

WAVERLEY BOROUGH COUNCIL

HOUSING OVERVIEW & SCRUTINY COMMITTEE

14 NOVEMBER 2017

Title:

HOUSING SERVICE PERFORMANCE MANAGEMENT REPORT QUARTER TWO 2017/18

[Portfolio Holder: Cllr Carole King]

[Wards Affected: All]

Summary and purpose:

This report provides a summary of the housing service performance over the second quarter of the financial year. The report details the team's performance against the indicators that fall within the remit of the Housing Overview & Scrutiny Committee. It also provides a summary of customer feedback data.

The Committee has the opportunity to comment and scrutinise the presented performance data. In addition the Committee may identify future committee reporting requirements regarding performance management.

How this report relates to the Council's Corporate Priorities:

Waverley's Performance Management Framework, and the active management of performance information, helps ensure that Waverley delivers its Corporate Priorities. The Housing Service indicators support the Customer Service, Community Wellbeing and Value for Money corporate priorities.

Financial Implications:

The Performance Management Framework ensures that services are on track and provide evidence of performance against income and spend. There are no direct financial implications included within this report.

Legal Implications:

There are no direct legal implications associated with this report.

Introduction

This report provides a summary view of housing service detailing KPIs and customer feedback.

Key Performance Indicators

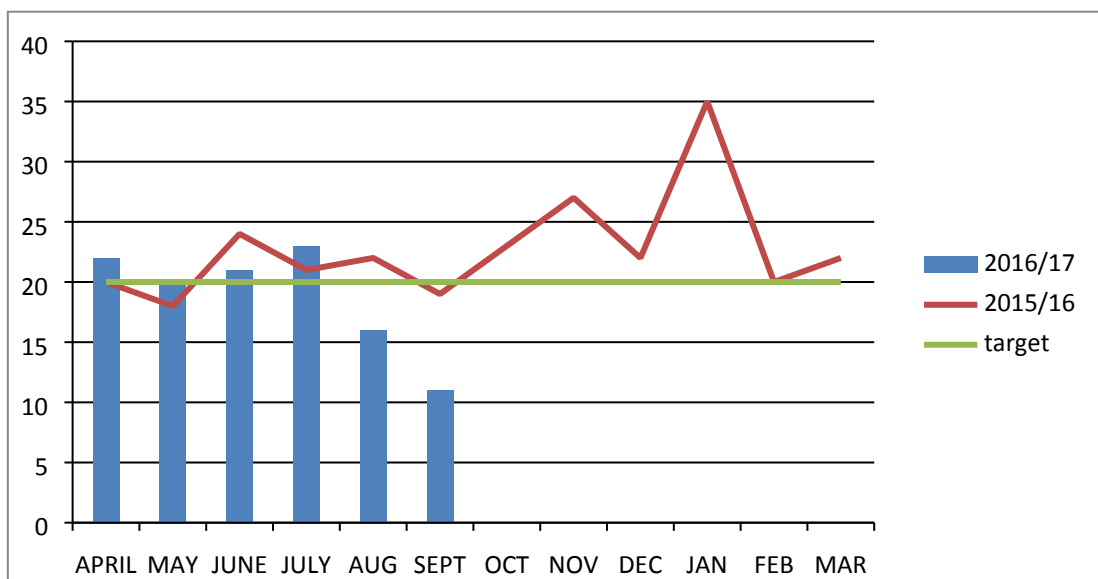
1. The nine Performance Indicators for the Housing Service are set out in Annexe 1.

- The Housing Service performed exceptionally well during Quarter Two. Only one indicator did not meet the target. Comments on performance can be found for each indicator within Annexe 1. Additional information for the Voids (of particular interest to the Committee) and Rents (did not meet performance target) follows:

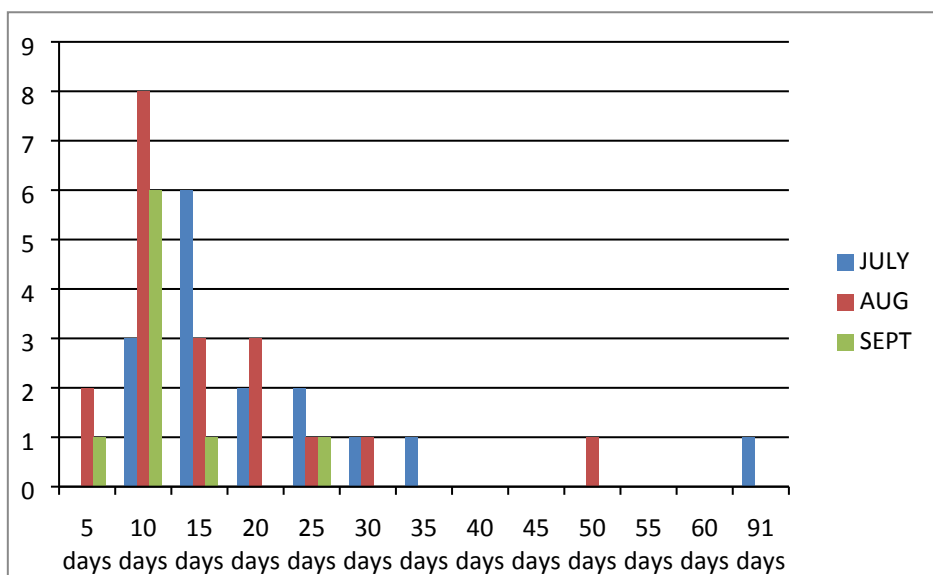
Re-let Performance

- To ensure we provide homes for people in housing need and maximise our rental income homes must be relet promptly. There has been an ongoing improvement in the relet performance for normal voids, achieving target in Quarter Two.
- 44 homes were relet during Quarter One with an overall average of 17 working days. 35 homes were let within target. The breakdown by month demonstrates that performance was off target in August but under target in August and September.

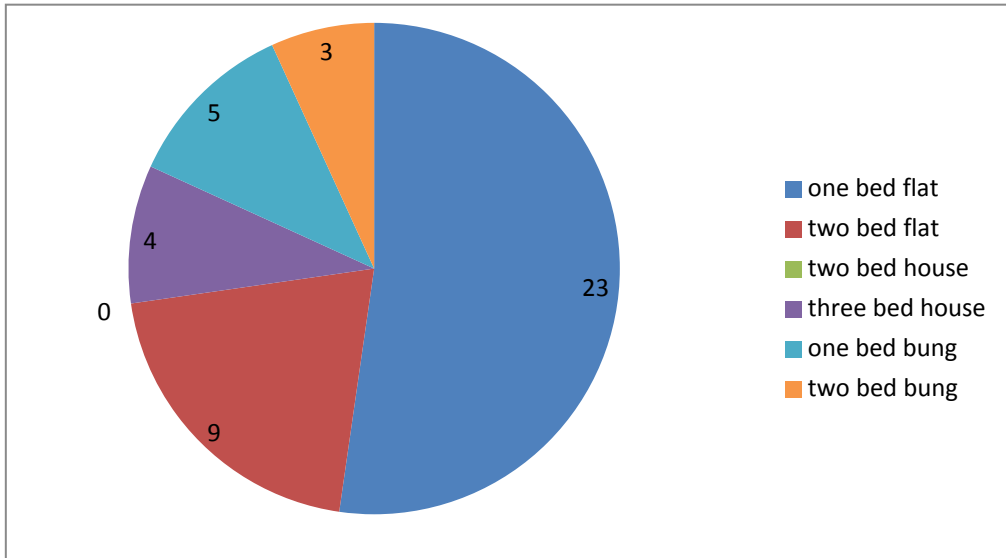
Average number of working days taken to relet normal voids by month



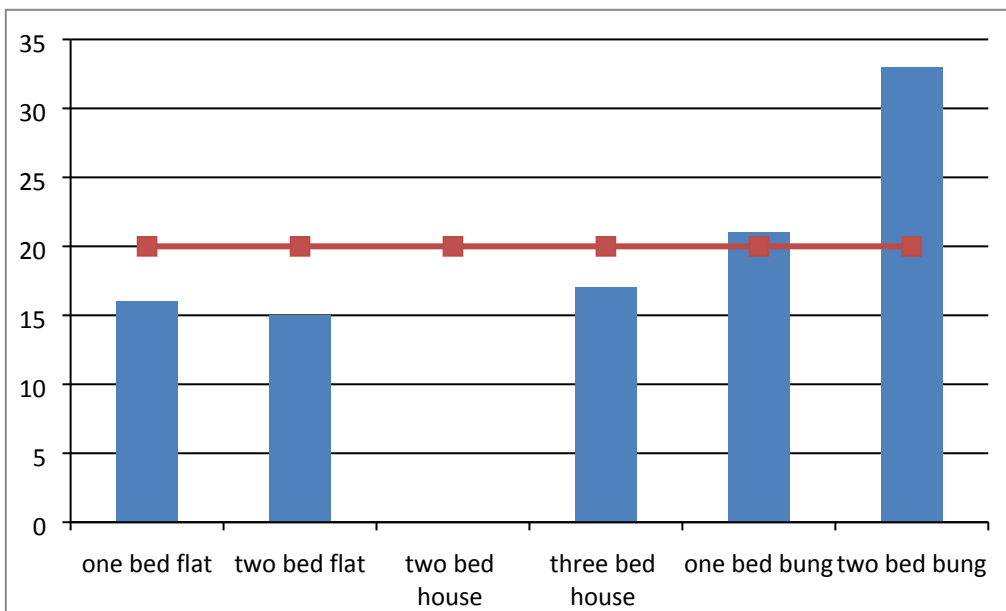
- The mode average data for Quarter Two shows an average of 10 working days.



6. Only two homes took over two months to be relet. One was a more difficult to let sheltered home with multiple offers and refusals and the other void works were delayed due to belongings left in the home.
7. On reviewing the number and size of homes the majority of homes relet in Q2 were one or two bedroomed flats.



8. The data indicates that larger homes took longer to relet. The figures are skewed by the void works being delayed due to belongings left in a two bedroomed bungalow.



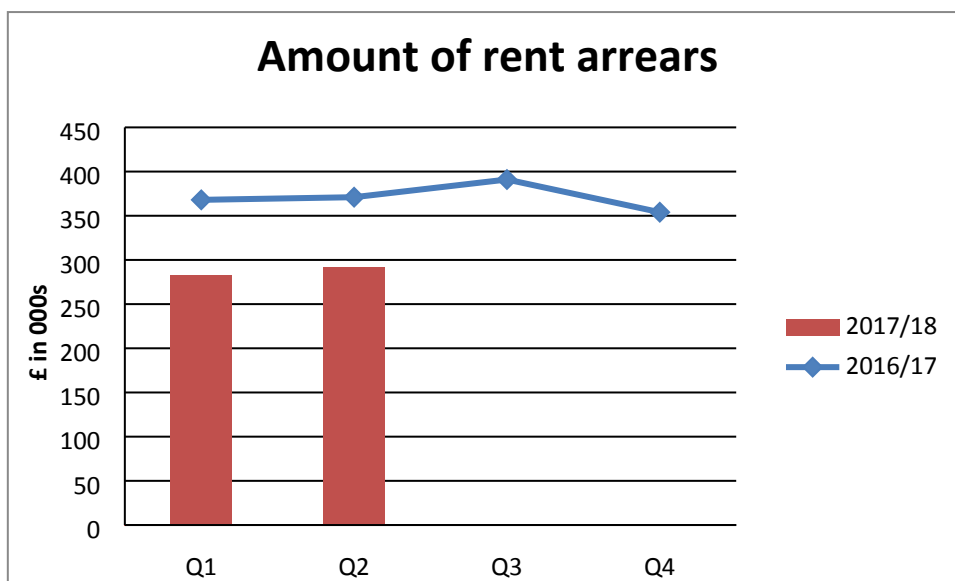
9. A range of actions have been taken to support the current process and address issues:
 - clarity on use and occupation charge when belongings left in home reducing void period.

Rent Collection

10. The team have an excellent history of rent collection performance and this figure is an anomaly. Due to the water charge credit¹ and some proactive work to ensure rent is paid in advance there has been a reduction in the total rent collected this quarter.
11. This is because tenants in credit have reduced their payments either manually or through the direct debit system. The below table illustrates the increase in tenants in credit compared to the previous year. There are an additional c300 tenants in credit amounting to an additional c£105,000.

Time period (Q2)	Number of rent accounts in credit	Total credit
End Sept 2016/17	3,337	£493,000
End Sept 2017/18	3,633	£599,000

12. The amount of total arrears also demonstrates good performance in rent collection and an improvement from 2016/17.

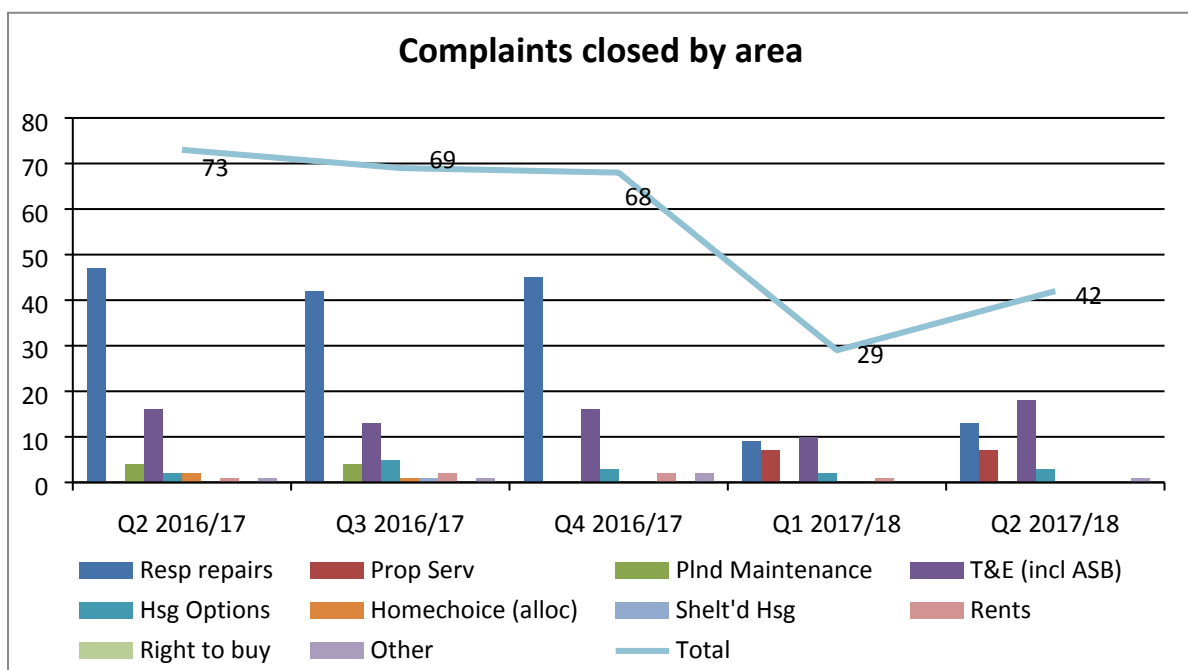


13. The Committee may wish consideration be given to reviewing an alternative indicator eg rent arrears in addition to
14. The team are also working to prepare for the further rollout of Universal Credit. The national pilot and early roll out of Universal Credit has indicated that social tenants have increased risk of rent arrears. The team have identified the risk and mitigations to protect Waverley's rental income. Please refer to Annexe Two for further information.
15. The team also work to promote good budgeting and money management. Joint working with and signposting to the Waverley Citizens Advice has assisted tenants in managing finances and addressing rent arrears and other debts.

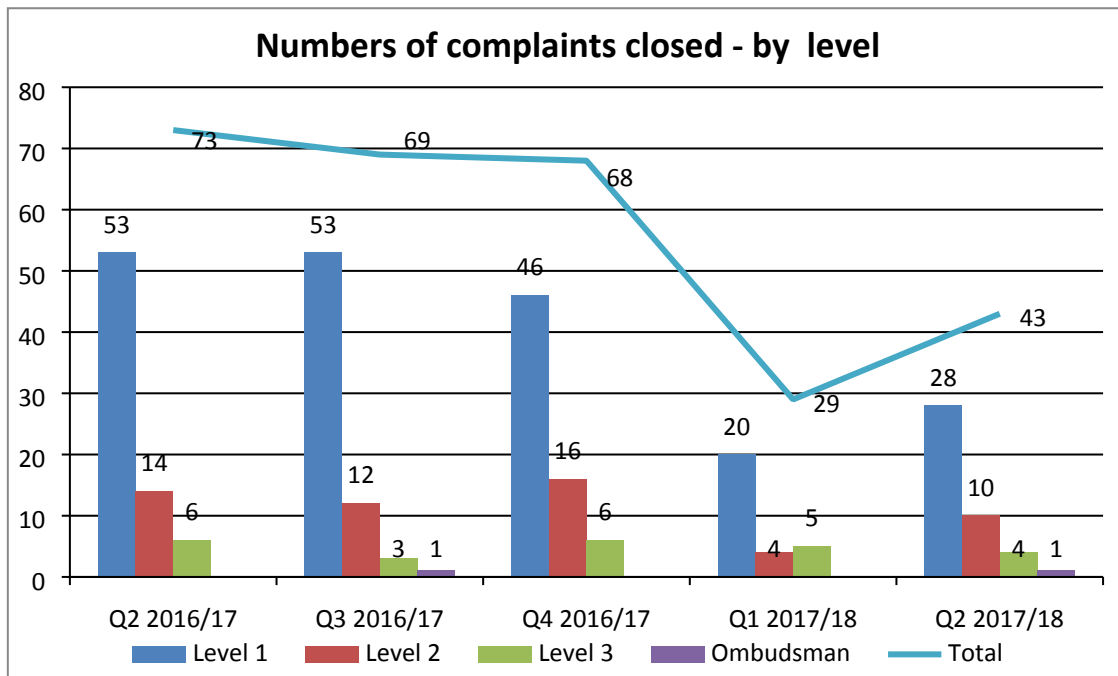
¹ c2500 tenants received a credit to their rent account to reflect commission received by Waverley. This assisted tenants in rent arrears and enabled payment in advance.

Customer Feedback

16. Waverley Borough Council welcomes feedback from our customers to help improve the services we provide. The Council operates a three tier complaints process as follows:
- Level 1 – responded to by the appropriate officer.
 - Level 2 – responded to by the Head of Service.
 - Level 3 – responded to by the Executive Director.
17. If the customer is not happy with the response, they can escalate this to the next level. At each level the complaint is investigated and a response provided that can incorporate future actions for the Council.
18. If the customer is not satisfied with a Level 3 response they have two options available to them. They may pass their complaint to a 'Designated Person' (MP, Councillor or recognised tenant complaints panel) to locally resolve the complaint and/or refer the case to the Housing Ombudsman or they can choose to wait eight weeks before making a direct referral to the Housing Ombudsman.
19. The Housing Service received 22 compliments in Q2. An increase from the 19 received in Q1 2017/18 18 received in Q2 2016/17. Compliments were received across the service, and in particular, Property Services. In addition 20% of satisfied telephone survey respondents also expressed a compliment.
20. 42 complaints were received and closed in Q2 2017/18. An increase from Q1 with an increase in complaints regarding Tenancy and Estates issues.



21. The majority of complaints are resolved at level one with a small number escalating through the process.



22. The team responded ten level two and four level three complaints. The level three cases were comprehensively investigated with three cases not upheld and one upheld.

Conclusion

The housing service built upon the positive start to 2017/18 meeting key performance targets on voids, gas safety, temporary accommodation and overall satisfaction with responsive repairs.

There has been a significant reduction in complaints received compared to 2016/17 with the largest reduction in Property Services.

Recommendation

It is recommended that the Housing Overview & Scrutiny Committee:

1. considers the performance figures, as set out in Annexe 1, and agrees any observations or recommendations about performance it wishes to make to the Executive,
2. considers the risks and mitigations regarding Universal Credit, as set out in Annexe 2, and agrees any observations or recommendations it wishes to make to the Executive
3. supports the ongoing partnership working with Waverley Citizen Advice on debt management,
4. considers the customer feedback data and agrees any observations or recommendations about performance it wishes to make to the Executive, and
5. considers scope of work and identifies areas for the Committee future workplan.

Background Papers

There are no background papers (as defined by Section 100D(5) of the Local Government Act 1972) relating to this report.

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