



## Business Plan Statistical Appendix: 2009-10 (BPSA) Guidance notes for completion



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## **Guidance notes for completion**

April 2010  
Department for Communities and Local Government: London

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May 2010

ISBN: 978 1 4098 2464 0

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# About the appendix

The purpose of the business plan statistical appendix (BPSA) is to bring together information about your housing revenue account (HRA) stock. It draws together information relevant to the formulation of your HRA business plan and reports progress made during the last financial year. All the information presented in the BPSA is relevant data underpinning your business planning but presented in a format to ensure consistency between local authorities (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.

This year the appendix consists of two forms: the BPSA-EDH (Early Decent Homes) collection and the main BPSA collection.

## Early Decent Homes collection

As we are approaching the Decent Homes target deadline of December 2010, we are requesting decent homes information to be returned earlier than usual. These data will be collected on the shorter BPSA-EDH. Ordinarily the information we are requesting on the BPSA-EDH would be returned as part of the BPSA, normally due back no later than late July, but this year we are asking local authorities to supply the figure earlier to inform the Decent Homes Programme Board on progress towards the target and to enable the reporting and publishing of provisional estimates on the decent homes target by the end of August.

The **BPSA-EDH** will collect some decent homes information (Section B) and the stock figure (a1a). The following cells are requested in the BPSA-EDH:

a1a, b1b, b1c, b1d, b1e, b3a, b4a, b5a, b5b, b7a, b7c, b8a, b8b, b8c, b8d, b8e.

The figures reported in the BPSA-EDH will be treated as, and published by CLG in August 2010, as *provisional*.

**The BPSA-EDH should be submitted on Interform no later than Wednesday 23 June 2010.**

## Main BPSA collection

The main **BPSA** displays the figures provided on the BPSA-EDH form and allows completion of the remaining BPSA questions. Figures from the BPSA-EDH are shown in blue highlighted cells on the BPSA. These blue cells will display figures exactly as entered on the BPSA-EDH (this is not to be confused where blue surrounds cells). *Figures highlighted in blue can only be changed on the BPSA-EDH form. These figures can be changed after the submission deadline for the BPSA-EDH (i.e. Wednesday 23 June 2010).* Figures reported in the main BPSA will be treated as and published by Communities and Local Government (CLG) as *final*.

**The main BPSA should be submitted on Interform no later than Friday 23 July 2010.**

The appendix is divided into the following sections:

- General notes
- Submitting the data
- Section A: HRA Assets at 1 April 2010
- Section B: Decent Home Delivery during 2009-10
- Section D: Programme of work on HRA stock
- Section E: Management and Service Delivery
- Section F: Possession orders, evictions, demotion orders and injunctions obtained by local authority landlords

## Review of CLG local authority housing forms

During 2008 this form was included in a review of CLG's housing forms for local authority data providers. The review was commissioned through the CLIP Housing sub group and in response to other factors such as:

- a new local government performance framework, as set out in Chapter 6 of the local government white paper *Strong and*

*Prosperous Communities*, published in October 2006  
<http://www.communities.gov.uk/publications/localgovernment/strongprosperous>)

- the cross-government initiative Lifting the Burdens Taskforce (<http://www.communities.gov.uk/liftingburdens>)
- best practice to review data collections
- the changing environment of social housing with the setting up of the Homes and Communities Agency and Tenant Services Authority
- the setting up of the new UK Statistics Authority, with a greater emphasis on data quality in all official statistics and independence.

The review consulted LA data providers on provisional proposals in June 2008 at two workshops held in London and Leeds for approximately 60-70 data providers. The responses were used to inform the development of the proposals. All LA data providers were then consulted on the amended proposals during September electronically.

Consultations with other stakeholders included (but were not limited to) the Tenant Services Authority, Homes and Communities Agency, Audit Commission, Local Government Association, Government Office Regions and Regional Planning Bodies.

The 2008-09 BPSA form implemented all changes where responses to the consultation concluded there was broad agreement with the proposals. Recommendations for further work from the final report have been used to make further changes for the 2009-10 collection.

## Changes to the BPSA form and guidance

The following outlines the changes applied to the BPSA 2008-09 to arrive at the new form design for 2009-10. The section and line references below refer to the 2008-09 form.

### **Section B: Decent Home Delivery during 2009-10**

- remove pre-filled cell showing cost to make all dwelling decent at 1 April 2009 (b2a)

- improve guidance notes to make instructions clearer.

### **Section E: Management and Service Delivery**

- include a note on questions asking for average SAP rating of HRA dwellings to clarify that the SAP rating is to be reported on the SAP 2005 measure which is on a scale of 1 – 100 (cells e4e and e4f)
- improve the guidance notes to confirm that SAP 2005 should be used
- remove questions asking:
  - average rent per dwelling (£)
  - percentage of rent collected (%)
  - rent arrears of current tenants as percentage of LA's rent roll (%)
  - rent written off as not collectable as percentage of LA's rent roll (%)
  - percentage of rent lost through vacants (%)
- add questions from the HRA second advance subsidy form asking:
  - current tenants' cumulative arrears of rent at the end of the last full collection period in 2009-10 excluding arrears of council tax, water rates and heating/service charges
  - former tenants' cumulative arrears of rent at the end of the last full collection period in 2009-10 excluding arrears of council tax, water rates and heating/service charges
  - estimated arrears of 2009-10 rent outstanding at the end of the last full collection period in 2009-10 (enter as positive)
  - total value of rent roll (including rent rebates)
  - rent reductions and refunds (enter as positive)
  - rent loss on void dwellings (enter as positive)
  - rent income to HRA (i.e. total rent collectable)



- and add cells to derive (these will be calculated automatically in Interform):
  - total cumulative arrears as a percentage of rent roll
  - rent collection rate expressed as a percentage

**Section F: Possession orders, evictions, demotion orders and injunctions obtained by local authority landlords**

- section O of the HSSA has been moved to the BPSA (Section F) as it is only relevant to local authority landlords
- wording of questions has been tightened including specific instruction to include injunctions granted under sections 153A, B & D of the Housing Act 1996
- guidance notes have been improved to provide clearer instruction.

- 1. In an attempt to provide some consistency over time, the individual section labels remain the same in 2008-09 as they were in 2009-10. This means that there are gaps where sections have been dropped. Question numbering within sections has been adjusted in the 2009-10 form to reflect the changes outlined above.**
- 2. Previously collected/historic data can be viewed in returns from previous years on the interform system.**

# Submitting the data

You should submit the data using the CLG 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 James Liley (Tel 0303 444 2303) or E-mail: [hip.returns@communities.gsi.gov.uk](mailto:hip.returns@communities.gsi.gov.uk)).

**The BPSA-EDH should be submitted on Interform no later than Wednesday 23 June 2010.**

**The BPSA should be submitted on Interform no later than Friday 23 July 2010.**

## 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. **We would prefer you made an estimate where at all possible, as we feel this is likely to be better than an estimate made by us**
- **please do not enter a zero if no information is known.** '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.

## National register of social housing (NROSH)

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 LAs and housing associations (HAs). A major benefit of NROSH is its ability to aggregate statistics collected by CLG from landlords through various returns such as business plan statistical appendix (BPSA), 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 BPSA it is now working on the items relating to aggregation of dwelling stock attributes (Section A) and will be working towards aggregating other appropriate sections (for example Section E vacants) depending on the completeness of NROSH returns.

Where NROSH data has been supplied and there are sufficient levels of data, we will aggregate this to local authority level and supply NROSH figures to data providers. 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 BPSA 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.**

## 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:

- 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
- hostels should be included with the number of dwellings and counted as the number of bedspaces in the hostel divided by three and rounded up to the nearest whole number
- a cluster, where a cluster is defined as a group of rooms in a house in multiple occupation which serve as separate accommodation for two or more persons who share a common kitchen, bathroom and lavatory, such that:
  - a house that accommodates six or less than six persons shall count as one cluster
  - and where such a house accommodates more than six persons the number of clusters shall be calculated by dividing the number of persons by six, 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).

# Section A – HRA assets at 1 April 2010

**Item A1:** Number of dwellings your authority owns at 1 April 2010 (**excluding leaseholder and shared ownership**).

**This figure is entered in the BPSA-EDH form and, if necessary, can be changed on the BPSA-EDH. This figure cannot be changed on the BPSA. See pages 4 – 5 for further details.**

It should include all dwellings owned by your authority including those outside your own boundaries. Leaseholder and shared ownership dwellings should be excluded.

**Items A2 and A3:** 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 Item 3 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.

## Section B – Decent Homes delivery in 2009-10

From 6 April 2006, the housing health and 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](http://www.housingcorp.gov.uk/upload/pdf/051114-B-Decent_Homes_Update_finalvers_sent.pdf)

**Please only record figures using the HHSRS standard** – do not provide figures using the previous unfitness standard.

If you do not know these figures using the new HHSRS definition, please use # and provide an explanation in the notes box, including an approximate date for when you will be using HHSRS figures.

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 1 April 2009 and 1 April 2010

**Figures for B1 are entered in the BPSA-EDH form and, if necessary, can be changed on the BPSA-EDH. This figure cannot be changed on the BPSA. See pages 4 – 5 for further details.**

This presents information about the flows into and out of non-decent during 2009-10 and the number that fall below the decent homes standard at the 1 April 2010, 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 at the following address:

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



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.pdf>

(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 1 April 2009 on your 2009 business plan statistical appendix return you will be able to see this on the Interform system. Estimates of the 'number of non-decent dwellings owned by your authority at 1 April' and 'the cost to make all dwellings decent at 1 April' in previous years can be viewed in returns from previous years on the interform system.

The change in number of non-decent between April 2009 and April 2010 is broken down into:

- a) number of non-decent dwellings tackled during 2009-10 (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 the initial (2008-09) non decent estimates) and
- b) the number of dwellings becoming non-decent during 2009-10 (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 1 April 2010 (and associated costs) should be estimated by taking the number of non-decent at 1 April 2009, subtracting the number that have been tackled during 2009-10 (b1b) and adding the number that have become non-decent during 2009-10 (b1d).

The cost to make all dwellings decent (b2e) should reflect the total cost to make all dwellings decent at 1 April 2010 – and not the expenditure on decent homes during 2009-10.

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 1 April 2009, please provide your 2010 estimate. **Non-decent dwellings which are scheduled for demolition should not be included in the count of non-decent.**

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.

**Items B3 and B4:** Number of dwellings receiving works under an elemental approach

**These figures are entered in the BPSA-EDH form and, if necessary, can be changed on the BPSA-EDH. This figure cannot be changed on the BPSA. See pages 4 – 5 for further details.**

This section presents non-decent homes which received works in the year, on an elemental basis, but which were not made decent. An elemental approach refers to where decent homes program works are carried out on an elemental basis as opposed to a “whole house” basis. This will improve information on how many homes in any one year receive investment under decent homes programs.

**Item B5:** Extent of tenants refusing work

**This figure is entered in the BPSA-EDH form and, if necessary, can be changed on the BPSA-EDH. This figure cannot be changed on the BPSA. See pages 4 – 5 for further details.**

This new item is included in the 2009-10 BPSA 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 B6: 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 homes standard. This provides a clearer picture on why your stock fails to meet the decent homes standard. As an individual dwelling may fail the decent homes 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.

The statutory minimum standard criterion (b6aa) should be greater than or equal to *Local authority dwellings with category 1 hazards (HHRS)* figures provided on the HSSA (hsa2aa)

For each criteria (and the total non-decent), the average cost to make a dwelling 'decent', is calculated through the Interform system. The total cost to deal with non-decent dwellings (b6b) should be the same as (b2e)

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

**Item B7:** The proportion of LA homes which were non-decent at 1 April 2010.

**This figure is entered in the BPSA-EDH form and, if necessary, can be changed on the BPSA-EDH. This figure cannot be changed on the BPSA. See pages 4 – 5 for further details.**

**Item B8:** Non-decent dwelling forecasts

**This figure is entered in the BPSA-EDH form and, if necessary, can be changed on the BPSA-EDH. This figure cannot be changed on the BPSA. See pages 4 – 5 for further details.**

This presents a profile of the predicted number of non-decent council homes. These are required annually to enable future monitoring of progress to ensure you keep track on delivery of decent homes. Please note that in the past this item has asked for targets. This change reflects the need to report your best estimate of the number of non-decent homes expected each year.

## Section D – Programme of work on HRA stock

This section presents information about planned works (2009-10) and works carried out to your stock in the last financial year. It is set along side the plans submitted in your 2009 business plan statistical appendix.

For Items 1-23 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 2009-10 and associated costs

This presents the number of dwellings that received any 'capital' renovation works (installation, replacement or major repair, including works associated with decent homes) during 2009-10 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 2009-10.

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 2009-10 and associated costs

This presents the number of dwellings that received any other ‘capital’ works (demolition, new build and acquisitions) during 2009-10 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.

**New build:** include all local authority new build for general purposes under general new build. This should exclude all dwellings that were built for the main purpose of special needs use. These dwellings should be recorded under special needs. Together, general and special needs new build should equal all local authority new build during 2009-10.

**Acquisitions:** include all local authority acquisitions for general purposes under general acquisition. This should exclude all dwellings that were acquired for the main purpose of special needs use. These dwellings should be recorded under special needs. Together, general and special needs acquisitions should equal all local authority acquisitions during 2009-10.

**Item D6:** Number of dwellings that received any ‘capital’ works during 2009-10

This presents the number of dwellings that received **any** ‘capital’ works (renovation, demolition, conversion and new build/acquisition) during 2009-10 and the associated expenditure. It should be less than or equal to the sum of Items 1, 2, 3, 4 and 5.

**Items D7 to D21:** Number of dwellings that received the following ‘capital’ works (installation, replacement or major repair including works associated with decent homes) during 2009-10 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 2009-10 by type of work (Item 21) should be the same as the total expenditure on ‘capital’ type installation, replacement or major repairs.

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 D22 to D23:** Number of dwellings that received ‘capital’ works associated with improving security or disabled/elderly adaptations during 2009-10 as part of the following programmes.

Dwellings receiving these works should also be accounted for in Items 7 – 20 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 16 – 17 under kitchens and bathrooms.

**Item D24:** Number of dwellings that received non-‘capital’ works (minor repairs/routine maintenance) during 2009-10 and associated expenditure

This presents information about the number of dwellings that received minor repairs and routine maintenance during 2009-10 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 D25:** 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 24.

**Item D26:** Percentage of total expenditure on revenue (i.e. non-‘capital’) works that were 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 24.

**Item D27:** Total number of non-capital repair orders raised (both current and planned).

**Item D28:** Percentage of total repair orders raised (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 D29:** – Percentage of total repair orders rose (i.e. non-‘capital’) that were non-urgent (both current and planned).

For the calculations in Items 25 to 29, 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 28 and 29 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 rep

# Section E - Management and service delivery

**Items E1 to E8:** 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. The planned data in this section of the form refers to the plans for 2009-10, rather than asking for planned data for 2009-10 as elsewhere in the form, to provide a comparison of a local authority's performance against their targets.

**Item E1:** Average weekly cost of management per unit (£) 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 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 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 is defined as the average Standard Assessment Procedure rating of local authority owned dwellings.

The standard assessment procedure (SAP) is an index of the annual cost of heating a dwelling to achieve a standard heating regime and should be reported using the SAP 2005 measure 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 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 Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994.

**Item E6:** Average time taken to complete non-urgent repairs (days) 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:** The proportion of CP12s (gas servicing certificates) outstanding (i.e. those that are older than 12 months) at 1 April 2010.

This should be expressed as a percentage of the total number of properties in the HRA that require a gas servicing certificate.

**Items E8 to E12:** Rents and rent management

Questions and guidance collected on rents and rent management has been lifted directly from the HRA (Housing Revenue Account) 2<sup>nd</sup> advance subsidy form. This provides information about rents and rent management in your authority.

**Item E8:** Current tenants' cumulative arrears of rent at the end of the last full collection period in 2009-2010 excluding arrears of council tax, water rates and heating/service charges.

The entry should exclude arrears relating to former tenants, council tax, water rates, heating/service charges, housing benefit overpayments, arrears of DWP "arrears direct" payments, cash in transit and inter-account transfers, rent not yet collectable as a result of local collection arrangements. Pre-payments should not be offset against arrears of rent collectable. Rent owed by tenants who have merely moved from one HRA dwelling to another within the authority should be included here and not in question E9.

**Item E9:** Former tenants' cumulative arrears of rent at the end of the last full collection period in 2009-2010 excluding arrears of council tax, water rates and heating/service charges.

The entry should show the arrears of rent from persons who have ceased to be tenants of the authority, those who have merely moved from one HRA dwelling to another within the authority should be included in question E8. The entry should exclude arrears of council tax, general rates, water rates, heating/service charges, arrears written off on or before 31 March 2010.

**Item E10:** Estimated arrears of 2009-2010 rent outstanding at the end of the last full collection period in 2009-2010 (enter as positive).

The entry should show the arrears of rent that fell due during 2009-2010 and remained outstanding at the end of the last full collection period in 2009-2010 i.e. the amount of rent due for the year which was not collected. Payments from tenants in arrears should be assumed to pay off the oldest debt first unless there are specific reasons not to (e.g. a dispute over a specific amount). The entry should exclude arrears for earlier years, council tax, water rates, heating/service charges, housing benefit overpayments, cash in transit and inter-account transfers, rent not yet collectable as a result of local collection arrangements and pre-payments. This field, when deducted from and expressed as a percentage of the total rent collectable in 2008-2009, will produce the authority's rent collection rate. Enter as positive. If an estimate of arrears cannot be provided, enter #. There is a validation check on the entry which ensures that this entry is always less than that in question E15.

**Item E12:** Total value of rent roll (including rent rebates).

The entry should show the income accruing in 2009-2010 from rents and charges in respect of dwellings within the HRA, gross of rent rebates, temporary rent reductions and refunds, and rent arrears arising in 2009-2010, but net of council tax, water rates, heating and service charges. Rent income from unoccupied dwellings should be included, based on the amount the authority would have reasonably charged had the premises been occupied.

**Item E13:** Rent reductions and refunds (enter as positive).

The entry should show any temporary reductions and other refunds made to take account of special circumstances (e.g. works in progress or other temporary loss of amenity) during 2009-2010.

**Item E14:** Rent loss on void dwellings (enter as positive).

The entry should show the loss of rent income (net of water, heating and service charges) in 2009-2010, arising from periods during which any HRA dwellings were unoccupied. It should be based on the amount the authority would have reasonably charged had the premises been occupied.

**Item E15:** Rent income to HRA (i.e. total rent collectable).

The entry is derived as follows:  $E12 - E13 - E14$ .

**Item E16:** Total cumulative arrears as a percentage of rent roll.

The entry is derived as follows:  $((E8 + E9) / E12) \times 100$

**Item E17:** Rent collection rate expressed as a percentage.

The entry is derived as follows:  $((E15 - E10) / E15) \times 100$

**Item E18 to E22: Vacant local authority dwellings at 1 April 2010**

This summarises the level of vacant dwellings in the local authority stock at 1 April 2010. The vacant dwellings are split by type of vacant and for how long the dwelling had been vacant at 1 April 2010

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.

# Section F – Possession orders, evictions, demotion orders and injunctions obtained by local authority landlords

Questions 1 - 3 cover possession and demotion orders and evictions obtained by Local Authority Landlords under Sections 82 and 82A of the Housing Act 1985, and section 127 of the Housing Act 1996.

Question 4 covers injunctions obtained under Sections 153A, B & D Housing Act 1996.

**Item F1:** Number of possession orders obtained 2009-10

**1.** Total number of possession orders obtained (includes all types of possession orders).

You should **include** all possession orders (whether outright, suspended or postponed) that have been granted by the courts during this financial year, regardless of the grounds upon which possession was sought and regardless of the financial year in which the possession proceedings were initiated.

You should **exclude** any possession orders granted by the courts during any other financial year. You should also **exclude** notices of seeking possession.

**In addition** you should record separately the number of possession orders included in the total figure for 1 which were granted where the following matters were the reason(s), or a component or components of the reasons, for granting possession (but record only under 1c where both rent arrears and anti-social behaviour were grounds):

**1a.** Rent arrears.

**1b.** Anti-social behaviour.

**1c.** Both rent arrears and anti-social behaviour.

This option should be selected where possession has been sought on the basis of both rent arrears and antisocial behaviour, regardless of whether these were the only two reasons for seeking possession, or were two of a number of reasons.

**Item F2:** Number of evictions during 2009-10

**2.** Total number of evictions (include only properties recovered following the execution of a warrant of possession by the court bailiffs).

An eviction is defined for these purposes as only a tenancy brought to an end by the execution of a warrant of possession by court bailiffs. Eviction does not include abandonment, even where a property is abandoned in the period between a warrant of possession and the execution of that warrant.

You should **include** all evictions during the financial year, regardless of the year in which the possession order or warrant of possession itself was obtained, the type of tenancy to which it relates, or whether the original possession order was an outright, postponed or suspended possession order.

You should **exclude** evictions that have not been effected during the financial year, regardless of the date of the possession order or warrant of possession.

**In addition** you should record separately the number of evictions included in the total figure for 2 where the reason(s), or a component or components of the reasons, for the eviction (but record only under 2c where both rent arrears and anti-social behaviour were grounds):

**2a.** Rent arrears.

**2b.** Anti-social behaviour.

**2c.** Both rent arrears and anti-social behaviour.

**Item 3:** Total number of demotion orders obtained.

Under section 82A of the Housing Act 1985, local authorities may apply to the court for a demotion order in respect of a secure tenancy. If the order is granted the secure tenancy is terminated and is temporarily replaced by a less secure form of tenancy. The court may only make the order if the tenant or another resident or a visitor to the tenant's home has behaved, or threatened to behave, in an anti-social manner or has, or has threatened, to use the premises for unlawful purposes, as defined in section 153A of the Housing Act 1996. The period of demotion will initially be for 12 months but may be extended if the landlord serves notice of proceedings for possession during this period.



**Recording instructions:** You should **include** all demotion orders granted by the courts during this financial year, regardless of the year in which the proceedings were initiated. However, you should **exclude** any demotion orders granted by the courts during any other financial year.

**Item 4:** Number of injunctions granted under sections 153A, B & D Housing Act 1996 during 2009/10.

Under section 153A of the Housing Act 1996 a social landlord may apply to the court in order for it to grant an injunction to prevent anti-social behaviour. Section 153B and section 153D of the Housing Act 1996 provide injunctive powers to social landlords in relation to, respectively, the use or threatened use of housing accommodation owned or managed by the landlord for an unlawful purpose and breach or anticipated breach of a tenancy agreement. These injunctions are commonly known as anti-social behaviour injunctions (ASBIs),

**Recording instructions:** You should only **include** injunctions that have been granted (not those that have been applied for) under sections 153A, B & D of the Housing Act 1996 in this financial year, regardless of when proceedings were commenced. You should **exclude** any s153A, B or D injunctions granted in any other financial year.