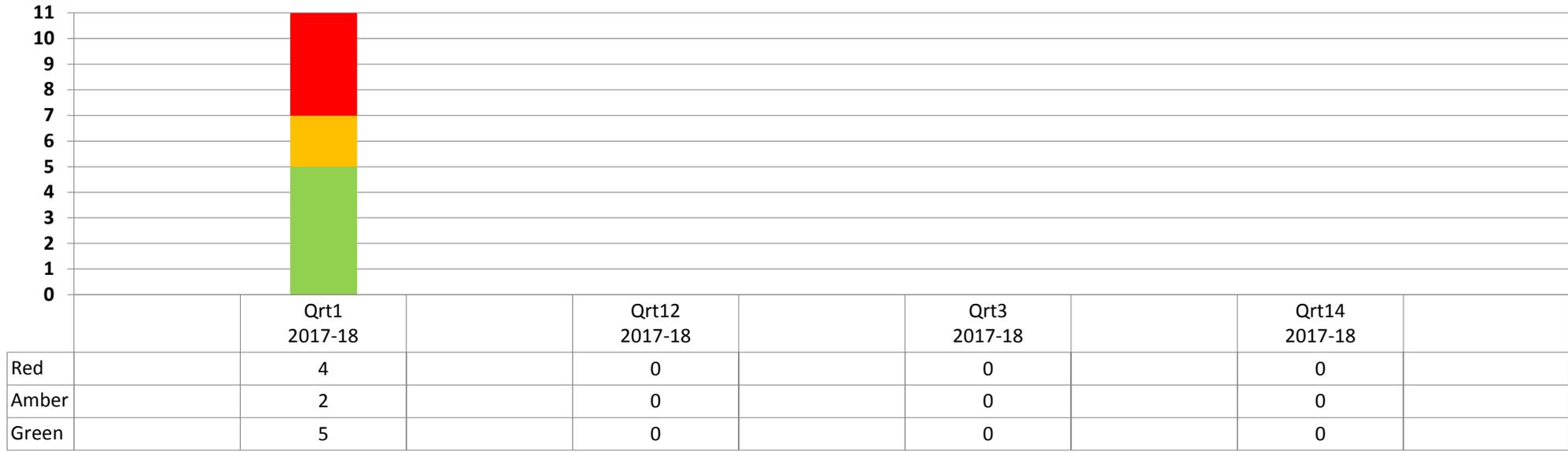


PI No.	Report Freq'ncy	Performance Measure	TARG	TOL	Qrt1 2017-18	Qrt12 2017-18	Qrt3 2017-18	Qrt14 2017-18	Source Value	YTD	Last Year
COMMUNITY & HOUSING STRATEGY											
29	Quarterly	The maximum number of households living in temporary accommodation in the borough (where the council have a duty)	55	60	77				n/a	n/a	73
30	Quarterly	The number of Decent Homes assessments undertaken in properties in the Private Sector	112	110	135				125 HMO/10 single	n/a	94
HOUSING PROPERTY											
31	Quarterly	The percentage of housing repairs where work was completed right first time	90.0%	88.0%	94.0%				4537	94.0%	94.0%
32	Quarterly	The percentage of housing repairs appointments made and kept	95.0%	90.0%	97.4%				7318	97.4%	96.6%
33	Quarterly	The percentage of council tenants 'satisfied' overall with the responsive repairs service provided (based on the last repair completed)	92.0%	90.0%	91.0%				322	91.0%	92.9%
34	Quarterly	The percentage of council properties with a valid gas safety certificate	100.00%	99.95%	99.99%				2733	99.99%	99.94%
HOUSING OPERATIONS											
35	Quarterly	Current council tenant arrears as a percentage of the annual rent debit	1.60%	1.80%	1.92%				£951,649	n/a	1.49%
36	Quarterly	Number of evictions (due to rent arrears) as % of homes in management	0.08%	0.10%	0.05%				4	0.05%	5
37	Quarterly	The average void property re-let time for standard council homes in days	18.0	20.0	21.4				27	21.4	20.0
38	Quarterly	The average time in minutes for a mobile warden to attend an address in response to an Emergency Alarm call from the resident	12	13	11				251	11	11
HOUSING & COMMUNITIES (COMBINED SERVICES)											
39	Quarterly	The percentage of customers within the last 12 months satisfied with the way their complaint was handled	80.0%	75.0%	63.9%				61	63.9%	72.2%

SUMMARY



COMMENTS BY EXCEPTION

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COMMUNITY & HOUSING STRATEGY

<p>KPI 29 - The maximum number of households living in temporary accommodation in the borough (where the council have a duty)</p>	<p>Although the number of households is higher than target we have seen a decrease in the number of households entering TA over the past 3 months.</p> <p>Trends are generally seasonal, as a similar reduction happened last year. If this continues we will see a reducing trend over the coming months.</p> <p>There has been a slight increase in the length of time households are spending in TA, and this is considered to be due to the additional length of time that cases are taken to be determined. We have had some more complex cases requiring additional investigations.</p>
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HOUSING PROPERTY

<p>KPI 33 - The percentage of council tenants 'satisfied' overall with the responsive repairs service provided (based on the last repair completed)</p>	<p>COMMENTS</p> <p>Performance below target for quarter one but is within tolerance levels. There is a 1.3% drop in performance from quarter four 16/17. The main factor appears to be the length of time for repairs to be carried out, which can partly be attributed to delay in asbestos surveys, analysis and removal, which has now been remedied. 1501 surveys were sent out. 322 returned with 293 satisfied (21% response rate).</p> <p>We are recruiting three new management positions in the Property Services team. These have been vacant for many months/years and this is impacting overall on service provision.</p>
<p>KPI 34 - The percentage of council properties with a valid gas safety certificate</p>	<p>COMMENTS</p> <p>Performance for quarter one resulted in compliancy of 99.99% with one gas check outstanding (a property where there are ongoing access problems). To date this remains the one outstanding property requiring a gas safety inspection. LGSR compliancy reported 100% at close of May 2017.</p>

HOUSING OPERATIONS

<p>KPI 35 - Current council tenant arrears as a percentage of the annual rent debit</p>	<p>COMMENTS</p> <p>Performance is currently above tolerance and 0.43% higher than last year which demonstrates a negative direction of travel. There are a number of factors impacting on performance aside from the level of debt outstanding having increased compared to the same period last year.</p> <p>We are seeing the impact of welfare reforms, particularly as universal credit is rolled out more widely across the borough. Other changes, (including much shorter time limits for backdating housing benefit claims, imposition of sanctions for claimants who miss review appointments (resulting in no income for a period), lowering of the 'cap' on household income), means that the operating environment for income management is increasingly challenging.</p> <p>Arrears performance is also affected by the reduced annual rent debit (ARD). Council rents have been subject to a 1% decrease so the rents have actually fallen, and the RTB sales have reduced the number of properties managed. The current ARD is £49,583,733 , the arrears debt is £951,649.</p> <p>Detailed analysis of patch and team performance is ongoing with a view to identifying where the key areas of arrears increase is with a view to address the issues on a patch and area basis.</p>
<p>KPI 37 - The average void property re-let time for standard council homes in days</p>	<p>COMMENTS</p> <p>Void performance is above tolerance. We are reviewing our processes that will identify the key stages where any improvements can be identified to bring average relet times back within target.</p> <p>There were a number of exceptional cases experienced in the first quarter that impacted on performance being outside tolerance. These include works required by Transco to remove asbestos in meter boxes, some delays in the completion of gas works and subsequent return of keys by TSG to Mears to start relet works. These issues are being addressed through regular monitoring and management meetings where exception cases are discussed and reviewed with contractors.</p>

HOUSING & COMMUNITIES (COMBINED SERVICES)

<p>KPI 39 - The percentage of customers within the last 12 months satisfied with the way their complaint was handled</p>	<p>COMMENTS</p> <p>The performance for customer satisfaction with how complaints are handled within Housing & Communities is showing a turning point in April '17. Prior to this period the trend indicated a steady decline, but since April '17 performance has improved gradually month-on-month.</p> <p>70% of complaints are in relation to Property Services. In the last twelve months this service has received 278 complaints and this must be viewed in terms of the volume of repairs delivered by this service; 22,087 repairs have been completed for the same period, this represents a ratio of 1.3% of complaints to completed repairs.</p> <p>We are seeing some improvement in the complaints service around management of complaints and positive feedback regarding members of staff and teams, but the level of satisfaction is still below our expectations. The feedback from customers' suggests the main underlying concern affecting all areas of satisfaction is the time taken for complaint resolution and being kept informed throughout the process.</p> <p>We are confident that once the new manager posts in Property Services are recruited, action plans will be put in place to target areas that require service improvement.</p>
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