

Agenda item 7

Housing Management Advisory Board

8 September 2021

Performance information pack
QUARTER 1 2021-2022

Landlord services performance

Anti-social behaviour information relating to the council's housing stock

Compliance performance (fire safety etc.)

HOUSING MANAGEMENT ADVISORY BOARD
8 SEPTEMBER 2021

**Report of the Head of Landlord
Services**

**LANDLORD SERVICES
PERFORMANCE**

Purpose of report

To consider performance at the end of quarter 1, 2021-2022, April to June 2021.

Recommendation

The board is asked to note and comment on performance for the first quarter of 2021-2022.

Targets met or within tolerance levels (performance is within 5% of the target)

(a) Repairs

Description	Target	Performance Q1
% Emergency repairs completed within 24 hours	100%	100% 813/813
% Responsive repairs for which appointments are made and kept	98.58%	99.94% 1628/1629
% Responsive repairs which are completed 'right first time'	96%	99.71% 1711/1716
% Urgent repairs completed on time	97%	94.86% 514/542
Average number of days taken to carry out re-let repairs	14 days	13.31 days

Note: The timescales that apply to the different categories of repairs are:
Emergency repairs – 24 hours
Urgent repairs – 5 days
Routine repairs – 28 days

(b) Gas servicing

Description	Target	Performance Q1
% Properties with a valid gas safety certificate	100%	99.71% 5194/5209

(c) Rent collection

Description	Target	Performance Q1
% Rent collected (including rent arrears brought forward)	90.00%	87.75%

(d) Rent arrears percentage of annual rent debit

Description	Target	Performance Q1
Rent arrears of current tenants as a percentage of the annual rent debit rent debit	3.24% EOY	3.46%

(e) Tenancy management

Description	Target	Performance Q1
% New tenancies sustained over twelve months	95%	100% 22/22
% New tenancy visits completed on target	95%	98.51% 66/67

(f) Supported housing

Description	Target	Performance Q1
% Support plans agreed with sheltered tenants/reviewed within time	100%	99.86% 717/718

(g) Customer satisfaction

Description	Target	Performance Q1
% Tenants satisfied with responsive repairs (overall)	97.4%	98.64% 217/220
% Tenants satisfied with the time taken to complete the repair	97.60%	97.27% 214/220
% Tenants satisfied that the operative arrived on time	98.57%	99.55% 219/220
% Residents satisfied with Decent Homes work	95%	n/a
% Residents satisfied with the time taken to complete the Decent Homes work	95%	n/a
% Lifeline customers satisfied with the way their alarm call was dealt with	99.50%	100% 66/66

(h) Rent arrears and universal credit

The arrears and universal credit performance indicators for quarter 1 2021-2022 are attached in **appendix 1**.

Targets not met within a 5% tolerance

(a) Repairs

Description	Target	Performance Q1
% Routine repairs completed on time	97.00%	83.45% 817/979
% Responsive repairs completed within timescales	97%	91.95% 2146/2334

Commentary:

The targets are out of tolerance due to the back log of non- emergency repairs during lockdown and continuing problems through self- isolation of staff because of COVID 19 .

(b) ASB

Description	Target	Performance Q1
% ASB complainants satisfied with the way their case was dealt with	86.00%	70% 7/10

Commentary:

The low number of surveys returned this quarter (ten) makes for reduced statistical reliability: in Q4 [last reporting period] twenty-two surveys were returned; in Q1 only ten were returned.

(c) Complaints

Description	Target	Performance Q1
% Complaints responded to within timescales (stages 0 and 1)	95%	89.3% (100/112)

Commentary:

Performance improved over Q4 last year but continuing staff absence and high workload have contributed to the overall performance. Business support staff are supporting officer in meeting response times.

Officer to contact: Deborah Bartlett
Repairs and Investment Manager
deborah.bartlett@charnwood.gov.uk
01509 634501

Andrew Staton
Landlord Services Manager
andrew.staton@charnwood.gov.uk
01509 634608

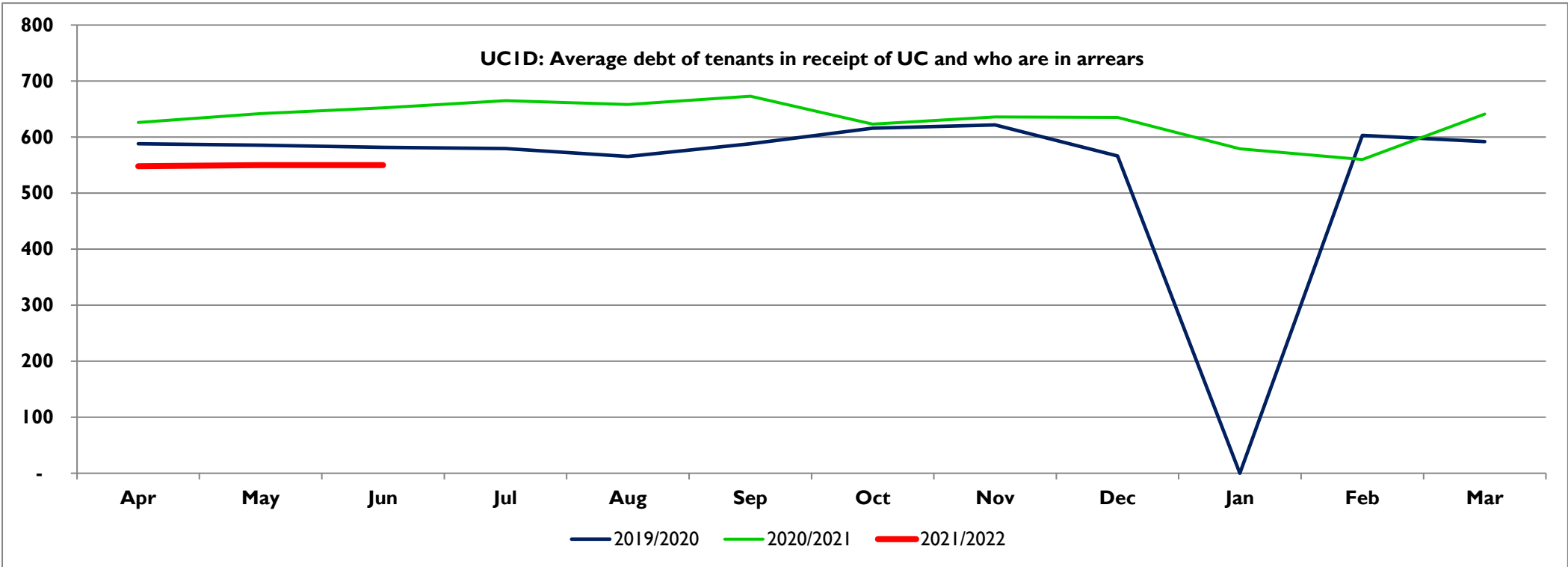
APPENDIX 1: RENT ARREARS AND UNIVERSAL CREDIT

Q1: April – June 2021: Landlord services – rent arrears and universal credit performance indicators

KPI ref	Description	Q1 21/22	Q4 20/21	Q3 20/21	Q2 20/21
UC1A	Number of tenants in receipt of universal credit	1,480	1,427	1,361	1,282
UC1B	Percentage of tenants in receipt of universal credit and who are in arrears	58.9%	59.6%	54.6%	68.0%
UC1C	Total arrears of tenants in receipt of universal credit and who are in arrears	£479,363	£545,701	£471,446	£586,825
UC1D	Average debt of tenants in receipt of universal credit and who are in arrears	£550	£641	£635	£673
UC2A	Number of tenants not in receipt of universal credit	3,742	3,835	3,938	4,026
UC2B	Percentage of tenants not in receipt of universal credit and in arrears	25.5%	12.7%	16.4%	26.2%
UC2C	Non-UC arrears	£255,020	£95,418	£230,642	£275,364
UC2D	Average debt of tenants not in receipt of UC and who are in arrears	£267	£196	£356	£262

UC1D Average debt of UC tenants who are in rent arrears (£s)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2019/20	588	586	582	546	637	554	616	622	566	No data	603	592
2020/21	626	642	652	665	658	673	623	636	635	579	560	641
2021/22	548	550	550									



COMPLIANCE REPORT, QUARTER I 2021-2022

DESCRIPTION	TARGET	ACTUAL	%	COMMENTARY
GAS COMPLIANCE				
PROPERTIES WITH A CURRENT CP12	5,209	5,194	99.71%	We have fifteen properties that are out of compliance. Appointments are being made to gain access
CAPPED PROPERTIES WITH A CURRENT CP12		317	6%	6% of our gas-using tenants are not using the gas appliances in their home.
COMMUNAL BOILERS WITH A CURRENT CP12	15	15	100%	The compliance gas surveyor is currently reviewing the servicing of communal boiler systems
SOLID FUEL APPLIANCES WITH CURRENT CP12	59	57	97%	Two properties out of compliance efforts are being made to gain access.
REPAIRS COMPLETED WITHIN PRIORITY	1,042	952	91%	90% of repairs were completed within priority. Sure have made changes to the way they raise and progress jobs which would have had a downward effect on some figures and have also had system issues. The problems are now resolved and there will be internal analysis of servicing figures.
CUSTOMER SATISFACTION (98%)	138	135	98%	Audits received 98% customer satisfaction.
AUDITING - ASSURANCE				
COMPLETED GAS AUDITS - MAIN GAS CONTRACT	0	103	0%	103 audits have now been completed
COMPLETED SOLID FUEL AUDITS				
SMOKE ALARM & CARBON MONOXIDE COMPLIANCE - RECONCILIATION PROJECT				
No. properties with battery smoke alarm		2,237		PDF reader has been created and configured for gas safety certificate data extraction. Further development is in progress for a script to locate and read latest CP12 for each property and collate data. Interface required for bulk update of QL components from collated data files to allow semi automated update/maintenance of components on QL - CONTINUING
No. properties with hard-wired smoke detection		2,645		
No. properties with both battery and hard-wired detection		306		
No. properties - unknown/missing data		9		
No. properties with individual smoke detection connected to Lifeline with communal fire alarm systems		405		

PROPERTIES WITH A CO ALARM INSTALLED		5,602		Reconciliation is required: this work is outstanding owing to lack of information on the QL system
FIRE SAFETY				
FIRE ALARM: SIX-MONTHLY	19	19	100%	Work done but awaitng data from Chubb - (they have restructued and its taking time to get data)
EMERGENCY LIGHTING - DURATION TEST - ANNUAL	18	18	100%	Work done but awaitng data from Chubb - (they have restructued and its taking time to get data)
EMERGENCY LIGHTING - FLICK TESTING - MONTHLY	277	277	100%	Work done but awaitng data from Chubb - (they have restructued and its taking time to get data)
FIRE RISK ASSESSMENT	297	297	100%	180 FRAs were conducted in March and have been received back. A further 86 FRAs are on order. New action logs will be produced when received. Futher FRAs are due to be requested by September
FIRE EXTINGUISHER	14	14	100%	Fourteen sites have fire extinguishers/blankets installed (47 components) all compliant
FIRE RISK ACTION LOG	-	3	3	Three of the eight sheltered schemes where fire remedial works were being undertaken still have ongoing works.
FRA RECOMMENDATIONS - IMMEDIATE/AS SOON AS PRACTICABLE	21	-	0.0%	Totals will increase as new batches of FRA are ordered and received back. Further FRAs are to be ordered
FRA RECOMMENDATIONS - SHORT TERM	83	61	73.5%	
FRA RECOMMENDATIONS - NON URGENT	20	-	0.0%	
FRA RECOMMENDATIONS - LONG TERM	-	-	NA	
FRA RECOMMENDATIONS - ASSET PROTECTION ONLY	-	-	NA	
FRA RECOMMENDATIONS - TOTAL	124	61	49.2%	
WATER SAFETY				
LEGIONELLA MONITORING - MONTHLY	15	14	93.33%	All court are compliant with monthly, quarterly and annual checks with exception of Sorrel Court. Testing and flusing is being undertaken by Second Element and Sure/Vinshire's is replacing the hot water system for remediation. New risk assessments are due shortly.
LIFTS & STAIRLIFTS				
PASSENGER LIFT: SIX-MONTHLY SERVICE	4	4	100.00%	Stair lifts, hoist, passenger – 202 with six outstanding
STAIRLIFT: ANNUAL SERVICE	202	196	97.03%	
ASBESTOS				
ASBESTOS SURVEYS	6,389	6,384	100%	Reconciliation of property list is being undertaken for the new MCP contract but see 'Total properties' on row 42 below

RE-INSPECTIONS	780	-	0%	Line 41 has been added below to show totals for communal reinspections. Unless otherwise requested this row will be repurposed to show requests for inspections for program work surveys. 780 Requests have been added in April for program works - Each survey may comprise of multiple workstreams. The actuals column will be updated as surveys are completed. Figures will be collated from reports produced using the new Alpha Tracker which is coming into service wc 19 July 2021.
COMMUNAL AREAS FOR RE-INSPECTION 2020-2021	488	488	100%	New figures from report with more granularity. Actuals will alter throughout the year
TOTAL PROPERTIES WITH AN ASBESTOS SURVEY	5,563	5,531	99%	New figures from report with more granularity. Needs further refinement. Reconciliation needed between MCP / CBC property lists
COMPLETED ASBESTOS AUDITS - assurance testing				Audits completed with assurances issued on works carried out - further auditing to be completed on licensed works as necessary
Electrical condition reports (periodic testing) inc PAT testing				
Courts' PAT testing	14	12	86%	PAT testing was requested last month. Shacklock is due to report back and is being chased

APPENDIX 3: ANTI-SOCIAL BEHAVIOUR – QUARTER 1 2021-2022

1. Incidents of ASB reported by estate – quarter 1: April to June 2021

Estate	Q1 21/22	Q4 20/21	Q3 20/21	Q2 20/21
Anstey	15	12	4	12
Barrow Upon Soar	13	12	6	13
Birstall	3	4	1	2
Loughborough - Ashby Road	23	6	9	17
Loughborough - Bell Foundry	51	31	29	40
Loughborough - General	30	23	29	17
Loughborough - Shelthorpe	31	16	17	22
Loughborough - Thorpe Acre	15	1	3	8
Loughborough - Town Centre Central	17	15	14	26
Loughborough - Warwick Way	36	14	9	18
Mountsorrel	19	15	12	29
Quorn	8	4	5	6
Rest of Charnwood	5	1	3	3
Rothley	12	11	2	4
Shepshed	33	15	18	28
Sileby	61	23	3	21
Syston	17	7	17	22
Thurmaston	13	21	5	8
Woodhouse Eaves	6	5	4	5
Grand total	408	236	190	301

Previously if an anti-social behaviour report was already open and the same person called again a new case would not be created and the information would be recorded against the open case. In quarter 1 this changed and now each call is recorded as a separate report, the case is then closed and the details added to the master record therefore there will be an increase in the number of cases opened. The heading has been amended to reflect this change. Of the 408 cases opened in quarter 1, approximately 100 were duplicates that were closed immediately and moved to the master Sentinel record.

2. Case closure quarter 1 2021/2022

CASES CLOSED DURING QUARTER 1	Q1 21/22	Q4 20/21	Q3 20/21	Q2 20/21
Numbers of cases closed	72	270	286	272
Total time open (days)	3,475	23,252	24,254	17,748
Average length of time open (days)	48	86	85	65

Previously cases closed as duplicates/entered in error were included in the figures, however we are now able to identify these cases and deduct them from the number of cases closed in the period. This accounts for the difference in the figure between quarter 1 and the previous quarters.

3. Case resolution rate quarter 1 2021-2022

CASES CLOSED DURING QUARTER 1	Q1 21/22	Q4 20/21	Q3 20/21	Q2 20/21
Numbers of cases closed	72	203	205	203
of which were resolved	36	128	117	136
Case resolution rate (%)	50%	63%	57%	67%

Any cases that were duplicates or entered in error have been excluded from this calculation.

4. Case closure and reasons for closure when unresolved quarter 1 2021-2022

Case resolution - unresolved cases' reason for closure	
Reason for closure when unresolved	Nos
Referred to tenancy & estate management team	2
Referred to environmental health	1
Referred to police	2
No perpetrator identified	6
Anonymous complaint (unable to confirm if problem resolved)	16
Reported for information only	2
No evidence in order to take action/Insufficient evidence to make any progress with the case	7
TOTAL	36

5. Case closure by disposal (action status at point of closure) quarter 1 2021/2022

Disposal type	Q1 21/22	Q4 20/21	Q3 20/21	Q2 20/21
Advice	13	27	19	60
Verbal warning	0	1	2	3
Written warning	1	8	11	13
Community protection advice/warning letter	1	1	0	0
Mediation	0	5	0	2
Acceptable behaviour contract	0	0	0	0
Injunction	0	1	0	1
Tenancy – extension to introductory tenancy	0	0	0	2
Notice of possession proceedings	0	0	0	0
Notice of seeking possession	0	0	0	0
Suspended possession order (SPO)	0	0	0	0
Outright possession order	0	1	0	0
Criminal behaviour order (CBO)	0	0	0	0
Closure order	0	0	0	0
Eviction order	0	1	0	0
No further action at complainant's request	9	35	24	23
No further action – reported for information only	2	1	1	3
No further action – no perpetrator identified	6	10	14	6
No further action - other	16	34	59	11
No further action – evidence not provided	6	29	37	52
Other (in this case non-engagement by complainant)	15	48	47	25
Entered in error/duplicate case	No longer included	68	72	70
Referred to the police	1	0	0	0

Referred to the environmental protection team	1	0	0	0
Alleged perpetrator ended tenancy	1	0	0	0
Complainant moved	1	0	0	0
Grand total	73	270	286	271

Within Sentinel (ASB case management system) officers can now choose other and add additional details, this was not previously available therefore some new case closure disposals have been incorporated into the case closure disposal table.

Previously the number of cases entered in error/duplicates has been recorded in the disposal table, however these have not been included in quarter 1 so that this table is in line with the amendments made to the other tables.

Please note that if a case is closed and subsequently re-opened it will not show in the case closure by disposal figures so there can be a discrepancy between the number of cases closed and the total in the case closure by disposal table.

6. Open cases at end of quarter 1 2021/2022

Cases open at end quarter 1	Q1 21/22	Q4 20/21	Q3 20/21	Q2 20/21
Numbers of cases	338	133	171	269
Total time open (days)	27,458	13,880	20,968	21,929
Average length of time open (days)	81	104	123	82

6. Repeat complainants

Repeat and anonymous complainants for cases opened during quarter 1 2021/2022	
Anonymous/no victim or complainant	72
Reported twice	38
Reported three times or more	24
TOTAL	134

Officers to contact:

Peter Oliver
Head of Landlord Services
peter.oliver@charnwood.gov.uk
01509 634952

Claire Westrup
Principal Officer – Tenancy and Income Management
claire.westrup@charnwood.gov.uk
01509 634604