

HOMES & COMMUNITIES COMMITTEE

14 SEPTEMBER 2020

HOUSING SERVICES QUARTER 1 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 1 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 Work is underway to review the information which is provided to Members to oversee Council performance, including a revision of the Community Plan Objectives. The revised Community Plan is being presented to Policy and Finance Committee on 24 September 2020 and the overall content of this report is likely to change in terms of the inclusion of new Community Plan performance indicators and actions.

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

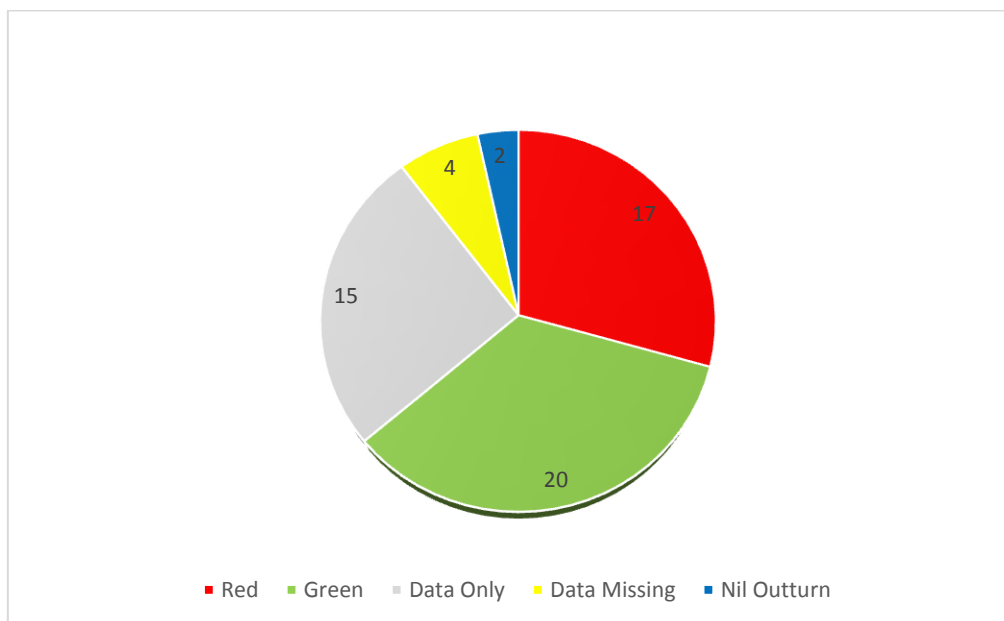
3.1 Performance monitoring is split into three elements to help Members consider different aspects of housing services performance.

- 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 58 quarterly PIs, 43 have a target and 15 are data only indicators. Of these 43, 20 are green (on or above target) and 17 are red (below target). Of the remaining 6, 4 have no data at this present time and 2 have a nil outturn (i.e. no surveys carried out for major works and no walkabouts were scheduled to take place during quarter 1). The 4 PIs with no data at this time are being worked upon and will be brought up to date and included within the report going forward. The PIs relate to under occupancy and careline.

Figure 3.4 Breakdown of PI Performance



3.5 During quarter 1, there were pressures to continue to deliver services whilst operating safely under Covid-19 restrictions and some of the most notable PIs to achieve target for this period were average number of days to complete void works, rent collected, rent arrears written off and emergency and urgent repairs completed within target.

3.6 The 17 PIs which have missed target are shown in the table below with comments outlining reasons.

Figure 3.7 PI Missed Targets

Indicator Name	Q1 2020/21		Status	Note
	Value	Target		
Number of properties without a valid Gas Servicing certificate	107	0		The coronavirus lock down has affected the completion of gas services with some tenants entering self-isolation. Our gas servicing contractor suspended its operations on 24 March 2020 in direct response to the COVID-19 lockdown. They remobilised, commencing servicing again on 15 April 2020. Access rates have been affected by this suspension and also because of tenants self-isolating/social distancing. Efforts are being made to improve access rates through telephone calls and home visits by NSDC employees.
% of rent loss through dwellings being vacant	1.30%	0.60%		Currently over target due to void properties standing empty for long periods due to Covid-19.
Average time (days) to re-let Council	56.5 days	16 days		Currently over target due to void properties standing empty for long

Indicator Name	Q1 2020/21		Status	Note
properties				periods due to Covid-19.
Customer Satisfaction with Disabled Adaptations	94%	100%		Only a small number of tenants were surveyed for adaptations (13), so this shortfall of 6% represents a small proportion of dissatisfied customers.
Customer Satisfaction with Gas Servicing	95%	100%		Dissatisfaction tends to be around the customer service of the contractor, attitude, friendliness etc. and some issues around social distancing.
Customer Satisfaction with Customer Access Services	93%	100%		Issues tend to be communication related and not being resolved.
Customer Satisfaction with Responsive Repairs	96%	100%		Very limited number of dissatisfied customers. Issues related to waiting times mostly.
Customer satisfaction with ASB	88%	100%		Very limited number of cases impacts greatly on this PI and often we receive negative comments for actions the Police have or have not taken, i.e. matters out of our control and policy.
Amount of current arrears as a % of annual rent debit	2.21%	1.80%		Arrears have missed target because of the current situation, but is also following a similar trend to this time last year. There was a spike in customers claiming universal credit during April and tenants waiting for furlough payment, which has had an impact. The expectation is that we will continue to recover the arrears accrued during this period over the coming months.
Former tenant arrears as a % of annual rent debit	1.15%	0.88%		Arrears have missed target because of the current situation, but is also following a similar trend to this time last year. The expectation is that we will continue to recover the arrears accrued during this period over the coming months.
% of tenancies paying by Direct Debit	62.47%	70%		Currently have 4,839 tenants with a weekly liable rent of which 3,000 are paying by direct debit. Work continues to encourage tenants to pay by direct debit as the preferred method of payment.

Indicator Name	Q1 2020/21		Status	Note
Arrears as a percentage of debit for Wellow Green	18.26%	13.50%		Arrears have missed target because of the current situation, but is also following a similar trend to this time last year. There was a spike in customers claiming universal credit during April and tenants waiting for furlough payment, which has had an impact. The expectation is that we will continue to recover the arrears accrued during this period over the coming months.
Amount of Current Arrears at quarter end (£)	£613,775.81	£420,000.00		Arrears have missed target because of the current situation, but is also following a similar trend to this time last year. There was a spike in customers claiming universal credit during April and tenants waiting for furlough payment, which has had an impact. The expectation is that we will continue to recover the arrears accrued during this period over the coming months.
% of routine repairs completed within target (non urgent)	95.39%	98.90%		Within Responsive Repairs we are trialling a new "Priority" system. This has moved us away from the old P1 to P6 and has introduced P1 for emergencies that are dealt with within 24 hours, P4 for routine repairs, with a target of 6 weeks and P5 for planned repairs with a target of 6 months. Therefore our performance reporting looks out but our response times are well within the target timescales set, with us responding and solving routine repairs on average within 4 weeks (24 days) out of the 6 week timescale.
Average "End to End" time for all reactive repairs (CALENDAR days)	10.29	6.16		This drop in performance is due to the pause on all but emergency works during lockdown, and the recovery period of completing the repairs backlog which extended the time required to complete them.
% of all reactive repairs completed within target time	92.20%	99.50%		This dip in performance is due to lockdown – though as repairs became more urgent they were prioritised and completed.
% of repairs completed "Right First Time"	92.20%	95.50%		This drop in performance is due to lack of materials through lockdown and carrying out emergency works.

4.0 Tenant Satisfaction

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

Figure 4.2 Tenant Satisfaction Quarter 1

Service	Number of Completions	Quarterly Satisfaction %
Overall	314	94
Adapts (Major)	5	100
Adapts (Minor)	0	88
ASB	2	88
CAS	80	93
Complaints	0	N/A
Gas Servicing	165	95
Generic	2	93
Legionella	0	N/A
Lettings	0	100
Major works	0	N/A
Repairs	60	96
Right to Buy	0	100

4.3 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.

4.4 As the table above shows, most areas are performing at above 90% for the first quarter, with just two falling slightly below at 88% (ASB and Minor Adapts). Numbers in these areas are low and detail is given at 3.7 above.

4.5 Further work will take place throughout the year across all council services to measure customer satisfaction and use customer insight to improve performance.

5.0 Equalities Implications

5.1 There are no direct equalities implications arising from this report. This is because it is not currently possible to report the impact of housing services on different customer groups and by equality strands.

6.0 Financial Implications

6.1 There are no direct financial implications arising from this report. However, it should contribute to Members' understanding of the way in which resources are allocated and whether key financial assumptions (such as for rent loss on empty homes) are realistic.

7.0 Community Plan – Alignment to Objectives

7.1 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.

8.0 RECOMMENDATION(S)

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

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

Reason for Recommendation(s)

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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