

Housing Performance

Quarter 4 2017/18

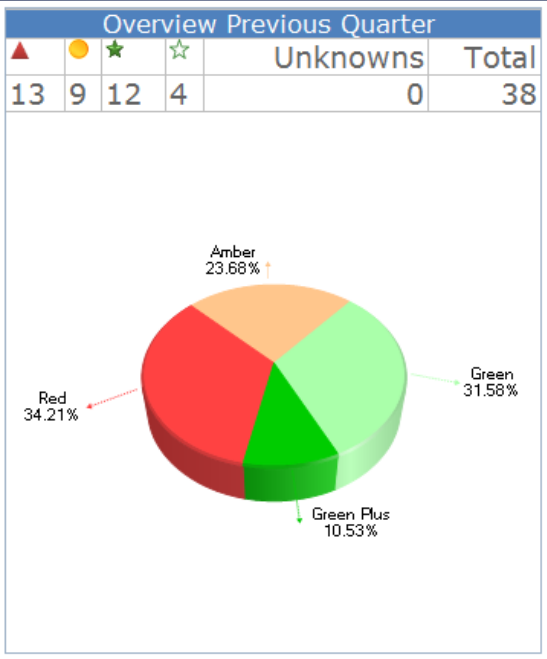
Performing at our peak



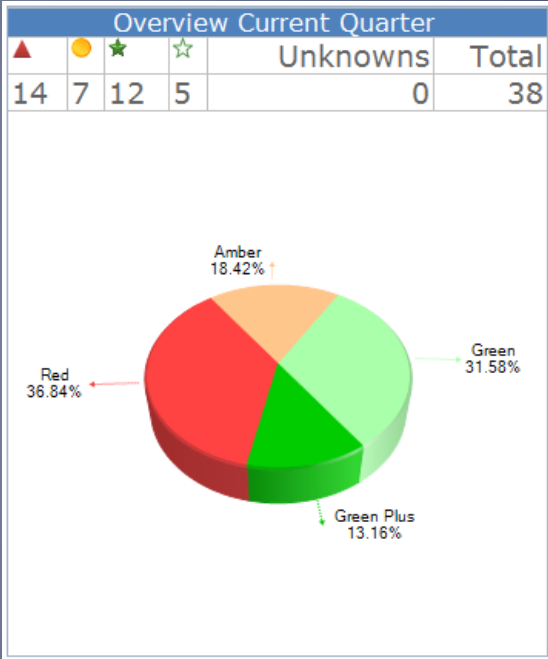
Overall Status

Performing at our peak

Previous quarter



Current quarter



Highlights and Exceptions

Performing at our peak



	Status Dec 2017	▲ Status to Mar 18
⊕ Housing & Investment : LHMW1: Leasehold major works charges collected as a percentage of charges due	★	☆
⊕ Housing & Investment : A&Asat1: Satisfaction with Aids & Adaptations service	☆	☆
Housing & Investment : Evict1: Number evictions carried out for arrears	☆	☆
⊕ Housing & Investment : CTA1: Current Tenants Rent Arrears % rent due in year (ytd)	☆	☆
Housing & Investment : NI156: Number of households in temporary accommodation at end qtr	☆	☆

	Status Dec 2017	▲ Status to Mar 18
⊕ Housing & Investment : RTB1: Percentage of RTB notices responded to within statutory timescales	●	●
⊕ Stevenage Direct Services : ECHFL5: Percentage of Repairs service customers satisfied (telephone survey)	●	●
⊕ Housing & Investment : LHSC1: Percentage of Leasehold service charges collected ytd	★	●
Housing & Investment : Void loss 1: Void loss in year (£)	●	●
⊕ Housing & Investment : Compl1: Percentage of complaints from customers closed on target (Housing)	●	●
⊕ Housing & Investment : MX1: Percentage of mutual exchanges completed within statutory timescale	●	●
⊕ Housing & Investment : Compl2: Percentage of MP & Members enquiries answered within 10 days (Housing)	●	●

	Status Dec 2017	▲ Status to Mar 18
⊕ Housing & Investment : VoidsGNMW - The time taken to relet major works general needs voids	▲	▲
Housing & Investment : RIM1: Recovery & Income maximisation enabled by Hsg. Advice & Homelessness Team	▲	▲
⊕ Housing & Investment : Voids Sheltered MW - The time taken to relet major works sheltered voids	▲	▲
⊕ Housing & Investment : Voids sheltered: The time taken to relet standard sheltered voids	▲	▲
⊕ Housing & Investment : ECHFL-IW1: Percentage of tenants satisfied with internal works completed (for the current quarter)	▲	▲
Housing & Investment : BV213: Homelessness preventions	▲	▲
⊕ Stevenage Direct Services : ECH-Rep5: Time taken to complete repair from time of reporting	●	▲
⊕ Housing & Investment : Compl4: Percentage of stage 2 & 3 complaints upheld fully or partially (Housing)	▲	▲
⊕ Housing & Investment : VoidsGN: The time taken to relet standard general needs voids	▲	▲
⊕ Housing & Investment : Recharge1: % Recharges collected of amount due	▲	▲
⊕ Stevenage Direct Services : Rep Cost1: Average responsive repair cost per dwelling	▲	▲
⊕ Housing & Investment : Compl3: Percentage of stage 1 complaints upheld fully or partially (Housing)	▲	▲
⊕ Housing & Investment : HLN1: Percentage of statutory homeless cases notified of decision within guidance timescale	▲	▲
⊕ Stevenage Direct Services : ECH-Rep4: Percentage repairs fixed first time	▲	▲

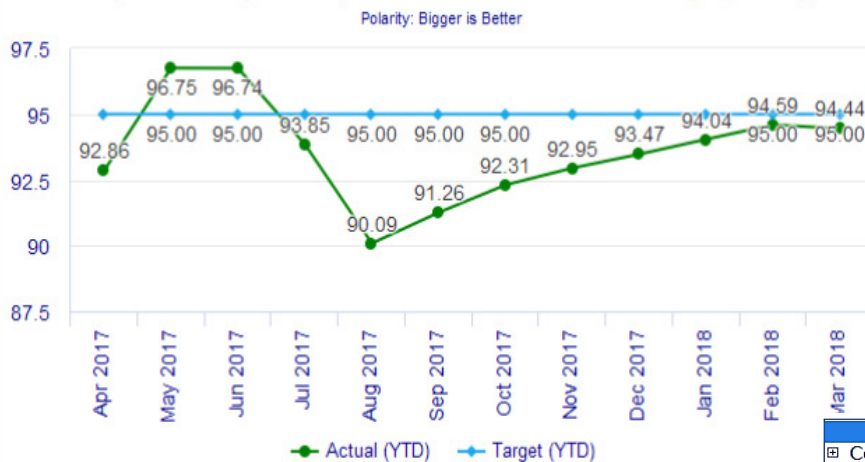
Housing and Investment: Customer Service

Customer Complaints closed on target

Performing at our peak

	Target 31/10/17	Actual 31/10/17	Status at 31/10/17	Target to 30/11/17	Actual to 30/11/17	Status at 30/11/17	Target to 31/12/17	Actual to 31/12/17	Status at 31/12/17	Target to 31/01/18	Actual to 31/01/18	Status at 31/01/18	Target to 28/02/18	Actual to 28/02/18	Status at 28/02/18	Target to 31/03/18	Actual to 31/03/18	Status at 31/03/18
Compl1: Percentage of complaints from customers closed on target (Housing)	95.00	92.31	●	95.00	92.95	●	95.00	93.47	●	95.00	94.04	●	95.00	94.59	●	95.00	94.44	●
	Target 30/04/17	Actual 30/04/17	Status at 30/04/17	Target to 31/05/17	Actual to 31/05/17	Status at 31/05/17	Target to 30/06/17	Actual to 30/06/17	Status at 30/06/17	Target to 31/07/17	Actual to 31/07/17	Status at 31/07/17	Target to 31/08/17	Actual to 31/08/17	Status at 31/08/17	Target to 30/09/17	Actual to 30/09/17	Status at 30/09/17
Compl1: Percentage of complaints from customers closed on target (Housing)	95.00	92.86	●	95.00	96.75	★	95.00	96.74	★	95.00	93.85	●	95.00	90.09	▲	95.00	91.26	●

Compl1: Percentage of complaints from customers closed on target (Housing)



Period Performance



Berni O'Regan

833 complaints were closed within target out of 882 complaints closed in the full financial year. In Quarter 4, 269 customer complaints were closed - 260 in time and 9 out of time making Q4 performance 96.65%. Of the 9 complaints closed out of time, 2 related to Asset Management, 5 to Gas, and 1 each to Supported Housing and Tenancy Services. Performance was within target January & February, but was 1.67% below target in March.

[See Less](#)

Reply · 34 minutes ago

Compl1: Percentage of complaints from customers closed on target (Housing)



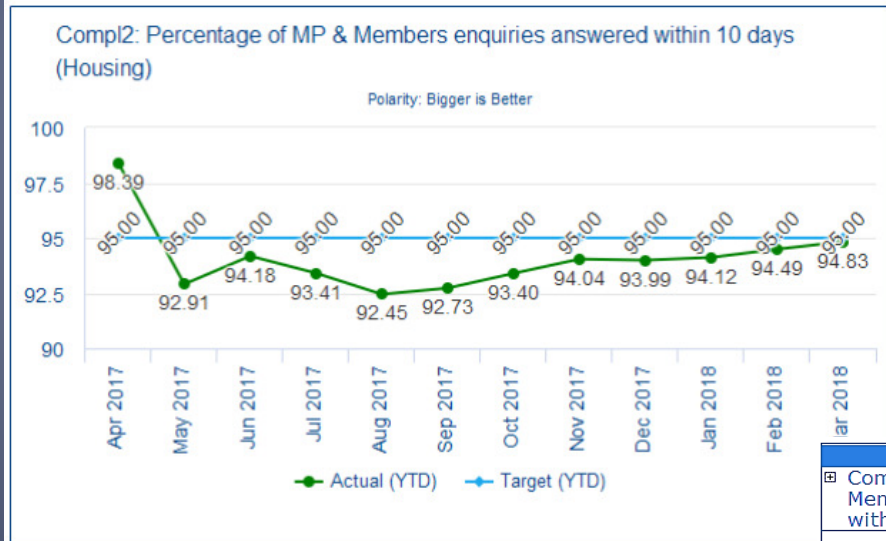
Variance Mar 2018: -0.56

Housing and Investment: Customer Service

Response to MP and Members enquiries



	Target 31/10/17	Actual 31/10/17	Status at 31/10/17	Target to 30/11/17	Actual to 30/11/17	Status at 30/11/17	Target to 31/12/17	Actual to 31/12/17	Status at 31/12/17	Target to 31/01/18	Actual to 31/01/18	Status at 31/01/18	Target to 28/02/18	Actual to 28/02/18	Status at 28/02/18	Target to 31/03/18	Actual to 31/03/18	Status at 31/03/18
Compl2: Percentage of MP & Members enquiries answered within 10 days (Housing)	95.00	93.40	●	95.00	94.04	●	95.00	93.99	●	95.00	94.12	●	95.00	94.49	●	95.00	94.83	●
	Target 30/04/17	Actual 30/04/17	Status at 30/04/17	Target to 31/05/17	Actual to 31/05/17	Status at 31/05/17	Target to 30/06/17	Actual to 30/06/17	Status at 30/06/17	Target to 31/07/17	Actual to 31/07/17	Status at 31/07/17	Target to 31/08/17	Actual to 31/08/17	Status at 31/08/17	Target to 30/09/17	Actual to 30/09/17	Status at 30/09/17
Compl2: Percentage of MP & Members enquiries answered within 10 days (Housing)	95.00	98.39	★	95.00	92.91	●	95.00	94.18	●	95.00	93.41	●	95.00	92.45	●	95.00	92.73	●



Period Performance

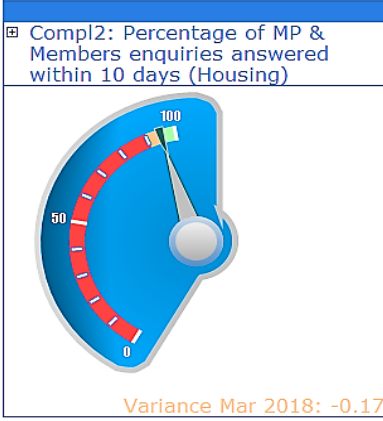
Berni O'Regan

642 Member and MP enquiries were closed within target out of 677 enquiries closed in the full financial year.

In Quarter 4, 161 Member enquiries were closed - 157 in time and 4 out of time making Q4 performance 97.52%. Of the 4 Member/MP enquiries closed out of time, 2 related to Asset Management, and one each to Gas and Housing Advice/Homeless. Performance was in target each month in Q4.

See Less

Reply · 36 minutes ago

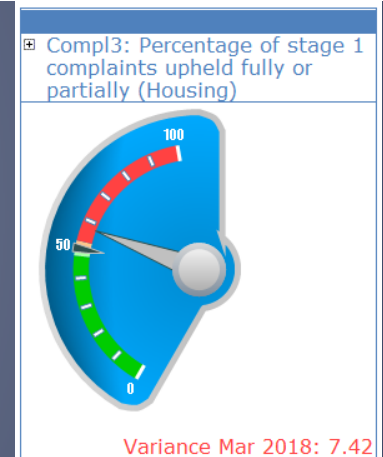
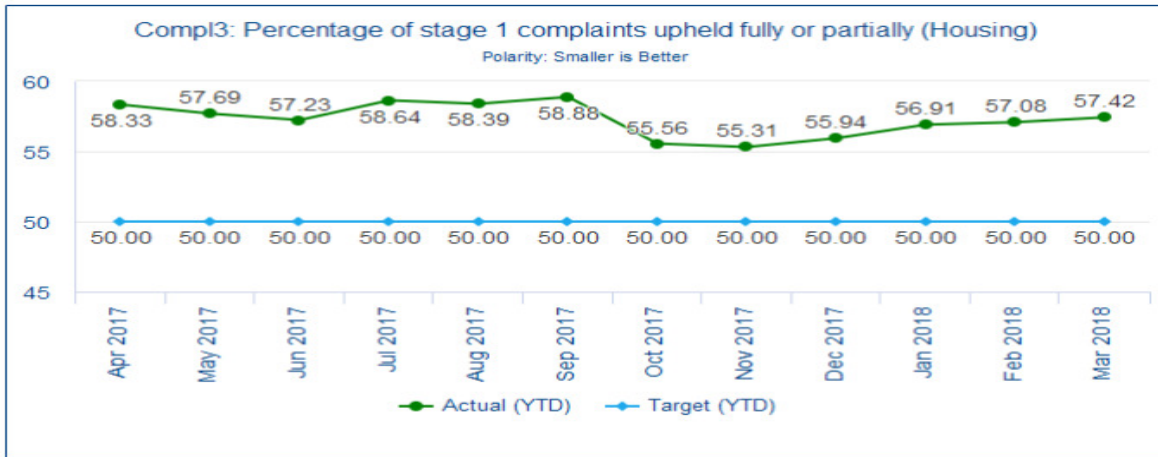


Housing and Investment: Customer Service

Stage 1 complaints upheld fully or partially



	Target 31/10/17	Actual 31/10/17	Status at 31/10/17	Target to 30/11/17	Actual to 30/11/17	Status at 30/11/17	Target to 31/12/17	Actual to 31/12/17	Status at 31/12/17	Target to 31/01/18	Actual to 31/01/18	Status at 31/01/18	Target to 28/02/18	Actual to 28/02/18	Status at 28/02/18	Target to 31/03/18	Actual to 31/03/18	Status at 31/03/18
Compl3: Percentage of stage 1 complaints upheld fully or partially (Housing)	50.00	55.56	▲	50.00	55.31	▲	50.00	55.94	▲	50.00	56.91	▲	50.00	57.08	▲	50.00	57.42	▲
	Target 30/04/17	Actual 30/04/17	Status at 30/04/17	Target to 31/05/17	Actual to 31/05/17	Status at 31/05/17	Target to 30/06/17	Actual to 30/06/17	Status at 30/06/17	Target to 31/07/17	Actual to 31/07/17	Status at 31/07/17	Target to 31/08/17	Actual to 31/08/17	Status at 31/08/17	Target to 30/09/17	Actual to 30/09/17	Status at 30/09/17
Compl3: Percentage of stage 1 complaints upheld fully or partially (Housing)	50.00	58.33	▲	50.00	57.69	▲	50.00	57.23	▲	50.00	58.64	▲	50.00	58.39	▲	50.00	58.88	▲



Period Performance – Berni O’Regan:

437 Stage 1 complaints were upheld out of 761 in the financial year 17/18 - 320 fully and 117 partially.

During quarter 4, 145 Stage 1 complaints were upheld out of 239 - 113 fully and 32 partially, giving a performance of 60.67% for this quarter. Of the 145 complaints upheld in quarter 4, 71 related to Gas, 54 to Asset Management, 14 to Repairs, 3 to Tenancy, 2 to Supported Housing and 1 Housing Advice/Homeless.

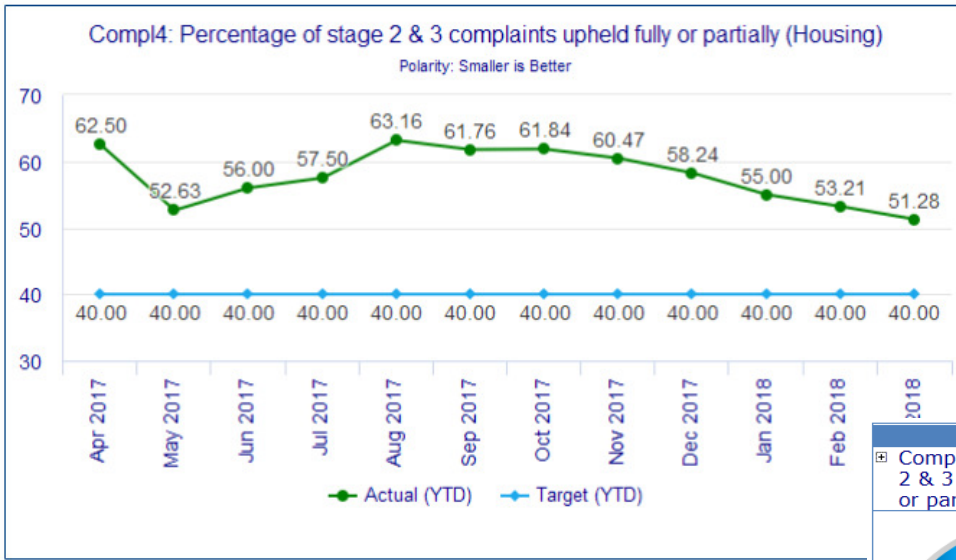
When a complaint is upheld, the service must record on the feedback system what they have learned as a result of the complaint and note the resulting planned or implemented service improvements (i.e. what they intend to do or change). At the end of each quarter the Central Feedback Team follow up on the learning points, asking what has been done and when.

Housing and Investment: Customer Service

Stage 2 and 3 complaints upheld fully or partially



	Target 31/10/17	Actual 31/10/17	Status at 31/10/17	Target to 30/11/17	Actual to 30/11/17	Status at 30/11/17	Target to 31/12/17	Actual to 31/12/17	Status at 31/12/17	Target to 31/01/18	Actual to 31/01/18	Status at 31/01/18	Target to 28/02/18	Actual to 28/02/18	Status at 28/02/18	Target to 31/03/18	Actual to 31/03/18	Status at 31/03/18
Compl4: Percentage of stage 2 & 3 complaints upheld fully or partially (Housing)	40.00	61.84	▲	40.00	60.47	▲	40.00	58.24	▲	40.00	55.00	▲	40.00	53.21	▲	40.00	51.28	▲
	Target 30/04/17	Actual 30/04/17	Status at 30/04/17	Target to 31/05/17	Actual to 31/05/17	Status at 31/05/17	Target to 30/06/17	Actual to 30/06/17	Status at 30/06/17	Target to 31/07/17	Actual to 31/07/17	Status at 31/07/17	Target to 31/08/17	Actual to 31/08/17	Status at 31/08/17	Target to 30/09/17	Actual to 30/09/17	Status at 30/09/17
Compl4: Percentage of stage 2 & 3 complaints upheld fully or partially (Housing)	40.00	62.50	▲	40.00	52.63	▲	40.00	56.00	▲	40.00	57.50	▲	40.00	63.16	▲	40.00	61.76	▲



Period Performance

Berni O'Regan

60 Stage 2 & 3 complaints were upheld out of 117 in the financial year - 41 fully and 19 partially.

In quarter 4, 7 Stage 2 & 3 complaints were upheld out of 26 - 4 fully and 3 partially, giving a performance of 26.92% for this quarter. Of the 7 complaints upheld in quarter 4, 3 related to Asset Management, 2 to Repairs and 1 each to Gas and Supported Housing.

[See Less](#)

Reply · 11 April 2018

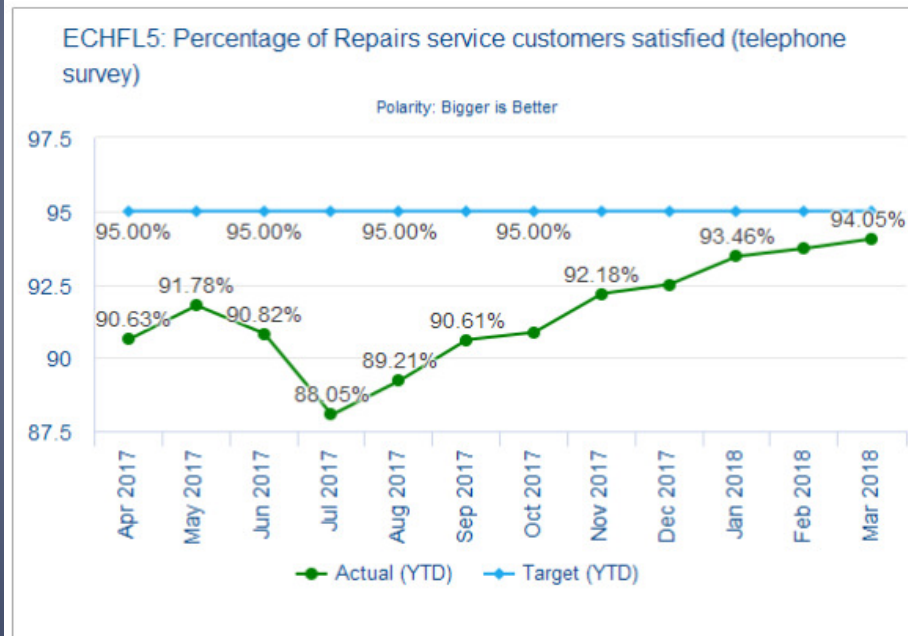
Compl4: Percentage of stage 2 & 3 complaints upheld fully or partially (Housing)

Variance Mar 2018: 11.28

Housing and Investment: Customer Service Satisfaction with overall repairs service

Performing at our peak

	Target 31/10/17	Actual 31/10/17	Status at 31/10/17	Target to 30/11/17	Actual to 30/11/17	Status at 30/11/17	Target to 31/12/17	Actual to 31/12/17	Status at 31/12/17	Target to 31/01/18	Actual to 31/01/18	Status at 31/01/18	Target to 28/02/18	Actual to 28/02/18	Status at 28/02/18	Target to 31/03/18	Actual to 31/03/18	Status at 31/03/18
⊞ ECHFL5: Percentage of Repairs service customers satisfied (telephone survey)	95.00%	90.87%	●	95.00%	92.18%	●	95.00%	92.50%	●	95.00%	93.46%	●	95.00%	93.73%	●	95.00%	94.05%	●
	Target 30/04/17	Actual 30/04/17	Status at 30/04/17	Target to 31/05/17	Actual to 31/05/17	Status at 31/05/17	Target to 30/06/17	Actual to 30/06/17	Status at 30/06/17	Target to 31/07/17	Actual to 31/07/17	Status at 31/07/17	Target to 31/08/17	Actual to 31/08/17	Status at 31/08/17	Target to 30/09/17	Actual to 30/09/17	Status at 30/09/17
⊞ ECHFL5: Percentage of Repairs service customers satisfied (telephone survey)	95.00%	90.63%	●	95.00%	91.78%	●	95.00%	90.82%	●	95.00%	88.05%	▲	95.00%	89.21%	▲	95.00%	90.61%	●

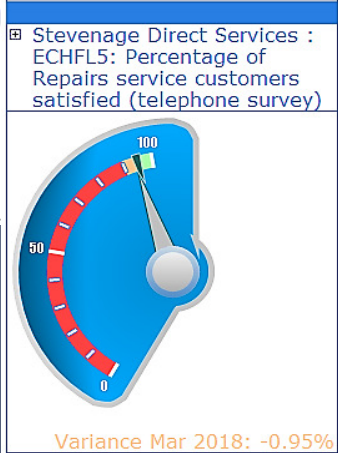


Period Performance

Ros Kerr

The performance has improved since August showing the measures put in place to improve have had a positive impact. Feedback received from customers are captured as lessons learnt to improve service.

Reply · just now

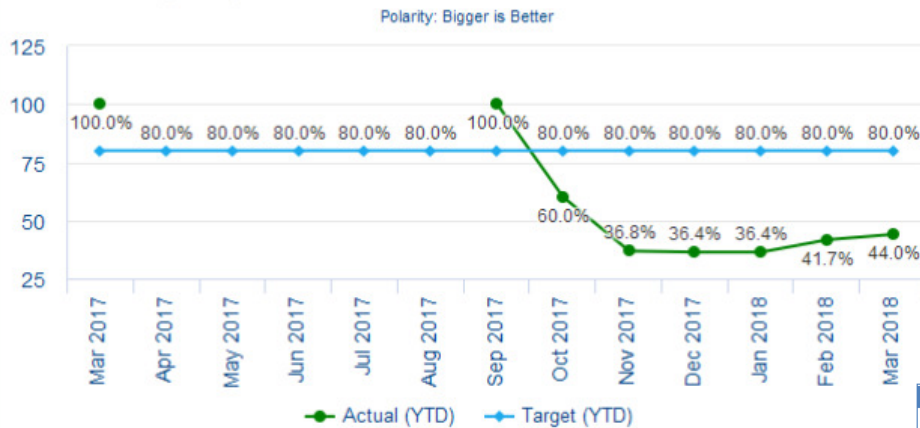


Housing and Investment: Customer Service Satisfaction with Internal Investment Service works

Performing at our peak

	Target 31/10/17	Actual 31/10/17	Status at 31/10/17	Target to 30/11/17	Actual to 30/11/17	Status at 30/11/17	Target to 31/12/17	Actual to 31/12/17	Status at 31/12/17	Target to 31/01/18	Actual to 31/01/18	Status at 31/01/18	Target to 28/02/18	Actual to 28/02/18	Status at 28/02/18	Target to 31/03/18	Actual to 31/03/18	Status at 31/03/18
⊕ ECHFL-IW1: Percentage of tenants satisfied with internal works completed (for the current quarter)	80.0%	60.0%	▲	80.0%	36.8%	▲	80.0%	36.4%	▲	80.0%	36.4%	▲	80.0%	41.7%	▲	80.0%	44.0%	▲
	Target 30/04/17	Actual 30/04/17	Status at 30/04/17	Target to 31/05/17	Actual to 31/05/17	Status at 31/05/17	Target to 30/06/17	Actual to 30/06/17	Status at 30/06/17	Target to 31/07/17	Actual to 31/07/17	Status at 31/07/17	Target to 31/08/17	Actual to 31/08/17	Status at 31/08/17	Target to 30/09/17	Actual to 30/09/17	Status at 30/09/17
⊕ ECHFL-IW1: Percentage of tenants satisfied with internal works completed (for the current quarter)	80.0%	?	?	80.0%	?	?	80.0%	?	?	80.0%	?	?	80.0%	?	?	80.0%	100.0%	☆

ECHFL-IW1: Percentage of tenants satisfied with internal works completed (for the current quarter)



Period Performance



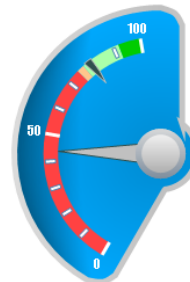
Andrew Garside

The performance statistics for the year 17/18 are below target. Poor contractor performance between Q1 and Q3 resulted in below target satisfaction. New contractual arrangements commenced in January 2018 and we have seen an increase in performance (100% based on 5 returns) since this time and are confident that the performance statistics will be above target in the new financial year.

See Less

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⊕ ECHFL-IW1: Percentage of tenants satisfied with internal works completed (for the current quarter)



Variance Mar 2018: -36.0%

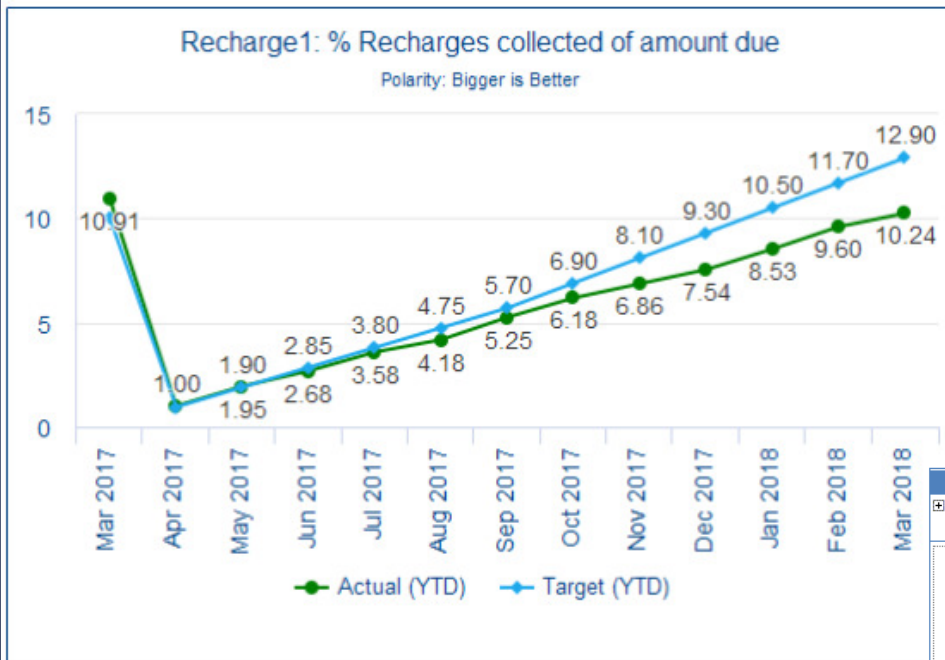
Housing and Investment: Income/ Spend

Percentage of Recharges collected of amount due



	Target 31/10/17	Actual 31/10/17	Status at 31/10/17	Target to 30/11/17	Actual to 30/11/17	Status at 30/11/17	Target to 31/12/17	Actual to 31/12/17	Status at 31/12/17	Target to 31/01/18	Actual to 31/01/18	Status at 31/01/18	Target to 28/02/18	Actual to 28/02/18	Status at 28/02/18	Target to 31/03/18	Actual to 31/03/18	Status at 31/03/18
Recharge1: % Recharges collected of amount due	6.90	6.18	▲	8.10	6.86	▲	9.30	7.54	▲	10.50	8.53	▲	11.70	9.60	▲	12.90	10.24	▲

	Target 30/04/17	Actual 30/04/17	Status at 30/04/17	Target to 31/05/17	Actual to 31/05/17	Status at 31/05/17	Target to 30/06/17	Actual to 30/06/17	Status at 30/06/17	Target to 31/07/17	Actual to 31/07/17	Status at 31/07/17	Target to 31/08/17	Actual to 31/08/17	Status at 31/08/17	Target to 30/09/17	Actual to 30/09/17	Status at 30/09/17
Recharge1: % Recharges collected of amount due	0.95	1.00	☆	1.90	1.95	☆	2.85	2.68	▲	3.80	3.58	▲	4.75	4.18	▲	5.70	5.25	▲

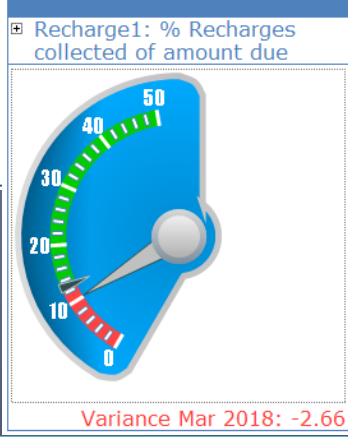


Period Performance

Elizabeth Ddamulira

The end of year performance is 2.66% below the set target. The Housing and Income Team are currently working with the Repairs and Voids and Lettings Teams to improve performance in this area. So far we have reviewed the termination, pre-void inspection and post void inspection forms. We also stop transfers to take place until the property is brought back to the required standard.

[See Less](#)

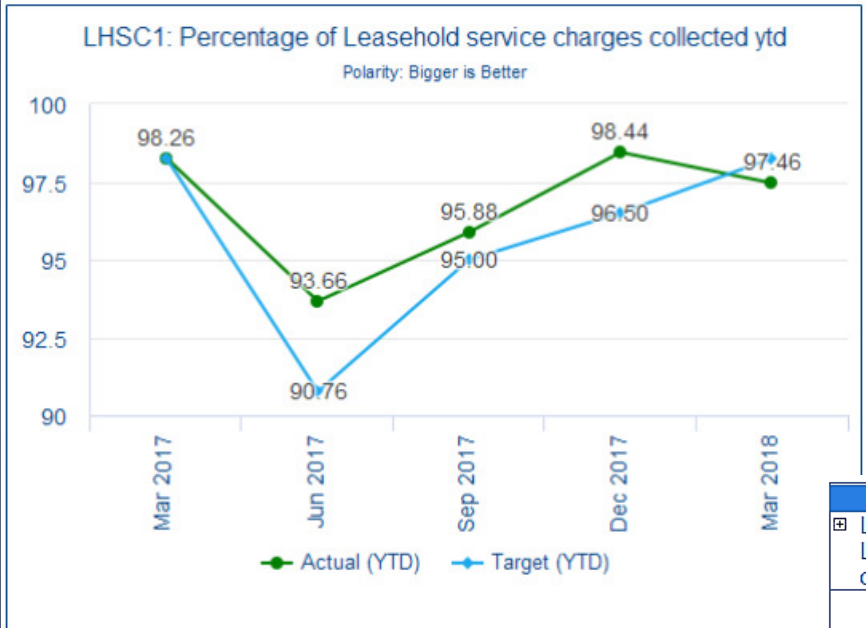


Housing and Investment: Income/ Spend

Leasehold Service Charges collected

Performing at our peak

	Target to 31/03/17	Actual to 31/03/17	Status at 31/03/17	Target to 30/06/17	Actual to 30/06/17	Status at 30/06/17	Target to 30/09/17	Actual to 30/09/17	Status at 30/09/17	Target to 31/12/17	Actual to 31/12/17	Status at 31/12/17	Target to 31/03/18	Actual to 31/03/18	Status at 31/03/18	Target to 30/06/18
LHSC1: Percentage of Leasehold service charges collected ytd	98.26	98.26	★	90.76	93.66	★	95.00	95.88	★	96.50	98.44	★	98.25	97.46	●	90.76



Period Performance

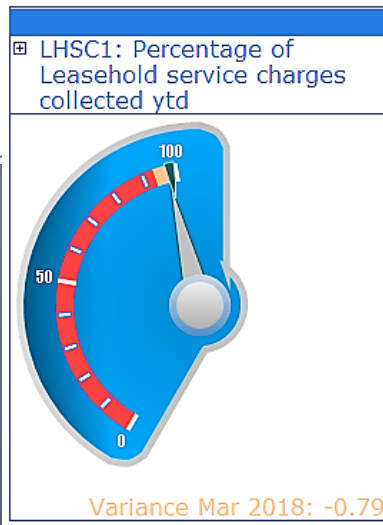
Anja Brueckner

Whilst every effort was made to collect the service charges due, we narrowly missed the target. This was due to a large debt of £8,136.76 which we are currently in the process of recovering with the help of our Legal team. Had this been received in time, the target would have been achieved.

We anticipate next year's income collection to be within target as this debt will have been secured. In addition, the arrears process has been streamlined in this last quarter which will allow SBC to escalate the collection of service charges to the legal stage more quickly.

See Less

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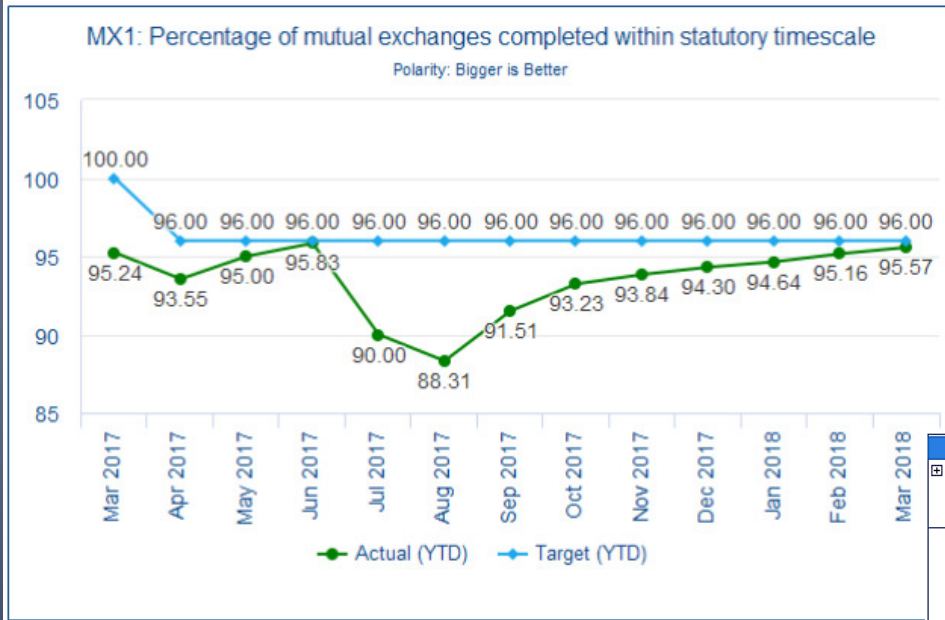


Housing and Investment: Compliance

Mutual exchanges within statutory timescale

Performing at our peak

	Target 31/10/17	Actual 31/10/17	Status at 31/10/17	Target to 30/11/17	Actual to 30/11/17	Status at 30/11/17	Target to 31/12/17	Actual to 31/12/17	Status at 31/12/17	Target to 31/01/18	Actual to 31/01/18	Status at 31/01/18	Target to 28/02/18	Actual to 28/02/18	Status at 28/02/18	Target to 31/03/18	Actual to 31/03/18	Status at 31/03/18
MX1: Percentage of mutual exchanges completed within statutory timescale	96.00	93.23	●	96.00	93.84	●	96.00	94.30	●	96.00	94.64	●	96.00	95.16	●	96.00	95.57	●
	Target 30/04/17	Actual 30/04/17	Status at 30/04/17	Target to 31/05/17	Actual to 31/05/17	Status at 31/05/17	Target to 30/06/17	Actual to 30/06/17	Status at 30/06/17	Target to 31/07/17	Actual to 31/07/17	Status at 31/07/17	Target to 31/08/17	Actual to 31/08/17	Status at 31/08/17	Target to 30/09/17	Actual to 30/09/17	Status at 30/09/17
MX1: Percentage of mutual exchanges completed within statutory timescale	96.00	93.55	●	96.00	95.00	●	96.00	95.83	●	96.00	90.00	▲	96.00	88.31	▲	96.00	91.51	●



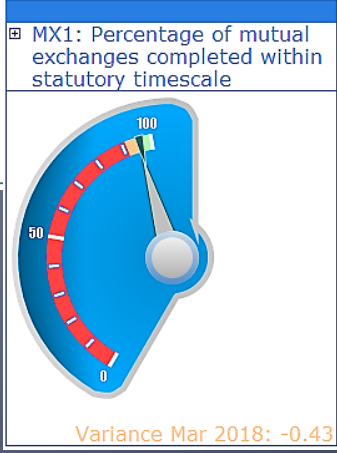
Period Performance

Hannah Morris

Since September 2017, we have completed all mutual exchanges within the statutory deadline. This can be attributed to a case management review carried out by the team and successfully putting a new process into place following performance issues in quarter 2.

See Less

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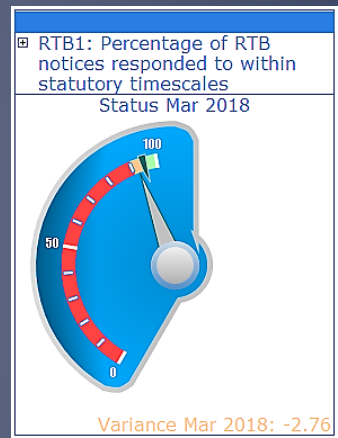
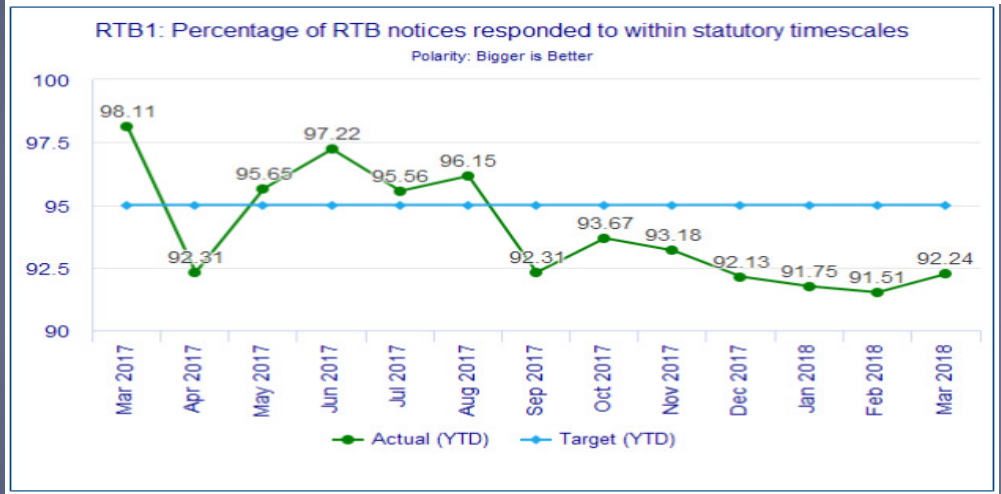


Housing and Investment: Compliance

Right to buy notices within statutory timescale



	Target 31/10/17	Actual 31/10/17	Status at 31/10/17	Target to 30/11/17	Actual to 30/11/17	Status at 30/11/17	Target to 31/12/17	Actual to 31/12/17	Status at 31/12/17	Target to 31/01/18	Actual to 31/01/18	Status at 31/01/18	Target to 28/02/18	Actual to 28/02/18	Status at 28/02/18	Target to 31/03/18	Actual to 31/03/18	Status at 31/03/18
RTB1: Percentage of RTB notices responded to within statutory timescales	95.00	93.67	●	95.00	93.18	●	95.00	92.13	●	95.00	91.75	●	95.00	91.51	●	95.00	92.24	●
	Target 30/04/17	Actual 30/04/17	Status at 30/04/17	Target to 31/05/17	Actual to 31/05/17	Status at 31/05/17	Target to 30/06/17	Actual to 30/06/17	Status at 30/06/17	Target to 31/07/17	Actual to 31/07/17	Status at 31/07/17	Target to 31/08/17	Actual to 31/08/17	Status at 31/08/17	Target to 30/09/17	Actual to 30/09/17	Status at 30/09/17
RTB1: Percentage of RTB notices responded to within statutory timescales	95.00	92.31	●	95.00	95.65	★	95.00	97.22	★	95.00	95.56	★	95.00	96.15	★	95.00	92.31	●



Period Performance – Anita Mackie:

A total of 118 Right to buy Notices were sent to tenants of which 108 were in time and 10 were outside of the statutory timescales, for the reasons below.

- On 2 cases the tenants delayed giving access for an audit and/or valuation,
- On 1 case IT problems meant we were unable to issue a notice on the day it was due,
- On 1 case there were delays in obtaining information about a new block in order to create a new lease,
- On 6 cases we needed to carry out (fraud related) investigations to ensure tenants were living at the properties they applied to purchase.

There are no provisions under the legislation to delay a right to buy whilst investigations are carried out. However two investigations during 17/18 have resulted in the Right to Buy's being cancelled or denied. One tenant handed back the property and the application was denied and one party has terminated their interest in the property. This has avoided the loss of two properties at a large discounted price.

Housing and Investment: Homelessness

Number of homelessness preventions

Performing at our peak

	Target to 31/03/17	Actual to 31/03/17	Status at 31/03/17	Target to 30/06/17	Actual to 30/06/17	Status at 30/06/17	Target to 30/09/17	Actual to 30/09/17	Status at 30/09/17	Target to 31/12/17	Actual to 31/12/17	Status at 31/12/17	Target to 31/03/18	Actual to 31/03/18	Status at 31/03/18	Target to 30/06/18
BV213: Homelessness preventions	360.00	339.00	▲	90.00	47.00	▲	180.00	85.00	▲	270.00	177.00	▲	360.00	231.00	▲	90.00



Period Performance – Hannah Morris:

Data provided for Q4 (54 preventions) is based upon a manual log recorded by Officers and is a best estimate. The Northgate Housing Advice module, which was introduced in January, currently has no facility for us to run a report to provide accurate data. We aim to have Northgate issues resolved before the next quarterly performance reporting is due. Performance in quarter 4 was affected by staffing issues as there have been a number of staff changes in the service since January 2018 which includes 6 members of the team leaving including both service managers and 4 frontline Housing Advice Officers (agency staff) which needed to be recruited to and this process takes time. Recruitment to replace these posts has caused delays impacting on those left in the team to keep the service running and there is now a back log of cases meaning less time can be spent actively seeking prevention options.

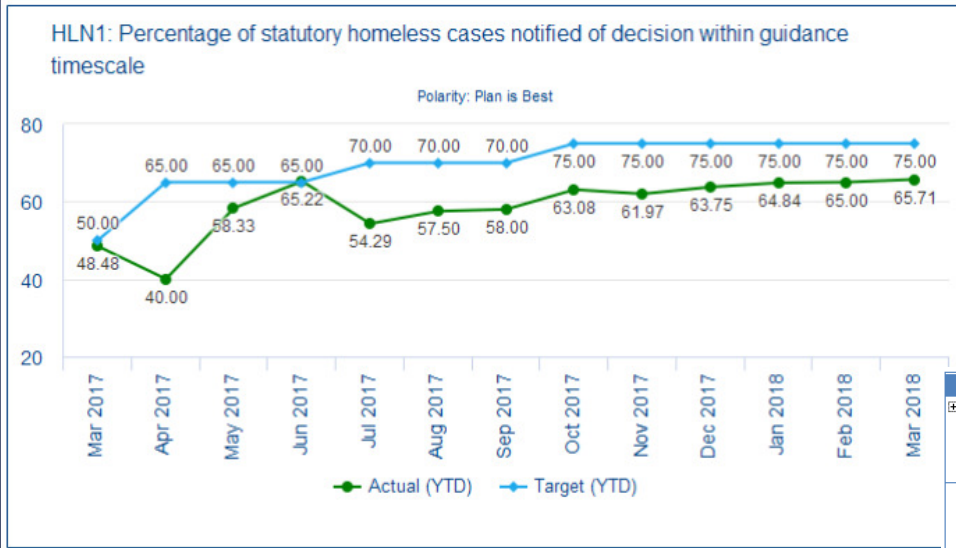
We are currently putting measures in place to improve the situation, including consultation for a service redesign, training for all the staff, a review of the Northgate Housing Advice module project, the use of new forms and new systems, training on the Homelessness Reduction Act which came into force at 3/4/2018 to other teams and services on the HRA, working county wide to meet the demand of the legislation, review meetings are being held to monitor progress of the implementation of the legislation including the use of new software and we will continue to monitor implementation.

Housing and Investment: Homelessness

Statutory homeless cases notified

Performing at our peak

	Target 31/10/17	Actual 31/10/17	Status at 31/10/17	Target to 30/11/17	Actual to 30/11/17	Status at 30/11/17	Target to 31/12/17	Actual to 31/12/17	Status at 31/12/17	Target to 31/01/18	Actual to 31/01/18	Status at 31/01/18	Target to 28/02/18	Actual to 28/02/18	Status at 28/02/18	Target to 31/03/18	Actual to 31/03/18	Status at 31/03/18
HLN1: Percentage of statutory homeless cases notified of decision within guidance timescale	75.00	63.08	▲	75.00	61.97	▲	75.00	63.75	▲	75.00	64.84	▲	75.00	65.00	▲	75.00	65.71	▲
	Target 30/04/17	Actual 30/04/17	Status at 30/04/17	Target to 31/05/17	Actual to 31/05/17	Status at 31/05/17	Target to 30/06/17	Actual to 30/06/17	Status at 30/06/17	Target to 31/07/17	Actual to 31/07/17	Status at 31/07/17	Target to 31/08/17	Actual to 31/08/17	Status at 31/08/17	Target to 30/09/17	Actual to 30/09/17	Status at 30/09/17
HLN1: Percentage of statutory homeless cases notified of decision within guidance timescale	65.00	40.00	▲	65.00	58.33	▲	65.00	65.22	★	70.00	54.29	▲	70.00	57.50	▲	70.00	58.00	▲



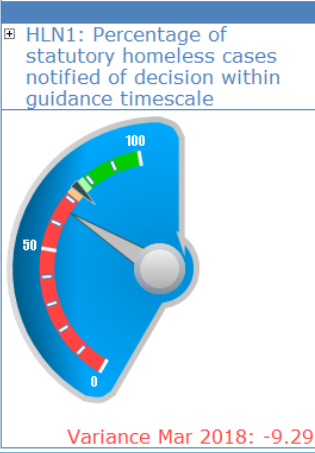
Period Performance

Hannah Morris

Throughout the period the results have been close to 75% however there have been times particularly the first month of Q1 and the first month of Q2 where the percentage have been lower which has brought the overall figure down. The team have seen a lengthy period of instability including numerous staff changes - this will be addressed by the restructure. Following the introduction of the Homeless Reduction Act, this measure will be replaced with two new KPIs measuring the percentage of cases prevented/relieved within 56 days as of April 2018.

See Less

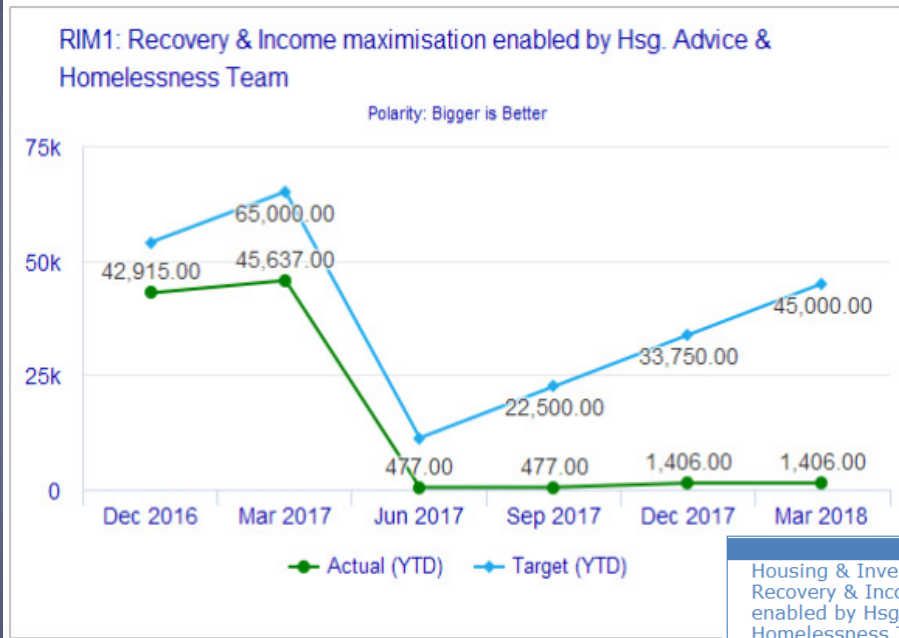
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Housing and Investment: Housing Support Recovery and Income maximisation



	Target to 31/03/17	Actual to 31/03/17	Status at 31/03/17	Target to 30/06/17	Actual to 30/06/17	Status at 30/06/17	Target to 30/09/17	Actual to 30/09/17	Status at 30/09/17	Target to 31/12/17	Actual to 31/12/17	Status at 31/12/17	Target to 31/03/18	Actual to 31/03/18	Status at 31/03/18
RIM1: Recovery & Income maximisation enabled by Hsg. Advice & Homelessness Team	65,000.00	45,637.00	▲	11,250.00	477.00	▲	11,250.00	477.00	▲	33,750.00	1,406.00	▲	45,000.00	1,406.00	▲



Period Performance

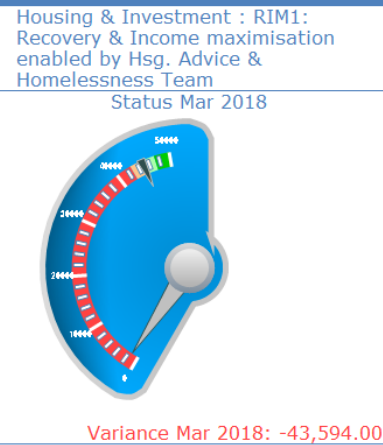


Hannah Morris

No income was recorded in quarter 4. Data was previously recorded on a Microsoft Access database. However, with the introduction of the Northgate Housing Advice module from January 2018, this database is no longer used and Northgate has no facility to record income recovery. This was not taken into account when the change took place and no manual recording system had been set up to capture this information. Going forward, this measure will be replaced by one measuring the income maximisation for all clients which will be collated by the Tenancy Support Service.

[See Less](#)

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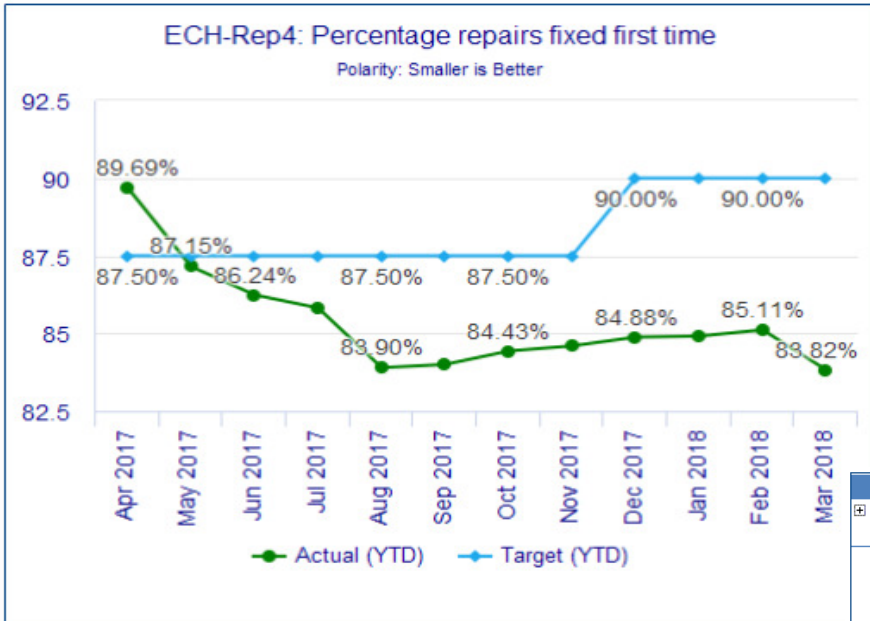


Housing and Investment: Repairs and Voids

Repairs carried out on a first time fix



	Target	Actual	Status at	Target to	Actual to	Status at	Target to	Actual to	Status at	Target to	Actual to	Status at	Target to	Actual to	Status at	Target to	Actual to	Status at
⊞ ECH-Rep4: Percentage repairs fixed first time	87.50%	84.43%	●	87.50%	84.60%	●	90.00%	84.88%	▲	90.00%	84.91%	▲	90.00%	85.11%	●	90.00%	83.82%	▲
	Target	Actual	Status at	Target to	Actual to	Status at	Target to	Actual to	Status at	Target to	Actual to	Status at	Target to	Actual to	Status at	Target to	Actual to	Status at
⊞ ECH-Rep4: Percentage repairs fixed first time	87.50%	89.69%	★	87.50%	87.15%	●	87.50%	86.24%	●	87.50%	85.82%	●	87.50%	83.90%	●	87.50%	84.00%	●

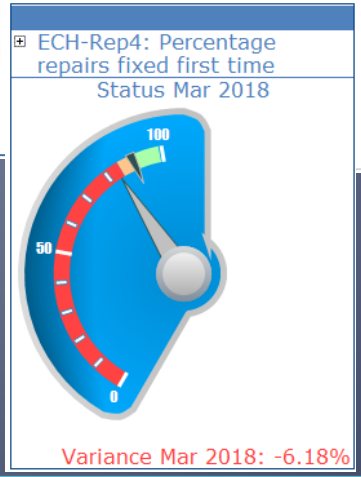


Period Performance

Ros Kerr

The challenges faced during Q1 and Q2 around material supplies and van stock have had an impact on the overall YTD performance. These issues have been addressed and collaborative working processes with all partners across the business will further improve performance.

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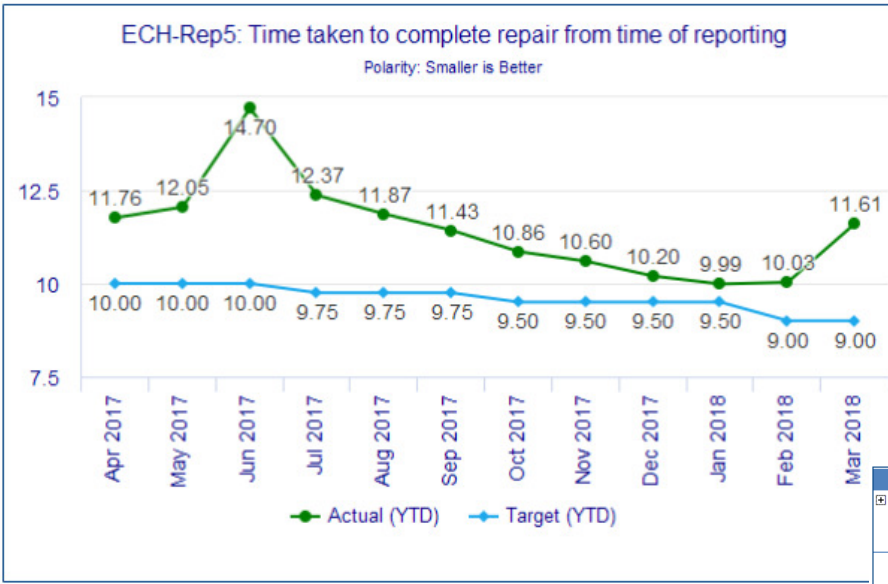


Housing and Investment: Repairs and Voids

Time taken to complete repair

Performing at our peak

	Target 31/10/17	Actual 31/10/17	Status at 31/10/17	Target to 30/11/17	Actual to 30/11/17	Status at 30/11/17	Target to 31/12/17	Actual to 31/12/17	Status at 31/12/17	Target to 31/01/18	Actual to 31/01/18	Status at 31/01/18	Target to 28/02/18	Actual to 28/02/18	Status at 28/02/18	Target to 31/03/18	Actual to 31/03/18	Status at 31/03/18
ECH-Rep5: Time taken to complete repair from time of reporting	9.50	10.86	●	9.50	10.60	●	9.50	10.20	●	9.50	9.99	●	9.00	10.03	●	9.00	11.61	▲
	Target 30/04/17	Actual 30/04/17	Status at 30/04/17	Target to 31/05/17	Actual to 31/05/17	Status at 31/05/17	Target to 30/06/17	Actual to 30/06/17	Status at 30/06/17	Target to 31/07/17	Actual to 31/07/17	Status at 31/07/17	Target to 31/08/17	Actual to 31/08/17	Status at 31/08/17	Target to 30/09/17	Actual to 30/09/17	Status at 30/09/17
ECH-Rep5: Time taken to complete repair from time of reporting	10.00	11.76	●	10.00	12.05	▲	10.00	14.70	▲	9.75	12.37	▲	9.75	11.87	▲	9.75	11.43	●

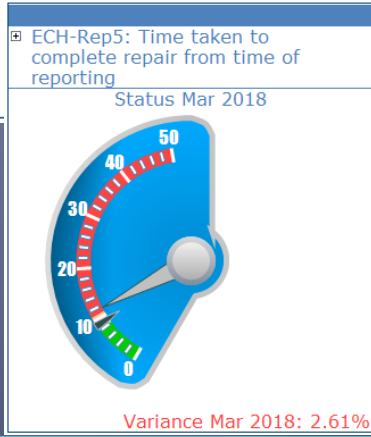


Period Performance

Ros Kerr

The performance in comparison to last year has improved. YTD performance had improved despite the impact from Q1 & Q2. There was an increase in the end to end time over the last 2 months due to works being completed for year end. Contractors work processes are being reviewed to ensure accuracy and timeliness of data.

13 minutes ago

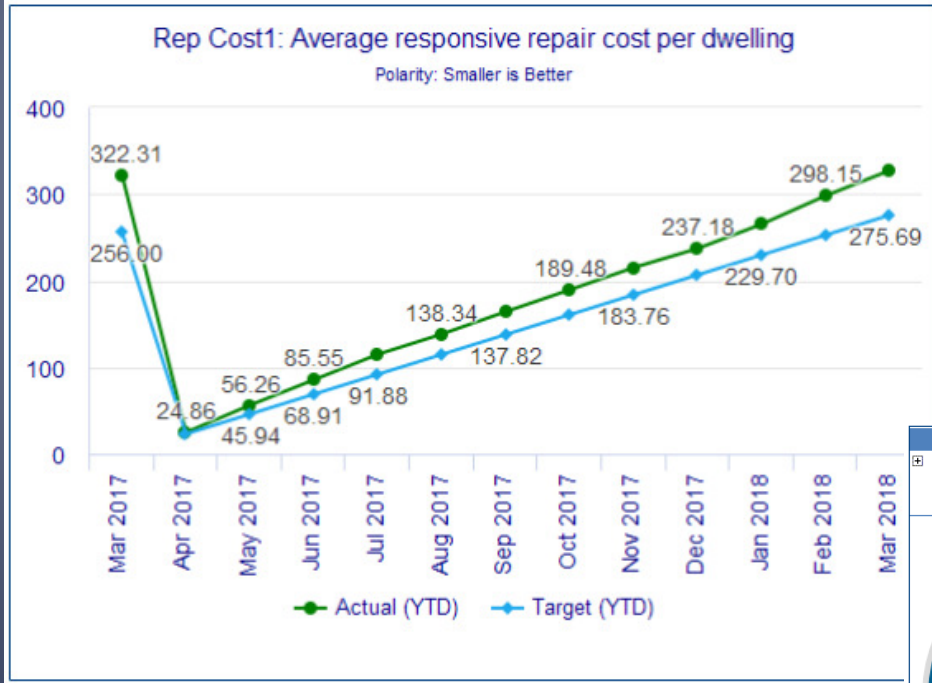


Housing and Investment: Repairs and Voids

Average repair cost per dwelling



	Target 31/10/17	Actual 31/10/17	Status at 31/10/17	Target to 30/11/17	Actual to 30/11/17	Status at 30/11/17	Target to 31/12/17	Actual to 31/12/17	Status at 31/12/17	Target to 31/01/18	Actual to 31/01/18	Status at 31/01/18	Target to 28/02/18	Actual to 28/02/18	Status at 28/02/18	Target to 31/03/18	Actual to 31/03/18	Status at 31/03/18
Rep Cost1: Average responsive repair cost per dwelling	160.79	189.48	▲	183.76	215.16	▲	206.73	237.18	▲	229.70	265.26	▲	252.67	298.15	▲	275.69	327.18	▲
	Target 30/04/17	Actual 30/04/17	Status at 30/04/17	Target to 31/05/17	Actual to 31/05/17	Status at 31/05/17	Target to 30/06/17	Actual to 30/06/17	Status at 30/06/17	Target to 31/07/17	Actual to 31/07/17	Status at 31/07/17	Target to 31/08/17	Actual to 31/08/17	Status at 31/08/17	Target to 30/09/17	Actual to 30/09/17	Status at 30/09/17
Rep Cost1: Average responsive repair cost per dwelling	22.97	24.86	▲	45.94	56.26	▲	68.91	85.55	▲	91.88	114.97	▲	114.85	138.34	▲	137.82	164.27	▲

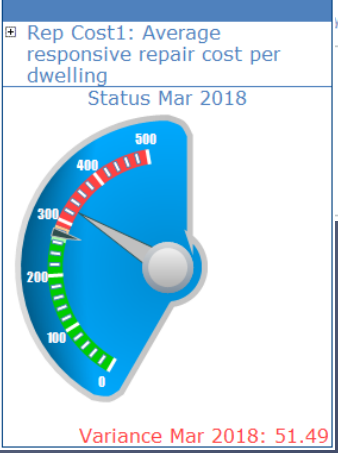


Period Performance

Ros Kerr

Performance in Q4 was off target due to a number of cases incorporating repair costs that were higher than expected. YTD performance and variance from budget was however lower than the previous year. Actions to improve collaborative working between repairs and housing investment teams in 2018/19 are expected to improve this further.

See Less

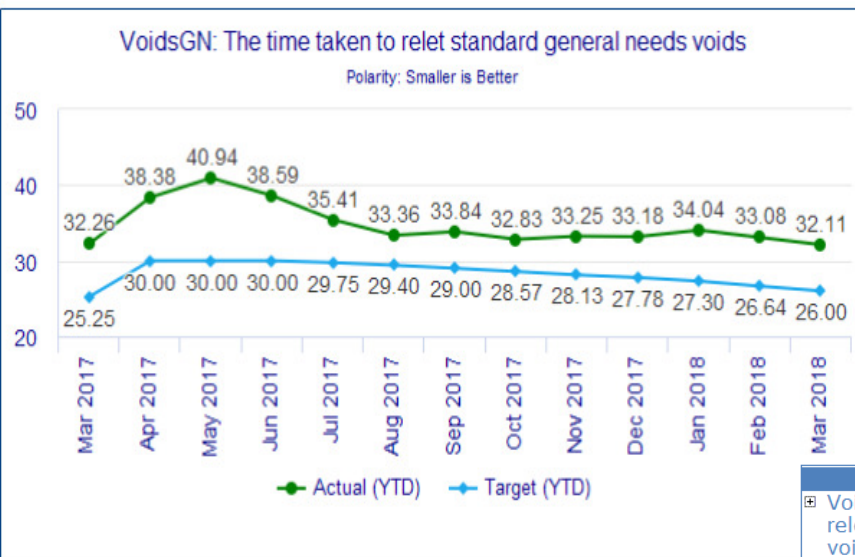


Housing and Investment: Repairs and Voids

General Needs standard re-let time

Performing at our peak

	Target 31/10/17	Actual 31/10/17	Status at 31/10/17	Target to 30/11/17	Actual to 30/11/17	Status at 30/11/17	Target to 31/12/17	Actual to 31/12/17	Status at 31/12/17	Target to 31/01/18	Actual to 31/01/18	Status at 31/01/18	Target to 28/02/18	Actual to 28/02/18	Status at 28/02/18	Target to 31/03/18	Actual to 31/03/18	Status at 31/03/18
⊞ VoidsGN: The time taken to relet standard general needs voids	28.57	32.83	▲	28.13	33.25	▲	27.78	33.18	▲	27.30	34.04	▲	26.64	33.08	▲	26.00	32.11	▲
	Target 30/04/17	Actual 30/04/17	Status at 30/04/17	Target to 31/05/17	Actual to 31/05/17	Status at 31/05/17	Target to 30/06/17	Actual to 30/06/17	Status at 30/06/17	Target to 31/07/17	Actual to 31/07/17	Status at 31/07/17	Target to 31/08/17	Actual to 31/08/17	Status at 31/08/17	Target to 30/09/17	Actual to 30/09/17	Status at 30/09/17
⊞ VoidsGN: The time taken to relet standard general needs voids	30.00	38.38	▲	30.00	40.94	▲	30.00	38.59	▲	29.75	35.41	▲	29.40	33.36	▲	29.00	33.84	▲



Period Performance

Ros Kerr

Quarter 4 performance has shown improvement. Poor performance in previous quarters has had an impact on YTD performance. The direction of travel is positive however further improvement in collaborative working between repairs, housing, tenancy and lettings teams along with use of modern technology will improve this further.

See Less

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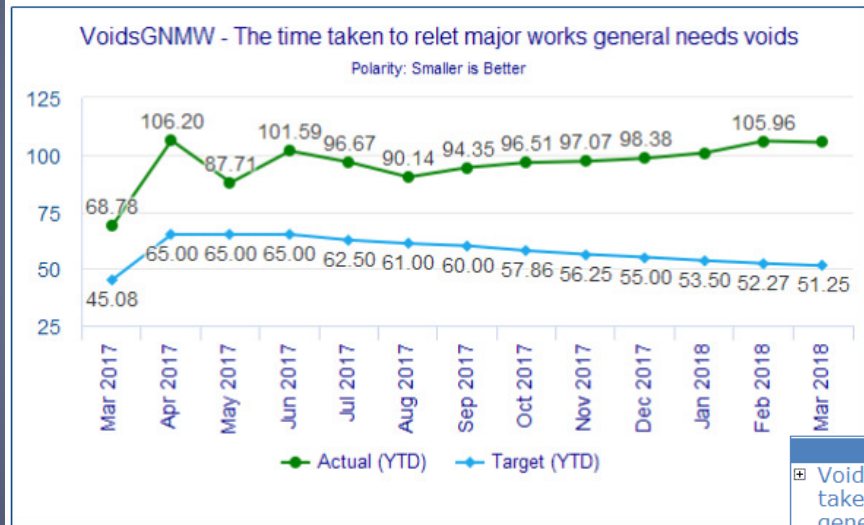


Housing and Investment: Repairs and Voids

General Needs major works re-let time



	Target	Actual	Status at	Target to	Actual to	Status at	Target to	Actual to	Status at	Target to	Actual to	Status at	Target to	Actual to	Status at	Target to	Actual to	Status at
⊕ VoidsGNMW - The time taken to relet major works general needs voids	31/10/17	31/10/17	31/10/17	30/11/17	30/11/17	30/11/17	31/12/17	31/12/17	31/12/17	31/01/18	31/01/18	31/01/18	28/02/18	28/02/18	28/02/18	31/03/18	31/03/18	31/03/18
	57.86	96.51	▲	56.25	97.07	▲	55.00	98.38	▲	53.50	100.75	▲	52.27	105.96	▲	51.25	105.35	▲
	Target	Actual	Status at	Target to	Actual to	Status at	Target to	Actual to	Status at	Target to	Actual to	Status at	Target to	Actual to	Status at	Target to	Actual to	Status at
⊕ VoidsGNMW - The time taken to relet major works general needs voids	30/04/17	30/04/17	30/04/17	31/05/17	31/05/17	31/05/17	30/06/17	30/06/17	30/06/17	31/07/17	31/07/17	31/07/17	31/08/17	31/08/17	31/08/17	30/09/17	30/09/17	30/09/17
	65.00	106.20	▲	65.00	87.71	▲	65.00	101.59	▲	62.50	96.67	▲	61.00	90.14	▲	60.00	94.35	▲



Period Performance

Ros Kerr

The direction of travel is positive and prioritisation of cases in March has seen a significant improvement in re-let times within that month. This in turn has improved the YTD position. The procurement of a new decent homes contractor, together with additional contractors to support the housing service shall further improve service.

See Less

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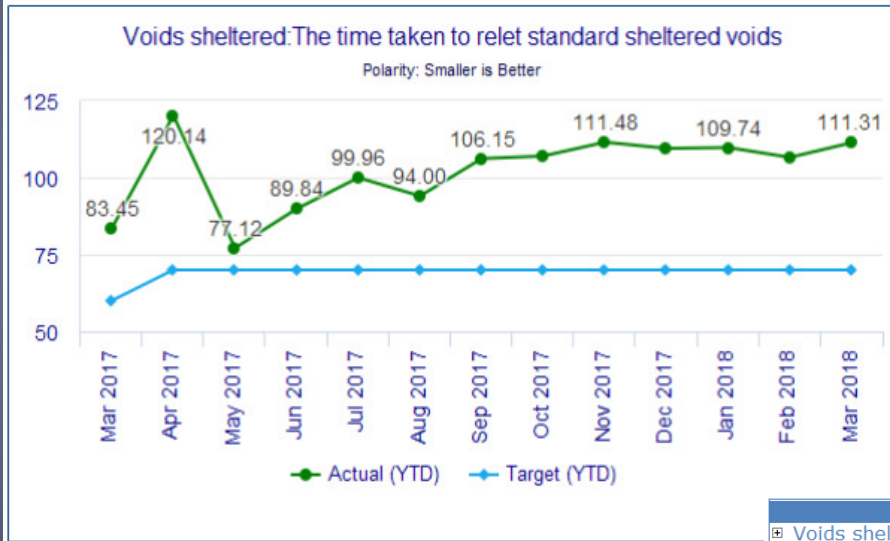


Housing and Investment: Repairs and Voids

Sheltered standard re-let time



	Target 31/10/17	Actual 31/10/17	Status at 31/10/17	Target to 30/11/17	Actual to 30/11/17	Status at 30/11/17	Target to 31/12/17	Actual to 31/12/17	Status at 31/12/17	Target to 31/01/18	Actual to 31/01/18	Status at 31/01/18	Target to 28/02/18	Actual to 28/02/18	Status at 28/02/18	Target to 31/03/18	Actual to 31/03/18	Status at 31/03/18
⊞ Voids sheltered:The time taken to relet standard sheltered voids	70.00	107.00	▲	70.00	111.48	▲	70.00	109.47	▲	70.00	109.74	▲	70.00	106.56	▲	70.00	111.31	▲
	Target 30/04/17	Actual 30/04/17	Status at 30/04/17	Target to 31/05/17	Actual to 31/05/17	Status at 31/05/17	Target to 30/06/17	Actual to 30/06/17	Status at 30/06/17	Target to 31/07/17	Actual to 31/07/17	Status at 31/07/17	Target to 31/08/17	Actual to 31/08/17	Status at 31/08/17	Target to 30/09/17	Actual to 30/09/17	Status at 30/09/17
⊞ Voids sheltered:The time taken to relet standard sheltered voids	70.00	120.14	▲	70.00	77.12	▲	70.00	89.84	▲	70.00	99.96	▲	70.00	94.00	▲	70.00	106.15	▲



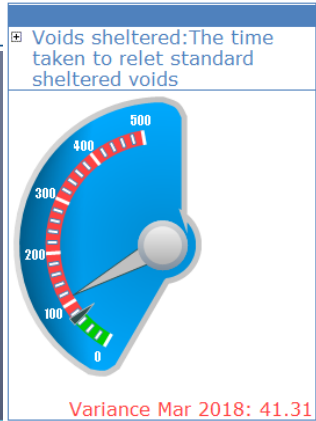
Period Performance

Ros Kerr

Performance was generally good. Two long standing, hard to let units at Hobbs Court and Pinewoods were let after a long period empty. Although this adversely affected the overall performance, in these cases we were able to deliver a tailored service to meet the individual needs of our customers. Continuous reviews are carried out to review and improve performance. Due to the marketing exercise by the Independent Living Team more difficult to let properties have been let.

[See Less](#)

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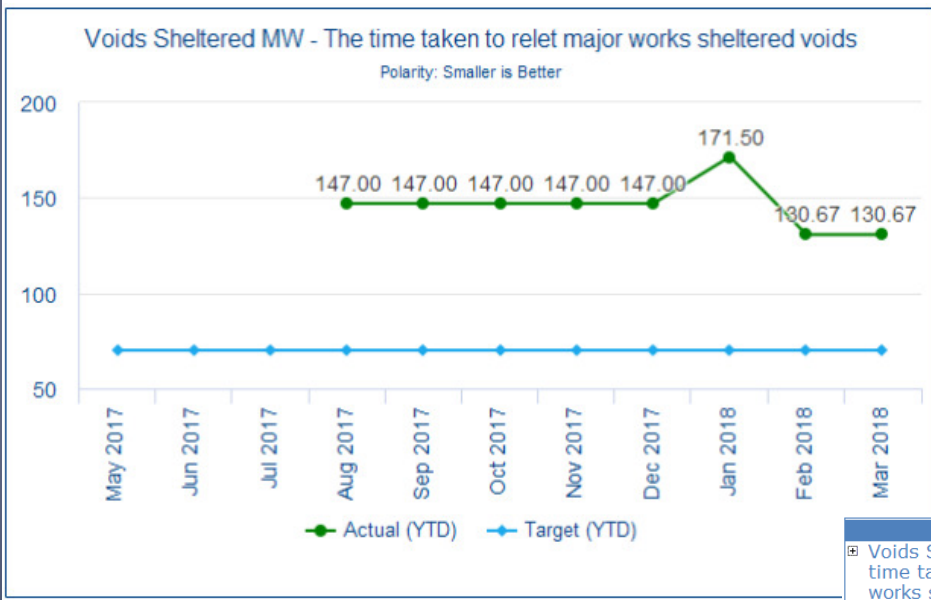


Housing and Investment: Repairs and Voids

Sheltered major works re-let time



	Target to 31/10/17	Actual to 31/10/17	Status at 31/10/17	Target to 30/11/17	Actual to 30/11/17	Status at 30/11/17	Target to 31/12/17	Actual to 31/12/17	Status at 31/12/17	Target to 31/01/18	Actual to 31/01/18	Status at 31/01/18	Target to 28/02/18	Actual to 28/02/18	Status at 28/02/18	Target to 31/03/18	Actual to 31/03/18	Status at 31/03/18
⊞ Voids Sheltered MW - The time taken to relet major works sheltered voids	70.00	147.00	▲	70.00	147.00	▲	70.00	147.00	▲	70.00	171.50	▲	70.00	130.67	▲	70.00	130.67	▲
	Target to 30/04/17	Actual to 30/04/17	Status at 30/04/17	Target to 31/05/17	Actual to 31/05/17	Status at 31/05/17	Target to 30/06/17	Actual to 30/06/17	Status at 30/06/17	Target to 31/07/17	Actual to 31/07/17	Status at 31/07/17	Target to 31/08/17	Actual to 31/08/17	Status at 31/08/17	Target to 30/09/17	Actual to 30/09/17	Status at 30/09/17
⊞ Voids Sheltered MW - The time taken to relet major works sheltered voids	70.00	?	?	70.00	?	?	70.00	?	?	70.00	?	?	70.00	147.00	▲	70.00	147.00	▲



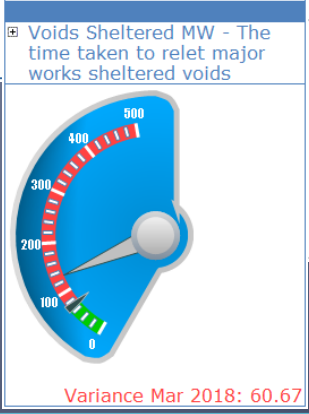
Period Performance

Ros Kerr

Over 2017/18 only 3 independent living major voids were let, two of these in Q4. Cumulative performance for year was 130.67 days and for Q4 122.5 days. Performance was out of target due to two of these voids being let with a key to key performance of 147 and 196 days, both of these properties are in Scarborough Avenue, which historically have been 'hard to let'.

[See Less](#)

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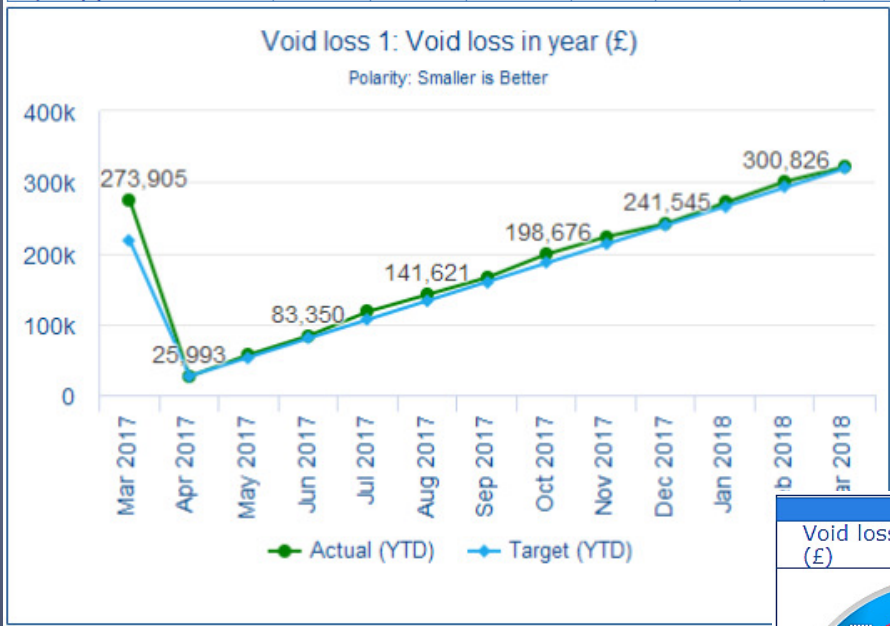


Housing and Investment: Repairs and Voids

Void loss in year



	Target 31/10/17	Actual 31/10/17	Status at 31/10/17	Target to 30/11/17	Actual to 30/11/17	Status at 30/11/17	Target to 31/12/17	Actual to 31/12/17	Status at 31/12/17	Target to 31/01/18	Actual to 31/01/18	Status at 31/01/18	Target to 28/02/18	Actual to 28/02/18	Status at 28/02/18	Target to 31/03/18	Actual to 31/03/18	Status at 31/03/18
Void loss 1: Void loss in year (£)	186,226	198,676	▲	212,830	223,037	●	239,434	241,545	●	266,038	271,352	●	292,641	300,826	●	319,245	321,493	●
	Target 30/04/17	Actual 30/04/17	Status at 30/04/17	Target to 31/05/17	Actual to 31/05/17	Status at 31/05/17	Target to 30/06/17	Actual to 30/06/17	Status at 30/06/17	Target to 31/07/17	Actual to 31/07/17	Status at 31/07/17	Target to 31/08/17	Actual to 31/08/17	Status at 31/08/17	Target to 30/09/17	Actual to 30/09/17	Status at 30/09/17
Void loss 1: Void loss in year (£)	26,604	25,993	★	53,208	56,843	▲	79,811	83,350	●	106,415	117,643	▲	133,019	141,621	▲	159,623	165,753	●



Period Performance

Ros Kerr

Performance against this target has been affected by a slightly higher than anticipated number of voids that have decent homes elements or are in a poor condition. Collaborative working between the Voids Team and Tenancy will further improve performance.

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