

## **HOMES & COMMUNITIES COMMITTEE**

**15 MARCH 2021**

### **HOUSING SERVICES QUARTER 3 PERFORMANCE**

#### **1.0 Purpose of Report**

1.1 To provide the Homes and Communities Committee with an overview of performance and satisfaction within housing services for Quarter 3 of 2020/21.

#### **2.0 Background Information**

2.1 The Committee has direct responsibility to ensure that homes and services are of a high standard and meet legal and regulatory requirements.

2.2 This report provides assurance to Members that standards and performance are high, and where they are not, actions are in place to address this, particularly where there are risks associated. Therefore enabling the Committee to meet its obligations outlined above.

2.3 The revised Community Plan was presented to and approved at Full Council on 13 October. Further work is now required in terms of aligning performance to the new Community Plan objectives and the annual business planning process.

2.4 In addition, Members also have an opportunity to comment on and review the information required by the Committee to oversee the performance of housing services, including the format in which it is presented.

#### **3.0 Performance Monitoring**

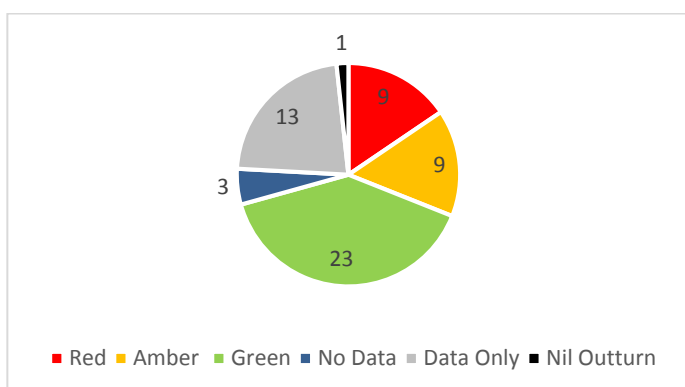
3.1 Performance monitoring is split into three elements to help Members consider different aspects of housing services performance.

- Performance Indicators – measured performance across a range of key services.
- Customer satisfaction - feedback from surveys across key services.
- Compliance performance – this covers landlord responsibilities for a range of building safety measures including fire protection, gas, asbestos, electrical and water. It also summarises details of the Council's housing stock.

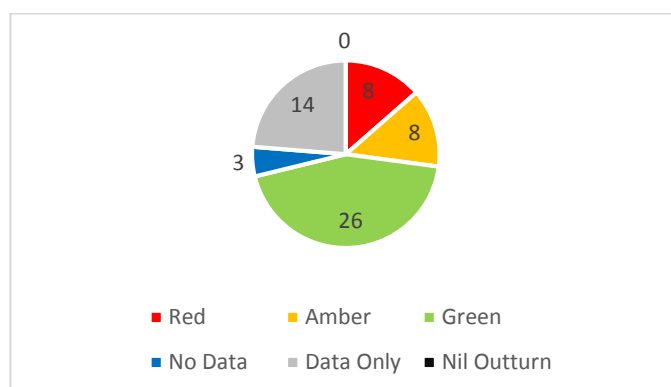
3.2 The first two elements are presented within this report, and given its significance, overall compliance is reported separately to this Committee.

3.3 Of the 59 quarterly PIs, 45 have a target and 14 are data only indicators. Of these 45, 26 are green (on or above target), 8 are amber (slightly missed target) and 8 are red (well below target). Of the remaining 3, 3 have no data at this present time. There are 3 PIs with no data at this time, one is due to no walkabouts taking place and the other 2 PIs are being worked upon and will be brought up to date and included within the report going forward.

Quarter 2 2020/21



Quarter 3 2020/21



3.4 There has been an improvement since Quarter 2 in the increased number of indicators that are green and a reduction in those performance indicators that are amber and red. Further detail is found in the table below at 3.5, which also highlights that 5 of the red PIs are improving.

3.5 The 8 PIs which have missed target are shown in the table below with comments outlining reasons.

| PI Name  | 2020/21 Q3 Value | 2020/21 Annual Target | Latest Note   | Direction of Travel |
|--|------------------|-----------------------|---|---------------------|
| Number of properties without a valid Gas Servicing certificate | 3                | 0                     | The three cases have been through the access procedure and are currently with our legal team to gain injunctions for access. We continue to cold call those with outstanding certificates at the same time          | Improving           |
| % of rent loss through dwellings being vacant                  | 0.90%            | 0.60%                 | Although this remains over-target it is getting better month by month. Rent loss is likely to remain high for the duration of this year due to not letting any properties for a period of 3 months due to Covid-19. | Improving           |
| Average time (days) to re-let Council properties               | 33               | 16 days               | There is continued improvement with the overall relet times reducing each month, however this will still miss the target for the year end as the performance required is irrevocable.                               | Improving           |

| PI Name  | 2020/21 Q3 Value | 2020/21 Annual Target | Latest Note  | Direction of Travel |
|--|------------------|-----------------------|--|---------------------|
| Customer satisfaction with ASB                                     | 69%              | 90%                   | ASB satisfaction is often outcome related and overall numbers are low, so a small number of dissatisfied customers can have a huge impact on performance. Just 14 customers were surveyed during the most recent quarter. Prior to the most recent quarter, performance had been above 80% for the year to date.   | Declining           |
| Amount of current arrears as a % of annual rent debit              | 2.15%            | 1.80%                 | Arrears balances are increasing as a result of tenants moving away from weekly HB payments onto rent accounts to the monthly in arrears payment of UC. We have also seen a higher than anticipated movement of tenants onto UC as a result of the impact of Covid-19 on the local economy and an increase in claimants.  | Improving           |
| Former tenant arrears as a % of annual rent debit                  | 1.11%            | 0.88%                 | Former tenant arrears have increased due to a number of factors:<br><ul style="list-style-type: none"> <li>- We have seen an increase in agreements defaulting, which are in part due to wider economic pressures.</li> <li>- An increased number of tenants are moving on with large balances which are as a result of multiple reasons such as the impact of UC and difficulty in gaining possession of properties before arrears escalate.</li> </ul> | Declining           |
| Amount of Current Arrears  | £522438.13       | £420,000.00           | Arrears balances are increasing as a result of tenants moving away from weekly HB payments onto rent accounts to the monthly in arrears payment of UC. We have also seen a higher than anticipated movement of tenants onto UC as a result of the impact of Covid-19 on the local economy.   | Improving           |
| Average "End to End" time for all reactive repairs (CALENDAR days) | 8.5              | 6.16                  | In December we completed all emergency repairs within 0.48 days and all routine repairs within 17days, which shows us on average coming well under the targets currently set within our new priorities.  | Declining           |

#### 4.0 Tenant Satisfaction

4.1 Customer satisfaction is monitored through the key housing services and undertaken independently by an external contractor.

| Service        | Quarter 3 % | 2020/21 YTD % | Target |
|----------------|-------------|---------------|--------|
| Overall        | 93          | 93            |        |
| Adapts (Major) | 100         | 98            | 90     |
| Adapts (Minor) | 100         | 98            | 90     |
| ASB            | 45          | 69            | 90     |
| CAS            | 91          | 90            | 95     |
| Gas Servicing  | 97          | 95            | 95     |
| Generic        | 70          | 77            |        |
| Legionella     | 89          | 89            |        |
| Lettings       | 91          | 93            | 90     |
| Major works    | 96          | 96            | 90     |
| Repairs        | 92          | 94            | 95     |
| Right to Buy   | 100         | 94            | 90     |

4.2 The figures shown is for the levels of very satisfied or quite satisfied customers. This does not necessarily equate to the remaining percentage all being dissatisfied. Within the remaining amount are dissatisfied customers and those who have declared to be neither satisfied nor dissatisfied.

4.3 As the table above shows, most areas are performing at above 90% for the third quarter, with just two falling below (ASB and CAS).

4.4 Further work will take place throughout the year across all council services to measure customer satisfaction and use customer insight to improve performance, as part of the customer insight project.

4.5 Housing management has not yet undertaken the STAR survey this year due to the impact of Covid-19. This is an independent survey of tenants which can be run annually or less often. The aim is to run in Spring 2021, following discussion and agreement of the Chair.

## **5.0 Equalities Implications**

5.1 There are no direct equalities implications arising from this report.

## **6.0 Digital Implications**

6.1 There are no digital implications arising from this report.

## **7.0 Financial Implications (FIN20-21/395)**

7.1 There are no direct financial implications arising from this report.

7.2 A financial performance report as at November 2020 forecast to the year end was reported to Policy and Finance and functional Committees during the January cycle.

## **8.0 Community Plan – Alignment to Objectives**

8.1 The performance of the housing service contributes to the delivery of several of the objectives of the Community Plan 2019-23 and will continue to reflect this as outlined at 2.3.

## **9.0 Comments from Director and/or Housing Advisory Group**

9.1 At the meeting of 18 February 2021, the group fed back that they recognised the continuing challenges to staff regarding Covid and its impact on performance figures, which are not to the standards they would like to see.

9.2 Regarding gas servicing access, it was good to see the gas compliance figures are back to where they were a few years and the group passed on their thanks to the team for this.

9.3 The relet times (affected by a three month period of only letting in emergency circumstances) are a disappointment. The interest in properties to let shown on the website are below a normal year but are still there so we are not sure why the slow take up so would like to explore this further.

9.4 The scrutiny group have not been able to complete any void inspections with the team, but have identified a property, let to a relative that was found to be below an acceptable standard. The appropriate officer was informed and agreed and most of the issues which were addressed. We look forward to reinstating this programme as soon as restrictions are lifted.

9.5 Another area for future scrutiny is the performance for the Customer Access Services, noting that communication is the issue – which has been an ongoing problem for a number of years.

9.6 The group is requesting the Committee to explore the suggestion of a dedicated Complaints Officer to deal with all grumbles and complaints at the first stage, all complaints/grumbles received by CAS would be passed to this Officer to resolve. This Officer could have the seniority over all departments to resolve any issues that arise and he/she would be the single contact point for Tenants instead of no one owning the situation.

9.7 ASB figures are also below where we would like them to be. The group are continuing with their scrutiny of ASB and will present their findings to this committee in the future. We also note this is an area for focus that was highlighted from customer consultation last year when looking to bring housing services in house.

## **10.0 RECOMMENDATIONS**

10.1 **That the Committee notes the performance of the housing service.**

10.2 **That Members feedback their observations about the content and presentation of performance information.**

10.3 **That members support the recommendation set out in 9.6 to explore a Complaints Officer**

10.4 **That Members note the future agenda item from involved tenants around ASB scrutiny.**

### **Reason for Recommendations**

To enable the Homes and Communities Committee to proactively monitor and manage the performance of housing services as set out in the Community Plan.

### **Background Papers**

Community Plan 2019/23

For further information please contact  
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