

<b>16 June 2020</b>		<b>ITEM: 5</b>
<b>Housing Overview and Scrutiny Committee</b>		
<b>Housing KPI Performance (2019/20)</b>		
<b>Wards and communities affected:</b> All	<b>Key Decision:</b> N/A	
<b>Report of:</b> Carol Hinvest – Assistant Director of Housing		
<b>Accountable Assistant Director:</b> Carol Hinvest – Assistant Director of Housing		
<b>Accountable Director:</b> Roger Harris – Corporate Director Adults, Housing and Health.		
<b>This report is Public</b>		

## **Executive Summary**

A summary and narrative of KPI performance for the 2019/20 reporting year is provided.

### **1. Recommendation**

#### **1.1 That the Committee notes and comments on the report.**

### **2. Introduction and Background**

2.1 The key performance indicator suite comprises of a number of service critical performance indicators that measure Housing's performance against key service outputs, compliance with statutory regulations and tenant satisfaction with primary functions of the service.

2.2 Performance against the suite of key performance indicators is reported at Housing Management Team meetings and directorate Performance Management Meetings on a monthly basis. Performance is also reported at Performance Board and forms part of the quarterly performance report that is taken to Corporate Overview and Scrutiny Committee.

2.3 An independent research contractor who specialise in telephone satisfaction surveys for the Housing sector conducts tenant satisfaction telephone surveys on behalf of the Housing department. Satisfaction levels were measured using a 5-point scale (excellent, good, fair, poor and very poor) and only excellent and good ratings are included in the satisfaction rate as a percentage of all respondents.

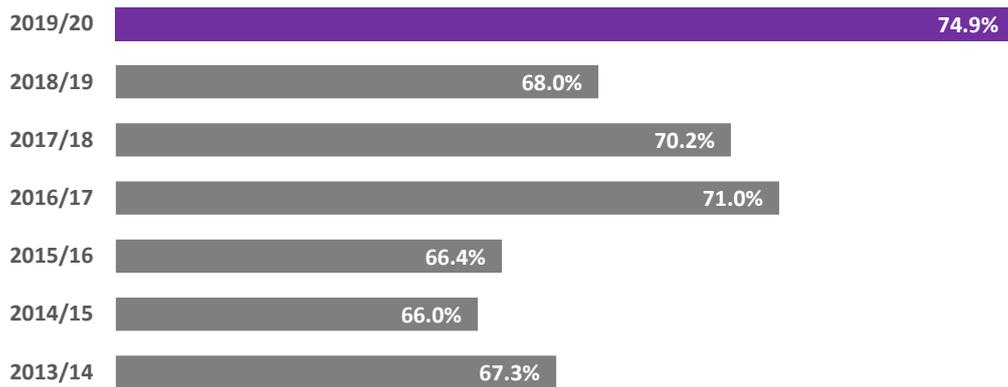
### **3. Housing Performance – Key Performance Indicators**

KPI	Performance Indicators	Target	2018/19	YTD	Polarity
KPI01	% General Satisfaction of Tenants With Neighbourhoods / Services Provided by Housing	75%	68%	74.9%	↑
KPI02	% Satisfaction of Tenants With Transforming Homes (Contractor & Programme)	85%	87.5%	86.9%	↓
KPI03	% of Repairs Completed Within Target	95%	97.7%	98.3%	↑
KPI04	% Rent Collected	98%	98.8%	98.5%	↓
KPI05	Average Time to Turnaround / Re-let Voids (in days)	28	26.64	25.6	↑
KPI06	% of Gas Service Checks Carried out Within Statutory Timescale	100%	100%	100%	↔
KPI07	Number of Applicants with Family Commitments in Bed & Breakfast for Six Weeks or More	0	1	3	↓
KPI08	Number of Category 1 & 2 Hazards Removed as a Direct Result of Private Sector Housing Team Intervention	900	896	1000	↑

3.1 In 2019/20 there has been a significant improvement in overall tenant satisfaction with Housing services. In 2018/19 68% of a sample of 2011 tenants rated the Housing service as excellent or good whereas in 2019/20 74.9% of a sample of 2002 tenants rated the Housing service as excellent or good. This represents a year on year improvement of 6.9% in tenant satisfaction.

2019/20 has been the strongest performing year for overall satisfaction with Housing since the Housing department began measuring tenant satisfaction in 2013/14, exceeding the second strongest performing year (2016/17) by a considerable margin (3.9%).

**Overall satisfaction with Housing by reporting year**

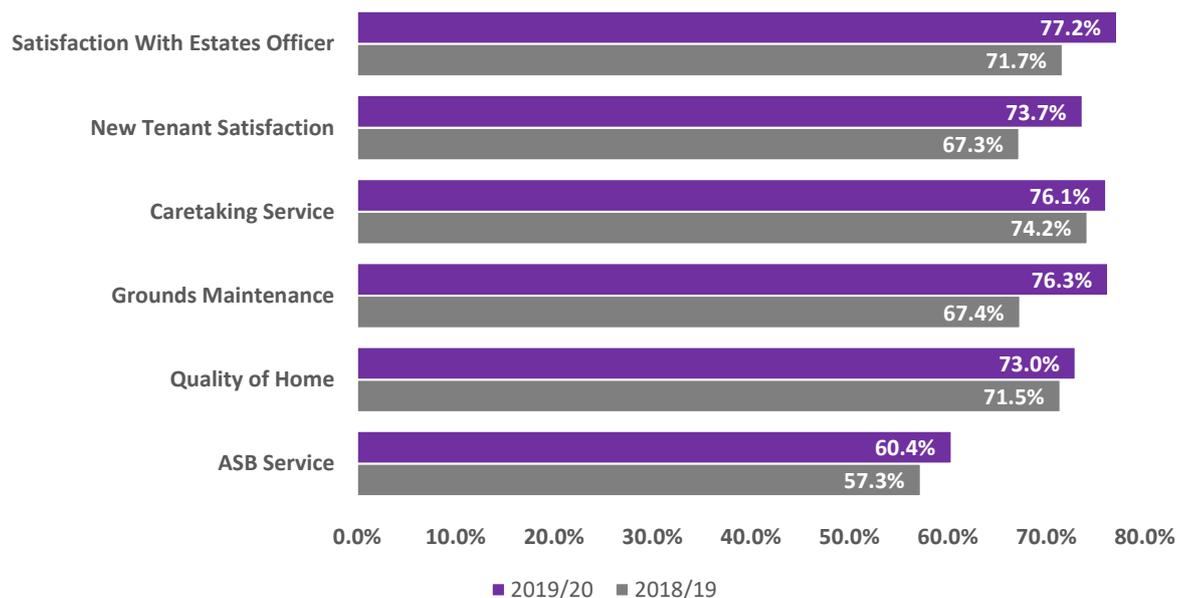


It was reported last year that analysis of feedback from tenants has consistently shown that one of the key drivers for dissatisfaction is a perceived lack of communication and engagement between the Housing department and tenants. As a result, a number of measures have been implemented in order to address this issue including a regular tenants e-newsletter, a formal communication plan, an annual tenants conference, enhancements to the Tenants Excellence Panels involvement in service delivery and mailshots to tenants. Since these measures have been taken, satisfaction has increased which analysis shows is attributed to improved communication and engagement with residents as satisfaction with keeping tenants informed is closely correlated with overall satisfaction.

Maintaining channels of communication with tenants, keeping tenants informed of issues that affect them and listening to tenants' views is something that will remain a priority for the coming year with a new telephone satisfaction survey, a full postal satisfaction survey which will be sent to all tenants and leaseholders and tenant and leaseholder focus groups all planned for 2020/21.

Coinciding with the improvements in overall satisfaction with Housing, a number of measures for individual Housing services or elements of the Housing service have also improved in 2019/20 in comparison with satisfaction levels reported in 2018/19.

**Satisfaction with individual services/elements of service (2019/20 vs. 2018/19)**



These improvements include satisfaction measures such as tenant satisfaction with their Estates Officers/Tenancy Management Officers (+5.5%), new tenant satisfaction (+6.4%), Caretaking (+1.9%), Grounds Maintenance (+8.9%), quality of home (+1.6%) and satisfaction with the way the Housing department tackles anti social behavior (+3.1%).

- 3.2 Satisfaction levels with Transforming Homes are down marginally on last year but are still on target at 86.9% for 2019/20 based on a sample of 453 tenants who provided feedback on the works carried out in their homes. 90.1% of tenants who completed a survey were satisfied with the quality of the work and 94.6% of tenants found the operatives completing the works polite and courteous.

The primary focus of the Transforming Homes programme has now moved onto external elements with the replacement of single glazed windows being the first priority. It is anticipated that dissatisfaction levels with external capital elements, in particular windows, will decrease gradually as the programme progresses. This is also expected to positively impact other satisfaction measures such as overall satisfaction with Housing services and quality of home.

- 3.3 In 2019/20 98.3% of repairs were completed within their respective priority target timeframes improving from 97.7% in 2018/19. Performance was particularly strong in quarter 4 with an average of 99.2% of repairs completed on target.

Satisfaction with repairs remains very high and was 90.5% overall in 2019/20 based on a sample of 2679 tenants who had a repair completed during the reporting period. In addition to this 92.2% of tenants were satisfied with the quality of the repair completed and 99% of tenants were satisfied that the operatives completing repairs treated the tenant and their home respectfully.

- 3.4 The Rents Team have faced some considerable challenges this year in achieving the rent collection target. However despite this the Rents Team surpassed the target of 98%, collecting 98.5% of rent outstanding and supporting a large number of tenants through financial inclusion.

In 2019/20 there was a further reduction in income from Housing Benefit from 38% in 2018/19 to 32% in 2019/20 resulting in an additional £3.5m of rent that needed to be collected by the Rents Team. This follows on from a similar reduction in Housing Benefit income between 2017/18 and 2018/19 which resulted in an additional £3.7m of rent that needed to be collected in 2018/19.

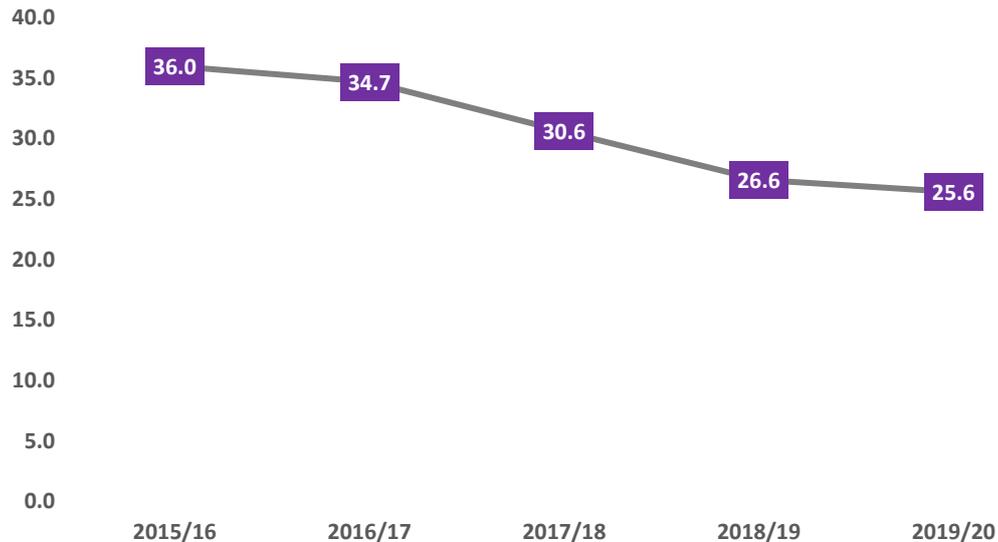
There has also been an increase of 47% in tenants claiming Universal Credit since last year, all of which have been contacted and offered a wide range of support by a Financial Inclusion Officer including support on making their claims and budgeting. 2019/20 was a 53 week rent year but this was not recognised by The Department for Work and Pensions meaning that all tenants receiving Universal Credit would only receive their Housing element for 52 weeks leaving a shortfall of a week. As a result during January and February in 2020, officers visited all 1390 affected tenants at their homes to secure Discretionary Housing Payments for the additional week to ensure that these tenants were not disadvantaged.

Financial Inclusion Officers also look to maximise tenants' income by advising and assisting tenants with any claims they are eligible for such as PIP, Council Tax support, Discretionary Housing Payments and any other grants they may be eligible for. They also offer food vouchers and assist with clothing, furniture and white goods.

The Financial Inclusion Officers won 'Team of the year 2020' in the staff awards as recognition of all the support they have offered Thurrock tenants.

- 3.5 At year end the average time to re-let a standard void in 2019/20 was 25.6 days, reducing from 26.6 days in 2018/19 and continuing the trend of year on year reductions in void re-let times for standard voids.

**Standard void re-let times (2015 – 2020)**



Re-let times for capital voids have also improved in 2019/20. In April 2019, capital voids took an average of 106 days to re-let. This has steadily improved throughout 2019/20 ending with an average re-let time in March 2020 of 66 days and an overall average re-let time of 83 days for the reporting year.

**Capital void re-let times by month (2019/20)**



As a result of the reduction in re-let times for both void types, void loss has decreased by £73K in total in comparison with last year.

- 3.6 The Housing service remains 100% compliant with gas service checks carried out within the statutory timescale in 2019/20.
- 3.7 The Housing Solutions Team have worked to ensure that performance against this indicator remains consistent with only 3 applicants with “family commitments” in bed and breakfast accommodation for six weeks or more during 2019/20.
- 3.8 The Private Sector Housing Team has removed 1000 category 1 and 2 Housing Health and Safety Rating System (HHSRS) hazards from private sector properties in 2019/20. This represents an increase of 104 (12%) on last

year's outturn and exceeds the target by 100 hazards in total.

#### **4. Reasons for Recommendation**

4.1 The Committee's comments are sought on the performance of the Housing department in 2019/20.

#### **5. Consultation (including Overview and Scrutiny, if applicable)**

5.1 None.

#### **6. Impact on corporate policies, priorities, performance and community impact**

6.1 The Housing departments performance against key performance indicators reflects the service's commitment to the Council's corporate priorities.

#### **7. Implications**

##### **7.1 Financial**

Implications verified by: **Hannah Katakwe**  
**Housing Accountant, Finance and IT**

No financial implications arising from this report.

##### **7.2 Legal**

Implications verified by: **Ian Hunt**  
**Assistant Director of Law and Governance**

No legal implications arising from this report.

##### **7.3 Diversity and Equality**

Implications verified by: **Rebecca Lee**  
**Team Manager - Community Development and Equalities**

No diversity and equality implications arising from this report.

##### **7.4 Other implications (where significant) – i.e. Staff, Health, Sustainability, Crime and Disorder.**

Not applicable

#### **8. Background papers used in preparing the report (including their location on the Council's website or identification whether any are exempt or protected**

by copyright):

None

**9. Appendices to the report**

None

**Report Author:**

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Assistant Director of Housing