

Report to: Executive Member for Regeneration,
Housing and Skills

Date: 27th March 2012

Report of: Keith Davies - Director of
Development and Regeneration

Report No:

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Report Title: **Six Monthly Monitoring Report: Delivery of the Council's Offer
to Tenants 2011-12**

Non Confidential: **(Non-Confidential)** This report does **not** contain information which warrants its consideration in the absence of the press or members of the public

Purpose: To inform the Executive Member for Regeneration, Housing and Skills of the progress being made by Bolton at Home on the delivery of the Offer Document promises made by the Council.

Recommendations: The Executive Member for Regeneration, Housing and Skills is recommended to:

- Comment on the style and content of the report
- Note the contents of the report.

Decision:

Background Doc(s): Formal Consultation: Bolton Council's proposal to transfer its homes to Bolton at Home.

(for use on Exec Rep)

Signed:

Leader / Executive Member

Monitoring Officer

Date:

1. Introduction

1.1 At the end of March 2011, the Council transferred its housing stock to Bolton at Home. The transfer will see around £124m being invested in homes and estates over the next five years. This includes:

- External refurbishment to help protect homes e.g. work to roofs, brickwork, rainwater goods and external doors.
- Installation of modern energy efficient heating and insulation systems which could help tenants benefit from lower fuel bills.
- Electrical rewires (including extra sockets), where needed.
- Further door replacement schemes to offer added security.
- Where needed and appropriate, security measures such as CCTV, door entry systems and security lighting will be provided as well as essential equipment for the antisocial behaviour team.
- Improvements to estates and areas, including new fencing, and improved pathways to properties.
- Service improvements e.g. right first time repairs service.

1.2 The improvements listed above, along with many others, were set out in the formal consultation document or Offer Document, last year. The Offer Document outlined all of the promises made by the Council to tenants which Bolton at Home are now required to deliver as part of the Transfer Agreement.

1.3 This report will provide the Executive Member with details of the delivery of the Offer Document for the next five years and the progress that has been made during the last six months.

2. Delivery of the Offer Document

2.1 The Offer Document contained many improvements for tenants to properties, the environment and services. These were developed following significant consultation with tenants about what they would like to see achieved as a result of the transfer. Bolton at Home has developed an Investment Plan which includes the capital programme and action plans for the delivery of the service improvements for the first five years.

2.2 The Investment Plan includes details of which areas and estates are going to receive improvements in the first five years. Tenants can access this information through Bolton at Home's website and their local housing office.

2.3 Below is a table summarising the Investment Plan for the first five years which includes annual targets. It is this programme that will be monitored on a six monthly basis alongside details of the levels of investment.

Number of Properties to Receive Transfer Promises

	2011/12	2012/13	2013/14	2014/15	2015/16	Total
Electric Rewires	460	264	461	400	415	2000
External Improvements	873	868	1651	2231	1027	6650
Window Replacement	171	291	145	79	1114	1800
Heating Programme	720	720	720	720	720	3600
Kitchen & Bathroom Programme	1504	1527	1501	1495	2273	8300
Environmental Improvements						
fencing	459	663	653	701	676	3152
wider environmental work	860	860	860	860	860	4300
Total	1,319	1523	1513	1561	1536	7452
Spend £	1,548	2187	2107	2327	2220	10,389
Homes which are non-decent	0%	0%	0%	0%	0%	

3. Capital Programme Monitoring

- 3.1 The total available budget for 2011/12 has been revised £28,695k, an increase of £4, 801. The value of work carried out at the end of Quarter 3 is £15,787,881 against an anticipated spend of £17,147,602.
- 3.2 At 1/4/11 there were 873 homes non-decent. At the end of quarter 3 there were 895 homes non decent and it is anticipated that by the end of the financial year all of these will have been made decent within the resources available. The table below shows the number of units that have been improved up to quarter 3 and the level of expenditure.

Quarter 3 2011/12				
	Target for units completed 2011/12	Target units for quarter 3	Actual Units Completed Q3 YTD	Total Value of Work YTD
Electric Rewires	460	335	299	801,777
External Improvements	873	398	326	1,683,236
Window Replacement	171	141	140	n/a
Heating Programme	720	396	401	1,267,918
Kitchen and Bathroom Programme	1504	1089	971	7,052,067
Environmental Improvements:				
Fencing	459	n/a	90	£232,987
Wider environmental works	860	n/a	1566	£106,261

- 3.3 Environmental improvements have been split into fencing and wider environmental improvements. Appendix 1 provides a summary of some of the environmental improvements that have happened in the last 6 months. The fencing programme has been developed by analysing the information gathered within the Environmental Asset Audit as part of the Great Estates work. This provided a baseline regarding the environmental condition of all the 350 plus repair estates, and took into account the preferences expressed by customers at an investment planning workshop.
- 3.4 The initial programme was developed by targeting the worst estates as a priority, whilst also aligning the available resources to match the estates within each year, and considering other investment programmes.
- 3.5 Up to the end of December 2011:-
- The homes of 971 customers received kitchen/bathroom improvements compared with a target figure of 1089. This is primarily due to additional costs being incurred on kitchens due to the need, in many cases, to carry out additional plastering, replace floors, install new water mains etc. Therefore to keep within budget the consequence has been a reduction in the number of homes likely to be completed. It is anticipated that the likely end of year numbers will be 1,365. Proposals have been submitted to increase the budget for kitchens and bathrooms in 2012/13 and if this level of additional resource is maintained then it is expected that the slippage from 11/12 will be addressed in 2012/13 and all outstanding kitchens & bathrooms, subject to tenant agreement, will have been improved within the offer document period.
 - Electrical improvement works were carried out to 299 homes compared to a target figure of 335. The forecast year end figure for rewires is anticipated to be 422 rather than the original target of 460. This is because essential electrical work needs to be carried out in a number of lift rooms that was not originally budgeted for and therefore has reduced the amount of money available for rewires. The slippage from 11/12 will be addressed in 2012/13 and the five year target should still be met.
 - 326 homes have benefited from external refurbishments including; roof repairs/renewals, new doors and windows, re pointing, relaying of footpaths and painting compared with a target figure of 398. The forecast year end figure is anticipated to be 674 rather than the original target of 873. This is due to a number of schemes that while low in overall cost would have had an impact on a number of properties being delayed into the new year due to other priorities. The slippage from 11/12 will be addressed in 2012/13 and the five year target should still be met.

4. Service Improvements

- 4.1 There is a 5 year programme to deliver the offer document promises. Bolton at Home has set targets which aim to deliver the various offers as quickly as possible. Out of 66 improvements identified, there are 5 promises where the actions to meet them are other than 'on target' (green) and all of these are 'close to target' (amber). This equates to 92% of actions being on target for delivery.

Examples of the actions which have been completed since the last report, in quarters 2 and 3 are:

- An evening and Saturday Community Based Repairs Operative (CBRO) service for minor repairs started in late November 2011
- The 2 hour response time for extreme emergency repairs and 12 hour response time for all other emergency repairs is now in place.

- Joint working between the Housing and Regeneration Directorates has established a process which will ensure annual garden inspections via Transforming Estates implementation (eg fencing programme). Dedicated garden inspection will then subsequently be given to the new Tenancy Management Team. Current year inspection completed.

The 5 'close to target' actions are in the Technical Services Directorate, and 'action' and 'update' details for these are given below.

Action: Customer satisfaction feedback captured electronically on completion of repair

Update: The November 2011 launch was postponed to enable technical services to concentrate on the installation of a major upgrade to the computer software. The upgrade was successfully installed in January 2012 and operative training on the collection of customer satisfaction data is planned for late January with a view to start a pilot in February.

Action: Provide customers with a repairs reporting line on Saturdays (9 a.m.to 4p.m.)

Update: Delays due to recruitment and training of planners have been resolved and the repairs line is scheduled to go live on the 22nd January 2012 for emergencies. A full repairs reporting service will be available from the beginning of March. The intention is to extend the service to evenings once a Saturday service is fully established

Action: Extend the range of repairs for which an appointment is made

Update: The majority of repairs that are suitable for appointments are now appointed. Only urgent building and glazing repairs are outstanding. The planning team is now at full strength and development resource has been assigned to appointing the remaining categories of work through Optitime.

Action: Strengthen repairs quality management procedures through utilisation of Optitime and additional post inspection resource

Update: The inspection team are undergoing refresher training on the use of the schedule of rates and estimating of materials to support the Right first time initiative

Action: The majority of routine repairs completed at the first visit

Update: Consultation with BATRA has now concluded & agreement reached on the Right First Time policy & procedures. A key aspect of recording right first time is the collection of customer satisfaction data which has been delayed due to the requirement to take the Total upgrade. It is scheduled to commence as a pilot in February 2012.

5. Conclusion

- 5.1 Bolton at Home have made a good start on delivering the offer document promises and have comprehensive plans in place to ensure that over the five years everything will be achieved. In addition, there are robust monitoring processes in place to enable the Council and the Board to track progress on a quarterly and annual basis.

6. Recommendations

- 6.1 The Executive Member is also asked to note the contents of the report.

Wider environmental work completed quarters 2 and 3 2012/13

Type of work	Locations to benefit
Landscaping - soft	Merton Close 23-25 Windermere Road, garage colony Bankfield St Ashness Place Side of 18 Brookdale Close Wingates Anglia Grove Little Holme Walk Jubilee House bench Mossfield Road Cross Street
Landscaping - hard	Rear of Jane Barter House (Ellesmere Walk) 17-31 First Avenue, Little Lever Ashley Avenue 2-12 Coniston Avenue Rostherne Gardens White Horse Grove
Landscaping - both	Hargreaves House Beechcroft Ave
Tidying and clearing communal area	Rear of 132 Mossfield Road
Other	Barncroft & Princess Grove bin stores Langshaw Walk, Deane

Landscaping – soft – includes removal of shrubs, grass seeding areas

Landscaping – hard – includes improving hard surfacing – tarmacing, paving