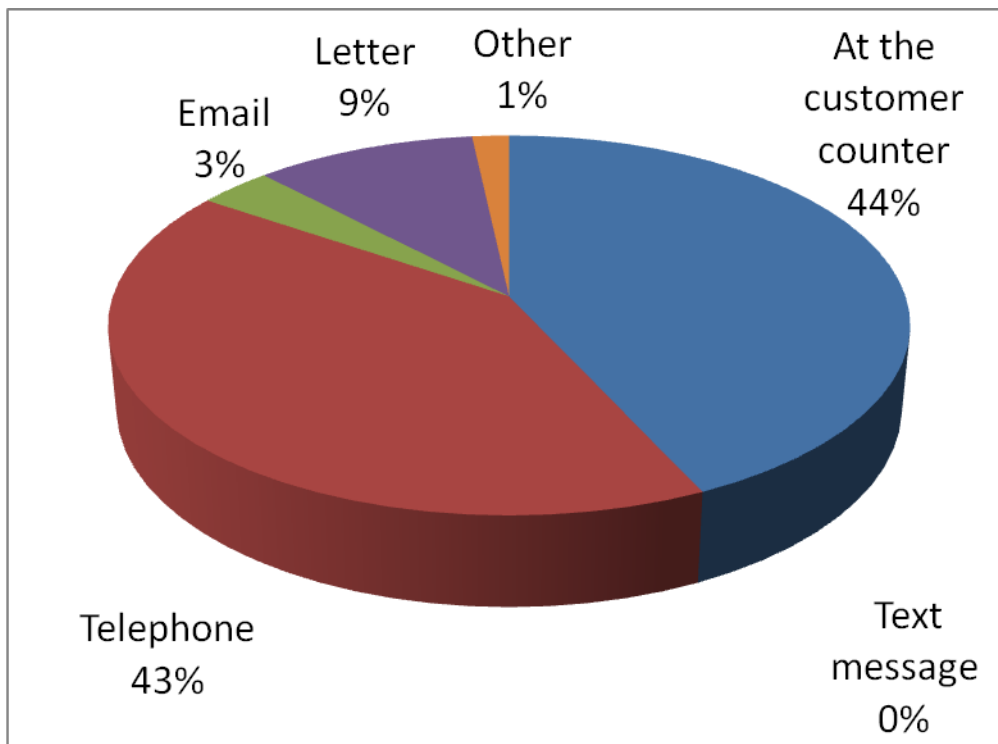
c) Were you given the name of the person dealing with your case and told how to contact them?



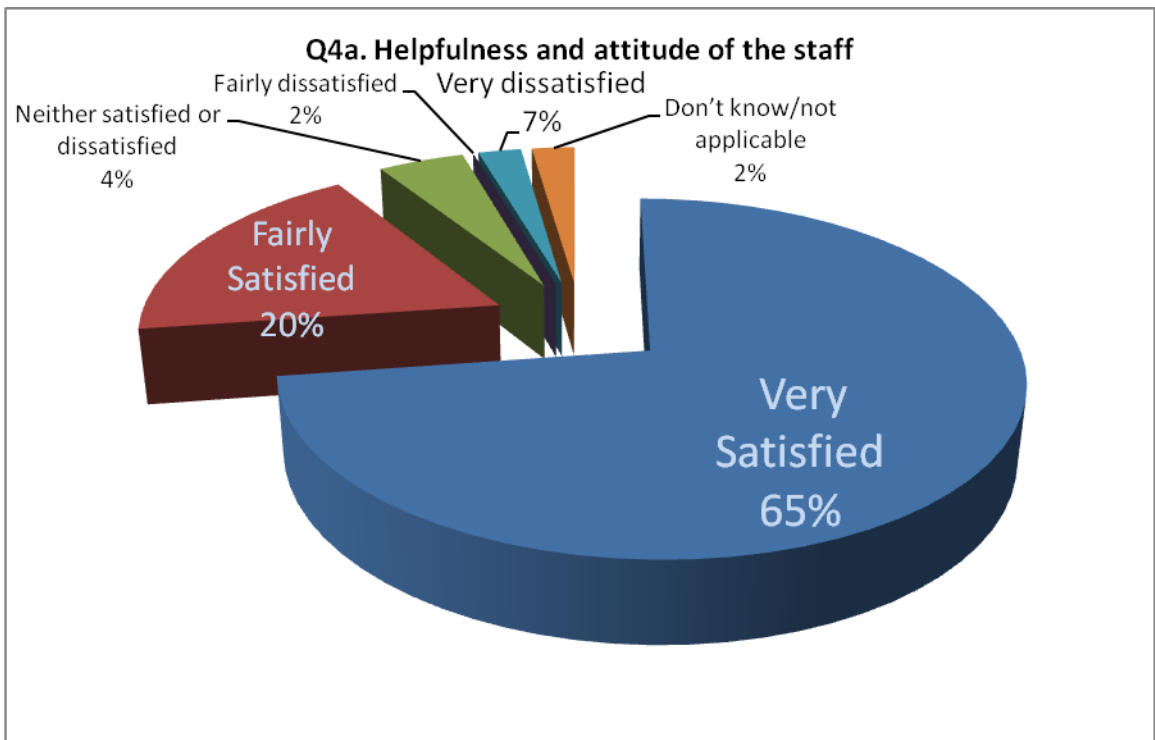
Comments:

I had a meeting on the Monday with Ann Simpson who not only gave me her contact no but also her colleagues in case she wasn't available when I called. I cannot praise the service I have received enough and the pleasant professional manner I was dealt with. Thank you.

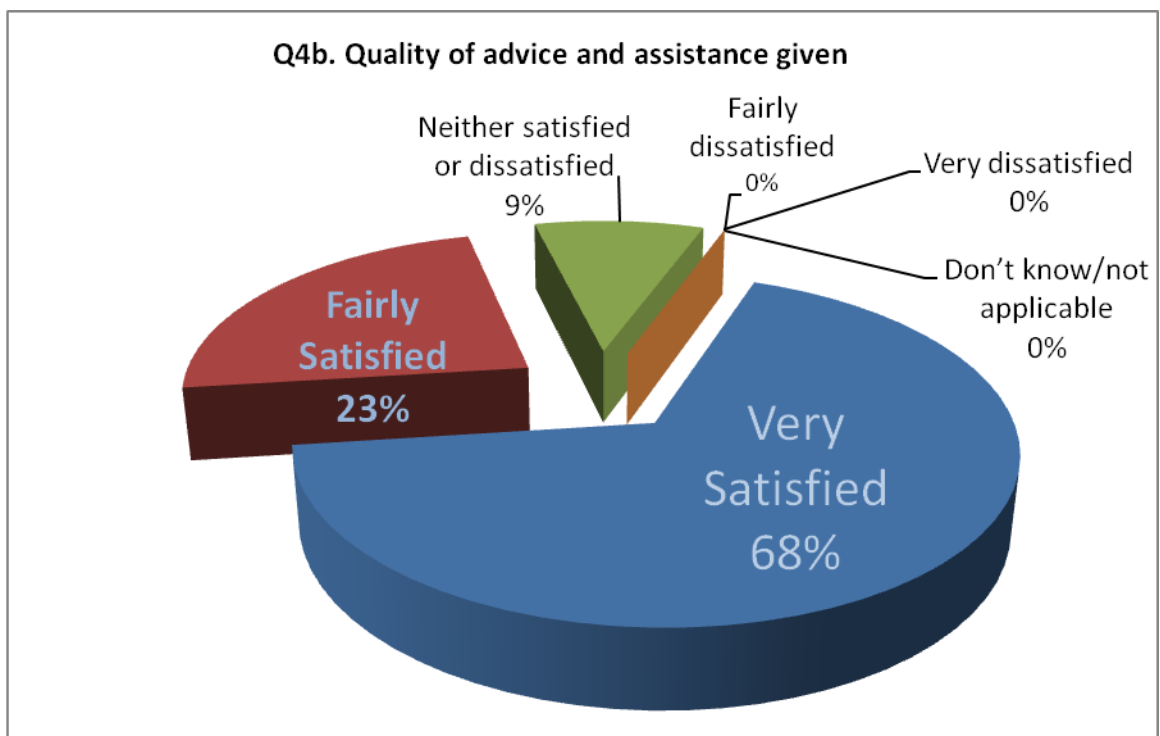
3. How do you prefer to contact your Housing Options Adviser?

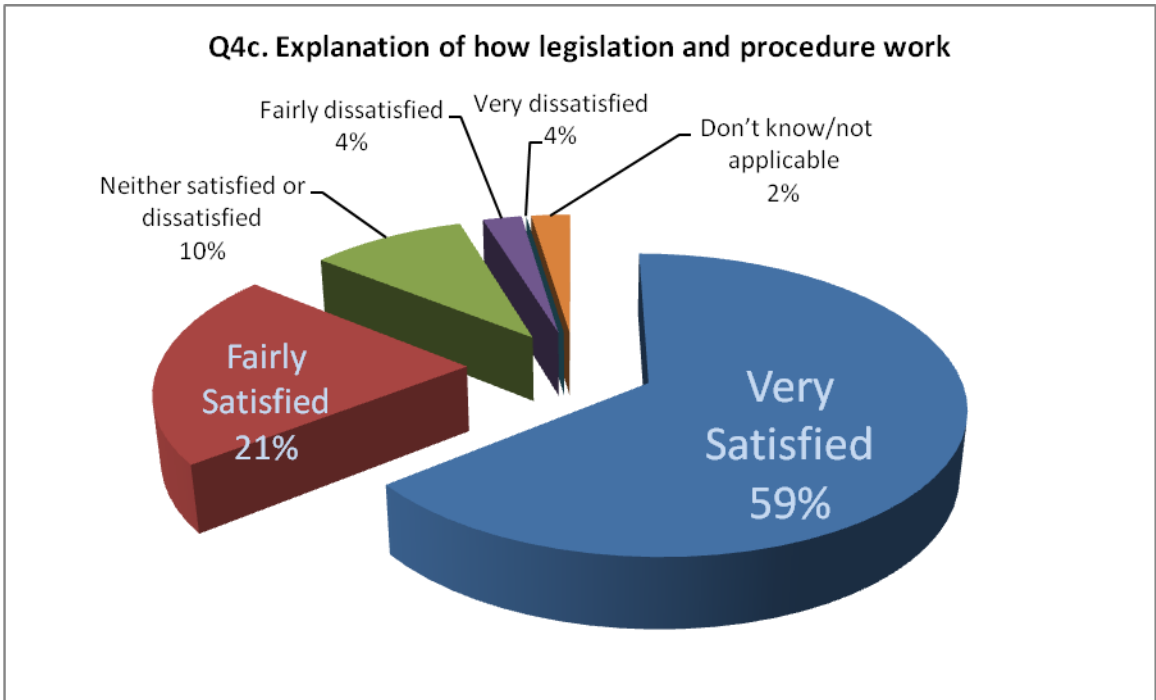


4. How satisfied are you with the service received from the Housing Options Team in the following areas?

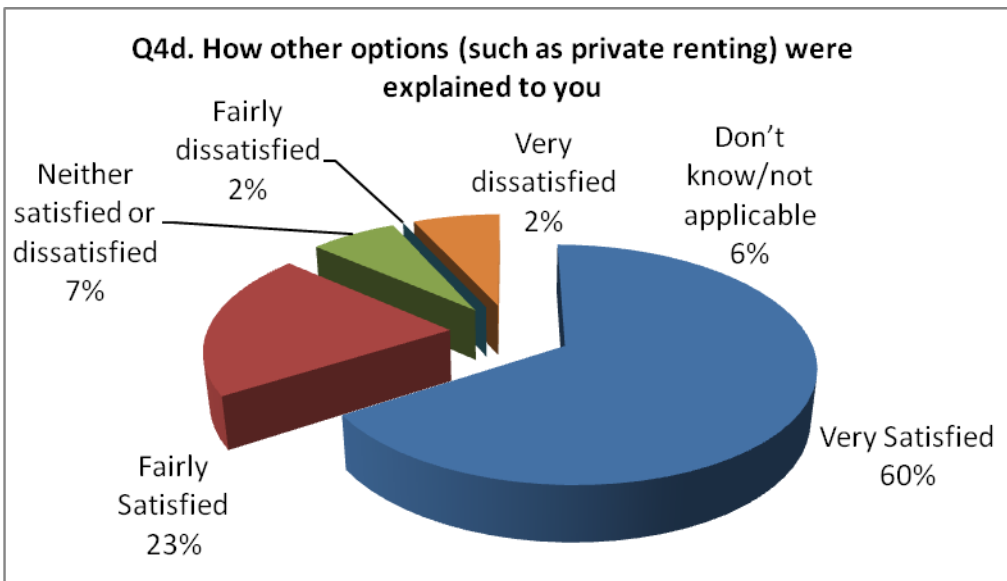


Question 4 Continued: How satisfied are you with the service received from the Housing Options Team in the following areas?





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4e) If you were either fairly or very dissatisfied can you say why?

- We were told to rent, but now they say you have a home. Told them 1 entrance in to prop 4 flights of stairs. No garden to hang washing out. What happens if fire (not your problem)
- Because at the moment I work and am living between friends and found all the information very unuseful as I am homeless and was told there's nothing anyone can do
- Satisfied with attitude and manner of staff but not satisfied with the system. I have 2 young children and we are about to become homeless and basically it doesn't matter.
- Me and my daughter are homeless and living in between houses and received no help and are still homeless, and the woman's attitude was unhelpful and very abrupt. Very dissatisfied
- Excellent, but can't remember private renting mentioned But this may be because I have disabilities and may of felt they wouldn't be appropriate for me.
- The lady knew that I would want a permanent residence not private renting she was very understanding
- Fairly because the lady who spoke to me was very helpful
- I did not think that some aspects of the legislation was explained
- I came out of the meeting feeling quite anxious and scared. I have mental health issues and arthritis and was told I would probably be put miles away from my family who are my main carers
- Everything or almost everything seemed to be cleared up of what I was unsure about

5. How satisfied were you with the temporary accommodation we provided you (if applicable?)

a) Suitability of the accommodation

2 people very satisfied with the suitability of the accommodation

1 person fairly satisfied

1 person neither satisfied nor dissatisfied

No people either fairly or very dissatisfied

b) Location of the accommodation

1 person very satisfied with the location of the accommodation

1 person fairly satisfied

1 person neither satisfied nor dissatisfied

No people either fairly or very dissatisfied

c) Length of stay in temporary accommodation

2 people very satisfied with the length of stay in temporary accommodation

0 people fairly satisfied

1 person neither satisfied nor dissatisfied and 1 person responded 'don't know/ not applicable'

No-one reported being fairly or very dissatisfied

d) The cost of temporary accommodation

2 people very satisfied with the cost of temporary accommodation

1 person neither satisfied nor dissatisfied

1 person very dissatisfied

e) Help in given in claiming Housing Benefit and other benefits

3 people very satisfied with the help given in claiming Housing Benefit and other benefits

1 person fairly satisfied

2 people neither satisfied nor dissatisfied

No-one either fairly or very dissatisfied

f) Advice and information given to you whilst you were in temporary accommodation

3 people very satisfied with advice given whilst in temporary accommodation

2 people neither satisfied nor dissatisfied

6) How often did your Housing Options advisor visit/talk to you?

3 people responded 'weekly or more often'

2 people responded 'fortnightly'

2 people responded 'other'

6b) If not enough, why not?

Am still waiting for someone to come and see me and gave me some advise on my housing and if I am getting help.

I haven't heard anything from a housing officer for a few weeks now, as I am awaiting word for another suitable house.

7) Which Housing Association re-housed you?

Private

None just yet

Copeland

In-between friends

Carr Gomm

b) If not re housed by a HA, where did you go for housing?

CASS

Still in temp accommadation

Copeland

Home Group Copeland Schemes

4TH October 2011

Below is an update regarding our current schemes in the Copeland area.

Grammerscroft, Millom

This is a development of 41 family houses as part of the Red Areas project. The scheme is due to complete in April 2012 and will include 36 houses for rent and 5 houses for shared -ownership. Jenny Lloyd (The Housing Officer) is currently working with the decanted customers to identify if they would like to move back to the estate, once the houses are complete and if so, into which property. 25% of the timber frames have now been erected and we are hoping to hand over the first 4 houses immediately after Christmas

Ehen Court, Egremont

22 two-bedroom flats are being developed for the over-55s. The scheme includes an office for a scheme manager, a small communal lounge and a scooter store area. The timber frame of the building has been erected and the roof complete and the scaffolding's due to be taken down by the end of October 2011. The electricians, plumbers and joiners have started work inside the building, which is due to complete in January 2012.

Distington and Wath Brow Red Area Refurbishments

Work on the properties is now almost complete with just a few left to hand over. Customers have undergone internal and external renovations including a mixture of central heating, re-wiring, new kitchens and bathrooms, new insulated roofs and insulated render systems, as well as new windows and doors, as part of the Red Area programme. Work is on-going to convert the remaining block of flats on Orchard Place at Wath Brow into two x three-bedroom houses. This work is due to complete in October 2011.

Woodhouse, Whitehaven Phase 3 New Build

The Project Manager is currently carrying out the 12 months inspection on the properties. The first ones were carried out last week and there were very few defects found.

Woodhouse, Whitehaven Phase 4 Refurbishments

This 20 unit scheme is going well and is due to complete by the end of this week. Many houses have had their bridge rooms removed and extensions

added. The conversions of the pairs of 3 bed properties into 5 beds are all complete and occupied. Five 3 bed properties have had their bridge-rooms removed and they have been converted into 2 beds. Three of these are complete and occupied. The remaining two, numbers 146 Windemere Road & 62 Windemere Road will be handed over on Thursday 6th October 2011.

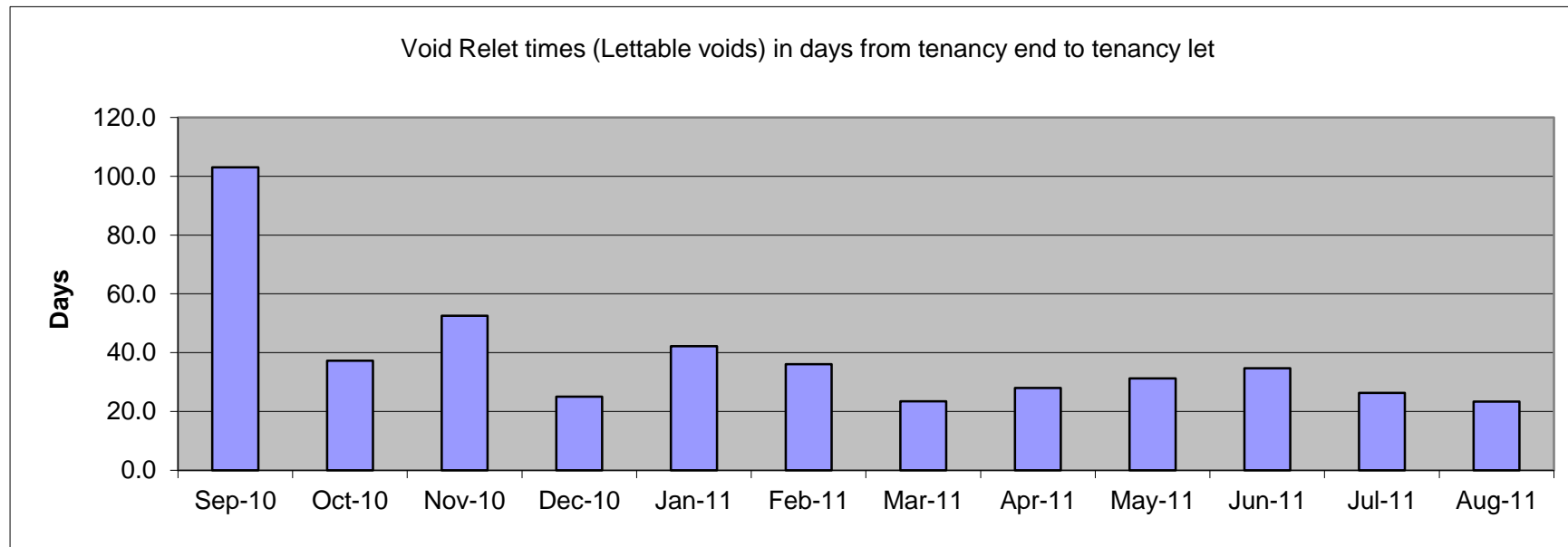
Woodhouse, Whitehaven Phase 3 Demolitions

The last two properties in this Phase, numbers 61 Woodhouse Road and 83 Fleswick Avenue are due to be knocked down within the next two weeks. Then the area will be landscaped as grassed open space. This will take about two weeks.

(Source: Justine Haywood from Home Group)

Void Relet times (lettable only)

	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11
NW	103.0	37.3	52.5	25.1	42.2	36.1	23.5	28.0	31.3	34.7	26.3	23.4



Turnover from April 2011 to October 2011	
Stock	5316
Termination:	246
Turnover	4.60%