

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

Purpose of report:

To provide information.

Synopsis of report:

This report provides the results of the Key Performance Indicators and Tenant Satisfaction Measures (management information) for quarter two. It also provides an update on the tenants' satisfaction survey.

1. Context and background of report

- 1.1 This report informs Members of the results of the Key Performance Indicators (H1 – H9) for the Second quarter of 2023/24.
- 1.2 This report also includes the results of the Management Information measures and provides an update on the tenants' satisfaction survey which together meet the Council's regulatory requirement to collect Tenant Satisfaction Measures.

2. Performance Results

2.1 Table 1 Key Performance Indicators: Results for Quarter 2

	CKPI	Target	Result Q1	Result Q2
H1 RP02(1)	Proportion of non-emergency repairs completed within target timescale	90%	79%	67.8%
RP02(2)	Proportion of emergency repairs completed within target timescale	100%	89%	95.33%
H2	Average number of calendar days to re-let a void property (excludes major works voids).	30	56	56
H3	Satisfaction with the overall reactive repairs service received (% of total number of responses returned).	90%	89%	80%

H4	Number of households in B&B for more than 2 weeks per quarter	Max 4 in any quarter	2	6
H5	Rent arrears of current tenants as a percentage of rent due - cumulative result.	2%	1.76%	1.67%
H6 RP01	Proportion of homes that do not meet the Decent Homes Standard	23%	34.5%	33.4%
H7 BS01	Proportion of homes for which all required gas safety checks have been carried out	100%	99.96%	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	0	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%	84%	82%
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 per 1,000 homes	N/A	4.5	7.6
CH01	Number of stage one and stage two complaints received per 1,000 homes	N/A	2.10	8.31
CH02	Proportion of stage one and two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	100%	100%	68.4%

- 2.2 The results for delivery by the contractor of day-to-day repairs, both emergency and non-emergency works, were below target and not acceptable in quarter two. This is being addressed in contract monitoring and performance is expected to fall back into line over the coming months as the contractor is fully resourced.
- 2.3 The average number of days to re-let a property is measured from the end of the previous tenancy to the start of the new tenancy. The Council's repairs contractor carries out 'void works', with a target of 25 days to prepare the empty homes as part of this process. Members will be aware from this committee's meeting in September that Officers are reviewing the substandard performance by the contractor and are seeking external support to address this in a timely manner.
- 2.4 Asbestos surveys are slightly behind the target, but this will increase with the Decent Homes works being undertaken. It is not a regulatory requirement to have 100% surveys across the stock but plans are in place to aim for this challenging target.

- 2.5 Planned works are typically programmed over five years, resulting in gradual but sustained improvements to the condition of the stock. At the start of the year additional properties become classified as 'non decent', as elements such as kitchens, bathrooms and roofs come to the end of their notional life (so the non-decent percentage goes up). These are included in the planned programmes and due to works carried out during the year, the non-decent percentage goes down. Normalised reporting occurs at the end of the financial year.
- 2.6 Tenants with a completed repair now receive a satisfaction survey via text from the contractor. This approach has replaced the outdated system of posting survey forms with reply envelopes. There have been some technical difficulties in establishing this method during the summer and recent results are not comparable with previous quarters due to the change of survey method.
- 2.7 One of 2633 properties did not have a gas certificate at the end of the quarter. This has since been rectified.
- 2.8 There has been a continuing trend this year of mainly single people with complex needs requiring Bed and Breakfast accommodation. The current challenges in the housing market with high rents and limited options in and around the Borough have resulted in more people remaining longer in emergency accommodation.
- 2.9 Of 19 complaints responded to in the quarter, 6 responses were overdue.
- 2.10 The results for rent collection remain pleasing given the current financial climate.

3. Tenants Satisfaction Survey

- 3.1 Acuity Research are currently carrying out the tenants' satisfaction survey. The survey is compliant with the specific technical requirements of the Regulator of Social Housing in collecting the necessary 12 Tenant Satisfaction Measures on perception with landlord services. The initial results will be presented to Members at the January meeting of this Committee. The results must be submitted to the Regulator from April 2024.

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 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.

6. Equality implications

- 6.1 No equalities implications have been identified.

7. Environmental/Sustainability/Biodiversity/Other implications

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

8. Conclusions

8.1 This report presents the results of the Key Performance Indicators and Tenant Satisfaction Measures for quarter two year.

Background papers

None

[https://democracy.runnymede.gov.uk/documents/g782/Public reports pack 08th-Mar-2023 19.30 Housing Committee.pdf?T=10](https://democracy.runnymede.gov.uk/documents/g782/Public%20reports%20pack%2008th-Mar-2023%2019.30%20Housing%20Committee.pdf?T=10)