

HOUSING SELECT COMMITTEE			
Report Title	Brockley PFI – Mid-year Review Report		
Key Decision	No	Item No.	3
Ward	Brockley		
Contributors	Head of Strategic Housing		
Class	Part 1	Date:	26 January 2016

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 1,301 are currently tenanted and 534 are leaseholder 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 2015/16.

2. Recommendation

- 2.1. It is recommended that Housing Select Committee note the contents of the report.

3. Background

- 3.1. RB3 Brockley PFI went live on the 3rd September 2007. The 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 Construction.
 - 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.

5. Customer Service

- 5.1. RB3 has performed well in the first six months of the year regarding answering correspondence on time with 100.00 per cent being responded to within the 10 working day target.
- 5.2. We received 20 complaints between April and September this year. The breakdown is shown below:

	Housing Management	Repairs	Total
Stage 1	1	10	11
Stage 2	0	6	6
Stage 3	1	2	3

- 5.3. Since RB3 reviewed the way in which complaints were managed in 2013 there has been a significant reduction in the number of complaints received. For the same period in 2014 there were 26 complaints. We have continued to have a reduction in the number of complaints received and have continue to manage them in the following way:

- Senior management oversight of all complaints through Pinnacle.
- Internal complaints meetings to analyse and discuss the nature and types of complaints received.
- ‘Learning circles’ with staff to ensure any lessons are learnt and the customers experiences are shared with the team.

6. Tenancy Management

- 6.1. Following on from the review of ASB case management last year all, Brockley PFI staff, completed a two day Chartered Institute of Housing training, for which they were certificated. Cases are regularly reviewed and customer satisfaction

surveys sent to all complainants at the closing stage of each case. This enables us to gauge customer satisfaction in the handling of anti-social behaviour cases.

- 6.2. RB3 attend the Crime and Anti-social Behaviour forum run by Lewisham Council's Housing Association Group (LEWHAG) to share best practice and learn from other Registered Providers working in the borough.
- 6.3. RB3 have completed 74 per cent of Tenancy Audits at the end of September. This is ahead of the profiled target and it is anticipated that we will complete all audits by November 2015. We continue to have a close joint working relationship with Lewisham's fraud team and have had a number of cases where we have commenced legal action where irregularities have been found.

7. Leasehold Management

- 7.1. Up until the end of September 2015 there were no cases going through the First Tier Tribunal formerly known as the Leasehold Valuation Tribunal.
- 7.2. Leaseholders who have not completely paid off major works debts are now being pursued via mortgage lenders and legal action.
- 7.3. The service charge actuals for 2014/15 have been successfully audited and all were dispatched by the end of September.

8. Income Collection

- 8.1. The amount of rent collected at the end of September was 99.4 per cent of the debit raised. This is 0.4 per cent ahead of the Council's providers who achieved 99.0 per cent. RB3 are measured against the performance indicator MKPI14 for rent collection, which requires the provider to be ahead of the borough month on month.

MKPI 14 – Rent Collection						
	April	May	June	July	August	September
RB3	99.2%	98.6%	100.2%	98.8%	99.9%	98.8%
Council Providers	98.2%	98.3%	100.3%	99.2%	100.1%	100.3%
MKPI 14 – % difference	0.98%	0.51%	-0.15%	-0.45%	-0.21%	-0.56%

- 8.2. RB3's rent collection has usually been above the other Council providers, but has recently been impacted by issues with IT systems outside of RB3's control. RB3

is working with the council to resolve the issues in order to retrieve their position and improve performance.

- 8.3. RB3 has introduced a debt advice surgery run by Project 170 and this is held at the RB3 office. Officers continue to work with residents affected by the Welfare reforms, residents affected by the benefit cap and the 'bedroom tax' have all been contacted and offered advice and sign posted to Project 170 and other agencies that will assist them. These residents are reviewed at regular intervals to ensure that they are able to maintain their rent payments. RB3 have also assisted those families who are under-occupying properties, to move.

9. Estate Management

- 9.1. 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.
- 9.2. 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 98.6 per cent of external inspections and a 99.3 per cent on internal inspection.
- 9.3. Our survey results show that over 89 per cent of residents are satisfied with the cleaning and gardening of their blocks. This was an improvement on the previous year's figure of 85 per cent. The performance figures for the period under review are set out below.

Environmental Performance Standards							
	April	May	June	July	August	September	YTD
External Areas (MKPI 9)	97.7%	97.7%	99.1%	99.1%	99.81%	100.0%	98.6%
Internal Areas (MKPI 10)	98.1%	99.4%	100.0%	100.0%	100.0%	100.0%	99.3%

10. Void Management

- 10.1. 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.
- 10.2. During the first 6 months of this year, there were a total of 19 voids with an average re-let time of 20.3 days. All properties are re-serviced and brought up to the contractual Decent Homes plus standard by Rydon.

11. Asset Management

- 11.1. Properties within the Brockley PFI area were brought up to the Decent Homes standard when Higgins completed the refurbishment of properties. We are now embarking on the lifecycle programme where building elements that have reached the end of their economic life are replaced. Tenants and leaseholders will be fully consulted before any works are carried out.

12. Repairs and Maintenance

- 12.1. The responsive repairs maintenance service covers all day to day repairs including an emergency out of hour's service, and the management of void properties. The average number of repairs carried out each month for the period April 2015 –September 2015 is 731. The three main Key Performance Indicators relating to the day to day response repairs service performance covering the period April 2015 – September 2015 is reported below.

Repairs Performance		
	Target	YTD Performance
MKPI 5 - % of telephone calls answered in 15 seconds	92.5%	94.13%
MKPI 17 - % Responsive Emergency Repairs responded to in time	97%	99.96%
MKPI 18 - % Responsive repairs carried out within priority times	95%	99.84%

13. Health & Safety

- 13.1. Rydon has completed 649 gas services across the tenanted stock to date. Gas servicing during the reporting period is 99.99 per cent completed. The target is to complete between 99-100 per cent otherwise financial deductions will be incurred. Rydon work closely with the Council's Environmental Health team to enable access if it is not being granted by the tenant after several unsuccessful attempts.

14. Resident Involvement

14.1. The RB3 Residents 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 and act as a scrutiny panel and scrutinises the contract.

14.2. 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. Regenter assisted residents in arranging a street party taking part in the national big lunch day.
- Summer Play Scheme: RB3 have contributed to the St Andrews scheme and gave 2 x £600 donations and this allowed the scheme to provide 2 coach trips to the seaside. Over 50 children from Brockley were able to have a day at the seaside.
- Coffee morning in aid of MacMillan Cancer Support was held in St Andrew's Community Centre. Staff baked and donated cakes and met with local residents over a coffee and cake in aid of this worthwhile cause. At this event and in our Brockley office, a total of £254 was raised.
- Brockley Society's Mass Photo Event - Regenter made a contribution in support of this event and a mass group photograph was taken on 19 July 2015 on Hilly Fields, Brockley. This was the start of a larger project to explore the changes in the community since 1918.

15. Employment and Training

15.1 Rydon employed an apprentice who has now successfully graduated his Maintenance Operatives NVQ2 and has been appointed as a Maintenance Operative, with on-going developmental training to enhance his skills in a multi-disciplinary workplace.

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. Background documents and originator

21.1. There are no background documents to this report.

21.2. Please contact Michael Westbrook, Housing Policy & Partnerships Manager, on 020 8314 6346.