








HOUSING PERFORMANCE MEASURES – QUARTERLY REPORT

Repairs	ADC Quartile 2023/2024	Target Mean values	Previous performance	Current Performance – Q1 Apr-Jun 2024		Direction	RAYG	4-month trend Mar – June 2024
% of emergency repairs completed in time	Provided in Q2	92.95%	61.61%	69.28%	153 repairs			
% of non-emergency repairs completed in time	Provided in Q2	81.92%	75.91%	87.78%	728 repairs			
Satisfaction with repairs	N/A	85%	87%	85%				

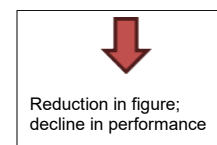
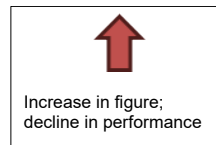
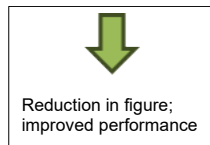
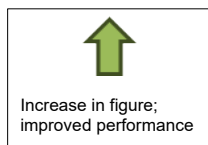
MANAGER COMMENTS:





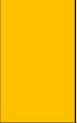

Repairs completed in time has improved across emergency and non-emergency. The measure for non-emergency repairs includes our repairs carried out by Westons and Osborne Property Services Limited for April, and our in-house team for May and June. Moving forward this measure will also reflect performance of other contractors used for day to day repairs.

Whilst overall satisfaction with repairs has fallen slightly since last quarter, I want to highlight the improvement we have seen in overall satisfaction when you look at each months figures.

For April overall satisfaction was 77%, this was before our in-house team had started. Overall satisfaction for May and June was 95% and 88%, with our in-house team continuing to achieve over 90% tenant satisfaction. Our performance is also in line with our target, which is the mean value for local authorities of a similar size.

Key to directional arrows:

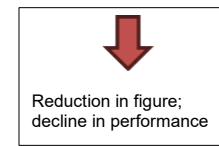
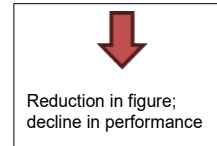
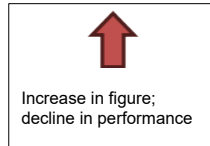
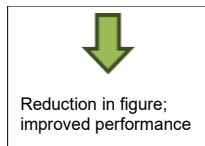








Compliance	ADC Quartile 2023/24	Target Mean values	Previous performance	Current Performance -Q1		Direction	RAYG	4-month trend Mar -Jun 2024
				% compliant	No. compliant			
% of domestic homes with a satisfactory EICR	Provided in Q2	87.11%	98.24%	98.01%	3349			
% of homes with completed gas safety checks	Provided in Q2	99.47%	99.84%	99.89%	2637			

MANAGER COMMENTS:

Our performance in compliance continues to be high, and above target. We have recently consulted tenants on a new access policy, which will help to assist us in gaining access to properties where checks may be outstanding.

Key to directional arrows:



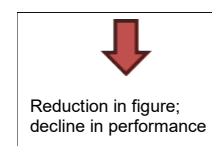
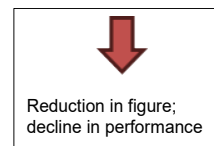
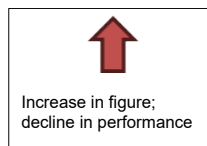
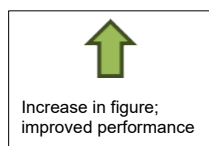
Voids	ADC Quartile 2023/24	Target Mean values	Previous performance	Current Performance – Q1		Direction	RAYG	4-month trend Mar – Jun 2024
Average relet time in days (all voids)	Provided in Q2	76.40	66 days	59 days	79 properties			
Void loss (as % of rent due)	Provided in Q2	2.37%	1.98%	1.87%	£120,315			
Overall Satisfaction with the letting process	N/A	86%	New measure	89%	19 respondents	New measure		


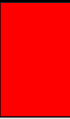

MANAGER COMMENTS:

Work continues to improve our average relet times, and you will see that our performance exceeds the mean value of 76.40 which is the performance of other local authorities of a similar size, and our void loss has also reduced this quarter.

We now survey new tenants, to ask about their experience of the lettings process, and for quarter 1 we had high satisfaction which exceeds our target.

Key to directional arrows:



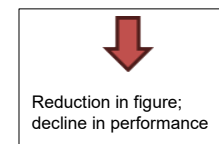
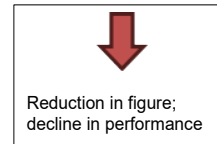
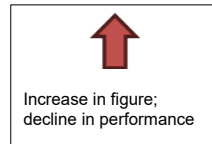
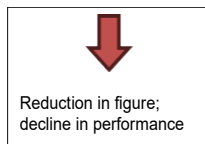
Financial	ADC Quartile 2023/24	Target Mean Values	Previous performance	Current Performance – Q1	Direction	RAYG	4-month trend Mar – Jun 2023
				% arrears			
Arrears – as a % of rent due (YTD)	Provided in Q2	3.99%	4.45%	6.42%			







MANAGER COMMENTS:

Q4 performance was 4.45%. This year's Q1 figures show a slight decrease, with rent collection reported at 6.42%. This decline is primarily attributed to systems downtime during the CX go-live transition, which would have led to a slight increase in arrears levels.

Officers have now been trained on the use of CX to effectively reduce arrears and maximise income recovery. We anticipate an improved position during Q2 as the new system stabilises and the benefits of the training are realised. It's important to note that we are still validating our figures due to transitioning our Housing Management System to Cx.

Key to directional arrows:



Complaints	ADC Quartile 2023/24	Target Mean values	Previous performance	Current Performance – Q1		Direction	RAYG	4-month trend Mar – Jun 2023
				% responded to in time	No. received			
Stage 1 complaints % responded to in time	Provided in Q2	69.41%	82.86%	70%	61			
Stage 2 complaints % responded to in time	Provided in Q2	65.47%	96.43%	87%	23			
Overall satisfaction with complaints	N/A	35%	New measure	53%	17 respondents	New measure		

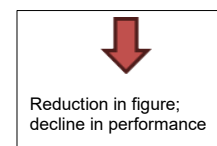
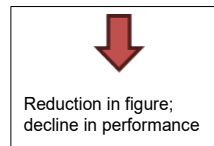
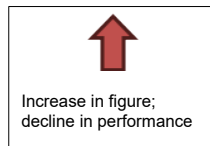
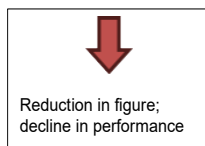
MANAGER COMMENTS:




Complaint performance has declined this quarter, the average performance across the quarter is 70% of Stage 1's responded to in time, and 87% of Stage 2 complaints responded to in time.



A separate report has been brought to committee this evening which sets out the steps we are taking to continue improvements on response times, and we hope to see performance improve again for Q2.

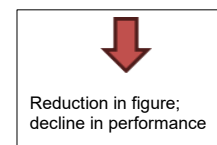
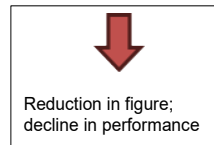
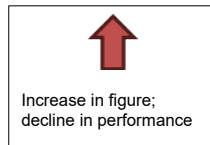
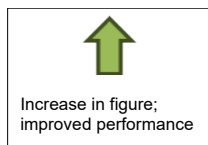
We now survey tenants who have been through our complaints process, and our overall satisfaction for Q1 is 53% this is almost 20% higher than the mean value of other local authorities of a similar size.

Key to directional arrows:



Homelessness and Housing Need	Target (Vision target)	Previous performance 31 Mar 2024		Current Performance 30 Jun 2024		Direction
Average time households spent in B&B and EA	12 weeks	19 weeks	177 households	19 weeks	170 households	
Average time households spent in TA	64 weeks	41 weeks	41 households	34 weeks	51 households	
Applicants on the housing waiting list	N/A	2274		See Manager Comments		
<p>MANAGER COMMENTS:</p> <p>At the end of quarter one we had a reduction in household numbers in EA and were maintaining the number of weeks in EA to the same level as the previous quarters performance, although this still exceeds the target of 12 weeks. While we have increased our use of stock TA, with increased stock through the LAHF programme and turnaround time, the number of ADC owned TA units is small, compared to the number of households who are in EA needing to move to TA.</p> <p>This is going to lead to delays in households moving through EA to TA as demand outstrips supply three fold. Until we increase the units of stock TA for households, it is going to continue to be challenging to achieve the target figure of 12 weeks for households in EA.</p> <p>We are unable to produce accurate numbers of housing register applicants this quarter. Housing Options are currently undertaking a re-registration process onto Arun Homefinder for previous applicants, and a registration process for new applicants. The previous application process closed on 31st May 2024. We will be able to report in the next quarter on these figures and number of households in bands.</p>						

Comparison with West Sussex Authorities	ADC previous Jul – Sept 2023	ADC – current Oct - Dec 2023	Direction	County average Oct - Dec 2023
No of households in TA per 000 households in area	2.63	2.67		4.21
Number of cases where homeless successfully prevented	42	51		29
Manager comments You will note that homelessness prevention has increased this quarter which is a 21% increase and a 75% increase on the county average. Our TA figures whilst increasing, are still 15% less than the county average.				



Targets and Data Sources:

Targets	Housemark Local Authority members – 2022/23 mean values Corporate Indicators (Homelessness and Housing Needs section)
Repairs	Housing system and Acuity monthly surveys
Compliance	Housing system
Voids	Housing system and Acuity quarterly surveys
Financial	Housing system
Complaints	Housing spreadsheets and Acuity quarterly surveys
Homelessness	Housing spreadsheets and housing system
Homeless comparison	DLUHC data tables
Housing waiting list	Housing system
Quartile data	Housemark