

## 7.1 Key Successes & Lessons Learnt, Areas of Concerns

### 7.1.1 Summary from Executive Head of Service – Q4 2023/24

During quarter four the team focused on maintaining service levels during the challenges posed by the colder weather, recruiting new staff, and completing projects to improve the Housing Service.

The team have successfully appointed a range of officers to start in January including a Housing Options Coordinator, an Income Officer, a Housing Graduate Management Trainee, a Senior Housing Officer, and an Asbestos Compliance Officer.

#### **Landlord Services**

##### *Property Services*

Q4 is a busy period for the Compliance team due to the colder weather and because there is a high proportion of the annual gas safety checks due in this quarter which stretches resources. An Asbestos Officer and an interim Fire Compliance Officer was recruited and began work during this quarter and vacancies arose in the Gas and Water Hygiene Compliance Officer roles which now need to be recruited.

The Property Services team have also been focused on the continued improvement of the performance of Ian Williams, the responsive repairs, voids, and aids and adaptations contractor and an action plan for improvement was created. An Aids and Adaptations Officer was recruited, and they are due to begin work in May 2024. Three officers have completed NEBOSH Health and Safety training.

The Damp and Mould Officer began the procurement process for the specialist Damp and Mould contractor and the procurement process for the gas servicing and electrical servicing contractors also began.

##### *Senior Living*

The Senior Living team have been working through the tasks identified in the action plan following the tenant consultation in December 2023. The consultation results and action plan were shared with the Landlord Services Advisory Board in February. Water hygiene works have continued at Rolston House and the team completed Water Hygiene refresher training with the Council's Water Hygiene contractor, HSL, in

February. Fire safety works have been ongoing at Rolston House, Blunden Court, and Moat Lodge including the installation of new fire doors.

### *Housing Management*

The Housing Management team have recruited a second Senior Housing Officer and developed job descriptions for two new specialised Housing Officers roles, based on welfare/hoarding and Anti-Social Behaviour, ready to begin the recruitment process. The team have focused on improving the efficiency of how they work and have redeveloped the process of working with the Compliance team, established new Housing Officer patches that are aligned with the Rent Officer patches, and completed Microsoft Teams training to improve communication.

### *Service Improvement*

The Service Improvement team have continued to support the Tenant's Panel with their monthly meetings and provide opportunities for tenant scrutiny through the monthly Landlord Services Advisory Board meetings. The team have continued with several different projects including the implementation of the new Asset Management System and various policy and process reviews. Four members of the team completed a week of training in PRINCE 2 project management and look forward to putting these skills to good use in the coming year.

### *Rents*

The arrears figures were negatively impacted by staffing issues within the team from February 2022 until January 2024. The team had 2 officers on extended sick absence and struggled to recruit agency staff for the interim. The team covered where possible, but in such a critical service it was not sustainable. The team are now fully staffed, following recruitment of 2 new permanent officers. Ongoing training will provide them with the tools to support our tenants in sustaining their tenancies. There are several complex arrears cases which are being dealt with by legal.

***Hugh Wagstaff, Interim Executive Head of Housing Services***

PI reference	Description		Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Q4 23-24	Target
H1 (NI)	Number of homeless households in temporary accommodation at the end of the quarter <b>(lower outturn is better)</b>	No.	8	2	3	5	6	<5
H2	Total current tenants rent arrears as a percentage of the total estimated gross debit <b>(lower outturn is better)</b>	%	0.9%	1.0%	1.2%	1.3%	1.4%	1%
H3	Average number of working days taken to re-let 'normal void' property <b>(lower outturn is better)</b>	Days	30	39	39	42	38	25
H4	Percentage of annual boiler services and gas safety checks undertaken on time <b>(higher outturn is better)</b>	%	99.3%	99.9%	99%	97.7%	97.0%	100%
H5a	Responsive Repairs: How would you rate the overall service you have received? (Tenants' view of the service) <b>(higher outturn is better)</b>	%	74%	74%	81%	74.3%	75.0%	90%
H5b	Responsive Repairs: Average number of days to complete a repair <b>(lower outturn is better)</b>	Days	22	27	12	10.6	14.5	7
H6a	Responsive Repairs: Was repair completed right first time? (Tenants' view of the service) <b>(higher outturn is better)</b>	%	64%	62%	68%	69%	72%	78%
H6b	Responsive Repairs: Percentage of jobs not completed within 28 days <b>(lower outturn is better) *</b>	%	22.0%	39.0%	13.0%	16.7%	29.7%	10%
H7	% of tenancy audits completed against scheduled appointments in a quarter.	%	Suspended until April 2023	100%	80%	97.3%	89.0%	95%

## 7.2.2 Comment:

### Rents:

The arrears figures were negatively impacted by staffing issues within the team from February 2022 until January 2024. The team are now fully staffed, following recruitment of 2 new permanent officers.

The total arrears as at 31 March 2024 were £431k. The team continue to work with tenants to support them with putting repayment plans in place.

### Gas Safety:

Q4 is a busy period for the Compliance team due to the colder weather and because there is a high proportion of the annual gas safety checks due in this quarter which stretches resources. The team continues to work with the contractor to embed the contract and improve performance.

### Responsive Repairs and Voids:

There continues to be challenges with meeting the responsive repairs and voids targets, but the team are seeing a small level of improvement and progress in performance. The team are working closely with Ian Williams to complete an action plan which aims to improve the performance.

## 7.5 Complaints Statistics

### 7.5.1 Table presenting statistics of Level 1 complaints for this service area for the past 5 quarters

KPI	Description		Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Q4 23-24	Target
Level 1	Total number of Level 1 complaints received in a quarter	Number	34	44	32	51	61	Data only
Level 1	Number of Level 1 complaints dealt with on time in a quarter	Number	26	26	18	29	30	Data only
Level 1	Level 1 Response rate (the percentage of complaints responded to against the 10 working days target)	%	76.5%	59.1%	56.3%	56.9%	49.2%	95%

### 7.5.2 Table presenting statistics of Level 2 complaints for this service area for the past 5 quarters

KPI	Description		Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Q4 23-24	Target
Level 2	Total number of Level 2 complaints received in a quarter	Number	23	12	14	12	10	Data only
Level 2	Number of Level 2 complaints dealt with on time in a quarter	Number	22	12	12	11	10	Data only
Level 2	Level 1 Response rate (the percentage of complaints responded to against the 10 working days target)	%	95.7%	100%	85.7%	91.7%	100%	95%

### 7.5.3 Summary Comment on the statistics

The complexity of the complaints received continues to pose challenges to the team in responding to tenants within timescales. A job description for a Housing Complaints Officer is being developed to provide additional capacity.

Training by the Corporate Complaints Officer was completed with each team within Housing to ensure that all Officers are familiar with the process and aware of their responsibilities, especially around record keeping and timescales.