

<b>Report title</b>	Performance Report
<b>Report author</b>	Angela Horsey, Business Development and Policy Manager
<b>Department</b>	Housing
<b>Exempt?</b>	No

**Purpose of report:**  
**For information**

**Synopsis of report:**  
 This report presents the results of the Corporate Key Performance Indicators and Tenant Satisfaction Measures for the first quarter of 2024/25. It also presents the Complaints Performance and Service Improvement Report for 2023/24.

**1. Context and background of report**

1.1 This report informs Members of the results of the Corporate Key Performance Indicators (H1 – H9) for the first quarter of 2024/25, along with the results of the Tenant Satisfaction Measures, compiled in accordance with regulatory requirements. It also presents the annual Complaints Performance and Service Improvement Report for 2023/24, as required by the Housing Ombudsman.

**2. Key Performance Results**

2.1 Table 1 Key Performance Indicators: Results for Quarter one

	<b>CKPI/TSM</b>	<b>Year End Result 2023/24</b>	<b>Year End Target 2024/25</b>	<b>Result Q1</b>
H1 RP02(1)	Proportion of non-emergency repairs completed within target timescale	70.4%	95%	69.26%
RP02(2)	Proportion of emergency repairs completed within target timescale	85.7%	100%	87.31%
H2	Average number of calendar days to re-let a void property (excludes major works voids).	54	25	69
H3	Satisfaction with the overall reactive repairs service received (% of total number of responses returned).	85.3%	95%	83.8%
H4	Number of households with children or pregnant in B&B for more than 6 weeks	0	0	0

H5	Rent arrears of current tenants as a percentage of rent due - cumulative result.	1.54%	2%	1.77%
H6 RP01	Proportion of homes that do not meet the Decent Homes Standard	29.7%	23%	35.8%
H7 BS01	Proportion of homes for which all required gas safety checks have been carried out	99.96%	100%	99.96%
H8	Percentage of stock with a valid safety certification Electrical Installation Condition Report.	100%	100%	100%
H9	Number of outstanding high risk Fire Risk Assessment actions	2	0	0
BS02	Proportion of homes for which all required fire risk assessments have been carried out	100%	100%	100%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%	100%	100%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out	100%	100%	100%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%	100%	100%
H10 NM01	Number of anti-social behaviour cases opened (including hate incidents) per 1,000 homes	17	N/A	3.5
CH01 a)	Number of stage one complaints made by tenants per 1,000 homes.	21.3	N/A	5.98
CH01 b)	Number of stage two complaints made by tenants per 1,000 homes.	2.8	100%	1.40
CH02 a)	Proportion of stage one complaints responded to within the Housing Ombudsman's timescales	80.3%	100%	77%
CH02 b)	Proportion of stage two complaints responded to within the Housing Ombudsman's timescales	87.5%	100%	100%

2.2 Corporate Key Performance Indicators are numbered H1 – H9 above. The other references relate to the Tenant Satisfaction Measures. The results of the Tenant Satisfaction Measures for 2023/24, comprising the management information shown above and the findings of the tenants' satisfaction survey, were submitted to the Regulator of Social Housing in June.

2.3 The current Repairs and Voids contractor, MCP was served a second Improvement Notice in May 2024, reiterating concerns about their ability to comply with the contract in the following areas:

- meet the required Performance Indicators
- quality of tradespeople undertaking repairs
- complete work to empty (void) properties on time.

- 2.4 The monthly contract meetings for voids and for reactive repairs continue to address the performance issues raised. Improved monitoring of the reasons for delays in letting properties once works are completed is also in place.
- 2.5 In line with the Homelessness (Suitability of Accommodation) Order 2003, no families with children were accommodated in emergency bed and breakfast accommodation or more than 6 weeks during the quarter.
- 2.6 The rent collection result and most of the health and safety compliance results are very pleasing and compare favourably with comparable local authority landlords.
- 2.7 Work to address Decent Homes failures is continuing and the failures mainly relate to chimneys, roofs, boiler replacements, kitchens and bathrooms. Contracts are well underway for boilers, kitchens and bathrooms. The failure of the external structural items, chimneys and roofs is currently based on the life of the component not condition, although the stock condition survey included a basic internal and external visual roof check once the newly procured roofing contract is mobilised full roof surveys will be carried out with our consultants and the contractor. It is anticipated from the initial survey and analysis of ad hoc roof repairs that there will be a low level of complete roof replacements required and this figure will reduce. The life of a roof set by Decent Homes is 50 years but if a full survey establishes no defects or work is carried out to remedy defects the life will be extended accordingly.

### **3. Complaints Handling**

- 3.1 The new Housing Ombudsman Complaint Handling Code became statutory from April 2024. The annual self-assessment against the code, along with analysis of housing complaints for 2023/24 was presented to this committee in June 2024. At the meeting, Members approved the appointment of the Chair of Housing Committee as the Member Responsible for (Housing) Complaints. Officers have subsequently commenced monthly reporting to the Chair of this committee to meet the oversight obligations of the role.
- 3.2 In addition to completion of the self-assessment, the Housing Ombudsman requires landlords to produce an annual complaints performance and service improvement report for scrutiny and challenge. This necessitates:
  - a qualitative and quantitative analysis of the landlord's complaint handling performance - this must also include a summary of the types of complaints the landlord has refused to accept
  - any findings of non-compliance with this Code by the Ombudsman
  - the service improvements made as a result of the learning from complaints
  - any annual report about the landlord's performance from the Ombudsman
  - any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord
  - the report must be reported to the landlord's governing body and published on its website, with the governing body's response to the report published alongside.
- 3.3 The Complaints Performance and Service Improvement report for 2023/24 is attached at Appendix A. It is recommended that Members approve the findings of the report and that the report and a link to the minutes of this meeting are added to the Housing Complaints section of the Council's website. The self-assessment can be found at [Housing complaints – Runnymede Borough Council](#)
- 3.4 The Complaints Performance and Service Improvement report finds that:

- The self-assessment against the Housing Ombudsman Complaint Handling Code highlighted improvements that have since been implemented
- 80% of stage one complaints were responded to within target time
- 41 % of complaints were either upheld or partially upheld
- No determinations were received from the Housing Ombudsman during the year.
- A number of service improvements have been made as a result of the learning from complaints.

3.5 The Annual Review by the Local Government and Social Care Ombudsman (LGO) found:

<b>2023/24</b>	<b>%</b>	<b>Cases</b>
Complaints Upheld	100%	1
Implemented LGO recommendations	100%	1
Upheld cases provided with a satisfactory remedy before the complaint reached the LGO	0%	1

3.6 In the upheld complaint, the LGO found that the homeless applicant should have been accommodated for a night and ordered compensation to be paid. An apology was sent within 5 days. Unfortunately, the payment was delayed due to difficulties in establishing the complainant's bank details.

#### **4. Resource implications/Value for Money**

4.1 No resource implications have been identified; budgets are in place for current planned activity.

#### **5. Legal implications**

5.1 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 the functions it discharges. Submission of Tenant Satisfaction Measures is a regulatory requirement of the Regulator of Social Housing. Compliance with the Housing Ombudsman Complaint Handling Code is a statutory requirement.

#### **6. Equality implications**

6.1 No equalities implications have been identified.

#### **7. Environmental/Sustainability/Biodiversity implications**

7.1 No implications have been identified.

#### **8. Risk Implications**

8.1 No new risks have been identified.

#### **9. Conclusions**

9.1 This report presents the Corporate Key Performance Indicators and Tenant Satisfaction Measures for the first quarter of 2024/25. It also presents for approval the Complaints

Performance and Service Improvement Report for 2023/24, as required by the Housing Ombudsman.

**10. Background Papers**

[Complaint Handling Code 2024 | Housing Ombudsman Service \(housing-ombudsman.org.uk\)](https://housing-ombudsman.org.uk)

**11. Appendices**

Appendix A - Complaints Performance and Service Improvement report for 2023/24.