# HOUSING OVERVIEW AND SCRUTINY COMMITTEE

# AGENDA

7.30pm

Wednesday 20 June 2007 Havering Town Hall Main Road, Romford

Members 6: Quorum 3

COUNCILLORS:

Barry Oddy (C) June Alexander (VC) Sandra Binion Keith Wells Len Long Melvin Wallace

For information about the meeting please contact: Xanthe Barker (01708 432430) E-mail: <u>xanthe.barker@havering.gov.uk</u>



# NOTES ABOUT THE MEETING

# 1. HEALTH AND SAFETY

The Council is committed to protecting the health and safety of everyone who attends meetings of its Committees.

At the beginning of the meeting, there will be an announcement about what you should do if there is an emergency during its course. For your own safety and that of others at the meeting, please comply with any instructions given to you about evacuation of the building, or any other safety related matters.

## 2. MOBILE COMMUNICATIONS DEVICES

Although mobile phones, pagers and other such devices are an essential part of many people's lives, their use during a meeting can be disruptive and a nuisance. Everyone attending is asked therefore to ensure that any device is switched to silent operation or switched off completely.

# **3. CONDUCT AT THE MEETING**

Although members of the public are welcome to attend meetings of the Committee, they have no right to speak at them. Seating for the public is, however, limited and the Council cannot guarantee that everyone who wants to be present in the meeting room can be accommodated. When it is known in advance that there is likely to be particular public interest in an item the Council will endeavour to provide an overspill room in which, by use of television links, members of the public will be able to see and hear most of the proceedings.

The Chairman of the meeting has discretion, however, to invite members of the public to ask questions or to respond to points raised by Members. Those who wish to do that may find it helpful to advise the Committee Officer before the meeting so that the Chairman is aware that someone wishes to ask a question.

PLEASE REMEMBER THAT THE CHAIRMAN MAY REQUIRE ANYONE WHO ACTS IN A DISRUPTIVE MANNER TO LEAVE THE MEETING AND THAT THE MEETING MAY BE ADJOURNED IF NECESSARY WHILE THAT IS ARRANGED.

If you need to leave the meeting before its end, please remember that others present have the right to listen to the proceedings without disruption. Please leave quietly and do not engage others in conversation until you have left the meeting room.

#### AGENDA ITEMS

#### 1. CHAIRMAN'S ANNOUNCEMENTS

The Chairman will announce details of the arrangements in case of fire or other events that might require the meeting room or building's evacuation.

# 2. APOLOGIES FOR ABSENCE AND ANNOUNCEMENT OF SUBSTITUTE MEMBERS (if any) - receive.

#### 3. DECLARATION OF INTERESTS

Members are invited to declare any interests in any of the items on the agenda at this point of the meeting. Members may still declare an interest in an item at any time prior to the consideration of the matter.

#### 4. MINUTES

To approve as a correct record the minutes of the meeting of the Committee held on 15 May 2007 and to authorise the Chairman to sign them.

#### 5. OUTTURNS FOR HOUSING PERFORMANCE INDICATORS 2006/07 -report attached

#### 6. URGENT BUSINESS

To consider any other item in respect of which the Chairman is of the opinion, by reason of special circumstances which shall be specified in the minutes, that the item should be considered at the meeting as a matter of urgency.

Cheryl Coppell Chief Executive

#### MINUTES OF A MEETING OF THE HOUSING OVERVIEW AND SCRUTINY COMMITTEE

#### Havering Town Hall, Romford Tuesday 15 May 2007 (7:30pm – 9.30pm)

#### Present:

Councillors Barry Oddy (in the Chair), June Alexander, Sandra Binion, Patricia Mylod, Melvin Wallace and Keith Wells.

There were no declarations of interest.

The Chairman announced the arrangements to be followed in the event of the building needing to be vacated as the result of an emergency.

Apologies were received from Councillor Len Long and Councillor Patricia Mylod substituted for him.

There was one member of the public present.

#### 22 MINUTES

The minutes of the meeting held 29 March 2007 were agreed as a correct record and signed by the Chairman.

#### 23 PRESENTATION ON PRIVATE SECTOR HOUSING

The Committee received a presentation on Private Sector Housing from the Housing and Public Health Divisional Manager.

The Committee was advised that there were approximately 84,000 private sector dwellings in the Borough and this formed 86% of the total housing stock.

Much of the work carried out by the team involved preventing homelessness. A Tenant Relations Officer was in place to work with tenants to address issues that may mean they were vulnerable to losing their homes. Measures such as providing assistance with deposits and advance benefit payments were in place and work was also carried out with private landlords to help prevent people becoming homeless.

Work was carried out in conjunction with the Supporting People team to promote independent living and increase individual choice. There were also teams within the department that focussed on:

- Financial Assistance
- Affordable Housing
- Planning and Regeneration
- Protection and Enforcement

Members expressed concern that they did not have copies of the Homelessness and Lettings Policies to refer to and it was agreed that these would be circulated to them.

In terms of providing affordable housing, Members were advised that much of the funding available for these came from Section 106 contributions. The distribution of Section 106 contributions had been determined in response to the Housing Needs Survey and reflected its findings.

The Committee discussed the points raised within the presentation and an overview was given of work being carried out in the future to work with the Private Sector to alleviate problems experienced by tenants.

#### It was **resolved**:

To note the presentation.

#### 24 HOUSING OVERVIEW AND SCRUTINY COMMITTEE'S ANNUAL REPORT

The Committee considered a report, which summarised the work it had undertaken during the last Municipal Year. The report was intended to stand as a public record of achievement for the year and enable performance to be monitored year on year.

Concern was raised that the past Members of the Council were not included within the membership of Topic Groups listed within the report.

#### It was resolved:

- i) To note the Annual Report for 2006/07.
- ii) To authorise the Committee Chairman to agree the final wording of the report, in order to reflect the work undertaken by the Committee during the remainder of the Municipal Year.

#### 25 HOMES IN HAVERING 2007-08 DELIVERY PLAN

The Committee considered a report that detailed the ALMO Delivery Plan, which was agreed by Cabinet on 18 April, 2007.

The Management Agreement that had been set up between the Council and Homes in Havering (HiH), made provision for a Delivery Plan, which included a series of performance indicators and targets that were monitored and revised on an annual basis. Within the Agreement, the Council were required to approve any amendments or proposals before they could be incorporated into the Council's Constitution.

There were two areas within the Delivery Plan requiring revision. The first of these was the Financial Plan, specifically the use of the management fee, which was paid by the Council to the ALMO, for services provided during the year. The

second was the performance indicators that the Council would use to monitor the ALMO, along with the updated targets based on last year's performance and the most up to date benchmarks available.

The Committee discussed Homes in Havering's performance over the last year and looked at the areas where targets had been out performed and where they had not been met.

In response to concerns that preparation for the forthcoming inspection of Homes in Havering was having an impact upon the efficiency with which the organisation dealt with residents' complaints, the Head of Housing advised that he would pass on these concerns to Homes in Havering. He noted that it was likely that a significant amount of preparation would be required for the inspection. However, if residents felt that they were not receiving the expected level of service, this would be likely to damage the outcome of the inspection and should be addressed.

The Head of Housing advised Members that if they had any concerns regarding HiH's performance that they should inform him so that they could be addressed using the mechanism in place between the Council and HiH. If complaints were taken directly to HiH, rather than using the mechanism designed to deal with complaints, they may not come to his attention or be dealt with properly.

#### It was **resolved**:

To note the report.

#### 26 DEVELOPING A PERSON-CENTRED APPROACH TO HOUSING RELATED SUPPORT FOR OLDER PEOPLE

The Committee considered a report detailing the outcome of a strategic review of Supported Housing for Older Persons.

The Head of Housing advised that the Review had been carried out in order to identify changes which could be made to the way housing and care was provided to older people, with the intention of assisting more elderly people to stay in their own homes, should they wish to do so.

As a result of the Review, a pilot scheme was being carried out in three of the Council's sheltered housing schemes, which would take place in April 2008. The schemes which would be used had not yet been identified and would be dependent on further work on the profile of tenants being carried out. During the pilot phase, the potential for offering service to residents living outside the schemes would also be considered.

The Committee was advised that this formed the first part of plans to remodel how the service responded to the needs of elderly people.

There was a general consensus amongst members of the Committee that it would be useful to have a progress report on this issue in six months time.

#### It was resolved:

- i) To note the report
- ii) That a progress report be brought to the Committee in six months time.

#### 27 REPORT OF THE HOUSING OVERVIEW AND SCRUTINY COMMITTEE – ESTATE SERVICES TOPIC GROUP

The Committee considered a report, which set out the findings and recommendations that had emerged following the Topic Group's scrutiny of Estate Services. This area had been looked at as a result of the Audit Commission Inspection of Landlord Services in February 2005.

The Chairman noted that this Topic Group had been particularly successful and a significant amount of work had been carried out by the Group.

In response to a question regarding the use of Wardens and the cost to residents, the Head of Housing noted that there was a perception that this was unfair, as the residents of privately owned houses did not contribute towards the cost of these. If residents considered that the Wardens were placed in the wrong area and that other areas would benefit more from their presence, this could be fed back to the Cabinet and revised.

There was a general consensus that a report should be brought back to the Committee in September regarding the performance of Wardens and the Bulk Refuge Collection Service.

It was resolved:

- i) To note the report
- ii) That a report should be brought to the Committee in September regarding the performance of Wardens and the Bulk Refuge Collection Service.

#### 28 REPORT OF THE HOUSING OVERVIEW AND SCRUTINY COMMITTEE – AFFORDABLE HOUSING AND SUPPLY TOPIC GROUP

The Committee considered a report, which set out the findings of the Affordable Housing and Supply Topic Group.

Members discussed the work of the Topic Group and noted its findings.

It was **resolved**:

To note the report.



MEETING	DATE	ITEM
Housing Overview and Scrutiny Committee	20 June 2007	5

#### **REPORT OF THE CHIEF EXECUTIVE**

SUBJECT: 2006/07 Outturns for Housing Performance Indicators

WARD: All

# SUMMARY

1. Following on from the 29 March and 15 May meetings, this report provides members with an opportunity to review and comment on the 2006/07 outturn performance of the retained housing service and Homes in Havering, and to see the targets that they have set themselves for the next three years..

RECOMMENDATIONS

- 1. To note the 2006/07 outturns being submitted for external audit
- 2. To note the current forecast for the CPA Housing Service Block in February 2008.
- 3. To note the improvement targets being set for Housing PIs for the years 2007/08, 2008/09 and 2009/10.

## REPORT DETAIL

#### 1. Background

1.1 Members will be aware that, under the Best Value legislation, local authorities are required to monitor the services that they provide

against a basket of indicators. This basket has been developed over several years.

- 1.2 It is vital that part of the monitoring of services is to set improvement targets as a way of ensuring that resources are concentrated in the correct areas. These targets form part of the annual Performance Plan, a customer-focussed document that will be published on 30 June. Meeting these future year targets is one of the drivers underlying the Medium Term Financial Strategy (MTFS).
- 1.3 In addition, since 2002, the Audit Commission has developed a smaller basket of indicators through which to monitor and 'rank' local authorities on a national scale through the CPA. Members will be aware that in February 2007 this authority was assessed as a three-star authority.
- 1.4 This committee received a report at its 29 March 2007 meeting on the methodology in place for monitoring performance against a basket of national and locally defined performance indicators (PIs). It additionally received a further report on 15 May on the Homes in Havering (HiH) delivery plan that included early sight of the 2006/07 full year outturns. This report is therefore an opportunity to brief members on the outturn data that will be submitted to external audit on 1 July, to provide advance notice of the likely outcome of the Housing Service block in the 2008 Corporate Performance Assessment (CPA) and to look forward to targets for improvement being set for 2007/08 to 2009/10
- 1.5 Pls for which the Housing and Environmental Health Service and HiH are responsible are included in the CPA Housing Service Block; these are further defined in Appendix A. This report provides an early assessment of how we expect the block to contribute to the authority's final CPA score due in February 2008.

#### 2. Outturn Performance

- 2.1 Members will understand that whilst successful organisations allow their managers a large degree of autonomy in the way that they deliver their service, it is equally important that there is a robust and efficient mechanism in place for monitoring the effectiveness of such service delivery.
- 2.2 The outturns included in the appendixes to this report will be submitted to external audit on 1 July, and the result will not be known until September. For that reason, the outturns should be treated as provisional. However, members will wish to note that overall Homes in Havering and the retained service have overwhelmingly met the targets they set themselves at this time last year.
- 2.3 Although we are unlikely to receive national benchmarking information until closer to the new year (largely because of the Audit Commission's internal validation and review processes), members will further wish to

note that we are likely to be amongst the highest performers in some areas. Members will be particularly interested that the resources invested in void management have brought down the average time from over 100 days in 2004/05 to 26 days by March 2007. This has had the effect of making homes available for re-let quicker, and avoiding loss of rent whilst properties stand empty.

2.4 Members will also be interested in the number of private sector properties that, with additional help from colleagues in the Environmental Health team, have been brought back into use during the year.

#### 3. Future Years

- 3.1 The service sets itself a series of performance targets against the indicators for which it is responsible within its annual service plan and through the Performance Plan published in June of each year.
- 3.2 The 2007 Performance Plan is currently being developed for submission to Leader's Briefing, Cabinet, Overview and Scrutiny Committees and Council, each of which will be asked to approve the future years' targets; at this stage, members are asked to note the improvement targets currently being set.
- 3.3 As agreed at the 29 March meeting of this committee, Homes in Havering and the retained housing service will continue to report on the delivery of these improvement targets on a quarterly basis.

#### 4. Comprehensive Performance Assessment

- 4.1 The Appendices note which of these indicators are included within the Housing Service Block, a level 2 service, although there are additional ones not under the control of the service. Members should be aware that the current estimate of the block score is predicated on the existing outturn data and the current methodology, and that there are no changes or reservations as a result of the external audit.
- 4.2 The block score will also include the results of the June 2005 Housing Management and the August 2006 Supporting People inspections, plus – if the report is finalised by 31 December 2007 – the ALMO inspection that is due to commence in September.
- 4.3 Members are already aware that calculation of the Service block is mechanical rather than evidence-based, and the current forecast is that the Housing Service Block will score 3 out of a possible 4. Members will wish to note the improvement from a score of 1 in 2005 and 2 in February 2007.

#### 5. Appendices

5.1 Appendix A provides details of the PIs currently collected by the service, and B those where the reporting responsibility lies with HiH.. These tables show the 2006/07 targets and outturns and any relevant

CPA thresholds, the best and worst for London as currently defined by the Audit Commission, and the 2007/08, 2008/09 and 2009/10 improvement targets.

#### Financial Implications and risks:

The outturns submitted within this report are subject to external audit and therefore, provisional at this stage

Targets for future years will need to be delivered within existing budgets which may require the reprioritisation of resources. Where this is not possible funding will need to be addressed through the MTFS process or targets revised as appropriate.

#### Legal Implications and risks:

There is no legal requirement for this report, although the collection and reporting of statutory PIs through the annual performance plan is part of the current Best Value legislation. However, regular performance reporting to the Housing Overview and Scrutiny Committee was agreed and minuted at the 29 March meeting.

#### Human Resources Implications and risks:

None directly

#### Equalities and Social Inclusion Implications and risks:

Under the Key Lines of Enquiry (a set of definitions on what constitutes a high performing Housing Service), the authority is expected to demonstrate that all tenants and applicants for housing have equal access to its services. Publishing performance data and the targets that we set ourselves in a public document such as the Performance Plan allows service users to see the standards that we have set ourselves and how we are achieving them.

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#### CHERYL COPPELL Chief Executive

#### **Background Papers List**

Annual Performance Plan, published June 2006

## **BVPIs and Strategic LPIs : Housing and Environmental Health**

BVPI	BVPI / LPI	2006/07	Outturn		6 CPA sholds	2005/06 Quai		2007/08	2008/09	2009/10	Where
Code		Target	2006/07	Upper	Lower	Best	Worst	Target	Target	Target	used <sup>1</sup>
BVPI 64	Number of non-local authority owned dwellings returned to occupation or demolished during the financial year as a direct result of action by the local authority	200	282	Not applicable	Not applicable	360	148	200	200	200	CPA PP
BVPI 66a	Local authority rent collection and arrears: proportion of rent collected (Mardyke only)	No target set	94.3%	98.2%	96.18%	97.62%	96.13%	94.5%		ed stock Old Ford	CPA PP
BVPI 66b	The number of local authority tenants with more than seven weeks of (gross) arrears as a percentage of the total number of council tenants (Mardyke only)	No target set	7.40%	Not applicable	Not applicable	6.92%	13.40%	7.7%	-	-	PP
BVPI 66c	Percentage of local authority tenants in arrears who have had Notices Seeking Possession served (Mardyke only)	No target set	17.75%	Not applicable	Not applicable	21.93%	32.73%	17%	-	-	PP
BVPI 66d	Percentage of local authority tenants evicted as a result of rent arrears (Mardyke only)	No target set	1.8%	Not applicable	Not applicable	0.27%	0.70%	1.5%	-	-	PP
BVPI 74a	The satisfaction of tenants of council housing with the overall service provided by their landlord	78%	76% ± 3.03%	92.5%	84.1%	72.5%	63.5%	80%	81%	82%	CPA PP
BVPI 74b	The satisfaction of tenants of council housing with the overall service provided by their landlord with results further broken down by b)black and minority ethnic tenants	68%	68% ± 18.29%	Not applicable	Not applicable	70.5%	59.8%	70%	71%	72%	PP
BVPI 74c	The satisfaction of tenants of council housing with the overall service provided by their landlord with results further broken down by c)non black and minority ethnic tenants	78%	76% ± 3.12%	Not applicable	Not applicable	74%	65%	80%	81%	82%	PP

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BVPI	BVPI / LPI	2006/07	Outturn		CPA sholds	2005/06 Quai	London rtiles	2007/08	2008/09	2009/10	Where
Code		Target	2006/07	Upper	Lower	Best	Worst	Target	Target	Target	used <sup>1</sup>
BVPI 75a	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord		61% ± 3.48%	77.5%	68.2%	62%	52.8%	68%	69%	70%	PP
BVPI 75b	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord with results further broken down by b)black and minority ethnic tenants	54%	54% ± 19.16%	Not applicable	Not applicable	64.3%	52%	56%	57%	58%	PP
BVPI 75c	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord with results further broken down by c)non black and minority ethnic tenants	68%	60% ± 3.6%	Not applicable	Not applicable	62.3%	52.3%	68.5%	69%	70%	PP
BVPI 106	Percentage of new houses built on brownfield sites	95.0% (publ as 100%)	100%	93%	Not set	100%	100%	100%	100%	100%	CPA PP
BVPI 183a	The average length of stay in (i) bed and breakfast accommodation	0.25 weeks	0 weeks	1.2 weeks6	6 weeks	0 weeks	3.7 weeks	Deleted 31/03/07			CPA PP
BVPI 183b	The average length of stay in ii) hostel accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless	11.5 weeks	To be tabled at meeting	0 weeks	21.3 weeks	0.95 weeks	25.33 weeks	9 weeks	9 weeks	9 weeks	CPA PP
BVPI 184a	The proportion of LA homes which were non-decent at the year start (Mardyke only)	April 2006 = 100%	April 2006 = 100%	21%	53%	April 2006 = 25%	April 2006 = 55%	April 2007 = 100%	April 2008 = 100%	April 2009 = 100%	СРА
BVPI 184b	The percentage change in proportion of non-decent homes (Mardyke only)	0%	0%	+23.8%	+3.5%	+23.8%	+6.9%	0%	0%	0%	СРА

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BVPI Code	BVPI / LPI	2006/07	Outturn 2006/07		CPA Sholds		London rtiles	2007/08	2008/09	2009/10	Where used <sup>1</sup>
Code		Target	2006/07	Upper	Lower	Best	Worst	Target	Target	Target	usea
BVPI 202	The number of people sleeping rough on a single night within the area of the authority	1	1 (from 2004/05 assessment)	Not applicable	Not applicable	1	7	1	1	1	PP
BVPI 203	The percentage change in the average number of families, which include dependent children or a pregnant woman, placed in temporary accommodation under the homelessness legislation compared with the average from the previous year.	0%	-0.45%	-6.94%	+28.31%	-7.86%	+7.36%	Deleted 31/03/07			CPA PP
BVPI 213	Households who considered themselves as homeless, who approached the local housing Authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation, per 1,000 households.	0.22	1	4	1	6	2	1	1	1	CPA PP
BVPI 214	Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same authority within the last two years	0.9% publ as 1.1%	0.38%	1%	8%	0.35%	1.60%	Deleted 31/03/07			CPA PP
	Is there within the local authority area a minimum of 1 refuge place per ten thousand population?	No	No	Not applicable	Not applicable	Not applicable	Not applicable	No	Yes	Yes	CPA PP
	Has the local authority developed, launched and promoted a 'sanctuary' type scheme to enable victims to remain in their own home, where they choose to do so and where safety can be guaranteed?	Yes	Yes	Not applicable	Not applicable	Not applicable	Not applicable	Yes	Yes	Yes	CPA PP
	Has there been a reduction in the percentage of cases accepted as homeless due to domestic violence that had been previously re-housed in the last 2 years by that local authority as a result of domestic violence?	Yes	Yes	Not applicable	Not applicable	Not applicable	Not applicable	Yes	Yes	Yes	CPA PP

BVPI	BVPI / LPI	2006/07	Outturn		CPA Sholds	2005/06 Quai	London rtiles	2007/08	2008/09	2009/10	Where
Code		Target	2006/07	Upper	Lower	Best	Worst	Target	Target	Target	used <sup>1</sup>
BVPI 225.9	Does the council's tenancy agreement have a specific clause stating that perpetration of domestic violence by a tenant can be considered grounds for eviction?	Yes	Yes	Not applicable	Not applicable	Not applicable	Not applicable	Yes	Yes	Yes	CPA PP
HIP- HSSA	Percentage of private sector homes vacant for more than 6 months	N/A	1.47%	0.74%	0%	0.79%	1.68%	1%	1%	1%	CPA PP
SP KPI 1	Service user who are supported to establish and maintain independent	90%	99.3%	Not applicable	Not applicable	Not available	Not available	90%	90%	90%	
SP KPI 2	Service Users who have moved on in a planned way from temporary living arrangements	85%	100%	Not applicable	Not applicable	Not available	Not available	85%	85%	85%	
SPI 1	Supporting People funded Service Availability % 2006/07	95% orig 100%	99.9%	Not applicable	Not applicable	Not available	Not available	95%	95%	95%	
SPI 2	Supporting People funded Service Utilisation % 2006/07	95% orig 96%	96.2%	Not applicable	Not applicable	Not available	Not available	95%	95%	95%	
LPI 1	Percentage of tenants (excl those receiving Housing Benefit) paying rent and helpline charges by Standing Order or Direct Debit (Mardyke only)	No target set	20%	Not applicable	No applicable	Not available	Not available	25%	Anticipat transfer to		
LPI 20	% of completed ASB cases resolved without need for legal action – Mardyke only	No target set	100%	Not applicable	No applicable	Not available	Not available	93%	93.1%	93.2%	
	% of ASB cases resolved through legal action – Mardyke only	No target set	0%	Not applicable	No applicable	Not available	Not available	7.0%	6.9%	6.8%	
LPI 22	% of completed ASB cases resolved through injunction – Mardyke only	No target set	0%	Not applicable	No applicable	Not available	Not available	1.0%	1.0%	1.0%	
	% of completed ASB cases resolved through eviction – Mardyke only	No target set	0%	Not applicable	No applicable	Not available	Not available	1.5%	1.4%	1.3%	

BVPI	BVPI / LPI	2006/07	Outturn		6 CPA sholds	2005/06 Quai	London rtiles	2007/08	2008/09	2009/10	Where
Code		Target	2006/07	Upper	Lower	Best	Worst	Target	Target	Target	used <sup>1</sup>
LPI 25 (BV8)	Combined Invoice performance for Housing & Health for late payments (cumulative)	5%	2%	Not applicable	Not applicable	9.78%	15.31%	2%	2%	2%	
LPI 29	Average number of calendar days that void properties are with lettings team	No target set	15 days	Not applicable	Not applicable	Not available	Not available	14 days	13 days	12 days	
LPI 30	Percentage of applications processed in 28 working days	No target set	Not collected	Not applicable	Not applicable	Not available	Not available	80%	83%	85%	PP
	Length of time that the oldest application has been in the backlog	No target set	Not collected	Not applicable	Not applicable	Not available	Not available	28 days	28 days	28 days	PP
LPI 32	Percentage of homeless decisions in 33 calendar days	No target set	75%	Not applicable	Not applicable	Not available	Not available	85%	87%	90%	PP
LPI 33	Number of households in temporary accommodation	702	576	Not applicable	Not applicable	Not available	Not available	700	550	395	
LPI 34	Proportion (percentage) of reviews carried out in 56 days (ref DCLG homelessness directive)	No target set	85%	Not applicable	Not applicable	Not available	Not available	87%	90%	90%	
	The percentage of households in temporary accommodation as a percentage of the number at 31 December 2004	89%	-27.18%	Not applicable	Not applicable	Not available	Not available	-11.50%	-30.47%	-50.1%	
LPI 36	Number of new affordable homes let or sold in the financial year	240	240	Not applicable	Not applicable	Not available	Not available	220	250	300	PP
LPI 37	Number of new affordable homes let or sold in the financial year as a percentage of the target	100%	100%	Not applicable	Not applicable	Not available	Not available	100%	100%	100%	
LPI 38	Average length of time from homelessness acceptance of duty or acceptance on review to PSL let	No target set	41days	Not applicable	Not applicable	Not available	Not available	25 days	25 days	25 days	

BVPI	BVPI / LPI	2006/07	Outturn		2006 CPA Thresholds		London tiles	2007/08		2009/10	.1
Code		Target	2006/07	Upper	Lower	Best	Worst	Target	Target	Target	used'
I LPI 39	Percentage of capital spend on Disabled Facilities Grant (DFG)	No target set	90%	Not applicable	Not applicable	Not available	Not available	95%	98%	98%	
LPI 40	Percentage of capital spend on private sector renewal	No target set	67%	Not applicable	Not applicable	Not available	Not available	90%	95%	98%	

Il figures are cumulative unless otherwise stated.

## **BVPIs and Strategic LPIs : Homes in Havering**

BVPI			Outturn		CPA sholds		London rtiles	2007/08			Where used <sup>1</sup>
Code		larget	2006/07	Upper	Lower	Best	Worst	Target	Target	Target	
BVPI 63	Energy efficiency – the average SAP rating of local authority owned dwellings	69	69.2	65	57	69	64	70	75.5	78	CPA PP
BVPI 66a	Local authority rent collection and arrears: proportion of rent collected (excl Mardyke)	98.2%	97.9%	98.2%	96.18%	97.62%	96.13%	98.0%	98.1%	98.2%	CPA PP
BVPI 66b	The number of local authority tenants with more than seven weeks of (gross) arrears as a percentage of the total number of council tenants (excl Mardyke)	3.38%	3.86%	Not applicable	Not applicable	6.92%	13.40%	3.80%	3.79%	3.78%	PP
BVPI 66c	Percentage of local authority tenants in arrears who have had Notices Seeking Possession served (excl Mardyke)	16.7%	15.08%	Not applicable	Not applicable	21.93%	32.73%	16.5%	16.4%	16.3%	PP
BVPI 66d	Percentage of local authority tenants evicted as a result of rent arrears (excl Mardyke)	0.105%	0.05%	Not applicable	Not applicable	0.27%	0.70%	0.104%	0.103%	0.102%	PP
BVPI 164	Does the authority follow the Commission for Racial Equality's code of practice in rented housing?	Yes	Yes	Yes	No	Yes	Yes	Deleted 31/03/07			CPA PP
BVPI 184a	The proportion of LA homes which were non-decent at the year start	April 2006 = 33.3%	April 2006 = 32%	21%	53%	April 2006 = 25%	April 2006 = 55%	April 2007 = 32%	April 2008 = 32%	April 2009 = 24%	CPA PP
BVPI 184b	The percentage change in proportion of non-decent	-6.39%	2.61%	+23.8%	+3.5%	+23.8%	+6.9%	0%	0%	+25%	CPA PP
BVPI 212	Average time taken to re-let council dwellings (in calendar days)	36 days	26 days	29 days	51 days	29 days	37 days	25 days	24 days	23 days	CPA PP

BVPI	DVDI/IDI	2006/07 Target			CPA sholds		London rtiles		2008/09		Where used <sup>1</sup>
Code		Target	2006/07	Upper	Lower	Best	Worst	Target	Target	Target	
LPI 1	Percentage of tenants (excl those receiving Housing Benefit) paying rent and helpline charges by Standing Order or Direct Debit (excl Mardyke)	30%	51%	Not applicable	No applicable	Not available	Not available	55%	56%	57%	PP
LPI 11a	% of Priority 1 (24-hour completion) repairs completed in time (Morrison contract only)	98.0%	98.9%	Not applicable	No applicable	Not available	Not available	98%	98%	98%	PP
LPI 11b	% of Priority 2 (5 working days) repairs completed in time (Morrison contract only)	95%	96.1%	Not applicable	No applicable	Not available	Not available	95%	95%	95%	PP
LPI 11c	% of Priority 3 (28 working days) repairs completed in time (Morrison contract only)	95.0%	98.1%	Not applicable	No applicable	Not available	Not available	95%	95%	95%	PP
LPI 12	% of Emergency Orders (EO - 24-hour completion) repairs completed in time (Morrison contract only)	98.0%	100%	Not applicable	No applicable	Not available	Not available	98.5%	98.6%	98.7%	
LPI 13	% of repairs completed in timescale (Morrison contract only)	92%	97.6%	Not applicable	No applicable	Not available	Not available	95%	95.1%	95.2%	
LPI 14a	% of repairs raised as an emergency – EOs only (Morrison contract only)	5.2%	6.2%	Not applicable	No applicable	Not available	Not available	5.2%	5.2%	5.2%	
LPI 14b	% of repairs raised as an emergency – Priority 1 only (Morrison contract only)	Target not set	20.5%	Not applicable	No applicable	Not available	Not available	Target not yet set	Target not yet set	Target not yet set	
LPI 15	% of repairs raised as a non-emergency – Priority 2 & 3 (Morrison contract only)	Target not set	73.3%	Not applicable	No applicable	Not available	Not available	Target not yet set	Target not yet set	Target not yet set	
LPI 16	% of Pre-inspections completed (Morrison contract only)	10%	7.5%	Not applicable	No applicable	Not available	Not available	8%	7.8%	7.6%	

Key: CPA: Used in CPA

BVPI	BVPI / LPI		Outturn		CPA sholds	2005/06 Qua	London rtiles	2007/08			Where used <sup>1</sup>
Code		Target	2006/07	Upper	Lower	Best	Worst	Target	Target	Target	
LPI 17a	% of Post-inspections completed (Morrison contract only)	10%	10.0%	Not applicable	No applicable	Not available	Not available	12%	13%	14%	
LPI 17b	Average time taken in days) to complete a Post-inspection Priority 3 only (Morrison contract only)	No target set	23.9 days	Not applicable	No applicable	Not available	Not available	Target not yet set	Target not yet set	Target not yet set	
LPI 18a	Customer satisfaction (Morrison contract only) – all tenants	97.75%	96.5%	Not applicable	No applicable	Not available	Not available	98%	98.1%	98.2%	PP
LPI 18b	Customer satisfaction (Morrison contract only) – black and minority ethnic tenants only	New for 2007/08	-	Not applicable	No applicable	Not available	Not available	98%	98.1%	98.2%	
LPI 19	% of repair orders with card left due to no access (as a % of jobs raised in the month)	No target set	2.9%	Not applicable	No applicable	Not available	Not available	Target not yet set	Target not yet set	Target not yet set	
LPI 20	% of completed ASB cases resolved without need for legal action	92.4%	100%	Not applicable	No applicable	Not available	Not available	93%	93.1%	93.2%	
LPI 21	% of ASB cases resolved through legal action	7.6%	0%	Not applicable	No applicable	Not available	Not available	7.0%	6.9%	6.8%	
LPI 22	% of completed ASB cases resolved through injunction	1.1%	0%	Not applicable	No applicable	Not available	Not available	1.0%	1.0%	1.0%	
LPI 22a	% of completed ASB cases resolved through eviction	3.8%	0%	Not applicable	No applicable	Not available	Not available	1.5%	1.4%	1.3%	
LPI 22b	% of completed ASB resolved through ASBO	2.7%	0%	Not applicable	No applicable	Not available	Not available	1.5%	1.5%	1.5%	

BVPI	BVPI / LPI		07 Outturn et 2006/07		CPA Sholds		London rtiles	2007/08	2008/09		Where used <sup>1</sup>
Code		Target	2006/07	Upper	Lower	Best	Worst	Target	Target	Target	
	Average number of calendar days for void notification to contractor (all voids days)	3 days	4 days	Not applicable	No applicable	Not available	Not available	3 days	3 days	3 days	
LPI 23b	Average number of calendar days with contractor (excl major works)	19 days	19 days	Not applicable	No applicable	Not available	Not available	18 days	17 days	15 days	
LPI 23c	Average number of calendar days for void notification to lettings (all voids)	Target not set	2 days	Not applicable	No applicable	Not available	Not available	1 day	1 day	1 day	
LPI 27a	% of Priority 1 (24-hour completion) repairs completed in time (measured from when repair is reported to HiH)	Target not set	96.3%	Not applicable	No applicable	Not available	Not available	Target not yet set	Target not yet set	Target not yet set	
LPI 27b	% of Priority 2 (5 working days) repairs completed in time (measured from when repair is reported to HiH)	Target not set	85.9%	Not applicable	No applicable	Not available	Not available	Target not yet set	Target not yet set	Target not yet set	
	% of Priority 3 (20 days) repairs completed in time (measured from when repair is reported to HiH)	Target not set	87.9%	Not applicable	No applicable	Not available	Not available	Target not yet set	Target not yet set	Target not yet set	
	% of EO (24-hour completion) repairs completed in time (measured from when repair is reported to HiH)	Target not set	99.0%	Not applicable	No applicable	Not available	Not available	Target not yet set	Target not yet set	Target not yet set	
LPI 28	% of (all) repairs completed in time (measured from when repair is reported to HiH)	Target not set	89.7%	Not applicable	No applicable	Not available	Not available	Target not yet set	Target not yet set	Target not yet set	

All figures are cumulative unless otherwise stated

Note: Homes in Havering wishes to measure the repairs performance from the point the resident calls them, and is in the process of negotiating with the Contractor to reduce the time taken for each repair priority. These reduced timescales will allow HiH to undertake the allocation of work and pre-inspections and therefore enable them to set realistic targets for LPIs 27 and 28. These improvements will be then be published.