

# Cabinet (Performance Management) Panel

19 September 2016

<b>Report title</b>	Housing Managing Agents Performance Monitoring Report – Quarter One April 2016 to June 2016	
<b>Decision designation</b>	AMBER	
<b>Cabinet member with lead responsibility</b>	Councillor Peter Bilson City Housing and Assets	
<b>Key decision</b>	No	
<b>In forward plan</b>	No	
<b>Wards affected</b>	All	
<b>Accountable director</b>	Lesley Roberts, Housing	
<b>Originating service</b>	Housing Services	
<b>Accountable employee(s)</b>	Liane Taylor	Housing Strategy & Development Support Officer – Housing Services
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<b>Report to be/has been considered by</b>	N/A	

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## 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 one 2016/17 and any areas for improvement.

## **1.0 Purpose**

- 1.1 The primary purpose of this report is to provide the Panel with an evaluation of the performance of Wolverhampton Homes and the Tenant Management Organisations (TMOs) in managing and maintaining Council owned dwellings during the 2016-17 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 one 2015-16 to quarter one 2016-17 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 one 2016/17. Performance details are available in Appendix 1a and 1b.
- 3.2 Wolverhampton Homes manages 20,483 properties on behalf of City of Wolverhampton Council. Generally, good performance has been maintained in the first quarter of the year and remains good overall. Of the twenty-one indicators included in this report;
- performance for fourteen are in target.
  - performance has improved or been maintained for fourteen of the twenty with applicable targets where comparison with the same quarter last year is possible.
  - performance has improved or been maintained for twelve of the twenty with applicable data where comparison with the previous quarter is possible.
  - for the seven 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 first quarter of 2016-17, meeting all but one of the targets, and improving performance for one indicator 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 twenty-four evictions for rent arrears this year, of which five were related to the non-payment of the under occupancy subsidy. None were solely due to non-payment for reasons of benefit cap or Universal Credit and Wolverhampton Homes continue 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 one improving when compared to the same quarter last year. The percentage of appointments made and kept continued to be in target.

3.4.2 Performance for the percentage of total response repairs completed within target is slightly off target by 0.77%, due to an administration error. It has been identified that some repairs were not recorded as being completed on the correct date. This has now been addressed and performance is expected to improve as a result.

### **3.5 Voids and Allocations**

3.5.1 Performance for voids and allocations was very good in the first quarter of 2016-17, meeting all targets. All performance also improved when compared to the previous quarter and the same quarter in the previous year.

3.5.2 The average number of empty dwellings for quarter four is 107 out of the total stock, i.e. 0.005%.

3.5.3 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 Council's allocations policy was demonstrated.

### **3.6 Business Planning**

3.6.1 Performance for average days lost through employee illness has weakened slightly and is off target. Performance is being closely monitored by Wolverhampton Homes and a number of steps have been taken to help reduce sickness including articles written by the Occupational Health Nurse on viruses/sickness and precautions against injury from physical activity.

### **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 2016-17 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 Performance for stock investment has been good in quarter one. The percentage progress with the delivery of capital projects is in target and has improved when compared to the previous quarter and to the same quarter last year. Tenant satisfaction with the completed work has also improved when compared to the same quarter last year, but has weakened since the previous quarter and is slightly off target by just 0.02%.

### 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 customer care is mixed at quarter one with three of the four indicators off target and two having weakened when compared to the same quarter last year. However, performance for the percentage of calls abandoned and complaints responded to in time has improved when compared to the previous quarter.

3.9.3 The target for average call answer wait time has changed significantly and so data from the previous quarters is not suitable for comparison. Performance is off target at quarter one due to a number of IT issues including loss of internet connection and also an increase in call volume due to rent accounts failing to be updated via Agresso.

3.9.4 Performance for complaints responded to in target timescales is off target at quarter one, however, it has seen improvement since the previous quarter. A small number of cases running over time have had a great impact on performance presented as a percentage due to the total number of cases also being fairly low (48 out of 55 cases).

3.9.5 Councillor enquiries responded to within 14 calendar days is off target and has weakened this quarter, however it has improved when compared to the same quarter last year. Five cases over ran the target of 14 days. Wolverhampton Homes will be monitoring performance closely in quarter two.

### 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 one 2016-17. Performance details are available in Appendix 2.

4.2 Bushbury Hill EMB manages 835 properties on behalf of City of Wolverhampton Council. Generally, performance has been good this quarter. Of the eight indicators all are in target and two have improved when compared to the same quarter last year. 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 good in the first quarter of 2016-17, meeting all targets. Some areas of performance have weakened when compared to the previous quarter, partly due to rent payments failing to be posted via Agresso.
- 4.3.2 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 2.03% at quarter one 2015-16 to 1.74 at quarter one 2016-17, well within the annual target of 2.50%.

### 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' is well within target and has seen a great improvement since the previous quarter.
- 4.4.3 Void loss remains low and is well within target. Performance has improved slightly this quarter but has weakened when compared with the same quarter last year, however void loss levels then were exceptionally low.
- 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 and two improving this quarter when compared to last quarter. Performance for all targets has weakened slightly 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 one 2016-17. Performance details are available in Appendix 3.

5.2 Dovecotes TMO manages 821 properties on behalf of City of Wolverhampton Council. Generally performance is good this quarter. Of the ten indicators all but three are in target, six have improved or been maintained this quarter and four 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 first quarter of 2016-17, meeting all but one target. The percentage of tenants with more than seven weeks rent arrears remains off target, however it has improved since last quarter. The TMO has referred some tenants to Wolverhampton Homes' Money Smart service to assist with tenancy sustainment.

### **5.4 Voids and Allocations**

5.4.1 Performance for voids and allocations has been mixed this quarter with levels of void loss in target and the average housing re-let time off target.

5.4.2 The TMO had a large number of properties to re-let in quarter one when compared to each quarter last year and a relatively tight target. Seven of the 23 properties were offered twice following refusal/lack of eligibility. This performance does not currently give cause for concern and will continue to be monitored.

5.4.3 The TMO's process for allocating properties continues to be monitored using a random sample of cases. Any issues are flagged and addressed to improve good practise and adherence to the Council's allocations policy.

### **5.5 Repairs**

5.5.1 Performance for repairs is generally good. Four of the indicators were in target with four improving since last quarter and three improving when compared to the same quarter last year.

5.5.2 The percentage of emergency repairs completed on time is off target at 1.66% due to ill health and staff resourcing issues.

## 5.6 Governance

- 5.6.1 The TMO continues to engage 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 one 2016-17. 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, six have improved or been maintained when compared to the previous quarter and eight 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 first quarter of 2016-17, with all indicators in target. All performance has improved or been maintained when compared to 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 very 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 continues to improve. At its lowest for five consecutive quarters, it is well within target. 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 Council's 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 quarter one 2016-17. Performance details are available in Appendix 5.
- 7.2 Springfield Horseshoe HMC manages 269 properties on behalf of City of Wolverhampton Council. Generally, performance has been good this quarter. Of the nine indicators all but one are in target, seven have improved or been maintained this quarter and seven 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 generally good in the first quarter of 2016-17, with all but one of the indicators well within target and one improving when compared to the same quarter last year.
- 7.4 Performance for the percentage of tenants with more than seven weeks rent arrears has weakened and is off target. 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 with the previous quarter and the same quarter last year.
- 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 Council's 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. The process, which started in April 2016 is progressing well with and 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 by the end of 2016. This process was granted delegated authority from Cabinet on 20 July 2016.

## **9.0 Financial implications**

9.1 The performance of the managing agents, and in particular Wolverhampton Homes, impacts on the Council's Housing Revenue Account Business Plan. The financial impact is reflected in the quarterly financial monitoring of the HRA which is included as part of the quarterly corporate budget monitoring reports to Cabinet (Resources) Panel.  
[MF/07092016/I]

## **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/08092016/I]

## **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 – 2016-17 Quarter One Performance (by category)

### **Appendix 1b:**

Wolverhampton Homes – 2016-17 Quarter One Performance (by Green Amber Red)

### **Appendix 2:**

Bushbury Hill EMB – 2016-17 Quarter one Performance (by category)

### **Appendix 3:**

Dovecotes TMO – 2016-17 Quarter One Performance (by category)

### **Appendix 4:**

New Park Village TMC – 2016-17 Quarter One Performance (by category)

### **Appendix 5:**

Springfield Horseshoe HMC – 2016-17 Quarter One Performance (by category)

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Appendix 1a Wolverhampton Homes by category		Good is	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q4 16/17 to date	Target Profile Or Annual	Top Quartile	Comment	Trend Q-O-Q
<b>Anti-social behaviour</b>												
<b>G</b>	% satisfied with the way their ASB complaint was dealt with	<b>H</b>	94.39	95.61	98.05	97.14	97.03	97.03	<b>[P] 97.00 [A] 97.00</b>	<b>94.75</b>	Performance has improved year-on-year and is in target.	-
<b>G</b>	% satisfied with the outcome of their ASB complaint	<b>H</b>	91.59	93.21	96.75	95.00	96.04	96.04	<b>[P] 96.00 [A] 96.00</b>	<b>90.70</b>	Performance has improved year-on-year and is in target.	+
<b>Business planning</b>												
<b>A</b>	Average days lost through illness	<b>L</b>	5.76	5.47	5.52	5.97	6.86	6.86	<b>[P] 6.50 [A] 6.50</b>	<b>7.12</b>	Performance has weakened year-on-year and is off target.	-
<b>Customer care</b>												
<b>G</b>	Homes Direct - Average call answer wait time (in seconds)	<b>L</b>	ND	ND	ND	ND	130.00	130.00	<b>[P] 120.00 [A] 120.00</b>	<b>11.00</b>	The target for the indicator has changed significantly - data from previous quarters is not suitable for comparison. Performance is off target.	<b>ND</b>

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Appendix 1a Wolverhampton Homes by category		Good is	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q4 16/17 to date	Target Profile Or Annual	Top Quartile	Comment	Trend Q-O-Q
<b>Customer care (continued)</b>												
<b>A</b>	Homes Direct - % of calls abandoned	<b>L</b>	12.90	9.30	16.10	19.20	16.50	16.50	<b>[P] 20.00 [A] 20.00</b>	<b>N/A</b>	Performance has weakened year-on-year and is in target.	<b>+</b>
<b>R</b>	Complaints responded to in target timescales - %	<b>H</b>	90.16	92.31	93.10	86.44	87.27	87.27	<b>[P] 95.00 [A] 95.00</b>	<b>N/A</b>	Performance has weakened year-on-year and is off target.	<b>+</b>
<b>A</b>	Councillor enquiries responded to in 14 days	<b>H</b>	92.02	95.38	92.54	95.95	92.99	92.99	<b>[P] 95.00 [A] 95.00</b>	<b>N/A</b>	Performance has improved year-on-year and is off target.	<b>-</b>
<b>Estate services</b>												
<b>G</b>	% of fire safety inspections completed on low rise & medium rise blocks (concierge)	<b>H</b>	100.00	100.00	100.00	100.00	100.00	100.00	<b>[P] 99.00 [A] 99.00</b>	<b>N/A</b>	Performance has been maintained year-on-year and is in target.	<b>=</b>
<b>G</b>	% of fire safety inspections completed on high rise blocks (concierge)	<b>H</b>	100.00	100.00	100.00	100.00	100.00	100.00	<b>[P] 100.00 [A] 100.00</b>	<b>N/A</b>	Performance has been maintained year-on-year and is in target.	<b>=</b>
<b>Rent management</b>												
<b>A</b>	Rent collected as a percentage of rent owed	<b>H</b>	96.79	97.62	97.57	98.14	96.83	96.83	<b>[P] 97.50 [A] 97.50</b>	<b>98.39</b>	Performance has improved year-on-year in and is off target.	<b>-</b>

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Appendix 1a Wolverhampton Homes by category		Good is	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q4 16/17 to date	Target Profile Or Annual	Top Quartile	Comment	Trend Q-O-Q
<b>Rent management (continued)</b>												
<b>G</b>	Tenants with more than 7 weeks arrears as a percentage of all tenants	<b>L</b>	1.54	1.67	1.70	1.74	1.90	1.90	<b>[P] 1.90 [A] 1.90</b>	<b>N/A</b>	Performance has weakened year-on-year and is in target.	-
<b>A</b>	Tenants evicted for rent arrears as a percentage of all tenants	<b>L</b>	0.10	0.26	0.34	0.47	0.12	0.12	<b>[P] 0.48 [A] 0.48</b>	<b>0.17</b>	Performance has weakened year-on-year and is in target.	+
<b>R</b>	Rent arrears of current tenants as a % of the rent roll (WH only)	<b>L</b>	1.29	1.33	1.39	0.98	1.46	1.46	<b>[P] 0.98 [A] 0.98</b>	<b>N/A</b>	Performance has weakened year-on-year and is off target.	-
<b>Repairs</b>												
<b>G</b>	% of responsive repairs for which an appointment was made & kept	<b>H</b>	94.38	93.20	96.63	96.78	96.06	96.06	<b>[P] 95.00 [A] 95.00</b>	<b>99.38</b>	Performance has improved year-on-year and is in target.	-
<b>R</b>	% total response repairs completed within target	<b>H</b>	97.85	96.57	96.65	96.35	98.23	98.23	<b>[P] 99.00 [A] 99.00</b>	<b>N/A</b>	Performance has improved year-on-year and is off target.	+
<b>Stock investment</b>												
<b>G</b>	% progress (by Value) with the delivery of capital projects	<b>+/- 5%</b>	21.41	24.87	22.41	26.06	23.91	23.91	<b>[P]23.75 [A] 95.00</b>	<b>N/A</b>	Performance has improved year-on-year and is in target.	+

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Appendix 1a Wolverhampton Homes by category		Good is	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q4 16/17 to date	Target Profile Or Annual	Top Quartile	Comment	Trend Q-O-Q
<b>Stock investment (continued)</b>												
<b>R</b>	Tenant satisfaction with the completed work	<b>H</b>	90.36	92.30	95.06	97.37	94.98	94.98	<b>[P] 95.00 [A] 95.00</b>	<b>N/A</b>	Performance has improved year-on- year and is off target.	-
<b>Voids and allocations</b>												
<b>G</b>	Average time taken to re-let standard voids	<b>L</b>	30	29	28	23	21	21	<b>[P] 30.00 [A] 30.00</b>	<b>18.22</b>	Performance has improved year-on- year and is in target.	<b>+</b>
<b>G</b>	Average time taken to re-let major works voids	<b>L</b>	14	20	15	14	9	9	<b>[P] 15 [A] 15</b>	<b>N/A</b>	Performance has improved year-on- year and is in target.	<b>+</b>
<b>G</b>	% of tenancy offers accepted first time	<b>H</b>	80.43	85.81	83.17	82.40	84.04	84.04	<b>[P] 80.00 [A] 80.00</b>	<b>81.61</b>	Performance has improved year-on- year and is in target.	<b>+</b>
<b>G</b>	% Rent lost through properties being vacant	<b>L</b>	1.60	1.53	1.52	1.44	0.92	0.92	<b>[P] 0.94 [A] 0.94</b>	<b>0.57</b>	Performance has improved year-on- year and is in target.	<b>+</b>

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Appendix 1b Wolverhampton Homes by RAG		Good is	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q1 16/17 to date	Target Profile Or Annual	Top Quartile	Comment	Trend Q-O-Q
<b>Green - Anti-social behaviour</b>												
<b>G</b>	% satisfied with the way their ASB complaint was dealt with	<b>H</b>	94.39	95.61	98.05	97.14	97.03	97.03	<b>[P] 97.00 [A] 97.00</b>	<b>94.75</b>	Performance has improved year-on-year and is in target.	-
<b>G</b>	% satisfied with the outcome of their ASB complaint	<b>H</b>	91.59	93.21	96.75	95.00	96.04	96.04	<b>[P] 96.00 [A] 96.00</b>	<b>90.70</b>	Performance has improved year-on-year and is in target.	+
<b>Green - Customer care</b>												
<b>G</b>	Homes Direct - Average call answer wait time (in seconds)	<b>L</b>	ND	ND	ND	ND	130.00	130.00	<b>[P] 120.00 [A] 120.00</b>	<b>11.00</b>	The target for the indicator has changed significantly - data from previous quarters is not suitable for comparison. Performance is off target.	<b>ND</b>
<b>Green - Estate services</b>												
<b>G</b>	% of fire safety inspections completed on low rise & medium rise blocks (concierge)	<b>H</b>	100.00	100.00	100.00	100.00	100.00	100.00	<b>[P] 99.00 [A] 99.00</b>	<b>N/A</b>	Performance has been maintained year-on-year and is in target.	=

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Appendix 1b Wolverhampton Homes by RAG		Good is	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q1 16/17 to date	Target Profile Or Annual	Top Quartile	Comment	Trend Q-O-Q
<b>Green - Estate services (continued)</b>												
<b>G</b>	% of fire safety inspections completed on high rise blocks (concierge)	<b>H</b>	100.00	100.00	100.00	100.00	100.00	100.00	<b>[P] 100.00 [A] 100.00</b>	<b>N/A</b>	Performance has been maintained year-on-year and is in target.	<b>=</b>
<b>Green - Rent management</b>												
<b>G</b>	Rent collected as a percentage of rent owed	<b>H</b>	96.79	97.62	97.57	98.14	96.83	96.83	<b>[P] 96.62 [A] 97.50</b>	<b>98.39</b>	Performance has improved year-on-year in and is in target.	<b>-</b>
<b>G</b>	Tenants with more than 7 weeks arrears as a percentage of all tenants	<b>L</b>	1.54	1.67	1.70	1.74	1.90	1.90	<b>[P] 1.90 [A] 1.90</b>	<b>N/A</b>	Performance has weakened year-on-year and is in target.	<b>-</b>
<b>Green - Repairs</b>												
<b>G</b>	% of responsive repairs for which an appointment was made & kept	<b>H</b>	94.38	93.20	96.63	96.78	96.06	96.06	<b>[P] 95.00 [A] 95.00</b>	<b>99.38</b>	Performance has improved year-on-year and is in target.	<b>-</b>
<b>Green - Stock investment</b>												
<b>G</b>	% progress (by Value) with the delivery of capital projects	<b>+/- 5%</b>	21.41	24.87	22.41	26.06	23.91	23.91	<b>[P]23.75 [A] 95.00</b>	<b>N/A</b>	Performance has improved year-on-year and is in target.	<b>+</b>

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Appendix 1b Wolverhampton Homes by RAG		Good is	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q1 16/17 to date	Target Profile Or Annual	Top Quartile	Comment	Trend Q-O-Q
<b>Green - Voids and allocations</b>												
<b>G</b>	Average time taken to re-let standard voids	<b>L</b>	30	29	28	23	21	21	<b>[P] 30.00 [A] 30.00</b>	<b>18.22</b>	Performance has improved year-on-year and is in target.	<b>+</b>
<b>G</b>	% of tenancy offers accepted first time	<b>H</b>	80.43	85.81	83.17	82.40	84.04	84.04	<b>[P] 80.00 [A] 80.00</b>	<b>81.61</b>	Performance has improved year-on-year and is in target.	<b>+</b>
<b>G</b>	% Rent lost through properties being vacant	<b>L</b>	1.60	1.53	1.52	1.44	0.92	0.92	<b>[P] 0.94 [A] 0.94</b>	<b>0.57</b>	Performance has improved year-on-year and is in target.	<b>+</b>
<b>G</b>	Average time taken to re-let major works voids	<b>L</b>	14	20	15	14	9	9	<b>[P] 15 [A] 15</b>	<b>N/A</b>	Performance has improved year-on-year and is in target.	<b>+</b>
<b>Amber - Business planning</b>												
<b>A</b>	Average days lost through illness	<b>L</b>	5.76	5.47	5.52	5.97	6.86	6.86	<b>[P] 6.50 [A] 6.50</b>	<b>7.12</b>	Performance has weakened year-on-year and is off target.	<b>-</b>
<b>Amber - Customer care</b>												
<b>A</b>	Homes Direct - % of calls abandoned	<b>L</b>	12.90	9.30	16.10	19.20	16.50	16.50	<b>[P] 20.00 [A] 20.00</b>	<b>N/A</b>	Performance has weakened year-on-year and is in target.	<b>+</b>

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Appendix 1b Wolverhampton Homes by RAG		Good is	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q1 16/17 to date	Target Profile Or Annual	Top Quartile	Comment	Trend Q-O-Q
<b>Amber - Customer care (continued)</b>												
A	Councillor enquiries responded to in 14 days	H	92.02	95.38	92.54	95.95	92.99	92.99	[P] 95.00 [A] 95.00	N/A	Performance has improved year-on-year and is off target.	-
<b>Amber - Rents management</b>												
A	Tenants evicted for rent arrears as a percentage of all tenants	L	0.10	0.26	0.34	0.47	0.12	0.12	[P] 0.48 [A] 0.48	0.17	Performance has weakened year-on-year and is in target.	+
<b>Red - Customer care</b>												
R	Complaints responded to in target timescales - %	H	90.16	92.31	93.10	86.44	87.27	87.27	[P] 95.00 [A] 95.00	N/A	Performance has weakened year-on-year and is off target.	+
<b>Red - Rents management</b>												
R	Rent arrears of current tenants as a % of the rent roll (WH only)	L	1.29	1.33	1.39	0.98	1.46	1.46	[P] 0.98 [A] 0.98	N/A	Performance has weakened year-on-year and is off target.	-
R	% total response repairs completed within target	H	97.85	96.57	96.65	96.35	98.23	98.23	[P] 99.00 [A] 99.00	N/A	Performance has improved year-on-year and is off target.	+

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Appendix 1b Wolverhampton Homes by RAG		Good is	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q1 16/17 to date	Target Profile Or Annual	Top Quartile	Comment	Trend Q-O-Q
<b>Red - Stock investment</b>												
<b>R</b>	Tenant satisfaction with the completed work	<b>H</b>	90.36	92.30	95.06	97.37	94.98	94.98	<b>[P] 95.00</b> <b>[A] 95.00</b>	<b>N/A</b>	Performance has improved year-on- year and is off target.	-

Appendix 2 Bushbury Hill by category		Good is	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q1 16/17 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
<b>Rents management</b>											
<b>G</b>	% tenants with more than seven weeks (gross) rent arrears	<b>L</b>	2.03	2.43	1.94	1.61	1.74	1.74	<b>[P] 2.50%</b> <b>[A] 2.50%</b>	Performance has improved year-on-year and is in target.	-
<b>G</b>	% of tenants evicted as a result of rent arrears	<b>L</b>	0.00	0.00	0.00	0.12	0.12	0.12	<b>[A] 1.00%</b>	Performance has weakened year-on-year and is in target.	=
<b>G</b>	Arrears as % of rent roll (cumulative)	<b>L</b>	1.53	1.54	1.74	0.67	1.50	1.50	<b>[P] 1.50%</b> <b>[A] 1.50%</b>	Performance has improved year-on-year and is in target.	-
<b>Voids and allocations</b>											
<b>G</b>	Void Loss as a % of rent roll	<b>L</b>	0.02	0.04	0.27	0.13	0.12	0.12	<b>[A] 1.00%</b>	Performance has weakened year-on-year and is in target.	+
<b>G</b>	Average time to re-let housing	<b>L</b>	22.75	13.00	29.17	38.46	23.33	23.33	<b>[P] 35 days</b> <b>[A] 35 days</b>	Performance has weakened year-on-year and is in target.	+

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Appendix 2 Bushbury Hill by category		Good is	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q1 16/17 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
<b>Repairs</b>											
<b>G</b>	% Repairs attended within time (WHT & WH)	<b>H</b>	97.03	97.79	92.10	96.42	96.55	96.55	<b>[P] 95.00%</b> <b>[A] 95.00%</b>	Performance has weakened year-on-year and is in target.	<b>+</b>
<b>G</b>	% Rapid Response Repairs attended same day (WHT only)	<b>H</b>	99.70	98.63	97.32	98.05	98.63	98.63	<b>[P] 97.00%</b> <b>[A] 97.00%</b>	Performance has weakened year-on-year and is in target.	<b>+</b>
<b>G</b>	% Rapid Response completed same day (WHT only)	<b>H</b>	87.51	81.51	79.67	89.85	83.30	83.30	<b>[P] 80.00%</b> <b>[A] 80.00%</b>	Performance has weakened year-on-year and is in target.	<b>-</b>

Appendix 3 Dovecotes TMO by category		Good is	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q1 15/16 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
<b>Rent management</b>											
<b>R</b>	% tenants with more than seven weeks (gross) rent arrears	<b>L</b>	5.08	5.58	5.61	5.88	5.68	5.68	<b>[P] 5.25%</b> <b>[A] 5.25%</b>	Performance has weakened year-on-year and is off target.	<b>+</b>
<b>G</b>	% of tenants evicted as a result of rent arrears	<b>L</b>	0.12	0.12	0.12	0.12	0.00	0.00	<b>[A] 1.50%</b>	Performance has improved year-on-year and is in target.	<b>+</b>
<b>G</b>	Arrears as % of rent roll (cumulative)	<b>L</b>	2.77	2.92	3.06	2.53	2.89	2.89	<b>[P] 3.00%</b> <b>[A] 3.00%</b>	Performance has weakened year-on-year and is in target.	<b>-</b>
<b>G</b>	Void Loss as a % of rent roll	<b>L</b>	0.29	0.41	0.82	0.09	0.41	0.41	<b>[A] 2.00%</b>	Performance has weakened year-on-year and is in target.	<b>-</b>
<b>A</b>	Average time to re-let housing	<b>L</b>	21.06	6.11	25.05	18.41	28.61	28.61	<b>[P] 21 days</b> <b>[A] 21 days</b>	Performance has weakened year-on-year and is off target.	<b>-</b>

Appendix 3 Dovecotes TMO by category		Good is	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q1 15/16 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
<b>Repairs</b>											
<b>G</b>	% of urgent repairs completed within government time limits (Right to Repair)	<b>H</b>	100.00	98.99	97.60	96.18	97.67	97.67	<b>[P] 96.00%</b> <b>[A] 96.00%</b>	Performance has weakened year-on-year and is in target.	<b>+</b>
<b>G</b>	Average time taken (calendar days) to complete non-urgent repairs	<b>L</b>	6.52	5.40	6.21	6.36	5.97	5.97	<b>[P] 9 days</b> <b>[A] 9 days</b>	Performance has improved year-on-year and is in target.	<b>+</b>
<b>G</b>	% of responsive repairs for which an appointment was made and kept	<b>H</b>	94.90	94.50	95.54	95.53	97.29	97.29	<b>[P] 90.00%</b> <b>[A] 90.00%</b>	Performance has improved year-on-year and is in target.	<b>+</b>
<b>R</b>	% of emergency repairs completed on time	<b>H</b>	96.00	95.24	96.74	97.37	94.44	94.44	<b>[P] 96.00%</b> <b>[A] 96.00%</b>	Performance has weakened year-on-year and is off target.	<b>-</b>
<b>G</b>	% of routine repairs completed on time	<b>H</b>	99.30	99.71	97.92	99.52	99.53	99.53	<b>[P] 96.00%</b> <b>[A] 96.00%</b>	Performance has improved year-on-year and is in target.	<b>+</b>

<b>Appendix 4 New Park Village by category</b>		<b>Good is</b>	<b>Q1 15/16</b>	<b>Q2 15/16</b>	<b>Q3 15/16</b>	<b>Q4 15/16</b>	<b>Q1 16/17</b>	<b>Q1 16/17 to date</b>	<b>Target Profile Or Annual</b>	<b>Comment</b>	<b>Trend Q-O-Q</b>
<b>Rent Management</b>											
<b>G</b>	% tenants with more than seven weeks (gross) rent arrears	<b>L</b>	8.29	6.56	4.43	3.74	3.97	3.97	<b>[P] 6.00%</b> <b>[A] 6.00%</b>	Performance has improved year-on-year and is in target.	-
<b>G</b>	% of tenants evicted as a result of rent arrears	<b>L</b>	0.00	0.68	0.00	0.34	0.00	0.00	<b>[A] 3.00%</b>	Performance has been maintained year-on-year and is in target.	+
<b>G</b>	Arrears as % of rent roll	<b>L</b>	4.96	2.64	2.75	1.89	2.37	2.37	<b>[P] 3.00%</b> <b>[A] 3.00%</b>	Performance has improved year-on-year and is in target.	-
<b>Voids and Allocations</b>											
<b>G</b>	Void Loss as a % of rent roll	<b>L</b>	0.28	0.54	0.29	0.20	0.18	0.18	<b>[A] 2.5%</b>	Performance has improved year-on-year and is in target.	+
<b>G</b>	Average time to re-let housing	<b>L</b>	38.00	37.38	42.88	24.44	21.88	21.88	<b>[P] 35 days</b> <b>[A] 35 days</b>	Performance has improved year-on-year and is in target.	+

Appendix 4 New Park Village by category (continued)		Good is	Q1 15/16	Q2 15/16	Q3 15/16	Q4 2015/16	Q1 16/17	Q1 16/17 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
<b>Repairs</b>											
<b>G</b>	% of urgent repairs completed within government time limits (Right to Repair)	<b>H</b>	100.00	100.00	100.00	100.00	100.00	100.00	<b>[P] 97.00%</b> <b>[A] 97.00%</b>	Performance has been maintained year-on-year and is in target.	=
<b>G</b>	Average time taken (calendar days) to complete non-urgent repairs	<b>L</b>	1.00	1.00	1.00	1.00	1.00	1.00	<b>[P] 5 days</b> <b>[A] 5 days</b>	Performance has been maintained year-on-year and is in target.	=
<b>G</b>	% of emergency repairs completed on time	<b>H</b>	93.00	97.00	97.00	98.00	98.00	98.00	<b>[P] 97.00%</b> <b>[A] 97.00%</b>	Performance has improved year-on-year and is in target.	=
<b>G</b>	% of routine repairs completed on time	<b>H</b>	100.00	100.00	100.00	99.00	97.00	97.00	<b>[P] 97.00%</b> <b>[A] 97.00%</b>	Performance has weakened year-on-year and is in target.	-

<b>Appendix 5 Springfield Horseshoe by category</b>		<b>Good is</b>	<b>Q1 15/16</b>	<b>Q2 15/16</b>	<b>Q3 15/16</b>	<b>Q4 15/16</b>	<b>Q1 16/17</b>	<b>Q1 16/17 to date</b>	<b>Target Profile Or Annual</b>	<b>Comment</b>	<b>Trend Q-O-Q</b>
<b>Rents management</b>											
<b>A</b>	% tenants with more than seven weeks (gross) rent arrears	<b>L</b>	3.31	4.40	4.26	5.00	5.47	5.47	<b>[P] 5.00%</b> <b>[A] 5.00%</b>	Performance has weakened year-on-year and is off target.	-
<b>G</b>	% of tenants evicted as a result of rent arrears	<b>L</b>	0.37	0.00	0.37	0.00	0.00	0.00	<b>[A] 2.00%</b>	Performance has improved year-on-year and is in target.	=
<b>G</b>	Arrears as % of rent roll	<b>L</b>	1.76	2.34	1.96	1.85	2.44	2.44	<b>[P] 3.00%</b> <b>[A] 3.00%</b>	Performance has weakened year-on-year and is in target.	-
<b>Voids and Allocations</b>											
<b>G</b>	Void Loss as a % of rent roll	<b>L</b>	0.26	0.12	0.15	0.15	0.13	0.13	<b>[A] 2.00%</b>	Performance has improved year-on-year and is in target.	+
<b>G</b>	Average time to re-let housing	<b>L</b>	29.00	21.00	15.67	25.38	20.00	20.00	<b>[P] 32 days</b> <b>[A] 32 days</b>	Performance has improved year-on-year and is in target.	+

**Appendix 5  
Springfield Horseshoe  
by category**

		Good is	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q1 16/17 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
<b>Repairs</b>											
<b>G</b>	% of urgent repairs completed within government time limits (Right to Repair)	<b>H</b>	100.00	100.00	100.00	100.00	100.00	100.00	<b>[P] 98.00%</b> <b>[A] 98.00%</b>	Performance has been maintained year-on-year and is in target.	=
<b>G</b>	Average time taken (calendar days) to complete non-urgent repairs	<b>L</b>	1.00	1.00	1.00	1.00	1.00	1.00	<b>[P] 2 days</b> <b>[A] 2 days</b>	Performance has been maintained year-on-year and is in target.	=
<b>G</b>	% of emergency repairs completed on time	<b>H</b>	100.00	100.00	100.00	100.00	100.00	100.00	<b>[P] 98.00%</b> <b>[A] 98.00%</b>	Performance has been maintained year-on-year and is in target.	=
<b>G</b>	% of routine repairs completed on time	<b>H</b>	100.00	100.00	100.00	100.00	100.00	100.00	<b>[P] 98.00%</b> <b>[A] 98.00%</b>	Performance has been maintained year-on-year and is in target.	=