

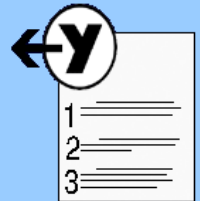


Working for a more valued future for all.

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Performance Report Providing Quality Housing – April 2008 to January 2009



Providing Quality Housing

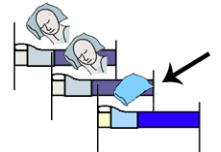


Summary

At the end of December 2008, the number of tenants that the Consortium supports has increased to 217 people.



The number of empty tenancies has increased from 7 to 8 but these are being filled at a reasonable rate.



We are still making progress in developing ways by which people can buy their own home.



We have got agreement to install assistive technology burglar alarms in the homes of more independent tenants and video door entry systems where tenants need them.



Over the coming year we will continue to support the Landlords with Assisted Homebuy and will explore developing a home-finding service.

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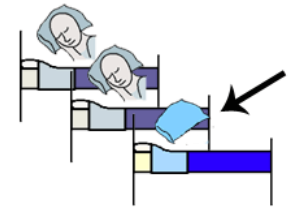
The overall number of tenants supported by the Consortium was 217 in January 2009.



Voids

The total number of vacant tenancies decreased to 4 in Quarter 1 but it returned to 8 by January 2009. The cumulative % void level this financial year is 3% so far. The number of empty tenancies is 7 in Swansea, and has remained at 1 in Neath Port Talbot.

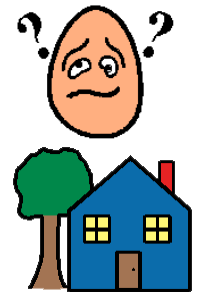
In this year we have lost £35,496 due to empty tenancies in this financial year. We have built in an estimated £55,782 void provision for this period of time so at the moment this loss is anticipated within the budget. Empty tenancies are being filled much quicker by Swansea and the Consortium.



Due to the 1 vacancies in NPT we have also lost £4,995 in Supporting People Grant. These vacancies have now been filled in SPG funded schemes.

Tenancy Enforcement Action

Between April and March 2008, there has been 1 situation where tenant's behaviour could have threatened them continuing to live in their current home. This situation has been resolved quickly in partnership with the landlord, the tenant other supporters. This did not require the Landlord to take any formal action.



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Looking after tenant's homes

Between April and December, Landlords were meeting within their policy time-scales; 88% of Routine Repairs identified, 87% of Urgent Repairs identified, and 100% of Emergency repairs identified (2 out of 2).

100% of Boilers in intensively staffed services have been reported as tested in the previous 12 months, and 100% of hoists were tested where applicable.

The Consortium's internal maintenance & decorations team responded promptly to 63% of routine repairs promptly and 1 out of 2 Urgent repairs.

Portable Appliance Testing has been reported as conducted across 100% of schemes over the last 12 months.



Role of Housing Support Coordinators

The Housing Support Co-ordinators have been in post for 5 years, they will conduct an exercise to see what impact their role has had on the housing management performance of the agency over this time.

They will use our Providing Quality Housing Performance dataset to do this.



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Assisted Homebuy

The Consortium is continuing to influence housing opportunities for people who have a learning disability in Wales.

We are working together with Neath Port Talbot, Coastal Housing Association, First Choice Housing Association and Housing Options to develop an Assisted Homebuy Scheme in Wales

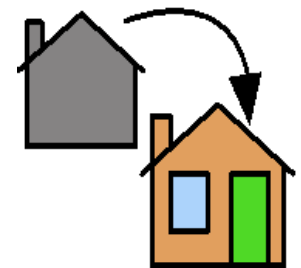


Coastal Housing Association has taken over the project management of this and has secured further funding from the Welsh Assembly to:

- Complete the evaluation of the Assisted Homebuy pilot for the three people involved so far.
- To develop a non-grant model of Assisted Homebuy.
- To complete the practitioners pack and hold a dissemination event for Assisted Homebuy.

Home finding service

We are interested in exploring the development of a person centred home finding service that could work alongside our personal care, housing management and other services.



We will produce a proposal regarding this in the coming year.

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Assisted Technology

We have installing Intruder Management systems in the majority of tenant's homes; these use the Tunstall 4000 Lifeline as the central platform, and will enable packages of Telecare to be used with them. This is being extended to semi-independent tenants living in their own homes. We are following this up with video door entry systems where people need them.

We have implemented a full scale installation of Assisted Technology across three networks as part of the **Targeted Support** process.

We have now had the evaluation report from the Welsh Centre for Learning Disabilities about Targeted support. It appears that this new approach is working very well and making our support more effective and efficient. More information about Targeted Support can be found on our Website at:

http://www.communitylives.co.uk/consortium/making_the_consortium_better/Targeted_Support_cmp.shtml



Consortium Website

Our website is available to tenants at www.communitylives.co.uk, this website has a section called Providing Quality Housing.

In this area is information about our Housing Management Services, links to the tenant areas of our Landlords websites.

There is also a message board where tenants can say what they think of their house and service.



Providing Quality Housing – Performance Information 2008 / 2009



1 Tenant Information	CCS				NPT				Whole of the CLC			
	0708 Q4	0809 Q1	0809 Q2	0809 Q3	0708 Q4	0809 Q1	0809 Q2	0809 Q3	0708 Q4	0809 Q1	0809 Q2	0809 Q3
Number of Tenants supported at home with 24 hour support	121	123	127	130	39	39	39	39	160	162	166	169
Number of Tenants supported at home with drop in support	41	44	42	37	10	11	11	11	51	55	53	48
% of Tenants with a Housing Support Plan reviewed in the previous 12 months	89	99	99	99	93	100	100	100	90	99	99	99

2 Voids	CCS				NPT				Whole of the CLC			
	0708 Q4	0809 Q1	0809 Q2	0809 Q3	0708 Q4	0809 Q1	0809 Q2	0809 Q3	0708 Q4	0809 Q1	0809 Q2	0809 Q3
Number of vacant tenancies this quarter	5	3	7	7	2	1	1	1	7	4	8	8
% of voids as a percentage of stock - this quarter	1.5	3.2	2.5	3.4	2	2.0	2.0	4.0	2	2.9	2.4	3.5
% of voids as a percentage of stock - cumulative figure for the year	2.7	3.2	2.8	3.1	4	2.0	2.0	2.7	4	2.9	2.7	3.0
Estimated loss of rental / service charge income from Voids this quarter	£3,497	£10,034	£11,111	£13,308	£2,606	£0	£0	£1,493	£6,103	£10,034	£11,111	£14,801
Estimated loss of SP income caused by Voids this quarter	£0	£0	£0	£0	£0	£0	£0	£4,995	£0	£0	£0	£4,995

3 Tenancy Enforcement Action	CCS				NPT				Whole of the CLC			
	0708 Q4	0809 Q1	0809 Q2	0809 Q3	0708 Q4	0809 Q1	0809 Q2	0809 Q3	0708 Q4	0809 Q1	0809 Q2	0809 Q3
Number of concerns about behaviour identified in quarter that could lead to a Notice Seeking Possession being issue by the Landlord.	0	0	1	0	0	0	0	0	0	0	1	0
Number of concerns about behaviour, that could lead to a Notice Seeking Possession being issue by the Landlord, resolved in quarter.	0	0	0	0	0	0	0	0	0	0	0	0
Number of Notices Seeking Possession being issue by the Landlord, issued in quarter	0	0	0	0	0	0	0	0	0	0	0	0
Number of Tenants where Court Action is being undertaken by a Landlord	0	0	0	0	0	0	0	0	0	0	0	0
Number of evictions by a Landlord.	0	0	0	0	0	0	0	0	0	0	0	0



Providing Quality Housing – Performance Information 2008 / 2009

4 Repairs, Renewals, and Servicing	CCS					NPT					Whole of the CLC			
	0708 Q4	0809 Q1	0809 Q2	0809 Q3	0	0708 Q4	0809 Q1	0809 Q2	0809 Q3	0	0708 Q4	0809 Q1	0809 Q2	0809 Q3
Landlords - 'Policy time-scale' as laid out in the Landlords Policy														
% of Routine repairs completed in the Policy time-scale	22 of 26	33 of 39	29 of 44	41 of 51		39 of 41	42 of 46	53 of 57	26 of 28		61 of 67	75 of 85	82 of 101	76 of 79
% of Urgent repairs completed in the Policy time-scale	26 of 33	37 of 45	41 of 48	32 of 34		2 of 2	5 of 7	4 of 4	3 of 3		28 of 35	42 of 52	45 of 52	35 of 37
% of Emergency repairs completed in the Policy time-scale	2 of 2	4 of 4	1 of 1	3 of 3		0 of 0	1 of 1	1 of 1	0 of 0		2 of 2	5 of 5	2 of 2	3 of 3
% of Boilers that have been serviced over the last 12 months	100	100	100	100		100	100	100	100		100	100	100	100
% of Hoists that have been serviced over the last 12 months.	100	100	100	100		100	100	100	100		100	100	100	100
Consortium as Managing Partner														
Policy time-scale' as laid out in the Consortium Maintenance prospectus.														
% of Routine repairs completed in the Policy time-scale	11 of 20	1 of 1	1 of 1	3 of 4		22 of 29	1 of 5	2 of 3	2 of 2		33 of 49	2 of 6	3 of 4	5 of 6
% of Urgent repairs completed in the Policy time-scale	1 of 1	1 of 1	0 of 0	0 of 0		0 of 1	0 of 1	0 of 0	0 of 0		1 of 2	1 of 2	0 of 0	0 of 0
% of Emergency repairs completed in the Policy time-scale	0 of 0	0 of 0	0 of 0	0 of 0		0 of 0	0 of 0	0 of 0	0 of 0		0 of 0	0 of 0	0 of 0	0 of 0
% of Portable Appliance testing completed over the last 12 months.	100	100	100	100		100	100	100	100		100	100	100	100

5 Housing Management Issues	CCS					NPT					Whole of the CLC			
	0708 Q4	0809 Q1	0809 Q2	0809 Q3	0	0708 Q4	0809 Q1	0809 Q2	0809 Q3	0	0708 Q4	0809 Q1	0809 Q2	0809 Q3
Numbers of issues														
Harassment														
Number of tenants who have experienced harrassment by a co-tenant in the last quarter.	0	0	0	0		0	0	0	0		0	0	0	0
Number of tenants who have experienced harrassment by a neighbour or member of the public in the last quarter.	0	0	0	0		0	0	0	0		0	0	0	0
Move on - Number of tenants who have requested, been identified for Move on this quarter.	0	2	1	0		0	1	0	0		0	3	1	0

6 Landlords	CCS					NPT					Whole of the CLC			
	0708 Q4	0809 Q1	0809 Q2	0809 Q3	0	0708 Q4	0809 Q1	0809 Q2	0809 Q3	0	0708 Q4	0809 Q1	0809 Q2	0809 Q3
No of tenancies provided by Landlord at end of quarter.														
Swansea Housing Association	63	67	68	68		11	9	9	9		74	76	77	77
First Choice Housing Association	41	40	42	44		5	4	4	4		46	44	46	48
Gwalia Housing Association	19	18	19	18		6	6	5	5		25	24	24	23
Family Housing Association	21	21	20	21		0	0	0	0		21	21	20	21
Dewi Sant Housing Association	0	0	0	0		8	16	17	17		8	16	17	17
Glamorgan Housing Association	7	8	8	8		1	0	0	0		8	8	8	8
United Welsh Housing Association	0	0	0	0		7	7	7	7		7	7	7	7
City & County of Swansea	9	10	10	10		0	0	0	0		9	10	10	10
Neath Port Talbot County Borough Council	0	0	0	0		4	5	5	5		4	5	5	5
Own home	2	6	5	5		0	0	0	0		0	6	5	5
Total	160	170	172	174		42	47	47	47		202	217	219	221

Providing Quality Housing – Business Planning for 2008 / 2009



Housing Management - Action Planning Objectives 0910

Business Planning Time- Team Responsible
scale

More Housing Options

We will find new ways to help people get the housing that meets their needs.

- | | | |
|--|-----------------|---------------------|
| 1. Support Coastal HA in the project management of the SHMG programme for the development of no grant Assisted Homebuy . | 01 October 2010 | Chief Executive |
| 2. Consult on proposals to develop a accommodation finding service that will help people find accommodation that meets their needs in a person centered way. | 01 October 2010 | Service Development |

Assistive Technology

We want to help tenants to use technology that will help them to be safer and more in control in their home.

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|--|------------------|---------------------|
| 1. The Community Services Team will arrange to pilot the installation of Door Entry systems in networks. | 01 October 2009 | Service Development |
| 2. Roll out Intruder Management packages to semi-independent tenants. | 01 December 2009 | Service Development |

We hope that you have found this report useful, please let us know what you think by contacting Debbie Chegwen at the Consortium offices

24 Walter Road, Swansea, 01792 646640, debbie.chegwen@communitylives.co.uk

