



Housing Services performance

September 2024

Contents

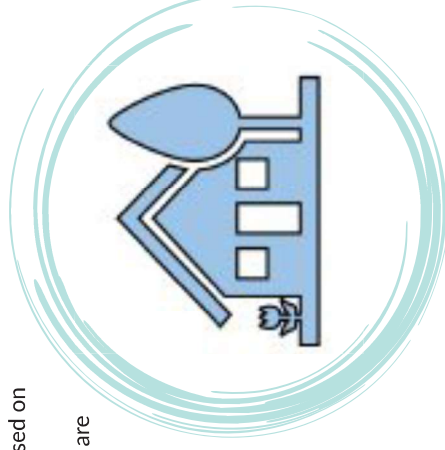
Day to day repairs	3
How safe is your home	4
Empty homes (voids)	5
Arrears	6
Complaints	7
Root causes of complaints	8
Homelessness and housing need	9
You said it, we're doing it!	10

Introduction

As part of our commitment to the residents of Arun, we have created this helpful and informative guide to show our performance in Housing Services, which will be reviewed on a quarterly basis.

We know that it is important to be transparent, and accountable for our decisions and actions, and we are encouraged by feedback from the community on how we can provide the best service possible.

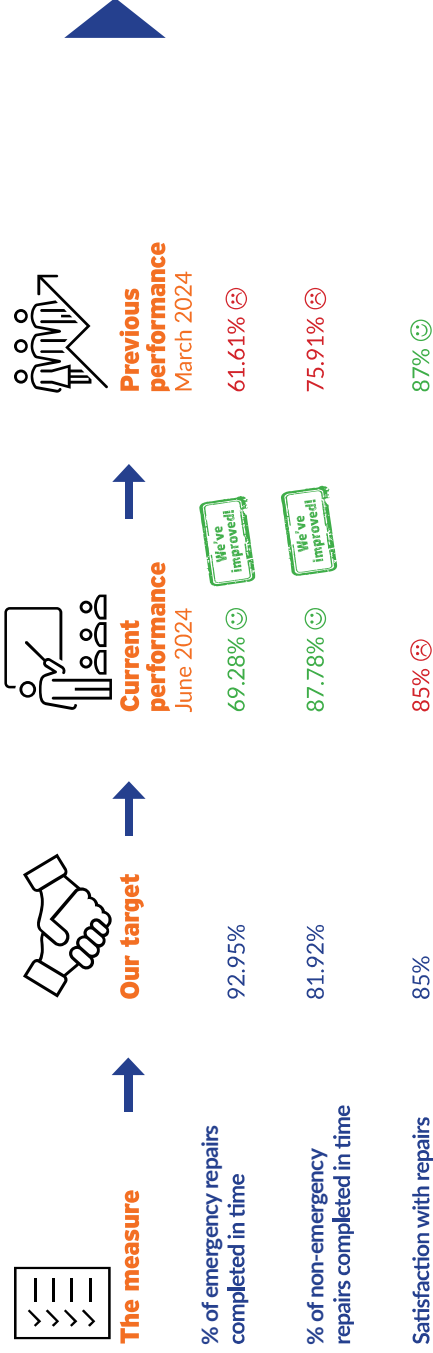
We know that we have work to do based on the responses to our surveys and the conversations that our housing teams are having with residents each day. By reading on, you will be able to find out more information about the breakdown of our performance, and how we plan to improve.



Day to day repairs

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.

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.



How safe is your home?

An Electrical Installation Condition Report (EICR) is completed every five years and ensures that all electrical installations and systems within the property are correctly installed, safe and well maintained

Our neighbourhood and compliance teams have been working together to gain access to homes where we need to carry out important safety checks. 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.

A Landlord Gas Safety Record (LGSR) is completed annually and certifies that appliances in your home are safe to use.



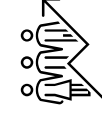
The measure
% of domestic homes
with a satisfactory EICR



Our target
87.11%



Current performance
June 2024
98.01% 😊



Previous performance
March 2024
98.24% 😊



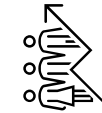
The measure
% of homes with completed
gas safety checks



Our target
99.47%



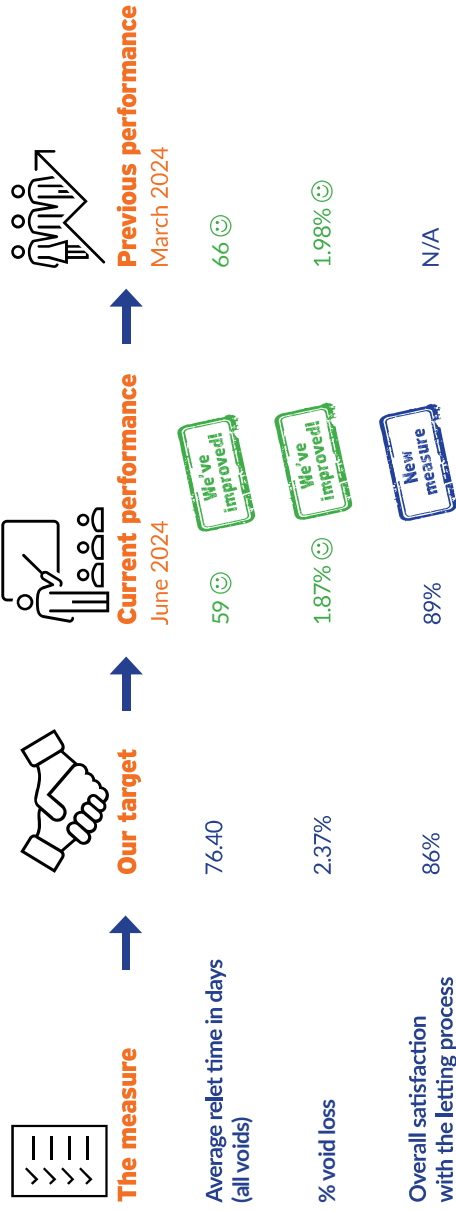
Current performance
June 2024
99.89% 😊



Previous performance
March 2024
99.84% 😊

Empty homes (voids)

Work continues to improve our average re-let times, and you will see that our performance exceeds the mean value of 95.78 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 of the mean value when compared to local authorities of a similar size.

Arrears

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 transition of the new housing management system, Civica. We anticipate an improved position during Q2 as the new system stabilizes.



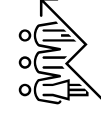
The measure
Arrears - as a % of rent due



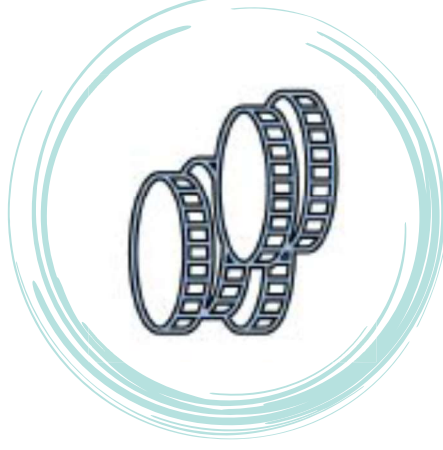
Our target
3.99%



Current performance
June 2024
6.42% ⚠️



Previous performance
March 2024
4.45% 😊

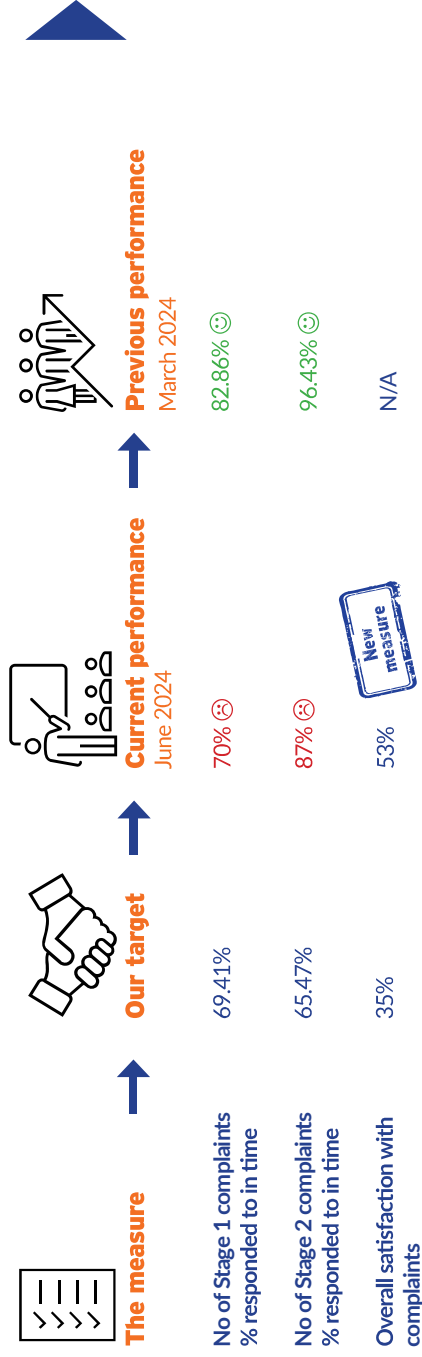


Complaints

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 report has been brought to committee 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. The Ombudsman timescales for responding to complaints are 10 working days for Stage 1 and 20 working days for Stage 2. If you would like to learn more about Stage 1 and 2 complaints, how they are managed and responded to, please go to: www.arun.gov.uk/feedback-and-complaints-policy/



We are improving how we handle and respond to complaints and continue to try and understand the root cause of complaints better.

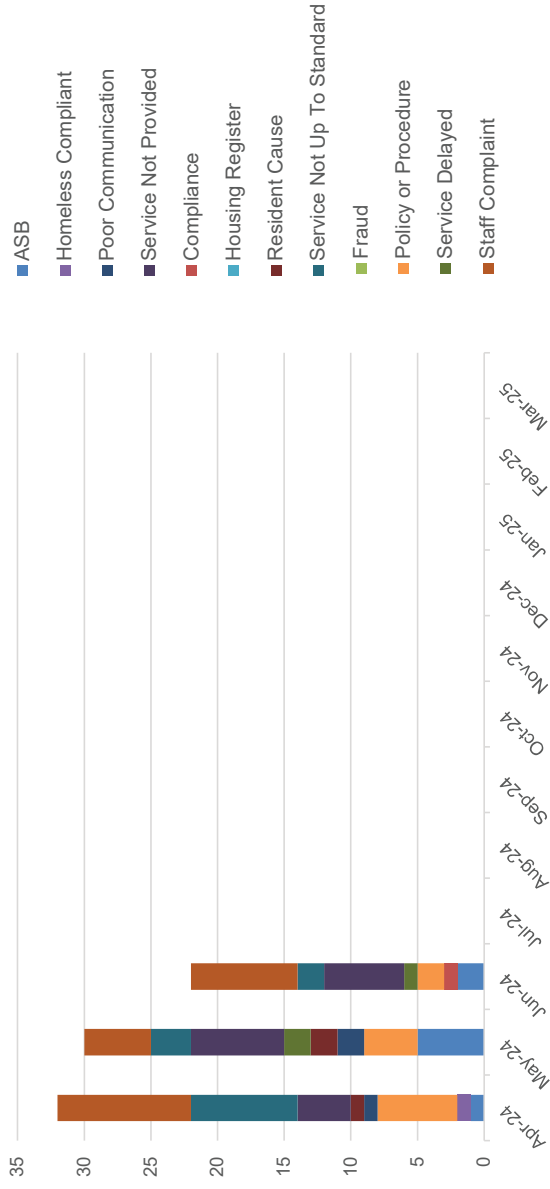
Root causes of complaints

The majority of complaints (72%) were primarily driven from service not being up to standard, service not provided, and staff complaints, which is much higher than we're used to.

We continue to address these concerns, which appear to be as a result of ongoing transition with our contract arrangements, and staffing levels.

ASB was the root cause of 9% of cases, policies and procedures, also made up 9% of our root causes and compliance & service delayed made up the final 10%.

We continue to work hard to action the lessons learned from complaints and other resident feedback, and hope to see improved performance moving forward.





Homelessness and housing need

The information below shows how Arun District Council's homelessness and housing need service is performing as reported by the Department for Levelling Up, Housing & Communities (DLUHC).

DLUHC is a UK Government department that supports communities, housing and local governments in the UK, and aims to invest in towns, cities and rural communities, giving them more influence over how to utilise investment and support deprived communities.

At the end of quarter one we had a reduction in household numbers in emergency

accommodation (EA) although this still exceeds the target of 12 weeks.

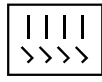
While we have increased our use of stock temporary accommodation (TA) through the LAHF (Local Authority Housing Fund) programme, the number of ADC owned TA units is small, compared to the number of households who are in EA needing to move to TA.

This is going to lead to delays in households moving through EA to TA as demand outstrips supply, therefore, it is going to continue to be

challenging to achieve the target figure of 12 weeks for households in EA.

We are unable to produce accurate numbers of housing register applicants this quarter as Housing Options undertook a re-registration process onto Arun Homefinder for previous applicants, and a registration process for new applicants.

The previous application process closed on 31 May 2024. We will be able to report in the next quarter on these figures and number of households in bands.



The measure

Average time households spent in B and B and EA

Average time households spent in TA

Applicants on the housing waiting list



Our target

12 weeks

64 weeks

N/A



Current performance

June 2024

19 weeks ☹️
(170 households)

34 weeks ☺️
(41 households)

N/A



Previous performance

March 2024

19 weeks ☹️
(177 households)

41 weeks ☹️
(41 households)

2274 households

You said it, we're doing it!

You said: We want more availability for face to face meetings with members of the housing team.

We have successfully held the first "Voice of..." resident meetings in Bersted, Bognor Regis, Littlehampton and Rustington and we will be doing more across the district over the remainder of the year and would love you to be involved!

You said: Residents of Wick needed more space in their household waste bins

We installed a new recycling bin trial in August 2024 near the Highfields estate and we hope this will help!

Arun From Home - Tenant Portal

We have recently undertaken a 'soft launch' of the new tenant portal, Arun From Home.

The portal offers residents the ability to download rent statements, raise repairs, view bulk communications sent out by us, and dates we have logged any incoming or outgoing communications with you.

We have invited the first 100 residents to sign up to the portal, and have also provided these residents with 'how to' guides.

If you have any queries, or need to report an issue regarding the portal, please direct these to the dedicated email address - housingportal@arun.gov.uk

You said: 'Repairs are getting done a lot quicker - we hope it will stay that way!'

We have worked really hard to bring our repairs service in house. Your calls are now handled directly by Arun housing staff and we are responsible for scheduling the operatives' visits to your home.

Arun operatives and a member of our repairs team also recently attended the Wick estate to help residents complete odd jobs around their homes. Among the tasks completed were fixing a curtain rail, adjusting gates and repairing a store cupboard door. We hope residents found this a helpful event and hopefully we will be able to run more of them in the future.

We are happy to see an improvement in satisfaction and we will continue to review our processes to ensure the service keeps getting better.

Stock Condition Surveys Update

We continue to undertake stock condition surveys, and we are now moving toward surveying individual properties. The surveys help us to update information on our properties which will then inform a programme of works; We will share further updates on our progress in next quarter.

Our Policies

We are continuing with work on our policy programme, including the adoption of a void policy, and damp and mould policy. These can be found on our new webpage: www.arun.gov.uk/policies-and-procedures

Our performance is not currently where we want it to be, but we have developed an action plan to enable us to address our residents' feedback. To monitor this plan, we have also introduced a performance board.

The performance board will meet monthly to ensure we are taking action to improve the service we provide to our residents. We will be tracking progress of the action plan and taking updates and results to the Housing and Wellbeing Committee each quarter, to discuss lessons learned and agree actions.

If you would like to find out more information, you can do so here: www.arun.gov.uk/our-performance.

This information is updated quarterly.