

HOMES & COMMUNITIES COMMITTEE

7 JUNE 2021

HOUSING SERVICES YEAR END PERFORMANCE 2020/21

1.0 Purpose of Report

1.1 To provide the Homes and Communities Committee with an overview of performance and satisfaction with the Council’s housing services for 2020/21 year end.

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.

2.3 Members 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.

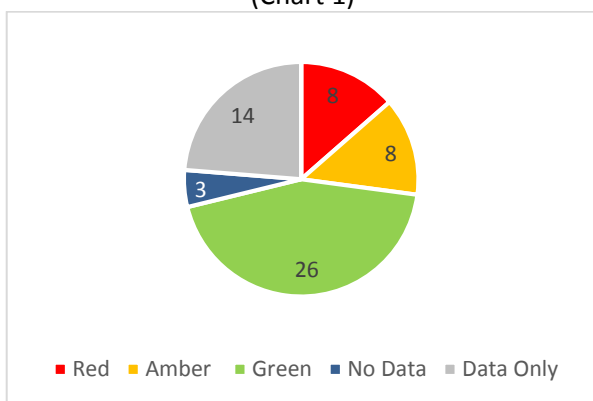
- Performance Indicators – measured performance across a range of key services.
- Customer satisfaction - feedback from surveys across key services.
- Compliance performance – this covers landlord responsibilities for a range of building safety measures including fire protection, gas, asbestos, electrical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

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

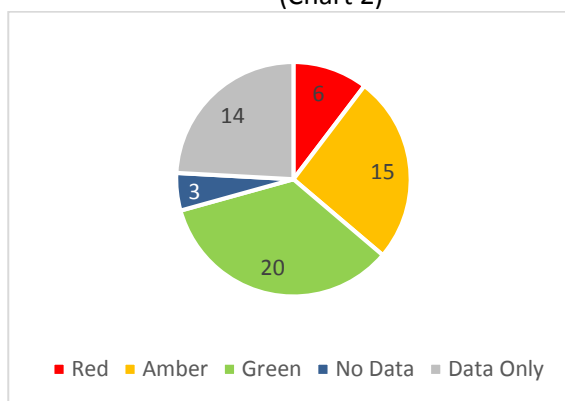
3.3 Of the 58 quarterly PIs due in Q4, 41 are targeted and 14 are data only indicators.

3.4 The charts below show the movement of the Indicators since Q3 20/21. The number of indicators which are on or exceeding their target (Green Status) in Quarter 4 is 20, which is a decline when compared to the Q3 figure of 26. The number of indicators in Amber status has risen from 8 in quarter 3 to 15 in Q4 while PIs performing well below their target dropped from 8 to 6. (Chart 1, Chart 2)

Quarter 3 2020/21
(Chart 1)



Quarter 4 2020/21
(Chart 2)



There are 3 PIs which have no data recorded at the present time:

- **Customer Satisfaction with Customer Access Services:** This Indicator has recently transferred over to the Customer Services team due to a restructure. The indicator will be reported from Q1 of 21-22.
- **% of issues actioned within 4 weeks of walkabout:** No walkabouts have taken place due to the pandemic
- **% of general needs tenants under occupying and in arrears:** No longer able to collect due to introduction of Universal Credit (i.e. cannot identify this payment method in our systems). This PI will be deleted.

3.5 Details of the indicators performing below target (Red status) are detailed in table 1 below.

Table 1 - Performance indicators in Red Status

Indicator Name	20/21 Year End Value	2020/21 Annual Target	Latest note	Direction of Travel
Average time (days) to re-let Council properties	31.8 days	16.0	This is a cumulative figure throughout the year and the pandemic has significantly affected performance despite improvements in the latter half of the year. The lettings standard pilot may have an impact going forward but we will aim to remain top quartile performers in this area.	Improving
Customer satisfaction with ASB	71.0%	90.0%	The number of reports of ASB remain consistent during 20/21 despite the Pandemic situation. However, satisfaction with ASB has remained under target albeit, with a slight improvement from the result of 69% in Q3. This will be a focus for improvement over the next year and a revised target to reflect the progress required.	Improving
Former tenant arrears as a % of annual rent debit	1.01%	0.88%	Target of 0.88% - this has not been achieved for some time. This target has been impacted by both UC (paying in arrears and tenants leaving with debt) and imposed restrictions on possession proceedings that mean arrears are higher before termination.	Improving
Number of properties without a valid Gas Servicing certificate	7	0	Our aim is always 100% compliance. Due to the pandemic and tenants self-isolating, achieving target has not been possible though we have made changes to our gas services to assist with reducing non-access e.g. intermittent timers and we will monitor the impact over the next few years. The team review outstanding gas services weekly and the Business Manager has detailed information around steps being taken to secure access to ensure these tenancies remain a priority.	Declining
Average "End to End" time for all reactive repairs (CALENDAR days)	29.00	6.16	This figure has been significantly affected by Covid, however when split down, the targets were met over the year – Priority 1 – Emergency – 1 day (24 hour) target – Average time was 0.88 days Priority 2 – Routine – 49 days (6 weeks) target – Average time was 19.55 days	Declining

Indicator Name	20/21 Year End Value	2020/21 Annual Target	Latest note	Direction of Travel
			Priority 3 – Planned – 182 days (6 Months) – Average time was 66 days. This is excellent performance and has produced better efficiencies for the team and for tenants receiving the service.	

3.6 Annual Indicators

There are 11 Indicators which are collected annually, 3 of the annually monitored indicators are shown in Table 2 and the remaining 8 annual PIs monitor the Annual Tenant satisfaction Survey (STAR). The STAR survey was carried out during March 2021 and the results for the survey are shown in paragraph 4.0.

Table 2 - Annually Monitored Indicators

Indicator name	20/21 Annual result	Latest Note
Change in NSDC stock size	0.45%	Stock position as at March 2020 was 5,520 units, position as at end of March 2021 is 5,545 including temporary accommodation – giving a net increase of 25 units
Average energy efficiency rating of dwellings (SAP Rating)	C	The Standard Assessment Procedure (SAP) is the methodology used by the Government to assess and compare the energy and environmental performance of dwellings. Its purpose is to provide accurate and reliable assessments of dwelling energy performances that are needed to underpin energy and environmental policy initiatives. Average rating/target is a C
Number of properties delivered through the HRA Development Programme	27	There are also a further 72 properties under construction, 40 of which (the Housing with Care scheme Broadleaves at Boughton, will be completed in June 2021. 44 homes are also due to start on site this summer. We have a target of 70 homes being completed in 21/22 financial year.

4.0 Tenant Satisfaction

4.1 Customer satisfaction for key housing services is collated monthly via an independent external contractor and undertaken annually via the STAR survey.

4.2 Annual Tenant satisfaction survey results

Table 3 demonstrates the 2020-21 the Annual STAR Tenant satisfaction survey headline performance. The Committee will note there is no data for 19-20 due to the onset of Covid-19 so the 2020-21 data is compared against 2018-19. A separate report will be brought to the next Homes and Communities Committee to share analysis of these findings in more detail.

Table 3 – STAR survey results 20-21

STAR Indicator	18/19 Result	20/21 Result
% of tenants who felt staff were easy to deal with (STAR)	82.0%	87.1%
% of tenants satisfied with the quality of their home (STAR)	89.8%	85.7%

STAR Indicator	18/19 Result	20/21 Result
% of tenants satisfied with the responsive repairs service (STAR)	83.6%	80.2%
% of tenants satisfied with supported housing services (STAR)	74.6%	87.5%
% of tenants satisfied with landlord / overall service (STAR)	88.8%	87.5%
% of tenants satisfied with the neighbourhood (STAR)	86.7%	90.0%
% of tenants satisfied that their views are being taken into account (STAR)	79.7%	81.8%
Tenant satisfaction with Repairs service (STAR)	87.0%	86.9%

4.4 These results are again very pleasing considering the challenges faced by our tenants over the year and the Directorate's ability to provide services through lockdown and within tighter restrictions. Satisfaction with neighbourhood and an increase in tenant's satisfaction that views are being taken into account is particularly pleasing as there have been a number of consultations undertaken over the year using our digital platform.

4.5 **Year End Tenant satisfaction Results**

Overall satisfaction for 2020-21 is 93%, this should give the committee reassurance that bringing the service back in house has not adversely affected the customer experience, in fact achieving a 2 point increase on 2019/20.

4.6 The results for 2020-21 are compared against the previous year end figures (2019/20) which are included in Table 4. Headline performance is demonstrated as below: -

- 6 service areas are performing above their target and have achieved a green RAG rating;
- 2 service areas are below their annual target but have improved from 2019/2020 therefore have achieved an amber rating and;
- 2 service areas are falling below their target and have achieved a red RAG rating.

4.7 Members are requested to note that for the two amber rated service areas, satisfaction with the Repairs service has increased 3 points since 2019/20. This may reflect the changes made to simplify the repairs priorities that was introduced in the summer of last year. Satisfaction with CAS had also increased by 3 points compared with the previous year end figures.

Table 4 - Satisfaction Scores for year end 2020/21

Service	2019/20 %	2020/21 %	Target
Overall	91	93	
Adapts (Major)	99	98	90
Adapts (Minor)	98	97	90
ASB	78	71	90

Service	2019/20 %	2020/21 %	Target
CAS	87	90	95
Gas Servicing	95	96	95
Generic	88	78	90
Legionella	97	97	90
Lettings	91	93	90
Major works	84	94	90
Repairs	91	94	95
Right to Buy	100	96	90

4.8 Performance is excellent considering the challenging conditions for delivering some of these services, especially those which have required teams to be in our tenants' homes. Targets will be reviewed to ensure they remain challenging but attainable for the Directorate.

4.9 Figures shown are 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.

4.10 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.

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 (FIN21-22/1487)

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

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.

9.0 RECOMMENDATIONS

9.1 **That the Committee notes the excellent end of year performance of the housing service.**

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

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

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