



Cabinet (Performance Management) Panel Meeting

17 November 2014

Report title	Housing Managing Agents Performance Monitoring Report – Quarter 1 April 2014 to June 2014	
Decision designation	AMBER	
Cabinet member with lead responsibility	Councillor Peter Bilson Economic Regeneration and Prosperity	
Key decision	No	
In forward plan	No	
Wards affected	All	
Accountable director	Tim Johnson, Education and Enterprise	
Originating service	Housing Services	
Accountable employee(s)	Liane Percival	Housing Strategy and Development Support Officer Tel 01902554757 Email liane.percival@wolverhampton.gov.uk
	Kenny Aitchison	Service Manager Housing Strategy and Development Tel 01902554841 Email Kenny.aitchison@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 one 2014/15 and any areas for improvement.

1.0 Purpose

- 1.1 The primary purpose of this report is to provide Councillors with a regular 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

- 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 refers to the first quarter in 2014/15 and particularly in relation to:
- 1.2.1 Showing the quarters from quarter one 2013/14 to quarter one 2014/15 inclusively to allow comparison over the year.
- 1.2.2 The performance for each of the managing agents is grouped under three headings:
- a) Rents Management
 - b) Repairs Management
 - c) Empty Property Management
- 1.2.3 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.
- 1.2.4 Tables indicate both the direction in which performance needs to move for improvement and performance trends between the current and the previous quarter.
- 1.2.5 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.

1.3 Benchmarking

1.3.1 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. Wolverhampton Homes have met with HouseMark to discuss the situation and are awaiting a response. 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 in this report has been suspended.

1.4 Governance

1.4.1 The Housing Strategy and Development Team continue to monitor the governance of the housing management organisations as described in a previous report.

1.4.2 The Service Manager Housing Strategy & 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.

1.4.3 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.

1.4.4 There have been some issues relating to certain TMOs and their governance and these are addressed below. Generally, a number of the TMOs have built up significant cash reserves and the Housing Strategy and Development Team are working with each of the TMOs to put investment plans together.

3.0 Progress for Wolverhampton Homes

3.1 This section gives an outline of Wolverhampton Homes' performance for quarter one 2014/15. Performance details are available in Appendix 1a and 1b.

3.2 Wolverhampton Homes manages 20,810 properties on behalf of the Council. Generally, performance has improved in the first quarter of the year. Of the twenty-four indicators reported;

- performance for nineteen are in target
- nineteen have been maintained or improved this quarter
- 20 have been maintained or improved when compared to the same quarter last year
- for the four 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 including 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 very good in the first quarter of 2014-15, meeting all targets and improving on the good performance of the previous quarter and the same quarter in the previous year. Rent collected has exceeded the profiled quarterly target and is expected to meet the year-end target. Rent arrears remain on target and there have been only three evictions for rent arrears this quarter, a significant improvement compared to 24 evictions in the same quarter last year.
- 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 traditional repairs service has been good this quarter – all but one indicator shows performance is in target and all have improved on the previous quarter and when compared to the same quarter last year. Performance for the Vision trial repairs is good and the trial is considered a success. As a result, from June 2014, Wolverhampton Homes delivers all of its repairs service citywide through Vision.
- 3.4.3 The Council will need to develop a new suite of performance indicators to monitor this new method of carrying out response repairs. From quarter two 2014-15, target times will be irrelevant and the focus will need to shift to appointments kept and in time.

3.5 Empty Property Management

- 3.5.1 Performance for empty property management was very good for the first quarter of 2014-15 meeting all targets and improving on the good performance of the previous quarter and the same quarter in the previous year. The average time to re-let properties is in target, and tenancy offers accepted first time have improved on last quarter. Rent lost through properties being vacant has improved

significantly compared with the same quarter last year, bringing performance back into target this quarter.

3.5.2 The average number of empty dwellings at quarter four is 243 out of a total stock number of 20,810.

3.6 Business Planning

3.6.1 Performance for average days lost through illness continues to be very good, meeting the target with an improvement in compared to the same quarter last year.

3.7 Anti-Social Behaviour

3.7.1 Performance for tenant satisfaction with the anti-social behaviour service remains in target and has improved on the last quarter with significant improvement on the same quarter last year.

3.7.2 The joint Wolverhampton City Council and Wolverhampton Homes has recently undergone a service review, the outcome of which was reported to Vibrant, Safe and Sustainable Communities Scrutiny Panel on 02 October 2014. Scrutiny Panel members endorsed the recommended option for future delivery of the service and a report will now go to Cabinet on 12 November for final approval.

3.8 Decent Homes

3.8.1 Wolverhampton's Decent Homes Programme is in its final year and is thought to be the only scheme nationally that has secured additional funding of £895,000 from the Homes and Communities Agency (HCA) to continue with improvements for this year through the Strategic Construction Partnership. In addition to this, a further £531,808 has been awarded by the HCA to fund works on another 77 properties.

3.8.2 Performance for Decent Homes work to properties continues to meet all targets and is expected to meet the end of year targets. Performance for satisfaction with Decent Homes has improved greatly this quarter, but remains off target. The change-over of contractor has contributed to this poor satisfaction due to delays in start-up. Performance and tenant satisfaction levels are dealt with at the Core Group meetings between the contractors and Wolverhampton Homes and a great deal of emphasis is laid on these criteria. However because of concerns about performance for time in property and customer satisfaction more frequent meetings have been instigated at director level with both partners.

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 target for average call answer time for Homes Direct is now the same as the Council's target for City Direct and was changed as part of Wolverhampton Homes' Channel Shift agenda. Performance has weakened considerably when compared to the same quarter last year, but as the target has been changed, performance is now in target.
- 3.9.3 Wolverhampton Homes also intend to bring the target for calls abandoned in line with the City Direct target. Performance for this indicator is currently off target and whilst it has improved on last quarter, it has weakened when compared to the same quarter last year.
- 3.9.4 Performance for complaints responded to in target time and councillor enquiries responded to in 14 days has not met the target for quarter one. It has weakened when compared to last quarter and to the same quarter last year. There were some resourcing issues which have contributed to delays in responses. These have now been addressed and a new system is in place to monitor the process.

3.10 Estate and Concierge Services

- 3.10.1 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 2014/15. Performance details are available in Appendix 2.
- 4.2 Bushbury Hill EMB manages 844 properties on behalf of Wolverhampton City Council. Generally, performance has improved this quarter. All eight indicators are in target and of the six where historic data is available, performance has been maintained or improved for all but one indicator both for this quarter and when compare to the same quarter last year.
- 4.3 Rents Management
 - 4.3.1 Performance for rents management was very good in the first quarter of 2014-15, meeting all targets and improving on the good performance of the previous quarter and the year to date. Rent arrears have slipped a little, which is a trend of the first quarter, but performance remains well in target and is not a concern.

4.4 Voids and Allocations

4.4.1 Performance for voids and allocations has been very good this quarter with both levels of void loss and the average re-let time being well within target, an improvement on last quarter and the same quarter in the previous year.

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 are developing a suite of repairs indicators that will enable them to measure their performance.

4.5.2 For quarters one and two 2014-15, Bushbury Hill EMB has reported headline performance for repairs. Performance is good with rapid response repairs attended same day and those completed same day both well above target for the quarter.

5.0 Progress for Dovecotes Tenant management Organisation (TMO)

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

5.2 Dovecotes TMO manages 831 properties on behalf of Wolverhampton City Council. Generally, performance is very good this quarter. Of the eleven indicators ten are in target, five have improved this quarter and eight have been maintained or improved when compared to the same quarter last year.

5.3 Governance

5.3.1 Concerns were raised with the Housing Strategy Team in a written letter of complaint and resignation from a member of the board at Dovecotes. The allegations covered a range of issues about poor practice by board members.

5.3.2 An audit of key controls in operation was undertaken as part of the Council’s Corporate Assurance Plan 2014/15 by the Council’s Audit team. A draft report has been produced and an improvement plan is being developed. Beyond implementing the improvement plan there will be no further action taken.

5.4 Rents

5.4.1 Performance for rents management was good in the first quarter of 2014-15, meeting all but one target and improving on the good performance of the previous quarter and the same quarter in the previous year. The percentage of tenants with more than seven weeks rent arrears slipped this quarter and is off target. This will be monitored and is not currently a concern.

5.5 Voids and Allocations

5.5.1 Performance for voids and allocations has been very good this quarter with both levels of void loss and the average re-let time being well within target and improved on the year to date.

5.6 Repairs

5.6.1 Dovecotes TMO is currently providing repairs performance data for the established indicators whilst the new suite of indicators is in development.

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

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 2014/15. Performance details are available in Appendix 4.

6.2 New Park Village TMC manages 301 properties on behalf of Wolverhampton City Council. Generally, performance has improved this quarter. Of the ten indicators all are in target, eight have been maintained or improved this quarter and all are maintained or improved 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 2014-15, meeting all targets and maintaining or improving on the good performance of the previous quarter and the year to date.

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 However, despite these difficulties performance for voids and allocations has been very good this quarter with both levels of void loss and the average re-let time being well within target and improved on the last quarter and when compared with the same quarter last year

6.5 Repairs

6.5.1 New Park Village TMC is currently providing repairs performance data for the established indicators whilst the new suite of indicators is being considered.

6.5.2 Performance for repairs is very good with all indicators in target, all but one maintained or improved this quarter and all maintained or improved when compared to 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 2014/15. Performance details are available in Appendix 5.

7.2 Springfield Horseshoe HMC manages 276 properties on behalf of Wolverhampton City Council. Generally, performance has improved this quarter. Of the ten indicators all but one are in target, six have been maintained or improved this quarter and seven have improved when compared to the same quarter last year.

7.3 Governance

7.3.1 An anonymous letter was circulated to tenants within Springfield Horseshoe making a number of allegations against staff and board members. The Housing Strategy Team was made aware of the allegations and a short investigation found that some poor practice existed.

7.3.2 A new housing manager has been appointed and measures put in place to improve the running of the HMC. There was a very successful AGM in September where a new board of 12 residents were elected. They are working with the staff to improve the service.

7.4 Rents Management

7.4.1 Performance for rents management was very good in the first quarter of 2014-15, meeting all targets. There has been some improvement and some weakening of performance through the quarter and when compared to the same quarter last year, but this is not a concern.

7.5 Voids and Allocations

7.5.1 Performance for voids and allocations has been very good this quarter with both levels of void loss and the average re-let time being well within target. The level of void loss has weakened slightly this quarter and when compared to the same quarter last year, but the average time to re-let has improved both in the quarter and when compared with the same quarter last year. This is a significant improvement on a poor 2013-14, and re-let times are now no longer a concern.

7.6 Repairs

- 7.6.1 Springfield Horseshoe HMC is currently providing repairs performance data for the established indicators whilst the new suite of indicators is being considered.
- 7.6.2 Performance for repairs is very good with all indicators in target and all performance maintained or improved this quarter and improved when compared to the same quarter last year.

8.0 Financial implications

- 8.1 This report has no financial implications.
[CF/06112014/I]

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/03112014/I]

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 One Performance (by category)

Appendix 1b:

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

Appendix 2:

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

Appendix 3:

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

Appendix 4:

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

Appendix 5:

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

Appendix 1a Wolverhampton Homes by category		Good is	Q1 13/14	Q2 13/14	Q3 13/14	Q4 13/14	Q1 14/15	Target Profile Or Annual	Comment	Trend Q-O-Q
Rents Management										
G	Rent collected as a percentage of rent owed	H	96.75	96.89	97.98	98.40	97.54	[P] 96.60 [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	1.76	2.01	2.06	1.97	1.27	[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	0.12	0.19	0.34	0.50	0.06	[P] 0.11 [A] 0.45	Performance has improved year-on-year and is in target.	-
G	Rent arrears of current tenants as a % of the rent roll (WH only)	L	1.35	1.70	1.16	0.87	1.13	[P] 1.19 [A] 1.00	Performance has improved year-on-year and is in target.	-
Repairs										
G	% of responsive repairs for which an appointment was made & kept	H	93.96	94.68	92.82	94.01	94.54	[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	99.95	99.96	99.95	99.97	99.99	[P] 99.60 [A] 99.60	Performance has improved year-on-year and is in target.	+
R	% total repairs completed within target	H	98.76	98.86	99.04	98.56	98.93	[P] 99.00 [A] 99.00	Performance has improved year-on-year and is off target.	+

Appendix 1a Wolverhampton Homes by category		Good is	Q1 13/14	Q2 13/14	Q3 13/14	Q4 13/14	Q1 14/15	Target Profile Or Annual	Comment	Trend Q-O-Q
Voids and Allocations										
G	Average days to re-let property	L	22	28	25	24	22	[P] 25 [A] 25	Performance has been maintained year-on-year and is in target.	+
G	% of tenancy offers accepted first time	H	83.04	86.68	86.77	83.78	87.44	[P] 80.00 [A] 80.00	Performance has improved year-on-year and is in target.	+
A	% Rent lost through properties being vacant	L	1.93	1.90	1.84	1.76	1.52	[P] 1.70 [A] 1.70	Performance has improved year-on-year and is in target.	+
Business Planning										
G	Average days lost through illness	L	5.19	5.09	5.49	5.90	5.13	[P] 6.50 [A] 6.50	Performance has improved year-on-year and is in target.	+
Anti-Social Behaviour										
G	% satisfied with the way their ASB complaint was dealt with	H	75.76	94.39	90.91	92.00	93.26	[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	69.70	92.35	88.64	88.00	92.13	[P] 85.00 [A] 85.00	Performance has improved year-on-year and is in target.	+

Appendix 1a Wolverhampton Homes by category		Good is	Q1 13/14	Q2 13/14	Q3 13/14	Q4 13/14	Q1 14/15	Target Profile Or Annual	Comment	Trend Q-O-Q
Decent Homes										
G	Number non-decent homes made decent	H	110	259	775	621	403	[P]400 [A] 1855	Performance has exceeded the target to Q4.	N/A
G	Number non-decent homes made decent (Priority N/hoods)	H	75	178	535	439	172	[P] 170 [A] 1200	Performance has exceeded the target to Q4.	N/A
G	Total number of properties that have received DH work	H	110	259	775	621	403	[P] 400 [A] 1855	Performance has exceeded the target to Q4.	N/A
G	% Variation between actual and target costs	See target	6.59	-4.48	-17.08	7.40	-4.20	0 +/- 10.00%	Performance has improved year-on-year and is in target.	+
R	Satisfaction with Decent Homes	H	87.50	91.21	85.09	85.00	90.68	[P] 96.00 [A] 96.00	Performance has improved year-on-year and is off target.	+
Customer Care										
G	Homes Direct - Average call answer wait time (in seconds)	L	25.00	24.00	31.00	48.00	46.00	[P] 60.00 [A] 90.00	Performance has weakened year on year and is in target.	+
R	Homes Direct - % of calls abandoned	L	4.30	2.50	4.30	7.40	6.50	[P] 5.00 [A] 5.00	Performance has weakened year-on-year and is off target.	+
R	Complaints responded to in target timescales - %	H	94.35	94.93	95.24	96.71	92.95	[P] 95.00 [A] 95.00	Performance has weakened year-on-year and is off target.	-
A	Councillor enquiries responded to in 14 days	H	96.86	96.57	95.39	97.40	94.56	[P] 95.00 [A] 95.00	Performance has weakened year-on-year and is off target.	-

Appendix 1a Wolverhampton Homes by category		Good is	Q1 13/14	Q2 13/14	Q3 13/14	Q4 13/14	Q1 14/15	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	[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	[P] 99.00 [A] 99.00	Performance has been maintained year-on-year and is in target.	=

Appendix 1b Wolverhampton Homes by GAR		Good is	Q1 13/14	Q2 13/14	Q3 13/14	Q4 13/14	Q1 14/15	Target Profile Or Annual	Comment	Trend Q-O-Q
Green - Rents Management										
G	Rent collected as a percentage of rent owed	H	96.75	96.89	97.98	98.40	97.54	[P] 96.60 [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	1.76	2.01	2.06	1.97	1.27	[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	0.12	0.19	0.34	0.50	0.06	[P] 0.11 [A] 0.45	Performance has improved year-on-year and is in target.	-
G	Rent arrears of current tenants as a % of the rent roll (WH only)	L	1.35	1.70	1.16	0.87	1.13	[P] 1.19 [A] 1.00	Performance has improved year-on-year and is in target.	-
Green - Repairs										
G	% of responsive repairs for which an appointment was made & kept	H	93.96	94.68	92.82	94.01	94.54	[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	99.95	99.96	99.95	99.97	99.99	[P] 99.60 [A] 99.60	Performance has improved year-on-year and is in target.	+

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Green - Voids and Allocations										
G	Average days to re-let property	L	22	28	25	24	22	[P] 25 [A] 25	Performance has been maintained year-on-year and is in target.	+
G	% of tenancy offers accepted first time	H	83.04	86.68	86.77	83.78	87.44	[P] 80.00 [A] 80.00	Performance has improved year-on-year and is in target.	+
Green - Business Planning										
G	Average days lost through illness	L	5.19	5.09	5.49	5.90	5.13	[P] 6.50 [A] 6.50	Performance has improved year-on-year and is in target.	+
Green - Anti-Social Behaviour										
G	% satisfied with the way their ASB complaint was dealt with	H	75.76	94.39	90.91	92.00	93.26	[P] 85.00 [A] 85.00	Performance has improved year-on-year and is in target.	+
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G	% Variation between actual and target costs	See target	6.59	-4.48	-17.08	7.40	-4.20	0 +/- 10.00%	Performance has improved year-on-year and is in target.	+
Green - Customer Care										
G	Homes Direct - Average call answer wait time (in seconds)	L	25.00	24.00	31.00	48.00	46.00	[P] 60.00 [A] 90.00	Performance has weakened year on year and is in target.	+
Green - 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	[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	[P] 99.00 [A] 99.00	Performance has been maintained year-on-year and is in target.	=

Appendix 1b Wolverhampton Homes by GAR		Good is	Q1 13/14	Q2 13/14	Q3 13/14	Q4 13/14	Q1 14/15	Target Profile Or Annual	Comment	Trend Q-O-Q
Amber - Voids and Allocations										
A	% Rent lost through properties being vacant	L	1.93	1.90	1.84	1.76	1.52	[P] 1.70 [A] 1.70	Performance has improved year-on-year and is in target.	+
Amber - Customer Care										
A	Councillor enquiries responded to in 14 days	H	96.86	96.57	95.39	97.40	94.56	[P] 95.00 [A] 95.00	Performance has weakened year-on-year and is off target.	-
Red - Repairs										
R	% total repairs completed within target	H	98.76	98.86	99.04	98.56	98.93	[P] 99.00 [A] 99.00	Performance has improved year-on-year and is off target.	+
Red - Decent Homes										
R	Satisfaction with Decent Homes	H	87.50	91.21	85.09	85.00	90.68	[P] 96.00 [A] 96.00	Performance has improved year-on-year and is off target.	+
Red - Customer Care										
R	Homes Direct - % of calls abandoned	L	4.30	2.50	4.30	7.40	6.50	[P] 5.00 [A] 5.00	Performance has weakened year-on-year and is off target.	+
R	Complaints responded to in target timescales - %	H	94.35	94.93	95.24	96.71	92.95	[P] 95.00 [A] 95.00	Performance has weakened year-on-year and is off target.	-

Appendix 2 Bushbury Hill EMB by category		Good is	Q1 13/14	Q2 13/14	Q3 13/14	Q4 13/14	Q1 14/15	Target Profile Or Annual	Comment	Trend Q-O-Q
Rents management										
G	% tenants with more than seven weeks (gross) rent arrears	L	2.00	2.31	2.08	1.78	1.66	3.00%	Performance has improved year-on-year in and is in target.	+
G	% of tenants evicted as a result of rent arrears	L	0.00	0.00	0.00	0.00	0.00	1.00%	Performance has been maintained year-on-year and is in target.	=
G	Number of Tenants Evicted for Rent Arrears	L	0	0	0	0	0	12	Performance has been maintained year-on-year and is in target.	=
G	Arrears as % of rent roll	L	1.38	1.78	1.33	0.99	1.49	2.00%	Performance has weakened year-on-year and is in target.	-
Voids and Allocations										
G	Void Loss as a % of rent roll	L	0.28	0.05	0.07	0.14	0.10	1.00%	Performance has improved year-on-year and is in target.	+
G	Average time to re-let housing	L	38.20	25.70	26.00	36.60	22.83	35 days	Performance has improved year-on-year and is in target.	+
Repairs										
G	% Rapid Response Repairs attended same day (WHT only)	H	N/A	N/A	N/A	N/A	98.47	97.00%	Performance is in target	N/A
G	% Rapid Response completed same day (WHT only)	H	N/A	N/A	N/A	N/A	84.21	80.00%	Performance is in target	N/A

Appendix 3 Dovecotes TMO by category		Good is	Q1 13/14	Q2 13/14	Q3 13/14	Q4 13/14	Q1 14/15	Target Profile Or Annual	Comment	Trend Q-O-Q
Rent management										
R	% tenants with more than seven weeks (gross) rent arrears	L	3.82	4.16	4.17	5.19	5.40	4.75%	Performance has weakened year-on-year in and is off target.	-
G	% of tenants evicted as a result of rent arrears	L	0.36	0.24	0.36	0.11	0.24	1.50%	Performance has improved year-on-year and is in target.	-
G	Number of Tenants Evicted for Rent Arrears	L	3	2	3	1	2	12	Performance has improved year-on-year and is in target.	-
G	Arrears as % of rent roll	L	2.52	2.69	2.46	2.37	2.51	3.00%	Performance has improved year-on-year and is in target.	-
Voids and allocations										
G	Void Loss as a % of rent roll	L	0.39	0.29	0.29	0.21	0.22	2.00%	Performance has improved year-on-year and is in target.	-
G	Average time to re-let housing	L	13.40	13.50	11.90	16.90	15.70	21 days	Performance has weakened year-on-year and is in target.	+

Appendix 3 Dovecotes TMO by category		Good is	Q1 13/14	Q2 13/14	Q3 13/14	Q4 13/14	Q1 14/15	Target Profile Or Annual	Comment	Trend Q-O-Q
Repairs										
G	% of urgent repairs completed within government time limits (Right to Repair)	H	99.41	98.80	98.48	98.23	99.40	96.00%	Performance has weakened year-on-year and is in target.	+
G	Average time taken (calendar days) to complete non-urgent repairs	L	7.26	7.76	6.90	6.73	6.84	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	94.87	91.64	94.77	93.77	94.98	90.00%	Performance has improved year-on-year and is in target.	+
G	% of emergency repairs completed on time	H	100.00	94.59	98.28	97.14	100.00	96.00%	Performance has been maintained year-on-year and is in target.	+
G	% of routine repairs completed on time	H	99.54	99.54	99.18	99.23	99.55	96.00%	Performance has improved year-on-year and is in target.	+

Appendix 4 New Park Village TMC by category		Good is	Q1 13/14	Q2 13/14	Q3 13/14	Q4 13/14	Q1 14/15	Target Profile Or Annual	Comment	Trend Q-O-Q
Rent Management										
G	% tenants with more than seven weeks (gross) rent arrears	L	4.00	4.61	4.49	3.83	2.97	8.00%	Performance has improved year-on-year in and is in target.	+
G	% of tenants evicted as a result of rent arrears	L	0.34	0.00	0.34	0.34	0.34	4.00%	Performance has been maintained year-on-year and is in target.	=
G	Number of Tenants Evicted for Rent Arrears	L	1.00	0.00	1.00	1.00	1.00	11	Performance has been maintained year-on-year and is in target.	=
G	Arrears as % of rent roll	L	2.32	3.02	2.52	1.95	2.32	6.00%	Performance has improved year-on-year and is in target.	+
Voids and Allocations										
G	Void Loss as a % of rent roll	L	0.63	0.79	0.42	0.98	0.50	2.50%	Performance has weakened year-on-year and is off target.	+
G	Average time to re-let housing	L	43.70	46.50	46.50	33.00	19.25	35 days	Performance has improved year-on-year and is in target.	+

Appendix 4 New park Village TMC by category		Good is	Q1 13/14	Q2 13/14	Q3 13/14	Q4 13/14	Q1 14/15	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	97.0%	Performance has been maintained year-on-year and is in target.	=
G	Average time taken (calendar days) to complete non-urgent repairs	L	1.50	1.40	1.60	1.00	1.20	5 days	Performance has weakened year-on-year and is in target.	-
G	% of emergency repairs completed on time	H	97.00	97.00	100.00	93.00	97.00	97%	Performance has weakened year-on-year and is off target.	+
G	% of routine repairs completed on time	H	100.00	100.00	100.00	100.00	100.00	97%	Performance has been maintained year-on-year and is in target.	=

Appendix 5 Springfield Horseshoe HMC by category		Good is	Q1 13/14	Q2 13/14	Q3 13/14	Q4 13/14	Q1 14/15	Target Profile Or Annual	Comment	Trend Q-O-Q
Rents management										
G	% tenants with more than seven weeks (gross) rent arrears	L	4.43	4.67	4.09	8.50	2.83	8.00%	Performance has improved year-on-year in and is in target.	+
G	% of tenants evicted as a result of rent arrears	L	0.00	0.73	1.09	0.00	0.36	4.00%	Performance has weakened year-on-year and is in target.	-
G	Number of Tenants Evicted for Rent Arrears	L	0	2	3	0	1	11	Performance has weakened year-on-year and is in target.	-
G	Arrears as % of rent roll	L	2.16	2.27	1.61	1.23	1.51	6.00%	Performance has improved year-on-year and is in target.	-
Voids and Allocations										
G	Void Loss as a % of rent roll	L	0.38	0.41	0.37	0.30	0.41	2.50%	Performance has weakened year-on-year and is in target.	-
A	Average time to re-let housing	L	38.50	39.60	45.10	59.50	31.75	35 days	Performance has improved year-on-year and is in target.	+

Appendix 5 Springfield Horseshoe HMC by category		Good is	Q1 13/14	Q2 13/14	Q3 13/14	Q4 13/14	Q1 14/15	Target Profile Or Annual	Comment	Trend Q-O-Q
Repairs										
G	% of urgent repairs completed within government time limits (Right to Repair)	H	97.00	98.00	100.00	100.00	100.00	97.0%	Performance has improved year-on-year and is in target.	+
G	Average time taken (calendar days) to complete non-urgent repairs	L	4.00	2.00	2.00	1.35	1.00	5 days	Performance has improved year-on-year and is in target.	+
G	% of emergency repairs completed on time	H	95.00	100.00	77.00	100.00	100.00	97%	Performance has improved year-on-year and is in target.	+
G	% of routine repairs completed on time	H	99.00	99.10	100.00	54.60	100.00	97%	Performance has improved year-on-year and is in target.	+