

Housing Managing Agents Performance Monitoring Report Quarter Four – January 2019 to March 2019

This housing management performance report covers quarter four 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	19,862	22	2	5	14
Bushbury EMB	815	8	2	1	5
Dovecotes TMO	783	10	2	3	5
New Park Village TMC	291	9	0	5	4
Springfield Horseshoe HMC	255	9	0	3	6

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

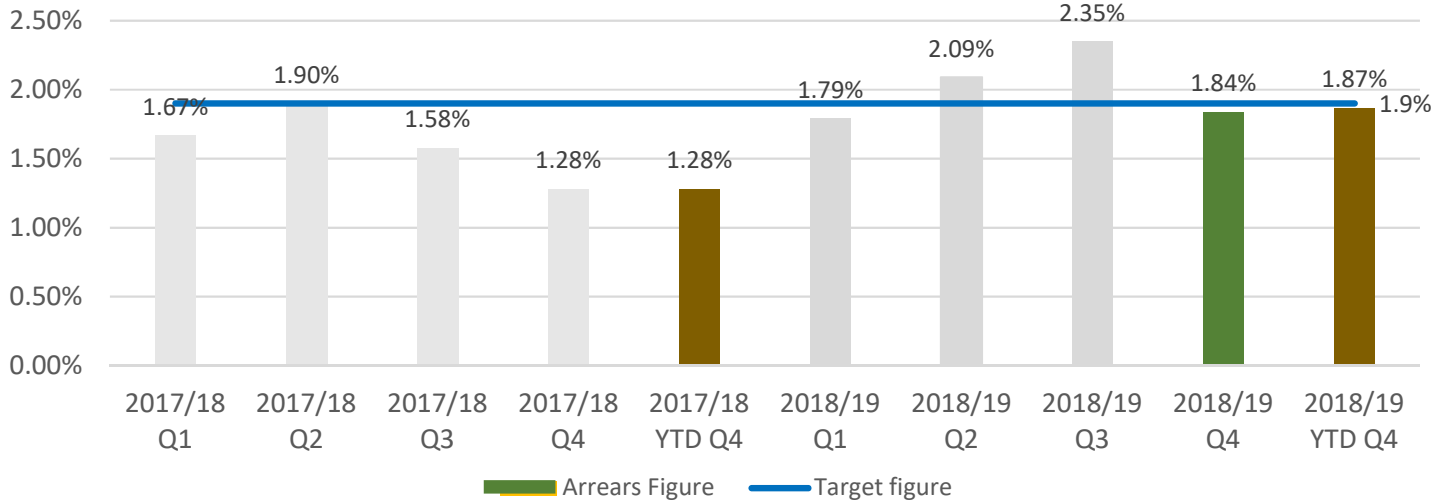
Wolverhampton Homes

The quarter four performance information for Wolverhampton Homes during 2018-2019 demonstrates strong performance. For quarter four, **two** indicators was outside of target, **five** were out of target but within acceptable tolerance levels and **fourteen** were within target.

Wolverhampton Homes – Rent Management

Arrears as a percentage of the rent roll

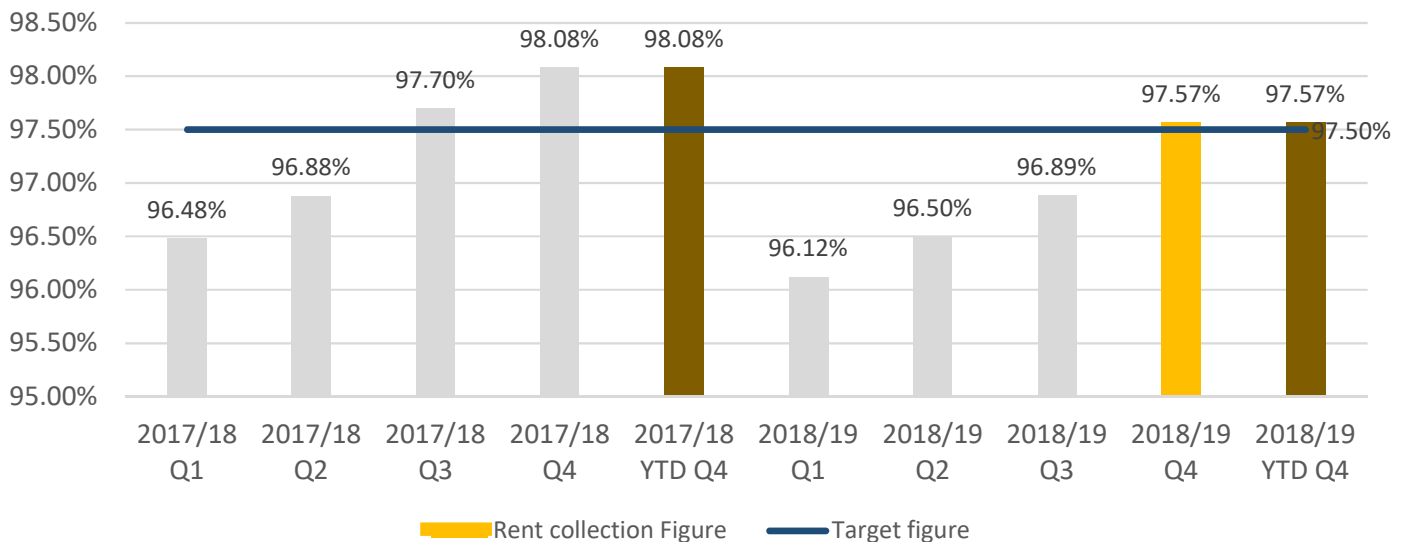
Arrears as percentage of rent roll (cumulative)



Performance continues to decline due to the impact of the rollout of Universal Credit. Performance has improved when compared to previous quarter of the same year. Wolverhampton Homes continue to work with tenants to reduce the arrears.

Rent collection (arrears indicator)

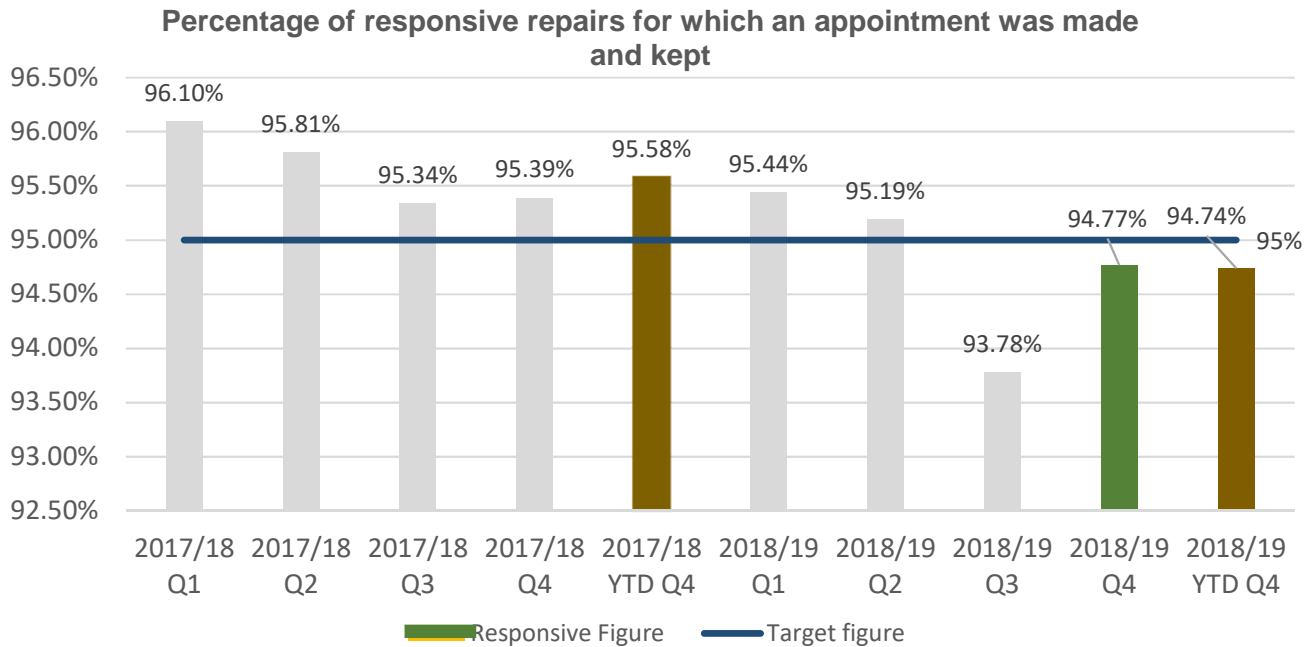
Rent collection



- Wolverhampton Homes performance has improved quarter on quarter, and it has managed to achieved its target of 97.50%. Universal Credit is still having a considerable impact.

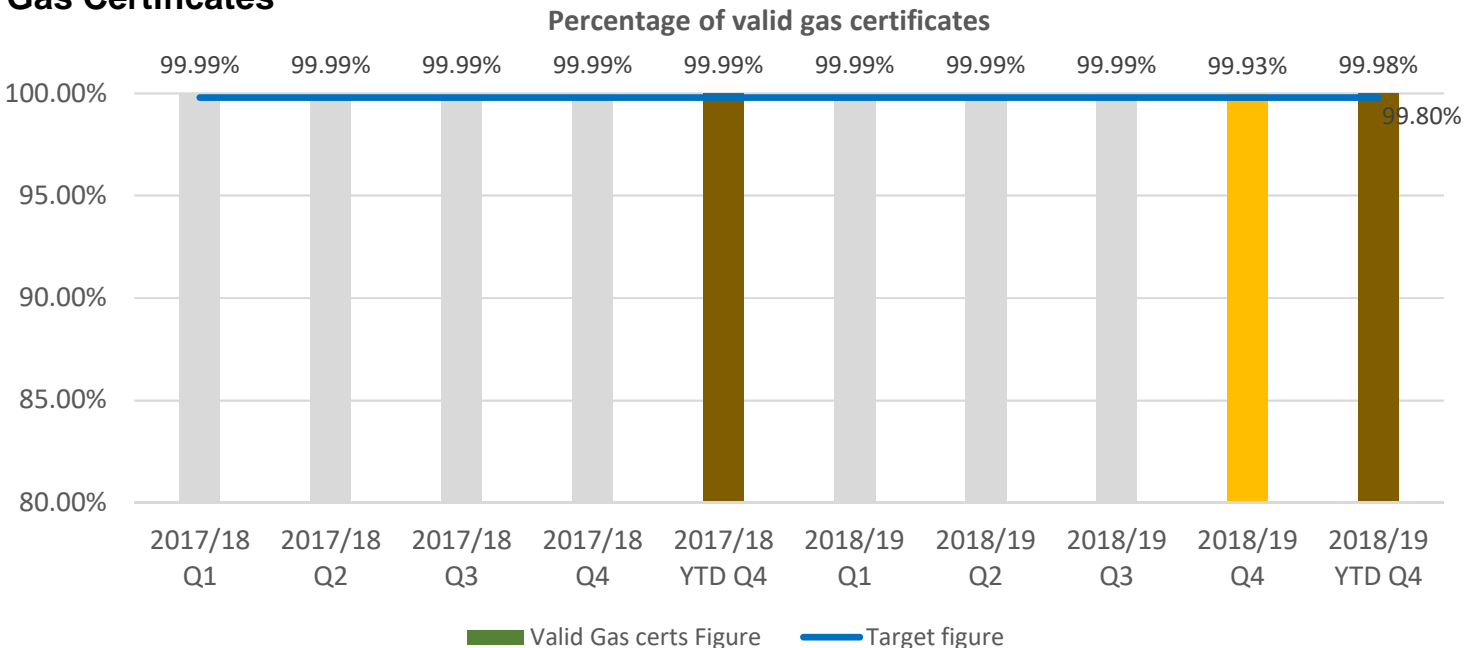
Wolverhampton Homes – Repairs Management

Responsive Repairs



The percentage of responsive repairs for which an appointment was made and kept has improved, when compared to quarter three of the same year. This is due to resourcing issues and not being able to recruit to posts such as Gas Engineers.

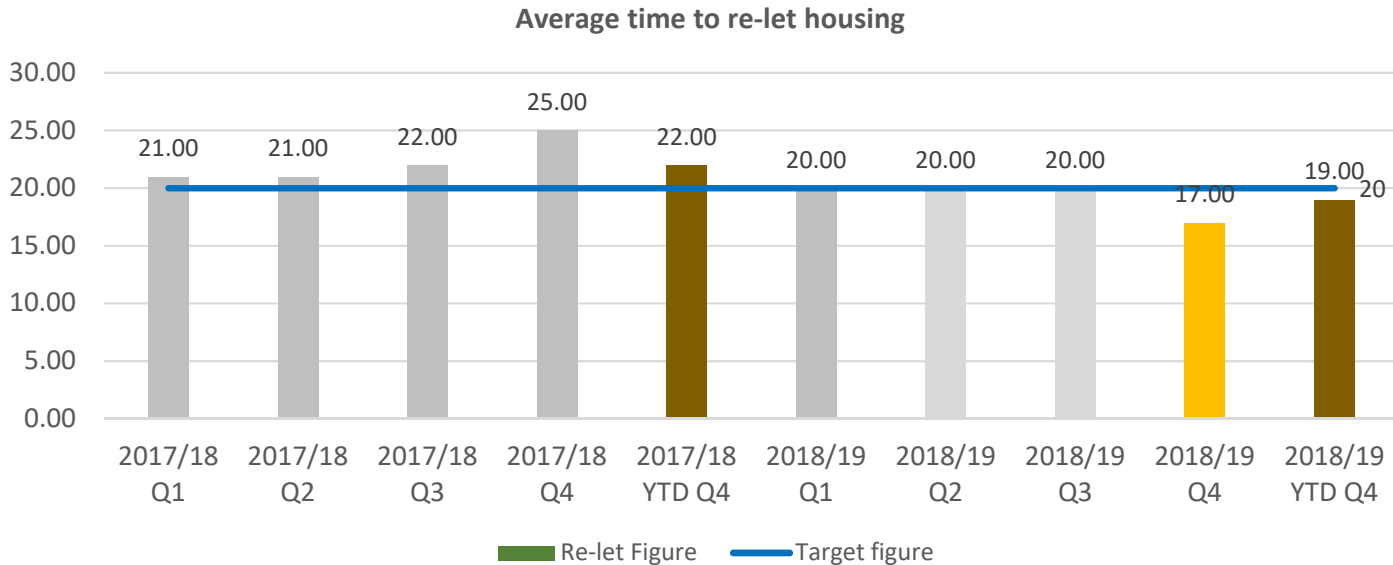
Gas Certificates



- Wolverhampton Homes continues to maintain its high performance with regards to the percentage of valid gas certificates completed. Performance dropped slightly for quarter four, however Wolverhampton Homes have still remained within their acceptable tolerance level and still achieve its target of 99.80% at year end.

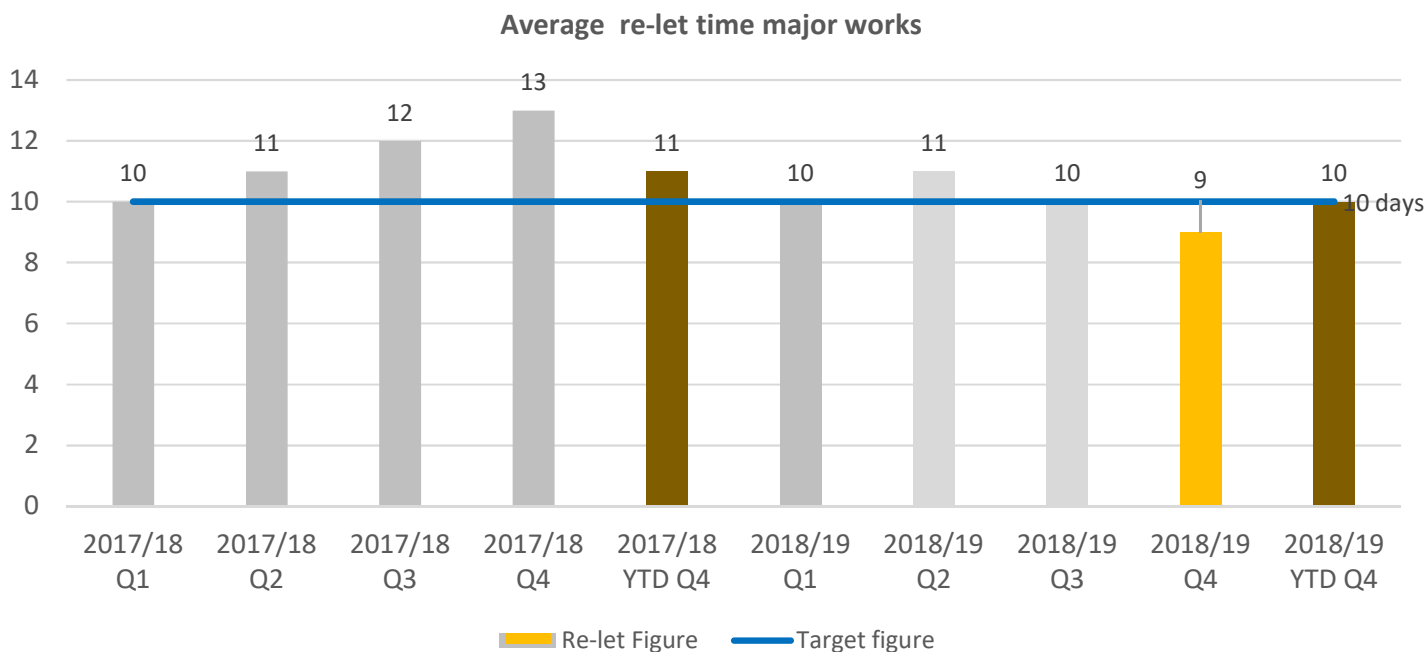
Wolverhampton Homes – Voids and re-lets

Average time to re-let










- Average time to re-let housing has improved, currently standing at 19 days at year end.

Average time to re-let – Major Works



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


Other Performance Indicators – Wolverhampton Homes Only

Anti-social behaviour				
AB 1	% satisfied with the way their ASB complaint was dealt with		99.29% (Target 97%)	Performance overall has been good and is above the required target level.
Business Planning				
BP 1	Average days lost through illness		8.19% (Target 6.5%)	Performance is below the required target. Wolverhampton Homes are reviewing some of their sickness processes. The sickness for the organisation is related to some long-term and short-term sickness.
Customer care				
CC 1	Homes Direct - % of customers answered within 80 seconds		57.8% (Target 55%)	Performance overall is good, with all of the five indicators being on target.
CC 1b	Homes Direct - % of calls Abandoned		11% (Target 15%)	
CC 2	Complaints responded to in target timescales - %		97.16% (Target 92%)	
CC 3	Councillor enquiries responded to in 14 days		95.9% (Target 92%)	
CC 1a	% of calls answered		89% (Target 85%)	


Estate Inspections

EM1	% of Estate inspections achieving Good or Excellent rating		94.76% (Target 99%)	Due to issues reported in quarter two, performance is below the required target but within acceptable tolerance.
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Voids and allocations

VA 3	% rent lost through empty property		0.83% (Target 0.9%)	Performance overall is good, slight decline from the previous of the same year.
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Repairs

RP 12	% total response repairs completed within target		93.36% (Target 98%)	Staffing issues - 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)		8 (Target N/A)	For information only, number of evictions taking place during quarter four. NS1 performance has improved slightly when compared against quarter three. NS3 this is an inherited service. It is expected that performance data will be available from Quarter one 2019/20.
NS 1	% of telecare calls answered within 60 seconds		98.39% (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%)	Good performance overall for all three indicators.
ES1 1	% fire safety inspections completed on high rise blocks (concierge)		100% (Target 100%)	
HS2	Management of Fire Risk Assessments		100% (Target 100%)	

Stock Investment

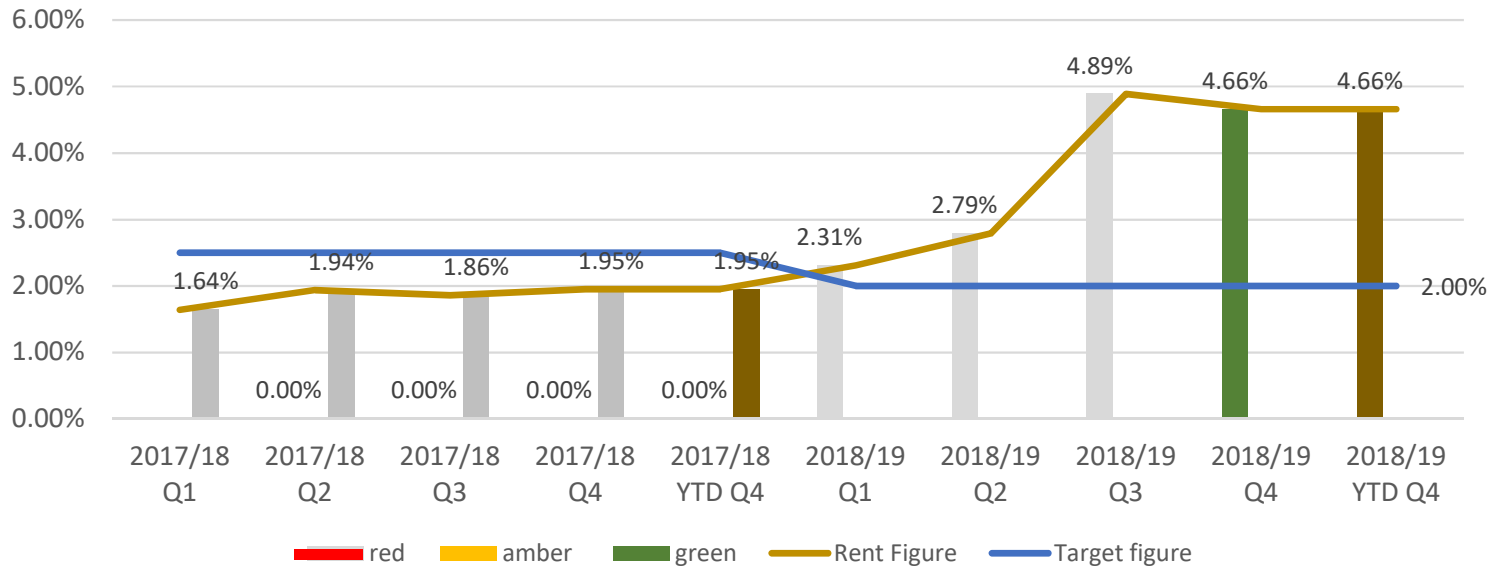
SI01	% progress (by Value) with the delivery of capital projects		95.99% (Target 95%)	Performance for this indicator has improved, when compared to that of the same quarter of the same year. Some works had halted previously due to the Council and Wolverhampton Homes undertaking consultation with tenants 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 four performance information for Bushbury Hill Estate Management Board (EMB), for 2018-2019. Whilst Bushbury Hill EMB has an excellent performance track for quarter four, **two** indicators is outside of target, **one** within acceptable tolerance level and the remaining **five** are within target.

Arrears

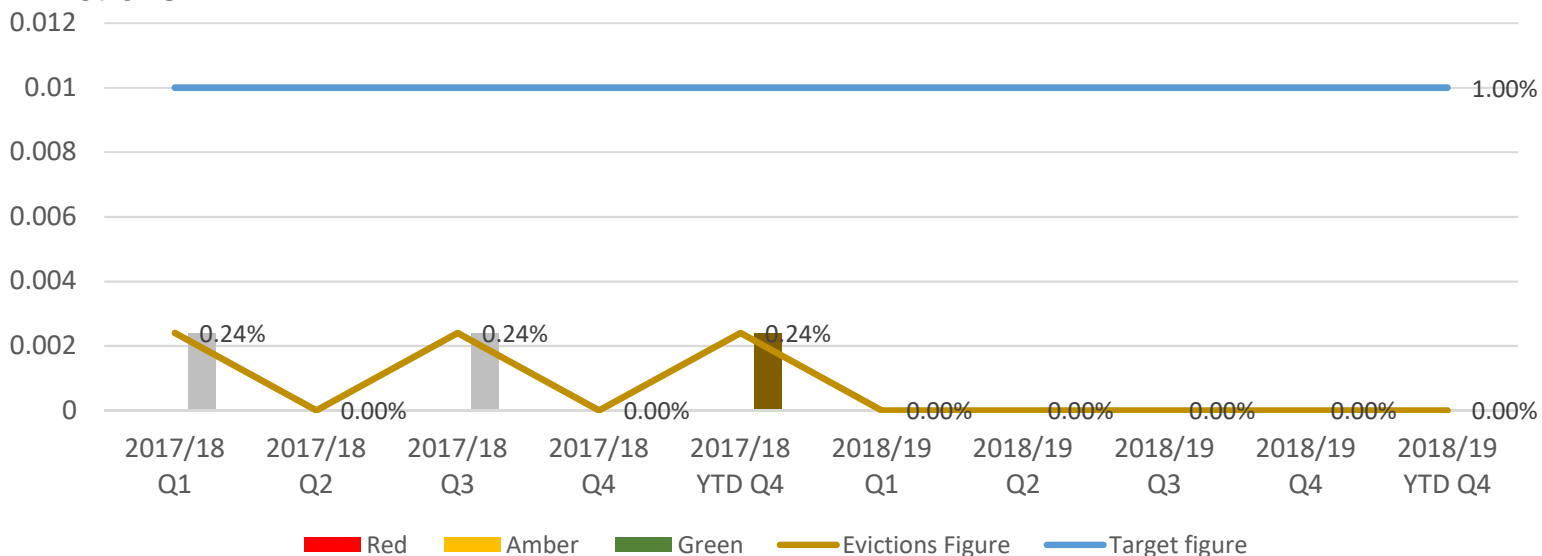
Percentage of Tenants with more than seven weeks gross rent arrears (quarter figure)



- Rents Management performance has reduced for quarter four, but only slightly. When compared to the same quarter of the previous year, it is still significantly higher and Universal Credit is being cited as still being the main reason for the increases. 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

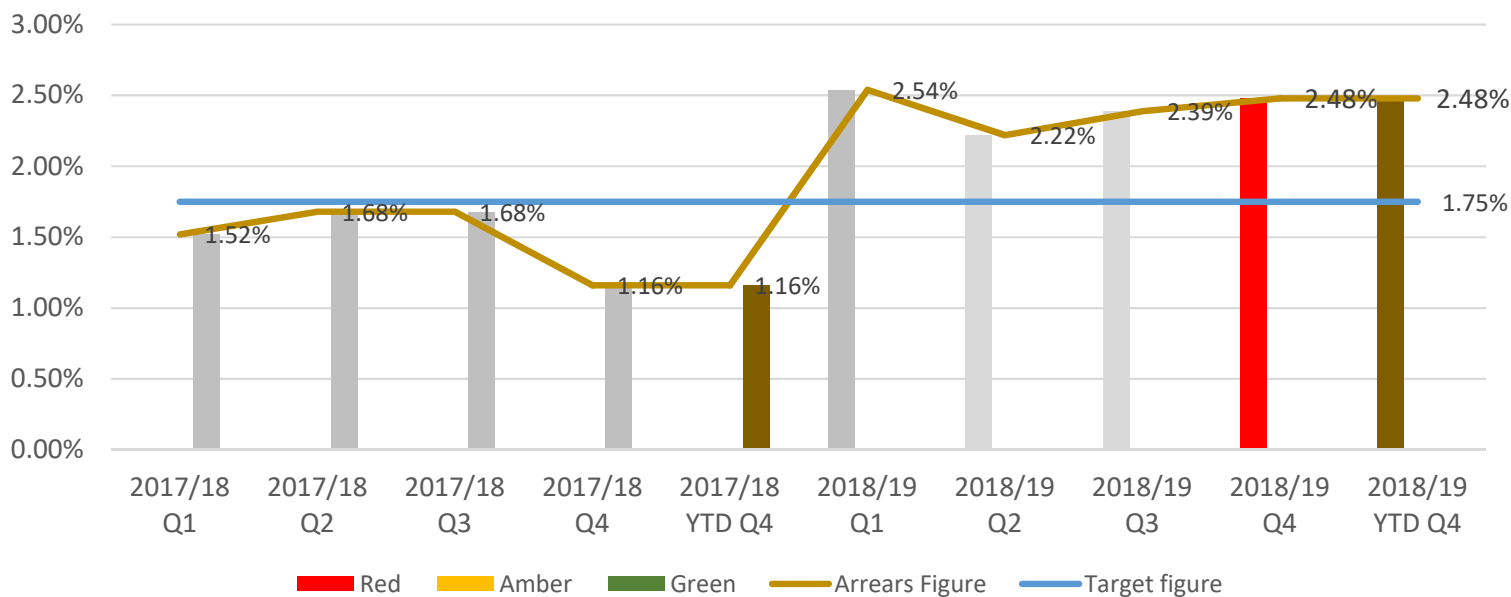
Percentage of tenants evicted as a result of rent arrears



- With no evictions due to rent arrears in 2018-2019 Bushbury Hill EMB has worked well to ensure tenants sustain their tenancies which has been maintained since quarter four of the previous year.

Arrears as a percentage of the rent roll

Arrears as percentage of rent roll (cumulative)

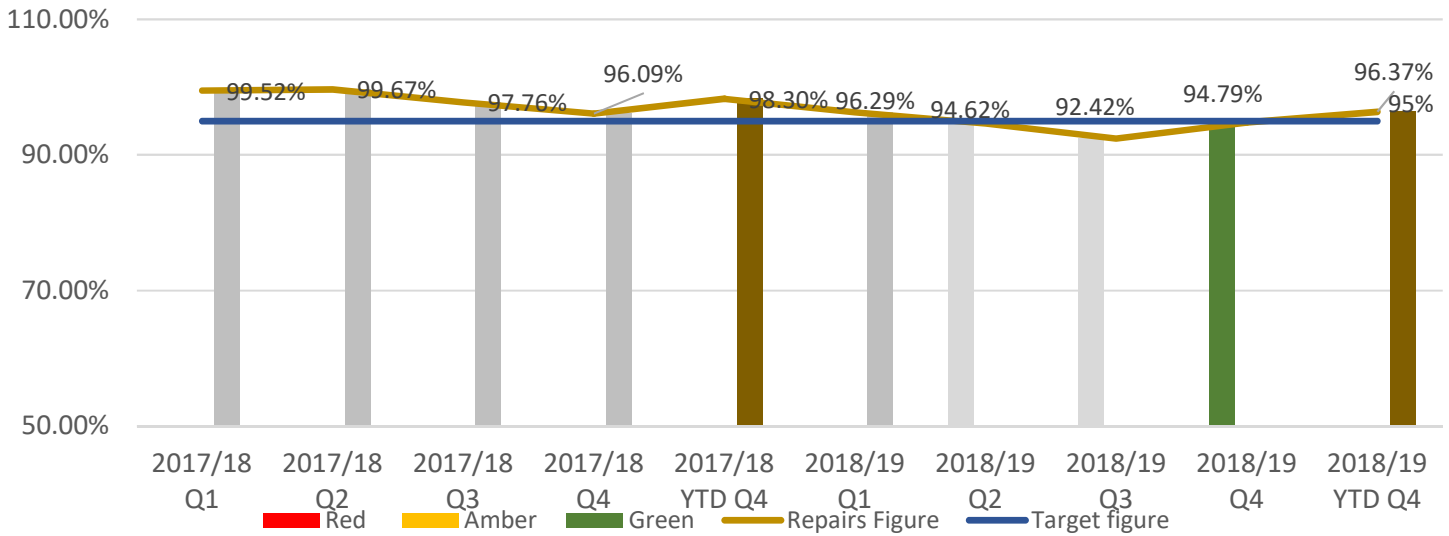


- Whilst arrears as a percentage of the rent roll remained below the required target during 2017-2018, it increased by quarter one, resulting in performance going out of target for 2018-2019. Performance continues to fluctuate on a quarterly basis, and continues to remain out of target across 2018-2019. 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

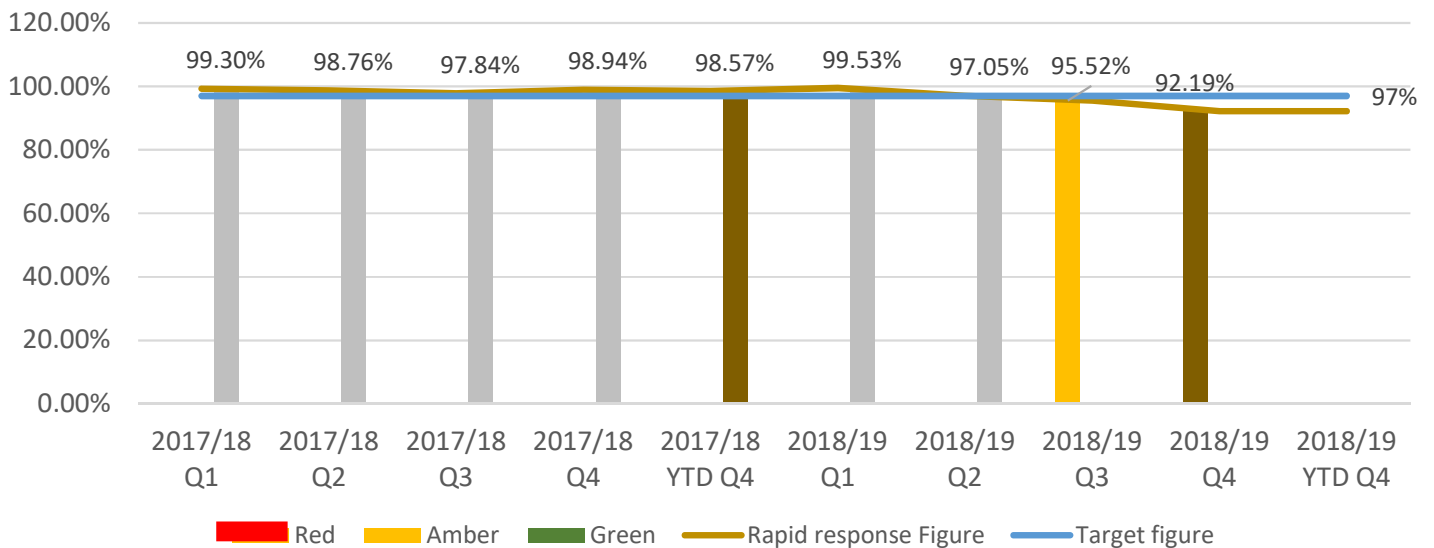
Percentage of repairs attended within time (WHT & WH)



- Performance for repairs attended within time has improved when compared to the previous quarter of the same year and that to same quarter of the previous year.
- Despite the previous fall in performance Bushbury Hill EMB have still remained 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)

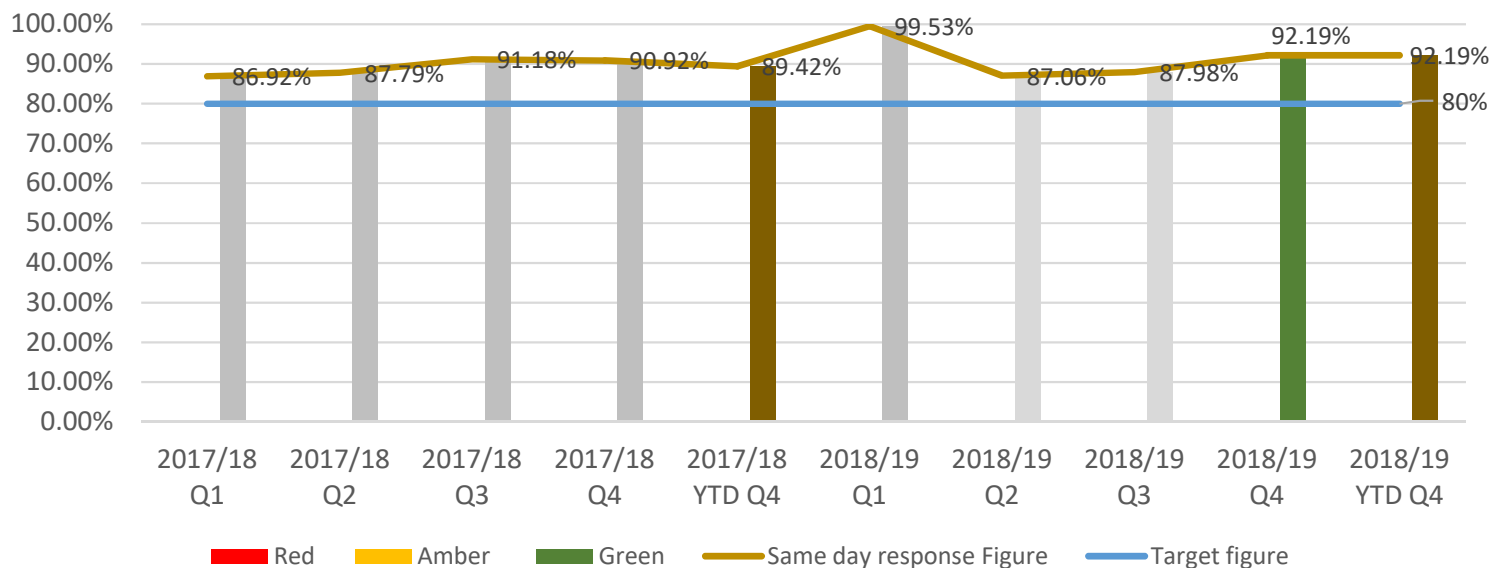


- Overall rapid response performance has been on or above target 2018-2019, indicating Bushbury EMB is ensuring a good service to tenants. Quarter four, 2018-2019 does illustrate a slight decline in performance since the previous quarter and when compared to the same quarter of 2017- 2018. Housing Strategy 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

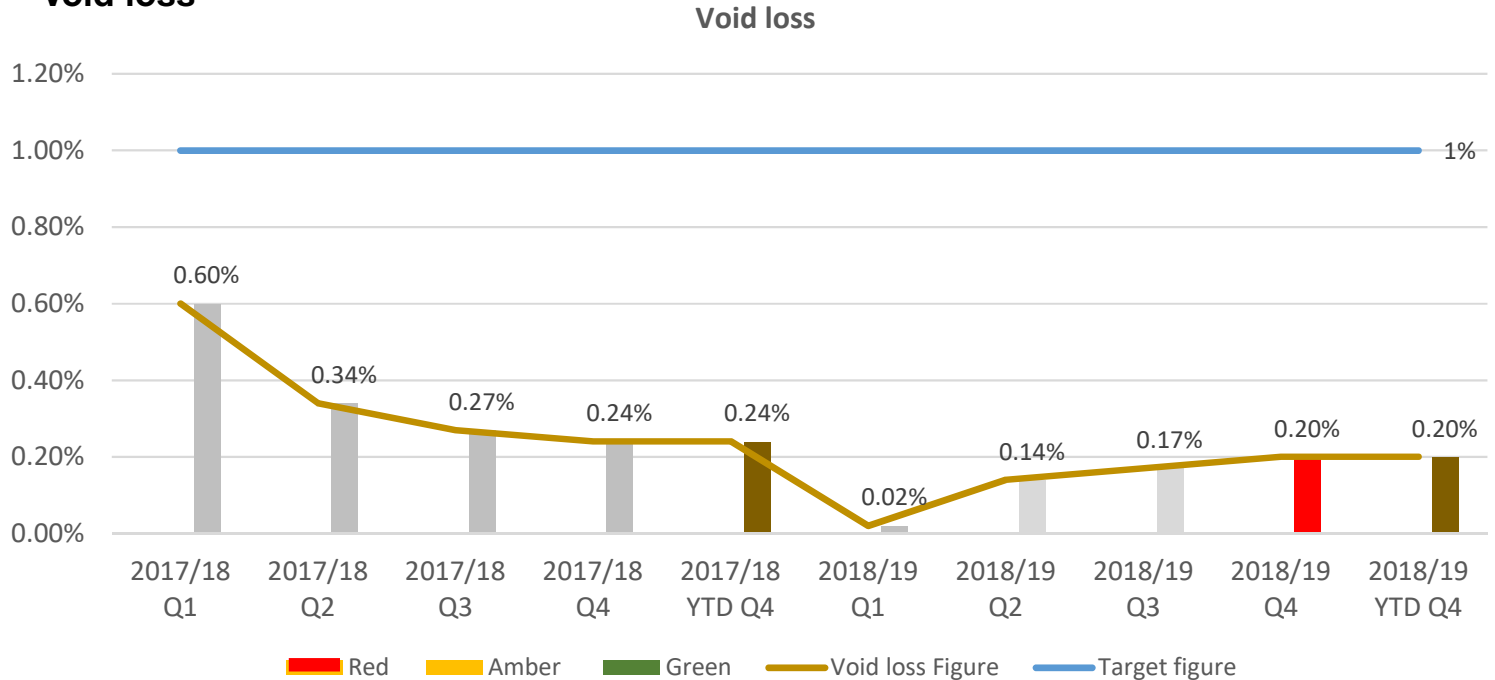
% Rapid Response completed same day (WHT only)



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

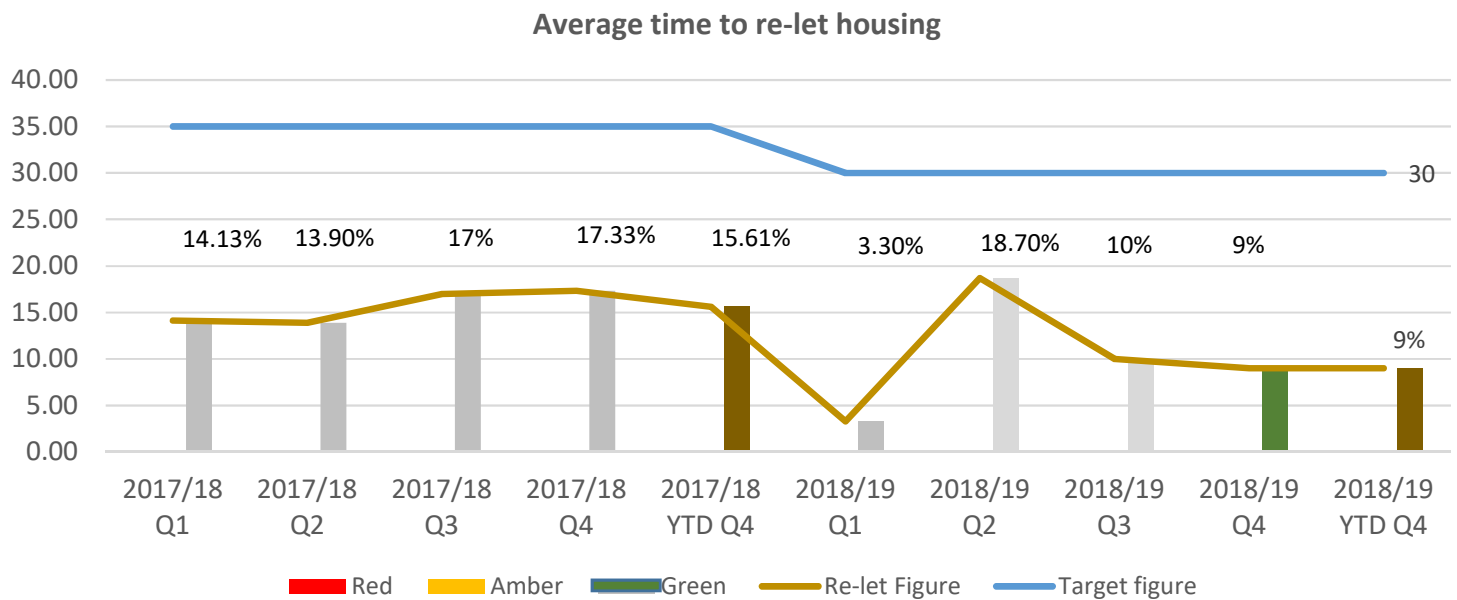
Bushbury Hill EMB – Voids and Re-lets

Void loss



- Overall void loss has remained below the required target of one percent, however due to timings with Asbestos submissions, this is resulting in an increase in void properties. This continues to be monitored by Housing Strategy and are working with Wolverhampton Homes and Bushbury EMB to address the issues and is expected to reduce with agreed processes being implemented.

Re-lets

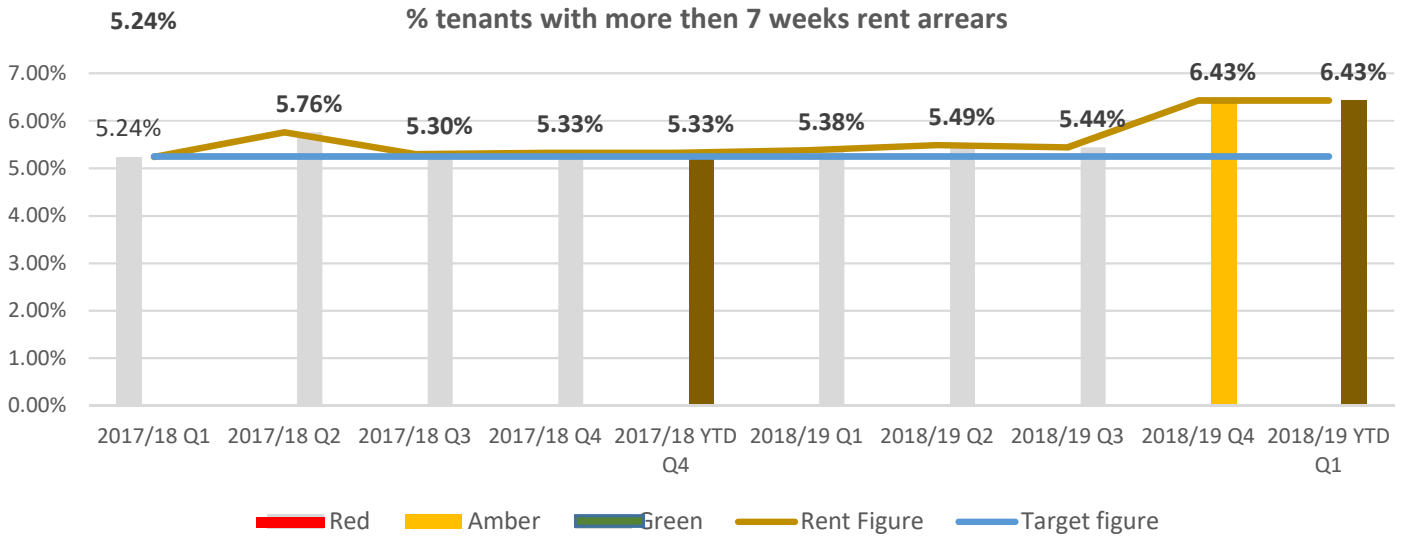


- Bushbury Hill EMB continue to demonstrate good performance for 2018-2019 quarter four, with properties re-let well within timescale.
- The target was reduced at the beginning of 2018 and they continue to remain below the new target of 30 days. This will continue to be monitored during 2018-2019 with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

Dovecotes Tenant Management Organisation

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

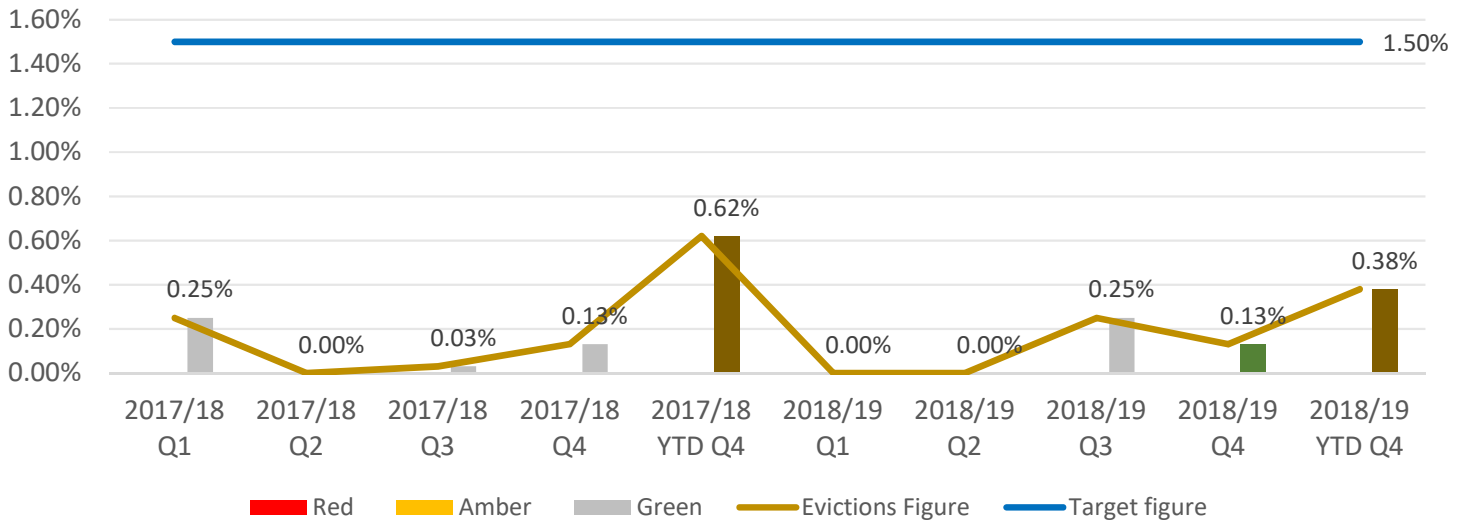
Dovecotes TMO – Rent Management Arrears



- The percentage of tenants in seven weeks plus arrears continues to remain out of target for quarter four 2018-2019. 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

% of tenants evicted as a result of rent arrears



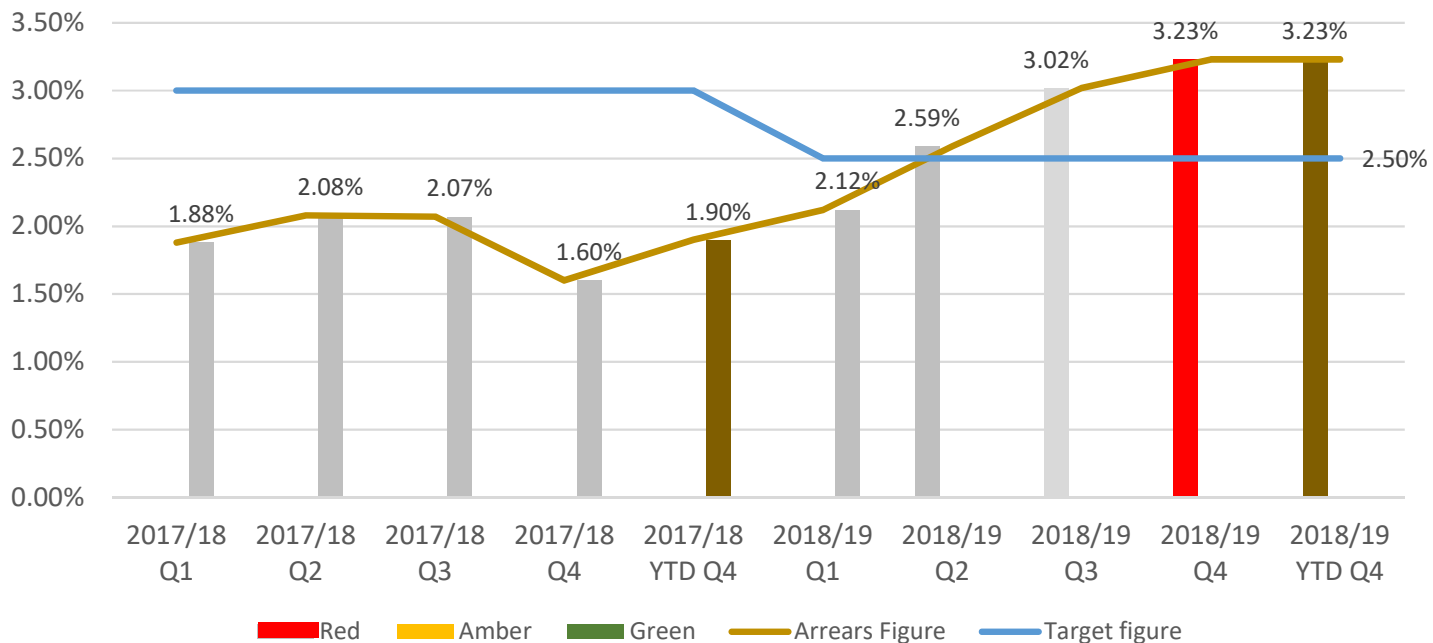
- For quarter four performance has improved, with only one eviction. When compared to that of the same quarter of the previous year, performance is the same but at year end Dovecotes overall are illustrating improved performance and remaining below the required target.

Dovecotes TMO – Rent Management

Arrears

Arrears as a percentage of the rent roll

Arrears as % of rent roll (cumulative)

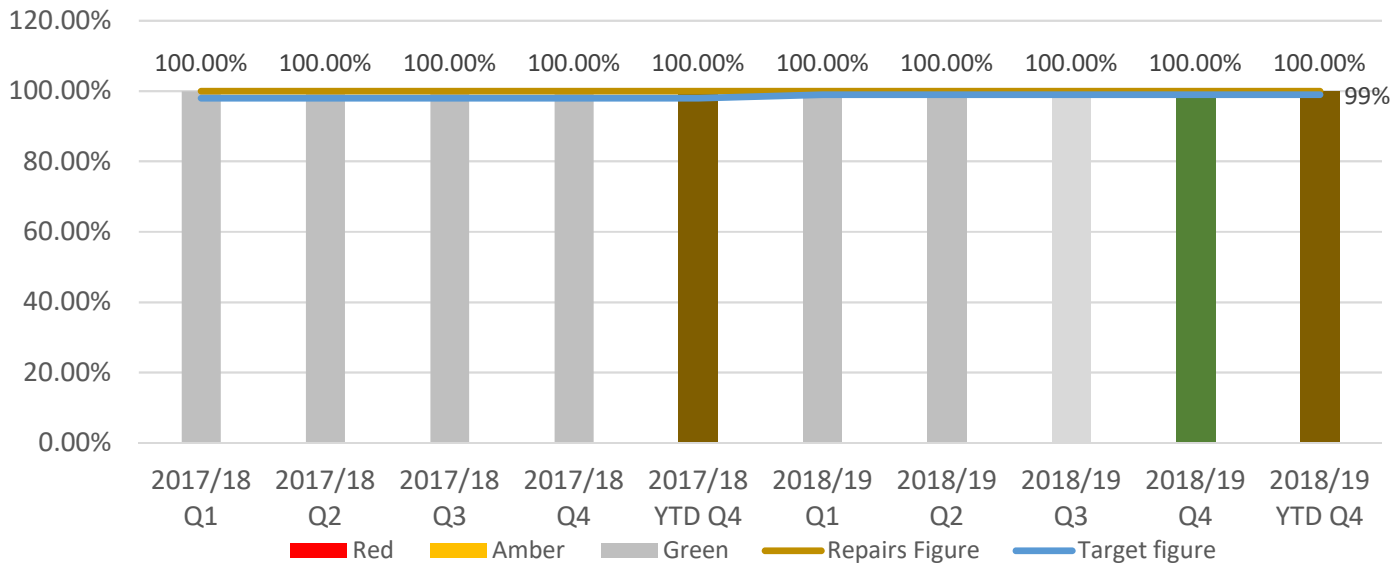


- Whilst arrears as a percentage of the rent roll was within target at quarter one 2018-2019, this has increased quarter on quarter, having been impacted by the full service roll out of Universal Credit.
- Dovecotes TMO are realigning their resources to address arrears and reviewing their processes to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

Dovecotes TMO –Repairs Management

Response repairs

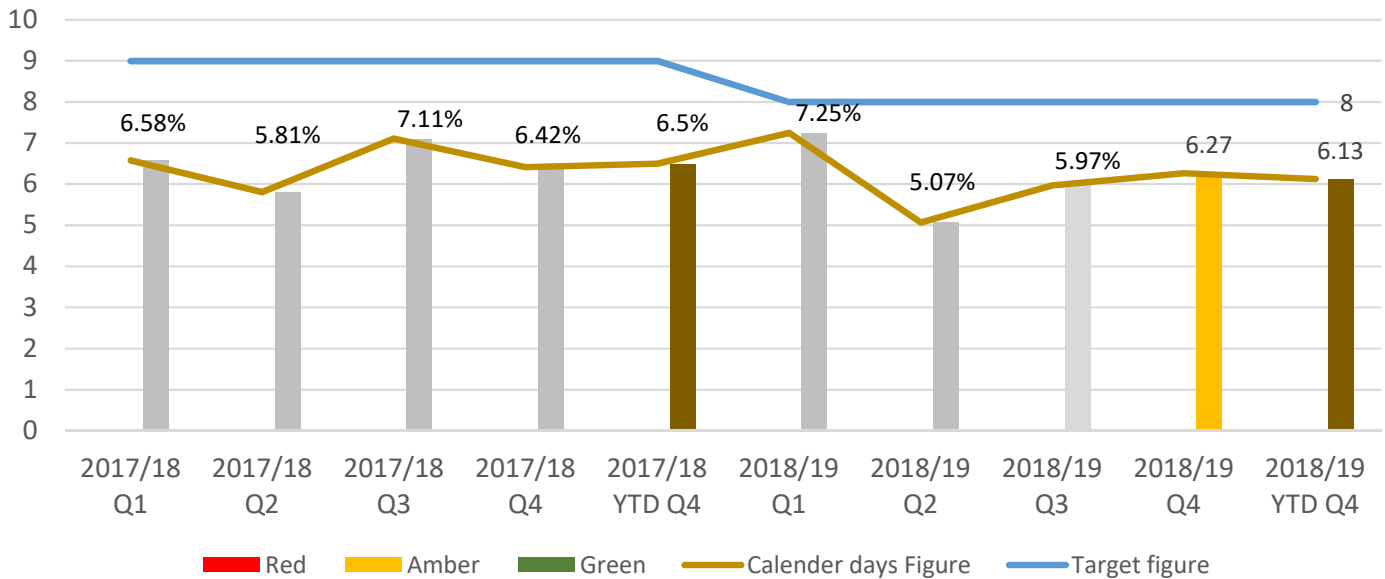
% Rapid response repairs (Right to repair)



- Dovecotes TMO performance for response repairs remains strong, achieving one hundred percent since quarter one 2017-2018.

Days to complete repairs

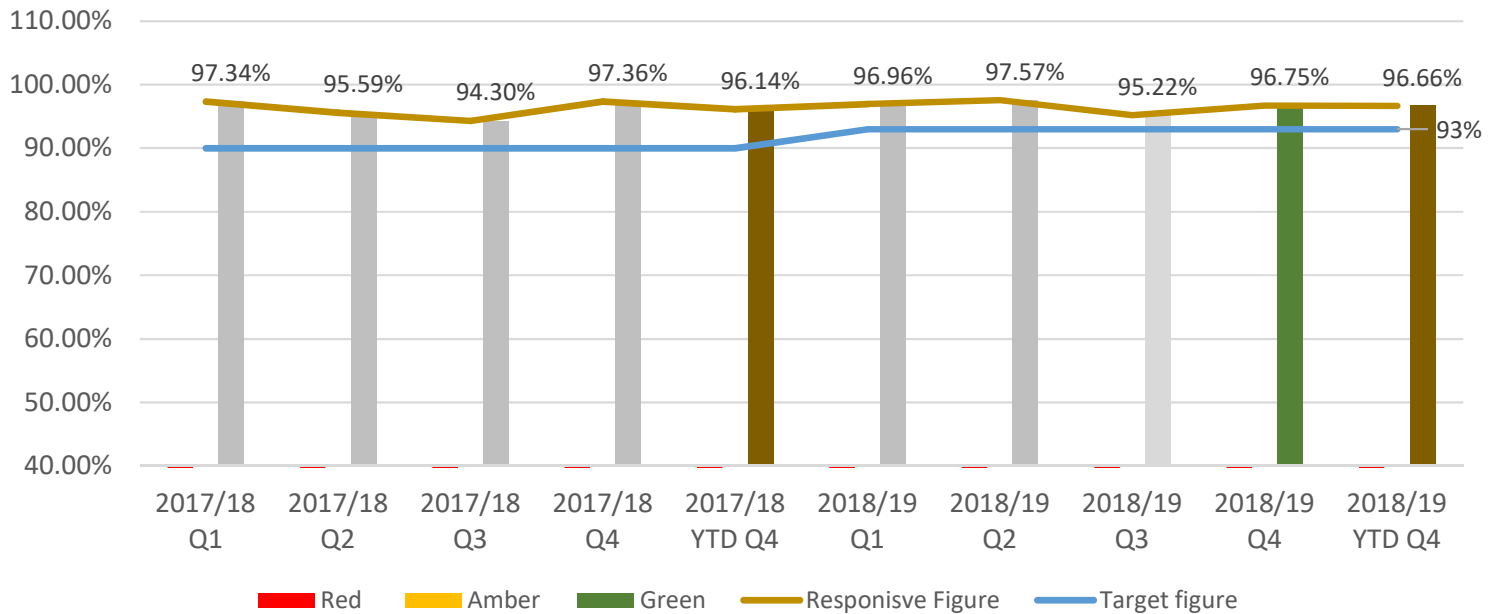
Complete non urgent repairs



- The average time to complete repairs continues to perform within target, when compared to the same quarter of the previous year.

Responsive repairs

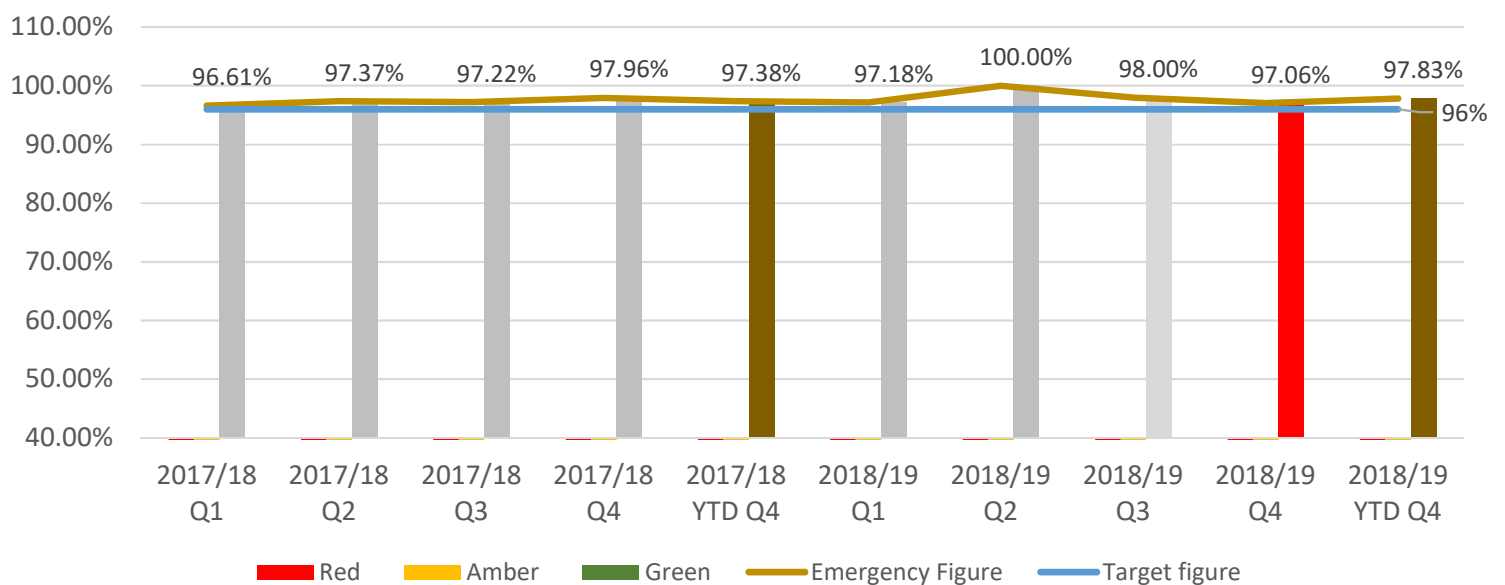
% of responsive repairs, appointment made and kept



- For quarter four performance for responsive repairs has improved when compared to the previous quarter of the same year. When compared to that of the same quarter of the previous year, performance has fallen slightly, however Dovecotes overall are illustrating improved performance and remaining below the required target.

Emergency repairs

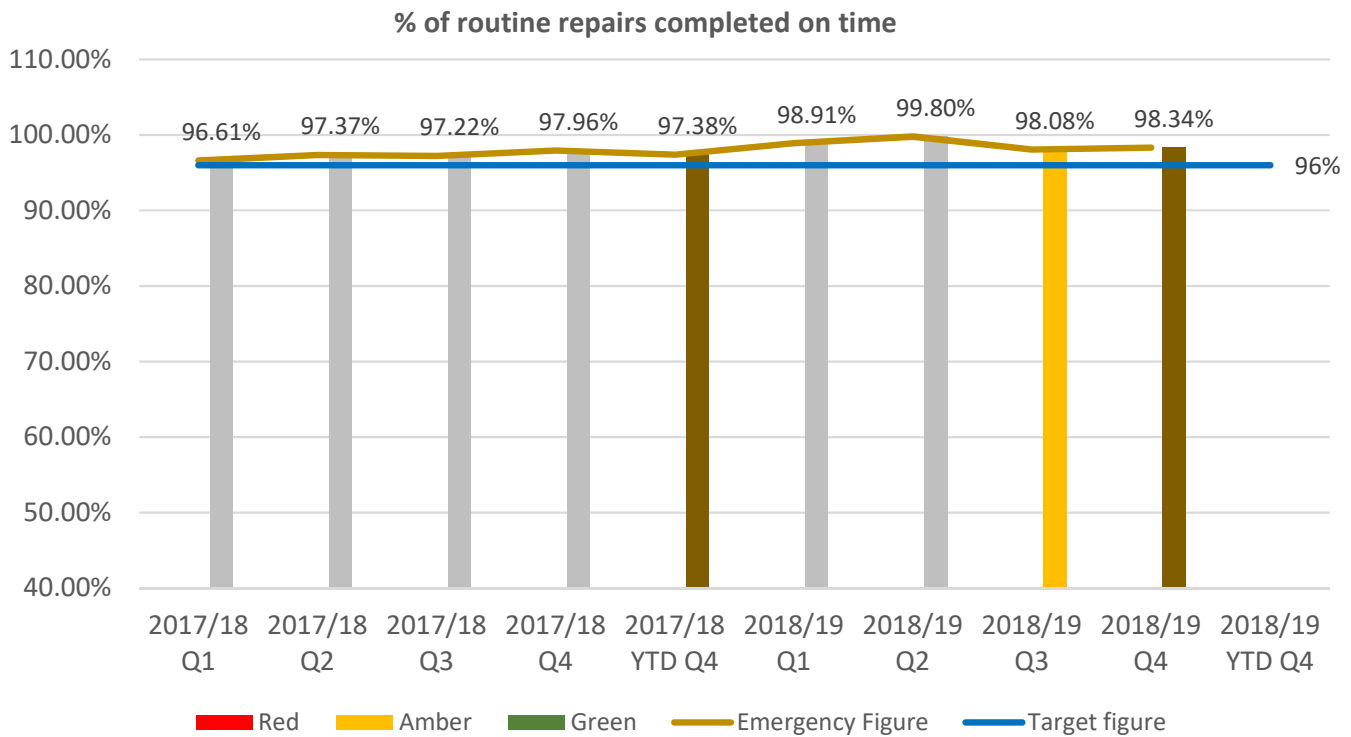
% of emergency repairs completed on time



- Dovecotes TMO continue to perform above target for quarter four 2018-2019. Whilst there is a slight fall from quarter two and from quarter four of the previous year they are still within their acceptable tolerance.

Dovecotes TMO – Repairs Management

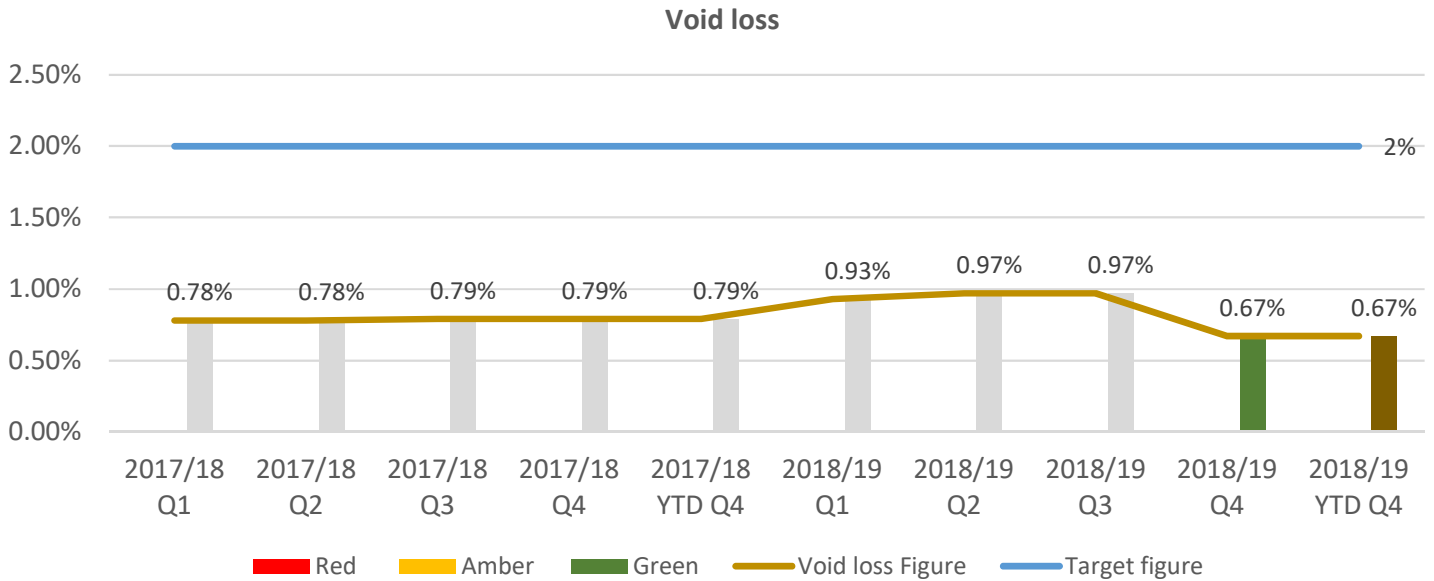
Repairs completed on time



- Overall performance for routine repairs completed on time has been good. There has been a slight decrease in performance when compared to quarter three of the same year, with performance remaining above the required target level since quarter one of 2017-2018.

Dovecotes TMO – Voids and Re-lets

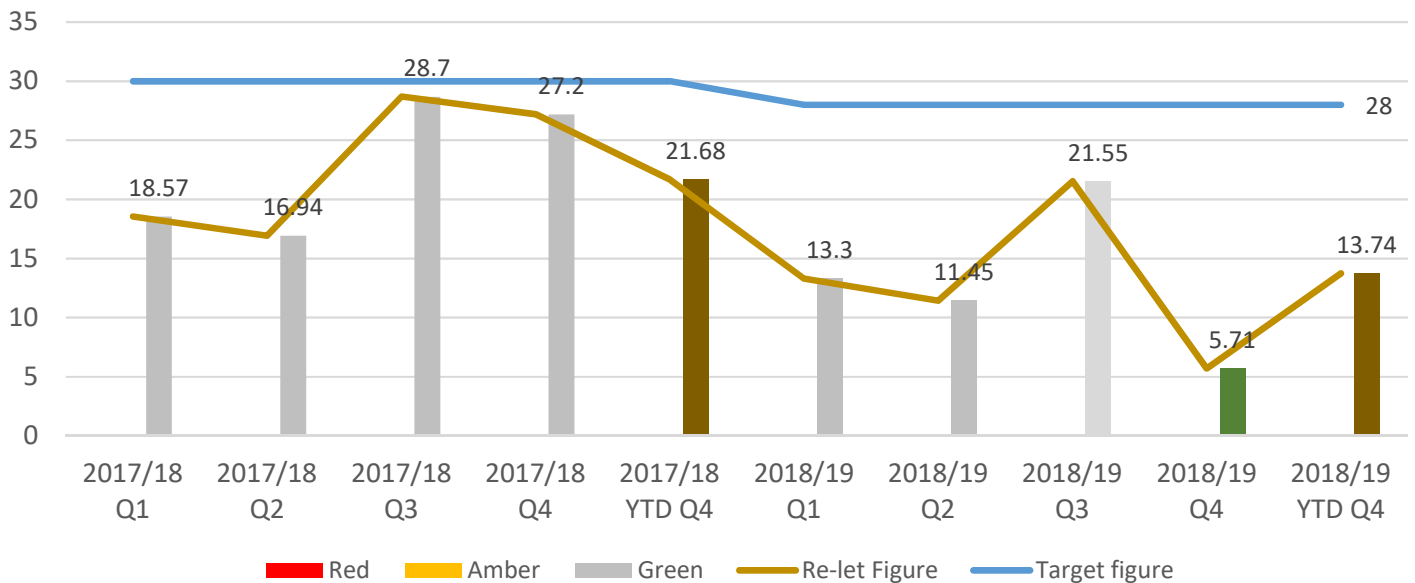
Voids



- Void loss for Dovecotes TMO remained static until quarter three, the reason for the decrease was due to electrical and re-decoration upgrades. However, for quarter 4 there has been some improvement when compared to the same quarter of the previous year.

Re-lets

Average time to re-let housing



- 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.
- Performance has increased when compared to the previous quarter, meaning letting times has reduced. Dovecotes therefore are well within the new target of 28 days, which had been lowered from 30 days because of ongoing good performance.

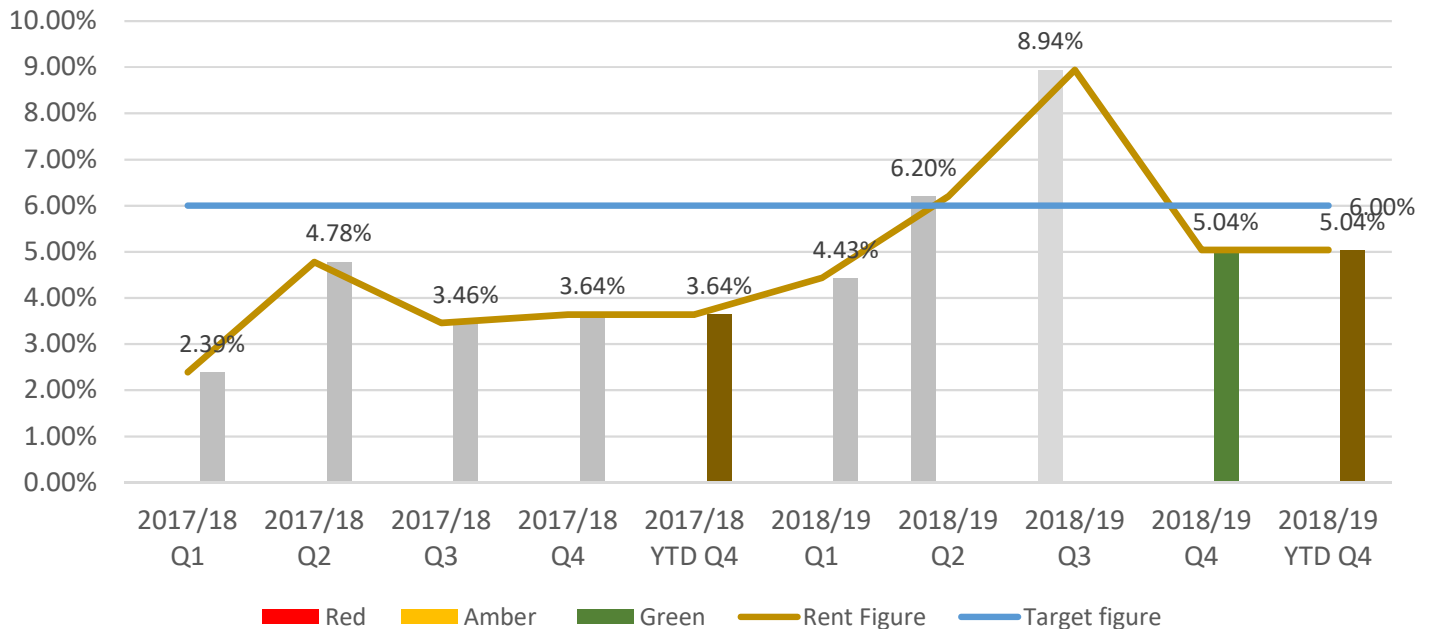
New Park Village Tenant Management Cooperative

This section sets out quarter four performance information for New Park Village Tenant Management Cooperative (TMC), during 2018-2019. New Park Village TMC have generally performed well, with **no** indicators being outside of target, **five** being within acceptable tolerance level and the remaining **four** of their indicators within target.

New Park Village TMC – Rents Management

Arrears

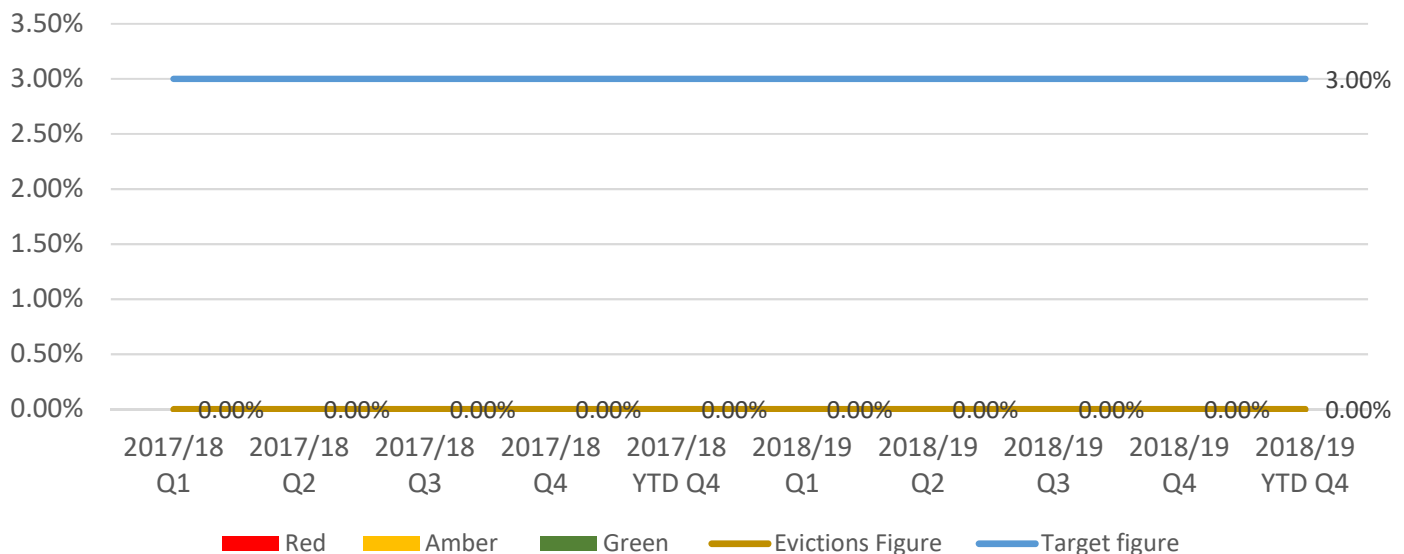
Tenants with more than 7 weeks rent arrears



- 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

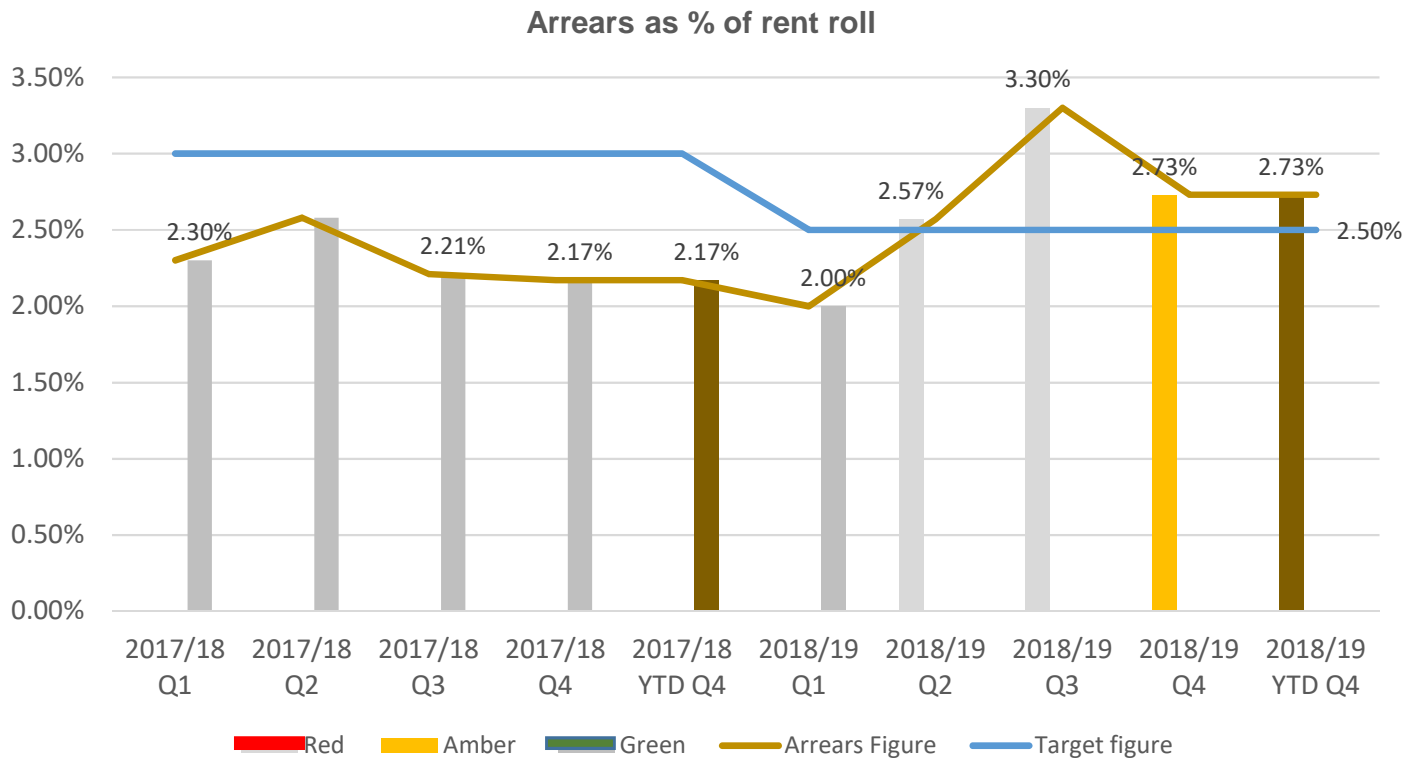
% of tenants evicted as a result of rent arrears



- Ongoing good performance with no evictions, New Park Village have worked well to help tenants to sustain their tenancies.

New Park Village TMC – Repairs Management

Arrears as a percentage of the rent roll

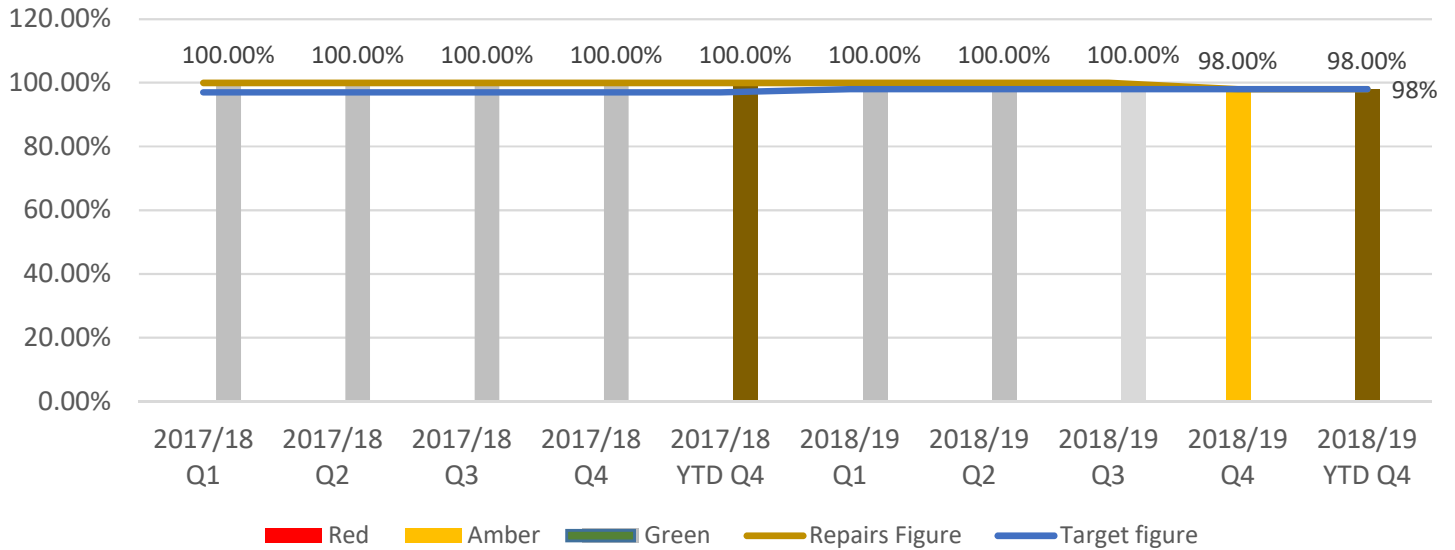


- Performance for arrears as a percentage of the rent roll for quarter three 2018-2019 has increased. Universal Credit has had an impact on arrears and will continue to be monitored by Housing Strategy.
- As New Park Village TMC has not achieved their target following it being reduced at the start of 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. Universal Credit is the main reason for the rent arrears, the Managing Agent is working with tenants to ensure tenants focus on paying their rent and sign posting where necessary to support services.

New Park Village TMC – Repairs Management

Rapid response repairs

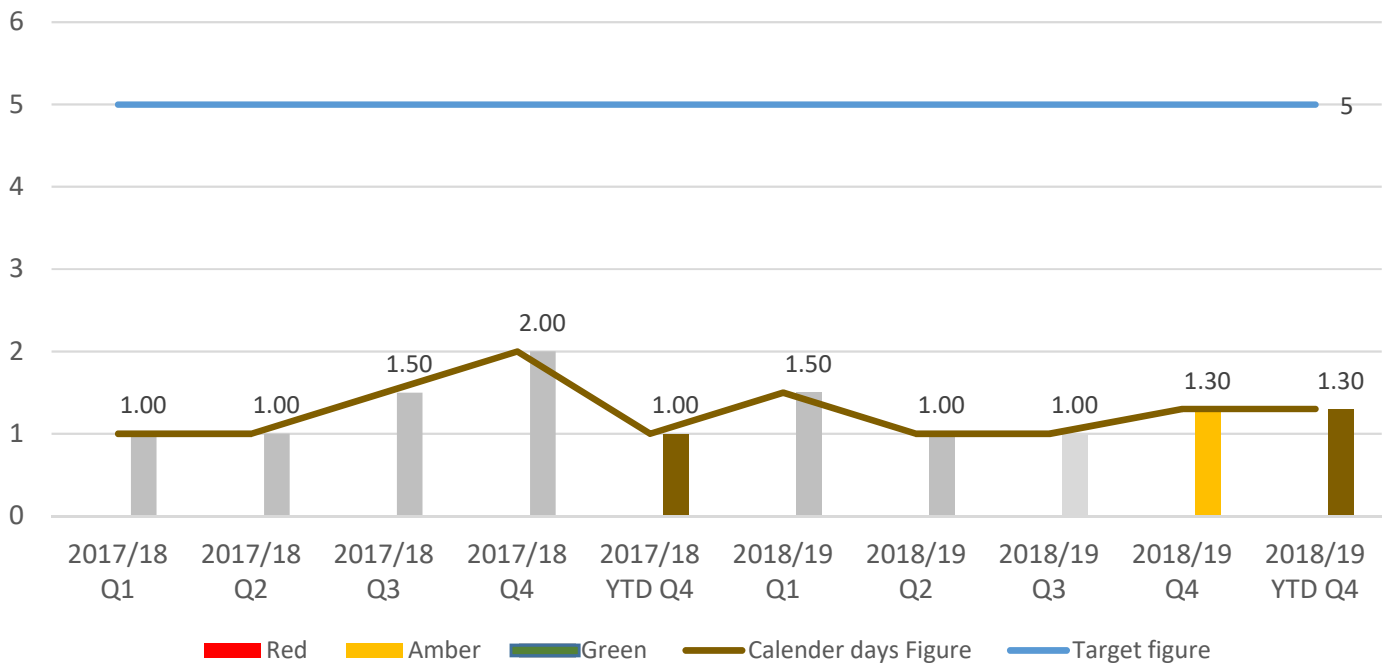
% Rapid response repairs within Government time limits



- Performance continues to be at one hundred percent for rapid response repairs. There has been a slight decline in performance due to access issues with undertaking work for one property, however the Managing Agent still on target.

Days to complete repairs

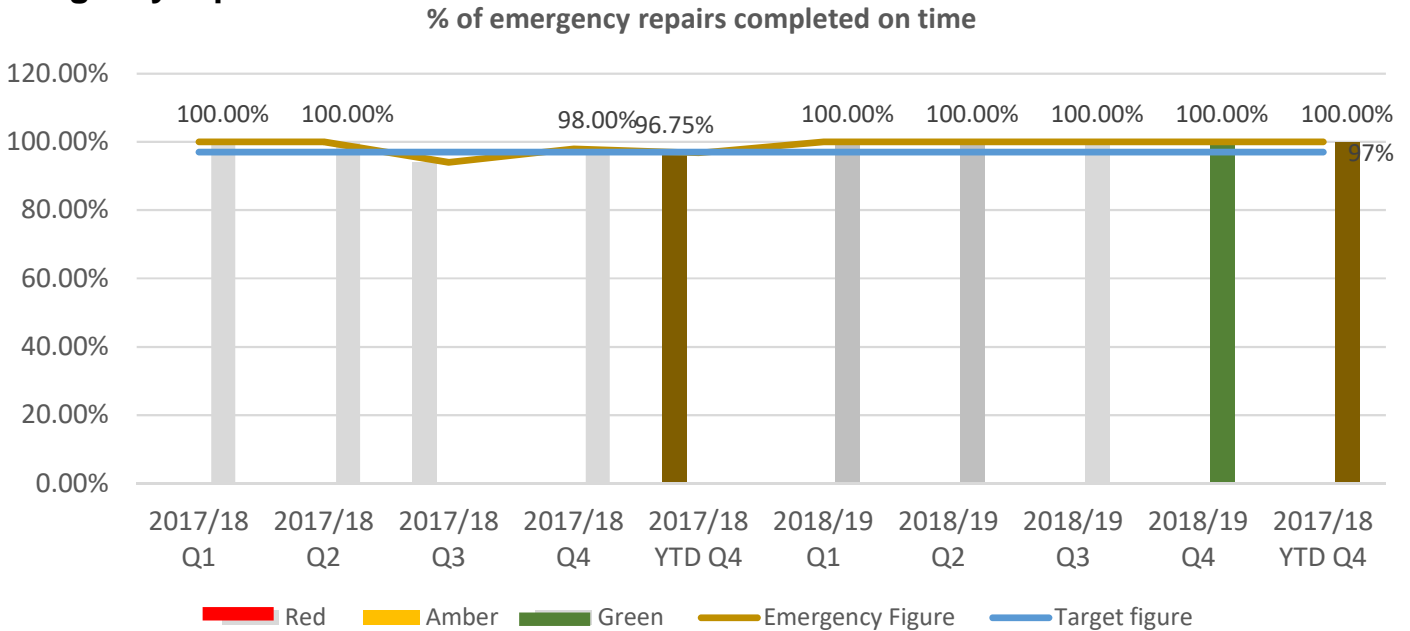
Average time taken (calendar days) to complete non-urgent repairs



- The time to complete non-urgent repairs remains below the required target level, with overall good performance when compared to the same quarter of the previous year.

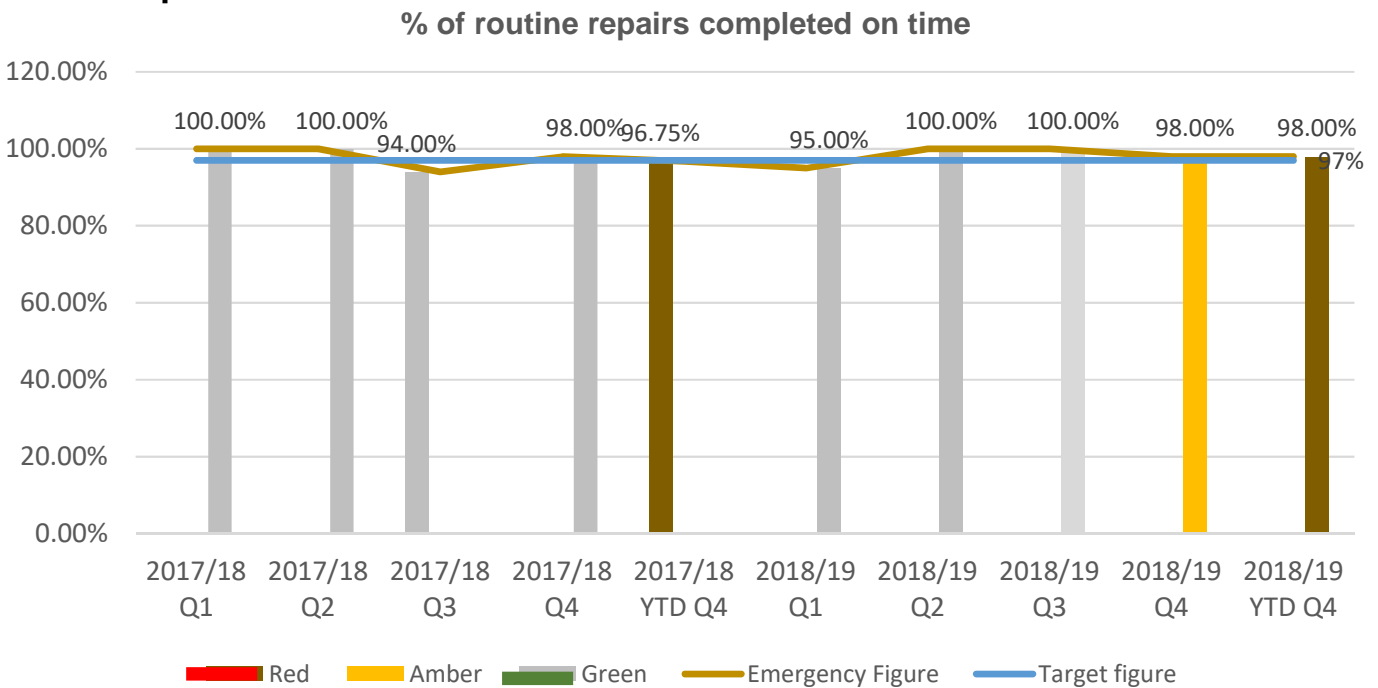
New Park Village TMC – Repairs Management

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

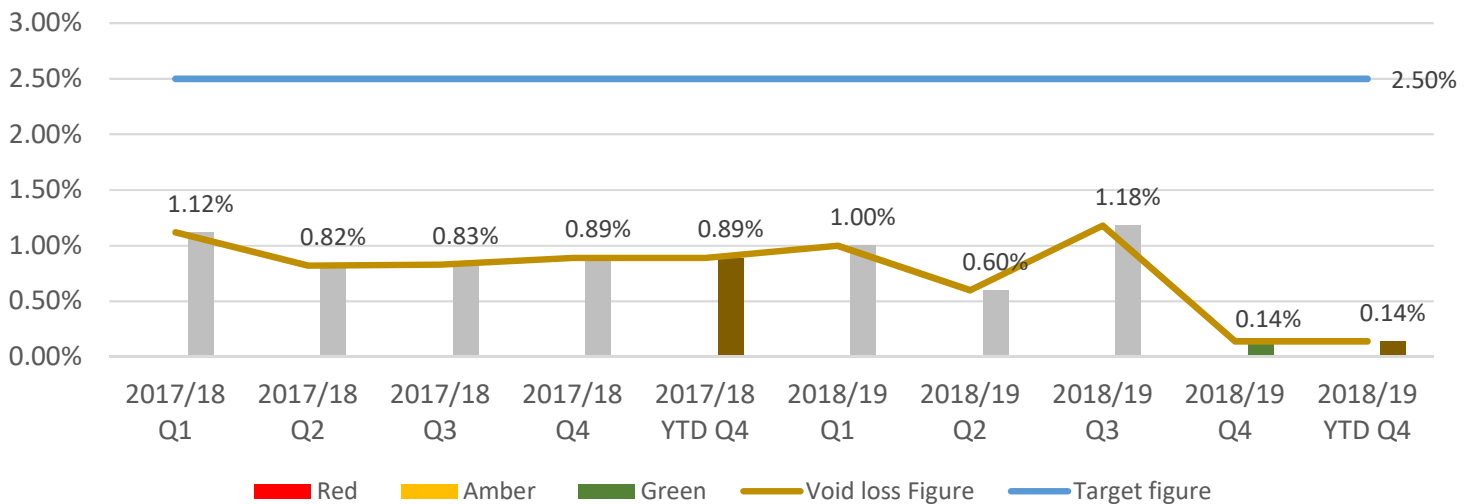


- Routine repairs performance has improved from quarter one and is above the required target at one hundred percent, performance has dropped slightly for quarter four due to time taken to complete repairs. However, it is still within the acceptable tolerance level for New Park Village.

New Park Village TMC – Voids and Re-lets

Voids

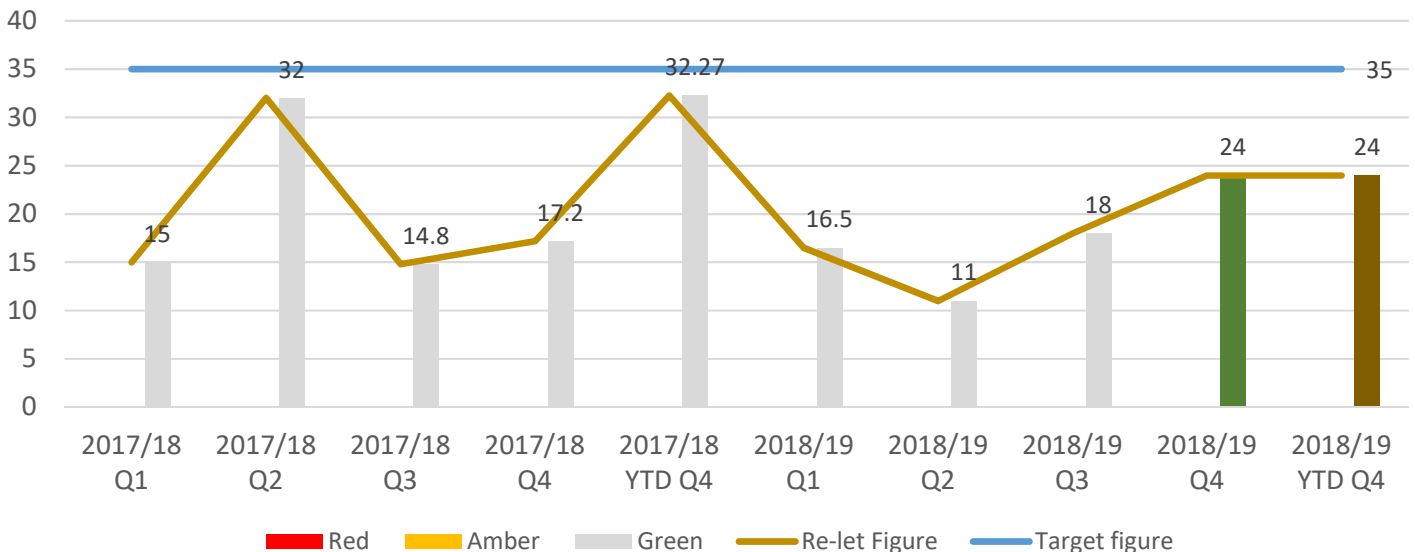
Void loss as a % of the rent roll



- Void loss for New Park Village TMC has decreased slightly from quarter three, performance has improved when compared to quarter four from the previous year which indicated void time has reduced.

Re-lets

Average time to re-let housing



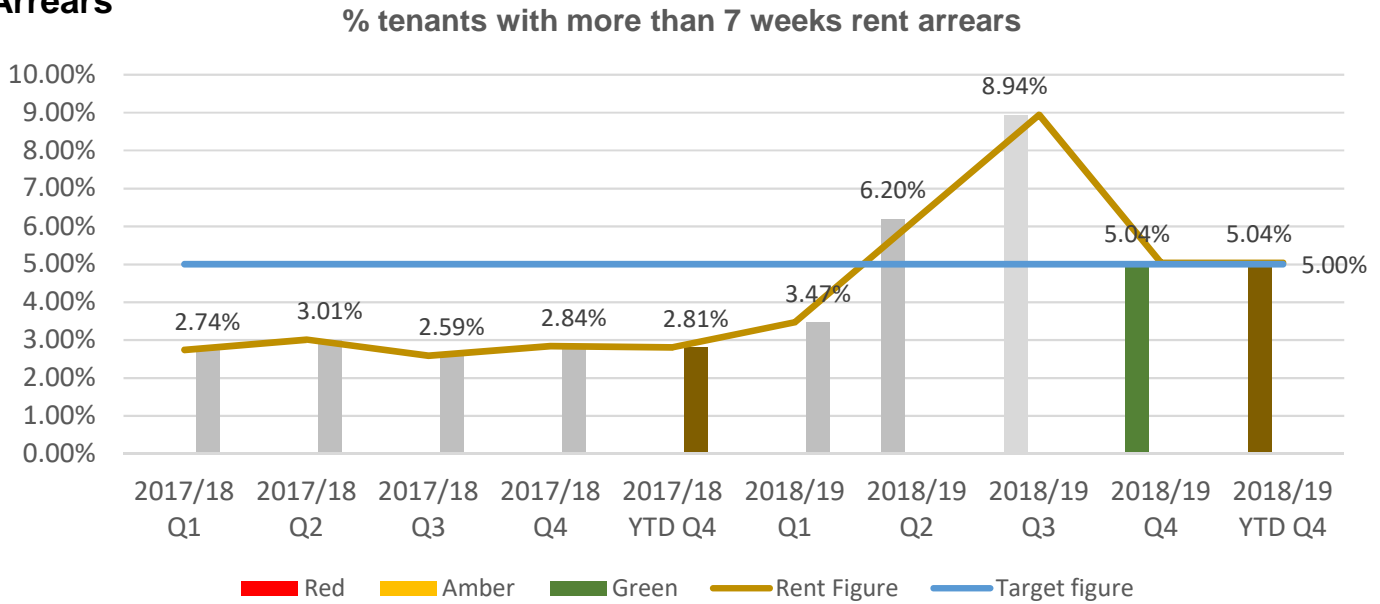
- Time to re-let properties has increased to 24 days, it still remains well within target for quarter four 2018-2019. The reason for the increase is due to a lodger being in possession and the need to undertake a full house clearance and asbestos surveys.

Springfield Horseshoe Housing Management Cooperative

This sections sets out the quarter four performance information for Springfield Horseshoe Housing Management Cooperative (HMC), during 2018-2019. Generally Springfield Horseshoe HMC has performed well with **no** indicators being off target, **three** within acceptable tolerance level and the remaining **six** indicators within target.

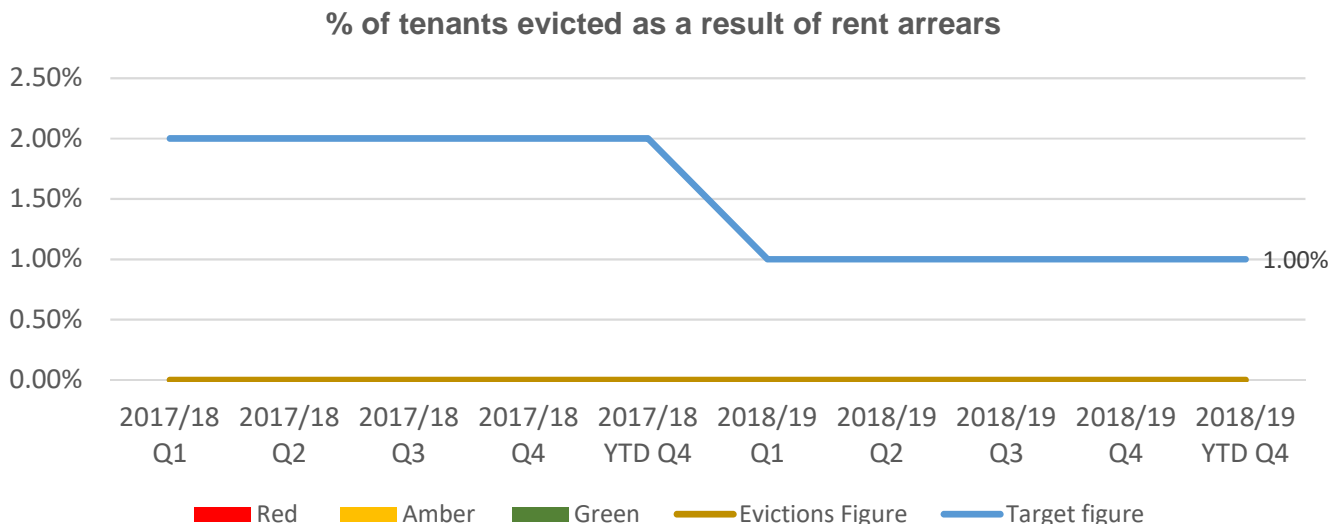
Rents Management

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, generally being first payments being received late. The TMO continue to work with its tenants to reduce arrears, providing support and signposting to relevant services. Housing Strategy will continue to monitor.

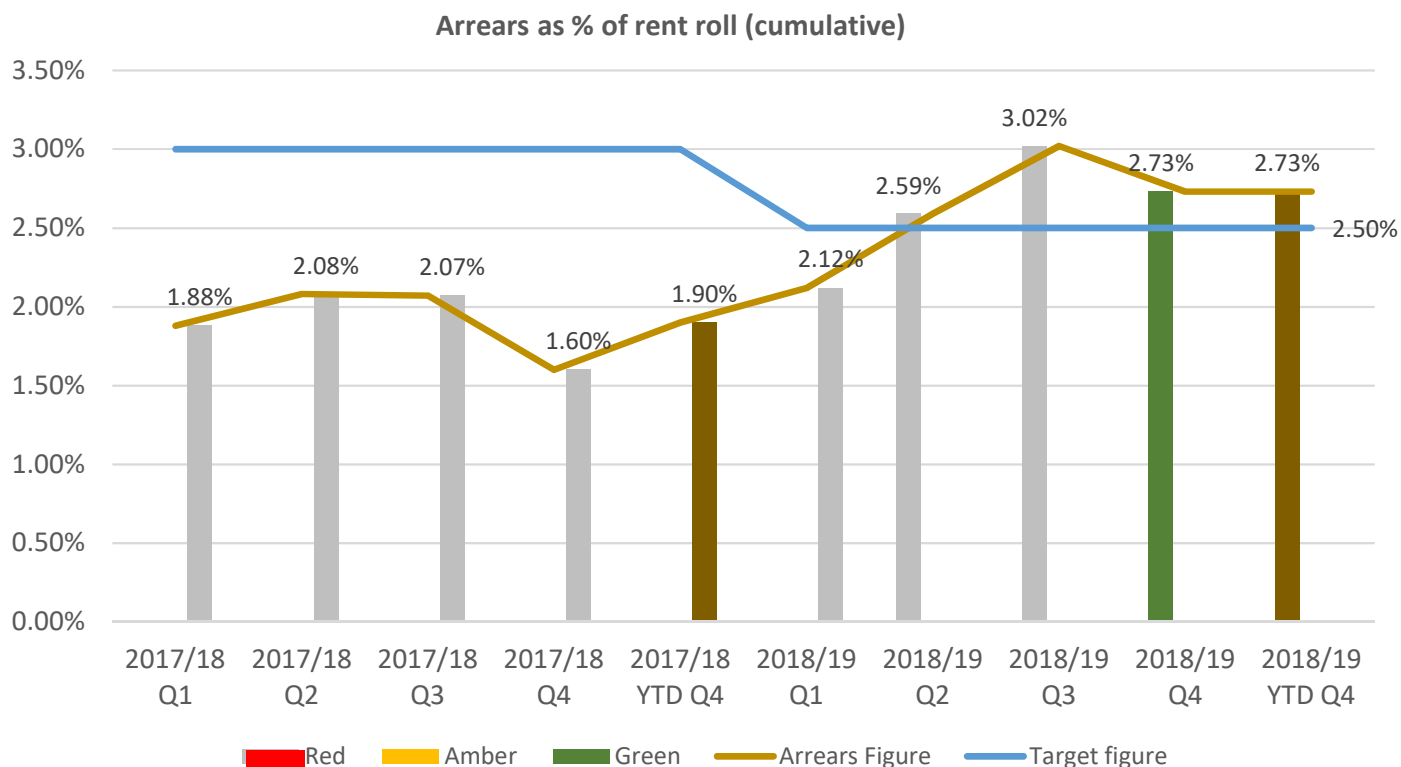
EVICTIONS



- 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

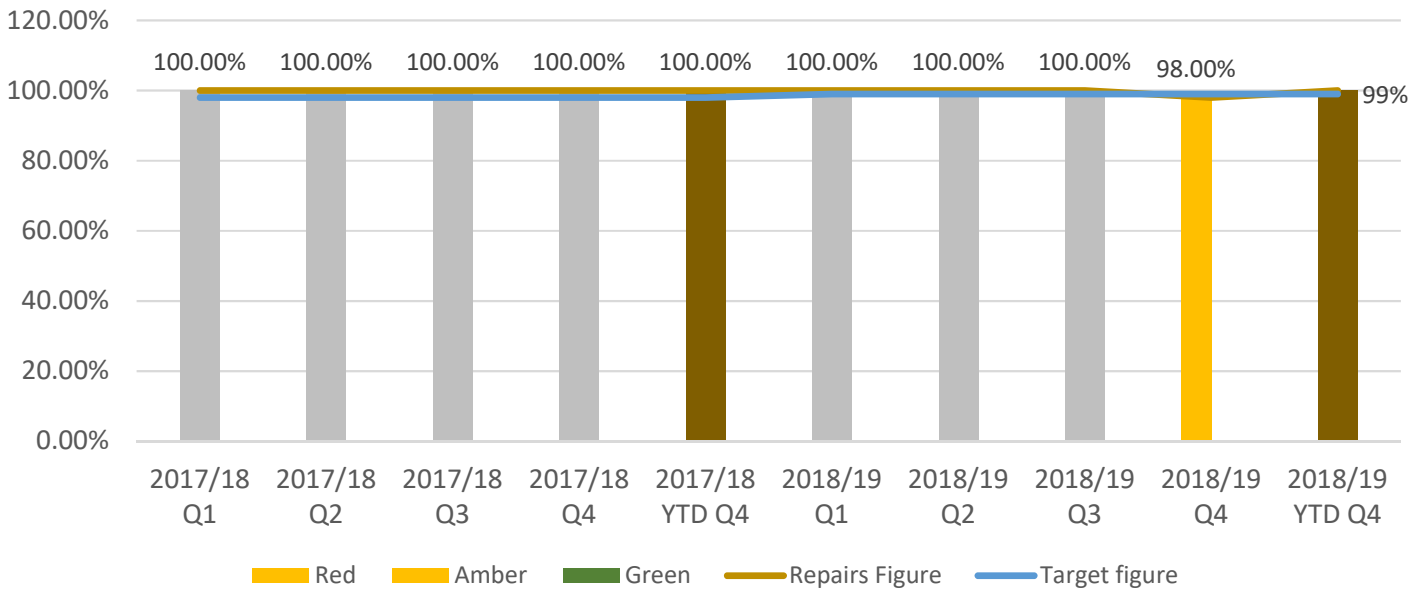


- Performance for arrears as a percentage of the rent roll has decreased slightly when compared to the previous quarter of the same year. The support being provided indicates that this has helped reduce some of the arrears. Housing Strategy will continue to monitor performance in light of Universal Credit impact.
- Wolverhampton Homes are currently supporting Springfield Horseshoe with their arrears collection, due to short term resource issues. The improved performance is evident on how well the partnership is working. It is not known for how long this additional support is required, the partnership will continue to be monitored by Housing Strategy.
- 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

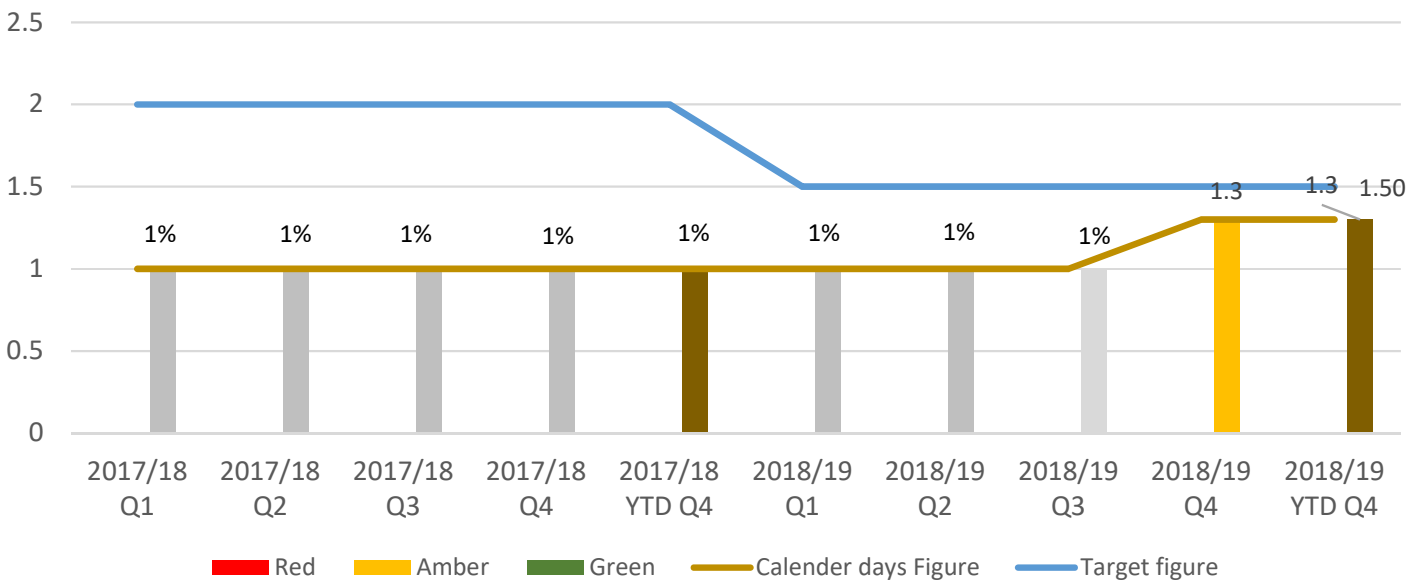
% Rapid response repairs (Right to repair)



- Springfield Horseshoe HMC performance had remained above target since quarter one 2017/18, however performance decreased slightly due to access issues with one property.

Days to complete repairs

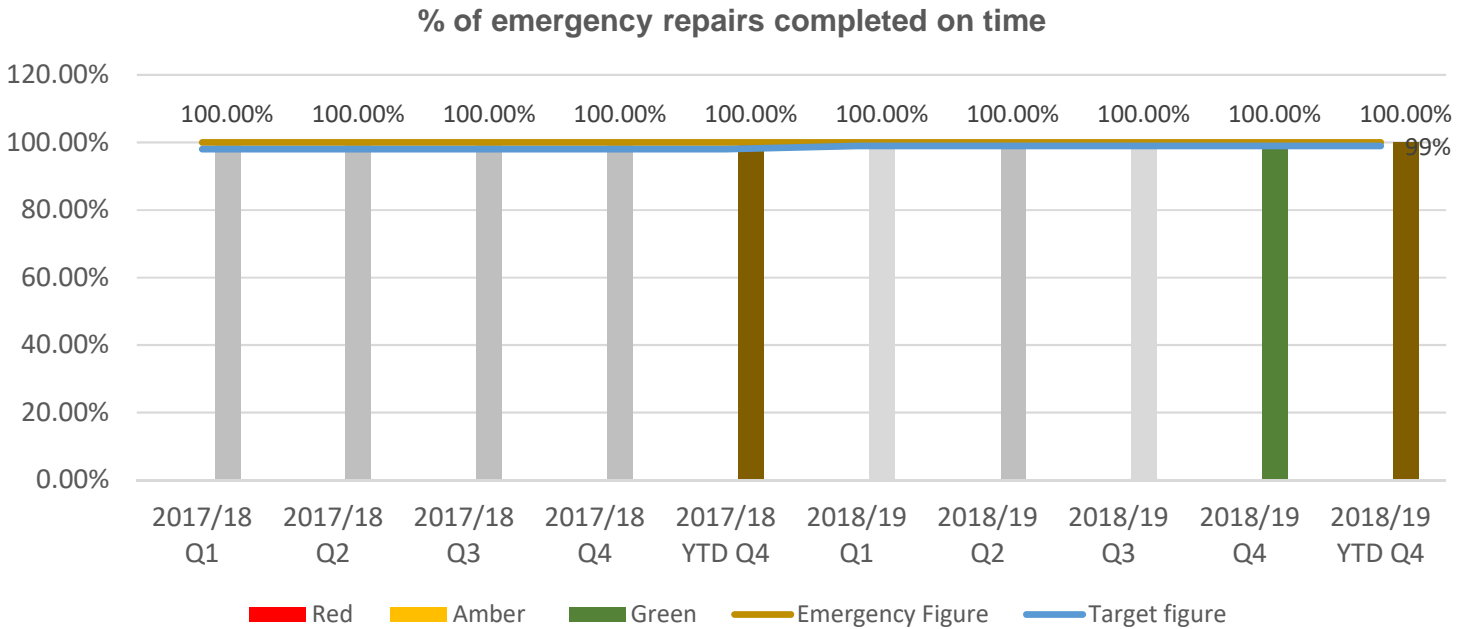
Average time to complete non-urgent repairs



- Springfield Horseshoe TMO continues to perform within target. Performance has decreased slightly, but is within the acceptable tolerance levels.
- 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.

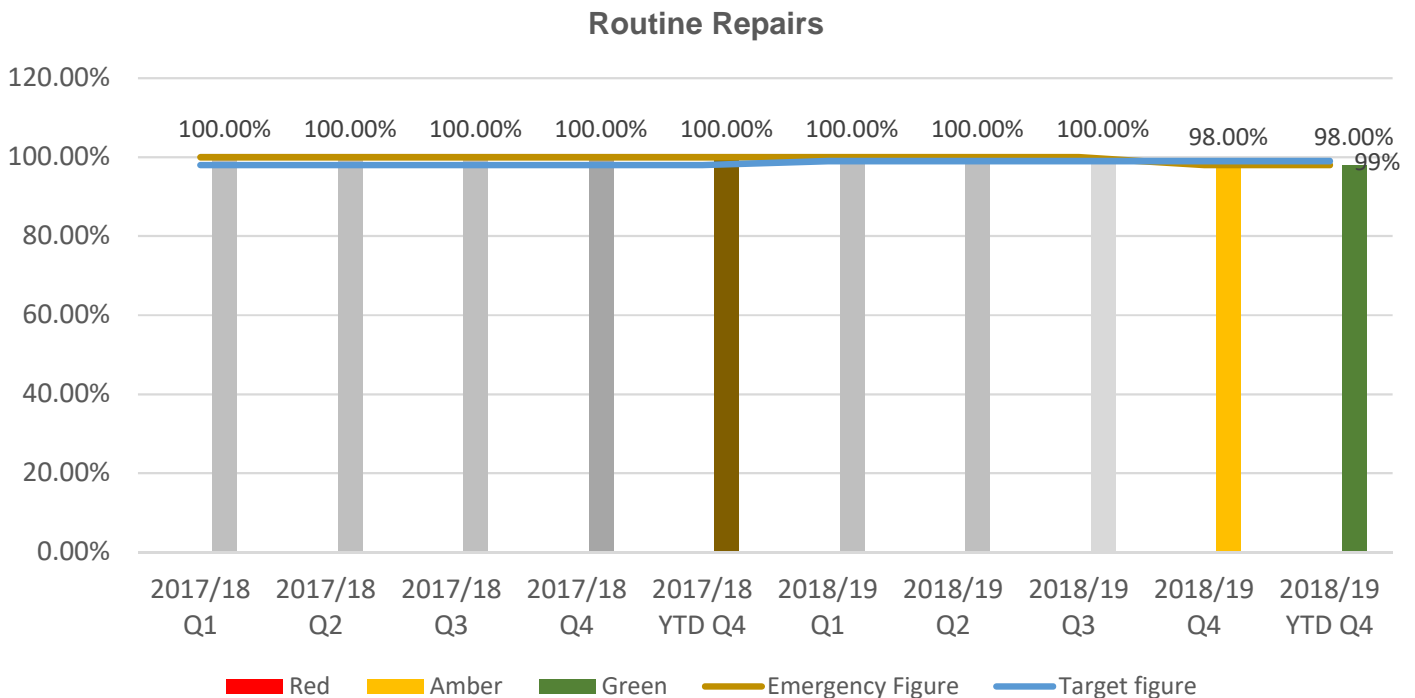
Springfield Horseshoe HMC – Repairs Management

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

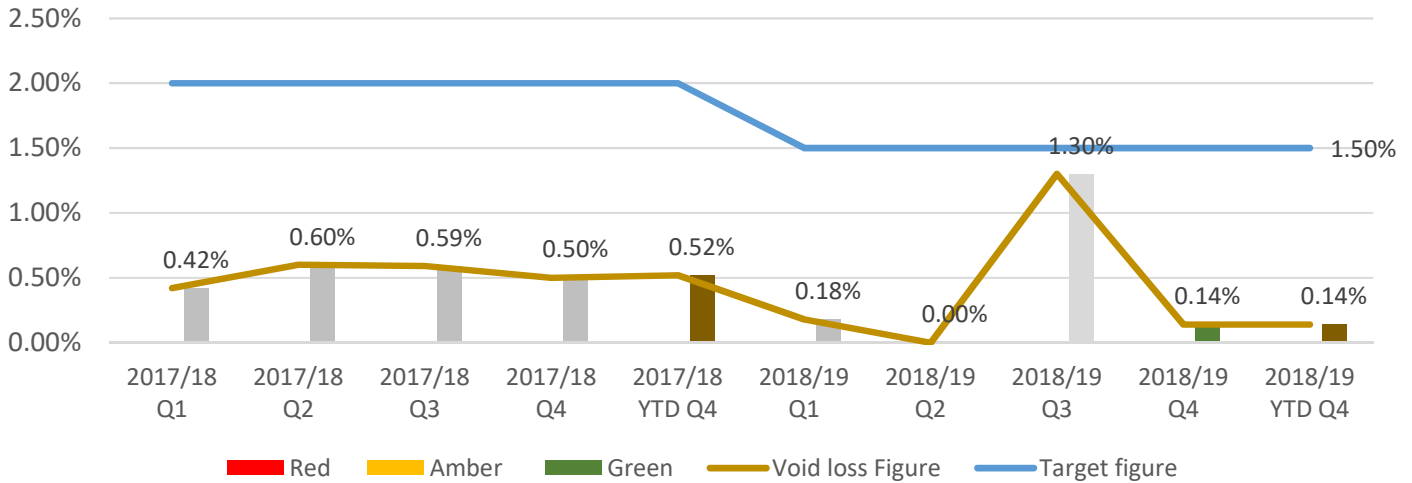


- Performance for this indicator remains at one hundred percent since quarter one for 2017-2018, however performance has decreased slightly but is still within the required tolerance level.

Springfield Horseshoe HMC – Voids and re-lets

Voids

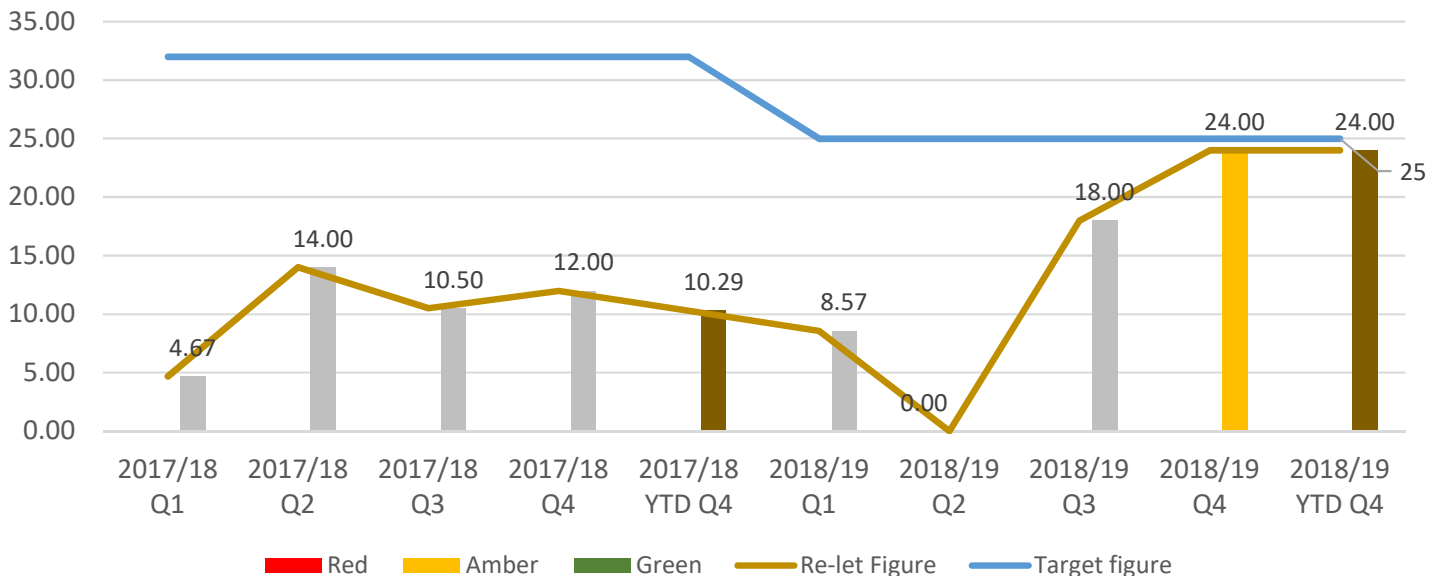
Void loss as a % of rent roll



- Springfield Horseshoe HMC continues to perform well. Void loss has improved quarter on quarter since the same period last year.

Re-lets

Re-lets



- Performance for quarter four has risen, occurring due to waiting for a property to be vacated, this resulted in a delay in undertaken clearance work and undertaking asbestos work. 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 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

During April 2019 Housing Strategy and Housing Development officers presented the findings of the resident questionnaire to New Park Village TMC Board. The TMC Board members accepted and welcomed the findings and agreed with the programme of work proposed to move to the preferred option.

The preferred option is subject to approval and this approach is being presented to Cabinet (Resources) Panel by July 2019.

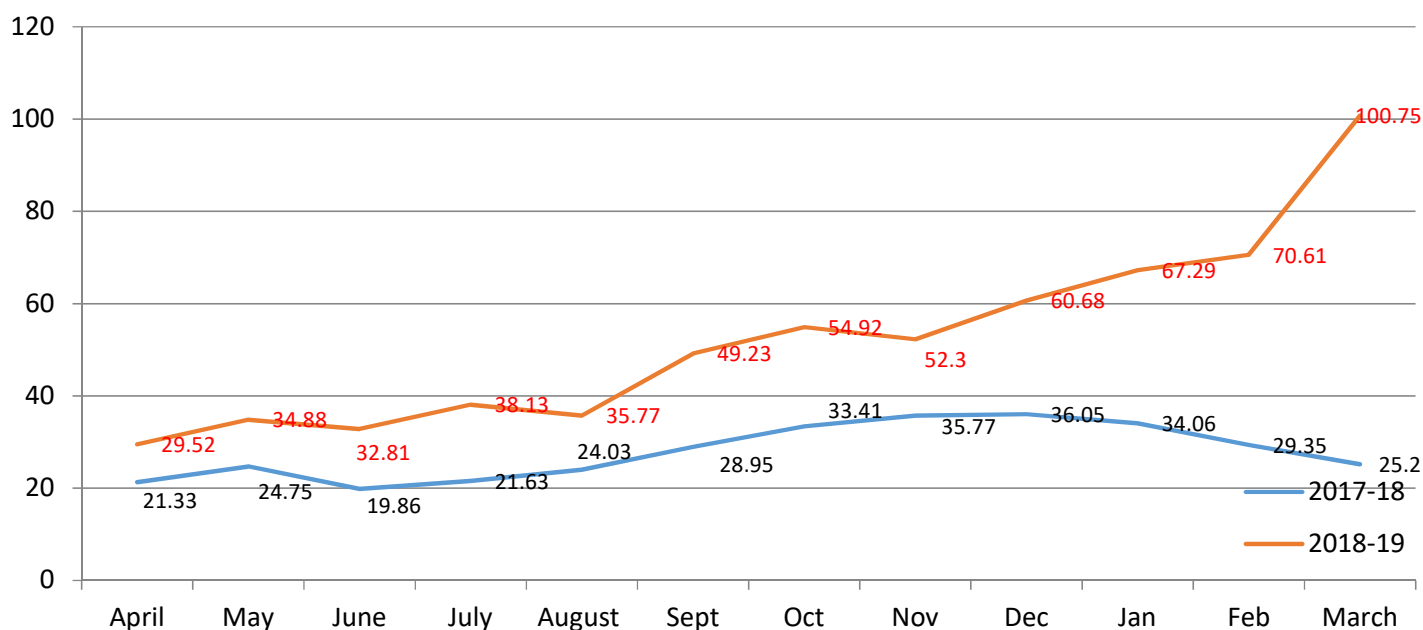
Homeless Services Statistics

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.

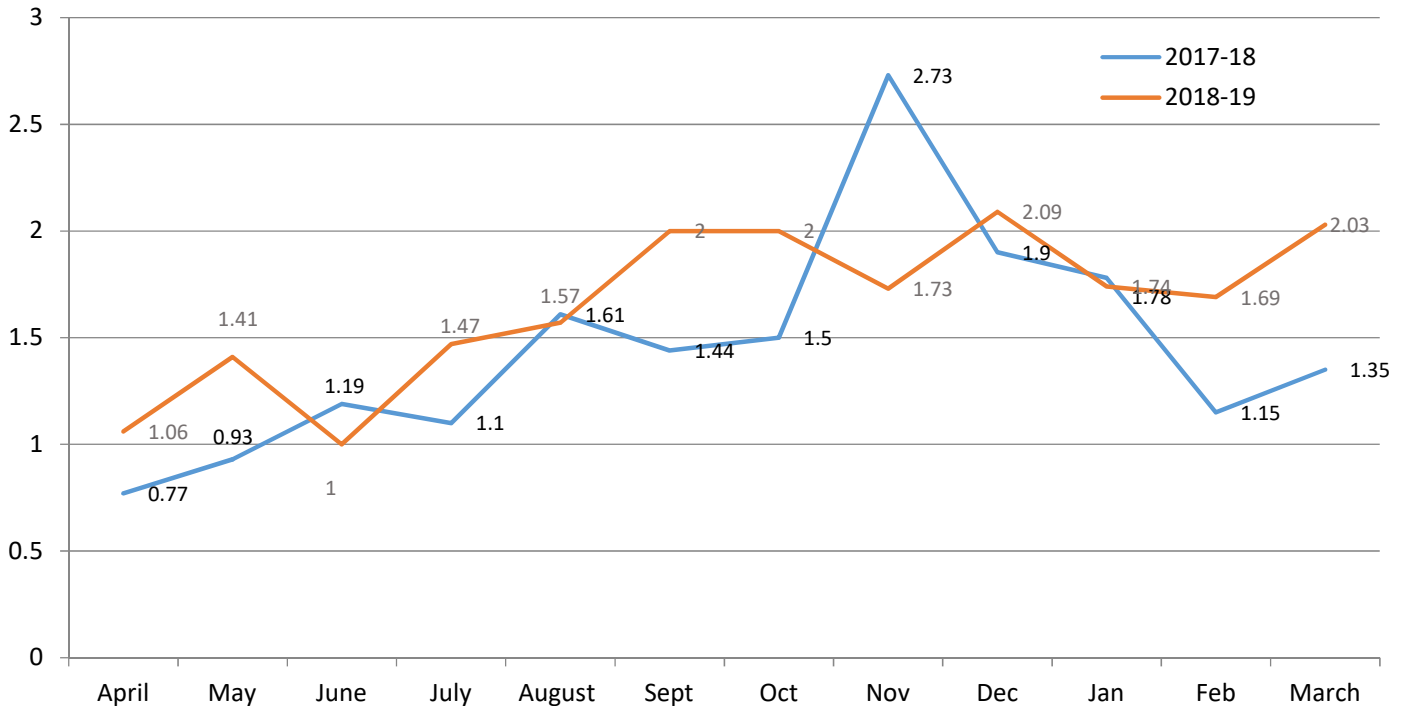
Decision time in working days



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 2019/2020.

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:

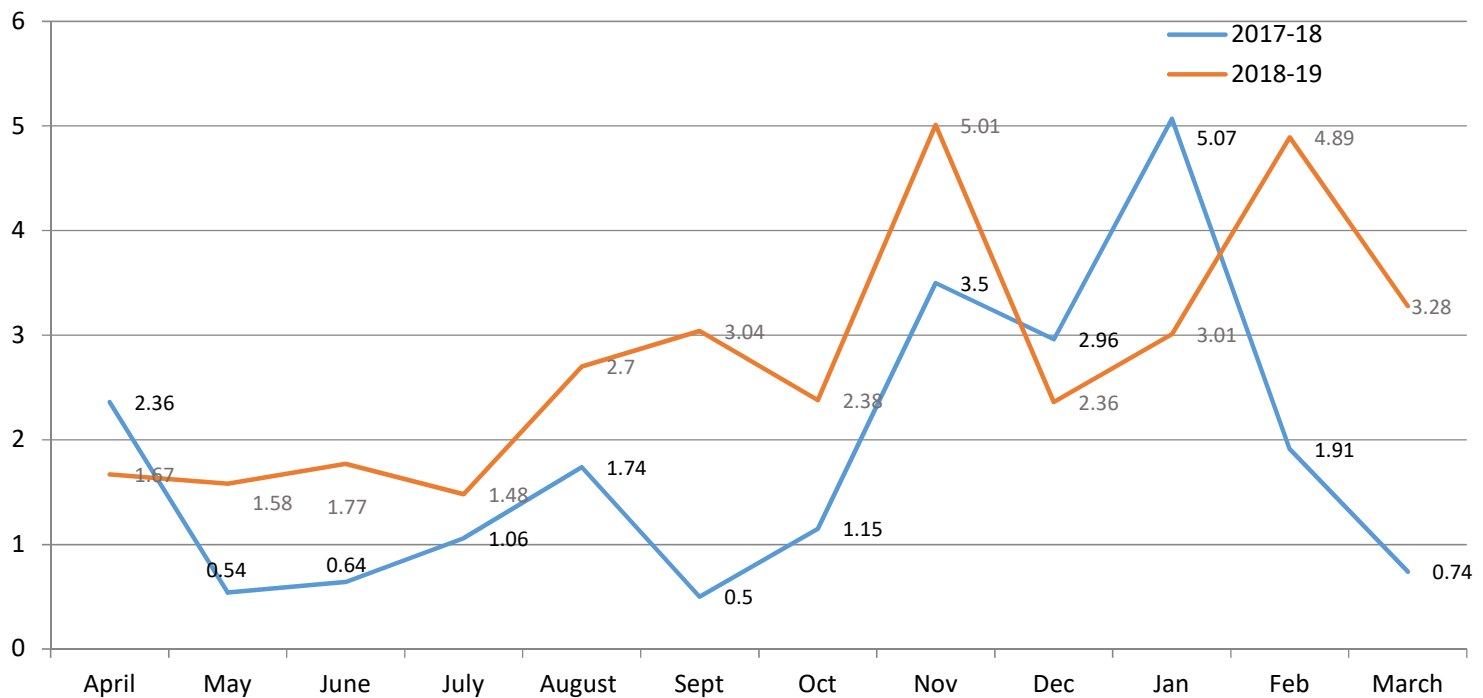
- end of shorthold tenancies and loss of accommodation;
- leaving National Asylum Seeker Supported (NASS) accommodation;
- not able to be accommodated by friend or parents;
- violent relationship breakdown.

At the end of March 2019, the number of cases placed into emergency Bed & Breakfast accommodation was a cumulative total was 415 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.

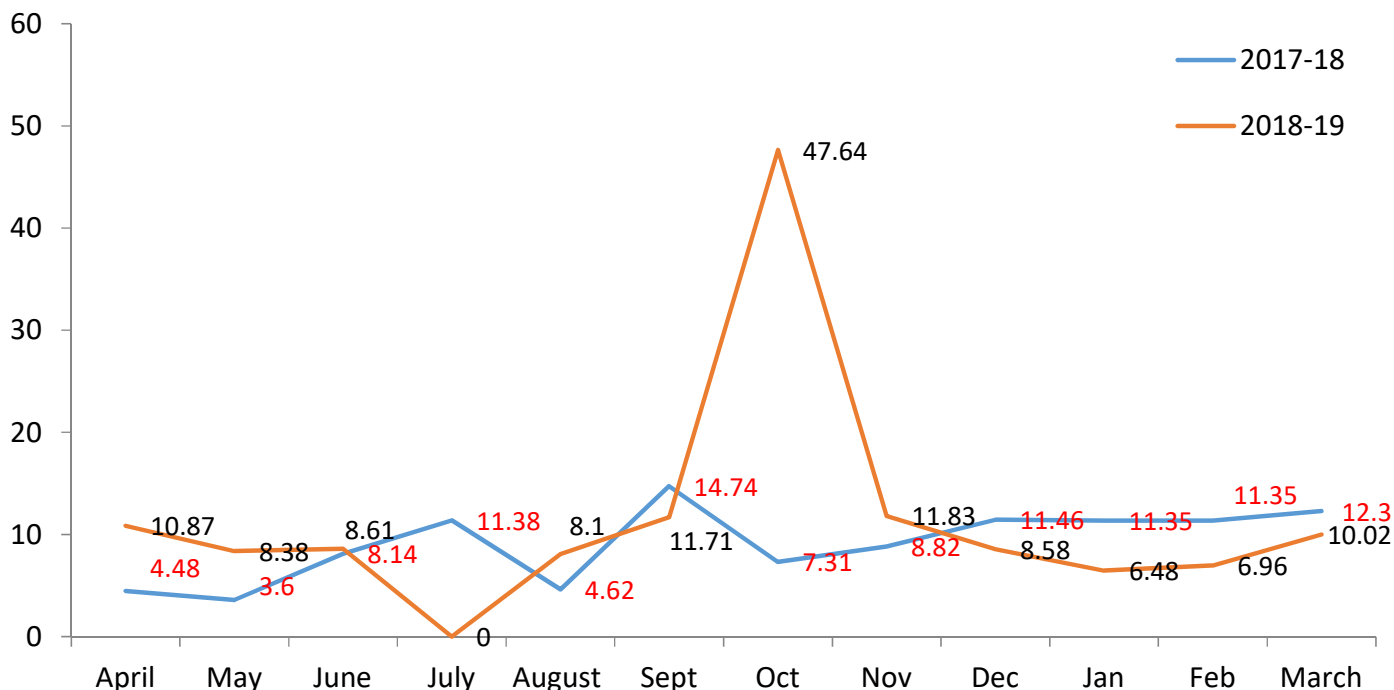
Average length of stay reduced significantly until July 2018 following Homeless Services transferring to Wolverhampton Homes, however there has been a steady increase in the average length of stay of 4.89 weeks for February 2019. However, it does show a slight decrease at March 2019 with the average 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 1.84 weeks, illustrating a slight increase.

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.

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 and has continued until February 2019.

The cumulative length of stay is at 9.10 weeks for families placed as at March 2019, indicating a rise in Shared Accommodation use.

Wolverhampton Homes continue to work on reducing the average length of stay, by improving move on options by making better use of private sector (temporary) accommodation.