

Colchester Borough Homes Performance 2017/18

Scrutiny Panel
16 October 2018



Anne Grahamslaw, Chair

Gareth Mitchell, Chief Executive



2017/18 headlines

- Good overall performance on targets
- Homelessness Reduction Act
- Fire Safety
- Contractor performance
- Housing Futures
- New CBH Strategic Plan 2017-22
and Medium Term Delivery Plan

Performance

- Excellent performance on rent collection & arrears
- Significant reduction in households in Bed & Breakfast
- Missed target on complaints upheld
- Good performance on first call resolution
- 100% of properties have a valid gas certificate

Value for money - Housing Management

- **Low housing management costs** - £290 per property per year, putting CBH in the HouseMark upper quartile (top 25% of landlords in the region), with upper quartile threshold at £379, resulting in savings of £525k per year compared to other top quartile performers
- **Performance exceeding target** - £401K higher rent collection, £47K increased rental income from faster re-lets of empty properties, £42K more in leasehold service charges by exceeding targets

Value for Money - Property Services

- **Repairs & maintenance** - £162K repaid to CBC in 2017/18. £425K in savings since 2013 from proactive procurement & supply chain, bringing total to £725k once repairs reserves of £300k are taken into account
- **Capital contracts** – extra £200K available for adaptations through savings on window contracts
- **Photovoltaic panels** - £115K income in 2017/18, £557K since 2013 – savings of £150-250 year to tenants

Customer satisfaction

	2014	2016	2018		Comparable sample	
Satisfaction overall	83	85	83	↓	86	↑
Quality of home	81	84	78	↓	81	↓
Value for money of rent	80	86	87	↑	88	↑
Value for money of service charge	66	68	70	↑	72	↑
Listens and acts on views	63	64	64	→	69	↑
Kept informed	76	78	75	↓	79	↑
Final outcome of query	70	70	70	→	74	↑
Repairs and maintenance overall	77	78	75	↓	79	↑
Last completed repair	81	83	82	↓	84	↑
Neighbourhood as a place to live	87	89	84	↓	87	↓

NB new methodology for 2018 – see right hand column for direct comparison with previous years

Homelessness Reduction Act

- Early start on implementation - positive feedback from Ministry for Housing, Communities & Local Government
- Training for partners
- Review of processes & procedures – reorganising team
- New IT system
- Development of self serve portal
- Homelessness Charter developed
- Duty to refer process developed
- Charter & Duty to refer form used as good practice across Essex

Fire safety

- Joint CBC and CBH Fire Safety Task Group
- No housing stock over 3 storeys or aluminium composite material cladding/infill
- Building structure surveys and Fire Risk Assessments on all blocks of flats & sheltered schemes (445 in total)
- Review of Fire Risk Assessment process & “stay put” policy
- General Needs flats - clearing communal areas, door replacements etc.
- Sheltered – signage, mobility scooter storage, fire safety processes etc.
- Communication/education & enforcement

Contractor performance

- Challenging year: two main contractors struggled to deliver within agreed rates due to a buoyant construction industry
- High sub-contractor turnover, poor workmanship and a reduction in resources by the main contractor to effectively manage programme of works
- Increased level of CBH inspections, providing much needed supervision and ensuring a safe working environment for everyone
- Maintained 100% CBH handover inspection process to ensure elements are fit for purpose and will last
- Increased CBH resident liaison resources to reduce the impact on tenants.

Other 2017/18 highlights

- Sheltered Housing review – Enoch House, Harrison Court
- Residents helped to obtain over £1m in additional welfare benefits since 2015
- New Early Response Rough Sleeping Coordinator. 20 rough sleepers helped off the streets Nov 17 - July 18. £239K government funding (Colchester & Tendring)
- Carbon emissions within CBC corporate buildings down 40% since 2009
- Non-housing projects, e.g. Mercury Theatre, Activa Gym
- New governance arrangements
- Working Smarter – accommodation, ICT, working practices

2018/19 forward look

- Universal Credit rollout
- Government Social Housing Green Paper
- New asset management strategy & housing investment programme
- New Resident Panel
- Customer satisfaction
- New performance management arrangements
- Further rough sleeping funding
- New Council homes programme

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