

## Housing Managing Agents Performance Monitoring Report Quarter One – April 2019 to June 2019

This housing management performance report covers quarter one 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 out of target, or 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	0	4	18
Bushbury EMB	815	8	3	3	2
Dovecotes TMO	783	10	0	2	8
New Park Village TMC	291	9	1	3	5
Springfield Horseshoe HMC	255	9	-	-	-

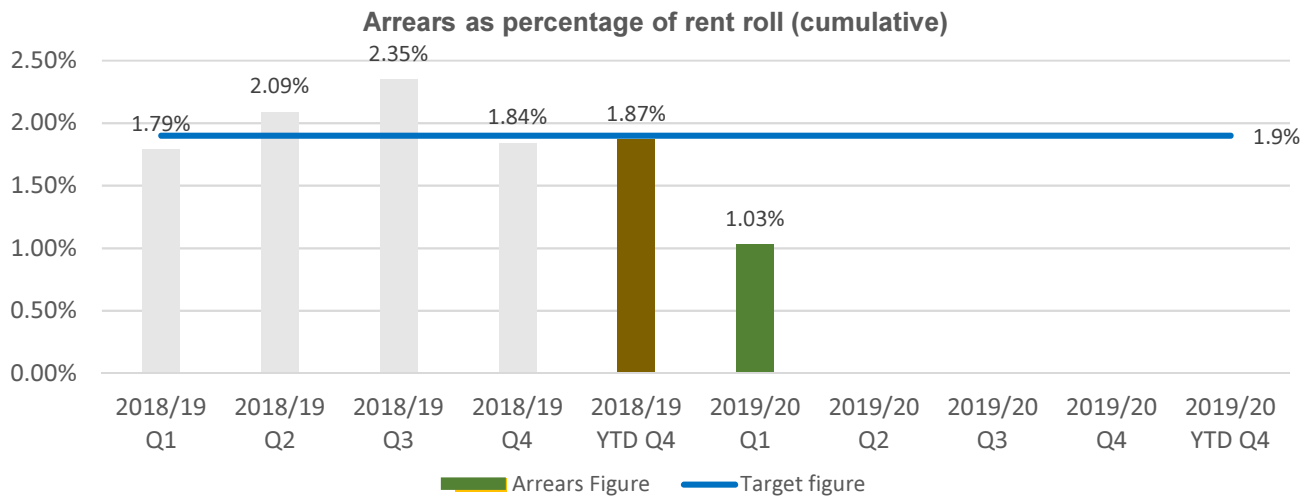
\* Two of the targets for Wolverhampton Homes do not yet have any comparative data, but will be included once the information is available.

## Wolverhampton Homes

The quarter four performance information for Wolverhampton Homes during 2018-2019 demonstrates strong performance. For quarter one no indicators was outside of target, 6 were out of target but within acceptable tolerance levels and 14 were within target.

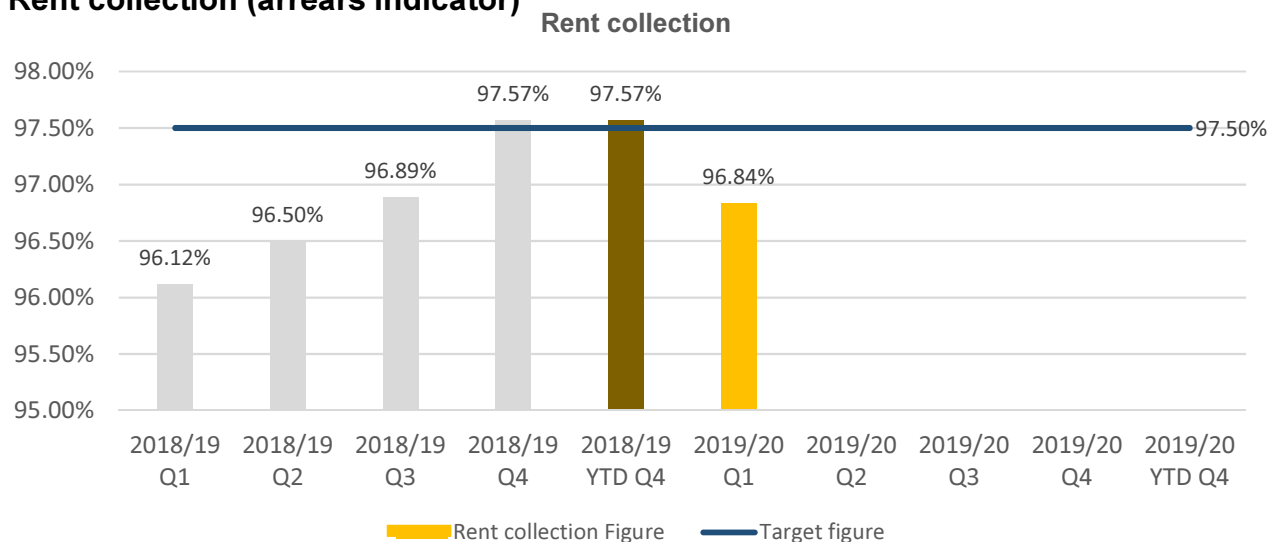
### Wolverhampton Homes – Rent Management

#### Arrears as a percentage of the rent roll



Performance continues to be good, regardless of the impact of Universal Credit. Wolverhampton Homes are working to embed initiatives over the coming year and promote the support services which are available to tenants.

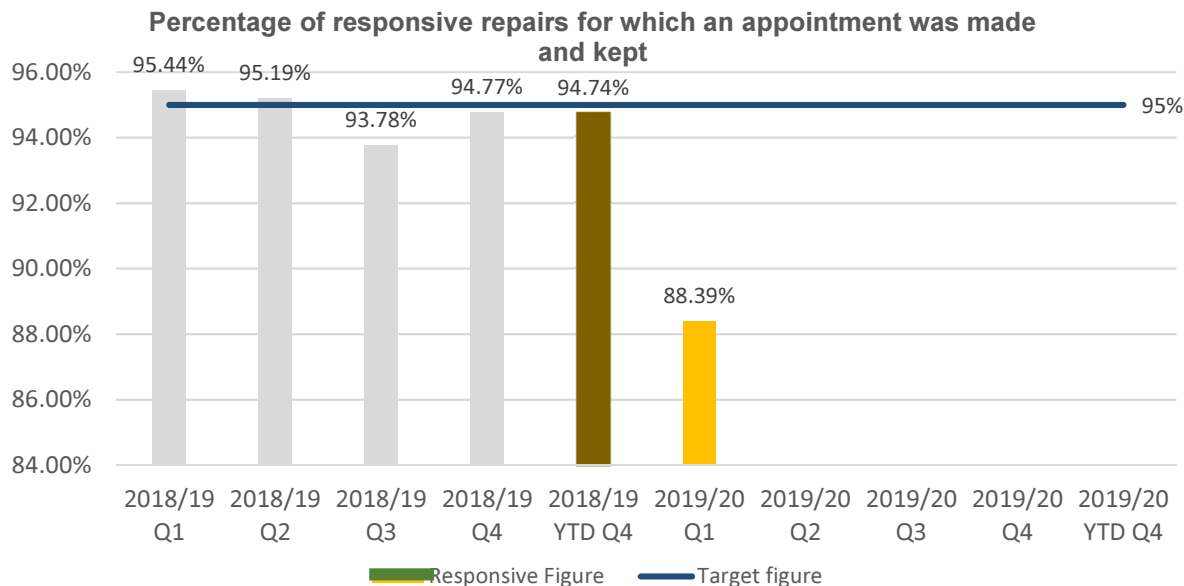
#### Rent collection (arrears indicator)



- Wolverhampton Homes performance has declined, when compared to the same quarter of the previous year performance is good. Even though Universal Credit is still having a considerable impact on rent collection Wolverhampton Homes have still managed to remain within the acceptable tolerance level.

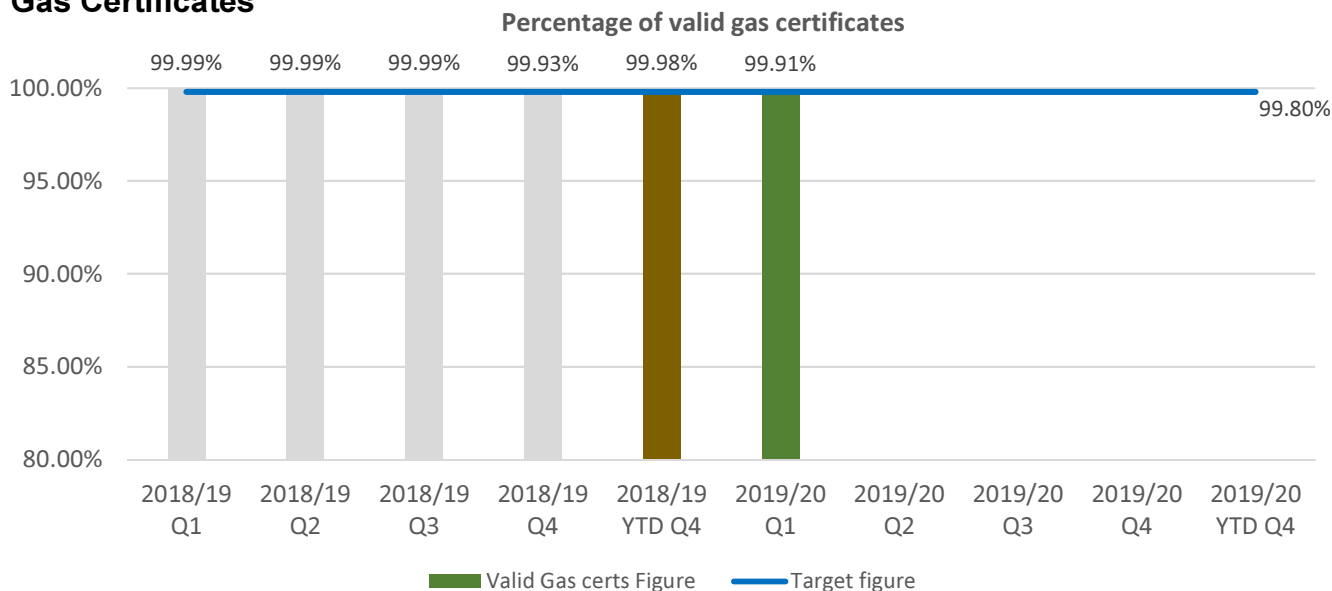
## Wolverhampton Homes – Repairs Management

### Responsive Repairs



The percentage of responsive repairs for which an appointment was made and kept has declined, when compared to previous performance. Performance has been affected due to resourcing issues and not being able to recruit to posts such as Gas Engineers. Work has is being undertaken by Wolverhampton Homes in regards to reviewing their recruitment process.

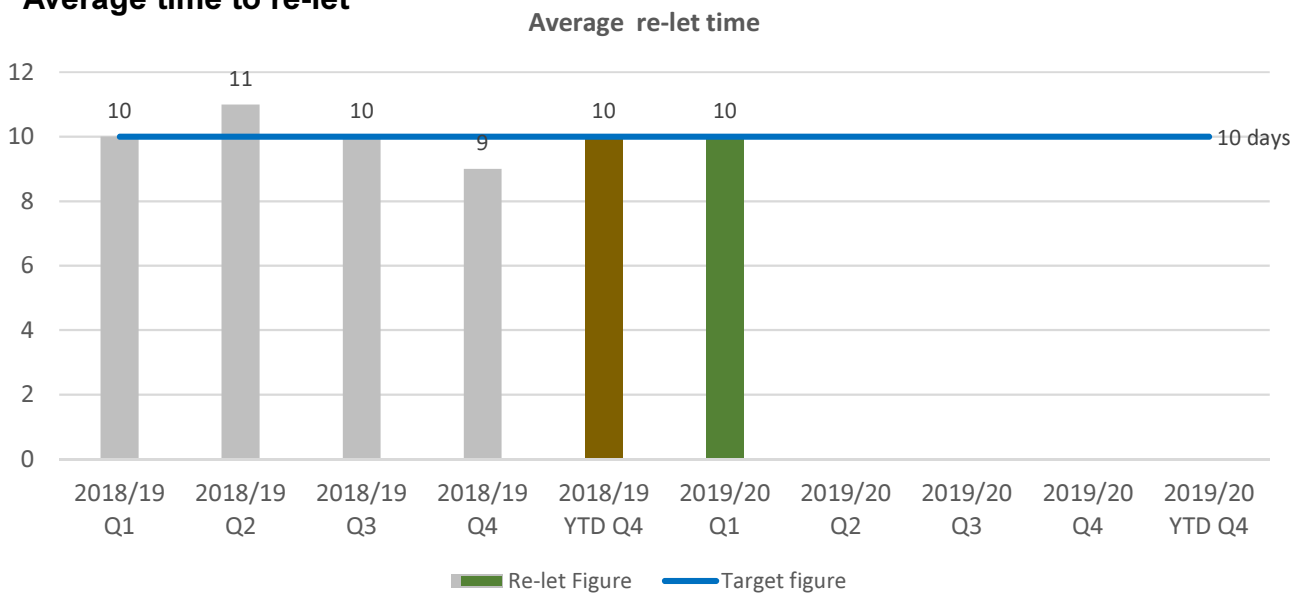
### Gas Certificates



- Wolverhampton Homes continues to maintain its high performance with regards to the percentage of valid gas certificates completed. Performance dropped slightly for quarter one, however even though Wolverhampton Homes are experiencing resourcing issues they have still remained above their required target.









# Wolverhampton Homes – Voids and re-lets










## Average time to re-let



- Performance has been good, remaining at 10 days.

## Other Performance Indicators – Wolverhampton Homes Only

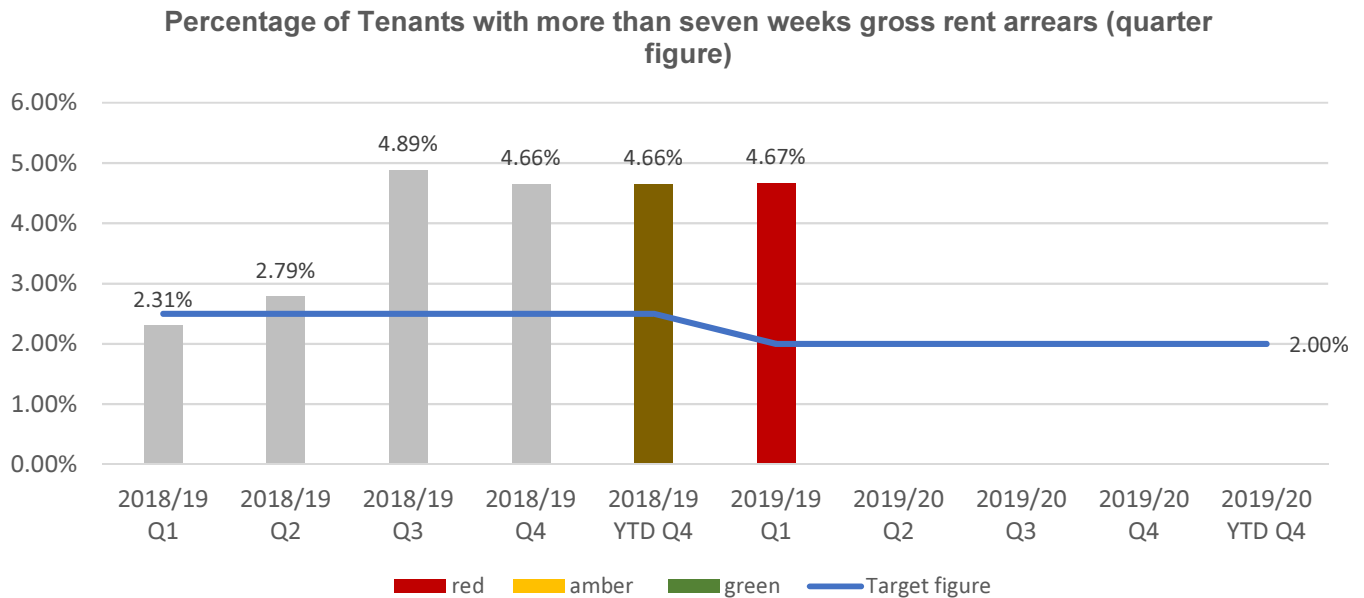
Anti-social behaviour				
AB 1	% satisfied with the way their ASB complaint was dealt with		97.2% (Target 97%)	Performance overall has been good and is above the required target level.
Business Planning				
BP 1	Average days lost through illness		6.45% (Target 6.5%)	Performance is below the required target, it has improved with some staff returning back to work after a period of absence. Wolverhampton Homes have reviewed some of their sickness processes.
Customer care				
CC 1	Homes Direct - % of customers answered within 80 seconds		71% (Target 55%)	Performance overall is good, with all of the five indicators being on target.
CC 1b	Homes Direct - % of calls Abandoned		5.5% (Target 15%)	
CC 2	Complaints responded to in target timescales - %		95.65% (Target 92%)	
CC 3	Councillor enquiries responded to in 14 days		95.65% (Target 92%)	
CC 1a	% of calls answered		98.5% (Target 85%)	
Estate Inspections				
EM1	% of Estate inspections achieving Good or Excellent rating		92.06% (Target 99%)	Performance has dropped slightly but is within acceptable tolerance. This was due to some estates failing to achieve good states

Voids and allocations				
VA 3	% rent lost through empty property		0.79 (Target 0.9%)	Performance overall is good, slight decline from the previous year.
Repairs				
RP 12	% total response repairs completed within target		98.51% (Target 98%)	Performance is above target, when compared to previous quarters, due to staff now returning back to work after period of absences.
Neighbourhood and Housing Management services				
RM 3	% of tenants evicted for Rent Arrears (WH Homes only)		9 (Target N/A)	NS1 performance has improved when compared against previous quarter.  NS3 this is an inherited service.
NS 1	% of telecare calls answered within 60 seconds		100% (Target 97.5%)	
NS 3	% of out of hours calls answered		98.5% (Target 97.5%)	
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		97.5% (Target 95%)	Performance has been good. 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.

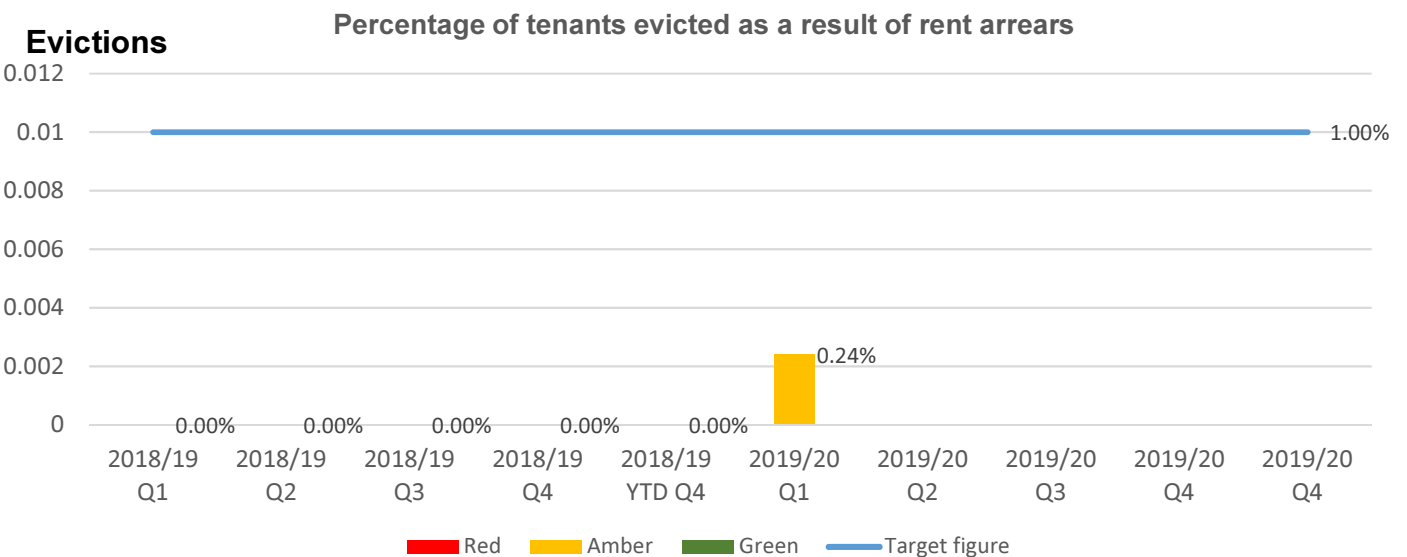
## Bushbury Hill Estate Management Board

Below is the quarter one performance information for Bushbury Hill Estate Management Board (EMB), for 2019-2020. Whilst Bushbury Hill EMB has an excellent performance track for quarter one, three indicators are outside of target, three within acceptable tolerance level and the remaining two are within target.

### Arrears

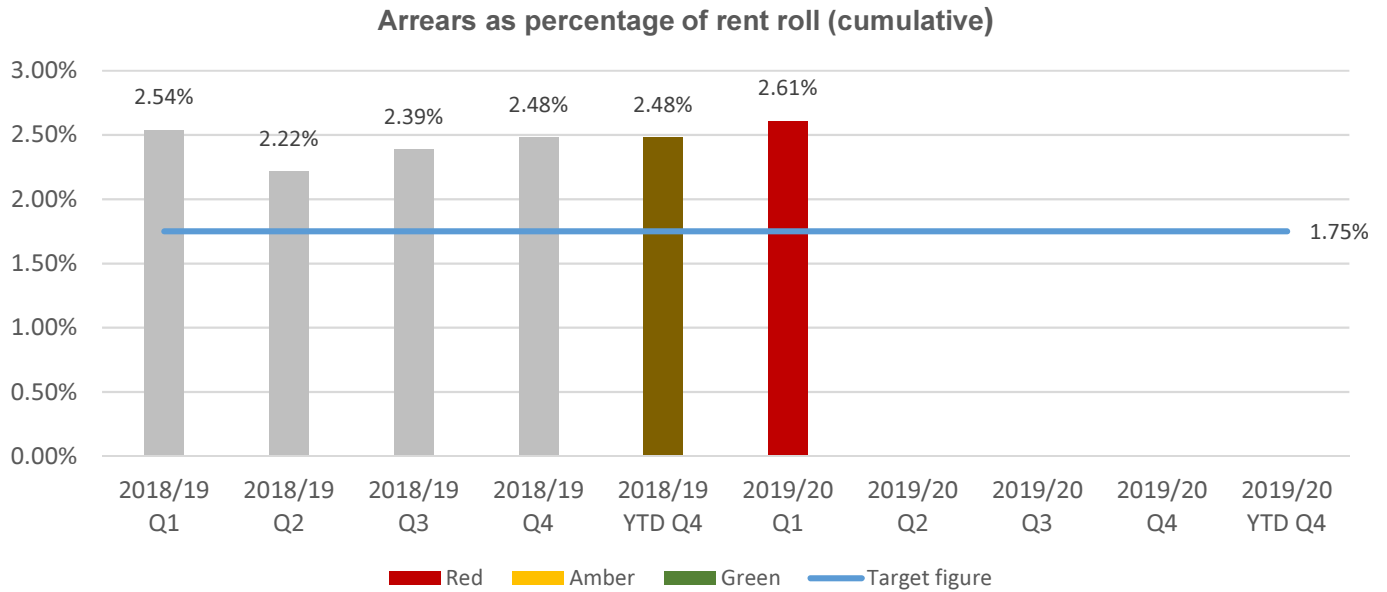


Rents Management performance remains at a similar increased rate for the past year. When compared to the same quarter of the previous year, it is still significantly higher and Universal Credit is being cited as still being the main reason for the increases. Bushbury Hill EMB continue to work to support tenants with the changes to sustain their tenancies as well as work to maximise income collection, by ensuring they are aware of the services available.



Bushbury Hill EMB remain below target despite the occurrence of eviction in quarter one. Any further occurrences will be monitored to minimise the need for evictions and ensure Bushbury Hill EMB continue to remain below target.

## Arrears as a percentage of the rent roll



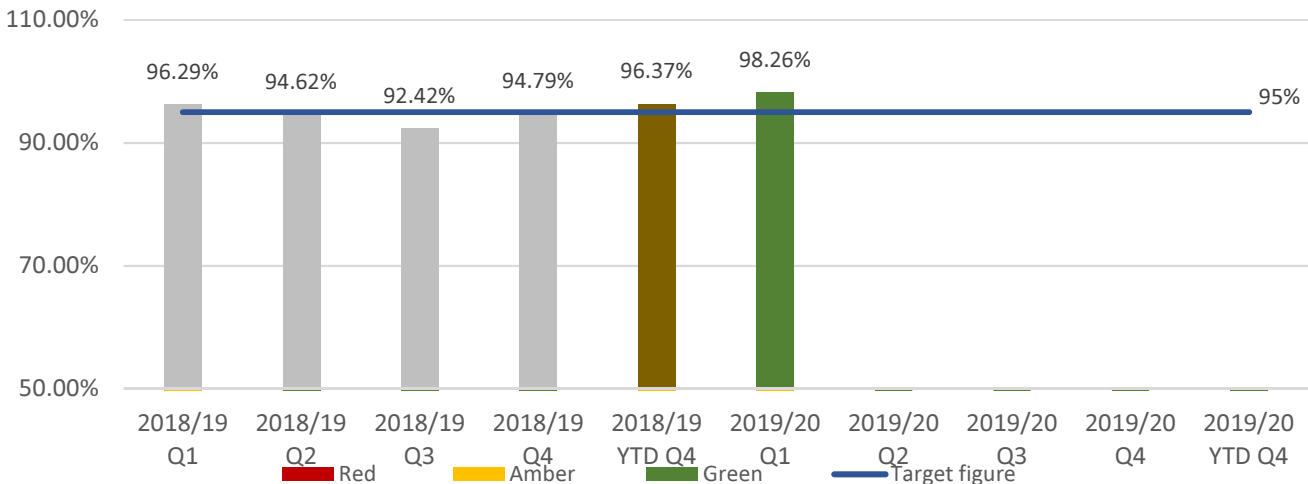
Arrears as a percentage of the rent roll continue to increase out of target into financial year 2019/20. Bushbury Hill EMB are continuing to work with tenants to provide support and advice to address this and mitigate against the impact of Universal Credit, however it remains to have a detrimental impact 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

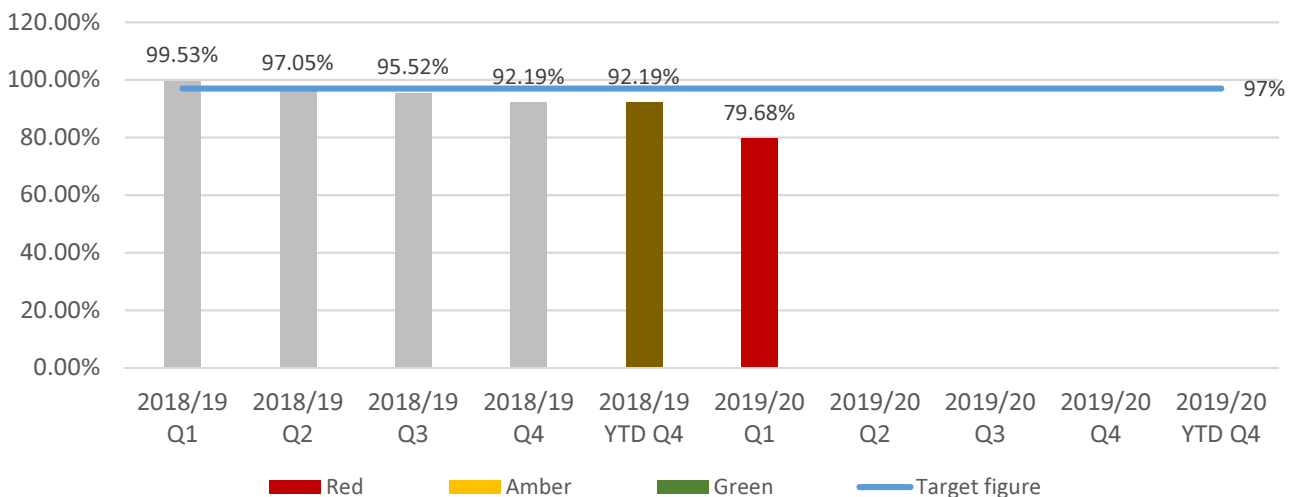
Percentage of repairs attended within time (WHT & WH)



Performance for repairs remains above target and has improved following a slight drop below target in 2018/19 and Bushbury Hill EMB maintain 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

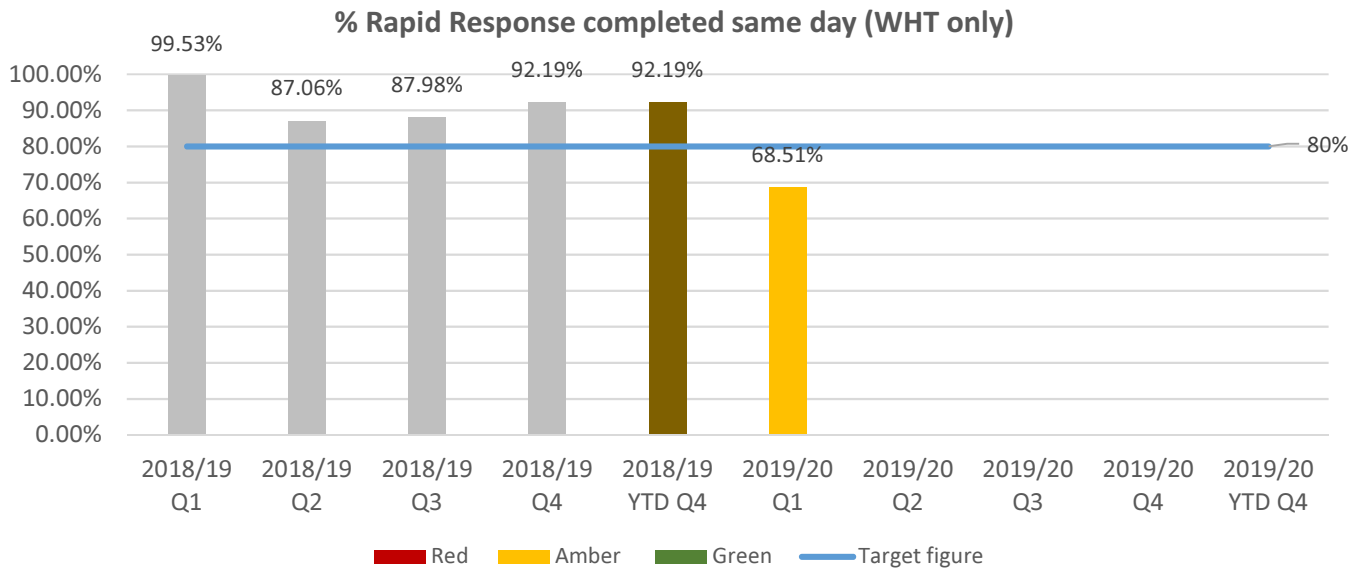
% Rapid Response Repairs attended same day (WHT only)



Quarter one shows a significant decrease in repairs completed the same day. Bushbury EMB state that this is due to implementation of a new Scheduler system where follow up times were reduced to the detriment of Rapid Response. A balance has now been struck and figures improved during the latter half of Quarter 1

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

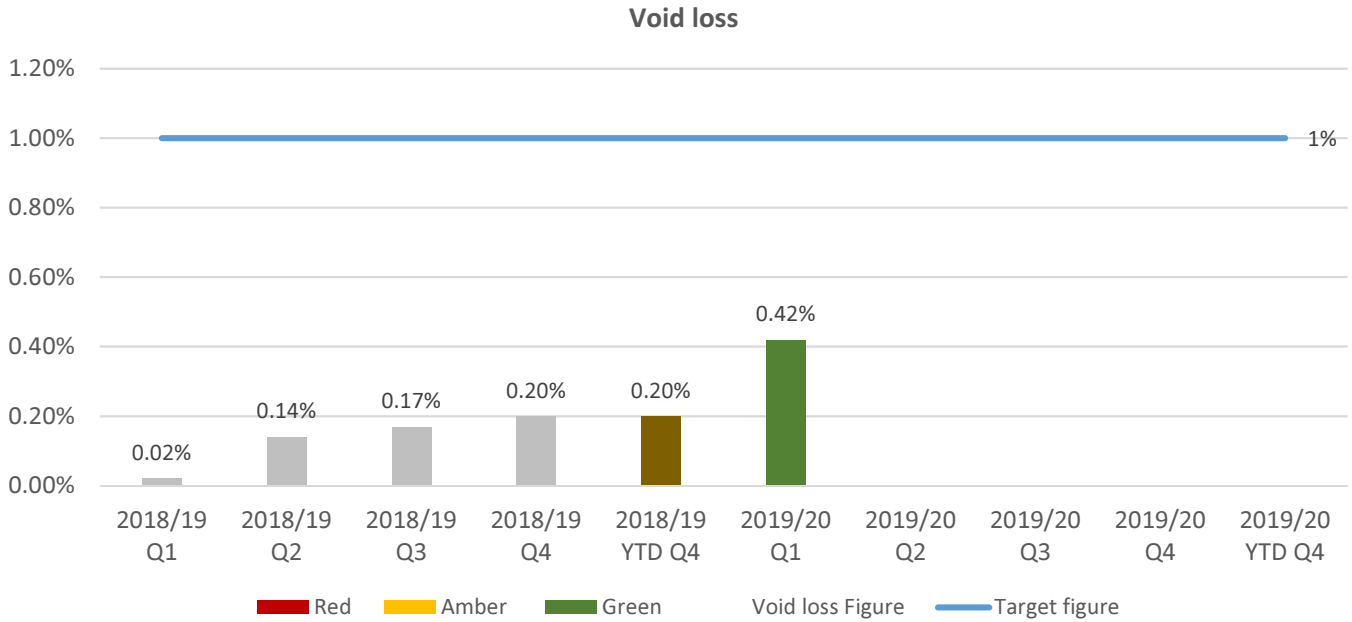
## Same day repairs



As a result of the decrease of Rapid Response repairs attended in the same day, Rapid Reponse repairs completed on the same day has also declined. An improvement to these indicators are expected in Quarter 2 and the Housing Strategy Team will continue to monitor this performance and work with Bushbury Hill EMB to provide support and advice where necessary.

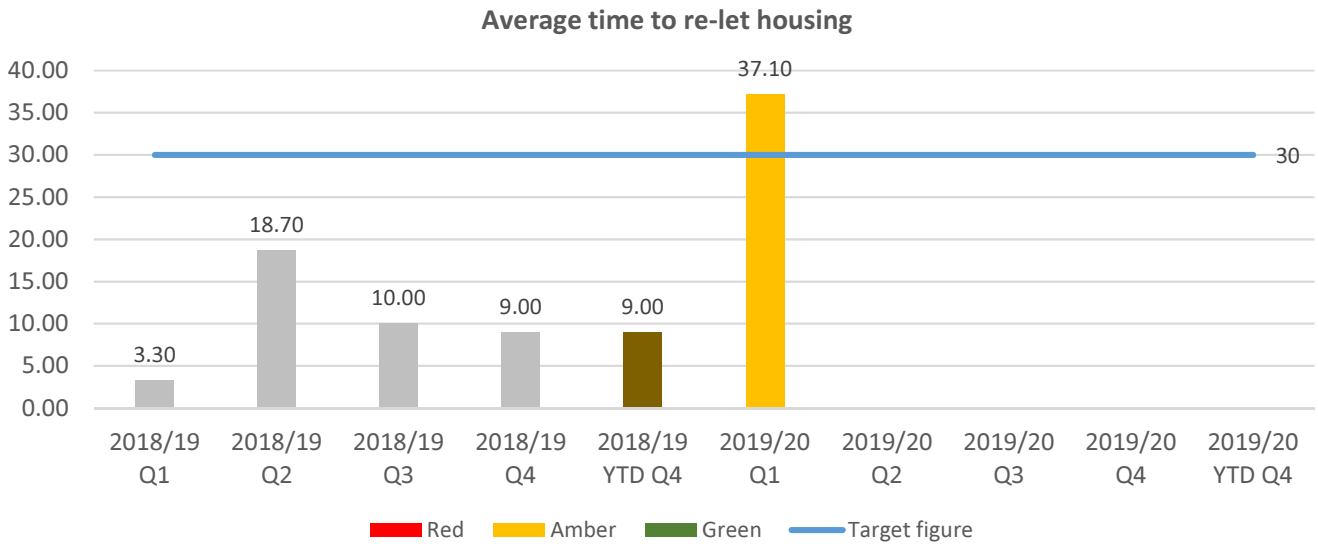
## Bushbury Hill EMB – Voids and Re-lets

### Void loss



Overall void loss has remained below the required target of one percent, but has nonetheless shown an increase in Quarter 1. This is due to both asbestos testing delays and delays owing to contractor issues. Bushbury EMB has confirmed that there is now a strategy in place to resolve contractor issues and expect to see improvement in the coming months.

## Re-lets

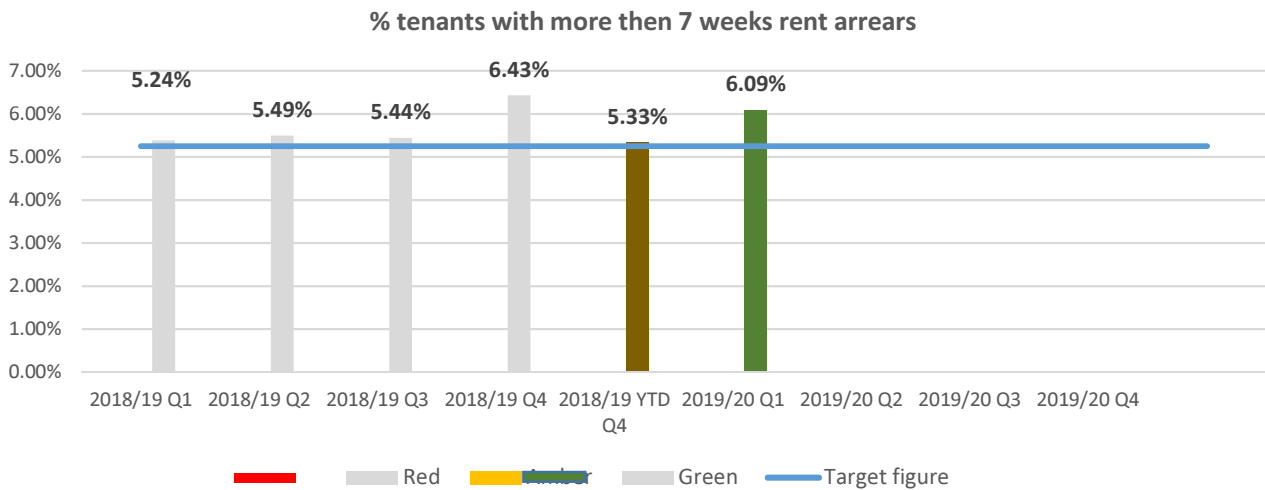


- Bushbury Hill EMB demonstrated good performance for 2018-2019 quarter four, with properties re-let well within timescale.
- However, there has been a significant increase in the average time to re-let housing for quarter one, and is significantly higher than the average time to re-let for the same quarter in 2018/19. This is due to a number of properties which required extensive clearing and cleaning after previous tenants leaving the property. Properties in good decorative condition nevertheless required asbestos testing which then had to be made good before re-letting.
- The target was reduced at the beginning of 2018 due to Bushbury Hill EMB continually outperforming the target. The Housing Strategy Team will liaise with Bushbury Hill EMB to consider whether the reduced target should remain at 30 days given the issues with asbestos testing.

## Dovecotes Tenant Management Organisation

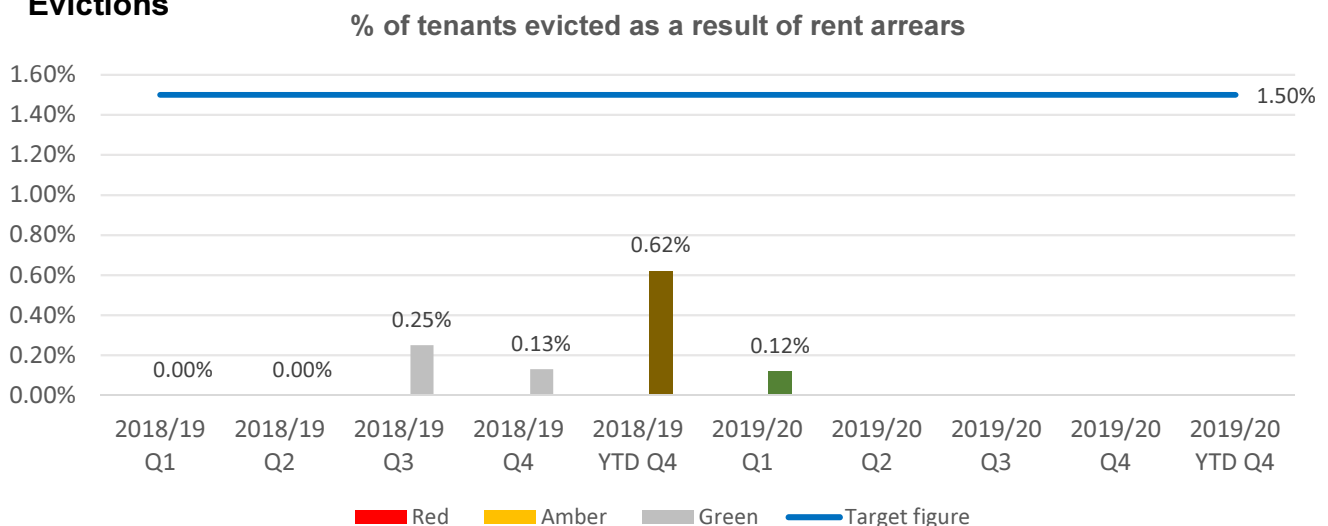
Below is the quarter One performance information for Dovecotes Tenant Management Organisation (TMO), during 2018-2019. Dovecotes TMO has performed well with none being outside of target, two within acceptable tolerance level and the remaining eight of their indicators within target.

### Dovecotes TMO – Rent Management Arrears



- The percentage of tenants in seven weeks plus arrears continues to remain out of target for quarter one 2018- 2019. Performance has improved from previous quarter four and compared to the same quarter of the previous year. Dovecotes TMO continue to work to address this issue, by referring tenants to available services for support.

### Evictions

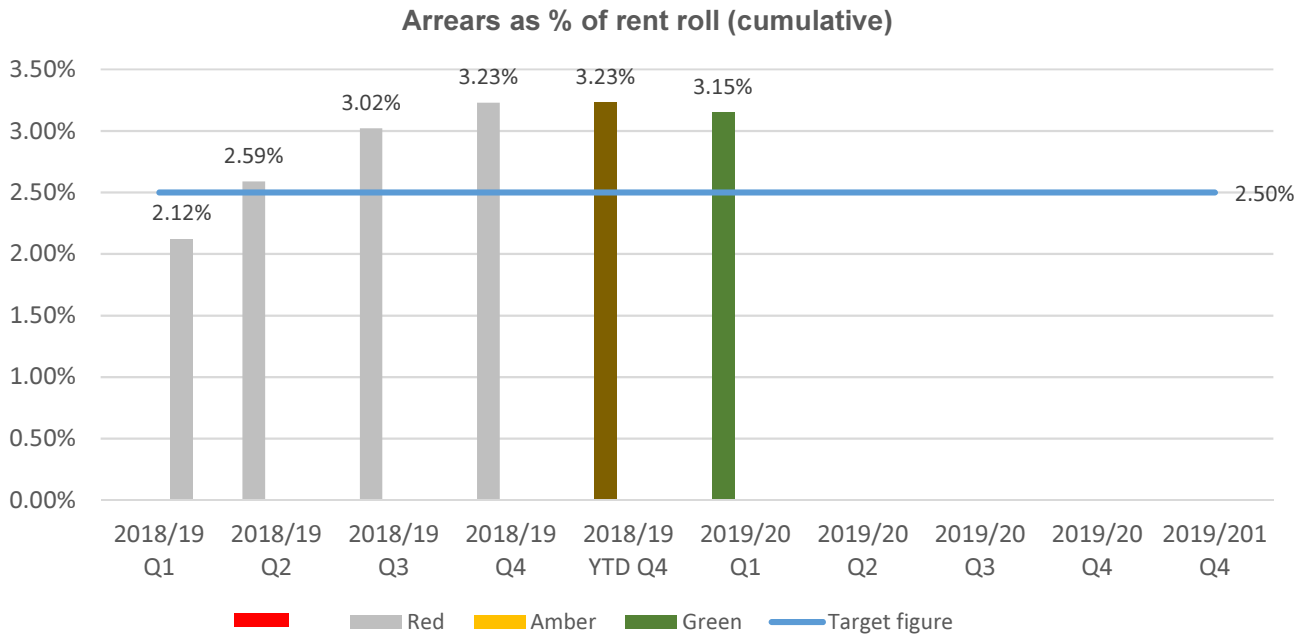


- For quarter one performance has improved, with only one eviction. When compared to that of the same quarter of the previous year. Dovecotes overall are illustrating improved performance and remaining below the required target.

## Dovecotes TMO – Rent Management

### Arrears

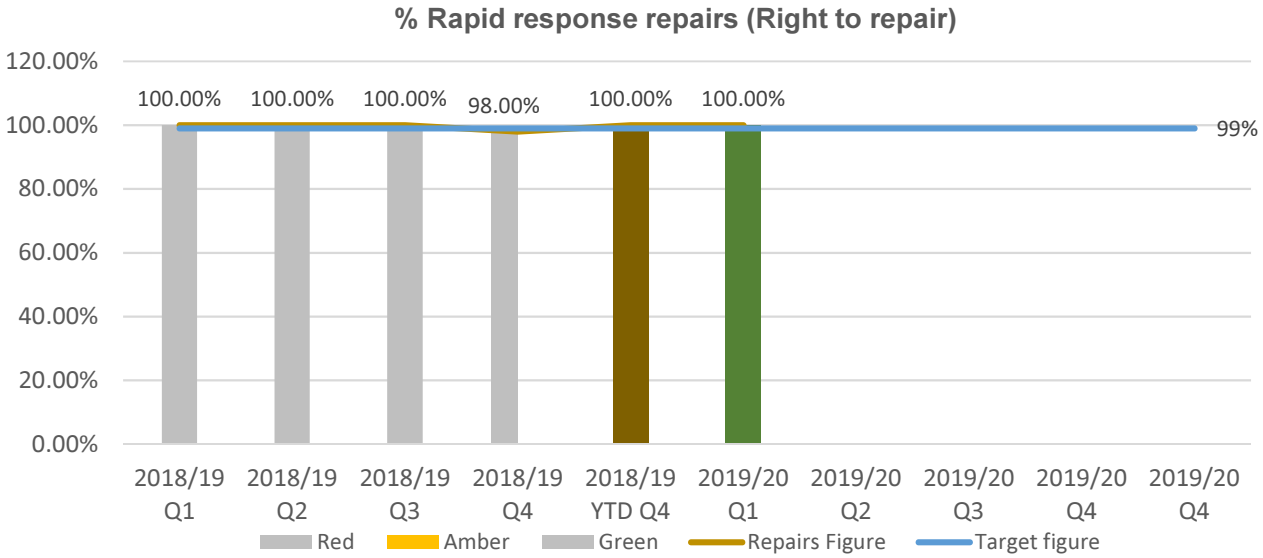
#### Arrears as a percentage of the rent roll



- Whilst arrears as a percentage of the rent roll was within target until quarter two 2018-2019, it has increased quarter on quarter, due to the full service roll out of Universal Credit.
- Dovecotes TMO have realigning their resources to address arrears and reviewing their processes to determine where improvements can be made. On doing so it is evident that at the start of quarter 1 of 2019/20 that there has been some improvement on their performance. Housing Strategy will however, continue to monitor.

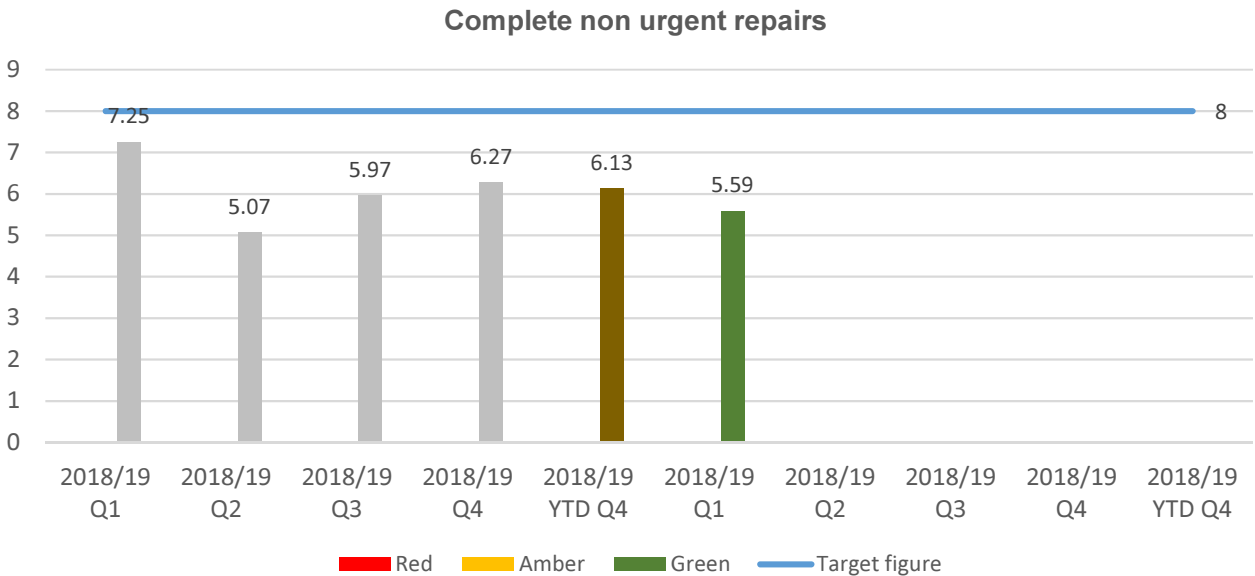
# Dovecotes TMO –Repairs Management

## Response repairs



- Dovecotes TMO performance for response repairs remains strong, achieving one hundred percent since quarter one since 2017/18.

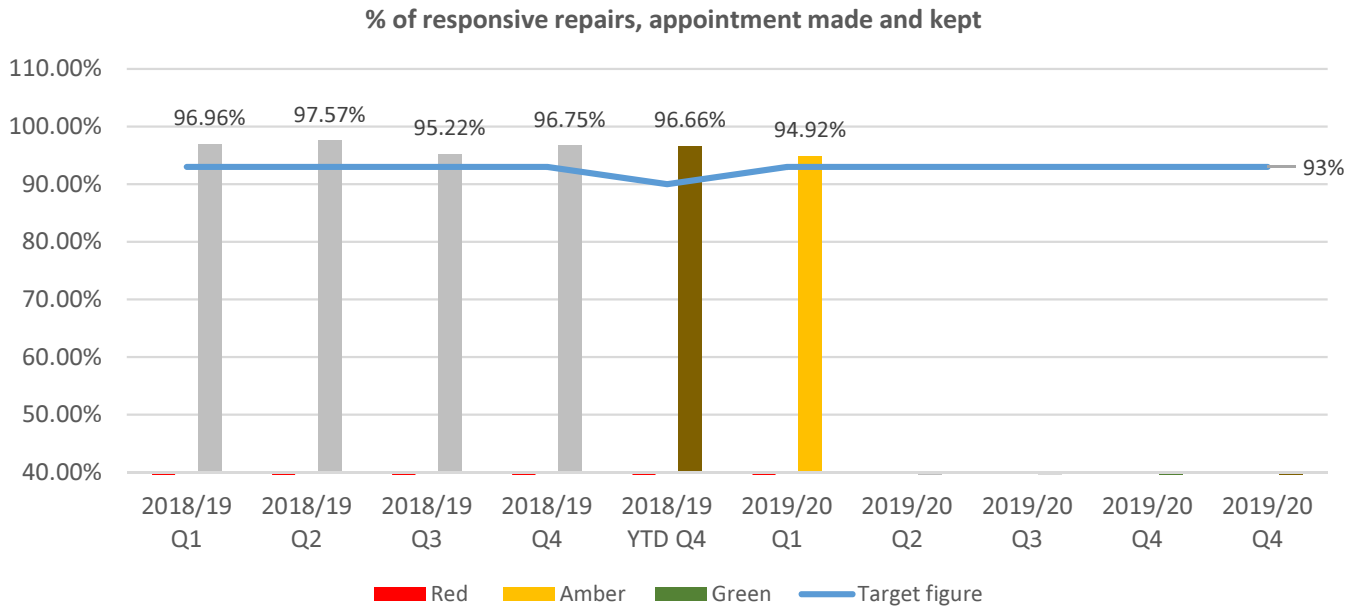
## Days to complete repairs



- The average time to complete repairs continues to perform within target, when compared to the same quarter of the previous year and that of Q4 2018/19 of the previous year there has been a improvement in performance.

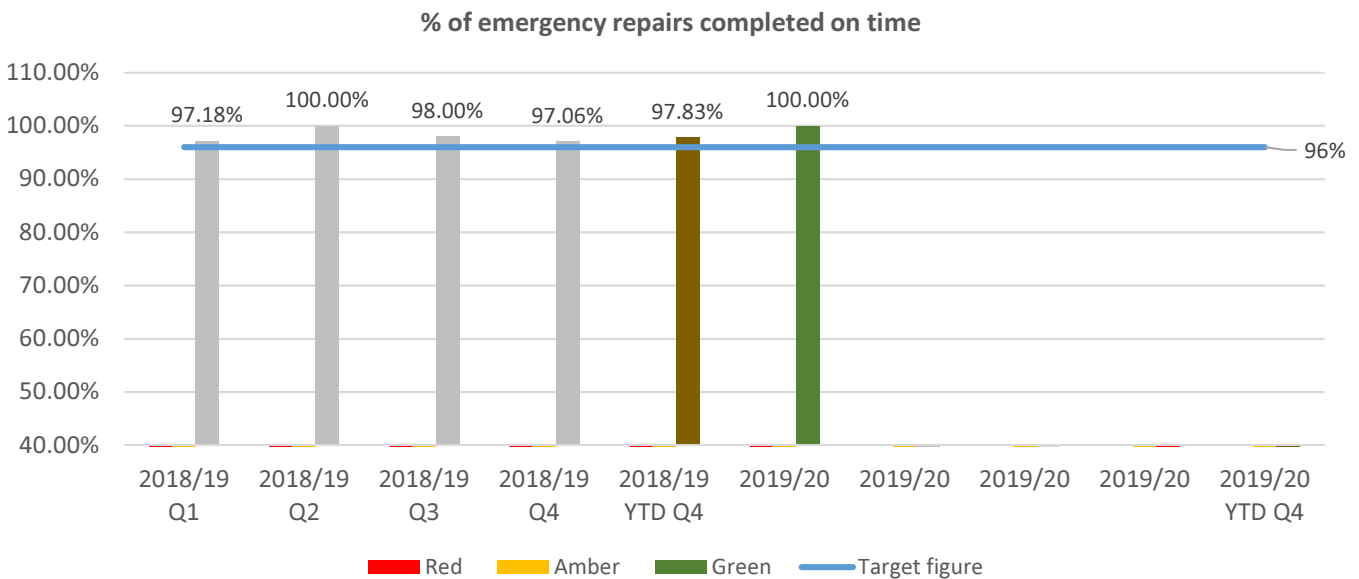
## DOVECOTES TMO – REPAIRS MANAGEMENT

### Responsive repairs



- For quarter one performance for responsive repairs has stayed above the required target since Q1 of 2018/19. 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 within the acceptable tolerance level.

### Emergency repairs

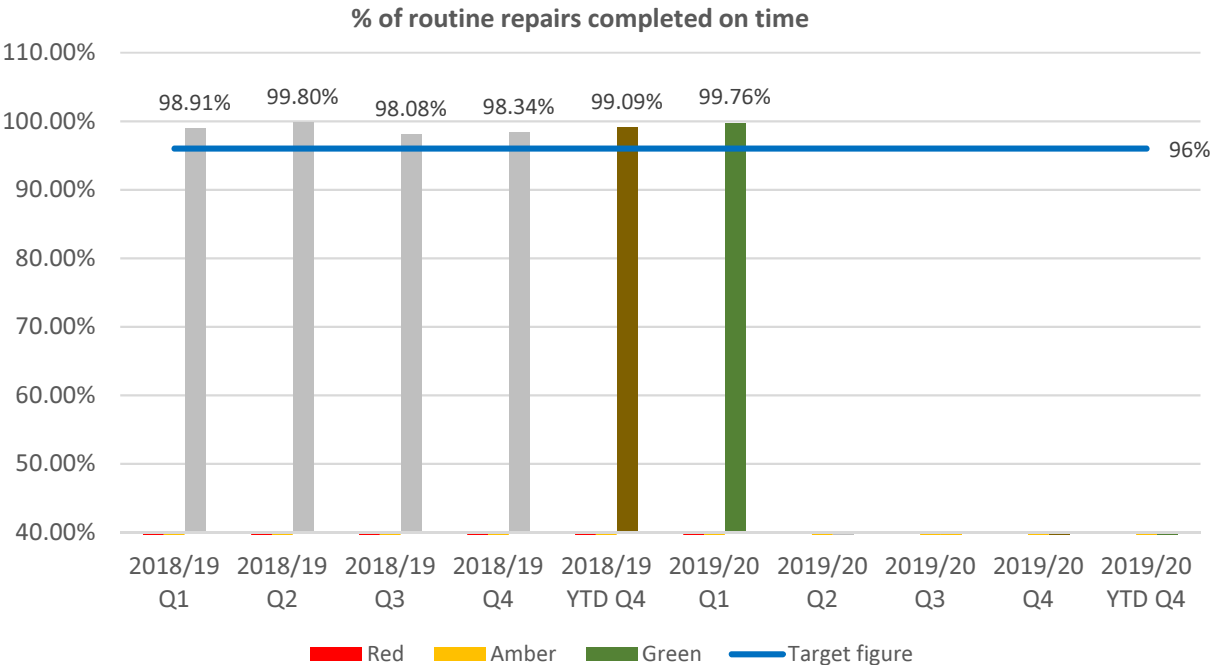


- Dovecotes TMO performance during 2018/19 has been within the acceptable tolerance, for the start of quarter one of 2019/20 performance has been above target. Illustrating improved performance.



# Dovecotes TMO – Repairs Management

## Repairs completed on time

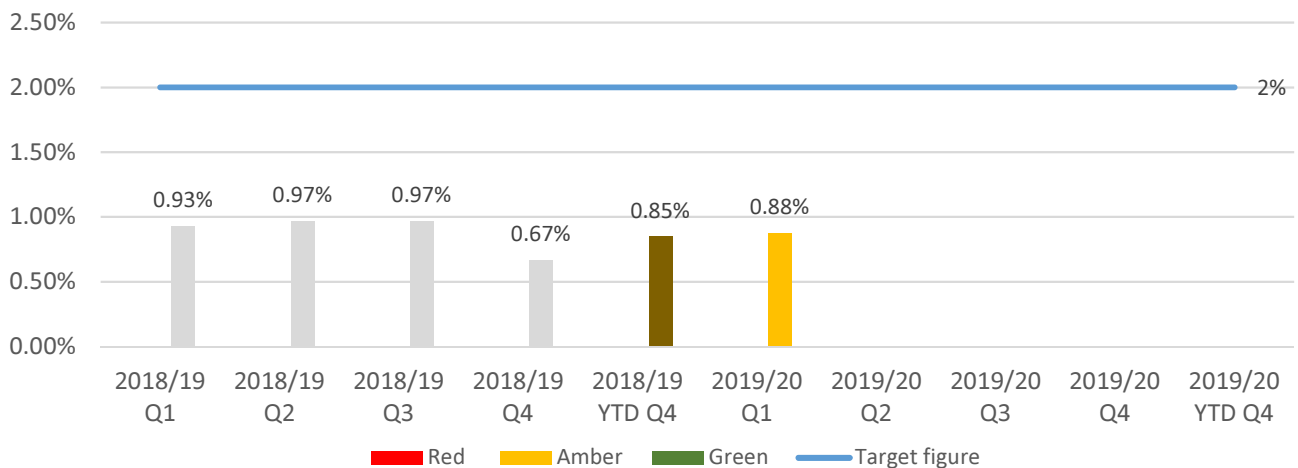


- Overall performance for routine repairs completed on time has been good remaining above target since Q1 of 2018/19.

## Dovecotes TMO – Voids and Re-lets

### Voids

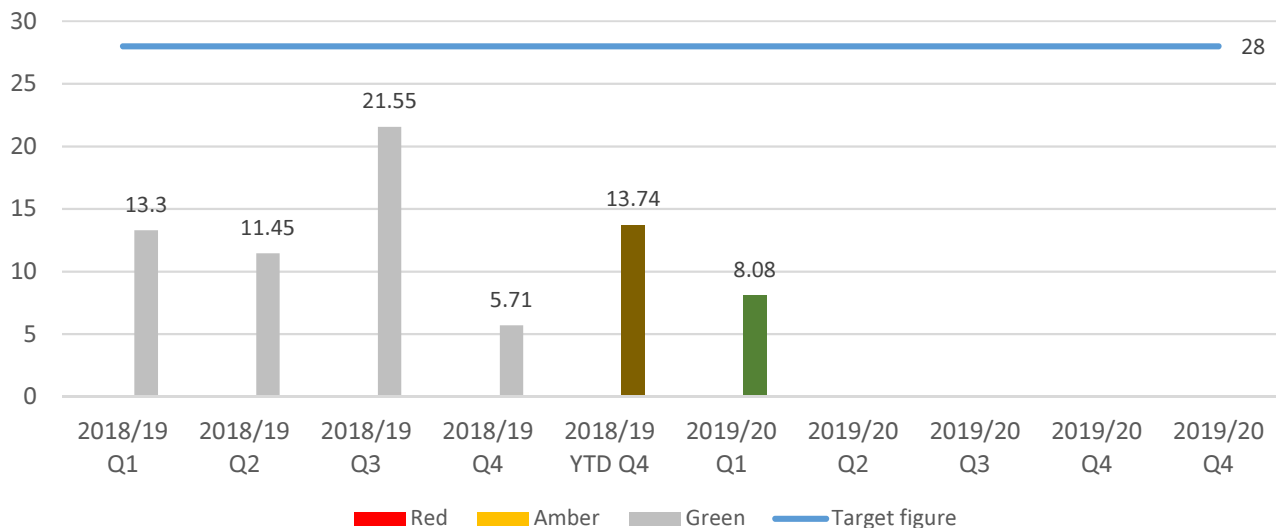
Void loss



- Even though there has been a slight increase in void times, Dovecotes performance continues to remain below the required target and has done since Q1 of 2018/19.

### Re-lets

Average time to re-let housing



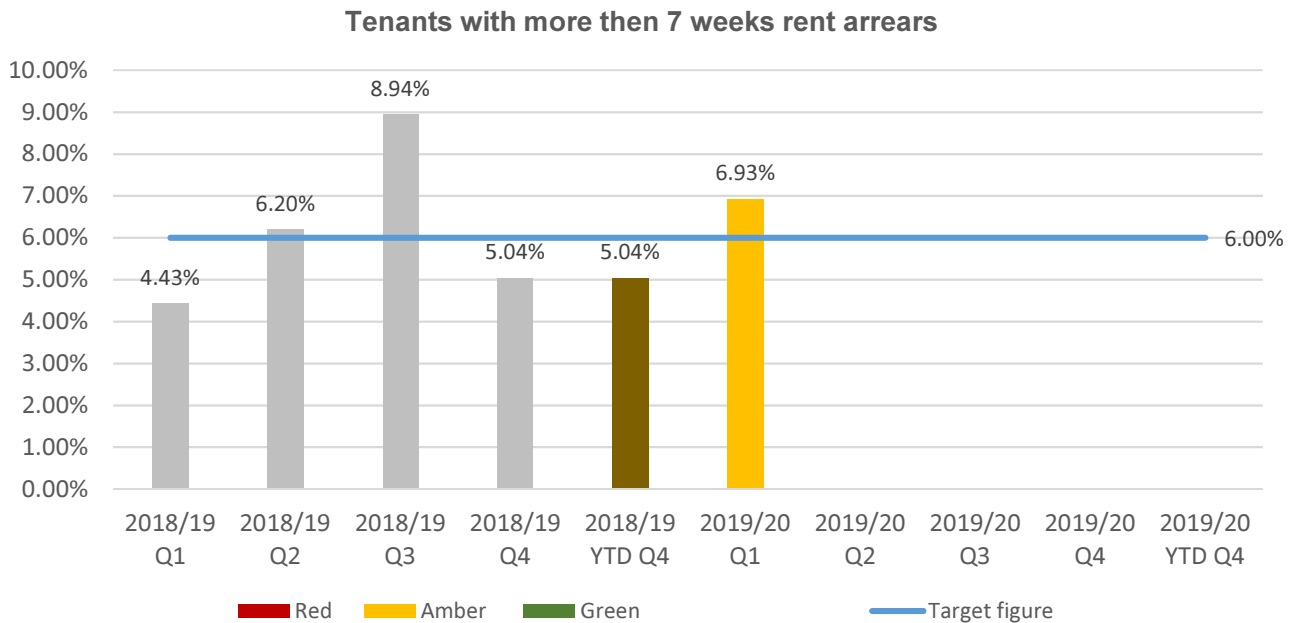
- Quarter on quarter performance for the average time to re-let housing continues to remain within the required target.
- Performance has decreased when compared to the previous quarter, meaning letting times has reduced. Dovecotes therefore are well within the new target of 28 days, which had been lowered from 30 days because of ongoing good performance.

## New Park Village Tenant Management Cooperative

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

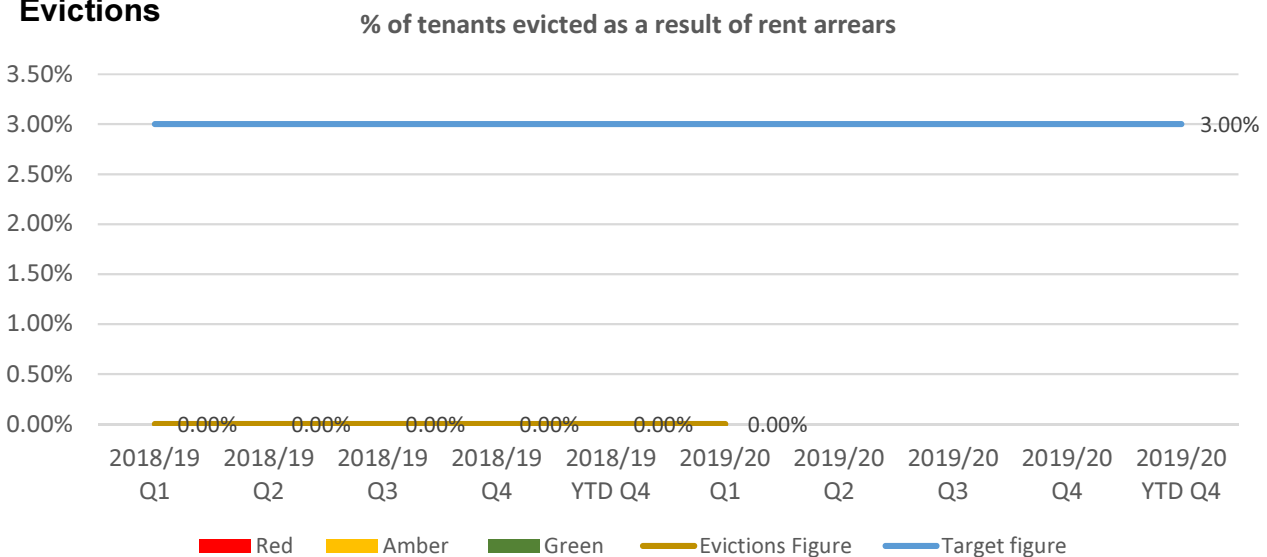
### New Park Village TMC – Rents Management

#### 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.

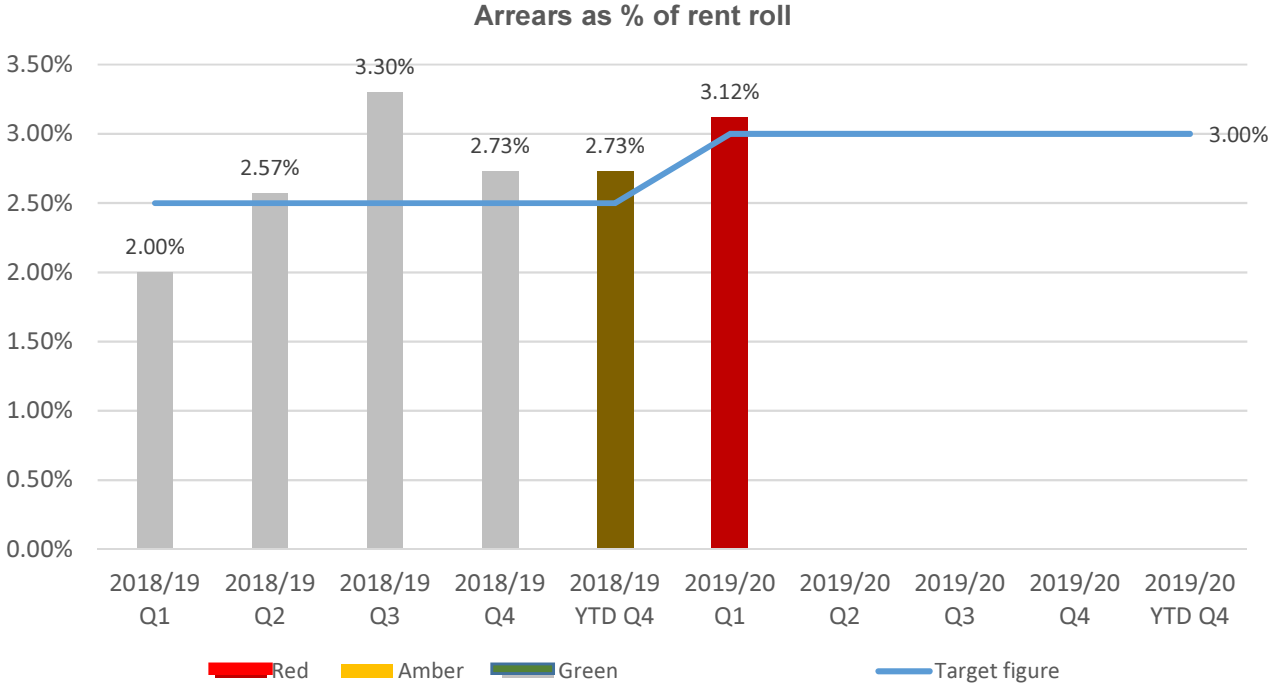
#### Evictions



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

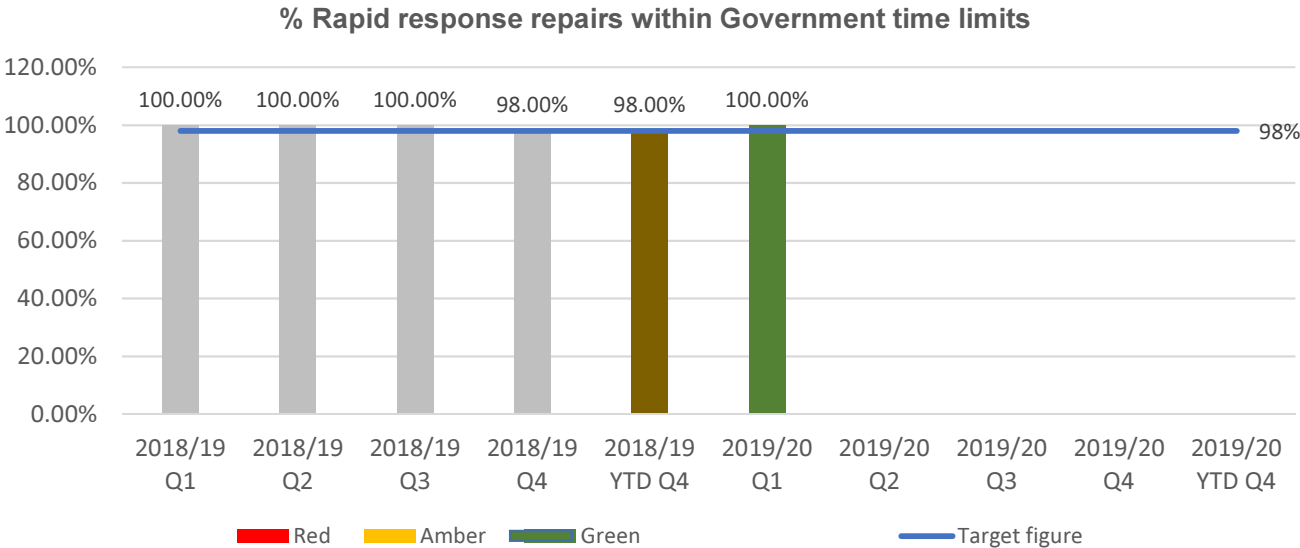
## Arrears as a percentage of the rent roll



- Performance for arrears as a percentage of the rent roll for quarter one 2019/20 has increased. Universal Credit has had an impact on arrears and will continue to be monitored by Housing Strategy.
- Arrears have exceeded New Park Village TMC’s target in the past four quarters. Prior to this, New Park Village TMC had consistently overachieved the target which had been set at 3% which was therefore altered to 2.5% at the start of the previous financial year. Therefore due to the difficulties in being experience the target has been reset to 3% and will continue to reviewed during the coming year. The Managing Agent will work with tenants to support them in strategising payment of rent with Universal Credit without falling into arrears.

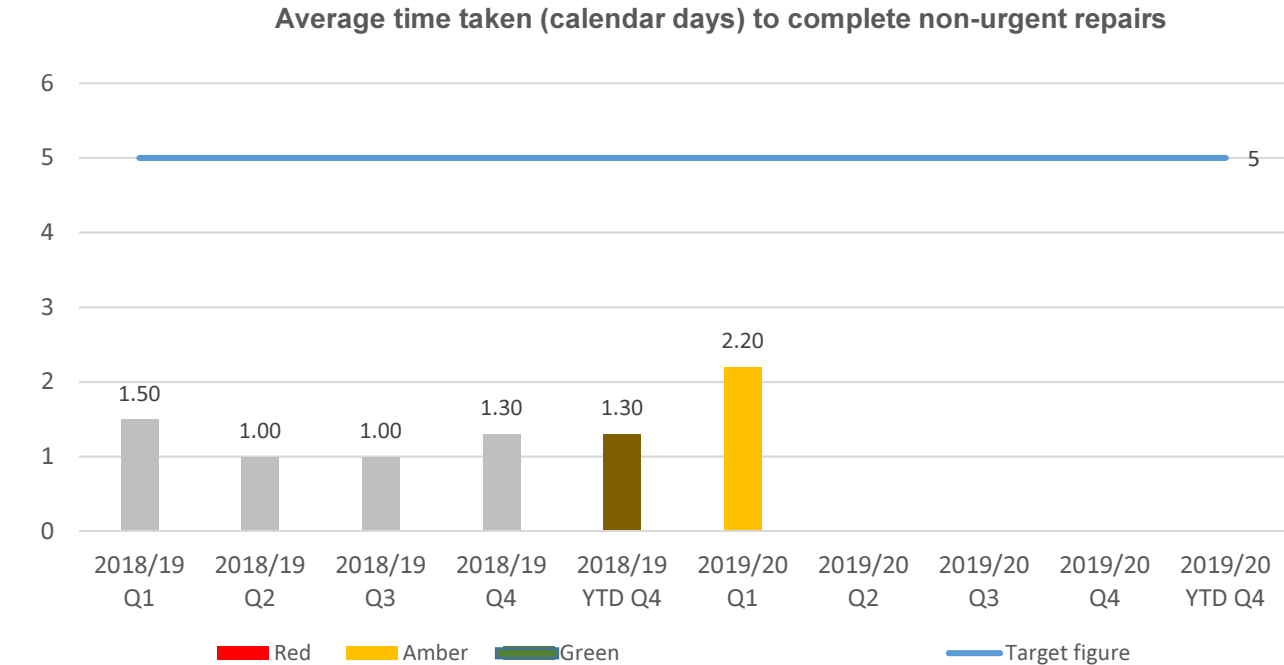
# New Park Village TMC – Repairs Management

## Rapid response repairs



Performance continues to remain at a high standard for rapid response repairs, increasing back to 100% at quart one 2019/20 after a slight decline.

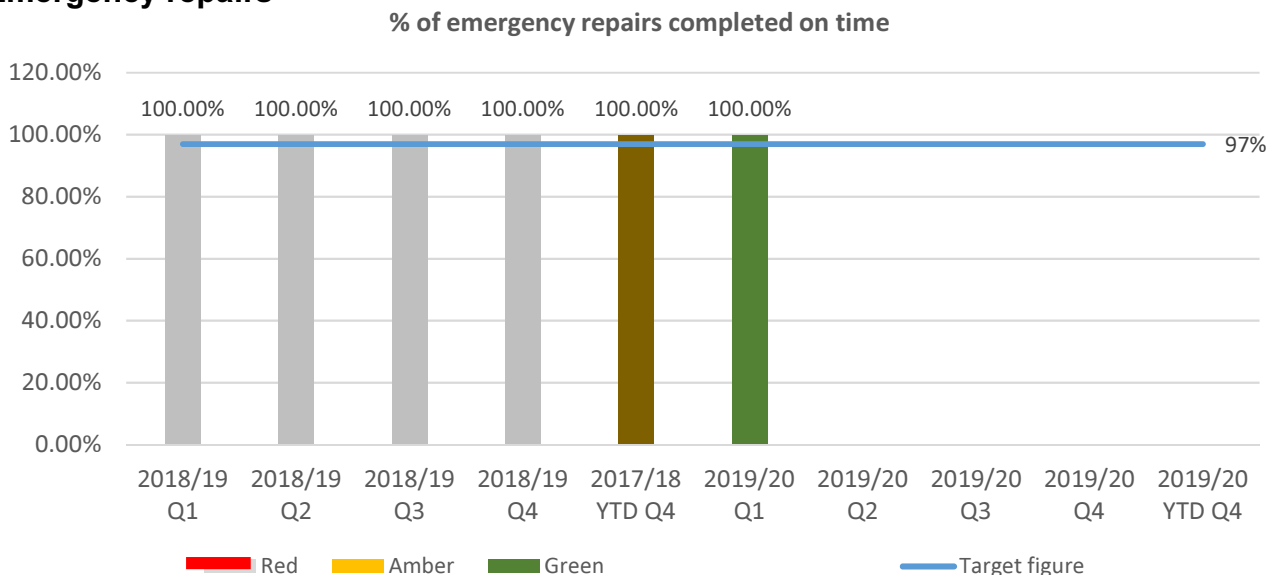
## Days to complete repairs



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. Quarter one shows a slight increase but is still well within target levels.

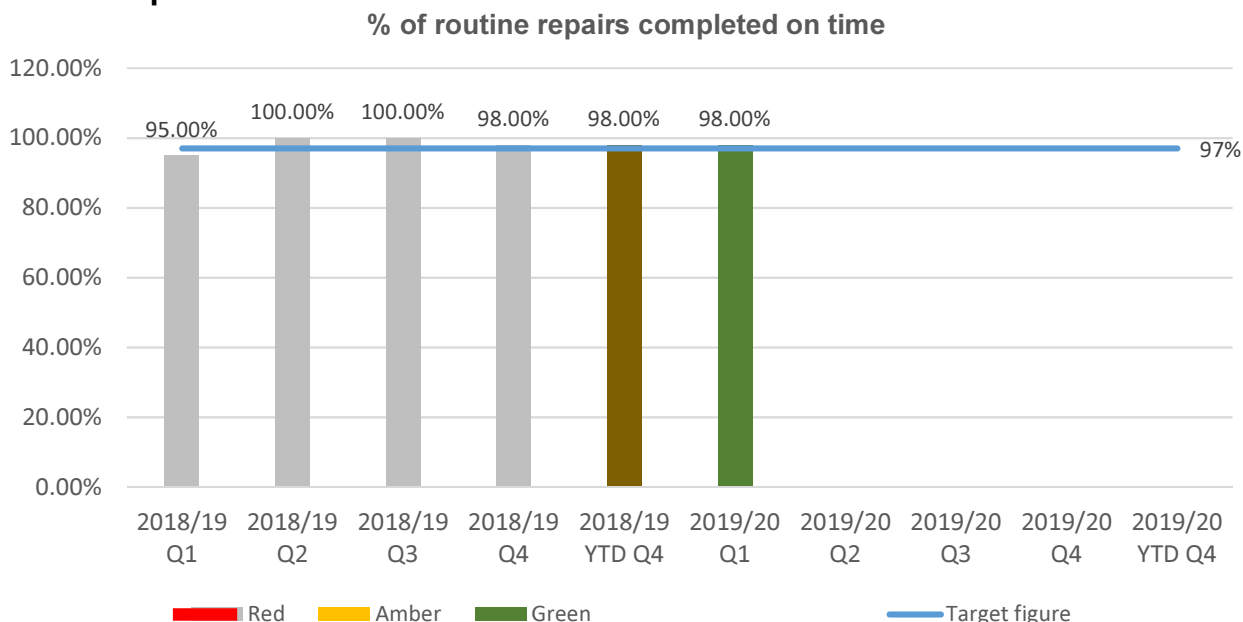
# New Park Village TMC – Repairs Management

## Emergency repairs



Performance for the percentage of emergency repairs completed on time continues to be excellent at one hundred percent for quarter one 2019/20, continuing to remain above the required target level of ninety seven percent.

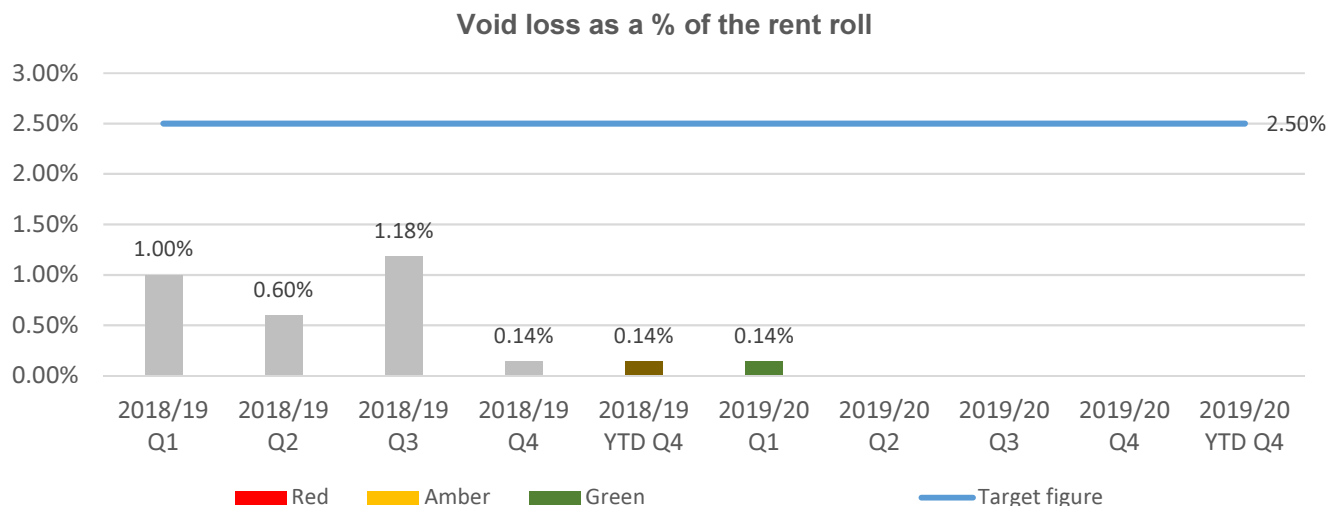
## Routine repairs



Routine repairs performance remains above the 97% target despite a slight drop in the past three quarters. Despite the drop, quarter one 2019/20 is at a higher standard than the same quarter last year.

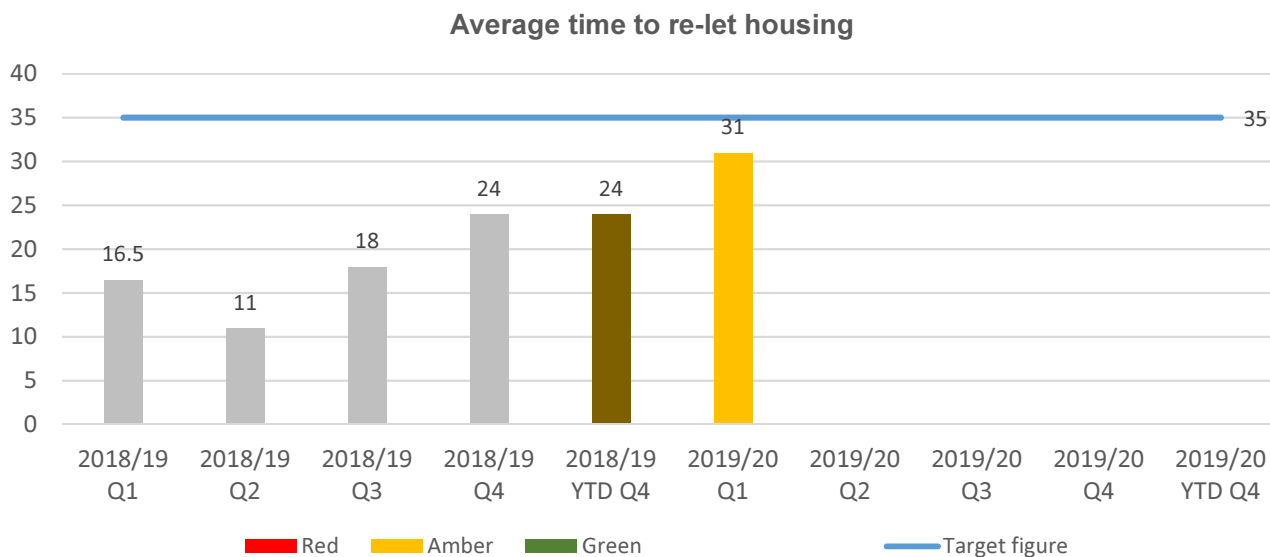
## New Park Village TMC – Voids and Re-lets

### Voids



Void loss performance has improved since the beginning of 2018/19, remaining at 0.14% for the past three quarters and has in any case consistently remained below the target threshold.

### Re-lets



Time to re-let properties has shown to be increasing over the past year, despite remaining within target. The reason for the increase is due to one void property that was abandoned requiring extra works.

## **Springfield Horseshoe Housing Management Cooperative**

Springfield Horseshoe Housing Management Cooperative are monitored against nine performance indicators.

Housing Strategy with the support of Wolverhampton Homes are in the process of reviewing Springfield Horseshoe performance, therefore their information will be provided in the next quarter report including Q1 2019-20.



## **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, each of the Managing Agents have been working on their audit recommendations. With the support of Housing Strategy they have successfully managed to address some of the issues to ensure governance and performance improve.

In July 2019 at the Audit and Risk Committee meeting, an update was provided regarding the work that has been carried out which has enabled a majority of the recommendations to be closed off. A programme of works is now being developed to support the Managing Agents by bringing in additional resources and expertise to the Managing Agents.

Housing Strategy will work with the Managing Agents to monitor progress to ensure the Council continues to provide support and monitoring to the TMOs, to ensure the recommendations are completed by year end. Regular reviews will continue during 2019-2020 to ensure governance and performance of the TMOs.

## **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 voted for by the tenants of New Park Village was option 1: Demolish and rebuild the maisonettes with new homes. A report was submitted to Cabinet (Resources) Panel in July 2019 and formally approved. Housing Strategy will work with Housing Resources and New Park Village to commence with the Regeneration programme.

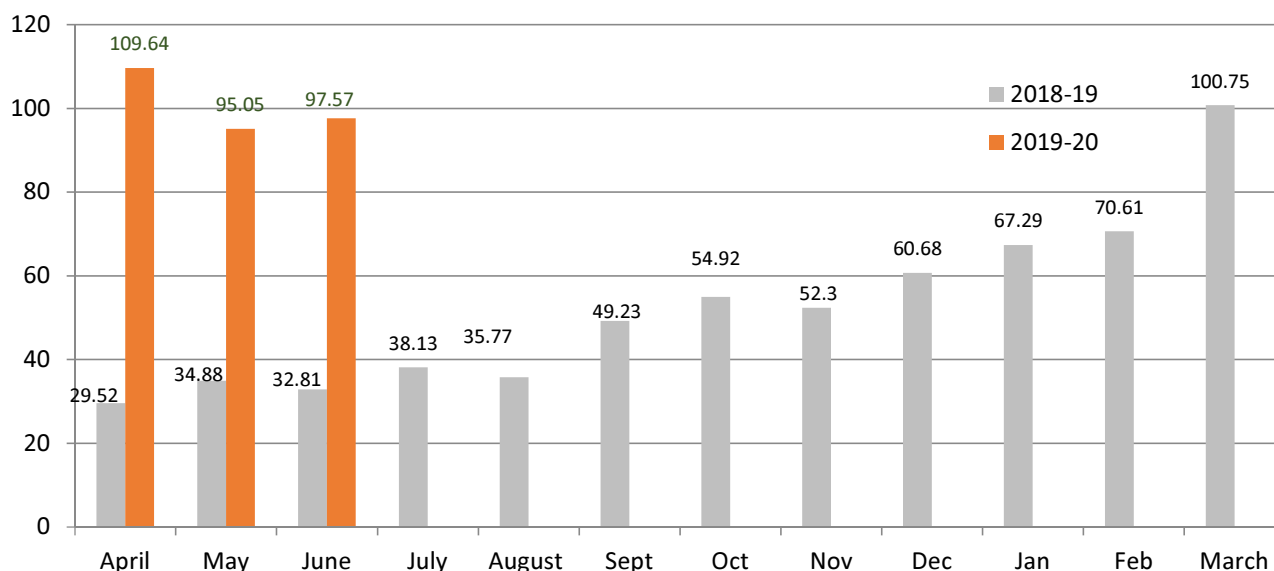
## Homeless Services Statistics

The Homelessness Reduction Act which came into force from April 2018, has placed legal duties on local authorities in regards to homelessness, 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.

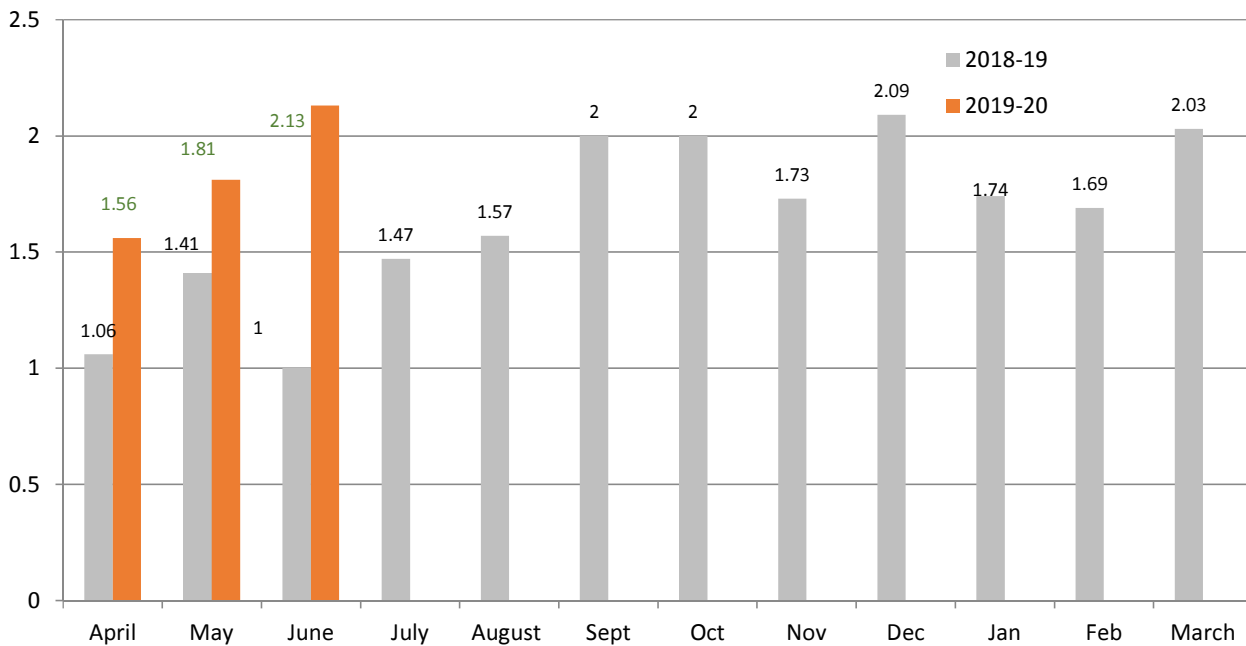
### Decision time in working days



The Homelessness Reduction Act has increased the time allowed to make a homeless decision from 28 working days to 56 working days, therefore performance levels are significantly higher than those compared to that of the previous year due to having a longer decision time.

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



The length of stay in bed and breakfast during 2018-19 has been ad-hoc, the length of stay during 2019-20 has risen when compared to the same month of the previous year.

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

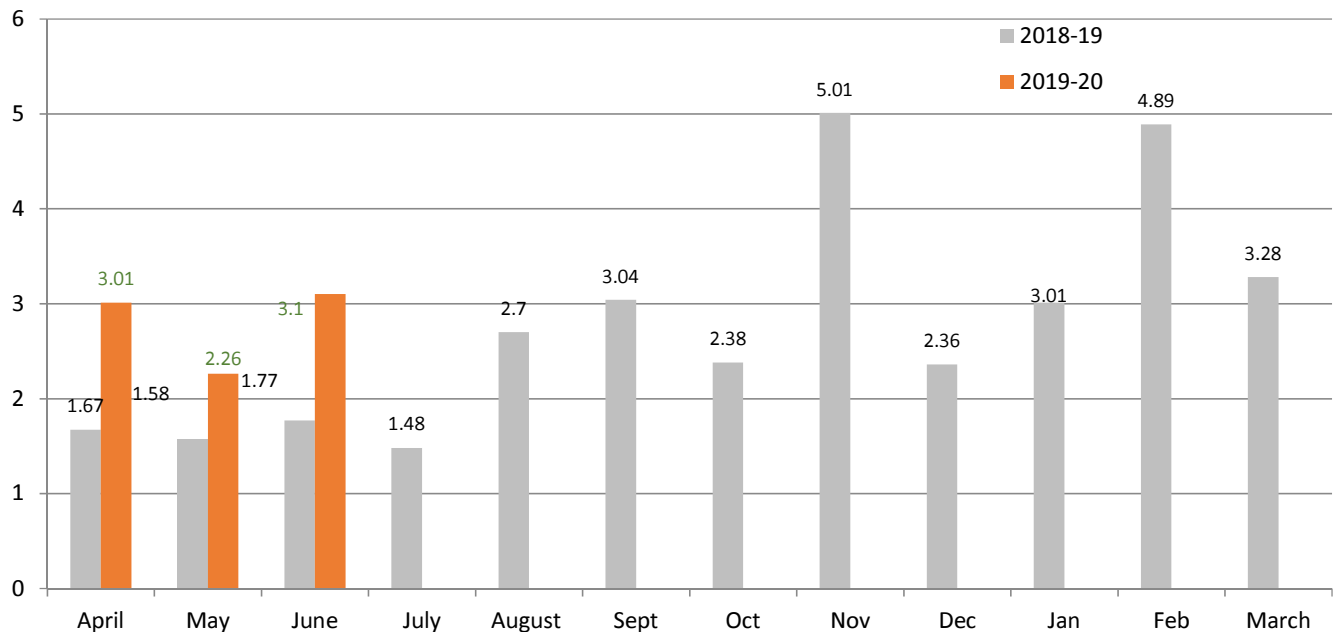
- end of shorthold tenancies and loss of accommodation;
- not able to be accommodated by friend or parents;
- violent relationship breakdown.

At the end of June 2019, the number of cases placed into emergency Bed & Breakfast accommodation was a cumulative total was 138 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' continues to be monitored, as it is a legal requirement to ensure there are no families being accommodated in bed and breakfast for more than six weeks.

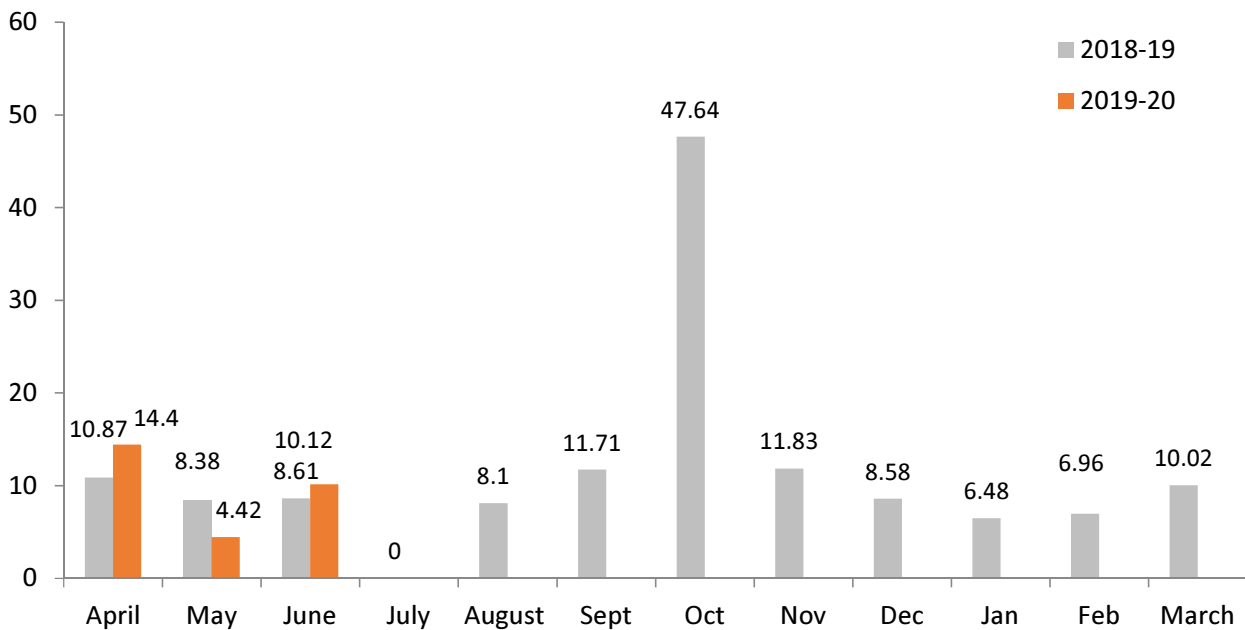
The average length of stay reduced significantly until July 2018 following Homeless Services transferring to Wolverhampton Homes, there has been a steady increase in usage during the year with the average length of stay of 4.89 weeks for February 2019.

The cumulative average totalled 1.84 weeks for 2018-2019, illustrating a slight increase. The cumulative figure for 2019/18 now stands at 2.95 weeks, illustrating a slight increase.

One of the main reasons for the increase is there has being 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.

In comparison to last years cumulative figure which was 10.5 weeks during March 2018/19, when compared to the same quarter of the cumulative length of stay is now at 11.32 weeks, indicates a rise in Shared Accommodation usage. The increase can be put to increased family sizes being placed in Bed and Breakfast.

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.

## Reasons for Homeless within Wolverhampton

Criteria	Number of households accepted as homeless
Domestic Abuse	08
End of private rented property – not assured shorthold tenancy	07
End of private rented property – assured shorthold tenancy	24
End of Social Rented tenancy	01
Eviction from Supported housing	01
Family no longer willing or able to accommodate	1 2
Fire – Flood	01
Friends no longer willing or able to accommodate	03
Left HM forces	00
Required to leave accommodation provided by Home Office as Asylum Support	20
Left institution with no accommodation available	00
Mortgage Repossession	00
Non racially motivated / other motivated violence or harassment	00
Other	15
Property disrepair	00
Racially motivated violence or harassment	00
Relationship with partner ended (non-violent breakdown)	05
Not Known	04
<b>Total</b>	<b>101</b>

### The top 4 reasons for homelessness for cases placed within LA Schemes where:

- End of private rented property – assured shorthold tenancy
- Required to leave accommodation provided by Home Office as Asylum Support
- Family no longer willing or able to accommodate
- Other

