

Key Performance Indicators, 2021/22 Q4 (Housing, Angela Horsey)

Synopsis of report:

This report provides the results of Key Performance Indicators for quarter 4 and then annual results for 2021/22. It also informs Members of performance on health and safety compliance measures.

Recommendation(s):

None. This report is for information only.

1. Context and background of report

- 1.1 This report informs Members of the Key Performance Indicators for the final quarter of 2021/22 and the results of the monthly health and safety compliance monitoring up to the end of April 2022.

2. Key Performance Indicators

2.1

Performance Indicator	Annual Target 2021/22	Q1 Result	Q2 Result	Q3 Result	Q4 Result	2021/22 Result
H1: Percentage of dwellings re-let to deadline	85%	2.8%	9.1%	6.9%	8.6%	7%
H2: Average number of calendar days to re-let a void property (excludes major works)	25	131	65	79	80	89
H3: Satisfaction with the reactive repairs service (% of responses)	95%	94.9%	95.9%	94.6%	98.3% (of 179 surveys)	96.1% (of 663 surveys)
H4: Number of households in B&B for more than 2 weeks	16	4	3	4	5	16
H5: Rent arrears of current tenants as a % of rent due	1.75%	1.72%	1.84%	2.29%	2.14%	2.14%
H6: Percentage of tenants with more than 7 weeks rent arrears	4%	3.65%	3.85%	5.20%	4.38%	4.38%
H7: Percentage of stock with valid annual landlord gas safety certification	100%	99.81%	99.85%	99.31 %	99.70%	99.70%

H8: Percentage of stock with valid electrical safety certification	100%	92.4%	93.7%	97.7%	99.6%	99.6%
H9: Number of outstanding high risk Fire Risk Assessment actions	30	87	47	44	34	34

2.2 Throughout the year performance on voids fell well below the target. Members will be aware that this has been exacerbated by problems encountered by our contractors experiencing Covid related staff absences and supply chain issues. Changes to internal processes are starting to show sustained improvements to performance and this area of work remains a high priority in the current year.

2.3 A system enhancement for void management is currently being implemented which will provide workflows and triggers for staff as the property is progressed.

2.4 Void properties as 31st March 2022:

Total Properties	Properties Empty	Percentage of properties Empty	Percentage of Properties Empty Excluding Redevelopment and Major Projects
2871	87	3.03%	2.40%

2.5 The above table includes 12 properties being held for potential redevelopment which are in the process of being refurbished to be leased RP for letting on Assured Shorthold tenancies. The first properties have been completed and are ready for occupation.

2.6 Members will recall from previous performance reports that the Housing and Neighbourhood services team suffered significant staff turnover during the year. Given the national median for social housing providers of 2.89%, the performance on rent collection of 2.14% of rent due in arrears at year end was pleasing. Unfortunately a number of tenants failed to pay their rent while there was a hold on possession action during the pandemic and these high debts are only likely to be paid off over many years.

2.7 The Council's compliance data has recently been shared with the Regulator of Social Housing as well as progress on an extensive planned maintenance programme to achieve Decent Homes compliance. A response is awaited on the Regulator's plan for concluding their current involvement with the Council.

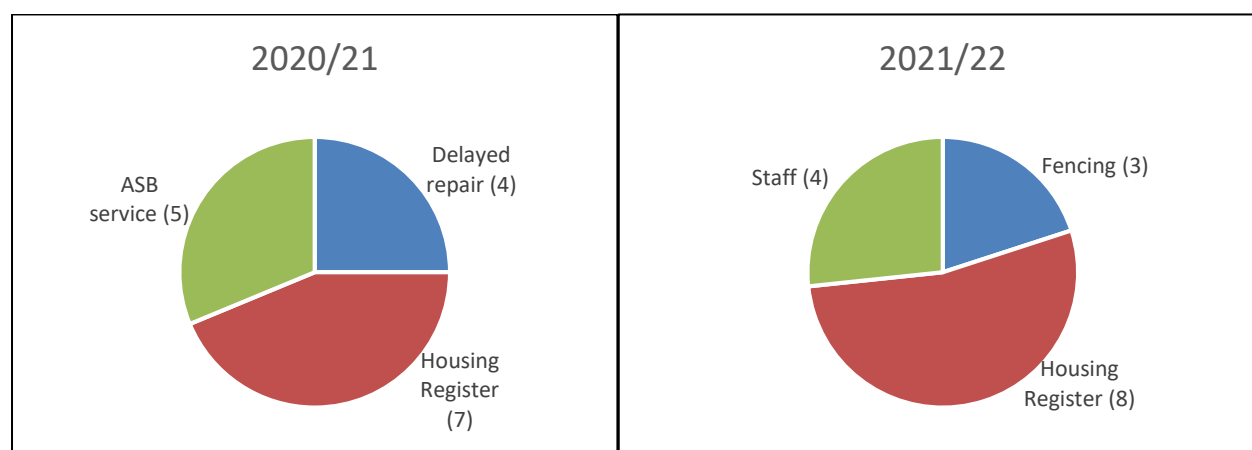
	Frequency	KPI Target	Result Jan '22	Result Feb '22	Result March '22	Result April '22
Gas Safety						
No. of CP12 certificates out of target at any given time	Daily	0	27	29	7	0

% of valid CP12 certificates	Daily	100%	98.98% (2610)	98.83% (2608)	99.70% (2633)	100% (2640)
Electrical						
% of stock with valid safety EICR certification	Monthly	100%	99% (2818)	99% (2823)	99% (2838)	99% (2845)
% of emergency lighting tests completed against target	Monthly	100%	100%	100%	100%	100%
Water Management						
% of water management inspection test undertaken	Monthly	100%	100%	100%	100%	100%
Passenger Lifts						
% of inspections undertaken against programme	Monthly	98%	100%	100%	100%	100%
Accidents Reporting						
Number of RBC RIDDOR reportable incidents	Monthly	0	0	0	0	0
Number of days lost to accidents and incidents	Monthly	0	0	0	0	0
Fire Risk Assessment						
% of inspections completed in target	Monthly	100%	100%	100%	100%	100%
Lightning conductors						
% of works required completed in target	Monthly	100%	0%	0%	0%	100%
Sprinkler systems						
% of annual servicing completed within target	Monthly	100%	0%	0%	0%	0%

- 2.8 The service has achieved 100% compliance on gas certification, after an improving picture on this since February. The national median for social housing providers in 2021/22 was 99.98%. The service has also recently conducted the necessary checks on lighting conductors.

2.9 34 complaints about the housing service were resolved in 2021/22 (compared to 41 in 2020/21), of which one was upheld.

2.10 **Analysis of the most frequent causes of complaint**



3. **Equality implications**

3.1 No equality implications have been identified.

4. **Environmental/Sustainability/Biodiversity implications**

4.1 No environmental, sustainability or biodiversity implications have been identified.

5. **Conclusions**

5.1 This report presents the results of Key Performance Indicators for Quarter 4 and 2021/22 and the most recent monthly compliance data for information.

(For information)

Background papers

None