








Health & Housing Services Scorecard Q1 2013/14

Housing HRA



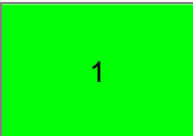
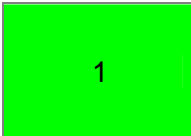

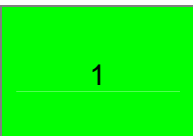

KEY TO ALERTS






	Planned actions are on course		Some uncertainty in meeting planned actions		Planned actions are off course
	Performance Indicators are on target		Some concern that performance indicators may not achieve target		Performance indicators will not achieve target

KEY TO QUARTILES



	1 st Quartile		2 nd Quartile
	3 rd Quartile		4 th Quartile

1. MANAGING FINANCES






MEASURE	MEASURE ALERT	ACTUAL	COMPARISON WITH ALL COUNCILS NATIONALLY			COMPARISON WITH ALL HOUSING PROVIDERS NATIONALLY		
			QUARTILE	NO. IN SAMPLE	TDBC RANK	QUARTILE	NO. IN SAMPLE	TDBC RANK
1. Housing Revenue Account Overall expenditure against budget		Forecast: £99,580 overspend against £24,950,700 budget (0.4% overspend)	N/A	N/A	N/A	N/A	N/A	N/A
2. Income Team Former tenant arrears as a % of annual rent debit Target = 5%		0.51%		26	4		133	21
3. Income Team Rent written off as a % of annual rent roll Target = 0.70%		Now an annual measure in Housemark, will report in Q4.	N/A	N/A	N/A	N/A	N/A	N/A
4. Income Team % of rent lost through dwellings being vacant Target = 2%		0.82%		29	8		142	50

5. Estate Management Team Rent arrears owed by current tenants as at end of quarter. Target = £360,000		£416,216.93 end of Q1. The overall current tenant rent arrears position has improved to £343,808.18 at 5 th July 2013.	N/A	N/A	N/A	N/A	N/A	N/A
6. Estate Management Team Rent collected as a % of rent owed excluding arrears b/f Target = 98.3%		103.65%	1	27	2	1	135	18
7. Local Authority Major Aids and Adaptions Amount spent to date, target £339,000.		£48,625 spend to end of Q1. Ongoing discussions to establish predicted end of year position.	N/A	N/A	N/A	N/A	N/A	N/A
8. Minor Aids and Adaptions Amount spent to date, target £210,000		£32,037 spend to end of Q1. Ongoing discussions to establish predicted end of year position.	N/A	N/A	N/A	N/A	N/A	N/A
9. Housing Debt Total amount of housing debt across all categories, houses, shops, land, etc.		£894,727 Theme scorecard shows debts levels are lower than the same report 2012. There is still work to do on aged debts and work to reduce Rechargeable Repair Debt has begun and Rent Arrears are shown as separate indicator above.	N/A	N/A	N/A	N/A	N/A	N/A



2. SERVICE DELIVERY – SATISFACTION






MEASURE	MEASURE ALERT	ACTUAL	COMPARISON WITH ALL COUNCILS NATIONALLY			COMPARISON WITH ALL HOUSING PROVIDERS NATIONALLY		
			QUARTILE	NO. IN SAMPLE	TDBC RANK	QUARTILE	NO. IN SAMPLE	TDBC RANK
<p>1a. Housing Services General needs tenants' satisfaction with landlord services overall Target = Top quartile performance status survey <i>Result from 2013 STAR Survey Housemark comparison not yet available</i></p>		Actual = 86% Target = 88% General level of satisfaction reduced by specific areas such as grounds maintenance, customer contact (ease of contacting the right person) and the overall rating of repairs service. Tenant Services Management Board working with officers to highlight areas and seek improvements.	N/A	N/A	N/A	N/A	N/A	N/A
<p>1b. Housing Services Sheltered housing tenants' satisfaction with landlord services overall Target = Top quartile performance status survey <i>Result from 2013 STAR Survey Housemark comparison not yet available</i></p>		Actual = 88% Target = 95% General level of satisfaction reduced by specific areas such as grounds maintenance, customer contact (ease of contacting the right person) and the overall rating of repairs service. Tenant Services Management Board working with officers to highlight areas and seek improvements.	N/A	N/A	N/A	N/A	N/A	N/A



<p>2a. Housing Services % of general needs tenants satisfied that their views are taken into account Target = Top quartile performance status survey <i>Result from 2013 STAR Survey Housemark comparison not yet available</i></p>		<p>Actual = 65% Target = 73% General level of satisfaction reduced by specific areas such as grounds maintenance, customer contact (ease of contacting the right person) and the overall rating of repairs service. Tenant Services Management Board working with officers to highlight areas and seek improvements.</p>	N/A	N/A	N/A	N/A	N/A	N/A
<p>2b. Housing Services % of sheltered housing tenants satisfied that their views are taken into account and acted upon Target = Top quartile performance status survey <i>Result from 2013 STAR Survey Housemark comparison not yet available</i></p>		<p>Actual = 71% Target = 82% Further communication with tenants being undertaken to highlight how Housing Services acts on tenants views and how tenants make a difference in improving services</p>	N/A	N/A	N/A	N/A	N/A	N/A
<p>3. Lettings Team % of tenants who have reported anti-social behaviour in the past 12 months, rating the help and advice given as excellent or good Target = 66%</p>		<p>94%</p>	N/A	N/A	N/A	N/A	N/A	N/A
<p>4. Lettings Team % of new tenants satisfied with the allocations and letting process Target = 86%</p>		<p>90%</p>	3	12	8	4	59	46


5. Lettings Team % of new tenants satisfied with the lettable standard of property Target = 86%		90.38%	N/A	N/A	N/A	N/A	N/A	N/A
6. Repairs & Maintenance % of tenants satisfied with the most recent repair Target = 98% <i>Corporate Indicator</i>		97.07% This is a slight improvement from Q4. We will continue to work with our contractors to improve performance.	2	31	14	2	144	52
7. Supported Housing % of tenants satisfied with the Extra Care Housing service Target = 86%		Provided annually, 90% as at September 2012.	N/A	N/A	N/A	N/A	N/A	N/A
8. Satisfaction of Gas Servicing % of tenants satisfied with the Gas Service procedure Target = 90% <i>Annual Housemark Indicator</i>		96.38%	N/A	N/A	N/A	N/A	N/A	N/A
9. Local Authority Major Aids and Adaptions % satisfaction, target 95%.		100% satisfied with help in receiving the adaption, 100% satisfied with the adaption.	N/A	N/A	N/A	N/A	N/A	N/A


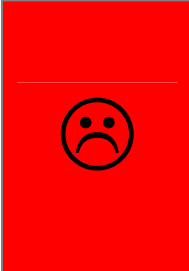

3. SERVICE DELIVERY – DECENT HOMES

MEASURE	MEASURE ALERT	ACTUAL	COMPARISON WITH ALL COUNCILS NATIONALLY			COMPARISON WITH ALL HOUSING PROVIDERS NATIONALLY		
			QUARTILE	NO. IN SAMPLE	TDBC RANK	QUARTILE	NO. IN SAMPLE	TDBC RANK
1. Asset Management Average SAP (energy efficiency) rating of housing stock Target = 70 <i>Annual Housemark Indicator</i>		66.08 We are considering an eco funding bid for external wall insulation to around 400 homes which should increase our rating. The SAP software upgrade is currently in test.	N/A	N/A	N/A	N/A	N/A	N/A
2. Asset Management % of dwellings with a valid gas safety certificate Target = 100%		100%	1	35	1	1	188	1

4. SERVICE DELIVERY – MANAGE HOUSING STOCK AND MAINTENANCE SERVICE TO MEET THE NEEDS OF THE TENANTS								
MEASURE	MEASURE ALERT	ACTUAL	COMPARISON WITH ALL COUNCILS NATIONALLY			COMPARISON WITH ALL HOUSING PROVIDERS NATIONALLY		
			QUARTILE	NO. IN SAMPLE	TDBC RANK	QUARTILE	NO. IN SAMPLE	TDBC RANK
1. Lettings Team % of closed ASB cases that were resolved Target = 66%		100%	1	31	1	4	136	1
2. Lettings Team Average re-let time (calendar days) Target = 21 days		17 days	1	32	2	1	148	23
3. Lettings Team % of dwellings that are vacant but unavailable to let (this includes dwellings undergoing or awaiting major works, held for decant, illegally occupied or awaiting demolition) Target = 0.5%		0.51%	2	29	15	3	127	69
4. Lettings Team % of dwellings that are vacant and available to let Target = 0.5%		0.03%	1	29	1	1	127	3
5. Repairs & Maintenance % of properties re-let that meet lettable standard (20% sample) Target = 100%		Under development						
6. Lettings Team % of properties accepted on first offer Target = 75%		74.14% Although below target confident that target will be met within the next quarter	1	16	2	1	74	19

7. Housing Services % of tenants on whom the landlord holds diversity information Target = 90%		54.87% Further work is planned to improve our percentage of diversity information throughout the year.	N/A	N/A	N/A	N/A	N/A	N/A
8. Repairs & Maintenance Proportion of expenditure on emergency and urgent repairs to HRA dwellings compared to non-urgent repairs expenditure to HRA dwellings. Performance criteria = lowest Target = 15%		Under development						
9. Repairs & Maintenance % of repairs completed on first visit Target = TBC		Under development						
10. Repairs & Maintenance Completion of repairs within priority target times: Emergency (within 24 hours) Target =98%		94.85% Whilst this indicator has not met target, there has been an improvement of 3.45% on Q4. We will continue to manage contractor performance with a view to increasing our % further.	4	36	30	4	184	160
11. Repairs & Maintenance Completion of repairs within priority target times: Urgent (within 3 working days) Target =94%		86.07% Whilst this indicator has not met target, there has been an improvement of 2.24% on Q4. We will continue to manage contractor performance with a view to increasing our % further.	4	32	29	4	163	149




12. Repairs & Maintenance Completion of repairs within priority target times: Non Urgent (up to 28 days) Target =85%		91.87% Improvement of 2.84% on Q4	4	34	27	4	177	147
13. Community Clean ups Number of events held, broken down by area		5 Events: <ul style="list-style-type: none"> ▪ Outer Circle, ▪ Oaken Ground, Rockwell Green ▪ Laxton Road, Taunton ▪ Heathfield, West Bag. ▪ Polkesfield, Stoke st Gregory 	N/A	N/A	N/A	N/A	N/A	N/A
14. Tonnage removed From clean ups, broken down by event		Data not provided by Viridor	N/A	N/A	N/A	N/A	N/A	N/A
15. Events supported Number of events/activities put on or supported by the team, broken down by area		North Taunton: <ul style="list-style-type: none"> • Pride in Priorswood East Taunton: <ul style="list-style-type: none"> • Happy Halcon • Halcon Brunch Club – every Monday and Friday morning during the school holidays. • Link Power – volunteers tidying up the neighbourhood and training days • 18 – 25'ers • Graffiti Group • Young Wood volunteering event • Face painting masterclass Wyndhams Community Garden and Friends of Hamilton Gault Park – Family Fun Day	N/A	N/A	N/A	N/A	N/A	N/A

16. Local Authority Major Aids and Adaptions Number of applications completed, target 84.		18 during Q1 (if this trend continues end of year will be 72 = 18 x 4)	N/A	N/A	N/A	N/A	N/A	N/A
17. Local Authority Major Aids and Adaptions End to end completion time, target 22 weeks.		32 weeks. Exceptions: 2 grants one of which was an extension and a second which was delayed due to client wishes. With the 2 grants extracted figures time would have been 21 weeks.	N/A	N/A	N/A	N/A	N/A	N/A
18. Minor Aids and Adaptions Number of applications completed. Target 350		113 Q1 at current prediction will be 452 by year end.	N/A	N/A	N/A	N/A	N/A	N/A

Summary for TSMB 16th September 2013

Health and Housing Quarter 1 / Outturn performance

Overview & summary

Section	No. of measures	 Green	 Amber	 Red	N/A	Trend (from last quarter)
1) Managing Finances Housing	9	56% (5)	0% (0)	33% (3)	11% (1)	↓
2) Service Delivery – Satisfaction	11	55% (6)	45% (5)	0% (0)		↓
3) Service Delivery – Decent Homes	2	50% (1)	0% (0)	50% (1)		↔
4) Service Delivery – Manage Housing Stock	18	50% (9)	11% (2)	22% (4)	17% (3)	↓
TOTALS	40	52.5% (21)	17.5% (7)	20% (8)	10% (4)	

Movement since Q4	+7 Measures	-8.5%	+11.5%	-1%	-2%
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8 RED ISSUES

Planned actions are off course.

- **Housing Services - Estate Management.** Our arrears figures are higher than target at the end of the quarter but the position has now improved and is better than target as of 5th July 2013.
- **Local Authority Major Aids and Adaptions, spend against budget** – there are ongoing discussions to establish the predicted end of year position.
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- **1 Measures for Decent Homes is off course.** Average SAP (energy efficiency) rating. Sustainable energy fund established in the business plan. New person in post to lead on retrofit project and has started to look at SAP ratings data.
- **Housing Services Diversity Information.** We hold 54.87% of diversity information which has increased since last quarter. We have increased our target from 58% to 90%.
- **2 Repairs and Maintenance measures relating to completion on time.** Whilst the indicators have not met target there has been an improvement of 3.45% on Q4 for 24 hour repairs and 2.24% for 3 working day repairs.
- **Local Authority Major Aids and Adaptions, end to end completion time.** The 32 week figure that was reported is due to 2 cases which if removed from the figures the completion time would be 21 weeks.

7 AMBER ALERTS 😞

Some uncertainty in meeting planned actions

- **Housing Services – 4 Satisfaction measures.** The 2013 Star survey (conducted every two years) reported satisfaction figures in general needs tenants and sheltered housing tenants which were below target. We are waiting for our council national rankings.
- **Repairs and Maintenance.** 97.07% of tenants are satisfied with the repairs and maintenance service, our target is 98%
- **Lettings** – The % of properties accepted on first offer is slightly short of target. The service is confident that the target will be met next quarter.
- **Local Authority Major Aids and Adaptions, number of applications** if current trends continue the service will process 72 applications not the 84 target

21 ON TRACK 😊

Planned actions are on course

- **Housing Services, expenditure against budget.** The current forecast is for the revenue account to be £99,580 overspent against a budget of £24,950,700 which is 0.4% overspend.
- **Housing Managing Finances** – 4 measures are better than target.
- **Lettings Team Measures** – 7 measures are better than target.
- **Gas Servicing** satisfaction measure better than target.
- **Supported Housing Satisfaction Measure** – is better than target.
- **Local Authority Major Aids and Adaptions** – 100% satisfaction.
- **Gas Safety Certificate** 100% against 100% target, this position has improved again since last month.
- **Three Community Development** measures are on track.
- **Repairs and maintenance** – 91.87% of non urgent repairs are complete within priority time of 28 days, this is up from 89.03%. Target is 85%
- **Local Authority Minor Aids and Adaptions** – 452 predicted by year end against a target of 350

4 MEASURES UNDER DEVELOPMENT, NOT REPORTED OR WITHOUT ALERTS

- Rent written off as a % of rent roll is now an annual, not a quarterly measure so will be reported in quarter 4.
- Three Repairs and Maintenance Measures are under development (proportion of expenditure on emergency and urgent repairs, % of repairs completed right first visit, % of properties re-let that meet the lettable standard).