



Civic Centre,
Crook,
County Durham.
DL15 9ES
Tel: 01388 765555 Fax: 01388 766660
Minicom: 01388 761515 e-mail: g.ridley@wearvalley.gov.uk

Gary Ridley Acting Chief Executive

2nd December 2008

Dear Councillor,

I hereby give you Notice that a Meeting of the **HOUSING SERVICES COMMITTEE** will be held in the **COUNCIL CHAMBER, CIVIC CENTRE, CROOK** on **WEDNESDAY 10th DECEMBER 2008** at **6.00 P.M.**

AGENDA

Page No.

1. Apologies for absence.
2. To consider the Minutes of the last Meeting of the Committee held on 5th November 2008 as a true record.
3. Declarations of Interest

Copies
attached

Members are invited to declare any personal and/or prejudicial interests in matters appearing on the agenda and the nature of their interest.

Members should use either of the following declarations:

Personal Interest – to be used where a Member will be remaining and participating in the debate and any vote:

I have a personal interest in agenda item (...) regarding the report on (...) because I am (...)

Personal and Prejudicial Interest – to be used where a Member will be withdrawing from the room for that item:

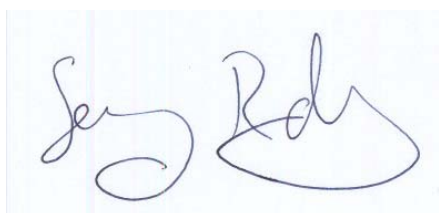
I have a personal and prejudicial interest in agenda item (...) regarding the report on (...) because I am (...)

Officers are also invited to declare any interest in any matters appearing on the agenda.

NOTE: Members are requested to complete the enclosed declarations form and, after declaring interests verbally, to hand the form in to the Committee Administrator.

- | | | |
|----|---|---------|
| 4. | To consider an update on progress made by Dale and Valley Homes against its Business Plan for 2008/2009. | 1 – 11 |
| 5. | To consider the 2008 Wear Valley Housing Market Assessment. | 12 – 26 |
| 6. | To consider the County Durham Rent Deposit Guarantee Scheme. | 27 – 29 |
| 7. | To consider the Wear Valley Private Sector Stock Condition Survey. | 30 – 60 |
| 8. | To consider an update of Dale and Valley Homes' performance during quarter 2 of 2008/2009. | 61 - 76 |
| 9. | To consider such other items of business which, by reason of special circumstances so specified, the Chairman of the meeting is of the opinion should be considered as a matter of urgency. | |

Yours faithfully



Acting Chief Executive

Members of this Committee: Councillors Bailey, Mrs Bolam, Mrs Burn, Mrs Carrick, Mrs Douthwaite, Ferguson*, Gale, Mrs Hardaker, Kay, Mairs, Mews, Sinclair, J Shuttleworth, Stonehouse, Mrs Todd*, Ward and Zair.

*Ex-officio, non-voting capacity

Chair: Councillor Bailey

Deputy Chair: Councillor Mrs Carrick

TO: All other Members of the Council for information
Management Team

DECLARATIONS OF INTEREST FORM

NAME AND DATE OF COMMITTEE	AGENDA ITEM NUMBER	NATURE OF INTEREST AND REASONS	PRINT NAME	SIGNATURE



HOUSING SERVICES COMMITTEE

10 DECEMBER 2008

Report of the Strategic Director for the Community

DALE & VALLEY HOMES – PROGRESS AGAINST BUSINESS PLAN FOR QUARTER 2 OF 2008/2009

purpose of the report

- 1 To provide an update on progress made by Dale & Valley Homes (D&VH) against its Business Plan for 2008/2009.

background

- 2 The Management Agreement that governs the relationship between the Council and Dale & Valley Homes requires Committee to be provided with quarterly updates regarding the ALMO's performance.
- 3 The report attached at Annex A was prepared for and presented to D&VH's Board on 11 November 2008. Commentary is provided on all actions that were due to have been started or completed by the end of quarter 2. In addition, the report identifies the links between actions taken and the organisation's KPI results. Finally, details regarding the organisation's risk management activities are also presented. A full, up to date version of both D&VH's Business Plan and Strategic Risk Register were included with the original report and these are tabled for consideration by Members.

RECOMMENDED

- 1 That consideration be given to the report attached at Annex A.

Officer responsible for the report
David Milburn
Acting Strategic Director for the Community
Ext. 379

Author of the report
Mark Farren
Community Support Manager
Ext. 345



DALE & VALLEY HOMES BOARD

11 NOVEMBER 2008

Report of the Director of Resources

PROGRESS AGAINST THE BUSINESS PLAN – QUARTER 2 (2008/09)

purpose

To advise Dale & Valley Homes' Board of progress towards the achievement of the company's vision by undertaking the actions set out in Dale & Valley Homes' Business Plan 2008 – 2013.

background

- 1 In April 2008 Dale & Valley Homes published a revised Business Plan that was developed following extensive consultation with customers, staff and other key local partners. The document sets out a series of ambitious actions that will be undertaken from 2008 – 2013 to realise our vision that is:

“To provide homes and neighbourhoods that our customers want to live in and are proud to live in”

- 2 All of our actions are set within the context of 4 key strategic objectives. These objectives simply represent a series of steps that help us to measure our progress towards achieving our vision. They are:
 - Delivering Excellent Services
 - Delivering Decent Homes
 - Running our Business Well and
 - Contributing to the Wider Community.
- 3 This report concentrates on the work undertaken to achieve the actions that start or complete in the second quarter (July – September) of 2008/09.
- 4 This is the second progress report. The first was submitted to the company's Policy and Service Development Committee in August 2008. That report updated the Committee on our progress against the actions set out in the Business Plan for the first quarter (April – June) of 2008/09.
- 5 Four actions were scheduled for completion in the first quarter of (Apr – June 2008) 2008/09. These were:
 - 1.1 Prepare and begin to implement an IT Strategy

- 1.4 Review all customer involvement mechanisms and identify which if any groups of service users are not accessing services to address barriers.
 - 1.10 Ensure Directorate Plans describe the actions we must undertake to achieve excellence.
 - 3.1 Develop a medium to long term financial strategy to direct resources effectively.
- 6 The company had completed 3 of these actions by the end of the first quarter. Action 1.1 was not completed because of a delay in appointing a consultant to prepare the IT Strategy. A draft IT Strategy has been completed and will be presented to the Board in December 2008. Therefore all of the actions scheduled for completion by the end of the first quarter 2008/09 have now been completed. The Progress against the Business Plan update included at Annex 2 includes these actions. In the future these actions will be removed from Progress against the Business Plan updates.
- 7 The company's progress against all remaining actions set out in the Business Plan 2008-2013 is included at Annex 2.
- 8 Five Business Plan actions were scheduled to begin in the second quarter (July – September) of 2008/09, and none of these actions were planned for completion within this quarter. The actions due to start are:
- 1.9 Review partnerships and identify where we need to make relationships to develop our business, to help us to achieve our objectives and support new business growth.
 - 2.2 Work in partnership with Wear Valley District Council and key stakeholders to develop a strategy for delivering Decent Homes.
 - 2.7 Work in partnership with Wear Valley District Council to develop a Dale & Valley Homes policy on environmental sustainability.
 - 3.12 Use the staff performance appraisal system and other best practice training and development tools to develop an organisational training plan.
 - 4.8 Develop an environmental improvement strategy for our neighbourhoods.
- 9 Work has begun on actions 1.9, 2.2 and 3.12 as planned.
- 10 Both actions 2.7 and 4.8 are linked and they are dependent on an assessment of the long term costs of the Decent Homes programme. The company has commissioned a full condition survey of all the Council's homes. This will help to determine the amount of money needed to fund the Decent Homes programme and amount available to improve the environment of our neighbourhoods. The stock condition survey is expected to be completed by the end of 2008 and for this reason work on actions 2.7 and 4.8 has been delayed until the start of the financial year 2009/10.

key performance indicators

- 11 The actions set out in the Business Plan 2008-2013 have also been linked to the company's Key Performance Indicators (KPIs). Key Performance Indicators are useful tools because they help us to monitor and measure very specific factors such as customer and staff satisfaction, our spend against our budgets and our delivery of Decent Homes. We have linked our Business Plan actions to our performance measures so we can get a clear picture of how our strategic activities are affecting our customers, our partners and our company.
- 12 It is important to understand our performance within the context of our key strategic objectives and the outcomes we have achieved. The following sections explain performance in relation to the actions we have set out in our Business Plan.

delivering excellent services – links to business plan actions 1.3, 1.4, 1.5, 1.6, 1.7, 1.8, 1.9, 1.11, 1.12, 1.13, 1.14, 3.20 and 3.21

- 13 The company has completed a review of all customer involvement mechanisms and has tested costs and benefits of the service against customer satisfaction with opportunities to participate in our services. Customer satisfaction with opportunities to participate improved dramatically between 2002 and 2006 increasing from 46% to 65% respectively. According to KPI results for the second quarter of 2008/09 79.5% of our customers (who have used the Customer Involvement Service) are satisfied with the Customer Involvement Service (LPI 88) compared to a target of 70%. 74.4% of customers (who have used the Customer Involvement Service) are satisfied with the outcome their involvement has achieved (LPI 90) compared to a target of 70%.
- 14 We can evidence that 100% (LPI 87) of decisions that are taken by managers and the Board are based on customer input. This is because the company continues to make extensive use of customer working groups and all reports are presented to the Customer Panel prior to their submission to the Board. All observations, comments and recommendations are included in final reports to the Board and clearly influence decisions.
- 15 These are particularly good performance results especially as the Customer Involvement Service demonstrates very good value for money (LPI 89) costing only £18.68 per person to be involved in our services compared to a target of £24.50.
- 16 We continue to support 87.3% of vulnerable people to maintain independent living (NI 142). The Money and Debt Advice Service has been extended in partnership with the Citizens Advice Bureau and 67.3% of money and debt advice clients have benefited financially by accessing the service increasing their income by around £86.41 per

week. It is also important to note that only 2.4% of our tenants have more than 7 weeks rents arrears compared to an ALMO top quartile figure of 4.01% (LPI 15).

- 17 We have a low tenancy turn over rate (LPI 74) with 9.7% of customers leaving our services. This can be linked to general customer satisfaction with our services, which were last tested in a company survey in 2007/08 and found that 76% of customers were satisfied with our services. A Status Survey is currently been undertaken and will provide us with an updated view of customer satisfaction with our services and opportunities to be involved. Status Survey findings should be available in early 2009.

delivering decent homes – links to business plan actions 2.2, 2.5, 2.6 and 2.11

- 18 We have improved a further 100 homes to meet the Decent Homes Standard between July and September 2008. This increases the number of homes we have improved this year (2008/09) to 265. 98.2% of customers who have had Decent Homes works undertaken on their homes have said they are satisfied with the programme (LPI 65).
- 19 99% of emergency repairs are completed within one working day (LPI 2). We are spending £707.60 on maintaining our customers' homes, compared to our target of £720 and 91.2% of customers are satisfied with the repairs service (LPI 66). This demonstrates that we are continuously improving the repairs service and customers are aware of these improvements.

running our business well – links to business plan actions 1.1, 1.8, 1.9, 1.11, 2.6, 3.1, 3.8, 3.9, 3.10, 3.11, 3.12 3.18, 3.20 and 3.21

- 20 We continue to manage our income well with lower than national averages in total current arrears as a % of the rent roll (LPI 19) which stands at 1.37% (compared to an ALMO top quartile figure of 1.66%). This can be attributed to the improved and extended Money and Debt Advice service, increased direct contact with customers (addressing accessibility issues), more ways to pay rent and the introduction of a dedicated "At Risk Panel" to deal with potential rent arrears issues.
- 21 The % of rent lost on void properties is also very low (LPI 21) at 0.71% compared to an ALMO top quartile figure of 1.18%. This illustrates the improvements that have been made to the repairs service and the speedy letting of homes when they become available.
- 22 We have introduced a series of cost based indicators that help us to assess the cost of our services against customer satisfaction and

outputs. We have also trained 14 officers from directorates across the organisation in performance management processes and IT packages. These officers are now acting as Performance Champions for their directorates, monitoring performance indicators and proposing improvements.

- 23 We also continue to have a low number of working days lost to sickness absence (LPI 79) with only 3.3 days lost so far this quarter. This maximises the resources we have available to deliver our services. This can be attributed to the company's operation of robust sickness absence policies; the emphasis the company places on understanding individual roles in achieving our vision; and the investment made into training and development opportunities.

contributing to the wider community – links to business plan actions 1.9, 4.1 and 4.2

- 24 We have established a variety of working groups involving customers and other key local partners who have helped us to take procurement decisions based on the quality of services offered, impact on the local environment and the affect the contract could have on the wider community. 79.5% of Dunelm Property Services workforce is local to Wear Valley and 90.5% of Gentoo's workforce is local to the district.
- 25 We have also recognised the importance of using the skills and resources of our partners and the local community to increase our capacity. We have invested significant resources into a training programme for customers and we have also undertaken an audit of the skills of our customer volunteers so we can fully use our customers' skills when they assist us in reviewing and improving our services. 89% of the Customer Panel members have accessed training via Dale & Valley Homes' training programme (LPI 85) with some of the training offered directly enhancing employment opportunities. The training programme has also enabled customers to host their own Customer Conference in May 2008. the conference has been recognised as best practice by other housing service providers.

risk

- 26 In April 2008 the company identified 10 risks that could threaten the achievement of our vision. These are set out in a strategic risk register included in Section 6 "How we will share our resources and manage our risks" of our Business Plan 2008-2013.
- 27 All of the risks identified in the strategic register were assigned actions that should be undertaken to mitigate against the risk. An update of progress against the strategic risk register is included at Annex 3.

28 Annex 3 highlights that the following risks are being managed well and are not posing a substantial threat to the achievement of the company's vision:

Risk	Reason for low risk
A. Failure to maintain 2 stars and improve to 3 stars will impact on the future viability of the company	<ul style="list-style-type: none"> ▪ The company is currently preparing for a mock inspection of services and has undertaken a series of its own reality checks to test strengths and weaknesses in services against Audit Commission criteria.
B. Failure to engage and involved tenants will effect service quality and customer satisfaction	<ul style="list-style-type: none"> ▪ The Customer Involvement Service has been fully reviewed and value for money has been assessed. Customer satisfaction with the service continues to increase. Satisfaction with customer involvement in service development and improvement also continues to rise and the company can demonstrate that 100% of decisions are influenced by customer involvement.
D. Failure to diversify our services and respond to falling stock numbers	<ul style="list-style-type: none"> ▪ The company has a well developed policy review function that informs the review and development of the Business Plan. ▪ The recent economic down turn has caused a decline in the number of right to buy applications which has meant that stock numbers have stabilised in the short term. The company must be mindful however that stock lost to right to buy and demolition must be continuously monitored and service diversification should continue to be investigated to ensure the sustainability of the business in the future.
E. Good working relationships with the Council are not maintained	<ul style="list-style-type: none"> ▪ Regular ALMO Liaison Meetings are held between the company and the Council. The Chief Executive attends the Council's monthly Corporate Management Team meeting. ▪ The company has started to investigate the potential relationship with the new unitary authority and is exploring changes to the Management Agreement in light of these investigations.

Risk	Reason for low risk
<p>F. Failure to engage with the developing unitary authority for County Durham adversely affecting our governance arrangements and standards of service.</p>	<ul style="list-style-type: none"> ▪ The company has started to investigate the potential relationship with the new unitary authority and is exploring changes to the Management Agreement in light of these investigations.
<p>I. Good relationships with partner organisations are not developed or maintained leading to failure to maximise value for our customers</p>	<ul style="list-style-type: none"> ▪ The company has a good control of this risk. We have developed a Partnership Strategy and a number of key partnerships to deliver our services i.e. money and debt advice, repairs and maintenance and Decent Homes. We also have a good understanding of the partnerships we need to develop to strengthen our business, and we have raised our profile in the local LSP.

29 Annex 3 also highlights that there are 4 key risks that the company must address when reviewing priorities and revisiting the actions set out in the Business Plan. These are:

- C: Failure to deliver a specified Decent Homes programme within the required timescales, with standard of works maintained or improved throughout the period.
- G: Failure to attract and retain an appropriately skilled Board.
- H: Culture of value for money and approach to value for money not adequately embedded.
- J: Failure to contribute to the wider community and environment on our estates detracts from decent homes programme and impacts on customer satisfaction.

30 The increased risks are due to:

- Difficulties in appointing a contractor to deliver part of the capital works programme;
- Board Member succession issues;
- A need for more time to embed a value for money culture; and
- Delays in preparing a company specific environmental strategy and policy.

conclusion

31 The company has developed an ambitious action plan and performance targets to ensure the achievement of our long term vision.

32 There is significant evidence that our strategic activities are having a positive affect on our performance, improving the quality of our services and the lives of our customers.

- 33 The company is managing its activities well, with all actions starting on time and those scheduled for completion being completed within set timescales.
- 34 We are undertaking a series of actions to mitigate against the strategic risk we have identified and these are broadly safeguarding our achievement of our objectives and vision.
- 35 However, it is important to recognise that strategic risks C, G, H and J (outlined at paragraph 27) have recently become more significant, and the company should increase its efforts to safeguard itself against these risks.
- 36 Based on the progress of the company in the second quarter of 2008/09 there is no need to revise the strategic direction of the company. Nor is there a reason to revisit the actions set out in the Business Plan other than those that relate to the mitigation of strategic risks.

business plan

- 37 The Business Plan is reviewed and revised (if necessary) on an annual basis to make sure we are flexible to change.
- 38 Progress against the Business Plan is currently reported to Board Members on a quarterly basis so they can monitor achievements and review the company's strategic direction.
- 39 When comparing Annex 2 with the update of progress against the Business Plan provided to Policy and Service Development Committee in the first quarter, it is clear that progress can be slow over the period of a quarter as it represents a twelve week timescale. Many of the actions set out in the Business Plan are long term actions because they need an extended period to embed, be evaluated and understood and visible improvements to our customers' quality of life to become apparent.
- 40 The Board may wish to consider a change to the frequency of Progress against the Business Plan reports, instead receiving them on a six monthly basis. The Board can be kept sufficiently informed of the outcomes of strategic activities by examining quarterly performance reports.

value for money

- 41 Monitoring our progress against the Business Plan helps us to understand the relationships between the actions we undertake, the performance we achieve and the resources we use. This enables us to determine the quality of the outcomes we achieve for our customers in relation to the time or money we invest into our services.

42 Progress against the Business Plan reports provide a useful calculation of value for money as they also assist in the identification of areas where investment has been used responsibly (either increased or decreased) to improve performance or develop a service. This is particularly evident in the following areas:

- Rationalising and improving customer involvement mechanisms reducing the investment of resources, ensuring efficiency and increasing the involvement of customers and satisfaction with the outcomes of involvement;
- A reduction in opening hours and alternative service provision for customers living on Woodhouse Close estate, increasing face to face contact with customers;
- The establishment of a partnership with the Citizens Advice Bureau to deliver a Money and Debt Advice service to customers that is increasing available resources for our customers and helping us to maximise income;
- Increased a cyclical works programme budget to £250K to enable us to undertake environmental improvements to neighbourhoods that we find when we undertake estate inspections;
- 99% of emergency repairs are completed within one working day (LPI 2). We are spending £707.60 on maintaining our customers' homes, compared to our target of £720 and 91.2% of customers are satisfied with the repairs service (LPI 66). This demonstrates that we are continuously improving the repairs service and customers are aware of these improvements;
- We have reviewed our performance management processes and trained 14 officers from directorates across the organisation in performance management practices and IT packages. These officers are now acting as Performance Champions for their directorates, monitoring performance indicators and proposing improvements to services;
- 89% of the Customer Panel has accessed our comprehensive training and development programme. The skills they have learned from the programme helped them to host a customer conference in May 2008. The conference has been recognised as best practice by other housing organisations;
- The establishment of a partnership with Wear Valley District Council and an external consultancy to explore the use of the Working Neighbourhood Fund to assist our customers in accessing employment and training opportunities that compliment our Individual and Housing Support Service; and
- The delivery of 265 Decent Homes so far this year, with 98.2% of customers stating they are satisfied with the programme.

recommendations

It is recommended that:

- 1 Board note the company's good progress in delivering the actions set out in the Business Plan.
- 2 The Business Plan continues to be implemented and the company continues to follow the strategic direction it has set.
- 3 Board considers a change to the frequency of Progress against the Business Plan reports, instead receiving them on a six monthly basis.
- 4 Board meet with managers to consider changes in the importance of strategic risks and discuss possible mitigating actions.

Officer responsible for the report

Marie Roe

Assistant Director Planning, Performance and Governance

01388 761966



HOUSING SERVICES COMMITTEE

10 DECEMBER 2008

Report of the Strategic Director for the Community
WEAR VALLEY HOUSING MARKET ASSESSMENT

purpose of the report

- 1 To seek the approval of Housing Services Committee to fully implement the 2008 Wear Valley Housing Market Assessment

background

- 2 The development of a Wear Valley Housing Market Assessment (WVHMA) is an essential part of the Housing Strategy process, to ensure we understand the housing needs and aspirations of our customers and their current and emerging housing requirements.
- 3 Housing Committee agreed to commission a revised Housing Market Assessment specifically for the Wear Valley District. This new document will supersede the previous and now outdated Housing Need Survey conducted in 2001.

proposal

- 4 In November 2007, Arc4 were appointed to undertake a Wear Valley HMA through a tendering exercise. The work commenced in April 2008, this involved contacting all householders within the district to seek their views on their current housing situation and to look at any emerging housing need. Customers were given the opportunity to complete and return a survey. To increase the response rate customers were also given the opportunity to give their answers online.
- 5 A response rate of 14.2% was achieved, this was an extremely pleasing response rate which is statistically valid and can be used to draw on robust conclusions, it also allows a comprehensive assessment to be made.
- 6 The key findings are contained within the Executive Summary which is attached as Annex B. However to summarise, there is a good mix of house types within the District, however in general terms the demand for properties is greater than the current supply. This is more prevalent in certain areas, mainly, Wolsingham/Witton-le-Wear, Escomb and Willington Central. Although there is an identified housing need across all areas.

- 7 The number of households in Wear Valley is expected to increase over the next few decades, most likely fuelled by an increase in one person and multi-person households (e.g. friends sharing) which reflects national and regional trends. At the same time, the population is expected to age which will considerably change the dynamic of household structure across the District thus meaning a greater need for older person accommodation.
- 8 Indications show that across Wear Valley there is an annual gross shortfall of 129 affordable dwellings and a net shortfall of 86. The gross shortfall sums all shortfalls by sub-area, property size (number of bedrooms) and designation (i.e. general needs and older person). The net shortfall takes into account where there is capacity within the social rented sector across the District to offset the absolute shortfalls identified elsewhere. This may involve meeting needs in different areas or finding ways of matching needs to dwellings of a different size. We suggest that, prior to any future updating, these figures are taken as a measure of the annual affordable supply/demand imbalance for the five year period 2007/8 to 2011/12. The chart below clearly demonstrates the net housing requirement by property size.

Net Requirement	No beds	Bishop Auckland Area	Crook Area	Tow Law and Stanley	Willington Area	Rural Area	Total	% required
General	1 bed							
	2 bed	28		4	14	7	53	61.6
	3 bed		11			1	12	14.0
	4 bed	1	1	1			3	3.5
Older	1/2 bed	4	3	1	6	4	18	20.9
TOTAL		33	15	6	20	12	86	100
	% required	38.4	17.4	7.0	23.3	14.0	100	

- 9 The breakdown of affordable housing by sub area can also be clearly seen from the chart above. Further details relating to this are contained within the report.
- 10 Through this robust baseline information, Wear Valley District Council can reasonably request a level of affordable housing based on 2008 information, which, if challenged, will be robust enough to stand up at public enquiry. Furthermore it will ensure that the current shortfall in affordable housing can begin to be met.
- 11 Since the completion of this report, it is acknowledged that the housing market has seen considerable change, this is also reflected by the recent interest rate cuts. However, even with these changes in the market, there is still a comparative level of affordable housing.

financial implications

12 There are no financial implications to this report.

human resource implications

13 The implications of this report will be integrated via the Housing Strategy Manager and Forward Planning Officer.

legal implications

14 There are no legal implications to the implementation of this report.

i.t. implications

15 There are no I.T. implications.

crime and disorder implications

16 There are no identified Crime and Disorder implications.

equality and diversity implications

17 The report has undergone an equality and diversity impact assessment. The results have demonstrated that there are no adverse aspects of the report that would cause any issue of non compliance with equality and diversity.

timescale

18 It is important to ensure that this report is fully implemented as soon as possible. Therefore it is recommended that the report forms the basis of securing affordable housing through the planning process immediately.

summary

19 This is an extensive piece of research which gives Wear Valley the baseline information it requires to stipulate and secure the correct level of affordable housing. The report also contains other essential information which can be utilised by the Council as a whole.

20 The report gives a clear direction as to the number of affordable housing units which are required to meet the needs of our customers.

RECOMMENDED

- 1 Committee agrees to fully implement the report and to use its findings as a basis to secure affordable housing within the district.

Officer responsible for the report

David Milburn
Acting Strategic Director for the Community
Ext 379

Author of the report

Richard Roddam
Housing Strategy Manager
Ext 294

Wear Valley 2008

Strategic Housing Market Assessment

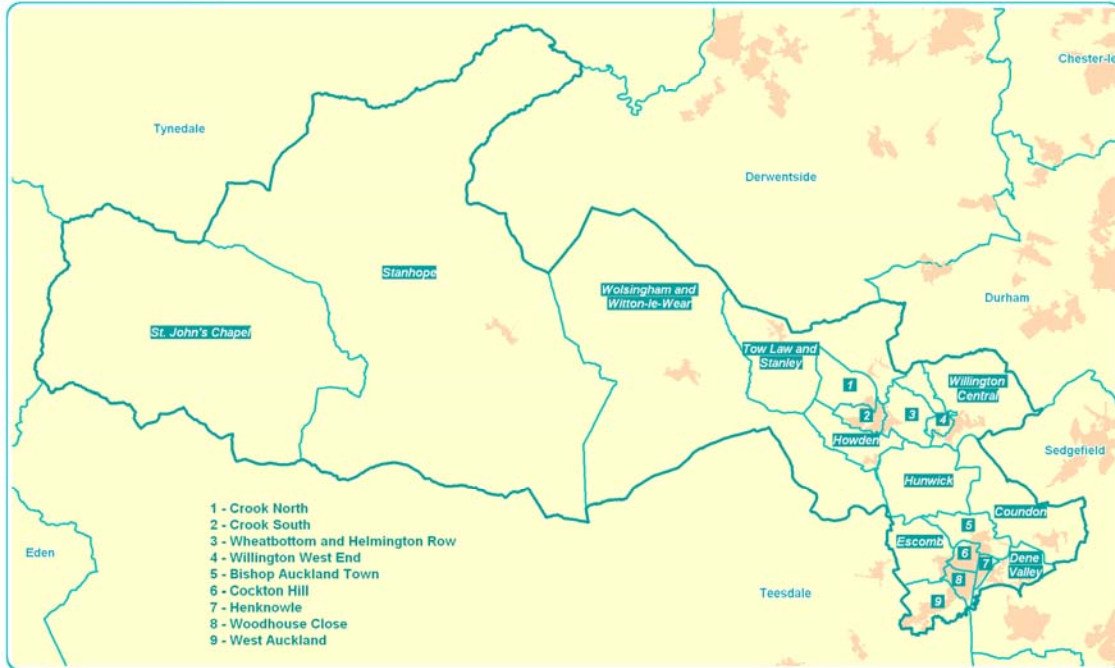
(Housing Need and Demand Study)

Executive Summary

Introduction

Arc⁴ Ltd was commissioned in the spring of 2008 by Wear Valley District Council to undertake a comprehensive Strategic Housing Market Assessment. Research has included a survey of households; interviews with stakeholders including local authority representatives and estate agents; and a review of existing data including the 2001 census, house price data and Housing Association lettings data. The research fully conforms to the Government's Strategic Housing Market Assessment guidance and complements the recently completed County Durham Strategic Housing Market Assessment. The Wear Valley SHMA provides a more detailed assessment of housing need, affordable requirements and general market demand. The findings from the study provide a robust and defensible evidence base for future policy development. Survey data has been compiled for individual wards (as shown in Map ES1) and for the district as a whole.

Map ES1 Wear Valley wards



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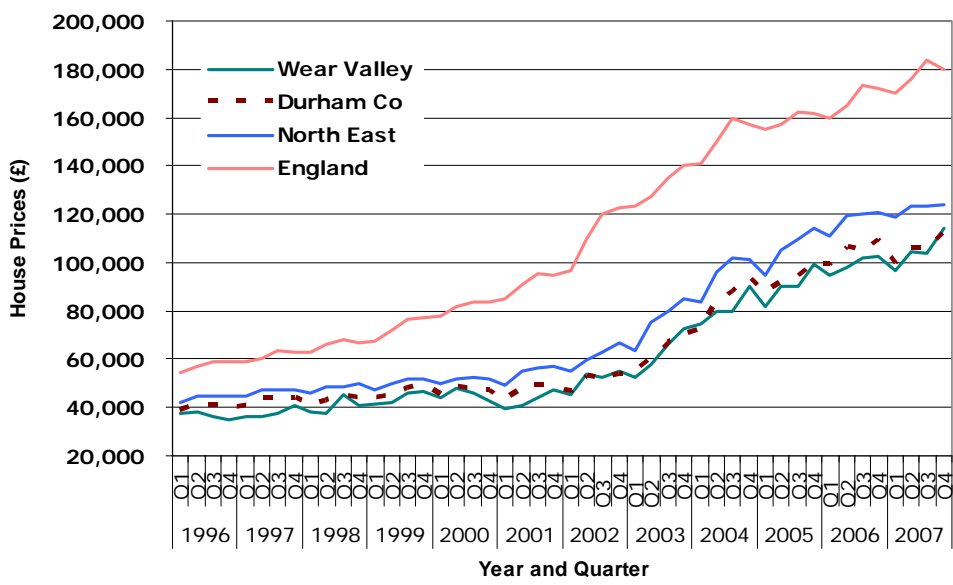
All households in Wear Valley were sent a questionnaire and a total of 4,088 were returned and used in data analysis. This represents a 14.2% response rate. Responses were weighted and grossed to take account of response bias to reflect the total population. Despite the low response rate, the total number of questionnaires back was well in excess of the 1,500 specified in Government guidance.

Housing market context

Wear Valley is located in western County Durham and has a population of around 61,800. The District includes the towns of Bishop Auckland and Crook which are located to the east of the District, but District is predominantly rural in character.

Figure ES1 shows how prices in Wear Valley have more than doubled over the period 1996 to 2007, with median¹ prices peaking at £105,000 in 2007. Median prices in Wear Valley are marginally below those of County Durham and the North East. On the basis of income to house price ratios, Wear Valley is positioned after Teesdale and Durham City in terms of relative affordability: it is the third least affordable District in the county.

Figure ES1 House price trends: Wear Valley, County Durham, North East and England



Source: Land Registry

¹ Median = the 'middle value' of house prices: 50% are below this figure and 50% are above it.

The administrative boundary of Wear Valley as a district is not quite a self-contained market area. Overall, 62.2% of movers originated from within the district. According to the CLG, a self-containment market area is where least 70% of moves take place within it). Only Bishop Auckland can be described as relatively self-contained, with around 60% of moving households originating from the same sub-area. It can be argued that Wear Valley is part of a wider market area which includes Durham, Sedgfield and Teesdale. This is further reinforced by commuter flows, with strong out-flows to Durham City and areas including Tees Valley particularly noted.

Current housing market

A range of material has been gathered to help identify current market drivers and the characteristics of housing markets across Wear Valley and linkages with other areas.

Demographic drivers:

ONS projections predict that the population of Wear Valley will increase by 13.2% to 71,300 by 2031;

Over the next few decades, there will be a 'demographic shift' with the number (and proportion) of older people increasing; in particular, the number of 75+ residents is expected to increase by 90.4% by 2031;

There is limited ethnic diversity amongst Wear Valley's population;

ONS trend-based projections indicate that the number of households is expected to increase to 30,000 by 2029;

Official data suggests that there is a small number of overseas nationals working in Wear Valley including 70 from Poland in 2006/7;

The three largest household groups are couples with children, couples with no children and single people aged 60 or over. Household projections indicate that the proportion of singles and other household types is likely to increase.

Economic drivers:

Rates of economic activity in Wear Valley are slightly lower than regional and national averages and 58% of residents in employment work outside the district;

Proportions of working age residents with NVQ3 and 4-level qualifications are below national averages;

Lower quartile incomes are below regional and national averages, although median incomes are higher than the regional average income figure.

Dwelling stock:

- 85.9% of properties are houses, 10.6% bungalows and 2.9% are flats/maisonettes;
- 33.3% of all properties were built before 1919; 20.3% have been built since 1985;
- 73.2% of properties are owner-occupied, 19.2% are social rented and 7.2% are private rented.

Satisfaction with area:

Satisfaction with neighbourhood is an important underlying market driver across Wear Valley. The majority of residents are satisfied with their area (the proportion was highest in St. John's Chapel and lowest in Coundon). Overall, there was a high level of satisfaction expressed for primary schools and nursery provision. Dissatisfaction was most likely to be voiced over access to leisure facilities, cycle paths and car parking. Within Wear Valley there are some considerable variations in relative satisfaction at ward level.

Future housing market

The drivers of the future housing market in Wear Valley have been explored, focusing on household numbers, economic trends and future affordability. Some high-level messages from information obtained would include:

- The number of households in Wear Valley is expected to increase over the next few decades, most likely fuelled by an increase in one person and multi-person households (e.g. friends sharing) which reflects national and regional trends. At the same time, the population is expected to age which will considerably change the dynamic of household structure across the District;
- The LSP Forum for Business has identified priorities for improving the economic performance of the District. More importantly, the role of Wear Valley in supporting sub-regional and regional economic growth must be asserted;
- Over the next few years, the performance of the housing market will need to be closely scrutinised. The impact of mortgage restrictions, falling prices and a potential slowdown in house building has yet to be determined;
- The delivery of additional affordable and accessible homes across the district is an important strategic priority;
- Improving the quality of stock across all tenures is a key challenge which will help to promote long-term community sustainability and quality of life.

Housing need, affordable requirements and general market demand

Housing need and affordable requirements

National planning policy guidance (PPS3) provides definitions of affordability and affordable housing.

Affordability is a measure of whether housing may be afforded by certain groups of households. It is measured on the basis of gross household income and:

- An owner-occupied or intermediate tenure property is unaffordable if it costs more than 3.5x a single or 2.9x a joint gross household income. Households entering owner-occupation are also assumed to have at least a 5% deposit;
- A rented property is unaffordable if it costs more than 25% of gross household income.

Affordable housing includes social rented and intermediate housing (e.g. shared equity), provided to specified eligible households whose needs are not met in the market.

A detailed analysis of affordable housing requirements using a methodology advocated in Government Guidance has been carried out. Analysis indicates that across Wear Valley, there is an annual gross shortfall of 129 affordable dwellings and a net shortfall of 86. We suggest that, prior to any future updating, the shortfall of 86 is taken as a measure of the annual supply/demand imbalance for the five year period 2007/8 to 2011/12

Table ES1 illustrates requirements by designation (general /older persons' accommodation), property size and sub-area.

Net Requirement	No beds	Bishop Auckland Area	Crook Area	Tow Law and Stanley	Willington Area	Rural Area	Total	% required
General	1 bed							
	2 bed	28		4	14	7	53	61.6
	3 bed		11			1	12	14.0
	4 bed	1	1	1			3	3.5
Older	1/2 bed	4	3	1	6	4	18	20.9
TOTAL		33	15	6	20	12	86	100
	% required	38.4	17.4	7.0	23.3	14.0	100	

Table ES1 Annual affordable housing imbalance 2007/8-2011/12

Source: 2008 household survey

On the basis of tenure preferences of existing households in need and newly-forming households, a tenure split of 77% social rented and 23% intermediate

tenure is suggested across the district. The current planning policy indicates a target of 20% of new housing to be affordable. The evidence in this SHMA confirms the need to provide affordable housing. For future planning policy, the Council will need to derive an affordable housing delivery figure on the basis of:

RSS net stock addition estimates and targets for affordable provision;

Likely delivery of affordable housing through sites coming forward; and

Assessing the economic viability of delivering affordable dwellings on these sites.

General market demand

PPS3 requires Local Planning Authorities to identify how it can achieve the right mix of properties through planned development.

The aspiration of existing and newly-forming households planning to move in the open market are summarised in Table ES2. Aspirations are largely for traditional housing and bungalows, with a degree of interest in flats/apartments, particularly amongst newly-forming households.

Table ES2 Household aspirations

Property preferences	type	% who would consider property type	
		Existing	Newly-forming
		Households	Households
House		61.5	54.2
Detached		23.8	
Semi-Detached		19.6	
Smaller Terraced		7.0	
Larger Terraced		11.1	
Flat		11.3	38.9
Bungalow		27.2	6.8
Base (HHs planning to move in open market)		5159	62

Source: 2008 household survey

Note: Newly-forming preferences were not disaggregated further

Figure ES2 reconciles market demand from existing, newly-forming and in-migrant households with likely capacity. It identifies the extent to which

markets are balanced (supply equalling demand) or where there are particular pressures by area, tenure, property size and type.

Figure ES2 Review of general market supply and demand

		Bishop Auckland Town	Cockton Hill	Coundon	Crook North	Crook South	Dene Valley	Escomb
Tenure	Total	Green	Yellow	Yellow	Yellow	Green	Green	Yellow
	Owner Occupied	Green	Yellow	Yellow	Yellow	Green	Green	Yellow
	Private Rented	Yellow	Green	Yellow	Red	Yellow	Green	Red
Property size	One	Green	Red	Yellow	Red	Red	Green	Red
	Two	Green	Yellow	Yellow	Green	Yellow	Green	Red
	Three	Yellow	Yellow	Yellow	Green	Yellow	Yellow	Red
	Four or more	Green	Yellow	Red	Red	Yellow	Green	Green
Property type	Detached Hse	Green	Yellow	Yellow	Yellow	Green	Green	Yellow
	Semi Det Hse	Red	Yellow	Red	Yellow	Green	Yellow	Yellow
	Terraced Hse	Green	Yellow	Yellow	Green	Green	Green	Red
	Flat (inc bedsits)	Yellow	Red	Yellow	Red	Yellow	Red	Red
	Bungalow	Red	Red	Red	Green	Red	Yellow	Red

		Henknowle	Howden	Hunwick	St. John's Chapel	Stanhope	Tow Law and Stanley	West Auckland
Tenure	Total	Green	Green	Green	Green	Yellow	Green	Yellow
	Owner Occupied	Green	Green	Green	Green	Yellow	Green	Yellow
	Private Rented	Yellow	Yellow	Yellow	Yellow	Green	Yellow	Yellow
Property size	One	Yellow	Red	Red	Green	Yellow	Red	Red
	Two	Green	Green	Yellow	Green	Yellow	Green	Green
	Three	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow
	Four or more	Yellow	Green	Green	Yellow	Yellow	Yellow	Yellow
Property type	Detached Hse	Yellow	Yellow	Yellow	Green	Yellow	Yellow	Yellow
	Semi Det Hse	Green	Green	Red	Green	Green	Green	Green
	Terraced Hse	Yellow	Yellow	Yellow	Yellow	Green	Green	Green
	Flat (inc bedsits)	Yellow	Red	Red	Green	Red	Red	Red
	Bungalow	Red	Red	Red	Red	Red	Red	Red

		Wheatbottom and Helmington Row	Willington Central	Willington West End	Wolsingham and Witton-le-Wear	Woodhouse Close	Wear Valley Total
Tenure	Total	Yellow	Yellow	Green	Yellow	Yellow	Yellow
	Owner Occupied	Green	Yellow	Green	Yellow	Yellow	Yellow
	Private Rented	Red	Yellow	Yellow	Yellow	Red	Yellow
Property size	One	Yellow	Red	Green	Red	Red	Red
	Two	Green	Yellow	Yellow	Yellow	Yellow	Green
	Three	Yellow	Yellow	Green	Yellow	Yellow	Yellow
	Four or more	Red	Yellow	Green	Yellow	Red	Yellow
Property type	Detached Hse	Red	Yellow	Green	Yellow	Yellow	Yellow
	Semi Det Hse	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow
	Terraced Hse	Green	Green	Green	Green	Green	Green
	Flat (inc bedsits)	Red	Red	Red	Red	Red	Red
	Bungalow	Red	Red	Red	Red	Red	Red

	Demand exceeds supply and particular pressure on stock
	Demand exceeds supply and some pressure on stock
	Demand equals supply; demand likely to be satisfied

Source: 2008 household survey

In summary, analysis of general market supply and demand suggests that:

Across Wear Valley, demand generally exceeds supply and there are a series of market pressures which vary by locality, property type and tenure;

Overall, there is generally some pressure on all types of housing, with the exception of two bedroom properties and terraced houses. There are general shortfalls of detached and semi-detached houses; flats/apartments and bungalows across the District; there are also shortfalls of larger three and four bedroom properties reported;

There is a reasonably good balance of dwellings in Bishop Auckland Town, Crook South, Dene Valley, Henknowle, St. John's Chapel and Willington West End;

Strongest pressure i.e. demand exceeding supply is noted in Escomb, Willington Central, Wolsingham/Witton-le-Wear. Data suggests a need to diversify the tenure profile in favour of open market provision in Woodhouse Close.

Overall, this analysis points to a need for Wear Valley to diversify its provision of market housing to reflect household aspirations.

Household groups who have particular housing requirements

There are a range of household groups who have particular housing requirements. The main report considers the requirements of families, older people, general and specialist support requirements; Black and Minority ethnic groups including Gypsies and Travellers.

Older people

The proportion of older people is expected to increase from 25.1% of the population now to 34.9% by 2029. The vast majority of older people (78.9%) want to continue to live in their current home with support when needed. A minority would consider other forms of housing such as sheltered accommodation (24.6%) and new forms of older persons' accommodation including older persons' apartments (9.4%) and properties in a retirement/care village (9.6%). Amongst older person households planning to move, there is a strong interest in bungalows (particularly two bedroom), smaller (2 and 3 bedroom) houses and ground floor flats (mainly amongst older singles).

A majority of people aged 60 or over (72.4%) are owner occupiers and they are increasingly going to require a wide range of support services including help with home improvements, gardening and domestic tasks.

Adaptations and support requirements

Better insulation/heating, double glazing, adaptations to bathroom and internal handrails are the most mentioned adaptations required by households.

Table ES3 Adaptations required

Adaptation Required	% Households
Better heating	13.0
Better insulation	12.6
Double glazing	12.0
Adaptations to Kitchen	9.9
Adaptations to Bathroom	19.4
Internal handrails	12.5
External handrails	6.6
Downstairs WC	8.6
Stair lift	10.0
Improvements to access	4.2
Wheelchair adaptations	4.2
Lever door handles	1.8
Room for a carer	2.4
Community alarm service	5.2
Security alarm	6.8
Increase the size of property e.g. extension	1.9
Base (older households)	8,043

Note: household could tick more than one option

Source: 2008 household survey

Help with property maintenance/repair, gardening and cleaning were most likely to be mentioned as other forms of assistance required by households (Table ES4).

Table ES4 Assistance required (all households)

Support required	% Households
Help with repair and maintenance of home	17.2
Help with gardening	14.6
Help with cleaning home	10.1
Help with other practical tasks (e.g. changing light bulbs, collecting prescriptions)	6.1
Want a Social Alarm (call for help alarm)	4.7
Help with personal care	4.6
Want company / friendship	3.7
Base (total households)	28,829

Note: household could tick more than one option

Source: 2008 household survey

Gypsies and Travellers

There are two local authority permanent sites in the District (20 pitches at Green Lane and 25 at St. Philip's Park). A County Durham-wide study indicated a requirement of 3 to 5 new sites with up to 12 pitches on each site. A regional study into Gypsy and Traveller requirements by White Young Green Planning suggested a need for 31 pitches across Teesdale and Wear Valley.

Black, Asian and Minority Ethnic (BAME) issues

The household survey identified 361 households headed by someone from a BAME ethnic group. 8.1% of BAME households were in housing need, with overcrowding and sharing facilities most likely to be cited.

More information

Copies of the full report are available from Richard Roddam, Wear Valley District Council on 01388 765 555 or email r.roddam@wearvalley.gov.uk.



HOUSING SERVICES COMMITTEE

10 DECEMBER 2008

Report of the Acting Strategic Director for the Community
COUNTY DURHAM RENT DEPOSIT GUARANTEE SCHEME

purpose of the report

- 1 To advise Committee of the proposed operating details for the above scheme as requested as part of the approval of membership given at Housing Services Committee on 8 May 2008.

background

- 2 At its meeting on 5 March 2008, the County Durham Homelessness Action Partnership (HAP) agreed to ask Supporting People (SP) to commission a Countywide Rent Deposit Guarantee Scheme by including it within the new Holistic Floating Support Service (HFS). The concept for the scheme was that each authority would provide the bond guarantees for its own area and the process would be administered by the HFS.
- 3 Although the process of seeking approval for the scheme from current District Councils is still ongoing, it has been incorporated as a priority in the Sub Regional Homelessness Strategy being developed as part of the Local Government Review process.

scheme details

- 4 The scheme will be open to all people who are already homeless or who are at risk of becoming homeless. Its main aim is to assist eligible people with overcoming the difficulty of providing an advance bond when they attempt to access private sector housing as a means of securing accommodation. The scheme will also give landlords a financial guarantee and support to minimise any management problems that might occur with such tenancies.
- 5 The local Homelessness/Housing Options Team will be the first point of contact for clients, although they may have been referred from another organisation. Appropriate clients will then be referred to the HFS who will work with the local authority and other local bodies to find a suitable property. Once a tenancy is in place the HFS will be the point of contact for both the landlord and tenant if a problem occurs. There will,

however, be a need for flexibility in this approach to cope with fluctuations in capacity and demand.

- 6 Initially, bond guarantees will be limited to a maximum of £300 in any one case and will remain in place for the period of the initial tenancy agreement (normally six months or one year). During this period the client will be expected to make additional payments above the monthly rent in order to build up their own bond.
- 7 At the end of the initial tenancy period the scheme's bond guarantee will be withdrawn and replaced by the bond built up by the client. Calls on the schemes bond will only be made if tenants fail to build their own bond and it can be clearly established that the landlord has experienced a relevant loss of income and/or property damage. All returned bonds recovered from the clients will go back into the scheme's overall fund and be used to support future clients.
- 8 In addition, the Homelessness/Housing Options Team and HFS will work with the Housing Benefit Service in order attempt to fast track claims and to maximise the number of payments that are made direct to landlords as well as ensuring that discretionary housing benefit is available where needed.

financial implications

- 9 Wear Valley's 2008/09 Homelessness Strategy Implementation Grant has been set at £40,000. The commitment of £6,000 agreed in May is to be funded from this income with no implication for any other budgets.
- 10 Wear Valley's contribution will be transferred to and held by Durham County Council following the relevant invoicing process. This sum will, initially, only be available to support applicants within the district, although any under spend for 08/09 will be retained for the same purpose within the wider County scheme for 09/10. It is anticipated that the differing amounts contributed, and current organisational structures within the individual districts will result in initial variations, but once the unitary authority is in place, these should be rectified.

legal implications

- 11 A Partnership Agreement between the delivery agent (HFS) and all parties who contribute to the bond scheme will be drawn up. This will outline commitments to and expectations from the scheme. This will enable the guarantee to be a legal agreement between the delivery agent, the landlord and the client, rather than setting up several versions of the legal agreement for each agency that has funds for bonds.

- 12 Under the Homelessness Provisions of the Housing Act 1985 and Homelessness Act 2002 there is a legal duty for local authorities to provide advice assistance so as to minimise homelessness in their area. The homelessness prevention that will be achieved through this scheme will count as a positive contribution to this activity which is measured under the LH1 (formerly BVPI 213) performance indicator, as well as being a target indicator under the Local Area Agreement (LAA) framework.

human resource implications

- 13 There are no human resource implications as referrals will be dealt with by existing staff with the additional capacity represented by the HFS.

crime and disorder implications

- 14 In giving those using the service a more stable home it is hoped that the chaotic lifestyles that tend to accompany 'homelessness' will be more open to change and result in lower levels of offending.

RECOMMENDED

- 1 That Committee note the details of the scheme and reaffirm the authority's involvement in it.

Officer responsible for the report
David Milburn
Acting Strategic Director for the Community
Ext. 379

Author of the report
Craig Douglas
Homelessness Officer
Ext. 742101



HOUSING SERVICES COMMITTEE

10 DECEMBER 2008

Report of the Strategic Director for the Community
WEAR VALLEY PRIVATE SECTOR STOCK CONDITION SURVEY

purpose of the report

- 1 To seek the approval of Housing Services Committee to fully implement the Wear Valley Private Sector Stock Condition Survey.

background

- 2 Understanding the current condition of private properties within the district is of paramount importance. It enables a system of robust forward planning to take place to deliver assistance to those customers who live in defective properties.
- 3 Additionally through the implementation of the stock condition database, the data can be constantly updated, this ensures at any given time we are aware of progress towards meeting the government's aspirations that customers should live in a property which is of a decent standard and free from hazards.
- 4 Housing Committee agreed to commission a Stock Condition survey of private dwellings, this process took a total of 6 months and has provided the Council with the required data.

findings

- 5 Property Tectonics were awarded the contract to carry out the stock condition survey, additionally a comprehensive method statement was obtained prior to work commencing.
- 6 A total of 2611 surveys were completed on properties within the private sector. Although progress was initially slow, the response received from customers was overwhelming and many customers requested to be a part of the scheme and receive a free survey. Of these surveys it was aimed that we would achieve 50% full surveys completed, with a further 50% extensive external survey complimented with information gained from the customer. It was encouraging that a total of 1440 full/partial surveys were completed. With a further 1171 completed on an external only basis.
- 7 The findings concluded that in the region of 14% of private sector customers live in a property that fails to meet the basic Decent Homes

Standard. Whilst this is a relatively high figure, it is encouraging to note that the Building Research Establishments projection based on 2001 data was that in the region of 35% lived in non decent accommodation.

- 8 This robust data is the most accurate estimate and clearly highlights a number of issues. The main issue being that poor house conditions, which is affecting 14% of all private customers does have a direct influence on their health and social wellbeing. Instances of dampness within the property is proven to be detrimental to health. The full report is attached as Annex C.
- 9 As part of the survey a comprehensive assessment of the current energy performance of the home was conducted. This concluded that an average SAP rating of 58 is the baseline figure. This places properties within the amber range based on the government's model. Many properties fall well below this average with many living in properties which are extremely hard and expensive to heat. Low levels of insulation and older central heating systems add to this problem. As outlined in section 12 of the report, the majority of properties with a poor SAP rating are located off the mains gas network and are predominantly within the Weardale area.
- 10 The results of this survey have been of particular interest to the sub region who have been considering undertaking an enhanced Building Research Establishment assessment on Housing Stock in the New Year. However due to the massive difference in 2001 BRE projections and Property Tectonics projections, it is being recommended that the enhanced BRE model is carried out as a pilot exercise for Wear Valley to ascertain if the results match those of the Property Tectonics study. This is an excellent example of Wear Valley developing the most robust information within the County which is being seen as a way forward at the sub regional level.
- 11 The information gathered will now be used to target intervention and resources. Through Single Housing Investment Pot funding a business case has been made for additional funding to address levels of non decency through grants and loans to homeowners. Additionally a programme of energy efficiency measures is being developed to give customers who have been identified as living in poor thermally efficient properties to receive support.

- 12 The database will be updated at every given opportunity, when energy efficiency measures are made, or grants awarded, the database will be updated to reflect this. This ensures robust monitoring can take place.

financial implications

- 13 There are no financial implications to this report.

human resource implications

- 14 The implications of this report will be integrated via the Housing Strategy Manager.

legal implications

- 15 There are no legal implications to the implementation of this report.

equality and diversity implications

- 16 The report has undergone an equality and diversity impact assessment. The results have demonstrated that there are no adverse aspects of the report that would cause any issue of non compliance with equality and diversity.

timescale

- 17 It is important that the report is fully implemented and agreed, this ensures the database can be updated and information gathered.

summary

- 18 This is an extensive piece of research which has again shown how Wear Valley is a forward thinking authority and has a significant advantage over our sub regional and regional partners with regard to having a robust evidence base.
- 19 Through the report, we are in an advanced position which will enable schemes to be developed to assist our most vulnerable customers.

RECOMMENDED

- 1 Committee agrees to fully implement and endorse the findings of the report.

Officer responsible for the report
David Milburn
Acting Strategic Director for the Community
Ext 379

Author of the report
Richard Roddam
Housing Strategy Manager
Ext 294



Private Sector Housing Survey
Report November 2008
for
Wear Valley District Council

Prepared by Property Tectonics
Heywood Hall • Bolton Road • Pendlebury • Manchester • M27 8UX

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Introduction

This report summarises the findings to date of a stock condition survey of the Private sector Housing Stock in the Wear Valley District commenced in March 2008.

Dwelling Numbers

A complete address list of 28,349 properties was supplied by the council. Of these, 4,991 were properties managed by Dale & Valley, so were removed from the survey sample.

The Council required a 10% survey of the remaining total of 23,358 properties. An initial random sample of just over 10,000 were then selected for survey. This number allowed for the probability that access to properties to carry out the survey would be poor.

As the survey progressed, further properties were randomly selected when it became apparent that assess would be poorer than anticipated.

At the conclusion of the survey, a total of 2,611 surveys had been carried out, from a total of 11,939 appointments.

Access Statistics

At the conclusion of the survey, a total of 2,611 surveys had been carried out, from a total of 11,939 appointments.

Of the 2,611 surveys, 1,167 were complete surveys where the owners allowed complete access to both the interior and exterior of the property. A further 273 partial surveys were achieved where the owner was unwilling to allow internal access but provided information to the surveyor on the doorstep. Finally, 1,171 external only surveys were carried out where the owner was willing to allow access to the external of the property only.

Condition Statistics - Overall

The condition of all inspected elements was assessed by the surveyor. The condition was graded according to the following table:

Code	Short Description	Long Description
A	Very Good Condition	As new, requires no work
B	Good Condition	Some signs of ageing, but mainly visual - decoration etc. possibly required.
C	Average Condition	Definite signs of wear and tear; but serviceable, with acceptable levels of ongoing maintenance.
D	Poor Condition	Serviceable but only short life, expected deterioration into Category E within five years. Extensive maintenance may be required for component to remain serviceable. Likelihood of visual impairment.
E	Very Poor Condition	Imminent total failure, component at end of economic life.
L	Long Life Component	A Long Life Component where the Remaining Life Component Life is Greater Than 50 Years

Using the above definitions, the following overall results were obtained:

	A	B	C	D	E	L
Complete Bathroom	21%	31%	38%	10%	0%	0%
Separate W/C	32%	44%	23%	2%	0%	0%
External Decoration	3%	20%	70%	6%	2%	0%
Front Door	12%	37%	47%	4%	0%	0%
Wall Claddings	10%	19%	66%	4%	0%	0%
Rear Door	11%	35%	49%	4%	0%	0%
Windows	10%	41%	42%	6%	1%	0%
Lighting	4%	70%	25%	1%	0%	0%
Fences/Boundaries	8%	13%	74%	3%	0%	2%
Paths/Pavings	5%	18%	71%	6%	0%	0%
Garages	16%	31%	44%	6%	1%	2%
Complete Kitchen	17%	33%	40%	10%	1%	0%
Chimney	4%	7%	75%	13%	1%	0%
Roof Covering	2%	18%	60%	10%	1%	10%
Fascias & Soffits	12%	29%	53%	6%	0%	0%
Rainwater goods	10%	22%	57%	10%	0%	0%
Boiler	22%	27%	29%	20%	2%	0%
CO2 Detectors	12%	26%	5%	4%	53%	0%
Electrical Inst Wiring	8%	34%	39%	19%	0%	0%
Hot Water Heating	7%	39%	37%	16%	0%	0%
Secondary Heating	8%	35%	46%	11%	1%	0%
Smoke/Heat Detectors	13%	32%	43%	3%	10%	0%
Space Heating	14%	21%	50%	16%	0%	0%

Decency - Overall

Introduction

In 2001 the Government has set an agenda for all social sector housing to be 'decent' by 2010, with the current number of 'non-decent homes' to be reduced by a third between 2001 and 2004. In order to achieve this goal the DETR issued guidance on how this was to be achieved and measured in July 2001.

Although this report relates to Private Sector Housing, it was felt that Decency statistics would proved useful.

The definition of a Decent Home is given below:

Criteria	Details
(A) Meets current statutory standards for housing.	The property must have no severe failure when assessed according to the Housing Health & Safety Rating System (HHSRS)
(B) Is in a reasonable state of repair.	It fails if one of the following is old and in poor condition: Ext. walls; roof covering or structure; ext. windows/doors; chimneys; primary heating; or electrical installation Or if two or more other components are old and in poor condition.
(C) Has reasonably modern facilities and services:	It will fail if it has any three of the following specific items: <ul style="list-style-type: none"> • Kitchen more than 20 years old; • Kitchen with adequate space or layout;

Criteria	Details
	<ul style="list-style-type: none"> • Bathroom/w.c. more than 30 years old; • Bathroom/w.c. inappropriately located; • Inadequate noise insulation against external sources; • Inadequate size and layout of common areas.
(D) Provides a reasonable degree of Thermal Comfort	This criteria is judged by assessing the type of heating in a property together with the type of roof and wall insulation.

-

The Decent Homes statistics for the surveyed properties were:

Decent:	86%
Non Decent:	14%

Energy Efficiency - Overall

Background

The Energy Performance of Buildings Directive 2002/91/EC (EPBD) was made law on 4th January 2003 and represents one of the most important recent UK energy legislation.

The overall objective of the Directive is to:

'Promote the improvement of energy performance of buildings within the Community taking into account outdoor climatic and local conditions, as well as indoor climate requirements and cost-effectiveness.'

This European Directive was the EU's response to the Kyoto Protocol which was signed on the 11th of December 1997 and had the objective of reducing greenhouse gases in an effort to prevent climate change. The Kyoto Protocol covers 181 countries worldwide and came into force on the 16th of February 2005 and in principal is an agreement that industrialised countries will collectively reduce their greenhouse emissions by 5.2% when compared to 1990 levels.

With respect to the United Kingdom's commitment to reducing greenhouse emissions a draft Climate Change Bill was published on March 13 2007 and aims to put in place a framework to achieve a mandatory 60% cut in the UK's carbon emissions by 2050 (compared to 1990 levels), with an intermediate target of between 26% and 32% by 2020. *If approved, the United Kingdom is likely to become the first country to set such a long-range and significant carbon reduction target into law.*

The Energy Performance of Buildings Directive

The EPBD is a key document in the reasoning behind the UK's Climate Change Bill and the direction of UK Building Regulations building performance standards (Part L of the Building Regulations). It has also led to the growth of a new sector which aims to fulfil the requirements of the rest of the EPBD's 15 articles. The key features and requirements contained in articles 3 to 10 have been fulfilled by this new sector and cover four key areas:

➤ *Establishing a methodology*

The specification of a calculation methodology is central to the Directive as it impinges on the requirements both for building regulations and for energy performance certificates. This is fulfilled by the National Calculation **Methodology in the form of RdSAP, SAP and SBEM calculations.**

➤ *Minimum energy performance requirements*

This has been fulfilled in the most part by changes in Part L of the building regulations which specify the performance requirements of new buildings along with the performance of modifications to existing buildings.

➤ *Energy Performance Certificates*

These must provide certain information in order to inform the lay person on the performance of a building at construction, sale or rent. There must also be information provided on cost effective measures to improve energy performance.

➤ *Inspections of boilers and air conditioners*


The requirement for inspection of boilers is already fulfilled in the majority of cases in the form of an advice system. The requirement for inspection of boilers is yet to be fully implemented, however this is to be fulfilled through qualified or accredited experts inspecting systems in bands of > 250 kW and > 12 kW but < 250 kW


Domestic EPCs (Energy Performance Certificates)

A Domestic EPC predicts the amount of energy used in the property and ranks this energy consumption on a scale of A-G. This Certificate is calculated using a RdSAP model. A number of Companies have produced approved software to calculate the Energy efficiency of domestic properties. The software model uses information input to predict the likely energy consumption of the building. To do this it requires data about the building construction, heating and insulation.

Property Tectonics has developed BRE & CLG approved software to generate energy performance certificates in both the domestic and non domestic sector. The software was used by qualified Domestic Energy Assessors registered with the RICS accreditation scheme. All complete surveys contained an RdSAP assessment using this methodology.

The overall average SAP rating of the assessed properties was **58**. The Environmental Impact Rating was **55**. The tables below indicate how these fit with the Government's rating system.

Energy Efficiency Rating		
	Current	Potential
Very energy efficient - lower running costs		
(92 plus) A		
(81-91) B		
(69-80) C		
(55-68) D		
(39-54) E		
(21-38) F		
(1-20) G		
Not energy efficient - higher running costs		
England & Wales	EU Directive 2002/91/EC 	

Environmental Impact (CO ₂) Rating		
	Current	Potential
Very environmentally friendly - lower CO ₂ emissions		
(92 plus) A		
(81-91) B		
(69-80) C		
(55-68) D		
(39-54) E		
(21-38) F		
(1-20) G		
Not environmentally friendly - higher CO ₂ emissions		
England & Wales	EU Directive 2002/91/EC 	

Condition Statistics by Town

The condition statistics provided in section 4 can also be subdivided by town. In order to avoid the data being skewed by small numbers of surveys, any town with less than 4 complete surveys is placed in the 'Other' category. The complete data is tabulated in Appendix 1.

Decency Statistics by Town

The Decency statistics provided in section 5 can also be subdivided by town. In order to avoid the data being skewed by small numbers of surveys, any town with less than 4 complete surveys is placed in the 'Other' category. The complete data is tabulated in Appendix 2.

Energy Efficiency by Town

The Energy Efficiency data provided in section 6 can also be subdivided by town. In order to avoid the data being skewed by small numbers of surveys, any town with less than 4 complete surveys is placed in the 'Other' category. The complete data is tabulated in Appendix 3.

Appendix 1 – Tables of Condition Statistics by Town

The condition of all inspected elements was assessed by the surveyor. The condition was graded according to the following table:

Code	Short Description	Long Description
A	Very Good Condition	As new, requires no work
B	Good Condition	Some signs of ageing, but mainly visual - decoration etc. possibly required.

Code	Short Description	Long Description
C	Average Condition	Definite signs of wear and tear; but serviceable, with acceptable levels of ongoing maintenance.
D	Poor Condition	Serviceable but only short life, expected deterioration into Category E within five years. Extensive maintenance may be required for component to remain serviceable. Likelihood of visual impairment.
E	Very Poor Condition	Imminent total failure, component at end of economic life.
L	Long Life Component	A Long Life Component where the Remaining Life Component Life is Greater Than 50 Years

Using the above definitions, the following results were obtained:

Auckland Park		A	B	C	D	E	L
Complete Bathroom		5%	42%	53%	0%	0%	0%
External Decoration		0%	14%	82%	0%	5%	0%
Front Door		30%	35%	35%	0%	0%	0%
Wall Claddings		22%	33%	45%	0%	0%	0%
Rear Door		30%	36%	34%	0%	0%	0%
Windows		32%	50%	16%	0%	3%	0%
Lighting		35%	65%	0%	0%	0%	0%
Fences/Boundaries		16%	18%	61%	0%	4%	0%
Paths/Pavings		62%	26%	13%	0%	0%	0%
Garages		38%	55%	7%	0%	0%	0%
Complete Kitchen		16%	26%	58%	0%	0%	0%
Chimney		0%	29%	71%	0%	0%	0%
Roof Covering		0%	43%	11%	14%	0%	32%
Fascias & Soffits		32%	38%	30%	0%	0%	0%
Rainwater goods		35%	32%	32%	0%	0%	0%
Boiler		26%	11%	58%	5%	0%	0%
CO2 Detectors		17%	25%	0%	0%	58%	0%
Electrical Inst Wiring		0%	79%	21%	0%	0%	0%
Hot Water Heating		0%	100%	0%	0%	0%	0%
Smoke/Heat Detectors		0%	89%	0%	0%	11%	0%
Space Heating		0%	37%	63%	0%	0%	0%

Billy Row		A	B	C	D	E	L
Complete Bathroom		13%	50%	38%	0%	0%	0%
External Decoration		0%	0%	100%	0%	0%	0%
Front Door		0%	8%	92%	0%	0%	0%
Wall Claddings		0%	6%	94%	0%	0%	0%
Rear Door		0%	17%	83%	0%	0%	0%
Windows		0%	83%	17%	0%	0%	0%
Lighting		0%	100%	0%	0%	0%	0%
Fences/Boundaries		0%	0%	100%	0%	0%	0%
Paths/Pavings		0%	0%	100%	0%	0%	0%
Garages		0%	25%	75%	0%	0%	0%
Complete Kitchen		0%	63%	38%	0%	0%	0%
Chimney		0%	0%	100%	0%	0%	0%
Roof Covering		0%	20%	53%	20%	0%	7%
Fascias & Soffits		0%	36%	64%	0%	0%	0%
Rainwater goods		0%	8%	75%	17%	0%	0%
Boiler		25%	13%	63%	0%	0%	0%
CO2 Detectors		0%	38%	13%	0%	50%	0%
Electrical Inst Wiring		0%	100%	0%	0%	0%	0%
Hot Water Heating		0%	100%	0%	0%	0%	0%
Smoke/Heat Detectors		13%	63%	0%	0%	25%	0%
Space Heating		0%	0%	100%	0%	0%	0%

Binchester		A	B	C	D	E	L
Complete Bathroom		0%	29%	57%	14%	0%	0%
External Decoration		3%	0%	97%	0%	0%	0%
Front Door		0%	37%	42%	21%	0%	0%
Wall Claddings		2%	6%	90%	2%	0%	0%
Rear Door		3%	58%	23%	18%	0%	0%
Windows		0%	24%	40%	36%	0%	0%
Lighting		0%	67%	33%	0%	0%	0%
Fences/Boundaries		0%	2%	96%	2%	0%	0%
Paths/Pavings		0%	0%	100%	0%	0%	0%
Garages		0%	0%	0%	0%	0%	0%
Complete Kitchen		0%	29%	29%	43%	0%	0%
Chimney		0%	0%	100%	0%	0%	0%
Roof Covering		0%	18%	65%	18%	0%	0%
Fascias & Soffits		0%	6%	86%	8%	0%	0%
Rainwater goods		0%	3%	97%	0%	0%	0%
Boiler		14%	43%	14%	29%	0%	0%
CO2 Detectors		0%	0%	0%	0%	0%	0%
Electrical Inst Wiring		0%	0%	100%	0%	0%	0%
Hot Water Heating		0%	0%	0%	0%	0%	0%
Smoke/Heat Detectors		0%	0%	100%	0%	0%	0%
Space Heating		0%	0%	57%	43%	0%	0%

Bishop Auckland		A	B	C	D	E	L
Complete Bathroom		26%	28%	34%	12%	1%	0%
External Decoration		6%	15%	69%	7%	3%	0%
Front Door		8%	36%	53%	3%	0%	0%
Wall Claddings		4%	13%	79%	4%	0%	0%
Rear Door		8%	29%	60%	3%	0%	0%
Windows		6%	33%	53%	7%	1%	0%
Lighting		4%	92%	4%	0%	0%	0%
Fences/Boundaries		3%	14%	77%	3%	0%	3%
Paths/Pavings		3%	15%	78%	4%	0%	0%
Garages		6%	30%	52%	8%	0%	4%
Complete Kitchen		22%	22%	44%	11%	1%	0%
Chimney		3%	10%	69%	18%	0%	0%
Roof Covering		2%	15%	67%	12%	0%	3%
Fascias & Soffits		7%	28%	57%	9%	0%	0%
Rainwater goods		5%	19%	60%	15%	0%	0%
Boiler		30%	27%	16%	26%	2%	0%
CO2 Detectors		14%	12%	0%	0%	74%	0%
Electrical Inst Wiring		6%	20%	52%	21%	0%	0%
Hot Water Heating		15%	30%	27%	28%	0%	0%
Smoke/Heat Detectors		9%	30%	49%	3%	10%	0%
Space Heating		18%	16%	47%	19%	0%	0%

Close House		A	B	C	D	E	L
Complete Bathroom		33%	0%	67%	0%	0%	0%
External Decoration		0%	0%	100%	0%	0%	0%
Front Door		20%	0%	60%	20%	0%	0%
Wall Claddings		0%	40%	60%	0%	0%	0%
Rear Door		20%	20%	40%	20%	0%	0%
Windows		14%	43%	29%	14%	0%	0%
Lighting		0%	100%	0%	0%	0%	0%
Fences/Boundaries		0%	0%	83%	17%	0%	0%
Paths/Pavings		0%	0%	100%	0%	0%	0%
Garages		0%	0%	0%	0%	0%	0%
Complete Kitchen		33%	67%	0%	0%	0%	0%
Chimney		0%	0%	100%	0%	0%	0%
Roof Covering		0%	60%	20%	20%	0%	0%
Fascias & Soffits		25%	0%	75%	0%	0%	0%
Rainwater goods		20%	20%	60%	0%	0%	0%
Boiler		50%	50%	0%	0%	0%	0%
CO2 Detectors		0%	0%	0%	0%	100%	0%
Electrical Inst Wiring		33%	67%	0%	0%	0%	0%
Hot Water Heating		100%	0%	0%	0%	0%	0%
Smoke/Heat Detectors		33%	0%	0%	0%	67%	0%
Space Heating		33%	0%	67%	0%	0%	0%

Coronation		A	B	C	D	E	L
Complete Bathroom		0%	100%	0%	0%	0%	0%
External Decoration		0%	0%	100%	0%	0%	0%
Front Door		0%	0%	100%	0%	0%	0%
Wall Claddings		0%	0%	100%	0%	0%	0%
Rear Door		0%	7%	93%	0%	0%	0%
Windows		0%	81%	19%	0%	0%	0%
Lighting		0%	11%	89%	0%	0%	0%
Fences/Boundaries		0%	0%	100%	0%	0%	0%
Paths/Pavings		0%	0%	100%	0%	0%	0%
Garages		0%	100%	0%	0%	0%	0%
Complete Kitchen		0%	50%	50%	0%	0%	0%
Chimney		0%	0%	93%	7%	0%	0%
Roof Covering		0%	50%	50%	0%	0%	0%
Fascias & Soffits		0%	53%	40%	7%	0%	0%
Rainwater goods		0%	33%	53%	13%	0%	0%
Boiler		0%	0%	50%	50%	0%	0%
CO2 Detectors		0%	100%	0%	0%	0%	0%
Electrical Inst Wiring		0%	50%	50%	0%	0%	0%
Hot Water Heating		0%	0%	0%	0%	0%	0%
Smoke/Heat Detectors		0%	100%	0%	0%	0%	0%
Space Heating		0%	0%	100%	0%	0%	0%

Coundon		A	B	C	D	E	L
Complete Bathroom		12%	27%	46%	15%	0%	0%
External Decoration		0%	0%	100%	0%	0%	0%
Front Door		6%	57%	30%	7%	0%	0%
Wall Claddings		5%	27%	60%	8%	0%	0%
Rear Door		6%	42%	42%	11%	0%	0%
Windows		6%	46%	45%	3%	0%	0%
Lighting		26%	37%	37%	0%	0%	0%
Fences/Boundaries		11%	2%	87%	0%	0%	0%
Paths/Pavings		15%	3%	80%	2%	0%	0%
Garages		0%	18%	82%	0%	0%	0%
Complete Kitchen		12%	17%	49%	22%	0%	0%
Chimney		0%	7%	69%	0%	24%	0%
Roof Covering		2%	23%	60%	8%	0%	6%
Fascias & Soffits		7%	12%	81%	0%	0%	0%
Rainwater goods		6%	6%	88%	0%	0%	0%
Boiler		11%	13%	42%	34%	0%	0%
CO2 Detectors		0%	7%	7%	0%	87%	0%
Electrical Inst Wiring		0%	43%	25%	32%	0%	0%
Hot Water Heating		10%	30%	30%	30%	0%	0%
Smoke/Heat Detectors		5%	37%	46%	2%	10%	0%
Space Heating		8%	5%	75%	13%	0%	0%

Coundon Gate		A	B	C	D	E	L
Complete Bathroom		0%	100%	0%	0%	0%	0%
External Decoration		0%	0%	100%	0%	0%	0%
Front Door		0%	50%	50%	0%	0%	0%
Wall Claddings		0%	0%	64%	36%	0%	0%
Rear Door		0%	100%	0%	0%	0%	0%
Windows		0%	33%	67%	0%	0%	0%
Lighting		0%	0%	100%	0%	0%	0%
Fences/Boundaries		0%	13%	88%	0%	0%	0%
Paths/Pavings		0%	0%	100%	0%	0%	0%
Garages		0%	0%	0%	0%	0%	0%
Complete Kitchen		0%	100%	0%	0%	0%	0%
Chimney		0%	0%	33%	67%	0%	0%
Roof Covering		10%	0%	20%	50%	0%	20%
Fascias & Soffits		25%	25%	50%	0%	0%	0%
Rainwater goods		17%	0%	83%	0%	0%	0%
Boiler		100%	0%	0%	0%	0%	0%
CO2 Detectors		0%	0%	0%	0%	0%	0%
Electrical Inst Wiring		0%	100%	0%	0%	0%	0%
Hot Water Heating		0%	0%	0%	0%	0%	0%
Smoke/Heat Detectors		0%	0%	0%	0%	100%	0%
Space Heating		0%	0%	100%	0%	0%	0%

Coundon Grange		A	B	C	D	E	L
Complete Bathroom		0%	15%	75%	10%	0%	0%
External Decoration		0%	0%	60%	12%	28%	0%
Front Door		33%	13%	41%	8%	5%	0%
Wall Claddings		0%	57%	21%	14%	7%	0%
Rear Door		0%	69%	12%	8%	12%	0%
Windows		31%	12%	40%	5%	12%	0%
Lighting		0%	100%	0%	0%	0%	0%
Fences/Boundaries		0%	0%	71%	27%	0%	2%
Paths/Pavings		0%	0%	100%	0%	0%	0%
Garages		0%	100%	0%	0%	0%	0%
Complete Kitchen		0%	65%	20%	10%	5%	0%
Chimney		0%	0%	18%	18%	64%	0%
Roof Covering		0%	52%	21%	6%	21%	0%
Fascias & Soffits		0%	50%	42%	0%	8%	0%
Rainwater goods		0%	8%	54%	35%	4%	0%
Boiler		5%	16%	63%	16%	0%	0%
CO2 Detectors		0%	0%	0%	0%	100%	0%
Electrical Inst Wiring		0%	5%	95%	0%	0%	0%
Hot Water Heating		0%	7%	93%	0%	0%	0%
Smoke/Heat Detectors		0%	5%	90%	0%	5%	0%
Space Heating		0%	15%	85%	0%	0%	0%

Eldon Lane		A	B	C	D	E	L
Complete Bathroom		22%	0%	56%	22%	0%	0%
External Decoration		0%	0%	92%	8%	0%	0%
Front Door		0%	15%	77%	0%	8%	0%
Wall Claddings		0%	60%	13%	13%	13%	0%
Rear Door		0%	23%	77%	0%	0%	0%
Windows		0%	38%	62%	0%	0%	0%
Lighting		0%	100%	0%	0%	0%	0%
Fences/Boundaries		0%	0%	100%	0%	0%	0%
Paths/Pavings		0%	0%	92%	0%	8%	0%
Garages		0%	0%	0%	0%	0%	0%
Complete Kitchen		22%	22%	44%	11%	0%	0%
Chimney		62%	8%	23%	8%	0%	0%
Roof Covering		5%	43%	33%	14%	0%	5%
Fascias & Soffits		7%	33%	53%	7%	0%	0%
Rainwater goods		13%	67%	7%	13%	0%	0%
Boiler		25%	13%	25%	0%	38%	0%
CO2 Detectors		0%	0%	0%	0%	0%	0%
Electrical Inst Wiring		0%	11%	22%	67%	0%	0%
Hot Water Heating		0%	0%	100%	0%	0%	0%
Smoke/Heat Detectors		0%	0%	100%	0%	0%	0%
Space Heating		22%	33%	0%	33%	11%	0%

Escomb		A	B	C	D	E	L
Complete Bathroom		0%	63%	38%	0%	0%	0%
External Decoration		0%	0%	100%	0%	0%	0%
Front Door		8%	25%	67%	0%	0%	0%
Wall Claddings		6%	25%	69%	0%	0%	0%
Rear Door		8%	23%	69%	0%	0%	0%
Windows		0%	71%	29%	0%	0%	0%
Lighting		0%	67%	33%	0%	0%	0%
Fences/Boundaries		0%	17%	79%	0%	0%	4%
Paths/Pavings		13%	13%	75%	0%	0%	0%
Garages		0%	17%	83%	0%	0%	0%
Complete Kitchen		0%	38%	63%	0%	0%	0%
Chimney		0%	0%	100%	0%	0%	0%
Roof Covering		0%	31%	56%	6%	0%	6%
Fascias & Soffits		8%	15%	77%	0%	0%	0%
Rainwater goods		8%	8%	85%	0%	0%	0%
Boiler		13%	0%	50%	13%	25%	0%
CO2 Detectors		20%	20%	0%	0%	60%	0%
Electrical Inst Wiring		0%	67%	17%	17%	0%	0%
Hot Water Heating		0%	33%	67%	0%	0%	0%
Smoke/Heat Detectors		13%	38%	38%	0%	13%	0%
Space Heating		0%	0%	100%	0%	0%	0%

Etherley Dene		A	B	C	D	E	L
Complete Bathroom		23%	49%	29%	0%	0%	0%
External Decoration		0%	33%	48%	19%	0%	0%
Front Door		2%	66%	32%	0%	0%	0%
Wall Claddings		2%	62%	37%	0%	0%	0%
Rear Door		4%	52%	44%	0%	0%	0%
Windows		3%	63%	33%	0%	0%	0%
Lighting		0%	100%	0%	0%	0%	0%
Fences/Boundaries		0%	23%	71%	2%	0%	5%
Paths/Pavings		12%	36%	50%	2%	0%	0%
Garages		0%	34%	64%	2%	0%	0%
Complete Kitchen		11%	49%	40%	0%	0%	0%
Chimney		0%	0%	100%	0%	0%	0%
Roof Covering		2%	38%	56%	4%	0%	0%
Fascias & Soffits		2%	58%	39%	0%	0%	0%
Rainwater goods		1%	33%	44%	22%	0%	0%
Boiler		23%	29%	26%	23%	0%	0%
CO2 Detectors		0%	43%	0%	0%	57%	0%
Electrical Inst Wiring		0%	9%	91%	0%	0%	0%
Hot Water Heating		0%	15%	85%	0%	0%	0%
Smoke/Heat Detectors		35%	29%	24%	0%	12%	0%
Space Heating		0%	29%	66%	6%	0%	0%

Fir Tree		A	B	C	D	E	L
Complete Bathroom		0%	100%	0%	0%	0%	0%
External Decoration		0%	50%	50%	0%	0%	0%
Front Door		20%	10%	60%	10%	0%	0%
Wall Claddings		18%	18%	64%	0%	0%	0%
Rear Door		20%	10%	60%	10%	0%	0%
Windows		20%	60%	10%	10%	0%	0%
Lighting		0%	100%	0%	0%	0%	0%
Fences/Boundaries		6%	24%	59%	0%	6%	6%
Paths/Pavings		0%	30%	50%	20%	0%	0%
Garages		0%	55%	45%	0%	0%	0%
Complete Kitchen		0%	80%	0%	20%	0%	0%
Chimney		0%	11%	78%	11%	0%	0%
Roof Covering		9%	45%	18%	9%	0%	18%
Fascias & Soffits		0%	56%	44%	0%	0%	0%
Rainwater goods		0%	40%	50%	10%	0%	0%
Boiler		0%	20%	80%	0%	0%	0%
CO2 Detectors		0%	50%	0%	0%	50%	0%
Electrical Inst Wiring		0%	100%	0%	0%	0%	0%
Hot Water Heating		0%	100%	0%	0%	0%	0%
Smoke/Heat Detectors		0%	100%	0%	0%	0%	0%
Space Heating		0%	20%	80%	0%	0%	0%

Frosterley		A	B	C	D	E	L
Complete Bathroom		15%	38%	38%	8%	0%	0%
External Decoration		0%	30%	67%	3%	0%	0%
Front Door		9%	43%	43%	6%	0%	0%
Wall Claddings		8%	36%	54%	2%	0%	0%
Rear Door		10%	41%	43%	5%	0%	0%
Windows		8%	44%	42%	6%	0%	0%
Lighting		0%	33%	67%	0%	0%	0%
Fences/Boundaries		9%	23%	63%	3%	0%	2%
Paths/Pavings		4%	27%	69%	0%	0%	0%
Garages		22%	11%	44%	0%	0%	22%
Complete Kitchen		19%	54%	23%	4%	0%	0%
Chimney		5%	8%	63%	25%	0%	0%
Roof Covering		3%	17%	47%	12%	4%	17%
Fascias & Soffits		2%	35%	42%	19%	2%	0%
Rainwater goods		3%	27%	44%	24%	2%	0%
Boiler		19%	50%	15%	15%	0%	0%
CO2 Detectors		100%	0%	0%	0%	0%	0%
Electrical Inst Wiring		4%	31%	58%	8%	0%	0%
Hot Water Heating		0%	0%	89%	11%	0%	0%
Smoke/Heat Detectors		0%	20%	60%	15%	5%	0%
Space Heating		8%	50%	27%	15%	0%	0%

Helmington Row		A	B	C	D	E	L
Complete Bathroom		0%	67%	0%	33%	0%	0%
External Decoration		0%	17%	83%	0%	0%	0%
Front Door		0%	0%	100%	0%	0%	0%
Wall Claddings		0%	14%	86%	0%	0%	0%
Rear Door		0%	0%	100%	0%	0%	0%
Windows		0%	38%	50%	0%	13%	0%
Lighting		0%	100%	0%	0%	0%	0%
Fences/Boundaries		13%	0%	88%	0%	0%	0%
Paths/Pavings		0%	100%	0%	0%	0%	0%
Garages		0%	0%	0%	0%	0%	0%
Complete Kitchen		0%	33%	67%	0%	0%	0%
Chimney		0%	0%	80%	20%	0%	0%
Roof Covering		0%	0%	33%	50%	0%	17%
Fascias & Soffits		25%	25%	50%	0%	0%	0%
Rainwater goods		17%	50%	33%	0%	0%	0%
Boiler		0%	33%	67%	0%	0%	0%
CO2 Detectors		0%	33%	0%	0%	67%	0%
Electrical Inst Wiring		0%	100%	0%	0%	0%	0%
Hot Water Heating		0%	100%	0%	0%	0%	0%
Smoke/Heat Detectors		0%	100%	0%	0%	0%	0%
Space Heating		0%	0%	100%	0%	0%	0%

Howden-Le-Wear		A	B	C	D	E	L
Complete Bathroom		17%	45%	14%	21%	3%	0%
External Decoration		0%	24%	63%	8%	5%	0%
Front Door		15%	44%	33%	9%	0%	0%
Wall Claddings		13%	24%	57%	5%	1%	0%
Rear Door		10%	31%	45%	10%	5%	0%
Windows		4%	49%	29%	13%	4%	0%
Lighting		0%	100%	0%	0%	0%	0%
Fences/Boundaries		6%	23%	69%	2%	0%	0%
Paths/Pavings		0%	20%	67%	13%	0%	0%
Garages		5%	23%	44%	18%	11%	0%
Complete Kitchen		21%	31%	31%	14%	3%	0%
Chimney		16%	14%	54%	16%	0%	0%
Roof Covering		3%	18%	59%	10%	4%	6%
Fascias & Soffits		7%	55%	30%	7%	2%	0%
Rainwater goods		7%	41%	34%	17%	0%	0%
Boiler		27%	42%	15%	15%	0%	0%
CO2 Detectors		13%	63%	13%	0%	13%	0%
Electrical Inst Wiring		0%	50%	25%	25%	0%	0%
Hot Water Heating		9%	45%	36%	9%	0%	0%
Smoke/Heat Detectors		12%	32%	32%	0%	24%	0%
Space Heating		11%	50%	36%	4%	0%	0%

Hunwick		A	B	C	D	E	L
Complete Bathroom		0%	23%	77%	0%	0%	0%
External Decoration		5%	10%	46%	39%	0%	0%
Front Door		8%	18%	59%	14%	0%	0%
Wall Claddings		30%	15%	40%	15%	0%	0%
Rear Door		7%	38%	45%	10%	0%	0%
Windows		12%	39%	41%	8%	0%	0%
Lighting		13%	50%	31%	6%	0%	0%
Fences/Boundaries		33%	0%	44%	22%	0%	0%
Paths/Pavings		33%	10%	52%	5%	0%	0%
Garages		63%	13%	25%	0%	0%	0%
Complete Kitchen		54%	31%	8%	8%	0%	0%
Chimney		4%	4%	75%	17%	0%	0%
Roof Covering		10%	8%	49%	3%	0%	29%
Fascias & Soffits		18%	18%	65%	0%	0%	0%
Rainwater goods		11%	34%	55%	0%	0%	0%
Boiler		15%	65%	4%	15%	0%	0%
CO2 Detectors		0%	0%	0%	0%	0%	0%
Electrical Inst Wiring		5%	68%	18%	9%	0%	0%
Hot Water Heating		0%	81%	19%	0%	0%	0%
Smoke/Heat Detectors		4%	54%	38%	0%	4%	0%
Space Heating		0%	58%	15%	27%	0%	0%

Leeholme		A	B	C	D	E	L
Complete Bathroom		6%	44%	50%	0%	0%	0%
External Decoration		0%	0%	100%	0%	0%	0%
Front Door		0%	64%	36%	0%	0%	0%
Wall Claddings		0%	21%	79%	0%	0%	0%
Rear Door		0%	77%	23%	0%	0%	0%
Windows		0%	36%	64%	0%	0%	0%
Lighting		0%	100%	0%	0%	0%	0%
Fences/Boundaries		3%	6%	91%	0%	0%	0%
Paths/Pavings		0%	0%	100%	0%	0%	0%
Garages		0%	57%	29%	0%	0%	14%
Complete Kitchen		0%	33%	61%	6%	0%	0%
Chimney		0%	0%	100%	0%	0%	0%
Roof Covering		4%	0%	84%	0%	0%	12%
Fascias & Soffits		19%	0%	81%	0%	0%	0%
Rainwater goods		5%	18%	77%	0%	0%	0%
Boiler		6%	50%	11%	33%	0%	0%
CO2 Detectors		0%	0%	0%	0%	100%	0%
Electrical Inst Wiring		11%	39%	11%	39%	0%	0%
Hot Water Heating		0%	25%	75%	0%	0%	0%
Smoke/Heat Detectors		0%	39%	33%	0%	28%	0%
Space Heating		6%	39%	22%	33%	0%	0%

Newfield		A	B	C	D	E	L
Complete Bathroom		0%	13%	63%	25%	0%	0%
External Decoration		0%	0%	100%	0%	0%	0%
Front Door		19%	14%	67%	0%	0%	0%
Wall Claddings		23%	23%	40%	14%	0%	0%
Rear Door		23%	23%	32%	23%	0%	0%
Windows		8%	19%	65%	8%	0%	0%
Lighting		13%	40%	47%	0%	0%	0%
Fences/Boundaries		3%	7%	80%	3%	0%	7%
Paths/Pavings		13%	0%	61%	26%	0%	0%
Garages		67%	0%	33%	0%	0%	0%
Complete Kitchen		0%	13%	75%	13%	0%	0%
Chimney		0%	0%	63%	37%	0%	0%
Roof Covering		0%	6%	59%	25%	0%	9%
Fascias & Soffits		7%	7%	86%	0%	0%	0%
Rainwater goods		5%	5%	91%	0%	0%	0%
Boiler		13%	0%	50%	38%	0%	0%
CO2 Detectors		14%	0%	43%	0%	43%	0%
Electrical Inst Wiring		0%	100%	0%	0%	0%	0%
Hot Water Heating		0%	100%	0%	0%	0%	0%
Smoke/Heat Detectors		17%	50%	0%	17%	17%	0%
Space Heating		0%	0%	63%	38%	0%	0%

North Bitchburn		A	B	C	D	E	L
Complete Bathroom		20%	60%	20%	0%	0%	0%
External Decoration		0%	29%	71%	0%	0%	0%
Front Door		0%	63%	25%	13%	0%	0%
Wall Claddings		0%	56%	33%	11%	0%	0%
Rear Door		0%	43%	57%	0%	0%	0%
Windows		0%	75%	25%	0%	0%	0%
Lighting		0%	100%	0%	0%	0%	0%
Fences/Boundaries		20%	10%	70%	0%	0%	0%
Paths/Pavings		0%	29%	71%	0%	0%	0%
Garages		0%	100%	0%	0%	0%	0%
Complete Kitchen		0%	60%	40%	0%	0%	0%
Chimney		0%	0%	100%	0%	0%	0%
Roof Covering		0%	33%	56%	11%	0%	0%
Fascias & Soffits		17%	33%	50%	0%	0%	0%
Rainwater goods		14%	14%	71%	0%	0%	0%
Boiler		0%	20%	60%	20%	0%	0%
CO2 Detectors		0%	50%	0%	0%	50%	0%
Electrical Inst Wiring		0%	100%	0%	0%	0%	0%
Hot Water Heating		0%	0%	50%	50%	0%	0%
Smoke/Heat Detectors		0%	40%	20%	20%	20%	0%
Space Heating		0%	0%	100%	0%	0%	0%

Oakenshaw		A	B	C	D	E	L
Complete Bathroom		17%	67%	0%	17%	0%	0%
External Decoration		7%	21%	71%	0%	0%	0%
Front Door		14%	14%	71%	0%	0%	0%
Wall Claddings		12%	29%	59%	0%	0%	0%
Rear Door		14%	7%	71%	7%	0%	0%
Windows		6%	56%	31%	6%	0%	0%
Lighting		0%	100%	0%	0%	0%	0%
Fences/Boundaries		23%	5%	73%	0%	0%	0%
Paths/Pavings		0%	100%	0%	0%	0%	0%
Garages		29%	57%	14%	0%	0%	0%
Complete Kitchen		17%	67%	0%	0%	17%	0%
Chimney		11%	0%	78%	11%	0%	0%
Roof Covering		0%	60%	20%	0%	0%	20%
Fascias & Soffits		25%	33%	42%	0%	0%	0%
Rainwater goods		21%	21%	57%	0%	0%	0%
Boiler		50%	17%	17%	17%	0%	0%
CO2 Detectors		40%	20%	0%	0%	40%	0%
Electrical Inst Wiring		0%	80%	20%	0%	0%	0%
Hot Water Heating		0%	100%	0%	0%	0%	0%
Smoke/Heat Detectors		17%	67%	17%	0%	0%	0%
Space Heating		40%	0%	60%	0%	0%	0%

Roddy Moor		A	B	C	D	E	L
Complete Bathroom		0%	40%	60%	0%	0%	0%
External Decoration		0%	39%	61%	0%	0%	0%
Front Door		0%	6%	89%	6%	0%	0%
Wall Claddings		11%	17%	72%	0%	0%	0%
Rear Door		0%	11%	89%	0%	0%	0%
Windows		0%	72%	28%	0%	0%	0%
Lighting		0%	89%	11%	0%	0%	0%
Fences/Boundaries		4%	14%	82%	0%	0%	0%
Paths/Pavings		0%	6%	83%	11%	0%	0%
Garages		0%	100%	0%	0%	0%	0%
Complete Kitchen		0%	53%	33%	13%	0%	0%
Chimney		0%	0%	91%	9%	0%	0%
Roof Covering		0%	11%	89%	0%	0%	0%
Fascias & Soffits		6%	6%	33%	56%	0%	0%
Rainwater goods		6%	6%	89%	0%	0%	0%
Boiler		7%	7%	87%	0%	0%	0%
CO2 Detectors		30%	60%	0%	0%	10%	0%
Electrical Inst Wiring		0%	100%	0%	0%	0%	0%
Hot Water Heating		0%	13%	88%	0%	0%	0%
Smoke/Heat Detectors		13%	60%	13%	7%	7%	0%
Space Heating		0%	0%	100%	0%	0%	0%

South Church		A	B	C	D	E	L
Complete Bathroom		6%	41%	47%	6%	0%	0%
External Decoration		0%	20%	80%	0%	0%	0%
Front Door		0%	35%	65%	0%	0%	0%
Wall Claddings		0%	33%	67%	0%	0%	0%
Rear Door		0%	52%	48%	0%	0%	0%
Windows		0%	35%	65%	0%	0%	0%
Lighting		0%	100%	0%	0%	0%	0%
Fences/Boundaries		0%	23%	74%	3%	0%	0%
Paths/Pavings		0%	79%	21%	0%	0%	0%
Garages		9%	73%	18%	0%	0%	0%
Complete Kitchen		12%	35%	47%	6%	0%	0%
Chimney		0%	0%	100%	0%	0%	0%
Roof Covering		0%	14%	75%	8%	0%	3%
Fascias & Soffits		4%	4%	91%	0%	0%	0%
Rainwater goods		4%	4%	85%	8%	0%	0%
Boiler		0%	22%	22%	56%	0%	0%
CO2 Detectors		0%	50%	0%	0%	50%	0%
Electrical Inst Wiring		0%	13%	73%	13%	0%	0%
Hot Water Heating		0%	0%	75%	25%	0%	0%
Smoke/Heat Detectors		0%	6%	76%	0%	18%	0%
Space Heating		0%	59%	41%	0%	0%	0%

St Helens Auckland		A	B	C	D	E	L
Complete Bathroom		63%	20%	10%	7%	0%	0%
External Decoration		18%	3%	80%	0%	0%	0%
Front Door		44%	38%	18%	0%	0%	0%
Wall Claddings		35%	19%	44%	2%	0%	0%
Rear Door		47%	28%	23%	2%	0%	0%
Windows		45%	25%	29%	1%	0%	0%
Lighting		42%	58%	0%	0%	0%	0%
Fences/Boundaries		36%	8%	44%	0%	0%	13%
Paths/Pavings		3%	8%	89%	0%	0%	0%
Garages		64%	9%	27%	0%	0%	0%
Complete Kitchen		31%	48%	15%	6%	0%	0%
Chimney		7%	0%	89%	4%	0%	0%
Roof Covering		2%	17%	35%	0%	0%	46%
Fascias & Soffits		46%	16%	39%	0%	0%	0%
Rainwater goods		45%	13%	38%	5%	0%	0%
Boiler		45%	20%	19%	15%	0%	0%
CO2 Detectors		0%	20%	0%	0%	80%	0%
Electrical Inst Wiring		48%	20%	8%	24%	0%	0%
Hot Water Heating		18%	24%	18%	41%	0%	0%
Smoke/Heat Detectors		45%	7%	43%	0%	5%	0%
Space Heating		46%	15%	11%	27%	0%	0%

St Johns Chapel		A	B	C	D	E	L
Complete Bathroom		13%	75%	13%	0%	0%	0%
External Decoration		0%	0%	0%	0%	0%	0%
Front Door		17%	83%	0%	0%	0%	0%
Wall Claddings		50%	33%	0%	17%	0%	0%
Rear Door		0%	100%	0%	0%	0%	0%
Windows		0%	100%	0%	0%	0%	0%
Lighting		0%	0%	100%	0%	0%	0%
Fences/Boundaries		0%	0%	100%	0%	0%	0%
Paths/Pavings		0%	0%	100%	0%	0%	0%
Garages		0%	0%	0%	0%	0%	0%
Complete Kitchen		50%	13%	38%	0%	0%	0%
Chimney		17%	50%	33%	0%	0%	0%
Roof Covering		0%	14%	29%	14%	0%	43%
Fascias & Soffits		0%	60%	40%	0%	0%	0%
Rainwater goods		0%	43%	57%	0%	0%	0%
Boiler		0%	67%	33%	0%	0%	0%
CO2 Detectors		0%	0%	100%	0%	0%	0%
Electrical Inst Wiring		0%	63%	25%	13%	0%	0%
Hot Water Heating		0%	50%	38%	13%	0%	0%
Smoke/Heat Detectors		0%	0%	100%	0%	0%	0%
Space Heating		0%	63%	38%	0%	0%	0%

Stanhope		A	B	C	D	E	L
Complete Bathroom		15%	23%	54%	8%	0%	0%
External Decoration		5%	21%	63%	7%	4%	0%
Front Door		3%	25%	67%	4%	0%	0%
Wall Claddings		0%	14%	84%	1%	0%	0%
Rear Door		1%	20%	77%	2%	1%	0%
Windows		3%	19%	74%	4%	0%	0%
Lighting		0%	0%	100%	0%	0%	0%
Fences/Boundaries		0%	8%	90%	2%	0%	0%
Paths/Pavings		1%	1%	96%	2%	0%	0%
Garages		0%	27%	67%	3%	0%	3%
Complete Kitchen		31%	15%	54%	0%	0%	0%
Chimney		3%	8%	79%	9%	2%	0%
Roof Covering		0%	4%	67%	17%	1%	11%
Fascias & Soffits		5%	23%	62%	9%	0%	0%
Rainwater goods		3%	13%	68%	16%	0%	0%
Boiler		8%	54%	31%	8%	0%	0%
CO2 Detectors		0%	0%	0%	0%	0%	0%
Electrical Inst Wiring		8%	8%	77%	8%	0%	0%
Hot Water Heating		0%	0%	75%	25%	0%	0%
Smoke/Heat Detectors		8%	25%	58%	8%	0%	0%
Space Heating		23%	31%	46%	0%	0%	0%

Stanley		A	B	C	D	E	L
Complete Bathroom		0%	40%	60%	0%	0%	0%
External Decoration		0%	5%	95%	0%	0%	0%
Front Door		0%	14%	81%	5%	0%	0%
Wall Claddings		0%	13%	83%	0%	3%	0%
Rear Door		10%	19%	71%	0%	0%	0%
Windows		0%	50%	42%	8%	0%	0%
Lighting		0%	81%	19%	0%	0%	0%
Fences/Boundaries		4%	4%	93%	0%	0%	0%
Paths/Pavings		0%	5%	86%	10%	0%	0%
Garages		0%	25%	50%	13%	0%	13%
Complete Kitchen		18%	9%	55%	9%	9%	0%
Chimney		0%	0%	68%	32%	0%	0%
Roof Covering		6%	25%	47%	22%	0%	0%
Fascias & Soffits		10%	10%	60%	15%	5%	0%
Rainwater goods		14%	10%	76%	0%	0%	0%
Boiler		18%	0%	55%	27%	0%	0%
CO2 Detectors		0%	33%	0%	0%	67%	0%
Electrical Inst Wiring		9%	36%	45%	0%	9%	0%
Hot Water Heating		0%	100%	0%	0%	0%	0%
Smoke/Heat Detectors		9%	64%	0%	9%	18%	0%
Space Heating		0%	0%	100%	0%	0%	0%

Sunnybrow		A	B	C	D	E	L
Complete Bathroom		13%	0%	88%	0%	0%	0%
External Decoration		0%	55%	9%	36%	0%	0%
Front Door		2%	26%	31%	40%	0%	0%
Wall Claddings		2%	6%	79%	13%	0%	0%
Rear Door		11%	39%	22%	28%	0%	0%
Windows		4%	30%	47%	17%	2%	0%
Lighting		0%	55%	45%	0%	0%	0%
Fences/Boundaries		1%	0%	93%	6%	0%	0%
Paths/Pavings		2%	2%	83%	12%	0%	0%
Garages		0%	0%	100%	0%	0%	0%
Complete Kitchen		13%	0%	38%	25%	25%	0%
Chimney		0%	0%	81%	17%	3%	0%
Roof Covering		2%	5%	89%	0%	0%	4%
Fascias & Soffits		9%	50%	41%	0%	0%	0%
Rainwater goods		9%	40%	49%	0%	2%	0%
Boiler		38%	25%	0%	25%	13%	0%
CO2 Detectors		0%	0%	0%	0%	0%	0%
Electrical Inst Wiring		0%	0%	0%	100%	0%	0%
Hot Water Heating		0%	0%	100%	0%	0%	0%
Smoke/Heat Detectors		0%	0%	33%	0%	67%	0%
Space Heating		0%	0%	88%	13%	0%	0%

Toronto		A	B	C	D	E	L
Complete Bathroom		18%	55%	27%	0%	0%	0%
External Decoration		14%	11%	74%	0%	0%	0%
Front Door		27%	16%	57%	0%	0%	0%
Wall Claddings		18%	26%	55%	0%	0%	0%
Rear Door		18%	29%	53%	0%	0%	0%
Windows		22%	39%	37%	2%	0%	0%
Lighting		0%	82%	18%	0%	0%	0%
Fences/Boundaries		16%	7%	77%	0%	0%	0%
Paths/Pavings		50%	10%	40%	0%	0%	0%
Garages		17%	28%	17%	39%	0%	0%
Complete Kitchen		27%	45%	18%	9%	0%	0%
Chimney		0%	0%	89%	11%	0%	0%
Roof Covering		0%	41%	45%	0%	0%	14%
Fascias & Soffits		28%	33%	39%	0%	0%	0%
Rainwater goods		29%	5%	66%	0%	0%	0%
Boiler		64%	0%	36%	0%	0%	0%
CO2 Detectors		27%	55%	0%	0%	18%	0%
Electrical Inst Wiring		18%	73%	9%	0%	0%	0%
Hot Water Heating		0%	0%	100%	0%	0%	0%
Smoke/Heat Detectors		27%	64%	0%	0%	9%	0%
Space Heating		18%	0%	82%	0%	0%	0%

Tow Law		A	B	C	D	E	L
Complete Bathroom		7%	24%	69%	0%	0%	0%
External Decoration		0%	1%	90%	9%	0%	0%
Front Door		5%	76%	19%	0%	0%	0%
Wall Claddings		3%	20%	76%	1%	0%	0%
Rear Door		6%	69%	23%	2%	0%	0%
Windows		15%	41%	39%	5%	0%	0%
Lighting		0%	100%	0%	0%	0%	0%
Fences/Boundaries		2%	11%	87%	0%	0%	0%
Paths/Pavings		0%	3%	77%	20%	0%	0%
Garages		50%	30%	20%	0%	0%	0%
Complete Kitchen		10%	21%	45%	24%	0%	0%
Chimney		20%	4%	67%	10%	0%	0%
Roof Covering		1%	4%	89%	6%	0%	0%
Fascias & Soffits		3%	20%	75%	2%	0%	0%
Rainwater goods		3%	19%	52%	26%	0%	0%
Boiler		13%	18%	62%	8%	0%	0%
CO2 Detectors		17%	50%	17%	0%	17%	0%
Electrical Inst Wiring		7%	24%	69%	0%	0%	0%
Hot Water Heating		0%	7%	93%	0%	0%	0%
Smoke/Heat Detectors		11%	56%	28%	0%	6%	0%
Space Heating		5%	15%	80%	0%	0%	0%

West Auckland		A	B	C	D	E	L
Complete Bathroom		14%	55%	18%	14%	0%	0%
External Decoration		0%	0%	90%	5%	5%	0%
Front Door		5%	43%	51%	2%	0%	0%
Wall Claddings		0%	23%	77%	0%	0%	0%
Rear Door		5%	26%	70%	0%	0%	0%
Windows		0%	82%	12%	6%	0%	0%
Lighting		0%	19%	81%	0%	0%	0%
Fences/Boundaries		6%	27%	63%	3%	0%	1%
Paths/Pavings		0%	40%	49%	11%	0%	0%
Garages		2%	24%	75%	0%	0%	0%
Complete Kitchen		14%	32%	50%	5%	0%	0%
Chimney		3%	0%	83%	14%	0%	0%
Roof Covering		1%	51%	36%	12%	0%	0%
Fascias & Soffits		6%	53%	34%	6%	0%	0%
Rainwater goods		7%	69%	18%	7%	0%	0%
Boiler		0%	24%	52%	24%	0%	0%
CO2 Detectors		0%	33%	0%	0%	67%	0%
Electrical Inst Wiring		0%	41%	9%	50%	0%	0%
Hot Water Heating		0%	70%	20%	10%	0%	0%
Smoke/Heat Detectors		0%	19%	43%	0%	38%	0%
Space Heating		15%	40%	25%	20%	0%	0%

Willington		A	B	C	D	E	L
Complete Bathroom		25%	28%	41%	7%	0%	0%
External Decoration		1%	23%	75%	1%	0%	0%
Front Door		21%	37%	41%	2%	0%	0%
Wall Claddings		24%	22%	52%	2%	0%	0%
Rear Door		17%	30%	49%	4%	0%	0%
Windows		16%	44%	30%	10%	0%	0%
Lighting		3%	75%	22%	0%	0%	0%
Fences/Boundaries		18%	20%	60%	0%	0%	2%
Paths/Pavings		3%	26%	67%	4%	0%	0%
Garages		34%	49%	9%	5%	2%	2%
Complete Kitchen		5%	48%	38%	10%	0%	0%
Chimney		0%	3%	94%	3%	0%	0%
Roof Covering		1%	27%	56%	3%	0%	12%
Fascias & Soffits		15%	38%	46%	1%	0%	0%
Rainwater goods		15%	25%	54%	5%	0%	0%
Boiler		18%	38%	22%	22%	0%	0%
CO2 Detectors		7%	60%	0%	0%	33%	0%
Electrical Inst Wiring		1%	50%	25%	25%	0%	0%
Hot Water Heating		0%	62%	21%	15%	2%	0%
Smoke/Heat Detectors		27%	25%	44%	3%	2%	0%
Space Heating		18%	20%	37%	24%	0%	0%

Witton Park		A	B	C	D	E	L
Complete Bathroom		33%	20%	13%	33%	0%	0%
External Decoration		6%	17%	72%	6%	0%	0%
Front Door		15%	25%	50%	10%	0%	0%
Wall Claddings		20%	23%	43%	10%	3%	0%
Rear Door		30%	40%	30%	0%	0%	0%
Windows		19%	29%	52%	0%	0%	0%
Lighting		0%	100%	0%	0%	0%	0%
Fences/Boundaries		23%	12%	42%	0%	0%	23%
Paths/Pavings		25%	45%	30%	0%	0%	0%
Garages		60%	20%	0%	20%	0%	0%
Complete Kitchen		33%	13%	53%	0%	0%	0%
Chimney		0%	43%	57%	0%	0%	0%
Roof Covering		0%	17%	79%	0%	0%	4%
Fascias & Soffits		29%	24%	43%	5%	0%	0%
Rainwater goods		25%	5%	70%	0%	0%	0%
Boiler		33%	0%	33%	33%	0%	0%
CO2 Detectors		0%	0%	0%	0%	0%	0%
Electrical Inst Wiring		27%	0%	53%	20%	0%	0%
Hot Water Heating		75%	0%	25%	0%	0%	0%
Smoke/Heat Detectors		7%	0%	93%	0%	0%	0%
Space Heating		27%	20%	53%	0%	0%	0%

Witton-Le-Wear		A	B	C	D	E	L
Complete Bathroom		44%	22%	0%	33%	0%	0%
External Decoration		0%	18%	82%	0%	0%	0%
Front Door		18%	45%	36%	0%	0%	0%
Wall Claddings		6%	12%	82%	0%	0%	0%
Rear Door		8%	58%	25%	8%	0%	0%
Windows		0%	33%	67%	0%	0%	0%
Lighting		0%	100%	0%	0%	0%	0%
Fences/Boundaries		5%	0%	95%	0%	0%	0%
Paths/Pavings		0%	100%	0%	0%	0%	0%
Garages		33%	0%	67%	0%	0%	0%
Complete Kitchen		0%	22%	67%	11%	0%	0%
Chimney		0%	0%	0%	0%	0%	0%
Roof Covering		0%	8%	83%	0%	0%	8%
Fascias & Soffits		9%	9%	82%	0%	0%	0%
Rainwater goods		9%	0%	82%	9%	0%	0%
Boiler		0%	0%	88%	0%	13%	0%
CO2 Detectors		0%	0%	0%	0%	0%	0%
Electrical Inst Wiring		0%	13%	75%	13%	0%	0%
Hot Water Heating		0%	0%	0%	100%	0%	0%
Smoke/Heat Detectors		0%	0%	100%	0%	0%	0%
Space Heating		0%	11%	33%	44%	11%	0%

Wolsingham		A	B	C	D	E	L
Complete Bathroom		14%	34%	37%	14%	0%	0%
External Decoration		1%	19%	66%	15%	0%	0%
Front Door		9%	43%	44%	4%	0%	0%
Wall Claddings		14%	16%	66%	4%	0%	0%
Rear Door		11%	38%	46%	5%	0%	0%
Windows		3%	49%	43%	4%	0%	0%
Lighting		2%	24%	73%	0%	0%	0%
Fences/Boundaries		6%	15%	74%	4%	0%	2%
Paths/Pavings		2%	21%	72%	5%	0%	0%
Garages		7%	21%	50%	14%	0%	7%
Complete Kitchen		14%	23%	46%	17%	0%	0%
Chimney		9%	14%	65%	13%	0%	0%
Roof Covering		1%	10%	73%	4%	1%	11%
Fascias & Soffits		1%	26%	54%	19%	0%	0%
Rainwater goods		4%	20%	68%	8%	0%	0%
Boiler		21%	21%	39%	13%	5%	0%
CO2 Detectors		0%	0%	10%	90%	0%	0%
Electrical Inst Wiring		9%	22%	53%	13%	3%	0%
Hot Water Heating		0%	18%	47%	35%	0%	0%
Smoke/Heat Detectors		4%	15%	52%	26%	4%	0%
Space Heating		6%	20%	60%	14%	0%	0%

Other		A	B	C	D	E	L
Complete Bathroom		4%	50%	39%	7%	0%	0%
External Decoration		0%	14%	76%	10%	0%	0%
Front Door		6%	29%	59%	6%	0%	0%
Wall Claddings		6%	9%	69%	13%	3%	0%
Rear Door		3%	22%	69%	6%	0%	0%
Windows		2%	34%	51%	12%	0%	0%
Lighting		0%	33%	67%	0%	0%	0%
Fences/Boundaries		2%	2%	78%	5%	0%	13%
Paths/Pavings		0%	22%	72%	6%	0%	0%
Garages		0%	22%	78%	0%	0%	0%
Complete Kitchen		4%	21%	71%	4%	0%	0%
Chimney		7%	27%	43%	23%	0%	0%
Roof Covering		0%	15%	64%	5%	0%	15%
Fascias & Soffits		0%	19%	81%	0%	0%	0%
Rainwater goods		3%	6%	89%	3%	0%	0%
Boiler		15%	22%	48%	15%	0%	0%
CO2 Detectors		0%	0%	0%	0%	100%	0%
Electrical Inst Wiring		4%	33%	30%	33%	0%	0%
Hot Water Heating		0%	20%	40%	40%	0%	0%
Smoke/Heat Detectors		4%	38%	31%	4%	23%	0%
Space Heating		7%	26%	63%	4%	0%	0%

Appendix 2 – Tables of Decency Statistics by Town

Town Group	% Decent	% Non Decent
Auckland Park	100%	0%
Billy Row	58%	42%
Binchester	88%	13%
Bishop Auckland	89%	11%
Close House	60%	40%
Coronation	60%	40%
Coundon	85%	15%
Coundon Gate	100%	0%
Coundon Grange	80%	20%
Crook	80%	20%
Eldon Lane	78%	22%
Escomb	85%	15%
Etherley Dene	100%	0%
Fir Tree	88%	13%
Frosterley	88%	12%
Helmington Row	50%	50%
Howden-Le-Wear	76%	24%
Hunwick	91%	9%
Leeholme	100%	0%
Newfield	91%	9%
North Bitchburn	67%	33%
Oakenshaw	67%	33%
Other	67%	33%
Roddymoor	50%	50%
South Church	100%	0%
St Helens Auckland	100%	0%
St Johns Chapel	63%	38%
Stanhope	92%	8%
Stanley	64%	36%
Sunnybrow	100%	0%
Toronto	65%	35%
Tow Law	69%	31%
West Auckland	73%	27%
Willington	93%	7%
Witton Park	95%	5%
Witton-Le-Wear	70%	30%
Wolsingham	90%	10%
Overall	86%	14%

Appendix 3 – Tables of Energy Efficiency by Town

	Average SAP Rating	Average EI Rating
Auckland Park	61.72	57.33
Billy Row	50.89	47.11
Binchester	45.43	39.14
Bishop Auckland	59.81	56.20
Close House	55.50	59.75
Coronation	58.00	52.00
Coundon	57.16	52.89
Coundon Gate	68.00	68.00
Coundon Grange	59.42	54.42
Crook	56.80	53.68
Eldon Lane	60.78	57.44
Escomb	54.71	52.00
Etherley Dene	63.30	59.94
Fir Tree	46.20	48.00
Frosterley	47.15	44.38
Helmington Row	45.00	41.33
Howden-Le-Wear	55.68	52.86
Hunwick	63.92	60.36
Leeholme	55.41	50.41
Newfield	54.13	47.38
North Bitchburn	39.40	45.00
Oakenshaw	54.60	52.80
Roddymoor	57.14	52.29
South Church	61.15	56.92
St Helens Auckland	68.11	65.24
St Johns Chapel	46.40	41.80
Stanhope	51.08	47.92
Stanley	45.09	43.00
Sunnybrow	63.00	59.88
Toronto	59.50	55.42
Tow Law	52.98	48.69
West Auckland	62.17	58.00
Willington	63.91	61.36
Witton Park	57.82	54.82
Witton-Le-Wear	37.13	29.50
Wolsingham	49.38	45.83
Other	43.08	37.28
Overall	58.52	55.05



HOUSING SERVICES COMMITTEE

10 DECEMBER 2008

Report of the Strategic Director for the Community

DALE & VALLEY HOMES – PERFORMANCE UPDATE FOR QUARTER 2 OF 2008/2009

purpose of the report

- 1 To provide an update of Dale & Valley Homes' (D&VH's) performance during quarter 2 of 2008/2009.

background

- 2 The Management Agreement that governs the relationship between the Council and Dale & Valley Homes requires Committee to be provided with quarterly updates regarding the ALMO's performance.
- 3 The report attached at Annex D was prepared for and presented to D&VH's Board on 11 November 2008. The report provides commentary on performance data for both their quarterly and six-monthly indicators, including:
 - Activities undertaken to ensure the integrity of the information provided.
 - Indicators where performance was substantially above or below target.
 - Benchmarking activities undertaken by the organisation to examine its comparative performance against similar organisations.
 - A trend analysis of performance regarding the key activities of re-letting vacant properties and the collection of rents.
- 4 The original report included a number of annexes that provided the supporting data. Annexes 4 and 7 are attached to this report; however, all other annexes are only tabled for Members to consider.

RECOMMENDED

- 1 That consideration be given to the report attached at Annex D.

Officer responsible for the report
David Milburn
Acting Strategic Director for the Community
Ext. 379

Author of the report
Mark Farren
Community Support Manager
Ext. 345

DALE & VALLEY HOMES BOARD

11 NOVEMBER 2008

Report of the Performance and Training Manager END OF SECOND QUARTER PERFORMANCE 2008-09

purpose

To inform the board of performance against indicators for the second quarter of 2008-09, and to examine performance in terms of trends and comparative value for money.

background

- 1 The measurement of performance is an integral aspect of our performance management framework. The company needs to know how it is performing in order to focus effort and resources in an effective way. A suite of indicators has been developed for 2008-09 to enable us to do this. These are shown in Annex 4, together with performance details for the first two quarters of 2008-09.
- 2 In the second quarter we have been working closely with our Repairs and Maintenance contractor, Gentoo in order to obtain more robust and accurate information regarding repairs service delivery. A similar process has been carried out with the repairs information that we hold ourselves regarding the Gas Servicing and Maintenance contract with WVDC. Consequently we have been able to recalculate figures for the first quarter together with more accurate information in quarter 2. This applies to figures in the report referring to work carried out by job priority. (LPI 2, LPI 3, LPI 4, LPI 55, LPI 56, LPI 57). Generally, the newly reported information shows slightly better performance than previously published.
- 3 As a result of this work it was also felt necessary to review the definitions of a number of the indicators referring to Repairs and Maintenance expenditure. This was to clarify what is actually being measured and reported.
 - LPI 69 Average annual cost of gas servicing and maintenance per unit (Previously 'Average cost of gas servicing and maintenance'
 - LPI 70 Average cost of responsive repairs (Excluding Voids) – both contractors (Previously 'Average cost of responsive repairs')
 - LPI 71 Total overall maintenance cost per unit (Previously 'Total maintenance cost per unit' ie did not include the cost of void repairs).
- 4 The information provided regarding LPI 73 has also been reviewed. The target has been reviewed to reflect the fact that in 2007-08 the company had a £440,000 underspend which needs to be reflected in the target for this year. This has now been set at £11.64 in accordance with the 2008/09 budget.

- 5 This means that previously reported figures must be updated, but it also means that they more accurately reflect and describe the performance indicators that we need to monitor and manage our performance against them.

results

- 6 The table shows that of the 40 quarterly measures, 20 are on target, 13 are within 10% of target and 7 are more than 10% out of target. To assist in prioritising our efforts towards service improvement, we have developed exception reports and highlight reports. An exception report has been produced for indicators which are performing more than 10% outside their target. The report will detail performance together with the outcome this has for our stakeholders. It also shows reasons for under performance and proposals for improvement. Similar information will be presented in highlight reports, for indicators where performance is more than 10% ahead of target. The Exception and Highlight reports are shown in Annex 5.

exception reports

- 7 *LPI 55 The % of responsive repairs carried out as an emergency* – To the end of September this was 14% against a target of 9.5%. Good practice should not be more than 10%. Higher levels of emergency repairs tend to lead to a less efficient service as they cannot be planned and are generally more expensive. This is especially so if they occur out of normal hours. Obviously we need to provide an effective emergency service, but it is very important that work is correctly prioritised, and emergency repairs are kept to a minimum.
- 8 *LPI 16 – % of secure tenants in arrears who have been served with notice due to rent arrears.* – Service of notice is regarded by the Audit Commission as a perverse method of trying to recover rent arrears, and their use should be minimised as much as possible. However, serving of a notice does form part of our approved recovery process and is generally regarded as an effective means of prompting payment. Generally, notice would not be served before numerous visits and other correspondence had taken place with the customer.
- 9 *LPI 17 - % of tenants evicted as a result of rent arrears* – It is very important that we minimise the number of tenants evicted due to rent arrears. The process creates a void property which is a drain on resources in terms of rent loss, repairs and staff management time. Not least it also creates a case of homelessness. At the end of the second quarter the rate was 0.24%. As this is a cumulative indicator this can be extrapolated to a year end figure of 0.48% against a target of 0.40%. Whilst this is not massively outside target, the company has established numerous mechanisms to help customers in arrears. The money and debt advice service is now well established alongside comprehensive tenancy support services. Customers can also be referred to CAB for advice. The company has also set up an 'at risk' panel to whom officers can refer cases prior to possession proceedings being taken. The panel consists of the Asst. Director of Housing Operations, The Tenancy Support Manager, and the Councils Homelessness Officer. The panel review the customers circumstances and if possible suggest further preventative measures, such as a visit from the Homelessness Officer to reinforce the seriousness of the situation

- 10 *LPI 78 - Staff Turnover rate* - Historically this has been very low in the company's development. However, in the second quarter, a relatively high number of staff have taken up alternative positions and the rate has risen significantly from 6.8% in the first quarter to 20.3% at the end of the second. It is important to note however, that this is against a target of 18% and in reality has involved 5 members of staff.
- 11 *LPI 80 - % of disabled staff employed by Dale & Valley Homes* – So far this year to the end of September, the company has not employed any disabled staff. Our target for the year is 5% which equates to between 2 and 3 members of staff. We must ensure that all job recruitment adverts positively encourage applications from this group. Diversity training for managers and all staff has been arranged to take place at the end of November. This will include briefings on all aspects of disability in terms of service delivery and employment.
- 12 *LPI 81 - % of senior staff who are women* – this represents a measure of gender equality within the senior ranks of the company. This has remained static at 44.0% in the first two quarters of the year. The target is 50.0%. The variance from target represents only one more male member of staff within the senior ranks, which does not imply that female members of staff are being disadvantaged in any way.
- 13 *LPI 62- % of BME staff employed by the Repairs and Maintenance contractor (Gentoo)* – So far this year, the contractor has reported that they have employed no BME staff against a target of 1.0%. However, it must be borne in mind that the staff who transferred across to Gentoo were not of a BME background, and very little recruitment has taken place since.

highlight reports

- 14 *LPI 56 % of responsive repairs carried out as routine* – Up to the end of the second quarter this was 26.4% against a target of 35.5. This represents excellent performance as urgent works, like emergencies are less easy to plan and therefore tend to be less efficient in terms of value for money. Concurrent with this, the amount of work carried out as routine has increased to 59.6% compared to 53.2% last year. However, as previously mentioned, it is important that we address the relatively high levels of emergency repairs, as these are the least efficient of all. However, as we enter the winter period, it is more important that works are correctly prioritised, as this is the time of year when emergency and urgent works are likely to increase.
- 15 *LPI 72 The proportion of expenditure on emergency and urgent to non-urgent repairs* – As reported previously, the proportion of urgent repairs has fallen in the last quarter. The calculation also takes into account the amount spent on major repairs, which include Decent Homes works. As this is now increasing as the programme is rolled out, the comparative expenditure on emergency and urgent repairs will decrease.
- 16 *LPI 15 - % of tenants with more than 7 weeks of gross rent arrears* - This is performing well at 2.40% against a target of 2.75%. This is a significant indicator of performance in terms of arrears control. A large majority of arrears are owed by a small number of tenants with very high levels of debt. We have recognised

that it is important that we minimise the number of customers who accumulate these high levels of arrears. Advice and assistance is given to new tenants to ensure that they claim their full Housing Benefit entitlement. This helps minimise the risk of large scale arrears accruing. We now have a comprehensive Money and Debt advice service and have established links with CAB who also help customers to maximise their income. For our more vulnerable customers, Tenancy Support can be provided. All of these measures together with a robust weekly arrears review of cases have ensured that we have close control of our arrears performance.

- 17 *LPI 79 Working days per FTE lost to sickness absence* – at the end of the second quarter this was 3.38 days against a target of 5.00. Historically the company has consistently maintained low levels of sickness absence. This ensures that we are able to provide a consistent service to customers who will tend to be able to deal with the same staff member on a regular basis. This leads to increased customer satisfaction. The low levels of sickness absence can also be linked to high levels of staff satisfaction working for the company. A recent survey of staff confirmed that staff are generally very satisfied across a number of employment issues including morale, company issues, individual performance and opportunities for development.
- 18 *LPI 80 - % of local labour employed by the Repairs and Maintenance contractor (Gentoo)* – At the end of the second quarter this was 90.7% against a target of 80%. This reflects our strategic aim to ‘contribute to the wider community’ by playing a part in maintaining employment levels and general economic activity within the district. This is especially significant during the current turbulent economic climate.

top quartile performance

- 19 As a company we always strive to be amongst the best performing ALMOs. We test this against the top quartile performance of other ALMOs through the Housemark benchmarking group. Of the 40 indicators in this report, 17 have comparative data available. Within these 17 indicators, Dale & Valley Homes currently performs within the top quartile in 9 as measured at the end of 2007-08. These are:-
- LPI 02 – The % of emergency repairs completed in one day
 - LPI 03 – The % of urgent repairs completed in 5 working days
 - LPI 04 – The % of routine repairs completed in 20 working days
 - LPI 72 - The proportion of expenditure on emergency and urgent repairs compared to non-urgent repairs
 - LPI 14 - The % of rent collected as a proportion of rent owed
 - LPI 15 – The % of tenants with more than 7 weeks of gross rent arrears
 - LPI 19 – Total current arrears as a % of the rent owed

- LPI 21 – The % of rent lost due to void properties
- LPI 79 – Working days per full time equivalent member of staff lost to sickness absence

performance trends

- 20 Amongst the most basic functions of the company is to relet vacant accommodation quickly and to maximise collection of rent. These are key activities which allow us to provide the optimum opportunity to offer high quality services to our customers. Any substantial reduction in income will adversely affect the quality of the services we can offer our customers, and restrict our ability to implement the actions in our Business Plan.
- 21 The charts in Annex 6 show performance trends in performance against six indicators which measure performance in these key areas.
- 22 *LPI 14 The % of rent collected* – This is the basic measure of how our rent collection and arrears control services are operating. Our performance has risen steadily between 2003 and 2007 from 96.2% to 98.61%. There was a slight fall in 2007-08 to 98.51% but this is still within top quartile performance.
- 23 *LPI 15 - % of tenants with more than 7 weeks gross rent arrears* – Historically it been shown that the majority of our arrears are owed by a small minority of customers with very high levels of arrears. It should be borne in mind that 7 weeks gross rent arrears equates to over £400. Since this indicator was introduced in 2005, we have steadily reduced these cases from 3.45% to 2.81% in 2008.
- 24 *PI 17 - % of tenants evicted as a result of rent arrears* – As previously stated, evictions lead to expenditure and lost revenue in a number of different ways. It must therefore be used as an absolute last resort, if for no other reason than arrears are more difficult to recover from a former tenant. The company now provides comprehensive money and debt advice to customers in arrears and has established a partnership with CAB to extend this. This allows us to ensure that customers in arrears are receiving maximum housing benefit where appropriate, together with assisting with advice regarding any other debts. Using this approach, the % of customers evicted has fallen from a high of 0.78% in 2006/07 to 0.44% in 2007-08. Whilst this represents a significant improvement, top quartile performance last year was 0.24%. It is therefore essential that our efforts are maintained, and customers in arrears are identified and helped at as early a stage as possible.
- 25 *LPI 18 - Average time to relet local authority housing* – Performance against this indicator has improved dramatically over recent years. In 2003-04 void properties were empty for an average period of 61 days before being relet. By 2006-07, this had fallen steadily to 20 days before rising slightly to 22 days in 2007-08. This is still within top quartile performance of 25.2 days.
- 26 *LPI 19 – Current arrears as a % of the rent roll* – From a return of 1.84% in 2004-05, this has reduced to 1.43% in 2007-08. This equates to a fall in actual

current arrears of over £43,000 in this period and places the company within top quartile performance.

- 27 *LPI 21 - % of rent lost due to void properties* – In 2003-04 this was 3.55%. In the period to the end of 2007-08 it has fallen to 0.80%. In financial terms this represents a saving over that time in excess of £300,000.
- 28 These trend analyses illustrate the ongoing improvements that have been made over recent years in our basic tenancy management functions. In financial terms this has given us maintained stability regarding the management fee that we receive from WVDC. In terms of our customers, the majority of arrears cases are low, and we are working to reduce the instances of eviction by managing debt levels.
- 29 Void levels have reduced dramatically over recent years. This has led to an improvement in the appearance of estates which were recently blighted by numerous empty houses which were void for long periods – in 2003-04 this was an average of 9 weeks. The use of security screens was widespread, further impairing the appearance of neighbourhoods. These are no longer required. The reduction in the number of void properties has also reduced the opportunities for vandalism and ASB. Furthermore it is fair to say that without the improved financial performance over recent years the company would have been unable to finance the provision of the two estate caretakers.

six-monthly indicators

- 30 As part of the performance management framework, a suite of indicators have been developed which are reported on a six monthly basis. The results of the first six months performance against these indicators is shown at Annex 7. Highlight and Exception reports are shown in Annex 8.
- 31 The results show that we need to improve our administration of the complaints procedure. Only 72% of customer complaints were resolved within 10 days at stage 1. This is against a target of 90.0%. Similarly the average number of days to resolve a complaint is 8.9 against a target of 6. Training and guidance has been provided to Directors and Asst Directors, who will also investigate internal procedures to ensure that these are working, and to rectify where necessary.
- 32 Customer satisfaction with complaint handling is 57.1% against a target of 80.0%. To an extent this will reflect the relatively poor performance in the speed of handling complaints, and this is being addressed, as outlined above.
- 33 79.5% of customers who have used the Customer Involvement service are satisfied with the feedback that they have received. This is against a target of 70.0%(LPI 88). 74.4 % of the same customers are satisfied with the outcome of their involvement, again against a target of 70.0% (LPI 90).
- 34 LPI 87 shows that 100% of decisions taken by managers and the Board are based upon customer input. The company continues to make extensive use of customer working groups and Customer Panel in decision making. The results also show value for money through LPI 89. This shows that unit costs for the Customer Involvement service are £18.68 against a target of 24.50.

housemark report 2007-08

- 35 A comprehensive report on the 2007-08 Housemark benchmarking findings will be presented to the board in December. However, as part of this current report it is useful to include a brief overview of the results as measured against all participating ALMOs. Details are shown in the table below.

Overview for Dale & Valley Homes				
Business Activity		Cost KPI Quartile	Quality KPI	Quality KPI Indicator
		Dale & Valley Homes (2007/2008)		Dale & Valley Homes (2007/2008)
Total Core	Housing Management Pay CPP		Overall Tenant Satisfaction	
	Overhead CPP		N/A	N/A
Responsive & Void Repairs Spend per Property			% of residents satisfied with repairs service	
			Percentage of repairs completed on time	
Major & Cyclical Repairs Spend per Property			% of dwellings failing to meet the Decent Homes Standard	
Tenancy Related Activities Housing Management Pay CPP			Current tenant rent arrears as % of rent due	
			% tenants satisfied with participation in decision making	
			Number of weeks taken to re-let empty properties	

Quartile Key							
	Upper Quartile	Middle Upper	Median	Middle Lower	Lower Quartile	N/A	No Data
Valid dataset							
Small dataset							

- 36 These are high level results which show performance in terms of costs against a range of business activities, and quality as measured against a number of Performance indicators.
- 37 The cost indicators show that the company is performing in the top quartile of ALMOs with regard to the overall cost per property of our housing management functions. This reflects in upper middle quartile performance for the cost per property of major and cyclical repairs, and tenancy related housing management. However, two areas are identified which are performing in the lower quartiles. These are responsive and void repairs and general overheads. The repairs service cost has been addressed through the procurement exercise leading to the appointment of Gentoo as our responsive and void repair partner. Significant savings have also been identified in our medium term financial strategy with regard to overhead costs such as premises, office and IT costs.
- 38 With regard to quality performance indicators, the company is performing in the upper and upper middle quartiles in terms of the percentage of customers satisfied with the repairs service, the percentage of repairs completed on time, current arrears as a percentage of the rent due and the time taken to re-let empty

properties. However, the company is in the lower middle quartile performers in terms of overall customer satisfaction and satisfaction with participation in decision making. It should be noted that these returns are based upon a Status survey which is now almost three years old. A new survey is currently being carried out and the results should be available in January 2009. Our performance regarding the percentage of homes failing to meet the decent homes standard is also in the lower middle quartile. However, this is being addressed through completion of the stock condition survey, and the establishment of a comprehensive decent homes programme.

conclusion

- 39 In general, the company continues to perform well against a range of indicators. Rent collection and arrears and void control are within top quartile performance. Within the repairs service, a high proportion of responsive repairs are completed within target times. The company also has a very low level of staff sickness. On the other hand, we are currently behind target with regard to the amount of emergency responsive repairs we complete. We are also serving high levels of notices for rent arrears and have relatively high rates of eviction. We also need to improve our administration and response to customer complaints.
- 40 The latest Housemark benchmarking report shows that in most areas we are performing well when compared to other ALMOs. In 2007-08 we had high comparative costs for responsive repairs and general overhead costs. However, as indicated in the report, these issues are being addressed.

recommendations

- 1 We need to improve our diagnosis of responsive repairs.
- 2 Explore alternative means of recovering rent arrears other than serving notice.
- 3 Fully explore diversity issues in relation to employment for the company.
- 4 Improve our administration of the customer complaints procedure to increase customer satisfaction and reduce the time frames for resolving complaints.
- 5 Examine the findings of the latest Status survey when they become available to check overall satisfaction with our services and participation in decision making.

Officer responsible for the report

Brian Abbott
Performance and Training Manager
Ext 219

QUARTERLY PERFORMANCE REPORT 2008 - 09

Annex 4

Key



On or ahead of target

Within 10% of target

More than 10% outside target

INDICATOR DESCRIPTION	REF	LAST YEARS PERF	LATEST ALMO TOP QUARTILE	TARGET 08/09	Quarterly Performance				OVERALL	Performance Champion(s)
					1st Quarter	2nd Quarter	3rd quarter	4th Quarter		
% of customers satisfied with the decent homes programme	LPI 65	86.2	N/A	95.0	90.5	98.2			93.2	Brian Abbott
% of customer satisfaction with repairs service	LPI 66	92.7	N/A	95.0	93.3	88.8			91.2	Brian Abbott
% of customer satisfaction with doors and windows programme	LPI 67	93.1	N/A	95.0	88.8	N/A			88.8	Brian Abbott
Average cost per property, per week for management (£)	LPI 73	9.44 Housemark (2007-08)	8.54 Housemark (2007-08)	11.64	11.65	11.66			11.66	Brian Hamilton
% tenancy turn over rate	LPI 74	10.4	9.45	10.0	9.4	10.0			9.7	Kath Wright/Ian Temby
% of vulnerable people who are supported to maintain independent living	NI 142	N/A	N/A	89.0	87.80	86.8			87.3	Jackie Hall

INDICATOR DESCRIPTION	REF	LAST YEARS PERF	LATEST ALMO TOP QUARTILE	TARGET 08/09	Quarterly Performance				OVERALL	Performance Champion(s)
					1st Quarter	2nd Quarter	3rd quarter	4th Quarter		
% of money and debt advice clients who have gained financially through accessing the support services	LPI 75	N/A	N/A	70.0	72.5	67.3			67.3	Jackie Hall
Emergency repairs within target completed within one working day	LPI 2	98.4	98.5	98.6	99.0	99.1			99.0	Angela Greensmith
Urgent repairs within 5 working days	LPI 3	98.8	98.2	99.0	98.8	97.5			98.3	Angela Greensmith
Routine repairs completed within 20 days	LPI 4	96.9	97.2	97.4	99.4	97.6			98.6	Angela Greensmith
% of actual spend against the spend profile for the Decent Homes programme	LPI 52	87.3	N/A	100	104.9	94.0			100.4	Martin Redfern
% of properties complete against the Decent Homes programme	LPI 53	97.6	N/A	97.0	110.6	91.7			103.0	Martin Redfern
% of responsive repairs carried out as an emergency	LPI 55	10.5	N/A	9.5	13.8	14.4			14.0	Angela Greensmith
% of responsive repairs carried out as urgent	LPI 56	36.3	N/A	35.5	26.4	26.4			26.4	Angela Greensmith

INDICATOR DESCRIPTION	REF	LAST YEARS PERF	LATEST ALMO TOP QUARTILE	TARGET 08/09	Quarterly Performance				OVERALL	Performance Champion(s)
					1st Quarter	2nd Quarter	3rd quarter	4th Quarter		
% of responsive repairs carried out as routine	LPI 57	53.2	63	55.0	59.9	59.1			59.6	Angela Greensmith
The average SAP rating of Local Authority owned dwellings	LPI 64	65.5	74.9	67.0	66.4	66.6			66.6	Martin Redfern
% of actual spend against Repairs and Maintenance budget - both contractors (cost indicator - %)	LPI 68	97.69	N/A	100	85.2	111.2			98.2	Martin Redfern
Average annual cost of gas servicing and maintenance per unit (cost indicator -£)	LPI 69	N/A	N/A	120	103.60	135.45			119.53	Martin Redfern
Average cost of a responsive (excl voids) repair - both contractors (cost indicator -£)	LPI 70	93.69	79.00	80.00	64.89	105.96			84.45	Martin Redfern
Total overall maintenance cost per unit (cost indicator -£)	LPI 71	711.55	N/A	720	613.67	801.95			707.60	Martin Redfern
Proportion expenditure emergencies and urgent to non urgent repairs (cost indicator)	LPI 72	4	18.5	3.5	2.1	1.4			1.7	Martin Redfern

INDICATOR DESCRIPTION	REF	LAST YEARS PERF	LATEST ALMO TOP QUARTILE	TARGET 08/09	Quarterly Performance				OVERALL	Performance Champion(s)
					1st Quarter	2nd Quarter	3rd quarter	4th Quarter		
% of rent collected as a proportion of rents owed on HRA dwellings	LPI 14	98.51	98.10	98.90	98.90	97.89			98.40	Kath Wright/Ian Temby
% of local authority tenants with more than 7 weeks (gross) rent arrears	LPI 15	2.81	4.01	2.75	2.36	2.45			2.40	Kath Wright/Ian Temby
% of local authority secure tenants in arrears who have had notices seeking possession served	LPI 16	34.74	16.19	25	10.11	10.24			20.36	Kath Wright/Ian Temby
% of local authority tenants evicted as a result of rent arrears	LPI 17	0.44	0.24	0.4	0.07	0.16			0.24	Kath Wright/Ian Temby
Average time taken to relet local authority housing (calendar days)	LPI 18	22	25.2	24	26.34	26.32			26.33	Kath Wright/Ian Temby
Total current arrears as a % of the rent roll	LPI 19	1.43	1.67	1.40	1.34	1.37			1.37	Kath Wright/Ian Temby
% of rent lost on void properties	LPI 21	0.8	1.18	0.75	0.70	0.73			0.71	Kath Wright/Ian Temby
% of housing applications registered within 5 working days	LPI 22	N/A	N/A	95.0	99.5	100.0			99.7	Kath Wright/Ian Temby

INDICATOR DESCRIPTION	REF	LAST YEARS PERF	LATEST ALMO TOP QUARTILE	TARGET 08/09	Quarterly Performance				OVERALL	Performance Champion(s)
					1st Quarter	2nd Quarter	3rd quarter	4th Quarter		
Staff turnover rate	LPI 78	15.6	N/A	18	6.8	33.5			20.3	Joy Brown
Working days per FTE employee lost to sickness absence	LPI 79	6.63	9.4	5	3.79	2.99			3.38	Joy Brown
% of disabled staff	LPI 80	0	N/A	5	0.0	0.0			0.0	Joy Brown
% of senior staff who are women	LPI 81	44.6	N/A	50	44.0	44.0			44.0	Joy Brown
% of BME staff	LPI 82	3.6	N/A	>1.0	3.4	1.7			1.7	Joy Brown
% of local labour employed by Decent Homes Contractor (i.e. living in Wear Valley)	LPI 59	78.0	N/A	80.0	79.5	80.0			80.0	Martin Redfern
% of local labour employed by the Repairs and Maintenance Contractor (Wear Valley district)	LPI 60	N/A	N/A	80.0	90.7	90.7			90.7	Angela Greensmith
% of BME employed by the Decent Homes Contractor	LPI 61	1.0	N/A	1.0	1.0	0.0			1.0	Martin Redfern

INDICATOR DESCRIPTION	REF	LAST YEARS PERF	LATEST ALMO TOP QUARTILE	TARGET 08/09	Quarterly Performance				OVERALL	Performance Champion(s)
					1st Quarter	2nd Quarter	3rd quarter	4th Quarter		
% of BME employed by the Repairs and Maintenance Contractor	LPI 62	N/A	N/A	1.0	0.0	0.0			0.0	Angela Greensmith
% of waste going to landfill-Decent Homes Contractor	LPI 63	65.5	N/A	40.0	38.0	39.0			38.9	Martin Redfern
% of customers satisfied with the management of anti social behaviour cases	LPI 77	N/A	N/A	80.0	100.0	66.7			80.0	Brian Abbott

SIX MONTHLY PERFORMANCE REPORT 2008 - 09

Annex 7

Key



On or ahead of target

Within 10% of target

More than 10% outside target

INDICATOR DESCRIPTION	REF	TARGET 08/09	Six Monthly Performance		OVERALL	Performance Champion(s)
			1st Six Monthly	2nd Six Monthly		
% of customer complaints resolved within 10 working days at Stage 1	LPI 84	90.0	72.0		72.0	Sam Elms
Average number of days to resolve a customer complaint	LPI 85	6.0	8.9		8.9	Sam Elms
% of customers satisfied/very satisfied with the outcome of the complaint	LPI 86	80.0	57.1		57.1	Sam Elms
Satisfaction of feedback received by D&VH's on Customer Involvement	LPI 88	70.0	79.50		79.50	Sam Elms
Satisfaction with the outcomes of Customer Involvement	LPI 90	70.0	74.4		74.4	Sam Elms
Decisions taken by D&VH's resulting or changed by Customer Involvement	LPI 87	New Indicator	100.00		100.00	Sam Elms
Unit Costs for Customer Involvement	LPI 88	24.5	18.68		18.68	Sam Elms
% of staff in the organisation with a "live" PDP	LPI 91	100.0	96.7		96.7	Brian Abbott
Diversity of customers actively engaged with D&VH's	LPI81	90.0	127.7		127.7	Sam Elms
% of Customer Panel members who have accessed training via D&VH's	LPI85	95	89		89	Sam Elms