

# Somerset West and Taunton Council

## Tenants Strategic Group – 22 March 2021

### 2020/21 Housing Scorecard as at January 2021

This matter is the responsibility of Councillor Smith, Portfolio Holder for Housing

Report Author: Shari Hallett (Housing Performance Manager)

#### 1 **Executive Summary**

1.1 This report provides an update on the housing scorecard as at January 2021.

#### 2 **Recommendations**

2.1 To note content of the housing scorecard.

#### 3 **Housing Scorecard**

3.1 The Housing Scorecard is a tool to measure our performance in key areas. Since the remodelling of the housing directorate the scorecard has been recreated. The scorecard is still maturing and it has some data issues e.g. repairs where data collection is still being verified. Where data is not reported or results are showing under performance against targets, improvement plans are being agreed or lean reviews have taken place.

3.2 Over the last 12 months Covid has had a significant impact on some areas of our performance, but hopefully we can now see a pathway to returning to full and normal service delivery. Due to the timings of the meeting it is not possible to report all February data, however we have referenced this in the commentary where it is available. Many indicators continue to improve through February.

3.3 This report covers a total of 17 measures. Customer 5, Rent Recovery 2, Supported Housing 1, Lettings and Voids 1, Housing Repairs 2, Tenancy Management 3, Compliance 2, Development 1.

### 3.4 Customer

Indicator	Target	Unit	Nov-20	Dec-20	Jan-21
<b>Customer</b>					
% of complaints responded to in 10 working days	100%	%	57%	86%	89%

Improvement in complaints response times have been significant now that clearer routing and monitoring of complaints is in place. **Although February data is not yet published figures are currently showing 95%** (one complaint did not hit target as it as incorrectly assigned to the wrong area).

Indicator	Target	Unit	Nov-20	Dec-20	Jan-21
<b>Customer</b>					
% of new tenants satisfied with the lettable standard of the property	85%	%			82%

In January we “let” 28 properties, we have had 23 responses to our satisfaction questions. Of the 23 responses, 20 rated us 9/10 or 10/10. We are almost at our target of 85% and are working to understand how we can improve satisfaction.

Indicator	Target	Unit	Nov-20	Dec-20	Jan-21
<b>Customer</b>					
% of tenants satisfied with most recent repair	85%	%	N/a	82%	100%

Taking the data from our STAR satisfaction survey, 82% of those contacted reported were satisfied with the repair service. STAR upper quartile performance is 84% and the median is 78% our result is above the median and close to upper quartile scores.

Recently a trial system of sending electronic questionnaires to repair customers as soon as the repair is completed began. Results returned 100% satisfaction. Response sizes are still small however it is encouraging to note that those who choose to respond are responding positively.

Indicator	Target	Unit	Nov-20	Dec-20	Jan-21
<b>Customer</b>					
Number of compliments received	6 per month	number	8	6	6

We have been receiving a steady number of compliments recorded formally since July 2020. Early indications for February indicate around 13. **There are 82 compliments recorded to date since July 2020.**

Indicator	Target	Unit	Nov-20	Dec-20	Jan-21
<b>Customer</b>					
Overall tenant satisfaction (STAR results)	82%	%	N/a	83%	N/A

Our STAR survey during November/December 2020 recorded 83% tenancy satisfaction overall. This is an improvement on our satisfaction rating recorded in 2018 which was 81% and exceeds the target of 82%. Two years ago our target was to improve satisfaction and we have achieved that in our latest survey.

### 3.5 Rent Recovery

Indicator	Target	Unit	Nov-20	Dec-20	Jan-21
<b>Rent recovery</b>					
Income collected as a % of rent owed excluding arrears brought forward	98.3	%	99%	98%	99%
Total number of evictions	less than 10	Number	1	0	0

Our recent Rent Recovery performance is exceeding target, current levels of rent arrears are £517,000 at 5th March 2021. Since September 2019 when we introduced our “Lean” approach, we have reduced the number of tenants in arrears by 461 and reduced the rent arrears by £275,000.

There have been a total of 2 evictions executed since April 2020. One in November 2020 and one in February 2021.

### 3.6 Supported Housing

Indicator	Target	Unit	Nov-20	Dec-20	Jan-21
<b>Supported Housing</b>					
Sheltered housing - % of tenants receiving annual reviews of support plans	100%				90.70%

In January 90.7% of our sheltered tenants had received an annual review of their support plan, February’s data is showing that this is likely to have increased further to 93.6% and we are working towards 100%.

### 3.7 Lettings and Voids

Indicator	Target	Unit	Nov-20	Dec-20	Jan-21
<b>Lettings and Voids</b>					
Average re-let time in calendar days (key to key)	23	cal days	58.4	51	58.5

A positive trend in performance in December 2020 has unfortunately declined during January 2021. This is primarily due to the effect of the most recent lockdown which has forced changes to the overall voids process (for example, fewer trades in a property at any one time when undertaking repairs to meet the Lettable Standard to enable social distancing to be maintained).

Nevertheless, we are reviewing our void processes to seek to improve performance and will update the group on progress at future meetings.

### 3.8 Housing Repairs

Data for this indicator is taken from Open Contractor software system (which is used to hold repair jobs against the core property database). This data is unfortunately temporarily not currently available for reporting purposes. A detailed validation process has established that there are a number of data and software issues which are still being verified and work to resolve these is ongoing. Working with our software providers we hope to be able to report this data as soon as possible. We are confident that this is a data reporting issue and that our service delivery of repairs in the context of Covid restrictions remains good.

It should, however, be noted that all housing emergency repairs have continued to be undertaken during the Covid lockdown periods and there are no backlog emergency repairs outstanding.

It should also be noted that internal housing non-emergency repairs were placed on hold during the latest Covid lockdown period and that a backlog of these jobs has therefore inevitably arisen. This will have negatively impacted the percentage of housing non-emergency repairs overall and this will take some while to resolve. We are currently developing plans to deal with this situation.

### 3.9 Tenancy Management

Indicator	Target	Unit	Nov-20	Dec-20	Jan-21
<b>Tenancy management</b>					
Total new ASB cases in the month	(Ctrl) 10 per month		5	1	7
Total number of ASB cases that were closed in the month	N/a		0	1	5
Number safeguarding referrals	N/a		0	0	2

**ASB** - These figures represent “high level” ASB cases opened and closed in the month. We are happy with our performance in this area but ideally would like the numbers to be as low as possible. Work has commenced to start recording lower level nuisance/ASB cases so that these can be reported and provide a more detailed picture of nuisance/ASB on estates.

**Safeguarding** – We currently raise low numbers of safeguarding referrals to Somerset County Council. Where we do have concerns we will frequently help to address these through a multi-agency approach to provide the required support and interventions to the affected households. We have just refreshed our Safeguarding Policy and are re-launching awareness and training in the Council to ensure that all incidents are identified and managed within policy.

### 3.10 Compliance

Indicator	Target	Unit	Nov-20	Dec-20	Jan-21
<b>Compliance</b>					
% of housing dwellings with a valid gas safety certificate (LGSR)	100%	%	99.96%	100.00%	100.00%
% of communal areas with a Fire Risk Assessment (FRA) in place and FRA Review complete (where applicable)	100%	%	33.16% (subject to recount)	45.38%	65.44%

There was a requirement to maintain gas safety inspections during lock down and we have successfully managed to maintain 100% gas safety inspections.

We are undertaking a new programme of FRA’s with two external specialist consultants, and expect to be 100% compliant by the end of March 2021, February data already shows 87.33%

### 3.11 Development

Indicator	Target	Unit	Nov-20	Dec-20	Jan-21
<b>Development</b>					
Number of SWT HRA new home completions since April 2019	1000 by 2049		0	53	61

This indicator is used to measure progress against the HRA Business Plans ambition of 1000 units over 30 years, which equates to circa 33 units each year. The Housing service has built or acquired 61 new homes since April 2019. The majority of these homes have been acquisitions from the market either as individual buy backs, buying back previously council owned homes, or block acquisitions such as the 17 new homes purchased at Pyrlands Fields, Taunton. However, the Council completed the Laxton Road development building eight flats which were let in January this year. Moving forward virtually all new HRA homes will be new build homes through developments such as North Taunton Woolaway Project (NTWP) and Seaward Way. By developing our own homes the Council is better able to set standards relating to space, unit size and low carbon.

#### Democratic Path:

- Monthly to Housing Performance Meeting – 16<sup>th</sup> March 2021
- Tenants Strategic Board – 22 March 2021

Reporting Frequency: Quarterly

#### Contact Officers

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