



Somerset Council

Tenants' Strategic Group – 25th September 2023

2023/24 Housing Performance and Finance Report Quarter 1, April - June 2023

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

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1. Executive Summary / Purpose of the Report

This report provides an update on the housing performance through key performance measures and financial information for the first quarter of 23/24 (April-June 2023).

2. Recommendations

The Tenants' Strategic Group is asked to note content of the housing performance scorecard and finance report for quarter 1 (April – June 2023). Provide feedback in relation to measures that are being reported including “new, amended, deleted measures”. Provide feedback on the proposed change to target in average call response times.

3. Background and Full details of the Report

- 3.1** The Housing Performance Scorecard is a tool to measure our performance in key areas. The scorecard was last presented to Tenants' Strategic Group (TSG) in July 2023 covering the performance in Q4 (Jan-March 2023). This report covers the first quarter of 2023/24 April to June.
- 3.2** This report introduces 8 new measures to ensure that TSG are sighted on our early performance against the (data) Tenant Satisfaction Measures

which the regulator will ask us to submit in March 2024. The total number of measures reported is 35, the breakdown of measures is as follows: Customer 10 (2 new), Rent Recovery 2, Supported Housing 1, Lettings and Voids 1, Housing Repairs 2, Tenancy Management 6 (1 new), Compliance 10 (3 new), Asset Management 2 (2 new), Development 1.

3.3 25 indicators have targets, 15 are green (on target or better), 4 are red (off target but targets are 100%) and 6 are amber.

4. Risk Assessment (if appropriate)

A risk assessment is not required to accompany this report.

5. Are there any Finance / Resource, Legal implications?

There are no financial implications directly to do with the recommendations in this report.

6: Are there any Equality and Diversity Implications?

There are no equality impact assessment linked with this report

7. Are there any Data Protection Implications?

There are no data protection implications linked with this report

Performance Report

8. Customer

8.1 Customer – Complaints

Indicator	Target 2023-24	Amber Threshold	Apr-23	May-23	Jun-23
Customer					
% of stage 1 complaints closed in 10 working days (as per policy HRA) (TSM CH02)	93%	80%	83%	57%	96%
NEW – All HRA(Housing Revenue Account) Complaints relative to the size of the landlord per 1000 homes.			3.4	4.47	4.65
NEW – Complaints responded to within Complaint Handling Code timescales.	93%	80%	79%	56%	96%

8.1.1 As part of the Tenant Satisfaction Measures (TSM) introduced by the Social Housing Regulator complaints data is requested in a slightly different format. We have added the two TSM measures alongside the % of complaints

closed in 10 working days. TSG may wish to consider removing the original measure from future reports?

8.1.2 Our complaints performance fell during May and recovered in June. During periods of leave or unfilled vacancies it is not always possible to provide cover for every employees investigation duties in relation to complaints and daily priorities. Difficult decisions regarding priorities are made and complaints timescales extended. Complaints responses are managed and provided but may not be within timescale.

8.2 Customer - Lettable Standard Satisfaction

Indicator	Target 2023-24	Amber Threshold	Apr-23	May-23	Jun-23
Customer					
% of new tenants satisfied with the lettable standard of the property	90%	85%	100%	100%	100%

8.2.1 These surveys are undertaken on the phone. In the March 2022 meeting of TSG the number of new lets each month was requested alongside this satisfaction percentage, see below.

April 2023: 17 properties let, (14 responses, 14 satisfied or very satisfied), 100% satisfaction

May 2023: 21 properties let, (5 responses, 5 satisfied or very satisfied), 100% satisfaction

June 2023: 25 properties let (21 responses, 21 satisfied or very satisfied), 100% satisfaction

Performance is exceeding target.

8.3.1 Customer - Repair Satisfaction

8.3.1 This matter was discussed in the TSG meeting September 2022 where it was felt the electronic survey method was not robust enough. We are investigating a software and telephone survey solution. A software solution will ideally integrate with our housing system and carry out repair surveys however we are also we are discussing costs and feasibility of telephone surveys through an independent company.

8.3.2 Satisfaction with repairs formed part of the pilot Tenant Satisfaction Measures survey completed in May 2022, November 2022, May 2023 by an independent company. The TSM question focuses on repairs in last 12 months. 76% of customers surveyed in May 2022 and 81% surveyed in November 2022 were satisfied with the repair carried out in their home in the last 12 months. The combined result was 79% which is above median of 75% (comparison with other landlords by Acuity). Results were reported to TSG in January 2023. The most recent survey next May 2023 reports 76% satisfaction which repeats the result obtained in May 2022.

8.4 Customer – compliments

Indicator	Target 2023-24	Amber Threshold	Apr-23	May-23	Jun-23
Customer					
Number of compliments received	n/a	n/a	3	9	7

8.4.1 We have been receiving a steady number of compliments and the total for the year to date ending June 2023 is 19.

8.5 Customer – Overall Satisfaction

Indicator	Target 2023-24	Amber Threshold	Apr-23	May-23	Jun-23
Customer					
Overall tenant satisfaction (TSM Results)	77%	75%	77% from 2022	76% from May 2023	76%

8.5.1 During 2022 we have surveyed twice using an independent company, (as a TSM “tenant satisfaction measure” pilot), once in May and again in November to obtain our statistical sample. The combined May and November results indicate an overall satisfaction at 77% during 2022-23.

8.5.2 Results from the first survey in 2023-24 were obtained in May 2023, 76% satisfaction. This will be combined with the result in November 2023 to give the result for the year. To provide context, the Housemark Pulse results for the first quarter of the year show 70% a median and 80% as upper quartile. A report presenting all TSM survey results will be presented to TSG in September.

8.6 Customer – Call Statistics

Indicator	Target 2023-24	Amber Threshold	Apr-23	May-23	Jun-23
Customer					
Average wait time in the repairs queue	00:01:00	00:05:00	00:02:48	00:02:16	00:01:59
% of abandoned calls in the repairs queue	10%	13%	9%	6%	5%
Average wait time in the housing estates and tenancy queue	00:01:00	00:05:00	N/a	00:03:12	00:03:32
% of abandoned calls in the housing estates and tenancy queue	10%	13%	N/a	10%	13%

8.6.1 Following a request in the January 2023 TSG meeting, the statistics for call handling on repairs and housing estates call queues were included in this report from Quarter 3 2022-23.

8.6.2 After the formation of the new Somerset Council the Council standard was set as 5 minutes average wait time. The previous standard stated for SWT was 60 seconds. The gap between the two standards is large. Homes In Sedgemoor set a target of 80% calls answered in two minutes (other providers in the area, Magna 80% answered in three minutes, . We would like to using the target 80% of calls answered

in two minutes to allow closer benchmarking to Homes in Sedgemoor (HiS) . We are seeking approval from TSG for this.

8.6.3 The call abandonment rate remains on target in our repairs area but is amber in tenancy and estates.

8.6.4 Customer Service Performance over the last quarter has improved consistently despite several challenges due to the formation of the new Council, the Customer Services and Housing management teams meet regularly to review performance and identify training needs. The Housing phone lines are given priority over general calls to ensure the standard or performance remains within target as much as possible.

8.7 Rent Recovery

Indicator	Target 2023-24	Amber Threshold	Apr-23	May-23	Jun-23
Rent Recovery					
True current tenant arrears at the end of the month%	2%	2.2%	2.84%	3.07%	2.03%
Total number of all evictions			1	0	0

8.7.1 The performance in rent arrears is now being measured by the Housemark indicator “true current arrears”. Performance in this area has improved in June 2023. Performance was poor due to technical problems with payment systems, payments were stuck in suspense and not allocated to rent accounts. Current performance is “top quartile” and almost on target (Housemark Pulse Q1).

8.8 Supported Housing

Indicator	Target 2023-24	Amber Threshold	Apr-23	May-23	Jun-23
Supported Housing					
Sheltered housing - % of tenants receiving annual reviews of support plans	98%	97%	98.5%	98.5%	98.6%

8.8.1 Our performance is on target.

8.9 Lettings and Voids

Indicator	Target 2023-24	Amber Threshold	Apr-23	May-23	Jun-23
Lettings and Voids					
Average re-let time in calendar days (key to key)	45.9	50.5	53	59	62

8.9.1 Our void turn-around times are not on target. There are a number of reasons why performance is not good here (currently third quartile). These include a high proportion of properties left in poor condition by the previous tenant, and the number of properties where improvements have yet to be undertaken (e.g. new kitchen installed within capital programmes) and additional works are therefore required at void stage to meet our Lettable Standard. A number of new capital programmes are being procured to accelerate progress on delivery, and there is an improvement plan

being developed to bring renewed focus to reduce overall relet times and bring greater focus to cost per void.

8.10 Housing Repairs

Indicator	Target 2023-24	Amber Threshold	Apr-23	May-23	Jun-23
Housing Repairs					
Completion of housing emergency repairs within 24 hours	100%	99%	99%	96.8%	95.8%
Completion of housing non-emergency repairs within timescale agreed with tenant (TSM RP02)	93%	90%	93%	90.1%	92.5%

8.10.1 Our performance is short of target in May and June for completion of non-emergency repairs, however we have increased our target to 93% from 90% last year to stretch our performance. Top quartile performance (Housemark 2022/23 is 93.78%)

8.10.2 The underlying data used to populate this KPI has been investigated and an administrative failure in inputting correct completion dates into the Housing system (Open Contractor) has been identified. It is not possible to correct these within the system, but all of the June housing emergency repairs were completed within the 24 hours target. Training has taken place to mitigate against the risk of this issue reoccurring. Top quartile performance in Housemark 2022/23 is 99.05% so our target is above this at 100%.

8.11 Tenancy Management

Indicator	Target 2023-24	Amber Threshold	Apr-23	May-23	Jun-23
Tenancy Management					
Total New ASB cases in the month	No target	No target	4	6	7
Total number of ASB cases that were closed in the month	No target	No target	9	6	0
Number of ASB cases open on the last day of the month	No target	No target	56	56	63
Number of new ASB cases reported per 1,000 properties	No target	No target	0.72	1.07	1.25
NEW Anti-social behaviour cases that involve hate incidents per 1,000 properties	No target	No target	0.18	0.18	0.36
Number of safeguarding referrals	No target	No target	8	10	1

8.11.1 **ASB** - We would like the numbers to be as low as possible. Housemark Pulse benchmarking data shows top quartile in Q1 is 1.87 for number of “new ASB cases reported per 1000 properties”. Our performance is therefore top quartile.

8.11.2 **Safeguarding** – We currently raise low numbers of safeguarding referrals to Somerset Council. This quarter we have made 19 referrals.

8.11.3 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.

8.12 Compliance

Indicator	Target 2023-24	Amber Threshold	Apr-23	May-23	Jun-23
Compliance					
% of housing dwellings with a valid gas safety certificate (LGSR) (TSM BS01)	100%		100%	99.98%	100%
NEW – % of housing dwellings with a valid electrical safety certificate (EICR)	100%		84.56%	87.42%	91.2%
% of housing communal areas with a valid electrical safety certificate (EICR)	100%		100%	100%	100%
% of communal areas with all asbestos safety checks complete	100%		99.75%	99.49%	100%
% of communal areas with a Fire Risk Assessment (FRA) in place and FRA Review complete (where applicable)	100%		100%	100%	100%
% of communal areas with periodic water safety equipment checks complete	100%		99%	100%	100%
% of passenger lifts and through floor lifts with annual and 6 monthly service and inspection complete (TSM BS06)	100%		93%	100%	100%
NEW – Proportion of homes for which all required fire risk assessments have been carried out. (TSM BS02)	100%		100%	100%	100%
NEW – Proportion of homes for which all required legionella risk assessments have been carried out. (TSM BS04)	100%		100%	100%	100%
Carbon Monoxide Alarms	100%		100%	100%	100%

8.12.1 We are pleased to report 100% compliance for the indicators above, except for electrical safety certificates where a programme is on track to achieve 100% compliance during this financial year.

8.13 Asset Management

Indicator	Target 2023-24	Amber	Apr-23	May-23	Jun-23
Asset Management					
NEW – Target % Non-Decent Homes Compliance (TSM)	1%	4%	5.69% (94.31%)	5.86% (94.14%)	6.2% (93.8%)
NEW – Percentage of properties EPC C or above			N/a	N/a	67.5%

8.13.1 The Decent homes measure will be reported as part of the TSM measures to the regulator at the end of the year. Decent homes percentage has slipped slightly due to two factors, namely properties falling into 'disrepair' (i.e. past the timeframe for replacement components based upon the Decent Homes Standard), and delays in delivery of capitalised major works. The latter issue is due to procurement pressures,

and resource challenges for both internal contract management and contractor availability.

8.13.1 The % of properties with EPC C or above will remain targeted at 100% EPC C by 2030 as per the strategy. There is no need for milestones until circa 2025/2026 when the final waves of grants will start to emerge, our data will be much more accurate, our capital programme will be making inroads into SAP scores through better U value specifications of replacement heating, windows, doors and loft insulation. We also are not clear on the decency standard which may require social landlords to achieve a certain rating and by default the government will need to enable this through subsidy or rent setting freedoms.

8.14 Development

Indicator	Target 2023-24	Amber Threshold	Apr-23	May-23	Jun-23
Development					
Number of SWT/Inhouse service HRA new home completions since April 2019 (inc new HRA homes RSAP/LAHF)	1000 by 2049	20 per year	69	69	69

8.14.1 There have been 69 new homes completed since April 2019 to 30th June 2023. There have been 4 more homes handed over at North Taunton plus one property purchased since July. The next 6 quarters will see 41 new homes at North Taunton complete plus up to 31 homes acquired by the HRA.

The development of 54 new homes in Minehead is progressing well with the contractors currently erecting block work. The demolition and development of NTWP phase B&Ci is going out to tender and a contract for the procurement of the main contractor. The regeneration at Wordsworth Drive and Coleridge Crescent Flats has progressed well with Wordsworth Drive Flats nearly empty with only one tenant awaiting decant.

9. Executive summary of the Housing Revenue Account (HRA) Finance report (2023/24 Housing Revenue Account Financial Monitoring as at Quarter 1).

Executive Summary

9.1 This report provides an update on the projected outturn financial position of the Council's Housing Revenue Account (HRA) for the financial year 2023/24 (as at 30th June 2023).

9.2 The headline estimates for **revenue** costs are:

Revenue Budget	Forecast to budget	Green
General Reserves	£12.049m forecast balance = favourable compared to £3.722m minimum requirement	Green
Earmarked Reserves	£258k opening balance	Green

9.3 The HRA is a ring-fenced account which must abode by the accounting regulations and ensure that cross subsidy does not occur. Whist self-financing has provided some flexibilities, the HRA is heavily regulated which restricts income growth and increase cost pressures.

9.4 The HRA has set a balance budget for 2023/24 however areas of risk for the year will relate to the **economic operating environment** and the impact this may have on any variation from the forecasts assumed when setting the budget, for example the cost of borrowing for the refinancing of debt, pay awards, cost of materials and utilities, etc.

9.5 In addition, there are risks associated with **regulatory and compliance** requirements. For example, changes are expected during the year in relation to the Regulator of Social Housing's decent home standard where the cost impact is unknown, as well as a new Bill passing through parliament which will require several changes to home safety, tenant satisfaction measures, complaints handling, a new inspection regime for social landlords which will increase resource requirements.

9.6 From an **operational** perspective, the risk here relates to the levels of demand from our tenants for support and service, for example for debt and benefit advice, repairs and maintenance on their properties, and the number and condition of void properties. This is a very reactive service based on the needs of the tenants.

9.7 The headline estimates for **capital** costs are:

9.8 The Housing Revenue Account (HRA) Capital Programme for 2023/24 onwards is £122.606m (subject to approval). This consists of Major improvement works programme 2023/24 and new build and acquisitions programme over the next seven years.

9.11 Each year the Council is required to produce a Statement of Accounts. The Statement of Accounts for each council is available to read by everyone and links are provided in the annual accounts, download section of the website.

9.12 The HRA business planning process is currently taking place with a draft being available in November 2023. A report to full council will be presented in February 2024 including Rent and Service Charge setting, 30 year business plan and Medium Term Financial Plan (MTFP) and annual budget 2024/25. Discussions will be held with the TSG on the draft report.

Democratic Path:
Tenants Strategic Board – 25th September 2023

Reporting Frequency: Quarterly

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