



HOUSING MANAGEMENT ADVISORY BOARD

Date: Thursday, 15 August 2019

Time: 6.00pm,

Location: Shimkent Room, Daneshill House, Danestrete

Contact: Ian Gourlay

Email: ian.gourlay@stevenage.gov.uk Tel: 01438242703

Members:

Resident Members: Len Saunders (Tenant) (**Chair**),
Fiona Plumridge (Tenant), Christine Smith
(Tenant) and Jon Thurlow (Leaseholder)

Councillors: John Lloyd (**Vice-Chair**), Liz Harrington,
Lizzy Kelly, Lin Martin-Haugh and Margaret Notley

Staff Members: Jaine Cresser (Assistant Director – Housing and
Investment) and Craig Miller (Assistant Director –
Direct Services)

AGENDA

| Item no. | Subject | Lead | Mins allocated | Time |
|-----------------|--|-------------|-----------------------|------------------|
| | Refreshments | | 15 Minutes | 5:45pm to 6:00pm |
| 1. | APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST To receive apologies for absence and declarations of interest | Chair | 2 Minutes | 6.00pm to 6.02pm |
| 2. | MINUTES – 18 July 2019 To approve as a correct record the minutes of the Housing Management Advisory Board (HMAB) meeting held on 18 July 2019 Pages 3 - 10 | Chair | 3 Minutes | 6.02pm to 6.05pm |

| | | | | |
|-----------|---|---------------|------------|------------------|
| 3. | HOUSING OLDER PERSONS STRATEGY To consider update on the proposed Housing Older Persons Strategy Pages 11 – 30 | Karen Long | 40 Minutes | 6.05pm to 6.45pm |
| 4. | HOUSING SERVICE PERFORMANCE REPORT Q1 To consider the Housing Service Performance Report for Quarter 1 Pages 31 - 48 | Chloe Norton | 15 Minutes | 6.45pm to 7.00pm |
| 5. | REPAIRS AND VOIDS UPDATE To receive Repairs and Voids update | Craig Miller | 10 Minutes | 7.00pm to 7.10pm |
| 6. | HOUSING ALL UNDER ONE ROOF UPDATE To receive Housing All Under One Roof update | Jaine Cresser | 10 Minutes | 7.10pm to 7.20pm |
| 7. | ANY OTHER BUSINESS To consider any business accepted by the Chair as urgent | Chair | | |
| 8. | DATE OF NEXT MEETING Thursday 12 September 2019, 6.00pm, Shimkent Room, Daneshill House | Chair | | |

Agenda Published 7 August 2019

STEVENAGE BOROUGH COUNCIL

HOUSING MANAGEMENT ADVISORY BOARD MINUTES

Date: Thursday, 18 July 2019

Time: 6.00pm

Place: Shimkent Room - Daneshill House, Danestrete

Present: **Councillors:** John Lloyd (Vice-Chair in the Chair), Lizzy Kelly and Margaret Notley

Resident Members: Fiona Plumridge (Tenant) and Jon Thurlow (Leaseholder)

Staff Members: J Cresser (Assistant Director – Housing and Investment) and C Miller (Assistant Director – Direct Services)

In Attendance: D Dharmasuriya (Service Delivery Manager), P Harris (Operations Manager – Providing Homes), C Philippou (Investment Programme Manager), K Reynoldson (Finance Business Partner - Housing and Investment) and Cllr J Thomas (Portfolio Holder – Housing, Health and Older People)

Start / End Time: Start Time: 6.00pm
End Time: 7.40pm

1 **APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST**

Apologies for absence were received from Len Saunders and Cllr L Martin-Haugh.

There were no declarations of interest.

2 **MINUTES - 20 JUNE 2019**

It was **RESOLVED** that the minutes of the Housing Management Advisory Board (HMAB) meeting held on 20 June 2019 be approved as a correct record and be signed by the Chair.

3 **HOMELESSNESS AND ROUGH SLEEPER STRATEGY**

The Operations Manager (Providing Homes) introduced the Draft Homelessness and Rough Sleeper Strategy (2019-2024). Members were informed that the Homelessness and Rough Sleeper Strategy (2019-2024) was drafted following the introduction of the Homelessness Reduction Act 2017 and the Rough Sleeper Initiative Strategy. It was pointed out that the previous strategy covered the period up to 2020. The Operations Manager (Providing Homes) gave a presentation covering the following:

- Rationale on the Strategy update
- Aim of the strategy
- Outcomes
- Consultation and Survey
- Measures

The Operations Manager (Providing Homes) informed Members that the Homelessness Reduction Act 2017 was the most extensive homelessness-related legislation change since 2002. It was reported that the Council had successfully applied for a grant from the government's Rough Sleeper Initiative. The grant has been used to recruit a Rough Sleeper Coordinator and Support Worker. The Rough Sleeper Coordinator and Support Worker would be tasked with building trust with rough sleepers, assisting them to acquire sustainable tenancy and referring them to support groups such as the No More Service, Operation Urban and mental health and drug and alcohol rehabilitation charities. The annual Rough Sleeper count which was held in November 2018 advised that there were 11 known Rough Sleepers within Stevenage.

Members were informed that local authorities were now using a new statistics recording system known as H-CLIC (Homelessness Case Level Information Collection). It was noted that H-CLIC figures were not comparable with MHCLG's previous quarterly homelessness statistics series (P1E), but they provided some new information. H-CLIC was still experiencing some data quality issues. It was reported that for the Municipal Year 2018/19, the Council had dealt with 1,268 cases involving those in need of housing advice or facing the threat of homelessness. This was a 33 % increase compared to the previous year. Through the Council's initiatives, 73% of the cases had been prevented from becoming homeless. There was pressure on staff to resolve cases in a timely manner and where decisions had gone against the applicant, this had contributed to an increase in the number of complaints. Stevenage benchmarked its performance against local authorities in Hertfordshire and those with similar stock nationally such as Harlow. Homelessness was one of the performance themes that the Council monitored via InPhase Performance Management system.

Members highlighted the following issues:

- An increasing number of young people in the town were approaching homelessness charities
- The majority of rough sleepers were in the 20 to 40 year age bracket

The Portfolio Holder informed Members that the Council actively engaged parents to prevent children becoming homeless. It was pointed out that there were more than 2,000 applicants on the Housing Register. It was noted that the Council did not have enough suitable land for new houses. Members were informed that the rate of house building in Stevenage did not match the demand. Operations Manager advised that Local authorities will carry out an initial assessment for every person applying for assistance stating that they are or are going to be homeless. If there is reason to believe that they may be homeless or threatened with homelessness within 56 days the Council will carry out an assessment to determine if this is the case, and whether they are eligible for assistance. If the applicant is not eligible for assistance or if the

authority is satisfied that they are not homeless or threatened with homelessness within 56 days, the Council will give a written notification of the decision reached.

In response to Members' questions, the Operations Manager indicated that:

- The new Housing Options and Supply team had increased from 2 permanent staff (plus 8 temporary agency staff) to 10 permanent full time staff (80% increase)
- The Council did not currently routinely collect statistics of people from outside Stevenage who sought housing advice
- There will be more frequent monitoring of rough sleepers through Operation Urban and other initiatives
- Some cases of unnecessary evictions were due to the breakdown of communication between private landlords and tenants. The Council mediated in such cases to prevent homelessness
- Changes to conditions for serving Section 21 Notices should result in a reduction in unnecessary evictions
- The Council was proactive in the prevention of homelessness through support measures such as offering rent advance and participating at the Landlords' Forum
- A statutory definition of "intentional homelessness" was provided in Housing Act 1996
- People are deemed to be "intentional homelessness" if they voluntarily give up tenancy and it would have been reasonable for them to continue to occupy the accommodation
- Residents who were evicted for anti-social behaviour or failure to pay affordable rents were declared intentionally homeless
- The Council assessed affordability of rents on a case-by-case basis
- The Council provided financial support to Herts Young Homeless – a charity aimed at preventing homelessness among young people
- The Council had an obligation to provide housing assistance to young people aged between 16 and 21
- A pathway support worker provides housing application support and debt advice to those that had been through the care system
- The Council faced a challenge with those aged between 16 and 17 as they cannot be accommodated in hotels but in self-contained temporary accommodation
- The Council automatically referred to Children Services all intentionally homelessness cases involving children
- The Council's relationship with a lot of private landlords was generally good and most landlords were keen to assist in alleviating the housing shortage
- Plans were in place for an additional 10 to 12 temporary accommodation bed spaces between September and December this year
- The Council tries to minimise the use of bed and breakfast accommodation for people facing homelessness
- In 2018, the average bed and breakfast occupancy for the homeless was 2 days
- SBC did not routinely record enquiries from those not living in Stevenage
- Applications from those outside the town were subject to the local connection test unless the applicants were at risk of becoming homeless

It was **RESOLVED** that the update be noted.

4 **MAJOR REFURBISHMENT CONTRACT UPDATE**

The Investment Programme Manager provided an update on the Major Refurbishment Contract for the period March 2019 to June 2019.

Members were informed that survey delays for Year 1 works would have an impact on works on Year 2 and Year 3 blocks. A proportion of payment due to Wates and Mulalley for works on year 1 properties would be paid out of year 2 budget.

The Investment Manager reported that:

- Surveys for Year 2 blocks had been commenced
- Resident consultation events (Section 20 meetings) for leaseholders and tenants have also commenced and been scheduled for daytimes, late afternoons and evenings
- A review of Year 1 works had been done
- Scaffolding at a block in Albert Street had been removed following the discovery of suspected bat roosts
- The standard of works completed to date was considered by SBC to be high
- Resident feedback on the standard of works would be captured on completion of works on the blocks
- The Council was in negotiations with UK Power Network (UKPN) to minimise delays related to power works on the blocks
- There were plans to identify priority blocks and liaise with UKPN to ensure that electrical work is completed ahead of the other planned works on the blocks
- 246 street properties had been completed to date and there was 100% tenant satisfaction based on 171 returns
- The Council had identified standard window, door and insulation works to be delivered throughout the town

In response to questions, the Investment Programme Manager stated that:

- There was a contractual provision to make a payment to the contractors within 28 days of completion of the works
- Customers were given time to assess the completed works before being asked to complete satisfaction surveys
- In the event of unforeseen circumstances, the Council implemented measures to minimise costs – for example removing scaffolding from an affected block to the next block on the refurbishment programme
- A proportion of additional costs arising from unforeseen circumstances would be passed on to leaseholders
- The charge to individual leaseholders would be calculated on completion of the works on the block and apportioned among the properties in each block

It was **RESOLVED** that the update be noted.

5 HRA OUTTURN 2018/2019

The Finance Business Partner (Housing and Investment) updated the HMAB on the Housing Revenue Account (HRA) Outturn 2018/19. The update covered the following:

- HRA Budget Position
- Budget Carry Forwards
- Main Variances
- 2018/19 Capital Spend
- Capital Spend – Major Works
- Capital Spend
- Right to Buy Sales
- HRA Balances
- Future Balances

With regard to the proposed changes to the rules governing the money raised from Right to Buy sales, it was stated that the Council would consider a number of options including using the funds to redevelop neighbourhood centres and building on new sites in the event of an expansion of the town's boundary.

The Finance Business Partner indicated that local authorities were anticipating legislation in response to the Hackitt Independent Review of Building Regulations and Fire Safety. The Council was still assessing the impact of Universal Credit on income collection. The Board was notified that local authorities and other stakeholders were awaiting the Government's response following submission of opinions, issues and concerns regarding the social housing green paper that was published in August 2018. It was pointed out that the Council was assessing financial impact (if any) of the transfer of responsibility for the regulation of social housing rents in England to the Regulator of Social Housing.

It was **RESOLVED** that the update be noted.

6 UPDATE FROM EXECUTIVE MEETINGS

The Portfolio Holder (Housing, Health and Older People) informed the HMAB that the agenda for the 10 July 2019 meeting of the Executive included the following items:

- Housing Revenue Account
- Procurement of a Principal Contractor at Symonds Green
- Procurement of a Principal Contractor at North Road
- Procurement approach to the regeneration scheme at Kenilworth Close

The Board was notified that the Executive had given the Deputy Chief Executive delegated authority to consult the Portfolio Holder for Housing, Health and Older People in awarding and finalising the terms of the contract with the winning bidder for the procurement of a Principal Contractor at Symonds Green. The Executive had

approved the recommendations in the reports for the procurement of a Principal Contractor at North Road and the procurement approach to the regeneration scheme at Kenilworth Close.

It was **RESOLVED** that the update be noted.

7 **HOUSING ALL UNDER ONE ROOF UPDATE**

The Assistant Director (Housing and Investment) gave an update on Housing All Under One Roof (HAUOR) programme. The Assistant Director acknowledged the presence of a number of Members at the Housing and Investment Away Day that was held on 3 July. The Away Day programme included a staff survey, an introduction to Tier 5 managers and staff workshops aimed at helping to shape services. It was reported that plans for the next phase of the Business Unit restructuring were going ahead as scheduled. The Assistant Director highlighted a new digital platform that would provide online access to customers for services such as arranging housing repairs, paying for services and applying for housing. It was confirmed that the Council would continue to provide paper-based services for those that had no access to computers.

In response to questions, the Assistant Director confirmed that the Choice-Based System for housing allocations was still in place. The Council was no longer routinely providing booklets to assist with housing applications. However, there were plans to offer applicants virtual tours of properties on offer.

It was **RESOLVED** that the update be noted.

8 **REPAIRS AND VOIDS UPDATE**

The Assistant Director (Stevenage Direct Services) reported to the HMAB that Repairs and Voids performance continued to improve. The Assistant Director also demonstrated the benefits of using the InPhase Performance Management System. The InPhase system facilitated detailed analysis of performance measures and also improved the scope for collaboration among teams. The Assistant Director confirmed that all key performance indicators were subject to regular review by the senior leadership team. It was stated that there were plans to roll out mobile phone and tablet computer devices to the wider Direct Services team including the caretaking/estate management team. The digital way of working would result in reduced process times and the effective deployment of resources.

It was **RESOLVED** that the update is noted.

9 **ANY OTHER BUSINESS**

None.

10 **DATE OF NEXT MEETING**

Thursday 15 August 2019, 6.00pm, Shimkent Room

CHAIR

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Agenda Item 4

HOUSING MANAGEMENT ADVISORY BOARD PERFORMANCE REPORT, QUARTER 1, 2019/20

Subject: Performance Management

Date: 15 August 2019

For Information

Author: Chloe Norton (Corporate Performance and Improvement Officer)

Contributors: Assistant Director Housing and Investment, Assistant Director Stevenage Direct Services, All Housing & Investment Service and Repairs & Voids Managers

Action Required:

To note performance against the Housing Service Key Performance Indicators at the end of Quarter 1 (2019/20); and to note actions to be taken to improve service outcomes, where performance is below expectations. (NB: Includes on-screen presentation)

SUMMARY:

This report provides a summary of the housing performance information to the end of June 2019.

The HRA Business Plan 2014 included a suite of performance measures and targets, which are reviewed annually by the Housing Management Team and monitored throughout the year.

In advance of HMAB meetings, HMAB Members receive:

- Overview report summarising performance status, with a summary of performance achievements and key area of focus.
- Appendix of full set of measure results with comments.

Additional reporting will be available at the meeting on screen using the Council's corporate business insight system 'InPhase' for measures not achieving target. This allows additional graphical representation that helps to present a picture of performance.

The Assistant Director Housing and Investment determined the measure themes to be reported. Forty Two measures grouped into five themes are reported at quarter 1 (June 2019):

- Compliance – 9 measures
- Customer Service – 8 measures
- Homelessness and Housing Support – 5 measures
- Income/ Spend – 9 measures
- Repairs and Voids – 11 measures

In addition, there are three data measures providing supporting information or where performance trend is being assessed to determine future target setting.

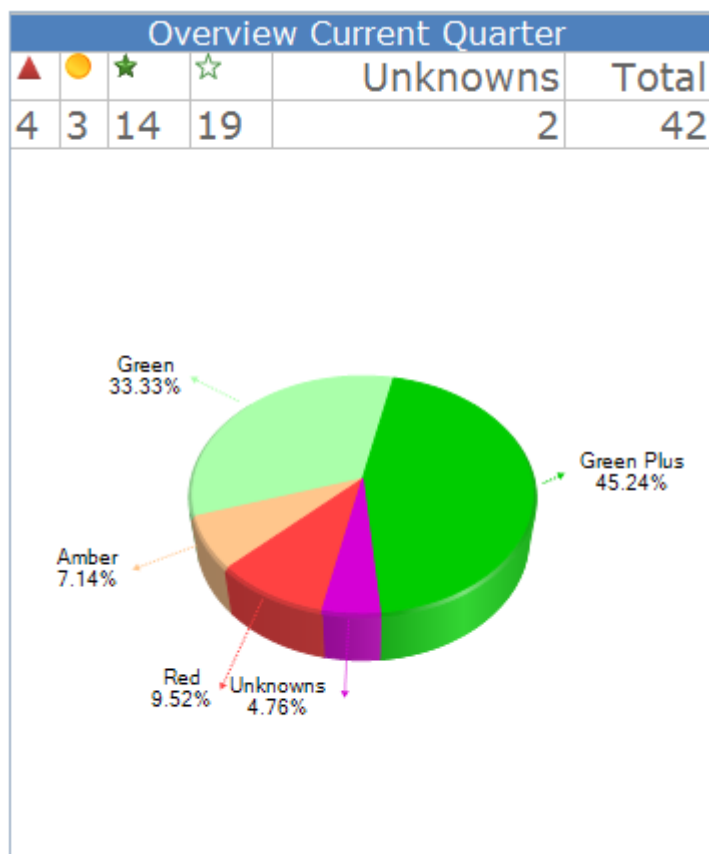
- Compl3: Percentage of stage 1 complaints upheld fully or partially – measure for information.

- Voids Shelt-a: Time taken from tenancy termination to ready to let for standard sheltered voids – supporting information for sheltered voids performance measure.
- Voids RC1: Average repair cost per void property – performance trend being assessed.

(Results are included in the full measure set at Appendix 1)

Appendix 1 identifies the trend of performance over the last five quarters for the complete housing performance measure set reported.

Quarter 1 2019/20 Status



Performance Highlights and areas for improvement

An outline of performance achievements and areas where improvement activity is being implemented follows. Additional performance information can be provided through the on-screen presentation of performance using the corporate business insight system, 'InPhase'.

The two unknowns relate to two Homelessness and Housing Support measures that currently have no targets available.

Compliance Theme

Performance Achievements:

- In Quarter 1 the contractor achieved 99.6% compliance for the service and inspection of assets that have a statutory requirement. This has significantly improved since last quarter where statutory asset compliance was at 91%. The compliance team are now applying pressure to ensure that this level of compliance is maintained month on month.
 - Assets 5a: Percentage of (Council) assets known to be Health and Safety compliant (statutory), June 2019 target 100%, achieved 99.6%
- All other compliance measures relating to dwellings met their target of 100%.
 - FRA1: Percentage of dwellings with a valid fire risk assessment, June 2019 target 100%, achieved 100%
 - VAS1: Percentage of communal areas with a valid asbestos survey, June 2019 target 100%, achieved 100%
 - VGC1: Percentage of dwellings with a valid gas certificate, June 2019 target 100%, achieved 100%
 - VLC1: Percentage of sites with valid legionella inspections certificate, June 2019 target 100%, achieved 100%
- In quarter 1 all (60 of 60) mutual exchanges were completed within statutory timescales.
 - MX1: Percentage of mutual exchanges completed within statutory timescale, June 2019 target 96%, achieved 100%

Improvement Focus:

- Performance has stayed at the same level as last quarter for the percentage of assets that are health and safety compliant (SBC definition only). Although there is evidence that 'Assets 5b (SBC definition)' improved in line with 'Assets 5a (Statutory definition)', the contractor has not produced any greater certification or supporting documentation. The compliance team is working with the contractor to ensure that future months are reported fully and it is expected to achieve target by the end of next quarter.
 - Assets5b: Percentage of (Council) assets known to be Health and Safety compliant (as per SBC enhanced definition), June 2019 target 100%, achieved 91%
- In quarter 1 ten RTB notices were sent out, eight were responded to on time, however delays occurred with two cases. In one case a fraud officer was liaising with a tenant who delayed providing access for audit, and in the other case the tenant did not provide all documents required on time.
 - RTB1: Percentage of RTB notices responded to within statutory timescales, June 2019 target 95%, achieved 83.87%

Customer Service Theme

Performance Achievements:

- Feedback indicates that customer experience regarding the approach and outcome of internal and external works being carried out on housing properties is improving.
 - ECHFL-IW1: Percentage of tenants satisfied with internal works completed [for the current quarter] June 2019 target 80%, achieved 100%
 - ECHFL-EW1: Percentage of tenants satisfied with external works completed [for the current quarter] June 2019 target 80%, achieved 98.9%
- In quarter 1 175 out of 179 complaints were closed within target (97.77%). This shows a significant improvement from quarter 1 last year (78.17%). June performance was 100% with all 64 complaints being closed in time.
 - Compl1: Percentage of complaints from customers closed on target (Housing), June 2019 target 95%, achieved 100%
- Satisfaction levels with the Aids and Adaptations service reached 100% in quarter 1.
 - A&Asat1: Satisfaction with Aids & Adaptations service, June 2019 target 80%, achieved 100%

Improvement Focus:

- There were no red measures within the Customer Service theme in quarter 1.
- In quarter 1 122 out of 133 Councillor and MP enquiries were closed within target (91.73%). In April and May this measure achieved target, however in June 26 of 32 Member enquiries were closed on time (88.26%). This has caused the measure to turn amber, although June performance was disappointing, this is a much improved start to the year.
 - Compl2: Percentage of MP & Members enquiries answered within 10 days, June 2019 target 95%, achieved 91.73%

Homelessness and Housing Support Theme

Performance Achievements:

- Debt Advice support workers recovered £91,456 income for quarter 1.
 - IncMax1: Income maximisation for clients, June 2019 target £75,000, achieved £91,456
- The number of households in temporary accommodation at the end of the quarter 1 is within target.
 - NI156: Number of households in temporary accommodation at end qtr, June 2019 target 75, achieved 73
- The homelessness preventions measure has exceeded it's target for the quarter.
 - BV213: Homelessness Preventions, June 2019 target 90, achieved 128

Improvement Focus:

- Two measures relating to preventions completed within relief duty and cases where housing duty is accepted cannot be reported, as there are currently no targets available for these measures.
 - HHA1: Number of homelessness preventions completed within relief duty, June 2019 target not available, achieved 51
 - HHA1: Number of homelessness cases where housing duty is accepted, June 2019 target not available, achieved 0

Income/Spend Theme

Performance Achievements:

- In quarter 1 the percentage of leasehold service charges collected has exceeded target. The team are planning for the financial year as there are various accounts ready for legal action, however have decided that it will be beneficial to send these for further action after the October service charge has been billed. This will ensure that a high percentage of invoiced service charges will be collected before the year end.
 - LHSC: Percentage of Leasehold service charges collected ytd, June 2019 target 90.75%, achieved 91.77%
- In quarter 1 both Recharges measures have exceeded their targets. The team are working hard to ensure this is maintained throughout the year.
 - Recharges3: Percentage of recharges collected of amount due (2018 to ytd), June 2019 target 11.75%, achieved 19.08%
 - Recharges 4: Percentage of recharges collected of amount due (old debt to 2017), June 2019 target 7.75%, achieved 12.47%
- In quarter 1 100% of aids and adapts work was completed on time (64 out of 64). This is a significant improvement from quarter 1 last year, 69.12%.
 - A&Acomp1: Percentage of Aids and Adapts work completed in time, June 2019 target 80%, achieved 100%

Improvement Focus:

- There is an increase in the former tenancy arrears collection rate at the end of June, standing at £14,164 above the expected monthly average of £8,400. The total cumulative amount for the year is £1365 below the target and is amber for quarter 1. Effort is now directed towards general improvements in this area.
 - FTA2: Former tenant rent arrears collected [£], June 2019 target £21,000, achieved £19,635
- The Leaseholder team was unable to reach their target for collection of major works charges in quarter 1. This was due to one of the leaseholder's passing away, this means the estate is now going through probate. There are no funds within the estate to make payment to clear the debt. Therefore funds will not be received until the property has been sold.
 - LHMW1: Leasehold major works charges collected as a percentage of charges due, June 2019 target 95%, achieved 66.67%

Repairs and Voids Theme

Performance Achievements:








- Repairs are being fixed promptly and exceeding target, this has improved by 5 days this year. The team have placed major focus on a case management approach to each case dealt with. This, coupled with efforts to review and improve processes, has improved performance and productivity.
 - RepTime3: Time taken to complete routine repairs, June 2019 target 20 days, achieved 6.45 days.
 - RepTime2: Time taken to complete urgent repairs, June 2019 target 5 days, achieved 2.83 days.
 - RepTime1: Time taken to complete emergency repairs, June 2019 target 1 day, achieved 0.79 days.
- In quarter one out of 1443 repairs completed, only 5 of those were not fixed the first time.
 - ECH-Rep4: Percentage repairs fixed first time, June 2019 target 87.5%, achieved 98.96%
- In quarter one 1418 of 1438 repairs appointments were made and kept.
 - ECH-Rep3: Percentage repairs appointments made and kept, June 2019 target 95%, achieved 98.61%
- The changes within Repairs and Voids continue to have a positive impact on the standard General Needs voids with turnaround times consistently reducing. Great collaborative work is taking place between the Project Officers and the Lettings Team to cohesively reduce unnecessary work.
 - VoidsGN: The time taken to relet standard general needs voids, June 2019 target 32 days, achieved 31.39 days

Improvement Focus:

- In quarter 1 voids sheltered had a hard to let studio which was converted to a one bed property, this along with high volumes in flexi care properties, where the team did not have many appropriate referrals for the service had an impact on the sheltered voids performance. The team are continuously working on hard to let properties and converting a studio to a one bed property is a good example of this. The sheltered void performance impacted the void loss for the last quarter.
 - Voids Sheltered: The time taken to relet standard sheltered voids, June 2019 target 70 days, achieved 103.94 days
 - Void loss 1: Void loss in year (£), June 2019 target £82,767, achieved £85,775

Key to Performance Status

Symbols

| | | | |
|---|--|---|--|
|  | Red Status - Focus of improvement |  | New measure - Performance results not required |
|  | Amber Status - Initial improvement activity identified |  | No data results |
|  | Green Status - Any variance from target manageable |  | Missing value |
|  | Green Plus Status - Exceeding expectations | | |

| | Service | Focus (Sunburst Category) | Target to 30/06/18 | Actual to 30/06/18 | Status at 30/06/18 | Target to 30/09/18 | Actual to 30/09/18 | Status at 30/09/18 | Target to 31/12/18 | Actual to 31/12/18 | Status at 31/12/18 | Target to 31/03/19 | Actual to 31/03/19 | Status at 31/03/19 | Target to 30/06/19 | Actual to 30/06/19 | Status at 30/06/19 | Comments 30/06/2019 | |
|---|--|---------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|---------------------|---|
| + | FRA1: Percentage of dwellings with a valid Fire Risk Assessment | Asset Management | Compliance | 100.00% | 100.00% | ★ | 100.00% | 100.00% | ★ | 100.00% | 100.00% | ★ | 100.00% | 100.00% | ★ | 100.00% | 100.00% | ★ | |
| + | VGC1: Percentage of dwellings with a valid gas certificate | Asset Management | Compliance | 100.0% | 100.0% | ★ | 100.0% | 100.0% | ★ | 100.0% | 100.0% | ★ | 100.0% | 100.0% | ★ | 100.0% | 100.0% | ★ | |
| | Assets5a: Percentage of assets known to be health and safety compliant (Statutory) | Asset Management | Compliance | | | » | 100.00% | 90.00% | ▲ | 100.00% | 98.00% | ▲ | 100.00% | 91.00% | ▲ | 100.00% | 99.60% | ★ | <ul style="list-style-type: none"> The contractor has attached 99.60% compliance for the servicing and inspecting of assets that have a statutory requirement, with the two tasks they failed to complete in time being completed on the 1st of July 2019, we have received all certificates and carried out spot check with no failures, this is greatly improved and is likely to achieve the target of 100% and maintain it within the next few weeks, the compliance team is now applying pressure to ensure compliance is maintained month on month. |
| | Assets5b: Percentage of assets known to be health and safety compliant (as per SBC definition) | Asset Management | Compliance | | | » | 100.00% | 91.70% | ▲ | 100.00% | 97.00% | ▲ | 100.00% | 91.00% | ▲ | 100.00% | 91.00% | ▲ | <ul style="list-style-type: none"> Whilst we have evidence that the servicing and inspection of assets in 5b will have improved in line with 5a (visits at the same time and contractor instructions) the contractor has not produced any greater certification or supporting documentation, hence we are only able to report compliance in line with last month. The compliance team is working with the contractor to ensure that future months are reported fully and it is expected that this will achieve 100% by the end of the next quarter. |
| + | RTB1: Percentage of RTB notices responded to within statutory timescales | Home Ownership Services | Compliance | 95.00% | 100.00% | ☆ | 95.00% | 93.06% | ★ | 95.00% | 93.10% | ★ | 95.00% | 94.87% | ★ | 95.00% | 83.87% | ▲ | <ul style="list-style-type: none"> 10 RTB Notices were sent out 8 on time however delays occurred with 2 cases 1) Fraud Officer was liaising with tenant who delayed providing access for audit 2) Despite promises by tenant not all documents required were handed in on time. |

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| | Service | Focus (Sunburst Category) | Target to 30/06/18 | Actual to 30/06/18 | Status at 30/06/18 | Target to 30/09/18 | Actual to 30/09/18 | Status at 30/09/18 | Target to 31/12/18 | Actual to 31/12/18 | Status at 31/12/18 | Target to 31/03/19 | Actual to 31/03/19 | Status at 31/03/19 | Target to 30/06/19 | Actual to 30/06/19 | Status at 30/06/19 | Comments 30/06/2019 | |
|---|--|---------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|---------------------|--|
| + | ECHFL1: Percentage of Homes maintained as decent | Asset Management | Compliance | 77.2% | 77.3% | ★ | 79.8% | 80.0% | ★ | 82.6% | 82.6% | ★ | 75.3% | 75.4% | ★ | 76.9% | 77.0% | ★ | |
| + | VAS1: Percentage of communal areas with a valid Asbestos survey | Asset Management | Compliance | 100.00% | 100.00% | ★ | 100.00% | 100.00% | ★ | 100.00% | 100.00% | ★ | 100.00% | 100.00% | ★ | 100.00% | 100.00% | ★ | |
| + | MX1: Percentage of mutual exchanges completed within statutory timescale | Tenancy & Income | Compliance | 96.00% | 100.00% | ☆ | 96.00% | 100.00% | ☆ | 96.00% | 100.00% | ☆ | 96.00% | 98.92% | ☆ | 96.00% | 100.00% | ☆ | |
| + | VLC1: Percentage of sites with valid legionella inspections certificate | Asset Management | Compliance | 100.00% | 100.00% | ★ | 100.00% | 100.00% | ★ | 100.00% | 100.00% | ★ | 100.00% | 100.00% | ★ | 100.00% | 100.00% | ★ | |
| + | ECHFL-EW1: Percentage of tenants satisfied with external works completed (for the current quarter) | Asset Management | Customer Service | 90.0% | 93.9% | ★ | 90.0% | 89.0% | ★ | 80.0% | 89.7% | ★ | 80.0% | 91.2% | ★ | 80.0% | 98.9% | ☆ | |

| | Service | Focus (Sunburst Category) | Target to 30/06/18 | Actual to 30/06/18 | Status at 30/06/18 | Target to 30/09/18 | Actual to 30/09/18 | Status at 30/09/18 | Target to 31/12/18 | Actual to 31/12/18 | Status at 31/12/18 | Target to 31/03/19 | Actual to 31/03/19 | Status at 31/03/19 | Target to 30/06/19 | Actual to 30/06/19 | Status at 30/06/19 | Comments 30/06/2019 | |
|---|--|---------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|---------------------|---|
| + | ECHFL-IW1: Percentage of tenants satisfied with internal works completed (for the current quarter) | Asset Management | Customer Service | 80.0% | 93.9% | ★ | 80.0% | 94.3% | ★ | 80.0% | 95.7% | ★ | 80.0% | 96.0% | ★ | 80.0% | 100.0% | ★ | |
| + | Compl2: Percentage of MP & Members enquiries answered within 10 days (Housing) | Customer Service | Customer Service | 95.00% | 92.36% | ★ | 95.00% | 88.51% | ▲ | 95.00% | 88.97% | ▲ | 95.00% | 88.26% | ▲ | 95.00% | 91.73% | ● | <ul style="list-style-type: none"> YTD 122 Councillor and MP enquiries were closed within target out of 133 enquiries closed (91.73%). This is a decline in performance from YTD Apr-May, which was 95.00% (exactly on target) and April 93.33%. It is a vast improvement compared to 2018/19 - 88.26%. In June 32 Member enquiries were closed - 26 in time and 6 out of time, making June S/L 81.25%. This is a decline in performance compared to Apr-May 96.36%, but an improvement from 2018/19 performance of 88.26%. Of the 6 Member/MP enquiries closed out of time, the following services had 1 case each; Central Admin Team, Home Ownership, Lettings, Supported Housing, Tenancy Services & Repairs. This measure had not been in target YTD for the whole of the last financial year. The only individual months that had been in target were June and September 2018. Though June performance was disappointing, this is a much improved start to the year. |
| + | Compl1: Percentage of complaints from customers closed on target (Housing) | Customer Service | Customer Service | 95.00% | 78.17% | ▲ | 95.00% | 85.03% | ▲ | 95.00% | 88.37% | ▲ | 95.00% | 90.03% | ● | 95.00% | 97.77% | ★ | <ul style="list-style-type: none"> Q1 2019/20 Housing closed 175 complaints within target out of 179 complaints closed (97.77%). This is an improvement on 2018/19 Q1-Q4 90.03%. Last year's disappointing S/L was due to the poor performance Apr - Aug 2018. April 2018 was 74.36%, so it is pleasing to note the improvement in performance from then. In June 64 customer complaints were closed - 64 in time and 0 out of time making June performance 100.00%. This measure had not been in target YTD for the whole of the last financial year, though monthly performance had improved month on month April to September. The months of September to February 2018/19 were all above target. This is a much improved start to the year. |
| + | ECHFL5: Percentage of Repairs service customers satisfied (telephone survey) | Repairs | Customer Service | 90.00% | 89.84% | ★ | 90.00% | 93.44% | ★ | 90.00% | 96.07% | ★ | 90.00% | 96.13% | ★ | 90.00% | 93.43% | ★ | |

| | Service | Focus (Sunburst Category) | Target to 30/06/18 | Actual to 30/06/18 | Status at 30/06/18 | Target to 30/09/18 | Actual to 30/09/18 | Status at 30/09/18 | Target to 31/12/18 | Actual to 31/12/18 | Status at 31/12/18 | Target to 31/03/19 | Actual to 31/03/19 | Status at 31/03/19 | Target to 30/06/19 | Actual to 30/06/19 | Status at 30/06/19 | Comments 30/06/2019 |
|---|-----------------------|---------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--|
| ASB1: ASB Satisfaction with final outcome | Anti Social Behaviour | Customer Service | 4.25 | 3.83 | ● | 4.25 | 4.22 | ★ | 4.25 | 4.36 | ★ | 4.25 | 4.54 | ★ | 4.25 | 4.72 | ★ | <p>Throughout June the Community Safety team had a number of achievements;</p> <p>SADA opened a new Safe Space in North Herts.</p> <p>We were successful in formally repossessing a perpetrators property following a harassment case.</p> <p>We were successful in obtaining a mandatory possession order from a perpetrator of drug dealing.</p> <p>We helped to get a vulnerable, long term homeless person with complex needs get accommodation.</p> <p>We have on going Safeguarding training for key staff and partners. We are also selling our training to our partners.</p> |

| | Service | Focus (Sunburst Category) | Target to 30/06/18 | Actual to 30/06/18 | Status at 30/06/18 | Target to 30/09/18 | Actual to 30/09/18 | Status at 30/09/18 | Target to 31/12/18 | Actual to 31/12/18 | Status at 31/12/18 | Target to 31/03/19 | Actual to 31/03/19 | Status at 31/03/19 | Target to 30/06/19 | Actual to 30/06/19 | Status at 30/06/19 | Comments 30/06/2019 | |
|---|--|----------------------------------|----------------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|---------------------|--|
| + | A&Asat1: Satisfaction with Aids & Adaptations service | Asset Management | Customer Service | 80.00% | 95.56% | ☆ | 80.00% | 100.00% | ☆ | 80.00% | 96.00% | ☆ | 80.00% | 100.00% | ☆ | 80.00% | 100.00% | ☆ | |
| + | Compl4: Percentage of stage 2 & 3 complaints upheld fully or partially (Housing) | Customer Service | Customer Service | 40.00% | 44.00% | ● | 40.00% | 38.30% | ☆ | 40.00% | 43.08% | ● | 40.00% | 39.51% | ☆ | 40.00% | 35.00% | ☆ | <ul style="list-style-type: none"> YTD – 7 Stage 2&3 complaints were upheld out of 20 closed, making performance 35.00%, so 5% within target. This is an improvement on Apr-May 40.00% (exactly on target) and April 44.44%. This also compares favourably to 2018/19 full year performance of 39.51%. In June, 1 Stage 2 & 3 complaint was upheld out of 5 (1 fully), giving a performance of 20.00%. The 1 Stage 2 & 3 complaint upheld related to Repairs. This is a very promising start to the financial year. If Housing can continue with their improved performance from the end of the last financial year, they can be at target again at the end of this financial year. |
| | IncMax1: Income maximisation for clients | Tenancy Support | Homelessn... and Housing Support | 63,000 | 87,353 | ☆ | 126,000 | 296,237 | ☆ | 189,000 | 380,722 | ☆ | 252,000 | 470,075 | ☆ | 75,000 | 91,456 | ☆ | |
| | NI156: Number of households in temporary/emerge accommodation at end of quarter | Housing Advice and Homelessne... | Homelessn... and Housing Support | 100.00 | 60.00 | ☆ | 100.00 | 65.00 | ☆ | 100.00 | 61.00 | ☆ | 100.00 | 73.00 | ☆ | 75.00 | 73.00 | ☆ | |
| | HHA1: Number of homelessness preventions completed within relief duty | Housing Advice and Homelessne... | Homelessn... and Housing Support | | | » | | | » | | | » | | | ? | 128.00 | ! | | |

| | Service | Focus (Sunburst Category) | Target to 30/06/18 | Actual to 30/06/18 | Status at 30/06/18 | Target to 30/09/18 | Actual to 30/09/18 | Status at 30/09/18 | Target to 31/12/18 | Actual to 31/12/18 | Status at 31/12/18 | Target to 31/03/19 | Actual to 31/03/19 | Status at 31/03/19 | Target to 30/06/19 | Actual to 30/06/19 | Status at 30/06/19 | Comments 30/06/2019 |
|---|----------------------------------|----------------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|---|
| BV213: Homelessness preventions | Housing Advice and Homelessne... | Homelessn... and Housing Support | 90.0 | 101.0 | ☆ | 180.0 | 182.0 | ★ | 270.0 | 279.0 | ★ | 360.0 | 399.0 | ☆ | 90.0 | 128.0 | ☆ | • Northgate information now added performance for this indicator now exceeds target. |
| HHA2: Number of homelessness cases where housing duty accepted | Housing Advice and Homelessne... | Homelessn... and Housing Support | | | » | | | » | | | » | | | » | ? | 18.00 | ! | |
| Recharges4: Recharges collected as a % of amount due (old debt to 2017) | Tenancy & Income | Income/S... | ? | ? | ? | ? | ? | ? | ? | ? | ? | ? | ? | ? | 7.75% | 12.47% | ☆ | |
| A&Acomp1: Percentage of Aids & adapts work completed in time (new referrals) | Asset Management | Income/S... | 90.00% | 69.12% | ▲ | 90.00% | 55.56% | ▲ | 90.00% | 68.09% | ▲ | 90.00% | 74.47% | ▲ | 80.00% | 100.00% | ☆ | |
| LHMW1: Leasehold major works charges collected as a percentage of charges due | Home Ownership Services | Income/S... | 95.00% | 100.00% | ☆ | 95.00% | 100.00% | ☆ | 95.00% | 100.00% | ☆ | 95.00% | 88.89% | ▲ | 95.00% | 66.67% | ▲ | • We have missed our target as one of the major works accounts is currently going through the probate process. There are no funds within the estate to make payment to clear this and therefore we will not receive the funds until the property has been sold. |

| | Service | Focus (Sunburst Category) | Target to 30/06/18 | Actual to 30/06/18 | Status at 30/06/18 | Target to 30/09/18 | Actual to 30/09/18 | Status at 30/09/18 | Target to 31/12/18 | Actual to 31/12/18 | Status at 31/12/18 | Target to 31/03/19 | Actual to 31/03/19 | Status at 31/03/19 | Target to 30/06/19 | Actual to 30/06/19 | Status at 30/06/19 | Comments 30/06/2019 | |
|---|--|---------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|---------------------|--|
| + | LHSC1: Percentage of Leasehold service charges collected ytd | Home Ownership Services | Income/S... | 90.76% | 89.51% | ★ | 95.00% | 94.35% | ★ | 96.50% | 97.45% | ★ | 98.25% | 98.52% | ★ | 90.75% | 91.77% | ☆ | <ul style="list-style-type: none"> There are various accounts that are ready for Legal action, however it will be beneficial to send these for further action after the October service charge has been billed as it is more likely that the lenders will pay when a county court judgment has been obtained. This will ensure that we collect most of the service charges that are invoiced prior to the service charge year ending. |
| | FTA2: Former tenants arrears collected (in £) | Tenancy & Income | Income/S... | 21,000 | 28,392 | ☆ | 42,000 | 46,457 | ☆ | 63,000 | 65,700 | ★ | 84,000 | 89,959 | ☆ | 21,000 | 19,635 | ● | |
| | Evict1: Number evictions carried out for arrears | Tenancy & Income | Income/S... | 6 | 2 | ☆ | 13 | 13 | ★ | 19 | 16 | ★ | 25 | 24 | ★ | 6 | 1 | ☆ | |
| + | CTA1: Current Tenants Rent Arrears % rent due in year (ytd) | Tenancy & Income | Income/S... | 1.50% | 1.12% | ☆ | 1.50% | 1.42% | ★ | 1.50% | 1.00% | ☆ | 1.50% | 0.68% | ☆ | 1.50% | 1.34% | ★ | |
| + | BV66a: Rent collection rate | Tenancy & Income | Income/S... | 93.6% | 94.4% | ★ | 96.3% | 96.8% | ★ | 97.8% | 98.6% | ★ | 98.7% | 99.1% | ★ | 93.6% | 93.8% | ★ | |

| | Service | Focus (Sunburst Category) | Target to 30/06/18 | Actual to 30/06/18 | Status at 30/06/18 | Target to 30/09/18 | Actual to 30/09/18 | Status at 30/09/18 | Target to 31/12/18 | Actual to 31/12/18 | Status at 31/12/18 | Target to 31/03/19 | Actual to 31/03/19 | Status at 31/03/19 | Target to 30/06/19 | Actual to 30/06/19 | Status at 30/06/19 | Comments 30/06/2019 |
|---|---|---------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|---------------------|
| + | Recharges3: Percentage of recharges collected of amount due (2018 to YTD) | Tenancy & Income | | | » | | | » | | | » | | | » | 11.75% | 19.08% | ☆ | |
| + | Rep-Time1: Average end to end repairs time (days) - Emergency Repairs | Repairs | 1.00 | 0.28 | ☆ | 1.00 | 0.45 | ☆ | 1.00 | 0.47 | ☆ | 1.00 | 0.52 | ☆ | 1.00 | 0.79 | ☆ | |
| + | Rep Cost1: Average responsive repair cost per dwelling | Repairs | 80.25 | 59.77 | ☆ | 160.50 | 146.03 | ☆ | 240.75 | 222.17 | ☆ | 321.00 | 316.42 | ☆ | 81.77 | 62.40 | ☆ | |
| + | ECH-Rep4: Percentage repairs fixed first time | Repairs | 87.50% | 89.35% | ☆ | 87.50% | 92.13% | ☆ | 87.50% | 97.47% | ☆ | 87.50% | 97.47% | ☆ | 87.50% | 98.96% | ☆ | |
| + | ECH-Rep3: Percentage appointment made and kept | Repairs | 95.00% | 96.23% | ☆ | 95.00% | 95.76% | ☆ | 95.00% | 99.26% | ☆ | 95.00% | 98.68% | ☆ | 95.00% | 98.61% | ☆ | |

| | Service | Focus (Sunburst Category) | Target to 30/06/18 | Actual to 30/06/18 | Status at 30/06/18 | Target to 30/09/18 | Actual to 30/09/18 | Status at 30/09/18 | Target to 31/12/18 | Actual to 31/12/18 | Status at 31/12/18 | Target to 31/03/19 | Actual to 31/03/19 | Status at 31/03/19 | Target to 30/06/19 | Actual to 30/06/19 | Status at 30/06/19 | Comments 30/06/2019 | |
|---|--|---------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|---------------------|--|
| + | VoidsGN: The time taken to relet standard general needs voids | Voids | Repairs/Vo... | 32.00 | 29.89 | ☆ | 32.00 | 27.49 | ☆ | 32.00 | 27.32 | ☆ | 32.00 | 27.86 | ☆ | 32.00 | 31.39 | ☆ | |
| + | Voids sheltered:The time taken to relet standard sheltered voids | Voids | Repairs/Vo... | 70.00 | 97.79 | ▲ | 70.00 | 129.05 | ▲ | 70.00 | 117.11 | ▲ | 70.00 | 121.43 | ▲ | 70.00 | 103.94 | ▲ | |
| + | Voids Sheltered MW - The time taken to relet major works sheltered voids | Voids | Repairs/Vo... | 70.00 | 79.00 | ▲ | 70.00 | 94.00 | ▲ | 70.00 | 100.88 | ▲ | 70.00 | 117.10 | ▲ | 70.00 | 0.00 | ☆ | |
| | Void loss 1: Void loss in year (£) | Voids | Repairs/Vo... | 82,767 | 85,888 | ● | 164,594 | 169,918 | ● | 239,856 | 253,297 | ▲ | 319,245 | 312,631 | ☆ | 82,767 | 85,775 | ● | |
| + | Rep-Time2: Average end to end repairs time (days) - Urgent Repairs | Repairs | Repairs/Vo... | 5.00 | 4.97 | ☆ | 5.00 | 4.50 | ☆ | 5.00 | 3.99 | ☆ | 5.00 | 3.87 | ☆ | 5.00 | 2.83 | ☆ | |

| | Service | Focus (Sunburst Category) | Target to 30/06/18 | Actual to 30/06/18 | Status at 30/06/18 | Target to 30/09/18 | Actual to 30/09/18 | Status at 30/09/18 | Target to 31/12/18 | Actual to 31/12/18 | Status at 31/12/18 | Target to 31/03/19 | Actual to 31/03/19 | Status at 31/03/19 | Target to 30/06/19 | Actual to 30/06/19 | Status at 30/06/19 | Comments 30/06/2019 | |
|---|---|---------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|---------------------|--|
| + | VoidsGNMW - The time taken to relet major works general needs voids | Voids | Repairs/Vo... | 65.00 | 72.25 | ▲ | 65.00 | 93.53 | ▲ | 65.00 | 83.24 | ▲ | 65.00 | 80.67 | ▲ | 65.00 | 51.92 | ☆ | |
| + | Rep-Time3: Average end to end repairs time (days) - Routine Repairs | Repairs | Repairs/Vo... | 20.00 | 14.84 | ☆ | 20.00 | 10.83 | ☆ | 20.00 | 9.81 | ☆ | 20.00 | 9.82 | ☆ | 20.00 | 6.45 | ☆ | |

Additional Performance Results (Where target not applicable)

| | Service | Actual to 31/03/19 | Actual to 30/06/19 | Comments 30/06/2019 |
|---|------------------|--------------------|--------------------|---|
| + Compl3: Percentage of stage 1 complaints upheld fully or partially (Housing) | Customer Service | 59.02 | 34.59 | <ul style="list-style-type: none"> 55 Stage 1 complaints were upheld out of 159 YTD (34.59%) – 30 fully and 25 partially. This measure is within target, which is an improvement from YTD Apr-May 35.00% and April 39.22% and is a vast improvement from 2018/19 performance of 59.02%. In June 20 Stage 1 complaints were upheld out of 59 – 14 fully and 6 partially, giving a performance of 33.90%, within target. Of the 20 Stage 1 complaints upheld in June, 6 related to Gas & Compliance, 5 to Repairs, 4 to Tenancy Services, 2 each to Home Ownership & Investment and 1 to Lettings. When a complaint is upheld, the service must record on the feedback system what they have learned as a result of handling and responding to the complaint and note the resulting planned or implemented service improvements (i.e. what they intend to do or change). At the end of each quarter the Customer Focus Team follow up on the learning points, asking what has been done and when. |
| + Void RC1: Average repair cost per void property | Voids | ? | 4,730.59 | |
| Voids-Shelt-a: Time taken from tenancy termination to ready to let for standard sheltered voids | Voids | 13.57 | 12.72 | |

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