




Summary for TSMB 23rd June 2015

Housing and Communities Quarter 4 / Outturn performance

Overview & Summary

Section	No. of measures	 Green	 Amber	 Red	N/A	Trend (reported from Q3)
1) Managing Finances Housing	9	67% (6)	33% (3)	0% (0)	0% (0)	↑
2) Service Delivery – Satisfaction	11	36% (4)	45% (5)	9.5% (1)	9.5% (1)	↓
3) Service Delivery – Decent Homes	2	0% (0)	0% (0)	100% (2)	0% (0)	↔
4) Service Delivery – Manage Housing Stock	18	44% (8)	11% (2)	28% (5)	17% (3)	↑
TOTALS	40	45% (18)	25% (10)	20% (8)	10% (4)	

Movement To be reported from Q3	0 Measures	+1	0	0	-1
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8 RED ISSUES

Planned actions are off course.

- **Local Authority Major Aids and Adaptions Satisfaction** – percentage satisfied with major aids and adaptions down to 90% from 100% but this represents one case which reduced the average by 6%.
- **2 Measures for Decent Homes are off course.** Average SAP (energy efficiency) rating is below target. **Dwellings with a valid gas safety certificate** – 99.95% - 2 properties were not serviced (now resolved, one due to tenant being in safe house the other due to gas meter being disked).
- **Housing Services Diversity Information.** We hold 63.59% of diversity information. We have sent new surveys to tenants and continue to make efforts to collect this data.
- **3 Repairs and Maintenance measures are off course.** The COSY replacement went live at the beginning of September, and there have been a number problems that have resulted in inconsistent results on various reports. We have agreed one reporting format for both client and contractor and will use this to scrutinise future performance.
- **Local Authority Major Aids and Adaptions** – 40 applications have been completed and 55 allocated to officers (target 58).
- **Average Re-let Times** – 24.63 days against a target of 21 days (this has improved since last quarter). Performance is above the target set and Officers are meeting to discuss options to improve performance to meet or better the target figure.

10 AMBER ALERTS 😞

Some uncertainty in meeting planned actions

- **Aids and Adaptations (2 measures)** – budgets have underspent.
- **Estate Management Team** – Current tenant arrears at the end of March were above target but issues with cash payments from SAP during the closedown period contributed to this (on 31.3.15 arrears figures were below target).
- **Housing Services – 4 Satisfaction measures** below target, survey due to be refreshed July/Aug 2015.
- **Lettings Team – 2 measures** % of dwelling that are vacant and available to let is slightly above target at 0.55% and there has been a reduction in the % of tenants satisfied with the allocations and lettings process (Officers to investigate).
- **Local Authority Major Aids and Adoptions.** End to end completion time, because of exceptions the figure was 42 weeks (against 22 week target), excluding the exceptions this figure is 16 weeks.

18 ON TRACK 😊

Planned actions are on course

- **Managing Finances** – 6 measures are on target.
- **Satisfaction** – 4 measures are on target.
- **Housing Stock** – 8 measures are on target.

4 MEASURES UNDER DEVELOPMENT, NOT REPORTED OR WITHOUT ALERTS

- **% of tenants satisfied with the Extra Care Housing service** – a survey has not currently been completed
- **3 Repairs and Maintenance measures** – under development.

Housing and Communities Scorecard Q4 2014/15

Housing HRA

Ref	OBJECTIVES	MEASURES	ALERT				ISSUES (current and future) and IMPACTS
			Q1	Q2	Q3	Q4	
MANAGING FINANCES							
MF1	Budgets – Expenditure - To achieve a balanced budget by the financial year end in HRA - Compliance with TSA financial viability standards	1. Housing Revenue Account Overall expenditure against budget					£1.269m underspent (4.8% of overall budget). Lower costs due to restructure costs, DLO costs, procurement savings, provision for bad debt.
		2. Local Authority Major Aids and Adaptions Amount spent to date, target £315,000.					Outturn £162,200 does not include all DLO recharges and refurbishment works by the Property Services teams.
		3. Minor Aids and Adaptions Amount spent to date, target £120,000					Outturn £94,800 next year budget has been adjusted to £100,000.
MF2	Budgets – Income To maximise income opportunities and collection	1. Income Team Former tenant arrears as a % of rent due Target = 5%					Q1 – 0.45% Q2 – 0.50% Q3 – 0.55% Q4 - 0.31%
		2. Income Team Rent written off as a % of rent due Target = 0.70%					Q1 – 0.78% Q2 – 0.89% Q3 – 0.87% Q4 - 0.54%
		3. Income Team % of rent lost through dwellings being vacant Target = 2%					Q1 – 0.78% Q2 – 0.89% Q3 – 0.87% Q4 - 0.87%

		<p>4. Estate Management Team Rent arrears owed by current tenants as at end of quarter. Target = £360,000 <i>Corporate Indicator</i></p>					<p>Q1 £392,876.34 Q2 £366,766.18 at end week 26. Q3 £440,411.12 at end week 39 Q4 £412,303.38 Current tenant arrears reported at 03/04/15 = £385,679. Although, the reported figure at 03/04/15 is 7% off target, the actual year-end performance is nonetheless good when set against the gross income of £24.5m to be collected within the year and with the added pressures of Welfare Reform.</p>
		<p>5. Estate Management Team Rent collected as a % of rent due excluding arrears b/f Target = 98.3%</p>					<p>Q1 – 103.9% Q2 – 101.5% Q3 – 99.3% Q4 - 99.3%</p>
MF3	HRA Debt	<p>Housing Debt Total amount of housing debt across all categories, houses, shops, land, etc.</p>					Overall debt position lower than the last quarter reported in Jan 2015 and April 2014. (£8086.93 lower than last year and £46,694.85 less than last quarter).
Service Delivery		Excellent services – Customer driven – A dynamic organisation – Local focus					
SD1	<p>General – Customer Satisfaction To deliver customer-focussed services, achieving high levels of customer satisfaction</p>	<p>1a. Housing Services General needs tenants' satisfaction with landlord services overall Target = Top quartile performance status survey <i>Result from 2013 STAR Survey</i></p>					<p>Data will be the same until 2015 Actual – 86% Target – 88%</p>
		<p>1b. Housing Services Sheltered housing tenants' satisfaction with landlord services overall Target = Top quartile performance status survey <i>Result from 2013 STAR Survey</i></p>					<p>Data will be the same until 2015 Actual – 88% Target – 95%</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</i>					Data will be the same until 2015 Actual – 65% Target – 73%
		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</i>					Data will be the same until 2015 Actual – 71%
		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%					Q1 – 93% Q2 – 92.3% Q3 – 95% Q4 - 98%
		4. Lettings Team % of new tenants satisfied with the allocations and letting process Target = 86%					Q1 - 94% Q2 - 97% Q3 - 98.7% Q4 - 83% cumulative 93% Officers to investigate reason for downturn.
		5. Lettings Team % of new tenants satisfied with the lettable standard of property Target = 86%					Q1 - 94% Q2 - 97% Q3 - 97.3% Q4 - 93%
		6. Repairs & Maintenance % of tenants satisfied with the most recent repair Target = 98%					Q1 - 98% Q2 - 98% Q3 - 98% Q4 - 98%

		7. Supported Housing % of tenants satisfied with the Extra Care Housing service Target = 86%					Data not currently collected
		8. Satisfaction of Gas Servicing % of tenants satisfied with the Gas Service procedure Target = 90% <i>Annual Housemark Measure</i>					Q1 - 98.5% Q2 - 99% Q3 - 99.98% Q4 - 100%
		9. Local Authority Major Aids and Adaptions % satisfaction, target 95%.					Q1 not reported Q2 - 90% Q3 - 100% Q4 - 90%. One case brought the average down by 6%.
SD2	Decent Homes - To comply with Government Standards - To improve energy efficiency of housing stock	1. Asset Management Average SAP (energy efficiency) rating of housing stock Target = 70 <i>Annual Housemark Indicator</i>					67.08 The SAP Software is not available to undertake the SAP ratings and update the above score. Sustainable energy projects including installing External Wall Insulation to 40 Cornish units and PV's to 350 units are underway.
		2. Asset Management % of dwellings with a valid gas safety certificate Target = 100%					Q1 - 100% Q2 - 99.98% Q3 - 99.89% Q4 - 99.95% 2 properties not completed out of 4437 not serviced at the end of Q4, now serviced. One tenant in safe house the other due to gas meter being disked.
SD3	Housing Stock To manage the housing stock and maintenance service to meet the needs of the tenants	1. Lettings Team % of closed ASB cases that were resolved Target = 66%					Q1 - 88.24% Q2 - 96.67% Q3 - 95.08% Q4 - 97.62%

		2. Lettings Team Average re-let time (calendar days) Target = 21 days					Q1 – 21.54 Q2 – 19.76 Q3 – 26.25 Q4 – 24.63 Performance is above the target set and Officers are meeting to discuss options to improve performance to meet or better the target figure. SWAP audit starts w/c 8.6.15
		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%					Q1 – 0.7% Q2 – 0.6% Q3 – 0.7% Q4 - 0.55%
		4. Lettings Team % of dwellings that are vacant and available to let Target = 0.5%					Q1 – 0% Q2 – 0.01% Q3 – 0 Q4 – 0.01%
		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%					Q1 – 69.98% Q2 – 75.8% Q3 – 77.5% Q4 – 80%
		7. Housing Services % of tenants on whom the landlord holds diversity information Target = 90%					Q1 – 69.98% Q2 - 59.84% Q3 – 60.48% Q4 - 63.59% We have sent new surveys to tenants and continue to make efforts to collect this data. Q4 2012-3 we reported 53% Q4 2013/4 58%

							In Q2 we had to change reporting methodology to match Housemark which now only reports on main occupant.
		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%					Q1 – 95% Q2 – 94% Q3 – 93.83% Q4 - 90.57% The COSY replacement went live at the beginning of September, and there have been a number problems that have resulted in inconsistent results on various reports. We have agreed one reporting format for both client and contractor and will use this to scrutinise future performance.
		11. Repairs & Maintenance Completion of repairs within priority target times: Urgent (within 3 working days) Target =94%					Q1 – 91% Q2 – 91% Q3 – 90.97% Q4 - 82.95% The COSY replacement went live at the beginning of September, and there have been a number problems that have resulted in

							inconsistent results on various reports. We have agreed one reporting format for both client and contractor and will use this to scrutinise future performance.
		12. Repairs & Maintenance Completion of repairs within priority target times: Non Urgent (up to 28 days) Target =85%					Q1 – 81% Q2 – 83% Q3 – 83.71% Q4 - 91.37% The COSY replacement went live at the beginning of September, and there have been a number of problems that have resulted in inconsistent results on various reports. We have agreed one reporting format for both client and contractor and will use this to scrutinise future performance.
		13. Community Clean ups Number of events held, broken down by area 14. Tonnage removed From clean ups, broken down by event 15. Events supported Number of events/activities put on or supported by the team, broken down by area					<ul style="list-style-type: none"> • We continue the service of community clean up days. • Health & Well-being Family Event, Rockwell Green Primary School on 1st April • Dream Scheme Consultation at Priory Mounds on 19th February • Dream Scheme Litter Pick at Priory Mounds on 9th April • North Taunton Events – for North Taunton Partnership, Somerset Community Foundation/Academy, North Taunton One Team
		16. Local Authority Major Aids and Adaptions Number of applications completed, target 58.					40 applications completed to the end of March 2015 of which 14 applications were approved in Q4. In total 55 cases were allocated to officers during the financial year and

							<p>as at the end of the financial year there were 5 cases on the Waiting List to be allocated in April. The majority of the works have been for wet rooms and stair lifts. It was previously reported in Q3 that Q4 would be 50; 4 cases were cancelled due to tenants passing away or moving and 6 cases cancelled due to high financial contributions by the tenants or the works not being practicable. The process that the OT uses with tenants has improved which should prevent this happening in future.</p>
		<p>17. Local Authority Major Aids and Adaptions End to end completion time, target 22 weeks.</p>					<p>Q1 – 26 weeks Q2 – 27 weeks Q3 - 31 weeks. Q4 - Average including the exceptions that have taken over 22 weeks was 42 weeks. The average excluding exceptions was 16 weeks for the year. Exceptions occur when things are out of the control of the SWPSHP e.g. tenant is taken into hospital during the process.</p>
		<p>18. Minor Aids and Adaptions Number of applications completed. Target 350</p>					<p>Q1 – 71 applications Q2 – 142 applications Q3 - 211 applications Q4 -302 cases approved to the end of Quarter 4. There are 50 cases waiting for advice from the DLO to confirm that the jobs have been completed. With those added the year-end is predicted to be 352.</p>