



# Somerset Council

## **Tenants' Strategic Group –**

### **2023/24 Housing Performance Quarter 4, January to March 2024.**

**This matter is the responsibility of Councillor Smith Roberts, executive lead member for communities.**

Report Authors: Claire Reed (Case Management Lead, Performance and Improvement) and Sharon Yarde (Tenant Engagement Lead).

#### **1. Executive Summary / Purpose of the Report**

This report provides an update on housing performance through key performance measures and financial information for the third quarter of 2023/24 (January to March 2024)

#### **2. Recommendations**

The Tenants' Strategic Group is asked to note content of the housing performance scorecard and finance report for quarter 4.

#### **3. Background and Full details of the Report**

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 March 2024 covering the performance in Q3 (October to December 2023). This report covers the fourth quarter of 2023/24 January to March 2024.

This report includes the (data) Tenant Satisfaction Measures which we are required to submit to the Regulator at the end of in June 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.

27 indicators have targets, 16 are green (on target or better), 6 are red (off target but targets are 100%) and 5 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	Jan-24	Feb-24	Mar-24
<b>Customer</b>					
% of stage 1 complaints closed in 10 working days (as per policy HRA) (TSM CH02)	93%	80%	70%	91%	80%
All HRA Complaints relative to the size of the landlord per 1000 homes.	2.27 - benchmark	3.93	5.72	4.65	6.80
Complaints responded to within Complaint Handling Code timescales.	93%	83%	88%	96%	95%

8.1.2 As part of the Tenant Satisfaction Measures (TSM) introduced by the Social Housing Regulator, complaints data is now reported to show the % of all complaints that are answered within the Housing Ombudsman’s Complaint Handling Code timescales. This measure includes all complaints which were closed within policy timescales, and any complaints that were extended in line with the Code.

8.1.3 Performance on our complaint handling response times has continued to improve over the course of quarter 4, with more than 95% answered within the

Complaint Handling Code timescales. This has been as a result of a shift in working processes which has resulted in service areas and senior management being accountable for their service's complaints.

8.1.4 Complaint volumes increased during quarter 4 which is surprising in comparison to our year-on-year data, however this seems to be in line with the sector as a whole where complaint numbers made against landlords continues to increase. As explained in the new Housing Ombudsman's Complaint Handling Code, landlords should not focus on significantly reducing the number of complaints, as a higher number of complaints received by the service demonstrates that residents feel they are able to bring complaints to their landlord and know they will be listened to, and the complaint acted upon.

## 8.2 Customer - Lettable Standard Satisfaction

8.2.1 We have been unable to capture this data during quarter 4 due to key staff absence.

## 8.3 Customer - Repair Satisfaction

8.3.1 Work continues to investigate 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 forms part of the Tenant Satisfaction Measures survey completed in May 2023 and November 2023, by an independent company. The TSM question focuses on repairs in last 12 months. 76% of customers surveyed in May 2023 and 79% surveyed in November 2023 were satisfied with the repair carried out in their home in the last 12 months. The combined result was 78% which is above median of 76% (comparison with other landlords by Acuity). Results were reported to TSG in March 2024 and will be submitted to the Regulator in April 2024.

## 8.4 Customer – compliments

Indicator	Target 2023-24	Amber Threshold	Jan-24	Feb-24	Mar-24
<b>Customer</b>					
Number of compliments received	n/a	n/a	3	1	4

8.4.1 We have been receiving compliments and the total for the year 2023/24 is 51. However, we are confident that many more compliments are received by staff but are not reported and logged formally. We are currently looking at a process to ensure compliments are captured and staff are given feedback to accurately reflect when there has been great service.

## 8.5 Customer – Overall Satisfaction

Indicator	Target 2023-24	Amber Threshold	Jan-24	Feb-24	Mar-24
<b>Customer</b>					
Overall tenant satisfaction (TSM Results)	77%	75%	73% (November survey)	73% (November survey)	73% (November survey)

8.5.1 During 2023 we have surveyed twice using an independent company, called Acuity, once in May and again in November to obtain our statistical sample. The combined May and November results show an overall satisfaction of 75% for the year.

8.5.2 Results from the last survey in 2023-24 were obtained in November 2023, 73% satisfaction. 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 was presented to TSG in March 2024 and will be reported again after the next survey in May 2024.

## 8.6 Customer – Call Statistics

Indicator	Target 2023-24	Amber Threshold	Jan-24	Feb-24	Mar-24
<b>Customer</b>					
Average wait time in the repairs queue	00:01:00	00:05:00	00:05:22	00:05:01	00:05:17
% of abandoned calls in the repairs queue	10%	10%	16%	15%	14%
Average wait time in the housing estates and tenancy queue	00:01:00	00:05:00	00:04:19	00:06:05	00:09:33
% of abandoned calls in the housing estates and tenancy queue	10%	10%	16%	22%	32%

8.6.1 Managing the volume of calls into the service continues to be a challenge as call waiting times for both repairs and tenancy and estates were consistently over 5 minutes on average throughout the quarter. Work is underway to put a new process in place which will change how calls are received into the service which should significantly improve our performance in this area.

8.6.2 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, although this is inevitably affected if there is staff absence.

## 8.7 Rent Recovery

Indicator	Target 2023-24	Amber Threshold	Jan-24	Feb-24	Mar-24
<b>Rent Recovery</b>					
True current tenant arrears at the end of the month%	2%	2.2%	1.55%	1.43%	1.44%
Total number of all evictions			0	1	0

8.7.1 Performance of recovery of current tenant arrears has continued to improve each quarter since June 2023. Success has been attributed to the stability, experience and hard work of the team in this area who have been able to successfully build a good relationship with tenants.

## 8.8 Supported Housing

8.8.1 We are unable to provide data on the percentage of tenants receiving annual reviews of support plans due to key staff absence.

## 8.9 Lettings and Voids

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Indicator	Target 2023-24	Amber Threshold	Jan-24	Feb-24	Mar-24
<b>Lettings and Voids</b>					
Average re-let time in calendar days (key to key)	45.9	50.5	58	83	74

8.9.1 Our void turn-around times continue to be a challenge for the service, and this continues to be a focus of the Voids and Lettings teams.

## 8.10 Housing Repairs

Indicator	Target 2023-24	Amber Threshold	Jan-24	Feb-24	Mar-24
<b>Housing Repairs</b>					
Completion of housing emergency repairs within 24 hours	100%	99%	100%	100%	100%
Completion of housing non-emergency repairs within timescale agreed with tenant (TSM RP02)	93%	90%	97.8%	98%	98.1%

8.10.1 Our performance remains consistent throughout this quarter and is on target in both emergency and non-emergency repairs.

## 8.11 Tenancy Management

Indicator	Target 2023-24	Amber Threshold	Jan-24	Feb-24	Mar-24
<b>Tenancy Management</b>					
Total New ASB cases in the month			21	18	11
Total number of ASB cases that were closed in the month			13	8	23
Number of ASB cases open on the last day of the month			87	97	85
Number of new ASB cases reported per 1,000 properties	2.08	2.29	3.58	3.22	1.97
Number of safeguarding referrals			7	12	4

8.11.1 **ASB** - Somerset Council ASB satisfaction 61% Nov 2023 (Acuity) - Top Quartile for 20 LAs, and 2nd quartile for Acuity 75 landlords.

The number of ASB cases has reduced from quarter 3, most significantly as we go into March 2024. The team have closed a high number of ASB cases which had previously been open.

**8.11.3 Safeguarding** – The number of safeguarding referrals remains low, totalling 23 for the quarter. This is consistent with the last quarter of 22 referrals. As with antisocial behaviour, we normally experience increased safeguarding referrals during the summer months and summer holiday period and then a reduction over the winter months, so this figure is to be expected.

## 8.12 Compliance

Indicator	Target 2023-24	Amber Threshold	Jan-24	Feb-24	Mar-24
<b>Compliance</b>					
% of housing dwellings with a valid gas safety certificate (LGSR) (TSM BS01)	100%		100%	100%	100%
% of housing dwellings with a valid electrical safety certificate (EICR)	100%		95.06%	95.27%	95.4%
% of housing communal areas with a valid electrical safety certificate (EICR)			100%	100%	100%
% of communal areas with all asbestos safety checks complete	100%		100%	100%	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%		100%	100%	100%
% of passenger lifts and through floor lifts with annual and 6 monthly service and inspection complete (TSM BS06)	100%		100%	100%	100%
Proportion of homes for which all required fire risk assessments have been carried out. (TSM BS02)	100%		100%	100%	100%
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.

8.12.2 Electrical safety certificates continue to demonstrate a month-on-month improvement. Although we haven't managed to achieve 100% compliance by the end of the financial year, it is heading in the right direction, and we are optimistic that we will be compliant in the early parts of the new financial year.

## 8.13 Asset Management

Indicator	Target 2023-24	Amber Threshold	Jan-24	Feb-24	Mar-24
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Asset Management					
Homes that do not meet the Decent Homes Standard	57	226	334	353	304
Target % Non-Decent Homes Compliance (TSM)	1%	4%	5.84%	6.18%	5.31%
Percentage of properties EPC C or above			68%	68%	68%

8.13.1 The Decent homes measure will be reported as part of the TSM measures to the regulator in June 2024. The percentage of non-decent homes has reduced consistently since quarter 2 and this continues to be a focus for the team.

8.13.2 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 are also not clear on the future requirements of the new decency standard which is pending release, and 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

8.14. The scorecard data for development is currently under review.

**Democratic Path:** Finance report is reported to Resources Scrutiny and Community Scrutiny and Executive committee meetings and Tenants Strategic Board – 25th March 2024.

**Reporting Frequency: Quarterly**

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