

Cabinet (Performance Management) Panel

14 September 2015

Report title	Housing Managing Agents Performance Monitoring Report – Quarter Four January 2015 to March 2015	
Decision designation	AMBER	
Cabinet member with lead responsibility	Councillor Peter Bilson City Assets	
Key decision	No	
In forward plan	No	
Wards affected	All	
Accountable director	Nick Edwards, Service Director, City Assets	
Originating service	Housing Services	
Accountable employee(s)	Liane Percival	Housing Strategy and Development Support Officer
	Telephone	01902 554758
	Email	liane.percival@wolverhampton.gov.uk
Report to be/has been considered by	N/A	

Recommendation(s) for action or decision:

The Cabinet (Performance Management) Panel is recommended to:

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

1.0 Purpose

- 1.1 The primary purpose of this report is to provide Councillors with an evaluation of the performance of Wolverhampton Homes and the Tenant Management Organisations (TMOs) in managing and maintaining Council owned dwellings during the 2014/15 financial year.

2.0 Background

- 2.1 This report assists in clarifying and highlighting areas of performance and in particular where performance data suggests that intervention or revised working may be required or has been undertaken.
- 2.2 Unfortunately due to the period of time necessary to collate all of the internal and external performance data and the sequencing of the meetings of the Panel this report relates to quarter four performance in 2014-15 (1 January 2015 to 31 March 2015).
- 2.3 The report illustrates performance from quarter four 2013/14 to quarter four 2014/15 inclusively to allow comparison over the year.
- 2.4 The performance for each of the managing agents is grouped under three headings:
- a) Rents management
 - b) Repairs management
 - c) Empty property management
- 2.5 Wolverhampton Homes additionally reports on business planning, tenants' satisfaction with the handling and outcomes of the Anti-Social Behaviour (ASB) process, the delivery of the Decent Homes Programme, Customer Care and Estate Services.
- 2.6 Tables indicate both the direction in which performance needs to move for improvement and performance trends between the current and the previous quarter.
- 2.7 Additionally, performance is categorised as:
- a) GREEN – where performance is in target and:
 - (i) Was in target the previous quarter, or
 - (ii) Was marked as Amber in the previous quarter.
 - b) AMBER – where performance is:
 - (i) Off target this quarter and was marked as Green in the previous quarter, or
 - (ii) In target this quarter and was marked as Red in the previous quarter.
 - c) RED – where performance is off target and,
 - (i) Was marked as Amber in the previous quarter, or
 - (ii) Was marked as Red in the previous quarter, or
 - (iii) Gives clear cause for concern

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

2.8 Benchmarking

- 2.8.1 The performance of Wolverhampton Homes has previously been compared to the HouseMark Benchmarking Club Top Performance (Top Quartile) position. The Benchmarking Club accepts information from around 30 Arms-Length Management Organisations (ALMOs). However, there has been a reduction in the number of ALMOs consistently submitting data to HouseMark which skews the results of this comparison.
- 2.8.2 The HouseMark benchmarking club Top Quartile is currently not a robust tool for measuring Wolverhampton Homes' performance against peers and so this element of the analysis has been suspended for 2014-15.
- 2.8.3 Wolverhampton Homes has met with HouseMark to discuss the situation and has contributed to a consultation. Following this, Housemark created a new suite of indicators for the benchmarking club, to meet the subscribers' requirements, which will be launched in quarter one 2015-16. These will be used in future reports to Panel.

2.9 Governance

- 2.9.1 The Housing Strategy Team continues to monitor the governance of the housing management organisations.
- 2.9.2 The Service Manager Housing Strategy and Development attends Wolverhampton Homes' board meetings as an observer. Wolverhampton Homes' board, committee and other minutes and papers are available on request to Council employees.
- 2.9.3 The TMOs have provided agendas, minutes and other documents from their regular meetings. Housing Services employees have observed TMO board and committee meetings where resources have permitted.

3.0 Progress for Wolverhampton Homes

- 3.1 This section gives an outline of Wolverhampton Homes' performance for quarter four 2014/15. Performance details are available in Appendix 1a and 1b.
- 3.2 Wolverhampton Homes manages approximately 21,000 properties on behalf of the Council. Generally, performance has improved in the fourth quarter of the year and remains good overall. Of the twenty-eight indicators reported;
- performance for twenty-one of the twenty-four with targets set are in target
 - performance has been improved or maintained for sixteen of the nineteen with applicable targets where comparison with the same quarter last year is possible.
 - performance has been maintained or improved for fifteen of the twenty-five with applicable data where comparison with the previous quarter is possible.
 - for the three indicators where performance is not in target, the causes have been identified and the issues addressed.

3.3 Rents Management

- 3.3.1 Changes in housing benefit brought about by Welfare Reform have had an impact on resources for Wolverhampton Homes. Some staffing resources have been diverted to respond to the needs of tenants and the organisation, including income/arrears collection and the provision of money and debt advice for example undertaking detailed financial assessments. Partnerships have also been developed, most notably with the Citizens Advice Bureau (CAB) and Refugee and Migrant Centre, providing specialist advice and information which is tailored to meet the needs of individual households.
- 3.3.2 Performance for rents management was very good in the fourth quarter of 2014-15, meeting all targets, and improving or maintaining performance when compared to the same quarter in the previous year and to the year end figure. Rent collected continues to exceed the profiled quarterly and annual target. Rent arrears of current tenants, is in target and has improved greatly on last quarter. There have been eighty-six evictions for rent arrears this year, two of which were solely due to the impact of welfare reform and the removal of the under occupancy subsidy. Wolverhampton Homes monitors all cases for court and identifies those due to under occupancy subsidy and benefit cap, tracking them throughout the process. Imminent evictions related to these two factors are reported to Wolverhampton Homes' Director of Housing and the Chief Executive and Councillor Bilson.
- 3.3.3 This area of performance does not currently give any cause for concern.

3.4 Repairs Management

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

3.5 Empty Property Management

- 3.5.1 Performance for empty property management was very good for the fourth quarter of 2014-15, meeting all targets and generally improving on performance for the same quarter in the previous year. Rent lost through properties being vacant is in target, and has improved significantly on the performance in the same quarter last year and the year end figure.
- 3.5.2 The average number of empty dwellings at quarter four is 224 out of the total stock, i.e. 0.01%.

3.6 **Business Planning**

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

3.7 **Anti-Social Behaviour**

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

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

3.8 **Decent Homes**

3.8.1 The year-end delivery total of homes that have received Decent Homes works for 2014-15 is 1,878. The total since June 2007 is currently 22,097 properties. Wolverhampton Homes has met and exceeded both the backlog funding target of 1,311 properties and the 2014-15 Delivery Plan target of 1,855 properties for the year.

3.8.2 During 2014-15, £10.756 million funding was allocated for Decent Homes works. This was increased to £11.561 million due to additional Homes and Communities Agency (HCA) funding in June 2014. By the end of the Decent Homes (DH) programme the total funding received from the HCA was £255.458 million, combined with funding from the Housing Revenue Account (HRA), the total expenditure on Decent Homes works was £314.544 million.

3.8.3 Although the decent homes backlog funding has now come to an end, the Housing Capital Works programme for financial year 2015-16 and subsequent years includes budgetary allowances for continuing decent homes work, both to properties in the city that have not yet received decent homes work and for properties that fall out of decency over time.

3.9 **Customer Care**

3.9.1 The Government's Channel Shift is a strategy for public sector organisations to encourage service users to access services online and digitally, rather than through face-to-face or telephone interaction. The aim of the 'digital by default' approach is to realise cost savings through improved efficiencies. Wolverhampton Homes' Channel Shift project continues its efforts in encouraging and helping tenants to use online self-service and takes things further by making digital the default option for how it delivers customer services. These efficiency savings will create funding to support other priority services.

3.9.2 The targets for average call answer time and calls abandoned for Homes Direct are now the same as the Council's targets for City Direct and were changed as part of Wolverhampton Homes' Channel Shift agenda. Performance for both indicators is in

target and has improved this quarter as has performance for councillor enquiries responded to in 14 days.

- 3.9.3 Performance for complaints responded to in target time has not met the year end target, although it has improved this quarter. There were some resourcing issues which contributed to delays in responses, but performance is expected to continue to improve.

3.10 **Estate and Concierge Services**

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

4.0 **Progress for Bushbury Hill Estate Management Board (EMB)**

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

- 4.2 Bushbury Hill EMB manages 841 properties on behalf of City of Wolverhampton Council. Generally, performance has improved this quarter. All nine indicators are in target and of the six where historic data is available, four have improved or been maintained when compared to the same quarter last year and performance for all but one of the indicators has improved or been maintained when compared to the previous quarter.

4.3 **Rents Management**

Performance for rents management was very good in the fourth quarter of 2014-15, meeting all targets. This area of performance does not currently give any cause for concern.

4.4 **Voids and Allocations**

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

4.5 **Repairs**

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

4.5.2 For 2014-15, Bushbury Hill EMB has reported headline performance for repairs. Performance is good with repairs attended in time, rapid response repairs attended same day and those completed same day, all above target and improved when compared with the previous quarter.

4.6 **Governance**

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

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

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

5.2 Dovecotes TMO manages 828 properties on behalf of City of Wolverhampton Council. Generally performance is good this quarter. Of the eleven indicators ten are in target, three have improved or been maintained this quarter and three have improved or been maintained when compared to the same quarter last year.

5.3 **Rents**

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

5.4 **Voids and Allocations**

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

5.4.2 Following an investigation, concerns raised regarding adherence to the Council's allocations policy have been addressed. Improved practices have been put in place and formal training organised for all the TMO employees who deal with allocations.

5.5 **Repairs**

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

5.5.1 Performance for repairs is very good with all indicators in target, two improved when compared to the same quarter last year.

5.6 Governance

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

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

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

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

6.3 Rents

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

6.4 Voids and Allocations

- 6.4.1 New Park Village has reported difficulties in letting some of the properties on the estate. A small third bedroom, and the heating charge that is applied only on this estate, contribute to the properties, particularly those with three bedrooms, appearing unaffordable to some potential tenants. This has, on a number of occasions, lead to tenancy offers being declined and in some cases to new tenants leaving the estate and entering the private rented market.
- 6.4.2 Performance for voids and allocations has been mixed this quarter with levels of void loss being within target and improving both this quarter and when compared to the same quarter last year. However, the average re-let time is off target and has weakened when compared to the same quarter last year, although it has improved on performance for last quarter.
- ### 6.5 Repairs
- 6.5.1 New Park Village TMC is currently providing repairs performance data for the established indicators whilst a new suite of indicators is being considered.
- 6.5.2 Performance for repairs is very good with all indicators in target, all but one being maintained this quarter and all but one being improved or maintained when compared to the same quarter last year. Routine repairs completed on time continues to perform at 100%.

6.6 Governance

New Park Village TMC has just concluded their continuation ballot. The result was 93% in favour of the TMO continuing with a turnout of 63.5%

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

7.1 This section gives an outline of Springfield Horseshoe HMC's performance for quarter four 2014/15. Performance details are available in Appendix 5.

7.2 Springfield Horseshoe HMC manages 275 properties on behalf of City of Wolverhampton Council. Generally, performance has been very good this quarter. Of the ten indicators nine are in target, ten have been improved or maintained this quarter and all have improved or been maintained when compared to the same quarter last year.

7.3 Rents Management

Performance for rents management was very good in the fourth quarter of 2014-15, meeting all targets. Arrears performance has been improved this quarter and levels of evictions have been maintained when compared to that same quarter last year.

7.4 Voids and Allocations

Performance for voids and allocations has been good this quarter. Levels of void loss and the average re-let time are well within target and improved when compared to the same quarter last year, although longer re-let times in the first two quarters of 2014-15 have pushed performance slightly over target for the year end.

7.5 Repairs

7.5.1 Springfield Horseshoe HMC is currently providing repairs performance data for the established indicators whilst a new suite of indicators is being considered.

7.5.2 Performance for repairs remains very good with all indicators in target and all performance improved or maintained at very high levels. Repairs completed in time continues to perform at 100% and average time to complete non-urgent repairs in quarter 4 was 1 day.

8.0 Financial implications

8.1 This report has no financial implications.
[JB/26082015/W]

9.0 Legal implications

9.1 The services provided by the managing agents relates to the discharge of the Council's duties to its tenants. Failure to undertake relevant repairs to housing stock within a reasonable time following notice to the Council of disrepair can result in a tenant

commencing proceedings in the civil courts against the Council for breach of repairing obligations under S11 of the Landlord and Tenant Act 1985.
[RB/21082015/A]

10.0 Equalities implications

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

11.0 Environmental implications

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

12.0 Human resources implications

12.1 This report has no human resources implications.

13.0 Corporate landlord implications

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

14.0 Schedule of background papers

Appendix 1a:

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

Appendix 1b:

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

Appendix 2:

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

Appendix 3:

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

Appendix 4:

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

Appendix 5:

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

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Appendix 1a Wolverhampton Homes by category		Good is	Q4 13/14	Q1 14/15	Q2 14/15	Q3 14/15	Q4 14/15	Year End	Target Profile Or Annual	Comment	Trend Q-O-Q
Rent Management											
G	Rent collected as a percentage of rent owed	H	98.40	97.54	97.77	98.09	98.44	98.44	[P] 97.00 [A] 97.00	Performance has improved year-on-year in and is in target.	+
G	Tenants with more than 7 weeks arrears as a percentage of all tenants	L	1.97	1.27	1.43	1.50	1.55	1.55	[P] 1.95 [A] 1.95	Performance has improved year-on-year and is in target.	-
G	Tenants evicted for rent arrears as a percentage of all tenants	L	0.50	0.06	0.19	0.27	0.42	0.42	[P] 0.45 [A] 0.45	Performance has improved year-on-year and is in target.	-
A	Rent arrears of current tenants as a % of the rent roll (WH only)	L	0.87	1.13	1.26	1.16	0.87	0.87	[P] 1.00 [A] 1.00	Performance has been maintained year-on-year and is in target.	+
Repairs											
G	% of responsive repairs for which an appointment was made & kept	H	94.01	94.54	95.22	94.98	95.04	94.57	[P] 94.00 [A] 94.00	Performance has improved year-on-year and is in target.	+
G	% of valid gas certificates for tenanted properties	H	99.97	99.99	99.99	99.98	100.00	100.00	[P] 99.60 [A] 99.60	Performance has improved year-on-year and is in target.	+

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Appendix 1a Wolverhampton Homes by category		Good is	Q4 13/14	Q1 14/15	Q2 14/15	Q3 14/15	Q4 14/15	Year End	Target Profile Or Annual	Comment	Trend Q-O-Q
N/A	% Fix It - at your convenience completed in time	H	-	-	98.30	98.54	97.59	98.12	[P] TBC [A] TBC	This is a new indicator for Q2 2014-15. Target tbc	-
N/A	% Fix It - emergency completed in time	H	-	-	99.37	99.86	99.72	99.70	[P] TBC [A] TBC	This is a new indicator for Q2 2014-15. Target tbc	-
N/A	% Fix It - emergency gas completed in time	H	-	-	96.77	100.00	96.97	97.89	[P] TBC [A] TBC	This is a new indicator for Q2 2014-15. Target tbc	-
N/A	% 5 Fix It - today completed in time	H	-	-	99.24	99.63	99.95	99.57	[P] TBC [A] TBC	This is a new indicator for Q2 2014-15. Target tbc	-
R	% total repairs completed within target	H	98.56	98.93	98.47	98.87	98.16	98.59	[P] 99.00 [A] 99.00	Performance has weakened year-on-year and is off target.	-
Voids and Allocations											
A	Average days to re-let property	L	24	22	19	20	24	21	[P] 25 [A] 25	Performance has been maintained year-on-year and is in target.	-
G	% of tenancy offers accepted first time	H	83.78	87.44	82.90	82.65	87.22	85.15	[P] 80.00 [A] 80.00	Performance has improved year-on-year and is in target.	+
G	% Rent lost through properties being vacant	L	1.76	1.52	1.53	1.55	1.57	1.57	[P] 1.70 [A] 1.70	Performance has improved year-on-year and is in target.	-

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Business Planning											
G	Average days lost through illness	L	5.90	5.13	5.45	6.20	6.17	6.17	[P] 6.50 [A] 6.50	Performance has weakened year-on-year and is in target.	+
Anti-Social Behaviour											
G	% satisfied with the way their ASB complaint was dealt with	H	92.00	93.26	96.88	93.55	94.53	94.98	[P] 85.00 [A] 85.00	Performance has improved year-on-year and is in target.	+
G	% satisfied with the outcome of their ASB complaint	H	88.00	92.13	96.25	93.55	92.19	93.78	[P] 85.00 [A] 85.00	Performance has improved year-on-year and is in target.	-
Strategic Partnership											
G	Number non-decent homes made decent	H	621	403	509	512	454	1878	[P]450 [A] 1855	Performance has exceeded the target to Q4.	N/A
G	Number non-decent homes made decent (Priority N/hoods)	H	439	172	396	386	388	1342	[P] 280 [A] 1200	Performance has exceeded the target to Q4.	N/A
G	Total number of properties that have received DH work	H	621	403	509	512	454	1878	[P] 450 [A] 1855	Performance has exceeded the target to Q4.	N/A
G	% Variation between actual and target costs	within tolerance	7.40	-4.20	-2.84	-1.90	-1.90	-2.71	0 +/- 10.00%	Performance has improved year-on-year and is in target.	=
R	Satisfaction with Decent Homes	H	85.00	90.68	85.94	91.79	93.07	90.19	[P] 96.00 [A] 96.00	Performance has improved year-on-year and is off target.	+

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Appendix 1a Wolverhampton Homes by category		Good is	Q4 13/14	Q1 14/15	Q2 14/15	Q3 14/15	Q4 14/15	Year End	Target Profile Or Annual	Comment	Trend Q-O-Q
Customer Care											
G	Homes Direct - Average call answer wait time (in seconds)	L	48.00	46.00	23.00	75.00	58.00	51.00	[P] 90.00 [A] 90.00	This was a new target for Q3 2014-15. Performance is in target.	+
G	Homes Direct - % of calls abandoned	L	7.40	6.50	2.90	10.50	8.50	7.20	[P] 15.00 [A] 15.00	This was a new target for Q3 2014-15. Performance is in target.	+
R	Complaints responded to in target timescales - %	H	96.71	92.95	93.48	81.82	90.48	90.46	[P] 95.00 [A] 95.00	Performance has weakened year-on-year and is off target.	+
G	Councillor enquiries responded to in 14 days	H	97.40	94.56	97.01	94.51	96.23	95.54	[P] 95.00 [A] 95.00	Performance has improved year-on-year and is in target.	+
Estates and Concierge											
G	% of fire safety inspections completed on low rise & medium rise blocks (concierge)	H	100.00	100.00	100.00	100.00	100.00	100.00	[P] 99.00 [A] 99.00	Performance has been maintained year-on-year and is in target.	=
G	% of fire safety inspections completed on high rise blocks (concierge)	H	100.00	100.00	100.00	100.00	100.00	100.00	[P] 99.00 [A] 99.00	Performance has been maintained year-on-year and is in target.	=

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Appendix 1b Wolverhampton Homes by category		Good is	Q4 13/14	Q1 14/15	Q2 14/15	Q3 14/15	Q4 14/15	Year End	Target Profile Or Annual	Comment	Trend Q-O-Q
Green - Rent Management											
G	Rent collected as a percentage of rent owed	H	98.40	97.54	97.77	98.09	98.44	98.44	[P] 97.00 [A] 97.00	Performance has improved year-on-year in and is in target.	+
G	Tenants with more than 7 weeks arrears as a percentage of all tenants	L	1.97	1.27	1.43	1.50	1.55	1.55	[P] 1.95 [A] 1.95	Performance has improved year-on-year and is in target.	-
G	Tenants evicted for rent arrears as a percentage of all tenants	L	0.50	0.06	0.19	0.27	0.42	0.42	[P] 0.45 [A] 0.45	Performance has improved year-on-year and is in target.	-
Green - Repairs											
G	% of responsive repairs for which an appointment was made & kept	H	94.01	94.54	95.22	94.98	95.04	94.57	[P] 94.00 [A] 94.00	Performance has improved year-on-year and is in target.	+
G	% of valid gas certificates for tenanted properties	H	99.97	99.99	99.99	99.98	100.00	100.00	[P] 99.60 [A] 99.60	Performance has improved year-on-year and is in target.	+
Green - Voids and Allocations											
G	% of tenancy offers accepted first time	H	83.78	87.44	82.90	82.65	87.22	85.15	[P] 80.00 [A] 80.00	Performance has improved year-on-year and is in target.	+
G	% Rent lost through properties being vacant	L	1.76	1.52	1.53	1.55	1.57	1.57	[P] 1.70 [A] 1.70	Performance has improved year-on-year and is in target.	-

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Green - Anti-Social Behaviour											
G	% satisfied with the way their ASB complaint was dealt with	H	92.00	93.26	96.88	93.55	94.53	94.98	[P] 85.00 [A] 85.00	Performance has improved year-on-year and is in target.	+
G	% satisfied with the outcome of their ASB complaint	H	88.00	92.13	96.25	93.55	92.19	93.78	[P] 85.00 [A] 85.00	Performance has improved year-on-year and is in target.	-
Green - Strategic Partnership											
G	Number non-decent homes made decent	H	621	403	509	512	454	1878	[P]450 [A] 1855	Performance has exceeded the target to Q4.	N/A
G	Number non-decent homes made decent (Priority N/hoods)	H	439	172	396	386	388	1342	[P] 280 [A] 1200	Performance has exceeded the target to Q4.	N/A
G	Total number of properties that have received DH work	H	621	403	509	512	454	1878	[P] 450 [A] 1855	Performance has exceeded the target to Q4.	N/A
G	% Variation between actual and target costs	within tolerance	7.40	-4.20	-2.84	-1.90	-1.90	-2.71	0 +/- 10.00%	Performance has improved year-on-year and is in target.	=

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Appendix 1b Wolverhampton Homes by category		Good is	Q4 13/14	Q1 14/15	Q2 14/15	Q3 14/15	Q4 14/15	Year End	Target Profile Or Annual	Comment	Trend Q-O-Q
Green - Customer Care											
G	Homes Direct - % of calls abandoned	L	7.40	6.50	2.90	10.50	8.50	7.20	[P] 15.00 [A] 15.00	This was a new target for Q3 2014-15. Performance in in target.	+
G	Councillor enquiries responded to in 14 days	H	97.40	94.56	97.01	94.51	96.23	95.54	[P] 95.00 [A] 95.00	Performance has improved year-on-year and is in target.	+
Green - Estates and Concierge											
G	% of fire safety inspections completed on low rise & medium rise blocks (concierge)	H	100.00	100.0 0	100.00	100.00	100.00	100.0 0	[P] 99.00 [A] 99.00	Performance has been maintained year-on-year and is in target.	=
G	% of fire safety inspections completed on high rise blocks (concierge)	H	100.00	100.0 0	100.00	100.00	100.00	100.0 0	[P] 99.00 [A] 99.00	Performance has been maintained year-on-year and is in target.	=
Amber - Rent Management											
A	Rent arrears of current tenants as a % of the rent roll (WH only)	L	0.87	1.13	1.26	1.16	0.87	0.87	[P] 1.00 [A] 1.00	Performance has been maintained year-on-year and is in target.	+
Amber - Voids and Allocations											
A	Average days to re-let property	L	24	22	19	20	24	21	[P] 25 [A] 25	Performance has been maintained year-on-year and is in target.	-

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Appendix 1b Wolverhampton Homes by category		Good is	Q4 13/14	Q1 14/15	Q2 14/15	Q3 14/15	Q4 14/15	Year End	Target Profile Or Annual	Comment	Trend Q-O-Q
Red - Repairs											
R	% total repairs completed within target	H	98.56	98.93	98.47	98.87	98.16	98.59	[P] 99.00 [A] 99.00	Performance has weakened year-on-year and is off target.	-
Red - Strategic Partnership											
R	Satisfaction with Decent Homes	H	85.00	90.68	85.94	91.79	93.07	90.19	[P] 96.00 [A] 96.00	Performance has improved year-on-year and is off target.	+
Red - Customer Care											
R	Complaints responded to in target timescales - %	H	96.71	92.95	93.48	81.82	90.48	90.46	[P] 95.00 [A] 95.00	Performance has weakened year-on-year and is off target.	+
No target - Repairs											
N/A	% Fix It - at your convenience completed in time	H	-	-	98.30	98.54	97.59	98.12	[P] TBC [A] TBC	This is a new indicator for Q2 2014-15. Target tbc	-
N/A	% Fix It - emergency completed in time	H	-	-	99.37	99.86	99.72	99.70	[P] TBC [A] TBC	This is a new indicator for Q2 2014-15. Target tbc	-
N/A	% Fix It - emergency gas completed in time	H	-	-	96.77	100.00	96.97	97.89	[P] TBC [A] TBC	This is a new indicator for Q2 2014-15. Target tbc	-
N/A	% 5 Fix It - today completed in time	H	-	-	99.24	99.63	99.95	99.57	[P] TBC [A] TBC	This is a new indicator for Q2 2014-15. Target tbc	-

Appendix 2 Bushbury Hill by category		Good is	Q4 13/14	Q1 14/15	Q2 14/15	Q3 14/15	Q4 14/15	Year End	Target Profile Or Annual	Comment	Trend Q-O-Q
Rents management											
G	% tenants with more than seven weeks (gross) rent arrears	L	1.78	1.66	1.84	2.40	2.31	2.05	3.00%	Performance has weakened year-on-year and is in target.	+
G	% of tenants evicted as a result of rent arrears	L	0.00	0.00	0.12	0.00	0.00	0.12	1.00%	Performance has been maintained year-on-year and is in target.	=
G	Number of Tenants Evicted for Rent Arrears (cumulative)	L	0	0	1	0	0	1	12	Performance has been maintained year-on-year and is in target.	=
G	Arrears as % of rent roll (cumulative)	L	0.99	1.49	1.56	1.81	0.99	0.99	2.00%	Performance has been maintained year-on-year and is in target.	+
Voids and Allocations											
G	Void Loss as a % of rent roll	L	0.14	0.10	0.11	0.15	0.16	0.52	1.00%	Performance has weakened year-on-year and is in target.	-
G	Average time to re-let housing	L	36.60	22.83	20.71	28.50	28.36	25.60	35 days	Performance has improved year-on-year and is in target.	+

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**Appendix 2 Bushbury Hill
 by category**

		Good is	Q4 13/14	Q1 14/15	Q2 14/15	Q3 14/15	Q4 14/15	Year End	Target Profile Or Annual	Comment	Trend Q-O-Q
Repairs											
G	% Repairs attended within time (WHT & WH)	H	N/A	95.77	97.85	97.31	97.39	97.08	95.00%	This is a new indicator for 2014-15 and performance is in target.	+
G	% Rapid Response Repairs attended same day (WHT only)	H	N/A	98.47	97.82	97.42	97.80	97.88	97.00%	This is a new indicator for 2014-15 and performance is in target.	+
	% Rapid Response completed same day (WHT only)	H	N/A	84.21	82.22	81.77	82.63	82.71	80.00%	This is a new indicator for 2014-15 and performance is in target.	+

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Appendix 3 Dovecotes TMO by category		Good is	Q4 13/14	Q1 14/15	Q2 14/15	Q3 14/15	Q4 14/15	Year End	Target Profile Or Annual	Comment	Trend Q-O-Q
Rent management											
R	% tenants with more than seven weeks (gross) rent arrears	L	5.19	5.40	5.25	5.31	5.22	5.30	[P] 4.75%	Performance has weakened year-on-year in and is off target.	+
G	% of tenants evicted as a result of rent arrears	L	0.11	0.24	0.61	0.00	0.37	1.22	[A] 1.50%	Performance has weakened year-on-year and is in target.	-
G	Number of Tenants Evicted for Rent Arrears (cumulative)	L	1	2	5	0	3	10	[A] 12	Performance has weakened year-on-year and is in target.	-
G	Arrears as % of rent roll (cumulative)	L	2.37	2.51	2.60	2.59	2.37	2.37	[A] 3.00%	Performance has been maintained year-on-year and is in target.	+
Voids and allocations											
G	Void Loss as a % of rent roll	L	0.21	0.22	0.30	0.22	0.38	1.12	[A] 2.00%	Performance has weakened year-on-year and is in target.	-
G	Average time to re-let housing	L	16.90	15.70	19.42	16.79	19.75	17.96	[P] 21 days	Performance has weakened year-on-year and is in target.	-

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Appendix 3 Dovecotes TMO by category		Good is	Q4 13/14	Q1 14/15	Q2 14/15	Q3 14/15	Q4 14/15	Year End	Target Profile Or Annual	Comment	Trend Q-O-Q
Repairs											
G	% of urgent repairs completed within government time limits (Right to Repair)	H	98.23	99.40	98.60	99.45	98.09	98.92	[P] 96.00%	Performance has weakened year-on-year and is in target.	-
G	Average time taken (calendar days) to complete non-urgent repairs	L	6.73	6.84	5.40	5.97	6.86	6.29	[P] 9 days	Performance has weakened year-on-year and is in target.	-
G	% of responsive repairs for which an appointment was made and kept	H	93.77	94.98	97.70	97.02	96.02	96.40	[P] 90.00%	Performance has improved year-on-year and is in target.	-
G	% of emergency repairs completed on time	H	97.14	100.0 0	100.0 0	100.0 0	100.0 0	100.00	[P] 96.00%	Performance has been improved year-on-year and is in target.	=
G	% of routine repairs completed on time	H	99.23	99.55	99.53	99.59	98.61	99.30	[P] 96.00%	Performance has weakened year-on-year and is in target.	-

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Appendix 4 New Park Village by category		Good is	Q4 13/14	Q1 14/15	Q2 14/15	Q3 14/15	Q4 14/15	Year End	Target Profile Or Annual	Comment	Trend Q-O-Q
Rent Management											
G	% tenants with more than seven weeks (gross) rent arrears	L	3.83	2.97	4.66	7.05	5.10	4.94	[P] 8.00%	Performance has weakened year-on-year in and is in target.	+
G	% of tenants evicted as a result of rent arrears	L	0.34	0.34	0.34	0.00	0.68	1.36	[A] 4.00%	Performance has weakened year-on-year in and is in target.	-
G	Number of Tenants Evicted for Rent Arrears	L	1	1	1	0	2	4	[A] 11	Performance has weakened year-on-year in and is in target.	-
G	Arrears as % of rent roll	L	1.95	2.32	2.85	2.79	1.91	1.91	[A] 6%	Performance has improved year-on-year and is in target.	+
Voids and Allocations											
G	Void Loss as a % of rent roll	L	0.98	0.50	0.52	0.80	0.54	2.36	[A] 2.5%	Performance has improved year-on-year and is in target.	+
A	Average time to re-let housing	L	33.00	21.00	33.44	57.11	50.83	44.06	[P] 35 days	Performance has weakened year-on-year and is off target.	+

Appendix 4 New Park Village by category		Good is	Q4 13/14	Q1 14/15	Q2 14/15	Q3 14/15	Q4 14/15	Year End	Target Profile Or Annual	Comment	Trend Q-O-Q
Repairs											
G	% of urgent repairs completed within government time limits (Right to Repair)	H	100.0 0	100.0 0	98.00	100.0 0	100.0 0	99.35	[P] 97.00%	Performance has been maintained year-on-year and is in target.	=
G	Average time taken (calendar days) to complete non-urgent repairs	L	1.00	1.20	1.00	1.00	1.20	1.10	[P] 5 days	Performance has weakened year-on-year and is in target.	-
G	% of emergency repairs completed on time	H	93.00	97.00	97.00	98.00	98.00	97.56	[P] 97.00%	Performance has improved year-on-year and is in target.	=
G	% of routine repairs completed on time	H	100.0 0	100.0 0	100.0 0	100.0 0	100.0 0	100.00	[P] 97.00%	Performance has been maintained year-on-year and is in target.	=

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Appendix 5 Springfield Horseshoe by category		Good is	Q4 13/14	Q1 14/15	Q2 14/15	Q3 14/15	Q4 14/15	Year End	Target Profile Or Annual	Comment	Trend Q-O-Q
Rents management											
G	% tenants with more than seven weeks (gross) rent arrears	L	8.50	2.83	3.14	3.46	3.40	3.21	8.00%	Performance has improved year-on-year and is in target.	+
G	% of tenants evicted as a result of rent arrears	L	0.00	0.00	0.37	0.00	0.00	0.37	4.00%	Performance has been maintained year-on-year and is in target.	=
G	Number of Tenants Evicted for Rent Arrears	L	0	0	1	0	0	1	11	Performance has been maintained year-on-year and is in target.	=
G	Arrears as % of rent roll	L	1.23	1.51	1.50	1.49	1.23	1.23	6.00%	Performance has been maintained year-on-year and is in target.	+
Voids and Allocations											
G	Void Loss as a % of rent roll	L	0.30	0.41	0.30	0.21	0.14	1.06	2.50%	Performance has improved year-on-year and is in target.	+
R	Average time to re-let housing	L	59.50	42.00	46.20	33.44	30.00	38.00	35 days	Performance has improved year-on-year and is off target.	+

Appendix 5 Springfield Horseshoe by category		Good is	Q4 13/14	Q1 14/15	Q2 14/15	Q3 14/15	Q4 14/15	Year End	Target Profile Or Annual	Comment	Trend Q-O-Q
Repairs											
G	% of urgent repairs completed within government time limits (Right to Repair)	H	100.0 0	100.0 0	100.0 0	100.0 0	100.00	100.0 0	97.00%	Performance has been maintained year-on-year and is in target.	=
G	Average time taken (calendar days) to complete non-urgent repairs	L	1.35	1.00	1.00	1.35	1.00	1.08	5 days	Performance has improved year-on-year and is in target.	+
G	% of emergency repairs completed on time	H	100.0 0	100.0 0	100.0 0	100.0 0	100.00	100.0 0	97.00%	Performance has been maintained year-on-year and is in target.	=
G	% of routine repairs completed on time	H	54.60	100.0 0	100.0 0	100.0 0	100.00	100.0 0	97.00%	Performance has been improved year-on-year and is in target.	=