

Cabinet (Performance Management) Panel

13 June 2016

Report title	Housing Managing Agents Performance Monitoring Report – Quarter Four January 2016 to March 2016	
Decision designation	AMBER	
Cabinet member with lead responsibility	Councillor Peter Bilson City Housing and Assets	
Key decision	No	
In forward plan	No	
Wards affected	All	
Accountable director	Lesley Roberts, Housing	
Originating service	Housing Services	
Accountable employee(s)	Liane Taylor	Housing Strategy & Development Support Officer – Housing Services 01902 554758 Liane.Taylor@wolverhampton.gov.uk
	Tel	
	Email	
Report to be/has been considered by	N/A	

Recommendation(s) for action or decision:

The Cabinet (Performance Management) Panel is recommended to:

1. Review and comment on the performance of the housing management agents for quarter four 2015/16 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 2015-16 financial year.

2.0 Background

- 1.1 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.
- 1.2 This report illustrates performance from quarter four 2014-15 to quarter four 2015-16 inclusively to allow comparison over the year.
- 1.3 The performance for each of the managing agents is grouped under three headings:
- a) Rents management
 - b) Repairs management
 - c) Voids and allocations
- 1.4 Wolverhampton Homes additionally reports on business planning, satisfaction with the handling and outcome of the Anti-Social Behaviour (ASB) process, Stock Investment, Customer Care and Estate Services.
- 1.5 Tables indicate both the direction in which performance needs to move for improvement and performance trends between the current and the previous quarter.
- 1.6 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, R or where there is no data available ND.

1.7 Governance

- 1.7.1 The Housing Strategy Team continues to monitor the governance of the housing management organisations.
- 1.7.2 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.
- 1.7.3 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 2015/16. Performance details are available in Appendix 1a and 1b.
- 3.2 Wolverhampton Homes manages 20,555 properties on behalf of City of Wolverhampton Council. Generally, good performance has been maintained in the fourth quarter of the year and remains good overall. Of the twenty-four indicators included in this report;
- performance for sixteen of the twenty-two with targets set are in target
 - performance has improved or been maintained for eight of the nineteen with applicable targets where comparison with the same quarter last year is possible.
 - performance has been maintained or improved for eleven of the twenty-two with applicable data where comparison with the previous quarter is possible.
 - for the six indicators where performance is not in target, the causes have been identified and addressed below.

3.3 Rents Management

- 3.3.1 Changes in housing benefit brought about by Welfare Reform have had an impact on resources for Wolverhampton Homes. Some staffing resources have been diverted to respond to the needs of tenants and the organisation, including income/arrears collection and the provision of money and debt advice for example undertaking detailed financial assessments. Partnerships have also been developed, most notably with the CAB and Refugee and Migrant Centre, providing specialist advice and information which is tailored to meet the needs of individual households.
- 3.3.2 Performance for rents management was good in the fourth quarter of 2015-16, meeting all but one targets, and improving performance for two indicators when compared to the previous quarter. Performance has weakened slightly when compared to the same quarter last year. Rent collected continues to exceed the profiled quarterly target.
- 3.3.3 There have been ninety-six evictions for rent arrears this year, none of which were solely due to the impact of welfare reform and the removal of the under occupancy subsidy. Wolverhampton Homes continues to advise and support tenants identified as having difficulty in maintaining their tenancy. The process of eviction is only taken when all other options have been exhausted.

3.4 Repairs Management

- 3.4.1 Repairs performance was generally good in quarter four although in some areas weakened very slightly when compared to the same quarter last year. The 'percentage of valid gas certificates' continued with good performance, exceeding the target and the percentage of appointments made and kept continued to improve in the second half of the year.
- 3.4.2 Poor performance for the 'total response repairs completed within target' is due to resourcing issues and is expected to improve with the introduction of a new appointing system, allowing more appointments to be made.
- 3.4.3 The methodologies for the repairs performance indicators have been reviewed by Wolverhampton Homes. The service is to be delivered through AM and PM appointments as of April 2016, rather than the two hour time slots introduced as part of Vision, to increase efficiency and improve the service to customers.

3.5 Voids and Allocations

- 3.5.1 The methodology for the 'average time to re-let property' indicator has been reviewed by Wolverhampton Homes, with data for 2015-16 being back dated to reflect the new measure.
- 3.5.2 Performance for voids and allocations was good in the fourth quarter of 2015-16, meeting all targets. Performance for 'average days to re-let property' and 'rent lost through properties being vacant' improved when compared to the previous quarter and the same quarter in the previous year.
- 3.5.3 The average number of empty dwellings for quarter four is 158 out of the total stock, i.e. 0.01%.
- 3.5.4 Throughout 2015-16 Wolverhampton Homes' process for allocating properties has been monitored using a random sample of cases. No issues were flagged and good practise and adherence to the Councils allocations policy was demonstrated.

3.6 Business Planning

- 3.6.1 Performance for average days lost through employee illness continues to be very good, remaining within target and improved when compared to the same quarter in the previous year.

3.7 Anti-Social Behaviour

- 3.7.1 Performance for tenant satisfaction with the anti-social behaviour service remains in target with improvements on the previous quarter and the same quarter in the previous year.

3.8 Stock Investment

- 3.8.1 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.
- 3.8.2 There are five new indicators introduced from quarter one 2015-16, of which there is data available for three. Two of the indicators with available data are within target and one is off target.
- 3.8.3 For the Indicator that is off target 'percentage of workforce who are local labour', performance is only slightly under target, by 0.07%.

3.9 Customer Care

- 3.9.1 Wolverhampton Homes' Channel Shift programme aims to encourage tenants to utilise on-line facilities for making contact and reporting issues, in turn allowing officer time to be put to better use, for example, engaging with vulnerable tenants.
- 3.9.2 Performance for three of the four indicators at quarter four is off target and all have weakened when compared to the same quarter last year. However, the two indicators for Homes Direct show that the average performance over the year is well within the targets set.
- 3.9.3 Performance for 'complaints responded to in target time' remains off target and has weakened when compared to that same quarter last year, although it has improved this quarter. There are resourcing issues which contributed to delays.
- 3.9.4 'Member enquiries responded to within 14 calendar days' is in target and has improved this quarter and is now in target for quarter four.

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 2015-16. Performance details are available in Appendix 2.
- 4.2 Bushbury Hill EMB manages 838 properties on behalf of City of Wolverhampton Council. Generally, performance has improved this quarter. Of the eight indicators seven are in target, four have improved when compared to the same quarter last year and performance for five of the indicators has improved or been maintained when compared to the previous quarter.

4.3 Rents Management

4.3.1 Performance for rents management was very good in the fourth quarter of 2015-16, meeting all targets. The TMO has made efforts to reduce the 'percentage of tenants with more than seven weeks (gross) rent arrears' by focusing on collections, incentivising payment by Direct Debit, and producing literature on priority debts to support tenants in sustaining their tenancies. This has reduced the figure from 2.43% at quarter two to 1.61 at quarter four, well within the annual target of 3.00%.

4.4 Voids and Allocations

4.4.1 The TMO 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 indications suggest that it is effective and well run.

4.4.2 Performance for voids and allocations has been good this quarter. The 'average time to re-let housing' over the year is well within target, although quarter four was slightly over target. This was due to three particularly large voids requiring clearance and works to the internal layout.

4.4.3 Void loss has remained low and is in target.

4.4.4 Throughout 2015-16 the TMO's process for allocating properties has been monitored using a random sample of cases. No issues were flagged and the TMO demonstrated good practise and adherence to the Councils allocations policy.

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 Performance is good with all indicators in target, improved this quarter when compared to last quarter. Performance for 'rapid response repairs attended same day' and 'rapid response completed same day' improved when compared to the same quarter last year.

4.6 General Governance

4.7 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 2015-16. Performance details are available in Appendix 3.

5.2 Dovecotes TMO manages 823 properties on behalf of City of Wolverhampton Council. Generally performance is good this quarter. Of the ten indicators nine are in target, five 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

5.3.1 Performance for rents management was generally good in the fourth quarter of 2015-16, meeting all but one target. The percentage of tenants with more than seven weeks rent arrears remains off target. The TMO has referred some tenants to Wolverhampton Homes' Money Smart to assist with tenancy sustainment.

5.4 Voids and Allocations

5.4.1 Performance for voids and allocations has been good this quarter with levels of void loss and the 'average re-let time housing' both within target.

5.4.2 Throughout 2015-16 the TMO's process for allocating properties has been monitored using a random sample of cases. No issues were flagged and the TMO demonstrated good practise and adherence to the Councils allocations policy.

5.5 Repairs

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

5.6 Governance

5.6.1 The TMO has engaged with a consultant from Open Communities Ltd to develop a new training plan and deliver bespoke training sessions where appropriate.

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 2015-16. Performance details are available in Appendix 4.

6.2 New Park Village TMC manages 298 properties on behalf of City of Wolverhampton Council. Generally, performance has improved this quarter. Of the nine indicators all are in target, seven have improved or been maintained when compared to the previous quarter and six have improved or been maintained when compared to the same quarter last year.

6.3 Rents

6.3.1 Performance for rents management was good in the fourth quarter of 2015-16, with all indicators in target. Arrears as a percentage of the rent roll has improved when compared to the previous quarter and the same quarter last year and is well within target.

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. In response to heating network regulations and a review of the HRA business plan, the heating charge has been removed with effect from 04 April 2016.

6.4.2 Performance for voids and allocations has been good this quarter. The level of void loss is within target and has improved when compared to the previous quarter and the same quarter last year.

6.4.3 The average re-let time is much improved. At its lowest for the previous four quarters, it is now well within target, reducing the overall yearly average to 35.25 days, only slightly over target by 0.25 days. The TMO attributes the longer re-let time in the previous quarters partly to multiple re-advertising of properties when tenancy offers were declined.

6.4.4 Throughout 2015-16 the TMO's process for allocating properties has been monitored using a random sample of cases. No issues were flagged and the TMO demonstrated good practise and adherence to the Councils allocations policy.

6.5 Repairs

6.5.1 Performance for repairs is very good with all indicators in target, and all but one improved or maintained when compared to the previous quarter and the same quarter last year.

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 2015-16. Performance details are available in Appendix 5.

7.2 Springfield Horseshoe HMC manages 270 properties on behalf of City of Wolverhampton Council. Generally, performance has been very good this quarter. Of the nine indicators all are in target, seven have improved or been maintained this quarter and six have improved or been maintained when compared to the same quarter last year.

7.3 Rents Management

7.3.1 Performance for rents management was good in the fourth quarter of 2015-16, with all indicators well within target and two improving on the previous quarter.

7.4 The TMO is pursuing arrears cases to encourage tenants to seek advice and assistance where necessary.

7.5 Voids and Allocations

7.5.1 Performance for voids and allocations has been very good this quarter. Levels of void loss and the 'average time to re-let housing' are both well within target and improved when compared to the same quarter last year. Over the year properties were re-let in an average of 24.11 days.

7.5.2 Throughout 2015-16 the TMO's process for allocating properties has been monitored using a random sample of cases. No issues were flagged and the TMO demonstrated good practise and adherence to the Councils allocations policy.

7.6 Repairs

7.6.1 Performance for repairs remains excellent with all indicators in target and all performance maintained at very high levels. All repairs are completed within timescales with the average time to complete non-urgent repairs being one day.

7.7 Governance

7.8 The TMO is currently reviewing its policies and procedures with external assistance and is undertaking a programme of board member training.

8.0 Re-negotiation of Tenant Management Organisation Management Agreements

8.1 All of the TMOs are currently working with City of Wolverhampton officers and the appointed consultant from Open Communities Ltd to re-negotiate new management agreements. It is initially a three month process from April to June 2016, by which time it is expected that the content of each document will be complete and ready to be endorsed/agreed and signed by City of Wolverhampton Chief Legal Officer. This process is reported separately to Cabinet Panel.

9.0 Financial implications

9.1 This report has no financial implications.
[JB/31052016/D]

10.0 Legal implications

10.1 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/31052016/S]

11.0 Equalities implications

11.1 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.

12.0 Environmental implications

12.1 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.

13.0 Human resources implications

13.1 This report has no human resources implications.

14.0 Corporate landlord implications

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

15.0 Schedule of background papers

Appendix 1a:

Wolverhampton Homes – 2015-16 Quarter Four Performance (by category)

Appendix 1b:

Wolverhampton Homes – 2015-16 Quarter Four Performance (by Green Amber Red)

Appendix 2:

Bushbury Hill EMB – 2015-16 Quarter Four Performance (by category)

Appendix 3:

Dovecotes TMO – 2015-16 Quarter Four Performance (by category)

Appendix 4:

New Park Village TMC – 2015-16 Quarter Four Performance (by category)

Appendix 5:

Springfield Horseshoe HMC – 2015-16 Quarter Four Performance (by category)

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Appendix 1a Wolverhampton Homes by category		Good is	Q4 14/15	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q4 15/16 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Anti-social behaviour											
G	% satisfied with the way their ASB complaint was dealt with	H	94.53	94.39	95.61	98.05	97.14	96.50	[P] 90.00 [A] 90.00	Performance has improved year-on-year and is in target.	-
G	% satisfied with the outcome of their ASB complaint	H	92.19	91.59	93.21	96.75	95.00	94.76	[P] 90.00 [A] 90.00	Performance has improved year-on-year and is in target.	-
Business planning											
G	Average days lost through illness	L	6.17	5.76	5.47	5.52	5.97	5.97	[P] 6.50 [A] 6.50	Performance has improved year-on-year and is in target.	-
Customer care											
R	Homes Direct - Average call answer wait time (in seconds)	L	58.00	57.00	63.00	92.00	137.00	86.00	[P] 90.00 [A] 90.00	Performance has weakened year-on-year and is off target.	-
R	Homes Direct - % of calls abandoned	L	8.50	12.90	9.30	16.10	19.20	14.50	[P] 15.00 [A] 15.00	Performance has weakened year-on-year and is off target.	-
R	Complaints responded to in target timescales - %	H	90.48	90.16	92.31	93.10	86.44	90.53	[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	96.23	92.02	95.38	92.54	95.95	94.00	[P] 95.00 [A] 95.00	Performance has weakened year-on-year and is in target.	+

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Appendix 1a Wolverhampton Homes by category (continued)		Good is	Q4 14/15	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q4 15/16 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Estate services											
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.	=
Rent management											
G	Rent collected as a percentage of rent owed	H	98.44	96.79	97.62	97.57	98.14	98.14	[P] 97.50 [A] 97.50	Performance has weakened year-on-year in and is in target.	+
G	Tenants with more than 7 weeks arrears as a percentage of all tenants	L	1.55	1.54	1.67	1.70	1.74	1.74	[P] 1.90 [A] 1.90	Performance has weakened year-on-year and is in target.	-
R	Tenants evicted for rent arrears as a percentage of all tenants	L	0.42	0.10	0.26	0.34	0.47	0.47	[P] 0.45 [A] 0.45	Performance has weakened year-on-year and is off target.	-
A	Rent arrears of current tenants as a % of the rent roll (WH only)	L	0.87	1.29	1.33	1.39	0.98	0.98	[P] 0.98 [A] 0.98	Performance has weakened year-on-year and is in target.	+

Appendix 1a Wolverhampton Homes by category (continued)		Good is	Q4 14/15	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q4 15/16 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Repairs											
G	% of responsive repairs for which an appointment was made & kept	H	95.04	94.38	93.20	96.63	96.78	95.58	[P] 95.00 [A] 95.00	Performance has improved year-on-year and is in target.	+
G	% of valid gas certificates for tenanted properties	H	100.00	99.99	99.98	99.98	99.99	99.99	[P] 99.60 [A] 99.60	Performance has weakened year-on-year and is in target.	=
R	% total response repairs completed within target	H	98.16	97.85	96.57	96.65	96.35	96.70	[P] 99.00 [A] 99.00	Performance has weakened year-on-year and is off target.	-
Stock investment											
G	% progress (by Value) with the delivery of capital projects	+/- 5%	ND	21.41	24.87	22.41	26.06	95.61	[P]25.00 [A] 100.00	This was a new target for 2015-16. Performance is in target.	+
N/A	% of properties that were non-decent in 2010 and are still non-decent	L	ND	4.36	ND	ND	ND	ND	TBC	There is no data available for this indicator.	ND
N/A	% of newly arising properties that are non-decent	L	ND	0.14	ND	ND	ND	ND	TBC	There is no data available for this indicator.	ND
A	Tenant satisfaction with the completed work	H	ND	90.36	92.30	95.06	97.37	96.64	[P] 96.00 [A] 96.00	This was a new target for 2015-16. Performance is in target.	+
A	% of workforce who are local labour	H	ND	36.52	34.80	34.28	29.93	34.06	[P] 30.00 [A] 30.00	This was a new target for 2015-16. Performance is off target.	-

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Appendix 1a Wolverhampton Homes by category (continued)		Good is	Q4 14/15	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q4 15/16 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Voids and allocations											
G	Average days to re-let property	L	24	ND	ND	23	17	23	[P] 25 [A] 25	Performance has improved year-on-year and is in target.	+
G	% of tenancy offers accepted first time	H	87.22	80.43	85.81	83.17	82.40	84.05	[P] 80.00 [A] 80.00	Performance has weakened year-on-year and is in target.	-
G	% Rent lost through properties being vacant	L	1.57	1.60	1.53	1.52	1.44	1.44	[P] 1.60 [A] 1.60	Performance has improved year-on-year and is in target.	+

Appendix 1b Wolverhampton Homes by RAG		Good is	Q4 14/15	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q4 15/16 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Anti-social behaviour - Green											
G	% satisfied with the way their ASB complaint was dealt with	H	94.53	94.39	95.61	98.05	97.14	96.50	[P] 90.00 [A] 90.00	Performance has improved year-on-year and is in target.	-
G	% satisfied with the outcome of their ASB complaint	H	92.19	91.59	93.21	96.75	95.00	94.76	[P] 90.00 [A] 90.00	Performance has improved year-on-year and is in target.	-
Business planning - Green											
G	Average days lost through illness	L	6.17	5.76	5.47	5.52	5.97	5.97	[P] 6.50 [A] 6.50	Performance has improved year-on-year and is in target.	-
Customer Care - Green											
G	Councillor enquiries responded to in 14 days	H	96.23	92.02	95.38	92.54	95.95	94.00	[P] 95.00 [A] 95.00	Performance has weakened year-on-year and is in target.	+
Estate services - Green											
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.	=

Appendix 1b Wolverhampton Homes by RAG (continued)		Good is	Q4 14/15	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q4 15/16 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Rent management - Green											
G	Rent collected as a percentage of rent owed	H	98.44	96.79	97.62	97.57	98.14	98.14	[P] 97.50 [A] 97.50	Performance has weakened year-on-year in and is in target.	+
G	Tenants with more than 7 weeks arrears as a percentage of all tenants	L	1.55	1.54	1.67	1.70	1.74	1.74	[P] 1.90 [A] 1.90	Performance has weakened year-on-year and is in target.	-
Repairs - Green											
G	% of responsive repairs for which an appointment was made & kept	H	95.04	94.38	93.20	96.63	96.78	95.58	[P] 95.00 [A] 95.00	Performance has improved year-on-year and is in target.	+
G	% of valid gas certificates for tenanted properties	H	100.00	99.99	99.98	99.98	99.99	99.99	[P] 99.60 [A] 99.60	Performance has weakened year-on-year and is in target.	=
Stock investment - Green											
G	% progress (by Value) with the delivery of capital projects	+/- 5%	ND	21.41	24.87	22.41	26.06	95.61	[P]25.00 [A] 100.00	This was a new target for 2015-16. Performance is in target.	+
Voids and allocations - Green											
G	Average days to re-let property	L	24	ND	ND	23	17	23	[P] 25 [A] 25	Performance has improved year-on-year and is in target.	+
G	% of tenancy offers accepted first time	H	87.22	80.43	85.81	83.17	82.40	84.05	[P] 80.00 [A] 80.00	Performance has weakened year-on-year and is in target.	-

Appendix 1b Wolverhampton Homes by RAG (continued)		Good is	Q4 14/15	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q4 15/16 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Voids and allocations – Green (continued)											
G	% Rent lost through properties being vacant	L	1.57	1.60	1.53	1.52	1.44	1.44	[P] 1.60 [A] 1.60	Performance has improved year-on-year and is in target.	+
Rent management - Amber											
A	Rent arrears of current tenants as a % of the rent roll (WH only)	L	0.87	1.29	1.33	1.39	0.98	0.98	[P] 0.98 [A] 0.98	Performance has weakened year-on-year and is in target.	+
Stock investment - Amber											
A	Tenant satisfaction with the completed work	H	ND	90.36	92.30	95.06	97.37	96.64	[P] 96.00 [A] 96.00	This was a new target for 2015-16. Performance is in target.	+
A	% of workforce who are local labour	H	ND	36.52	34.80	34.28	29.93	34.06	[P] 30.00 [A] 30.00	This was a new target for 2015-16. Performance is off target.	-
Customer Care - Red											
R	Homes Direct - Average call answer wait time (in seconds)	L	58.00	57.00	63.00	92.00	137.00	86.00	[P] 90.00 [A] 90.00	Performance has weakened year-on-year and is off target.	-
R	Homes Direct - % of calls abandoned	L	8.50	12.90	9.30	16.10	19.20	14.50	[P] 15.00 [A] 15.00	Performance has weakened year-on-year and is off target.	-
R	Complaints responded to in target timescales - %	H	90.48	90.16	92.31	93.10	86.44	90.53	[P] 95.00 [A] 95.00	Performance has weakened year-on-year and is off target.	-

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Appendix 1b Wolverhampton Homes by RAG (continued)		Good is	Q4 14/15	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q4 15/16 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Rent management - Red											
R	Tenants evicted for rent arrears as a percentage of all tenants	L	0.42	0.10	0.26	0.34	0.47	0.47	[P] 0.45 [A] 0.45	Performance has weakened year-on-year and is off target.	-
Repairs - Red											
R	% total response repairs completed within target	H	98.16	97.85	96.57	96.65	96.35	96.70	[P] 99.00 [A] 99.00	Performance has weakened year-on-year and is off target.	-
Stock investment - N/A											
N/A	% of properties that were non-decent in 2010 and are still non-decent	L	ND	4.36	ND	ND	ND	ND	TBC	There is no data available for this indicator.	ND
N/A	% of newly arising properties that are non-decent	L	ND	0.14	ND	ND	ND	ND	TBC	There is no data available for this indicator.	ND

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Appendix 2 Bushbury Hill by category		Good is	Q4 14/15	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q4 15/16 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Rents management											
G	% tenants with more than seven weeks (gross) rent arrears	L	2.31	2.03	2.43	1.94	1.61	2.00	3.00%	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	0.00	0.00	0.12	0.12	1.00%	Performance has weakened year-on-year and is in target.	-
G	Arrears as % of rent roll (cumulative)	L	1.14	1.53	1.54	1.74	0.67	0.67	2.00%	Performance has improved year-on-year and is in target.	+
Voids and Allocations											
G	Void Loss as a % of rent roll	L	0.16	0.02	0.04	0.19	0.21	0.46	1.00%	Performance has weakened year-on-year and is in target.	-
A	Average time to re-let housing	L	28.36	22.75	13.00	29.17	38.46	30.96	35 days	Performance has weakened year-on-year and is off target.	-

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**Appendix 2
Bushbury Hill
by category (continued)**

		Good is	Q4 14/15	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q4 15/16 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Repairs											
G	% Repairs attended within time (WHT & WH)	H	97.39	97.03	97.79	92.10	96.42	95.84	95.00%	Performance has weakened year-on-year and is in target.	+
G	% Rapid Response Repairs attended same day (WHT only)	H	97.80	99.70	98.63	97.32	99.27	98.73	97.00%	Performance has improved year-on-year and is in target.	+
G	% Rapid Response completed same day (WHT only)	H	82.63	87.51	81.51	79.67	89.85	94.64	80.00%	Performance has improved year-on-year and is in target.	+

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Appendix 3 Dovecotes TMO by category		Good is	Q4 14/15	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q4 15/16 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Rent management											
R	% tenants with more than seven weeks (gross) rent arrears	L	5.22	5.08	5.58	5.61	5.88	5.54	[P] 5.25%	Performance has weakened year-on-year in and is off target.	-
G	% of tenants evicted as a result of rent arrears	L	0.37	0.12	0.12	0.12	0.12	0.49	[A] 1.50%	Performance has improved year-on-year and is in target.	=
G	Arrears as % of rent roll (cumulative)	L	2.37	2.77	2.92	3.06	2.53	2.53	[A] 3.00%	Performance has weakened year-on-year and is in target.	+
G	Void Loss as a % of rent roll	L	0.38	0.29	0.41	0.44	0.47	1.60	[A] 2.00%	Performance has weakened year-on-year and is in target.	-
G	Average time to re-let housing	L	19.75	21.06	6.11	26.24	20.87	20.60	[P] 21 days	Performance has weakened year-on-year and is in target.	+

Appendix 3 Dovecotes TMO by category (continued)		Good is	Q4 14/15	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q4 15/16 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Repairs											
G	% of urgent repairs completed within government time limits (Right to Repair)	H	98.09	100.00	98.99	97.60	96.18	95.15	[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	6.86	6.52	5.40	6.21	6.36	6.16	[P] 9 days	Performance has improved year-on-year and is in target.	-
G	% of responsive repairs for which an appointment was made and kept	H	96.02	94.90	94.50	95.54	95.53	95.14	[P] 90.00%	Performance has weakened year-on-year and is in target.	-
R	% of emergency repairs completed on time	H	100.00	96.00	95.24	96.74	97.37	96.36	[P] 96.00%	Performance has weakened year-on-year and is in target.	+
G	% of routine repairs completed on time	H	98.61	99.30	99.71	97.92	99.52	99.04	[P] 96.00%	Performance has improved year-on-year and is in target.	+

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Appendix 4 New Park Village by category		Good is	Q4 14/15	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q4 15/16 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Rent Management											
G	% tenants with more than seven weeks (gross) rent arrears	L	5.10	8.29	6.56	4.43	3.74	5.75	[P] 7.00%	Performance has weakened year-on-year and is in target.	+
G	% of tenants evicted as a result of rent arrears	L	0.68	0.00	0.68	0.00	0.34	1.02	[A] 3.00%	Performance has weakened year-on-year and is in target.	-
G	Arrears as % of rent roll	L	1.91	4.96	2.64	2.75	1.89	1.89	[A] 4.00%	Performance has improved year-on-year and is in target.	+
Voids and Allocations											
G	Void Loss as a % of rent roll	L	0.54	0.28	0.54	0.29	0.20	1.30	[A] 2.5%	Performance has improved year-on-year and is in target.	+
A	Average time to re-let housing	L	50.83	38.00	37.38	42.88	24.44	35.25	[P] 35 days	Performance has improved year-on-year and is in target.	+

Appendix 4 New Park Village by category (continued)		Good is	Q4 14/15	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q4 15/16 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Repairs											
G	% of urgent repairs completed within government time limits (Right to Repair)	H	100.00	100.00	100.00	100.00	100.00	100.00	[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	1.20	1.00	1.00	1.00	1.00	1.00	[P] 5 days	Performance has improved year-on-year and is in target.	=
G	% of emergency repairs completed on time	H	98.00	93.00	97.00	97.00	98.00	96.22	[P] 97.00%	Performance has been maintained year-on-year and is in target.	+
G	% of routine repairs completed on time	H	100.00	100.00	100.00	100.00	99.00	99.78	[P] 97.00%	Performance has weakened year-on-year and is in target.	-

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Appendix 5 Springfield Horseshoe by category		Good is	Q4 14/15	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q4 15/16 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Rents management											
G	% tenants with more than seven weeks (gross) rent arrears	L	3.40	3.31	4.40	4.26	5.00	4.24	5.00%	Performance has weakened year-on-year and is in target.	-
G	% of tenants evicted as a result of rent arrears	L	0.00	0.37	0.00	0.37	0.00	0.74	2.00%	Performance has been maintained year-on-year and is in target.	+
G	Arrears as % of rent roll	L	1.23	1.76	2.34	1.96	1.85	1.85	4.00%	Performance has weakened year-on-year and is in target.	+
Voids and Allocations											
G	Void Loss as a % of rent roll	L	0.14	0.26	0.12	0.15	0.15	0.68	2.50%	Performance has weakened year-on-year and is in target.	+
G	Average time to re-let housing	L	30.00	29.00	21.00	15.67	25.38	24.11	35 days	Performance has improved year-on-year and is in target.	-

Appendix 5 Springfield Horseshoe by category (continued)		Good is	Q4 14/15	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q4 15/16 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Repairs											
G	% of urgent repairs completed within government time limits (Right to Repair)	H	100.00	100.00	100.00	100.00	100.00	100.00	98.00%	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	1.00	1.00	1.00	1.00	1.00	3 days	Performance has been maintained year-on-year and is in target.	=
G	% of emergency repairs completed on time	H	100.00	100.00	100.00	100.00	100.00	100.00	98.00%	Performance has been maintained year-on-year and is in target.	=
G	% of routine repairs completed on time	H	100.00	100.00	100.00	100.00	100.00	100.00	98.00%	Performance has been maintained year-on-year and is in target.	=