




# Summary for TSMB 16<sup>th</sup> February 2015

## Housing and Communities Quarter 3 / Outturn performance

### Overview & Summary

Section	No. of measures	 Green	 Amber	 Red	N/A	Trend (reported from Q2)
1) Managing Finances Housing	9	56% (5)	44% (4)	0% (0)	0% (0)	↔
2) Service Delivery – Satisfaction	11	55% (6)	36% (4)	0% (0)	9% (1)	↑
3) Service Delivery – Decent Homes	2	0% (0)	0% (0)	100% (2)	0% (0)	↓
4) Service Delivery – Manage Housing Stock	18	33% (6)	11% (2)	33% (6)	23% (4)	↓
<b>TOTALS</b>	<b>40</b>	<b>42.5% (17)</b>	<b>25% (10)</b>	<b>20% (8)</b>	<b>12.5% (5)</b>	

<b>Movement To be reported from Q2</b>	<b>0 Measures</b>	<b>0</b>	<b>-3</b>	<b>+2</b>	<b>+1</b>
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### 8 RED ISSUES

Planned actions are off course.

- **2 Measures for Decent Homes are off course.** Average SAP (energy efficiency) rating is below target. **Dwellings with a valid gas safety certificate** – 99.89% - 5 properties were not serviced (tenant passed away, two were in hospital, two will be serviced in Jan 2015).
- **Housing Services Diversity Information.** We hold 77.5% of diversity information. The Diversity Information survey has been redesigned and we are developing processes to collect incomplete data so this figure should continue to improve.
- **3 Repairs and Maintenance measures are off course.** 93.83% of emergency repairs were completed on time against a target of 98%. 90.97% of urgent repairs were completed on time against a target of 94%. 83.71% of non-urgent repairs were completed on time against a target of 85%. The COSY replacement went live at the beginning of September, and there have been a number of problems including ticket closure. Once these are resolved it should enable us and the DLO to report completions more accurately and establish where there are issues or not.
- **Local Authority Major Aids and Adaptions** – 35 applications have been completed and 50 are predicted against a target of 84. The target will need to be reviewed as 84 may be unrealistic given the complex needs of many clients.
- **Average Re-let Times** - 26.25 days against a target of 21 days. Data for Q3 incomplete, a number of properties that should have been

recorded as major works have been recorded as minor works, therefore performance figure is showing higher average than it should.

## 10 AMBER ALERTS 😞

Some uncertainty in meeting planned actions

- **Aids and Adaptations (2 measures)** – expenditure on both major and minor Aids and Adaptations are unlikely to reach budget, these are both demand led.
- **Estate Management Team** – rent arrears at the end of week 39 are £440k against a target of £360k, due to the Christmas period. Last year similar levels of debt were reported in Q3 and arrears were back on target by Q4.
- **Housing Debt** – the debt level for December has increased slightly since September due to Housing debt.
- **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.
- **Lettings Team** – the % of dwellings vacant but unavailable are slightly over target. The historic trend of our performance in this area is on or below target. We don't feel this is anything to be concerned about as performance just fall back in line with our targets in the coming months.
- **Local Authority Major Aids and Adaption.** Performance for end to end completion time is 27 weeks, 5 cases were completed within the 22 week target, 7 were delayed due to clients.

## 17 ON TRACK 😊

Planned actions are on course

- **Managing Finances** – 5 measures are on target.
- **Satisfaction** – 6 measures are on target.
- **Housing Stock** – 6 measures are on target.

## 5 MEASURES UNDER DEVELOPMENT, NOT REPORTED OR WITHOUT ALERTS

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

# Health & Housing Services Scorecard Q3 2014/15

## Housing HRA

Ref	OBJECTIVES	MEASURES	ALERT				ISSUES (current and future) and IMPACTS
			Q1	Q2	Q3	Q4	
<b>MANAGING FINANCES</b>							
MF1	<b>Budgets – Expenditure</b>  - To achieve a balanced budget by the financial year end in HRA  - Compliance with TSA financial viability standards	<b>1. Housing Revenue Account</b> Overall expenditure against budget					Q1: Forecast £372,550 underspend – (1.4%) Q2: Forecast £207,860 underspend – (0.8%) Q3: Forecast £91,580 underspend – (0.3%)
		<b>2. Local Authority Major Aids and Adaptions</b> Amount spent to date, target £315,000.					The predicted spend is £261,070 by year end. This takes into account current commitment and spend. This is only for work which is as a result of direct grant award. There is additional disabled adaptation work being undertaken as part of the Decent Homes programme and the known spend for this work is not yet known until the recharges have been made. It can be assumed given the volume that a further £30,000 will be spent of the budget making a total of £291,070.
		<b>3. Minor Aids and Adaptions</b> Amount spent to date, target £120,000					The current spend is £61,423. This is an estimate as awaiting the recharges to the budget from the DLO. The predicted end of year total is £95,000 based upon current demand. It is recommended that the budget is reviewed given the

							second consecutive year of underspend to bring in line with predicted demand.
MF2	<b>Budgets – Income</b>  To maximise income opportunities and collection	<b>1. Income Team</b> Former tenant arrears as a % of rent due Target = 5%					Q1 – 0.45% Q2 – 0.50% Q3 – 0.55%
		<b>2. Income Team</b> Rent written off as a % of rent due Target = 0.70%					Q1 – 0.10% Q2 – 0.16% Q3 – 0.18%
		<b>3. Income Team</b> % of rent lost through dwellings being vacant Target = 2%					Q1 – 0.78% Q2 – 0.89% Q3 – 0.87%
		<b>4. Estate Management Team</b> Rent arrears owed by current tenants as at end of quarter. Target = £360,000 <i>Corporate Indicator</i>					Q1 £392,876.34 Q2 £366,766.18 at end week 26. Q3 £440,411.12 at end week 39 Whilst this figure is above target, the Christmas period always sees increased arrears figures and we will continue to take effective steps to manage the rent accounts within the service. This is a similar figure to last year at Q3 and rent arrears were back on target by year end and we feel confident of the same outcome this year.
		<b>5. Estate Management Team</b> Rent collected as a % of rent due excluding arrears b/f Target = 98.3%					Q1 – 103.9% Q2 – 101.5% Q3 – 99.3%
MF3	<b>HRA Debt</b>	<b>Housing Debt</b> Total amount of housing debt across all categories, houses, shops, land, etc.					Comparisons with previous year not possible due to changes in how debt is reported. Housing and

						Community debt for Dec £813,744 Debt increased slightly in Housing due to Christmas but reducing or static in other areas.
<b>Service Delivery</b>						
<b>Excellent services – Customer driven – A dynamic organisation – Local focus</b>						
<b>SD1</b>	<b>General – Customer Satisfaction</b> To deliver customer-focussed services, achieving high levels of customer satisfaction	<b>1a. Housing Services</b> General needs tenants' satisfaction with landlord services overall Target = Top quartile performance status survey <i>Result from 2013 STAR Survey</i>				Data will be the same until 2015 Actual – 86% Target – 88%
		<b>1b. Housing Services</b> Sheltered housing tenants' satisfaction with landlord services overall Target = Top quartile performance status survey <i>Result from 2013 STAR Survey</i>				Data will be the same until 2015 Actual – 88% Target – 95%
		<b>2a. Housing Services</b> % 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%
		<b>2b. Housing Services</b> % 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%
		<b>3. Lettings Team</b> % of tenants who have reported anti-social behaviour in the past 12 months, rating				Q1 – 93% Q2 – 92.3% Q3 – 95%

		the help and advice given as excellent or good Target = 66%					
		<b>4. Lettings Team</b> % of new tenants satisfied with the allocations and letting process Target = 86%					Q1 - 94% Q2 - 97% Q3 - 98.7%
		<b>5. Lettings Team</b> % of new tenants satisfied with the lettable standard of property Target = 86%					Q1 - 94% Q2 - 97% Q3 - 97.3%
		<b>6. Repairs &amp; Maintenance</b> % of tenants satisfied with the most recent repair Target = 98%					Q1 - 98% Q2 - 98% Q3 - 98%
		<b>7. Supported Housing</b> % of tenants satisfied with the Extra Care Housing service Target = 86%					Data is currently not collected.
		<b>8. Satisfaction of Gas Servicing</b> % of tenants satisfied with the Gas Service procedure Target = 90% <i>Annual Housemark Measure</i>					Q1 - 98.5% Q2 - 99% Q3 - 99.98%
		<b>9. Local Authority Major Aids and Adoptions</b> % satisfaction, target 95%.					100% from 3 returned surveys. Comments include "Useful adaptation, made my life so much easier." Staff were extremely helpful and the process made very clear."
<b>SD2</b>	<b>Decent Homes</b> - To comply with Government Standards  - To improve energy	<b>1. Asset Management</b> Average SAP (energy efficiency) rating of housing stock Target = 70 <i>Annual Housemark Indicator</i>					We are considering an eco funding bid for external wall insulation to around 400 homes, embarking on a pilot scheme of 46 Cornish properties. Focus has been on the DLO COSY replacement so no further progress on

	efficiency of housing stock						the SAP software upgrade at present.
SD3	<b>Housing Stock</b> To manage the housing stock and maintenance service to meet the needs of the tenants	<b>2. Asset Management</b> % of dwellings with a valid gas safety certificate Target = 100%					Q1 – 100% Q2 – 99.98% Q3 – 99.89% 5 properties out of 4435 were not serviced (one tenant has passed away, two were in hospital, two will be serviced in Jan 2015).
		<b>1. Lettings Team</b> % of closed ASB cases that were resolved Target = 66%					Q1 – 88.24% Q2 – 96.67% Q3 – 95.08%
		<b>2. Lettings Team</b> Average re-let time (calendar days) Target = 21 days					Q1 – 21.54 Q2 – 19.76 Q3 – 26.25 Some data was incomplete for relets, unfortunately it has not been updated therefore our performance for average relets is showing as poorer than it should.
		<b>3. Lettings Team</b> % 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% 70% of voids during Q3 were major works, in addition to this the Christmas closing period meant no works could take place at the end of the quarter.
		<b>4. Lettings Team</b> % of dwellings that are vacant and available to let Target = 0.5%					Q1 – 0% Q2 – 0.01% Q3 – 0
<b>5. Repairs &amp; Maintenance</b> % of properties re-let that meet lettable standard (20% sample) Target = 100%					Under development		

		<b>6. Lettings Team</b> % of properties accepted on first offer Target = 75%				Q1 – 69.98% Q2 – 75.8% Q3 – 77.5%
		<b>7. Housing Services</b> % of tenants on whom the landlord holds diversity information Target = 90%				Q1 – 69.98% Q2 - 59.84% Q3 – 60.48% We continue to incrementally collect this data.
		<b>8. Repairs &amp; Maintenance</b> 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
		<b>9. Repairs &amp; Maintenance</b> % of repairs completed on first visit Target = TBC				Under development
		<b>10. Repairs &amp; Maintenance</b> Completion of repairs within priority target times: Emergency (within 24 hours) Target =98%				Q1 – 95% Q2 – 94% Q3 – 93.83% The COSY replacement went live at the beginning of September, and there have been a number of problems including ticket closure. Once these are resolved it should enable us and the DLO to report completions more accurately and establish whether there are issues or not.
		<b>11. Repairs &amp; Maintenance</b> Completion of repairs within priority target times: Urgent (within 3 working days)				Q1 – 91% Q2 – 91% Q3 – 90.97% The COSY replacement went live at



		Target =94%				the beginning of September, and there have been a number of problems including ticket closure. Once these are resolved it should enable us and the DLO to report completions more accurately and establish whether there are issues or not.
		<b>12. Repairs &amp; Maintenance</b> Completion of repairs within priority target times: Non Urgent (up to 28 days) Target =85%				Q1 – 81% Q2 – 83% Q3 – 83.71% The COSY replacement went live at the beginning of September, and there have been a number of problems including ticket closure. Once these are resolved it should enable us and the DLO to report completions more accurately and establish whether there are issues or not.
		<b>13. Community Clean ups</b> Number of events held, broken down by area				1 – Eastwick Road, Taunton
		<b>14. Tonnage removed</b> From clean ups, broken down by event				Not available
		<b>15. Events supported</b> Number of events/activities put on or supported by the team, broken down by area				National Citizen Scheme presentation and community event at Somerset College. 4 Youth Drop-in evenings at Priorswood Community Centre. 3 Pride in Priorswood events at Priorswood Community Centre.
		<b>16. Local Authority Major Aids and Adaptions</b> Number of applications				Completed 15. There are 54 open cases of which a further 35 are expected to be certified by the end

		<p>completed, target 84.</p>				<p>of March 2015. Making the total 50 In Q2 it was reported as 60. However 10 cases have run into complications due to client needs and building requirements. The target needs reviewing by year end as 84 is unrealistic given both the complex needs of many of the clients, the volume of Recommendations received by the Council and the budget.</p>
		<p><b>17. Local Authority Major Aids and Adoptions</b> End to end completion time, target 22 weeks.</p>				<p>Q1 – 26 weeks Q2 – 27 weeks Q3 - average time was 31 weeks. Without the 4 exceptions (exceptions being cases delayed by clients due to hospital readmission and other agency involvement such as Occupational Therapists) the Council would have achieved 22 weeks.</p>
		<p><b>18. Minor Aids and Adoptions</b> Number of applications completed. Target 350</p>				<p>Q1 – 71 applications Q2 – 142 applications Q3 - 211 certified to the end of Quarter 3. There are 110 cases waiting for advice from the DLO to confirm that the jobs have been completed. If these were added in the total by year end would be 321. It is estimated given current demand that the target of 350 will be met.</p>