

23 September 2015

Environment and Housing Management Committee

Performance Report

Report of: *Helen Gregory, Acting Head of Housing*

Wards Affected: *All*

This report is: *Public*

1. Executive Summary

- 1.1 This is the regular performance report to update Members on performance.
- 1.2 This report records Q1 (April, May, June 2015) performance information. We are pleased to report that rent collection KPI's have continued to achieve top quartile performance. Unfortunately our average re-let time KPI is disappointing for Q1; steps for improvement are in place outlined in 4.1 of the report.

2. Recommendation(s)

- 2.1 That the performance achieved in Quarter 1 for 2015/16 be noted.**

3. Introduction and Background

- 3.1 Members are aware that the Housing Department has prioritised performance improvement since July 2014; notably with the introduction of the KPI workshops held with Staff and Managers from October 2014 onwards.

4. Issue, Options and Analysis of Options

Performance

- 4.1 The table below outlines performance information up to end of Q1 (April 2015 to end of June 2015)

| Key Performance Indicator | Quarter Target | Q4 At 31 March 2015 | Q1 (2015/16) | Q2 | Q3 | Q4 |
|---|----------------|---------------------|--------------|----|----|----|
| Average re let times for LA Housing | 23 days | 24.30 Days | 29 days | | | |
| % rent Collection (annual target) | 99.70% | 100% | 100% | | | |
| % rent paid of current tenants as a proportion of the rent roll | 98.05% | 98.11 % | 98.19 % | | | |
| No. of households living in temporary accommodation | 29 | 49 | 57 | | | |
| Gas Servicing | 100% | 100% | 99.84 % | | | |

- Average re-let KPI .The performance for Q1 is 29 days. This is disappointing performance for Q1; the average re-let time for sheltered housing was 40 days, which has lowered the overall performance result. This was caused by a two sheltered housing properties being hard to let. The average void turn around time for General needs (GN) properties was 24 days. Going forward Staff have been advised not to advertise the properties for more than two letting cycles (each cycle is 2 weeks) but to request a direct let where the HoS may use discretion to be flexible in the allocation e.g. give consideration of accepting a person slightly younger than 65 year old in order to let the property.
- Open days have been held at Sheltered Housing schemes to raise the public awareness of the schemes. We are aware that some of the schemes are in need of modernising; consideration will need to be given in future development/capital programme.
- We plan to conduct an Equality impact assessment on the Allocations policy, in the Autumn. The allocation policy has been in operation for 12 months. The equality impact assessment will highlight any discrepancies in the letting of sheltered housing. older persons housing. Based on the findings we may need to consider reviewing the allocations policy.

- Rent Collection KPI To have maintained top quartile performance in both Rent Collection KPI's this has required hard work of the Staff. Performance in this area will become more difficult with the onset of universal credit when tenants will be paid housing benefit direct rather than to their landlord.
- Number of households in Temporary Accommodation KPI
The number of people in temporary accommodation continues to be a challenge to reduce; with the numbers of people becoming homeless increasing. This is reflective of the national trend.
- The number of households in bed and breakfast is 9 at the end of Q1.
- The main cause of homelessness in Brentwood is from eviction in the private sector due to rent arrears. This is due to high rents, the local housing allowance and housing benefit not being able to meet the shortfall of rent.
- The second main reason for people who are homeless is from parental eviction. We are working with Basildon Woman's Aid to provide family mediation to assist in the prevention of parental evictions. We should be able to soft launch this project in October 2015. A detailed breakdown of numbers and reasons is provided in Appendix A.
- Gas servicing KPI - 99.84% achieved is disappointing; the decrease in performance was caused by one property where we could not gain access due to the tenant being hospitalised from a stroke.

4.2 Repairs Performance KPI's are listed in the table below (source Wates and Oakray Contractors):

| Key Performance Indicator | Target Quarter | Contractor | Q4 31 march 2015 | Q1 April 2015 to March 2015 | Q2 July Only |
|--|----------------|------------|------------------|-----------------------------|--------------|
| Customer Satisfaction | 95% | Wates | 97.1% | 89.87% | 95.5% |
| | | Oakray | 98% | 95.77% | 100% |
| Urgent Repairs completed on (3 day) target | 99% | Wates | 98.78% | 100% | |
| | | Oakray | 99% | 100% | |
| Appointments kept | 100% | Wates | 98.80% | 100% | |
| | | Oakray | 99.4% | 99% | |

- We are currently reviewing how we collect our customer satisfaction data. We are working with Tenant talkback to introduce a new customer satisfaction survey and collection method.
- The performance presented in the table above for Q4 is collected by our contractors Wates and Oakray respectively.
- Officers have conducted a telephone survey of Customers (20 % sample) who had repairs completed in April, June and July 2015. The results of the telephone survey are shown in Q1 and Q2.

Customer Satisfaction

- There is a noticeable difference of 7.23% between the statistics supplied by Wates contractor at the end of Q4 compared to the surveys completed by Officers at the end of Q1.
- This is to be expected as residents may feel they can be more honest with the Council than directly with the contractor completing the repair.
- Despite the drop in customer satisfaction it is apparent from July 2015 figures that customer satisfaction has improved.
- Officers are working with Wates and Oakray to ensure the improvements continue and have regular contract meetings to discuss any highlighted issues.
- Urgent repairs completed on time – Both contractors have achieved the target.
- Appointments kept – target 100%. Wates achieved 100% in Q1 and Oakray achieved 99.0% very narrowly missing the target. Good performance from our contractors.

5. Reasons for Recommendation

- 5.1 To keep members informed of the key performance levels within the Housing service to enable Members to monitor our performance.

6. Consultation

- 6.1 Regular consultation with Tenants Talkback (resident scrutiny group) takes place monthly regarding service improvements and performance.

7. References to Corporate Plan

- 7.1 Improving service delivery will meet the Council's commitment to service improvements and increased customer satisfaction.

8. Financial Implications

Name & Title: Chris Leslie, Finance Director (Section 151)

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- 8.1 None.

Legal Implications

Name & Title: Chris Potter, Monitoring Officer and Head of Support Services

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- 8.2 None.

9. Appendices to this report

Appendix A - Snapshot of numbers in temporary accommodation

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