



HOUSING SERVICES

Performance report Q1:2024-25

Together - Proud to be Gravesham

Gravesham
Borough Council



POLICY COMMITMENT

Ambitious building: tackle the housing challenge by developing a diverse build programme that increases the supply of high-standard and energy-efficient market and affordable housing.

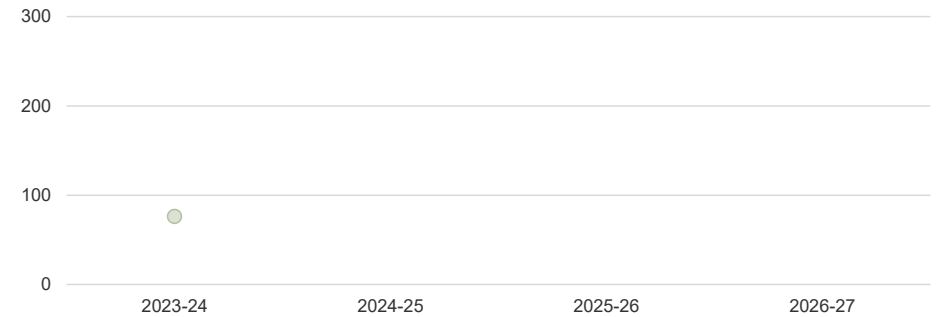
The Housing Development Strategy 2024-2028/9 has been approved, and is now live on the Council website Housing Development Strategy ([gravesham.gov.uk](https://www.gravesham.gov.uk)).

A total of 28 affordable homes were completed by our RSL partners in Q1, and the Housing Development Team has met with colleagues from Planning to discuss several sites identified for development with some positive feedback.



PI 24 Total affordable homes delivered

	Q1	Q2	Q3	Q4
2023-24	Annual indicator			76
2024-25				
2025-26				
2026-27				



POLICY COMMITMENT

Enforced standards: actively enforce quality private housing, and positively work with landlords to tackle empty homes and manage houses in multiple occupation.

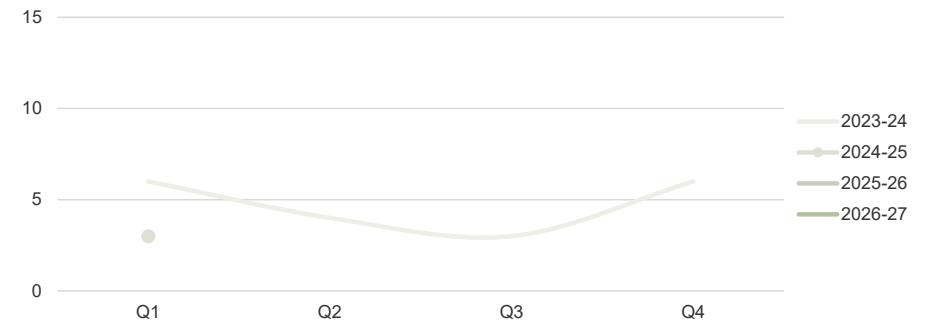
The Private Sector housing team have worked hard to bring 13 homes back to use from being vacant, for more than 12 months. A couple of the properties were HMO's which means 32 units of accommodation have been completed. This area of work continues to be complex but has proven to bring departments together with the same shared goal.

The Private Sector Housing Team have been busy throughout the quarter and 59 service requests have been received. There were three notices served by the team due to identified safety hazards including one improvement notice, one emergency prohibition order and one hazard awareness notices. The team are working incredibly hard to ensure residents with in the borough are living in good quality accommodation.

The Private Sector Housing Team have the highest number of HMO's licensed than it has ever seen, this is a good news story and complimented by the amnesty that took place. The team are now focussed on targeting unlicensed HMO's of which 46 had been looked into with 16 still being investigated at the end of quarter. This area of work is vital to ensure that we keep Gravesham residents safe and support landlords to be compliant.

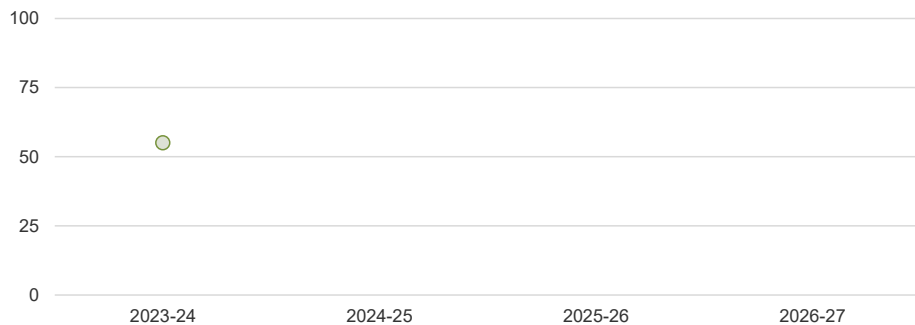
P I 26 Total notices served on private sector homes due to identified safety hazards

	Q1	Q2	Q3	Q4
2023-24	6	4	3	6
2024-25	3			
2025-26				
2026-27				



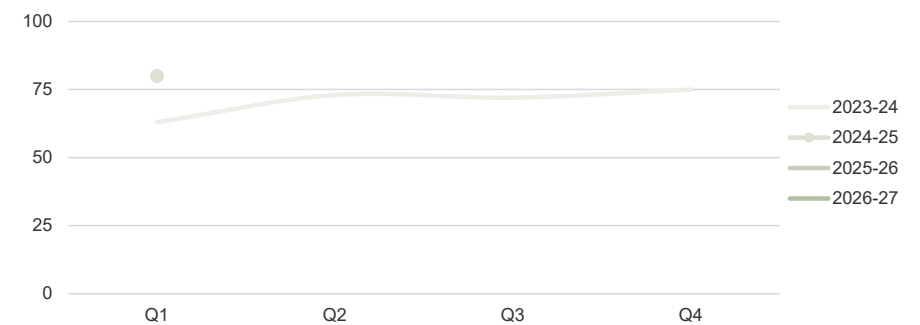
P I 25 Total long-term empty homes brought back into use

	Q1	Q2	Q3	Q4
2023-24	Annual indicator			55
2024-25	Annual indicator			
2025-26	Annual indicator			
2026-27	Annual indicator			



P I 27 Total licensed Houses in Multiple Occupation

	Q1	Q2	Q3	Q4
2023-24	63	73	72	75
2024-25	80			
2025-26				
2026-27				



POLICY COMMITMENT

Progressive landlord: an effective housing service, providing comprehensive tenant choice and protection, defined by positive, efficient, and supportive management and engagement.

Housing Landlord update

In the first quarter of 24-25, work has focussed on finalising the upgrade to MRI, our Housing Management System, so that all contact and customer interventions are documented and can be reported – this will enable us to be able to measure not only volume but also performance against SLA standards and KPI's for the service. As part of the upgrade there has been a roll-out of swap tracker, part of MRI's Home swapper suite of software which automates the application to take part in a mutual exchange and will enable customers to provide information and get an update with their swap progress online.

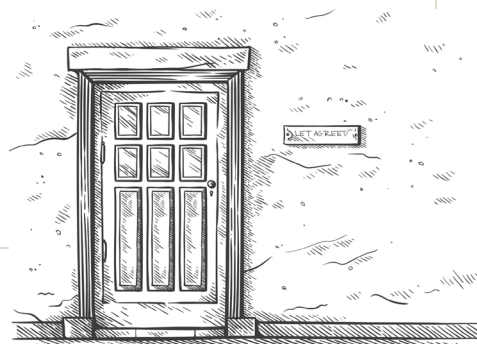
In June of Q1 the first year of TSM Survey data was reported to the Regulator of Social Housing. Overall satisfaction is good, with Gravesham provisionally recording an overall satisfaction level of: 75.4%, which puts Gravesham on par with national comparators and is the highest score for overall satisfaction when compared against neighbouring authorities in Kent. Satisfaction with complaint handling (29.6%) and satisfaction with ASB case management (54.0%) are the two outlying areas, which is not unusual in the sector but is something the service are keen to improve and are working hard to improve. The results have been published provisionally on the Gravesham.Gov.uk site but are subject to ratification by the RoSH.

The team has been working closely with the community and partner agencies to tackle the longstanding ASB which allegedly emanates from the Traveller Caravan Park at Denton. A recent day of action resulted in improvements to the site and have engaged supportively via and engaged local traveller activist to ensure that residents are aware that ASB will not be tolerated.

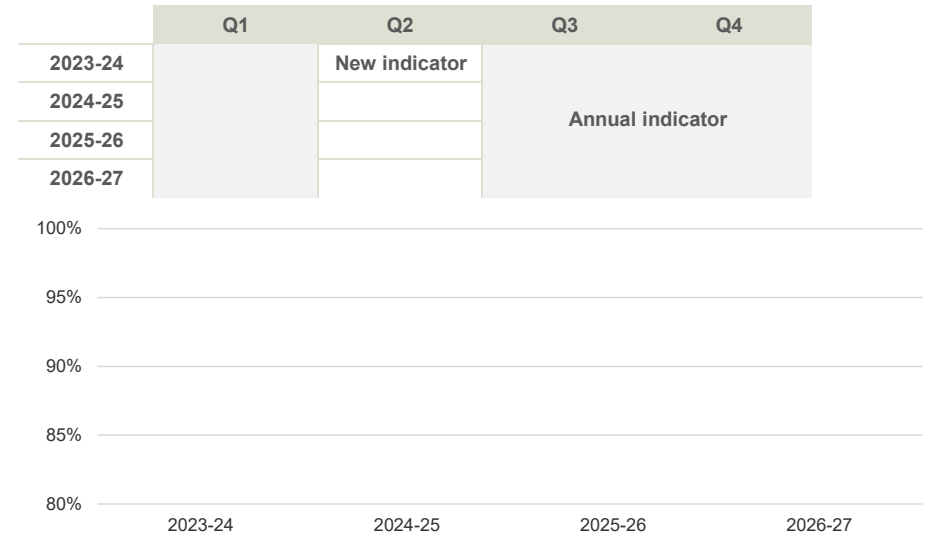
Finally, the service has seen an overall reduction the level of rent arrears, which have started to reduce. Current tenant arrears as a percentage of total rent due to be collected is at 3.05%. Former tenant arrears continue to be a challenge however Recovery Teams continue to make efforts to get payments made. The service has also benefitted from a high cash collection amount, collecting more than the 100% target of anticipated rental revenue based upon additional payments (rent arrears). The Service continue to work hard in this area.

Housing Options update

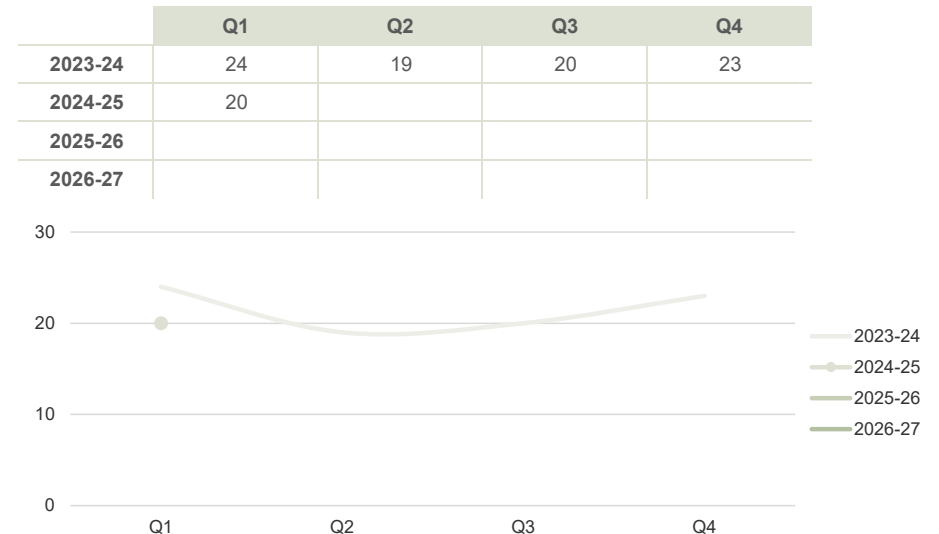
The void figure is 20 days which is a reduction from the last quarter. Services are working really hard to relet council housing in good time. Allocations are advertising homes more efficiently and shortlisting is being prepared before the void is returned so we can maximise chances of sign up not long after the void is returned.



PI 28 Overall housing tenant survey satisfaction score (%) [refers to previous year]



PI 29 Average time taken to re-let council housing (days)



POLICY COMMITMENT

Safeguarded residents: provide for our most vulnerable residents with a package of timely housing measures and supportive safeguarding interventions that deliver healthy, independent living.

The Housing Options service has seen a reduction in the number of homeless approaches within the first quarter. 365 households have presented as homeless or in threat of being homeless. Out of all those households, 43 temporary accommodation placements were made within the quarter as the service were satisfied that the households were eligible, homeless and in priority need and therefore were owed the 56 day relief duty and the temporary accommodation duty.

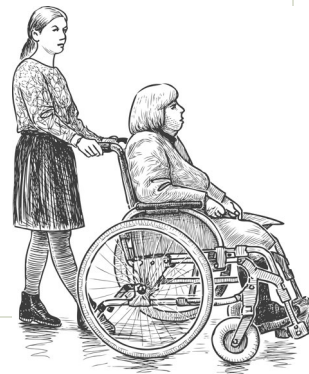
The service has been working incredibly hard to ensure case work is concluded quickly and the service achieved 67 successful preventions. The temporary accommodation numbers are beginning to see a positive impact from the work officers are doing as well as GBC Lettings who have sourced suitable privately rented homes and moved 9 households out of expensive nightly paid accommodation within the quarter. The team also achieved the lowest number of households in nightly paid accommodation for over two years with it now being under 100 households.

The Head of Housing Solutions and the Housing Options Manager have progressed outstanding decisions enabling the council to end their duties to provide accommodation, introduced a mediation service and also had a Housing Support Policy approved that will enable support to households who accommodate homeless family members to avoid nightly paid accommodation. These additional prevention tools are hoped to provide more options to households and less reliance on temporary accommodation.

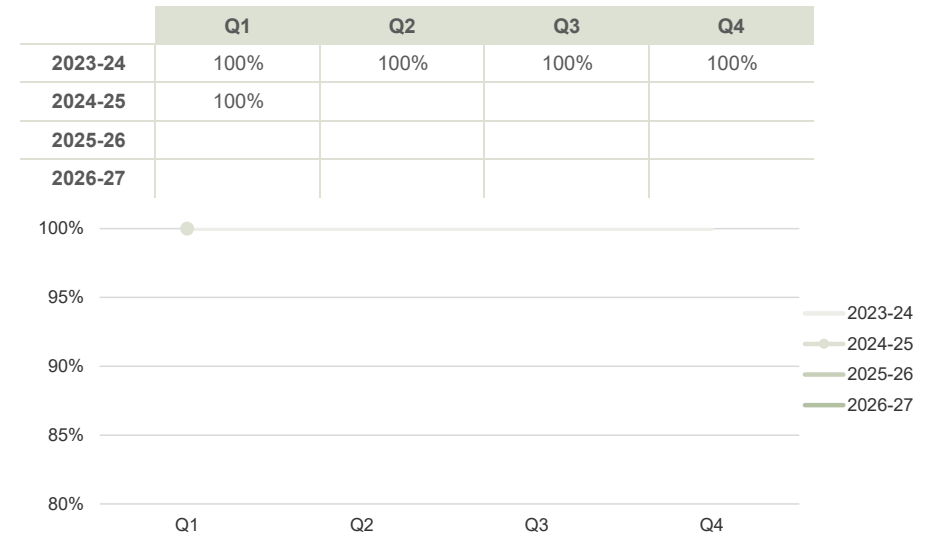
The work undertaken at officer level continues to be scrutinised to ensure the service is maximising income via housing benefit, moving households on from expensive nightly paid accommodation. The dedicated Income Officer continues to ensure maximum income recovery and the service has now reshaped responsibilities so we now have a temporary accommodation officer focussed on visiting homes regularly to ensure sustainability, avoidance of rent arrears and misuse of temporary accommodation.

The Rough Sleeping Team have seen numbers on the streets double from the previous quarter and there are a number of households with complex needs that are sporadically engaging with the service which makes it more challenging to find a housing solution. The service has seen 138 streetlink referrals within the quarter and an average of 17 verified rough sleepers per month. There has been 23 positive outcomes for verified rough sleepers meaning they have been found accommodation.

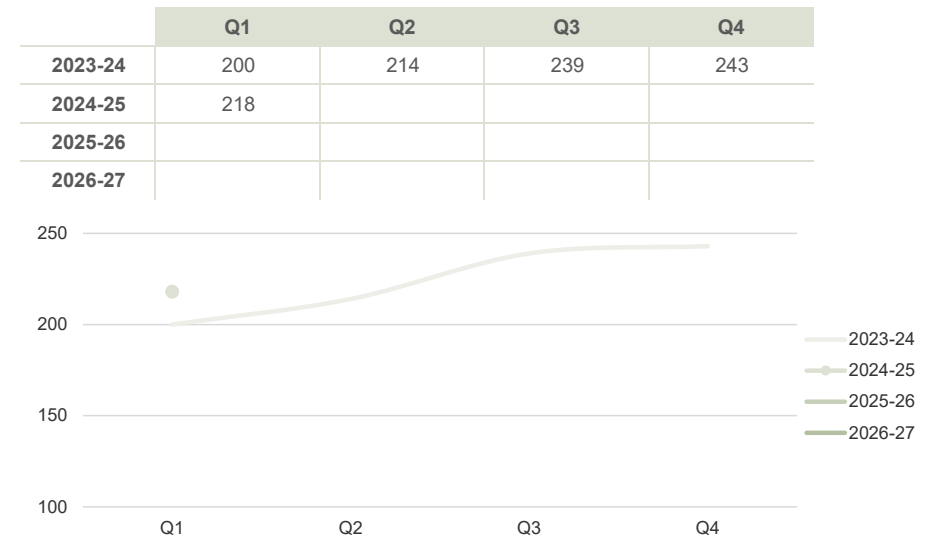
There were 32 new disabled facility grant referrals within the quarter of which 21 were processed on time. The service has most recently been reviewed and there are now two Healthy Homes Co-ordinators that will be providing a holistic service for vulnerable households.



PI 30 % of Disabled Facility Grant applications processed within 20 days



PI 31 Total households in temporary accommodation

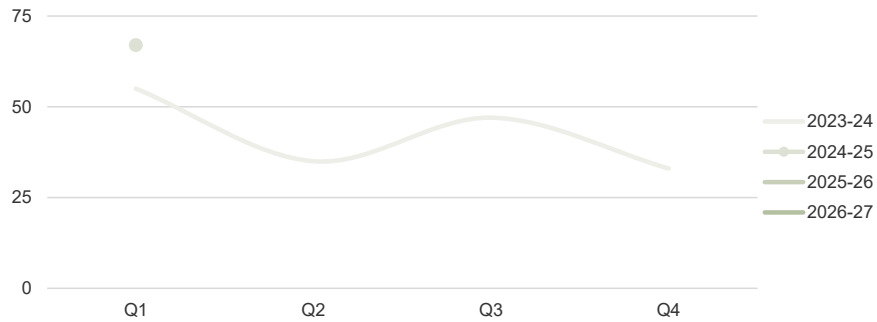


POLICY COMMITMENT

Safeguarded residents: continued

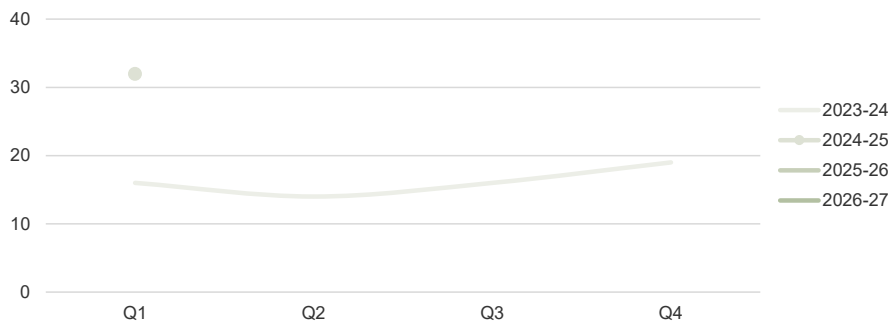
PI 32 Total households prevented or relieved of homelessness

	Q1	Q2	Q3	Q4
2023-24	55	35	47	33
2024-25	67			
2025-26				
2026-27				



PI 33 Average verified rough sleepers in the borough

	Q1	Q2	Q3	Q4
2023-24	16	14	16	19
2024-25	32			
2025-26				
2026-27				



POLICY COMMITMENT

Quality living: through a skilled building management team, improve the safety, efficiency, and condition of social housing to create a valued living environment.

Following the tragic death of two-year-old Awaab Ishak from Rochdale, which was attributed to health issues arising from mould in the family's property, it has highlighted the serious nature of damp and mould in homes.

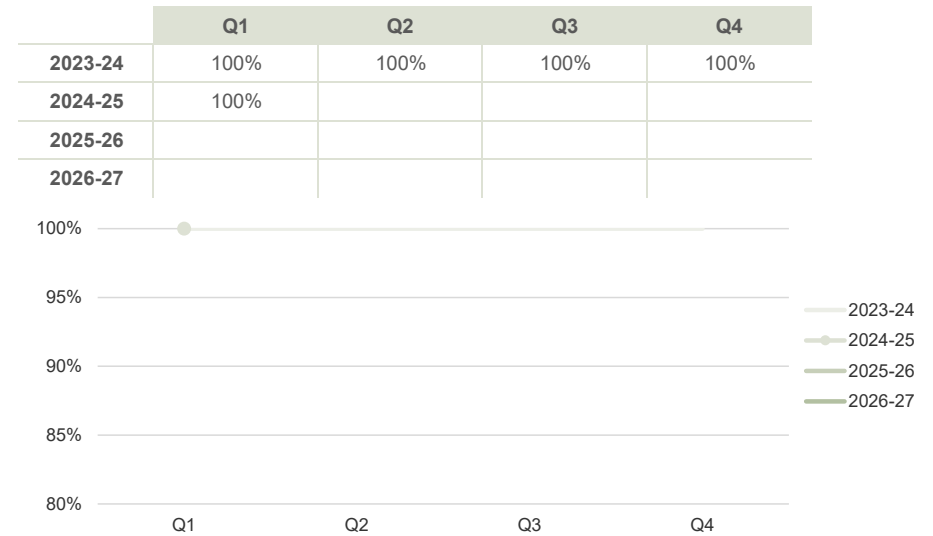
Since then the Government published detailed guidance around expectations on landlords on ensuring there are clear processes to prevent this from happening again. Awab's Law has also been introduced which will require all 29 hazards under the Housing Health and Safety Rating System (HHSRS) to be dealt with and resolved within tight timeframes based on the tenant's individual circumstances relating to both mental and physical health.

To deal with this the responsibility for damp and mould moved to the Building Safety & Investment team to really demonstrate how seriously the Council takes its responsibility as a landlord in providing safe and decent homes. The team have been working hard to build the new process which went live during quarter 1 which will see every report for damp and mould being risk assessed and triaged, set times scales for mould to be determined and dealt with and dedicated aftercare follow up and support.

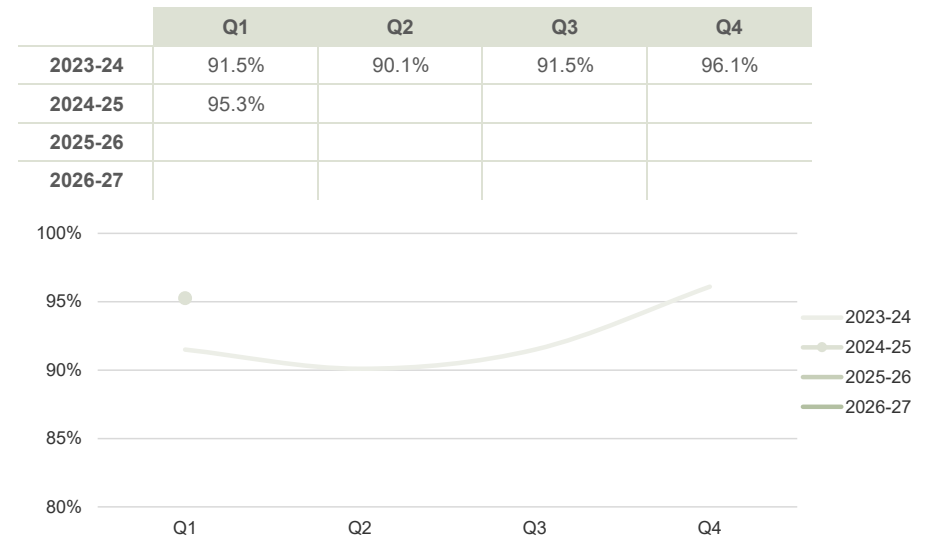
Housing Assets repair service completed nearly 6,000 jobs in quarter 1 with 8,500 calls to the repair line. 99% of tenants confirmed they were happy with the repair work undertaken.



PI 34 % of emergency repair jobs completed on time



PI 35 % of council homes with valid electrical safety certification

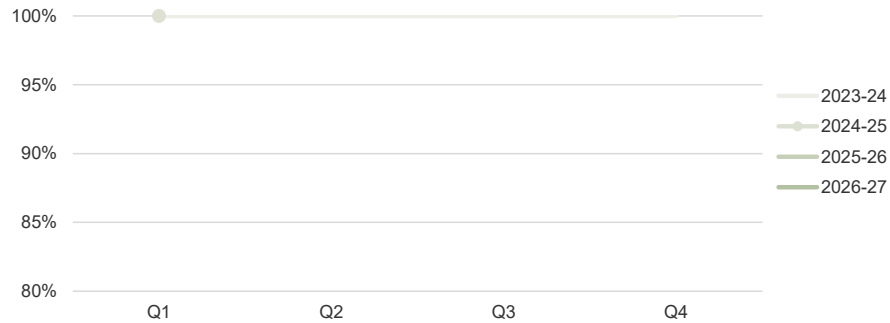


POLICY COMMITMENT

Quality living: continued

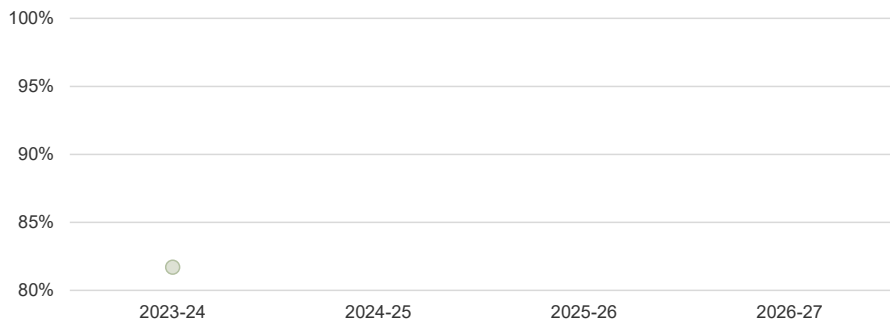
PI 36 % of council homes with valid gas safety certification

	Q1	Q2	Q3	Q4
2023-24	100%	100%	100%	100%
2024-25	100%			
2025-26				
2026-27				



PI 37 % of council homes with energy efficiency EPC C+ rating

	Q1	Q2	Q3	Q4
2023-24	Annual indicator			81.7%
2024-25	Annual indicator			
2025-26	Annual indicator			
2026-27	Annual indicator			



PI 38 % of council homes meeting the Decent Homes Standard

	Q1	Q2	Q3	Q4
2023-24	Annual indicator			85.7%
2024-25	Annual indicator			
2025-26	Annual indicator			
2026-27	Annual indicator			

