








Key to Performance Status Symbols

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

	Service	Focus (Sunburst Category)	Target to 31/03/18	Actual to 31/03/18	Status at 31/03/18	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	Comments 31/03/2019	
+	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%	★	
+	RTB1: Percentage of RTB notices responded to within statutory timescales	Home Ownership Services	Compliance	95.00%	92.24%	★	95.00%	100.00%	☆	95.00%	93.06%	★	95.00%	93.10%	★	95.00%	94.87%	★	
+	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%	★	
+	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%	★	

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+	ECHFL1: Percentage of Homes maintained as decent	Asset Management	Compliance	75.4%	75.8%	★	77.2%	77.3%	★	79.8%	80.0%	★	82.6%	82.6%	★	75.3%	75.4%	★	
+	MX1: Percentage of mutual exchanges completed within statutory timescale	Tenancy & Income	Compliance	96.00%	95.57%	★	96.00%	100.00%	☆	96.00%	100.00%	☆	96.00%	100.00%	☆	96.00%	98.92%	☆	<ul style="list-style-type: none"> Towards the end of the quarter team received and working on a lot of requests to move over Easter. Although met target on those completed we have experienced various issues resulting in cases being put on hold. These being tenants not being in for appointments or rearranging, delay in receiving external Landlords reports and remedial work to be carried out following electrical inspections.
	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%	▲	
	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%	▲	<ul style="list-style-type: none"> This quarter includes a month of the outgoing contractor and two in which the incoming contractor has mobilise; access arrangements have prevent a number of tasks from being completed in time to achieve the targets. All high risk tasks have been performed including Gas and Fire, all other tasks have been completed and up loaded but not in time for this report. Mears have completed outstanding tasks left by the previous contractor, have mobilised well and invested in the contract by training staff up to date, their IT and reporting tools are behind schedule by are progressing steadily.
+	Compl1: Percentage of complaints from customers closed on target (Housing)	Customer Service	Customer Service	95.00%	94.44%	★	95.00%	78.17%	▲	95.00%	85.03%	▲	95.00%	88.37%	▲	95.00%	90.03%	●	<ul style="list-style-type: none"> YTD – 677 complaints were closed within target out of 752 complaints closed YTD (90.03% - 4.97% below target). This is practically unchanged from YTD end February 89.73%, but shows an overall improvement from the previous months YTD January 89.03%, December 88.37%, November 87.34% and October which was 86.46%. In March 51 customer complaints were closed - 48 in time and 3 out of time making March performance 94.12%. This was disappointing compared to the previous monthly performance of February 98.15%, January 98.25% and December 98.25%. The 3 complaints closed out of time in March related one each to Gas & Compliance, Home Ownership and Tenancy Services. This measure has not been in target YTD this financial year. Monthly performance had improved month on month April to September. The

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																			months of September to February were all above target.

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Compl2: Percentage of MP & Members enquiries answered within 10 days (Housing)	Customer Service	Customer Service	95.00%	94.83%	★	95.00%	92.36%	★	95.00%	88.51%	▲	95.00%	88.97%	▲	95.00%	88.26%	▲	<ul style="list-style-type: none"> YTD 481 Councillor and MP enquiries were closed within target out of 545 enquiries closed (88.26% - 6.74% below target). This is an improvement from February YTD 87.89%, but a dip in performance from January YTD (89.04), December YTD (88.97%), November YTD (88.65%) and October YTD (88.66%). <p>In March 58 Member enquiries were closed - 53 in time and 5 out of time, making March S/L 91.38%. This is an improvement on February's performance 77.55%, but lower than the month of January 90.00%. Of the 5 Member/MP enquiries closed out of time, 2 related to Lettings and 1 each to Gas & Compliance, Tenancy Services and Investment. This measure has not been in target YTD this financial year. The only individual months that were in target were June and September.</p>
Compl4: Percentage of stage 2 & 3 complaints upheld fully or partially (Housing)	Customer Service	Customer Service	40.00%	51.28%	▲	40.00%	44.00%	●	40.00%	38.30%	★	40.00%	43.08%	●	40.00%	39.51%	★	<ul style="list-style-type: none"> YTD end March was in target - 32 Stage 2 & 3 complaints were upheld out of 81 closed YTD - 19 fully and 13 partially (39.51%), which is 0.49% within target. This was an improvement compared to 41.33% YTD in February, 40.58% YTD in January, 43.08% YTD in December and 44.26% YTD in November. This measure is in target, having only been in target twice previously YTD at end of May and YTD at end September. On a monthly basis 6 of the 12 months were in target. <p>In March, 1 Stage 2 & 3 complaint was upheld out of 6 (1 partially), giving a performance of 16.67%, an improvement in monthly performance compared to February 50.00%. The previous months were also in target - January 0.00% and December 25.00%. The 1 case partially upheld in March related to Home Ownership.</p> <p>This performance matches our forecast at end of February.</p>
ECHFL-EW1: Percentage of tenants satisfied with external works completed (for the current quarter)	Asset Management	Customer Service	85.0%	95.5%	★	90.0%	93.9%	★	90.0%	89.0%	★	80.0%	89.7%	★	80.0%	91.2%	★	
ECHFL-IW1: Percentage of tenants satisfied with internal works completed (for the current quarter)	Asset Management	Customer Service	80.0%	44.0%	▲	80.0%	93.9%	☆	80.0%	94.3%	☆	80.0%	95.7%	☆	80.0%	96.0%	☆	
																		<ul style="list-style-type: none"> Community Safety team have been allocated neighbourhood

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ASB1: ASB Satisfaction with final outcome	Anti Social Behaviour	Customer Service	4.25	4.25	★	4.25	3.83	●	4.25	4.22	★	4.25	4.36	★	4.25	4.54	★	patches which has included monitoring of their cases fortnightly and the satisfaction surveys. This has resulted in an increase of surveys carried out. In particular during quarter four, 25 surveys were attempted, 20 were completed, 17 of those were very satisfied and only 1 was fairly dissatisfied.

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+	A&Asat1: Satisfaction with Aids & Adaptations service	Asset Management	Customer Service	85.00%	97.30%	★	80.00%	95.56%	☆	80.00%	100.00%	☆	80.00%	96.00%	☆	80.00%	100.00%	☆	
+	ECHFL5: Percentage of Repairs service customers satisfied (telephone survey)	Repairs	Customer Service	95.00%	94.05%	★	90.00%	89.84%	★	90.00%	93.44%	★	90.00%	96.07%	★	90.00%	96.13%	★	
	NI156: Number of households in temporary/emerge accommodation at end qtr	Housing Advice and Homelessne...	Homelessn... and Housing Support	110.00	46.00	☆	100.00	60.00	☆	100.00	65.00	☆	100.00	61.00	☆	100.00	73.00	☆	<ul style="list-style-type: none"> Qtr 4 was a busy period impacted by the provision of SWEP. A total of 102 people were accommodated of which 29 had moved on by way of either a permanent offer or no housing duty and a further 22 clients were placed into B and B. Alternative accommodation is currently being explored through a housing provided thus reducing the impact of using B and B.
	BV213: Homelessness preventions	Housing Advice and Homelessne...	Homelessn... and Housing Support	360.0	231.0	▲	90.0	101.0	☆	180.0	182.0	★	270.0	279.0	★	360.0	399.0	☆	<ul style="list-style-type: none"> Figures now updated to include CAB preventions. The total represents achievement significantly above target
+	HLN2 - Percentage of Homelessness cases prevented within 56 days	Housing Advice and Homelessne...	Homelessn... and Housing Support			»	50.00%	50.00%	★	50.00%	79.56%	☆	50.00%	72.22%	☆	50.00%	70.34%	☆	

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+	HLN3 - Percentage of Homelessness cases relieved within 56 days	Housing Advice and Homelessne... Homelessn... and Housing Support			»	50.00%	100.00%	☆	50.00%	100.00%	☆	50.00%	100.00%	☆	50.00%	100.00%	☆	
	IncMax1: Income maximisation for clients	Tenancy Support Homelessn... and Housing Support			»	63,000	87,353	☆	126,000	296,237	☆	189,000	421,469	☆	252,000	511,053	☆	
+	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%	▲	
+	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%	100.00%	☆	95.00%	88.89%	▲	<ul style="list-style-type: none"> Unable to achieve 100% as one of the leaseholder's has passed away and the estate is currently going through probate. It is anticipated this account will be clear once ownership is changed and this is likely to occur in this service charge year (2019-2020).
	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	☆	

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Evict1: Number evictions carried out for arrears	Tenancy & Income	Income/S...	25	17	☆	6	2	☆	13	13	★	19	16	★	25	24	★	
CTA1: Current Tenants Rent Arrears % rent due in year (ytd)	Tenancy & Income	Income/S...	1.50%	0.76%	☆	1.50%	1.12%	☆	1.50%	1.42%	★	1.50%	1.00%	☆	1.50%	0.68%	☆	
BV66a: Rent collection rate	Tenancy & Income	Income/S...	98.8%	98.9%	★	93.6%	94.4%	★	96.3%	96.8%	★	97.8%	98.6%	★	98.7%	99.1%	★	
LHSC1: Percentage of Leasehold service charges collected ytd	Home Ownership Services	Income/S...	98.25%	97.46%	★	90.76%	89.51%	★	95.00%	94.35%	★	96.50%	97.45%	★	98.25%	98.52%	★	
Rep-Time1: Average end to end repairs time (days) - Emergency Repairs	Repairs	Repairs/Vo...			»	1.00	0.28	☆	1.00	0.45	☆	1.00	0.47	☆	1.00	0.52	☆	

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+	Rep Cost1: Average responsive repair cost per dwelling	Repairs/Vo...	275.69	327.07	▲	80.25	59.77	☆	160.50	146.03	☆	240.75	222.17	☆	321.00	316.42	☆	
+	ECH-Rep4: Percentage repairs fixed first time	Repairs/Vo...	90.00%	83.82%	▲	87.50%	89.35%	☆	87.50%	92.13%	☆	87.50%	97.47%	☆	87.50%	97.47%	☆	
+	ECH-Rep3: Percentage repairs appointment made and kept	Repairs/Vo...	95.00%	96.98%	☆	95.00%	96.23%	☆	95.00%	95.76%	☆	95.00%	99.26%	☆	95.00%	98.68%	☆	
+	VoidsGN: The time taken to relet standard general needs voids	Voids	26.00	32.11	▲	32.00	29.89	☆	32.00	27.49	☆	32.00	27.32	☆	32.00	27.86	☆	
+	Voids sheltered: The time taken to relet standard sheltered voids	Voids	70.00	111.31	▲	70.00	97.79	▲	70.00	129.05	▲	70.00	117.11	▲	70.00	121.43	▲	

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+	Voids Sheltered MW - The time taken to relet major works sheltered voids	Voids	Repairs/Vo...	70.00	130.67	▲	70.00	79.00	▲	70.00	94.00	▲	70.00	100.88	▲	70.00	117.10	▲	
	Void loss 1: Void loss in year (£)	Voids	Repairs/Vo...	319,245	321,493	●	82,767	85,888	●	164,594	169,918	●	239,856	253,297	▲	319,245	312,631	★	
+	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	☆	
+	VoidsGNMW - The time taken to relet major works general needs voids	Voids	Repairs/Vo...	51.25	105.35	▲	65.00	72.25	▲	65.00	93.53	▲	65.00	83.24	▲	65.00	80.67	▲	
+	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	☆	

Additional Performance Results (Where target not applicable)

	Service	Actual to 31/12/18	Actual to 31/03/19	Comments 31/03/2019
<p>⊕ Compl3: Percentage of stage 1 complaints upheld fully or partially (Housing)</p>	Customer Service	61.08	59.02	<ul style="list-style-type: none"> 396 Stage 1 complaints were upheld out of 671 YTD (59.02%) – 275 fully and 121 partially. This is an improvement from February 60.54%, unchanged from January YTD (60.55%) and an improvement on December YTD (61.08%), November YTD 61.36% and October YTD 62.81% and is now 8.794% above target. <p>In March 17 Stage 1 complaints were upheld out of 45 – 7 fully and 10 partially, giving a performance of 37.78% for the month, within target. This is an improvement in performance compared to February 60.42%, January 53.66% & and December 58.49%. Of the 17 Stage 1 complaints upheld in March, 8 related to Gas & Compliance, 6 to Repairs and 3 to Investment.</p> <p>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.</p>
<p>⊕ Void RC1: Average repair cost per void property</p>	Voids	?	?	
<p>Voids-Shelt-a: Time taken from tenancy termination to ready to let for standard sheltered voids</p>	Voids	15.89	13.57	

