

## Housing and Communities Scorecard Q1 2017-18 - Tenant Services Management Board

Reference	Description	Measure	Previous Year Performance Q1 (RAG)	Comments
<b>Finances</b>				
HC1.1	<p>Budgets – Income To maximise income opportunities and collection</p> <p>Income collected as a % of rent owed excluding arrears b/f Figures over 100% indicate that arrears have been cleared or balances are in credit.</p>	Target = 98.3%	<p>Q1 - 100.57%</p> <p>Q2 - (As at month 5) 100.34%</p> <p>Q3 - 99.46%</p> <p>Q4 - 99.67%</p>	<p>GREEN</p> <p>Q1 - 101.15%</p>
<b>Satisfaction</b>				
HC2.5	<p>Customer Satisfaction To deliver customer-focussed services, achieving high levels of customer satisfaction</p> <p>Percentage of tenants who have reported anti-social behaviour in the past 12 months, rating the help and advice given as excellent or good</p>	Target = 85%	<p>Q1 - 95%</p> <p>Q2 - 93%</p> <p>Q3 - 92%</p> <p>Q4 - 93%</p>	<p>GREEN</p> <p>95%</p>
HC2.6	<p>Operational Delivery Percentage of closed anti-social behaviour cases that were resolved.</p>	Target = 85%	<p>Q1 - 98%</p> <p>Q2 - 94%</p> <p>Q3 - 93%</p> <p>Q4 - 93%</p>	<p>GREEN</p> <p>95%</p>
HC2.7	<p>Customer Satisfaction To deliver customer-focussed services, achieving high levels of customer satisfaction</p> <p>Percentage of new tenants satisfied with the lettable standard of the property</p>	Target = 86%	<p>Q1 - 87%</p> <p>Q2 - 74%</p> <p>Q3 - 72%</p> <p>Q4 - 82%</p>	<p>AMBER</p> <p>80% slightly lower than previous quarter.</p>
HC2.8	<p>Customer Satisfaction To deliver customer-focussed services, achieving high levels of customer satisfaction</p> <p>Percentage of tenants satisfied with the most recent repair.</p>	Target = 98%	<p>Q1 - N/A</p> <p>Q2 - 98%</p> <p>Q3 - N/A</p> <p>Q4 - 96.4%</p>	<p>RED</p> <p>92% - out of the 18 responses which were not satisfied, the majority (78%) were due to tenants not being able to contact the Repairs service without any problems. The average call waiting times are now being monitored, and a digital display showing number of calls waiting is now in use. This will enable the Repairs Logistics Manager to analyse peak call times and allow him to address higher call volumes accordingly. An additional phone line is also being explored to allow trades to call the office on a different number, as currently they are using the main Repairs number which is contributing to call waiting times.</p>
<b>Decent Homes</b>				
HC3.1	<p>Decent Homes - To comply with Government Standards - To improve energy efficiency of housing stock</p> <p>Percentage of dwellings with a valid gas safety certificate</p>	Target = 100%	<p>Q1 – 99.90%</p> <p>Q2 – 99.97%</p> <p>Q3 – 99.93%</p> <p>Q4 - 99.95%</p>	<p>Q1 - 99.90%</p> <p>Total no. of properties - 4426</p> <p>2 x properties now serviced</p> <p>2 x properties will gain access on Gas Hit W/C 24.7.17</p>
<b>Operational Delivery</b>				
HC4.1	<p>Housing Stock To manage the housing stock and maintenance service to meet the needs of the tenants</p> <p>Average re-let time (calendar days)</p>	Target = 26 days	<p>Q1 - N/A</p> <p>Q2 - N/A</p> <p>Q3 - 44 days</p> <p>Q4 - 42.92 days</p>	<p>Not Available</p> <p>Q1 - 24.9 days</p>

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HC4.2	<p>Housing Stock To manage the housing stock and maintenance service to meet the needs of the tenants</p> <p>Completion of repairs within priority target times: Urgent (Emergency) - within 24 hours</p>	<p>Target = 98%</p>	<p>Q1 - 95.29% Q2 - 80.25% Q3 - 80.1% Q4 - 82.01%</p>	<p>Showing improvement from previous quarter. Further improvements are expected as the Q1 figure includes significant downtime due to IT complications. Emergencies are measured by time e.g. if a job is reported at 1pm and is not completed until 1.15pm the following day this is identified as a fail. 95.7% of jobs are completed by the following day. There are still Admin errors and errors around trade professional completing their tablets correctly.</p>
HC4.3	<p>Housing Stock To manage the housing stock and maintenance service to meet the needs of the tenants</p> <p>Completion of repairs within priority target times: Non Urgent (up to 28 days)</p>	<p>Target = 85%</p> <p>Show breakdown of Building Services and external contractors.</p>	<p>Q1 – 89.05% Q2 – 86.11% Q3 – 90.1% Q4 - 87.87%</p>	<p>Q1 86.16%</p>
HC4.4	<p>Disabled facilities grants - Average time taken to complete DFG process once allocated by SWPSHP. Measures the time from allocating the case until the work has been completed.</p> <p>KPI 52</p>	<p>Target - 24 weeks (as per the Home Improvement Agency's target) (To be reported as one indicator but split by GR and HRA)</p>	<p>Cumulative total 34 weeks</p>	<p>Council DFG's: 47 weeks; Non Council DFG's (General Fund) 15 weeks. Note: Qtr1 had 5 councils cases, 4 were within target (average 19 weeks) but the last was a complex extension for a child with complex needs and this took over a year to assess and agree the best solution and further time to build it. The General Fund DFGs included 13 cases, 6 of which were major adaptations and 7 which were ramp installations. 10 were inside the 24 week period (77%) and 3 outside (23%) (complex alterations).</p>
HC4.8	<p>Sheltered Housing Percentage of tenants receiving annual review of Support Plans or review of needs and risks</p>	<p>Target = 100%</p>	<p>Q1 - 100% Q2 - N/A Q3 - N/A Q4 - N/A</p>	<p>Q1 - 80% we have now been able to report a figure and will put a plan in place to achieve 100% target by Q4.</p>