



Colchester Borough Homes Performance 2021-22

Presented by Dirk Paterson, Board Chair
and Philip Sullivan, Chief Executive

Scrutiny Panel
11 October 2022

#WE
ARE
CBH



NUMBER OF GENERAL
NEEDS PROPERTIES



NUMBER OF SHELTERED
TENANT PROPERTIES



NUMBER OF
LEASEHOLDERS



NUMBER OF HOMES LET
TO NEW TENANTS



NUMBER OF MUTUAL
EXCHANGES WHICH TOOK PLACE

RESIDENT PROFILE



LEAD TENANTS
ARE FROM BAME
COMMUNITY



LEAD TENANTS
ARE WOMEN



LEAD TENANTS
HAVE A KNOWN
DISABILITY



LEAD TENANTS
ARE OVER 60

CBH AT A GLANCE



SATISFACTION
WITH THE SERVICE
PROVIDED



SATISFACTION WITH
QUALITY OF HOME



98.84%

OF RENT
COLLECTED



98.44%

SATISFACTION WITH OUR
LETTING SERVICE



AVERAGE NUMBER
OF DAYS TAKEN TO
RE-LET EMPTY HOMES



98%

OF REPAIRS COMPLETE
AT FIRST VISIT



£100.82

AVERAGE WEEKLY RENT* FOR
GENERAL NEEDS PROPERTIES

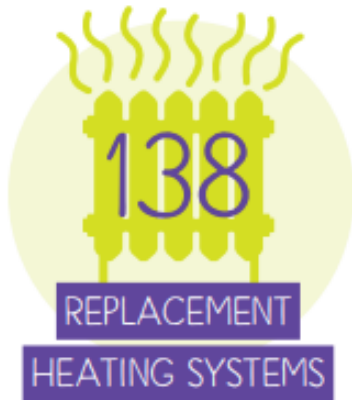


AVERAGE CALL
WAIT TIME
24.8 SECONDS



PEOPLE SATISFIED
WITH SERVICE RECEIVED
FROM ANTISOCIAL
BEHAVIOUR TEAM

OUR PERFORMANCE



KEEPING HOMES SAFE:
TENANCIES MUST
HAVE AN ELECTRICAL
TEST EVERY 5 YEARS,
AND A GAS SAFETY
CHECK ANNUALLY

PROVIDING QUALITY HOMES



CBH KEY ACHIEVEMENTS 2021/22 – Covid Recovery

2,894

NUMBER OF PEOPLE
ON THE HOUSING
WAITING LIST

1,157

NUMBER OF
HOMELESS
APPLICATIONS

298

NUMBER OF TIMES WHERE
HOMELESSNESS WAS
PREVENTED/RELIEVED

90

HOUSEHOLDS WHO
WERE HOMELESS
WERE HOUSED

38

PEOPLE WERE HELPED
THROUGH ROUGH
SLEEPING INITIATIVES

644

NUMBER
OF HOMES
ALLOCATED



The team have worked hard to successfully prevent and relieve homelessness in the face of a rising rental market, cost of living crisis and reduction in Universal Credit payments



Extra help was provided to households facing homelessness via a Top Up Fund from the Government



Ensured that everyone we had a legal duty to accommodate was provided with good quality accommodation



57% reduction in rough sleeper numbers over the last year



Provided the Severe Weather Emergency Protocol (SWEP) which allows for us to accommodate rough sleepers during the winter weather. 17 people accommodated over winter.

PROVIDING HOUSING SOLUTIONS



"Noticeboards are effective – but only if they are updated regularly"

We have improved our use of noticeboards and they now provide important information about home safety.



"We reviewed the website and found it difficult to find information"

We are updating our website so that it is more accessible and includes information that residents need most.

"Hybrid meetings were hard to hear and see people within the face-to-face venue"

We sourced a new webcam along with a microphone and speaker to achieve a better experience and switched to Zoom for a better experience for everyone.



"I want to get more involved but I'm not sure how"

We reviewed the website and found it difficult to find information. We are updating our website so that it is more accessible and includes information that residents need most.



"When workmen attend homes for repair and they need new parts and must revisit, this is frustrating as we are not kept up to date. Could this be flagged up please?"

We are reviewing this process through repairs meetings and plan to review with contractors. Work will be carried out to improve this area.



LISTENING AND ACTING ON RESIDENTS' VIEWS

During 2021-22 CBH has been proactively preparing for:

- ☐ The Fire Safety Act and Building Safety Act, both of which received Royal Assent in April 2022.
- ☐ The new Building Safety Regulator within the Health & Safety Executive introduced by the Building Safety Act 2022.
- ☐ The Smoke and Carbon Monoxide Alarm Regulations that make alarms mandatory on 1 October 2022.
- ☐ The Social Housing Regulation Bill introduced into Parliament in June 2022. This will bring about a significant change in the way that social housing landlords are regulated, including the introduction of proactive “consumer” regulation and inspections.

HEALTH, SAFETY & COMPLIANCE

PERFORMANCE AND BENCHMARKING 2020-21



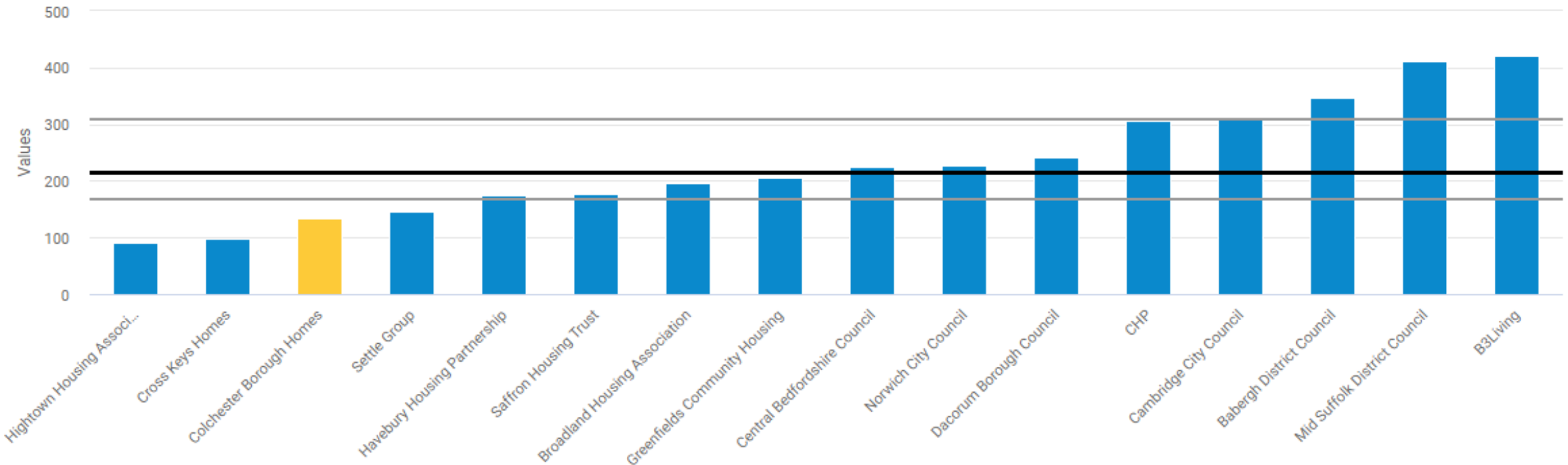
1. Responsive repairs
2. Voids and lettings
3. Rent arrears and collection
4. Tenancy management
5. Resident engagement
6. *Customer Services*
7. Neighbourhood management
8. *Community investment*

HOUSEMARK

VOIDS PERFORMANCE AND BENCHMARKING 2020-21

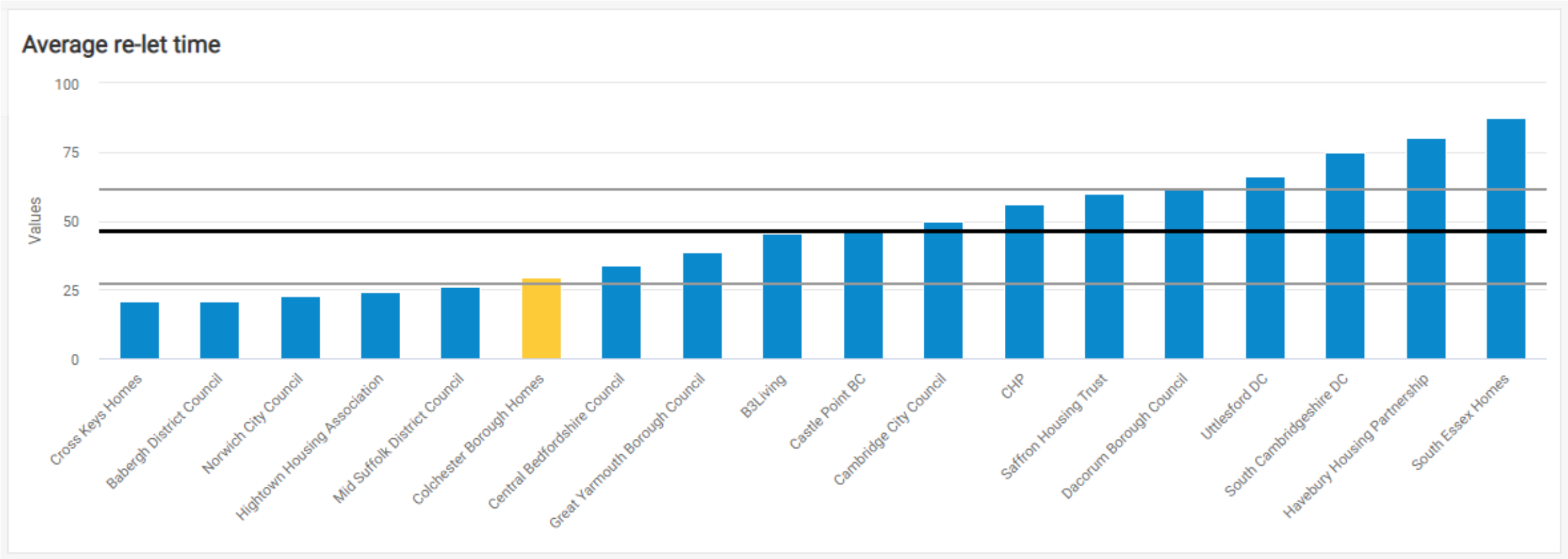


Total CPP of void works (service provision)



HOUSEMARK

RE-LET TIME PERFORMANCE AND BENCHMARKING 2020-21



HOUSEMARK

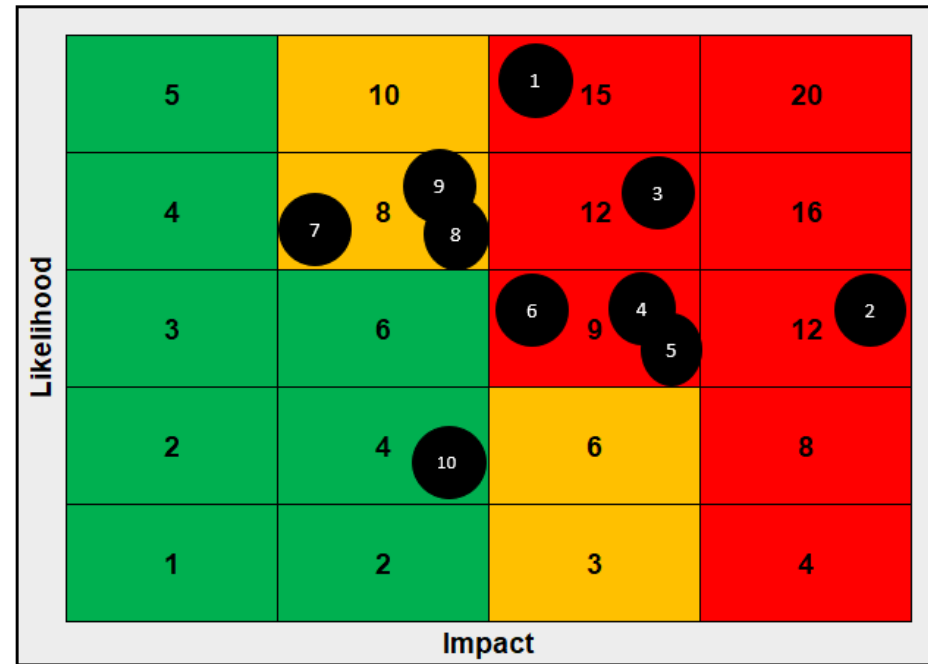
CBH VALUE FOR MONEY



Function	TCPP CBH	TCPP median	CPP saving	Aggregate saving
Responsive repairs	£354.40	£565.87	£211.47	£1,231,813
Void works	£209.17	£257.86	£48.69	£283,620
Housing management	£243.82	£388.59	£144.77	£843,285
Cyclical works	£212.21	£319.45	£107.24	£624,673
Total	£1,019.60	£1,531.77	£512.17	£2,983,391

Summary savings table: *Eastern peer group 2020-21*

HOUSEMARK



Risk position	Risk No.	Risk	Risk Type
1	ST11	Tenants quality of life reduced	Impact of Innovation
2	ST06	Major health and safety failure	Compliance / H&S
3	ST03	Inability to attract and retain good quality people and contractors leading to service or governance failures	Quality of Service
4	ST05	Significant data failure or breach	Compliance / H&S
5	ST02	Lack of long term financial stability	Finance
6	ST10	Material deterioration in key stakeholder relationships	Impact of Innovation
7	ST01	Failure to deliver against expectations	Reputational
8	ST04	Breach of regulation, in particular the Consumer Standards	Compliance / H&S
9	ST08	Failure to maximise the use of technology including the negative effect on data quality	Quality of Service
10	ST07	Failure to meet the annual targets in order to reach Carbon Zero by 2050	Compliance / H&S

STRATEGIC RISK MAP



SUPPORTING OUR LOCAL COMMUNITIES



DELIVERY OF 100 HOMES



Elfreda House



Military Road

DEVELOPING NEW HOMES



REDUCING CARBON IMPACT



Justin King



Karen Smout



Dirk Paterson



Fiona Marshall



Nicola Davey



CBH Board continued to strengthen in 2021/22
Broad range of skills and expertise
Oversight and assurance on risk, finances and performance
Maintained close connection with CBC



Kayleigh Rippingale



Rhys Smithson



Ray Sharp



Philip Sullivan



Lyn Barton

STRONG GOVERNANCE

CHALLENGES:

- Rapidly evolving compliance and regulatory environment
- Impact of cost-of-living crisis – increases pressure on services and performance
- Recruitment and retention
- Pressure on local housing demand

AREAS FOR IMPROVED PERFORMANCE:

- Overall customer satisfaction
- Empty property re let times
- Delivery of the capital programme

CHALLENGES & IMPROVEMENTS

- New Management Agreement to 2028
- New Strategic Plan 2022-2027 launched
- ALMO 20 year anniversary in 2023
- Tackling the challenges
- More joint working with CBC
- Remaining at the heart of the Community
- Looking forward to the next chapter and to working with our closest partner, CBC.



THE FUTURE

ANY QUESTIONS

