

Time 5.00 pm **Public Meeting?** YES **Type of meeting** Executive
Venue Council Chamber - 4th Floor - Civic Centre, St Peter's Square, Wolverhampton, WV11SH

Membership

Chair Cllr Ian Brookfield (Lab)
Vice-Chair Cllr Stephen Simkins (Lab)

Labour

Cllr Obaida Ahmed
Cllr Paula Brookfield
Cllr Steve Evans
Cllr Bhupinder Gakhal
Cllr Dr Michael Hardacre
Cllr Jasbir Jaspal
Cllr Linda Leach
Cllr Beverley Momenabadi

Quorum for this meeting is three voting members.

Information for the Public

If you have any queries about this meeting, please contact the Democratic Services team:

Contact Dereck Francis
Tel/Email Tel: 01902 555835 or dereck.francis@wolverhampton.gov.uk
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Some items are discussed in private because of their confidential or commercial nature. These reports are not available to the public.

Agenda

Part 1 – items open to the press and public

Item No. Title

MEETING BUSINESS ITEMS

- 1 **Apologies for absence**
- 2 **Declaration of interests**
- 3 **Minutes of the previous meeting** (Pages 3 - 14)
[For approval]

DECISION ITEMS (AMBER - DELEGATED TO THE CABINET)

- 4 **Housing Revenue Account Owned Assets - Review of non-residential assets**
(Pages 15 - 20)
[Review of housing owned assets and future use/ownership]
- 5 **City of Wolverhampton Housing Performance Report - Quarter Three October to December 2021** (Pages 21 - 40)
[To receive the Housing Performance Quarter Three report]
- 6 **Exclusion of press and public**
[To pass the following resolution:

That in accordance with Section 100A(4) of the Local Government Act 1972 the press and public be excluded from the meeting for the following item of business as it involves the likely disclosure of exempt information on the grounds shown below]

Part 2 - exempt items, closed to press and public

- 7 **WV Living Business Plan 2022-2027** (Pages 41 - 74)
[To approve the WV Living Business Plan for 2022-2027 and related decisions] Information relating to the financial or business affairs of any particular person (including the authority holding that information) (3)

CITY OF WOLVERHAMPTON COUNCIL	Meeting of the Cabinet Minutes - 23 March 2022
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Attendance

Members of the Cabinet

Cllr Stephen Simkins (Vice-Chair, in the Chair)
Cllr Obaida Ahmed
Cllr Paula Brookfield
Cllr Steve Evans
Cllr Bhupinder Gakhal
Cllr Dr Michael Hardacre
Cllr Jasbir Jaspal
Cllr Linda Leach
Cllr Beverley Momenabadi

Employees

Tim Johnson	Chief Executive
Emma Bennett	Executive Director of Families
Ian Fegan	Director of Communications and External Relations
Charlotte Johns	Director of Strategy
Richard Lawrence	Director of Regeneration
Laura Phillips	Deputy Director of People and Change
David Pattison	Chief Operating Officer
John Roseblade	Director of City Housing and Environment
Becky Wilkinson	Director of Adult Social Services
Alison Shannon	Chief Accountant
Jaswinder Kaur	Democratic Services Manager
Dereck Francis	Democratic Services Officer

Part 1 – items open to the press and public

- | <i>Item No.</i> | <i>Title</i> |
|-----------------|---|
| 1 | Apologies for absence
Apologies for absence were submitted on behalf of Councillor Ian Brookfield. |
| 2 | Declaration of interests
No declarations of interests were made. |
| 3 | Minutes of the previous meeting
Resolved:
That the minutes of the previous meeting held on 23 February 2022 be approved as a correct record and signed by the Chair. |

4 **Youth Offending Team Inspection Outcome**

Councillor Beverley Momenabadi presented the report on an overview of the Youth Offending Team (YOT) Inspection Outcome. The Inspection had been undertaken by Her Majesty's HM Inspectorate of Probation in October 2021. The YOT had been rated 'Good' overall, with six aspects rated 'Outstanding' and three recommendations being made for areas of improvement. An action plan had been produced in response to the YOT inspection. Cabinet was asked to recommend to Council that it endorse the adoption of the Inspection Action Plan.

Resolved:

That Council be recommended to:

1. Endorse the adoption of the Youth Offending Team inspection action plan.

That Cabinet notes:

1. The 'Good' inspection rating of the Youth Offending Team and how the positive work will continue to further improve services for young people in the city.

5 **Wolverhampton Homes Delivery Plan 2022-2023**

Councillor Bhupinder Gakhal presented the Wolverhampton Homes Annual Delivery Plan 2022-2023 and its monitoring arrangements for recommendation to Full Council for approval. The plan set out how Wolverhampton Homes contributes to the Council's priority to deliver 'Good homes in well-connected neighbourhoods' and how it would operate in the coming year. He also delivered an overview of work undertaken by Wolverhampton Homes including details of further work recently carried out to support tenants.

Resolved:

That Council be recommended to approve:

1. The Wolverhampton Homes Delivery Plan 2022-2023.
2. The arrangements for monitoring the delivery of the Wolverhampton Homes Delivery Plan to be reported to Cabinet.

6 **Oxley Health and Wellbeing facility and Residential Accommodation**

Councillor Bhupinder Gakhal presented the report on a proposal prepared with the support of Wolverhampton Clinical Commissioning Group to develop the former Oxley Day Training Centre, currently a vacant asset, for a mixed use modern health and wellbeing facility with residential accommodation. Approval was requested to progress the capital project but not until obtaining outline planning consent, securing grant funding, achieving cost certainty from market tenders, securing leases with health care tenants and a pre-sale agreement with a Registered Provider for the new homes.

Resolved:

That Council be recommended to approve:

1. The project and appropriate capital budgets funded through grant and prudential borrowing as detailed within the report, subject to confirmation of successful grant bids.

That Cabinet approves:

1. The development by the Council of a modern health, wellbeing facility and residential accommodation on the Council owned former Oxley Day Training Centre site.
2. Delegated authority to the Leader of the Council and the Cabinet Member for City Assets and Housing, in consultation with the Deputy Chief Executive and Director of Finance to agree and enter into the required funding agreements, Heads of Terms, Lease agreements with the health facility occupiers and Heads of Terms and Lease agreement with the Registered Provider upon selection together with any ancillary agreements.

7 **Performance, Budget Monitoring and Budget Update 2021-2022**

Councillor Stephen Simkins outlined key points from the integrated finance and performance update report against the Council's Relighting Our City recovery priorities. The report also detailed the likely budget outturn projection for the 2021-2022 financial year.

Resolved:

1. That the establishment of supplementary expenditure budgets within the 2021-2022 approved budget as detailed in section 9.0 and Appendix 3 to the report for grant funded expenditure be approved.
2. That the use of £7,000 from the Wholesale Market Sinking Fund to fund car park resurfacing at Wholesale Markets as detailed in paragraph 10.4 of the report be approved.
3. That the use of £190,000 from the Budget Contingency Reserve to fund the additional resources required to support a temporary expansion in recruitment processes across the Council as detailed at paragraph 10.5 of the report be approved.
4. That the contribution of £47,000 from the Budget Contingency Reserve to fund additional resources in the Information Governance Team to ensure continued statutory compliance as detailed in paragraph 10.6 of the report be approved.
5. That the use of £1.8 million from the Adults Social Care Reserve to fund growing demand within various services as detailed in paragraph 10.7 of the report be approved.
6. That the write-off of six Council Tax debts totalling £40,607.02 as detailed in Appendix 9 to the report be approved.
7. That the write-off of two Non-Domestic Rates (NDR) debts totalling £63,595.44 as detailed in Appendix 10 to the report be approved.
8. That the write-off of six Sundry Debts totalling £147,325.73 as detailed in Appendix 8 to the report be approved.

9. That 21 virements totalling £6.7 million, for transfers within directorates, as detailed in Appendix 11 to the report be approved.
10. That it be noted that the General Fund projected outturn for 2021-2022 is currently forecast to be a breakeven position (excluding the impact of Covid-19). This forecast is after the transfer of £4 million into the Future Years Budget Strategy Reserve in accordance with the 2022-2023 budget strategy and £3.4 million contribution towards reducing the utilisation of capital receipts flexibility in line with the 2021-2022 budget strategy.
11. That it be noted that it is anticipated that the cost of redundancies can be met from reserves.
12. That it be noted that a £11.5 million surplus on the Housing Revenue Account (HRA) is projected compared with a budgeted surplus of £13.1 million as shown at Table 3 and in detail at Appendix 5 to the report. The projected reduction to the surplus of £1.6 million would reduce redemption of debt by £1.6 million.
13. That it be noted that 733 council tax accounts totalling £456,782.91, as detailed in paragraph 11.2 and Appendix 7 to the report, have been approved for write-off by the Director of Finance in accordance with the Council's Financial Procedure Rules.
14. That it be noted that 28 Non-Domestic Rates (NDR) debts totalling £194,901.74, as detailed in paragraph 11.2 and Appendix 7 to the report, have been approved for write-off by the Director of Finance in accordance with the Council's Financial Procedure Rules.
15. That it be noted that 16 housing benefit overpayments totalling £1,451.30 as detailed in paragraph 11.2 and Appendix 7 to the report, have been approved for write-off by the Director of Finance in accordance with the Council's Financial Procedure Rules.
16. That it be noted that 73 sundry debt accounts totalling £45,619.10, as detailed in paragraph 11.2 and Appendix 7 to the report, have been approved for write-off by the Director of Finance in accordance with the Council's Financial Procedure Rules.
17. That the performance against the key indicators as set out in appendix 1 to the report be noted.

8

Digital Wolverhampton Strategy

Councillor Obaida Ahmed presented for approval a new Digital Wolverhampton Strategy which had been developed through engagement with the Digital Wolverhampton Partnership and other key stakeholders. It set out the vision and aims for digital in Wolverhampton acting as a framework to update the City's current Digital Infrastructure Strategy. It also supported innovation in delivery of services, growing the digital economy and supporting residents to access job opportunities as well as addressing the digital divide.

Resolved:

1. That the Digital Wolverhampton Strategy be approved.
2. That minor amendments to the strategy be delegated to the Cabinet Member for Digital City in consultation with the Director of Strategy to approve.

9 **Open Space Strategy and Action Plan**

Councillor Stephen Simkins presented the report on a proposal to commission a new Open Space Strategy and Action Plan. The last full update of the current Strategy took place in June 2018 with subsequent updates being partial reviews of that piece of work. An up to date Strategy and Action Plan was now required for the City to support to the management of its open spaces including decisions on disposal, investment, developer contributions and funding bids.

Cabinet Members spoke about the value of the city's allotments and green and open spaces on the physical, mental health and wellbeing of the City's residents, that was highlighted during the Covid-19 pandemic when the Country was in a National lockdown.

Resolved:

1. That the commissioning of a new Open Space Strategy and Action Plan be approved.
2. That the importance of cross-directorate working to the successful implementation of the Open Space Strategy and Action Plan be noted.

10 **Financial Wellbeing Strategy: Tackling the Cost-of-Living Crisis**

Councillor Stephen Simkins asked Cabinet to approve and endorse the Financial Wellbeing Strategy: Tackling the Cost-of-Living Crisis 2022-2025. The Strategy had been developed to support a reduction, and future avoidance, of the financial hardship currently being experienced by residents of the City. It strived to strengthen individual and community resilience to offer local support to residents when in crisis, but also to facilitate strategies for prevention of future hardship including cross cutting work with other key city priorities such as tackling unemployment.

Cabinet Members spoke in support of the Strategy and the security it would provide and difference it would make to residents of the City who are experiencing financial hardship.

Resolved:

1. That the Financial Wellbeing Strategy: Tackling the Cost-of-Living Crisis and the funding allocated for implementation be approved and endorsed.
2. That authority be delegated to the Leader of the Council in consultation with the Executive Director of Families for any final minor updates to the strategy.
3. That it be noted that this item was considered for pre-decision scrutiny on 15 March 2022 by Scrutiny Board and would therefore not be available to call in once a decision is made by Cabinet.

11 **Council Tax Discretionary Reduction**

The intention to make a key decision on the report 'Council Tax Discretionary Reduction' at the meeting was not published in advance as required by the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012. The decision was urgent and could not be reasonably delayed for the following reason:

- The report is recommending the approval of the use of balances of grant funding and court costs refund to reduce the amount of council tax payable by working age households in receipt of council tax support during 2021-2022 and establish supplementary budgets fully funded from grant and other income.
- Approval is required before 31 March 22 to ensure that we comply with grant funding criteria. Approval is already in place for the use of the grant funding, but following the recent notification of an amount of £256,000 to be refunded to the Council due to the courts having overcharged liability order costs (which are generated for council tax and business rates accounts) between April 2014 and July 2018, approval is requested to use this amount together with the grant funding to reduce council tax liability for working age households in receipt of council tax support during 2021-22.

In light of the above, consent had been obtained for the key decision to be made at the meeting under the General Exception provisions.

Councillor Stephen Simkins presented the report on a proposal to use balances of grant funding and the value received through a refund of court costs to reduce the amount of council tax payable by working age households in receipt of council tax support during 2021-2022. The proposal would equate to a reduction of approximately £45 in council tax for the 2021-2022 financial year. It was in line with the Financial Wellbeing Strategy discussed at item 10 and was the most effective way to use the funding available to support those most likely to be in need.

Resolved:

That the use of balances of grant funding and court costs refund to reduce the amount of council tax payable by working age households in receipt of council tax support during 2021-2022 and the establishment of supplementary budgets totalling £743,000 fully funded from grant and other income be approved.

12 **Investing in our Well Connected Communities - Transport Capital Programme 2022-2023**

Councillor Steve Evans presented for approval the report on a programme of capital projects to develop and maintain both the Wolverhampton transportation network and the wider Black Country transportation network where relevant for the financial year 2022-2023 and future years, subject to available resources and annual review. He informed Cabinet that £58.1 million had been invested in the City's highways network between the financial years, 2018-2019 to 2021-2022. He also highlighted from the report notable schemes that had been delivered during 2021-2022.

Resolved:

1. That the list of projects for development and implementation as part of the Transportation Capital Programme 2022-2023 and future years, as set out in Appendices 3, 4, and 5 to the report be approved.
2. That the Head of Transport be authorised to proceed with development work for each project detailed in Appendices 3, 4, and 5 to the report including surveying, site investigation, options appraisal, feasibility analysis, traffic modelling, detailed design, statutory advertising and public consultation, as appropriate.
3. That the creation of supplementary budgets for 2022-2023 be approved for the projects marked 'Approve' in the 'Decision' column of Appendices 3 and 4 to the report for implementation, subject to the availability of funding.
4. That the virement of existing approved budgets for 2022-2023 totalling £270,000 within the Transport Capital programme to other projects as per section 6.12 of the report be approved.
5. That the Cabinet Member for City Environment and Climate Change, in consultation with the Director of City Housing and Environment be authorised to approve, through an Individual Executive Decision Notice (IEDN), implementation of the projects on the list marked 'IEDN' in the 'Decision' column of Appendices 3 and 4 to the report, subject to the satisfactory outcome of public consultation, availability of funding and any other relevant considerations.
6. That the Cabinet Member for City Environment and Climate Change, in consultation with the Director of City Housing and Environment be authorised to approve, through an Individual Executive Decision Notice, the bringing forward of projects from Appendix 5 to Appendix 3 or 4 to the report and thereafter to approve them for implementation during 2022-2023 subject to the satisfactory outcome of public consultation, availability of funding and any other relevant considerations.
7. That the Cabinet Member for City Environment and Climate Change, and the Leader of the Council in consultation with the Director of City Housing and Environment and the Director of Finance be authorised to approve, through an Individual Executive Decision Notice, appropriate virements between existing approved budgets within the transport capital programme maximising use of resources.
8. That the Chief Legal Officer be authorised to serve all necessary notices in respect of the projects listed in Appendices 3 and 4 to the report and, subject to there being no unresolved objections, make traffic regulation orders as required.
9. That the Head of City Transport and/or Black Country Director of Transport be authorised to make applications and bids for additional external funding noting that agreement ahead of submission would be obtained from the Director of Finance and appropriate governance would be followed to amend budgets on receipt of such funding.

10. That the Director of Finance be authorised to approve the Council entering into funding agreements with the various funding bodies to receive grant funding in respect of the projects included in the report.
11. That the Director of Finance be authorised to approve the Council entering into funding agreements with the various funding bodies to receive revenue grant funding in respect of the Local Authority Capability Fund, Capacity Funding and City Region Sustainable Transport Settlement (CRSTS) development funding.
12. That the Black Country Director of Transport be authorised to enter into funding agreements with Black Country Authorities to passport Black Country Transport scheme funding in accordance with the approved collaboration agreement and to provide funding to Black Country Consortium in accordance with the Local Authority Capability Fund Grant Agreement.
13. That use of Local Authority Capability Fund, Capacity Funding, CRSTS development funding and Midland Connects Funding included in the report be approved.
14. That the expenditure and progress made in delivering £58.1 million worth of projects in the Transportation Capital Programme during 2018-2019, 2019-2020, 2020-2021 and forecast in 2021-2022 as set out in Appendix 2 to the report be noted.
15. That the Council's continuing success in bidding for additional funding and delivering new projects through the Active Travel Funding, Local Growth Fund, Access to Growth, and the West Midlands Combined Authority be noted.
16. That the inclusion of revenue funding as part of the CRSTS Development Funding package and Local Authority Capability Fund to support the development of the programme and the wider Black Country Programme be noted.

13

Former Wolverhampton Eye Infirmary: proposed in-principle compulsory purchase order

Councillor Stephen Simkins presented the report that sought approval in principle to the use of the Council's compulsory purchase order powers to facilitate the redevelopment and beneficial use of the site that houses the former Wolverhampton Eye Infirmary, Nurses Homes and 20th century addition as well as some vacant land. Extensive dialogue had been undertaken with the current owners to establish a way forward for the development of the site, without success. The in principle decision would provide a robust framework within which to continue proactive and positive dialogue with the current owners and would provide certainty that regeneration activity would occur within a reasonable time frame.

Cabinet Members supported the approach of using compulsory purchase order powers in this way to progress the development of sites across the City that have been granted planning approval but have remained undeveloped for a significant period, causing a blight on neighbourhoods.

Resolved:

1. That it be agreed to authorise in-principle the making of a compulsory purchase order ("CPO") to acquire the necessary interests in the land shown indicatively by the hatched area shown on Appendix 1 to the report required to deliver the proposed regeneration of the Site pursuant to section 226(1)(a) of the Town and Country Planning Act 1990 (as amended) and, in the case of any new rights, pursuant to section 13 of the Local Government (Miscellaneous Provisions) Act 1976, because it considers that:
 - a. the acquisition would facilitate the carrying out of the development, redevelopment or improvement of land; and
 - b. the development, redevelopment or improvement of the land is likely to contribute to the achievement of any one or more of the promotion or improvement of the economic, social and environmental well-being of Wolverhampton.
2. That the Deputy Leader: Inclusive City Economy in consultation with the Director of Regeneration, be authorised to approve all necessary steps to commence the process for the making, confirmation and implementation of the CPO, including securing the appointment of suitable external advisors and preparing all necessary CPO documentation.
3. That a further report be put before Cabinet to approve the final extent of the land to be acquired following the finalisation of the necessary preparatory work.

14 **Exclusion of press and public**

Resolved:

That in accordance with Section 100A(4) of the Local Government Act 1972 the press and public be excluded from the meeting for the following items of business as they involve the likely disclosure of exempt information relating to the financial or business affairs of any particular person (including the authority holding that information).

Part 2 - exempt items, closed to press and public

The Chair reported that as stated previously the meeting was in confidential session as the information included in the reports could, if released into the public domain, prejudice the financial position of the Council or its partners. As such all present are under a legal duty of confidentiality and must not disclose any confidential information - to do so would not only be a breach of the Council's codes (for councillors and employees) but also a breach of the legal duty of confidentiality.

15 **Compulsory Purchase Order 66-70 Lichfield Street**

Councillor Stephen Simkins presented the report that sought approval to progress the making of a compulsory purchase order for 66-70 Lichfield Street, Wolverhampton to complete the acquisition of land, property and new rights to enable the expansion of the Grand Theatre. The proposal would offer significant benefits for the economic, social and environmental wellbeing of Wolverhampton.

Resolved:

1. That the making of the City of Wolverhampton Council (Grand Theatre Expansion) Compulsory Purchase Order ("the Order") under Section 226 (1) (a) of the Town and Country Planning Act 1990 and Section 13 of the Local Government (Miscellaneous Provisions) Act 1976 for the acquisition of land and new rights at 66-70 Lichfield Street for the purposes of securing an expansion of the adjacent Grand Theatre be approved.
2. That authority be delegated to the Deputy Leader: Inclusive City Economy, in consultation with the Director of Regeneration, to:
 - a. Take all necessary steps to secure the making, confirmation and implementation of the Order including the publication and service of all notices and the presentation of the Council's case at any Public Inquiry.
 - b. Acquire interests in land and new rights within the Order either by agreement or compulsorily including prior to the making of the Order.
 - c. Approve agreements with land owners and occupiers setting out the terms for the withdrawal of objections to the Order, including where appropriate seeking exclusion of land or new rights from the Order and/or making arrangements for rehousing or relocation of any occupiers.
3. That the Chief Operating Officer be authorised to execute all necessary legal agreements relating to the Order and the acquisition of land.

16

Oxley Health and Wellbeing facility and Residential Accommodation

Councillor Bhupinder Gakhil presented the exempt version of the report Oxley Health and Wellbeing facility and Residential Accommodation discussed at item 6 above. The exempt report contained further detail on the scheme financial viability; grant funding; delivery timescales; and a letter of support from the NHS Black Country and Birmingham Clinical Commissioning Group.

Resolved:

That Council be recommended to approve:

1. The project and appropriate capital budgets funded through grant and prudential borrowing as detailed within the report, subject to confirmation of successful grant bids.

That Cabinet approves:

1. The development by the Council of a modern health, wellbeing facility and residential accommodation on the Council owned former Oxley Day Training Centre site.
2. Delegated authority to the Leader of the Council and the Cabinet Member for City Assets and Housing, in consultation with the Deputy Chief Executive and Director of Finance to agree and enter into the required funding agreements, Heads of Terms, Lease agreements with the health facility occupiers and Heads of Terms and Lease agreement with the Registered Provider upon selection together with any ancillary agreements.

That Cabinet notes:

1. The letter of support from the Clinical Commissioning Group for the proposed scheme.

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CITY OF WOLVERHAMPTON COUNCIL	Cabinet 27 April 2022
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Report title	Housing Revenue Account Owned Assets - Review of non-residential assets	
Decision designation	AMBER	
Cabinet member with lead responsibility	Councillor Bhupinder Gakhal City Assets and Housing	
Key decision	Yes	
In forward plan	Yes	
Wards affected	All Wards	
Accountable Director	John Roseblade, Director of City Housing and Environment	
Originating service	Housing	
Accountable employee	Karen Beasley	Interim Service Manager – Housing Strategy and Policy
	Tel	01902 554893
	Email	Karen.Beasley@wolverhampton.gov.uk
Report to be/has been considered by	City Housing and Environment Leadership Team	5 April 2022
	Cabinet Member Briefing City Assets and Housing	13 April 2022

Recommendations for decision:

The Cabinet is recommended to:

1. Agree the commencement of the Housing Revenue Account (HRA) asset review for citywide non-residential assets and a small number of residential assets to determine the future management of these assets.
2. Delegate authority to the Cabinet Member for City Assets and Housing and the Leader of the Council in consultation with the Director of City Housing and Environment and the Director of Finance to approve the appropriation of HRA assets to a more appropriate Service Area, following the completion of the asset review and relevant consultation process.
3. Agree to receive further reports on the progress of the review of HRA assets.

1.0 Purpose of report

- 1.1 To provide an overview of the citywide non-residential assets and a small number of residential assets, some located outside of Wolverhampton boundary, owned by the Housing Revenue Account (HRA) and residential properties owned by other Directorates, managed by Wolverhampton Homes.
- 1.2 To approve a phased work programme to assess and determine the future management of these assets.
- 1.3 To approve delegated authority to the Cabinet Member for City Assets and Housing and the Leader of the Council in consultation with the Director of City Housing and Environment and the Director of Finance to approve the appropriation of HRA assets to a more appropriate Service Area, following a period of internal and Ward Member consultation.
- 1.4 To receive further reports on the outcome of the review of these assets.

2.0 Background

- 2.1 In March 2020, the management of approximately 650 non-residential citywide HRA assets transferred from Corporate Landlord to Housing Enabling Team within Housing Strategy and Policy.
- 2.2 The management and leasing of HRA shops remain the responsibility of Corporate Landlord and this report excludes these leased HRA assets.
- 2.3 Following the appointment of a dedicated Housing Asset Officer, a full comprehensive database has been compiled to allow effective management of each asset and, as landowner, ensure landlord liabilities are met.

3.0 Progress

- 3.1 An initial desktop assessment of the HRA non-residential assets, including a small number of residential assets, has been carried out.
- 3.2 The assets have been categorised as follows:
 - Garage Sites (212 sites)
 - Hardstanding (2 sites)
 - Garage plots (21 sites)
 - Former Garage sites (32 sites where garage units have been demolished)
 - Housing amenity/open space (over 200 areas)
 - Estate communal car parking areas
 - Other non-residential assets – commercial premises
 - Other residential assets – out of borough stock

- Leased assets

3.3 The assessment has highlighted the requirement for a more in-depth review in conjunction with all Managing Agents (Wolverhampton Homes and TMO's) and colleagues in Corporate Landlord.

4.0 Next steps

4.1 The next stage review will be carried out in a phased programme looking at each asset category. It will determine the current use, condition, income received, annual maintenance costs, any fly tipping or anti-social behaviour issues and occupancy of the assets.

4.2 It will also consider opportunities where sites can be brought forward for housing development or where it may be more appropriate for the site to be managed by another Service Area, subject to full internal and external consultation.

4.3 The review will also determine if some sites (mainly garage sites) can be combined to reduce maintenance liability - allowing cost savings, and in turn provide opportunities for investment in more popular used garage sites/spaces to reduce on street car parking issues within housing estates.

4.4 Throughout the phased review process, the recommended outcome will align to the Council's strategic objectives in a number of plans and strategies such as:

- (i) Our City Our Plan: ensuring **Good homes in well-connected neighbourhoods** and our assets are managed well and contribute to **Clean, green neighbourhoods and community space**.
- (ii) Housing Strategy 2019-2024 to bring forward opportunities for **More and Better Homes** and **Access to Secure Homes**.
- (iii) **Our Climate Commitments** by utilising HRA land to support initiatives such installation of electric vehicle charging points.

4.5 Following the completion of the review, further reports will be presented, and recommendations made to ensure the Council is making best use of its assets, either in terms of managing the HRA assets more efficiently or by bringing forward unused housing sites/land for potential development.

5.0 Evaluation of alternative options

Option 1- Do nothing

5.1 This option would mean that there would be no further works carried out to determine the best use of the HRA non-residential and out of borough assets. There would be no changes to the current management strategy of the assets.

- 5.2 Under the Buildings Safety Act, there are landlord obligations that the Council needs to fulfil. There would be no change to current activities, and therefore full compliance cannot be assured.

Option 2- Proceed with the review of the assets

- 5.3 This option would entail carrying out the review for all non-residential and out of borough assets, to determine the best use of stock and ensure best value is achieved for the ongoing maintenance of the assets and any income is maximised, where possible.
- 5.4 Furthermore, this review may recommend the appropriation of assets to suitable portfolios and provide efficiencies regarding the annual costs to maintain such assets.
- 5.5 Additionally, by reviewing the assets, the use of HRA funds to facilitate the maintenance of assets, mainly used by non-council residents will be investigated and appropriate next steps reported in a further report.
- 5.6 The review will ensure the Council is meeting its obligations under the Building Safety Act, by ensuring all assets are managed in accordance with the Act.

6.0 Reasons for decision

- 6.1 It is recommended that Option 2 is approved so a full comprehensive audit of all HRA assets is completed and an updated HRA Asset Register is maintained. It will also allow recommendations to be made on the future use/management of each asset and an accurate database can be used for the annual valuation exercise carried out as per the Chartered Institute of Public Finance and Accountancy (CIPFA) guidance.
- 6.2 The review will also ensure any assets used/occupied as commercial premises will be through an appropriate lease agreement which will set out the obligations of both the Council as landlord and the occupier as the tenant.

7.0 Financial implications

- 7.1 There are no direct financial implications arising from this report, the review will be delivered using existing staffing resources within the Housing Enabling Team alongside officers from the Managing Agents. Following a full consultation process, where an asset is appropriated between the HRA and the general fund, an adjustment to borrowing limits equivalent to the value of the asset is required.
- 7.2 Further reports recommending investment, disinvestment, or disposal of any HRA asset will discuss the financial implications of any decisions.

[JM/28032022/A]

8.0 Legal implications

- 8.1 There are no direct legal implications arising from the assets review itself
The Local Government and Housing Act 1989 requires the Council to manage its housing stock, and to balance its accounts for the housing stock as a ring-fenced account.

8.2 The legislation sets out those items that can be charged to the HRA.
[TC/08042022/A]

9.0 Equalities implications

9.1 The proposals in this report will see a full review of the HRA assets and may bring housing owned land forward for development of high quality affordable and much needed accommodation which will be allocated to residents in housing need.

10.0 All other implications

10.1 Improvements to the upkeep and future investment in HRA assets will benefit all residents living adjacent to housing owned sites by reducing the risk of anti-social behaviour and fly tipping some sites may attract.

10.2 The resources required to implement the recommendations in this report will be resourced through Housing Strategy Team.

10.3 The review of these HRA assets will be discussed and any recommendations proposed agreed in consultation with Corporate Landlord before submitting for Cabinet approval.

10.4 The health and wellbeing of residents will benefit those neighbouring housing owned land that may be improved or developed as a result of the asset review.

11.0 Schedule of background papers

11.1 There are no background papers to this report.

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CITY OF WOLVERHAMPTON COUNCIL	Cabinet 27 April 2022
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Report title	City of Wolverhampton Housing Performance Report – Quarter Three October 2021 to December 2021	
Decision designation	AMBER	
Cabinet member with lead responsibility	Councillor Bhupinder Gakhal City Assets and Housing	
Key decision	No	
In forward plan	Yes	
Wards affected	All Wards	
Accountable Director	John Roseblade, Director of City Housing and Environment	
Originating service	Housing	
Accountable employee	Melissa Green	Client Relationship Manager, Housing Managing Agents
	Tel	01902 554758
	Email	melissa.green@wolverhampton.gov.uk
Report to be/has been considered by	City Assets and Housing Leadership Team	15 March 2022
	Cabinet Member Briefing	13 April 2022

Recommendation for noting:

The Cabinet is asked to note:

1. The performance of the Housing Management Agents for quarter three 2021-2022.

1.0 Purpose

- 1.1 The primary purpose of this report is to provide an evaluation of the performance of Wolverhampton Homes and the Tenant Management Organisations (TMOs) in managing and maintaining council owned dwellings during the 2021-2022 financial year.

2.0 Background

- 2.1 This report assists in clarifying and highlighting areas of performance; where performance data suggests that intervention or revised working may be required or has been undertaken.
- 2.2 This report illustrates performance from Quarter One 2020-2021 to Quarter Three 2020-2022 inclusively to allow comparison over the year.
- 2.3 The performance for each of the managing agents has three key areas:
- a) Rents management
 - b) Repairs management
 - c) Voids and allocations.
- 2.4 Wolverhampton Homes additionally reports on Business Planning, satisfaction with the handling and outcome of the Anti-Social Behaviour (ASB) process, Customer Care and Estate Services.
- 2.5 The KPI indicator table shows whether performance is on target and the graphs provide an indication of the direction in which performance needs to move for improvement, and performance trends between the current and the previous quarter.
- 2.6 Additionally, performance is categorised as;
- a) GREEN – where performance is in target.
 - b) AMBER – where performance is out of target but within an agreed tolerance.
 - c) RED – where performance is off target.

3.0 Governance

- 3.1 The Housing Strategy & Policy Team continues to monitor the governance of the housing management organisations.
- 3.2 The Council's Landlord Services Lead, and the Client Relationship Manager for Wolverhampton Homes is invited to attend Wolverhampton Homes' board meetings as an observer. Wolverhampton Homes' board, committee and other minutes and papers are available on request to council employees.
- 3.3 The TMOs provide agendas, minutes, and other documents from their regular meetings. Landlord Services employees have observed TMO board and committee meetings where resources have permitted.

4.0 Evaluation of alternative options

4.1 As this is a monitoring report, there are no alternative options to evaluate.

5.0 Reasons for decisions

5.1 Performance should be reported regularly and formally to Councillors as required by the Regulator of Social Housing and Consumer Standards to give oversight of the managing agents performance.

5.2 It should also be noted that specifically Councillors are responsible for ensuring that the landlords services are managed effectively and comply with the regulatory requirements.

6.0 Financial implications

6.1 The performance of the managing agent and in particular Wolverhampton Homes, impacts on the Council's Housing Revenue Account (HRA) Business Plan. The financial impact is reflected in the quarterly financial monitoring of the HRA which is included as part of the quarterly corporate budget monitoring reports to cabinet/Cabinet (Resources) Panel.

[JM/24022022/P]

7.0 Legal implications

7.1 The services provided by the managing agents relates to the discharge of the Council's duties to its tenants. Failure to undertake relevant repairs to housing stock within a reasonable time following notice to the Council of disrepair can result in a tenant commencing proceedings in the civil courts against the Council for breach of repairing obligations under S11 of the Landlord and Tenant Act 1985.

[TC/13042022/A]

8.0 Equalities implications

8.1 There are no direct equality implications arising from this report, however the delivery of housing management services has an impact on the accessibility of housing for residents in the city.

9.0 All other implications

9.1 There are no other implications.

10.0 Schedule of background papers

10.1 None

11.0 Appendices

11.1 Appendix 1: City of Wolverhampton Housing Performance Report – Quarter Three October 2021 to December 2021

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City of Wolverhampton Housing Performance Quarter Three 2021-2022



Housing Strategy Landlord Services and the Managing Agents

The City of Wolverhampton Council own in the region of 22,000 homes, the management function is contracted out to the following Managing Agents, Bushbury Hill Estate Management Board (EMB), Dovecotes Tenant Management Organisation, New Park Village Tenant Management Committee (TMC) and Wolverhampton Homes Arms Length Management Organisation (ALMO).

The Managing Agents provide performance figures to the City of Wolverhampton's Housing Strategy Landlord Services Team, who collate all the information together to provide Cabinet with oversight of the performance of the Managing Agents. The Council use a 'RAG' rating system of red, amber and green traffic light symbols to provide an indication of performance. Indicators that have been given targets are highlighted in either red, amber or green dependant on performance against the target as outlined below. Where data has not been highlighted it is because they are for information only and do not have a performance target set.

Housing Strategy Landlord Services Team continue to maintain oversight with each of the managing agents to ensure services are in line with performance to meet the targets and where the Managing Agents are not meeting targets they will work together to improve performance targets. Councillors are asked to review this information as Councillors are responsible for ensuring that delivery of housing management functions are managed effectively and comply with the regulatory requirements.

Trend	
	Performance is out of target.
	Performance is out of target but within the agreed tolerance
	Performance is in target

Key Performance Indicator Table

Page 27



Quarter Three Results ***	Bushbury Hill EMB	Dovecotes TMO	New Park Village TMC	Wolverhampton Homes ALMO **
Arrears as a % of rent roll	3.85%	13.09%	4.29%	2.71%
Rent Collected as a %				96.6%
Void Loss as a % of Rent Roll	0.50%	1.60%	n/a	1.66%
Average Void Days in Repair	14.64	35.00*	n/a	70
Responsive Repairs Appointments Kept	n/a	92.86%	n/a	97.08%
Responsive Repairs Completed on Time		98.83%	99.00%	98.14%
Emergency Repairs Completed on Time	80.97% - all repairs	100%	100.00%	99.22%
Days to Complete Non-Urgent Repairs	4.56 _{-WH} 23.7 _{-WHG}	7.93	1.60	7.63
% Planned Repairs Completed in Time				83.73%
Satisfaction with Repairs %		100.00%		

***All targets are managing agent specific and are not benchmarked against each other

**Performance targets are relative to the amount of stock managed, each one has different KPIs which need to be reported, those with n/a or blank data is not collected. Two of NPV's KPIS are n/a as they are subject to a redevelopment and therefore data cannot be collected.

*Total void time, includes time in repair and in letting

Bushbury Hill EMB



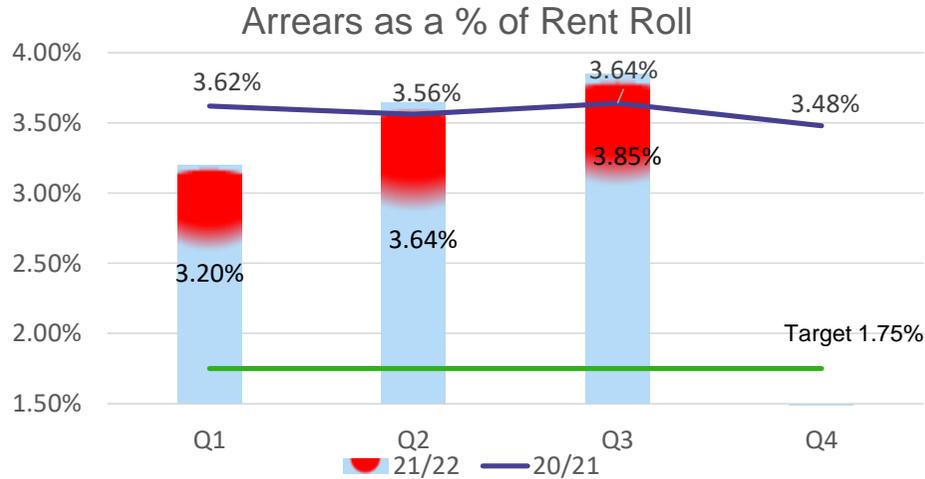
Total Homes	21807
Bushbury Hill	969
Dovecotes	763
New Park Village	286
Wolverhampton Homes	19789

Bushbury Hill EMB has continued to work hard in supporting tenants during the quarter. They have ensured housing management services have continued to be delivered and supported vulnerable tenants to help prevent isolation. Staff working arrangements have continued to be divided between being office based and home working and are still under review, with a possibility of front office arrangements altering in the future. Financial support for customers continues to be made available through a hardship fund which is managed directly by Bushbury Hill EMB.

Rent arrears have increased slightly this quarter, by 0.21% and continue to remain off target, the figure has fluctuated slightly during the last 18 months increasing slightly during quarter three. However work continues to try and improve performance in this area, but is likely to increase again through the coming months due to tenants experiencing cost of living increases including increased fuel costs. The number of households in arrears compared to quarter two last year has seen a slight increase with 419 tenants in arrears, of those 70.88% have less than £400 in arrears. Customers are being supported to remain in their homes and no evictions have taken place this quarter.

Bushbury Hill contract out their repairs to two different providers, Wrekin Housing Group (WHG) and Wolverhampton Homes (WH), WHG will have around four times as many repairs jobs than WH. The performance of the providers remains good for jobs attended and completed whilst Covid safety measures are still being adhered to. Other issues that have caused delays has been the availability and sourcing of materials. Overall Bushbury Hill are continuing to provide a good repairs service to its customers.

It is expected that Covid will continue to affect service for the full financial year. Bushbury Hill EMB and the Council are aware of the performance figures and barriers that are currently being faced and where needed are working together to improve in these areas.



Arrears % has increased and is still above the target of 1.75%. Customers are still recovering from the affects of the Covid19 pandemic and BHEMB are continuing to work with tenants and improve their performance.



9 Lets



1 Mutual Exchange

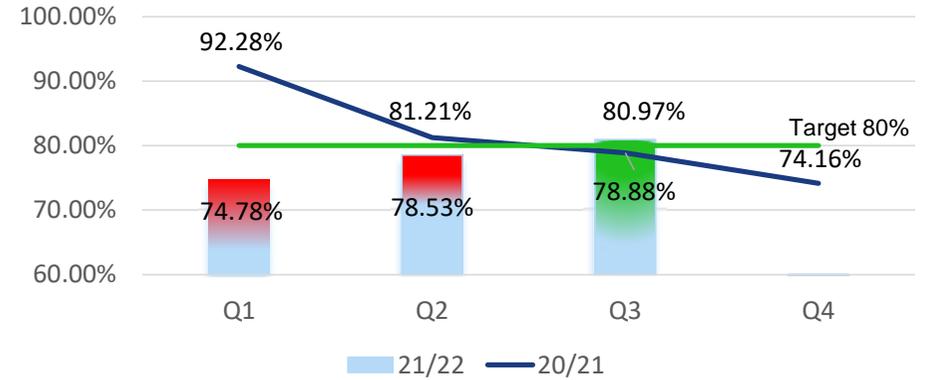


0 Eviction



16 Arrears customers paying by direct debit.

Repairs completed within 24hrs YTD



Repairs performance continues to see a recovery, successfully achieving slightly above their required target. This indicator will continue to monitored by BHEMB and CWC, as government guidelines change during the coming year.



Non-Emergency repairs completed by Wolverhampton Homes average 4.56 days. YTD cumulative.

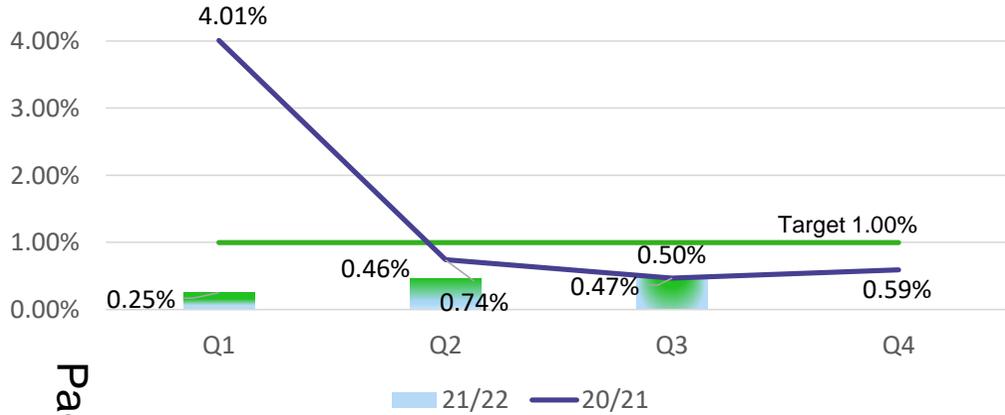


Non-Emergency repairs completed by Wrekin Housing Group average 23.7 days. YTD cumulative.



Satisfaction of repairs completed by Wrekin Housing Group 96.80%.

Void Loss as a % of Rent Roll



Another excellent quarter performance, slight increase from the previous quarter but still remains well below the agreed target. BHEMB are on target to remain below 1% by the end of the year.



6 Tenancies ended



Average void days for major repairs 14.64 days

Ethnicity

- White British 83.20%
- Black British Caribbean 4.20%
- Mixed White & Black Caribbean 3.46%
- Black British African 2.72%
- White Other 1.98%
- Unknown/Not disclosed/Other 1.47%
- Black British Other 0.74%
- Asian British Indian 0.49%
- Other Mixed Background 0.49%
- Asian British Other 0.34%
- Mixed White Asian 0.25%
- White Irish 0.17%
- Chinese 0.17%
- Asian British Bangladeshi 0.08%
- Eastern European 0.08%
- Middle Eastern 0.08%
- Mixed White Black African 0.08%

BHEMB



Age

16 – 24	0.49%
25 – 34	15.49%
35 – 44	26.77%
45 – 54	19.60%
55 – 64	17.13%
65 – 74	12.36%
75 and over	8.15%

Dovecotes TMO



Total Homes	21807
Bushbury Hill	969
Dovecotes	763
New Park Village	286
Wolverhampton Homes	19789

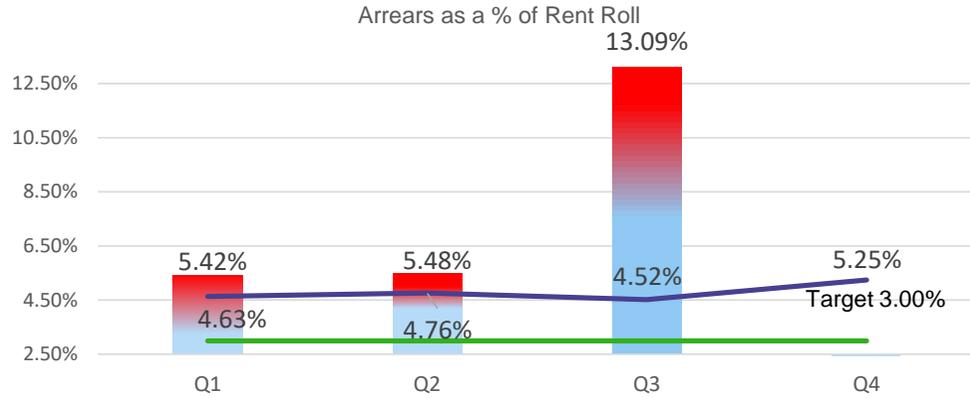
Dovecotes TMO have continued this quarter to ensure it has delivered its housing management functions to tenants and kept them informed of the office working arrangements and any changes to Covid-19 guidelines. Dovecotes TMO have focussed on reducing delays with void properties to ensure they remain within target. Dovecotes have tracked their tenants who could be at risk of eviction and additional processes have been established to try and ensure they have access to any early intervention support.

Rent arrears have increased this quarter and continue to remain off target, the figure has consistently been between 4.6-5.5% for previous 18 months and this is likely to change in the coming months. Dovecotes are undertaking a review in their rent collection process to help improve their performance. The number of households in arrears is currently at 342 of which 52.92% have arrears of less than £400. Customers are being supported to remain in their homes which has meant there have been no customers evicted for rent arrears. Dovecotes continue to provide access to hardship funds and these are assessed on a case by case basis. Over the last few months the TMO have noticed a slight drop in footfall of tenants visiting the office to make cash payments, alongside this the office opening hours were reduced to ensure compliance with Covid guidelines. It is expected that as restrictions are lifted this will change as office opening hours alter to meet demand.

Dovecotes continue to use their own contractors to complete their repairs and void works, with gas and electric works being appointed to WH. The performance has been good with customers remaining satisfied with the service, successfully achieving satisfaction rate of 100%. Covid safety measures are still being adhered to and delays have continued due to the availability and sourcing of materials. Overall Dovecotes are providing a good repairs service to customers.

Homes in the Dovecotes TMO area continue to be sought after, however their relet times remains high. The time taken for relets has increased to 35 days and therefore seven days above their agreed target of 28 days, however this is expected to reduce as Covid guidelines ease.

Sensitivity: NOT PROTECTIVELY MARKED



Arrears % has continued to increase, jumping to 13.09%. Some tenants have had financial issues relating to change in circumstances and claiming the appropriate benefits following previously being in employment. This change has led to rent arrears increasing, customers are still recovering from the affects of Covid. Dovecotes are aware of their performance and working to improve it, this is evidenced through regular monitoring of the Council's Northgate system via conversations with tenants.



10 Lets



1 Mutual Exchange



0 Evictions



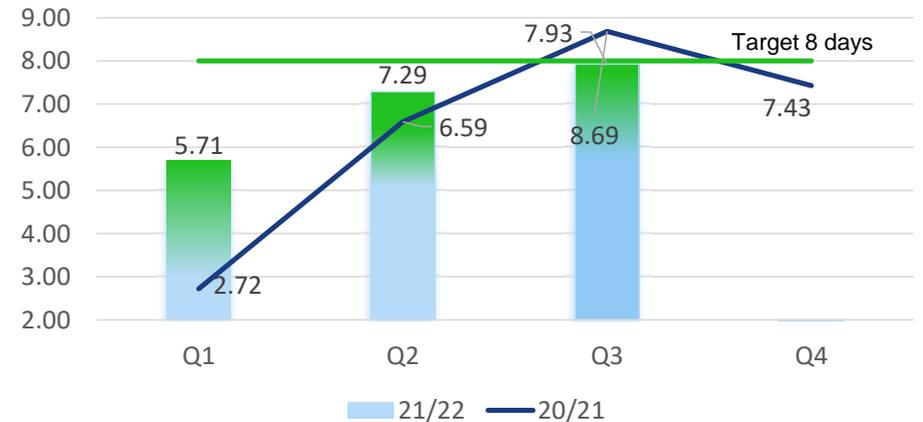
8 Arrears customers paying by direct debit.

Emergency Repairs Completed on Time

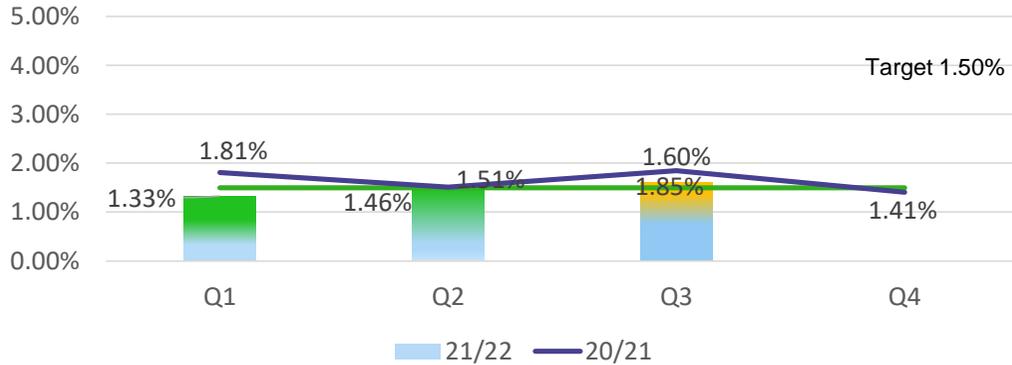


Repairs performance continues to be very good, achieving 100% within quarter three. There continues to be some delays with obtaining some materials, but overall has not affected their performance within the indicator with routine repairs achieving 98.83%. Customer satisfaction with repairs continues to remain great, achieving 100% from the start of Quarter one.

Days to Complete Non-Urgent Repairs



Void Loss as a % of Rent Roll



A slight change from the previous quarter, increasing to 1.60%. Changes with tenants circumstances during the Covid pandemic has led to tenants who would not normally be in arrears to start falling behind with their payments. Dovecotes are working to address the issue, by contacting tenants either by phone, post and ensuring their office remains open for cash payments to be made.

09
33



6 Tenancies ended



Currently 35 days to re-let properties

White British 70.36%

Unknown/Not disclosed/Other 6.22%

Mixed White & Black Caribbean 5.31%

Black British Caribbean 4.50%

Black British African 3.46%

Asian British Indian 2.19%

White Other 2.65%

Asian British Pakistani 1.38%

Black British Other 1.27%

White Irish 0.81%

Chinese 0.35%

Asian British Other 0.46%

Other Mixed Background 0.23%

Middle Eastern 0.35%

Mixed White Asian 0.23%

Eastern European 0.12%

Gypsy/Irish/Romany/

Traveller 0.12%

Ethnicity

Dovecotes



16 – 24 1.96%

25 – 34 13.26%

35 – 44 24.91%

45 – 54 20.99%

55 – 64 17.65%

65 – 74 14.07%

75 and over 7.15%

Age

New Park Village TMC



Total Homes	21807
Bushbury Hill	969
Dovecotes	763
New Park Village	286
Wolverhampton Homes	19789

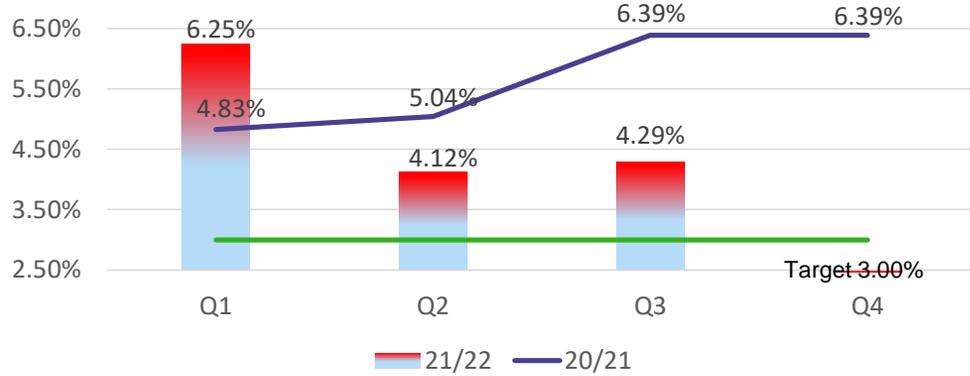
New Park Village TMC over the last 12 months have worked well, they continue to be supported by CWC Housing Development and Housing Strategy in an estate redevelopment of Ellerton Walk. During the Covid pandemic and as rules relaxed the office operating was divided between being office based and home working. With the easing of Government guidelines normal repairs services were resumed, with key focus on providing services and continuing with the redevelopment with the support of the Independent Tenants and Housing Advisor (ITHA).

Rent arrears has increased to 4.29% this quarter, a slight increase from the previous quarter and continues to remain off target. It is likely that this increase further during the coming months, but work still continues in supporting tenants with their rent payments NPV has 105 customers currently in arrears with 64.76% of those owing less than £400, a small number of customers remain with high arrears, regardless of this there has been no evictions but when applicable, notices have been issued to tenants seeking possession. NPV continue in contacting the tenants, regarding their rent arrears, offering advice and support and signposting to other Council services as required.

Repairs performance remains static, they have always managed to achieve a high level of performance and all performance indicators are meeting or exceeding the targets given, customer satisfaction in particular had risen to 100%. New Park Village remains in the process of undergoing a large redevelopment and therefore their voids will not be reported upon as they form part of the redevelopment of Ellerton Walk. As there are no void figures to report on for this quarter. Performance in relation to completing non-urgent repairs has been very good, an improvement on performance compared to the previous quarter.

Sensitivity: NOT PROTECTIVELY MARKED

Arrears as a % of Rent Roll



Arrears % had previously seen a positive reduction, but this has increased again from Q2 although it is still less than that of Q1 of the same year. Customers are still recovering from the affects of Covid pandemic and N&V are aware of their performance and working to improve it. Rent arrears is anticipated to increase over the coming months due tenants experiencing cost of living increases including increased fuel costs.



0 Lets



0 Mutual Exchanges

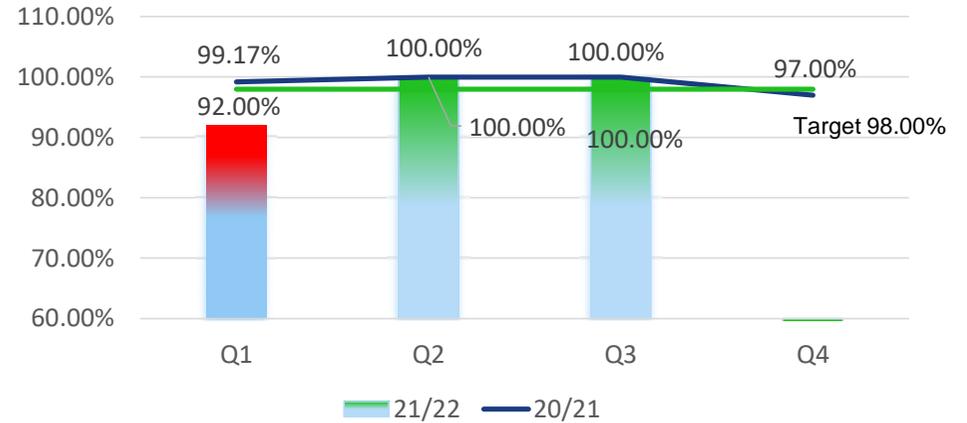


0 Evictions



94 Arrears customers paying by direct debit.

Emergency Repairs Completed on Time



Repairs performance has improved for this quarter and has exceeded all targets in this area.

Days to Complete Non-Urgent Repairs



Void Performance

Currently there is no void performance data for New Park Village as they are undergoing a redevelopment.

A decanting strategy is being put in place to move the current tenants out of their existing homes within the redevelopment area into empty homes within the estate or to support them to move permanently to other areas of the city.



10
36

10 Tenancies ended

Ethnicity	
White British	56.92%
White Other	11.15%
Black British Caribbean	10.39%
Black British African	5.77%
Unknown/Not disclosed/Other	5.76%
Mixed White & Black Caribbean	3.46%
Black British Other	1.54%
Asian British Indian	0.77%
Eastern European	1.15%
Other Mixed Background	1.15%
Chinese	0.77%
Asian British Other	0.39%
Mixed White Black African	0.39%
White Irish	0.39%



New Park Village

Age	
16 – 24	0.38%
25 – 34	15.00%
35 – 44	23.08%
45 – 54	17.69%
55 – 64	23.85%
65 – 74	10.00%
75 and over	10.00%

Wolverhampton Homes ALMO



Total Homes	21807
Bushbury Hill	969
Dovecotes	763
New Park Village	286
Wolverhampton Homes	19789

Wolverhampton Homes manages a large proportion of council owned stock and reports against additional performance targets. They have been performing well over the last quarter and in line with similar organisations they have faced challenges because of the Covid pandemic. Wolverhampton Homes continue to support their customers experiencing difficulties and the Money Smart team have supported 1371 customers throughout Q3, an increase of 105 individuals from Q2, the service is in place for customer that requests support as well as those customers referred through having rent arrears.

Wolverhampton Homes performance remains consistently high in regard to rent collection, within the KPI's reported Wolverhampton Homes continues meet and exceed the target set and have remained in line with national trends. As expected due to the ending of the Coronavirus Act 2020 there has been a steady increase in evictions taking place since the start of quarter one, of which during quarter three there were four evictions undertaken relating to rent arrears.

Most repair targets are being met with planned and response repairs are below their required targets. WH and Landlord Services continue to monitor these KPI's and WH have commissioned an external contractor to help with the delivery of undertaking larger scale repair works. Planned repairs are still being affected by a shortage of materials and are affected by staff sickness, colleagues are being moved around the business to respond to shortfalls, this does mean this target is still some way off being met. Online repairs reporting is now operational, it is anticipated that the number of calls made will reduce and therefore over the coming months Housing Strategy will continue to monitor Homes Direct provision. Additional processes that were needed to ensure Covid compliance and safe working will also be under review in light of Government guidelines in relation to the easing of restrictions.

The 72 hour Covid isolation period for new empty homes still needs to be adhered to following public health advice and completing regular risk assessments. Void repair time continues to improve, WH has managed to successfully decrease their repair void time by 14 days when comparing timescales against quarter two of the same year. Covid is affecting services more than expected for this quarter and where it had been hoped services would continue to recover in reality the recovery is slow and the improvements haven't been seen. WH have successfully reduced the time for letting of homes after they are ready, achieving to undertake this within 27 days, which is below their target timescales of 33 days.



Average number of working days lost through sickness:

10 days



Number of people supported into provision year to date (work experience, voluntary, into work, into training)

68



Satisfied with the way their ASB complaint was dealt with

99.07%



Homes Direct calls answered within 80 seconds

26.2%

Calls abandoned

24.9%



Complaints responded to within timescales

72.13%



Fire inspection tests completed

100.00%



% valid Landlord Gas Safety Records for tenanted properties

99.96%

The number of people supported into work has a yearly target of 20 and a 'Great' target of 40, Wolverhampton Homes are performing well in this area and have exceeded this target.

Homes Direct performance is not recovering as anticipated and there is work being done by Wolverhampton Homes to improve the service over the coming months and will continue to be monitored by Landlord Services.

The target has now been set for Complaints Handling Within Timescales and Wolverhampton Homes are currently not meeting this target of 90%, achieving 72.13% for quarter three, a slight decrease from quarter two which stood at 73.58%.

The Council and Wolverhampton Homes continue to have regular meetings to discuss all performance and where there is under performance the Council will receive exception reports to understand and have oversight of the action plans for recovery against the performance indicator.

Arrears as a % of Rent Roll



Arrears % has seen a slight increase compared to the previous quarter, but it is still well below the target of 4.20%. WH has a great target of 2.17%



290 Lets



36 Mutual Exchanges

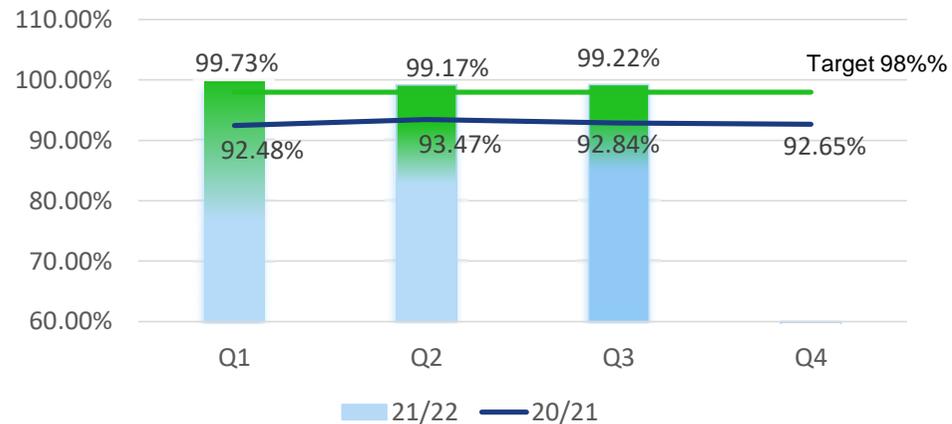


4 Evictions for rent arrears



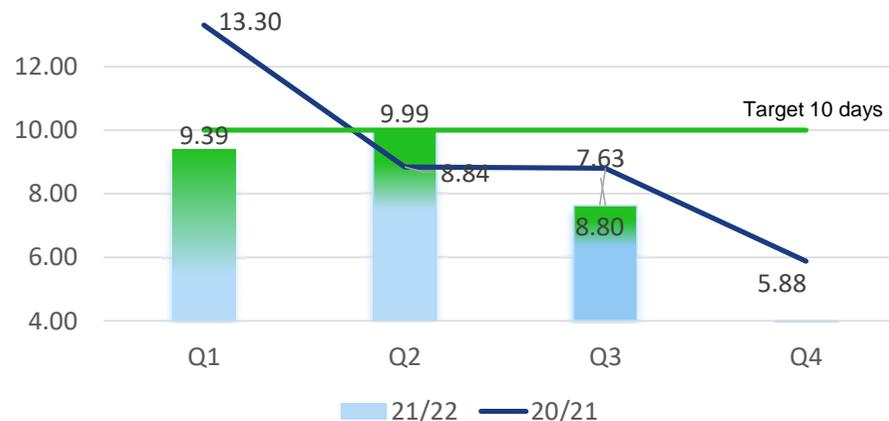
264 Arrears customers paying by direct debit.

Emergency Repairs Completed in 24hrs

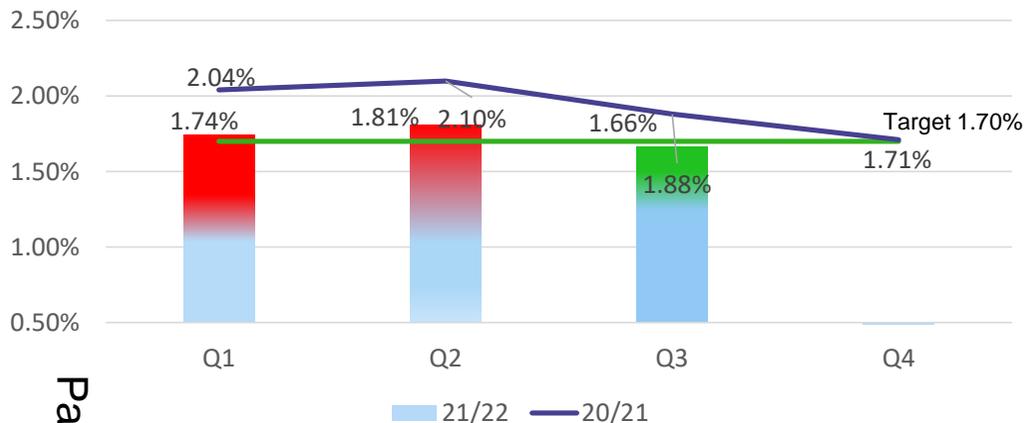


Emergency repairs have seen a great recovery this year 21/22 and continue to exceeding target.

Days to Complete Non-Urgent Repairs



Void Loss as a % of Rent Roll



Performance within this indicator has been mixed across previous months, however for quarter three WH have illustrated good performance by successfully remaining below their required target.



304 Tenancies Ended
(*includes tenant evictions for arrears)



Average void days for major repairs 70 days



Average void days in letting 27 days

Ethnicity

White British	67.38%
Black British Caribbean	5.69%
White Other	4.95%
Black British African	4.74%
Unknown/Not disclosed/Other	3.67%
Mixed White & Black Caribbean	3.47%
Asian British Indian	2.61%
Asian British Other	1.45%
Black British Other	1.17%
Middle Eastern	1.00%
Asian British Pakistani	0.98%
Eastern European	0.93%
White Irish	0.63%
Mixed White & Asian	0.38%
Other Mixed Background	0.34%
Mixed White & Black African	0.25%
Chinese	0.21%
Asian British Bangladeshi	0.10%
Gypsy/Irish/Romany/ Traveller	0.04%



Age

16 – 24	3.22%
25 – 34	15.71%
35 – 44	20.34%
45 – 54	19.66%
55 – 64	17.84%
65 – 74	12.62%
75 and over	10.61%

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