

# FOR PUBLICATION

## HOMES AND COMMUNITIES AGENCY (HCA) ANNUAL REPORT TO TENANTS (H000)

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MEETING:	1. CABINET 2. CABINET MEMBER - HOUSING
DATE:	1. 21 JULY 2015 2. 13 JULY 2015
REPORT BY:	SERVICE MANAGER - HOUSING CUSTOMER DIVISION
WARD:	ALL
COMMUNITY ASSEMBLY:	ALL

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KEY DECISION REFERENCE (IF APPLICABLE):	530
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FOR PUBLICATION

BACKGROUND PAPERS FOR PUBLIC REPORTS:

TITLE: LOCATION:

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### 1.0 PURPOSE OF REPORT

1.1 The purpose of the report is to present to Members for approval , the Annual Report 2014/15 to tenants. This is required by the Homes and Communities Agency, the social housing regulator. A copy of the Annual Report is attached at **Appendix A**.

### 2.0 RECOMMENDATIONS

2.1 That the Annual Report to tenants is approved and submitted to the HCA.

2.2 That a full copy of the Annual Report is published on the Council's website and a summary of it is sent out to all tenants as part of the Autumn edition of 'Our Homes'.

2.3 That the performance targets for 2015/16 contained within the Annual Report are approved.

### **3.0 BACKGROUND**

3.1 Since 2010, housing providers have been required to produce an Annual Report to tenants.

3.2 An Annual Report for each year ending 31st March, should be made available to tenants no later than 1st October and should include details of performance against the HCA's standards, comparisons with the previous year(s) performance, what has been achieved during the year and planned service improvements (Local Offers) for the following year.

### **4.0 CURRENT POSITION**

4.1 The format of this year's report is very similar to last year's report. However, as part of the review of Tenant Engagement, we plan to review the format and content of next years report, working closely with tenants and the Council's Public Relations team in deciding the new format.

4.2 It is proposed that a summary of the Annual Report will go out to tenants at the end of September; this will be delivered as part of their usual 'Our Homes' publication, which is delivered to every tenant. A full copy of the Report will be sent to the HCA and will be available on request by tenants and through the Council's website.

### **5.0 SUMMARY OF CONTENTS**

5.1 **ASB** - An area identified for improvement in last year's Annual Report was the way we deal with ASB and nuisance complaints, where the performance on some indicators had dipped. We are pleased to report that performance against all the indicators except one had improved and met or exceeded targets.

5.2 We are disappointed that we have not met our target in respect of 'Customers who were satisfied or very satisfied with the outcome of their asb complaint' although pleased to report that performance has risen from 73% last year to 76% this year. We will continue to strive to improve performance in this area.

5.3 However we are pleased to report that 92% of customers who made a complaint regarding ASB would be willing or very willing to do so again.

- 5.4 **Decent Homes** – we are pleased to report that we have achieved the target of 100% of our housing stock meeting the Decent Homes Standard.
- 5.5 **Dog fouling** - The Star Survey in 2013 identified dog fouling on estates as a key concern for tenants. During 2014/15 we increased our work to deal with dog fouling and failure to control dogs by identifying problem areas and dog owners. We worked with Environmental Services and used our mobile office at community engagement events as well as carrying out door knocks and leaflet drops to educate and help identify those responsible. Early morning and evening patrols were carried out in “hotspot” areas. At some events, we offered free dog micro-chipping and distributed “poop scoops” and dog waste bags. We took action, including issuing Acceptable Behaviour Contracts, formal warnings and legal notices against irresponsible and anti-social dog owners and charged people for the costs of clean-ups. In many areas, we saw a significant increase in people willing to make reports and a reduction in dog fouling. This year we are working with Environmental Services on a well-publicised programme to deal with dog fouling on selected estates and open spaces.
- 5.6 **Car Parking** - the lack of car parking on estates was also identified as a concern in the 2013 Star Survey. We have begun to address this by identifying a budget to create additional car parking areas and aim to complete 4schemes this year, with similar numbers in the next few years.
- 5.7 **Older and Vulnerable Tenants** - we are pleased to report that the areas of service delivering services to older and vulnerable tenants, for example Adaptations and Careline and Support Services, continue to meet and exceed performance targets. We have plans this year to increase and improve the support services we provide to our tenants generally to assist them in managing and maintaining their tenancies.
- 5.8 **Complaints and Letters** – we are disappointed that our performance in relation to responses to letters and complaints has dropped. This is primarily due to key Managers in our Operational Services Division being involved in other key projects both within the service, for example the implementation of the new ICT systems, and Council wide. This will be resolved this year by ensuring that adequate resources are identified and allocated to specific projects and tasks, we expect performance to return to its previous high levels and will introduce personal performance targets to ensure that it does.
- 5.9 **Hot Line** - we are disappointed to see that performance in the handling of repair reporting calls has not improved; these calls are dealt with by the Council’s Customer Contact Centre. We recognise that this level of performance is unacceptable and are working together in carrying out a fundamental review in order to improve performance.

## **6.0 RISK MANAGEMENT**

<b>Description of Risk</b>	<b>Likelihood</b>	<b>Impact</b>	<b>Mitigating Action</b>	<b>Resultant Likelihood</b>	<b>Resultant Impact</b>
Failure to produce the Annual Report	Low	High	Project Plan in place and closely monitored	Low	Low

## **7.0 EQUALITY IMPACT ASSESSMENT**

7.1 In the production of its own guidelines and regulations the HCA will have completed an Equality Impact Assessment on the whole regulatory framework. We will produce individual equality impact assessments when reporting any changes in subsequent policy, practice and procedure.

## **8.0 RECOMMENDATIONS**

8.1 That the Annual Report to tenants is approved and submitted to the HCA.

8.2 That a full copy of the Annual Report is published on the Council's website and a summary of it is sent out to all tenants as part of the Autumn edition of 'Our Homes'.

8.3 That the performance targets for 2015/16 contained within the Annual Report are approved.

## **9.0 REASON FOR RECOMMENDATION**

9.1 To ensure compliance with the requirements of the HCA.

**JULIE MCGROGAN  
HOUSING SERVICE MANAGER – CUSTOMER DIVISION**

Further information on this matter can be obtained from Julie McGrogan on extension 5135.

Officer recommendation supported.

A handwritten signature in black ink, appearing to read "T. Murphy". The signature is written in a cursive style with a long, sweeping tail that extends to the right.

Signed

Cabinet Member

Date 13.07.2015

Consultee Cabinet Member/Support Member comments (if applicable)