



Cabinet (Performance Management) Panel

15 June 2015

Report title	Housing Managing Agents Performance Monitoring Report – Quarter Three October 2014 to December 2014	
Decision designation	AMBER	
Cabinet member with lead responsibility	Councillor Peter Bilson City Assets	
Key decision	No	
In forward plan	No	
Wards affected	All	
Accountable director	Nick Edwards, City Assets	
Originating service	Housing Services	
Accountable employee(s)	Liane Percival	Housing Strategy and Development Support Officer
	Telephone	01902 554758
	Email	liane.percival@wolverhampton.gov.uk
Report to be/has been considered by	N/A	

Recommendation(s) for action or decision:

The Cabinet (Performance Management) Panel is recommended to:

1. Review and comment on the performance of the housing management agents for quarter three 2014/15 and any areas for improvement.

1.0 Purpose

1.1 The primary purpose of this report is to provide Councillors with a regular evaluation of the performance of Wolverhampton Homes and the Tenant Management Organisations (TMOs) in managing and maintaining Council owned dwellings during the 2014/15 financial year. Due to the timing of the data being available being out of sync with the dates of Cabinet (Performance) Management Panel this report describes quarter three performance (1 October 2014 to 31 December 2014).

2.0 Background

2.1 This report assists in clarifying and highlighting areas of performance and in particular where performance data suggests that intervention or revised working may be required or has been undertaken.

2.2 This report refers to the third quarter in 2014/15 and particularly in relation to:

2.2.1 Showing the quarters from quarter three 2013/14 to quarter three 2014/15 inclusively to allow comparison over the year.

2.2.2 The performance for each of the managing agents is grouped under three headings:

- a) Rents management
- b) Repairs management
- c) Empty property management

2.2.3 Wolverhampton Homes additionally reports on business planning, tenants' satisfaction with the handling and outcomes of the Anti-Social Behaviour (ASB) process, the delivery of the Decent Homes Programme, Customer Care and Estate Services.

2.2.4 Tables indicate both the direction in which performance needs to move for improvement and performance trends between the current and the previous quarter.

2.2.5 Additionally, performance is categorised as:

- a) GREEN – where performance is in target and:
 - (i) Was in target the previous quarter, or
 - (ii) Was marked as Amber in the previous quarter.
- b) AMBER – where performance is:
 - (i) Off target this quarter and was marked as Green in the previous quarter, or
 - (ii) In target this quarter and was marked as Red in the previous quarter.
- c) RED – where performance is off target and,
 - (i) Was marked as Amber in the previous quarter, or
 - (ii) Was marked as Red in the previous quarter, or
 - (iii) Gives clear cause for concern

The left hand column of the table will show G, A or R.

2.3 Benchmarking

2.3.1 The performance of Wolverhampton Homes has previously been compared to the HouseMark Benchmarking Club Top Performance (Top Quartile) position. The Benchmarking Club accepts information from around 30 Arms-Length Management Organisations (ALMOs). However, there has been a reduction in the number of ALMOs consistently submitting data to HouseMark which skews the results of this comparison. Wolverhampton Homes has met with HouseMark to discuss the situation, has contributed to a consultation, and is awaiting a response. The HouseMark benchmarking club Top Quartile is currently not a robust tool for measuring Wolverhampton Homes' performance against peers and so this element of the analysis in this report has been suspended. The Councils with ALMOs Group (CWAG) which the Council is a member of is also working with HouseMark and the National Federation of ALMOs to address this issue.

2.4 Governance

2.4.1 The Housing Strategy Team continues to monitor the governance of the housing management organisations as described in a previous report.

2.4.2 The Service Manager Housing Strategy and Development attends Wolverhampton Homes' board meetings as an observer. Wolverhampton Homes' board, committee and other minutes and papers are available on request to Council employees.

2.4.3 The TMOs have provided agendas, minutes and other documents from their regular meetings. Housing Services employees have observed TMO board and committee meetings where resources have permitted.

2.4.4 There have been some issues relating to certain TMOs and their governance and these are addressed below. Generally, a number of the TMOs have built up significant cash reserves and the Housing Strategy Team are working with each of the TMOs to put investment plans together.

2.4.5 Despite the good performance reported against the targets quarter on quarter, Housing Services are concerned that sufficient staff resources and time are dedicated to managing and monitoring the TMOs. This is reflected in the number of complaints received about poor practice within certain TMOs. These complaints are discussed in turn within each TMO's section below.

2.4.6 As part of the overarching 'Improving the City Housing Offer' report, on 11 April 2012 Cabinet approved the reviewing and renewing of all four TMO Management Agreements. However due to a shortage of staff resources this work has not been undertaken. The need to undertake this work was included in the action plan approved by Cabinet as part of the 11 March 2015 Improving the City Housing Offer report. A further report will be presented to Cabinet on 15 September setting out a strategy to renew the management agreements.

3.0 Progress for Wolverhampton Homes

- 3.1 This section gives an outline of Wolverhampton Homes' performance for quarter three 2014/15. Performance details are available in Appendix 1a and 1b.
- 3.2 Wolverhampton Homes manages 20,746 properties on behalf of the Council. Generally, performance has been maintained in the third quarter of the year. Of the twenty-eight indicators reported;
- performance for sixteen of the twenty-one with targets set are in target
 - fourteen of the twenty-one with targets set have been maintained or improved when compared to the same quarter last year
 - twelve of the twenty-two with applicable data have been maintained or improved this quarter
 - for the five indicators where performance is not in target, the causes have been identified and the issues addressed.

3.3 Rents Management

- 3.3.1 Changes in housing benefit brought about by Welfare Reform have had an impact on resources for Wolverhampton Homes. Some staffing resources have been diverted to respond to the needs of tenants and the organisation, including income/arrears collection and the provision of money and debt advice for example undertaking detailed financial assessments. Partnerships have also been developed, most notably with the CAB and Refugee and Migrant Centre, providing specialist advice and information which is tailored to meet the needs of individual households.
- 3.3.2 Performance for rents management was very good in the third quarter of 2014-15, meeting all but one of the targets, and all improving on performance of the same quarter in the previous year. Rent collected has exceeded the profiled quarterly and annual target. Rent arrears of current tenants, whilst slightly off target has improved greatly on last quarter. There have been fifty-six evictions for rent arrears so far this year, two of which were solely due to the impact of welfare reform and the removal of the under occupancy subsidy.
- 3.3.3 This area of performance does not currently give any cause for concern.

3.4 Repairs Management

- 3.4.1 At the start of quarter one 2014-15, Wolverhampton Homes' repairs service was operating two systems for delivery – the traditional repairs service, focussing on the government timescales for completion of jobs and the Vision trial, focussing on tenants' arranging jobs at their own convenience. The two systems cover different geographical locations, known as 'patches'. Performance is reported separately for each system.
- 3.4.2 Performance for the Vision trial repairs was good and as a result, from June 2014, Wolverhampton Homes delivered all of its repairs service citywide through Vision.

3.4.3 The Council will need to develop a new suite of performance indicators to monitor this new method of carrying out response repairs. Target times are now irrelevant and the focus has shifted to appointments made and kept in time.

3.4.4 Wolverhampton Homes are currently developing the methodologies for the new indicators and considering the targets. HouseMark, a benchmarking service provider to housing organisations, conducted a consultation in February 2015 to determine how repairs performance should be measured across the industry. The result of this consultation and further feedback is helping to shape the suite of indicators for Wolverhampton City Council. The new suite of repairs indicators is expected to be in place by mid-May 2015.

3.4.5 Current repairs performance has improved for each indicator when compared to the previous quarter.

3.5 **Empty Property Management**

3.5.1 Performance for empty property management was very good for the third quarter of 2014-15, meeting all targets and with continuing good performance from the previous quarter and generally improving on performance for the same quarter in the previous year. The average time to re-let properties and rent lost through properties being vacant are both in target, and have improved significantly on the performance in the same quarter last year.

3.5.2 The average number of empty dwellings at quarter four is 203 out of a total stock number of 20,746.

3.6 **Business Planning**

3.6.1 Performance for average days lost through illness continues to be very good.

3.7 **Anti-Social Behaviour**

3.7.1 Wolverhampton City Council and Wolverhampton Homes have undergone a joint service review, the outcome of which was reported to Vibrant, Safe and Sustainable Communities Scrutiny Panel on 2 October 2014. Scrutiny Panel endorsed the recommended option for future delivery of the service to be undertaken by Wolverhampton Homes, and this was approved by Cabinet on 12 November 2014.

3.7.2 Performance for tenant satisfaction with the anti-social behaviour service remains in target and has improved on the last quarter with significant improvement on the same quarter last year.

3.8 **Decent Homes**

3.8.1 Wolverhampton's Decent Homes Programme is at the end of its final year and is thought to be the only scheme nationally that secured additional funding of £895,000 from the Homes and Communities Agency (HCA) to continue with improvements for the year through the Strategic Construction Partnership. A further £531,808 was awarded by the

HCA to fund work on another 77 properties. In February 2015, the HCA confirmed a further allocation of £170,025 to fund work to 34 properties, bringing the total of additional funding to nearly £1.6 million in 2014/15.

- 3.8.2 Performance for Decent Homes work to properties exceeded all targets and is expected to meet end of year targets.
- 3.8.3 Performance for satisfaction with Decent Homes remains off target and is unlikely to meet the year-end target, although a significant improvement has been seen this quarter. Particularly poor performance by one of the partners has had an impact on outturns, although Wolverhampton Homes has reported that the performance in quarter four looks to be showing further signs of improvement. Performance and tenant satisfaction levels are dealt with at the Core Group meetings between the contractors and Wolverhampton Homes and a great deal of emphasis is laid on these criteria, however because of concerns about performance for time in property and customer satisfaction more frequent meetings have been instigated at director level with both partners.

3.9 Customer Care

- 3.9.1 The Government's Channel Shift is a strategy for public sector organisations to encourage service users to access services online and digitally, rather than through face-to-face or telephone interaction. The aim of the 'digital by default' approach is to realise cost savings through improved efficiencies. Wolverhampton Homes' Channel Shift project continues its efforts in encouraging and helping tenants to use online self-service and takes things further by making digital the default option for how it delivers customer services. These efficiency savings will create funding to support other priority services.
- 3.9.2 The targets for average call answer time and calls abandoned for Homes Direct are now the same as the Council's targets for City Direct and were changed as part of Wolverhampton Homes' Channel Shift agenda. Performance for both indicators is in target.
- 3.9.3 Performance for complaints responded to in target time and councillor enquiries responded to in 14 days has not met the targets for quarter three and has weakened when compared to the same quarter last year. There were some resourcing issues which contributed to delays in responses. A new system is in place to monitor the process and improvement in both indicators is expected for quarter four.

3.10 Estate and Concierge Services

- 3.10.1 Performance for fire safety inspections on low and medium rise blocks and on high rise blocks continues to be excellent, maintaining 100% checks completed since the same quarter last year.

4.0 Progress for Bushbury Hill Estate Management Board (EMB)

- 4.1 This section gives an outline of Bushbury Hill EMB's performance for quarter three 2014/15. Performance details are available in Appendix 2.

4.2 Bushbury Hill EMB manages 843 properties on behalf of Wolverhampton City Council. Generally, performance has weakened slightly this quarter. All nine indicators are in target and of the six where historic data is available, performance has been maintained or weakened for all indicators when compared to the same quarter last year. All year end targets are expected to be met.

4.3 **Rents Management**

4.3.1 Performance for rents management was very good in the third quarter of 2014-15, meeting all targets and remaining well within in targets for the year to date. This are of performance does not currently give any cause for concern.

4.4 **Voids and Allocations**

4.4.1 Performance for voids and allocations has been very good this quarter with the average re-let time being well within target, and the year to date performance also in target. BHEMB operates a local lettings plan and its own choice-based lettings scheme - Bushbury Choose Your Home. The Housing Strategy team is currently monitoring and reviewing the processes and early indications suggest that it is effective and well run.

4.5 **Repairs**

4.5.1 Bushbury Hill EMB delivers its repairs service to tenants through a contract with Wrekin Housing Trust and offers tenants a “same day” repairs service. The methodology the Council uses to measure repairs performance cannot measure this service. As the focus on repairs services shifts to customer convenience rather than government timescales, Bushbury Hill EMB has developed a suite of repairs indicators that will enable it to measure its performance.

4.5.2 For the first three quarters of 2014-15, Bushbury Hill EMB has reported headline performance for repairs. Performance is good with repairs attended in time, rapid response repairs attended same day and those completed same day both above target for quarter three.

4.6 **Governance**

4.6.1 Governance of Bushbury Hill EMB is good. There is a strong active board with clear leadership from the chair. Officers support the board and strive to improve and widen the services provided to tenants. For example through its relationship with Wrekin Housing Trust, BHEMB offers money advice to tenants. The EMB also operate life skills and getting ready for tenancy training courses from its offices.

5.0 **Progress for Dovecotes Tenant management Organisation (TMO)**

5.1 This section gives an outline of Dovecotes TMO’s performance for quarter two 2014/15. Performance details are available in Appendix 3.

5.2 Dovecotes TMO manages 829 properties on behalf of Wolverhampton City Council. Generally performance is very good this quarter. Of the eleven indicators ten are in target, seven have improved this quarter and eight have been improved when compared to the same quarter last year.

5.3 Rents

5.3.1 Performance for rents management was good in the third quarter of 2014-15, meeting all but one target. The percentage of tenants with more than seven weeks rent arrears remains off target and will be monitored.

5.4 Voids and Allocations

5.4.1 Performance for voids and allocations has been good this quarter with both levels of void loss and the average re-let time being well within target although re-let times weakened slightly on the year to date.

5.4.2 Concerns were raised in anonymous complaints to the Council in relation to individual properties not being allocated in accordance with the Council's Allocations Policy. The Housing Strategy team supported by the Lettings Manager from Wolverhampton Homes conducted an extensive investigation into a random sample of allocations, including the specific addresses raised in the complaints. While some poor practice was identified, it was clear that there was no case of fraud or deliberate attempts to circumvent the correct procedures.

5.4.3 Improved practices have been put in place and formal training organised for all the TMO employees who deal with allocations.

5.5 Repairs

5.5.1 Dovecotes TMO is currently providing repairs performance data for the established indicators whilst a new suite of indicators is in development.

5.5.2 Performance for repairs is very good with all indicators in target, two improved this quarter, and emergency repairs completed on time at 100%. All repairs indicators have improved when compared to the same quarter last year.

5.6 Governance

5.6.1 The draft audit report referred to in the last quarters report has been finalised and issued to the TMO along with an improvement plan. The majority of points raised in the report have been actioned while the remaining issues are being dealt with.

5.6.2 The Housing Strategy team will be working with the TMO board to identify training needs and put together a training plan.

6.0 Progress for New Park Village Tenant Management Co-operative (TMC)

6.1 This section gives an outline of New Park Village TMC's performance for quarter three 2014/15. Performance details are available in Appendix 4.

6.2 New Park Village TMC manages 299 properties on behalf of Wolverhampton City Council. Generally, performance has improved this quarter. Of the ten indicators all but one are in target, five have improved this quarter and five are improved or maintained when compared to the same quarter last year.

6.3 Rents

6.3.1 Performance for rents management was good in the third quarter of 2014-15, meeting all targets. Performance for arrears as a percentage of rent roll improved when compared to last quarter and performance for tenants evicted improved on the same quarter last year.

6.4 Voids and Allocations

6.4.1 New Park Village has reported difficulties in letting some of the properties on the estate. A small third bedroom, and the heating charge that is applied only on this estate, contribute to the properties, particularly those with three bedrooms, appearing unaffordable to some potential tenants. This has, on a number of occasions, lead to tenancy offers being declined and in some cases to new tenants leaving the estate and entering the private rented market.

6.4.2 Performance for voids and allocations has been mixed this quarter with levels of void loss being within target, although the average re-let time being off target and weakening when compared to last quarter and to the same quarter last year.

6.4.3 The Housing Strategy team received a complaint from a resident who believed he had been unfairly overlooked when bidding on void properties within New Park Village. Once more the Housing Strategy team investigated a random sample of allocations including the specific addresses contained in the complaint. It concluded that there was some poor practice but there was no deliberate attempt to circumvent the Council's Allocations policy. Employees at New Park Village are also being provided with further support and training on allocations.

6.5 Repairs

6.5.1 New Park Village TMC is currently providing repairs performance data for the established indicators whilst a new suite of indicators is being considered.

6.5.2 Performance for repairs is very good with all indicators in target, all improved or maintained this quarter and all but one maintained or improved when compared to the same quarter last year. Routine repairs completed on time continues to perform at 100%.

6.6 Governance

- 6.6.1 New Park Village TMC are currently preparing for a continuation ballot which is due to take place during June/July 2015.

7.0 Progress for Springfield Horseshoe Housing Management Co-operative (HMC)

- 7.1 This section gives an outline of Springfield Horseshoe HMC's performance for quarter three 2014/15. Performance details are available in Appendix 5.
- 7.2 Springfield Horseshoe HMC manages 275 properties on behalf of Wolverhampton City Council. Generally, performance has been good this quarter. Of the ten indicators all are in target, eight have been maintained or improved this quarter and all have improved or been maintained when compared to the same quarter last year.

7.3 Rents Management

- 7.3.1 Performance for rents management was very good in the third quarter of 2014-15, meeting all targets. There has been improvement of performance through the quarter and all performance has improved when compared to the same quarter last year.

7.4 Voids and Allocations

- 7.4.1 Performance for voids and allocations has been good this quarter. Levels of void loss and the average re-let time are well within target and improved both when compared to the previous quarter and when compared to the same quarter last year.

7.5 Repairs

- 7.5.1 Springfield Horseshoe HMC is currently providing repairs performance data for the established indicators whilst a new suite of indicators is being considered.
- 7.5.2 Performance for repairs remains very good with all indicators in target and all performance improved or maintained at very high levels. Repairs completed in time continues to perform at 100% and average time for non-urgent repairs was 1.35 days.

7.6 Governance

- 7.6.1 Springfield Horse HMC conducted a continuation ballot which concluded on 10 April 2015. The results established that of the 174 votes cast 87.9% were in favour of the HMC continuing as the Managing Agent providing housing services in the area and 87.6% of tenants are satisfied with services received.
- 7.6.2 In response to complaints received by the Council about poor governance and financial management at the HMC, the Council's audit team carried out an investigation into the running of the HMC. While there are a number of areas of real concern, the HMC had already acted upon and dealt with many issues. The final audit report and action plan is due to be issued to the HMC in June.

8.0 Financial implications

8.1 This report has no financial implications. [CF/09022015/X]

9.0 Legal implications

9.1 The services provided by the managing agents relates to the discharge of the Council's duties to its tenants. Failure to undertake relevant repairs to housing stock within a reasonable time following notice to the Council of disrepair can result in a tenant commencing proceedings in the civil courts against the Council for breach of repairing obligations under S11 of the Landlord and Tenant Act 1985.
[RB/09022015/T]

10.0 Equalities implications

10.1 There are no direct equality implications arising from this report, however the delivery of housing management services has an impact on the accessibility of housing for residents in the city.

11.0 Environmental implications

11.1 There are no direct environmental implications arising from this report, however the proper management of the Council's housing stock including investment to repair and improve properties considerably enhances the built environment.

12.0 Human resources implications

12.1 This report has no human resources implications.

13.0 Corporate landlord implications

13.1 This report relates to the performance of the housing management agents and council housing stock and therefore has no corporate landlord implications.

14.0 Schedule of background papers

Appendix 1a:

Wolverhampton Homes – 2014/15 Quarter Three Performance (by category)

Appendix 1b:

Wolverhampton Homes – 2014/15 Quarter Three Performance (by Green Amber Red)

Appendix 2:

Bushbury Hill EMB – 2014/15 Quarter Three Performance (by category)

Appendix 3:

Dovecotes TMO – 2014/15 Quarter Three Performance (by category)

Appendix 4:

New Park Village TMC – 2014/15 Quarter Three Performance (by category)

Appendix 5:

Springfield Horseshoe HMC – 2014/15 Quarter Three Performance (by category)

Appendix 1a Wolverhampton Homes by category		Good is	Q3 13/14	Q4 13/14	Q1 14/15	Q2 14/15	Q3 14/15	Target Profile Or Annual	Comment	Trend Q-O-Q
Rent Management										
G	Rent collected as a percentage of rent owed	H	97.98	98.40	97.54	97.77	98.09	[P] 97.14 [A] 97.00	Performance has improved year-on-year in and is in target.	+
G	Tenants with more than 7 weeks arrears as a percentage of all tenants	L	2.06	1.97	1.27	1.43	1.50	[P] 1.95 [A] 1.95	Performance has improved year-on-year and is in target.	-
G	Tenants evicted for rent arrears as a percentage of all tenants	L	0.34	0.50	0.06	0.19	0.27	[P] 0.33 [A] 0.45	Performance has improved year-on-year and is in target.	-
R	Rent arrears of current tenants as a % of the rent roll (WH only)	L	1.16	0.87	1.13	1.26	1.16	[P] 1.15 [A] 1.00	Performance has been maintained year-on-year and is off target.	+
Repairs										
G	% of responsive repairs for which an appointment was made & kept	H	92.82	94.01	94.54	95.22	94.98	[P] 94.00 [A] 94.00	Performance has improved year-on-year and is in target.	-
G	% of valid gas certificates for tenanted properties	H	99.95	99.97	99.99	99.99	99.98	[P] 99.60 [A] 99.60	Performance has improved year-on-year and is in target.	-
N/A	% Fix It - at your convenience completed in time	H	-	-	-	98.30	98.54	[P] TBC [A] TBC	This is a new indicator for Q2 2014-15. Target tbc.	+

Appendix 1a Wolverhampton Homes by category		Good is	Q3 13/14	Q4 13/14	Q1 14/15	Q2 14/15	Q3 14/15	Target Profile Or Annual	Comment	Trend Q-O-Q
Repairs continued										
N/A	% Fix It - emergency completed in time	H	-	-	-	99.37	99.86	[P] TBC [A] TBC	This is a new indicator for Q2 2014-15. Target tbc.	+
N/A	% Fix It - emergency gas completed in time	H	-	-	-	96.77	100.00	[P] TBC [A] TBC	This is a new indicator for Q2 2014-15. Target tbc.	+
N/A	% 5 Fix It - today completed in time	H	-	-	-	99.24	99.63	[P] TBC [A] TBC	This is a new indicator for Q2 2014-15. Target tbc.	+
R	% total repairs completed within target	H	99.04	98.56	98.93	98.47	98.87	[P] 99.00 [A] 99.00	Performance has weakened year-on-year and is off target.	+
Voids and Allocations										
G	Average days to re-let property	L	25	24	22	19	20	[P] 25 [A] 25	Performance has improved year-on-year and is in target.	-
G	% of tenancy offers accepted first time	H	86.77	83.78	87.44	82.90	82.65	[P] 80.00 [A] 80.00	Performance has weakened year-on-year and is in target.	-
G	% Rent lost through properties being vacant	L	1.84	1.76	1.52	1.53	1.55	[P] 1.70 [A] 1.70	Performance has improved year-on-year and is in target.	-
Business Planning										
G	Average days lost through illness	L	5.49	5.90	5.13	5.45	6.20	[P] 6.50 [A] 6.50	Performance has weakened year-on-year and is in target.	-

Appendix 1a Wolverhampton Homes by category		Good is	Q3 13/14	Q4 13/14	Q1 14/15	Q2 14/15	Q3 14/15	Target Profile Or Annual	Comment	Trend Q-O-Q
Anti-Social Behaviour										
G	% satisfied with the way their ASB complaint was dealt with	H	90.91	92.00	93.26	96.88	93.55	[P] 85.00 [A] 85.00	Performance has improved year-on-year and is in target.	+
G	% satisfied with the outcome of their ASB complaint	H	88.64	88.00	92.13	96.25	93.55	[P] 85.00 [A] 85.00	Performance has improved year-on-year and is in target.	+
Strategic Partnership										
G	Number non-decent homes made decent	H	775	621	403	509	512	[P]505 [A] 1855	Performance has exceeded the target to Q3.	N/A
G	Number non-decent homes made decent (Priority N/hoods)	H	535	439	172	396	386	[P] 350 [A] 1200	Performance has exceeded the target to Q3.	N/A
G	Total number of properties that have received DH work	H	775	621	403	509	512	[P] 505 [A] 1855	Performance has exceeded the target to Q3.	N/A
G	% Variation between actual and target costs	within tolerance	-17.08	7.40	-4.20	-2.84	-1.90	0 +/- 10.00%	Performance has improved year-on-year and is in target.	+
R	Satisfaction with Decent Homes	H	85.09	85.00	90.68	85.94	91.79	[P] 96.00 [A] 96.00	Performance has improved year-on-year and is off target.	+

Appendix 1a Wolverhampton Homes by category		Good is	Q3 13/14	Q4 13/14	Q1 14/15	Q2 14/15	Q3 14/15	Target Profile Or Annual	Comment	Trend Q-O-Q
Customer Care										
G	Homes Direct - Average call answer wait time (in seconds)	L	31.00	48.00	46.00	23.00	75.00	[P] 90.00 [A] 90.00	This is a new target for Q3 2014-15. Performance is in target.	N/A
G	Homes Direct - % of calls abandoned	L	4.30	7.40	6.50	2.90	10.50	[P] 15.00 [A] 15.00	This is a new target for Q3 2014-15. Performance is in target.	N/A
R	Complaints responded to in target timescales - %	H	95.24	96.71	92.95	93.48	81.82	[P] 95.00 [A] 95.00	Performance has weakened year-on-year and is off target.	-
A	Councillor enquiries responded to in 14 days	H	95.39	97.40	94.56	97.01	94.51	[P] 95.00 [A] 95.00	Performance has weakened year-on-year and is off target.	-
Estates and Concierge										
G	% of fire safety inspections completed on low rise & medium rise blocks (concierge)	H	100.00	100.00	100.00	100.00	100.00	[P] 99.00 [A] 99.00	Performance has been maintained year-on-year and is in target.	=
G	% of fire safety inspections completed on high rise blocks (concierge)	H	100.00	100.00	100.00	100.00	100.00	[P] 99.00 [A] 99.00	Performance has been maintained year-on-year and is in target.	=

Appendix 1b Wolverhampton Homes by Red, Amber, Green		Good is	Q3 13/14	Q4 13/14	Q1 14/15	Q2 14/15	Q3 14/15	Target Profile Or Annual	Comment	Trend Q-O-Q
Green - Rents Management										
G	Rent collected as a percentage of rent owed	H	97.98	98.40	97.54	97.77	98.09	[P] 97.14 [A] 97.00	Performance has improved year-on-year in and is in target.	+
G	Tenants with more than 7 weeks arrears as a percentage of all tenants	L	2.06	1.97	1.27	1.43	1.50	[P] 1.95 [A] 1.95	Performance has improved year-on-year and is in target.	-
G	Tenants evicted for rent arrears as a percentage of all tenants	L	0.34	0.50	0.06	0.19	0.27	[P] 0.33 [A] 0.45	Performance has improved year-on-year and is in target.	-
Green - Repairs										
G	% of responsive repairs for which an appointment was made & kept	H	92.82	94.01	94.54	95.22	94.98	[P] 94.00 [A] 94.00	Performance has improved year-on-year and is in target.	-
G	% of valid gas certificates for tenanted properties	H	99.95	99.97	99.99	99.99	99.98	[P] 99.60 [A] 99.60	Performance has improved year-on-year and is in target.	-
Green - Voids and Allocations										
G	Average days to re-let property	L	25	24	22	19	20	[P] 25 [A] 25	Performance has improved year-on-year and is in target.	-
G	% of tenancy offers accepted first time	H	86.77	83.78	87.44	82.90	82.65	[P] 80.00 [A] 80.00	Performance has weakened year-on-year and is in target.	-

Appendix 1b Wolverhampton Homes by Red, Amber, Green		Good is	Q3 13/14	Q4 13/14	Q1 14/15	Q2 14/15	Q3 14/15	Target Profile Or Annual	Comment	Trend Q-O-Q
Green - Voids and Allocations continued										
G	% Rent lost through properties being vacant	L	1.84	1.76	1.52	1.53	1.55	[P] 1.70 [A] 1.70	Performance has improved year-on-year and is in target.	-
Green - Business Planning										
G	Average days lost through illness	L	5.49	5.90	5.13	5.45	6.20	[P] 6.50 [A] 6.50	Performance has weakened year-on-year and is in target.	-
Green - Anti-Social Behaviour										
G	% satisfied with the way their ASB complaint was dealt with	H	90.91	92.00	93.26	96.88	93.55	[P] 85.00 [A] 85.00	Performance has improved year-on-year and is in target.	+
G	% satisfied with the outcome of their ASB complaint	H	88.64	88.00	92.13	96.25	93.55	[P] 85.00 [A] 85.00	Performance has improved year-on-year and is in target.	+
Green - Strategic Constructor Partnership										
G	Number non-decent homes made decent	H	775	621	403	509	512	[P]505 [A] 1855	Performance has exceeded the target to Q3.	N/A
G	Number non-decent homes made decent (Priority N/hoods)	H	535	439	172	396	386	[P] 350 [A] 1200	Performance has exceeded the target to Q3.	N/A
G	Total number of properties that have received DH work	H	775	621	403	509	512	[P] 505 [A] 1855	Performance has exceeded the target to Q3.	N/A

Appendix 1b Wolverhampton Homes by Red, Amber, Green		Good is	Q3 13/14	Q4 13/14	Q1 14/15	Q2 14/15	Q3 14/15	Target Profile Or Annual	Comment	Trend Q-O-Q
G	% Variation between actual and target costs	within tolerance	-17.08	7.40	-4.20	-2.84	-1.90	0 +/- 10.00%	Performance has improved year-on-year and is in target.	+
Green - Customer Care										
G	Homes Direct - Average call answer wait time (in seconds)	L	31.00	48.00	46.00	23.00	75.00	[P] 90.00 [A] 90.00	This is a new target for Q3 2014-15. Performance is in target.	N/A
G	Homes Direct - % of calls abandoned	L	4.30	7.40	6.50	2.90	10.50	[P] 15.00 [A] 15.00	This is a new target for Q3 2014-15. Performance is in target.	N/A
Green - Estates and Concierge										
G	% of fire safety inspections completed on low rise & medium rise blocks (concierge)	H	100.00	100.00	100.00	100.00	100.00	[P] 99.00 [A] 99.00	Performance has been maintained year-on-year and is in target.	=
G	% of fire safety inspections completed on high rise blocks (concierge)	H	100.00	100.00	100.00	100.00	100.00	[P] 99.00 [A] 99.00	Performance has been maintained year-on-year and is in target.	=
Amber - Customer Care										
A	Councillor enquiries responded to in 14 days	H	95.39	97.40	94.56	97.01	94.51	[P] 95.00 [A] 95.00	Performance has weakened year-on-year and is off target.	-

Appendix 1b Wolverhampton Homes by Red, Amber, Green		Good is	Q3 13/14	Q4 13/14	Q1 14/15	Q2 14/15	Q3 14/15	Target Profile Or Annual	Comment	Trend Q-O-Q
Red - Rent Management										
R	Rent arrears of current tenants as a % of the rent roll (WH only)	L	1.16	0.87	1.13	1.26	1.16	[P] 1.15 [A] 1.00	Performance has been maintained year-on-year and is off target.	+
Red - Repairs										
R	% total repairs completed within target	H	99.04	98.56	98.93	98.47	98.87	[P] 99.00 [A] 99.00	Performance has weakened year-on-year and is off target.	+
Red - Strategic Constructor Partnership										
R	Satisfaction with Decent Homes	H	85.09	85.00	90.68	85.94	91.79	[P] 96.00 [A] 96.00	Performance has improved year-on-year and is off target.	+
Red - Customer Care										
R	Complaints responded to in target timescales - %	H	95.24	96.71	92.95	93.48	81.82	[P] 95.00 [A] 95.00	Performance has weakened year-on-year and is off target.	-

**Appendix 1b
Wolverhampton Homes
by Red, Amber, Green**

		Good is	Q3 13/14	Q4 13/14	Q1 14/15	Q2 14/15	Q3 14/15	Target Profile Or Annual	Comment	Trend Q-O-Q
Target To Be Confirmed - Repairs										
N/A	% Fix It - at your convenience completed in time	H	-	-	-	98.30	98.54	[P] TBC [A] TBC	This is a new indicator for Q2 2014-15. Target tbc.	+
N/A	% Fix It - emergency completed in time	H	-	-	-	99.37	99.86	[P] TBC [A] TBC	This is a new indicator for Q2 2014-15. Target tbc.	+
N/A	% Fix It - emergency gas completed in time	H	-	-	-	96.77	100.00	[P] TBC [A] TBC	This is a new indicator for Q2 2014-15. Target tbc.	+
N/A	% 5 Fix It - today completed in time	H	-	-	-	99.24	99.63	[P] TBC [A] TBC	This is a new indicator for Q2 2014-15. Target tbc.	+

Appendix 2 Bushbury Hill by category		Good is	Q3 13/14	Q4 13/14	Q1 14/15	Q2 14/15	Q3 14/15	Q3 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Rents management											
G	% tenants with more than seven weeks (gross) rent arrears	L	2.08	1.78	1.66	1.84	2.40	1.97	3.00%	Performance has weakened year-on-year and is in target.	-
G	% of tenants evicted as a result of rent arrears	L	0.00	0.00	0.00	0.12	0.00	0.12	1.00%	Performance has been maintained year-on-year and is in target.	+
G	Number of Tenants Evicted for Rent Arrears (cumulative)	L	0	0	0	1	0	1	12	Performance has been maintained year-on-year and is in target.	+
G	Arrears as % of rent roll (cumulative)	L	1.33	0.99	1.49	1.56	1.81	1.81	2.00%	Performance has weakened year-on-year and is in target.	-
Voids and Allocations											
G	Void Loss as a % of rent roll	L	0.07	0.14	0.10	0.11	0.15	0.36	1.00%	Performance has weakened year-on-year and is in target.	-
G	Average time to re-let housing	L	26.00	36.60	22.83	20.71	28.50	24.27	35 days	Performance has weakened year-on-year and is in target.	-

Appendix 2 Bushbury Hill by category		Good is	Q3 13/14	Q4 13/14	Q1 14/15	Q2 14/15	Q3 14/15	Q3 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Repairs											
G	% Repairs attended within time (WHT & WH)	H	N/A	N/A	95.77	97.85	97.31	96.98	95.00%	This is a new indicator for 2014-15 and performance is in target.	-
G	% Rapid Response Repairs attended same day (WHT only)	H	N/A	N/A	98.47	97.82	97.42	97.90	97.00%	This is a new indicator for 2014-15 and performance is in target.	-
G	% Rapid Response completed same day (WHT only)	H	N/A	N/A	84.21	82.22	81.77	82.73	80.00%	This is a new indicator for 2014-15 and performance is in target.	-

Appendix 3 Dovecotes TMO by category		Good is	Q3 13/14	Q4 13/14	Q1 14/15	Q2 14/15	Q3 14/15	Q3 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Rent management											
R	% tenants with more than seven weeks (gross) rent arrears	L	4.17	5.19	5.40	5.25	5.31	5.32	[P] 4.75%	Performance has weakened year-on-year in and is off target.	-
G	% of tenants evicted as a result of rent arrears	L	0.36	0.11	0.24	0.61	0.00	0.85	[A] 1.50%	Performance has improved year-on-year and is in target.	+
G	Number of Tenants Evicted for Rent Arrears (cumulative)	L	3	1	2	5	0	7	[A] 12	Performance has improved year-on-year and is in target.	+
G	Arrears as % of rent roll (cumulative)	L	2.46	2.37	2.51	2.60	2.59	2.59	[A] 3.00%	Performance has weakened year-on-year and is in target.	+
Voids and allocations											
G	Void Loss as a % of rent roll	L	0.29	0.21	0.22	0.30	0.22	0.74	[A] 2.00%	Performance has improved year-on-year and is in target.	+
G	Average time to re-let housing	L	11.90	16.90	15.70	19.42	16.79	17.36	[P] 21 days	Performance has weakened year-on-year and is in target.	+

Appendix 3 Dovecotes TMO by category		Good is	Q3 13/14	Q4 13/14	Q1 14/15	Q2 14/15	Q3 14/15	Q3 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Repairs											
G	% of urgent repairs completed within government time limits (Right to Repair)	H	98.48	98.23	99.40	98.60	99.45	99.19	[P] 96.00%	Performance has improved year-on-year and is in target.	+
G	Average time taken (calendar days) to complete non-urgent repairs	L	6.90	6.73	6.84	5.40	5.97	6.07	[P] 9 days	Performance has improved year-on-year and is in target.	-
G	% of responsive repairs for which an appointment was made and kept	H	94.77	93.77	94.98	97.70	97.02	96.54	[P] 90.00%	Performance has improved year-on-year and is in target.	-
G	% of emergency repairs completed on time	H	98.28	97.14	100.00	100.00	100.00	100.00	[P] 96.00%	Performance has been improved year-on-year and is in target.	=
G	% of routine repairs completed on time	H	99.18	99.23	99.55	99.53	99.59	99.56	[P] 96.00%	Performance has improved year-on-year and is in target.	+

Appendix 4 New Park Village by category		Good is	Q3 13/14	Q4 13/14	Q1 14/15	Q2 14/15	Q3 14/15	Q3 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Rent Management											
G	% tenants with more than seven weeks (gross) rent arrears	L	4.49	3.83	2.97	4.66	7.05	4.89	[P] 8.00%	Performance has weakened year-on-year in and is in target.	-
G	% of tenants evicted as a result of rent arrears	L	0.34	0.34	0.34	0.34	0.00	0.68	[A] 4.00%	Performance has improved year-on-year and is in target.	+
G	Number of Tenants Evicted for Rent Arrears	L	1.00	1.00	1.00	1.00	0.00	2.00	[A] 11	Performance has improved year-on-year and is in target.	+
G	Arrears as % of rent roll	L	2.52	1.95	2.32	2.85	2.79	2.79	[A] 6%	Performance has weakened year-on-year and is in target.	+
Voids and Allocations											
G	Void Loss as a % of rent roll	L	0.42	0.98	0.50	0.52	0.80	1.82	[A] 2.5%	Performance has weakened year-on-year and is in target.	-
A	Average time to re-let housing	L	46.50	33.00	21.00	33.44	57.11	40.32	[P] 35 days	Performance has weakened year-on-year and is off target.	-

Appendix 4 New Park Village by category		Good is	Q3 13/14	Q4 13/14	Q1 14/15	Q2 14/15	Q3 14/15	Q3 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Repairs											
G	% of urgent repairs completed within government time limits (Right to Repair)	H	100.00	100.00	100.00	98.00	100.00	99.14	[P] 97.00%	Performance has been maintained year-on-year and is in target.	+
G	Average time taken (calendar days) to complete non-urgent repairs	L	1.60	1.00	1.20	1.00	1.00	1.10	[P] 5 days	Performance has improved year-on-year and is in target.	=
G	% of emergency repairs completed on time	H	100.00	93.00	97.00	97.00	98.00	97.39	[P] 97.00%	Performance has weakened year-on-year and is in target.	+
G	% of routine repairs completed on time	H	100.00	100.00	100.00	100.00	100.00	100.00	[P] 97.00%	Performance has been maintained year-on-year and is in target.	=

Appendix 5 Springfield Horseshoe HMC by category		Good is	Q3 13/14	Q4 13/14	Q1 14/15	Q2 14/15	Q3 14/15	Q3 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Rents management											
G	% tenants with more than seven weeks (gross) rent arrears	L	4.09	8.50	2.83	3.14	3.46	3.15	8.00%	Performance has improved year-on-year and is in target.	-
G	% of tenants evicted as a result of rent arrears	L	1.09	0.00	0.00	0.37	0.00	0.37	4.00%	Performance has improved year-on-year and is in target.	+
G	Number of Tenants Evicted for Rent Arrears	L	3	0	0	1	0	1	11	Performance has improved year-on-year and is in target.	+
G	Arrears as % of rent roll	L	1.61	1.23	1.51	1.50	1.49	1.49	6.00%	Performance has improved year-on-year and is in target.	+
Voids and Allocations											
G	Void Loss as a % of rent roll	L	0.37	0.30	0.41	0.30	0.21	0.92	2.50%	Performance has improved year-on-year and is in target.	+
A	Average time to re-let housing	L	45.10	59.50	42.00	46.20	33.44	38.89	35 days	Performance has improve year-on-year and is in target.	+

Appendix 5 Springfield Horseshoe HMC by category		Good is	Q3 13/14	Q4 13/14	Q1 14/15	Q2 14/15	Q3 14/15	Q3 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Repairs											
G	% of urgent repairs completed within government time limits (Right to Repair)	H	100.00	100.00	100.00	100.00	100.00	100.00	97.00%	Performance has been maintained year-on-year and is in target.	=
G	Average time taken (calendar days) to complete non-urgent repairs	L	2.00	1.35	1.00	1.00	1.35	1.11	5 days	Performance has improved year-on-year and is in target.	-
G	% of emergency repairs completed on time	H	77.00	100.00	100.00	100.00	100.00	100.00	97.00%	Performance has improved year-on-year and is in target.	=
G	% of routine repairs completed on time	H	100.00	54.60	100.00	100.00	100.00	100.00	97.00%	Performance has been maintained year-on-year and is in target.	=