









HOUSING PERFORMANCE MEASURES

Repairs	Data source	ADC Quartile 2022/23	Upper Quartile (target)	Current Performance	RAYG	Previous Performance	Direction	4-month trend
% of emergency repairs completed in time	Housing System	2 97.57%	99.1%	83.33% (Q1)		94.05% (Q4)		
% of non-emergency repairs completed in time	Housing system	3 79.42%	93.72%	68.77%(Q1)		66.06%(Q4)		
Average cost of a responsive repair	Housing System	4 £246.66	£125.56	£312.85 (Q1)		£217.98 (Q4)		
Satisfaction with repairs	KWEST Monthly survey	N/A	N/A	79% (Sept 2023)		82% (Jun 2023)		

MANAGERS COMMENTS:

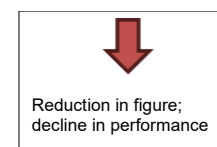
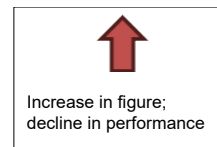
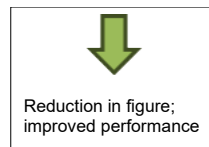
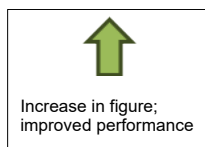
There are delays in our main repairs contractor providing their data to us which impacts our reporting of completed works and means there is a delay on their works orders being included in reporting. We will therefore need to report to members a quarter behind for the two measures relating to repairs completed in time. These measures represent Q1 performance compared to Q4 performance. We are working on the options to rectify this. The two measures at the top of the table above show Q1 performance whilst the other measures show Q2.





We are continuing to work with our contractors to improve repairs performance and to ensure they meet the repairs timescales we have set. The time taken for repairs to be completed is not meeting the targets we have set and is not providing the service we expect for our residents. Performance continues to trend at similar levels and is not seeing a large % increase quarter on quarter. Further information is set out in the main report on the work we are doing to improve repairs performance.

The figures above represent performance across a range of contractors not just Osborne Property Services Ltd.

The average cost of a responsive repair has increased this is due to an increased number of higher value repairs being carried out across the quarter, the repairs and maintenance managers monitors expenditure each month.

Key to directional arrows:







Compliance	Data source	ADC Quartile 2022/23	Upper Quartile (target)	Current Performance At 30 Sept 2023	RAYG	Previous Performance At 30 Jun 2023	Direction	4-month trend Jun – Sept 2023
% of domestic homes with a satisfactory EICR	Housing system	3 95.08%	99.57%	96.83%		94.65%		
% of homes with completed gas safety checks	Housing system	4 98.35%	100%	99.74%		98.71%		

MANAGERS COMMENTS:

Our neighbourhood and compliance teams have been working together to gain access to homes where we need to carry out important safety checks, where we have not been able to gain access then our no access policy is used, and as a last resort legal action is sought to gain access.

We have also continued to work with contractors to ensure all certification us up to date and this is reflected in the increase % for EICR.

Both of these things have resulted in improved performance.

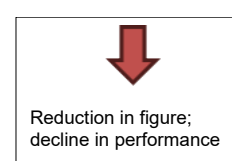
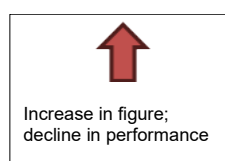
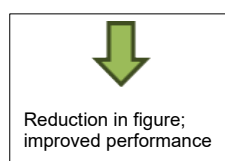
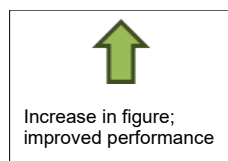
Voids	Data source	ADC Quartile 2022/23	Upper Quartile (target)	Current Performance At 30 Sept 2023	RAYG	Previous Performance At 30 Jun 2023	Direction	4-month trend Jun – Sept 2023
Average relet time in days (all voids)	Housing System	3 76.55	45	64.57		79.93		
% Void loss	Housing System	3 1.65%	0.94%	2.13%		1.96%		



MANAGERS COMMENTS:

Voids performance has improved across the quarter, and with the appointment of new technical officers and a new voids contractor we anticipate this upward trend will continue and that we will see further improvements next quarter.

Members had a briefing on 27 Septmber which updated them on the planned changes to the voids process, some of these changes have already been implemented and will continue to be embedded within the service.





Key to directional arrows:



Financial	Data source	ADC Quartile 2022/23	Upper Quartile (target)	Current Performance At 30 Sept 2023	RAYG	Previous Performance At 30 Jun 2023	Direction	4-month trend Jun – Sept 2023
Arrears – as a % of rent due	Housing System	3 4.71%	2.2%	4.94%		4.89%		

MANAGERS COMMENTS:

Arrears due has increased slightly from 4.89% to 4.94%, steps are being taken to improve income recovery, however external factors such as the cost of living have an impact on arrears levels. One officer is solely working on income recovery and focusing on high level arrears cases. Our Financial Inclusion Officer continues to work with residents to help them maximise their income.

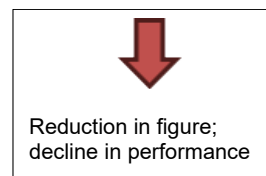
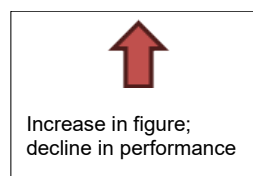
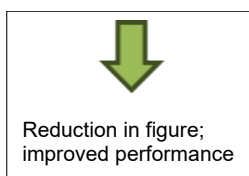
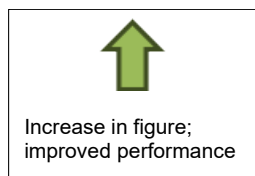
Complaints	Data source	ADC Quartile 2022/23	Upper Quartile (target)	Current Performance At 30 Sept 2023	RAYG	Previous Performance At 30 Jun 2023	Direction	4-month trend Jun - Sept 2023
No of stage 1 complaints	Housing System	4	93.82%	24 in Sept		25 in June		
% responded to in time		38.9%		50%		27.78%		
No of stage 2 complaints	Housing System	4	96.1%	5 in Sept		3 in June		
% responded to in time		15.6%		60%		71.43%		




MANAGERS COMMENTS: (note – excludes non-tenant complaints)

Month on month we are still seeing fluctuations in the % of complaints responded to within time, there has been an improvement in September compared to June for Stage 1's but a decline in performance for Stage 2's.

However, the average across the quarter including complaints responded to within agreed extended timescales was 63% of Stage 1's on time and 42% for Stage 2's which has increased on the average from last quarter. We are also close to moving up a quartile for performance.

Key to directional arrows:



Homelessness and Housing Need	Data Source	Target Vision targets	Current Performance As at 30 Sept 2023	RAYG	Previous Performance As at 31 Jul 2023	Direction
Average time households spent in B&B and EA	Local performance info	12 weeks	16 weeks 168 households		17 weeks 153 households	
Average time households spent in TA	Housing system	64 weeks	29 weeks (204 days) 44 households		33 weeks (233 days) 38 households	
Applicants on the housing waiting list	Housing system	N/A	2063		1944	

MANAGER COMMENT

Our options team continue to work under unprecedented demand on the service with numbers in temporary accommodation still at the highest numbers for 25 years since records were created, locally and nationally. Numbers have increased slightly with 212 households in temporary accommodation and emergency accommodation combined compared to 191 in July. The average length of time spent in both emergency accommodation and temporary accommodation has reduced this quarter

The numbers of households on the housing waiting list have also increased compared to July which further shows the increased demand on the options service.

Housing options officers continue to have high caseloads and are working hard to prevent and relieve as many homeless cases as possible

TOTAL ON HOUSING LIST AS AT 30 SEPT 2023 = 2063						
Banding and Bed need breakdown for general needs and sheltered housing applications:						
Band / Bed	1	2	3	4	5	TOTAL
A	75	27	8	5	0	115
B	222	125	79	58	7	491
C	652	430	291	80	4	1457
TOTAL	949	582	378	143	11	2063

Key to directional arrows:

