

Service Summary Sheet

Directorate	Housing and Communities		
Year	2023-24	Quarter	Quarter 1 performance reporting (as at quarter ended 30/06/2023)
Benchmarking <i>with local authorities/nearest neighbours</i> <i>Please consider if a Delivering Better Outcomes proforma should be completed also.</i>			
<ul style="list-style-type: none"> The Housing Training Team have been in early discussions with Community Housing colleagues to investigate if there is any scope for benchmarking and/or sharing good practice. The Training Team are also contacting other Local Authority Housing Training Teams to see if there is any appetite to develop a Bench Marking/Good Practice Club. The Housing Complaints Team have reached out to Local Government Ombudsman to provide details of Local Authority Groups working on benchmarking/good practice. We have been informed there is a National Complaint Managers Group and are awaiting information on any Regional Group we could join. 			
Overview of service delivery <i>Include any issues / risks</i>			
<p>Housing Fraud</p> <ul style="list-style-type: none"> We have had a criminal case that a tenant has been prosecuted in Crown Court. They received a 32-month prison sentence. In April 2023 the property was recovered after relinquishing their tenancy in prison. There is a current Proceeds of Crime Act order in place so that has been ongoing during the quarter and is expected back in Crown Court in late August for a final hearing on confiscation matters etc. The value of her Fraud was approx. £200,000. The POCA action being taken by DMBC is looking to recover approx. £32,000 from her joint ownership of a property. This figure is the cost of adaptations to her DMBC property and the difference in Council rents to Private rents for the same area over the period of her tenancy. The Fraud Team has another tenant who was found to be subletting his property whilst living with his partner in the Sheffield area. After being interviewed under caution he voluntarily handed the property back. We are currently considering further action against him. <p>Income Team</p> <ul style="list-style-type: none"> Qtr1 – we collected £23,974.177 – Current tenant arrears as a % of rent debit is 0.81% (not including arrears) Arrears as a% of debit including arrears is 2.7% 42% of tenants are claiming universal credit Collection rate including arrears is 97.7% Collection rate excluding arrears is 99.19% 			

Community Housing Teams

- We have six Community Housing Teams across our Dudley Housing stock. We have mobilised our new approach, patches and have now recruited several new housing managers and staff across these teams.
- We have identified our neighbourhood hubs where we will be visible in our communities working hard to bring these to workable standard whereby, we will be working with partner agencies such as the police and other agencies working together in our communities.
- We will be moving our approach in our housing teams in attending customers' homes more, being highly visible in our community and proactively dealing with issues in our customers' homes.

Customer Involvement and Satisfaction

- We have started work on looking into the Tenant Satisfaction Measures and linking in with the Customer Involvement Strategy.
- We have a future scoping away day session with Tenant Housing Board and Dudley Federation Tenant Resident Association upcoming which will look at the compliance work and feedback in all our neighbourhood areas working closely with these groups and our customers.

Climate Change

- The Resettlement and Inclusion Team facilitated a 'Homes for Ukraine' event at Dudley Town Hall to acknowledge the anniversary of the war. All Ukrainian families sponsored under the scheme were invited to the evening event alongside the Deputy Mayor, representatives from faith groups and the voluntary sector.
- Homelessness- contracts are about to go out to tender for the provision of accommodation of single homeless people and for refuge
- Homelessness- successfully defended s204 appeal.
- Traveller Liaison Team- assisted in the removal of an illegal incursion in Pear Tree Lane, providing the evidence to support the utilisation of s62 police powers
- ASB – change in operational delivery model was implemented- Team now to focus on more serious ASB
- Work ongoing to agree out of hours legal cover for car cruising injunctions

Housing Maintenance

- In the last update we advised that a specialist had been appointed to review the service to improve the customer experience whilst demonstrating value for money.
- To date the specialist has made inroads into improving customer service by working closer with the complaints team, which has resulted in a significant reduction in the number of outstanding complaints by reducing the turnaround time for actioning the issue and responding to the customer.
- A greater level of focus is now being placed on damp and mould issues with the creation of a dedicated team, that are reducing the times for resolution. This is happening in conjunction

with the recovery programme, which was set up to return DMBC to a place of full compliance with building safety requirements by March 24.

- A full review of the delivery service structure is underway which is aiming to reduce the reliance on subcontractors.
- A major project to introduce more standard working practices and systems is underway, with an anticipated go live of Q4. This will contribute towards more efficient ways of working and make DMBC more attractive to potential future partners, contractors, and stakeholders.
- There is a large number of other projects underway within maintenance and in future reports updates will be provided.

Private Sector Housing Team

The team provide a statutory function around enforcement of regulations and legislation aimed at improving housing conditions in the private sector and keeping people safe in the private sector.

The previous postholder has stepped down, external recruitment has not been successful in finding a replacement, so a secondment opportunity is being pursued. A review of the review of the service will take part this year.

Asset Management and Development and Building Safety

- The Regulatory recovery programme continues to move at pace, as previously highlighted subject to access the project remains on track to meet the target for recovering all noncompliant work streams by the end of Q4 2023/24.
- The Engagement with The Regulator of Social Housing and Homes England remains positive, the RoSH continues to support the revised approach to Asset and Building safety management, as well as providing advice and guidance to the authority
- The Stock Condition exercise was broken down into 3 separate programmes each with circa 7k properties, this was to allow the internal team and Savills to communicate with the customers in a phased manner while ensuring that every customer had communication no more than 90 days before the first Savills visit, in addition the 3 separate programmes allow the internal team to address and resolve any immediate works that may be required.
- The SCS exercise has seen circa 6.3k properties accessed and has identified an indicative non decency figure of circa 9% rather than the previously reported .5% across the stock, this has been further supported by the significant investment required in a large proportion of voids over the past year.
- The Asset team are working with the Housing teams to ensure that the 6 community hubs which are being opened and which will be staffed by key teams from across the Housing and Communities directorate will be refurbished and ready for phased operational openings in Q2 and Q3 of 2023/24, these sites are key to the reengagement in our communities
- The Asset team is working with internal colleagues to standardise and define the tenant offering and specification relating to all DMBC improvement and investment works to the Authorities housing stock for the coming 10-years. This will offer multiple benefits including improving the customer offering, reducing complaints by reducing the turnaround time for works and component replacements, as well as significantly impacting on the long-term cost of materials and components over a 5- and 10-year period. and service by ensuring

availability of components and the ongoing supply of like for like elements, but additionally should provide benefits

- The SCS data will be modelled to understand the genuine investment needs for the stock for the coming decades, this will support a more efficient way of working and make DMBC more attractive to potential future partners, contractors, and stakeholders.
- The Asset team are drafting a revised Asset Management Strategy that will support investment and viability decisions across the authorities Housing portfolio, including but not limited to Estates, Blocks, street front properties, pepper potted sites and individual properties, as well as garages and the acquisition of new assets. This will be published in draft form for the end of Q3 23/24

Service achievements

Report of any external accreditation, awards, positive publicity, during the past quarter

Opportunities for improvement

Information relating to service complaints / compliments and learning from these

Housing Complaints Team

The Housing Complaints Team has worked with the Corporate Complaints Team to ensure our complaint handling policy and processes are compliant with the Housing Ombudsman Code of Practice. This has led to significant changes in processes (Stage 1 Complaint Response times being reduced from 20 days to 10 days) which are being bedded down. This should lead to better satisfaction levels from customers who have made a complaint.

Asset management and Development and Building Safety

The Asset and Building safety teams are working with Legal and Housing colleagues to address the no access rate that exists in relation to our statutory undertakings, the process is being reviewed to ensure that the teams can access and use the various powers and rights available to them to enter our assets and ensure that they are safe for our customers to live in.

Any additional information relating to performance

Performance Management

A new Performance Management process has been developed with Heads of Services and Team Managers in the Directorate. Heads of Services will Chair all Quarterly Performance meetings, where managers will present highlights (exceptions) of performance from their area in the last quarter. This work involves a significant review and rationalisation of performance indicators by Heads of Services and their managers.

In addition to performance measures the quarterly meetings will be attended by colleagues in the Housing Strategy team that will report on quarterly data relating to training, complaints and surveys in each of the Heads of Services areas. This will ensure a more comprehensive review of the past quarter's performance by the Head of Service and their managers.

All quarterly Performance meetings will be in person. It is envisaged that in the future the performance data being presented will be in PowerBI, to provide better and more detailed visualisation.

Asset Management and Development and Building Safety

The Asset and Building Safety teams have revisited the existing KPI's and SLA to ensure that any data that was being measured and evaluated against was offering meaningful, intelligent and beneficial results to this business. This exercise will be concluded in Q2 2023/24