

Housing Select Committee			
Title	Brockley PFI – Annual Review Report		
Key decision	No	Item no	4
Wards	Brockley		
Contributors	Executive Director for Customer Services		
Class	Part 1	7 September 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 1,298 are currently tenanted and 537 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 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.

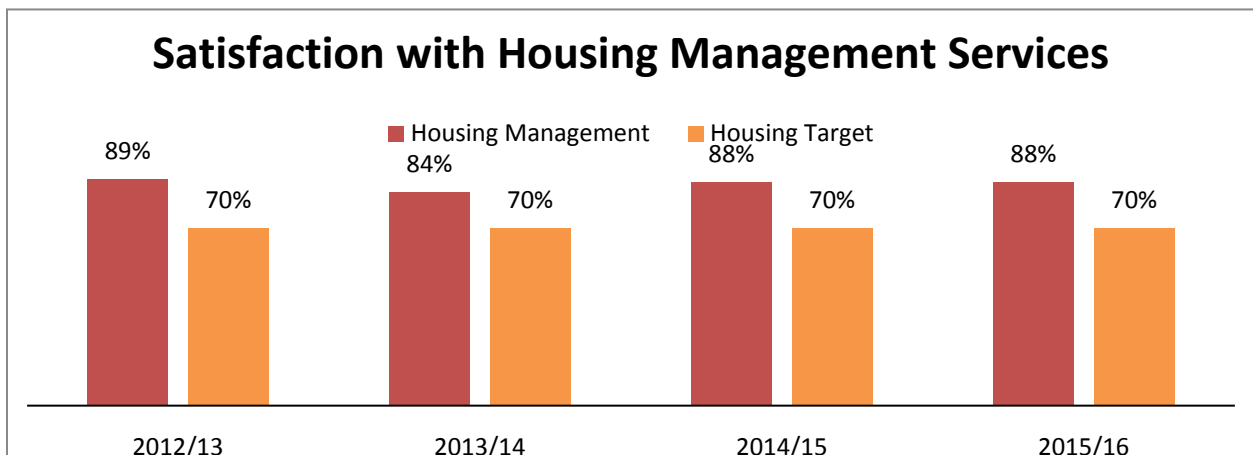
- Housing management and estate services is delivered by Pinnacle.
- Repairs and Maintenance and continuing life cycle works is delivered by Rydon Maintenance (formerly Equipe).

4. Performance Indicators

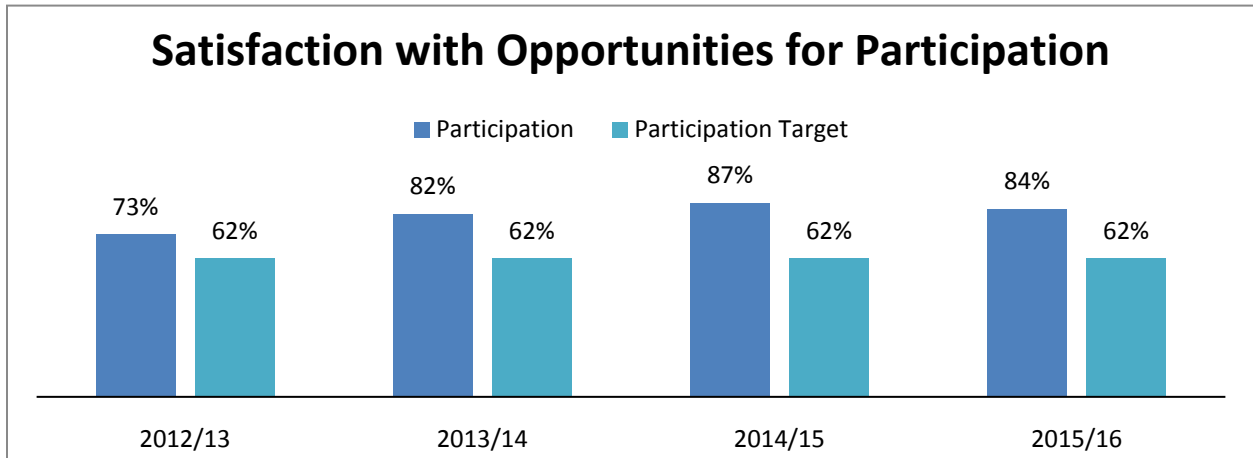
- 4.1. Altogether there are 26 contractual Key Performance Indicators (KPI), of which 19 are provided on a monthly basis and seven on an annual basis. The list of the KPIs is provided at Appendix 1.
- 4.2. The data entry sheet, which provides the current performance against those KPIs up until March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

5. Customer Satisfaction

- 5.1 The housing management team have continued to provide excellent customer services to the residents in Brockley. An annual survey is carried out 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.
- 5.2 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%.



5.3 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 484 items of correspondence and 100% were responded to within the 10 working day target.

6.2. RB3 received 41 complaints throughout the year. The breakdown is shown below:

	Housing Management	Repairs	Total
Stage 1	8	20	28
Stage 2	1	9	10
Stage 3	1	2	3

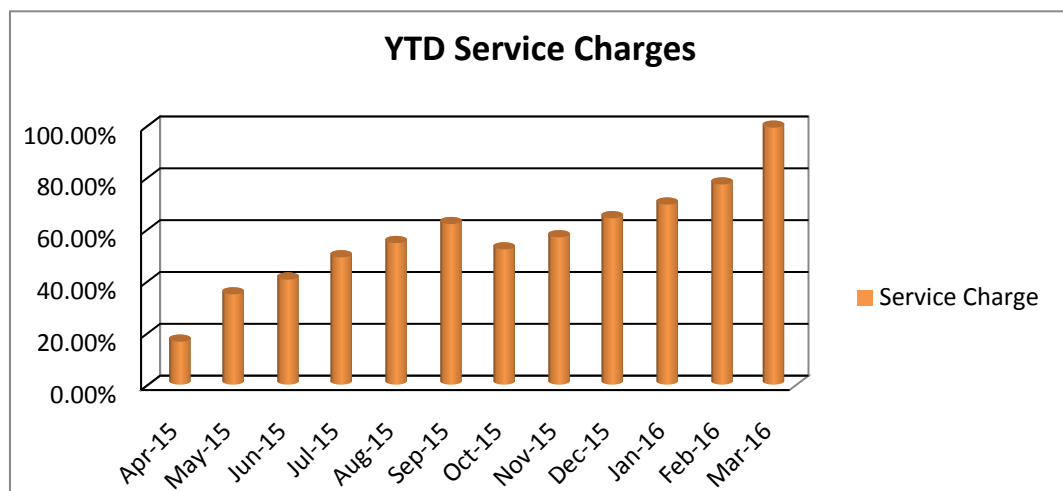
6.3. The number of complaints received this year is a significant reduction on the 64 complaints for the previous year.

7. Tenancy Management

- 7.1. 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.
- 7.2. RB3 received 36 reports of anti-social behaviour throughout the year and these reports ranged from noise nuisance to neighbour disputes. Of these reports, 72% were noise nuisance cases. In reviewing these cases, RB3 have now subscribed to 'The Noise App' in order that residents can record and report noise nuisance on their android phones directly to RB3 and build their case. The tool has been used by various housing providers and is understood to provide good evidence.
- 7.3. We have actively promoted mediation and continued to use Lewisham Mediation (LAMP), who provide an invaluable service especially for neighbour nuisance cases.
- 7.4. RB3 were required to audit 20% of the tenanted properties in Brockley in 2015 - 2016. We completed 100% of Tenancy Audits by the end of the year and have repossessed 10 properties where there was unlawful sub-letting. We continue to work closely with Lewisham's fraud team.

8. Leasehold Management

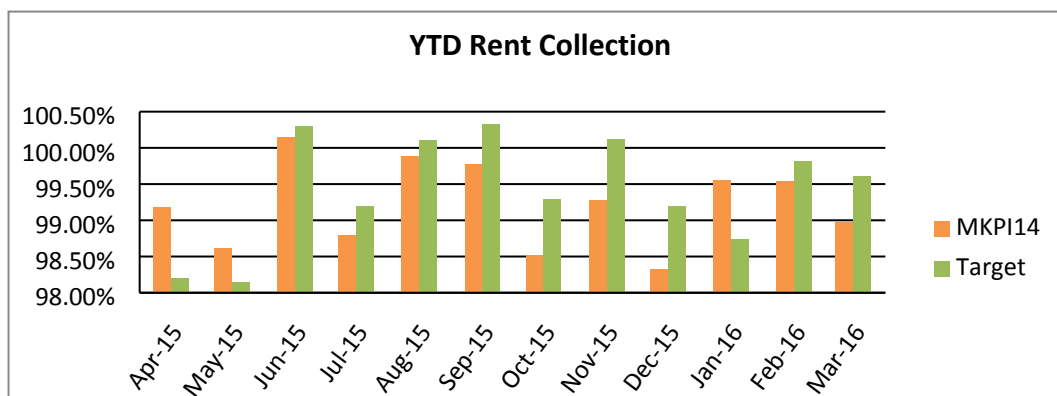
- 8.1. There were 2 cases that were brought to the First Tier Tribunal; in both these cases, the residents' claims were not upheld.
- 8.2. The team met their service charge contract target in 2015-16 by collecting 107.5% which exceeded the target of 90%



- 8.3. Leaseholders in Brockley should have paid their major works bills in total by 2013. 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 2016 was 98.97% of the debit raised. This is 0.6% behind the Council's providers who achieved 99.6%. 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. Throughout 2015-2016 RB3 encountered ICT issues which were not its fault, and which affected its ability to collect rent. Contractual relief letters were submitted by RB3 and accepted by the Council. The Council has been working with RB3 and Lewisham Homes to address these issues, and will continue to work towards recovering this position in 2016/17.
- 9.3. The Income Managers attended the CIH Welfare Reform 3rd Episode Seminar to ensure that staff were prepared for reform in anticipation of the introduction of Universal Credit.
- 9.4. RB3 continues 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. Residents are reviewed at regular intervals to ensure that they are able to maintain their rent payments.
- 9.5. RB3 have employed 170 Community Project to give welfare benefit advice and support to the residents of Brockley. They operate out of the offices at Brockley one day a week. Tenants are supported not only around issues to do with universal credit but also people are referred to them as part of the rent arrears process in order to sustain tenancies and prevent eviction.

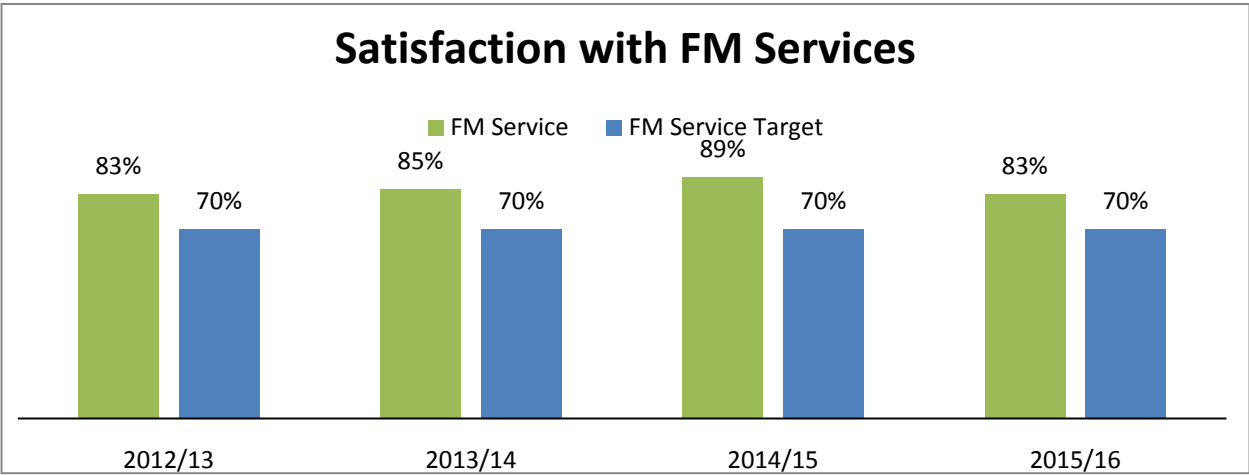
10. Estate Management

- 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 98% of external inspections and a 97% on internal inspection.

Estate Services		2012/13	2013/14	2015/2016	Target
KPI	Performance Standard				
MKPI9 Contractual (Monthly)	External communal area inspected at EPA standard A	95%	99%	98%	90%
MKPI10 Contractual (Monthly)	Internal communal area inspected at EPA standard A	94%	98%	97%	90%

10.3. Our survey results show that over 83% of residents are satisfied with the cleaning and gardening of their blocks. 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 40 voids with an average re-let time of 19.13 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 hour’s service, and the management of void properties. The average number of repairs carried out each month for the period April 2015 –March 2016 was 838.

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%	94%
MKPI 17 - % Responsive Emergency Repairs responded to in time	97%	100%
MKPI 18 - % Responsive repairs carried out within priority times	95%	100%

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% 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 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 2015 - Tyrwhitt Road. Brockley PFI 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 the St Andrews scheme a £1200 donation allowed the scheme to include 2 coach trips to the seaside.
- Children's Christmas Party held at St Andrews Church
- Easter/Spring Party for children

15.3 RB3 has met with tenant groups and individuals, with a view to running a series of advice and information sessions covering health and wellbeing, fuel poverty and energy conservation and 'getting online' training. We are also surveying tenants to get a sense of what type of community activities they would like RB3 to carry out in the coming year.

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 & Partnership Manager, on 020 8314 6534.