

Report title	Performance Report
Report author	Angela Horsey, Business Development Manager
Department	Housing
Exempt?	No
Exemption type	N/A
Reasons for exemption	

Purpose of report:

To provide information on the results of the Key Performance Indicators and Tenant Satisfaction Measures

Synopsis of report:

This report provides the results of the Key Performance Indicators and Tenant Satisfaction Measures (management information) for quarter one. It also provides an update on plans to collect Tenant Satisfaction Measures (perception) via a tenant satisfaction survey.

Recommendation(s):

This report is for information only.

1. Context and background of report

- 1.1 This report informs Members of the results of the Key Performance Indicators for the first quarter of 2023/24.
- 1.2 The Regulator of Social Housing requires social landlords to collect Tenant Satisfaction Measures (TSMs). These comprise 12 Tenant Perception Measures and 10 Management Information measures. This report also includes the results of the Management Information measures for quarter one and provides an update on plans to collect Tenant Satisfaction Measures (perception) via a tenant satisfaction survey.

2. Performance Results

2.1 Table 1 Key Performance Indicators: Results for Quarter 1

	CKPI	Target	Result Q1
H1 RP02(1)	Proportion of non-emergency repairs completed within target timescale	90%	79%
RP02(2)	Proportion of emergency repairs completed within target timescale	100%	89%
H2	Average number of calendar days to re-let a void property (excludes major works voids).	25	56
H3	Satisfaction with the overall reactive repairs service received (% of total number of responses returned).	90%	89%
H4	Number of households in B&B for more than 2 weeks per quarter	Max 4 in any quarter	2
H5	Rent arrears of current tenants as a percentage of rent due - cumulative result.	2%	1.76%
H6 RP01	Proportion of homes that do not meet the Decent Homes Standard	23%	22.50%
H7 BS01	Proportion of homes for which all required gas safety checks have been carried out	100%	99.96%
H8	Percentage of stock with a valid safety certification Electrical Installation Condition Report.	100%	100%
H9	Number of outstanding high risk Fire Risk Assessment actions	0	0
BS02	Proportion of homes for which all required fire risk assessments have been carried out	100%	100%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%	84%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out	100%	100%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%	100%
H10 NM01	Number of anti-social behaviour cases opened per 1,000 homes	N/A	4.5
CH01	Number of stage one and stage two complaints received per 1,000 homes	N/A	2.10
CH02	Proportion of stage one and two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	100%	100%

- 2.2 The new contract for reactive maintenance and void works started in April. The disappointing results for the first quarter was mainly due to the additional use of sub-contractors – and difficulty obtaining from them whether the work has been completed and within what timescale. We are assured by the lead contractor that, although not evidenced, this reported position does not reflect actual performance. Along with some technical issues with integrating IT systems, this will be monitored closely and dealt with through contract management to improve this position.
- 2.3 Progress is being made on asbestos compliance as part of the capital investment in the housing stock and programme of work to reach the Decent Homes standard.
- 2.4 At the end of quarter 1, one property did not have a valid gas safety certificate. This has since been remedied.
- 2.5 The results for rent collection and use of emergency bed and breakfast accommodation are particularly pleasing.

3. Tenants Satisfaction Survey

- 3.1 At the meeting of this committee in March 2023, Members were advised that Officers planned to procure the services of a contractor to undertake a large-scale tenant satisfaction survey of tenants during 2023. This would be compliant with the specific technical requirements of the Regulator of Social Housing in collecting the 12 Tenant Satisfaction Measures on perception with housing services. The results must be submitted from April 2024 (the Regulator has not yet set a deadline for this).
- 3.2 Following a tender process in line with the Council's procedures, a contractor has been procured to undertake the regulatory compliant tenant satisfaction survey. This is expected to take place during the autumn. An update on this project will be presented to the next meeting of this committee.

4. Resource implications/Value for Money

- 4.1 No resource implications have been identified. A budget has been identified for the tenant satisfaction survey.

5. Legal implications

- 5.1 No legal implications have been identified. Submission of Tenant Satisfaction Measures is a regulatory requirement of the Regulator of Social Housing.

6. Equality implications

- 6.1 No equalities implications have been identified.

7. Environmental/Sustainability/Biodiversity implications

- 7.1 No environmental, sustainability or biodiversity implications have been identified.

8. Background papers

- 8.1 [\(Public Pack\)Agenda Document for Housing Committee, 08/03/2023 19:30 \(runnymede.gov.uk\)](#)