

Colchester Borough Homes Performance 2018/19

Scrutiny Panel
6 August 2019



Agenda

- Performance measures
- Performance summary
- Key challenges
- Other highlights
- Forward look

2018/19 Performance Measures

New Key Performance Indicator (KPI) set focused on:-

- Customer Satisfaction
- Homelessness prevention
- Repairs completed on time (housing and corporate properties)
- Capital programme delivery
- Rent collection
- Re-let times for general needs properties
- Valid gas safety certificates

2018/19 Performance Summary

- Successfully achieved targets for homelessness prevention, repairs completed on time for housing and corporate properties, rent collection and gas safety
- Work to better measure and improve customer satisfaction underway – contractor satisfaction requires improvement
- Missed targets on capital programme delivery and re-let times for general needs properties

Key Challenges in 2018/19

- Contractor performance and procurement
- Universal Credit implementation
- Implementation of the Homelessness Reduction Act
- Building safety assurance
- Recruitment of skilled property professionals

Other 2018/19 Highlights

- Value for money benefits:-
 - Repairs & maintenance - £62.3K repaid to CBC in 2018/19.
 - Capital contracts – Saving of £200K through procurement of new heating contract.
 - Energy Incentives – Photovoltaic (PV) and Air Source Heat Pumps (ASHP) - £137K income in 2018/19 (£694K since 2013) – resulting in savings of £150-250 a year to tenants
- Low numbers of households in bed & breakfast accommodation
- Exceeded energy rating (SAP) target for council homes

Other 2018/19 Highlights (2)

Fire Safety

- Fire Risk Assessments completed for 100% of Sheltered and General Needs blocks communal areas
- Sheltered Accommodation – Review of fire escape routes and exits, storage of mobility scooters, commencement of fire stopping works
- Fire doors review - 142 FD30 doors installed to date.
- Survey, procurement and commencement of fire separation works in 3-storey blocks.
- General Needs blocks - clearing of communal areas, review of fire escape routes

Other 2018/19 Highlights (3)

- Further grant funding received by CBC to enable CBH to employ Rough Sleeper Outreach Workers and deliver a number of successful interventions.
- Landlords Forum held to develop relationships with local landlords and launch Homestep video to encourage landlords to let via CBH.
- Financial Inclusion Team supported those affected by welfare benefit changes.
- Harrison Court sheltered housing scheme was improved to reduce bedsits, install ground source heat pumps and improve the accommodation and communal space.
- Resident Panel established by CBH Board to further improve resident engagement.
- Secondment of NHS mental health social worker to develop pathways and support for customers with mental health issues.

Forward Look

- Social Housing Green Paper 2018:-
 - Building regulations and fire safety
 - Consumer regulation
- Universal Credit rollout
- New Asset Management Strategy & Housing Investment Programme
- New Council homes programme and sheltered housing refurbishment

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