



## The Gateshead Housing Company Asset Management Committee

Thursday 24 February 2011 at 9.30am  
Board Room 2, The Gateshead Housing Company, Keelman  
House, Fifth Avenue Business Park, Fifth Avenue, Team Valley  
Trading Estate, Gateshead NE11 0XA

### *Agenda*

Item	Business
1.	<b>Apologies for Absence</b>
2.	<b>Declarations of Interest</b>
	<b><u>ITEMS FOR DECISION</u></b>
3.	<b>Minutes (Pages 3-8)</b> To approve as a correct record the minutes of the last meeting of the committee held on 15 December 2010
4.	<b>Matters Arising</b>
	<b><u>ITEM FOR DISCUSSION</u></b>
5.	<b>Gas Servicing</b> Presentation by Gary Stirling, Gas Servicing Manager
	<b><u>ITEMS FOR INFORMATION</u></b>
6.	<b>HomeRepairs and Improvement Work Performance – Third Quarter 2010/11 (Pages 9-21)</b> Report of Acting Director of Property and Technical Services

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Item

7. **Capital Budget Monitoring (Pages 22-25)**  
Report of Acting Director of Property and Technical Services

8. **Items for Future Agendas**

9. **Date and Time of Next Meeting**  
Thursday 30 June 2011 at 9.30am in Board Room 2, Keelman  
House, Fifth Avenue Business Park, Team Valley, Gateshead

10. **Exclusion of the Press and Public**  
The committee may wish to pass a resolution to exclude the press  
and public during consideration of the remaining business in  
accordance with Category 5 of the company's Access to Information  
Rules



**ASSET MANAGEMENT COMMITTEE**

**15 December 2010**

**PRESENT:**

**Directors**

Sara Woolley (Chair)  
Robert Buckley  
Joanne Carr  
Pauline Dillon  
Peter Mole  
Bill Patterson  
Gordon Spring

**Advisers**

Bill Fullen	Chief Executive
Jon Mallen-Beadle	Director of Finance
Neil Bouch	Director of Housing Management
Paul Proud	Acting Director of Property and Technical Services
Stuart Gibson	Company Administrator

**Apologies**

Stan Dawson  
Kathryn Ferdinand

**10 APPOINTMENT OF CHAIR AND DEPUTY CHAIR**

RESOLVED – That Sara Woolley and Joanne Carr be appointed as Chair and Deputy Chair the committee until the first meeting after the next Annual General Meeting.

**11 MINUTES**

The minutes of the last meeting of the committee held on 25 June 2010 were approved as a correct record and signed by the Chair.

**12 MATTERS ARISING – GAS CARE PLAN**

Gary Stirling, Gas Servicing Manger will attend the next meeting of the committee to give a presentation on the measures put in place by the company to gain access to properties.

### **13 DECENT HOMES BACKLOG FUNDING FOR COUNCIL LANDLORDS 2011-15**

The Government's Comprehensive Spending Review in October 2010 indicated that £2.1 billion will be invested between 2011-15 to help towards removing the Decent Homes backlog. Of this £1.6 billion will be available to Council landlords.

In November 2010, the Homes and Communities Agency published a proposal on how the available resources could be allocated.

A copy of the HCA document was submitted. The key points in the proposal are: -

- The HCA would not expect to fund a landlord with less than 10% of their stock non-decent, regardless of previous funding history.
- Where an authority holds a backlog of less than 10% the additional resources introduced by Housing Revenue Account reform should be sufficient to enable the authority to plan the necessary work to stock.
- Landlords with a currently funded ALMO are unlikely to receive the level of funding they have anticipated in 2011/12.
- Decent Homes funding will be available to all landlords with a decent homes backlog over 10%.

The HCA has requested responses to their proposals by 6 December 2010. A copy of the joint response from the company and the Council was submitted.

Given that the deadline precedes the date of this committee meeting, the proposed response was agreed by the Chair of the committee.

- RESOLVED – (i) That the information be noted and the joint response from the company and the Council be endorsed.
- (ii) That the issue be discussed at the Board, at its meeting on 20 January 2011, to consider what further representations could be made about the problems the proposal will cause locally should this result in the company being unable to complete its decent homes programme in 2011/12.

### **14 TRANSFER OF MISCELLANEOUS PROPERTIES FOR RESIDENTIAL USE – NEXT STEPS**

On 15 December 2009, Gateshead Council's Cabinet approved, in principle, the disposal of four properties to the company on the basis that it would then improve, manage and maintain the properties. In return, the Council would receive 100% nomination rights in perpetuity.

The proposals contained within the Cabinet report were considered by the Board on 21 January 2010 and it was agreed that before accepting the transfer of the four properties, the Board would receive a further report detailing the business case for the transfer including the financial implications to the company.

Since the original report officers have considered the proposed transfer of properties and it has been agreed that: -

- Cloverhill Bungalow would not be considered for transfer to the company due to its location within the school grounds.
- Kibblesworth Communal Lounge would be considered for transfer to The Gateshead Housing Company as negotiations to lease the property to a GP have recently fallen through.

A further report was considered by Cabinet on 15 September 2010, a copy of which was submitted.

The Council is proposing to dispose of four properties for nil consideration to the Company subject to Secretary of State(s) consent as follows: -

- Victoria Bungalow under section 32 of the Housing Act 1985 to TGHC.
- Kibblesworth Communal Lounge under section 32 of the Housing Act 1985.
- Brandling Caretakers house under Schedule 35A Education Act 1996.
- Rowlands Gill Caretakers house under Schedule 35A Education Act 1996.

The Council's Strategic Director of Legal and Corporate Services will seek the consent of the Secretary of States for the disposal of the land held under the Housing Act 1985 and land held for education purposes at less than best consideration.

RESOLVED – (i) That it be noted that the Council's Strategic Director of Legal and Corporate Services will seek the consent of the Secretary of State(s) for the disposal of the land for the following four properties: -

- Victoria Bungalow
- Kibblesworth Communal Lounge
- Brandling Caretakers house
- Rowlands Gill Caretakers house.

(ii) That prior to accepting any transfer of property, a detailed business case setting out the financial and associated implications for the company, as well as proposed local lettings arrangements for each of the properties, be provided at a future Board for consideration.

(iii) That officers ascertain whether there are alternative ways of transferring properties to make the process less time consuming in future.

## **15      PROGRESS IN RETENDERING THE REPAIRS CONTRACT**

Following a competitive tendering process, Morrison Facilities Services have delivered the repairs service to the Council's 21,000 tenants and leaseholders since 2005. The contract was awarded and entered into by The Gateshead Housing Company (TGHC).

The contract with Morrison expired on 31 March 2010. At the Board Meeting on 9 July 2009, the contract was extended by two years to allow the Council and TGHC to consider a number of issues, details of which were reported.

Approximately 71,400 responsive repairs are carried out each year. In addition to this, gas safety work, improvements outside of the Decent Homes Programme and works to empty homes are also carried out. Morrison also carry out adaptation works on behalf of the Council to TGHC managed homes through this contract.

Drainage and ground works are delivered by the Council due to the local expertise that this type of work requires. The spend last year was £1million.

Any new contract would look to integrate all these elements to ensure that value for money and efficiencies could be demonstrated.

The Council's repairs policy was reviewed in 2003 and again in 2006. External learning shows that the policy compared with other providers is no more generous or restrictive than other policies in terms of work that is the landlord's responsibility. It is not proposed to review the policy as part of the re-tendering although it is possible that through the process new providers might be able to deliver planned repairs at a lower target than the current 40 days.

A number of areas will be considered over the coming months around the options for retendering and the best way to package the contract, details of which were reported.

Whichever methods are adopted, the key matters to consider are:-

- what savings are available;
- what service improvements are likely to be delivered;
- what costs and actions are required to make those savings;
- where the skills and experience to manage a massive efficiency drive are going to come from;
- TUPE and pension implications;
- workforce matters.
- Mobilisation to deliver the service
- what added value will be delivered – employment/ involvement/ contribution to wider TGHC objectives.

A Procurement Team has now been appointed to work within Corporate Services. Initially the team (together with the Director of Finance and Repairs Partnering Manager) have carried out a number of peer visits to other social landlords to see how they and their repairs partners deliver the service.

The team are now working on producing a summary of their recommendations, delivery timetable and stakeholder consultation strategy.

In January 2011, the Board will receive a report on the procurement recommendations, delivery timetable and consultation strategy. An outline of the proposed timetable is as follows:

- Portfolio / Cabinet / Board sign off January 2011
- Pre qualification questionnaire ("PQQ") sent out February 2011

- PQQ's assessed March 2011
- Formal tender documents issued April 2011
- Assessment of tenders summer 2011
- Appointment by the end of 2011 with a view to the new contract starting on 1 April 2012.

RESOLVED – That the information be noted.

## **16 GATESHEAD COUNCIL CAPITAL PROGRAMME 2010/11 SECOND QUARTER REVIEW**

On 16 November 2010, a report on the Capital Programme and Prudential indicators 2010/11 – Second Quarter Review was presented to the Council's Cabinet.

There is a reduction of £7.939m in the 2010/11 programme for housing schemes. These schemes are funded from the HRA prudential borrowing and have been deferred to later years in the programme.

The HRA prudential borrowing is currently capped at £48million. The Council and the company are in discussions to agree what the priorities are to determine which schemes will be funded from this borrowing. It is unlikely that the HCA will provide the final £10m ALMO funding in order to complete decent homes. To deliver the remaining improvements, the Council will need to fund this from another source, the most likely being prudential borrowing. To facilitate this other works will be deferred or will not be carried out.

The proposed self financing will transfer some of the Council's debt and set a cap on future borrowing. Until this debt cap is known there will be no further commitments to new schemes funded from the HRA unless they are required to ensure the health and safety of tenants.

The company has therefore not awarded contracts for the planned window replacement programme or the DDA works to communal areas, both of which are funding via prudential borrowing.

The remaining sustainability schemes were planned to be funded from the final £10million of ALMO funding. This should be considered separately from decent homes work when prioritising the prudential borrowing allocation. The company would therefore recommend not progressing sustainability schemes not committed or started.

RESOLVED – That the information be noted.

## **17 EQUIPMENT AND ADAPTATIONS PERFORMANCE 2009/10**

The Equipment and Adaptations Service is a key area of support for many customers. The service is supported by joint working arrangements between the Council and the company. The company provides two levels of adaptation – minor and major.

A detailed update report on key areas of performance and service delivery for the Equipment and Adaptations Service has been produced in partnership with the Council, a copy of which was submitted.

The percentage of minor adaptations carried out within seven working days of the adaptation being approved improved by 6% in 2009/10 to 92%. Despite the increase, the target of 95% was not achieved. Of the 1122 minor adaptations installed, 1037 were completed within the seven working days, 24 short of the target.

Of the referrals to the Occupational Therapy Service waiting list, 100% were dealt with by an OT within four months of the referral.

The percentage of major adaptations completed within three months from the day work is approved fell to 87% in 2009/10, a 6% decrease. 429 major adaptations were approved during the period and 372 were completed within the target timescale. The drop in performance was as a result of an 11% increase in the number of approvals. This increase made it difficult to deliver all of the major adaptations that were approved in the period

RESOLVED – That the information be noted and an annual report for 2010/11 on the Equipment and Adaptations Service in July 2011 be requested.

## **18 DATE AND TIME OF MEETINGS 2011**

RESOLVED – That the following schedule of meetings in 2011 be approved: -

- Thursday 24 February 2011 at 9.30am
  - Thursday 30 June 2011 at 9.30am
  - Thursday 20 October 2011 at 9.30am
- (All to be held in Board Room 2, Keelman House, Fifth Avenue Business Park, Fifth Avenue, Team Valley Trading Estate, Gateshead).

## **19 EXCLUSION OF THE PRESS AND PUBLIC**

RESOLVED – That the press and public be excluded from the meeting during consideration of the remaining business in accordance with Category 5 of the company's Access to Information Rules.



## Report to Asset Management Committee

24 February 2011

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**Title:** Home Repairs and Improvement Work Performance – Third Quarter 2010/11

**Report of:**

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### **Purpose of Report**

1. To inform the committee of the results of those performance indicators relating to Home Repairs and Improvement Work, which can be reported at the end of the third quarter in 2010/11.

### **Background**

2. The Appendix contains the third quarter performance results for Home Repairs and Improvements Works and full commentary on these results. These indicators and the targets were agreed by Board at the meeting on 12 May 2010.
3. The results are colour coded comparing performance against the targets for 2010/11 and against 2009/10 performance. The tables also include a performance trend which shows whether performance is improving, deteriorating or remains the same.

### **Key Performance Indicator Summary**

4. We currently have set key performance indicators which are included within the delivery plan and which we monitor and report to Board on a quarterly basis. 11 of these indicators relate to Home Repairs and improvement works.
5. At the end of the third quarter of 2010/11, we had 10 indicators which were measureable and 1 indicator which was not yet measurable (reported annually).
6. Of our 10 measurable performance indicators: -
  - Three indicators traffic lighted green. This shows that we are on target to achieve the annual target set for these indicators.
  - Five indicators are traffic lighted amber. This shows that we have not met the target set to date although performance is improved on prior year.
  - Two indicators are traffic lighted red. This shows that we have not met the target set and performance has fallen compared to the prior year.

7. The analysis therefore indicates that at the end of the third quarter, performance relating to 8 out of the 10 measurable performance indicators can be traffic lighted as on target or improving.

### **Repairs Management Information**

8. In addition to the delivery plan KPI's the company use management indicators to help identify areas of service improvement. A selection of these indicators are listed below.
  - Emergency Repairs Target 24 hours :Average time 0.2 days
  - Urgent Repairs Target 3 Days: Average time 2.5 days
  - Routine Repairs Target 20 Days: Average time 11.6 days
  - Planned Repairs Target 40 Days: Average time 24.7 days.
9. Performance on emergency repairs has been consistently good. There has been significant improvement over the year for the other categories which can be seen by comparing the monthly performance in April with that of December:

	<b>April 2010</b>	<b>December 2010</b>
Urgent Repairs	3.1 days	2.3 days
Routine Repairs	17.6 days	9.9 days
Planned Repairs	37.2 days	12.4 days

10. The company and Morrison have been working together to focus on improving those indicators that are not on target or improving.
11. It was identified that although Morrison were achieving the contracted timescales for routine and planned repairs the timescales were having a negative impact on the following indicators:
  - Average time to complete a repair
  - Average days to complete non-urgent repairs
12. Morrison agreed to work to significantly tighter timescales reducing the targets for routine repairs from 20 to 10 days and for planned repairs from 40 to 20 days.
13. This has significantly improved the performance results for these two indicators and we hope to achieve the target by year end.
14. Morrison have been able to accelerate these repairs without increasing resources. This has been made possible by reducing the number of abortive visits. The reduced abortive visits is as a consequence of the introduction of text messages to tenants the night before an appointment an a text message advising an operative is on his way.
15. In order to improve the right first time indicator the company are now pre inspecting those jobs where historically there have been a large number of follow

on jobs. This has been only recently been introduced and the indicator has not yet been impacted by it.

### **Link to values**

16. This performance report is aligned to the following company values: -

- Being honest, accountable and transparent.
- Being customer focused, innovative and professional.

### **Impact on tenants**

17. Performance of the company has an impact on the quality of services we provide to our customers.

### **Risk Management Implications**

18. Performance improvement is a priority for the company and we are required to report performance as part of the Management Agreement with the Council.

### **Financial Implications**

19. The repairs budget for 2010/11 is £21,273,000 which is £1,386,000 less than 2009/10. Current forecasts indicate a spend on budget.

### **Health Implications**

20. Ensuring that the performance indicators in relation to ensuring that emergency repairs are carried out quickly will have a positive impact on the health and wellbeing of the tenants especially those with heating out of order. Other indicators may have an indirect positive impact on the health and well being of Gateshead residents.

### **Environmental Implications**

21. The SAP indicator will have a positive impact on the wider environment, by ensuring that we reduce our carbon footprint we will be helping to ensure we are reducing the Housing Company's impact on the environment.

### **Equality and Diversity Implications**

22. There are no implications arising from this report.

### **Value for Money implications**

23. Performance against higher targets provides an indication of value for money especially when budgets are reducing.

### **Consultation carried out**

24. Morrison management attend the repairs service improvement group to discuss areas of poor performance and complaints. They then report back to the group what changes they have made to their procedures to impact on future performance.

## **Recommendation**

25. The views of the committee are sought as to whether it is satisfied with the third quarter results.



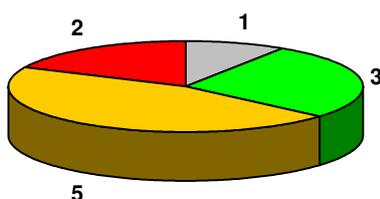
**The Gateshead Housing Company  
April - December 2010/11 Performance**

Report Designed by Tom Hall, Business Support Officer (Performance) 21/06/2010

## Overall Performance

		Q3 2009/10	Q3 2010/11
<b>HomeRepairs</b>	% repairs completed right first time		
	% of emergency, urgent and routine repairs completed within timescale		
	Percentage of tenants satisfied with the repair service		
	Percentage of repair appointment made and kept		
	The average time taken to complete a repair (calendar days)		
	Average days to complete non-urgent repairs		
% of urgent repairs completed within timescales set by Government			
<b>Gas Servicing</b>	% of relevant properties that have had a gas service		
<b>Home Improvements</b>	% of tenants satisfied with the improvements made to their home		
	% of council rented properties that are not decent		
	Energy Efficiency: average 'SAP' rating of dwellings		

	Q3 2009/10	Q3 2010/11
Baseline Year or Not Yet Measurable	3	1
On Target	5	3
Not on Target but Improved	2	5
Not on Target	1	2





## The Gateshead Housing Company

### April - December 2010/11 Performance

#### HomeRepairs

##### Aims of the service

The role of the Repairs Service is to deliver an excellent customer focused repairs and maintenance service. The service is delivered through a partnering arrangement with Morrison Facilities Services. Repairs are co-ordinated through our repair-reporting centre, accessed by free phone, text and email. Appointments are offered to customers and approximately 75,000 repairs are completed each year.

##### Overall result for the service and the outcomes for customers

Overall performance can be viewed as positive. Operational improvements have been made by Morrison and those KPIs which are termed as failures are continuing to show signs of a steady recovery. The recent severe weather has had some negative affect on performance, however the KPIs affected are envisaged to improve. We will continue to work closely with Morrison to ensure that improvements in performance continue.

#### HomeRepairs - KPIs



Not on Target

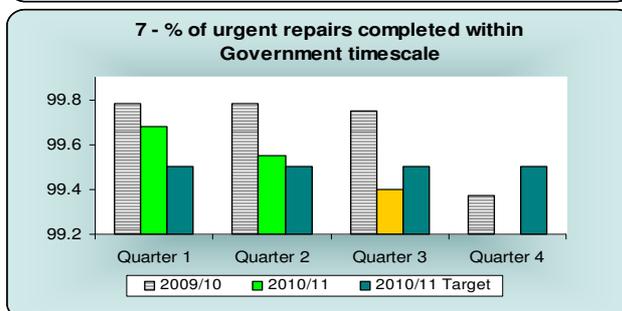
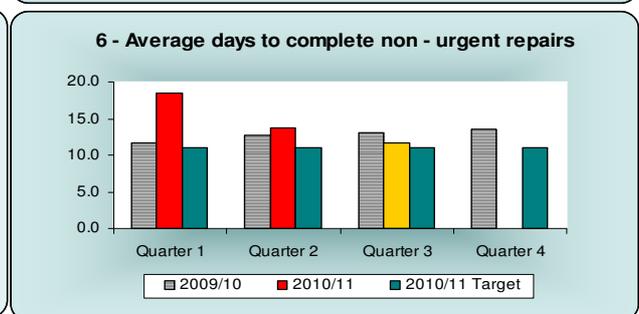
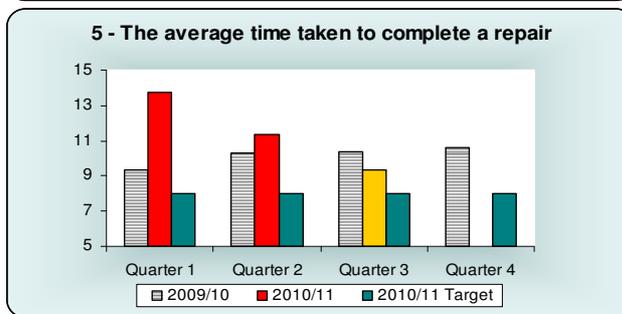
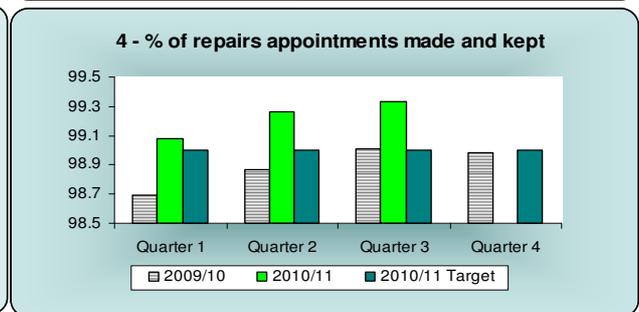
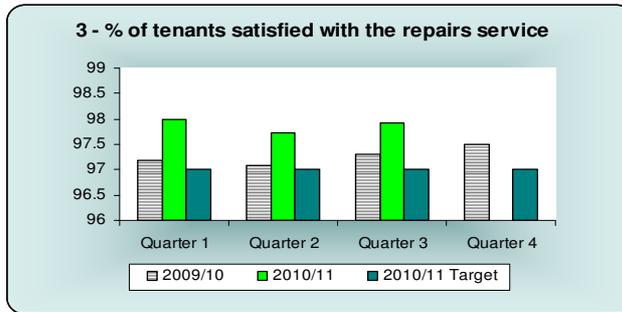
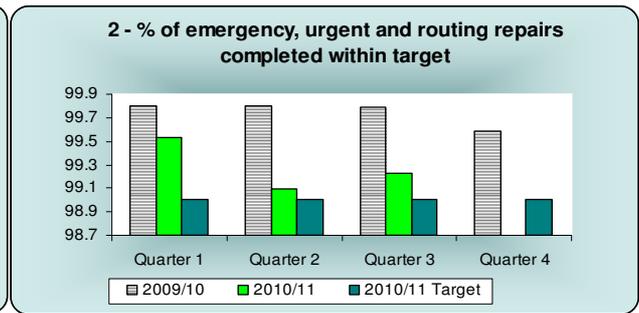
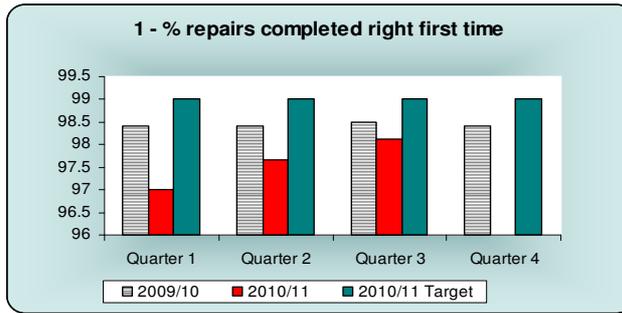


Not on target but improved



Target met/ exceeded

	HomeRepairs	Performance 2009/10	Target 2010/11	Performance April - Dec 2010/11	Result Against Target	Trend
1	% repairs completed right first time	98.41%	99-100%	98.12%		↑
2	% of emergency, urgent and routine repairs completed within their timescale	99.60%	99-100%	99.23%		↑
3	Percentage of tenants satisfied with the repair service	97.51%	97-100%	97.91%		↑
4	Percentage of repair appointment made and kept	98.98%	99-100%	99.33%		↑
5	The average time taken to complete a repair (calendar days)	10.58	8	9.31		↑
6	Average days to complete non-urgent repairs	13.53	11	11.70		↑
7	% of urgent repairs completed within timescales set by the Government	99.37%	99.5-100%	99.40%		↓



**1 - % repairs completed right first time****Current Performance**

Current performance has failed to meet the target figure by 0.88%. It is envisaged that performance will continue to improve as the year end approaches.

**Supplementary Information**

33,817 jobs complete with 33,180 completed right first time. Performance has improved since the last quarter. TGHC have worked with MFS to implement a number of improvements including - operative workshops; multi-skilling; team to target renewal jobs; review of repair stock held in vehicles; rota day review. The improvements identified are having a positive affect on performance.

**2 - % of emergency, urgent and routine repairs completed within their timescale****Current Performance**

Current performance is achieving the annual target. It is envisaged that performance will continue to improve as the year end approaches.

**Supplementary Information**

36,821 orders raised with 36,537 completed within timescale. Performance is the same as last month, this is as a consequence of the severe weather in December which caused disruption to repairs service operations. TGHC are continuing to work with MFS to implement a number of improvements including - increases the number of repair pre - inspections; reviewing / adjusting business operations in order to offer a more effective service; implementation of fault diagnosis sheets; continued review of gas parts. The identified improvements are having a positive affect on performance.

**3 - Percentage of tenants satisfied with the repair service****Current Performance**

Current performance exceeds target

**Supplementary Information**

The repairs service due to the huge increase in calls during the period of December were only able to undertake 52 surveys. However, in January 2011, it is envisage that repairs service will increase the amount of surveys undertaken.

**4 - Percentage of repair appointment made and kept****Current Performance**

Current performance has met the target. It is envisaged that performance will continue to improve as the year end approaches.

**Supplementary Information**

20,827 appointments possible with 20,790 made and 20,687 kept. TGHC are continuing to work with MFS to implement a number of changes to improve performance. This includes - reviewing and amending IT and operational processes. The impact of these improvements will continue to be monitored over the coming months.

**5 - The average time taken to complete a repair (calendar days)****Current Performance**

Current performance has failed to meet the target figure by 1.31 days. It is envisaged that performance will continue to improve as the year end approaches.

**Supplementary Information**

45,042 jobs complete in 419,458 days. Performance has improved since the last quarter. TGHC have worked with MFS to implement a number of improvements including - the use of operative workshops; multi-skilling; targeting of renewal jobs; review of repair stock held in vehicles; rota day review. The improvements identified are having a positive affect on performance.

**6 - Average days to complete non-urgent repairs****Current Performance**

Current performance has failed to meet the target figure by 0.70 days. It is envisaged that performance will continue to improve as the year end approaches.

**Supplementary Information**

33,943 jobs completed in 397,014 days. Performance has improved by 5.15 days since the first quarter and continues to show monthly improvements. Actual performance for jobs completed in December is 5.65 days

**7 - % of urgent repairs completed within timescales set by the Government****Current Performance**

Current performance has failed to meet the target figure by 0.10%. It is envisaged that performance will improve as the year end approaches.

**Supplementary Information**

11,099 jobs complete with 11,032 completed within timescale. The drop in performance can be attributed to the severe weather in December which caused disruption to the repairs service operations. TGHC will continue to work with MFS to implement a number of improvements. These include - control centre staff to allocate workload as early as practicable to allow for longer timescales; review of materials usage to ensure that stock is available within the job timescales. The impact of these improvements will continue to be monitored over the coming months.



## The Gateshead Housing Company April - December 2010/11 Performance

### Gas Servicing

#### Aims of the service

The Gas Safety (Installation and Use) Regulations 1998; Regulation 36 Duties of Landlords: place important duties on landlords of domestic properties to ensure that gas installation pipework, gas appliances (other than an appliance that the customer is entitled to remove from the premises) and their flues are maintained in a safe condition. These duties are initiated by TGHC to protect and safeguard our customers safety and well being.

#### Overall result for the service and the outcomes for customers

As previously overall performance of the gas servicing can be viewed as strong and positive, we are performing within the range of 99 to 100% (as per Audit Commission recommendations). We are continuing to out perform other organisations with a VFM focus and we have a strong approach to ensuring access is achieved. We have achieved overall excellence in our off date servicing, this being well within the three month old recommendations.

### Gas Servicing - KPIs



Not on Target

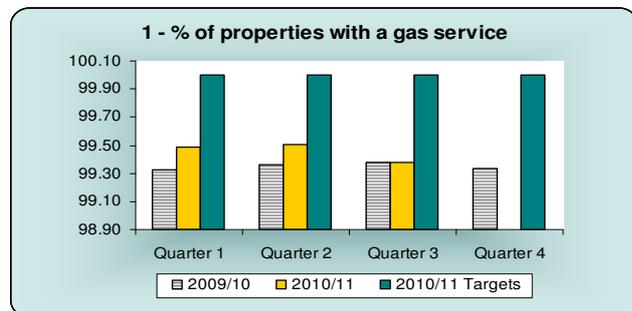


Not on target but improved



Target met/ exceeded

	Gas Servicing	Performance 2009/10	Target 2010/11	Performance April - Dec 2010/11	Result Against Target	Trend
1	% of relevant properties that have had a gas service in the last 12 months	99.33%	100%	99.38%		



#### 1 - % of properties that have had a gas service this year

##### Current Performance

18,887 properties have been visited within 12 months (100%). 18,769 properties have a current gas certificate (99.38%). 118 properties are outstanding and we are trying to gain access of these 6 warrants initiate, 45 properties have booked appointments. Longest out of date is 36 days. 94% of the no access properties are just 2 to 4 weeks out of date. All properties are within the risk assessed no access procedure.

##### Supplementary Information

In December, 342 customers did not allow us access following engineer visits and letters. We will gain access to all 342 properties using the access team. Forecasting to the end of Feb we are hoping to gain 100% without extra expenditure. This will depend on the weather conditions as all gas servicing and no access teams are working for repairs due to severe freezing conditions and we are finding it hard to make appointments and visits. We now visit repeat offenders for no access 2 to 4 weeks earlier.



The Gateshead Housing Company  
April - December 2010/11 Performance

Home Improvements

**Aims of the service**

This section of the performance report covers the delivery of improvement work to the homes we manage. Encompassing major investment work delivered by The Gateshead Housing Company and tenants own improvements. In 2000, the Government made a commitment to bring all public sector homes up to a decent standard to, 'ensure that all social housing meets set standards of decency'. The Improvement Team manage the programmed delivery of this work ensuring that customers welfare is protected and that they are satisfied with the completed improvement work.

**Overall result for the service and the outcomes for customers**

Satisfaction remains slightly below target for the third quarter. In real terms satisfaction is extremely high for what is now a significantly reduced package of work. Performance has improved on the second quarter and the third quarter alone was above target. Satisfaction with the information to tenants has also achieved target, this linked with the improvement in the overall satisfaction would indicate an up turn in performance that will hopefully see both indicators improve further by the year end.

Home Improvements - KPIs



Not on Target

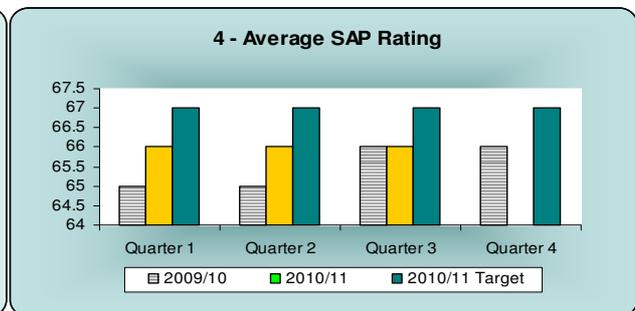
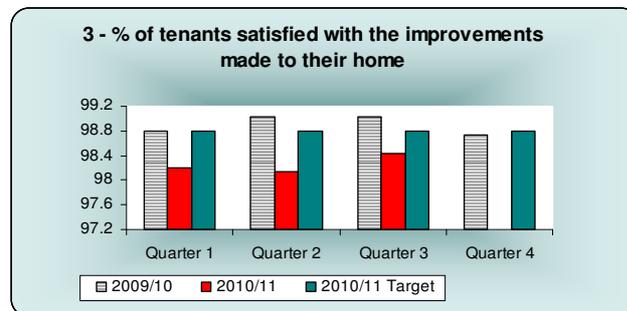


Not on target but improved



Target met/ exceeded

	Home Improvements	Performance 2009/10	Target 2010/11	Performance April - Dec 2010/11	Result Against Target	Trend
1	% of tenants satisfied with their home	N/A	Baseline	87.40%		
2	% of council rented properties that are not decent	7.03%	2.44%	Reported Annually		
3	% of tenants satisfied with the improvements made to their home	98.73%	98.8%	98.44%		
4	Energy Efficiency: average 'SAP' rating of dwellings	66	67	66		



**1 - % of tenants satisfied with their home**

**Current Performance**

The percentage of tenants satisfied with their home is high.

**Supplementary Information**

The annual survey was carried out in June 2010, there were 2,109 respondents and 1,844 of these were satisfied with their home.

**2 - % of council rented properties that are not decent**

**Current Performance**

Reported Annually

**Supplementary Information**

**3 - % of tenants satisfied with the improvements made to their home**

**Current Performance**

Satisfaction is not on target at the end of quarter 3 YTD and is down on last year's score. However, it has increased by 0.27% since the end of September to indicate an upward trend.

**Supplementary Information**

Since the end of September, there have been 3 low scores for overall satisfaction. Meetings are being held regularly with Partners to analyse the low scores and discuss reasons for dissatisfaction and what steps can be taken to improve the experience for tenants.

**4 - Energy Efficiency: average 'SAP' rating of dwellings**

**Current Performance**

We are still waiting for the third quarter result.

**Supplementary Information**



## Report to Asset Management Committee

24 February 2011

**Title:** Capital Budget Monitoring

**Report of:** Director of Finance

### Purpose of Report

1. To note the monitoring statement of capital expenditure against the budget for the third quarter 2010/11.

### Background

2. The Asset Management Committee was advised of the £23 Million capital resources to be provided by the Council at its meeting held on 4 March 2010. In addition, the Council agreed to provide £5.5 million to accelerate the decent homes work in the South neighbourhood. There will be a corresponding reduction in the 2011/12 capital allocation.

### Monitoring

3. A budget monitoring statement for the third quarter of this financial year is attached at Appendix 1 to this report.
4. An analysis of the Decent Homes portion of the capital budget is provided at Appendix 2 broken down by strategic partner.

### Link to values

5. This report relates to the values of
  - being honest, accountable and transparent;
  - being positive and responsive;
  - being a listening and learning organisation.

### Impact on tenants

6. 2,498 tenants benefited from having the decent homes work to their homes in the first nine months of this financial year.

### **Risk Management Implications**

7. Failure to achieve and maintain decent homes has been identified as a strategic risk. Appropriate measures and future actions have been identified to mitigate this risk.

### **Financial Implications**

8. The financial implications are detailed in the report.

### **Equality and Diversity Implications**

9. There are no equality and diversity implications associated with this report.

### **Value for Money implications**

10. The capital works programme is delivered mainly through the long term partnering arrangements with LES, FHM and MFS. We have undertaken a review on specific costs of the elements to ensure we are getting Value for Money on these individual elements.
11. The acceleration of the decent homes work in the South neighbourhood will generate savings in preliminaries and the Morrisons contract will end one year earlier.

### **Consultation carried out**

12. No consultation has been carried out for the preparation of this report.

### **Recommendation**

13. The views of the committee are sought as to whether it is satisfied with the capital programme to date.

Appendix 1

The Gateshead Housing Company - Capital Programme Monitoring 20010/11 - Quarter 3

Scheme heading	Budget £'000	Actual (Qtr 3) £'000
Decent Homes	21,500	20,775
Revenue Support	4,000	2,467
Other Capital Spend	3,000	2,364
	<b>28,500</b>	<b>25,606</b>

<b>Decent Homes Monitoring</b>								<b>Appendix 2</b>	
<b>20010/11 Quarter 3</b>									
<b>Contractor</b>	<b>Budget</b>		<b>Spend to date</b>						
					<b>Properties in Schemes</b>		<b>Properties Complete</b>		
<b>FHM</b>		<b>6,309</b>		<b>5,871</b>	<b>975</b>		<b>926</b>		
<b>LES</b>		<b>7,617</b>		<b>7,021</b>	<b>1,409</b>		<b>601</b>		
<b>Morrison</b>		<b>7,574</b>		<b>7,883</b>	<b>1,789</b>		<b>971</b>		
<b>TOTAL</b>		<b>21,500</b>		<b>20,775</b>	<b>4,173</b>		<b>2,498</b>		