

HOMES & COMMUNITIES COMMITTEE

23 NOVEMBER 2020

HOUSING SERVICES QUARTER 2 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 2 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. The overall content of this report will change to reflect this and it is anticipated this will commence from Quarter 4 onwards.

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

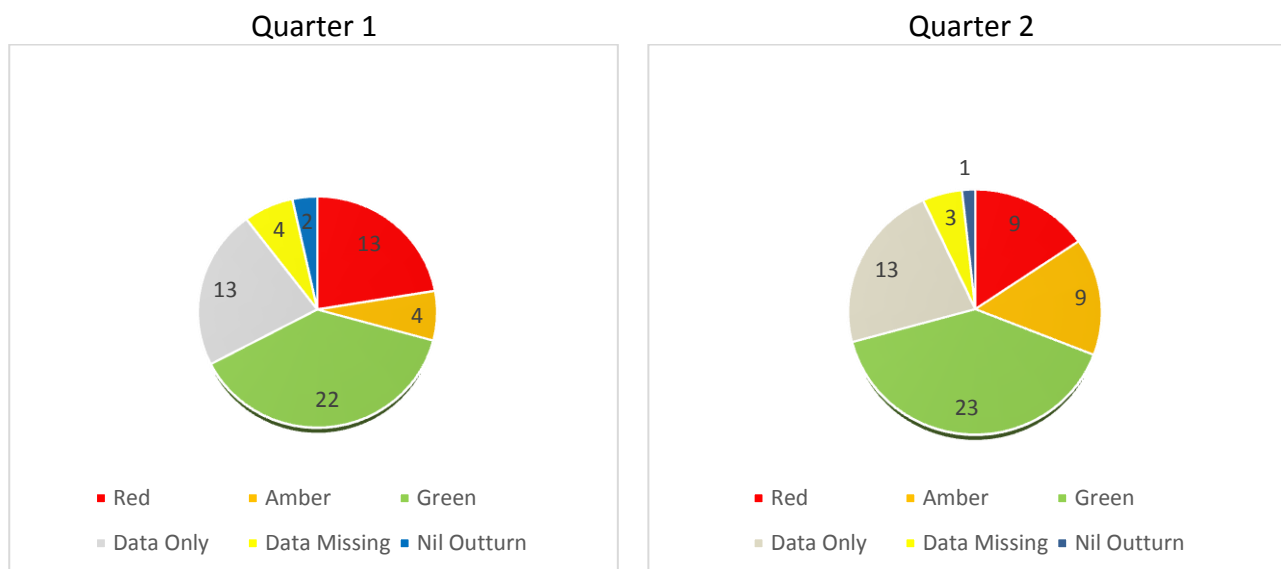
3.1 Performance monitoring is split into three elements to help Members consider different aspects of housing services performance.

- 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, 23 are green (on or above target), 9 are amber (slightly missed target) and 9 are red (well below target). Of the remaining 4, 3 have no data at this present time and 1 has a nil outturn (i.e. no walkabouts have been able to be carried out). The 3 PIs with no data at this time is due to remote working / reporting issues and will be brought up to date asap. The PIs relate to under occupancy and careline.

Figure 3.4 Breakdown of PI Performance Quarter Comparison



3.5 There has been a slight improvement since quarter 1 in the increased number of performance indicators that are green or amber and a reduction in those performance indicators that are red. Further detail in the table below at 3.7 also highlights that 5 of the red PIs are improving.

3.5 As with quarter 1, there continued to be pressures during quarter 2 to deliver services whilst operating safely under Covid-19 restrictions and this is having an impact on performance.

3.6 The 9 PIs which have missed target are shown in the table below with comments outlining reasons.

Figure 3.7 PI Missed Targets

Indicator Name	Q2 2020/21		Status	Note	Direction of Travel
	Value	Target			
Number of properties without a valid Gas Servicing certificate	16	0	Red	Outstanding gas services, although significantly improved (107 in quarter 1) have all been through the access procedure and are currently with our legal team to gain injunctions for access. We are also cold calling the outstanding properties whilst going through the legal process in further attempts to gain access.	Improving
% of rent loss through dwellings being vacant	1%	0.60%	Red	Currently over target due to void properties standing empty for long periods due to Covid-19, but improved from 1.3%.	Improving
Average time (days) to re-let Council properties	39.9 days	16 days	Red	Currently over target due to void properties standing empty for long periods due to Covid-19, but improved from 56.5 days in quarter 1. Monthly figures for July, August and September were 49.3, 22 and 21.4 days respectively which	Improving

Indicator Name	Q2 2020/21		Status	Note	Direction
				demonstrates this PI is improving. Performance remains higher than the target and reasons for this are that we have seen an increase in a number of refusals this year, possibly relating to people not wanting to move due to the pandemic. In addition, we have had some hard to let properties and some others which we have held on to for longer than we would normally to make best use of the stock and to ensure that the tenancy is as sustainable as possible. Some of the properties have also been held for moves for tenants from Yorke Drive as part of the regeneration project.	
Customer Satisfaction with Customer Access Services	85%	95%		Issues tend to be communication related and not being resolved. Call backs is also an issue as often these enquiries are passed to other service areas to respond.	Declining
Customer Satisfaction with Right to Buy Service	80%	90%		There were just 5 customers surveyed during the quarter and 1 was dissatisfied. They noted that covid-19 had caused delays, but the process was completed within statutory timescales.	Declining
Customer satisfaction with ASB	80%	90%		Performance dipped in September, impacting on the quarter overall, with just 4 customers out of 6 satisfied (1 was dissatisfied and 1 was neither satisfied nor dissatisfied). Both customers reported that staff had not got back to them and kept them informed.	Declining
Amount of current arrears as a % of annual rent debit	2.36%	1.80%		Arrears have missed target because of the current situation, but has only declined slightly from 2.21%. The expectation is that we will continue to recover the arrears accrued during this period over the coming months.	Declining
Former tenant arrears as a % of annual rent debit	1.05%	0.88%		Arrears have missed target because of the current situation, but has improved slightly from 1.15%. The expectation is that we will continue to recover the arrears accrued during this period over the coming months.	Improving
Amount of Current Arrears at quarter end (£)	£528,158.00	£420,000.00		Arrears have missed target because of the current situation, but has improved from £613,775.81. The expectation is that we will continue to recover the arrears accrued during this period over the coming months.	Improving

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 2

Service	Quarter 1 Satisfaction %	Quarter 2 Satisfaction %	Year to Date %	Target
Overall	94	92	93	
Adapts (Major)	100	95	96	90
Adapts (Minor)	88	96	94	90
ASB	88	80	83	90
CAS	93	85	90	95
Gas Servicing	95	95	95	95
Legionella	N/A	N/A	N/A	
Lettings	100	94	94	90
Major works	N/A	96	96	90
Repairs	96	94	95	95
Right to Buy	100	80	92	90

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 second quarter, with just three falling below (ASB, CAS and RTB) and only ASB is falling below for the year to date figure. Numbers in ASB and RTB are low and detail is given for all 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, as part of the customer insight project.

4.6 Housing services 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

7.1 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 voids) are realistic.

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 RECOMMENDATION(S)

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

9.2 **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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