

HOUSING SELECT COMMITTEE			
Report Title	Brockley PFI – Annual Review Report		
Key Decision	No	Item No.	4
Ward	Brockley		
Contributors	Head of Strategic Housing		
Class		Date:	8 July 2015

1. Summary

- 1.1. The Brockley Private Finance Initiative (PFI) Project commenced in September 2007 and involved the refurbishment of 1,839 dwellings situated in the Brockley neighbourhood, of which 1,306 are currently tenanted and 529 are leaseholder dwellings, and 4 becoming freeholder dwellings.
- 1.2. The PFI project involves the refurbishment, management and maintenance of properties for 20 years.
- 1.3. The purpose of this report is to give a brief overview of the background of the Brockley PFI and the key achievements and progress that has been made to date during 2014/15.

2. Recommendation

- 2.1. It is recommended that Members note the contents of the report.

3. Background

- 3.1. The PFI contract for refurbishing and maintaining the properties includes the provision for housing repair and maintenance, caretaking, cleaning, tenancy and estate management service for a period of 20 years.
- 3.2. RB3 is a special purpose vehicle set up to deliver the Brockley PFI project.
 - The initial refurbishment of the properties was carried out by Higgins.
 - Housing management and estate services is delivered by Pinnacle.
 - Repairs and Maintenance and continuing life cycle works is delivered by Rydon Maintenance (formerly Equipe).

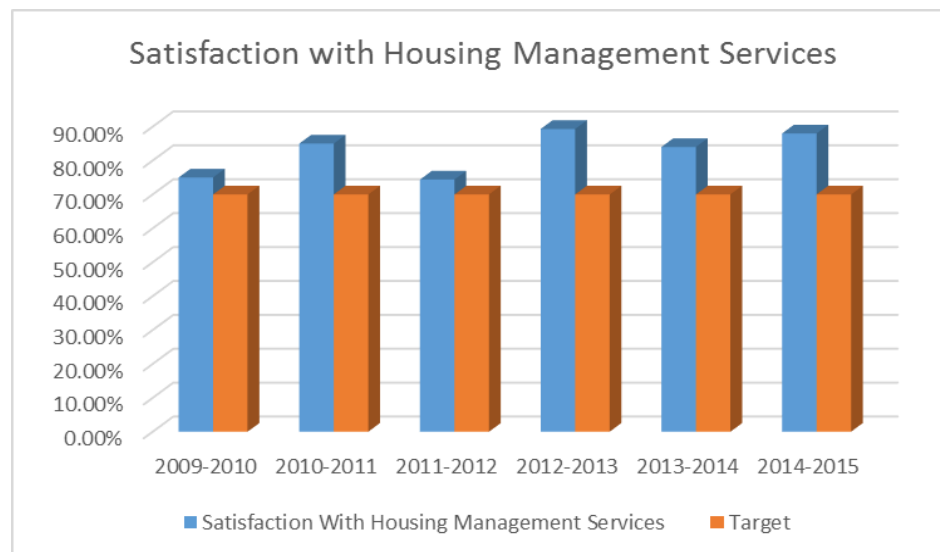
4. Performance Indicators

- 4.1. Altogether there are 26 contractual Key Performance Indicators (KPI), of which 19 are provided on a monthly basis and seven on an annual basis. The list of the KPIs is provided at Appendix 1.
- 4.2. The data entry sheet, which provides the current performance against those KPIs up until March 2015, is given in Appendix 2.

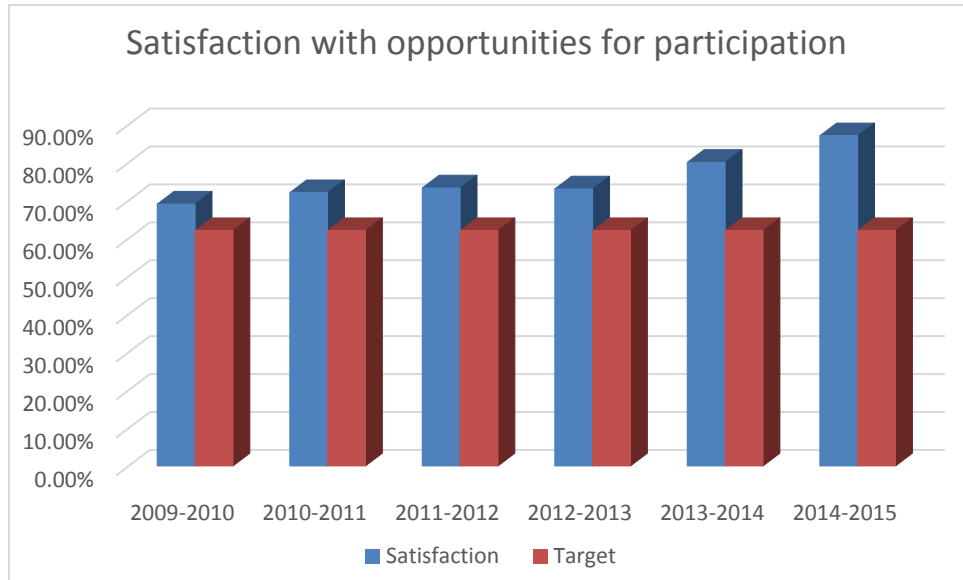
5. Customer Satisfaction

- 5.1 The housing management team have been providing excellent services to the residents in Brockley since the beginning of the contract in September 2007. We carry out an annual survey with residents in the Brockley PFI area to ensure that we provide the best possible service, to find our weak and strong areas and to measure trends in satisfaction in order to implement improvements to our services.

Our 2014 -2015 survey results show high-level levels of satisfaction. The target of 70% for satisfaction with housing management services has been frequently exceeded with the last three years' satisfaction ranging from 84% to 89%.



- 5.2 Equally, the residents from Brockley have been very happy with opportunities for participation. The satisfaction levels have been steadily increasing from 69% in 2009 to 87% in 2015.



6. Customer Service

- 6.1. RB3 has performed well throughout the year with there were 415 items of correspondence and 99% were responded to within the 10 working day target.
- 6.2. RB3 received 64 complaints throughout the year. The breakdown is shown below:

	Housing Management	Repairs	Total
Stage 1	8	39	47
Stage 2	4	7	11
Stage 3	3	3	6

- 6.3. In 2013-2014 RB3 received 131 complaints; RB3 reviewed the way in which complaints were managed and since the review have managed to significantly reduce complaints.

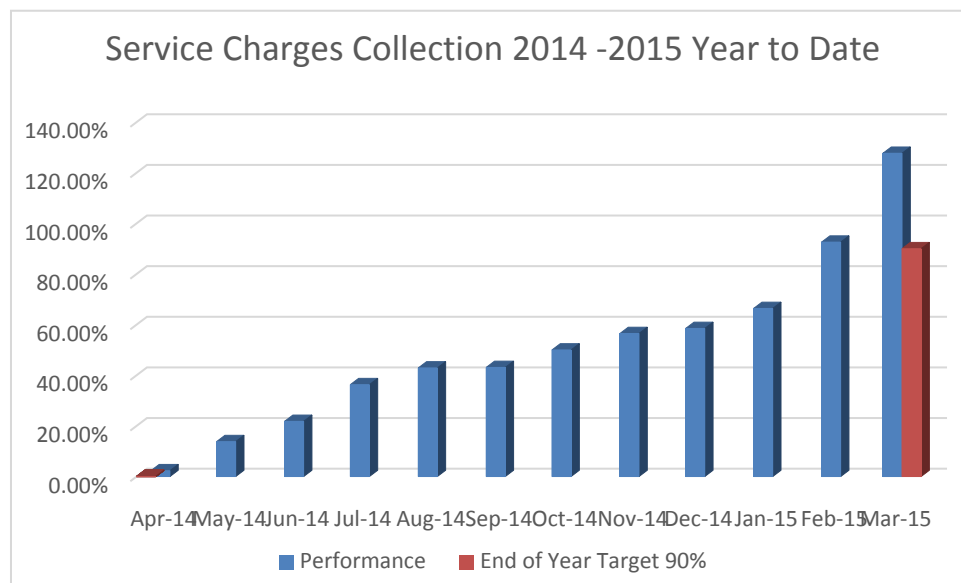
7. Tenancy Management

- 7.1. Following on from the Chartered Institute of Housing ASB training, which was undertaken by all Brockley Housing Managers; we introduced a new case monitoring system, with cases being regularly reviewed and action planned. The most complex cases are discussed at a wider Pinnacle ASB forum. We have worked closely with the Brockley & Ladywell Safer Neighbourhood Team re-enforcing the partnership working.
- 7.2. We have renewed our contract with Lewisham Mediation (LAMP), they provide an invaluable service especially for neighbour harassment cases

- 7.3. RB3 attend the Crime and Anti-social Behaviour forum run by LEWHAG to share best practice and learn from other Registered Providers working in the borough.
- 7.4. RB3 were required to audit 20% of the tenanted properties in Brockley in 2014 - 2015. We completed 100% of Tenancy Audits by the end of the year and repossessed 9 properties where there was unlawful sub-letting. We continue to work closely with Lewisham's fraud team and were involved in a joint operation with them alongside the Metropolitan Police, Immigration Services and Community Safety.

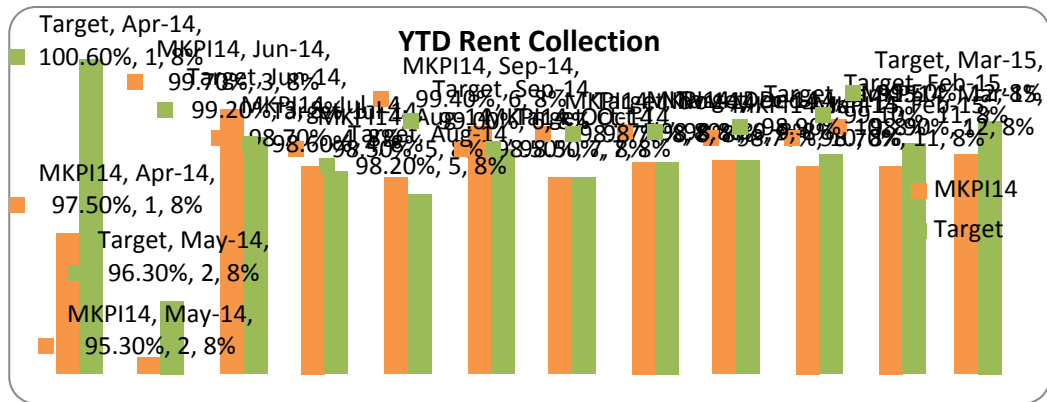
8. Leasehold Management

- 8.1. There were 2 cases that were brought to the First Tier Tribunal; in both these cases, the residents' claims were not upheld.
- 8.2. The team met their service charge contract target in 2014-15 by collecting 127.70% which exceeded the target of 90%
- 8.3. All leaseholders who have not paid their outstanding major works debts in total, are being pursued via mortgage lenders and legal action.



9. Income Collection

- 9.1. The amount of rent collected at the end of March 2015 was 98.9% of the debit raised. This is 0.6% behind the Council's providers who achieved 99.5%. RB3 are measured against the performance indicator MKPI14 for rent collection, which requires the provider to be equal to or ahead of the borough month on month.



9.2. The in-sourcing of Lewisham Homes’ IT systems from Capita affected RB3’s access to Lewisham’s ICT system for managing and collecting rent. The lack of access made it difficult to generate and progress rent collection and arrears. Relief events were submitted and accepted by the Clienting Team during this period. Work is ongoing to resolve the causes of this problem, whilst RB3 staff have worked collaboratively with the council and Lewisham Homes to successfully minimise the impact on performance.

9.3. All housing staff have attended and received High Impact Arrears Management Training and Financial Inclusion training, this will ensure that they are able to assist residents in the management of their arrears and they are able to signpost them to relevant partnership organisations. The Income Manager attends the Pinnacle wide the Welfare Reform Group in anticipation of the introduction of Universal Credit. This group exchanges best practise in order to prepare for the forthcoming changes to Welfare Benefits.

9.4. RB3 has continued to work with residents affected by the Welfare reforms. All residents affected by the benefit cap and the ‘bedroom tax’ have been contacted and offered advice and where necessary sign posted to agencies that will assist them. These residents are reviewed at regular intervals to ensure that they are able to maintain their rent payments. RB3 promoted Lewisham’s Trading Places mutual exchange event in September and October, this was to assist those families who are under occupying, to move.

10. Estate Management

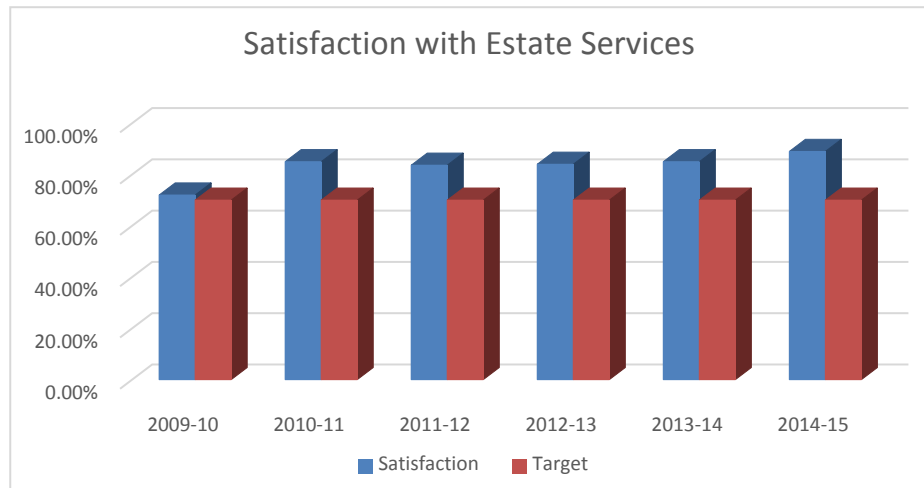
10.1. RB3 carry out regular inspections of estates checking the quality of cleaning, gardening and repairs in the communal areas on a monthly basis. RB3 also ensure that all residents are notified of planned quarterly estate inspections through our newsletter, the Brockley Bugle, website and block notices, so they can participate in the process.

10.2. Inspections are carried out on 113 blocks each month, both internal and external communal areas are inspected. Over the current period RB3 achieved an

average Environmental Performance Report (EPA) standard A in 99 % of external inspections and a 98. % on internal inspection.

Estate Services		2012/13	2013/14	2014/15	Target
KPI	Performance Standard				
MKPI9 Contractual (Monthly)	External communal area inspected at EPA standard A	96%	95%	99%	90%
MKPI10 Contractual (Monthly)	Internal communal area inspected at EPA standard A	94%	94%	98%	90%

10.3. Our survey results show that over 89% of residents are satisfied with the cleaning and gardening of their blocks. This was an improvement on the previous year's figure of 85%. The performance figures for the period under review are set out below.



11. Void Management

11.1. Void performance is monitored monthly through a contractual KPI which measures the average time in letting minor void dwellings and a target of 28 days has been set.

11.2. There were a total of 45 voids with an average re-let time of 23.4 days. All properties are re-serviced and brought up to the contractual Decent Homes plus standard by Rydon.

12. Asset Management

12.1. Properties within the Brockley PFI area were brought up to the Decent Homes standard when Higgins completed the refurbishment of properties. We are now in the management and maintenance phase of the contract.

13. Repairs and Maintenance

13.1. The responsive repairs maintenance service covers all day to day repairs including an emergency out of hours service, and the management of void properties. The average number of repairs carried out each month for the period April 2014 – March 2015 was 821. The three main Key Performance Indicators relating to the responsive repairs performance are identified below.

Repairs Performance		
	Target	YTD Performance
MKPI 5 - % of telephone calls answered in 15 seconds	92.5%	93.51%
MKPI 17 - % Responsive Emergency Repairs responded to in time	97%	99.96%
MKPI 18 - % Responsive repairs carried out within priority times	95%	97.29%

14. Health & Safety

14.1. In relation to the statutory health and safety requirements Rydon's performance against AKPI 7 – the percentage of safety certifications for dwellings and common areas that are not overdue totalled 99.51% against a target of 99%. Rydon work closely with the Council's Environmental Health team to enable access for the safety certification if it is not being granted by the tenant after several unsuccessful attempts.

15. Resident Involvement

15.1. The RB3 Residents' Board was rebranded and is now known as the Residents' Panel. The panel represents all residents in the RB3 area and is the forum where discussion and consultation on issues of relevance to residents takes place. At each meeting residents can raise individual concerns with the relevant officials and guest speakers attend to make presentations on wider issues. The residents' panel also acts as a scrutiny panel to scrutinize the contract.

15.2. There have been a number of initiatives that have taken place this year and the highlights are set out below:

- Big Lunch – Tyrwhitt Road Neighbourhood Watch. Assisted residents in arranging a street party taking part in the national big lunch day.
- Wickham Mews Garden Open Day – Pinnacle supported this event and supplied water for the gardeners by installing a tap on the outside of the rear wall.
- Clare, Shell & Nuding Close – Seaside Away Day sponsored by RB3
- Summer Play Schemes: Pinnacle contributed to 2 schemes:
St Andrews a £600 donation allowed the scheme to include a trip to the seaside.
Lewisham Community Sports Pinnacle sponsored up to 10 residents' children to attend for one week
- Two Tenant Residents Association were re-instated at Clare Estate and Nuding Close.
- Lewisham Job Fair – Pinnacle staff from Brockley PFI office were on hand to talk to job hunters about employment and training opportunities; apprenticeships for young people, tips on writing an effective CV and how to search for current jobs.
- RB3 sponsored garden awards for residents who created outstanding gardens. Awards were given in a variety of categories, including individual and communal food gardens, flower gardens, window box and container gardening and children's gardens.

16. Financial Implications

16.1. There are no specific financial implications arising from the report.

17. Legal Implications

17.1. There are no specific legal implications arising from the report.

18. Equality Implications

18.1. There are no direct equalities implications arising from the report but listed below are areas where RB3 are impacting on the equalities and diversity agenda.

18.2. The RB3 estate office at Endwell Road is Disability Discrimination Act (DDA) compliant and includes access for wheelchairs, WC, parking and has a hearing loop system in place.

19. Crime & Disorder Implications

19.1. There are no crime and disorder implications arising from the report.

20. Environmental Implications

20.1. Any further works carried out by RB3 as part of the life cycle programme should lead to greater energy efficiency, reduced maintenance costs and lower fuel bills for residents. It will also reduce the level of harmful gases being released into the atmosphere as improved insulation and more efficient boilers are installed. The average Standard Assessment Procedure rating of the homes in the Brockley PFI area is 77, which is above the contractual obligation of a minimum of 70.

21. Conclusion

21.1. RB3 have met and exceed their contractual obligation and remain one of the borough's best performers.

22. Background documents and originator

22.1. There are no background documents to this report.

22.2. Please contact Michael Westbrook, Housing Policy & Partnership Manager, on 020 8314 6346.