




Summary for TSMB 20th May 2014

Health and Housing Quarter 4 / Outturn performance

Overview & Summary

| Section | No. of measures |  Green |  Amber |  Red | N/A | Trend (from last quarter) |
|--|-----------------|---|---|---|--------------------|---------------------------|
| 1) Managing Finances Housing | 9 | 67% (6) | 22% (2) | 0% (0) | 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 | 44% (8) | 0% (0) | 39% (7) | 17% (3) | ↓ |
| TOTALS | 40 | 53% (21) | 17% (7) | 20% (8) | 10% (4) | |

| Movement since Q4 | +0 Measures | +1% | -1% | 0% | 0% |
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8 RED ISSUES

Planned actions are off course.

- **1 Measures for Decent Homes are off course.** Average SAP (energy efficiency) rating is below target. Eco funding bid for external wall insulation to around 400 homes being considered along with pilot scheme for 40 Cornish Properties.
- **2 Lettings Measures**
 - 0.9% of dwellings were vacant but unavailable to let, the target is 0.5%. 13 of the 99 properties were void over Christmas and 11 of the 13 took around 28 days to complete due to Christmas close down.
 - Re-let times have increased to 27.18 days due to work not being able to be completed to 11 properties over Christmas.
- **Housing Services Diversity Information.** We hold 58% of diversity information this is an increase of 1% since last quarter.
- **2 Repairs and Maintenance measures** 94% of Emergency repairs were completed on time against a target of 98% also 87% of urgent repairs were completed on time against a target of 94%. We will meet with contractors to ascertain why performance is not making improvement. Changes to our ICT systems next year will assist us in identifying reductions in performance earlier.
- **Local Authority Major Aids and Adaptions, number of applications** 59 applications were completed against a target of 84 but applications have been referred to the Minor Works budget.
- **Local Authority Major Aids and Adaptions, end to end completion time.** The 34 week end to end completion figure is not on target (22 weeks). Removing exceptions the figure would have been 27 weeks.

7 AMBER ALERTS 😊

Some uncertainty in meeting planned actions

- **Local Authority Major Aids and Adaptions, spend against budget** – £282,092 committed spend at end of Q4 against a £339,100 budget, underspend predicted.
- **Local Authority Minor Aids and Adaptions, spend against budget** – £103,256 spend at end of Q4 against a £135,000 budget underspend predicted.
- **Housing Services – 4 Satisfaction measures.** The 2013 Star survey (conducted every two years) reported satisfaction figures for general needs tenants and sheltered housing tenants which were below target. Council national rankings show that we are in quartile 2 for housing measures and lower quartiles for supported housing. These measures will not change until 2015 when the Star Survey is conducted again.
- **Repairs and Maintenance.** 97% of tenants are satisfied with the repairs and maintenance service, our target is 98%

21 ON TRACK 😊

Planned actions are on course

- **Housing Services - Estate Management.** Our arrears figures are below our target (£360,000) actual at year end £351,209.80.
- **Housing Managing Finances** – 5 measures are better than target.
- **Decent Homes Gas Servicing.** 100% of dwellings have a valid gas safety certificate against 100% target.
- **Lettings Team Measures** – 5 measures are better than target.
- **Gas Servicing** satisfaction measure of 99% is better than target (905).
- **Supported Housing Satisfaction Measure** – is better than target (100% versus an 86% target).
- **Local Authority Major Aids and Adaptions** – 100% satisfaction.
- **Three Community Development** measures are on track.
- **Repairs and maintenance** – 90% of non urgent repairs are complete within priority time of 28 days. Target is 85%.
- **Local Authority Minor Aids and Adaptions** – 347 applications completed at the end of Q4, against a target of 350.

4 MEASURES UNDER DEVELOPMENT, NOT REPORTED OR WITHOUT ALERTS

- Housing Services, expenditure against budget. This information is not available until accounts have been closed our finance team are currently busy closing our accounts. It is anticipated that the final figures will be reported to TSMB in June 2014.
- Three Repairs and Maintenance Measures are under development.

Health & Housing Services Scorecard Q4 2013/14

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 | 0.4% | (0.5%) | (0.9%) | TBC | Q1: Forecast £99,580 overspend - 0.4% Q2: Forecast £129,166 underspend – (0.5%) Q3: Forecast £240,024 underspend - (0.9%) Q4: This will be available end of May/June 2014 |
| | | 2. Local Authority Major Aids and Adaptions Amount spent to date, target £339,100. | | | | | Budget £339,100; Estimated spend by the 31 st March 2014 was £286,668. This leaves £52,432 of which £21,000 is to be allocated to a through floor lift which may complete in this financial year plus £7,332 for contingencies. Remainder of budget to be set aside for stock modelling project subject to approval from James Barra. The actual in Q4 was £282,092. The throughfloor lift was not needed and there was no call for the contingency. The funding for the stock modelling has gone to ear marked reserves as the project has been suspended pending further work. |

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| | | 3. Minor Aids and Adaptions Amount spent to date, target £135,000 | | | | | Budget £135,000; Q3 £77,048 was spent, £3,678 commitment = £80,726 spend. The predicted spend by the end of Q4 was £103,142. The actual outturn was £103,256 |
| MF2 | Budgets – Income To maximise income opportunities and collection | 1. Income Team Former tenant arrears as a % of annual rent debit Target = 5% | 0.5% | 0.5% | 0.5% | 0.5% | |
| | | 2. Income Team Rent written off as a % of annual rent due Target = 0.70% <i>Annual Measure – to report Q4</i> | | | | 0.28% | |
| | | 3. Income Team % of rent lost through dwellings being vacant Target = 2% | 0.8% | 0.8% | 0.7% | 0.8% | |
| | | 4. Estate Management Team Rent arrears owed by current tenants as at end of quarter. Target = £360,000 <i>Corporate Indicator</i> | | | | | Q1: £416,216.93 arrears Q2: £411,360.11 arrears Q3: £437,105.92 arrears Q4: £351,209.80 arrears |
| | | 5. Estate Management Team Rent collected as a % of rent owed excluding arrears b/f Target = 98.3% | 102% | 100% | 99.2% | 98% | |
| MF3 | HRA Debt | Housing Debt Total amount of housing debt across all categories, houses, shops, land, etc. | | | | | Q1 debt: £894,727 Q2 debt: £820,853.64 Q3 debt: £900,557.12 Q4 debt: £733,730.46 Lower than same period in previous year. |

| Service Delivery | | Excellent services – Customer driven – A dynamic organisation – Local focus | | | | | |
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| SD1 | General – Customer Satisfaction To deliver customer-focused services, achieving high levels of customer satisfaction | 1a. Housing Services General needs tenants' satisfaction with landlord services overall Target = Top quartile performance status survey <i>Annual Measure</i> <i>Result from 2013 STAR Survey</i> | 86% | | | | Data will be the same until 2015 Target = 88% |
| | | 1b. Housing Services Sheltered housing tenants' satisfaction with landlord services overall Target = Top quartile performance status survey <i>Result from 2013 STAR Survey</i> | 88% | | | | Data will be the same until 2015 Target = 95% |
| | | 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> | 65% | | | | Data will be the same until 2015 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> | 71% | | | | Data will be the same until 2015 |
| | | 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% | 94% | 85% | 95% | 91% | |

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| | | 4. Lettings Team % of new tenants satisfied with the allocations and letting process Target = 86% | 90% | 92% | 97% | 93% | |
| | | 5. Lettings Team % of new tenants satisfied with the lettable standard of property Target = 86% | 90% | 92% | 97% | 92.9% | |
| | | 6. Repairs & Maintenance % of tenants satisfied with the most recent repair Target = 98% | 97% | 97% | 97% | 97% | Please see below for a breakdown of the reasons for dissatisfaction: Not completed on time – 41% Job not completed to satisfaction – 21% Contractor was not polite – 5% Contractor was not tidy – 6% Repairs staff were not helpful – 7% Not able to contact repairs without problems – 18% Repairs staff were not polite – 2% We have found that where tenants are saying the repair has not been completed on time they actually have been, so the decision has been made to remove this question from the survey for next year, as the number of repairs completed on time are reported as a separate indicator. |
| | | 7. Supported Housing % of tenants satisfied with the Extra Care Housing service Target = 86% | 100% | | | | Annual measure reported in September each year. |
| | | 8. Satisfaction of Gas Servicing % of tenants satisfied with the Gas Service procedure Target = 90% <i>Annual Housemark Measure</i> | 98% | 98% | 98% | 99% | |

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| | | 9. Local Authority Major Aids and Adaptions % satisfaction, target 95%. | 100% | 100% | 100% | 100% | Reported quarterly. |
| 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> | 66.08 | 66.08 | 66.08 | 66.08 | We are considering an eco funding bid for external wall insulation to around 400 homes, embarking on a pilot scheme of 40 Cornish properties. Focus has been on the DLO COSY replacement so no further progress on the SAP software upgrade Q2: 3 properties were without a valid gas certificate Q3: 3 properties were without a valid certificate, all properties are now serviced (reason for delays, one tenant passed away, one in hospital, changes in access date). |
| | | 2. Asset Management % of dwellings with a valid gas safety certificate Target = 100% | 100% | 99.9% | 99.9% | 100% | |
| 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% | 100% | 100% | 96.4% | 97% | Performance during this quarter is higher than target, this is due to 13 of the 99 properties being void over the Christmas period, and of that 13, 11 took at least 28 days to complete void works, no work was conducted on these properties for 10 days during the Christmas period due to council close down. Yearly average when all 4 quarters taken into account is 19.34 days. |
| | | 2. Lettings Team Average re-let time (calendar days) Target = 21 days | 17 days | 12.33 days | 20.85 days | 27.18 days | |

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| | | 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% | 0.5% | 0.7% | 0.9% | 0.9% | Performance during this quarter is higher than target, this is due to 13 of the 99 properties being void over the Christmas period, and of that 13, 11 took at least 28 days to complete void works, no work was conducted on these properties for 10 days during the Christmas period due to council close down. |
| | | 4. Lettings Team % of dwellings that are vacant and available to let Target = 0.5% | 0.03% | 0% | 0.02% | 0% | |
| | | 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% | 78% | 79% | 78% | |
| | | 7. Housing Services % of tenants on whom the landlord holds diversity information Target = 90% | 55% | 56% | 57% | 58% | We continue to incrementally collect this data. |
| | | 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 |

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| | | 10. Repairs & Maintenance Completion of repairs within priority target times: Emergency (within 24 hours) Target =98% | 95% | 94% | 93% | 94% | We have analysed the completion times and the below target performance cannot be attributed to one particular contractor. With regards to improving our performance we are planning to meet with our contractors to ascertain why the performance is not making significant improvement. Changes to our systems in the next financial year will assist us in identifying reductions in performance earlier in order for us to challenge contractors. |
| | | 11. Repairs & Maintenance Completion of repairs within priority target times: Urgent (within 3 working days) Target =94% | 86% | 86% | 86% | 87% | As above |
| | | 12. Repairs & Maintenance Completion of repairs within priority target times: Non Urgent (up to 28 days) Target =85% | 92% | 92% | 92% | 90% | |
| | | 13. Community Clean ups Number of events held, broken down by area | | | | | Community Clean Up days are not held in winter/spring, nothing to report Q4. |
| | | 14. Tonnage removed From clean ups, broken down by event | | | | | Community Clean Up days are not held in winter/spring, nothing to report Q4. |
| | | 15. Events supported Number of events/activities put on or supported by the team, broken down by area | | | | | Halcon: <ul style="list-style-type: none"> ➤ Happy Halcon Halloween ➤ Fire display and Sparklers Evening ➤ Christmas lights switch on |

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| | | | | | | | <ul style="list-style-type: none"> ➤ Neroche Woodlanders Christmas Decoration making ➤ Parkour equipment at Viridor Green ➤ Happy Halcon Children's Christmas party ➤ Supported Sports ➤ Brunch Club <p>Other:</p> <ul style="list-style-type: none"> ➤ Wyndhams community garden ➤ Priorswood Christmas market <p>Borough Wide:</p> <ul style="list-style-type: none"> ➤ Advice/publicity on "trick or treating" at Halloween ➤ Domestic Abuse Awareness Week ➤ Anti dog fouling – publicity/dog bins |
| | | <p>16. Local Authority Major Aids and Adaptions Number of applications completed, target 84.</p> | 18 | 24 | 43 | 59 | <p>By Q4 59 A number of potential applications have been referred to the Minor Works budget through the reablement programme. The target will need adjusting for 2014/15 to match the fall in demand.</p> |
| | | <p>17. Local Authority Major Aids and Adaptions End to end completion time, target 22 weeks.</p> | 32 weeks | 34 weeks | 34 weeks | 34 weeks | <p>Q3; 34 weeks. Q4 was estimated to be 31 weeks. The actual was 34 weeks. Removing the exceptions, the end to end completion times would be 27 weeks.</p> |

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| | | <p>18. Minor Aids and Adaptions Number of applications completed. Target 350</p> | 113 | 179 | 249 | 347 | <p>This year has seen a significant rise in the number of Minor Works applications. Working in conjunction with the Occupational Therapist we have looked at alternatives to the major disabled adaptations. Minor Works reduces disruption to the tenant, reduces the cost to the HRA and reduces any significant changes to the stock. Q4 was estimated to be 365. The actual was 347.</p> |
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