

Somerset West and Taunton Council

Tenants Strategic Group – 19 July 2021

2020/21 Housing Scorecard as at March 2021

This matter is the responsibility of Councillor Smith, Portfolio Holder for Housing

Report Author: Shari Hallett (Housing Performance Manager)

1 Executive Summary

1.1 This report provides an update on the housing scorecard as at March 2021.

2 Recommendations

2.1 To note content of the housing scorecard.

3 Housing Scorecard

3.1 The Housing Scorecard is a tool to measure our performance in key areas. The scorecard was presented to Tenants' Strategic Group in March 2021 covering the position up until January, this is the formal outturn report.

3.2 Over the last 12 months Covid has had a significant impact on some areas of our performance, but we can now see a pathway to returning to full and normal service delivery however demands on the service remain high.

3.3 This report covers a total of 17 measures. Customer 5, Rent Recovery 2, Supported Housing 1, Lettings and Voids 1, Housing Repairs 2, Tenancy Management 3, Compliance 2, Development 1.

3.4 Customer

Indicator	Target 2020-21	Target 2021-22	Unit	Jan-21	Feb-21	Mar-21
Customer						
% of complaints responded to in 10 working days	100%	100%	%	89%	91%	95%

Improvement in complaints response times have been significant now that clearer routing and monitoring of complaints is in place. The April percentage has reduced to 81% due to significant service pressures, staff sickness and leave it has not been possible to investigate and close all complaints within the 10 working day deadline. Extensions that are agreed are not reflected in the figures.

Indicator	Target 2021-22	Amber Threshold	Unit	Jan-21	Feb-21	Mar-21
Customer						
% of new tenants satisfied with the lettable standard of the property	85%	82%	%	82%	92%	100%

In March 2021 we “let” 21 properties, we have had 17 responses to our satisfaction questions. Of the 17 responses, 17 were satisfied with the standard of the property including a comment to say “I love my home and am very happy here”.

Indicator	Target 2021-22	Amber Threshold	Unit	Jan-21	Feb-21	Mar-21
Customer						
% of tenants satisfied with most recent repair	85%		%	100%	83%	94%

We continue to use an electronic questionnaire sent to repair customers as soon as the repair completes. Results returned 94% satisfaction. During April and May this increases further to 95% response sizes are growing and it is encouraging to note that those who choose to respond are responding positively.

Indicator	Target 2020-21	Target 2021-22	Unit	Jan-21	Feb-21	Mar-21
Customer						
Number of compliments received	6 per month	6 per month	Number	6	13	33

We have been receiving a steady number of compliments recorded formally since July 2020.

Indicator	Target 2020-21	Target 2021-22	Unit	Jan-21	Feb-21	Mar-21
Customer						
Overall tenant satisfaction (STAR results)	82%		%	83%	83%	83%

Our STAR survey during November/December 2020 recorded 83% tenancy satisfaction overall. This is an improvement on our satisfaction rating recorded in 2018 which was 81% and exceeds the target of 82%. Two years ago our target was to improve satisfaction and we have achieved that in our latest survey.

3.5 Rent Recovery

Indicator	Target 2020-21	Target 2021-22	Unit	Jan-21	Feb-21	Mar-21
Operations						
Rent recovery						
Income collected as a % of rent owed excluding arrears brought forward	98.3		%	99%	99%	99%
Total number of evictions	No target		Number	0	1	0

Our recent Rent Recovery performance is exceeding target, at the end of the financial year (end of collection period) our rent arrears were £589k. This is a reduction of £203k since September 2019 when we introduced our “Lean” approach (starting with £792k of arrears).

There have been a total of 2 evictions executed since April 2020. One in November 2020 and one in February 2021.

3.6 Supported Housing

Indicator	Target 2021-22	Amber Threshold	Unit	Jan-21	Feb-21	Mar-21
Supported Housing						
Sheltered housing - % of tenants receiving annual reviews of support plans	100%	99%	%	90.70%	93.80%	99.00%

Our performance has risen to almost 100% reporting 99% in March. Data in April and May 2021 is 99%. In April we set a new amber threshold of 99%. The team had a peak of cases to complete reviews over a limited period, but this peak has been smoothed. We are confident that vulnerable tenants are receiving regular contact.

3.7 Lettings and Voids

Indicator	Target 2020-21	Target 2021-22	Unit	Jan-21	Feb-21	Mar-21
Lettings and Voids						
Average re-let time in calendar days (key to key)	23	44	cal days	58.5	57.2	54.1

Our review of our void processes has started to show improvements in our average re-let time performance. Covid 19 has forced changes to the overall voids process (for example social distancing means fewer trades in a property at any one time when undertaking repairs to meet the lettable standard). April and May are reporting 54 and 49.8 days, performance is improving.

3.8 Housing Repairs

Data for this indicator is taken from Open Contractor software system (which is used to hold repair jobs against the core property database). As reported in March, this data is unfortunately temporarily not currently available for reporting purposes. A detailed validation process has established that there are a number of data and software issues which are still being verified and work to resolve this is ongoing. Working with our software providers we hope to be able to report this data as soon as possible. We are confident that this is a data reporting issue and that our service delivery of repairs in the context of Covid restrictions remains good.

It should, however, be noted that all housing emergency repairs have continued to be undertaken during the Covid lockdown periods and there are no backlog emergency repairs outstanding. To support this view a manual exercise to reconcile the emergency jobs has taken place and confirmed 100% attendance for emergency jobs March to May inclusive.

It should also be noted that internal housing non-emergency repairs were placed on hold during the latest Covid lockdown period and that a backlog of these jobs has therefore inevitably arisen. MD group have been contracted to assist clearing the backlog.

3.9 Tenancy Management

Indicator	Target 2021-22	Amber Threshold	Unit	Jan-21	Feb-21	Mar-21
Tenancy management						
Total new ASB cases in the month	n/a	n/a	Number	7	17	9
Total number of ASB cases that were closed in the month	n/a	n/a	Number	5	0	13
Number of new ASB cases reported per 1,000 properties	n/a	n/a	Number	1.23	2.98	1.58
Number safeguarding referrals	n/a	n/a	Number	2	1	3

ASB - These figures represent “high level” ASB cases opened and closed in the month. We are happy with our performance in this area but ideally would like the numbers to be as low as possible. Work has commenced to start recording lower level nuisance/ASB cases so that these can be reported and provide a more detailed picture of nuisance/ASB on estates. An ASB report will be presented to this group at the July 2021 meeting and will cover the current number of open cases.

Safeguarding – We currently raise low numbers of safeguarding referrals to Somerset County Council. Where we do have concerns we will frequently help to address these through a multi-agency approach to provide the required support and interventions to the affected households. We have just refreshed our Safeguarding Policy and are re-launching awareness and training in the Council to ensure that all incidents are identified and managed within policy.

3.10 Compliance

Indicator	Target 2020-21	Target 2021-22	Unit	Jan-21	Feb-21	Mar-21
Compliance						
% of housing dwellings with a valid gas safety certificate (LGSR)	100%	100%	%	100.00%	99.96%	99.98%
% of communal areas with a Fire Risk Assessment (FRA) in place and FRA Review complete (where applicable)	100%	100%	%	65.44%	87.33%	100.00%

There was a requirement to maintain gas safety inspections during lock down and we have successfully managed to maintain apart from where Covid isolation or shielding has preventing access. April and May's 2021 figures maintain this trend at 100% and 99.98%

We undertook a new programme of FRA's with two external specialist consultants and we expected to be 100% compliant by the end of March 2021 as reported. This has been achieved and continued into April 2021.

3.11 Development

Indicator	Target 2020-21	Target 2021-22	Unit	Jan-21	Feb-21	Mar-21
Development						
Number of SWT HRA new home completions since April 2019	1000 by 2049		Number	61	62	62

62 new homes have completed since April 2019. In June 2021 planning permission has been secured for 54 new homes at Seaward Way in Minehead.

Democratic Path:

- Monthly Housing Performance Meeting – 20th July 2021
- Tenants Strategic Board – 19 July 2021

Reporting Frequency: Quarterly

Contact Officers

Name	Shari Hallett
Direct Dial	01823 219425
Email	s.hallett@somersetwestandtaunton.gov.uk