

# H&C OSC QUARTERLY PERFORMANCE REPORT

## Housing Landlord

June 2013



| Measure   | Owner & Updater                     | Jun 2012 Result                    | Trend | Mar 2013 Result                    | Trend | Jun 2013 Result                    | Sign Off | Comments   | Flag |
|---|-------------------------------------|------------------------------------|-------|------------------------------------|-------|------------------------------------|----------|--|------|
| HL05a - Stage 1 Complaints responded to within target for Housing     | Elliott Brooks<br>Corvu Admin       | 97.22%<br>(35/36)<br>Target: 80.00 | ↓     | 98.84%<br>(85/86)<br>Target: 80.00 | ↓     | 89.74%<br>(70/78)<br>Target: 80.00 | ✗        | <b>Signoff incomplete</b>  |      |
| HL05b - Stage 1 Complaints received for Housing                       | Elliott Brooks<br>Corvu Admin       | 61 Complaints<br>Info Only         | ↓     | 99 Complaints<br>Info Only         | ↓     | 59 Complaints<br>Info Only         | ✗        | <b>Signoff incomplete</b>  |      |
| PP01 - Percentage of dwellings with a valid Gas Safety Certificate    | Fiona<br>Williamson<br>Adrian Hoole | 99.56%<br>Target: 100.00           | ↑     | 99.57%<br>Target: 100.00           | ↑     | 100.00%<br>Target: 100.00          | ✓        | (Updater) target 100% through june<br><br>(Owner) 100% compliance has been consistantly been achieved over last 8 weeks and all those involved should be congratulated for their efforts in maintaining this excellent result.   |      |
| PP08 - Percentage of tenants satisfied with Gas Servicing             | Fiona<br>Williamson<br>Adrian Hoole | 99.30%<br>Target: 97.00            | ↓     | 98.00%<br>Target: 97.00            | →     | 98.00%<br>Target: 97.00            | ✓        | (Updater) based on figures supplied 6th June 2013  |      |
| PP09 - Average Time taken to relet a Council Property (General Needs) | Fiona<br>Williamson<br>Simon Smith  | 27.34 Days<br>Target: 25.00        | ↓     | 34.40 Days<br>Target: 25.00        | ↓     | 43.06 Days<br>Target: 25.00        | ✓        | (Updater) There have been delays in the relet period due to a larger number of tenants moving into smaller properties. When tenants move to smaller properties arrangements for removals including taking up carpets causes a delay in the relet process. The poor condition of many of these properties has led to more work being undertaken to bring the properties up a lettable standard. |      |

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| PP10 - Percentage of Urgent repairs completed within government time limits | Fiona Williamson<br>Mark Kibble | 98.95%<br>Target: 98.00     | ↗     | 99.16%<br>Target: 98.00     | ↗     | 99.43%<br>Target: 98.00     | ✓        | (Updater) The Operational team has worked closely together to ensure that repair orders are correctly prioritised and the works kept to kept to within the set timescales. In order that the total number of orders raised is kept to a minimum any additional or follow on work is claimed against the emergency order, Therefore the order is not closed down after the initial visit but closed when all follow on works are completed.   |      |
| PP11 - Average Time taken to complete non urgent repairs                    | Fiona Williamson<br>Mark Kibble | 12.90 Days<br>Target: 15.00 | ↘     | 16.50 Days<br>Target: 15.00 | ↘     | 18.70 Days<br>Target: 15.00 | ✓        | (Updater) Some larger scale jobs are being appointed toward the end of the 20 day priority for Routine, or non-urgent repairs. The scope of works requested by the CSA's -MO's tend to exceed the original order this leads to some works not being completed by the set target. because of the agreed process and cost controlling process', there are a number of jobs where approval needs to be sought for scaffolding or other work that exceeds the agreed variation limit this sometimes causes delay in the actual repair being carried out. |      |
| PP13a - Percentage of responsive repairs completed within target            | Fiona Williamson<br>Mark Kibble | No Data<br>No Target        |       | No Data<br>No Target        |       | No Data<br>Target: 97.00    | ✗        | <b>Signoff incomplete</b>  |      |

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| PP13b - Percentage of responsive repairs completed right first time | Fiona Williamson<br>Mark Kibble | 99.30%<br>Target: 98.50                  | ↗     | 98.70%<br>Target: 98.50                  | ↗     | 99.53%<br>Target: 98.50                  | ✓        | (Updater) There were a total of 32 requests for recalls, of which 11 were valid. This equates to a 'pass' rate of 99.61% of the 2333 orders completed in the month. 6576 works order were completed in this quarter. During this time we have received 32 valid recalls which equates to 99.53% of responsive repairs being completed 'first time' |      |
| PP14 - Appointments kept as a percentage of appointments made       | Fiona Williamson<br>Mark Kibble | 99.73%<br>Target: 97.00                  | ↗     | 99.80%<br>Target: 97.00                  | ↗     | 99.84%<br>Target: 97.00                  | ✓        | (Updater) Because all jobs are appointed, initially by the call centre and MO's, this indicator remains at a consistently high level.  |      |
| PP15 - Percentage of Tenants satisfied with the level of repair     | Fiona Williamson<br>Mark Kibble | 98.52%<br>Target: 97.00                  | ↗     | 97.91%<br>Target: 97.00                  | ↗     | 99.86%<br>Target: 97.00                  | ✓        | (Updater) Of the 199 surveys carried out during June - 3 resident expressed their dissatisfaction with the repairs service. For the year to date, 506 surveys have been carried of which a total number of 9 residents were unhappy with the service. So far this year a total of 6576 repairs have been completed.                                |      |
| PP16a - Average time to relet a Council Property (Sheltered)        | Fiona Williamson<br>Simon Smith | 60.42 Days<br>(1873/31)<br>Target: 35.00 | ↗     | 50.73 Days<br>(2232/44)<br>Target: 35.00 | ↗     | 63.78 Days<br>(3444/54)<br>Target: 50.00 | ✓        | (Updater) The performance for the quarter is above target. A large number of properties let in this category are ready to let for 10 days or more, with some over 100 days. This has an adverse affect on the relet times.   |      |

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| PP19 - Percentage of Tenants satisfied with planned replacement works | Fiona Williamson<br>Adrian Hoole   | 98.68%<br>Target: 97.00      | ↓     | 96.94%<br>Target: 97.00       | ↑     | 97.72%<br>Target: 97.00      | ✓        | (Updater) 97.8 satisfaction rate on planned works<br><br>(Owner) Performance is above target but we continue to monitor complaints from this area to improve this figure.   |      |
| SH05 - Number of new Affordable Homes completed                       | Julia Hedger<br>Camelia Smith      | 26 Dwellings<br>Info Only    | ↓     | 45 Dwellings<br>Info Only     | ↓     | 0 Dwellings<br>Info Only     | ✓        | (Updater)   |      |
| SH08b - Number of new homelessness applications received YTD          | Julia Hedger<br>Natasha Brathwaite | 64 Applications<br>Info Only | ↓     | 243 Applications<br>Info Only | ↓     | 61 Applications<br>Info Only | ✓        | (Updater)   |      |
| SH09b - Average time taken to investigate a homeless application      | Julia Hedger<br>Natasha Brathwaite | No Data<br>No Target         |       | No Data<br>No Target          |       | 25.6 Days<br>Target: 33.0    | ✓        | (Updater)<br><br>(Owner) time taken to investigate applications well within 33 day government target  |      |
| SH10 - Number of homeless applicants accepted                         | Julia Hedger<br>Natasha Brathwaite | 42 Acceptances<br>Info Only  | ↓     | 44 Acceptances<br>Info Only   | ↓     | 29 Acceptances<br>Info Only  | ✓        | (Updater)   |      |
| SH11 - Percentage of Homelessness reviews upheld by Member's panel    | Julia Hedger<br>Natasha Brathwaite | 100%<br>No Target            | →     | 100%<br>No Target             | →     | 100%<br>Target: 90           | ✓        | (Updater)   |      |
| SH14 - Number of households in B&B for longer than 6 weeks            | Julia Hedger<br>Natasha Brathwaite | No Data<br>No Target         |       | No Data<br>No Target          |       | 1 Households<br>Target: 0    | ✓        | (Updater) Case of customer in T/A for longer than 6 weeks, T/A due to end but extended at discretion of N.Brathwaite after discussion with E. Brookes. Applicant refused to be moved to hostel accommodation due to disruption to her household and for a period of only 1 week, agreed B&B extension |      |
| SH23 - Percentage of allocations made to transfer seeking tenants     | Julia Hedger<br>Teresa Wood        | No Data<br>Info Only         |       | 28.1%<br>Info Only            | ↑     | 39.0%<br>Info Only           | ✓        | (Updater)   |      |

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| SH24 - Percentage of allocations made to Homeseekers   | Julia Hedger<br>Teresa Wood        | No Data<br>Info Only        |       | 37.6%<br>Info Only         | ↓     | 31.6%<br>Info Only           | ✓        | (Updater)   |      |
| SH25 - Percentage of allocations made to Homeless applicants                                   | Julia Hedger<br>Teresa Wood        | No Data<br>Info Only        |       | 34.2%<br>Info Only         | ↓     | 29.4%<br>Info Only           | ✓        | (Updater)   |      |
| SH26 - Percentage of total allocations made as a direct let                                    | Julia Hedger<br>Teresa Wood        | No Data<br>Info Only        |       | 27.7%<br>Info Only         | ↓     | 27.3%<br>Info Only           | ✓        | (Updater)   |      |
| TL01 - Current rent arrears as a percentage of the annual debit                                | Andy Vincent<br>Katie Kiely        | 3.24%<br>Target: 3.05       | ↑     | 3.13%<br>Target: 3.05      | ↑     | 3.29%<br>Target: 3.80        | ✓        | (Owner) The level of rent arrears remains low. The Housing Income Team are working to ensure that this remains low throughout the financial year.   |      |
| TL02 - Rent collected as a percentage of rent owed (excluding current arrears brought forward) | Andy Vincent<br>Katie Kiely        | 98.72%<br>Target: 100.00    | ↑     | 100.02%<br>Target: 100.00  | ↑     | 102.50%<br>Target: 98.50     | ✓        | (Owner) Rent collection performance is good and above target. This will be an indicator to watch over the course of the financial year.   |      |
| TL04 - Voids loss as a percentage of the rent roll   | Andy Vincent<br>Katie Kiely        | 0.62%<br>Target: 1.00       | ↓     | 0.84%<br>Target: 1.00      | ↑     | 0.79%<br>Target: 1.00        | ✓        | (Owner) The number of empty properties remain low. Further improvements in this indicator are anticipated.  |      |
| TL13a - Percentage of Community Alarm calls answered within 1 min                              | Andy Vincent<br>Dharini Chandarana | 98.05%<br>Target: 97.50     | ↓     | 98.47%<br>Target: 97.50    | ↓     | 97.98%<br>Target: 97.50      | ✓        | (Owner) The alarm call response continues to exceed target.   |      |
| TL15 - Satisfaction with the handling of medium level ASB cases                                | Andy Vincent<br>Lindsey Walsh      | 76%<br>(16/21)<br>No Target | ↑     | 100%<br>(9/9)<br>No Target | ↓     | 88%<br>(15/17)<br>Target: 80 | ✓        | (Updater) the comments received on the two cases that were dissatisfied were:<br>1. more regular patrols of flats should take place to identify ASB, they felt that their complaint was not taken seriously enough and the security gates to where they live are claimed to be useless.<br>2. The second case sent the form back blank and objected to being sent a form in the first place. They did not want to make a comment about the service. |      |

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| TL16 - Acknowledgement of a report of ASB within 24 hours                           | Andy Vincent<br>Lindsey Walsh       | 88%<br>(112/127)<br>Target: 95 |       | 98%<br>(126/128)<br>Target: 95 |       | 99%<br>(136/138)<br>Target: 95 |          | (Updater) Staff have managed considerably well to keep a high percentage of contact within 24 hours. This is a very hard target at present due to increasing workloads caused by the changes in the benefit system and the need for more tenants to downsize their accommodation. |      |
| TL19 - The number of Mutual Exchanges undertaken in the financial year to date      | Andy Vincent<br>Vivienne Cunningham | 43<br>Info Only                |       | 158<br>Info Only               |       | 49<br>Info Only                |          | (Updater) Increase from this time last year, likely cause to be welfare reforms.  |      |
| TL21 - Current number of tenants and leaseholders involved with the Housing Service | Andy Vincent<br>Jules Goodridge     | No Data<br>Info Only           |       | No Data<br>Info Only           |       | 307<br>Info Only               |          | (Owner) The service have a target of involving 500 tenants by March 2014. This is a challenging target but good progress is being made toward delivering this.  |      |
| TL29 - Number of tenants who have moved to a smaller home this year                 | Andy Vincent<br>Lindsey Walsh       | No Data<br>Info Only           |       | No Data<br>Info Only           |       | 50<br>Info Only                |          | (Updater) This includes Mutual Exchanges and Transfers  |      |