

Royal Borough of Kingston Upon Thames

Housing service assessments

How Royal Borough of Kingston Upon Thames delivers its housing services

The service assessment is scored on the following scale:

- 1 = Inadequate performance – below minimum requirements
- 2 = Adequate performance – only at minimum requirements
- 3 = Performing well – consistently above minimum requirements
- 4 = Performing strongly – well above minimum requirements

Service assessment	2005	2006
The Council's performance, in community housing and, where applicable, housing management services, as assessed by the Audit Commission.	3	3

The assessment takes a broad view of council performance across the range of housing services. The service assessment is constructed from two elements:

- performance information
- inspection reports

The housing assessment includes two sub-blocks:

- housing the community – this assessment looks at the Council's performance at: meeting housing needs, including housing advice, allocation of affordable housing, and accommodating homeless people; and supporting improvement of private sector housing.
- managing council housing – this assessment looks at the Council's performance at managing, maintaining and improving council-owned housing.

Service assessment elements	weighting	2006
Managing council housing performance information	50%	2
Managing council housing inspection reports	—	—
Housing the community performance information	50%	4
Housing the community inspection reports	—	—

Key: — = not applicable or no applicable inspections

Housing performance information

Performance on specified performance indicators (PIs) is assessed as above, between or below two levels (thresholds) to make three performance groupings:

- above the upper threshold = comparatively high performance
- between the thresholds
- below the lower threshold = comparatively low performance

The number of PIs in each performance grouping determines the score for the performance information element. For detailed information view the service assessment framework technical guide for CPA 2006 on the Audit Commission website (www.audit-commission.gov.uk).

Housing the community PIs

Royal Borough of Kingston Upon Thames scored 4 (out of 4) in the performance information element in the 2006 housing the community assessment.

PI	Description	Performance
H16	Repeat homelessness acceptances	above the upper threshold
H17	Proportion of unfit private sector dwellings made fit or demolished	
H18	Percentage of total private sector homes vacant for more than 6 months	
H19	Racial incidents with further action	
H23	Number of private sector vacant properties returned to occupation or demolished as a result of local authority action	
H14	Average time in temporary accommodation – time spent in B&B	between the thresholds
H15	Average time in temporary accommodation – time spent in hostels	
H22	Percentage change in the average number of families placed in temporary accommodation	

Managing council housing PIs

Royal Borough of Kingston Upon Thames scored 2 (out of 4) in the performance information element in the 2006 managing council housing assessment.

PI	Description	Performance
H1	The proportion of non-decent local authority homes	above the upper threshold
H5	Average time for non-urgent repairs	
H6	Rent collection and arrears: proportion of rent collected	
H8	Average re-let times	
H2	Percentage change over year of local authority decent homes	between the thresholds
H10	Commission for Racial Equality's code of practice in rented housing	
H11	Energy efficiency - average SAP rating	
H21	Percentage of planned to responsive repairs funded from revenue expenditure	
H4	Urgent repairs in time	below the lower threshold
H9	Average weekly management costs	
H12	Satisfaction of local authority tenants with overall service of landlord by All tenants	
H13	Satisfaction with participation for all tenants	

Housing inspection reports

Inspections were included in this assessment where they covered a substantial area of the housing function and were published between 1 January 2004 and 31 December 2006. Where the scope of an inspection significantly straddles more than one area, for example waste and planning, then that inspection will count in all relevant areas.

The score is drawn from the current service score (poor to excellent) converted to a score of 1 to 4. The prospects for improvement score is not used in this assessment.

Housing the community inspection reports

No applicable inspections.

Managing council housing inspection reports

No applicable inspections.

Please visit the Audit Commission website (www.audit-commission.gov.uk) for the full version of this assessment.