









HOUSING PERFORMANCE MEASURES

| Repairs | Data source | ADC Quartile 2022/23 | Upper Quartile (target) | Current Performance At 30 June 2023 | RAG | Previous Performance At 31 March 2023 | Direction | 4-month trend Mar – Jun 2023 |
|--|----------------------|----------------------|-------------------------|-------------------------------------|-----|---------------------------------------|---|---|
| % of emergency repairs completed in time | Housing System | 2 97.57% | 99.1% | 59.09% | | 90.36% |  |  |
| % of non-emergency repairs completed in time | Housing system | 3 79.42% | 93.72% | 65.94% | | 64.56% |  |  |
| Average cost of a responsive repair | Housing System | 3 £193.09 | £125.56 | £309.17 | | £265.04 |  |  |
| Satisfaction with repairs | KWEST Monthly survey | N/A | N/A | 82% | | 83% |  |  |

SOURCE:Housemark for quartile data

Key for direction



Figure is higher which means performance is declining



Figure is higher which means performance is declining



Figure is higher which means performance is improving



Figure is higher which means performance is improving

MANAGERS COMMENTS





Our target timescales for emergency repairs is 24 hours and for non-emergency it is 20 working days.

Our performance for last year 22/23 places us in quartile 2 and 3. We are currently trending below this figure during this quarter. There are delays in our main repairs contractor providing their data to us which impacts our reporting of completed works. However their performance is not at the level we would expect it to be and means we are below the top quartile target.

There is no quartile information available for satisfaction with repairs, as we operate a monthly transactional survey opposed to a perception survey. However we will be able to report on our annual perception survey at next months committee which will give members an indication of where we place against the rest of sector on satisfaction.

The service continues to work with our main repairs contractor to improve performance and has also established a Dynamic Purchasing System (DPS). This will make a wider range contractors available to undertake some types of work and help reduce the delays and backlogs.



| Compliance | Data source | ADC Quartile 2022/23 | Upper Quartile (target) | Current Performance At 30 June 2023 | RAG | Previous Performance At 31 March 2023 | Direction | 4-month trend Mar – Jun 2023 |
|--|----------------|----------------------|-------------------------|-------------------------------------|-----|---------------------------------------|---|---|
| % of domestic homes with a satisfactory EICR | Housing system | 3 95.08% | 99.57% | 94.65% | | 94.93% |  |  |
| % of homes with completed gas safety checks | Housing system | 4 98.35% | 100% | 98.71% | | 99.73% |  |  |

SOURCE:Housemark for quartile data

Key for direction



Figure is lower which means performance is declining



Figure is higher which means performance is declining



Figure is lower which means performance is improving



Figure is higher which means performance is improving

MANGERS COMMENTS

Gas

At the time of reporting 4 occupied dwellings did not have a current LGSR which is reflected in the percentage above, the reason for this is that access has not been provided by these residents. Officers are working with these residents to gain access, and in these situations our no access policy is used to ensure we gain access to keep our residents safe, as a last resort legal action is sought to gain access.





We continue to work with residents and communicate the importance of them providing access to us to ensure we can carry out these vital safety checks, this includes cross departmental working and liaising with external agencies who provide support to residents.

EICR

The percentage above is lower than anticipated due to approximately 105 EICR certificates which need to be supplied by contractors for voids during 2022/23, these are currently being appraised and they will then be uploaded and included in the next reporting period. The remaining properties without an EICR were either unoccupied and therefore do not qualify for inspection or they have not been inspected due to residents not providing access.

We continue to work with these residents to gain access to their property, and work with contractors to ensure certificates are provided in a timely manner.



| Voids | Data source | ADC Quartile 2022/23 | Upper Quartile (target) | Current Performance At 30 June 2023 | RAG | Previous Performance At 31 March 2023 | Direction | 4-month trend Mar – Jun 2023 |
|--|----------------|----------------------|-------------------------|-------------------------------------|-----|---------------------------------------|---|---|
| Average relet time in days (all voids) | Housing System | 3 76.55 | 45 | 79.93 | | 91.78 |  |  |
| % Void loss | Housing System | 3 1.65% | 0.94% | 1.96% | | 1.65% |  |  |

SOURCE:Housemark for quartile data

Key for direction



Figure is lower which means performance is declining



Figure is higher which means performance is declining





Figure is lower which means performance is improving



Figure is higher which means performance is improving

MANAGERS COMMENTS

We are working to improve our void performance and have a briefing with members on 27 September to update them on the recent and planned changes to the voids process and the actions and timescales for improving performance.

| Financial | Data source | ADC Quartile 2022/23 | Upper Quartile (target) | Current Performance At 30 June 2023 | RAG | Previous Performance At 31 March 2023 | Direction | 4-month trend Mar – Jun 2023 |
|------------------------------|----------------|----------------------|-------------------------|-------------------------------------|-----|---------------------------------------|---|---|
| Arrears – as a % of rent due | Housing System | 3 4.71% | 2.2% | 4.89 | | 4.72 |  |  |

SOURCE:Housemark for quartile data

Key for direction



Figure is lower which means performance is declining



Figure is higher which means performance is declining







Figure is lower which means performance is improving



Figure is higher which means performance is improving

MANAGERS COMMENTS

A programme of training has been put together for all officers to ensure a consistent approach is taken to income recovery, and weekly monitoring has been put in place. A dedicated officer is now responsible for reviewing high level cases.

| Complaints | Data source | ADC Quartile 2022/23 | Upper Quartile (target) | Current Performance At 30 June 2023 | RAG | Previous Performance At 31 March 2023 | Direction | 4-month trend Mar – Jun 2023 |
|--------------------------|----------------|----------------------|-------------------------|-------------------------------------|-----|---------------------------------------|---|---|
| No of stage 1 complaints | Housing System | 4 | 93.82% | 25 in June | | 25 in March |  |  |
| % responded to in time | | 38.9% | | 27.78% | | 47.37% | | |
| No of stage 2 complaints | Housing System | 4 | 96.1% | 3 in June | | 4 in March |  |  |
| % responded to in time | | 15.6% | | 71.43% | | 0.00% | | |

SOURCE:Housemark for quartile data




Key for direction

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|--|---|--|---|
|  <div style="border: 1px solid black; padding: 5px; width: 100%;"> <p>Figure is lower which means performance is declining</p> </div> |  <div style="border: 1px solid black; padding: 5px; width: 100%;"> <p>Figure is higher which means performance is declining</p> </div> |  <div style="border: 1px solid black; padding: 5px; width: 100%;"> <p>Figure is lower which means performance is improving</p> </div> |  <div style="border: 1px solid black; padding: 5px; width: 100%;"> <p>Figure is higher which means performance is improving</p> </div> |
|--|---|--|---|

MANAGERS COMMENTS

On average across Q1 we responded to 36% of Stage 1's in time and 24% Stage 2's in time. In June we made improvements for Stage 2's and responded to 71.43% of complaints in time, however our performance for Stage 1's was below the average. Whilst the trend for Q1 still places us in the bottom quartile we are making improvements to how we handle and respond to complaints which should see improvements reflected in next quarters performance.

The Ombudsman timesclaes for repsonding to complaints is 10 working days for Stage 1 and 20 working days for Stage 2.

| Homelessness and Housing Need | Data Source | Target Vision targets | Current Performance As at 31 Jul 2023 | RAG | Previous Performance As at 31 Mar 2023 | Direction |
|---|------------------------|-----------------------|---------------------------------------|-----|--|---|
| Average time households spent in B&B and EA | Local performance info | 12 weeks | 17 weeks 153 households | | 19 weeks 117 households |  |
| Average time households spent in TA | Housing system | 64 weeks | 33 weeks (233 days) 38 households | | 39 weeks (271 days) 49 households |  |
| Applicants on the housing waiting list | Housing system | N/A | 1944 | | 1732 |  |

Key for direction



Figure is lower which means performance is declining



Figure is higher which means performance is declining



Figure is lower which means performance is improving





Figure is higher which means performance is improving

MANAGER COMMENT

The direction of the arrow shows whether the current performance figure is higher or lower than the previous quarter, the colour indicates whether that direction is positive or negative. The two measures above with a green arrow shows performance improving compared to last quarter, and the measure with the red arrow shows an increase in applicants on the waiting list.

No families in B&B on 31 Jul had been there over 6 weeks.

We are working under unprecedented demand on our service with numbers in TA at the highest numbers for 25 years since records were created, locally and nationally. Housing options officers have extremely high caseloads and are working hard to prevent and relieve as many homeless cases as possible.

| Comparison with West Sussex Authorities | Data Source | County average | ADC performance Jan-Mar 2023 | Previous performance Oct – Dec 2022 | Direction |
|---|-------------------|----------------|------------------------------|-------------------------------------|---|
| No of households in TA per 000 households in area | DLUHC data tables | 3.84 | 2.16 | 2.30 |  |
| Number of cases where homeless prevented | DLUHC data tables | 52 | 110 | 92 |  |

| TOTAL ON HOUSING LIST AS AT 31 JULY 2023 = 1944 | | | | | | |
|--|----------|----------|----------|----------|----------|--------------|
| Banding and Bed need breakdown for general needs and sheltered housing applications: | | | | | | |
| Band / Bed | 1 | 2 | 3 | 4 | 5 | TOTAL |
| A | 68 | 22 | 7 | 4 | 0 | 101 |
| B | 207 | 118 | 82 | 52 | 7 | 466 |
| C | 597 | 422 | 274 | 80 | 4 | 1377 |
| TOTAL | 872 | 562 | 363 | 136 | 11 | 1944 |