



Guidance Notes for completion of 2008 Business Plan Statistical Appendix

Annual Monitoring (BPSA – AM or BPAM)



Guidance Notes for completion of 2008 Business Plan Statistical Appendix

Annual Monitoring (BPSA – AM or BPAM)

Department for Communities and Local Government
Eland House
Bressenden Place
London SW1E 5DU
Telephone: 020 7944 4400
Website: www.communities.gov.uk

© Crown Copyright 2008

Copyright in the typographical arrangement rests with the Crown.

This publication, excluding logos, may be reproduced free of charge in any format or medium for research, private study or for internal circulation within an organisation. This is subject to it being reproduced accurately and not used in a misleading context. The material must be acknowledged as Crown copyright and the title of the publication specified.

Any other use of the contents of this publication would require a copyright licence. Please apply for a Click-Use Licence for core material at www.opsi.gov.uk/click-use/system/online/pLogin.asp, or by writing to the Office of Public Sector Information, Information Policy Team, Kew, Richmond, Surrey TW9 4DU.

e-mail: licensing@opsi.gov.uk

If you require this publication in an alternative format please email
alternativeformats@communities.gsi.gov.uk

Communities and Local Government Publications
PO Box 236
Wetherby
West Yorkshire
LS23 7NB
Tel: 0870 1226 236
Fax: 0870 1226 237
Textphone: 0870 1207 405
Email: communities@capita.co.uk
Online via the Communities and Local Government website: www.communities.gov.uk

75% recycled

This publication is printed
on 75% recycled paper

January 2009

Product Code 08ACST05677

ISBN: 978 1 4098 0917 3

Guidance Notes for completion of 2008 Business Plan Statistical Appendix – Annual Monitoring (BPSA – AM or BPAM)

About the appendix

The purpose of the Business Plan Statistical Appendix (BPSA) is to bring together information about your HRA stock. It draws together information relevant to the formulation of your HRA Business Plan (the future plans) and reports progress made during the last financial year (annual monitoring). All the information presented in the BPSA is relevant data underpinning your business planning but presented in a format to ensure consistency between LAs. This enables readers to gain an overview of your position and will inform Government Office assessments. This information is used centrally to inform policy development and monitoring.

The Business Plan Statistical Appendix - Annual Monitoring (BPAM or BPSA-AM) **is to be submitted each year** as it reports annual progress and provides information on future plans. Prior to 2006 the Business Plan Statistical Appendix was split into two parts: 'Future Plans' (FP) and 'Annual Monitoring', to distinguish between planning and monitoring of previous progress. However, after consultation the FP section was deemed unnecessary as all required information on planning was now collected through the Business Plan Statistical Appendix – Annual Monitoring (BPAM or BPSA –AM).

This guidance relates to the Business Plan Statistical Appendix - Annual Monitoring (BPAM or BPSA-AM). This appendix reports progress made during the last financial year against your HRA Business Plan and has been produced in consultation with local authority associations. The appendix is divided into the following sections (use the hyperlinks to take you to a specific section):

- Submitting the data
- General notes
- Section A : HRA Assets at 1st April 2008
- Section B : Decent Home Delivery during 2007/08
- Section C : Comparison between outstanding works at 1st April 2007 and 1st April 2008
- Section D : Programme of work on HRA stock
- Section E : Management and Service Delivery

Submitting the data

You should submit the data using the Communities and Local Government Interform system. To do this you should go to the following website address: <http://www.iform.co.uk>. Enter your username and password to gain access to this appendix then follow the on-screen instructions.

Any general queries on completing the appendix should be directed to the HAPSU help desk on 0117 372 8989.

If you have any questions on definitions please contact 020 7944 2646 or E-mail: hip_returns@communities.gsi.gov.uk).

The appendix should be submitted on Interform no later than Friday, 1st August 2008.

Points to note when completing this appendix

- Only one number should be entered in each box, and boxes should not be bracketed together. No boxes should be left blank; if no reasonable estimate can be made, enter # and provide details in the notes box on when the information will be available. '0' should only be entered where zero is meant.
- Where you have entered a # that is a component part of a total, then you must also enter a # in the total cell unless you know the 'true total' (note that this will not be the sum of the component parts in this case).
- Where you feel it would be helpful please provide details of data sources in the notes box on Interform. Estimation methods and definitions used should also be given in the notes box.

The shaded fields on this paper draft will already be filled automatically by Interform (although the cells will not be shaded on screen) with data either already supplied to us or calculated automatically by Interform. Only amend these fields if you are certain that our value is incorrect or you want to provide us with a better estimate of data previously supplied. In either case please make a note in the notes box to that effect. If any of these fields are blank, input data (where you can) to fill them.

Detailed advice about the completion of this appendix is given in the accompanying notes.

Comprehensive Performance Assessment (CPA)

The following items from the BPSA-AM are among the items that will be used by the Audit Commission as part of their CPA 2007/08 housing service assessment:

- Section E5: Performance Indicator (PI) H4 'Urgent repairs in time'
- Section E6: PI H5 'Average time for non-urgent repairs'
- Sections D27 and 28: PI H21 'Percentage of planned to responsive repair funded from revenue expenditure'
- Section E1: PI H9 'Average weekly management cost'

Please ensure every attempt is made to provide accurate figures for the data items under CPA to avoid the need for further clarification and amendments during CPA data validation later in the year

General notes

Dwellings

All information in this appendix relates to the local authority stock for which your authority has financial responsibility for capital works including those situated outside your own LA district, and those managed by ALMO or part of PFI schemes.

A local authority dwelling is defined as:

1. A building or part of a building which is provided for occupation by a single family unit (that is to say an individual or a family in either case together with any lodger); or
2. Hostels should be included with the number of dwellings and counted as the number of bedspaces in the hostel divided by 3 and rounded up to the nearest whole number.
3. A cluster, where a cluster is defined as a group of rooms in a house in multiple occupation which serve as separate accommodation for 2 or more persons who share a common kitchen, bathroom and lavatory, such that:
 - A house that accommodates 6 or less than 6 persons shall count as one cluster;
 - And where such a house accommodates more than 6 persons the number of clusters shall be calculated by dividing the number of persons by 6, with any balance counting as one cluster.

This definition is consistent with the one used for the purposes of HRA subsidy.

Leaseholders/Shared Ownership

Where your authority shares responsibility for works of a capital nature, count only the proportion of the cost for which your authority will have a net financial responsibility (i.e. after the costs borne by owners or out of indemnity insurance is deducted from capital payments). Quote the number of dwellings as that implied by the proportion above (i.e. 50% of expenditure implies 50% of dwellings), rounding to the nearest whole number where necessary.

Costs and Expenditure

All costs should be based on an accruals basis i.e. when the work is carried out rather than when the bill is paid. For example, if a contract is carried out over two financial years the number of dwellings and costs of work should be apportioned across the two financial years in proportion to the work carried out in each year. All future costs should include assumptions about inflation that have been made as part of your business planning process.

Costs should include consultant's fees, contractor's preliminaries, contingencies and other related costs. Also include costs for equivalent building and professional services provided in-house. Do not include your authority's management and administration costs. Present all expenditure figures in £000's and rounded to the nearest £1000 **unless stated otherwise**. Quote total expenditure and not costs per dwelling. Where there are no dwellings requiring investment, there should be no associated costs and vice versa.

Capital and Non Capital Works

Throughout this appendix works are divided into 'capital' type works and 'non-capital' works (referred to as minor repairs and routine maintenance). These categories are based on the Business Planning Model categories of Renewal Expenditure and Maintenance Expenditure as defined in Section 4.4.1 of the 'A New Financial Framework for Local Authority Housing: Guidance on Business Plans', DETR, June 2000. Generally we would expect the following read across between categories in this appendix and the categories in the Business Plan:

Statistical Appendix	Includes:
Capital Works: Installation, Replacement or Major Repair	Catch Up
	Improvements
	Major Repair (Replacement of building components, where a building 'component' is a major part of a building that has a finite life cycle)
Non Capital Works: Minor Repair or Routine Maintenance	Cyclical Maintenance e.g. painting windows
	Planned Replacement of Sub Components e.g. taps, plugs.
	Responsive Repairs e.g. fixing broken boilers

Other capital spend will tend to fall into Installation, Replacement and Major Repair.

‘Capital type’ works (installation, replacement and major repair) are works that require expenditure of a capital nature, however financed (including works funded through the MRA and as part of wider regeneration schemes).

National Register of Social Housing (NROSH) – Section A

The National Register of Social Housing (NROSH) is a system that is being developed to collect social housing data at individual property level directly from Local Authorities (LAs) and Housing Associations (HAs). A major benefit of NROSH is its ability to aggregate statistics collected by Communities and Local Government from landlords through various returns such as Business Plan Annual Monitoring (BPAM), Housing Strategy Statistical Appendix (HSSA), Housing Revenue Account Subsidy Claim (HRASC) and Housing Flows Reconciliation (HFR) and such in-built system will reduce the administrative burden of landlords. It will be possible for individual landlord to use NROSH for their own research using a web interface directly to the data.

While NROSH cannot completely replace the BPAM it is now working on the items relating to aggregation of dwelling stock attributes (Section A). The Department is therefore developing the way it can be used to reproduce the relevant fields: a1a to a17a.

We have included additional cells on the BPAM to illustrate how the parts of the information can be collected through NROSH. Where NROSH data has been supplied and there are sufficient levels of data, we have aggregated this to local authority level and provided an NROSH figure. The quality and accuracy of this figure will depend largely on the amount of property level data that has been provided. A list of NROSH fields that can be used to produce the BPAM figures are published on the website: <http://www.communities.gov.uk/housing/housingresearch/housingstatistics/housingdataprojects/nationalregisterofsocialhousing>

Please note that NROSH data is for information only and you do not need to provide information for the NROSH columns for Section A. You need to complete only the BPAM figures: a1a to a17a.

Section A – HRA Assets at 1st April 2008

Items A1 to A14: Number of dwellings your authority owns at 1st April 2008 (excluding leaseholder and shared ownership)

This breakdown is included to ensure consistency between Local Authorities when presenting information on the number and type of dwellings. Presenting the breakdown by type and age of stock provides context to the remainder of the Annual Monitoring Return helping to explain levels of progress made.

It should include all dwellings owned by your authority including those outside your own boundaries. Leaseholder and shared ownership dwellings should be excluded. For HMOs please distribute these into the 13 archetypes presented. In blocks of flats that vary in height the maximum number of storeys should be used. Collecting information on these archetypes does not preclude you from using other archetype or area classifications in your Business Planning.

Traditional dwellings are those whose load bearing structural members (walls, floors and roof structure) are wholly or predominantly masonry or timber. This would include all timber-framed buildings (regardless of type of cladding), block and brick cavity wall construction and solid brick/block/stone construction.

Non traditional dwellings are those whose load bearing structural members are wholly or predominantly metal or concrete. The presence of concrete flat roofs and/or concrete floors coupled with load-bearing masonry walls should be considered 'hybrid' traditional construction, and classified as 'traditional'. In the case of masonry walls you should establish whether they are load bearing or whether they conceal concrete or metal load-bearing columns and beams.

Items A15 to A16: Dwellings owned by local authority outside your own area

In the first box enter the number of districts that contain dwellings you own that are outside your own local authority area. If you own dwellings outside your own area use the boxes in Question 16 to list the names of those districts and the number of dwellings located in each district. Vacants should include dwellings that are empty between changing occupants or undergoing modernisation, repair or conversion, or awaiting demolition; or newly completed but not occupied.

Item A17: How many dwellings have been sold under RTB in 2007/08?

This presents information about the number of HRA dwellings that have been sold by your authority under 'Right to Buy' during 2007/08. This may help to explain progress over the last year. The number of right to buy sales recorded should agree with the number of right to buy sales recorded on your authority's P1B return for the last quarter of 2007/08.

Section B – Decent Home Delivery in 2007/08

From 6th April 2006, the Housing Health & Safety Rating System (HHSRS) replaced the fitness standard as an element of the Decent Homes Standard. Decent Homes calculations should be based on the HHSRS rather than the Fitness standard:

http://www.housingcorp.gov.uk/upload/pdf/051114-B-Decent_Homes_Update_finalvers_sent.pdf

Please indicate at the start of Section B whether your decent homes calculations are based on the HHSRS. If your calculations are based on the HHSRS then please complete the box with 'H'. If your calculations are based on the old fitness criteria then please fill the box with 'F'.

Local authorities are encouraged to carry out stock condition surveys on a regular basis. As a result, it is anticipated that the majority of authorities will now be using HHSRS rather than the old Fitness Standard.

Items B1 to B2: Number and change of non-decent dwellings (and associated expenditure) between 1st April 2007 and 1st April 2008

This presents information about the number of dwellings owned by your local authority that were below the Decent Home standard at the 1st April 2007, the flows into and out of non-decent during 2007/08 and the number that fall below the Decent Home standard at the 1st April 2008, together with associated costs.

Guidance on the definition of a decent home, which will help you quantify the level of non-decent and potentially non-decent housing in your stock, was issued in June 2006, and is available here:

<http://www.communities.gov.uk/documents/housing/pdf/138355>

Separate guidance explains how you can quantify the level of non-decent and potentially non-decent housing as part of a stock survey carried out in line with the guidance issued in August 2000:

<http://www.communities.gov.uk/documents/housing/pdf/156837> (Collecting, managing and using housing stock information).

If you made an estimate of the number of non-decent dwellings owned by your authority at the 1st April 2007 on your 2007 Business Plan Statistical Appendix return this information has been fed back through the Interform system. If you have more up-to-date estimates you should overwrite the fed back information. Otherwise leave the cells unchanged.

The change in number of non-decent between April 2007 and April 2008 is broken down into **a**) number of dwellings made decent during 2007/08 (b1b), i.e. the flow out of non-decent (including non decent dwelling reductions from RTB, partial transfers, demolitions and tenant refusals - so long as the dwellings where work was declined and demolished properties were included in initial non decent estimates) and

b) the number of dwellings becoming non-decent during 2007/08 (b1d), i.e. the flow into non-decent. The information about the number of dwellings receiving work to prevent them becoming non-decent (b1c) is also included as this reflects the importance of not only reducing the non-decent stock within your authority but also the need to prevent decent dwellings from deteriorating into non-decency.

The number of non-decent at 1st April 2008 (and associated costs) should be estimated by taking the number of non-decent at 1st April 2007, subtracting the number that have been made decent during 2007/08 (b1b) and adding the number that have become non-decent during 2007/08 (b1d). If you have been unable to provide all the information on the flows of dwellings into and out of non-decent or have not got an estimate of the number of non-decent at 1st April 2007, please provide your 2008 estimate. **Non decent dwellings which are scheduled for demolition should not be included in the count of non-decent.**

The information on target number of non-decent at 1st April 2008 has been taken from your 2007 Business Plan Statistical Appendix. It has been presented alongside the actual 2008 position in order to provide an indication of progress between towards your 2008 target.

Please note that where an individual tenant does not want work carried out on their home to bring it up to the decent homes standard, then the home can remain below the standard until the property is vacated, at which point the necessary work can be undertaken. **Whilst the home is occupied it should not be counted as non-decent for reporting purposes.** The exception to this is where works are required to maintain the structural integrity of the dwelling or prevent other components within the dwelling from deteriorating, or where a category 1 hazard must receive early attention. These dwellings should be counted as non-decent.

Item B3: Extent of tenants refusing work

This new item is included in the 2007/08 BPSA-AM form to estimate the overall extent of tenants refusing work. It provides both an estimate of all tenant refusals across the whole stock (regardless of condition) and an assessment of the amount of stock technically non-decent that are recorded correctly as decent for reporting purposes.

Item B4: Nature of non decent dwellings

This section also presents the number of dwellings that fail to meet each of the four criteria of the Decent Home standard. This provides a clearer picture on why your stock fails to meet the Decent Home standard. As an individual dwelling may fail the Decent Home standard on more than one criterion the sum of the number of dwellings failing each of the criteria may be higher than the total non-decent dwellings.

For each criteria (and the total non-decent), the average cost to make a dwelling 'decent', is calculated through the Interform system

All associated costs should be reported in **£000s**.

Item B5: Non decent dwelling targets

This presents a profile of the targets set for progress in tackling non-decent council homes. Targets are required annually to enable future monitoring of progress to ensure you keep on track to deliver by December 2010.

Section C – Comparison between outstanding works at 1st April 2007 and 1st April 2008

Section C presents details of the outstanding ‘capital’ investment required on your local authority dwelling stock at 1st April 2008 compared to the same at 1st April 2007. **It does not include work which is not required now but may fall due in future years because of future deterioration of the stock i.e. it does not include newly arising need/future works.**

Items C1 to C3: Number of HRA dwellings with outstanding works at 1st April 2008 (compared to previous year)

This presents details of how many dwellings have outstanding ‘capital’ works (including renovation, demolition and conversion) and how many dwellings require no ‘capital’ investment at 1st April 2008 compared to 1st April 2007. It also details the total expenditure needed on outstanding works at these two dates.

Include only ‘capital type’ works – which are works that require expenditure of a capital nature, however financed (including works funded through the MRA and as part of wider regeneration schemes). See general notes for a more detailed explanation of ‘capital type’ works.

Where your authority shares responsibility for capital works, count only the proportion of the cost for which your authority will have a net financial responsibility (i.e. after the costs borne by owners or out of indemnity insurance is deducted from capital payments). Quote the number of dwellings as that implied by the proportion above (i.e. 50% of expenditure implies 50% of dwellings), rounding to the nearest whole number where necessary.

Demolitions: include only whole dwellings that need to be demolished.

Conversions: include only work which would result in a change in the number of dwellings; for example, converting a large house into flats or combining two smaller flats into a single larger flat. Indicate the number of dwellings after conversion. Adaptations for the elderly and disabled people should not be considered as conversions.

The information on outstanding works at 1st April 2007 has been taken from your 2007 Business Plan Statistical Appendix and will be fed back through the Interform system.

The difference between the 2007 and 2008 position will be calculated automatically through the Interform system. Any changes to these from refining/improving the 2007 position should be explained in the notes box.

Costs should include consultant's fees, contractor's preliminaries, contingencies and other related costs. Also include costs for equivalent building and professional services provided in-house. Do not include your authority's management and administration costs. For future years you should include inflation based on assumptions made as part of your business planning process. Present all expenditure figures in **£000's** and rounded to the nearest £1000. Quote total expenditure and not costs per dwelling. Where there are no dwellings requiring investment, there should be no associated costs and vice versa.

Section D – Programme of work on HRA stock

This section presents information about planned works (2008/09) and works carried out to your stock in the last financial year. It is set along side the plans submitted in your 2007 Business Plan Statistical Appendix.

For Items 1-25 include only 'capital' type works – which are works that require expenditure of a capital nature, however financed (including works funded through the MRA and as part of wider regeneration schemes). See general notes for more detailed explanation of 'capital' type works.

Where your authority shares responsibility for capital works, count only the proportion of the cost for which your authority will have a net financial responsibility (i.e. after the costs borne by owners or out of indemnity insurance is deducted from capital payments). Quote the number of dwellings as that implied by the proportion above (i.e. 50% of expenditure implies 50% of dwellings), rounding to the nearest whole number where necessary.

Costs should include consultant's fees, contractor's preliminaries, contingencies and other related costs. Also include costs for equivalent building and professional services provided in-house. Do not include your authority's management and administration costs. For future years you should include inflation based on assumptions made as part of your business planning process. Present all expenditure figures in **£000's** and rounded to the nearest £1000 **unless stated otherwise in the form**. Quote total expenditure and not costs per dwelling. Where there are no dwellings requiring investment, there should be no associated costs and vice versa.

Item D1: Number of dwellings that received 'capital' renovation work during 2007/08 and associated costs

This presents the number of dwellings that received any 'capital' renovation works (installation, replacement or major repair) during 2007/08 and the associated costs of doing the work.

Items 1a and 1b show how many dwellings received work as part of your programme to deal with outstanding works and how many dwellings received work as part of your programme to tackle new works that arose in 2007/08.

As a dwelling may be affected by both outstanding works and newly arising need it can be included separately in the dwellings column of both Item 1a and 1b. However, it may only be counted once in the total (Item 1) – therefore, the number of dwellings that received any works (Item 1) should be less than or equal to the sum of 1a and 1b. For total expenditure Item 1 should be the sum of Item 1a and 1b.

Items D2 to D5: Number of dwellings that received other ‘capital’ works during 2007/08 and associated costs

This presents the number of dwellings that received any other ‘capital’ works (demolition, conversion and new build/acquisition) during 2007/08 and the associated costs of doing the work.

Demolitions: include only whole dwellings that were demolished. Any partial demolition work should be included under the appropriate heading within renovation investment, even if no rebuilding results.

Conversions: include only work which resulted in a change in the number of dwellings. For example, converting a large house into flats or combining two smaller flats into a single larger flat. Indicate the number of dwellings after conversion. Adaptations for the elderly and disabled people should not be considered as conversions, but included under renovation.

New build/acquisition: include all local authority new build/acquisition for general purposes under general new build/acquisition. This should exclude all dwellings that were built/acquired for the main purpose of special needs use. These dwellings should be recorded under special needs. Together, general and special needs new build/acquisitions should equal all local authority new build/acquisitions during 2007/08.

Item D6: Number of dwellings that received any ‘capital’ works during 2007/08

This presents the number of dwellings that received **any** ‘capital’ works (renovation, demolition, conversion and new build/acquisition) during 2007/08 and the associated expenditure. It should be less than or equal to the sum of Items 1,2,3,4 and 5.

Item D7: Number of dwellings that received no ‘capital’ works during 2007/08

This presents the number of dwellings that received no ‘capital’ works (renovation, demolition, conversion and new build/acquisition) during 2007/08.

Items D9 to D23: Number of dwellings that received the following ‘capital’ works (installation, replacement or major repair) during 2007/08 and associated expenditure

This part of this section presents information about the number of local authority dwellings receiving different types of renovation work. An individual dwelling may be counted under more than one category of works. For example, a dwelling which has had a new kitchen and bathroom fitted should be recorded in this section under both kitchens and bathrooms.

The total expenditure on works carried out in 2007/08 by type of work (Item 23) should be the same as the total expenditure on 'capital' type installation, replacement or major repairs (as reported in Item D1 of this appendix).

Where works are to common parts, public and private open areas, or in the case of blocks of flats, to the structure, roofs or other shared elements, report the total number of dwellings among which the costs of works is to be apportioned. In the case of dwellings that have been sold, count only a proportion of the dwellings to reflect the council's remaining net financial responsibility, if any.

Items D24 to D25: Number of dwellings that received 'capital' works associated with improving security or disabled/elderly adaptations during 2007/08 as part of the following programmes

Dwellings receiving these works should also be accounted for in Items 9 – 22 i.e. by type of work. For example, where a dwelling received an adapted new kitchen or bathroom, the dwelling would be recorded here under disabled/elderly adaptations and in Section D Items 18-19 under kitchens and bathrooms.

Item D26: Number of dwellings that received non-'capital' works (minor repairs/routine maintenance) during 2007/08 and associated expenditure

This presents information about the number of dwellings that received minor repairs and routine maintenance during 2007/08 and the associated costs. This includes any routine works that were carried out (such as safely testing of boilers or painting windows) and any responsive minor repairs that were undertaken.

It may be that you carry out minor repairs or routine maintenance to all dwellings every year e.g. checking all boilers every year. If this is the case then the number of dwellings that received minor repair/routine maintenance will be equal to your total stock.

Item D27: Percentage of total expenditure on revenue (i.e. non-'capital') works that was on a responsive basis. This should be expressed as the total expenditure on revenue work to the local authority housing stock within a specific year which was undertaken on a **responsive** basis as a percentage of the total expenditure on all revenue works (both responsive and planned) to the local authority stock within the same year i.e. Item 26.

Item D28: Percentage of total expenditure on revenue (i.e. non-‘capital’) works that was planned. This should be expressed as the total expenditure on revenue work to the local authority housing stock within a specific year which was undertaken on a **planned** basis as a percentage of the total expenditure on all revenue works (both responsive and planned) to the local authority stock within the same year i.e. Item 26.

Item D29: Total number of non-capital repair orders rose (both current and planned).

Item D30: Percentage of total repair orders rose (i.e. non-‘capital’) that were emergency or urgent (both current and planned). See below for details on how to calculate emergency and urgent repairs.

Item D31: Percentage of total repair orders rose (i.e. non-‘capital’) that were non-urgent (both current and planned).

For the calculations in Items 27 to 31, revenue works mean all works that are not capital works. All expenditure on capital works from Basic Credit Approvals (BCAs), Major Repairs Allowance (MRA), Revenue Contribution to Capital Outlay (RCCO) or any other source should not be included.

Responsive works:	Minor repair or routine maintenance undertaken in response to a request from a tenant. This should include (i) Tenant requests that are ‘batched’ to allow them to be undertaken as programmed works. e.g. fencing repairs (ii) void works that are responsive to the authority
Planned works:	Planned minor repair or routine maintenance. e.g. cyclical maintenance, planned replacement of sub components.

For Items 30 and 31 the definitions for emergency and urgent works are as follows

- **‘Emergency and Urgent Repairs’** are those that are set out by the Statutory Right to Repair. These repairs are set out in the Secure Tenants of Local Authority (Right to Repair) Regulations 1994. Any additional repairs classified by the local housing authority as emergencies or urgent repairs not set out in the Statutory Right to Repair should not be included.
- **‘Non-urgent repairs’** are all other repairs that are not covered by the Statutory Right to Repair, but should include any works that have been classified by the local housing authority as emergency or urgent repairs but are not set out in the Statutory Right to Repair.

This indicator covers repairs and maintenance works orders raised to all dwellings held within the HRA and includes repairs and maintenance carried out by a contractor or outside agency for and on behalf of the local housing authority.

Exclude all responsive repairs orders raised that are transferred into planned maintenance programmes and funded through capital expenditure.

Emergency repair and Urgent repair works orders calculation –

- $a + b / (a + b + c) = \text{\%age of emergency repair and urgent repair orders}$

Where:

- a = Statutory Right to Repair works orders on emergency repairs
- b = Statutory Right to Repair works orders on urgent repairs
- c = repairs works orders for non-urgent repairs

Section E – Management and Service Delivery

Items E1-E15: General management of Local Authority stock

This presents information about general management and service delivery issues within your authority. It brings together in one place some of the key management and service delivery issues for your local authority housing stock and is based largely on the Housing Best Value Performance Indicators (BVPIs). Information is largely fed back from either 2007 BPSA or BVPI submissions. The planned data in this section of the form refers to the plans for 2007/08, rather than asking for planned data for 2008/09 as elsewhere in the form, to provide a comparison of a Local Authority's performance against their targets.

BVPIs were introduced from 2000/01 and the unaudited information you reported to the Audit Commission for 2006/07 is automatically provided in Interform. If you wish to provide new or updated estimates you can overwrite the relevant box with the new information, otherwise leave the figures unchanged.

Item E1: Average weekly cost of management per unit (£) is no longer a Housing BVPI (previously BV 65a) but is an important issue for your business planning. This is defined as the cost to the local authority of housing management and is measured by the Housing Revenue Account expenditure on management over the year less the income generated from unpooled charges for services not otherwise covered by management and maintenance allowances, divided by the average number of dwellings in the HRA at the start and end of year, divided by 52. Unpooled charges refer to services which are charged back to the tenant and are not covered by management and maintenance allowances.

Item E2: Average weekly cost of maintenance per unit (£) is no longer a Housing BVPI (previously BV65b) but is an important issue for your business planning. This is defined the cost to the local authority of repairs and is measured by the Housing Revenue Account expenditure on repairs over the year divided by the average number of dwellings in the HRA at the start and end of the year, divided by 52.

Item E3: Average re-let time (days) is being collected under the BVPI 212 definition. Defined as the time in calendar days from when the tenancy is terminated up to and including the date when the new tenancy agreement starts. Where a notice has been served, the tenancy will not count as terminated until the notice period has ended and the Local Authority has possession of the property. Exclude properties: let through mutual exchanges, undergoing 'major works' and which the council intends to sell or demolish. A void should be classed as a 'major works' void only if an existing tenant would have had to be decanted in order for the works to take place. The void period should start from the date that the works are completed.

Item E4: Average SAP rating of all HRA dwellings (BVPI 63) is defined as the average Standard Assessment Procedure rating of local authority owned dwellings. SAP is an index of the annual cost of heating a dwelling to achieve a standard heating regime and is normally described as running from 1 (highly inefficient) to 100 (highly efficient). As such, it is a measure of its overall energy efficiency and depends on both the heat loss from the dwelling and performance of the heating system.

Item E5: Percentage of urgent repairs completed within Government time limits (%) is no longer a Housing BVPI (previously BVPI 72) but is a useful indicator of the efficiency of your repairs service. This is defined as the total number of urgent repairs (as defined in the Right to Repair regulations) completed within the prescribed time limit during the year, expressed as a percentage of all urgent repairs requested during the year. Repairs classed as urgent and their Government time limits are set out in the Guidance on Best Value Performance Indicators and in the Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994.

Item E6: Average time taken to complete non-urgent repairs (days) is no longer a Housing BVPI (previously BVPI 73) but is an important issue for your business planning. This is defined as the average number of (calendar) days between the non-urgent responsive repair being requested and its satisfactory completion (where non-urgent repairs are those excluded from the Right to Repair regulations).

Item E7: Satisfaction of tenants with the overall service provided by their landlord: with results broken down by i) black and minority ethnic (BME) and ii) non-black and non-minority ethnic tenants (Housing BVPI 74) is defined as the percentage of all council tenants, or a representative random sample of council tenants, stating that they are satisfied with the overall service provided by their landlord. Leaseholders and tenants of other social or private landlords are excluded. The survey should be carried out at least once every three years, starting in 2000/01, following the National Housing Federation's STATUS standard tenant satisfaction survey methodology. In years when there is no survey, the most recent available year's results should be reported with a note highlighting the date of the survey.

Item E8: Satisfaction of tenants with the repairs and maintenance service provided by their landlord is defined as the percentage of all council tenants, or a representative random sample of council tenants, stating that they are satisfied with the way your landlord deals with repairs and maintenance. Leaseholders and tenants of other social or private landlords are excluded. The survey should be carried out at least once every three years, starting in 2000/01, following the National Housing Federation's STATUS standard tenant satisfaction survey methodology. In years when there is no survey, the most recent available year's results should be reported with a note highlighting the date of the survey.

Item E9: Total time (FTE, in person) of all local authority staff doing tenant participation work in your authority is not a Housing BVPI but has been previously collected in Section 4 of the Housing Investment Programme Operational Information form. It is a way to measure staff involvement in this work. For example, recording an FTE value of 1.0 indicates that one individual works on tenant participation full time. It could also represent two people working half of their time (0.5 + 0.5 FTE each) in this area. Typically, values for this item would tend to range between 0 and 20.

Item E10: Total funding provided to tenants groups from revenue funding (£) is not a Housing BVPI but has been previously collected in Section 4 of the Housing Investment Programme Operational Information form. Include all funding from revenue funding that has been provided to tenants groups.

Item E11: Total funding provided to tenants groups as funding for one-off projects (£) is not a Housing BVPI but has been previously collected in Section 4 of the Housing Investment Programme Operational Information form. Include all funding provided to tenants groups for one-off capital projects. Exclude funding for TMO repairs budgets.

Item E12: Total funding provided to tenants groups for training budget (£) is not a Housing BVPI but has been previously collected in Section 4 of the Housing Investment Programme Operational Information form. Include all funding provided to tenants groups as training budget.

Item E13: The proportion of LA homes which were non-decent at 2006/07 (Housing BVPI 184a).

Item 14: Annual percentage change in proportion of non-decent LA homes (Housing BVPI 184b)

Item E15: The proportion of CP12s (gas servicing certificates) outstanding (i.e. those that are older than 12 months) at 1st April 2008 expressed as a percentage of the total number of properties in the HRA that require a gas servicing certificate.

Items E16-E20: Rents and rent management

This provides information about rents and rent management in your authority.

Item E16: Average rent per dwelling (£) is not a Housing BVPI but has been previously collected by ODPM through the subsidy claim forms. If any of the information is out of date or has been superseded you can overwrite with the new data, otherwise leave the figures unchanged.

Item E17: Percentage of rent collected (%) (Housing BVPI 66a) is calculated as the gross HRA rent collected during the year (including that met through housing benefit) as a percentage of the total HRA rent available for collection in the year, excluding rent arrears from former tenants (i.e. the maximum income rent income available after allowing for vacant dwellings plus any arrears of current tenants, including those from previous tenancies outstanding at the beginning of the year). The rent collected is total amount of rent collected during the year excluding any pre-payments for later year, less any payments of arrears from earlier years from former tenants. No reduction should be made to rent collected where rent payments are subsequently found to have come from overpayments of housing benefit.

Item E18: Rent arrears of current tenants as percentage of LA's rent roll (%) is no longer a Housing BVPI (previously BV 66b) but is an important issue for your business planning. This is calculated from the total amount of current tenants HRA rent outstanding at the end of the financial year and the total HRA rent roll. Rent roll is the total amount of potential rent collectable for the financial year for all dwellings owned by the authority, whether occupied or not.

Item E19: Rent written off as not collectable as percentage of LA's rent roll (%) is no longer a Housing BVPI (previously BV 66c) but has been previously collected in this appendix. This is calculated from the total amount of HRA rent written off during the financial year and total HRA rent roll. Rent roll is the total amount of potential rent collectable for the financial year for all dwellings owned by the local authority, whether occupied or not. The total amount of write off is the amount of current and former tenants' arrears formally written off as unrecoverable during the financial year.

Item E20: Percentage of rent lost through vacants (%) is no longer a Housing BVPI (previously BV 69) but is an important issue for your business planning. This is calculated from data on the total HRA rent roll and the amount of HRA rent lost through voids (properties being vacant). Rent roll is the total amount of potential rent collectable for the financial year for all dwellings owned by the local authority. Rent lost through voids is the total amount of rent which was not collectable during the financial year because dwellings were vacant (i.e. with no tenant liable for the rent). Include dwellings designated for redevelopment if these form part of the rent roll.

Items E21 to E26: Vacant local authority dwellings at 1 April 2008

This summarises the level of vacant dwellings in the local authority stock at 1st April 2008. The vacant dwellings are split by type of vacant and for how long the dwelling had been vacant at 1st April 2008

Dwellings available for letting should include properties on offer or already allocated but where the tenant has not yet moved in. Dwellings undergoing or awaiting repairs (minor or major) before being sold should be recorded under dwellings to be sold. Dwellings vacant awaiting demolition should exclude any dwellings subject to demolition or closing orders or acquired for demolition under **Part IX or Part VI of the Housing Act 1985**; the number of such dwellings should be reported in the notes box.

ISBN: 978 1 4098 0917 3

ISBN 978-1-4098-0917-3



9 781409 809173