

Report Title: **Homes for Haringey Quarterly Performance Report**

Report of: **Jim Crook, Interim Director of Social Services and Housing**

Wards(s) affected: **All**

Report for: **Information**

1. Purpose

- 1.1 The report provides an update of the progress made in relation to key targets and objectives and summaries main issues discussed at the Quarterly Performance Monitoring Meeting of 10 November 2006
- 1.2 A full copy of the report is available in the Member's Room at the Civic Centre

2. Introduction by Executive Member (if necessary)

- 2.1 This is a report from H4H in accordance with our agreement.
- 2.2 It provides to the council a summary of performance issues and a brief update on certain current matters.
- 2.3 It indicates that after an apparent decline of performance on a number of PIs following the transition, the performance has started picking up.
- 2.4 I would welcome Executive Members' comments and suggestions.

3. Recommendations

- 3.1 The content of the report be noted.

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4. Director of Finance Comments

- 4.1 The Director of Finance has been consulted and notes the projected overspend on the revenue budget of £139k and the progress being made with the improvement plan. The report at paragraph 12.4.7 identifies some risks in terms of next year's budget. HfH need to report the measures that are being taken to reduce the shortfall and meet the financial implications of the changes in legislation identified.

5. Head of Legal Services Comments

5.1 There are no legal implications.

6. Local Government (Access to Information) Act 1985

6.1 Homes for Haringey Quarterly Performance Monitoring Meeting Reports

6.2 Housing Revenue Account Statement

6.3 Capital Account Statement

6.4 Homes for Haringey Improvement Plan

6.5 Homes for Haringey Delivery Plan

6.6 Management Agreement

6.7 Service Level Agreements

7. Strategic Implications

7.1 A key element of the Housing Strategy is the successful delivery of the decent homes standards, providing decent homes for all tenants and regenerating the borough.

8. Financial Implications

8.1 Progress of key targets and objectives identified in the Improvement Plan is essential in order to secure 2 stars status and succeed in obtaining the necessary funding to deliver the decent homes programme.

9. Legal Implications

9.1 There are no legal implications.

10. Equalities Implications

10.1 Improvements to tenants' homes and environment will enhance living conditions of those who experience disadvantage because of their gender, race and ethnicity, disability, sexual orientation, age and faith.

11. Consultation

11.1 Not applicable.

12. Background

12.1 Homes for Haringey Arms Length Management Organisation (ALMO), was launched in April 2006. An ALMO is a company set up by the council to manage, maintain and improve its housing stock. Local authorities who have pursued this option can secure additional capital funding if the new arms-length body has received a 'good' rating i.e., 2 stars, from the Audit commission's Housing Inspectorate.

12.2 The council retains the status of landlord and Council tenants remain secure tenants of the authority, therefore, they are required to closely monitor the activities of the ALMO to ensure contract compliance, adherence to regulations and guidance of good practice, and the delivery of services that when inspected will secure at least 2 stars rating.

12.3 Homes for Haringey's performance is formally monitored by way of monthly and quarterly meetings.

12.4 Performance Report for the 2nd Quarter

12.4.1 Round 6 – Decent Homes Bid.

The final round of bidding for resources through the ALMO process to achieve Decent Homes came to a close at the end of July 2006. A total of 16 council's applied for ALMO funding and it was made clear during the discussions which took place before the bids were submitted that funding was going to be very tight before the Comprehensive Spending Review was completed and that bidders should therefore consider whether to extend the decent home timeframe beyond 2010, and therefore into the next spending review timeframe.

The DCLG has requested Round 4 and 5 ALMOs that they review their spending plans in respect of the overall level of resources. They were also specifically requested to consider whether extending their timetables beyond 2010 would deliver better value for money and help create mixed communities.

The Council and Homes for Haringey are still not in a position to be clear as to whether the bid has been successful, and the level and timing of any potential funding. However, there is a strong possibility that no funding will be available until the 2008/09 financial year and the Decent homes programme will have to be extended past 2010.

12.4.2 Delivery Plan Progress Improvements

Considerable improvements have been made since the inspection in Access and Customer Care. Homes for Haringey has its own vision, values and customer care standards, targets are standardised. Early next year appointments for all residents will take place in a customer service centre or at home.

Performance on complaints is improving as is the learning from them and feedback on outcomes to residents.

Improvements have been made with regard to the long delay for vulnerable people waiting for aids and adaptations through a joint Homes for Haringey and Haringey Council project. Additional capital (£980k) to clear the adaptations waiting list backlog in Council properties was approved by the Council Executive in September.

One of the actions to be delivered in the lettings improvement project is the provision of ethnic monitoring data for the allocations service.

Homes for Haringey has developed a Value for Money strategy and will have a procurement strategy in place by December 2006.

Good progress is being made on the procurement of constructor partners programme to deliver decent homes and planned maintenance and for response repairs and voids with an excellent level of resident involvement.

Good progress has been made in resident involvement since the 2001 inspection. The key to success is demonstrating that involvement has produced positive benefits for customers and that it is embedded throughout the organisation.

These are the top priorities for the next six months.

The new Resident Involvement agreement (Compact) and strategy are scheduled to be published in February 2007, following extensive stakeholder involvement in development.

Estate Services have improved since previous Audit Commission inspections but demonstrating consistently high standards on estates will be key during the inspection.

A project to improve work on estate management matters jointly with the Council's Environment Service has been developed and is being implemented.

Risks

Repairs performance generally in the second quarter of the year has improved although there is a risk of not meeting end of year targets in some areas. Current performance on Income Management is below targets and action is being taken to address this as reported elsewhere.

Allocations and lettings was an area of significant weakness when inspected in February/March 2006. Major improvements will need to have been made to demonstrate that Homes for Haringey tenants are receiving an effective re-housing service from Haringey Council. These are being managed by a joint partnership board.

Progress has been made since March 2006: the Council has agreed a new allocations policy, is on schedule to go live with Home Connections (a North London Choice based lettings scheme) in December 2006, and will have completed a full review of the housing register by early December.

- 12.4.3 Update from the Housing Improvement Partnership Board
Key issue is progress in the speed of delivery of Aids and Adaptations. An action plan has been prepared and the procedure manual awaiting review to align with the revised structure. Significant progress has been made in reducing the total number of voids and turning them around within target.
Executive approval was given for the new lettings policy on 12 September 2006.

- 12.4.4 Homes for Haringey Performance Report
Performance has improved slightly over the quarter but there are many areas performing below target.
There have been significant improvements for the following performance indicators:

Stage 1 complaints escalating to stage 2 - year to date is 9.8% against a target of 10%.

Members enquiries 66% against a target of 70%. Performance in Q2 improved to 75% from 54% on Q1 thanks to a new monitoring system.

BV72 % Specified urgent repairs completed in Government time limits year to date is 96.21% against a target of 97%.

BV 73 Average time taken to complete non-urgent repairs (all), year to date is 12 days against a target of 14 days.

% Homes with a valid gas certificate year to date is 97.17% against a target of 100%.

The following areas have shown little or no improvement:

% of calls to HfH answered within 15 seconds year to date is 66.45% against a target of 70%. The monitoring report is being improved to allow better identification of below target performance so that remedial action can be instigated.

Answering stage 2 complaints year to date is 73% against a target of 80%. The results are based on small numbers, but the process for monitoring them has been improved.

Forecast or proportion of rent collected at year end year to date is 95.44% against a target of 97.5%. Closer management of income collection activities has been introduced coupled with improved management information.

% Tenants owing over 7 weeks gross rent is 15.51% against a target of 10%. Improved management information has enabled improved focus on those cases where arrears are increasing most quickly. Cold calling by telephone will become the main form of initial contact and systems have been introduced to ensure compliance. Cases where arrears are increasing will be targeted.

Average re-let time for local authority dwellings year to date is 55.75 days against a target of 27 days. The voids process has been remapped to take account of the introduction of Home Connections and the key handover points identified.

% Invoices paid within 30 days year to date is 72.62% against a target of 90%.

Members' enquiries 83% against a target of 70%

12.4.5 Finance Reports

Housing Revenue Account

The Housing Revenue Account is forecasting overspend of £139,000. A majority of this overspend is caused by unplanned gas service improvements, (installation of new boilers). Improvement measures were considered by Homes for Haringey's Finance & Audit Committee on 29 September 2006 and are being implemented.

Capital Account

The level of capital expenditure for the first half year is very low and a majority of the spend is on schemes that were already underway at the beginning of the

financial year. The Homes for Haringey Finance and Audit Committee have agreed to over-programming to maximise the use of available resources in-year. A total allowance of £1,500,000 was agreed.

12.4.6 Value for Money Reviews

The Department for Communities and Local Government require Homes for Haringey to undertake value for money review of its support services in its first year of operation. Homes for Haringey will be undertaking these reviews in three phases. Key activities during the second quarter have centred on the reviews in the first phase. The six reviews included in the first phase are complete and were reported to the Homes for Haringey Board on 7 November 2006 in the areas of:

- Communications
- Anti Social Behaviour Action Team
- Organisational Development & Learning
- Equalities
- Health & Safety

Completion of the reviews will be key to achieving 2 stars rating in order to secure Decent Homes funding. There will be financial implications to the council if Homes from Haringey withdraw from using services and no longer contribute to the overall costs for some shared services.

These reviews are currently on schedule and already showing some significant savings. The Council needs to consider financial implications if Homes from Haringey withdraws from using some services and no longer contributes to the overall costs for some shared services.

12.4.7 HRA Business Plan & Budget 2007/08

Accounts controlled by Homes for Haringey have assumed total savings of £1,908,000 in 2007/08.

The main area of concern were growth bids that have not yet been finalised and relate to the area of Repairs and Maintenance. A number of areas within Design and Engineering have been flagged up as having insufficient budget due to changes in legislation. The estimated shortfall is up to £1,345,000.

12.4.8 Repairs Procurement Progress

The Repairs Service is under total review. Homes for Haringey have appointed a Repairs Contract Manager to lead the creation of a client function within Building Services. The timetable will deliver the contract award before the inspection due May 2007. Achievement of this is considered critical to achieving the 2 stars status.

12.4.9 Decent Homes Procurement Progress

Under the current programme it is intended to submit contract approval reports to the Procurement Committee on 13 February 2007. Expressions of interest for the Decent Homes constructor framework agreement have been received from 23 tenders and have been evaluated. A shortlist of eight constructors has been invited to tender with the scheduled return being 27 November 2006.

Residents have been fully consulted on the procurement process and a Residents' Procurement Panel established.

13. Conclusion

- 13.1 Homes for Haringey have seen some improvements in performance and are confident that recent progress and ongoing intervention will deliver the planned outcomes in the Delivery Plan.
- 13.2 The Council will continue to monitor performance closely through the monthly and quarterly performance meetings. The Leader of the Council and the Executive Member for Housing will be sent regular performance reports and areas of concerns fed back through the performance meetings. The quarterly meetings will be the forum to discuss any are of concern.

14. Use of Appendices / Tables / Photographs

- 14.1 None.