

Report title	Performance Report
Report author	Angela Horsey, Business Development Manager
Department	Housing
Exempt?	No

Purpose of report:
For information

Synopsis of report:
This report provides the results of the Corporate Key Performance Indicators and Tenant Satisfaction Measures (management information) for quarter three. The performance targets for 2024/25 are also presented for information.

1. Context and background of report

- 1.1 This report informs Members of the results of the Key Performance Indicators (H1 – H9) for the third quarter of 2023/24. This report also includes the results of the Management Information measures which, together with the tenants’ satisfaction survey results presented at the last meeting of this Committee, meet the Council’s regulatory requirement to collect Tenant Satisfaction Measures.
- 1.2 The performance targets for 2024/25 are also presented for information.

2. Performance Results

2.1 Table 1 Key Performance Indicators: Results for Quarter three

	CKPI	Target 2023/24	Result Q1	Result Q2	Result Q3	Target 2024/25
H1 RP02(1)	Proportion of non-emergency repairs completed within target timescale	95%	79%	67.8%	66.3%	95%
RP02(2)	Proportion of emergency repairs completed within target timescale	100%	89%	95%	81%	100%
H2	Average number of calendar days to re-let a void property (excludes major works voids).	25	56	56	43	25
H3	Satisfaction with the overall reactive repairs service received (% of total number of responses returned).	95%	89%	80%	83%	95%

H4	Number of households in B&B for more than 2 weeks per quarter (annual target)	16	2	6	9	16
H5	Rent arrears of current tenants as a percentage of rent due - cumulative result.	2%	1.76%	1.67%	1.65%	2%
H6 RP01	Proportion of homes that do not meet the Decent Homes Standard	23%	22.5%	33.4%	31.2%	23%
H7 BS01	Proportion of homes for which all required gas safety checks have been carried out	100%	99.96%	99.96%	100%	100%
H8	Percentage of stock with a valid safety certification Electrical Installation Condition Report.	100%	100%	100%	100%	100%
H9	Number of outstanding high risk Fire Risk Assessment actions	0	0	0	5	0
BS02	Proportion of homes for which all required fire risk assessments have been carried out	100%	100%	100%	100%	
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%	84%	82%	78%	
BS04	Proportion of homes for which all required legionella risk assessments have been carried out	100%	100%	100%	100%	
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%	100%	100%	100%	
H10 NM01	Number of anti-social behaviour cases opened (including hate incidents) per 1,000 homes	N/A	4.5	3.1	5.1	N/A
CH01	Number of stage one and stage two complaints received per 1,000 homes	N/A	2.10	8.31	6.58	N/A
CH02	Proportion of stage one and two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	100%	100%	68.4%	100%	100%

2.2 The current Repairs and Voids contractor, MCP were served an Improvement Notice on 26th October 2023 outlining concern about their ability to comply with the contract in the following areas -

- meeting the required Performance Indicators.
- quality of tradespeople undertaking repairs.
- empty properties (Voids) being completed on time.

2.3 There has been an ongoing improvement in their void performance, however reactive repairs performance is still below the standard we require.

2.4 We are aware that the contractor has invested significant resources in management and supervision of the contract and that they have employed more direct labour, to reduce their dependency on subcontractors. The monthly contract meetings continue to address the

issues and during March the improvement will be assessed to decide whether to extend the notice or withdraw as they have met the minimum contract standards.

- 2.5 The improved result reflects more efficient procedures in partnership with the repairs contractor. The indicator for re-letting void properties, however, measures the end of the previous tenancy to the start of the new tenancy and this process can be susceptible to delay due to the individual circumstances of the households involved.
- 2.6 Satisfaction with the repairs service is reflected in the improvement notice as mentioned above. We collect satisfaction data via our Contractor MCP who once complete a repair an automatic text message is sent allowing the tenant to provide feedback based upon their experience. Whilst the response is 83%, it is worth noting that the uptake is very low which is not an accurate reflection on satisfaction overall. This is however becoming a more accepted method with our tenants, so we expect a greater sample of feedback as we progress with this contract.
- 2.7 The Bed and Breakfast result partly reflects the objectives of the Homelessness and Rough Sleeping Strategy (see agenda item 6) There were delays in moving on people accommodated in bed and breakfast placements, all of whom had complex support needs. There are no families with children in bed and breakfast accommodation.
- 2.8 The rent collection result and most of the health and safety compliance results are very pleasing and put Runnymede in the top quartile when these results are benchmarked against comparable local authority landlords.
- 2.9 Five high risk actions were identified in the latest round of Fire Risk Assessments. Each of these actions are expected to be completed by 23rd February.
- 2.10 There has been a 2.2% reduction in non-decent homes from the last quarter due to the installation of new kitchen, bathrooms, boilers and electrics. The start of the new, 5-year window and door renewal contract was delayed until January 2024 but, along with commencement of works to roofing and associated items planned for quarter one of 2024/25, significant reduction in non-decency is anticipated. It is also worth noting that decency is reported yearly, and it is normal for stock to fall outside of decency throughout the year as programme progress.

3. Tenant Satisfaction Measures

- 3.1 Members will recall that Acuity Research undertook a regulatory compliant satisfaction survey and presented the results to the last meeting of this Committee. These results on perception with landlord services will be submitted to the Regulator of Social Housing along with the annual Management Information data which together make up the Tenant Satisfaction Measures.

4. Update on Consultancy Work on Parkside

- 4.1 The Parkside Regeneration project continues to move forward in line with expectations. Ridge, the Council's appointed multi-discipline consultants, are working on the reviews of the design constraints flowing out of Stage 1 and measures to mitigate against them. These include (but are not limited to), Flooding and Capacity checks for all utilities. They are also starting on site surveys including Ecology, Arboricultural, Topographical and Heritage. Ridge are also continuing to update plans for highways and the public realm, massing studies as well as stakeholder engagement (in particular, engagement with planning colleagues). Around mid-February Housing Officers will send a questionnaire to residents within the

proposed regeneration areas seeking insights into the current demographic as well as views to inform plans for the future.”

5 Resource implications/Value for Money

5.1 No resource implications have been identified.

6. Legal implications

6.1 There are no specific legal issues associated with the matters contained in this report which provides information to Members on the performance of the Housing Department in relation to a number of the functions it discharges. Submission of Tenant Satisfaction Measures is a regulatory requirement of the Regulator of Social Housing.

7. Equality implications

7.1 No equalities implications have been identified.

8. Environmental/Sustainability/Biodiversity implications

8.1 No environmental, sustainability, biodiversity or other implications have been identified.

9. Risk Implications

9.1 No new risks have been identified.

10. Conclusions

10.1 This report presents the results of the Key Performance Indicators and Tenant Satisfaction Measures (management information) for quarter three.

11. Background papers

None.