



Board of Trustees 3 June 2019

Performance monitoring report

Cumulative Year End Performance 2018-2019

Report by Managing Director, Leazes Homes

For discussion

1. Background information

- 1.1 Your Homes Newcastle (YHN) supplies performance information to the Leazes Homes Board on a quarterly basis, as set out in the agreement for YHN to provide housing management services to Leazes Homes' tenants.

In December 2018, the Board agreed current targets and revised target values were to be extended to March 2019. Overall, from the six targets that are set, four are green.

- 1.2 This performance monitoring report covers performance from January 2019 to March 2019 and cumulatively over the financial year. It highlights any specific issues that have impacted during the period. It demonstrates how YHN is performing against Leazes Homes' key performance indicators (KPIs).

The performance monitoring report includes the following:

- Six tiles to report against agreed performance targets and seven tiles of indicators reported for information.
- Further information relating to those KPIs in the performance summary report where performance is below target and a summary of annual performance on Anti-social behaviour and complaints.
- An update on welfare reform and its impact on rent arrears.

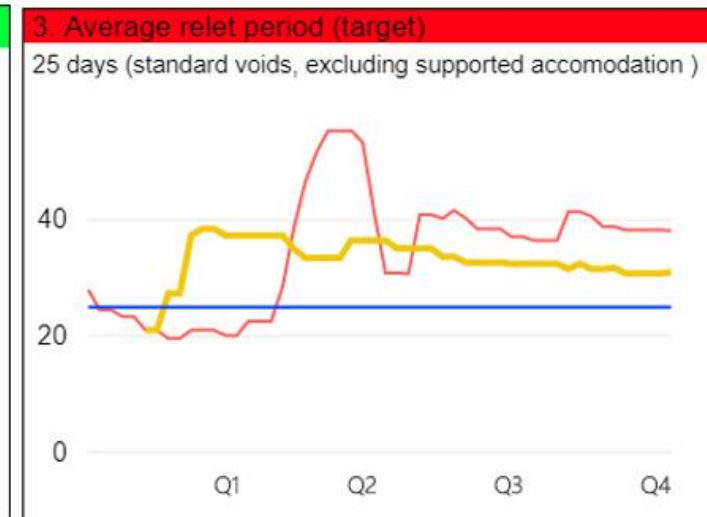
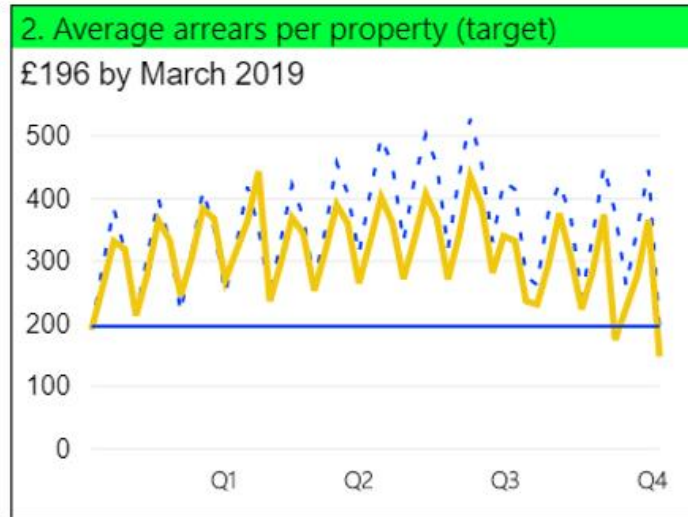
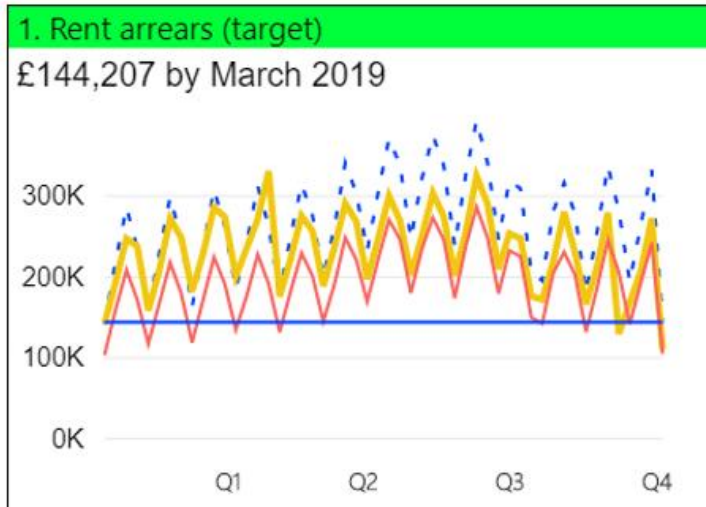
- 1.3 The new targets for 2019-20 agreed by Board will feature in future performance monitoring reports.

2. Performance Summary for Quarter Four

Stock
746

Tenancies
724

Key	
Actual performance	
Previous year	
Profiled target	
Target	

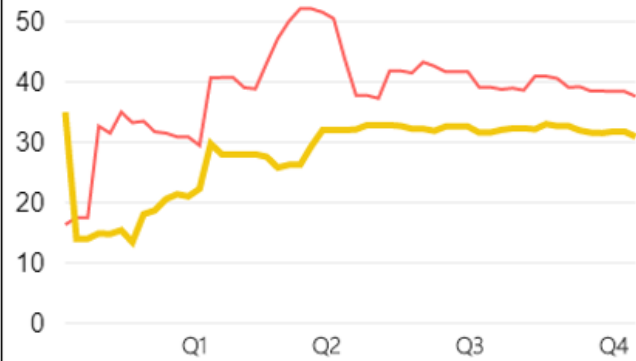


Rent arrears are £34k ahead of profile target at the end of the year.

As overall arrears are better than target, so too is performance against this target. The average arrears per property at the end of the year was £147.28.

Average relet time for the year has improved from 38.2 days in 2017-18 down to 31.0 days, an improvement of 7.16 days or 18.7%. At the year end, there have been 9 allocations which have taken longer than the 25 day target. More detail is included in the Board report.

4. Average relet time for all standard voids (indicat...

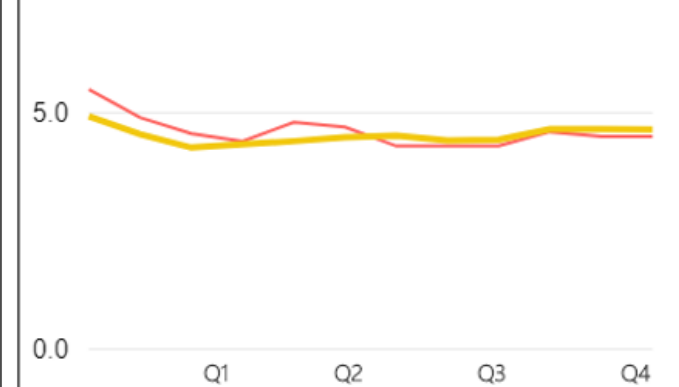


5. Void rent loss (indicator)



6. Average time taken to complete repairs (target)

5 days by March 2019



There was an improvement in overall relet time of 6.72 days from 37.63 in 2017-18 to 30.91 in 2018-19, an improvement of 17.86%.

VRL has risen gradually from 1.18% at the end of 2017-18 to 1.37% at the end of this year.

Average time to complete a repair has remained fairly constant throughout the year, resulting in a final year average of 4.6 days. The number of repairs totalled 3076.

7. Gas Safety (target)

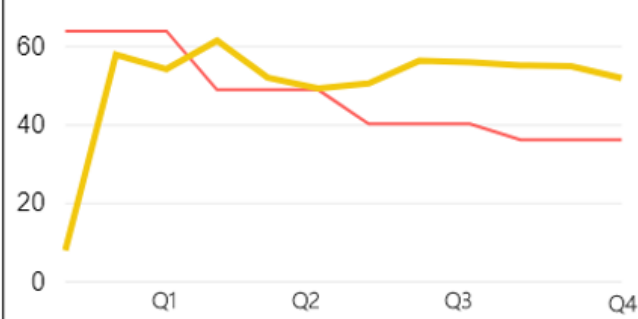
100% of properties have gas safety certificate by March 2019



All properties have a valid gas safety certificate

8. Anti-social behaviour (target)

30 days by March 2019



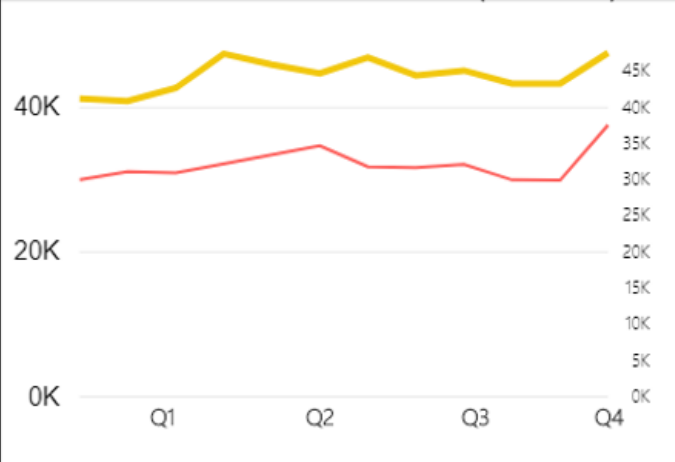
ASB cases closed the year on 52 days to close, which is an increase of 16 days on 2017-18.

9. Complaints received (indicator)

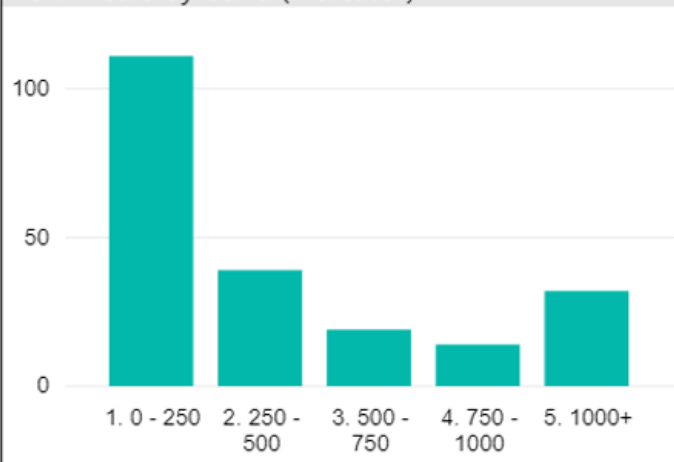


There were 3 complaints in 2018-19, an increase from the 2 complaints in the previous year.

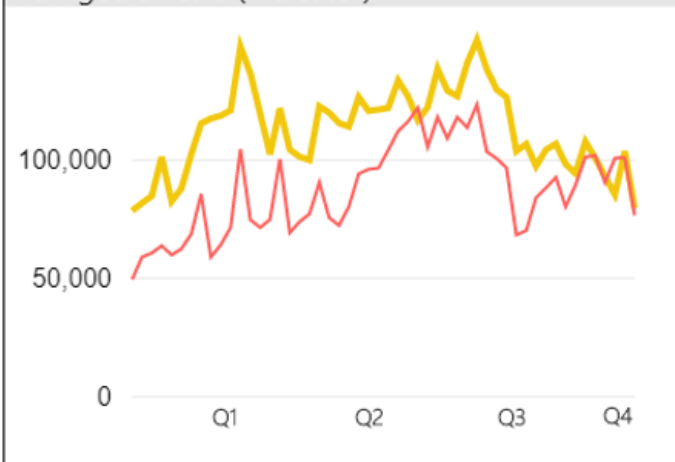
1a. Former tenants' rent arrears (indicator)



1b. Arrears by band (indicator)

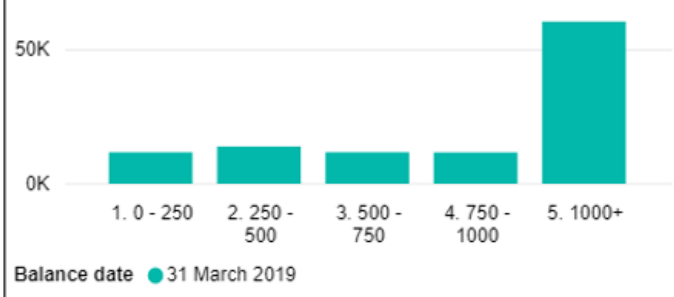


1c. Aged arrears (indicator)

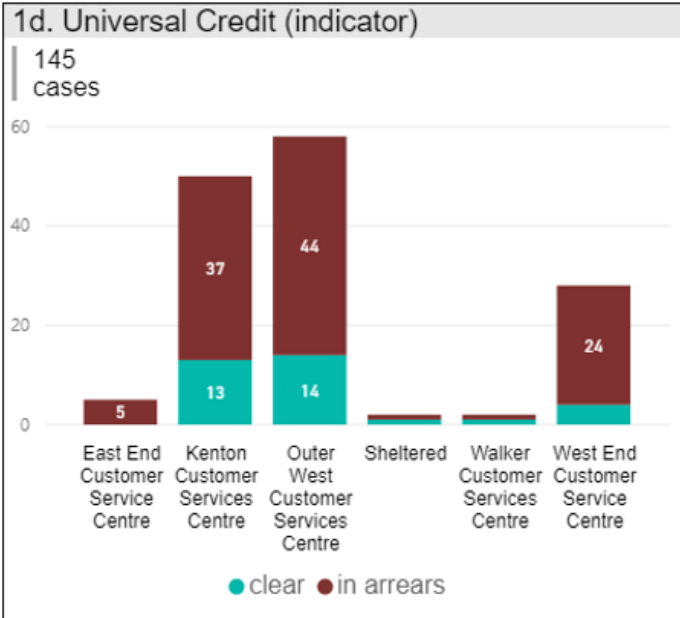


Total arrears owed by former tenants increased from £37,569 in 2017-18 to £47,543 in 2018-19.

Amount owed by tenants in these bands



Aged arrears has ended the year £2,973 higher than last year which represents a 4% increase.



The number of customers on UC the end of Q4 was 145.

1e. Universal credit (additional information)

Since claimed UC	1. Clear	2. 0 - 250	3. 250 - 500	4. 500 - 750	5. 750 - 1,000	6. 1,000+	Total
1. 0 - 3 months	1	1	5		1		8
2. 4 - 6 months	5	4	2			1	12
3. 7 - 9 months	6	10	7	3		2	28
4. 10 - 12 months	1	3	3	1		1	9
5. 1 year +	20	24	10	7	5	22	88
Total	33	42	27	11	6	26	145

The table above shows the number of UC tenants in arrears, by arrears band and the period since they claimed UC. The number of cases where arrears are under £250 including clear accounts constitute over half or 51.7% of overall current claims.

3. Supplementary performance information

3.1 Average relet time for standard, no supported housing voids (tile 3)

There were 4 voids allocated in Q4 with an average allocation period of 26 days. 2 voids were allocated in 25 days or under. Two voids were above target and allocated in 35 days. In both cases, the initial void work identified additional works resulting in an extension to the void period. Both properties were let immediately after completion of void works.

Over 2018-19, there were 19 allocations; 9 allocations have been over the 25-day target. Overall, the average relet time for the full year was 31.0 days. This is an improvement of 7.2 days or 18.7% compared to the 2017-18 figure of 38.16 days. Summaries of the annual picture by scheme name are provided at Appendices One and Two.

3.2 Average relet time for all standard voids (tile 4)

While this measure is not a target, it gives an overview of how quickly general needs and supported housing properties are allocated. There were nine additional allocations in Q4 which were allocated in an average of 29.6 days. Five of the nine were allocated in 28 days or under. Three of the remaining allocations were affected by the length of the allocations panel process.

Over 2018-19, there were 51 allocations: of these, 23 properties were allocated in 21 days or under. Overall, the average re-let time for the full year was 30.9 days. This is an improvement of 6.7 days or 17.8% compared to the 2017-18 figure of 37.6 days. A summary of the annual picture for relets for standard voids in supported and sheltered properties is provided at Appendix Three.

3.3 Anti-social behaviour (tile 8)

Two of the ASB cases closed within Q4 are outside of the 30 day target. The average number of days taken to close ASB cases in Q4 was 36.

Having reviewed each of these cases, it has been identified that it was appropriate for the cases to be left open beyond the target date. In the first case, this was to establish whether further legal action was needed; this case was also affected by the absence of the complainant from the country for an approximate 4-week period. In the other case, the additional time period enabled the officer to continue to monitor the case due to Social Services involvement with the perpetrators.

Annual Summary

In 2018-19, YHN have dealt with 34 cases of ASB for Leazes Homes' customers. ASB cases were closed in an average of 52 days; YHN has maintained a focus on managing cases effectively, including partnership working. Over the year, YHN have worked with key partner agencies to deal with ASB issues involving Leazes Homes' customers including Northumbria Police, Adult Services and Children's Services. YHN Young Peoples Service have also assisted in engaging with a customer and resolving an ASB case.

ASB Cases for Leazes Homes in the last financial year have ranged in type. The majority case type (15 cases) over the year has been noise nuisance and this is consistent citywide as being the majority type of ASB investigated.

The majority of ASB cases (25 cases) were deemed to be 'low level' ASB and were investigated by the Tenancy and Estates team. This includes dealing with pets and animal nuisance, littering/ rubbish, untidy gardens and the condition of communal areas. Where victims have been deemed to be high risk, such as cases of harassment or intimidation, this has been investigated by the Safe Living Team. In all cases, appropriate action has been taken, ranging from issuing a warning to a customer through to Community Protection Notice Warnings; no injunctions or possession orders were issued.

3.4 **Complaints (tile 9)**

Annual Summary

There were 3 complaints for Leazes Homes' properties in 2018-19, equating to 1 complaint *per* 249 properties. In 2017-18, there were 2 complaints, equating to around 1 complaint *per* 347 properties. Whilst the average number has risen, there continues to be a low level of complaints.

Complaints this year related to a range of issues. The complaint detailed in the performance report for Quarter 3 related to a request for an adaptation. Two complaints were received in Quarter 4. The first related to an issue with the connection of a kitchen extractor duct pipe which the tenant felt was a health and safety concern: the issue was resolved to the satisfaction of the tenant who was also assured that there had been no risk to health and safety. The other complaint was raised by a shared owner and was in two parts: ground maintenance issues were addressed to the satisfaction of the tenant; drainage and heating issues were confirmed to be the responsibility of the shared owner. Where appropriate, learning opportunities have been followed up. As an example, the Regeneration team have reviewed their processes for contacting customers where it has not been possible to provide adaptations for disability and who have refused re-housing, in order to highlight where circumstances change in the future.

4. **Welfare reform**

4.1 This section of the report provides Board with an update on the impact of Universal Credit, the benefit cap and the removal of the spare bedroom subsidy for Leazes Homes tenants.

4.2 **Universal Credit**

At the end of Quarter 4, 145 Leazes Homes tenants were in receipt of Universal Credit (UC). At the time of writing this report, the total arrears for tenants receiving Universal Credit was £81,474 with average arrears of £561.88 per tenant.

Rent arrears from these tenants increased by £51,158 since claiming UC. However, 65 of these tenants were already in arrears before claiming Universal Credit.

34 tenants, owing £46,611, have Alternative Payment Arrangements in place, where housing costs are paid direct to the landlord.

The rent collection rate for tenants receiving UC was 99.89% at the end of Quarter 4 2018-2019, compared to 99.84% for all Leazes tenants.

4.3 **Under occupation and the benefit cap**

YHN continue to support tenants impacted by under-occupation and the benefit cap. Where tenants are identified as facing financial difficulty, YHN can provide additional advice and support. Discretionary Housing Payments continue to be used as a means of supporting tenants to cover their rent shortfall and sustain their tenancies.

At the end of Quarter 4, there were 23 tenants whose Housing Benefit (HB) had been reduced, due to under-occupation. 20 of these tenants were in arrears at the end of the quarter. The combined benefit lost for these 23 tenants at the end of Quarter 4 was £17,217.

2 Leazes Homes tenants were subject to the benefit cap at the end of quarter 4. Both of these tenants are in arrears.

5. Business implications

- 5.1 Mission and strategic objectives: This report specifically deals with performance measures against all our strategic objectives.
- 5.2 Value for money/efficiencies: Monitoring performance against targets for average re-let time and the amount of rent collected will ensure a continued focus on those areas that can have a high financial impact.
- 5.3 Resources (financial, property, technological or human): Close monitoring of re-let periods and arrears levels will ensure that any poor performance is highlighted and addressed.
- 5.4 Impact on services/performance: This is integral to each part of the report.
- 5.5 Outcomes for tenants: Monitoring YHN's performance in delivering services for Leazes Homes and acting to improve will help to ensure increased satisfaction and better use of resources for customer priorities.
- 5.6 Risk (reputation, relationship): A failure to monitor performance could place Leazes Homes at risk of failing in any of its strategic objectives. This, in turn, risks Leazes Homes' reputation, its income stream and its ability to develop and deliver much needed affordable housing.
- 5.7 Environmental: None.
- 5.8 Legal: YHN recognises its responsibilities to deliver a high-quality service as part of the housing management services contract. The contract allows Leazes Homes to terminate it if there is a genuine belief that there is a risk of reputational damage because of the contract continuing or if there is a substantial breach by YHN of its obligations under the contract.
- 5.9 Equality and diversity: Monitoring performance using similar performance targets will help ensure that Leazes Homes' tenants have access to the same level of service currently available to YHN tenants.
- 5.10 Stakeholder involvement/consultation: The indicators highlighted within this report have been developed by YHN following a meeting with Leazes Homes' Managing Director.

6. Recommendations

- 6.1 Leazes Homes Board is asked to:
 - Review and comment on the cumulative year end performance.

7. Implementation

7.1 Background papers: None

Contact Officer:

If you have any questions about this report that you would like clarifying before the meeting, you can contact Jon Mitford, Leazes Homes' Managing Director, by telephone on 0191 278 8718 or email jon.mitford@leazeshomes.org.uk.

Appendix One

Annual summary of individual relet times over 25 day target for standard, no supported housing voids

This table shows relet times and contributing factors grouped by scheme.

Location	Development Name	Identified factors contributing to relet times for those voids over 25 days	Void Length (Number of Days)	Date (by Quarter in 2018-19)
Outer West	Blucher	Multiple refusals; Void works	35	Q1
		Void works	35	Q4
		Applicant skipped due to local lettings plan	35	Q2
	Dene	Multiple skips of applicants on advice of ASB team	64	Q2
East End	Empty Homes	Multiple Refusals	42	Q1
Kenton	Hazel Walk / Hillsvievw	Void works	35	Q4
	Jubilee Court	Multiple Refusals; Not meetings lettings criteria	35	Q2
		Refusals; Void works	70	Q1
		Multiple Refusals	42	Q3

Appendix Two

Annual summary of relet times for all standard, no supported housing voids

This table shows relet times in order of length and grouped by scheme.

Scheme Name	Number of standard voids within Scheme	Average relet time (days)	Number of standard voids over 25 days
Dene	1	64	1
Jubilee	3	49	3
Empty Homes	1	42	1
Hazel Walk / Hillsvievw	1	35	1
Blucher	5	29.4	3
Lemington Middle	1	21	0
Acquisition	1	20	0
Blakelaw Decks	4	19.25	0
Bristol Terrace	1	18	0
Throckley Leazes	1	18	0

Appendix Three - Average relet time for all standard voids in supported and sheltered housing

This table provides an overview of allocations for 2018-19 for standard voids for supported and sheltered housing to highlight the links to the type of scheme. It includes relet time for those voids over 25 days – whilst this is not a target, it enables a comparison.

Scheme Name	Scheme Type	Allocation Process	Number of standard voids within Scheme	Average relet time (days)	Number of standard voids over 25 days	Relet time for those voids over 25 days
Holmes Close	Supported - Extra Care (Dementia Care)	Panel	2	17.5	1	35
Scrogg Road	Supported - Mental Health	Adult Social Care	6	66.5	5	112, 98, 77, 70, 28
Dewley House	Supported - Extra Care (Dementia Specialism)	Panel	15	8.9	2	28, 28
Kilbourn House	Supported - Extra Care	Panel	4	46.7	2	63, 63
Lawson House / Gardens	Supported - Extra Care	Panel	8	42.9	8	63, 56, 56, 49, 35, 28, 28, 28
Trevelyan Court	Supported - Extra Care	Panel	9	23.3	4	56, 35, 35, 28
Prince Philip Close	Sheltered	Tyne & Wear Homes process (as for general needs)	1	42	1	42
Hartley Court	Sheltered	Tyne & Wear Homes process (as for general needs)	6	45.5	5	91, 49, 42, 35, 35