








Health & Housing Services Scorecard Q2 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: £129,166 underspend against £24,955,700 (0.52% underspend)	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%		0.53%		25	5		119	20
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%		0.79%		27	7		124	40



<p>5. Estate Management Team Rent arrears owed by current tenants as at end of quarter. Target = £360,000 <i>Corporate Indicator</i></p>		<p>£411,360.11 this figure is high due to the timing of direct debt payments due on 3rd of the month. On 4 October 2013 the figure was £338,875.40. the following Monday 8 October 2013 figure was £353,434.52 therefore we feel it is appropriate to mark the indicator amber.</p>	N/A	N/A	N/A	N/A	N/A	N/A
<p>6. Estate Management Team Rent collected as a % of rent owed excluding arrears b/f Target = 98.3%</p>		100.33%	1	26	4	1	115	19
<p>7. Local Authority Major Aids and Adaptions Amount spent to date, target £300,000.</p>		<p>£97,564 commitment of spend to date plus £62,255 commitment (£44,141 actual spend mth 6).</p>	N/A	N/A	N/A	N/A	N/A	N/A
<p>8. Minor Aids and Adaptions Amount spent to date, target £200,000</p>		<p>£93,693 commitment of spend to date (£48,519 actual spend mth 6, £63,399 actual spend mth 7).</p>	N/A	N/A	N/A	N/A	N/A	N/A
<p>9. Housing Debt Total amount of housing debt across all categories, houses, shops, land, etc.</p>		<p>£820,853.64 Theme scorecard shows debts levels are lower than the same report last year. There is still work to do on aged debts. Work to reduce Rechargeable Repair Debt has begun and Rent Arrears are shown as a separate indicator above.</p>	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
1a. Housing Services General needs tenants' satisfaction with landlord services overall Target = Top quartile performance status survey <i>Result from 2013 STAR Survey</i>		Actual = 86% Target = 88%	2	23	10	3	190	97
1b. Housing Services Sheltered housing tenants' satisfaction with landlord services overall Target = Top quartile performance status survey <i>Result from 2013 STAR Survey</i>		Actual = 88% Target = 95%	4	17	14	4	131	106
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>		Actual = 65% Target = 73%	2	22	11	3	185	132
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>		Actual = 71% Target = 82%	3	15	10	4	124	97




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%		85%	N/A	N/A	N/A	N/A	N/A	N/A
4. Lettings Team % of new tenants satisfied with the allocations and letting process Target = 86%		92%	2	9	5	3	47	33
5. Lettings Team % of new tenants satisfied with the lettable standard of property Target = 86%		92%	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%		96.97% Work ongoing to improve satisfaction.	2	26	11	2	133	51
7. Supported Housing % of tenants satisfied with the Extra Care Housing service Target = 86%		100%	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 Measure</i>		98.4%	N/A	N/A	N/A	N/A	N/A	N/A
9. Local Authority Major Aids and Adaptions % satisfaction, target 95%.		100% of respondents were very satisfied (both with the help received in getting the adaptation and with the quality of the completed work)	N/A	N/A	N/A	N/A	N/A	N/A

3. SERVICE DELIVERY – DECENT HOMES


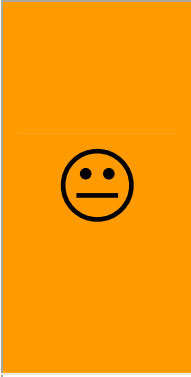

MEASURE	MEASURE ALERT	ACTUAL	COMPARISON WITH ALL COUNCILS NATIONALLY			COMPARISON WITH ALL HOUSING PROVIDERS NATIONALLY		
			QUARTILE	NO. IN SAMPLE	TDBC RANK	QUARTILE	NO. IN SAMPLE	TDBC RANK
1. Asset Management Average SAP (energy efficiency) rating of housing stock Target = 70 <i>Annual Housemark Indicator</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%		99.93% Three properties did not have a valid gas certificate at the end of the quarter. One property was serviced within one day of the quarter end, the other within 3 days and the final one within 10 days	2	27	13	3	164	97

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	24	1	1	135	1
2. Lettings Team Average re-let time (calendar days) Target = 21 days		12.33 days	1	22	1	1	127	5
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%		0.74% During this period there were a high percentage of major works void properties.	3	20	14	3	112	76
4. Lettings Team % of dwellings that are vacant and available to let Target = 0.5%		0%	1	20	1	1	115	1
5. Repairs & Maintenance % of properties re-let that meet lettable standard (20% sample) Target = 100%		Under development	N/A	N/A	N/A	N/A	N/A	N/A
6. Lettings Team % of properties accepted on first offer Target = 75%		78.18%	1	15	1	1	78	16

7. Housing Services % of tenants on whom the landlord holds diversity information Target = 90%		56.2%. We are constantly incrementally collecting this data. Our percentage last quarter was 54.87%	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	N/A	N/A	N/A	N/A	N/A	N/A
9. Repairs & Maintenance % of repairs completed on first visit Target = TBC		Under development	N/A	N/A	N/A	N/A	N/A	N/A
10. Repairs & Maintenance Completion of repairs within priority target times: Emergency (within 24 hours) Target =98%		93.92% Decision now made to utilise weekly completions reports to investigate reason for jobs completed out of priority, the end result being to increase performance.	3	30	24	4	160	141
11. Repairs & Maintenance Completion of repairs within priority target times: Urgent (within 3 working days) Target =94%		86.45% Decision now made to utilise weekly completions reports to investigate reason for jobs completed out of priority, the end result being to increase performance.	4	27	25	4	139	134




12. Repairs & Maintenance Completion of repairs within priority target times: Non Urgent (up to 28 days) Target =85%		92.19%	3	28	20	4	152	127
13. Community Clean ups Number of events held, broken down by area		Darby Way, Bishops Lydeard Darwin Close, Taunton Howard Road, Wellington Leycroft Road, Taunton Lyngford Square, Taunton Courtfields, Milverton	N/A	N/A	N/A	N/A	N/A	N/A
14. Tonnage removed From clean ups, broken down by event		Darby Way, Bishops Lydeard – 1.88 Darwin Close, Taunton – 2.56 Howard Road, Wellington – 2.16 Leycroft Road, Taunton – 2.9 Lyngford Square, Taunton - 4 Courtfields, Milverton – 1.76	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		Happy Halcon x 6 Halcon Brunch Club x 10 Young Wood/John Muir Award Halcon Charity Community Event Pride in Priorswood x 5 Domestic Abuse Awareness Raising events – Somerset College and Richard Huish National Citizen Service – Lodge Close Wellington, Hamilton Park and French Weir Wellington Skate Park	N/A	N/A	N/A	N/A	N/A	N/A

		Wyndhams - Community Garden						
16. Local Authority Major Aids and Adoptions Number of applications completed, target 84.		24 (Below target but ahead of last years performance. Target requires revision as budget would not be sufficient for numbers and a number of tenants go down Minor Aids and Adaptations where appropriate to speed up adaptation)	N/A	N/A	N/A	N/A	N/A	N/A
17. Local Authority Major Aids and Adoptions End to end completion time, target 22 weeks.		34 weeks (Two exemptions, one grant was put on hold for four months by the applicant as they were considering moving and another grant was awaiting a revised spec from the Occupational Therapist which took three months as the applicants needs were complex.)	N/A	N/A	N/A	N/A	N/A	N/A
18. Minor Aids and Adoptions Number of applications completed. Target 350		179 end of Q2, therefore 358 by end of year.	N/A	N/A	N/A	N/A	N/A	N/A

Summary for TSMB 18th November 2013

Health and Housing Quarter 2 / Outturn performance

Overview & summary

Section	No. of measures	 Green	 Amber	 Red	N/A	Trend (from last quarter)
1) Managing Finances Housing	9	56% (5)	33% (3)	0% (0)	11% (1)	↑
2) Service Delivery – Satisfaction	11	55% (6)	45% (5)	0% (0)		↔
3) Service Delivery – Decent Homes	2	0% (0)	0% (0)	100% (2)		↓
4) Service Delivery – Manage Housing Stock	18	50% (9)	5% (1)	28% (5)	17% (3)	↓
TOTALS	40	50% (20)	22.5% (9)	17.5% (7)	10% (4)	

Movement since Q4	+0 Measures	-2.5%	+5%	-2.5%	-0%

7 RED ISSUES

Planned actions are off course.

- **2 Measures for Decent Homes are off course.** Average SAP (energy efficiency) rating is below target. Sustainable energy fund established in the business plan. Post established to lead on retrofit project and has started to look at SAP ratings data. Also Gas Safety Certificates 99.93% of dwellings have a valid gas safety certificate against 100% target, this represents 3 properties which did not have certificates at the end of the quarter (now recertified).
- **Lettings Measure** – 0.74% of dwellings were vacant but unavailable to let, the target is 0.5%. During this time there were a high percentage of major works on void properties.
- **Housing Services Diversity Information.** We hold 56.2% of diversity information this is an increase since last quarter (whilst we also increased our target this year from 58% to 90%).
- **2 Repairs and Maintenance measures** 93.92% of Emergency repairs were completed on time against a target of 98% also 86.45% of urgent repairs were completed on time against a target of 94%. As a result a decision has now been made to utilise weekly completions reports to investigate reason for jobs completed out of priority, the end result being to increase performance.
- **Local Authority Major Aids and Adaptions, number of applications** 24 applications were completed against a target of 84. This performance is ahead of that last year but believe that the target may require revision as budget may not be sufficient for target number.

9 AMBER ALERTS 😞

Some uncertainty in meeting planned actions

- **Housing Services - Estate Management.** Our arrears figures are higher than target (£360,000) at the end of the quarter £411,360.11 but the position improved and on the 4th October the figure was £338,375.40 (after direct debit payments 3rd October).
- **Local Authority Major Aids and Adaptions, spend against budget** – £159,819 committed spend at end of Q2 against a £339,100 budget (actual spend £44,141 mth 6).
- **Local Authority Minor Aids and Adaptions, spend against budget** – £93,693 committed at end of Q2 against a £135,000 budget (£48,519 spend mth 6)
- **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.** 96.97% of tenants are satisfied with the repairs and maintenance service, our target is 98%
- **Local Authority Major Aids and Adaptions, end to end completion time.** The 34 week figure that was reported is due to 2 cases; target 22 weeks.

20 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 (100% versus an 86% target).
- **Local Authority Major Aids and Adaptions** – 100% satisfaction.
- **Three Community Development** measures are on track.
- **Repairs and maintenance** – 92.19% of non urgent repairs are complete within priority time of 28 days, this is a slight increase on Q1 which was 91.87%. Target is 85%.
- **Local Authority Minor Aids and Adaptions** – 179 end of Q2, therefore 358 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).