

# Somerset West and Taunton Council

## Tenants Strategic Group – 30<sup>th</sup> May 2022

### 2021/22 Housing Scorecard Quarter 4

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 performance through key performance measures and financial information for the fourth quarter of 21/22 (January to March 2022).

#### 2 Recommendations

- 2.1 To note content of the housing scorecard for quarter 4 (January to March 2022). The finance report, which has accompanied this report at previous meetings, will be presented to the July 2022 meeting once the accounts for 2021-22 have been closed.

#### 3 Housing Scorecard

- 3.1 The Housing Scorecard is a tool to measure our performance in key areas. The scorecard was presented to Tenants' Strategic Group (TSG) in March 2022 covering the performance in Q3 2021 (Oct-Dec). This report covers the fourth quarter of 2021/22.
- 3.2 Over the last 18 months Covid has had a significant impact on some areas of our performance including backlogs in work, but we can now see a pathway to returning to full and normal service delivery however demands on the service remain high and increasing.
- 3.3 This report covers a total of 18 measures. Customer 5, Rent Recovery 2, Supported Housing 1, Lettings and Voids 1, Housing Repairs 2, Tenancy Management 4, Compliance 2, Development 1.
- 3.4 **Customer**

Ref	Indicator	Target 2021-22	Target 2022-23	Amber Threshold	Jan-22	Feb-22	Mar-22	Year to Date
<b>Customer</b>								
HC2	% of stage 1 complaints closed in 10 working days (as per policy)	100%	100%	95%	67%	83%	74%	68.00%

During this quarter there was a notable improvement in complaint response times from last quarter. The 2021-2 average is 68%. Our target is very challenging at 100% when staff vacancies, sickness and volume of complaints continue to affect complaint

response timescales. Efforts continue in earnest in this area. Extensions that are agreed are not reflected in the figures.

During 2022-2023 reporting we will report Housing Revenue complaints performance separate from other areas in line with Tenant Satisfaction Measure (TSM) guidance. During 2021-2022 we have reported combined performance.

It is worth noting that the volume of complaints has increased across the sector creating further pressure on capacity to respond on time. This year 331 complaints (stage 1) were received, compared to 301 last year. This is a 10% increase in complaint volumes. The Housing Ombudsman report covering 2021-22 shows an increase 104% in the volume of enquiries and complaints compared to the previous year.

Indicator	Target 2021-22	Amber Threshold	Jan-22	Feb-22	Mar-22	2021-22 Average/Total
<b>Customer</b>						
% of new tenants satisfied with the lettable standard of the property	85%	82%	93%	84%	100%	96.00%

During January, February and March, satisfaction surveys were conducted with all new tenants. Satisfaction remains high. In the March 2022 meeting of TSG the number of new lets each month was requested alongside this satisfaction percentage.

January: 24 properties let (15 survey responses): 93% satisfaction

February: 19 properties let (19 responses): 84% satisfaction - Note 16 tenants “very satisfied”; however, 3 were not satisfied due to heating issues that have now been resolved.

March 16 properties let (11 responses): 100% satisfaction

The 2021-22 average for this indicator is 96%

Indicator	Target 2021-22	Amber Threshold	Jan-22	Feb-22	Mar-22	2021-22 Average/Total
<b>Customer</b>						
% of tenants satisfied with most recent repair	85%	78%	85%	91%	92%	91%

We continue to use an electronic questionnaire sent to customers of our Repairs service as soon as the repair completes.

Satisfaction with repairs will form part of the pilot Tenant Satisfaction Measures survey completed in May 2022 on the telephone with customers to provide further data on this indicator.

At the Tenants’ Strategic Group meeting in January, we were asked to specify numbers of surveys going out and responded. This data was discussed fully in the March meeting, and it was decided that surveys would continue to be sent, although statistically this is a low sample and not sufficiently indicative. New software will be sourced once Open

Housing is live, with consideration given to digitally excluded customers and how surveys may be able to be completed on the handheld devices of trade staff.

In January 2022 282 surveys were sent, with 25 responses received giving an 85% satisfaction rate. In February 2022 247 surveys were sent, with 23 responses received giving a 91% satisfaction rate. In March 2022 301 were surveys sent, with 42 responses received giving a 92% satisfaction rate. The 2021-22 average for this indicator is 91% satisfaction.

Results returned indicate that we are exceeding target for our levels of satisfaction where surveys are completed (it is acknowledged that not all tenants are currently receiving surveys as it is restricted to mobile users with access to internet via their phone). However, it is encouraging to note that those who choose to respond are responding positively.

Indicator	Target 2021-22	Amber Threshold	Jan-22	Feb-22	Mar-22	2021-22 Average/Total
<b>Customer</b>						
Number of compliments received	n/a	n/a	7	4	9	89

We have been receiving a steady number of compliments and the total for the year is 89.

Indicator	Target 2021-22	Amber Threshold	Jan-22	Feb-22	Mar-22	2021-22 Average/Total
<b>Customer</b>						
Overall tenant satisfaction (STAR results)	82%	81%	83%	83%	83%	83%

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. The 2021-22 average remains at 83% and we will survey again during May 2022 and six months after.

### 3.5 Rent Recovery

Indicator	Target 2021-22	Amber Threshold	Jan-22	Feb-22	Mar-22	2021-22 Average/Total
<b>Operations</b>						
<b>Rent Recovery</b>						
Income collected as a % of rent owed excluding arrears brought forward	99%	98%	97.16%	99.41%	103.64%	99.86%
Total number of all evictions	n/a	n/a	0	1	1	4

The performance is back on target by March 2022, where rent collected has exceeded the rent billed for that month. Rent arrears at the end of March 2022 were reported as £681k. The 2021-22 average is 99.86%

There have been 4 evictions from April 2021-March 2022 all are due to rent arrears.

### 3.6 Supported Housing

Indicator	Target 2021-22	Amber Threshold	Jan-22	Feb-22	Mar-22	2021-22 Average/Total
<b>Operations</b>						
<b>Supported Housing</b>						
Sheltered housing - % of tenants receiving annual reviews of support plans	100%	99%	98.0%	97.2%	97.1%	98.60%

Our performance continues at just below 100% reporting 97.1% for March (this shortfall represents 26 tenancies). The 2021-22 average is 98.6%. Our shortfall this year has been largely due to high levels of sickness (much of which was Covid related). We are confident that vulnerable tenants are receiving regular contact based on a current assessment of their need.

### 3.7 Lettings and Voids

Indicator	Target 2021-22	Amber Threshold	Jan-22	Feb-22	Mar-22	2021-22 Average/Total
<b>Operations</b>						
<b>Lettings and Voids</b>						
Average re-let time in calendar days (key to key)	44	48	46.1	53.3	43.5	52.48

This performance indicator is widely used by housing providers, and the target has been set to reflect national best practice however many providers are reporting increasing voids turnaround times. There remains a higher proportion of major voids (which are properties requiring extensive work prior to relet).

We are pleased to report that our plans to improve turn-around times has brought us back to target performance by March 2022. We remain under continued pressure depending on numbers of void properties coming through during the month. The 2021-22 average is 52.48% due to the challenges reported during the year.

### 3.8 Housing Repairs

Indicator	Target 2021-22	Amber Threshold	Jan-22	Feb-22	Mar-22	2021-22 Average/Total
<b>Operations</b>						
<b>Housing Repairs</b>						
Completion of housing emergency repairs within 24 hours	100%	95%	100.00%	100.00%	100.00%	100%

The 2021-22 average is 100%.

Data for this indicator is taken from Open Contractor software system (which is used to hold repair jobs against the core property database). As previously reported, this data

is unfortunately not currently available for non-emergency repair reporting purposes. Data and software changes are being implemented to enable accurate reporting of this non-emergency repair indicator.

### 3.9 Tenancy Management

Indicator	Target 2021-22	Amber Threshold	Jan-22	Feb-22	Mar-22	2021-22 Average/Total
<b>Operations</b>						
<b>Tenancy Management</b>						
Total new ASB cases in the month (TSM NM01)	n/a	n/a	4	7	11	88
Total number of ASB cases that were closed in the month	n/a	n/a	31	1	24	107
Number of ASB cases open on the last day of the month	n/a	n/a	39	45	32	567
Number safeguarding referrals	n/a	n/a	1	0	2	13

**ASB** - These figures represent “high level” ASB cases opened and closed in the month. We are content with our performance in this area but ideally would like the numbers to be as low as possible. The year-to-date figure of new cases totals 88.

**Safeguarding** – We currently raise low numbers of safeguarding referrals to Somerset County Council. This quarter we have made 3 referrals. 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. Awareness and training in the Council has taken place to ensure that all incidents are identified and managed within policy. The year-to-date figure of safeguarding referrals is 13.

### 3.10 Compliance

Indicator	Target 2021-22	Amber Threshold	Jan-22	Feb-22	Mar-22	2021-22 Average/Total
<b>Operations</b>						
<b>Compliance</b>						
% of housing dwellings with a valid gas safety certificate (LGSR)	100%	n/a	100.00%	100.00%	100.00%	100%
% of housing communal areas with a valid electrical safety certificate (EICR)	100%	n/a	100.00%	100.00%	100.00%	99.80%

We are pleased to report 100% compliance in these areas. The 2021-22 average is 100%, the 2021-22 average for electrical safety certificates is 99.8%.

### 3.11 Development

Indicator	Target 2021-22	Amber Threshold	Jan-22	Feb-22	Mar-22	2021-22 Average/Total
<b>Operations</b>						
<b>Development</b>						
Number of SWT HRA new home completions since April 2019	1000 by 2049	20 per year	62	62	62	62

62 new homes have completed since April 2019, the performance indicates this cumulative number of homes built. Contractors are now onsite delivering 47 new properties in North Taunton. In June 2021 planning permission was secured for 54 new homes at Seaward Way in Minehead and we started on site January 2022.

#### Democratic Path:

- Portfolio Holder -
- Tenants Strategic Board – 30<sup>th</sup> May 2022

**Reporting Frequency: Quarterly**

#### Contact Officers

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