

Affordable Homes Performance April 2017 to March 2018

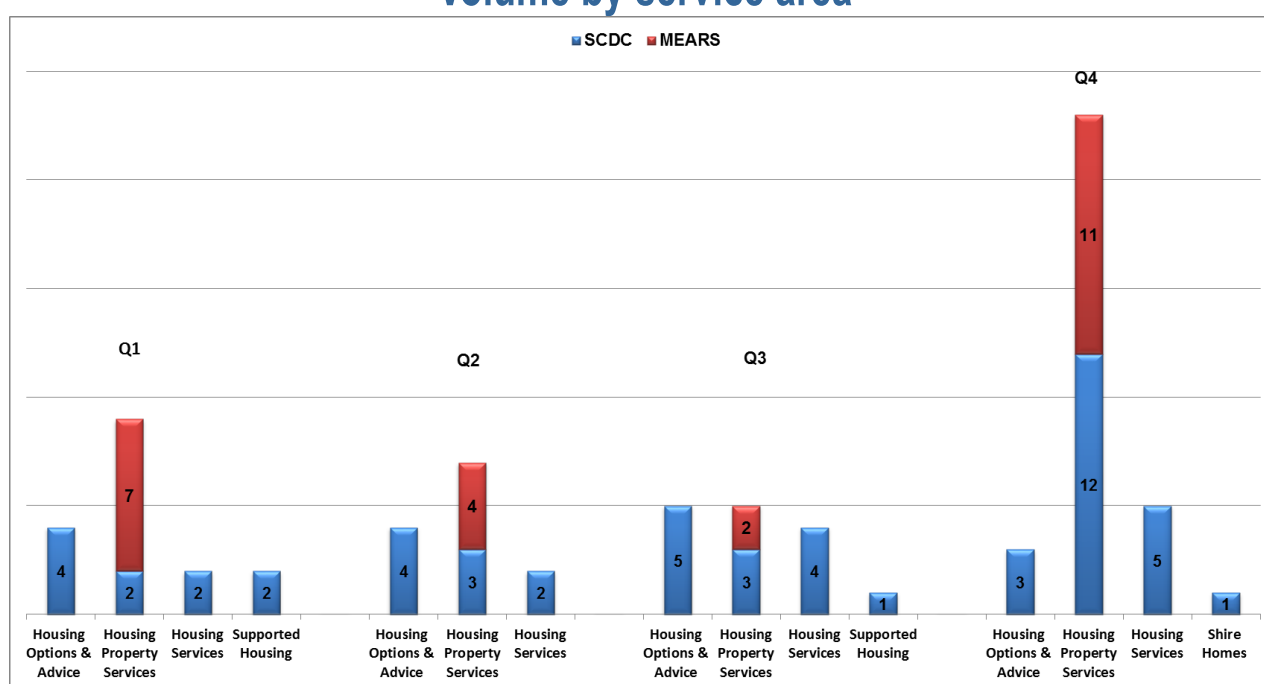
Complaints & Compliments

Volume of Complaints

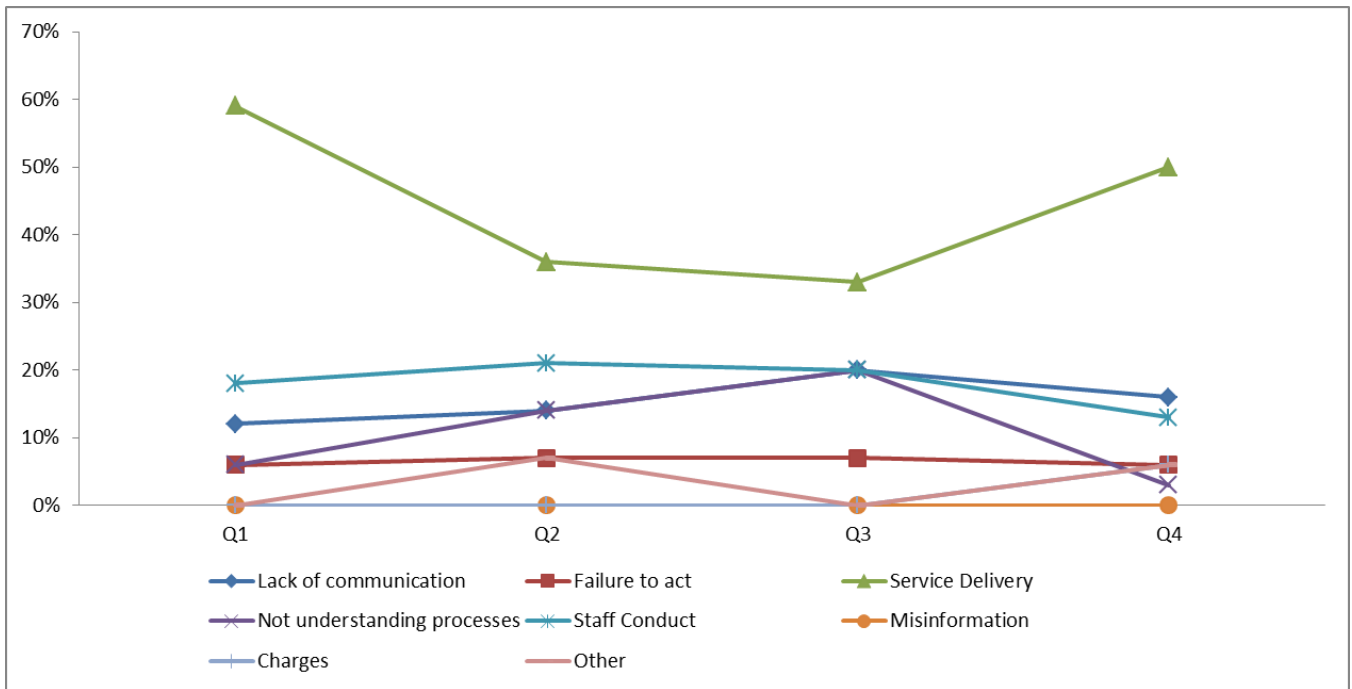
Financial year	Total Number of stage 1 complaints	Total Number of stage 2 complaints	Total Number of stage 3 complaints	Total number of properties end of year General Needs and Housing for older people (GN &Hfop)	% of complaints to properties
2017/2018	77	3	2	5237	1.5%
Comparison with previous years					
2016/2017	64	2	0	5265	1.2%
2015/2016	79	3	0	5251	1.5%
2014/2015	91	7	1	5286	1.7%
2013/2014	89	5	0	5308	1.7%

Stage	Q1 April - June	Q2 July – Sept	Q3 Oct - Dec	Q4 Jan - Mar	Year end totals
1 = Expression of dissatisfaction that is not able to be resolved at first contact so requires investigation and response from Service Manager	17	13	15	32	77
2 = Unresolved at stage 1 so investigation required by Head of Service	0	1	2	3	6
3 = Referred to the Housing Ombudsman	0	0	0	2	2

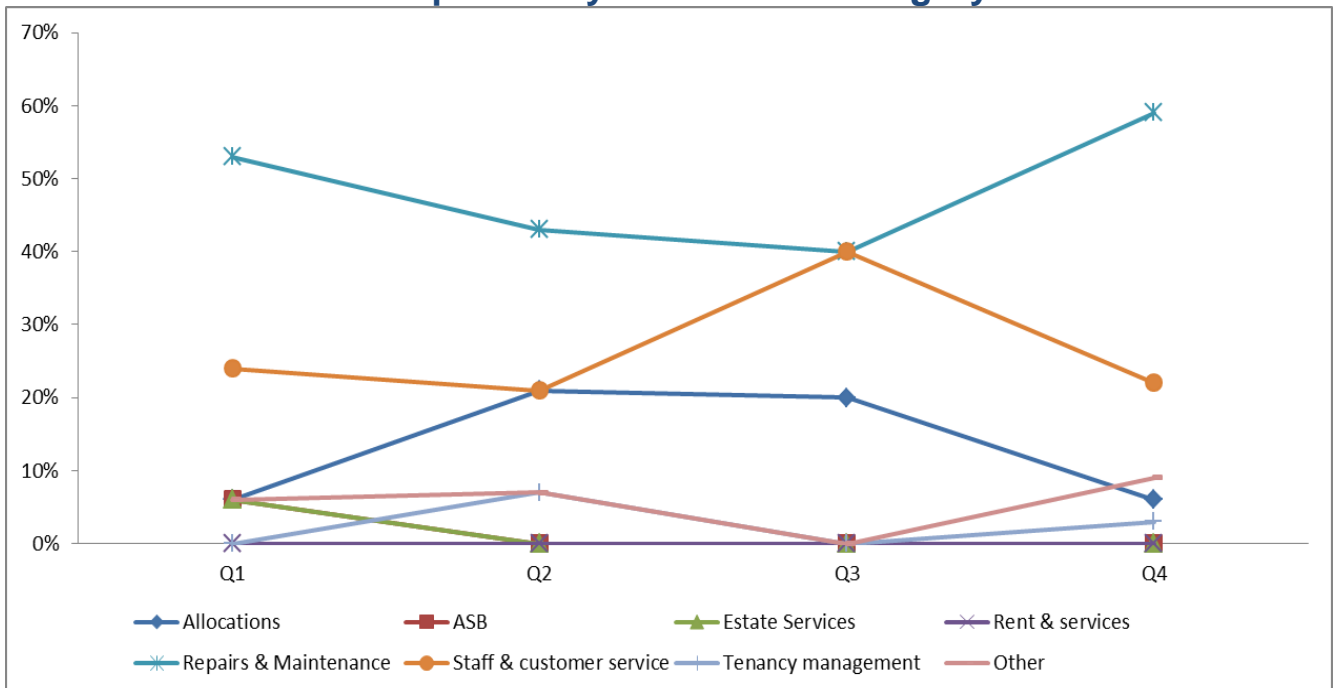
Volume by service area



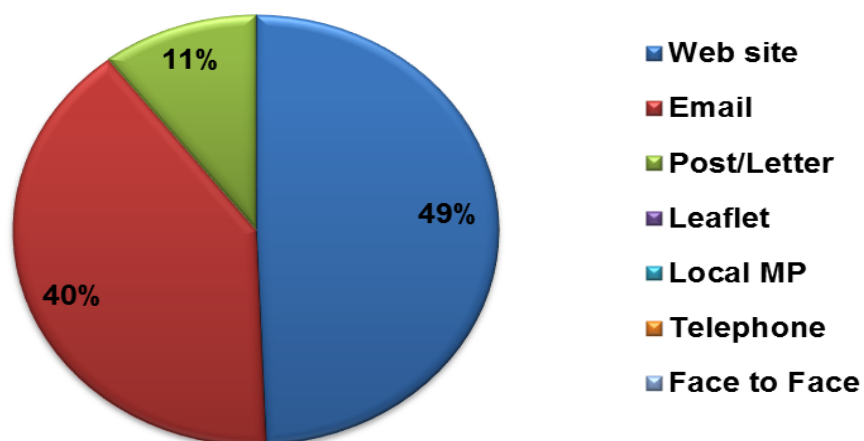
Complaints by SCDC Category



Complaints by HouseMark Category



Method complaints received



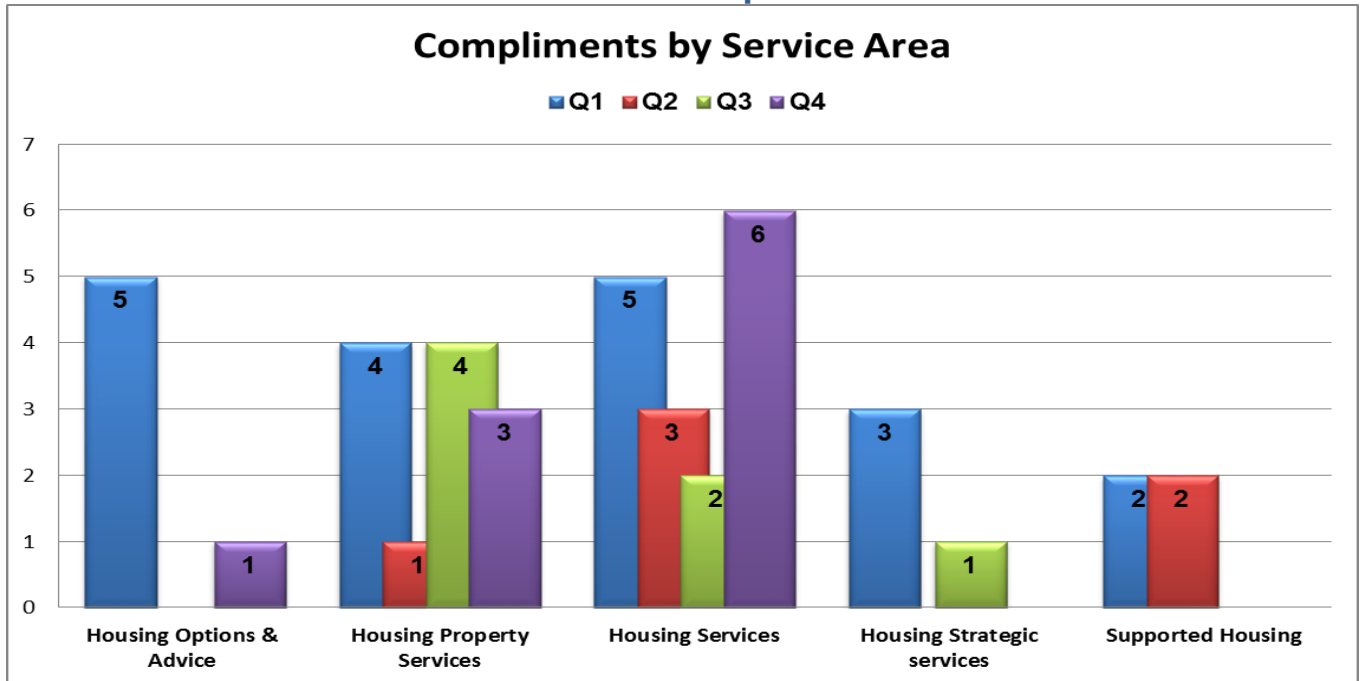
Closed complaints

Overview of closed complaints	Q1	Q2	Q3	Q4
Total closed / resolved (as at the end of each quarter)	17	13	15	32
Upheld = closed in favour of complainant	6	5	5	7
Partly upheld = closed partly in favour of complainant	2	1	0	3
Not upheld = closed not in favour of complainant	9	7	10	22

Average response time (target 10 working days)

	Total closed/resolved	How many were <u>within the target</u> of 10 working days	How many were <u>over the target</u> of 10 working days	Average response time in working days
Q1 Apr - Jun	17	15	2	7
Q2 Jul - Sept	13	7	5	12
Q3 Oct - Dec	15	13	2	6
Q4 Jan - Mar	32	20	12	12

Volume of Compliments



Totals – Q1 = 19; Q2 = 6; Q3 = 7; Q4 = 10
Grand total for 2017/18 = 42

Below are just some of the compliments received:-

Thank you so much for your kindness, you have been so understanding and I appreciate this so very much.

*I just wanted to thank you for all of your help, assistance and support in getting the issues at ***** under control.*

I can't fault the council repair team on this occasion they were super helpful

How pleased we are with the excellent customer service shown so far

I can't thank you enough for all your help. I am so pleased to meet a person like you who is willing to go the extra mile to help.

Thank you for being understanding today. I felt you understood and were sympathetic to our situation it's something I'm not used too normally people see me as a problem.

Just wanted to say a massive thanks for your help in the last week or so. It really has given my wife and I great confidence to know you are there and that you care!

Very impressed with the attitude and behaviour of the engineer from SSE

My husband and I would like to let you know how pleased we are with our new kitchen. All the workmen, staff etc. have been very polite, efficient and conscientious in regards to keeping everything as clean as possible. Thank you all very much for the excellent service.

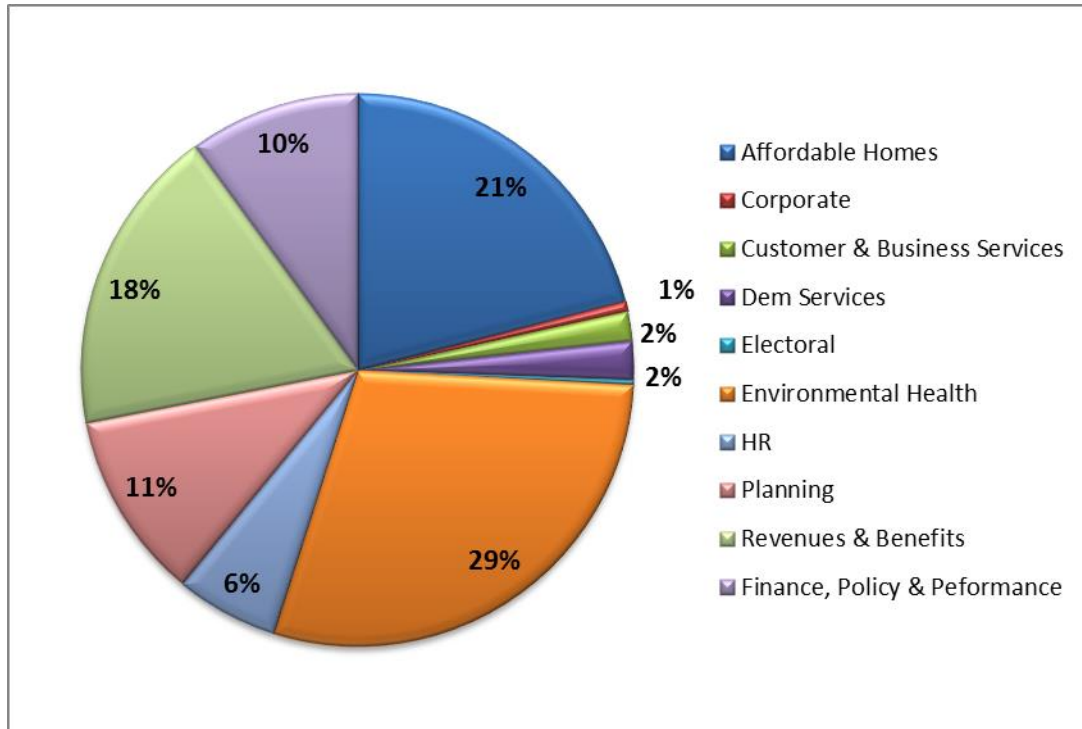
I'd like to take this opportunity to say a huge thank you to yourself, you have been extremely helpful with this situation, I have really appreciated it.

A big thank you to all that worked hard to give us a lovely presentation evening

Freedom of Information request (FOI's)

Due to the change over of FOI reporting systems, data is only available for the period Sept 2017 – March 2018 the council received a total of 357 requests, the top 3 departments who received the most requests are as follow:

1. Environmental Health – 103 (29%)
2. Affordable Homes - 76 (21%)
3. Revenues & Benefits – 64 (18%)



Anti- Social Behaviour

Caseload 2017/18	
Properties covered by your ASB service (as at 31/03/2018)	5237
Total number of cases reported in the year-to-date	358
Number of live cases at the end of the quarter	194
Number of case successfully closed	164
% of new cases to properties	6.8%

Homelessness 2017/18

Financial Year	17-18			
Quarter	4			
Directorate	Affordable Homes			
PI type	Key PI			
PI and PI owner and Month organised by Service Area	Actual	Target	Int.	Comment
AH203 Number of households in temporary accommodation				
Susan Carter/Heather Wood				
	Jun	59	60	70
	Sep	59	60	70
	Dec	61	60	70
	Mar	49	60	70
<p>Reflects demand for the service, as homeless prevention figures show that staff are still achieving lots of homeless prevention despite the challenging external factors.</p>				
AH208 Number of households helped to prevent homelessness (non-YTD)				
Susan Carter/Heather Wood				
	Jun	57	30	27
	Sep	48	30	27
	Dec	64	30	27
	Mar	38	30	27
<p>Excellent homeless prevention figure</p>				
AH212 £s spent on Bed and Breakfast accommodation (cumulative)				
Susan Carter/Heather Wood				
	Apr	0.00	974	1150
	May	0.00	1952	2300
	Jun	240.00	2926	3450
	Jul	240.00	3900	4600
	Aug	1,400.00	4874	5750
	Sep	3,660.26	5848	6900
	Oct	7,954.63	6822	8050
	Nov	13,969.38	7796	9200
	Dec	13,969.38	8770	10350
	Jan	17,551.03	9740	11500
	Feb	21,673.53	10714	12650
	Mar	22,606.84	11688	13800
<p>Overtarget due to increased demand for emergency accommodation (including Traveller site enforcement action) Currently there are two long term placements in B&B - both single men who have been difficult to place. One is currently under review. Alternative temporary accommodation options will continue to be sought.</p> <p>Overtarget and some outstanding invoices to receive. Cumulative figure so previous spike in B&B use continue to have knock on affect. Currently two single people in B&B.</p> <p>Overtarget due to high usage earlier in the year. During February, only one single person was accommodated in B&B</p>				
<div style="border: 1px solid black; padding: 5px; width: fit-content;"> <p>— Intervention</p> <p>— Target</p> <p>— Actual</p> </div>				

Performance at a glance and Housemark

Priority performance benchmarking (PPB) is a HouseMark system which offers the benefit to quarterly benchmark our performance compared to our peer group

At the end of each quarter HouseMark will produce a report which will include bar charts with our trend information and the peer group quartiles. Our peer group covers all Local Authorities across the country

Bar chart definitions explained:

KPI Value = SCDC data entry

Upper Quartile = average value of the top 25%







Median = average of the middle 50%

Lower Quartile = average value of the bottom 25%

Sample = how many club members entered their data for the period stated at that point in time

Trend =  **Green** with in target;  **Red** outside target;  Improved  Declined  Maintained

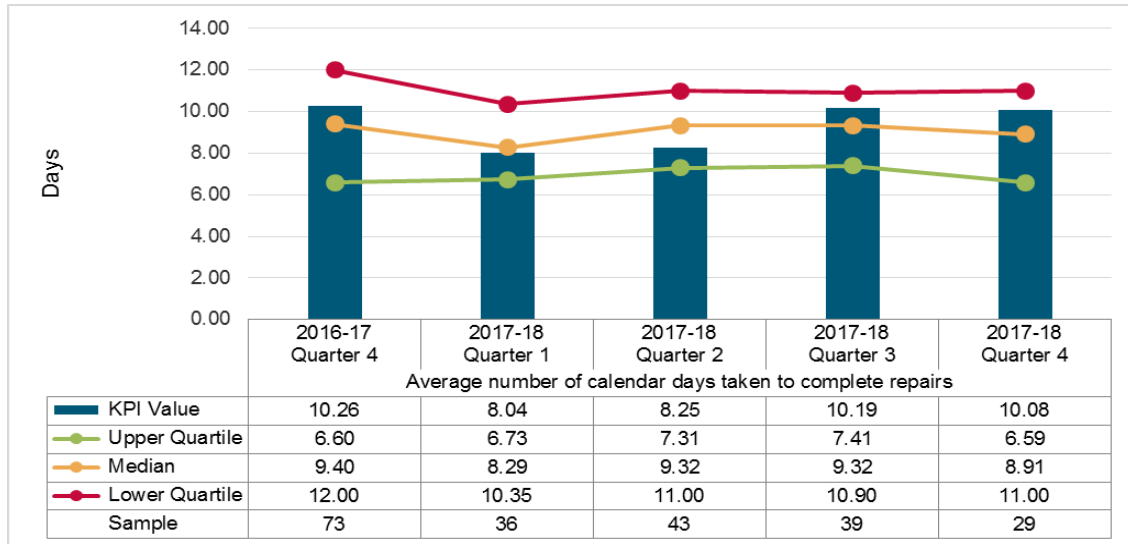
The following performance indicators which we monitor are not part of the quarterly Priority Performance Benchmarking so below shows our performance and trends, but no HouseMark peer comparison

Area	Target 2017/18	Q1 Apr - June	Q2 July - Sept	Q3 Oct- Dec	Q4 Jan - Mar	Trend
Emergency repairs attended to within 24 hours	98% or above	99.16%	98.5%	96.23%	96.09%	
Number of appointments kept	95% or above	94.09%	94.10%	94.53%	94.79%	
Customer satisfaction with repairs	97% or above	96.18%	97.32%	97.47%	98.48%	
Customer satisfaction with condition of new home	85% or above	85%	88%	89%	89%	
Customer satisfaction with acquiring new home	85% or above	100%	99%	97%	97%	
Customer satisfaction with anti-social behaviour response	85% or above	85.0%	100%	95%	100%	

The following performance indicators which we monitor, are part of the quarterly Priority Performance Benchmarking so peer comparison have been included

Average number of calendar days to complete repairs

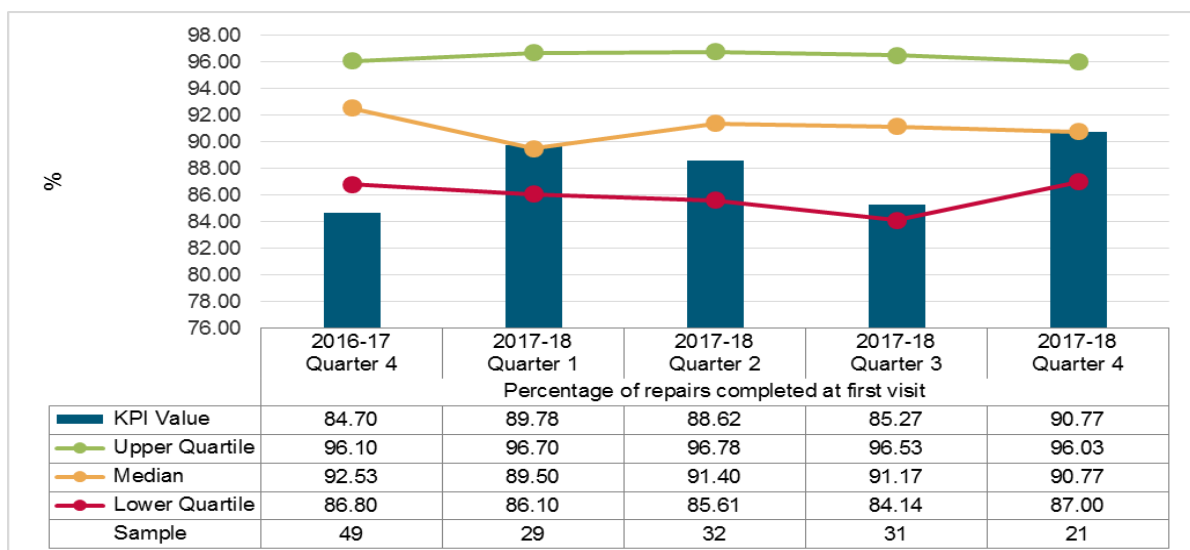
Area	Target 2017/18	Q1 April - June	Q2 July - Sept	Q3 Oct- Dec	Q4 Jan-Mar	Trend
Average number of calendar days to complete repairs	12 days or less	8.04 days	8.25 days	10.19 days	10.08 days	↑



Upper Quartile top three: South Kesteven DC 4.92; Epping Forest DC 5.13; LB of Croydon 5.53

Percentage of repairs completed at the first visit

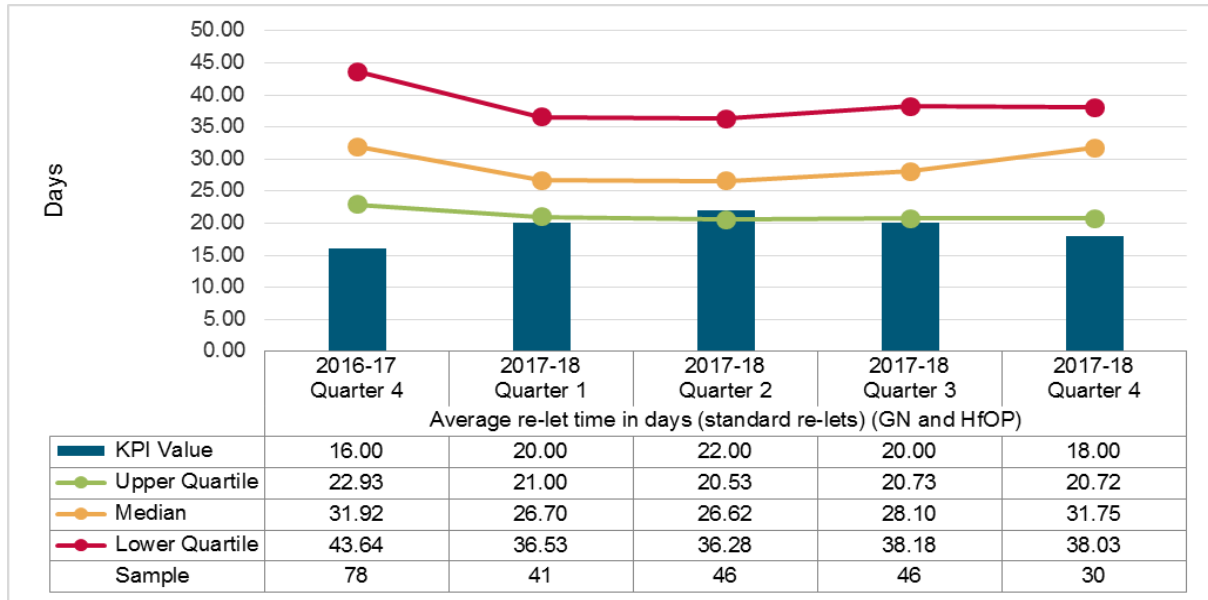
Area	Target 2017/18	Q1 Apr - June	Q2 July - Sept	Q3 Oct- Dec	Q4 Jan-Mar	Trend
Percentage of repairs completed at the first visit	85% or above	89.78%	88.62%	85.27%	90.77%	↑



Upper Quartile top three: North Kesteven DC 98.72%; Dudley MBC 96.72%; LB of Croydon 96.59%

Average time to re-let GN & HfOP (standard re-lets)

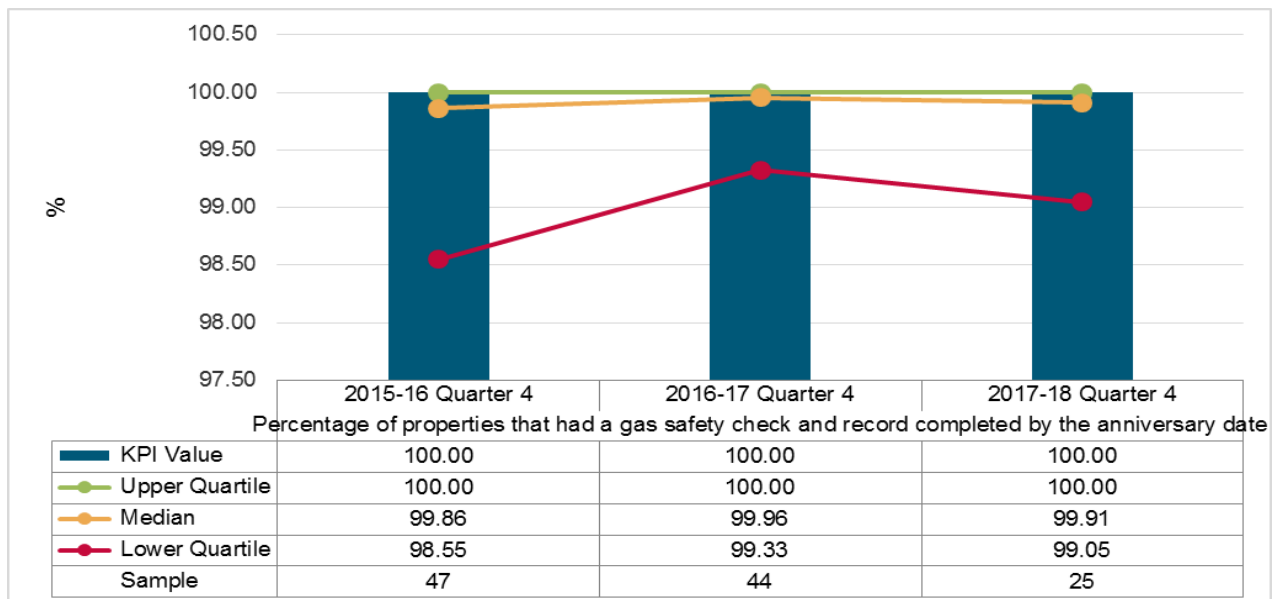
Area	Target 2017/18	Q1 Apr - Jun	Q2 July - Sept	Q3 Oct- Dec	Q4 Jan-Mar	Trend
Average time to re-let GN & HfOP (standard re-lets)	17 days or less	20 days	22 days	20 days	18 days	↑



Upper Quartile top three: Medway Council 12.10; Norwich City Council 15.57; Bolsover DC 16.00

Percentage of dwellings with a valid gas safety certificate

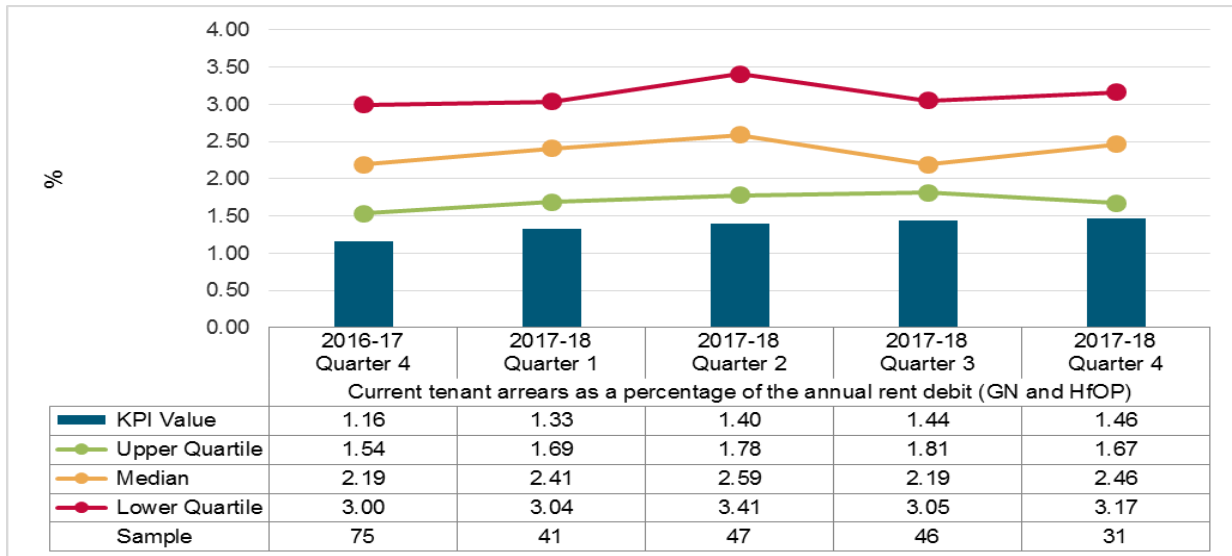
Area	Target 2017/18	Q1 Apr - Jun	Q2 July - Sept	Q3 Oct- Dec	Q4 Jan-Mar	Trend
Percentage of dwellings with a valid gas safety certificates	100%	100%	100%	100%	100%	↔



Upper Quartile top three: 77 Local Authorities with 100%; 3 with 99.99%; 8 with 99.98%

Current tenant arrears as a percentage of the annual rent debit (GN and HfOP)

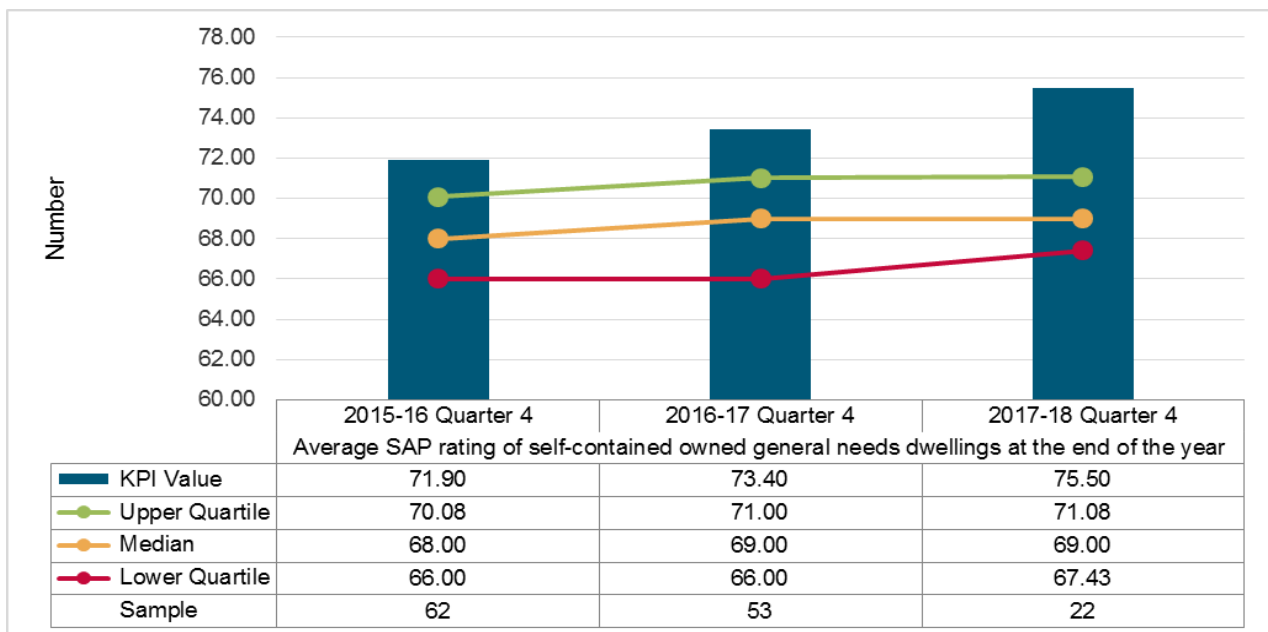
Area	Target 2017/18	Q1 Apr - Jun	Q2 July - Sept	Q3 Oct- Dec	Q4 Jan-Mar	Trend
Level of current rent arrears	1.4% or less	1.33%	1.40%	1.44%	1.46%	↓



Upper Quartile top three: Stevenage BC 0.76%; North Kesteven DC 0.81%; Medway Council 1.14%

Average SAP rating of self-contained owned general needs dwellings at the end of the year

Area	Target 2017/18	Q1 Apr - Jun	Q2 July - Sept	Q3 Sept - Dec	Q4 Jan - Mar	Trend
Average SAP rating	65	73.97	74.15	74.51	75.50	↑



Upper Quartile top three: SCDC 75.50; City of York Council 74.30; Lancaster City Council 72.00