

CLIENT RELATIONSHIP MANAGING REPORT

QUARTER THREE OCTOBER-DECEMBER 2019




1. LANDLORD SERVICES
2. HOMELESSNESS SERVICES
3. HOME IMPROVEMENT AGENCY

CLIENT RELATIONSHIP MANAGING REPORT

QUARTER THREE – OCTOBER-DECEMBER 2019

1. LANDLORD SERVICES

This housing management performance report covers the third quarter of the financial year 2019-2020. 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.
	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.

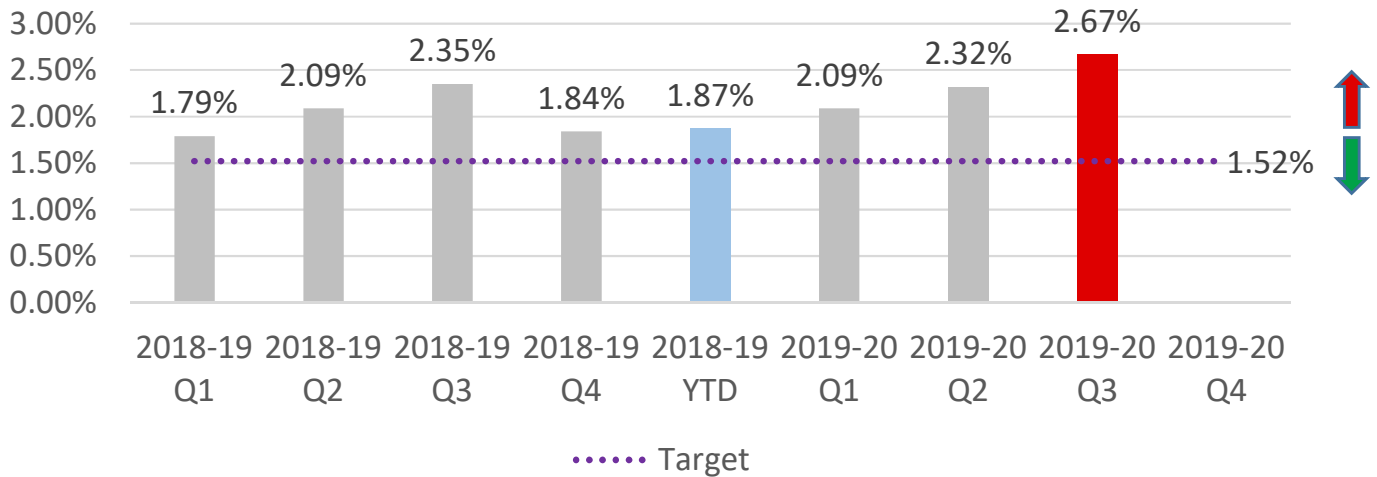
Performance indicators and stock management

Managing Agent	Stock profile	Number of measured indicators	Performance targets snapshot		
			Below required target	Within an acceptable tolerance	Met/exceeded target
Wolverhampton Homes	20,234	22	8	5	9
Bushbury Hill EMB	828	8	2	1	5
Dovecotes TMO	805	10	2	0	8
New Park Village TMC	295	9	1	2	6
Springfield Horseshoe HMC	263	9	0	4	5

This section sets out quarter three performance information for Wolverhampton Homes, during 2019-2020. Wolverhampton Homes has generally performed well, with 9 indicators within target, 8 outside of target and 5 within tolerance.

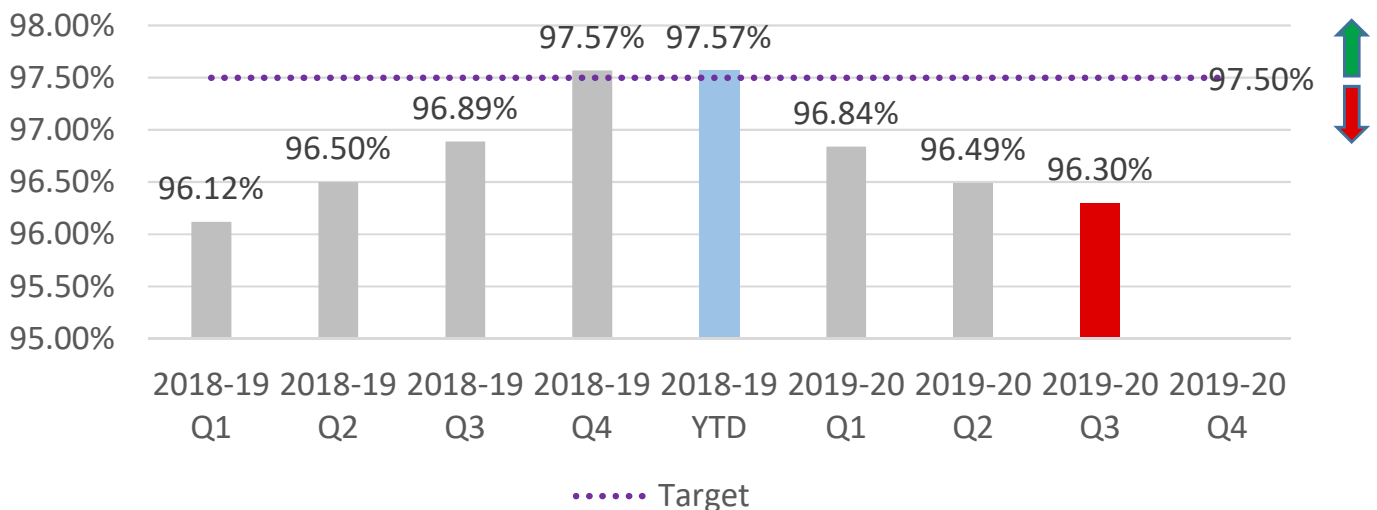
RENT MANAGEMENT

Arrears as a % of the rent roll



Wolverhampton Homes anticipated a rise in arrears during the Christmas period and performance remains steady despite this due to a big push to collect arrears prior to Christmas. With arrears only 1.15% out of target, Wolverhampton Homes have performed comparatively well.

% Rent collection (arrears indicator)

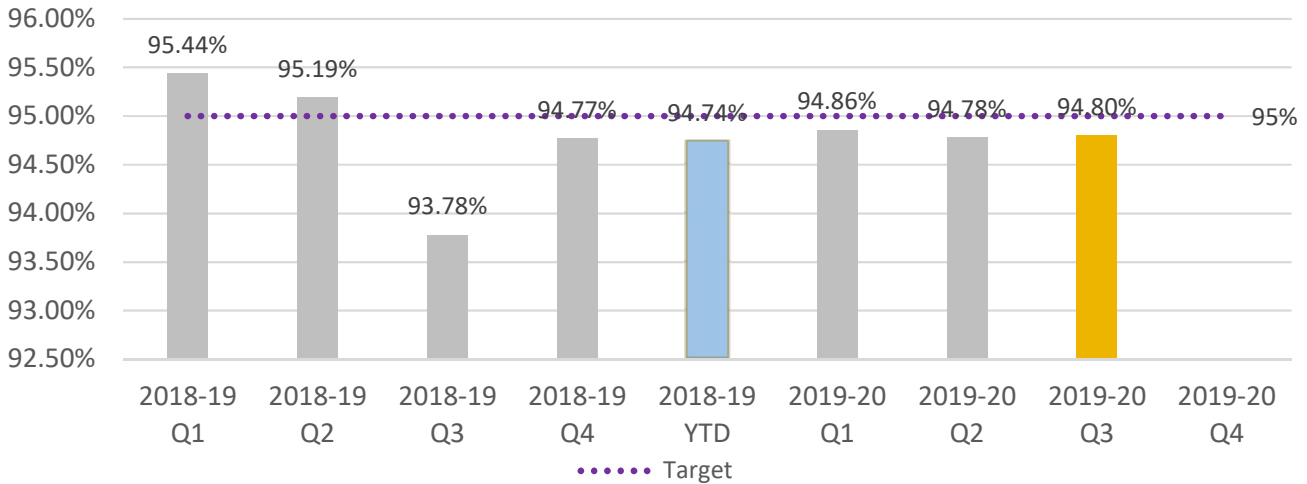


Wolverhampton Homes' performance in rent collection falls 1.2% out of target.

Wolverhampton Homes' Money Smart team provide support and advice for tenants in arrears and will contact customers who have been transferred to Universal Credit at the onset to provide information and advice if required. Wolverhampton Homes has also supported 62 people into provisions such as work experience, voluntary work and training.

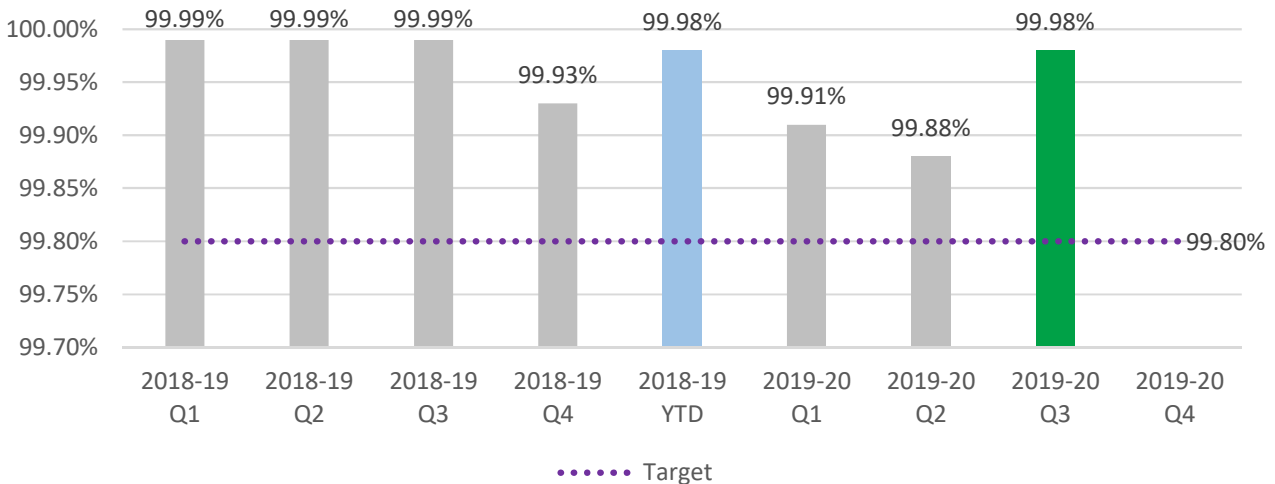
REPAIRS MANAGEMENT

% Responsive Repairs for which an appointment was made and kept



Responsive repair rates are just 0.2% below target. Wolverhampton Homes continue to review this service, including development of an online repair reporting process for customers.

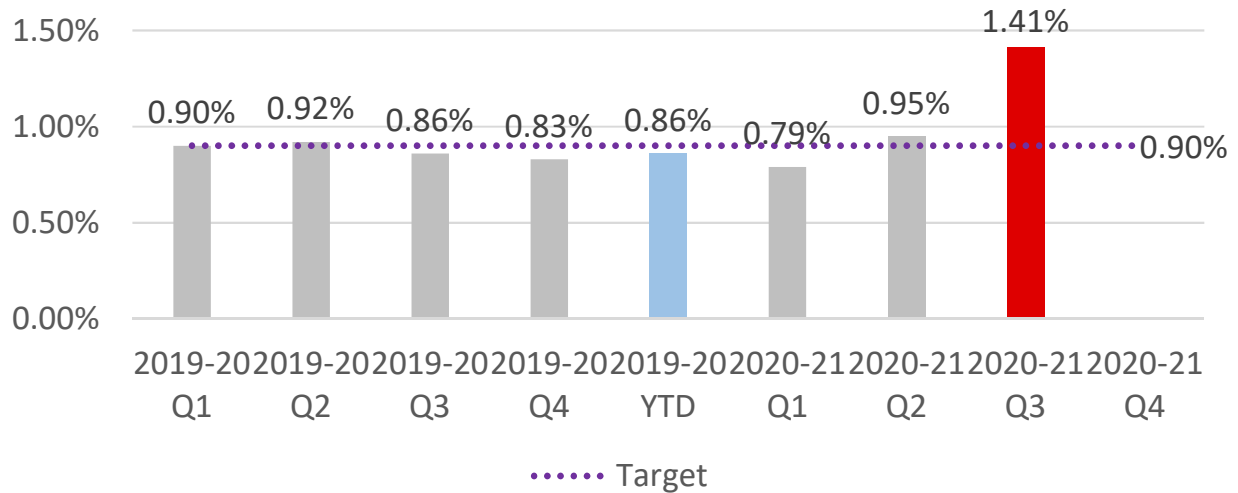
% Valid Gas Certificates



Wolverhampton Homes continues to maintain its high performance with regards to the percentage of valid gas certificates completed. Targets were increased due to ongoing exceptional performance. Checks were previously carried out in a more standardised way and this will shortly be transformed to a new “MOT” style of checking.

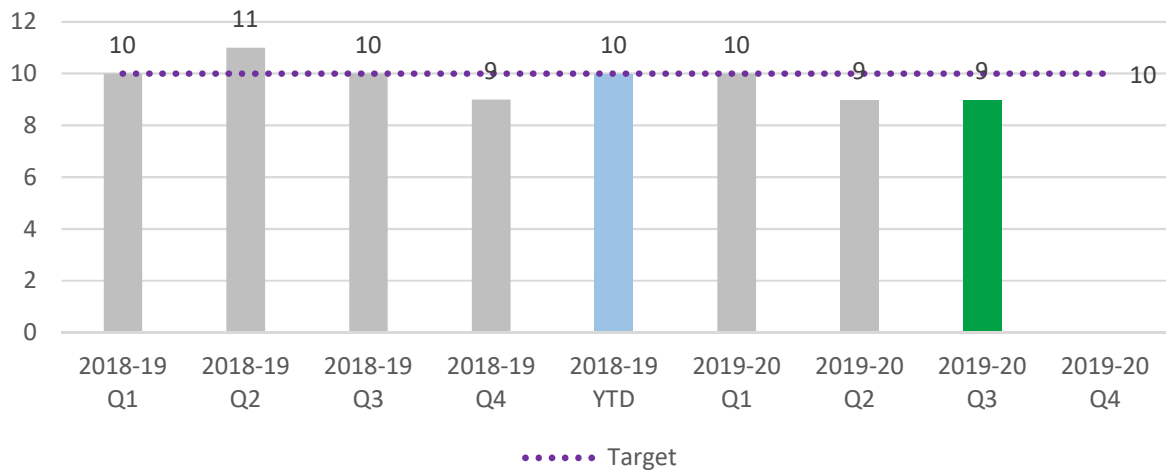
VOIDS AND ALLOCATIONS

Void loss as a % of the rent roll



Wolverhampton Homes have found issues with asbestos and infestations have increased void loss as a percentage of the rent roll. There is currently training processes in place for new staff and improvements are anticipated for the next financial year.

Average number of calendar days to re-let



In respect of re-let times, performance remains strong for Wolverhampton Homes and within target.

Anti-Social Behaviour

	% satisfied with the way their ASB was dealt with		97.42% Target: 97% (high)	Performance remains on target for quarter three.
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Business Planning

	Average days lost through sickness		7.29 Target: 6.5 (low)	Slightly over target due to seasonal influences, and several long term sicknesses. Wolverhampton Homes are working on wellbeing policies moving forward.
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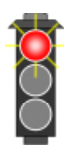
Business Planning

	% customer calls answered within 80 seconds		35.4% Target: 55% (high)	<p>Due to staff absences and ongoing system issues, there has been a decline in customer care performance.</p> <p>Wolverhampton Homes received more calls in quarter three due to poor weather, however, due to internal staff absence, meeting demand was more difficult.</p> <p>It is anticipated that the issues were temporary and improved performance is expected in the coming quarters.</p>
	% calls abandoned		17.1% Target: 15% (low)	
	% complaints responded to within target		82.28% Target: 92% (high)	
	% calls answered		98.61% Target: 85% (high)	
	Councillor enquiries responded to in 14 days		82.28% Target: 92% (high)	

Estate Inspections

	% estate inspections achieving Good or Excellent rating		97.83% Target: 99% (high)	Performance fell below target due to incidents of fly-tipping or untidy gardens.
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Repairs



% response repairs completed in target



96.27%
Target: 98%
(high)

Calls received late in the day impacted figures, however, performance dropped only slightly below target. Staff changes should improve performance in the coming quarters.

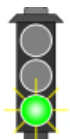
Neighbourhood and Housing Management Services

Tenants evicted for rent arrears



16

For information only; number of evictions taking place during quarter three.

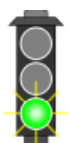


% telecare calls answered within 60 seconds



98.61%
Target: 97.5%
(high)

System upgrades and team restructuring has improved performance in telecare services.



% out of hours calls answered



98.61%
Target: 97.5%
(high)

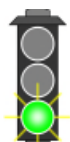
Estate Services / Health and Safety



% fire safety inspections completed – low and medium rise



100%
Target: 99.5%
(high)

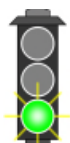


% fire safety inspections completed – high rise



100%
Target: 99.5%
(high)

Excellent performance overall for all three indicators.

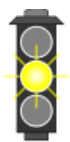


Management of Fire Risk Assessments



100%
Target: 99.5%
(high)

Stock Investment



% progress (by value) with the delivery of capital projects



68.87%
Target: 95%
(high)

Delivery of capital projects falls below what was anticipated due to some projects being on hold

Voids and Allocations



Rent arrears of former tenants as a % of the rent roll



1.25%
Target: 1.05%
(low)

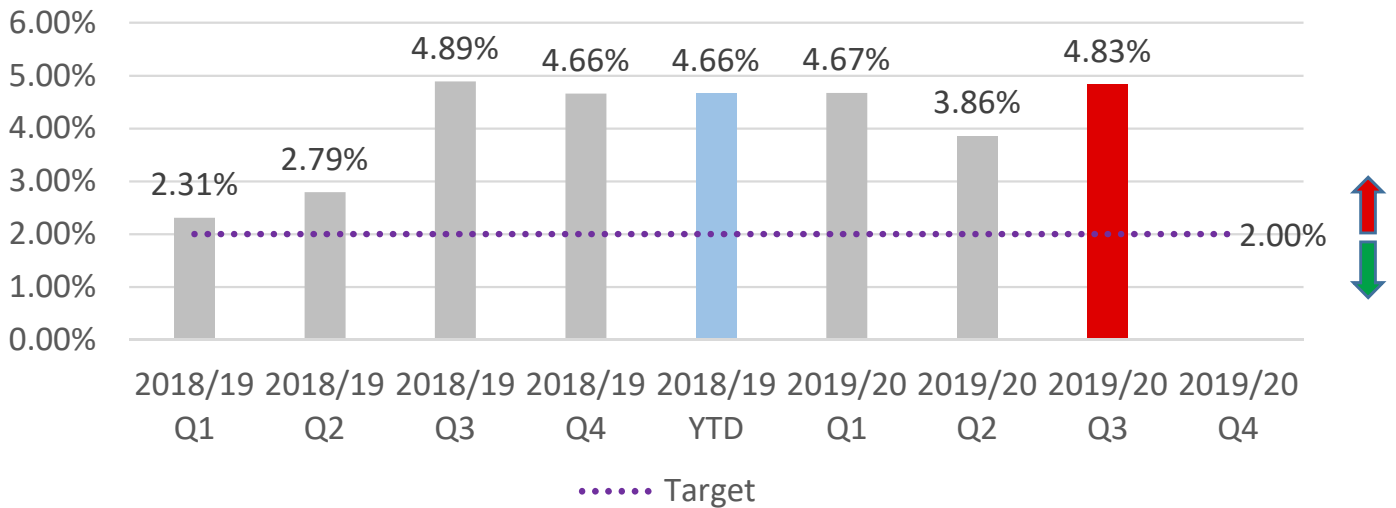
Rent arrears for former tenants sits 0.2% out of target prior to arrear write offs at year end.

BUSHBURY HILL ESTATE MANAGEMENT BOARD

Below is the quarter three performance information for Bushbury Hill Estate Management Board (EMB), for 2019-2020. 2 indicators are outside of target, 1 within acceptable tolerance level and the remaining 5 are within target.

RENT MANAGEMENT

% Tenants with more than seven weeks gross rent arrears

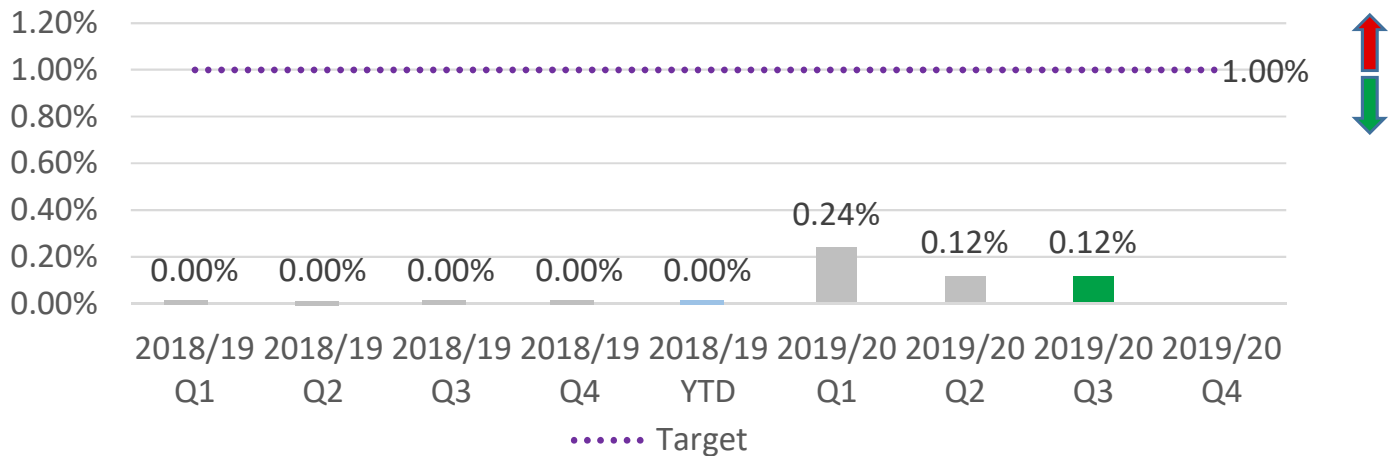


There has been an increase in percentage of tenants with more than seven weeks rent arrears. There have been some issues regarding the Alternative Payment Arrangements where payments have taken longer to be processed and do not cover the missed weeks.

Universal credit also continues to impact the seven week arrears figure where the first payment is delayed by 8 weeks.

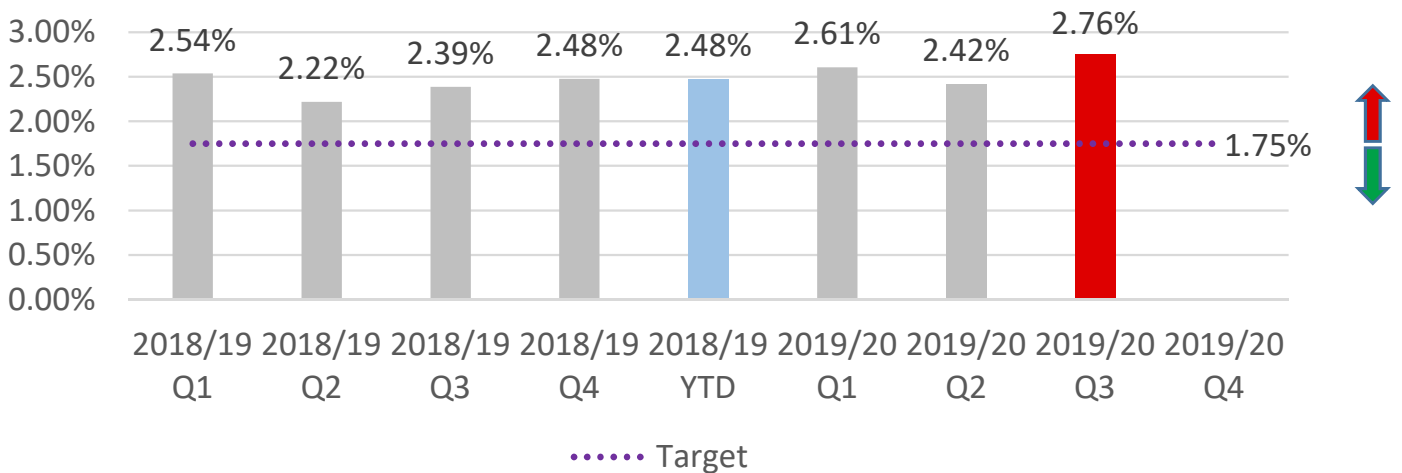
RENT MANAGEMENT

% Tenants evicted as a result of rent arrears



Bushbury Hill EMB remain within target despite the occurrence of an eviction in quarter three. The tenant was evicted as a result of arrears of almost £5,000; referrals were made to Early Intervention and social care.

Arrears as a % of the rent roll



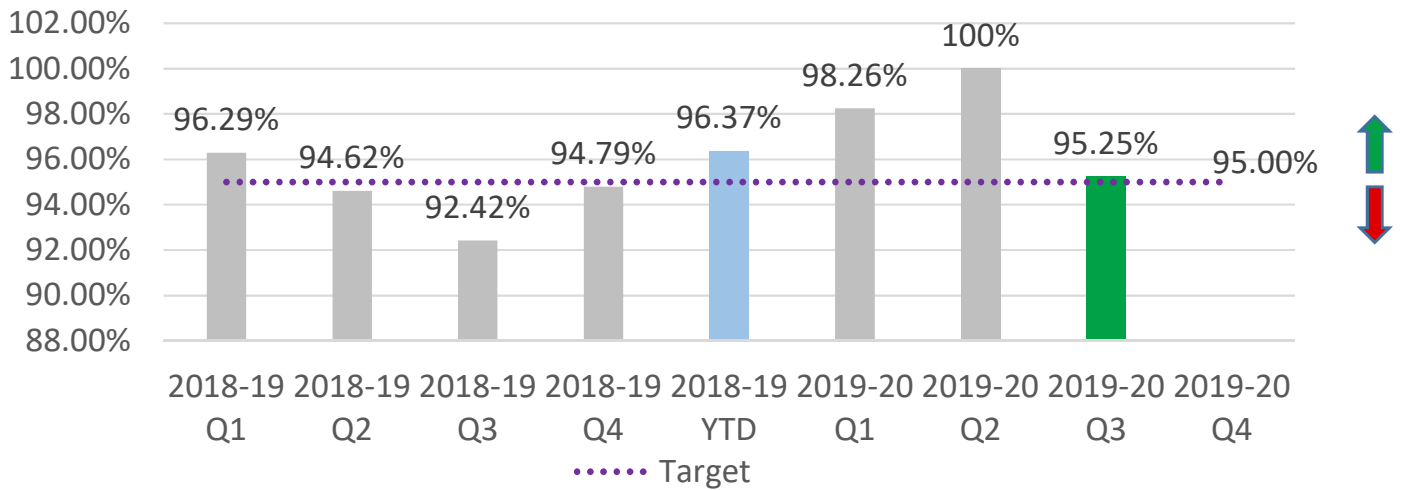
Bushbury Hill EMB have seen a slight increase in arrears for quarter three. Housing Strategy will continue to monitor this in the coming quarters and support Bushbury Hill EMB when required.

Bushbury Hill EMB follow the same procedure for arrears as Wolverhampton Homes, which is required for the pre-action protocol, whereby tenants in significant arrears are contacted by telephone, home visits etc. to determine reasons for arrears and to offer support where possible.

BUSHBURY HILL ESTATE MANAGEMENT BOARD

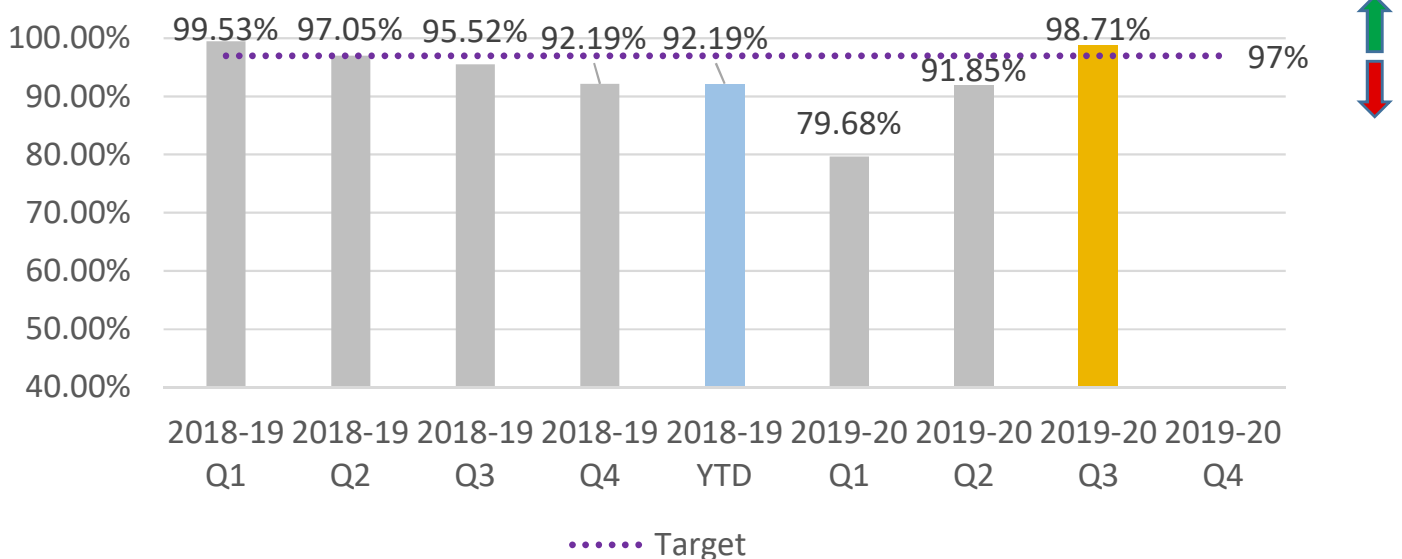
REPAIRS MANAGEMENT

% Repairs attended within time (WHT* & WH)



Performance for repairs attended remains within target for quarter three. Delays in repairs may also be attributed to customer requests to complete repairs at a later date. Bushbury Hill EMB's repair contractor, Wrekin Housing Trust (WHT) therefore monitors customer satisfaction, which will be reported on in financial year 2020-2021.

% Rapid response repairs attended same day (WHT* only)

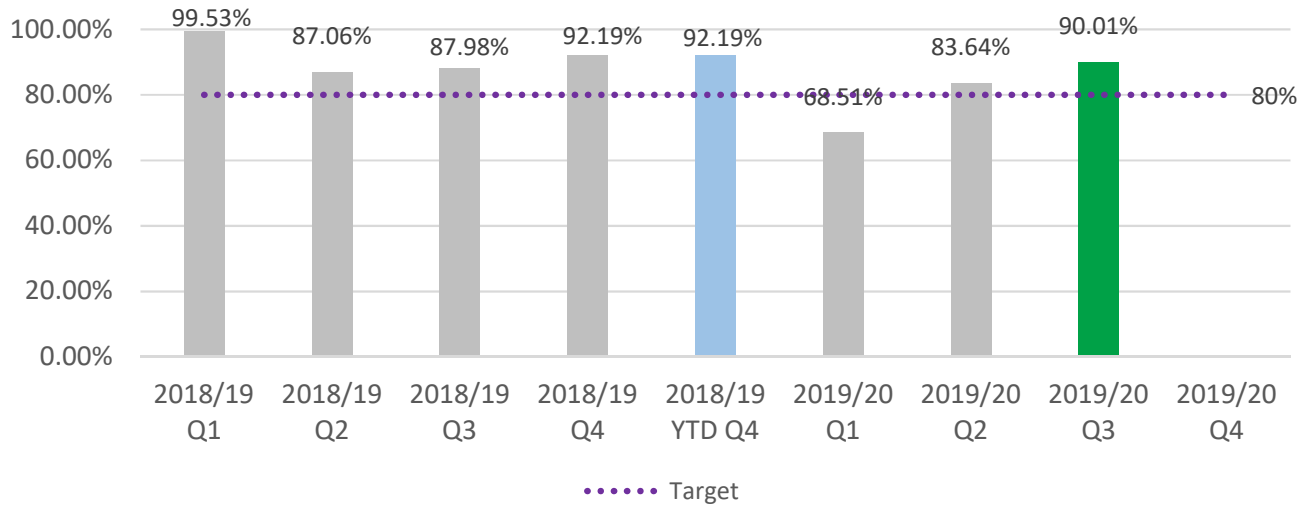


There has been continuing improvement in same day attendance Rapid Response repair call-outs following some issues in quarter one with a new Scheduling System, and figures now fall within target. This System adversely affected the Rapid Response figures in particular, despite the system improving follow-on work rates.

BUSHBURY HILL ESTATE MANAGEMENT BOARD

REPAIRS MANAGEMENT

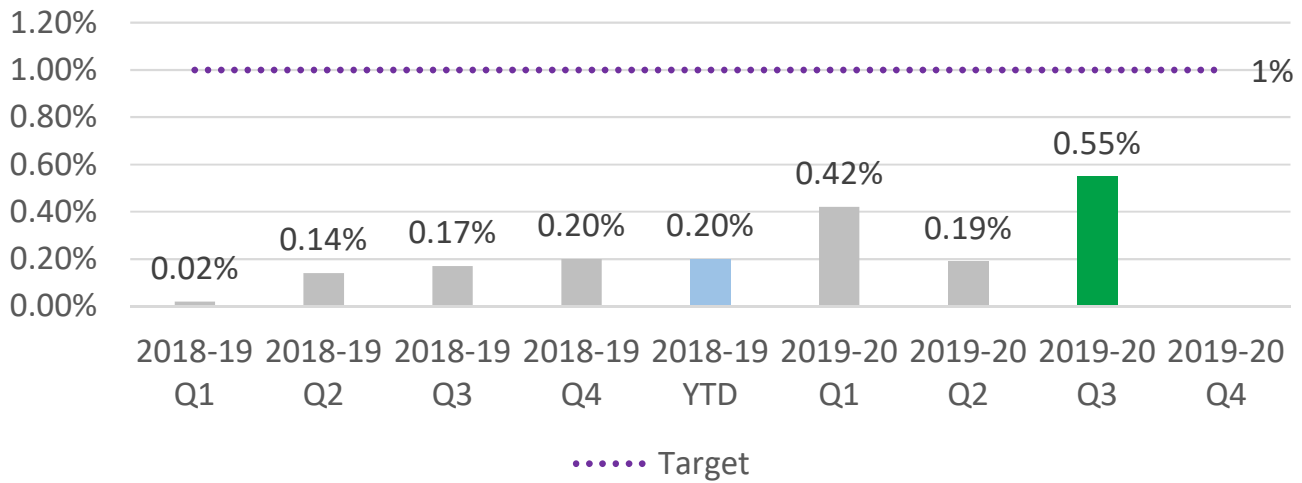
% Rapid response repairs completed same day (WHT only)



Quarter three shows further improvement in performance. Several repair issues in quarter three related to boiler pressure issues at the onset of winter, but remains above target.

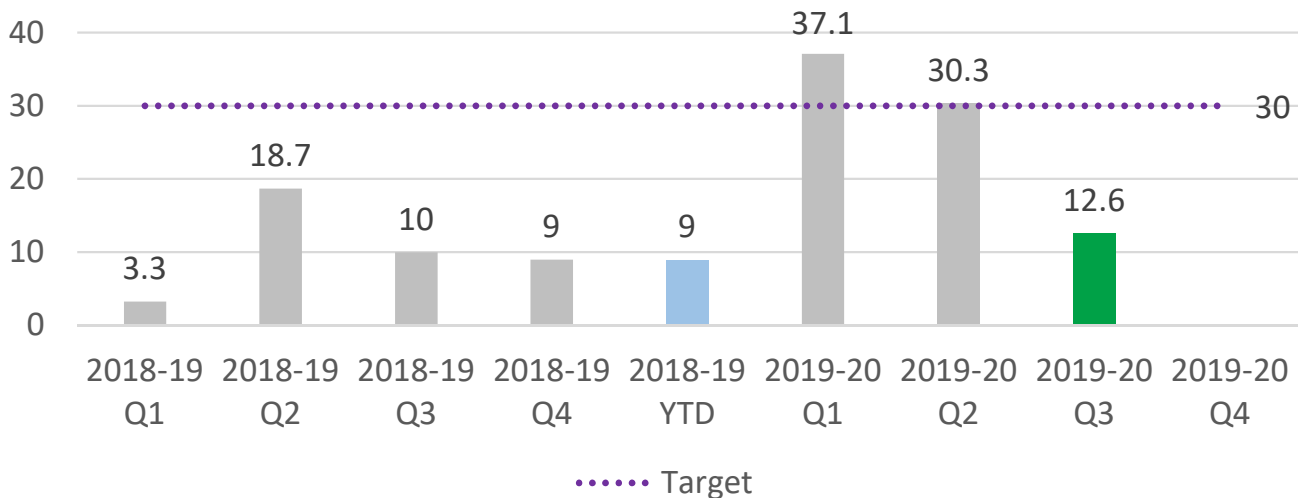
VOIDS AND ALLOCATIONS

Void loss as a % of the rent roll



Void loss continues to remain within target for this financial year.

Average number of calendar days to re-let housing



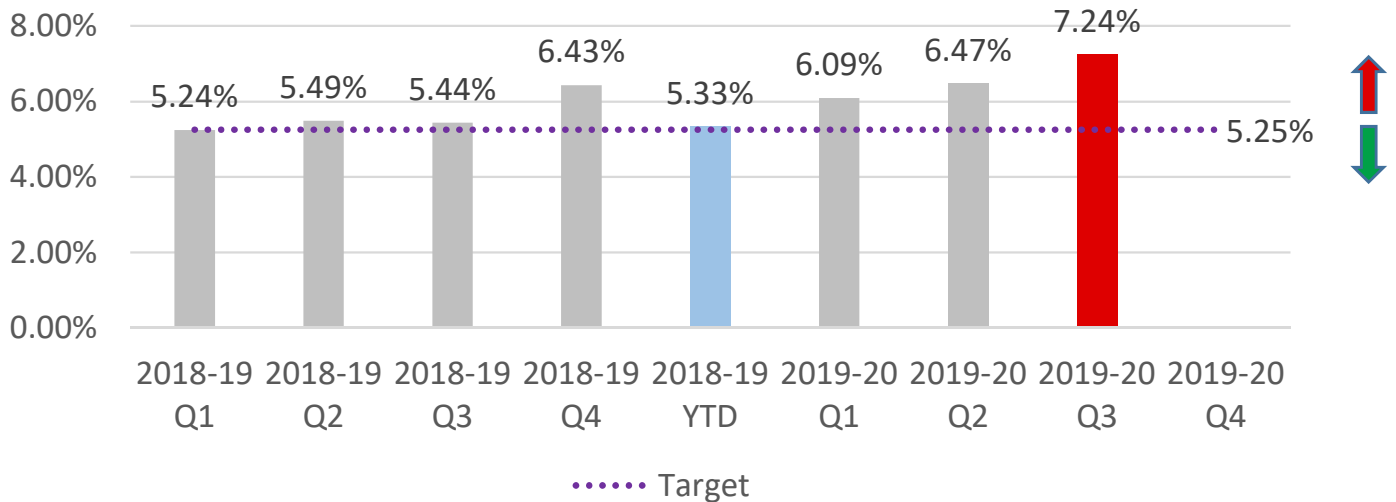
Turnaround to re-let housing has significantly improved in quarter three.

DOVECOTES TENANT MANAGEMENT ORGANISATION

Below is the quarter three performance information for Dovecotes Tenant Management Organisation (TMO), during 2019-2020. Dovecotes TMO has performed well with 8 indicators being within target and only 2 outside of target.

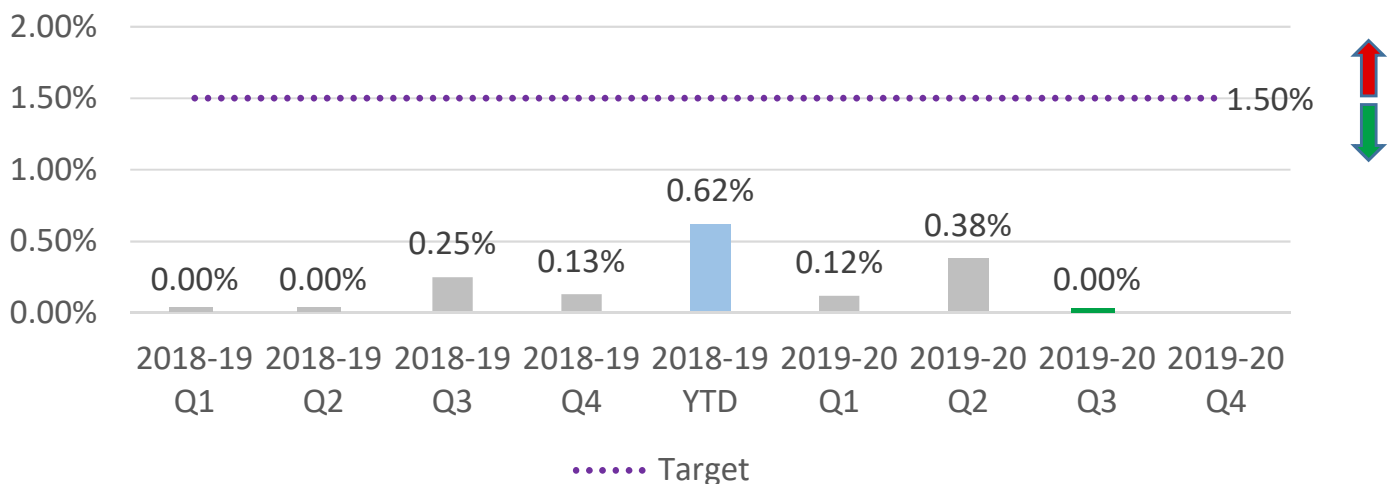
RENT MANAGEMENT

% Tenants with more than 7 weeks rent arrears



Dovecotes TMO has reported an increase in 7 weeks arrears figures particularly over the Christmas period and for tenants recently rolled onto Universal Credit. Enforcement action cannot be taken for one month arrears unless the tenant is on a court order. Tenants new to Universal Credit are referred to the Money Smart team.

% Tenants evicted as a result of rent arrears

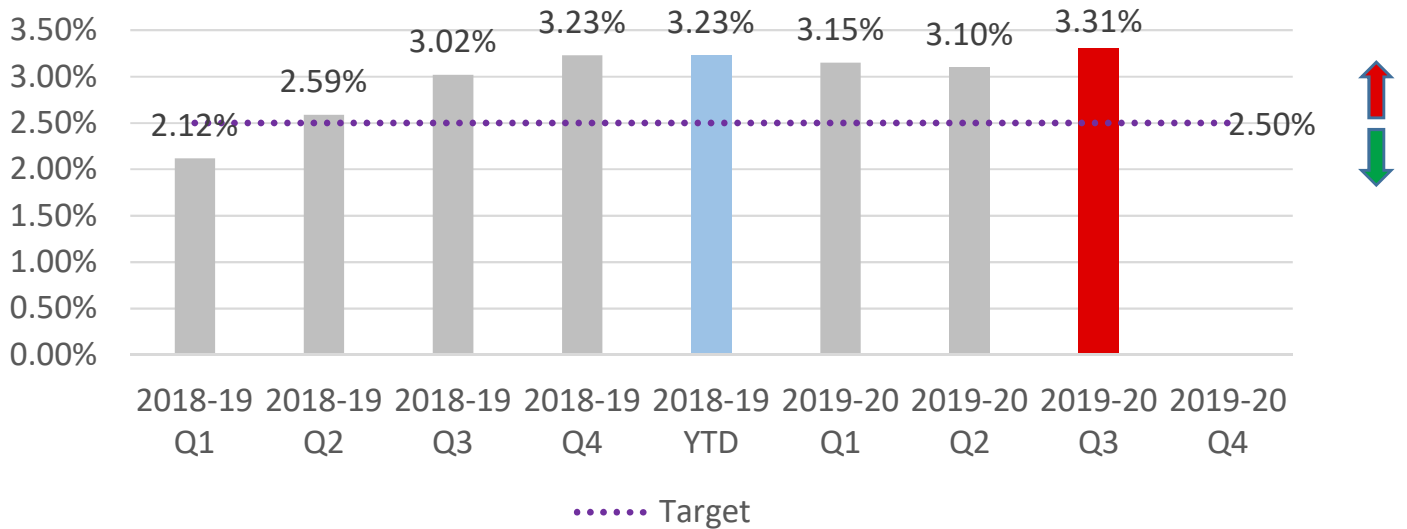


Dovecotes TMO had no instances of evictions for quarter three 2019-2020.

DOVECOTES TENANT MANAGEMENT ORGANISATION

RENT MANAGEMENT

Arrears as a % of the rent roll

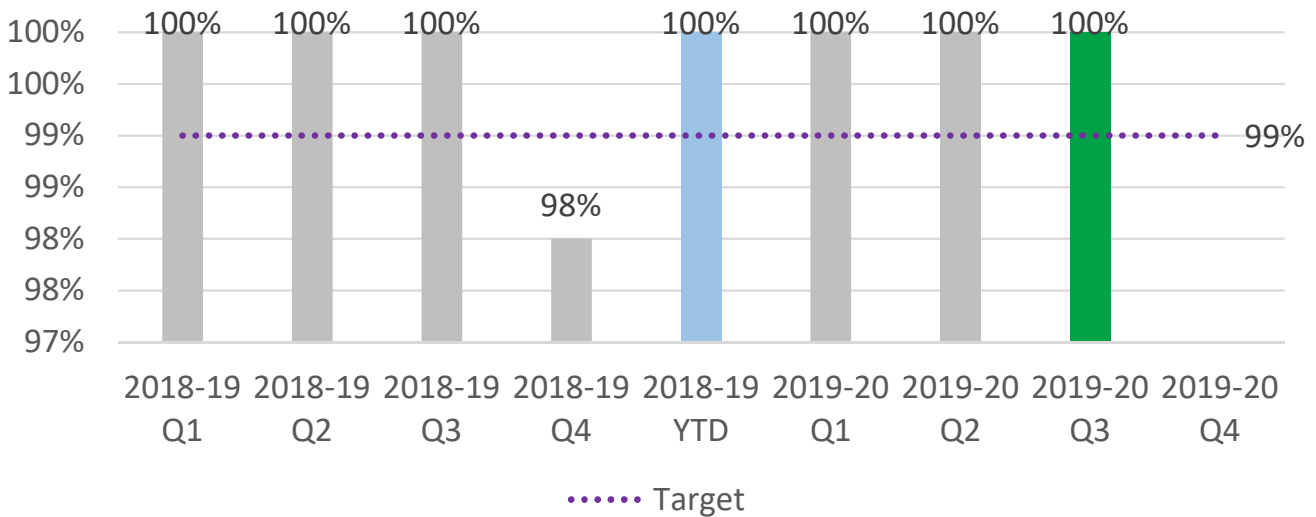


Dovecotes TMO has seen an increase in arrears during quarter three, which may be attributed to the Christmas period and loss of the rent free week. Dovecotes TMO will strategise on how to combat this loss next year and anticipate that the shortfall will be met in quarter four.

DOVECOTES TENANT MANAGEMENT ORGANISATION

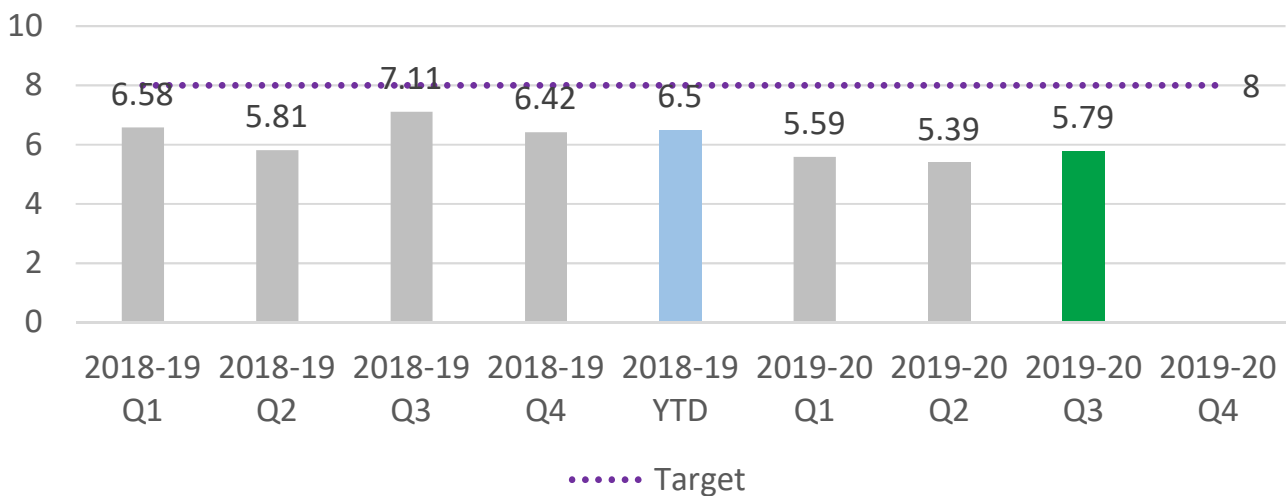
REPAIRS MANAGEMENT

% Rapid response repairs (same day)



Dovecotes TMO has been completing all Rapid Response repairs ahead of the 7 day Government target.

Average number of calendar days to complete non-urgent repairs

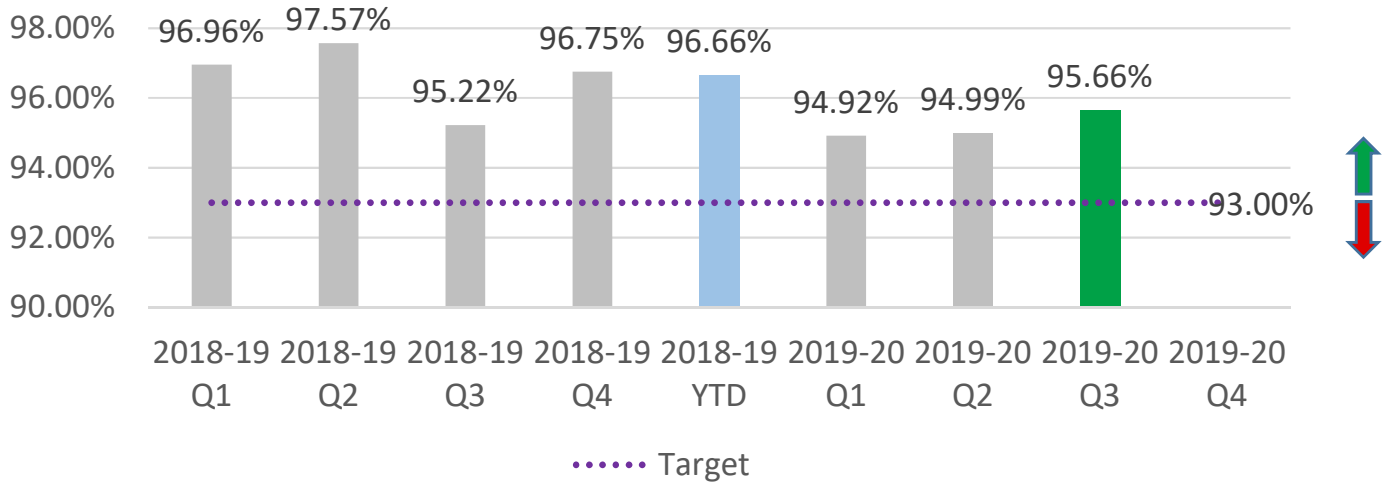


Completion of non-urgent repairs continues to remain within target and has improved compared to the previous financial year.

DOVECOTES TENANT MANAGEMENT ORGANISATION

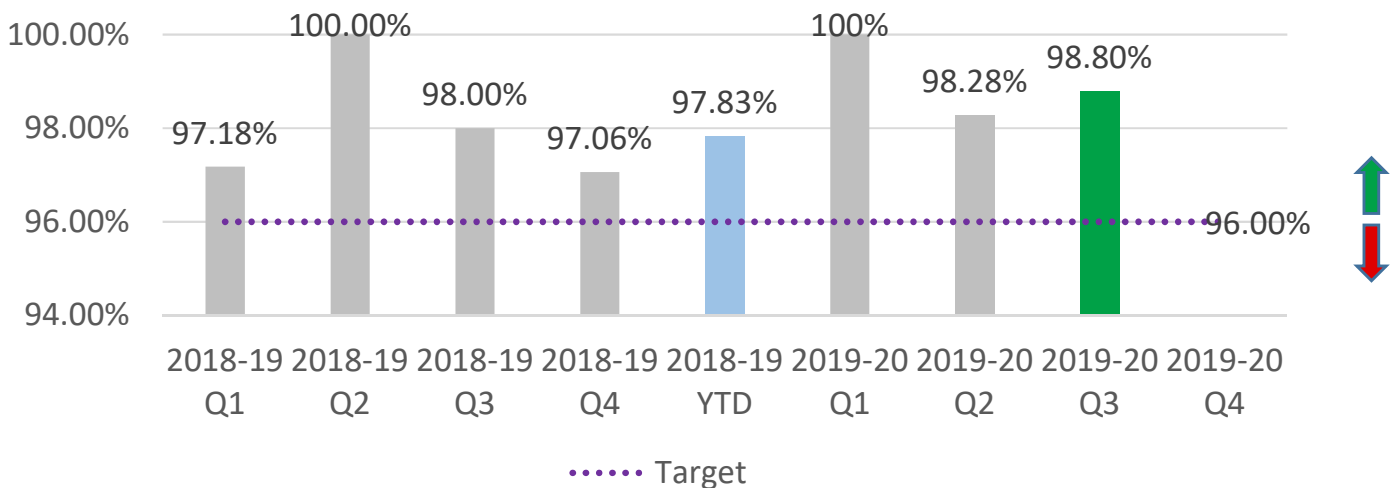
REPAIRS MANAGEMENT

% Responsive repairs- appointments made and kept



Quarter three performance for responsive repairs has stayed above the required target and Dovecotes TMO continues to perform well since quarter one of the previous financial year. Delays/cancellations may occur where a repairs operative may have overrun on a previous job, or arrived at a job earlier than expected.

% Emergency repairs completed on time

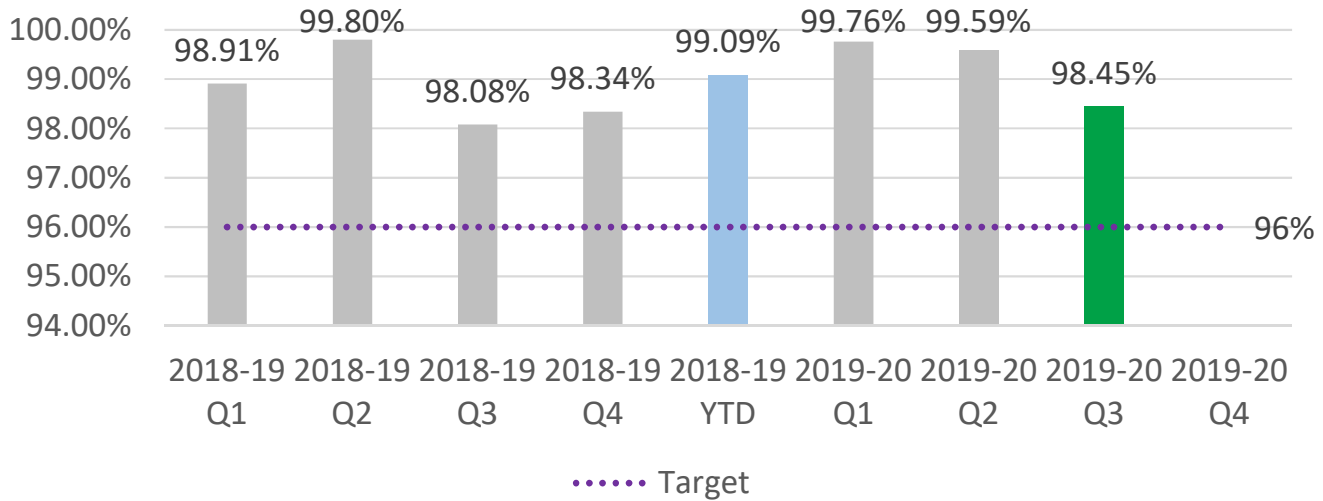


Emergency repairs are in most cases completed on the same working day and Dovecotes TMO remain above target.

DOVECOTES TENANT MANAGEMENT ORGANISATION

REPAIRS MANAGEMENT

% Routine repairs completed on time

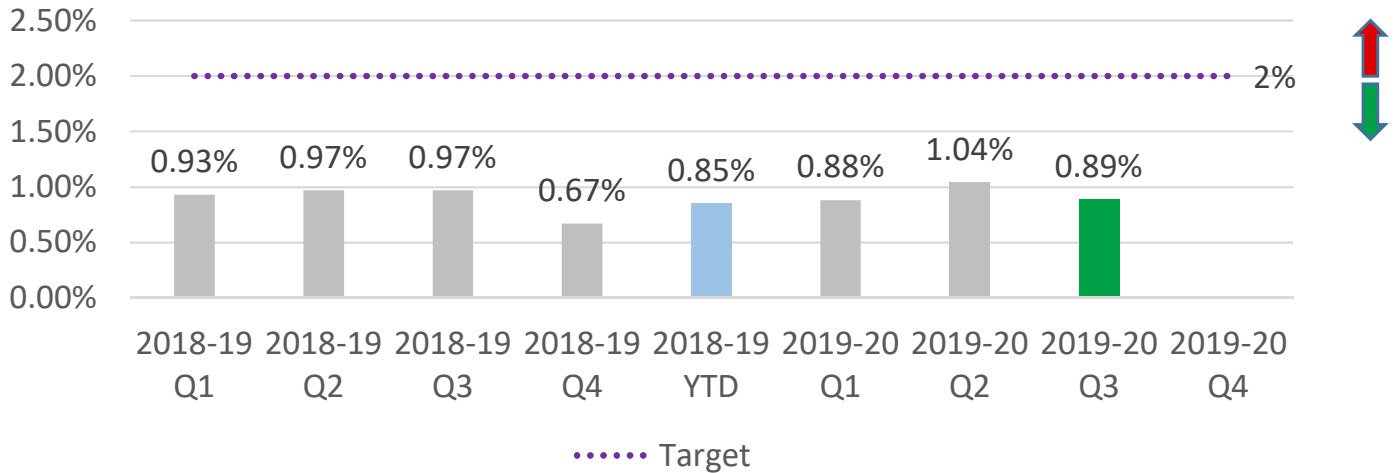


Overall performance for routine repairs completed on time has been good remaining above target since quarter one of 2018-2019.

DOVECOTES TENANT MANAGEMENT ORGANISATION

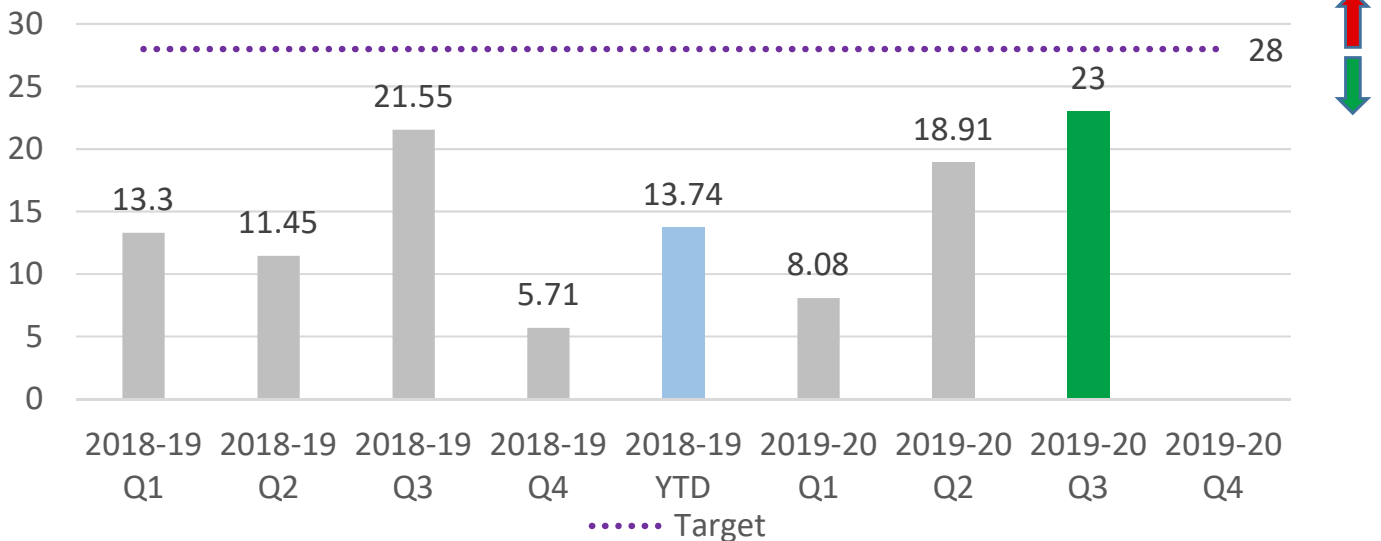
VOIDS AND ALLOCATIONS

Void loss as a % of the rent roll



With some fluctuations across the quarters, Dovecotes TMO performance continues to remain below the required target and has done since quarter one of 2018-2019.

Average number of calendar days to re-let housing



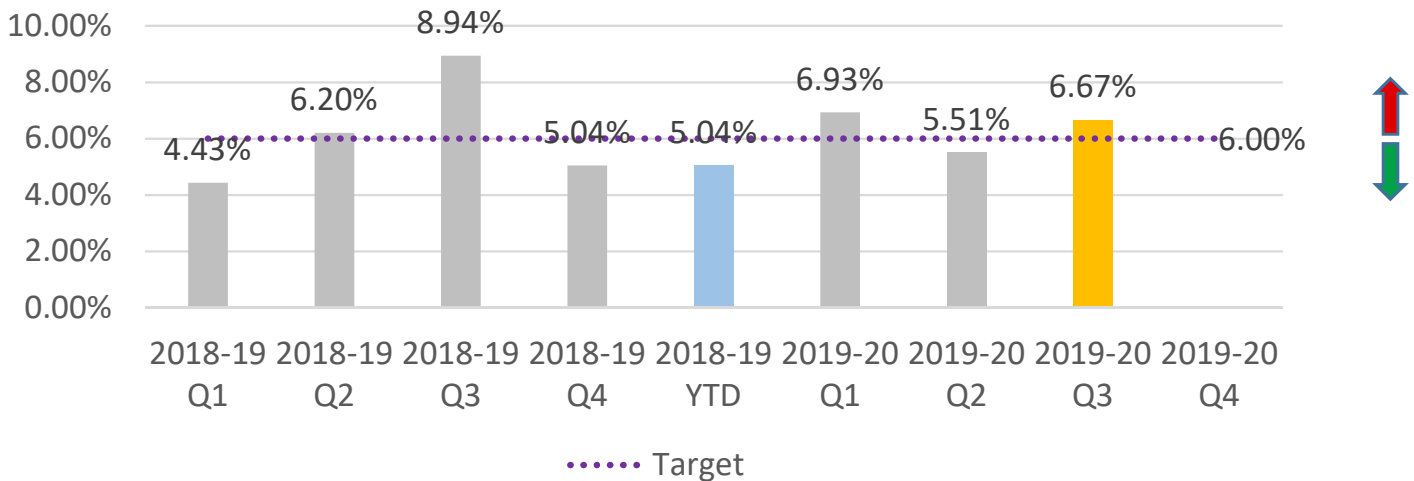
Performance has weakened on quarter three 2018-2019 but is within year-end target; time taken to allocate properties once any repairs, clearance or safety checks were completed was an average of 10 days.

NEW PARK VILLAGE TENANT MANAGEMENT COOPERATIVE

This section sets out quarter three performance information for New Park Village Tenant Management Cooperative (TMC), during 2019-2020. New Park Village TMC has generally performed well, with 1 indicator being outside of target, 2 being within acceptable tolerance level and the remaining 6 indicators within target.

RENT MANAGEMENT

% Tenants with more than 7 weeks rent arrears

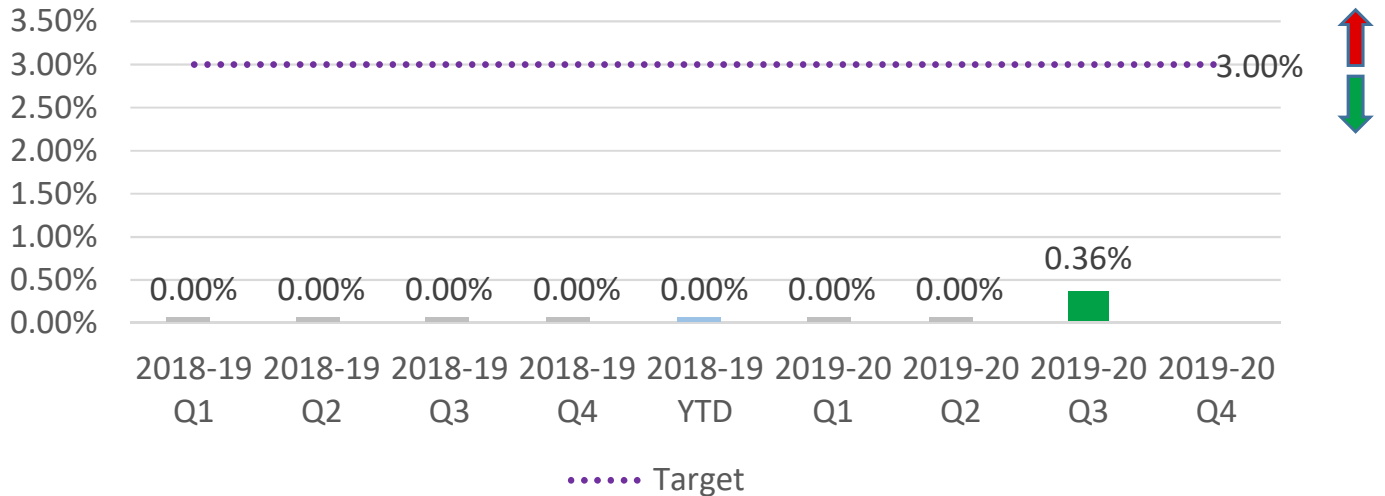


The percentage of tenants with more than seven weeks rent arrears has risen outside of target but has improved in comparison to the same quarter in the previous financial year. These figures are affected by new Universal Credit customers as well as tenants clearing historic arrears.

NEW PARK VILLAGE TENANT MANAGEMENT COOPERATIVE

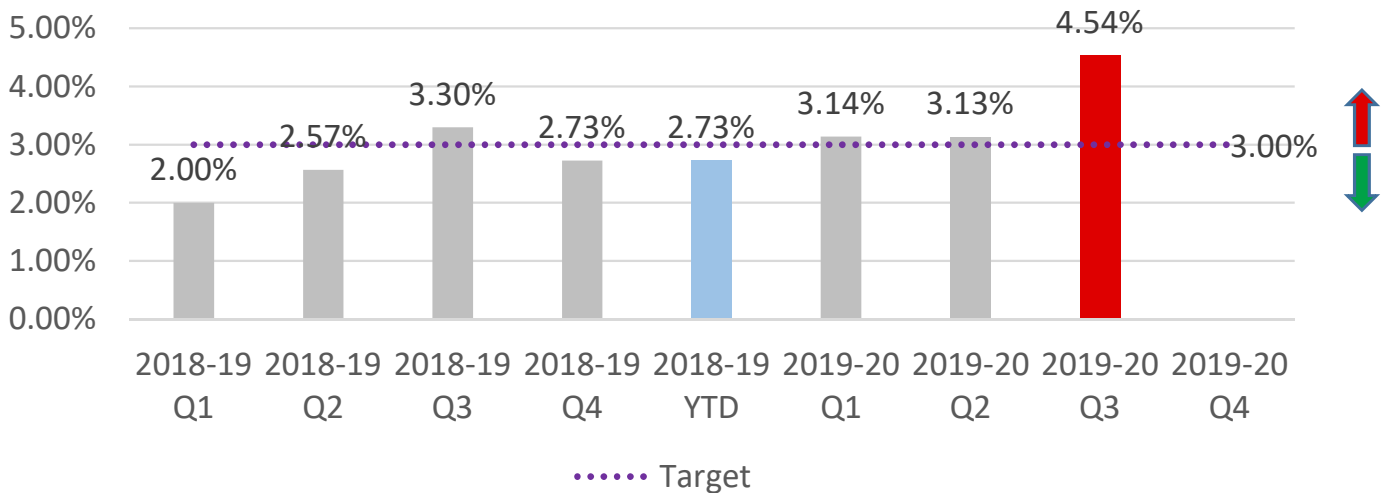
RENT MANAGEMENT

% Tenants evicted as a result of rent arrears



One introductory tenant was evicted due to rent arrears of over £3,000. The tenant was referred to Housing Outreach but failed to engage despite attempts by the TMC.

Arrears as a % of the rent roll



Due to the shut down period over Christmas, payments made on the last Friday before Christmas were not processed on Agresso until after the quarter end and therefore were not included in the quarter three report.

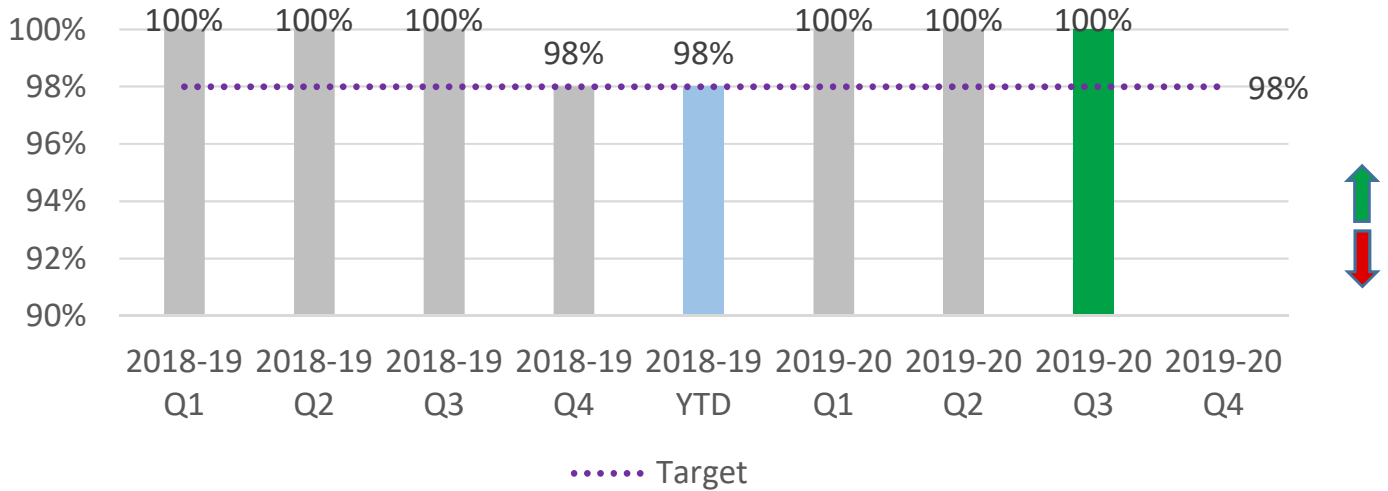
There has also been a negative impact on rent arrears figures over the Christmas period which is more apparent following removal of the free rent week.

Support is provided to tenants through referrals to Citizens Advice Bureau, the Refugee and Migrant Centre and food banks; New Park Village TMC also run a job club every Tuesday to encourage tenants back into work where possible.

NEW PARK VILLAGE TENANT MANAGEMENT COOPERATIVE

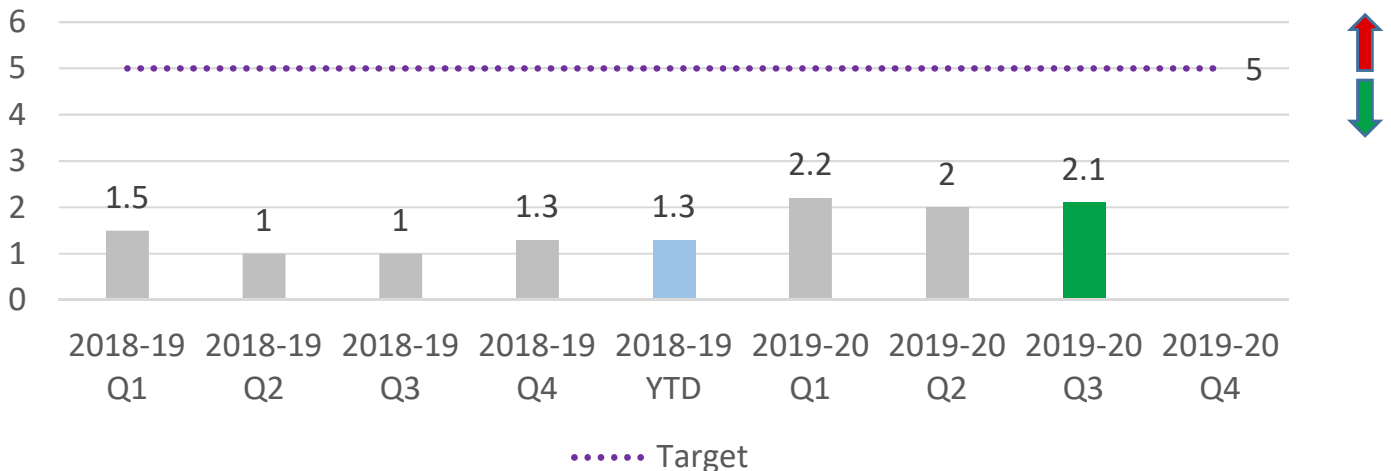
REPAIRS MANAGEMENT

% Rapid response repairs within Government time limits



Performance continues to remain at a high standard for rapid response repairs, increasing back to 100% at quarter one 2019-2020 after a slight decline.

Average number of calendar days to complete non-urgent repairs

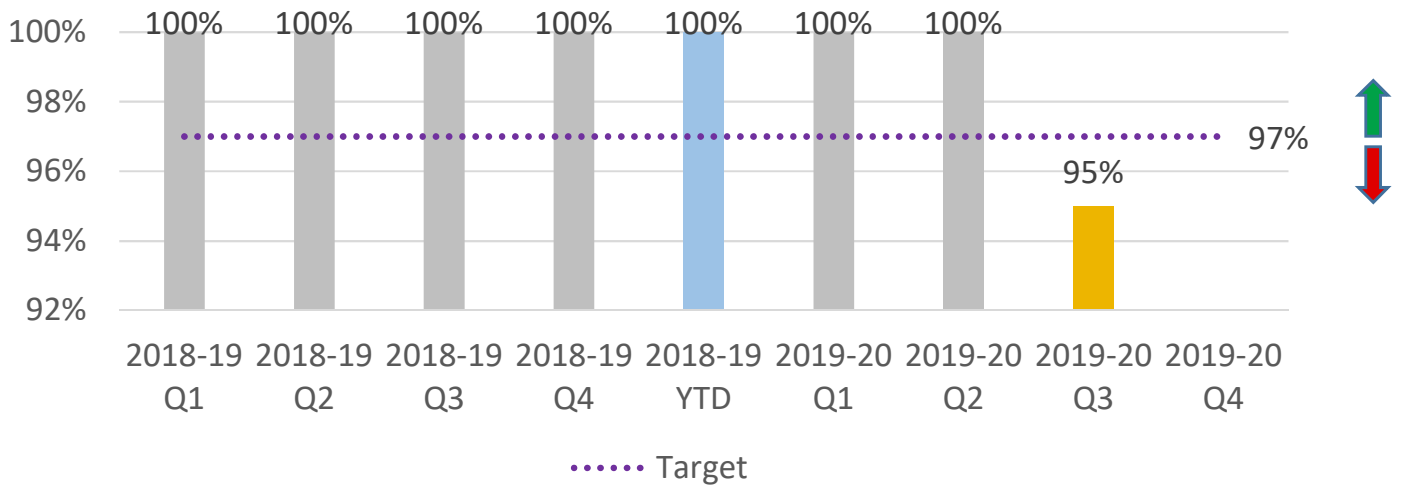


The time to complete non-urgent repairs remains well within the required target level, despite a small rise this financial year.

NEW PARK VILLAGE TENANT MANAGEMENT COOPERATIVE

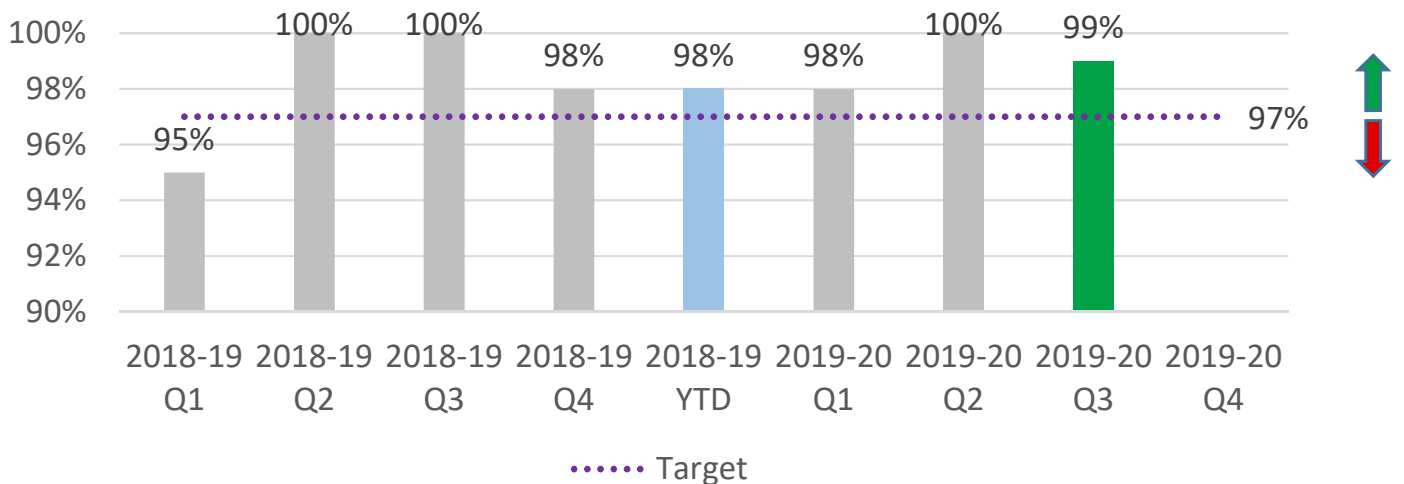
REPAIRS MANAGEMENT

% Emergency repairs completed on time



Due to difficulties gaining access to one property within 24 hours with a leak, New Park Village TMC saw a drop in completion time of emergency repairs. All other repairs were completed within the same day.

% Routine repairs completed on time

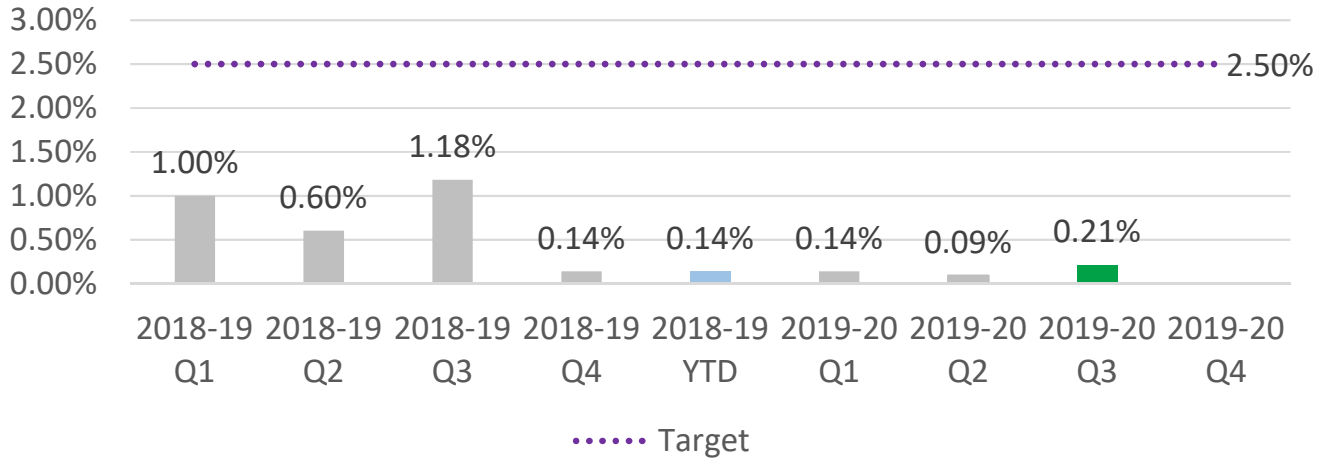


Routine repairs performance remains above target for quarter three.

NEW PARK VILLAGE TENANT MANAGEMENT COOPERATIVE

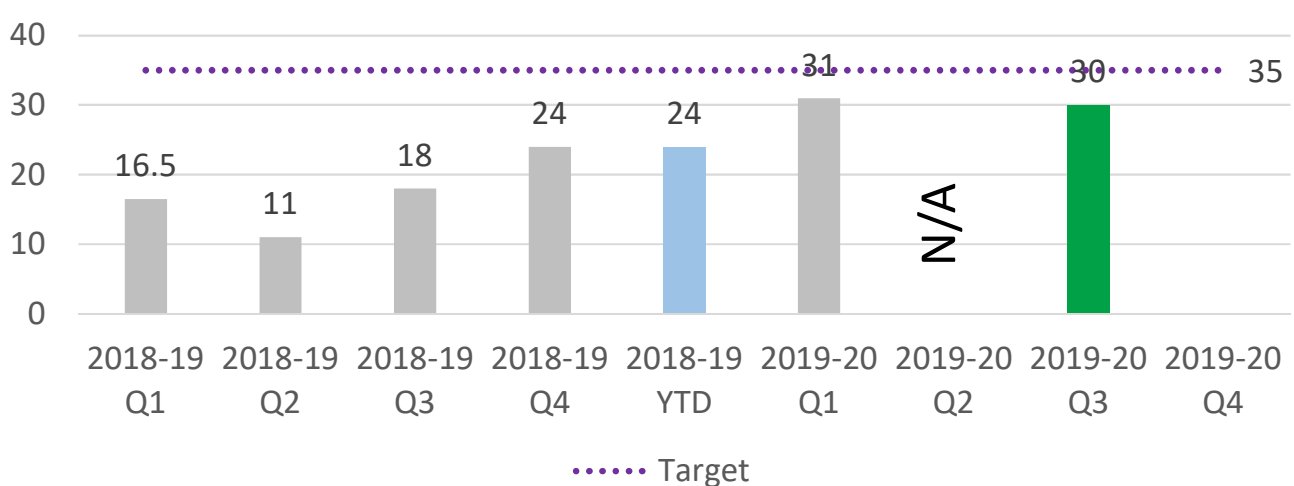
VOIDS AND ALLOCATIONS

VOIDS loss as a % of the rent roll



Void loss performance remains strong with only 0.21% void loss for quarter three.

Average number of calendar days to re-let housing



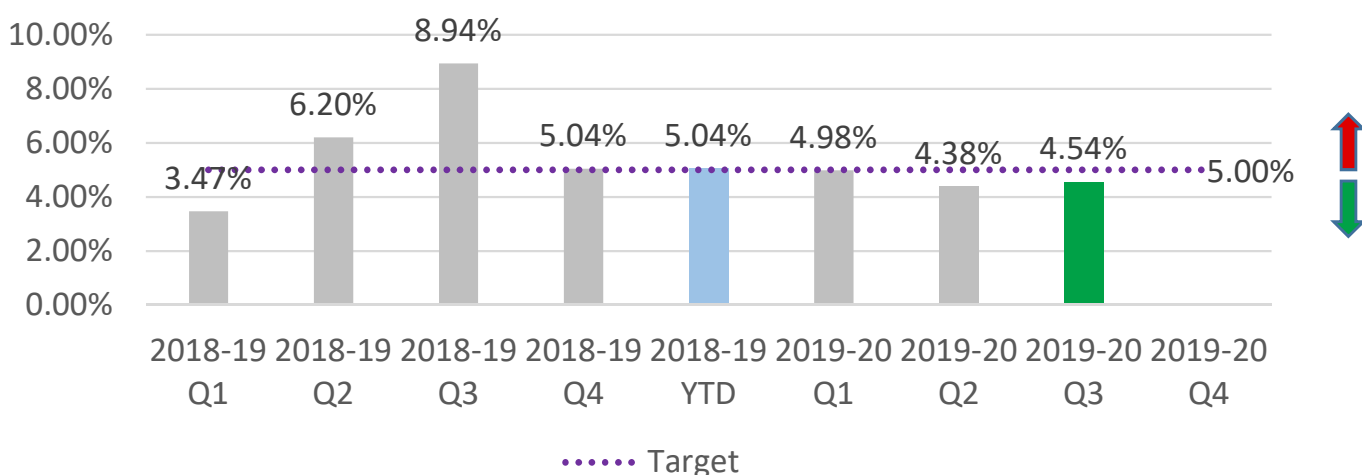
No properties were re-let during quarter two, however, void loss figures and re-let days were rolled over into quarter three data. Performance remains within target despite this for quarter three. Delays can also be caused by refusals during allocation process, for example, where the location is not suitable based on schools children are already attending.

SPRINGFIELD HORSESHOE HOUSING MANAGEMENT COOPERATIVE

Springfield Horseshoe Housing Management Cooperative (HMC) is monitored against nine performance indicators. Quarter three shows good performance with five indicators within target, and four indicators marked amber where it has fallen out of target for quarter three only.

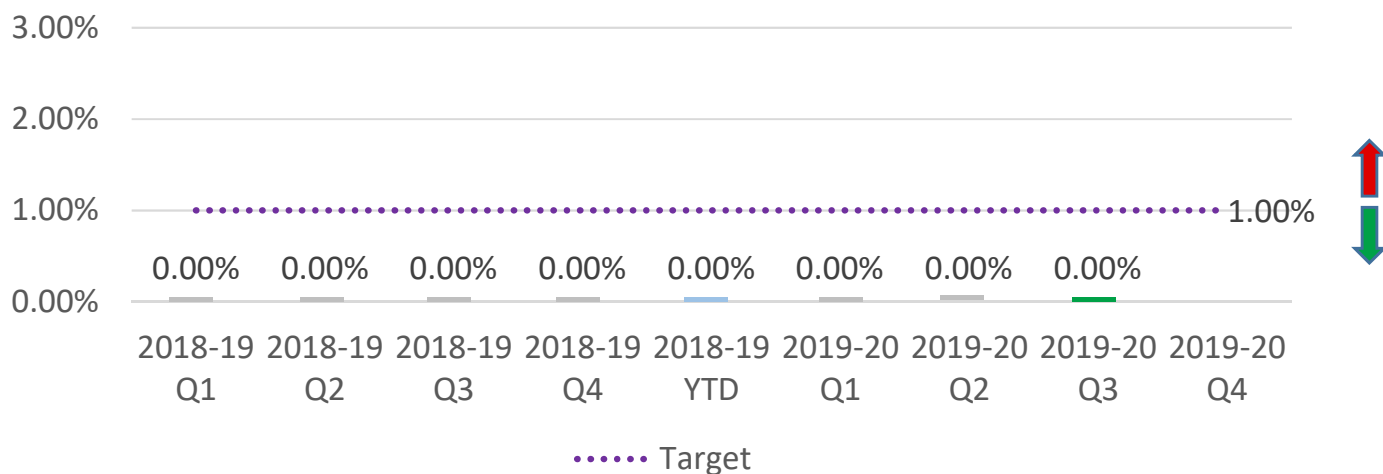
RENT MANAGEMENT

% Tenants with more than 7 weeks rent arrears



Arrears management shows improvement for this financial year, remaining within target each quarter.

% Tenants evicted as a result of rent arrears

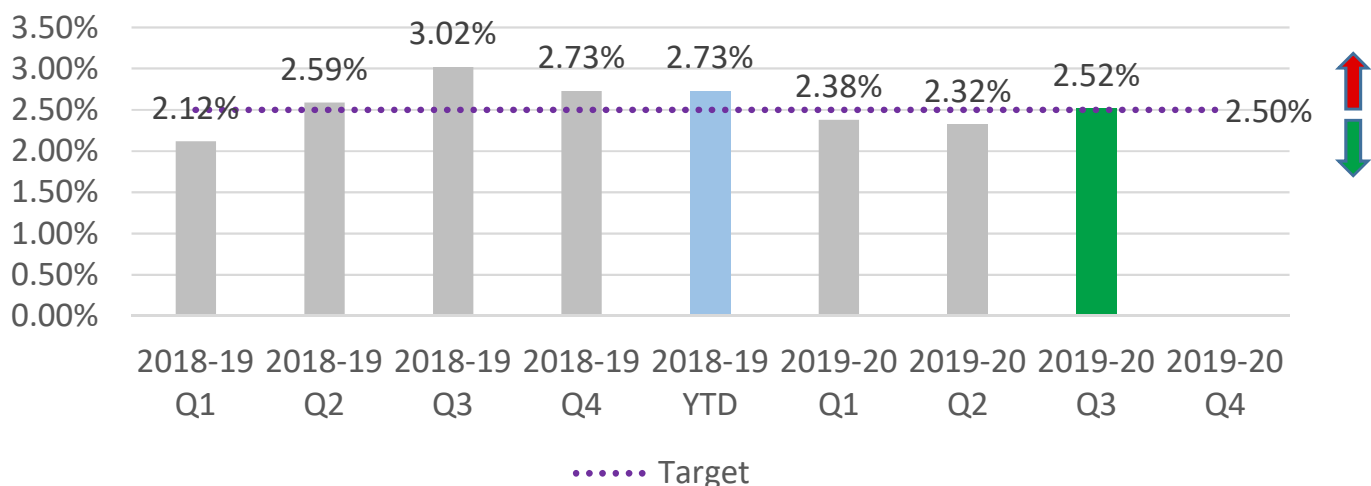


Springfield Horseshoe HMC continues to have no evictions due to rent arrears since quarter one 2018-2019.

SPRINGFIELD HORSESHOE HOUSING MANAGEMENT COOPERATIVE

RENT MANAGEMENT

Arrears as a % of the rent roll



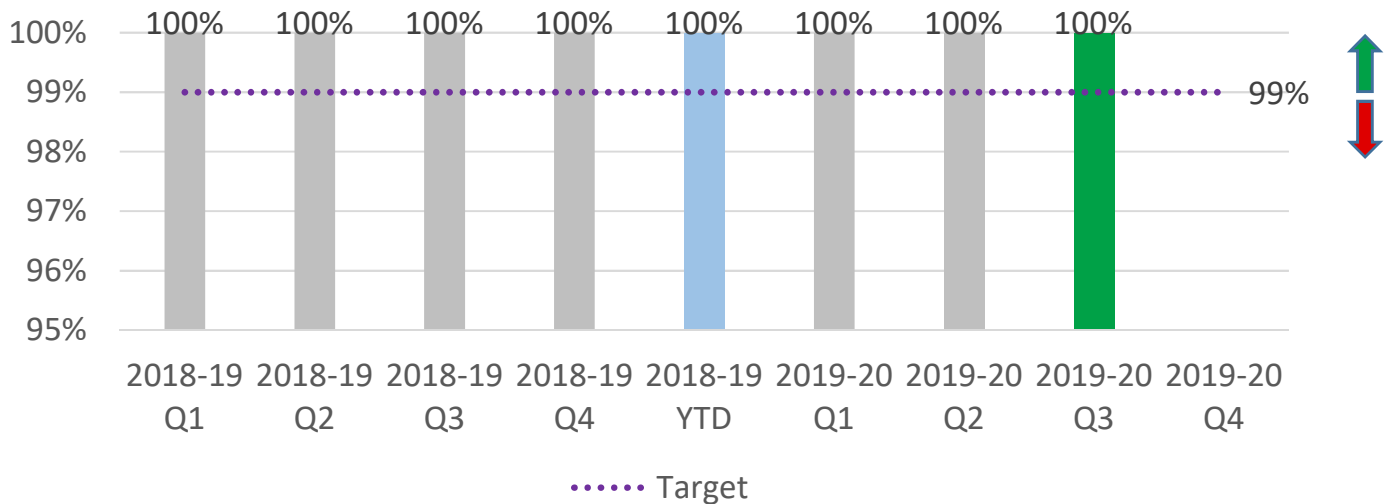
Performance for quarter three remains close to target at 2.52%.

Wolverhampton Homes continue to support Springfield Horseshoe HMC 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 and the partnership will continue to be monitored by Housing Strategy.

SPRINGFIELD HORSESHOE HOUSING MANAGEMENT COOPERATIVE

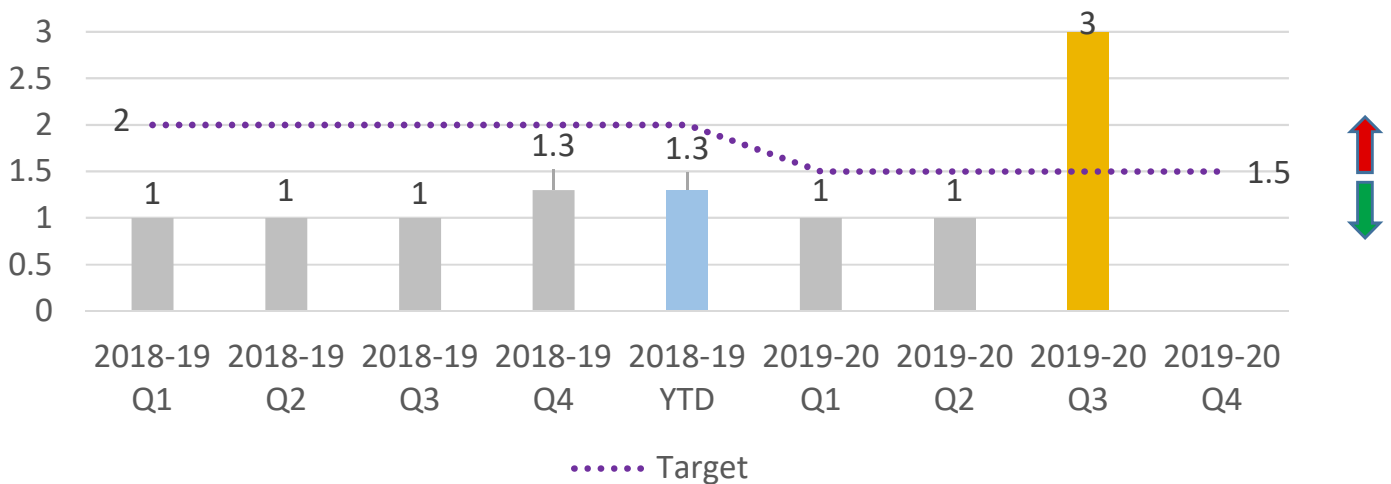
REPAIRS MANAGEMENT

% Rapid response repairs completed within time



Performance continues to remain at a high standard for rapid response repairs, remaining at 100% since quarter one 2018-2019.

Average number of calendar days to complete non-urgent repairs

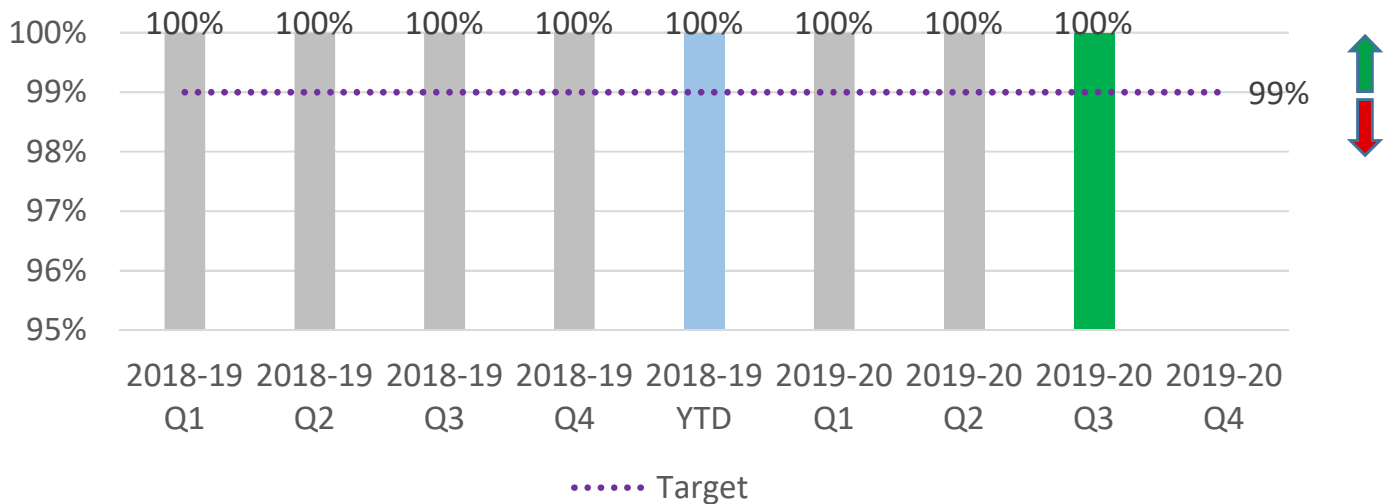


77% of repairs were completed same day and it was therefore only a quarter of repairs which increased the average calendar days for quarter three.

SPRINGFIELD HORSESHOE HOUSING MANAGEMENT COOPERATIVE

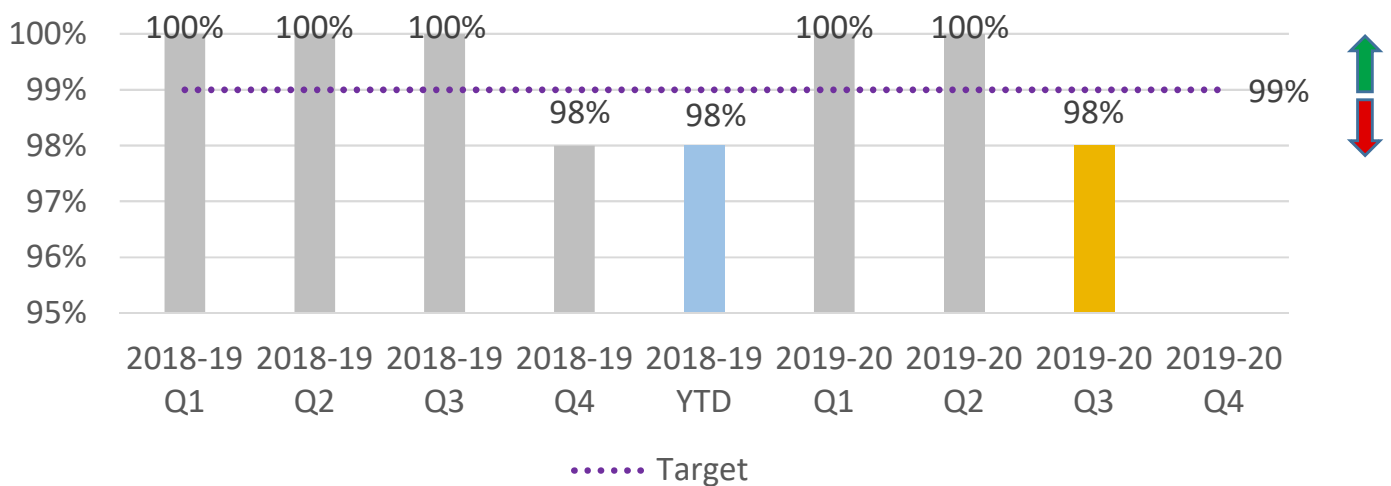
REPAIRS MANAGEMENT

% Emergency repairs completed within time



Performance continues at a high standard for emergency repairs, remaining consistently at 100% across the reporting period.

% Routine repairs completed within time

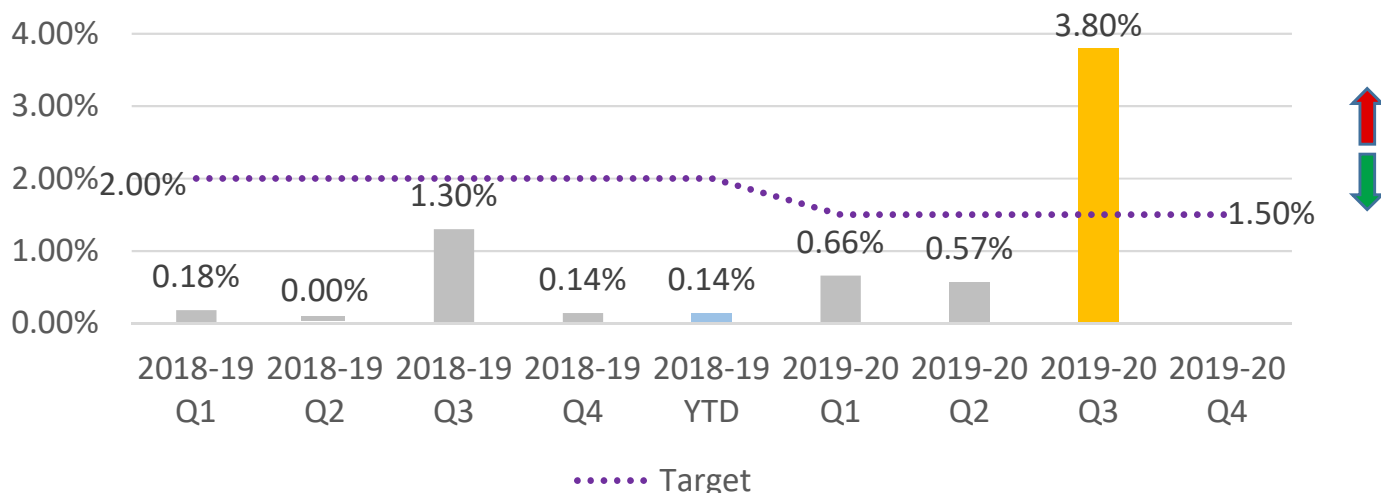


Routine repair time declined slightly for quarter three due to wait times on a roofing contractor to clear roof eaves to prevent squirrels from nesting.

SPRINGFIELD HORSESHOE HOUSING MANAGEMENT COOPERATIVE

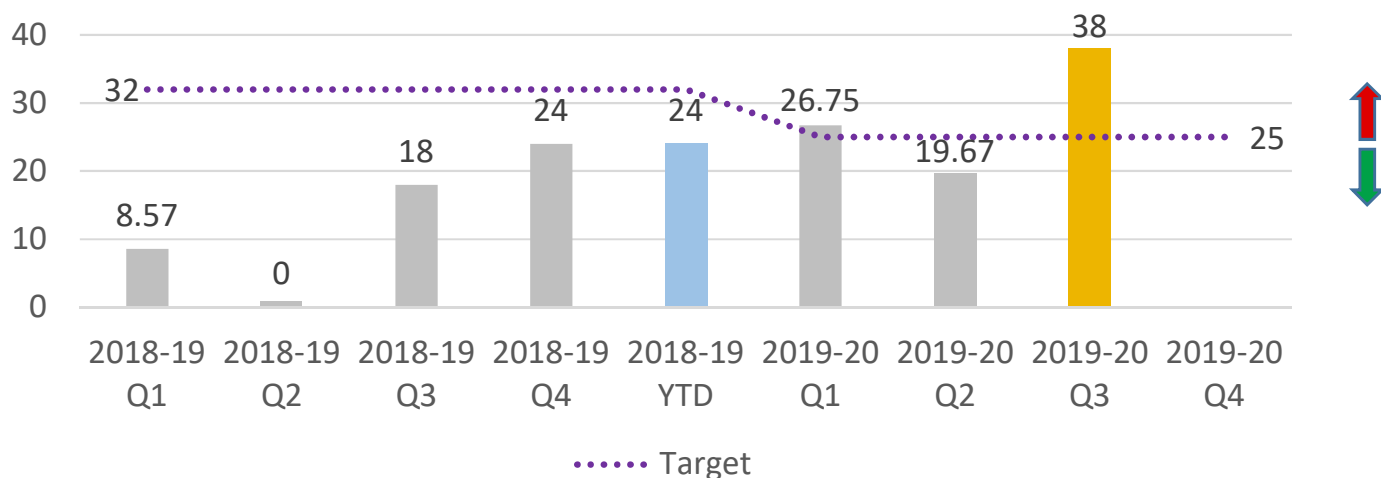
VOIDS AND ALLOCATIONS

Void loss as a % of the rent roll



The void loss for quarter three relates to one property which, due to major works, had an extended void time.

Average number of calendar days to re-let housing



Major works for the void property in quarter three was for 23 days, with the remaining 15 days being then time taken to then allocate.

CLIENT RELATIONSHIP MANAGING REPORT

QUARTER THREE – OCTOBER-DECEMBER 2019

2. HOMELESSNESS SERVICES

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.

Average Decision Time

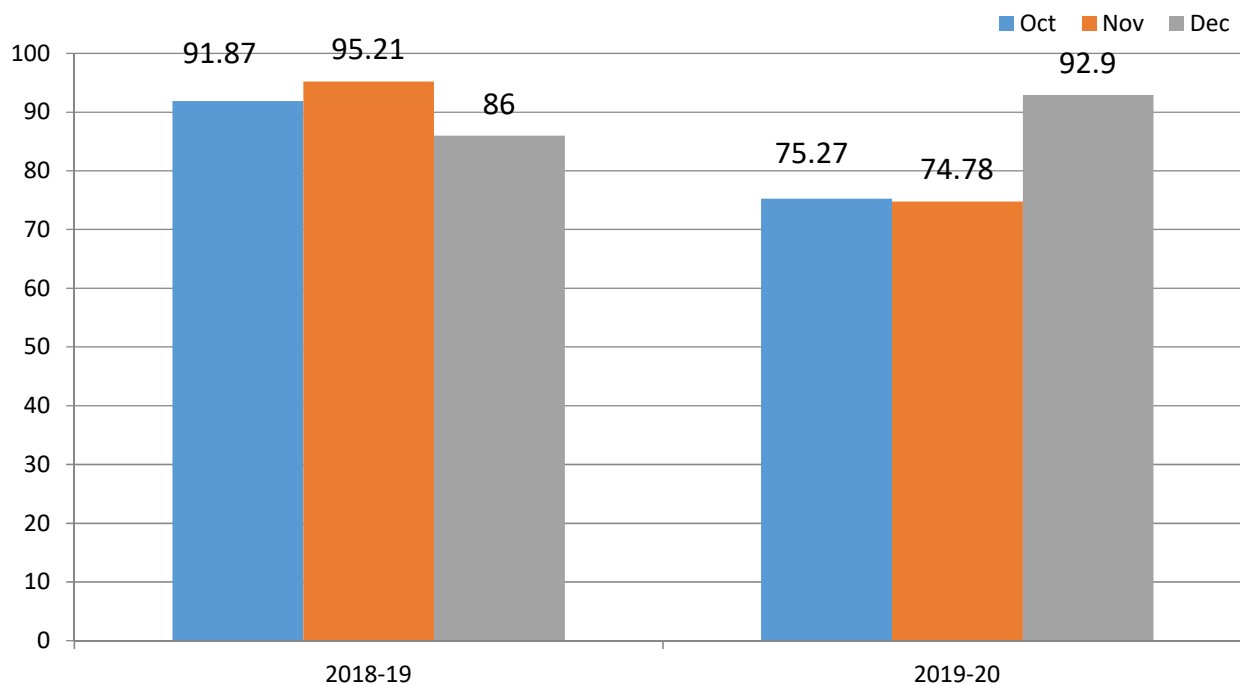
Average decision time taken will now be broken down between: main duty cases, relief cases and prevention cases.

Main – The main housing duty is a duty to provide temporary accommodation until such time as the duty is ended.

Relief – A local authority must take reasonable steps to help the applicant secure that accommodation becomes available for at least six months.

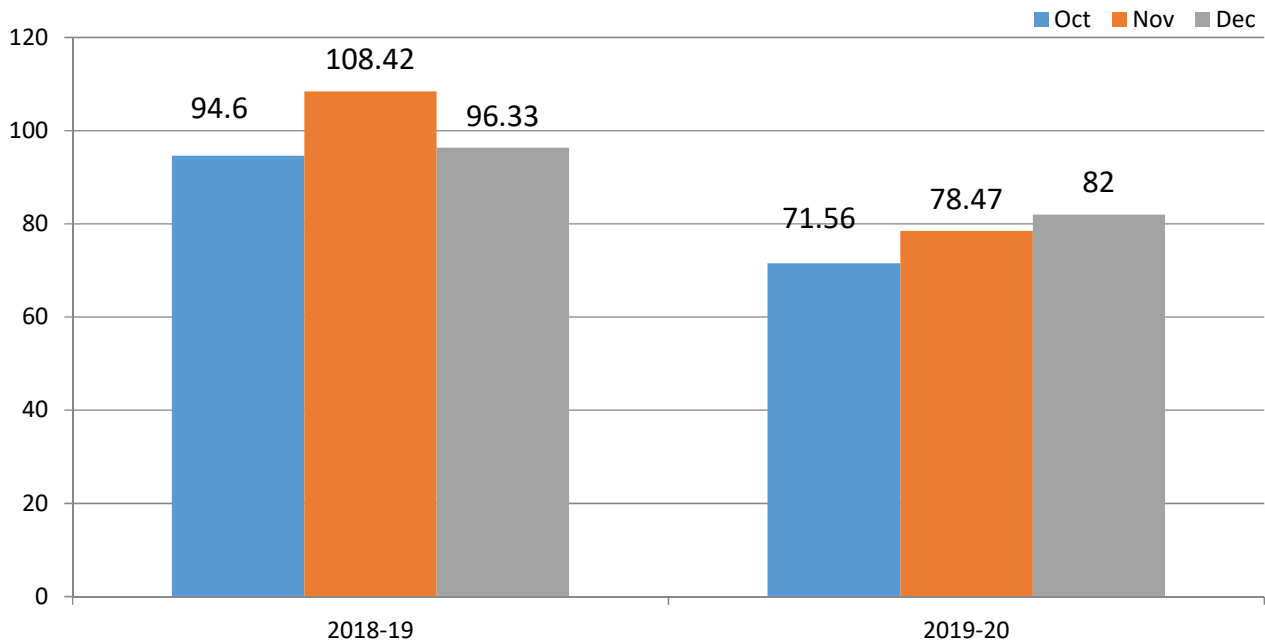
Prevention – A local authority must take reasonable steps to help the applicant secure that accommodation does not cease to be available for her/his occupation.

Average decision time taken for Main Duty Cases



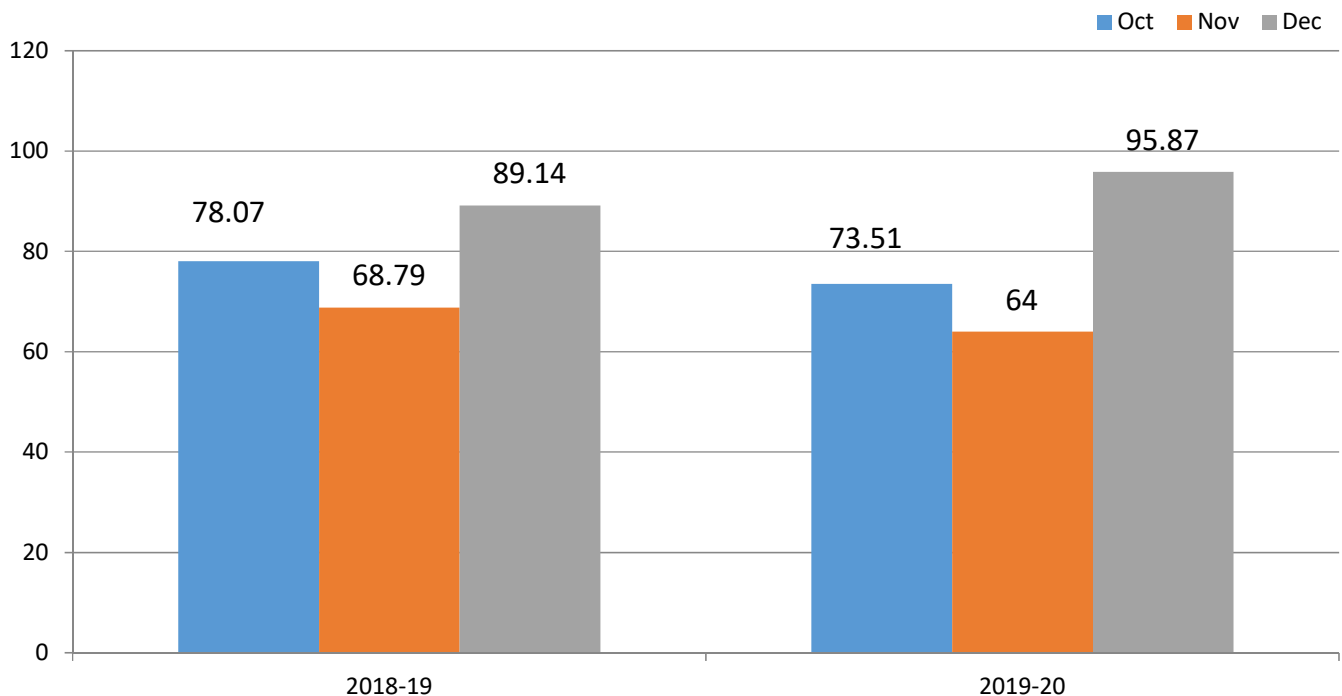
Performance during Oct and Nov 2019 showed an improvement over the same period of time for 2018, with just a slight increase in time for December 2019.

Average decision time taken for Relief Cases



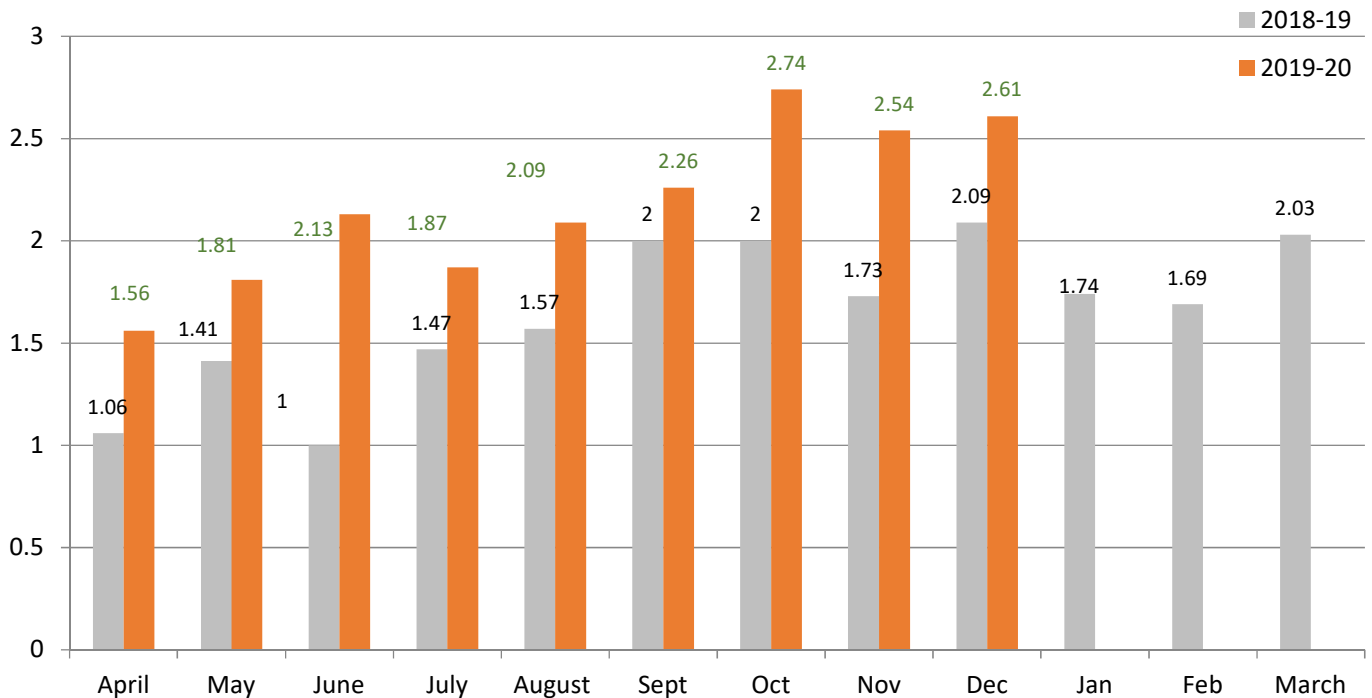
Performance during quarter three 2019 showed an improvement over the same period of time for 2018.

Average decision time taken for Prevention Cases



Performance during quarter three showed an improvement over the same period of time for 2018 regarding October and November, with a slight increase in time for December.

Length of stay in Daily Rate Emergency Accommodation (Including Bed & Breakfasts) – all clients

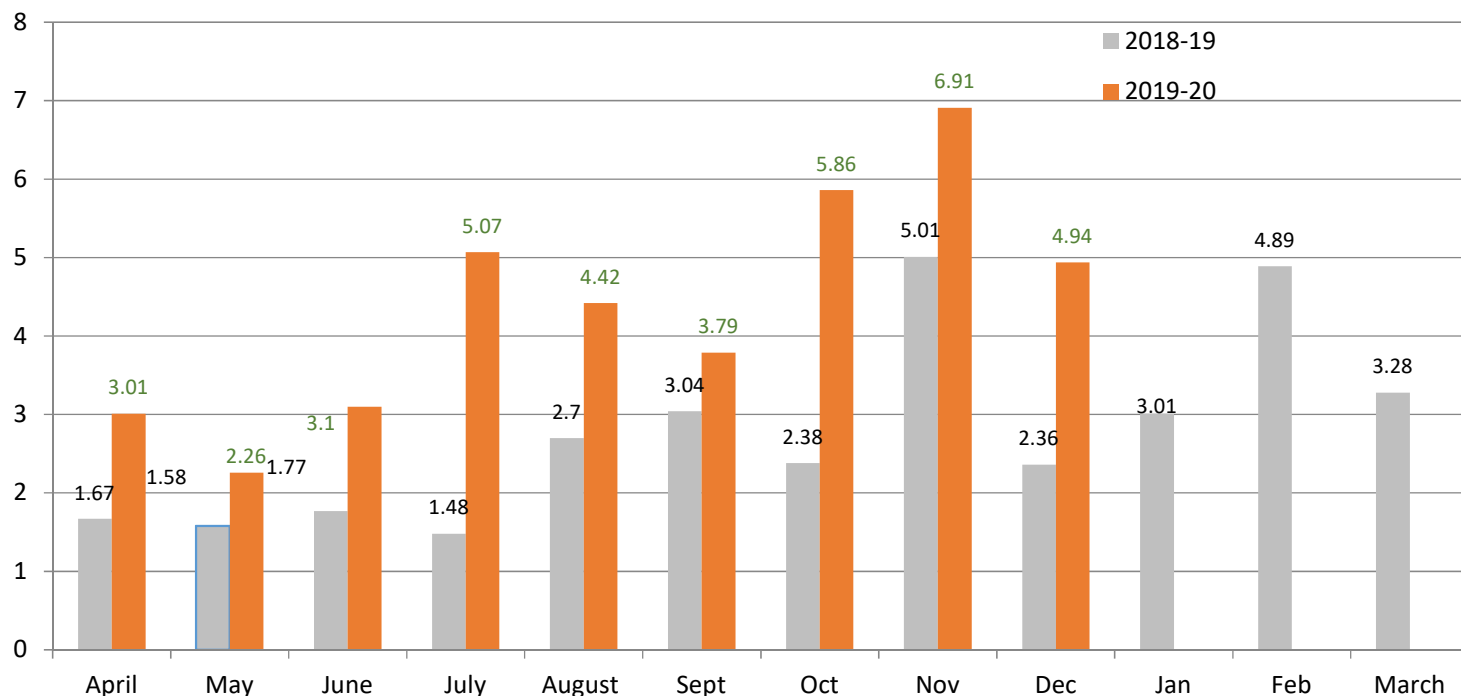


In comparison to the same period in 2018-2019, there has been a rise in the average length of time spent in Bed and Breakfast; with last year's average stay for the same quarter of 2.30 weeks increasing this quarter to an average of 4.26 weeks. This equates to an approximate 85.21% rise in average stays.

A significant rise can be seen in regards to the Bed and Breakfast spend during the financial year 2019-2020. April to August 2019-2020 showing a rise of **£240,393.35**, due to a total spend of **£463,779.05** over last year's total of **£223,385.70** as at the end of **December 2018**.

Bed and Breakfast usage will need to be monitored on a far more regular basis to stop the rise in usage occurring again.

Length of Stay in Bed and Breakfast with Dependent Children - Leaving within a month



In relation to the Housing Options transfer to Wolverhampton Homes, issues regarding temporary move-on by utilising all available temporary accommodation within their own schemes has been mostly resolved.

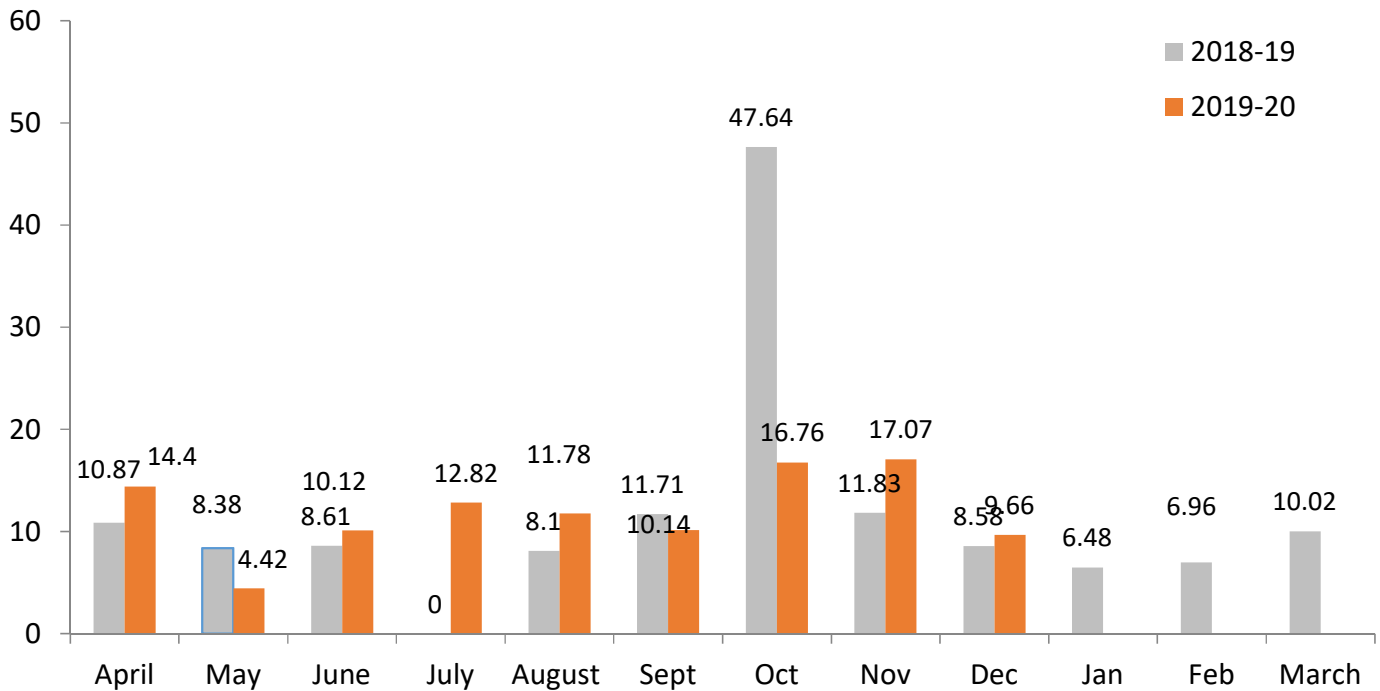
Unfortunately due to the greater number of clients approaching the service, especially larger families, certain temporary accommodation units have been inappropriate to utilise due to their size.

Previous reports forecasted a drastic drop in average length of stay, which has been seen in previous quarters. Quarter three has started to show a good reduction on average time, this is mainly due to successful move on into the local authority's temporary accommodation, following completion of asbestos surveys, freeing up availability.

As a snap shot; last years average length of stay totalled 2.41 weeks up to December 2018, in comparison to 4.47 weeks up to December 2019. This is a rise over previous years and alternative suitable temporary accommodation within the Council's stock to reduce this figure is being sourced, including both Wolverhampton Homes and TMO managed properties. This forms part of the temporary accommodation review.

Past evidence shows Housing Options staff remain diligent and helping to reduce this figure, but length of stay and its incurring expenditure is in opposition to what Wolverhampton Homes are trying to achieve. Vigilance over the coming financial year and a look at alternative options before Bed and Breakfast use is a priority in order to maintain an improvement on these figures.

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



In comparison to last year's average cumulative stay of 10.5 weeks for families placed who left accommodation during and up to March 2018-2019, there is now an average cumulative stay for quarter three of 15.41 weeks and an overall stay up to December 2019 of 12.92 weeks, which is now coming down to last year's average.

There is a rise in stay of approximately 12.73% over last year.

Increased use of Bed and Breakfast for larger families reflects a reduction in use of the schemes however this needs to be viewed in the context of the need for more temporary accommodation to house larger families.

Reasons for Homelessness within Wolverhampton

Criteria	Cases placed in B&B Q3, 2018-19	Cases placed in B&B Q3, 2019-20
Not Known	45	48
Domestic Abuse	4	26
End of private rented property – assured shorthold tenancy*	13	19
Other	5	19
Required to leave accommodation provided by Home Office as Asylum Support*	10	17
Family no longer willing or able to accommodate		16
Family/friends no longer willing or able to accommodate	15	15
End of Social Rented tenancy	0	11
End of private rented property – not assured shorthold tenancy	6	9
Relationship with partner ended (non-violent breakdown)	3	3
Left institution with no accommodation available	0	2
Mortgage Repossession	0	1
Left HM forces	0	1
Non racially motivated / other motivated violence or harassment	0	0
Property disrepair	0	0
Racially motivated violence or harassment	0	0
Eviction from Supported housing	2	0
Fire/Flood	0	0
TOTAL	103	187

Successful prevention and relief

Definition of services:

Prevention is where work is undertaken to ensure households successfully remain in their own home.

Relief work is the work that is undertaken when households are not able to remain in their own home but are provided additional support such as finding them alternative accommodation.

- * Successful Preventions and Relief percentages are based only on the cases with outcomes during a particular month and not the initial decision being owed for a particular month. This is due to outcomes taking 56 days plus as it is not possible to get an accurate percentage outcome based on one month at a time.
- * Percentages are based on all successful prevention or relief cases with an end date; for example April combining those together and basing each successful outcome against that figure. Successful outcomes will be those cases which were prevented by securing existing accommodation or finding alternative accommodation for 6 months plus. Relieved cases use the same outcomes methodology.
- * Please note, since the last report, there have been numerous casework “prevention and relief outcomes” which may have affected previous statistics. The most up to date data is shown above. Due to the nature of the length of time outcomes can take to process, this will be an ongoing procedure at the end of the next quarter.

Months	1) Referral - Those who Presented themselves as homeless or at risk of homelessness*	2) Were assessed under the Homelessness Reduction Act (HRA) 2017	3) Of those assessed, received an initial decision of being owed:			a) Total Prevention cases with (End date)	b) Total Relief cases with (End date)	c) Combined totals with (End dates)	d) Successful Prevention cases	Percentage of Successful Prevention cases	e) Successful Relief cases	Percentage of Successful Relief cases
			a) Prevention duty under HRA	b) Relief duty under HRA- no prevention initiated	c) No prevention or Relief duty under HRA							
April	287	111	48	52	11	53	55	108	22	20.37%	31	28.70%
May	312	126	33	54	39	50	54	104	23	22.12%	39	37.50%
June	245	77	17	37	23	50	64	114	23	20.18%	38	33.33%
July	320	137	31	51	55	34	71	105	17	16.19%	42	40.00%
August	288	108	23	38	47	22	46	68	9	13.24%	17	25.00%
September	306	162	28	56	78	26	46	72	12	16.67%	26	36.11%
October	313	222	62	112	48	44	86	130	15	11.54%	40	30.77%
November	259	157	54	86	17	50	81	131	24	18.32%	33	25.19%
December	224	116	33	65	18	39	95	134	17	12.69%	40	29.85%

CLIENT RELATIONSHIP MANAGING REPORT

QUARTER THREE – OCTOBER-DECEMBER 2019

3. HOME IMPROVEMENT AGENCY

Part of Wolverhampton Homes' Operational Delivery Plan is to review and implement a fit for purpose Home Improvement Agency that supports residents to live independently in their own home, optimising the successful take up of grant, loans and the effective delivery of services that support independent living.

The objective of reporting key performance indicators in housing assistance is to support people to remain in their homes and communities, avoid unnecessary admission to hospital or return home from hospital to a safe place with access to support in the event of an emergency.

The Home Improvement Agency is made up of the following services, which have been delegated by the Council to Wolverhampton Homes to deliver:

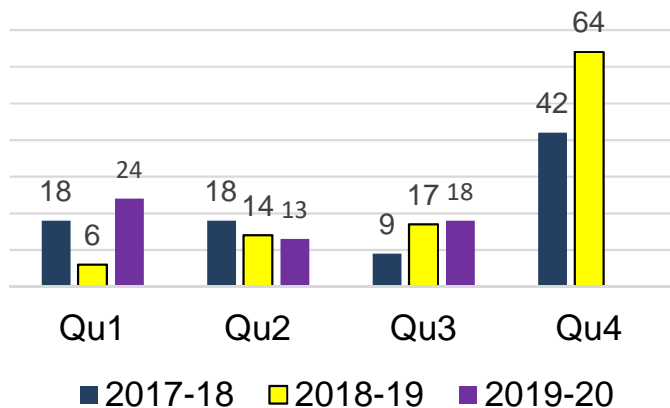
- Affordable Warmth
- Housing Assistance
- Disabled Facilities Grants

As part of a extensive review of Housing Assistance provision provided through the Home Improvement Agency, a new set of KPIs has been developed which will report on more specific and relevant performance indicators. These new KPIs will be available to report on quarter 4 2019-2020 setting a performance baseline and allowing for refreshed performance monitoring going into 2020-2021.

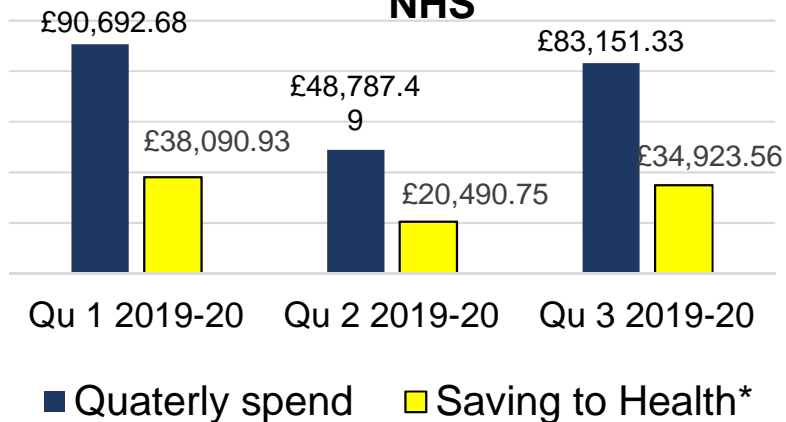
AFFORDABLE WARMTH

Affordable Warmth Assistance provides energy efficiency measures for vulnerable people on low income and at risk of chronic cold/damp related illnesses.

Number of Cases

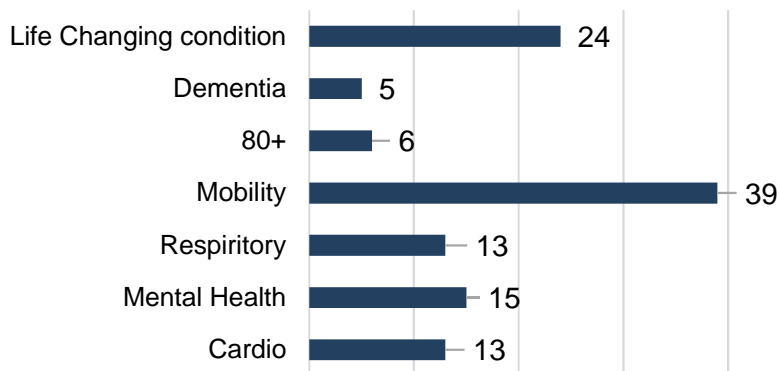


Quarterly Spend vs Savings to NHS

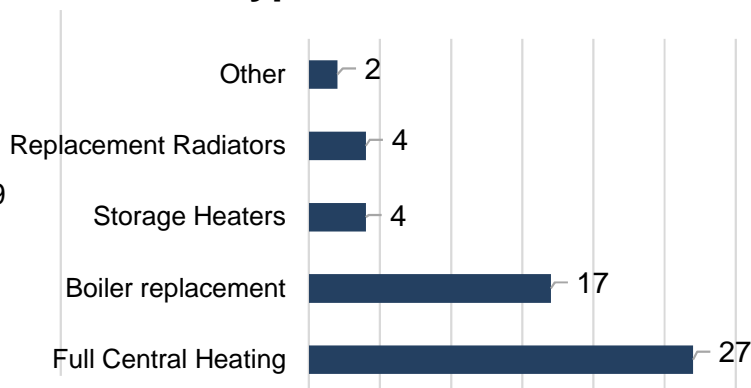


YTD Spend: £226,641
 YTD Saving to Health: £93,505

Client Health Condition



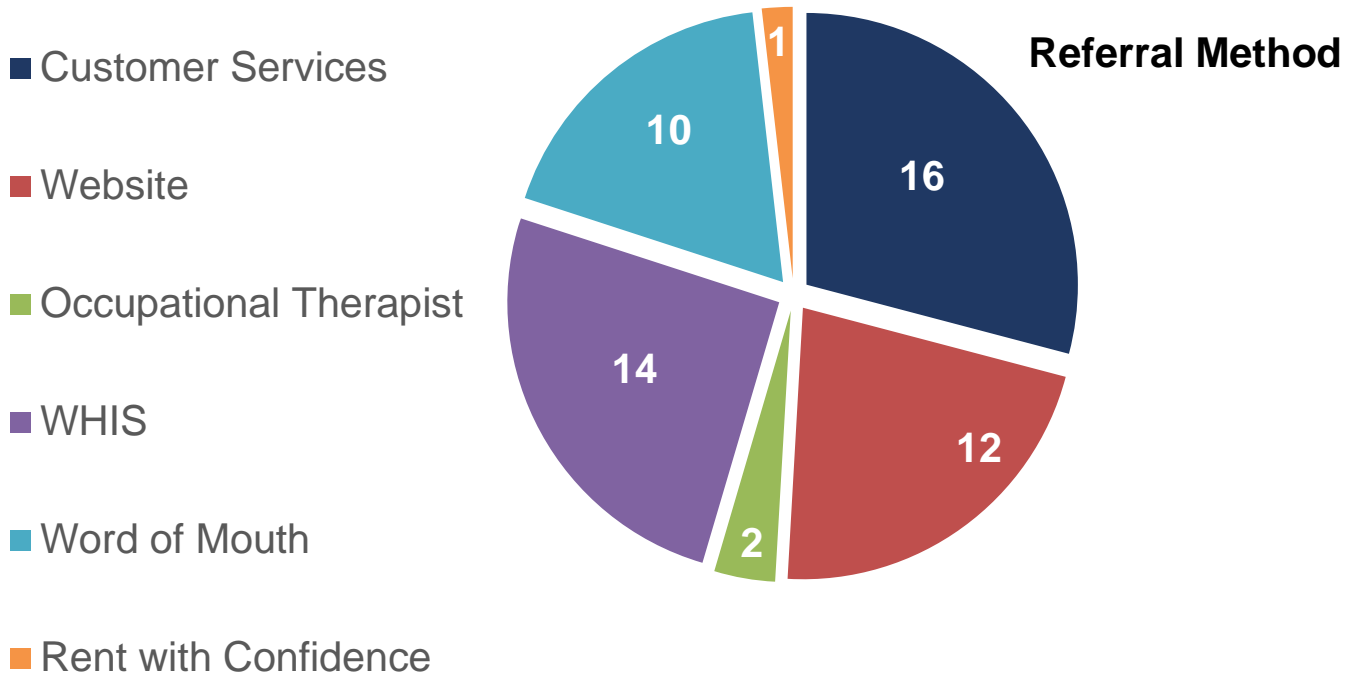
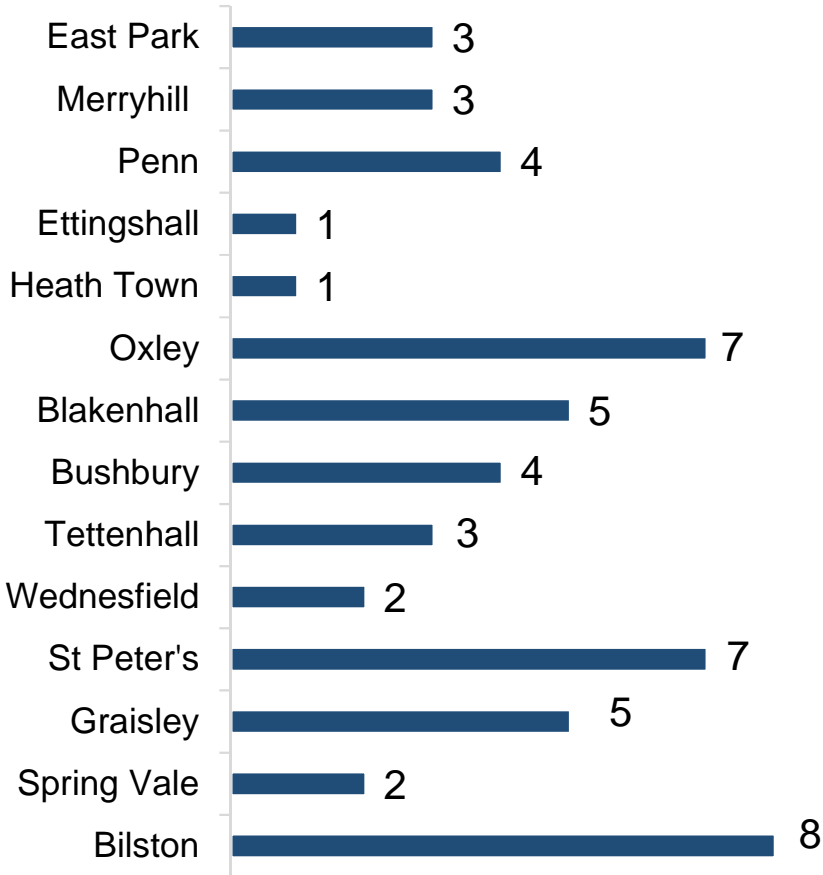
Types of Works



Wolverhampton Homes Affordable Warmth officers have reported some problems with recent delivery due to issues with contractors. This is being addressed by using alternative contractors who are authorised under the framework agreement that is used for the delivery of these works.

AFFORDABLE WARMTH

Cases per area in Wolverhampton

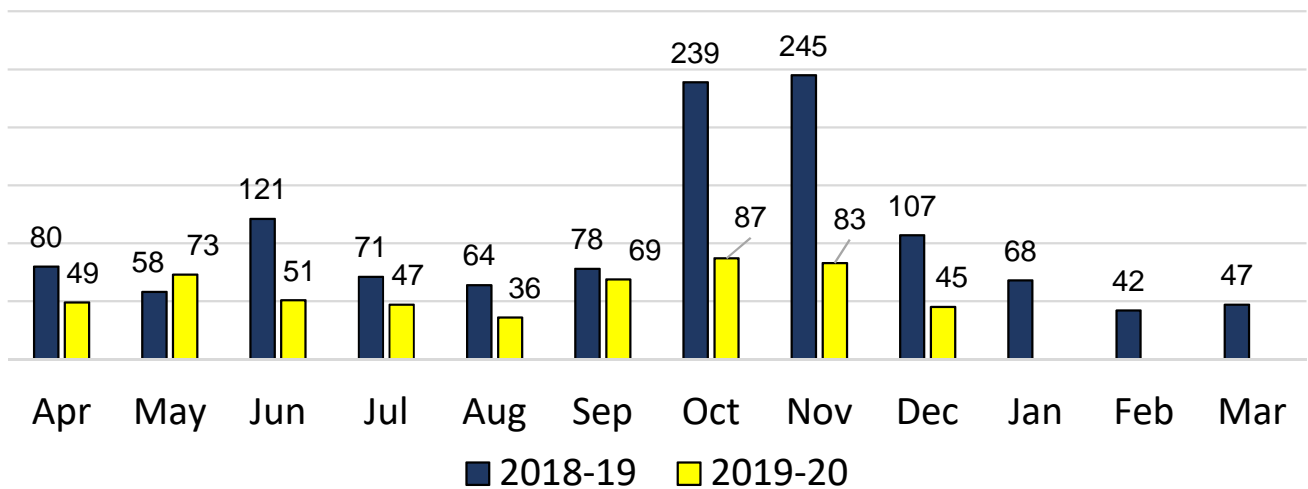


The Housing Assistance service receives a good number of referrals however many of these do not translate into improvement works. Through the new performance monitoring which is being introduced from Q4 2019-2020 the reasons for this will be identified and addressed.

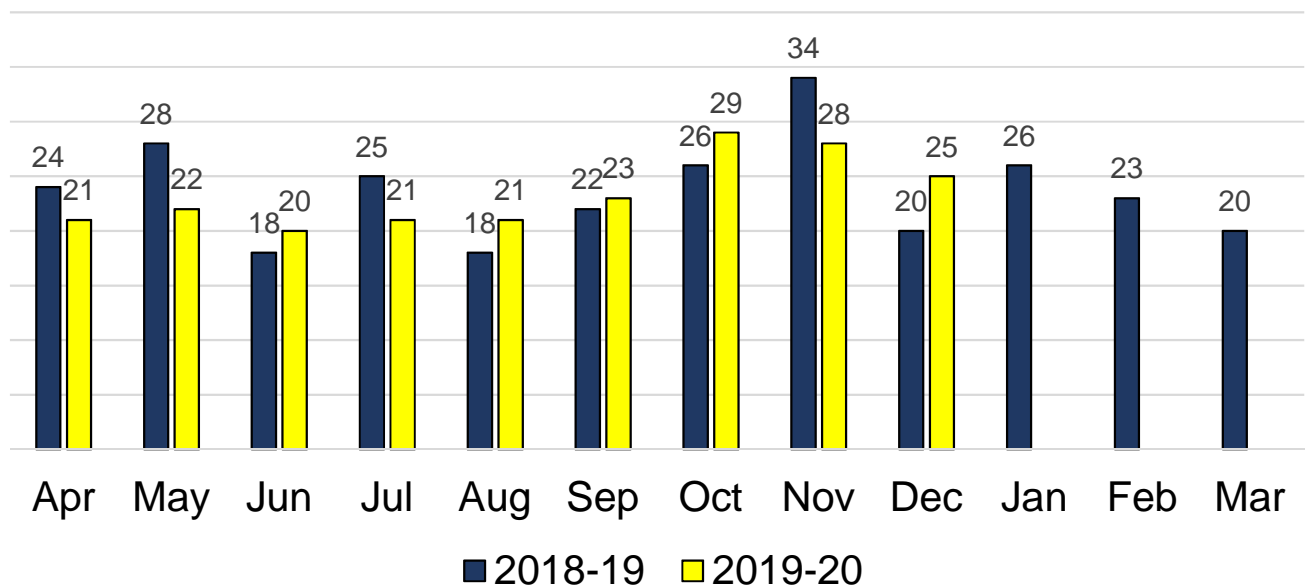
HOUSING ASSISTANCE

Housing Assistance - Wolverhampton Home Improvement Service provides grants and loans to home owners to address hazards in their homes, making them safe and allowing them to continue living there. They also provide assistance to residents in all tenures who are victims of domestic abuse, making their homes secure.

Housing Assistance Referrals



Safe Home Referrals



HOUSING ASSISTANCE

Housing Assistance Projects

	2018-19	2019-20 (end Qu3)
Healthy Homes	898	274
Hospital Discharge	226	140
SWAG	36	22
Handyperson	30	54
Able to Pay	24	5
Unknown	6	44
Total	1220	539

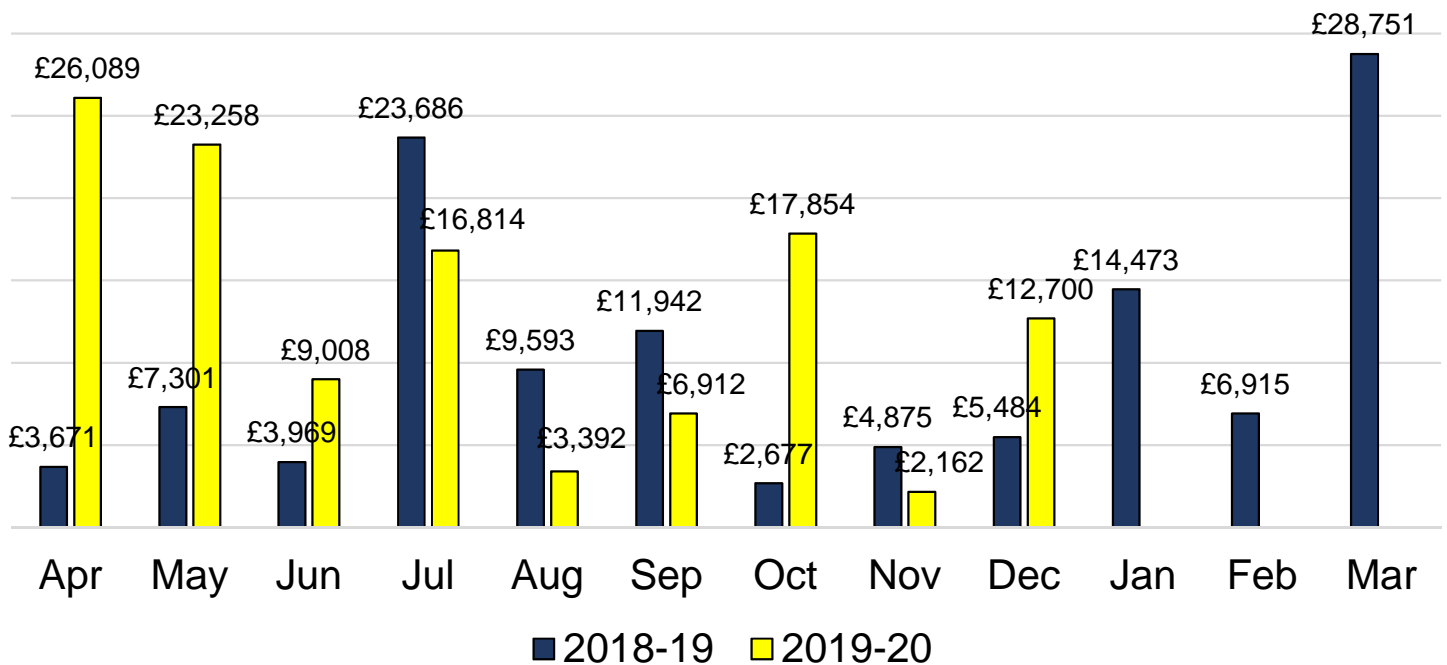
Tenure Safe Homes

	2018-19	2019-20 (end Qu 3)
WH	143	90
Private Rented	53	30
Owner Occupier	37	28
Midland Heart	15	9
Unknown	9	25
Accord	7	6
Bushbury EMB	5	2
Bromford	5	13
Other	4	6
Walsall Housing	2	0
Sanctuary housing	2	0
Homepoint Private Rent	2	0
Total	284	209

HOUSING ASSISTANCE

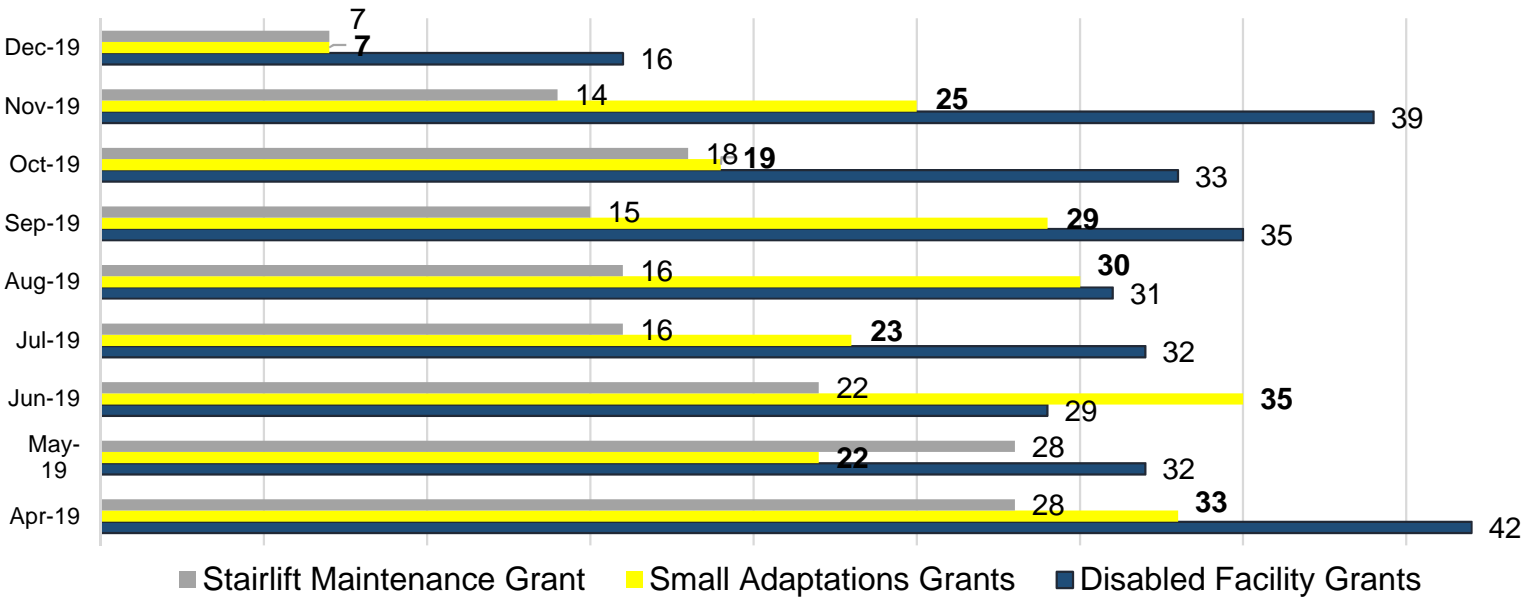
Housing Assistance - Wolverhampton Home Improvement Service provides grants and loans to home owners to address hazards in their homes, making them safe and allowing them to continue living there. They also provide assistance to residents in all tenures who are victims of domestic abuse, making their homes secure.

Committed Spend By Month (Excl VAT)

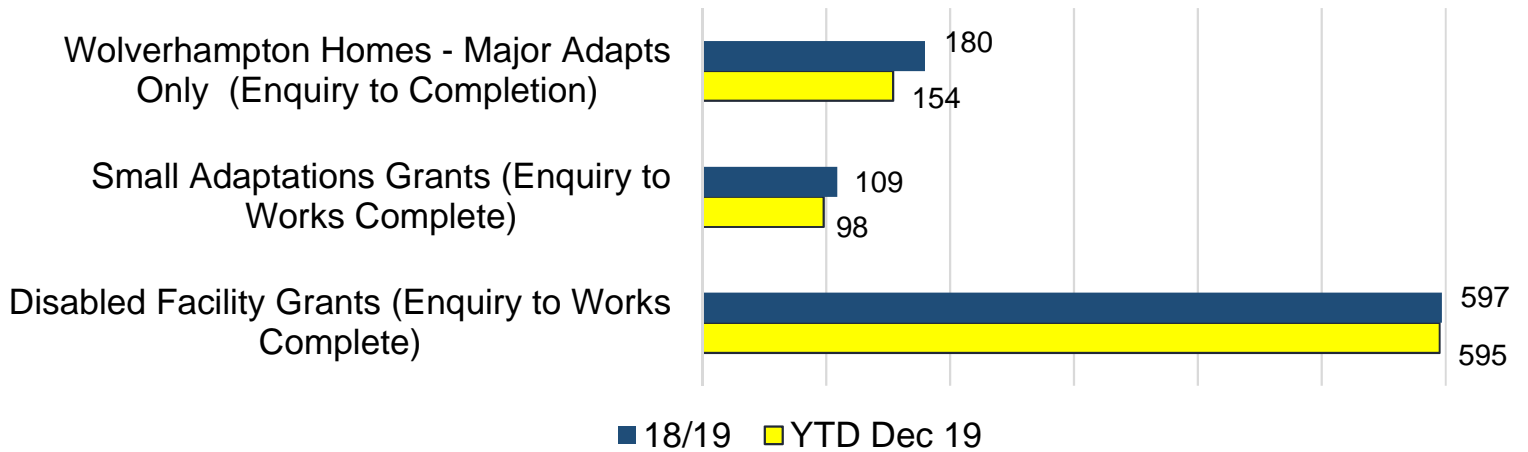


INDEPENDENT LIVING

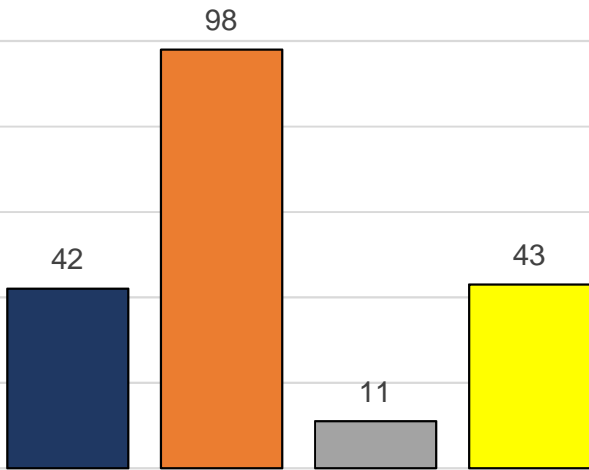
Service Demand



Timeliness

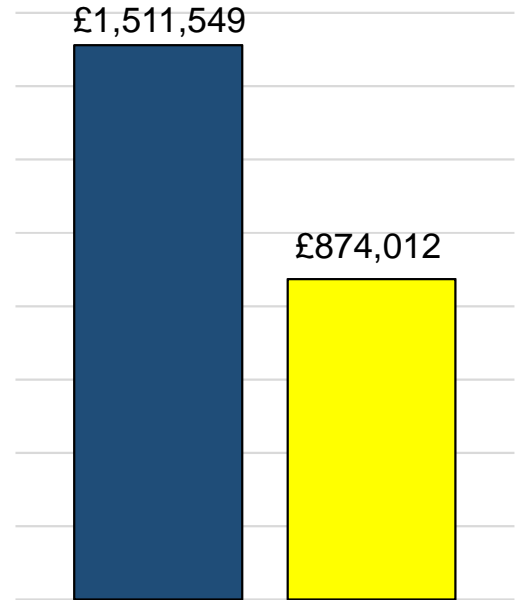


Outstanding Inspections



- Disabled Facility Grants (Priority 1)
- Disabled Facility Grants (Priority 2)
- WH (Priority 1)
- WH (Priority 2)

Expenditure - Dec 19



- Disabled Facility Grants
- WH (inc Minor Adapts & Level Access Showers)

There is a currently an underspend of the Disabled Facilities Grant which is being addressed via a steering group being led by CWC Housing Strategy team in collaboration with colleagues from CWC Adult Social Care and Wolverhampton Homes. The aim is to look at how the Disabled Facilities Grants can be delivered more flexibly to enable targeted provision and increase spend of the monies made available by Central Government.