

Housing Managing Agents Performance Monitoring Report Quarter Three –October 2018 to December 2018

This housing management performance report covers quarter three of the financial year 2018-2019. It uses the 'RAG' rating system of red, amber and green traffic light symbols to provide an indication of performance.

Trend

	Performance is in target and: (i) was marked as amber in the previous quarter, or marked as red, (ii) gives clear cause for concern.
	Performance is: (i) off target this quarter and was marked as Green previously, or (ii) in target this quarter and marked as red in the previous quarter.
	Performance is in target and: (i) was in target the previous quarter, or (ii) was marked as Amber in the previous quarter.

Performance indicators and stock management

Managing Agent	Stock profile	Number of measured indicators	Performance targets snapshot		
			Below required target	Within an acceptable tolerance	Met/exceeded target
Wolverhampton Homes	19,803	22	1	6	15*
Bushbury EMB	817	8	1	4	3
Dovecotes TMO	785	10	1	6	3
New Park Village TMC	292	9	1	3	5
Springfield Horseshoe HMC	254	9	3	2	4

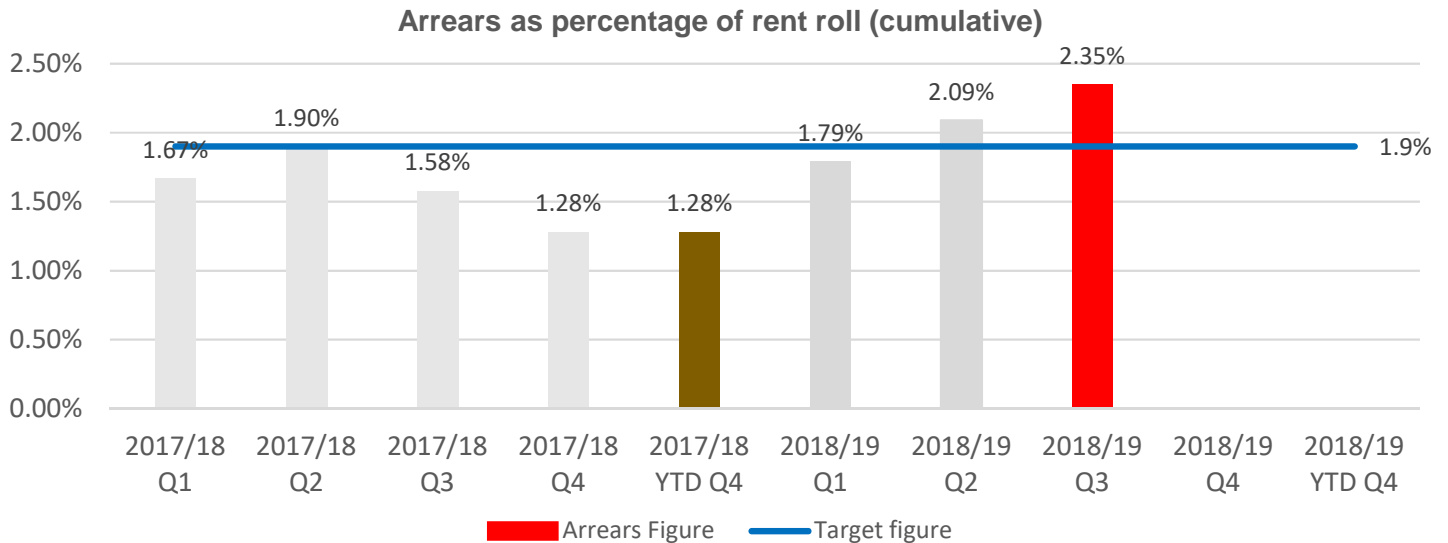
* Two of the targets for Wolverhampton Homes do not yet have any comparative data, but will be included once the information is available.

Wolverhampton Homes

The quarter three performance information for Wolverhampton Homes during 2018-2019 demonstrates strong performance. For quarter three, **one** indicator was outside of target, **six** within acceptable tolerance levels and **fifteen** are within target.

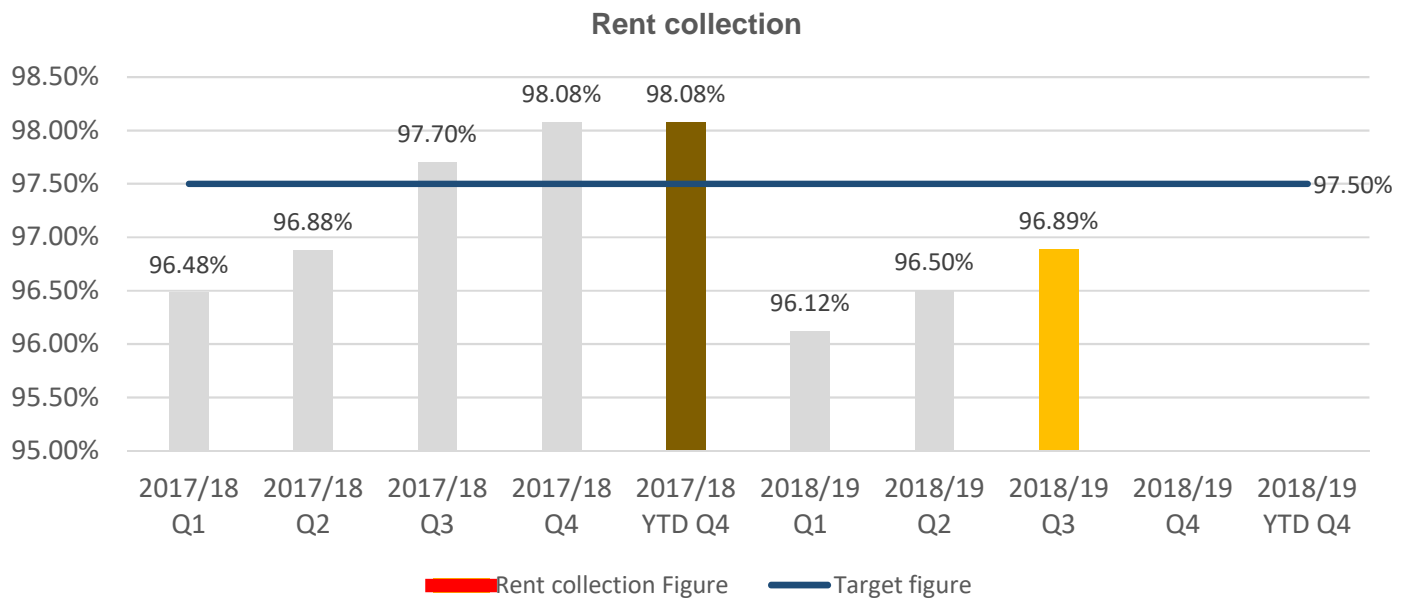
Wolverhampton Homes – Rent Management

Arrears as a percentage of the rent roll



- Performance continues to decline due to the impact of the rollout of Universal Credit. With Wolverhampton Homes working to reduce the arrears where possible, there is an expected year end outturn to be in the region of two percent.

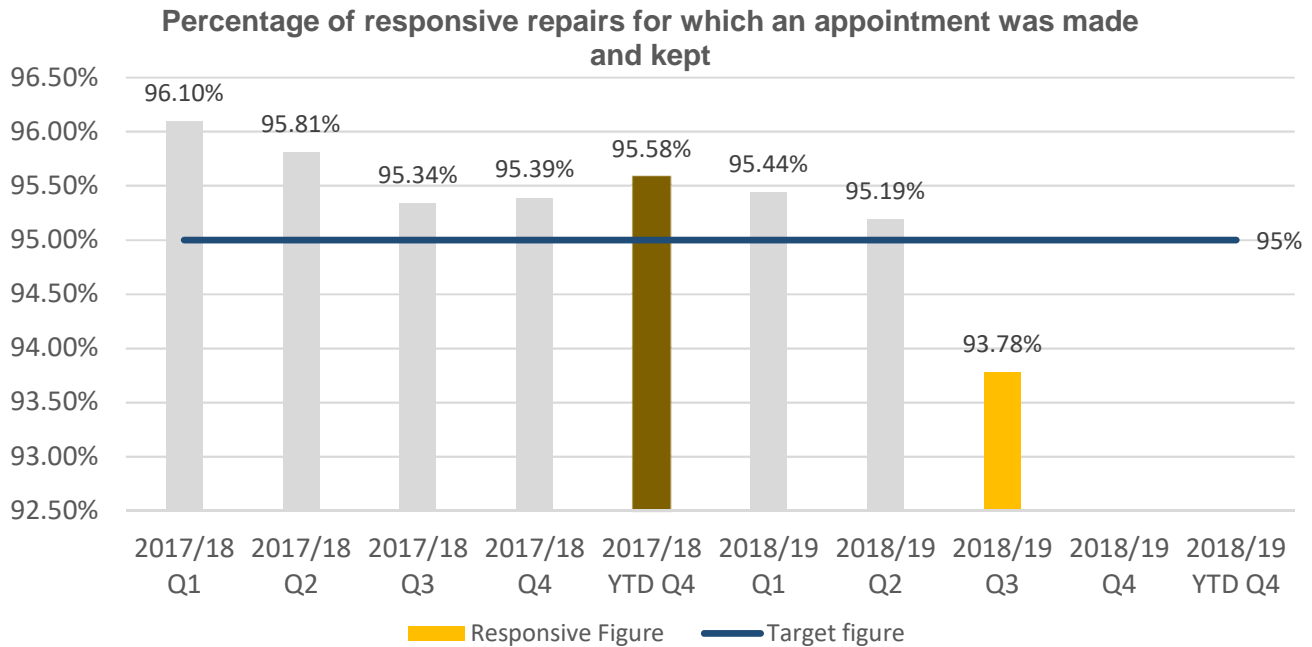
Rent collection (arrears indicator)



- Whilst it has improved quarter on quarter, rent collection remains out of target, with Universal Credit having a considerable impact. Following a similar trend to 2017-2018 further improvement is anticipated.

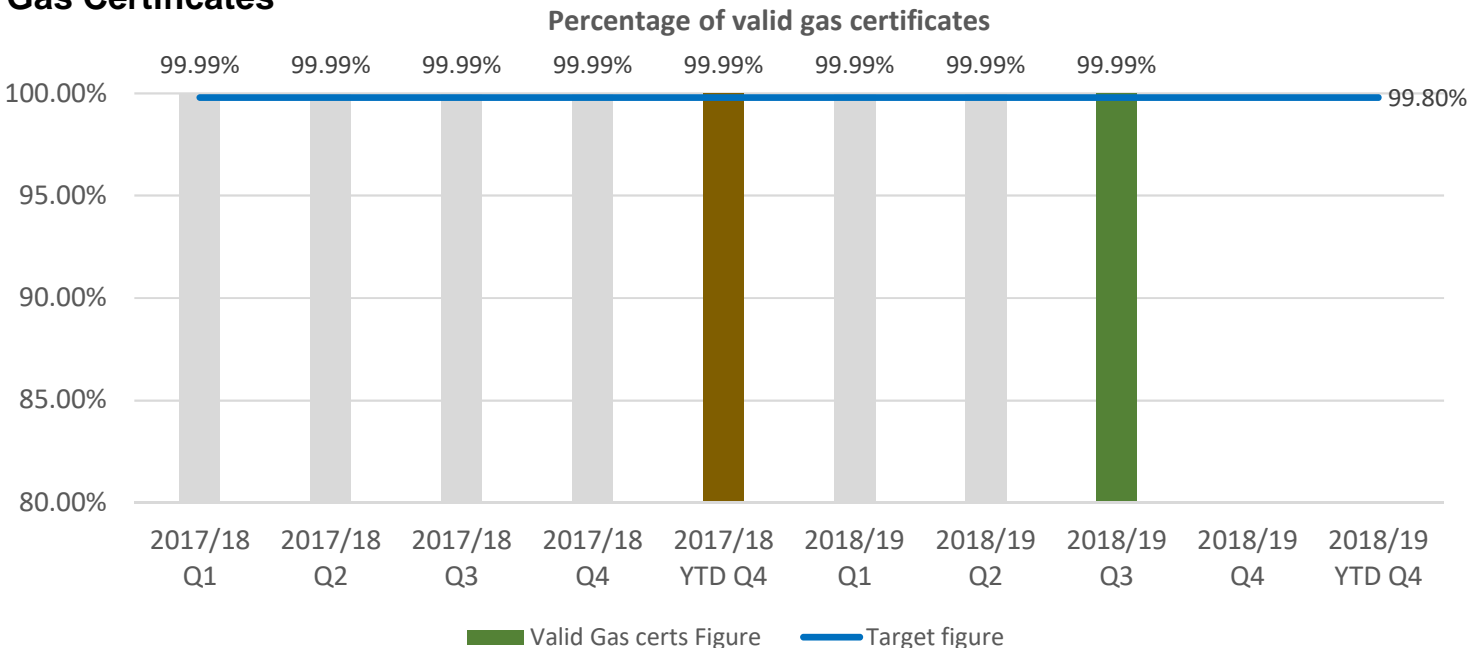
Wolverhampton Homes – Repairs Management

Responsive Repairs



- The percentage of responsive repairs for which an appointment was made and kept has fallen slightly when compared to quarter two dropping below the required target level of ninety five percent. This is due to resourcing issues, not being able to recruit to posts such as Gas Engineers.

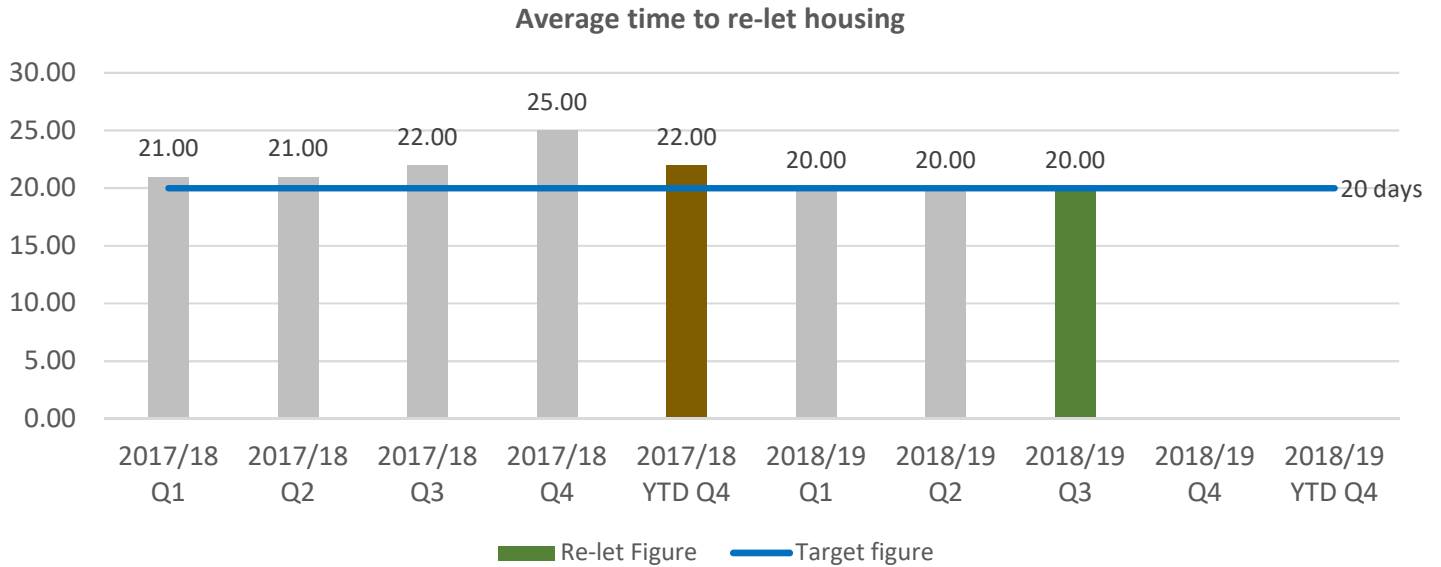
Gas Certificates



- Wolverhampton Homes continues to maintain high performance with regards to the percentage of valid gas certificates completed.

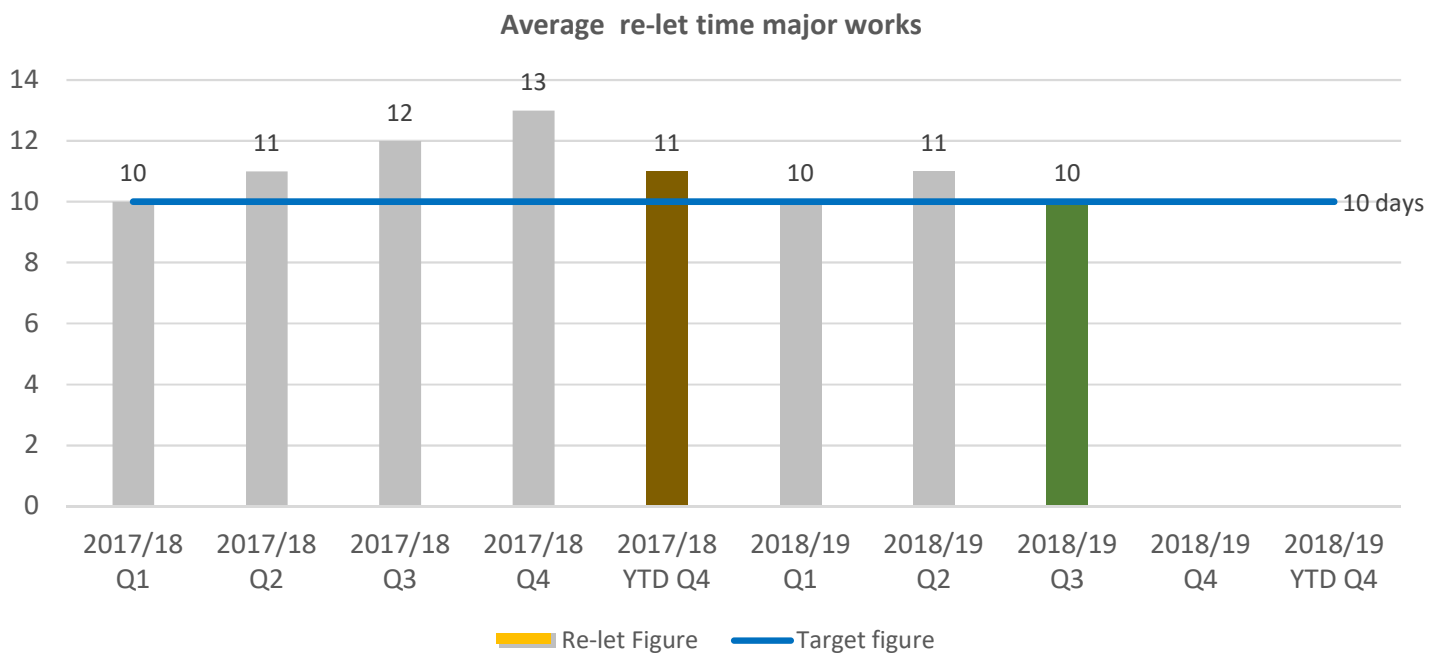
Wolverhampton Homes – Voids and re-lets

Average time to re-let











- Average time to re-let housing remains on target for quarter three at 20 days.

Average time to re-let – Major Works




- Performance has improved compared to quarter two, bringing major re-let works in on target for the first time since quarter one, 2017-2018.


Other Performance Indicators – Wolverhampton Homes Only

Anti-social behaviour				
AB 1	% satisfied with the way their ASB complaint was dealt with		99.12% (Target 97%)	Performance overall has been good and is above the required target level.
Business Planning				
BP 1	Average days lost through illness		8.01% (Target 6.5%)	Performance is below the required target, but when compare to previous quarter performance has improved. The sickness for the organisation is related to some long-term and short-term sickness. From September 2018, Wolverhampton Homes staff have been offered free flu vaccinations.
Customer care				
CC 1	Homes Direct - % of customers answered within 80 seconds		66.3% (Target 55%)	Performance overall is good, with four of the five indicators being above target.
CC 1b	Homes Direct - % of calls Abandoned		7.8% (Target 15%)	
CC 2	Complaints responded to in target timescales - %		92.54% (Target 92%)	
CC 3	Councillor enquiries responded to in 14 days		94.03% (Target 92%)	
CC 1a	% of calls answered		92.2% (Target 85%)	Good performance overall above the required target.
Estate Inspections				
EM1	% of Estate inspections achieving Good or Excellent rating		93.18% (Target 96%)	Good performance overall above the required target.




Voids and allocations

VA 3	% rent lost through empty property		0.86% (Target 0.9%)	Performance overall is good.
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Repairs

RP 12	% total response repairs completed within target		94.97% (Target 98%)	Performance is slightly below target, when compared to previous quarters, however it is within the acceptable tolerance level.
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Neighbourhood and Housing Management services

RM 3	% of tenants evicted for Rent Arrears (WH Homes only)		9 (Target N/A)	For information only, number of evictions taking place during quarter three. NS1 performance has improved slightly when compared against quarter two. NS3 this is an inherited service. A new system is due to be in place for 2018-2019 that will enable reporting.
NS 1	% of telecare calls answered within 60 seconds		97.61% (Target 97.5%)	
NS 3	% of out of hours calls answered		No data	

Estate Services / Health and Safety

ES7	% of fire safety inspections completed on low rise & medium rise blocks (concierge)		100% (Target 100%)	Fire inspections on blocks of flats are 100% completed. Management of Fire Risk Assessments has fallen slightly since quarter two, a missed non-residential building resulted in a risk assessment not being completed within the required timescales. However, this was identified and successfully addressed by Wolverhampton Homes to ensure it met its Health and Safety responsibilities.
ES1 1	% fire safety inspections completed on high rise blocks (concierge)		100% (Target 100%)	
HS2	Management of Fire Risk Assessments		99.99% (Target 100%)	

Stock Investment

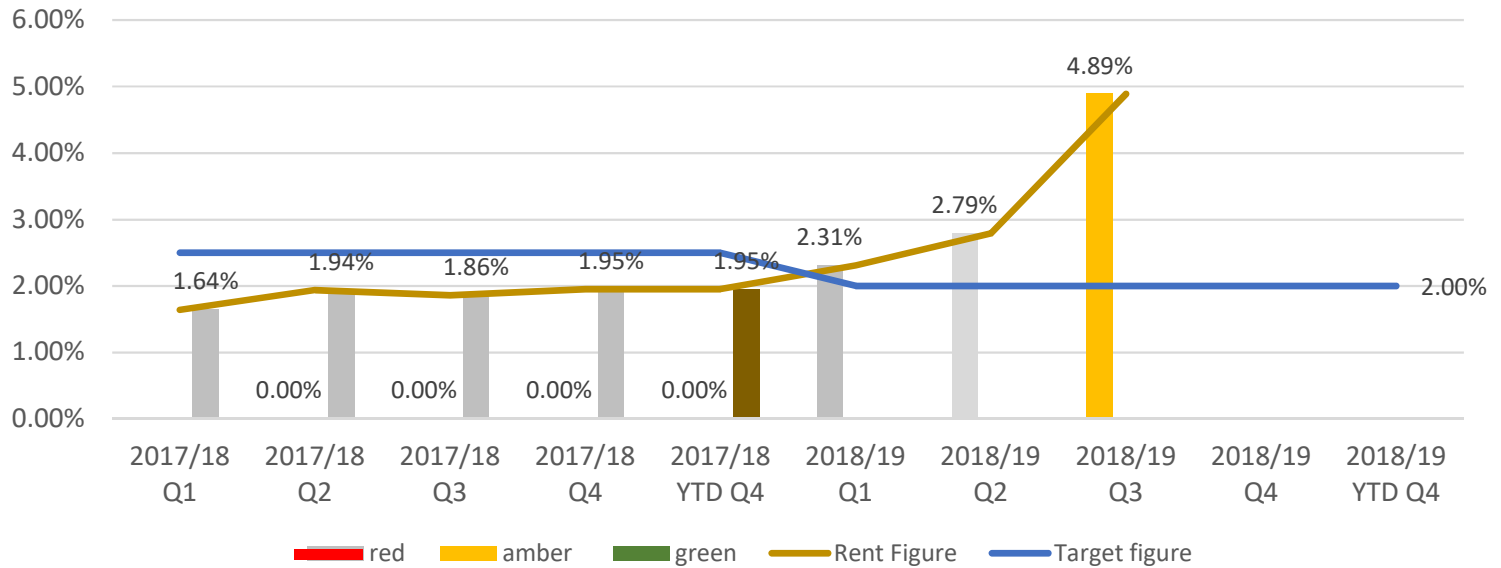
SI01	% progress (by Value) with the delivery of capital projects		71.97% (Target 95%)	Performance for this indicator is out of target due to halting the capital works programme for Ellerton Walk, with the Council and Wolverhampton Homes undertaking consultation with tenants and Board Members at New Park Village TMC to work through a wider range of options.
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Bushbury Hill Estate Management Board

Below is the quarter three performance information for Bushbury Hill Estate Management Board (EMB), for 2018-2019. Whilst Bushbury Hill EMB has an excellent performance track for quarter three, one indicator is outside of target, **four** are out of target but within an acceptable tolerance level and **three** are within target.

Arrears

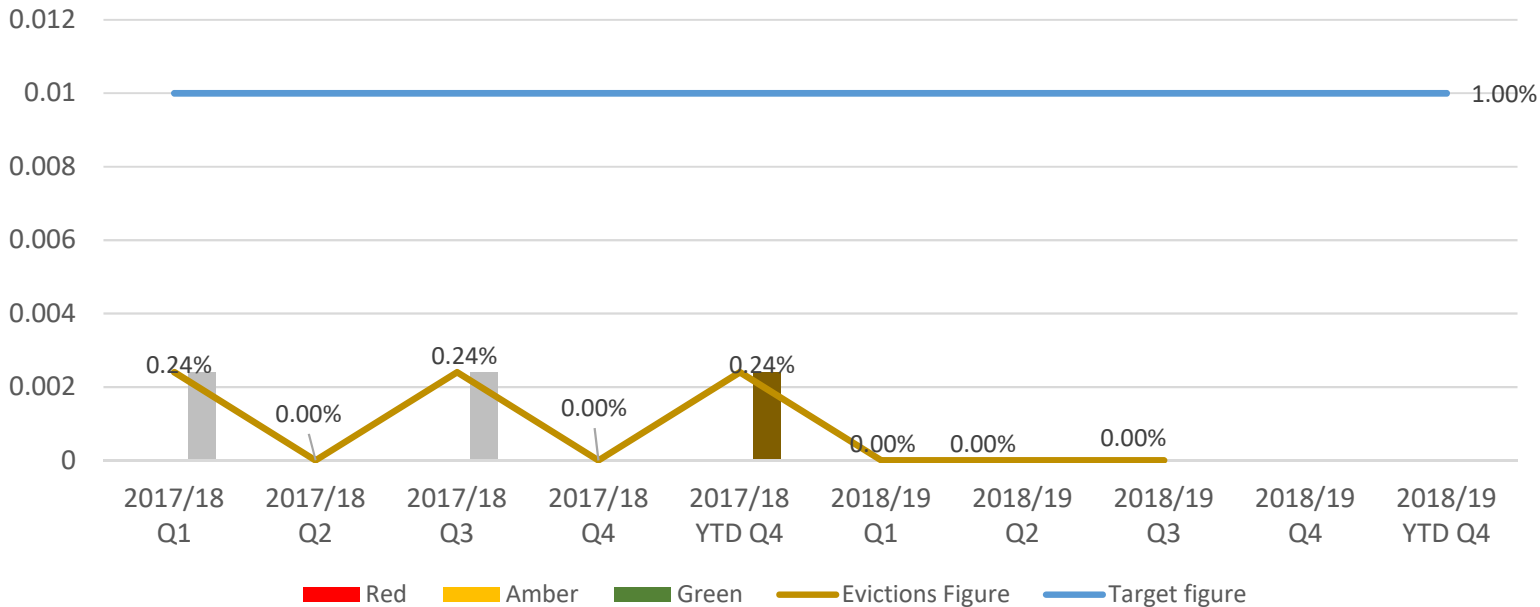
Percentage of Tenants with more than seven weeks gross rent arrears (quarter figure)



- Rents Management performance has moved further out of target since quarter one, the main reason cited as the impact of the full roll out of Universal Credit. Bushbury Hill EMB continue to work to support tenants with the changes to sustain their tenancies as well as work to maximise income collection.

Evictions

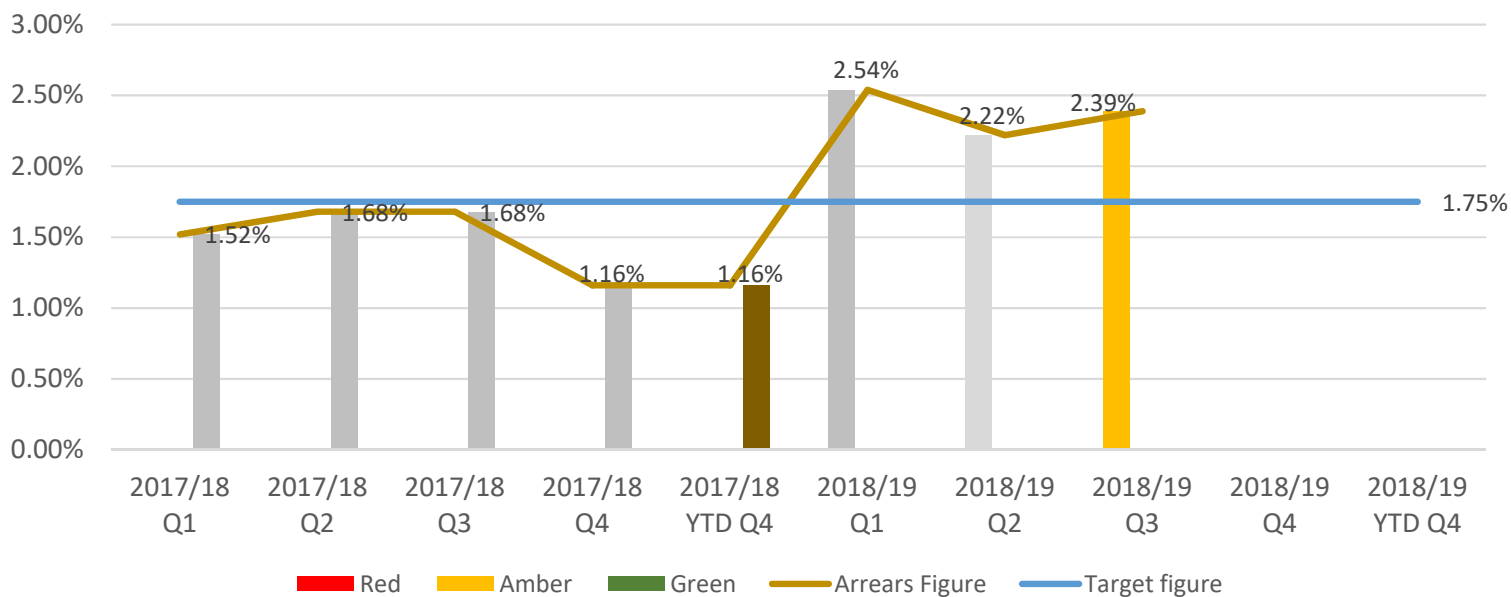
Percentage of tenants evicted as a result of rent arrears



- With no evictions due to rent arrears in 2018-2019 Bushbury Hill EMB has worked well to ensure tenants sustain their tenancies.

Arrears as a percentage of the rent roll

Arrears as percentage of rent roll (cumulative)

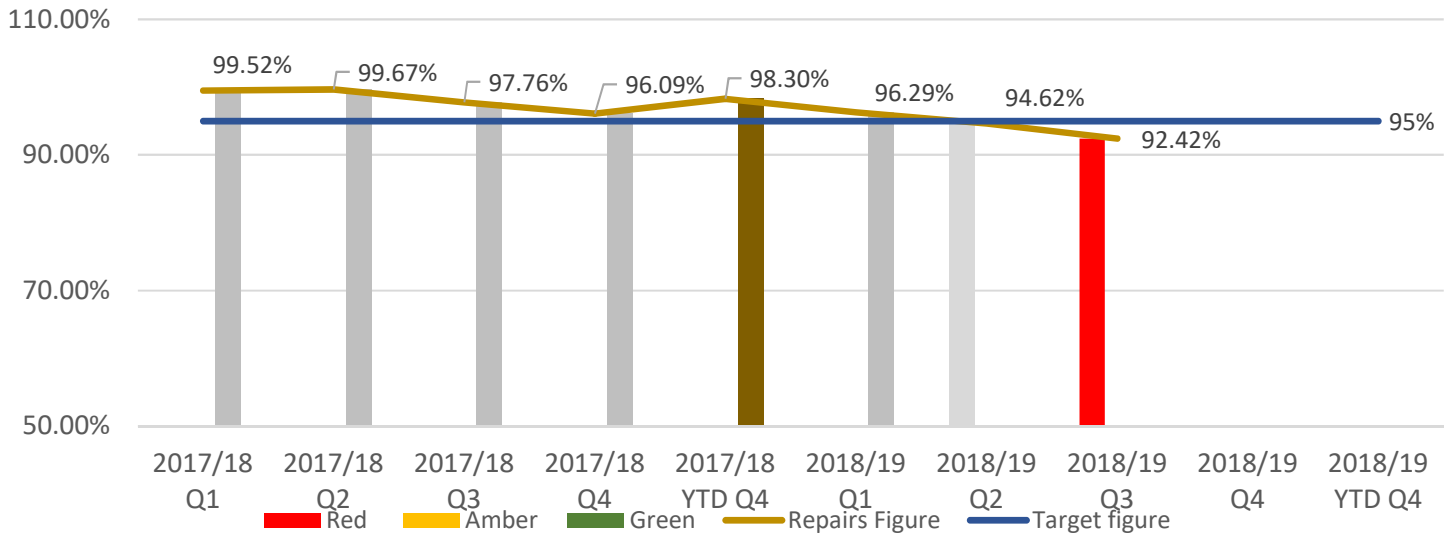


- Whilst arrears as a percentage of the rent roll remained below the required target during 2017-2018, the percentage had increased by quarter one, 2018-2019, going out of target. Performance is now fluctuating on a quarterly basis, and remains out of target across 2018-2019. Bushbury Hill EMB are continuing to work with tenants to provide support and advice to address this and mitigate against the impact of Universal Credit, however it continues to have a detrimental impact on income collection and rent arrears.
- Housing Strategy are liaising with Bushbury Hill EMB to determine what further action needs to take place to ensure this reduces and what additional support can be provided by the Council.

Bushbury Hill EMB – Repairs Management

Repairs within time

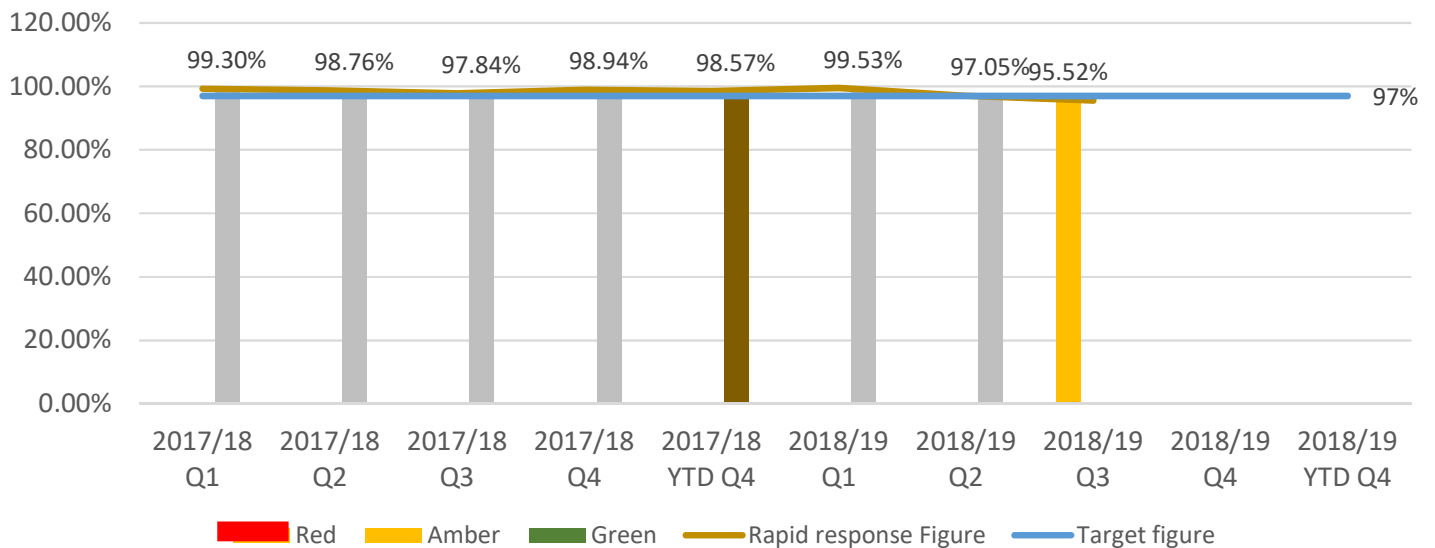
Percentage of repairs attended within time (WHT & WH)



- Performance for repairs attended within time has fallen just short of target for quarter three, 2018-2019 despite being on or above target for the proceeding quarters.
- Despite this slight fall in performance Bushbury Hill EMB still remain within an acceptable tolerance level. Bushbury Hill EMB are in the process of procuring a new repairs contract with performance expected to improve. This will continue to be closely monitored by Housing Strategy.

Rapid response repairs

% Rapid Response Repairs attended same day (WHT only)

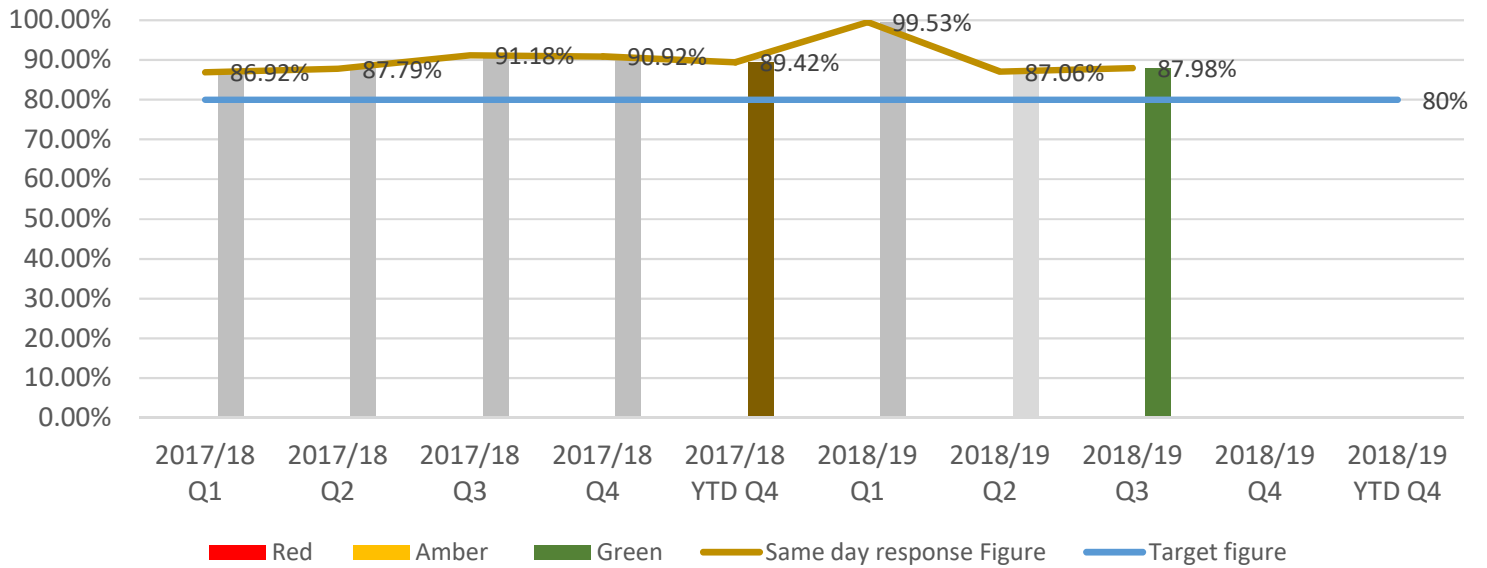


- Overall rapid response performance has been on or above target 2018-2019, indicating Bushbury EMB is ensuring a good service to tenants. Quarter three, 2018-2019 does illustrate a slight decline in performance since the previous quarter and when compared to the same quarter of 2017- 2018. Housing Strategy will continue to monitor this performance, to ensure it does not fall further.

*WHT – Wrekin Housing Trust are contracted to deliver the repairs service

Same day repairs

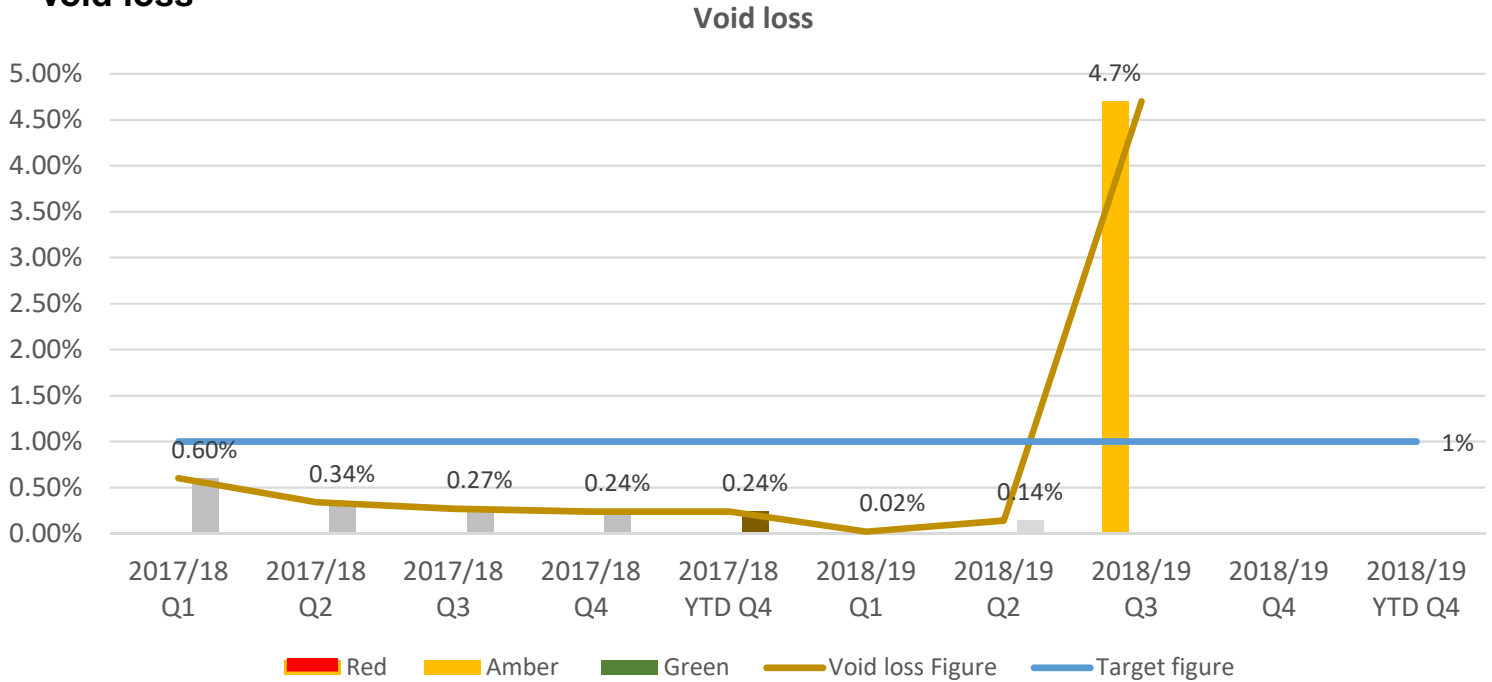
% Rapid Response completed same day (WHT only)



- Overall the same day response performance has been above target during 2018-2019, indicating an ongoing good service for tenants, and in quarter three performance had improved slightly from the previous quarter.

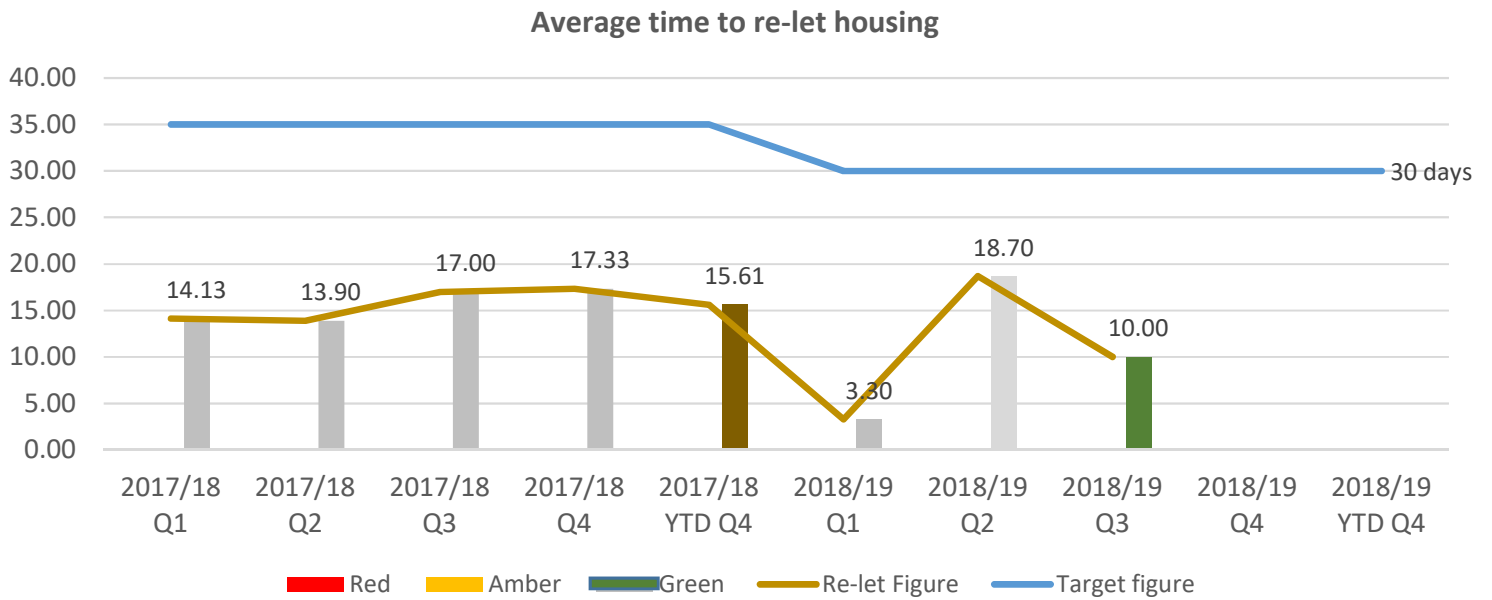
Bushbury Hill EMB – Voids and Re-lets

Void loss



- Overall void loss had remained below the required target of one percent, however due to timings with Asbestos submissions, this has resulted in an increase in surveys being completed. This is being monitored by Housing Strategy and are working with Wolverhampton Homes and Bushbury EMB to address the issues and expects this to reduce with additional processes being implemented.

Re-lets

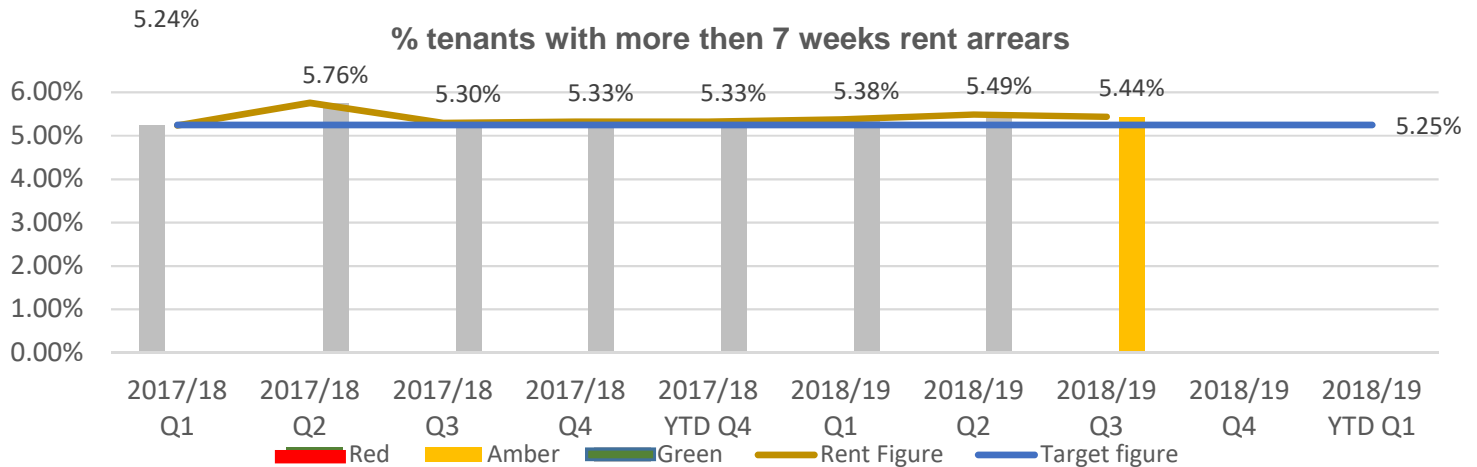


- Bushbury Hill EMB continue to demonstrate good performance for 2018-2019 quarter three, with properties re-let well within timescales.
- The target was reduced at the beginning of 2018 and they continue to remain below the new target of 30 days. This will continue to be monitored during 2018-2019 with a view to reducing this further.

Dovecotes Tenant Management Organisation

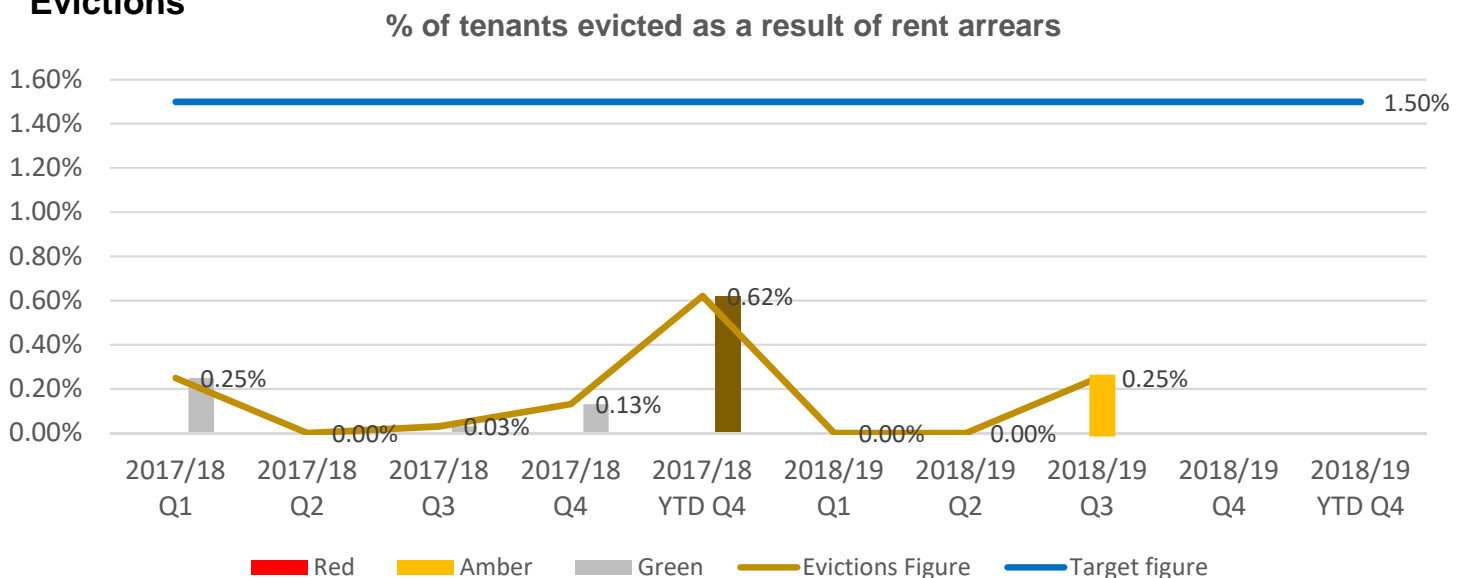
Below is the quarter three performance information for Dovecotes Tenant Management Organisation (TMO), during 2018-2019. Dovecotes TMO has performed well with only **one** being outside of target, **six** being within an acceptable tolerance and **three** of their indicators within target.

Dovecotes TMO – Rent Management Arrears



- The percentage of tenants in seven weeks plus arrears continues to remain out of target for quarter three 2018-2019, however there has been some improvement in their performance when compared to the previous quarter. Dovecotes TMO continue to work to address this issue, which is now further compounded by the roll out of Universal Credit, however improvement is anticipated following the appointment of a new permanent Chief Officer, which was supported by Housing Strategy and Human Resources at the Council.

Evictions



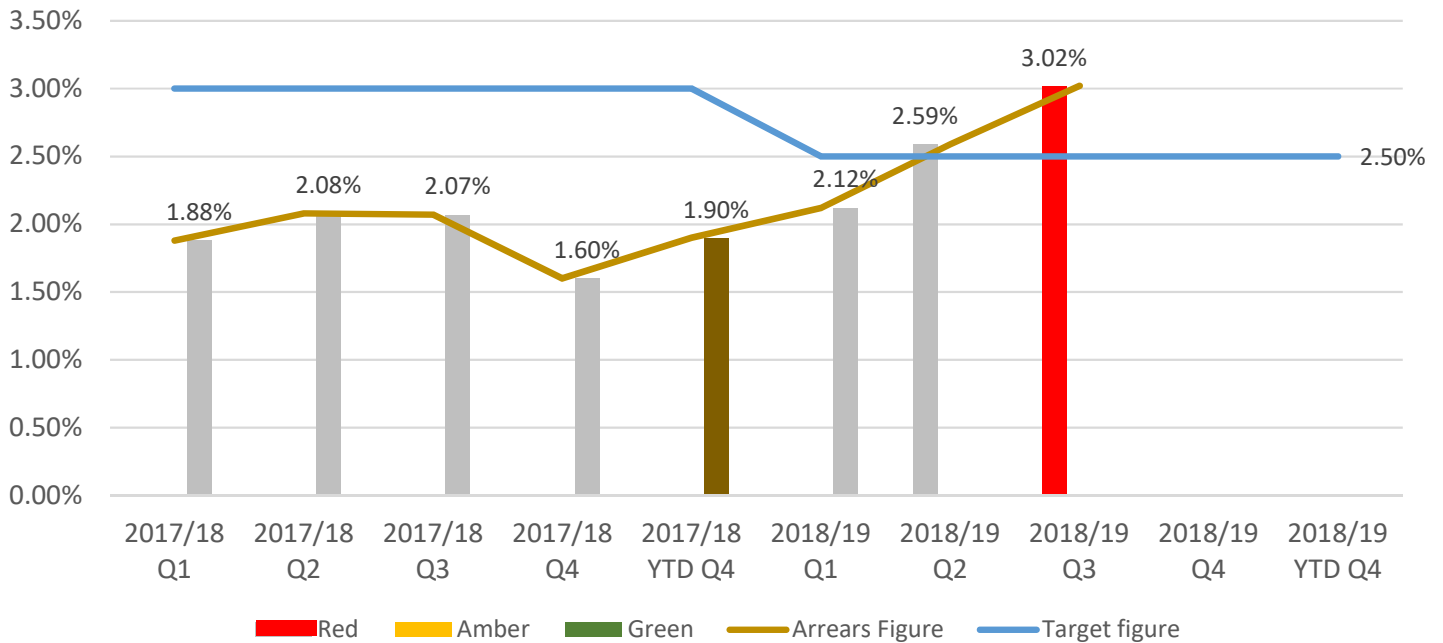
- For quarter three there has been a slight increase in evictions when compared to that of the previous quarter of the previous year, there has been two evictions. However, it still remains below the required tolerance.

Dovecotes TMO – Rent Management

Arrears

Arrears as a percentage of the rent roll

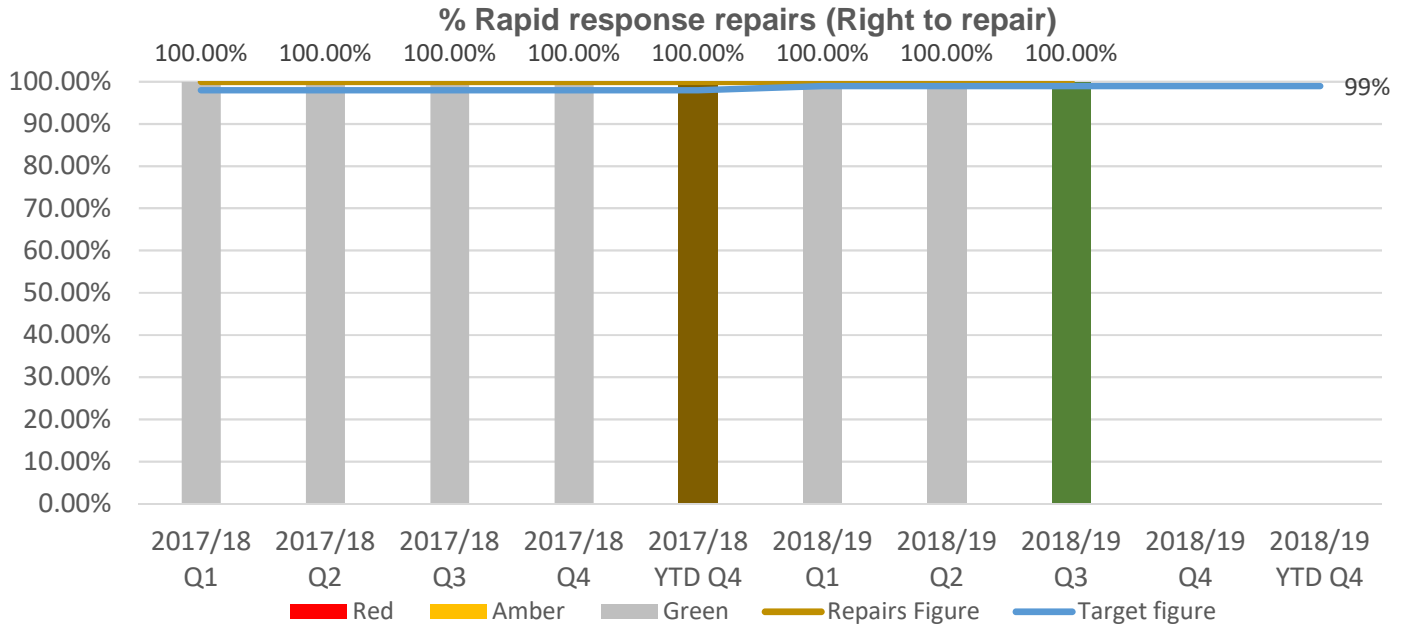
Arrears as % of rent roll (cumulative)



- Whilst arrears as a percentage of the rent roll was within target at quarter one 2018-2019, this has increased quarter on quarter, having been impacted by the full service roll out of Universal Credit.
- Dovecotes TMO are realigning their resources to address arrears and reviewing their processes to determine where improvements can be made. On this basis it is anticipated that this trend should improve.

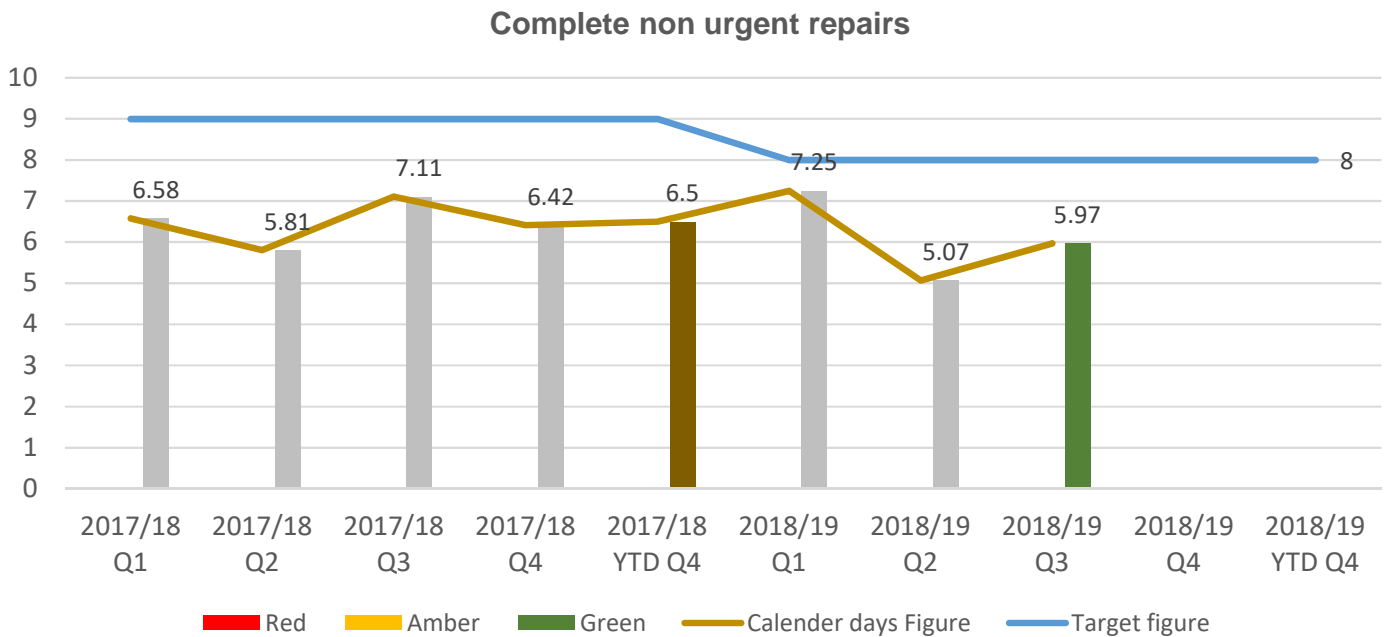
Dovecotes TMO –Repairs Management

Response repairs



- Dovecotes TMO continue Performance for response repairs remains strong achieving one hundred percent.

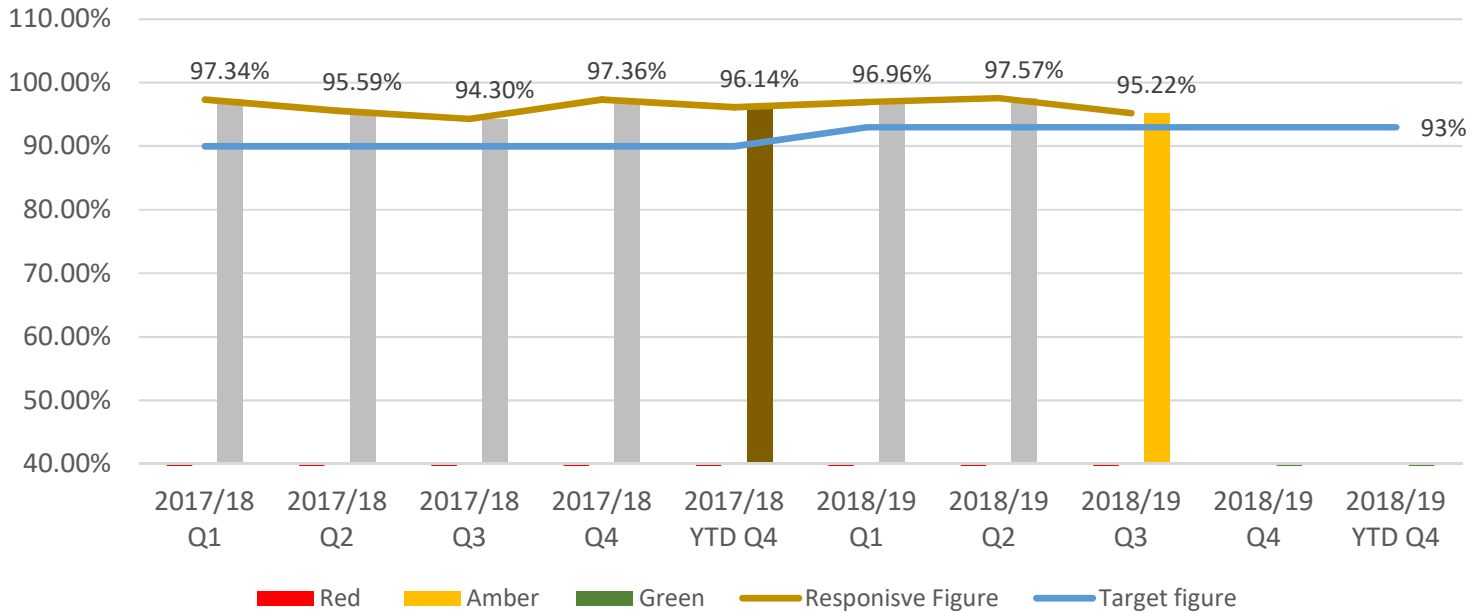
Days to complete repairs



- The average time to complete repairs continues to perform within target

Responsive repairs

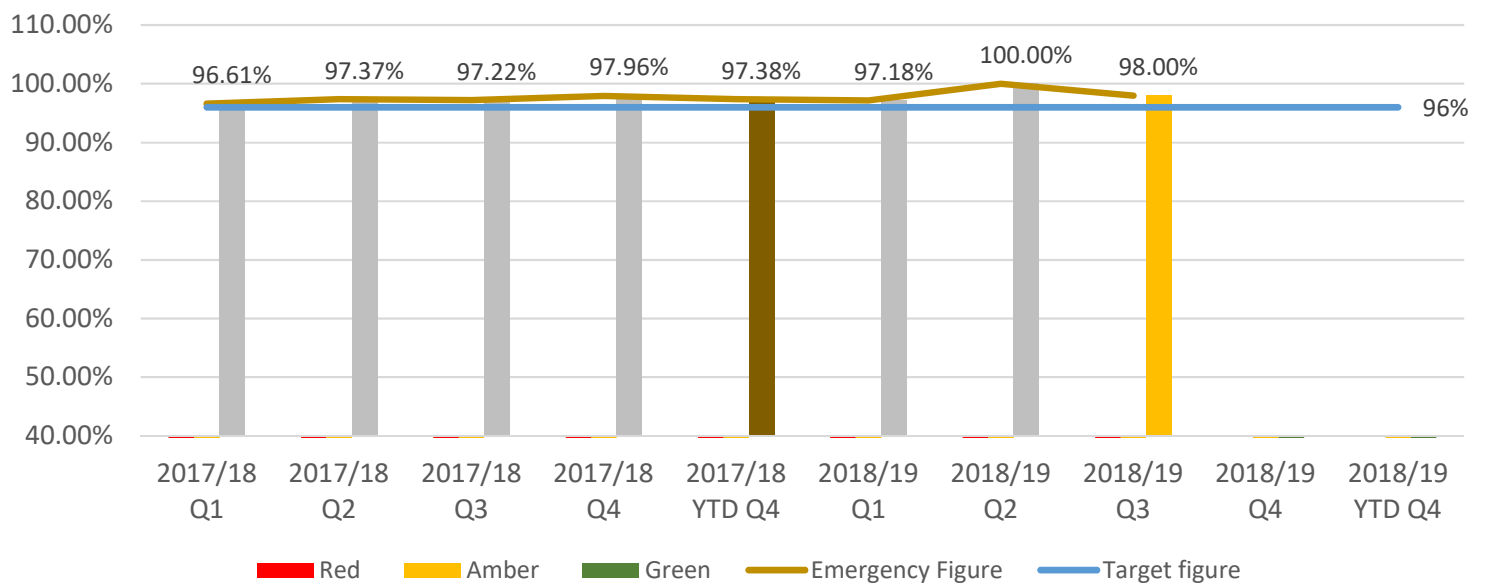
% of responsive repairs, appointment made and kept



- Despite a slight decline in performance, the percentage of responsive repairs made and kept continues to perform above target. However, when compared to the previous quarter of the same year there has been a slight decline in performance but it is within an acceptable tolerance.

Emergency repairs

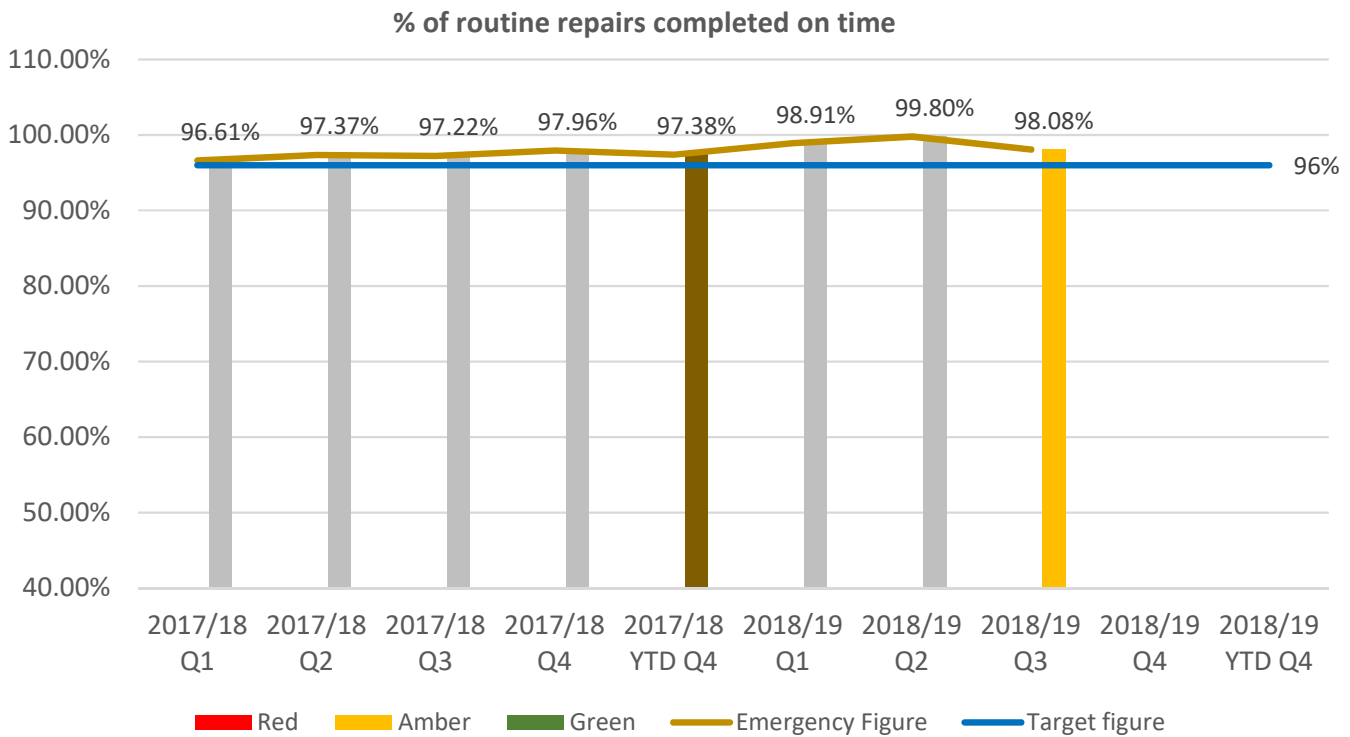
% of emergency repairs completed on time



- Dovecotes TMO continue to perform above target for quarter three 2018-2019. Whilst there is a slight fall from the previous quarter, with 98 percent of emergency repairs completed on time, this is the second highest performing quarter since the beginning of 2017-2018.

Dovecotes TMO – Repairs Management

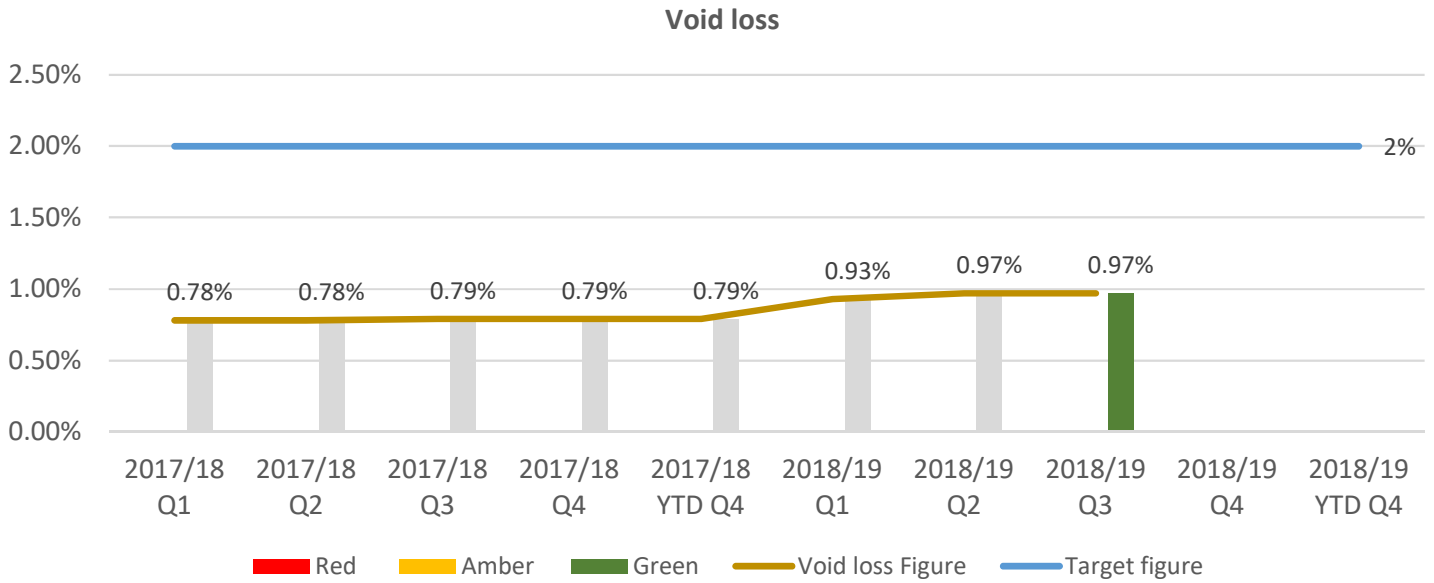
Repairs completed on time



- Overall performance for routine repairs completed on time has been good, with performance remaining above the required target level since quarter one of 2017-2018.

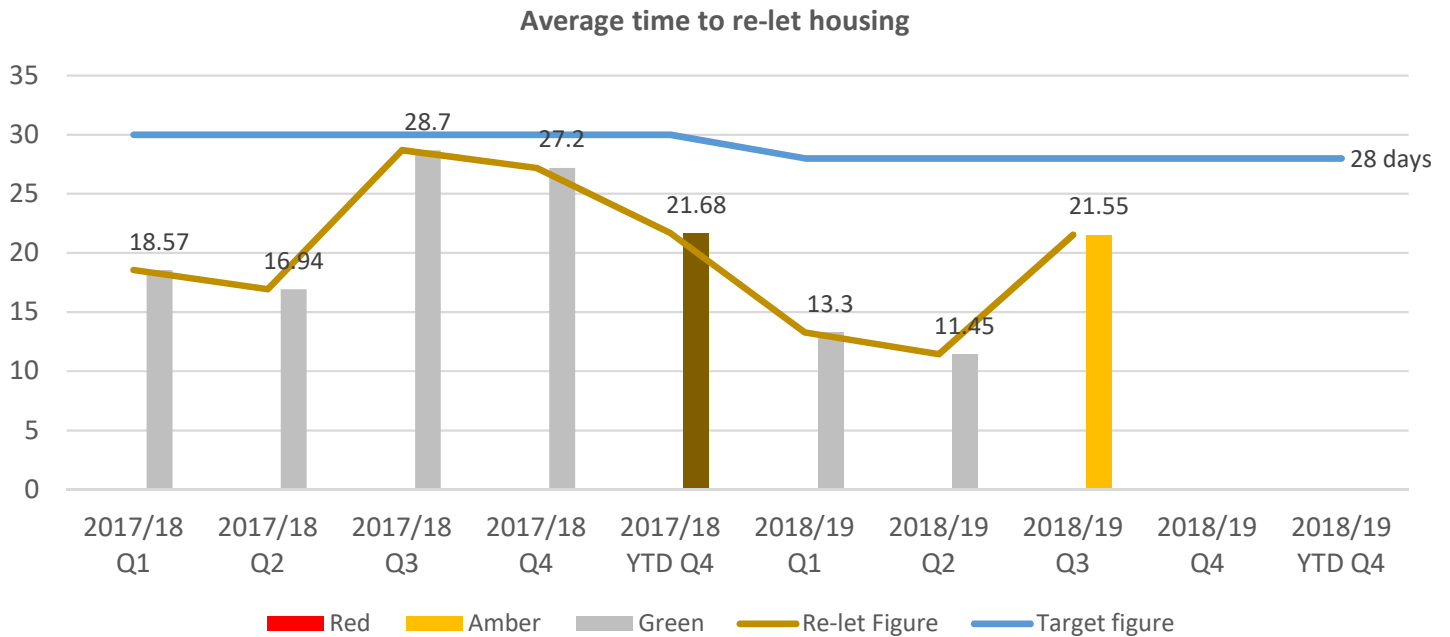
Dovecotes TMO – Voids and Re-lets

Voids



- Void loss for Dovecotes TMO remains static across quarter two and quarter three and remains within the required.

Re-lets



- Quarter on quarter performance for the average time to re-let housing continues to remain within the required target, including the increase in the average number of days from quarter two to quarter three.
- Performance is increased slightly when compared to the previous quarter, but is well below the new target of 28 days, which had been lowered from 30 days because of ongoing good performance.

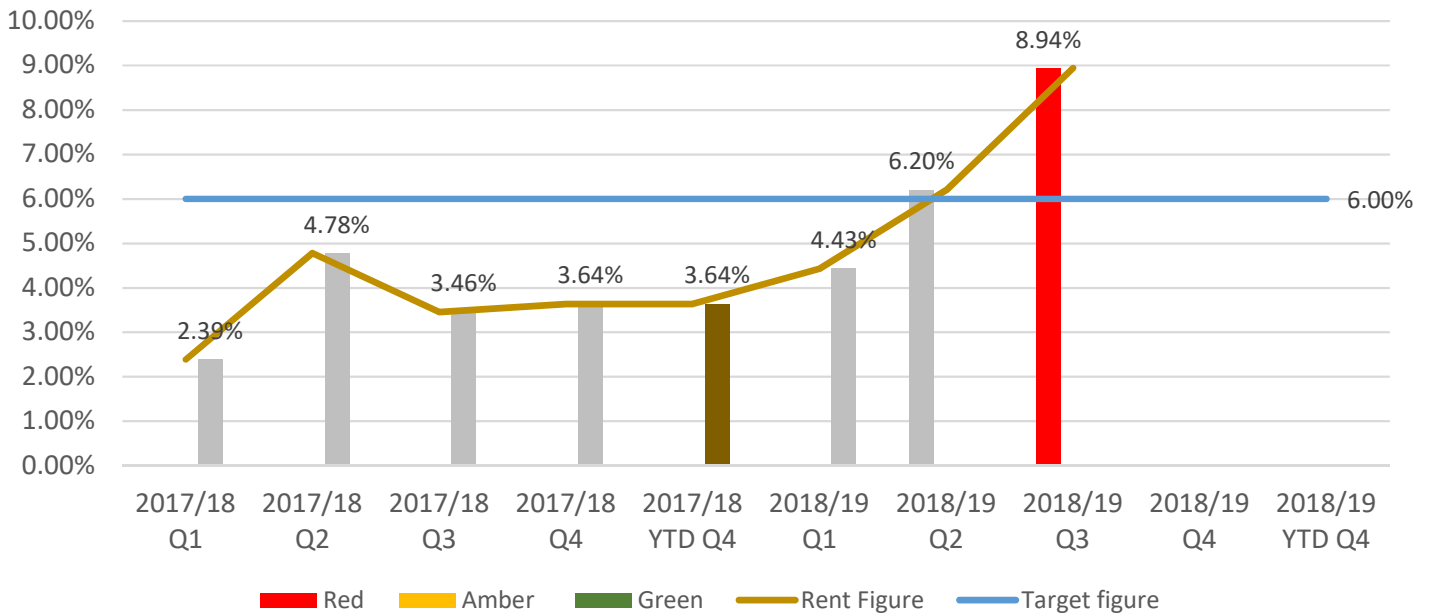
New Park Village Tenant Management Cooperative

This section sets out quarter three performance information for New Park Village Tenant Management Cooperative (TMC), during 2018-2019. New Park Village TMC have generally performed well, with only **one** indicator being outside of target, **three** being within an acceptable tolerance and **five** of their indicators within target.

New Park Village TMC – Rents Management

Arrears

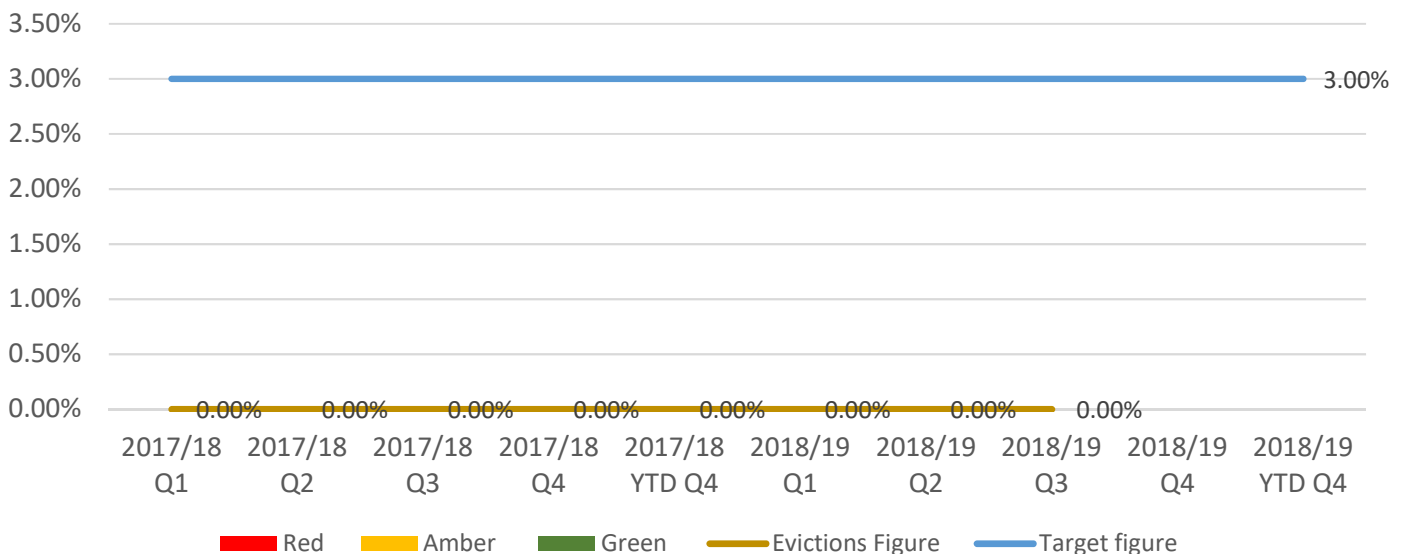
Tenants with more than 7 weeks rent arrears



- Whilst New Park Village TMC historically managed arrears performance within target requirements, following the roll out of Universal Credit arrears are increasing and performance declining. New Park Village TMC are working to address this and will be monitored and supported by Housing Strategy.

Evictions

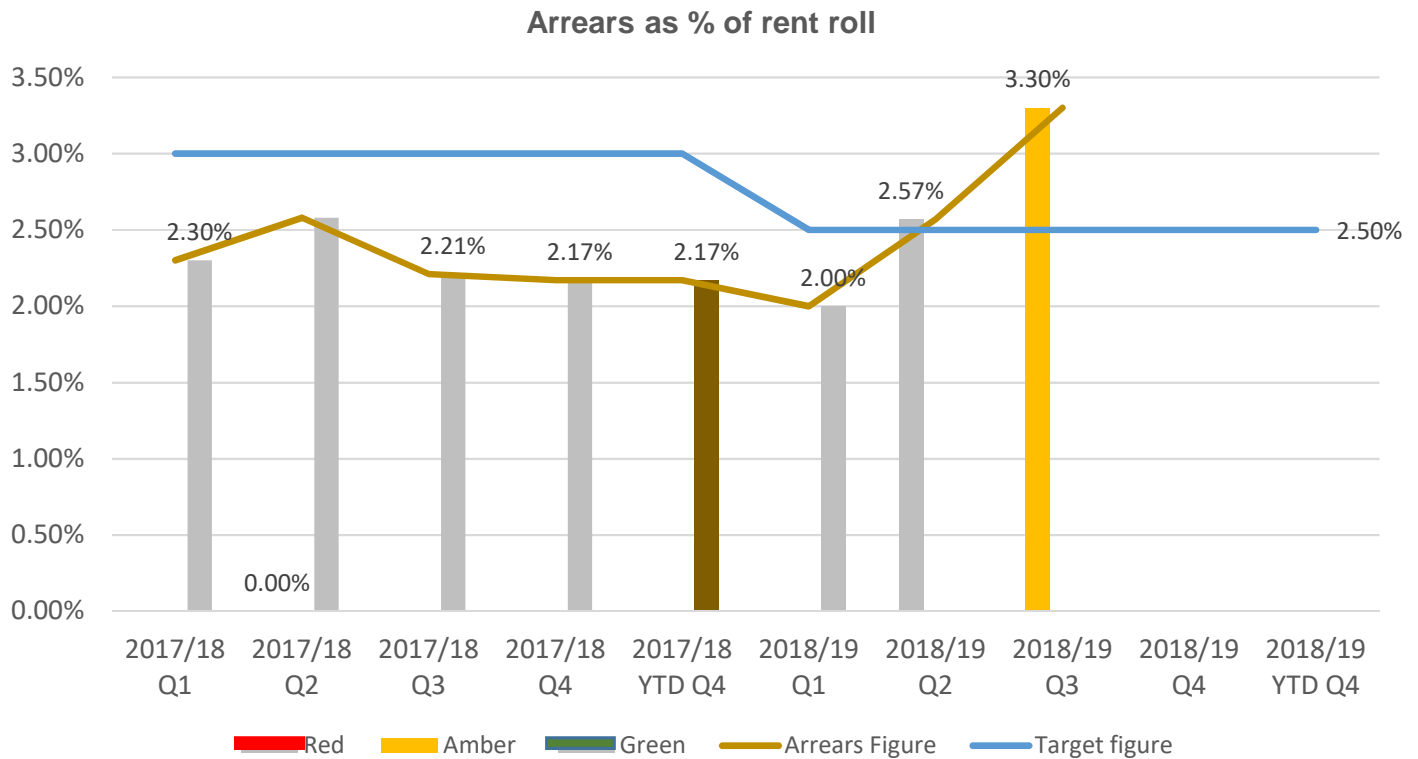
% of tenants evicted as a result of rent arrears



- Ongoing good performance with no evictions, which illustrates tenants are sustaining their tenancies.

New Park Village TMC – Repairs Management

Arrears as a percentage of the rent roll

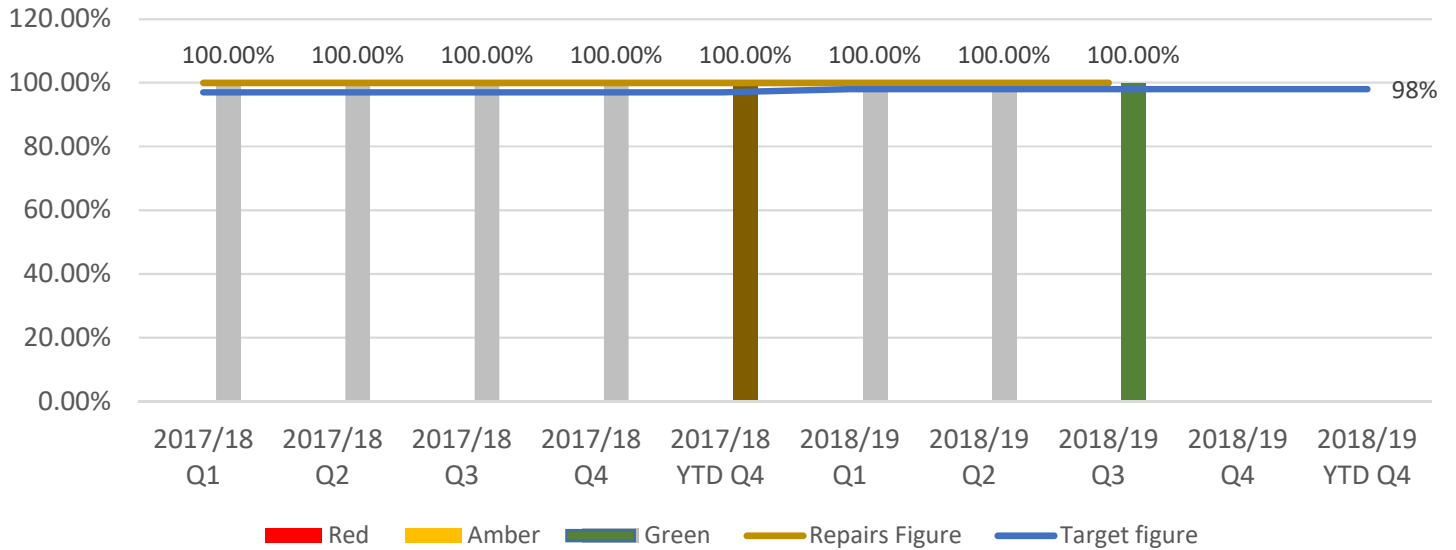


- Performance for arrears as a percentage of the rent roll for quarter three 2018-2019 has increased. Universal Credit has had an impact on arrears and will continue to be monitored by Housing Strategy.
- As New Park Village TMC has not achieved their target following it being reduced at the start of the year, this will be monitored and as part of an end of year review it will be determined if it needs to revert back to three percent for the next financial year.

New Park Village TMC – Repairs Management

Rapid response repairs

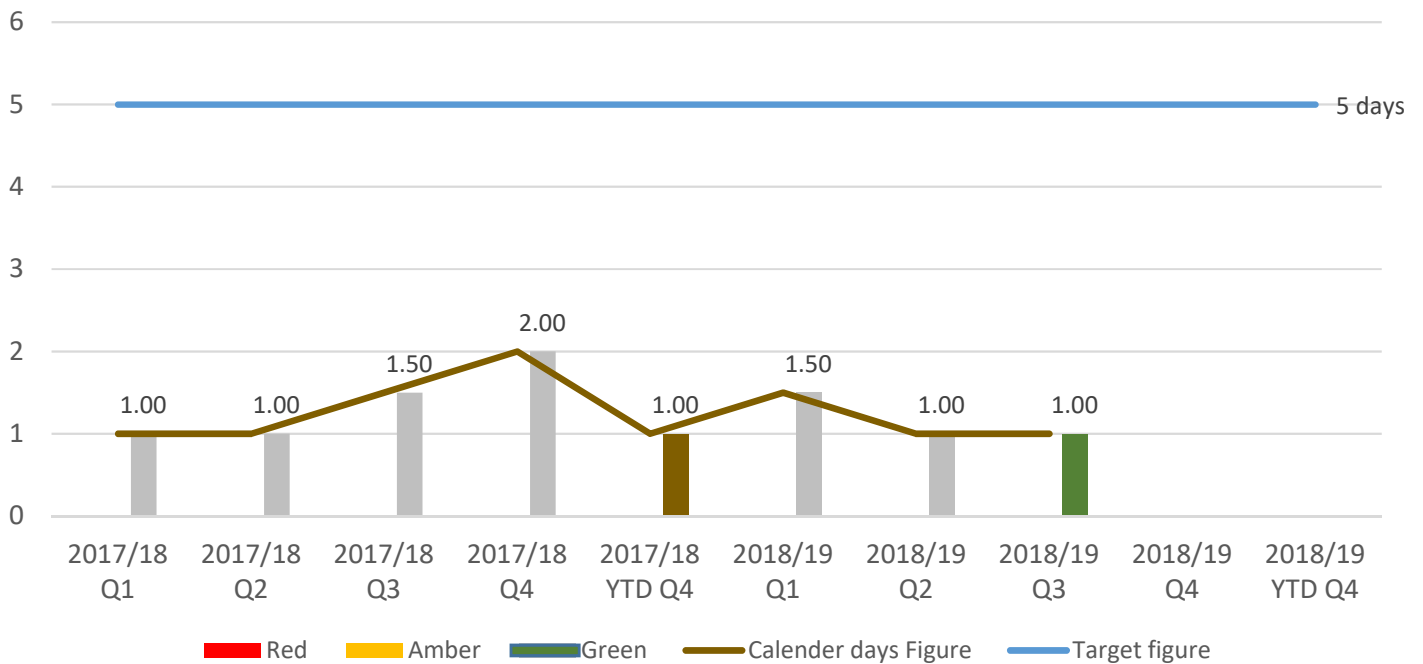
% Rapid response repairs within Government time limits



- Performance continues to be at one hundred percent for rapid response repairs.

Days to complete repairs

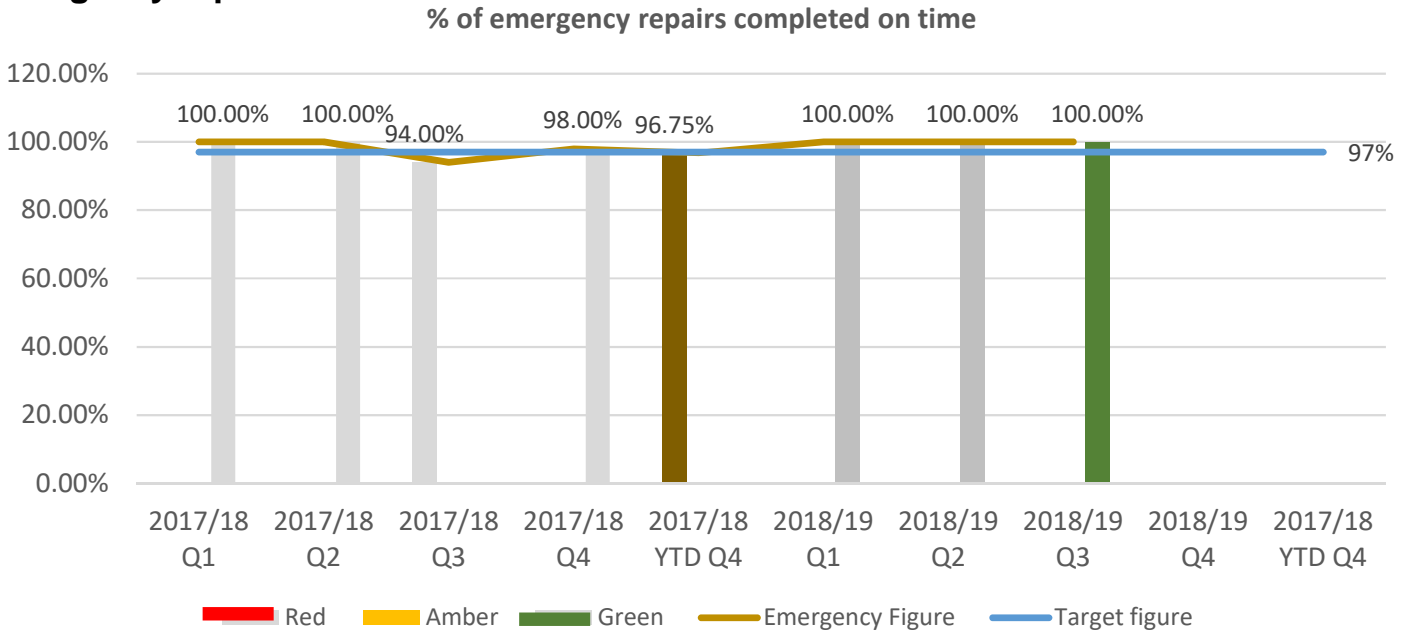
Average time taken (calendar days) to complete non-urgent repairs



- The time to complete non-urgent repairs remains below the required target level, with overall good performance.

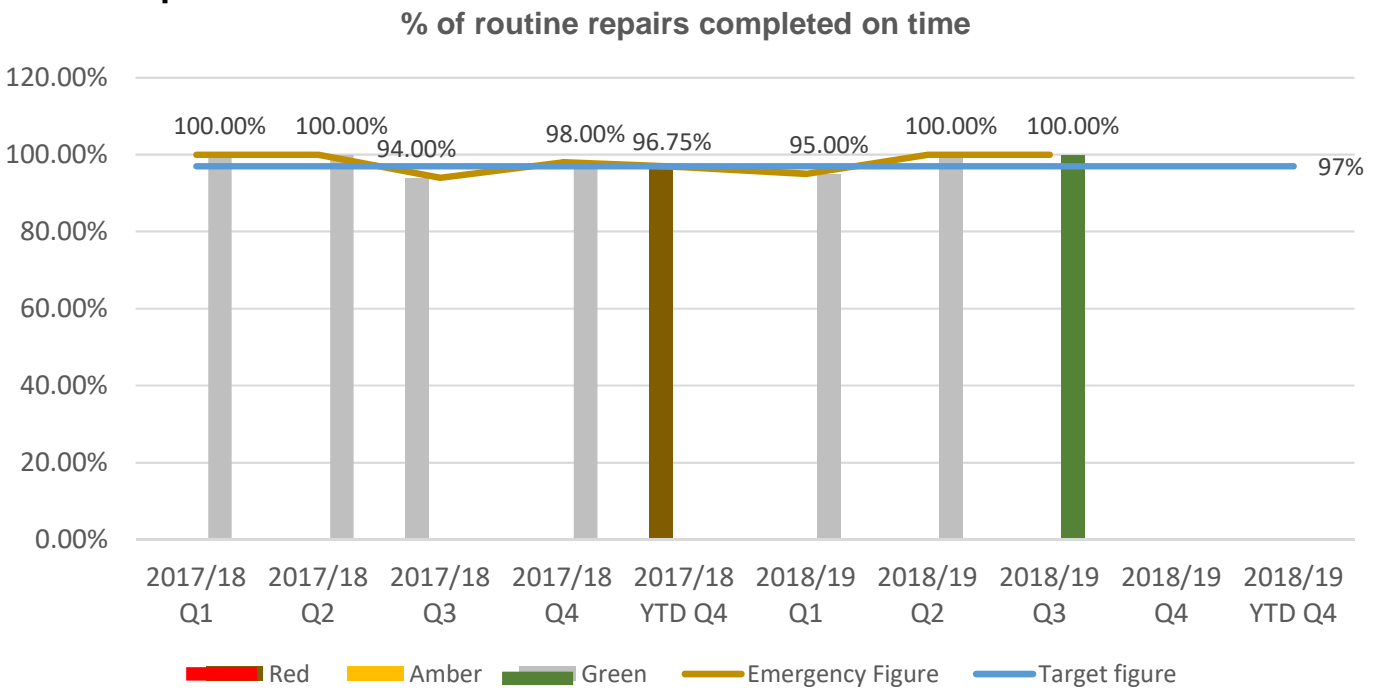
New Park Village TMC – Repairs Management

Emergency repairs



- Performance for the percentage of emergency repairs completed on time continues to be excellent at one hundred percent for quarter three 2018-2019, continuing to remain above the required target level of ninety seven percent.

Routine repairs

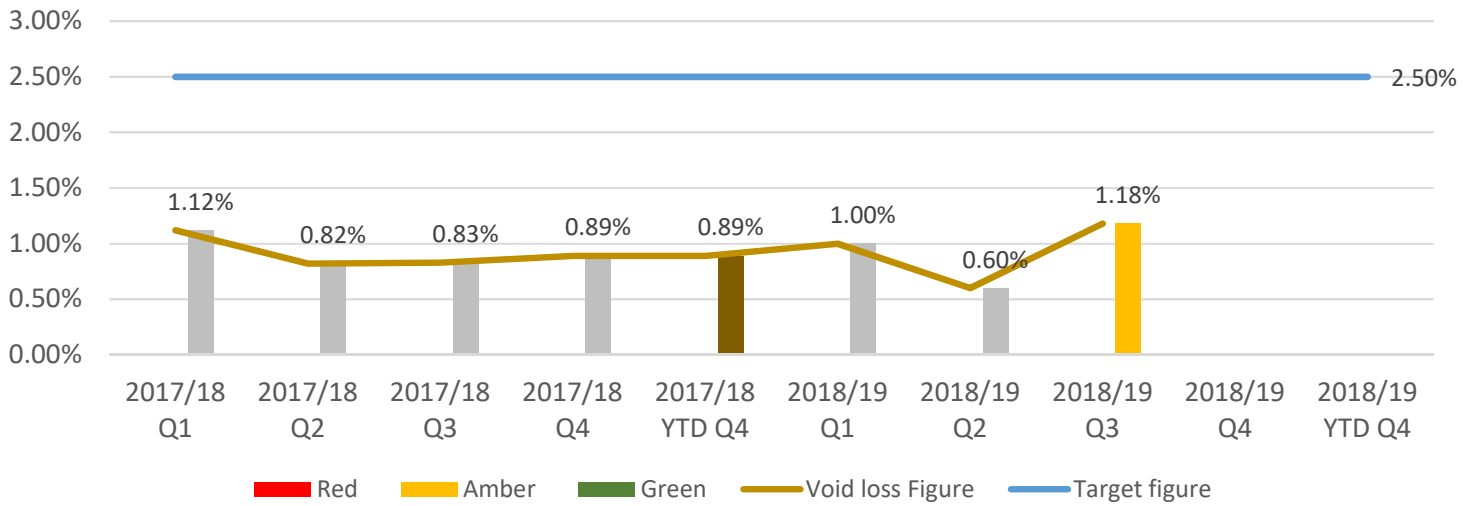


- Routine repairs performance has improved from quarter one and is above the required target at one hundred percent.

New Park Village TMC – Voids and Re-lets

Voids

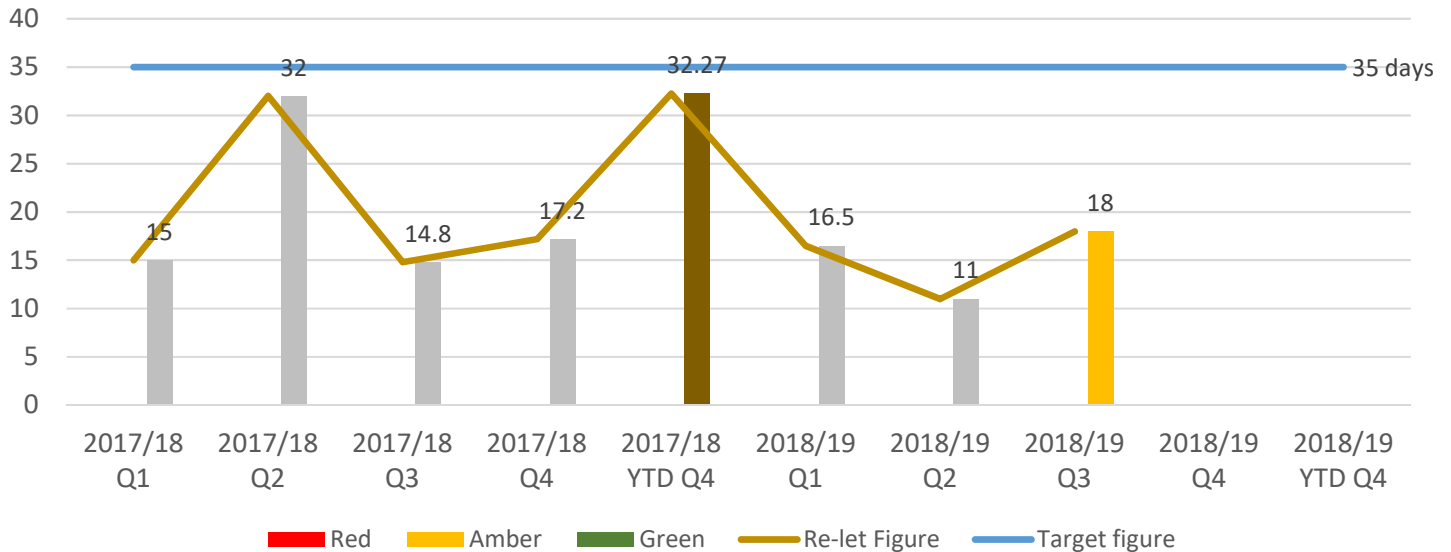
Void loss as a % of the rent roll



- Void loss for New Park Village TMC has increased slightly from quarter two of the same year, however it still remains below target.

Re-lets

Average time to re-let housing



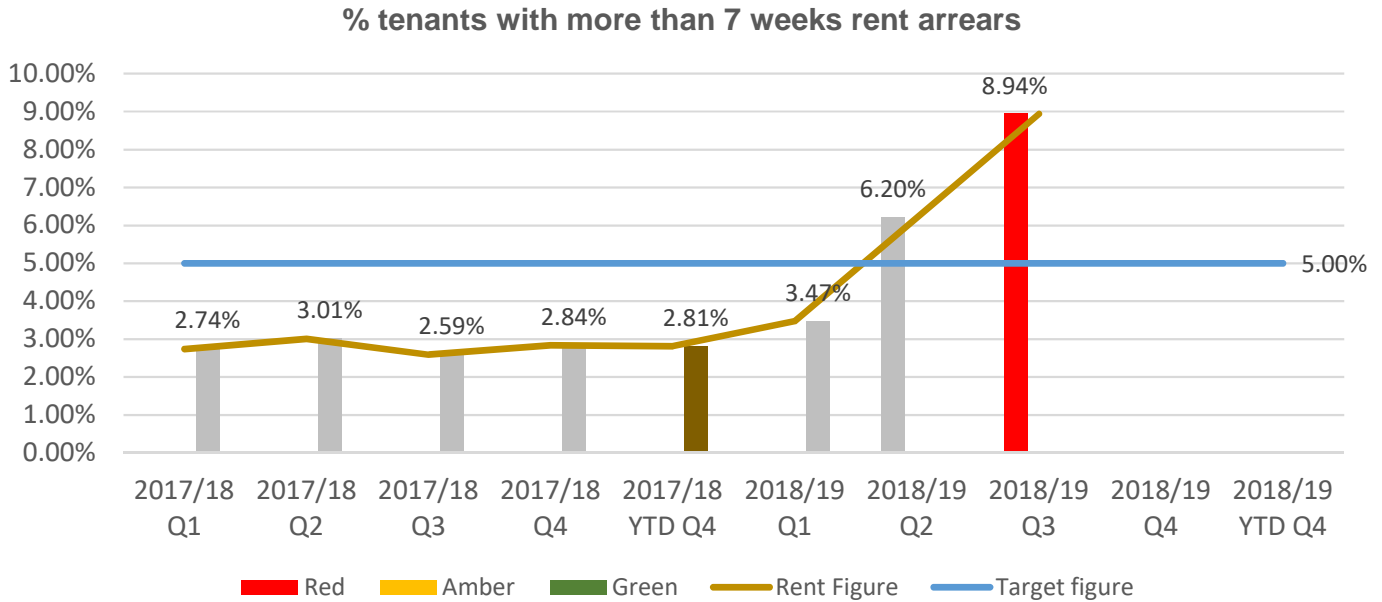
- Time to re-let properties has increased when compared to the previous quarter of the same year to 18 days, it is however well within target for quarter three 2018-2019.

Springfield Horseshoe Housing Management Cooperative

This sections sets out the quarter three performance information for Springfield Horseshoe Housing Management Cooperative (HMC), during 2018-2019. Generally Springfield Horseshoe HMC has performed well with **three** indicators being off target, **two** within acceptable tolerance level and the remaining **four** indicators within target.

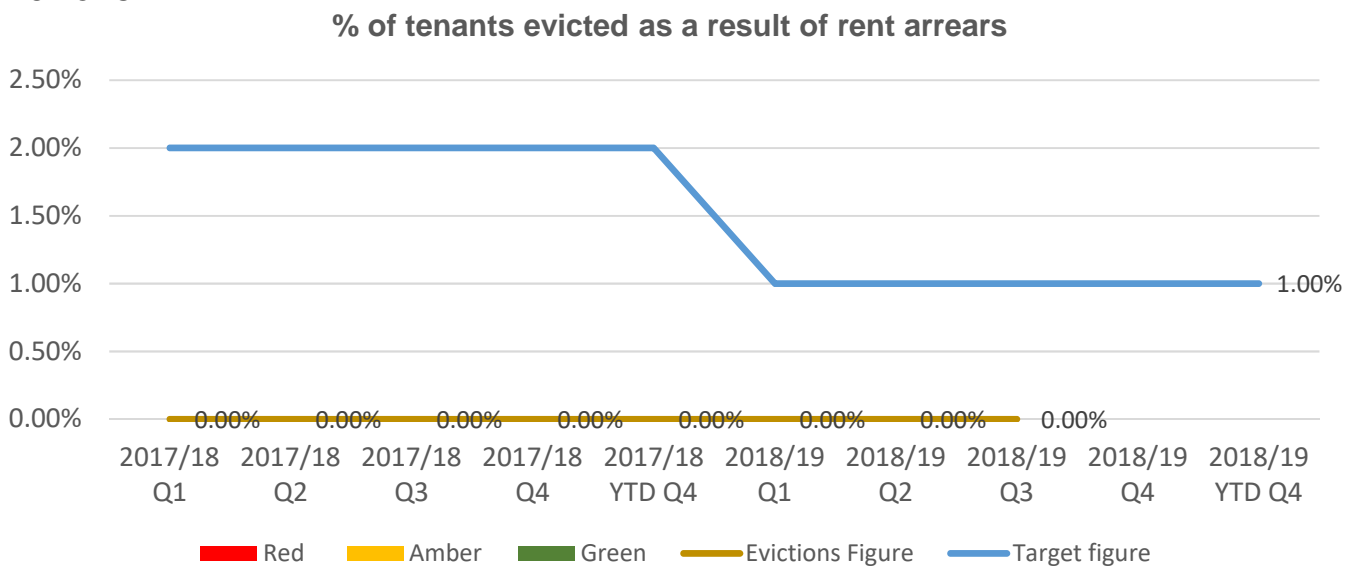
Rents Management

Arrears



- Arrears management was good for 2017-2018, but there has been a marked increase in arrears when compared to the quarter one of 2018-2019, with arrears now above target. This increase is attributed to Universal Credit claims. The TMO is working to reduce arrears and Housing Strategy will continue to monitor.

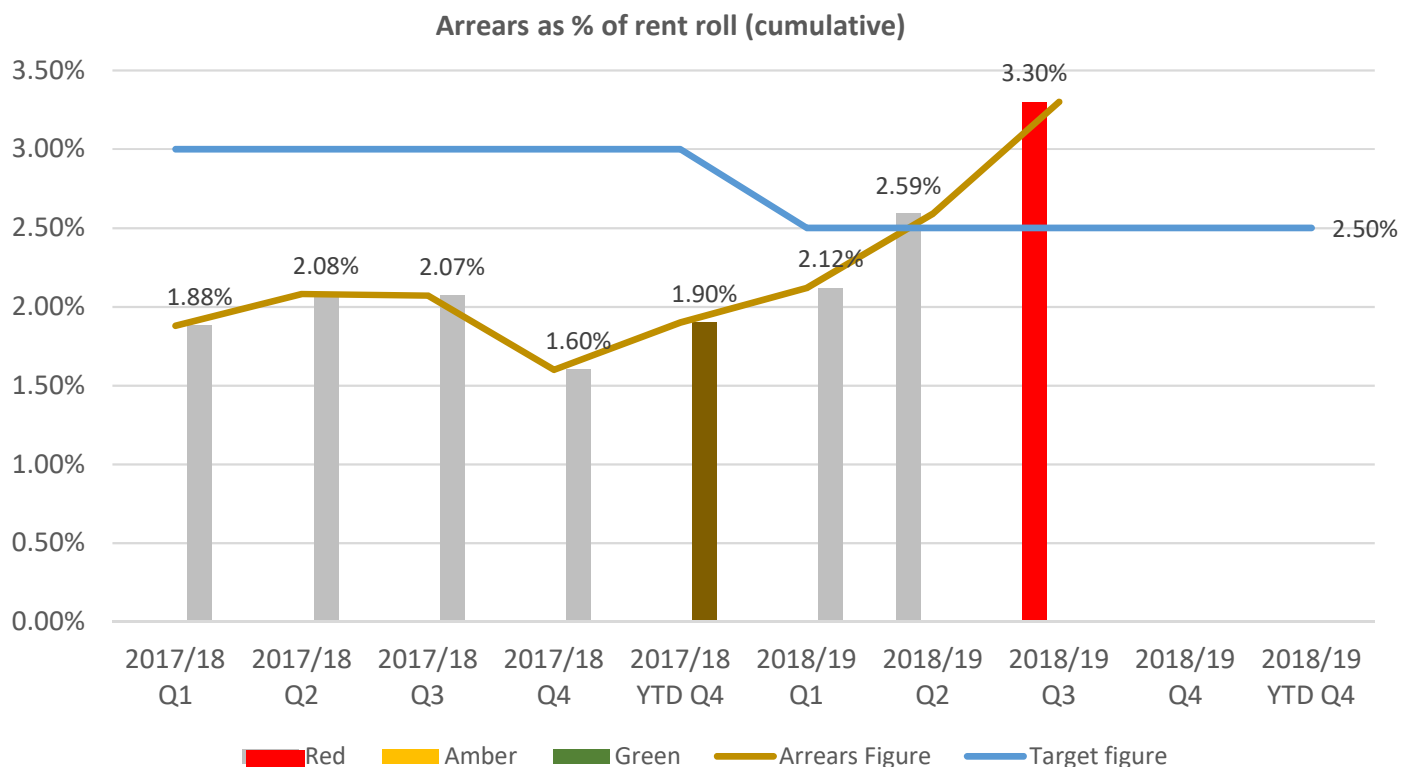
EVICIONS



- Springfield Horseshoe HMC continues to have no evictions due to rent arrears since quarter one 2017-2018.

Springfield Horseshoe HMC – Rents Management

Arrears of the Rent Roll

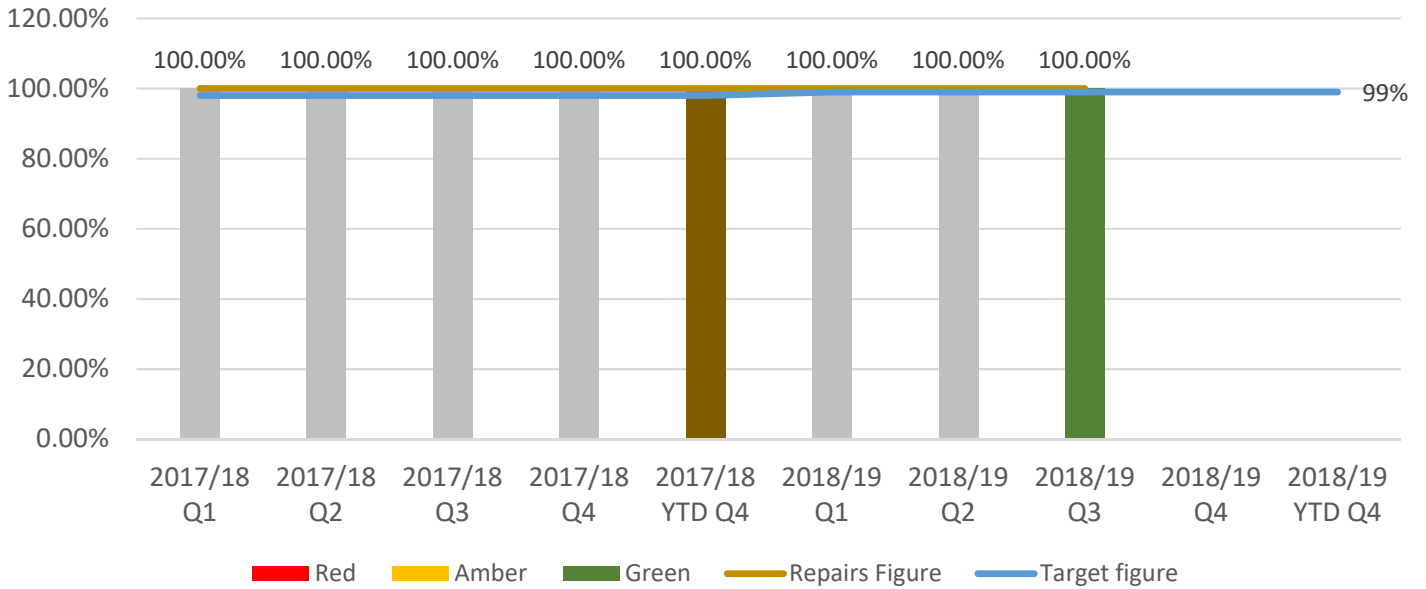


- Performance for arrears as a percentage of the rent roll has increased slightly above target level, and marks the highest level of arrears since quarter one 2017-2018. Performance will continue to be monitored in light of Universal Credit impact.
- This target will be reviewed ahead of year end in readiness for the 2019-2020 programme of monitoring.

Springfield Horseshoe HMC – Repairs Management

Repairs within time

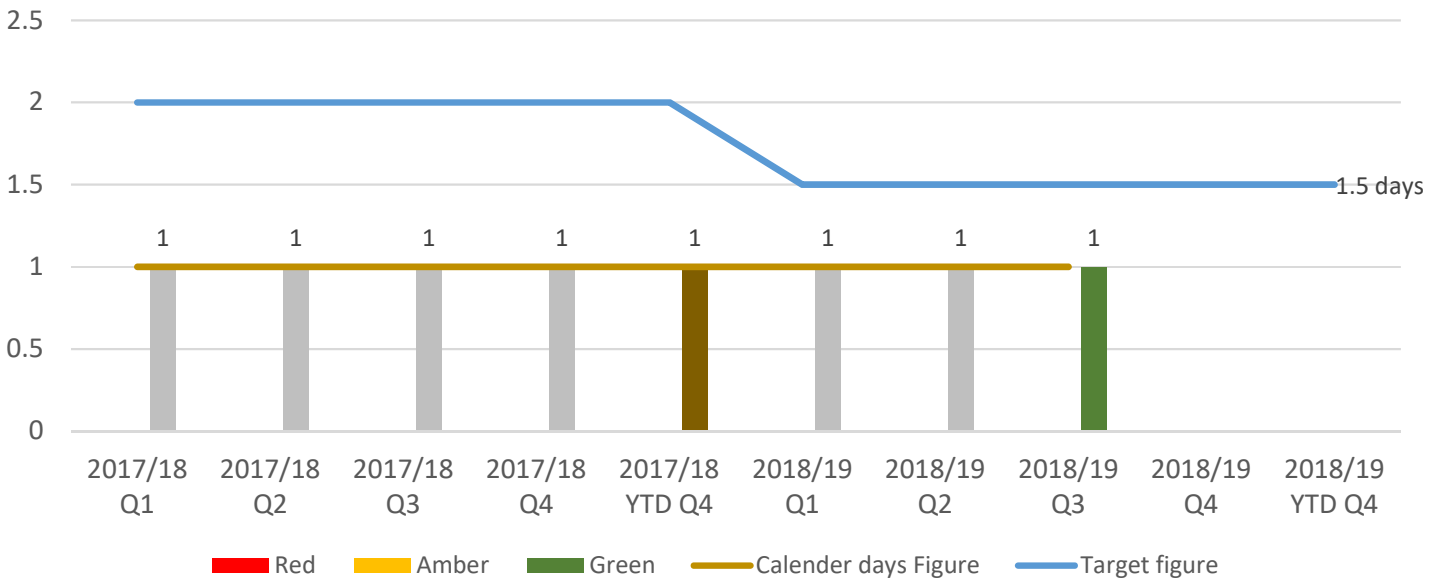
% Rapid response repairs (Right to repair)



- Springfield Horseshoe HMC continues to have high performance continually achieving a one hundred percent response rate to rapid repairs.

Days to complete repairs

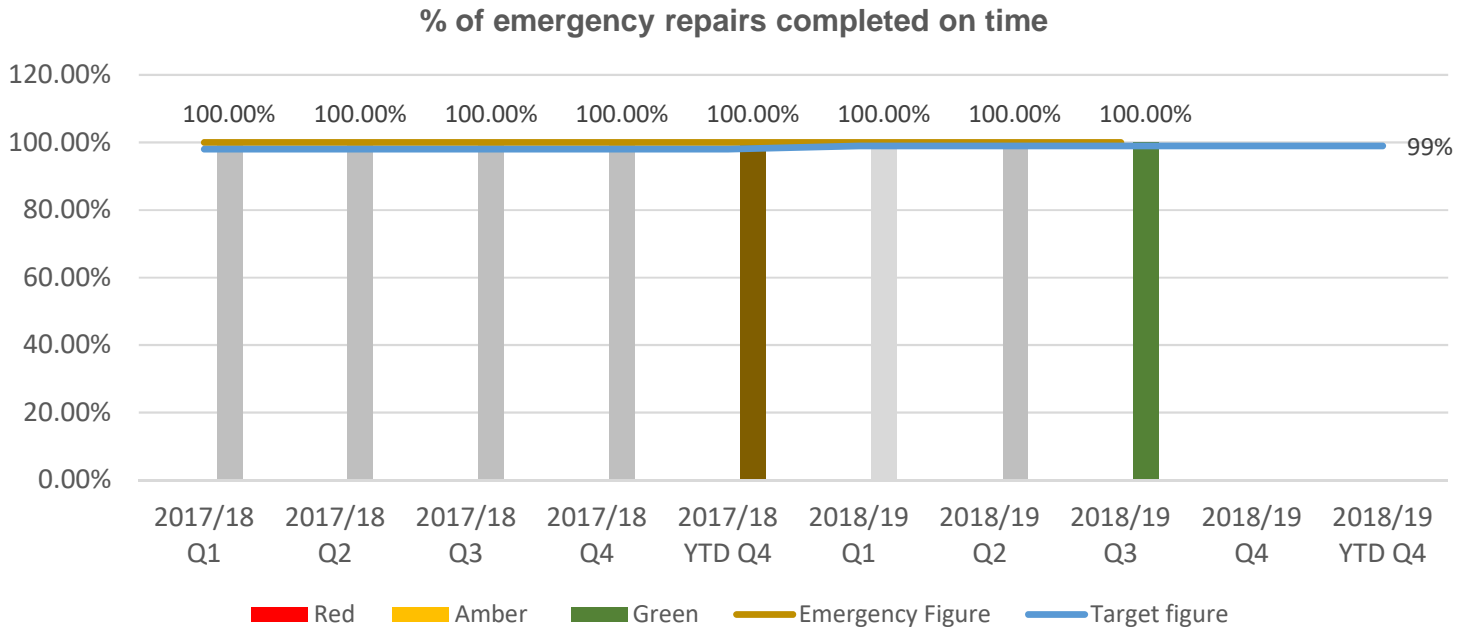
Average time to complete non-urgent repairs



- Springfield Horseshoe TMO continues to perform within target.
- The target level for this indicator has been changed from 2 days to 1.5 days due to continually achieving high performance during 2017-2018.

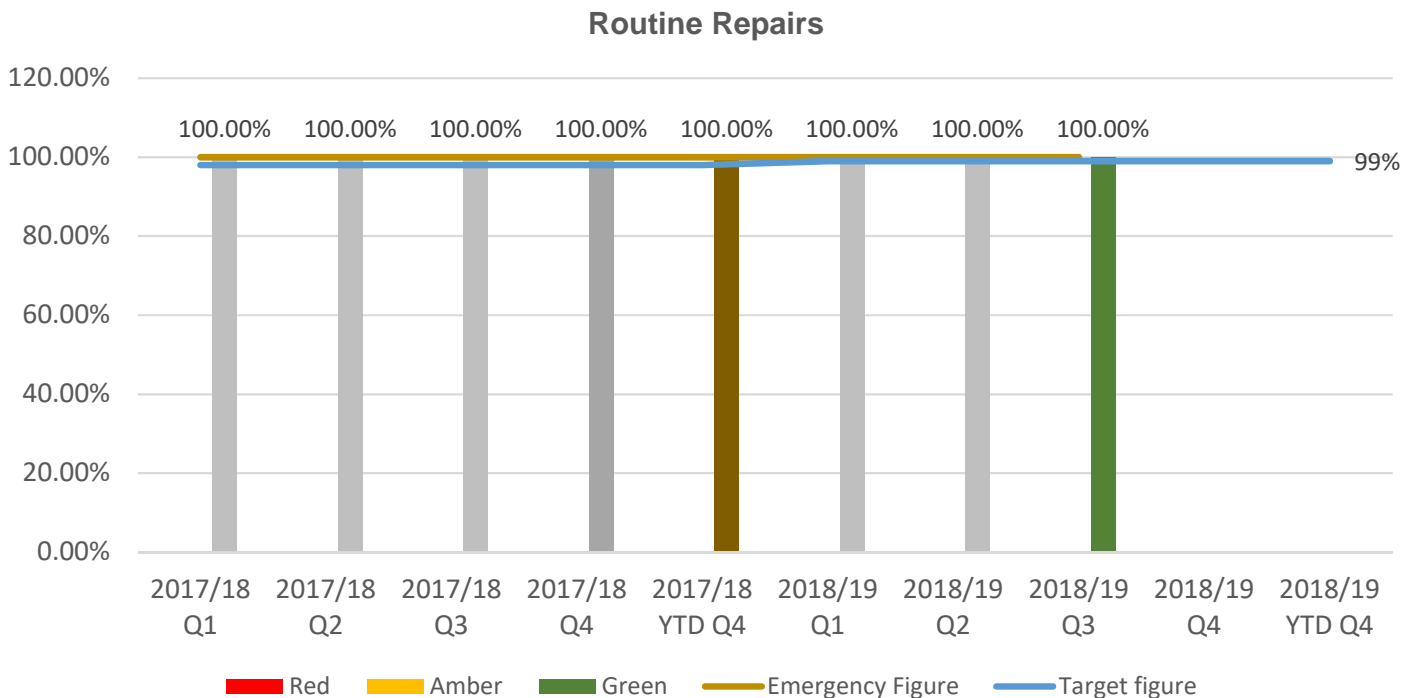
Springfield Horseshoe HMC – Repairs Management

Emergency Repairs



- Performance for this indicator remains at one hundred percent since quarter one for 2017-2018, with Springfield Horseshoe HMC performing above the required target level.

Routine Repairs

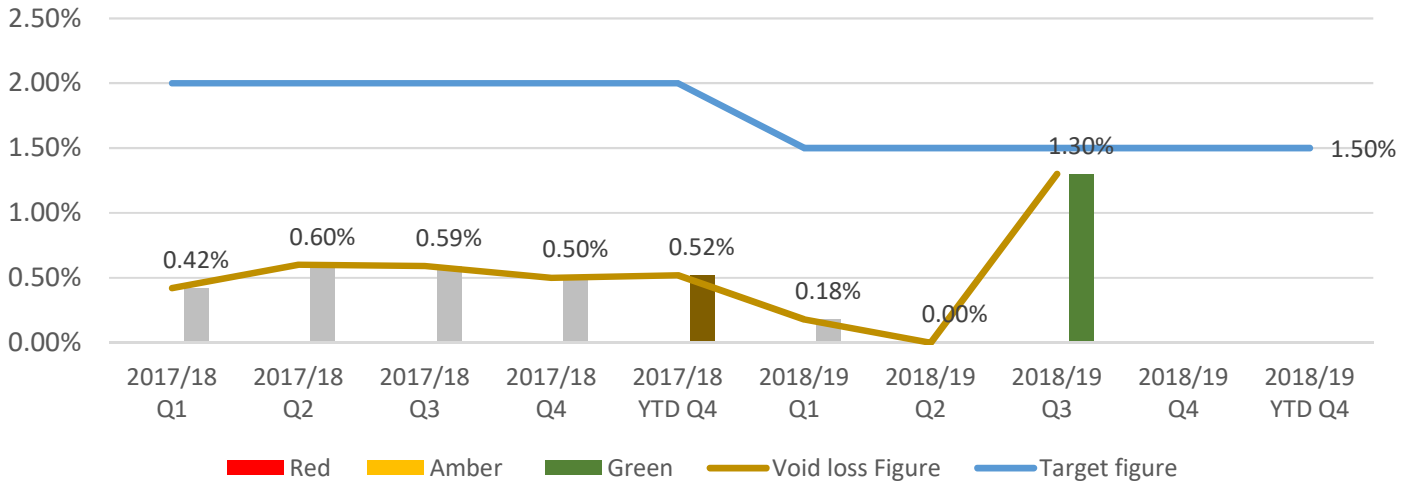


- Performance for this indicator remains at one hundred percent since quarter one for 2017-2018, with Springfield Horseshoe HMC performing above the required target level.

Springfield Horseshoe HMC – Voids and re-lets

Voids

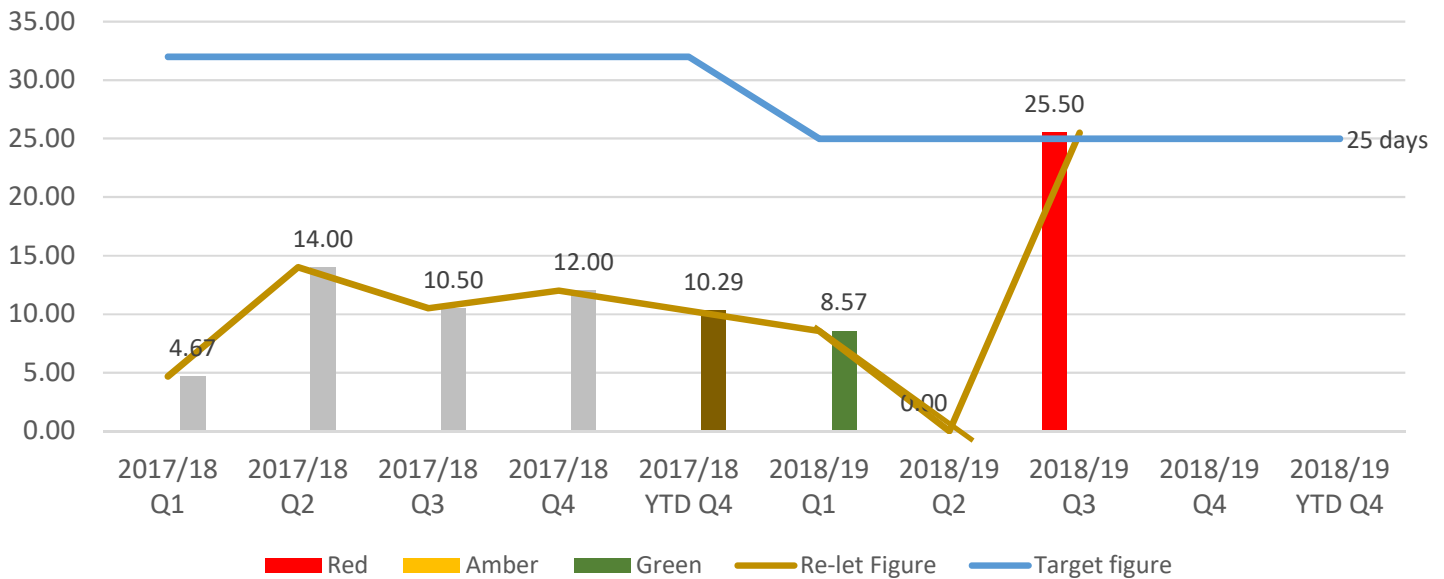
Void loss as a % of rent roll



- Springfield Horseshoe HMC continues to perform well, void loss has improved quarter on quarter since the same period last year. No voids arose during this most recent quarter.

Re-lets

Re-lets



- Performance for quarter three has risen, due to two voids occurring within the last few months. Springfield Horseshoe HMC have historically performed well against this indicator.
- The target level for this indicator has been changed from 32 days to 25 days due to the TMO continually being below the required target for 2017-2018.

Auditing the Managing Agents

Audit Update

As part of the Council's programme of internal audits the tenant management organisations (TMO) have been audited during the course of 2018-2019 on their governance and management arrangements to seek assurance of their compliance in meeting the requirements of their respective management agreements.

With all four TMOs having received the outcome of their audits, they are liaising closely with Housing Strategy to complete all actions in their audit action plans.

Whilst the audits have highlighted some issues, the Council continues to provide support and monitoring to the TMOs, to ensure the majority of recommendations will be completed by year end. Regular reviews will continue during 2019-2020 to ensure governance and performance of the TMOs continue to improve.

The managing agents regularly attend monthly meetings which allows for regular exchange of information, with the Council updating the TMOs on various legislation such as Health and Safety, Equal Opportunities, GDPR and resilience planning.

New Park Village Tenant Management Cooperative

Ellerton Walk programme proposal

- At the beginning of January 2019 a questionnaire was distributed to 185 tenants living on Ellerton Walk, within the New Park Village Estate. The questionnaire was issued to ascertain which option tenants wanted The City of Wolverhampton Council to consider in pursuing in regards to estate improvements.
- Tenants were presented with two options;
 - Option 1: Demolish re-build with new homes
 - Option 2: Improve and refurbishment Ellerton Walk maisonettes

Of the 185 questionnaires distributed, 147 questionnaires was returned (as at 08/02/19). It is expected some additional questionnaires will be returned in the next few days. The questionnaire was developed jointly with New Park Village, 11 questions asked ranged from how long tenants have lived in their property to estate environment.

Breakdown of responses are below:

<u>Property Types</u>	<u>Delivered</u>	<u>Returned</u>	<u>Percentage</u>
Ellerton Walk Tenants in maisonettes	154	127	(82.47%)
Ellerton Walk Leaseholders in maisonettes	10	9	(90%)
Tenants in Bungalows	14	11	(78.57%)
Owner occupiers in Bungalows	7	3	(42.86%)
Total questionnaire's	185	147	79.46%

Nearly all the questionnaires returned were hardcopy, even though there was an option to complete the survey online using Survey Monkey. Their feedback is currently being collated and the outcome from the survey will be reported in due course.

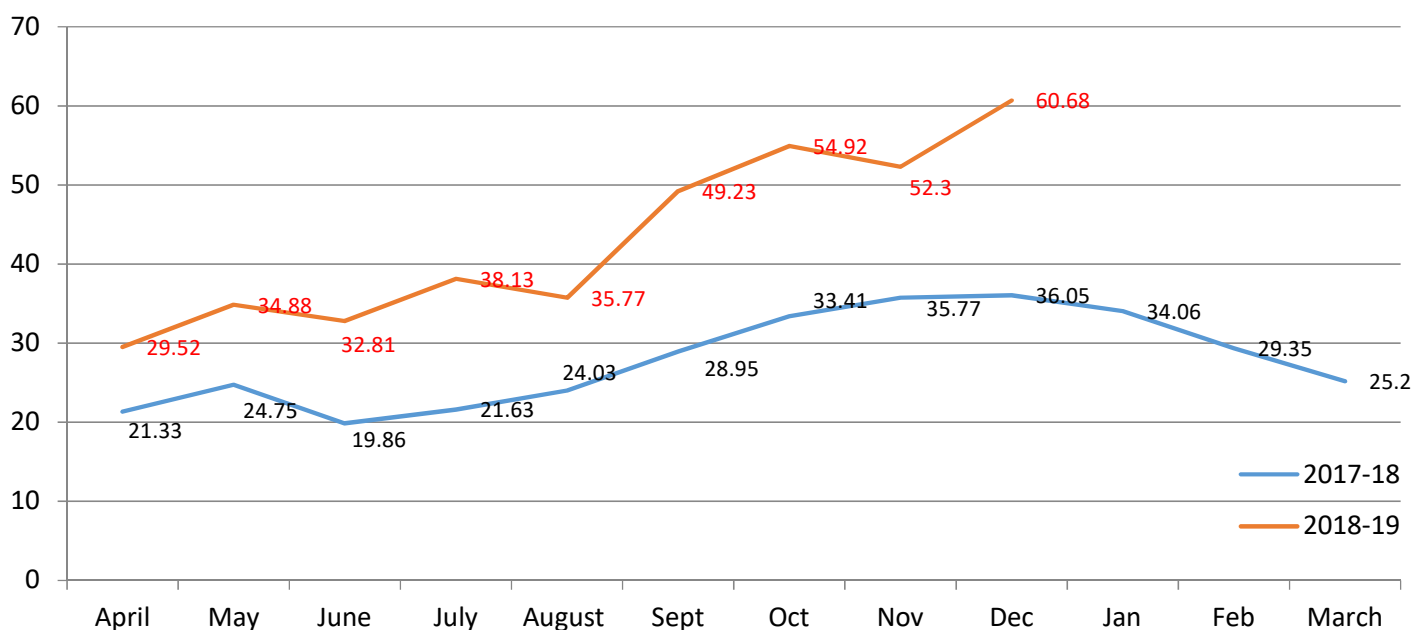
Homeless Services Statistics

The Homelessness Reduction Act came into force from April 2017, placing legal duties on local authorities to provide meaningful help to anyone that becomes homeless, irrespective of their priority need status, as long as they are eligible for assistance.

Homeless services are delivered by Wolverhampton Homes on behalf of the Council, with residents provided with support in a number of ways to help ensure they keep their home.

The Housing Strategy team monitor Wolverhampton Homes' performance in the delivery of homelessness services as part of a service level agreement appended to the management agreement with the Council.

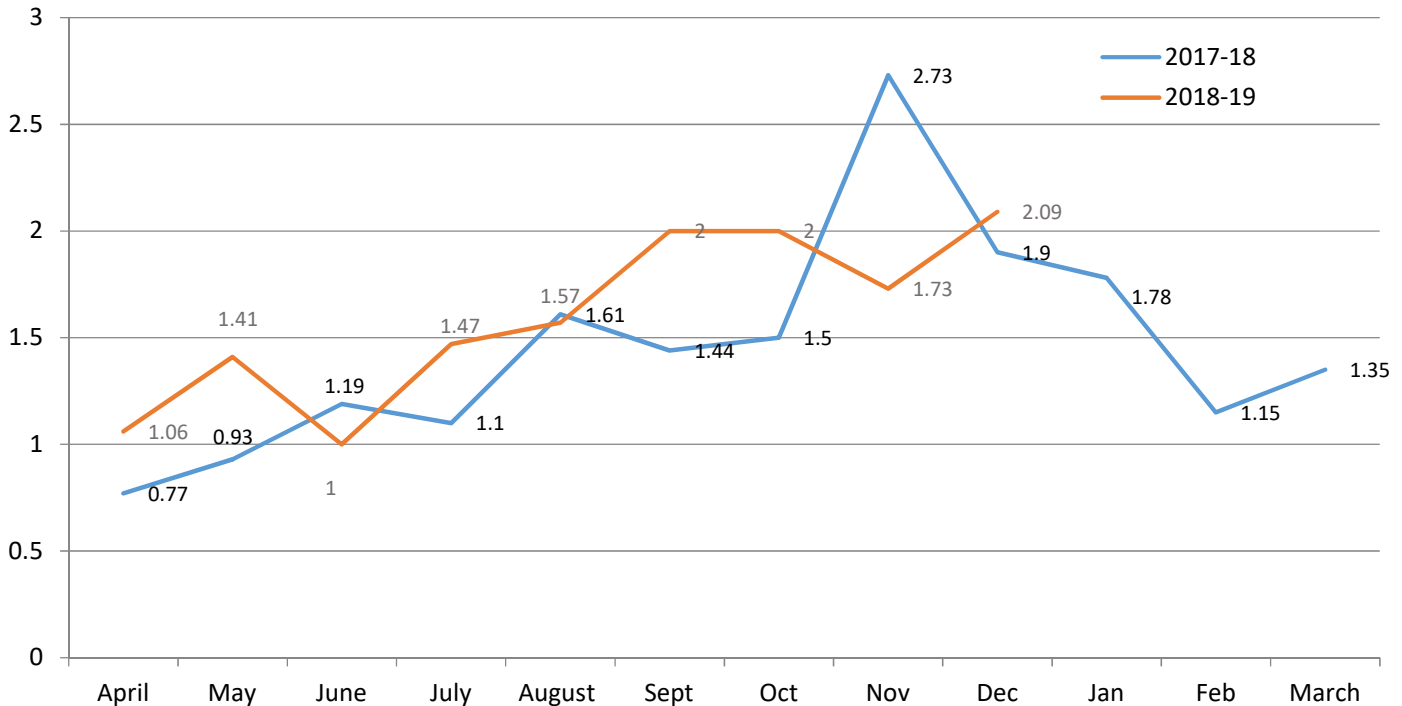
Decision time in working days



The Homelessness Reduction Act has increased the time allowed to make a homeless decision from 28 working days to 56 working days. The average number of days taken to make a decision is therefore above the performance levels for 2017-2018, in response to the new duties. *(Performance statistics are pro-rata to capture the difference between 56 and 28 working days).

This continues to be an upward trend with the average number of days having surpassed the requirement. Wolverhampton Homes are working diligently on the prevention and relief of homelessness and it is anticipated that performance will improve further into 2018-2019.

Length of stay in bed and breakfast – all clients



Homeless Services transferred to Wolverhampton Homes in December 2017 and the Homelessness Reduction Act came into force in April 2018. From this time there has been an ongoing rise in the length of time spent in bed and breakfast, going from 1.9 days to 2.09 days.

Analysis of year to date data highlights the main reasons for homelessness as being:

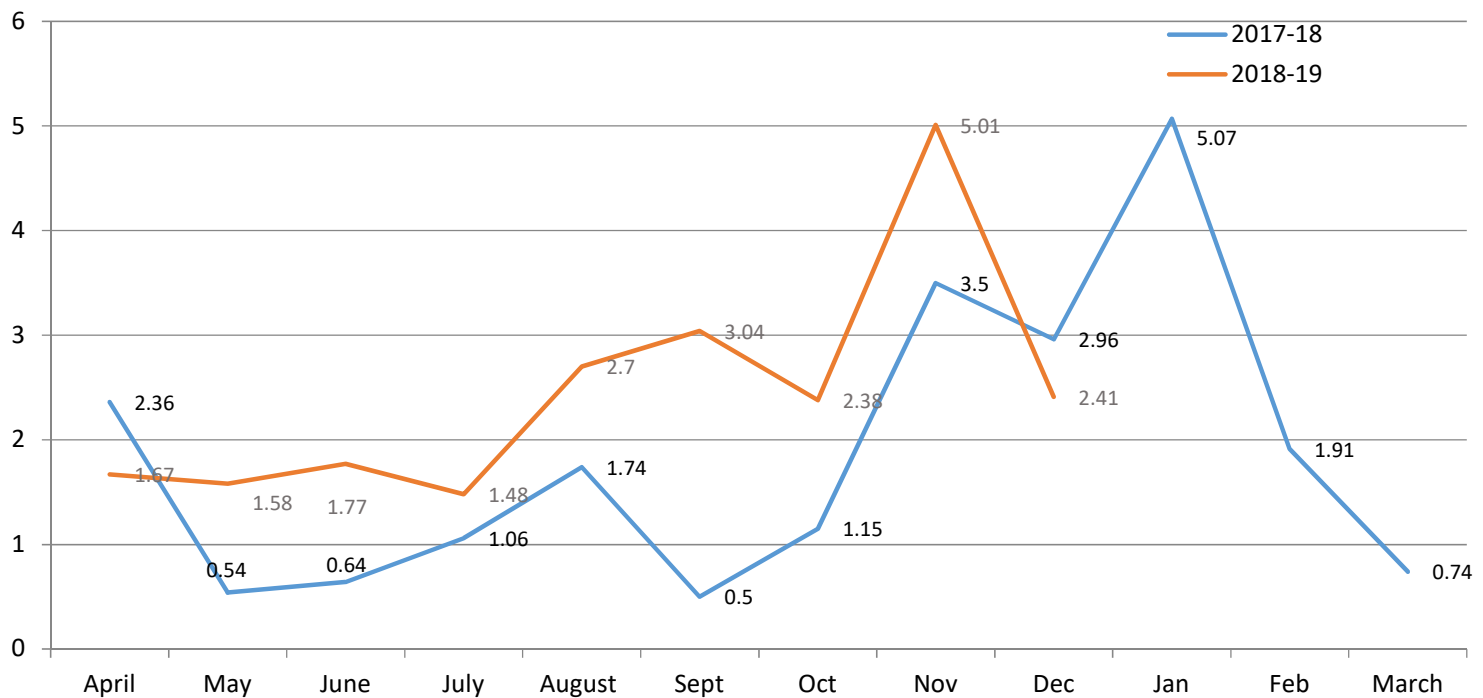
- end of shorthold tenancies and loss of accommodation;
- leaving National Asylum Seeker Supported (NASS) accommodation;
- not able to be accommodated by friend or parents;
- violent relationship breakdown.

At the end of December 2018, the number of cases placed into emergency Bed & Breakfast accommodation was a cumulative total was 322 individuals.

Housing Strategy are working with Wolverhampton Homes to regularly monitor bed and breakfast usage to understand the reasons for this and to try to reduce and minimise the usage of bed and breakfast.

Additional services are being utilised with the help of P3 and an officer is in place to help manage and monitor pathways processes from emergency accommodation into temporary accommodation and further onto settled accommodation.

Length of stay in bed and breakfast with dependent children, leaving within a month



The 'length of stay in bed & breakfast with dependant children' is monitored as it is a legal requirement to ensure there are no families being accommodated in bed and breakfast for more than six weeks.

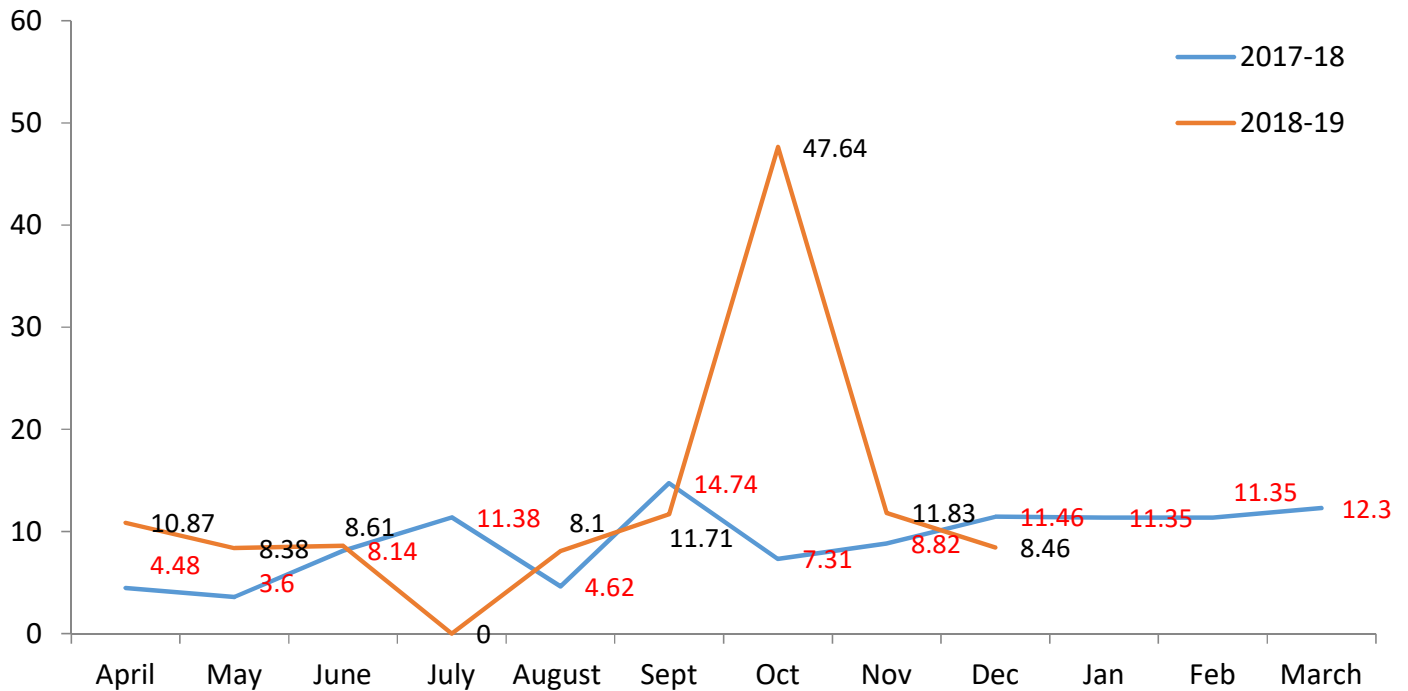
Average length of stay reduced significantly until July 2018 following Homeless Services transferring to Wolverhampton Homes, however there has been a steady increase in the average length of stay of 5.01 weeks for November 2018. However, December 2018 shows a monthly increase in the average length of stay by families within bed and breakfast.

The cumulative average totalled 1.65 weeks for 2017-2018. So far for 2018-2019, year to date the cumulative average figure is at 2.62 weeks.

During this period there has been an increase in larger families presenting, which in return presents a need for larger temporary accommodation for those families to move on to. Officers are working to secure larger properties within the private rented sector to enable the reduction of length of stay of families within bed and breakfast accommodation.

Housing Options staff are working to reduce the figures by working to ensure all other options are exhausted before bed and breakfast is used.

Length of stay (weeks) in temporary 'shared accommodation' households with dependent children, leaving within a month



The length of stay by households with dependent children in temporary 'shared accommodation' relates to the average length of stay of those households that moved on from that accommodation in that month. (July 2018 therefore represents a month where no families moved on).

Where families did move on their average length of stay in 2018 -2019 for April, May and August was double that of 2017-2018. October 2018 has hit a peak of 47.64 weeks for the year, although there has been a decrease from November 2018.

The cumulative length of stay is now at 11.51 weeks for families placed as at December 2018, indicating a rise in Shared Accommodation use, in comparison to the yearly average for 2017-18 of 9.11 weeks.

Wolverhampton Homes are working to reduce average length of stay, improving move on options by making better use of private sector (temporary) accommodation.