

Housing Quarter 4 2022/23 Performance Report (Angela Horsey, Business Development Manager)

Synopsis of report:

This report provides the results of the Key Performance Indicators and Tenant Satisfaction Measures for the year ending March 2023.

Recommendation:

None. This report is for information only.

1. Context of report

- 1.1 This report informs Members of the results of the Key Performance Indicators for the year 2022/23.
- 1.2 The Regulator of Social Housing has now finalised the new Tenant Satisfaction Measures (TSMs) that social landlords are required to collect. These comprise 12 Tenant Perception Measures and 10 Management Information measures. This report also includes the results of the Management Information measures.

2. Report

2.1 Table 1 Key Performance Indicators: Results for Quarter 4

	Performance Indicator	Target for Q4	Result Q1	Result Q2	Result Q3	Result Q4
H1 (TSM RP02 (a))	Percentage of non-emergency repairs completed within target	95%	94.8%	95.8%	95.2%	95.8%
(TSM RP02 (b))	Percentage of emergency repairs completed within target timescale		97.47%	97.21%	97.18%	100%
H2	Average number of calendar days to re-let a void property (excludes major works voids).	25	68	37	43	45
H3	Satisfaction with the overall reactive repairs service received (% of total number of responses returned)	95.0%	95.5%	92.7%	97.5%	97.3%
H4	Number of households in B&B for more than 2 weeks in the year					40
H5	Rent arrears of current tenants as a percentage of rent due	1.75%	2.36%	2.42%	2.34%	1.93%

H6	Percentage of homes that do not meet the Decent Homes Standard	30%	29%	25%	24%	22.5%
H7	Percentage of stock with valid annual landlord gas safety certification	100%	99.9%	99.9%	100%	100%
H8	Percentage of stock with valid Electrical Installation Condition Report certification	100%	99.8%	99.9%	100%	100%
H9	Number of outstanding high risk Fire Risk Assessment actions	30	34	34	34	10
H10	Number of reported anti-social behaviour cases opened in the year per 1,000 properties					17
TSM BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.		84%	84%	84%	84%
TSM BS04	Proportion of homes for which all required legionella risk assessments have been carried out		100%	100%	100%	100%
TSM BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out		100%	100%	100%	100%
TSM CH02 (Stage 1)	Stage One complaints responded to within Complaint Handling Code timescales in the year					86%
TSM CH02 (Stage 2)	Stage Two complaints responded to within Complaint Handling Code timescales in the year					88%

- 2.2 Performance on reletting empty properties was disappointing throughout the year. The Council's new Repairs contract started on 1st April 2023 and the contractor MCP is also carrying out void works, with a challenging target of 25 days to prepare the homes for letting.
- 2.3 Over the year 40 households were on nightly paid accommodation for more than 2 weeks, of these 8 households had children. Most of the households without children had complex support needs, with very limited accommodation options. The Council has a No Second Night Out policy and therefore provides emergency accommodation for people who do not meet the priority need threshold whilst working to secure move on for them.
- 2.4 The rent arrears result for quarter 4, and therefore for the year end was very positive especially given the current financial climate. It also compares

favourably with the result of 2.28% for benchmarked local authority landlords of a similar size.

2.5 Results for compliance with the Decent Homes standard and all the health and safety compliance results not already at 100% have improved during the year.

2.6 An analysis of complaints during the year is in item 18 in this agenda.

3. Resource implications

3.1 No resource implications have been identified.

4. Legal implications

4.1 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.

5. Equality implications

5.1 No equality implications have been identified.

6. Environmental/Sustainability/Biodiversity/Other implications

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

7. Conclusions

7.1 This report presents the results of the Key Performance Indicators and Tenant Satisfaction Measures for the year ending 2022/23.

(For information)

Background papers

None