

## HOUSING MANAGING AGENTS PERFORMANCE MONITORING REPORT QUARTER ONE - APRIL 2018 TO JUNE 2018

This Housing Management performance report covers Quarter One of the financial year **2018-19**. It uses the 'RAG' rating system of red, amber and green traffic light symbols to provide an indication of performance.

### Trend

	Decline in performance from the previous quarter report, performance is below target
	Performance has remained stable, no improvement or decline.
	Performance has improved since previous quarter, performance is on or above target.

### Performance indicators and stock management

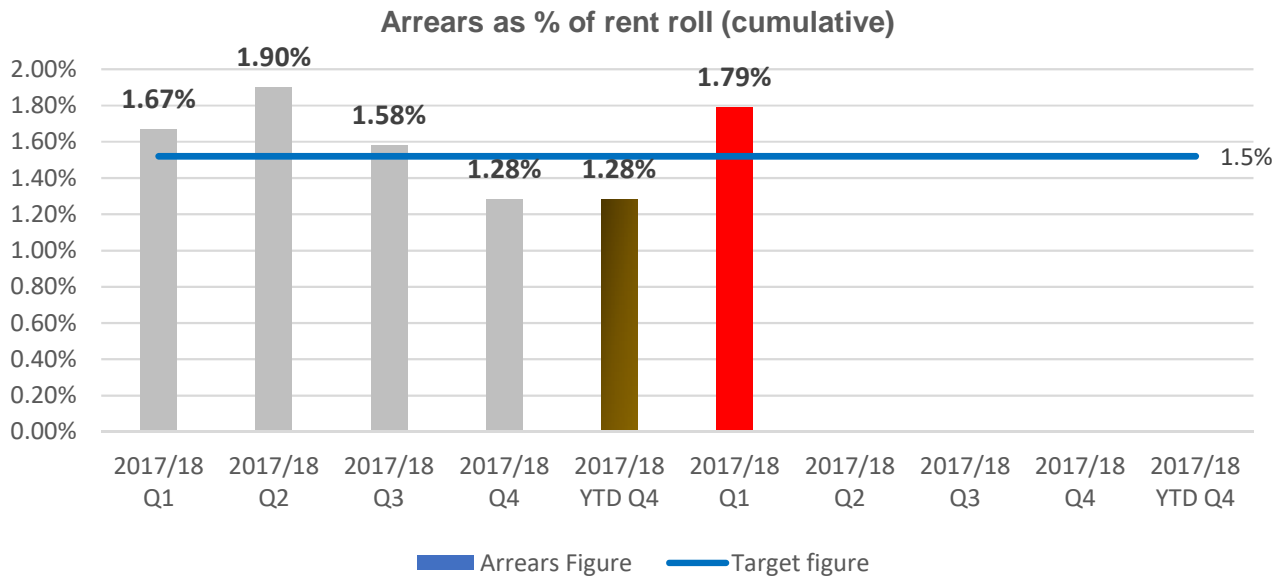
Managing Agent	Stock profile	Number of measured indicators	Performance targets snapshot		
			Below required target	Within acceptable tolerance	Meeting Target
Wolverhampton Homes	20,106	<b>22</b>	1	7	14
Bushbury EMB	824	<b>8</b>	2	1	5
Dovecotes TMO	802	<b>10</b>	1	5	4
New Park Village TMO	295	<b>9</b>	1	2	6
Springfield Horseshoe TMO	259	<b>9</b>	0	2	7

## Sensitivity: NOT PROTECTIVELY MARKED

Below is the Quarter one performance information for Wolverhampton Homes, during 2018/19. Generally Wolverhampton Homes has been good with only one being outside of target, seven being within acceptable tolerance level of being outside of target and 14 within target.

### WOLVERHAMPTON HOMES – RENT MANAGEMENT

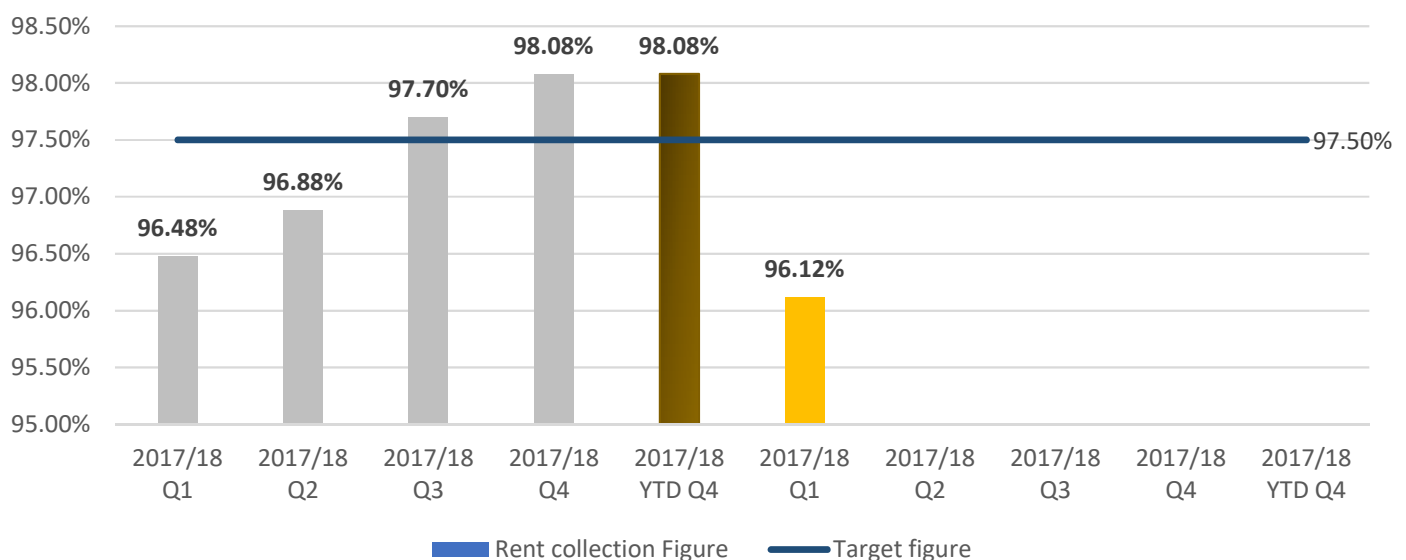
#### ARREARS AS % OF THE RENT ROLL



- Wolverhampton Homes activity for this indicator has worsened slightly, it is above the required target of 1.5%.

#### RENT COLLECTION, ARREARS INDICATOR

##### Rent collection City Wide

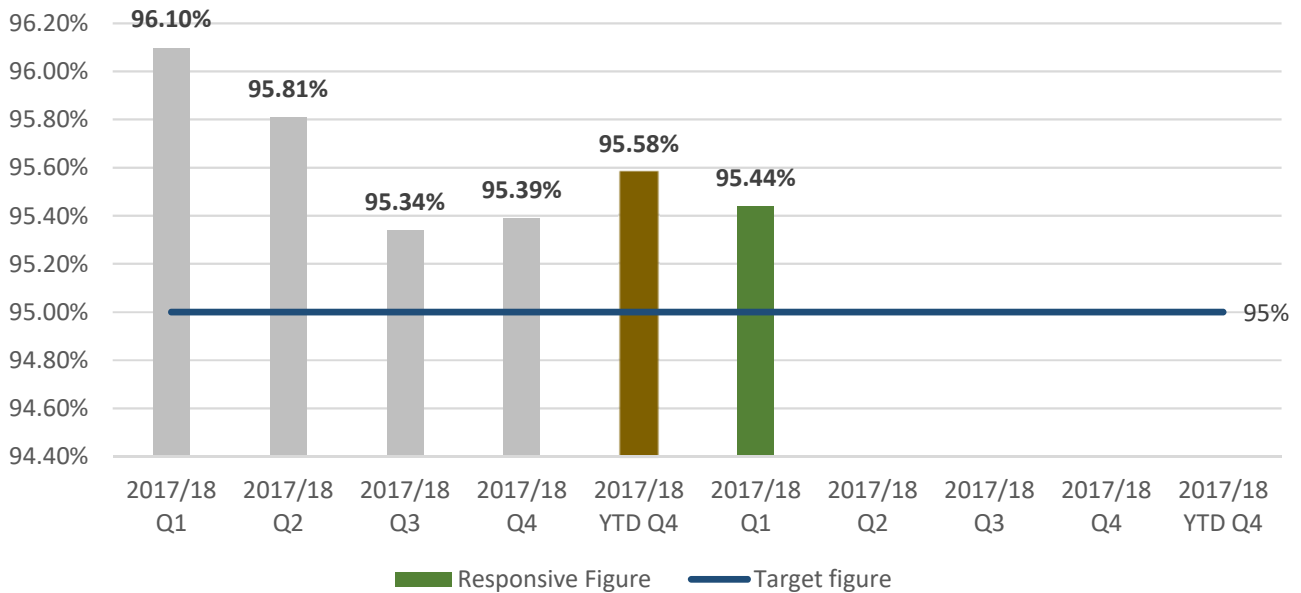


- Wolverhampton Homes activity for this indicator has fallen, when compared to the previous quarter and compared to Q1 of the previous year. Performance is below the required target level of 97.50%. Universal Credits is still causing an issue with clients falling into arrears.

WOLVERHAMPTON HOMES – REPAIR MANAGEMENT

REPAIRS

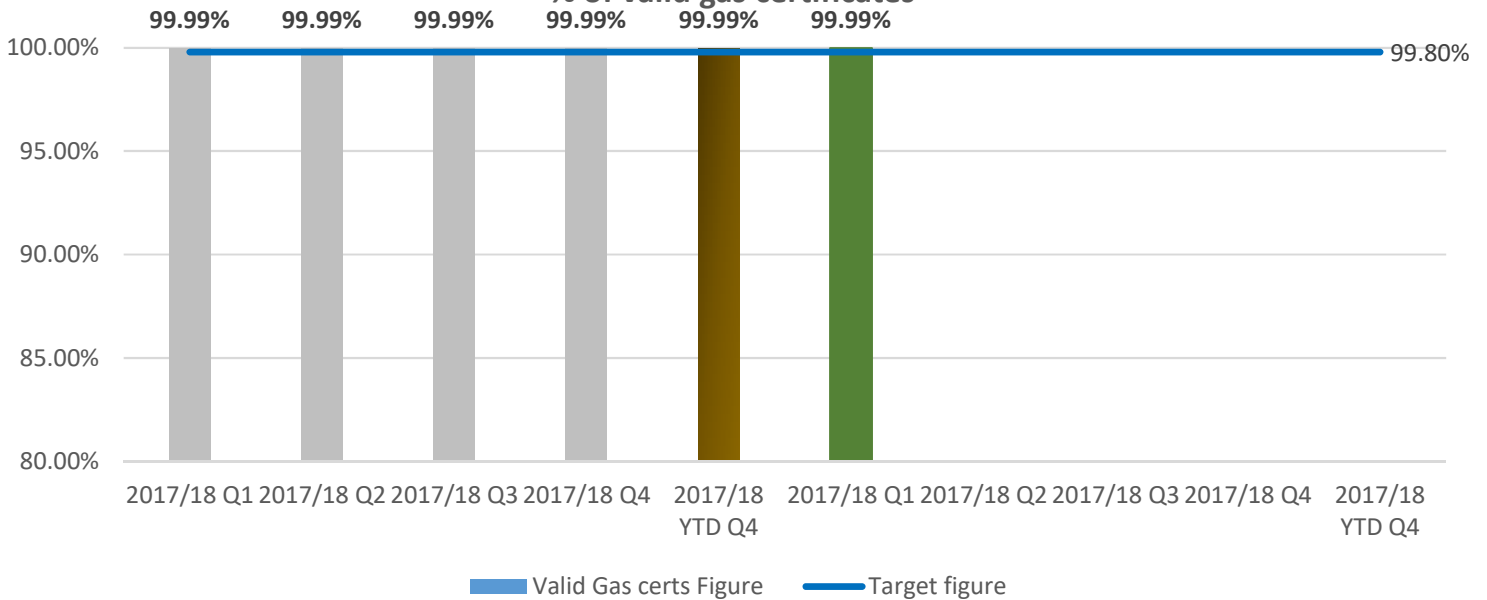
% of responsive repairs for which an appointment was made & kept



- Percentage of responsive repairs for which an appointment was made are kept with tenants has fallen when compared to quarter 4 and also compared to the same quarter of the previous year. It is still above the required target level.

GAS CERTIFICATES

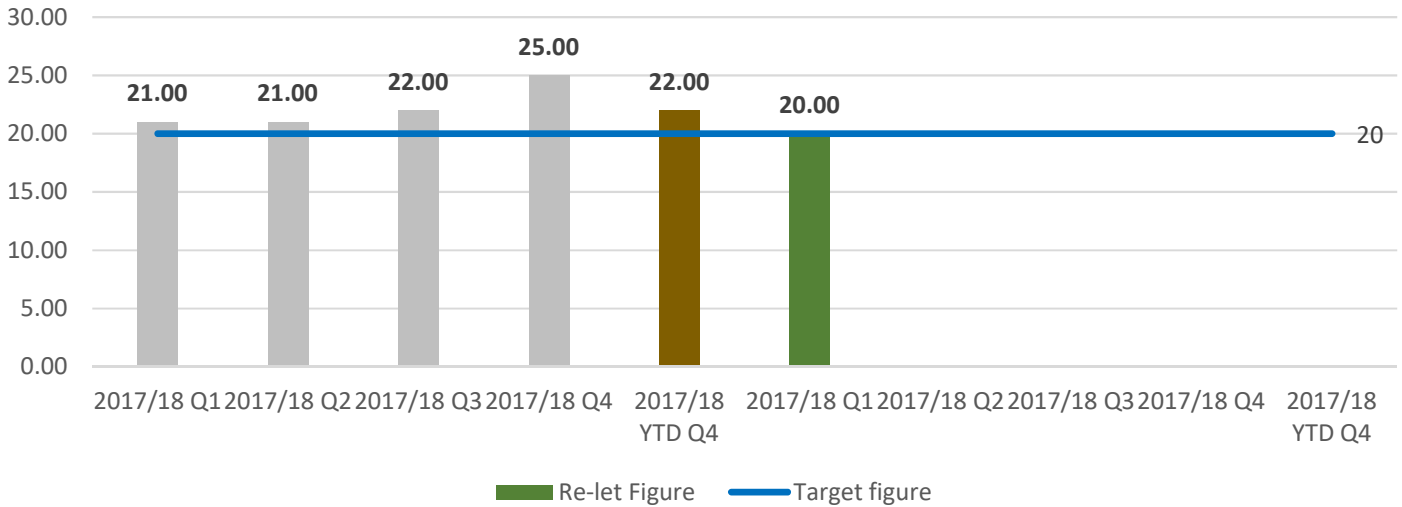
% of valid gas certificates



- Wolverhampton Homes have maintained a high performance target for the percentage of valid gas certificates in place at 99.99%.

RE-LETS

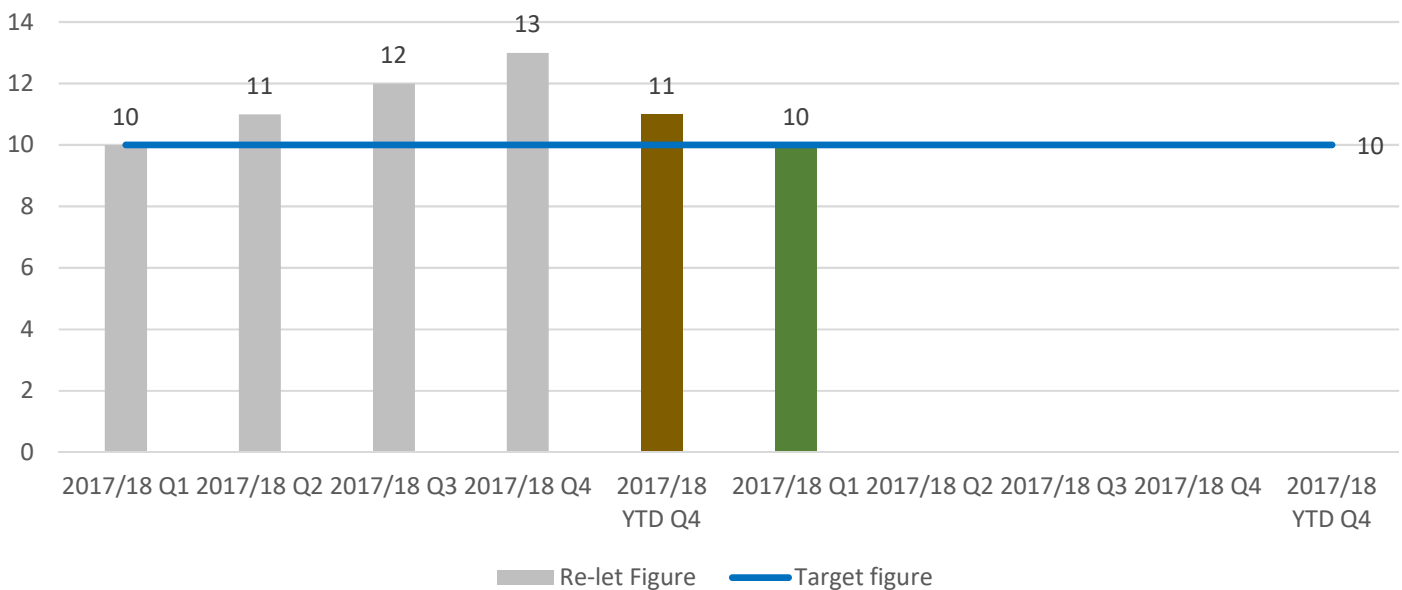
Average time to re-let Housing



- Performance for ‘average time to re-let housing’ is illustrating good performance, it on target at 20 days taken to re-let standard voids.










RE-LETS MAJOR WORKS

Average re-let time major works




- Performance for the ‘average re-let time’ where there has been major works has improved, bringing major re-let works to the same target level of that of the same quarter of the previous year.




## OTHER PERFORMANCE INDICATORS – WOLVERHAMPTON HOMES ONLY

Anti-social behaviour				
AB 1	% satisfied with the way their ASB complaint was dealt with		96.75%	Performance is good, whilst is fractionally below the target of 97% it is within an acceptable tolerance.
Business Planning				
BP 1	Average days lost through illness		6.71%	This is slightly below target due to short term sickness and continues to be monitored.
Customer care				
CC 1	Homes Direct - % of customers answered within 80 seconds		44.7%	Performance is good for 3 of 4 indicators. There was a slight drop with 'complaints responded to' and this is being monitored.
CC 1b	Homes Direct - % of calls abandoned		11.8%	
CC 2	Complaints responded to in target timescales - %		91.15%	Percentage of member enquires is performing well.
CC 3	Councillor enquiries responded to in 14 days		91.80%	
C C1 a	% of calls answered		88.1%	New target for 2018/19, although a relatively new indicator performance has been above 80% target during April to June 2018.
Voids and allocations				
VA 1	Average time taken to re-let minor works voids		20	This is on target
VA 3	% rent lost through empty property		0.9%	This is slightly below the target level of 1%, but is within the agreed tolerance.




## Repairs

RP 12	% total response repairs completed within target		96.41%	Performance has been slightly below the required target due to previous repairs being reported due to bad weather. It is however within the accepted tolerance level.
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## Neighbourhood and Housing Management services

RM 3	% of tenants evicted for Rent Arrears (WH Homes only)		17	For information only, number of evictions taking place during quarter one.
NS 1	% of telecare calls answered within 60 seconds		97.28%	New target for 2018/19, recently transferred service and inherited KPI's. Service is not fully understood, it is hoped that this will improve no under the remit of Wolverhampton Homes
NS 3	% of out of hours calls answered		85%	New target for 2018/19, no comparative data for this quarter

## Estate Services / Health and Safety

ES7	% of fire safety inspections completed on low rise & medium rise blocks (concierge)		100%	This target is at 100%, which is a good achievement. This has always been maintained against low and medium rise blocks managed by Wolverhampton Homes.
ES1 1	% fire safety inspections completed on high rise blocks (concierge)		100%	
HS2	Management of Fire Risk Assessments		100%	New target for 2018/19

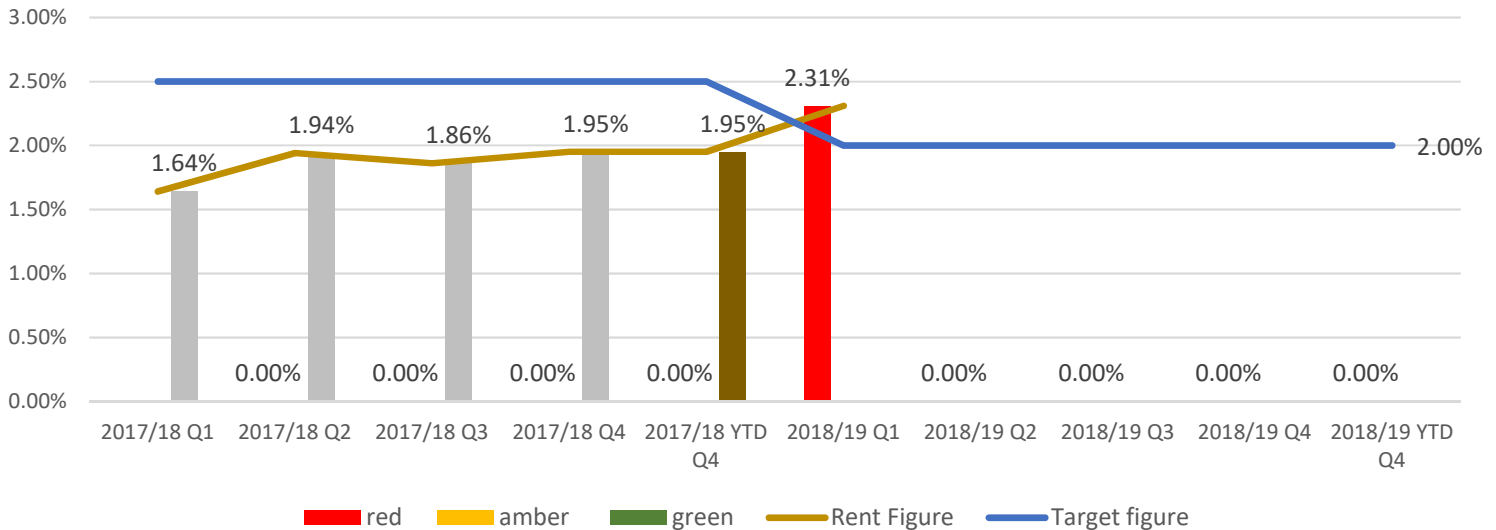
## Stock Investment

SI01	% progress (by Value) with the delivery of capital projects		25%	Good progress continues to be maintained on most projects.
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Below is the Quarter one performance information for Bushbury Hill Estate Management Board (EMB), during 2018/19. Generally Bushbury Hill EMB has very good performance. For this quarter they have two indicators outside of target, one being within acceptable target and five within target.

**ARREARS**

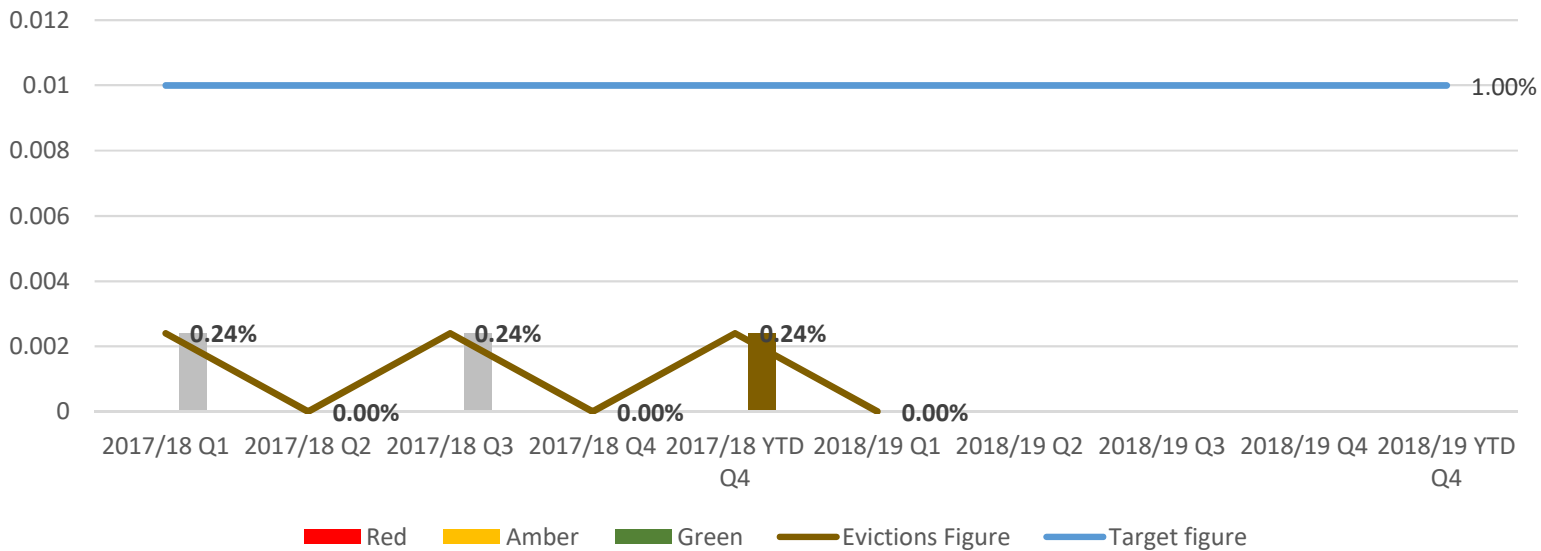
Percentage of Tenants with more than seven weeks gross rent arrears (quarter figure)



- Overall past performance for Rent Management has been good. However, for Q1 there has been an increase in tenants in arrears and this is mainly due to the changes with Universal Credit. Bushbury Hill EMB have provided an explanation about the increase and will be undertaking analysis work to try and address the issue.

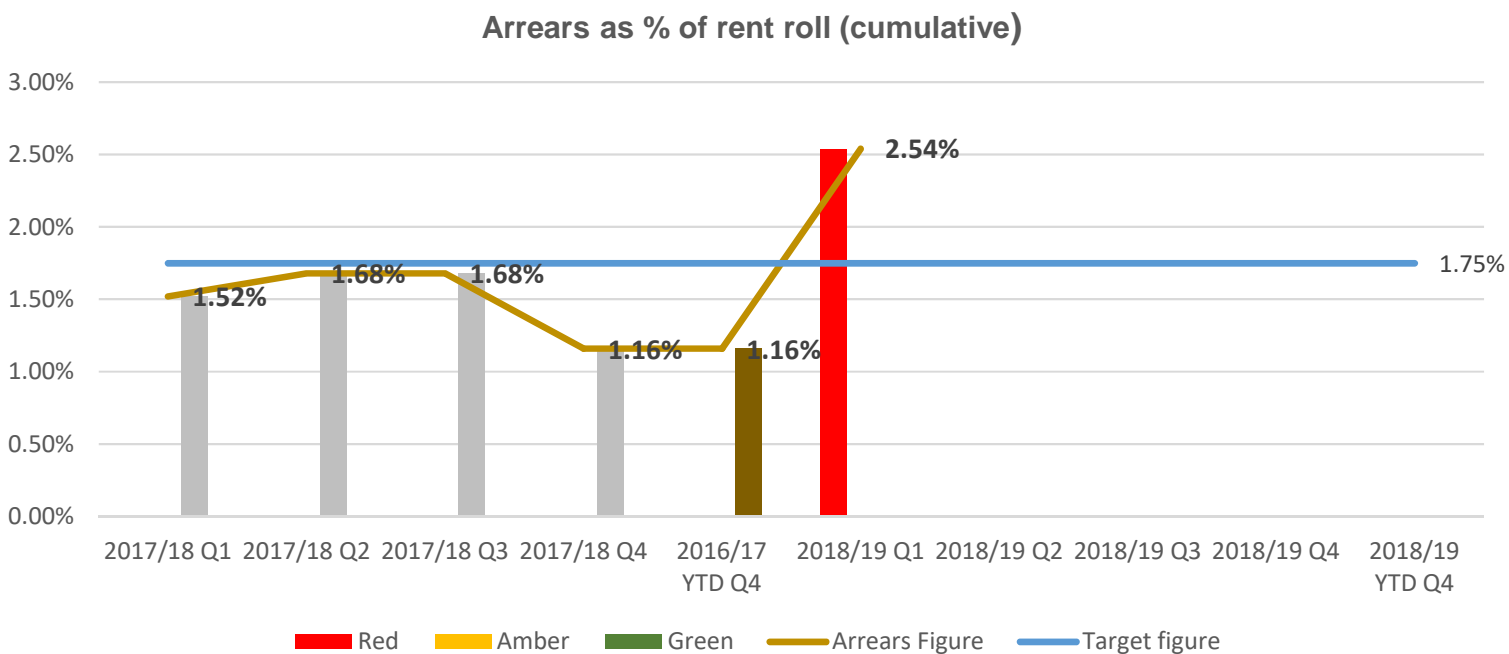
**EVICTIIONS**

% of tenants evicted as a result of ren arrears



- Overall evictions has remained below the required target of 1%, evictions trend line also reflects that over the last 12 months evictions has reduced. Overall Bushbury Hill EMB have worked well with their tenants to ensure they maintain their tenancies.

ARREARS OF THE RENT ROLL



- Overall ‘arrears as a percentage of the rent roll’ had remained below the required target for the last 12 months. However, for quarter one it has increased above the required target level. Housing Strategy will monitor the performance of Bushbury Hill EMB and the impact of Universal Credit.

Notes

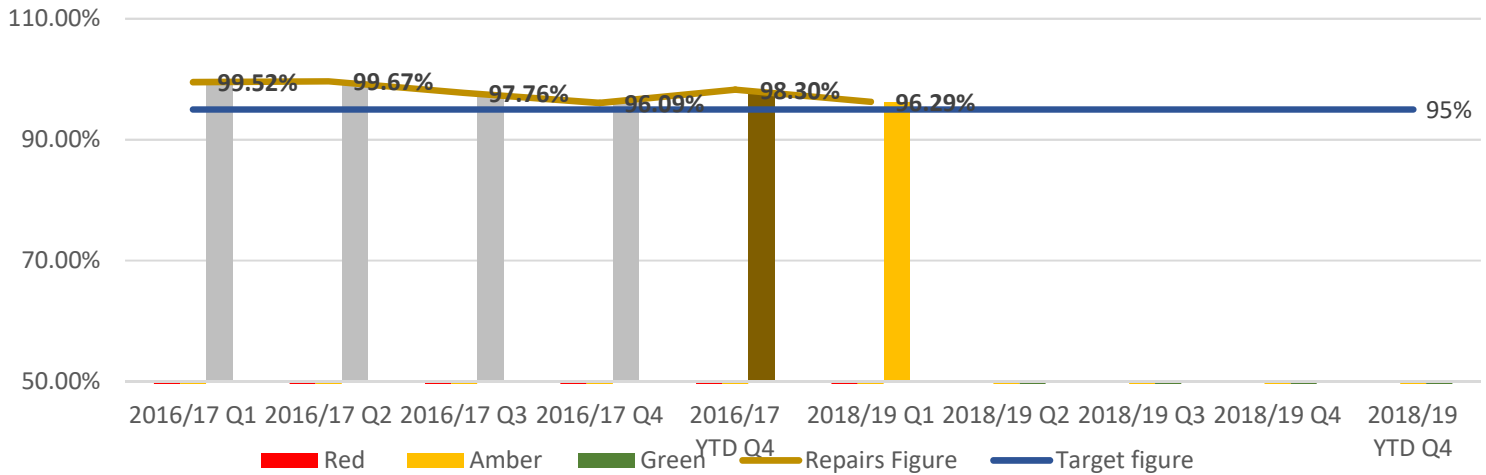
- Full roll out of Universal Credit in Wolverhampton has now taken place, this has had some influence income and rent arrears. The TMO continues to prepare for this change and is supporting its tenants, Housing Strategy are liaising with Bushbury Hill EMB to determine what actions need to take place to ensure this reduces.



BUSHBURY HILL EMB – REPAIRS MANAGEMENT

REPAIRS WITHIN TIME

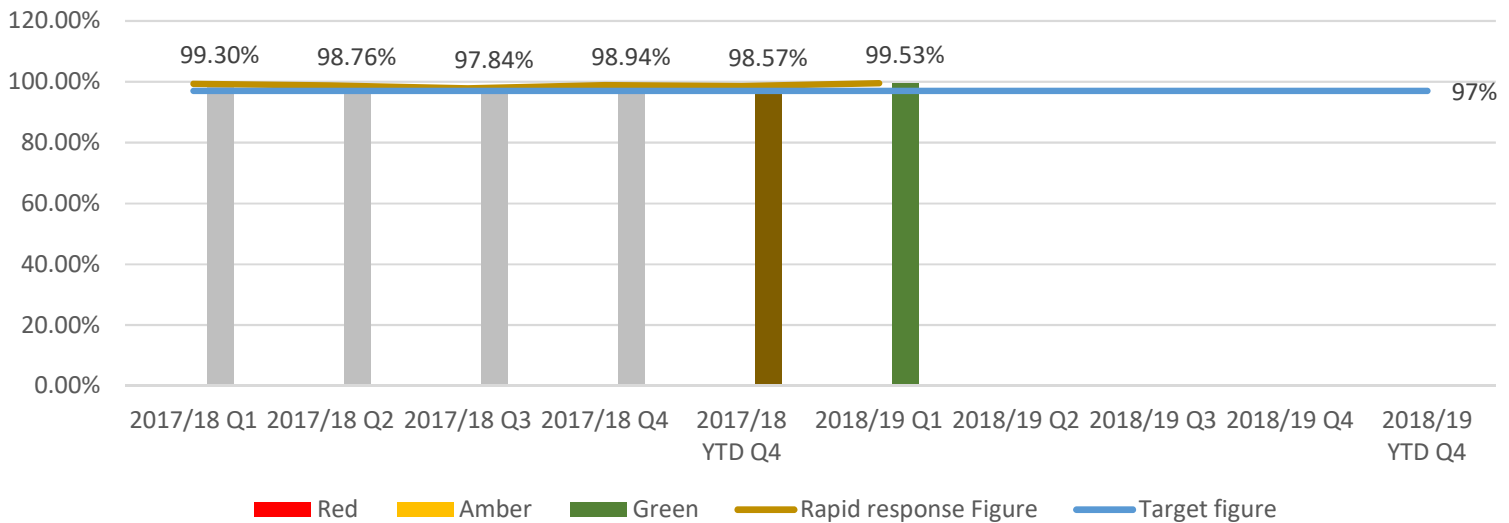
% Repairs attended within time (WHT & WH)



- Bushbury Hill EMB deliver its repairs service to tenants through a contract with Wrekin Housing Trust, the methodology the Council uses to measure repairs performance cannot measure this performance. Therefore, Bushbury Hill EMB have developed a suite of repair indicators that will enable it to measure its performance.
- Overall performance has been above target for over 12 months.
- Comparing the performance against the same quarter for the previous year there has been a slight decrease it still remains within an acceptable tolerance level.

RAPID RESPONSE REPAIRS

% Rapid Response Repairs attended same day (WHT only)

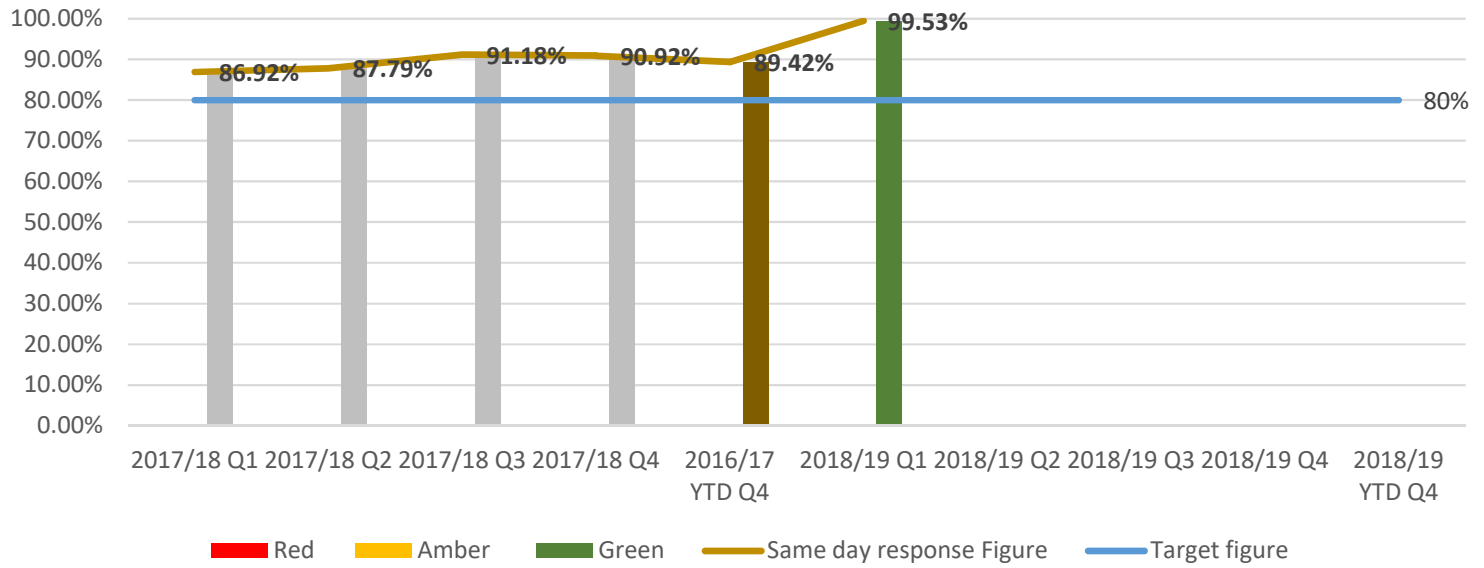


- Overall the rapid response performance has been above target for over 12 months, indicating the TMO is ensuring a good service to its tenants.
- Housing Strategy has requested they are consulted when the repairs contract is due to be retendered to ensure the Council can help inform their services.

# Sensitivity: NOT PROTECTIVELY MARKED

## SAME DAY REPAIRS

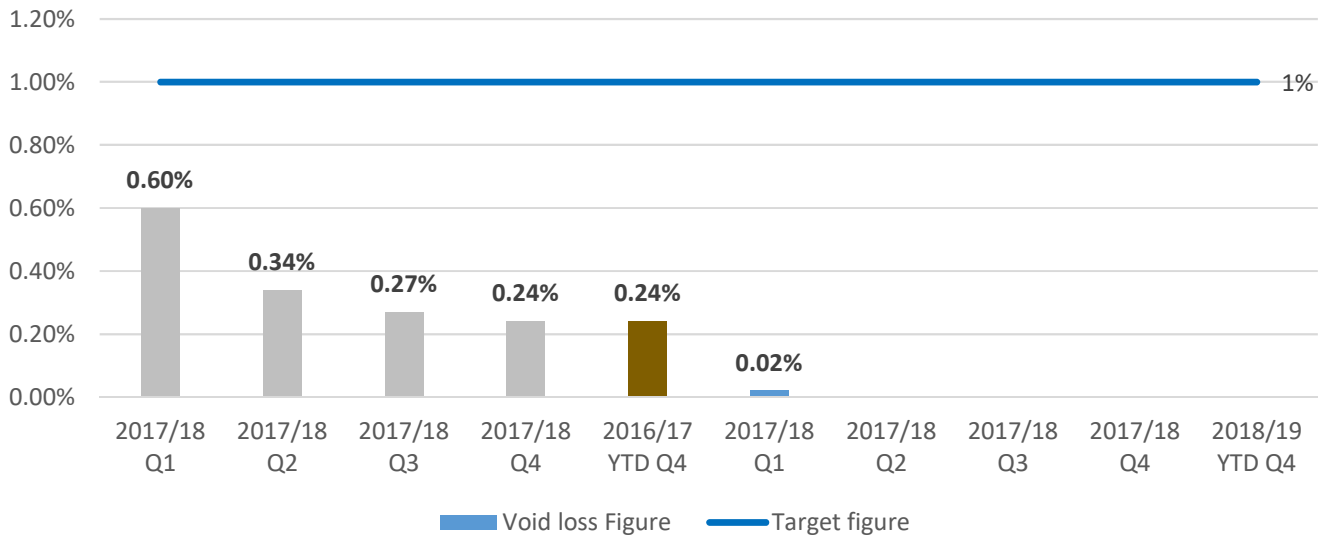
**% Rapid Response completed same day (WHT only)**



- Bushbury Hill EMB the same day response performance has been above target for over 12 months, which indicates the TMO has been able to ensure good service for its tenants.
- Comparing quarter one against the same quarter of the previous year, there has been further improvement in performance.

## VOIDS

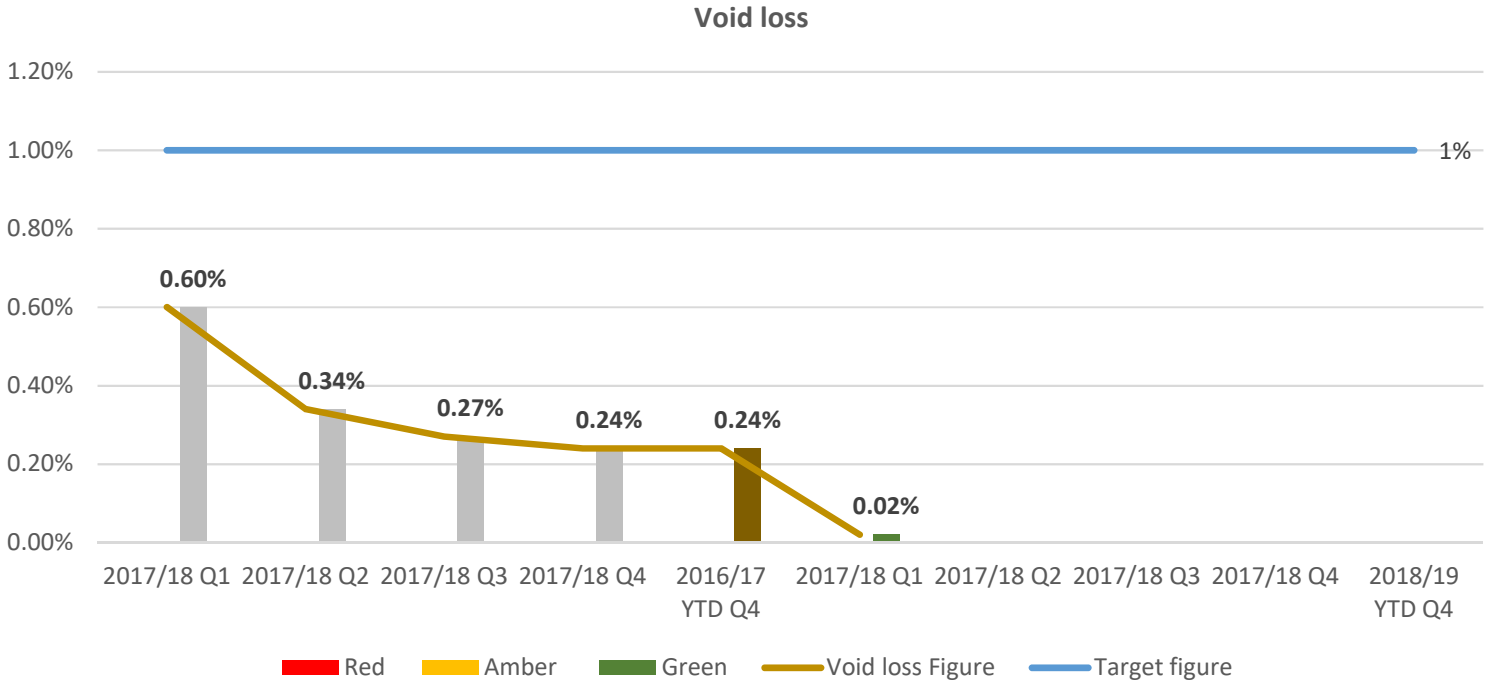
**Void loss as a %**



- Overall performance on void loss has improved, Bushbury Hill EMB has managed to ensure it remains below target.
- Comparing quarter one against the same quarter of the previous year, there has been further improvement in performance.

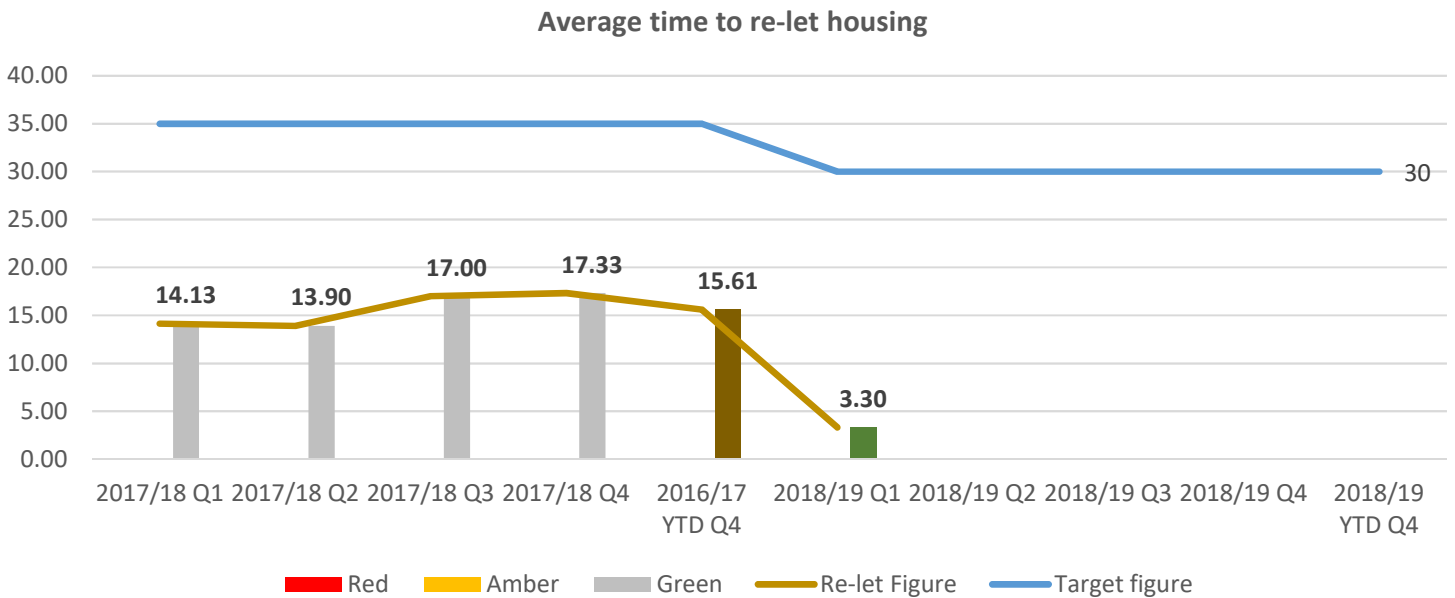
**BUSHBURY HILL EMB – VOIDS AND ALLOCATIONS**

VOIDS



- Overall void loss has remained below the required target of 1%.

RE-LETS

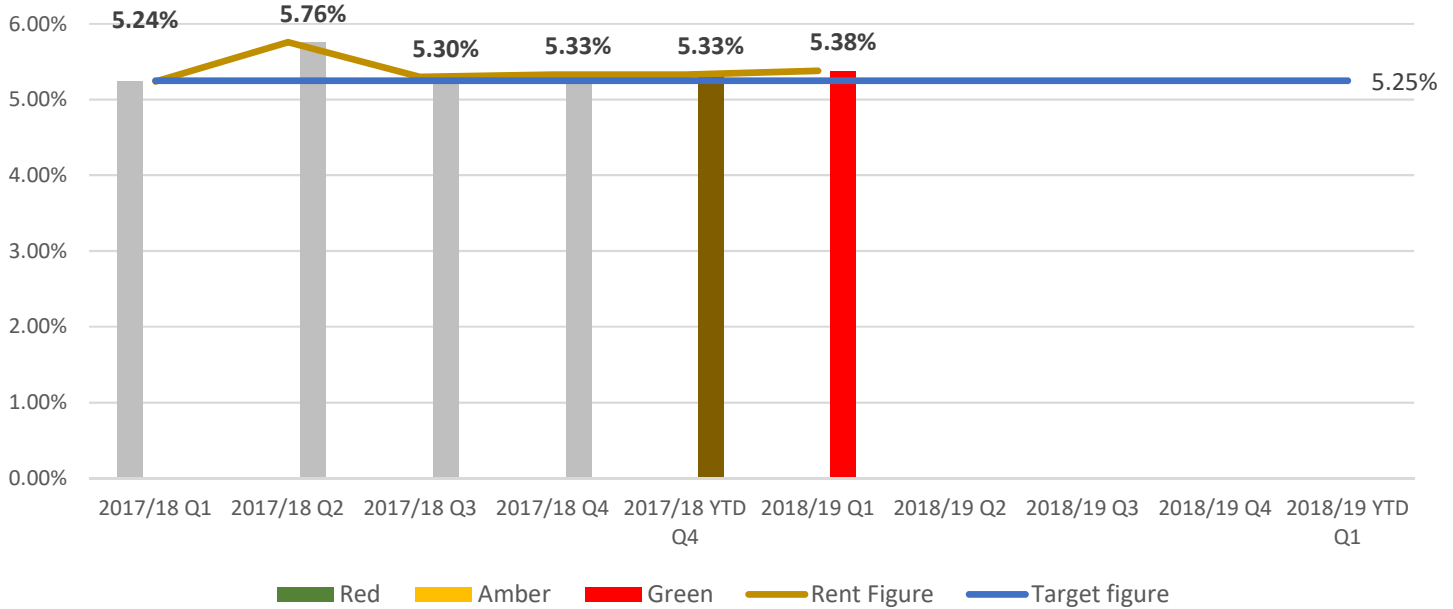


- Bushbury Hill EMB have demonstrated good performance for 2018-19 Q1, with properties being able to re-let quickly.
- Due to good performance during 2017-18, the target has been changed from 35 days to 30 days and will continue to be monitored during 2018-19 with a view to reduce this further.

Sensitivity: NOT PROTECTIVELY MARKED  
DOVECOTES TMO – RENT MANAGEMENT

ARREARS

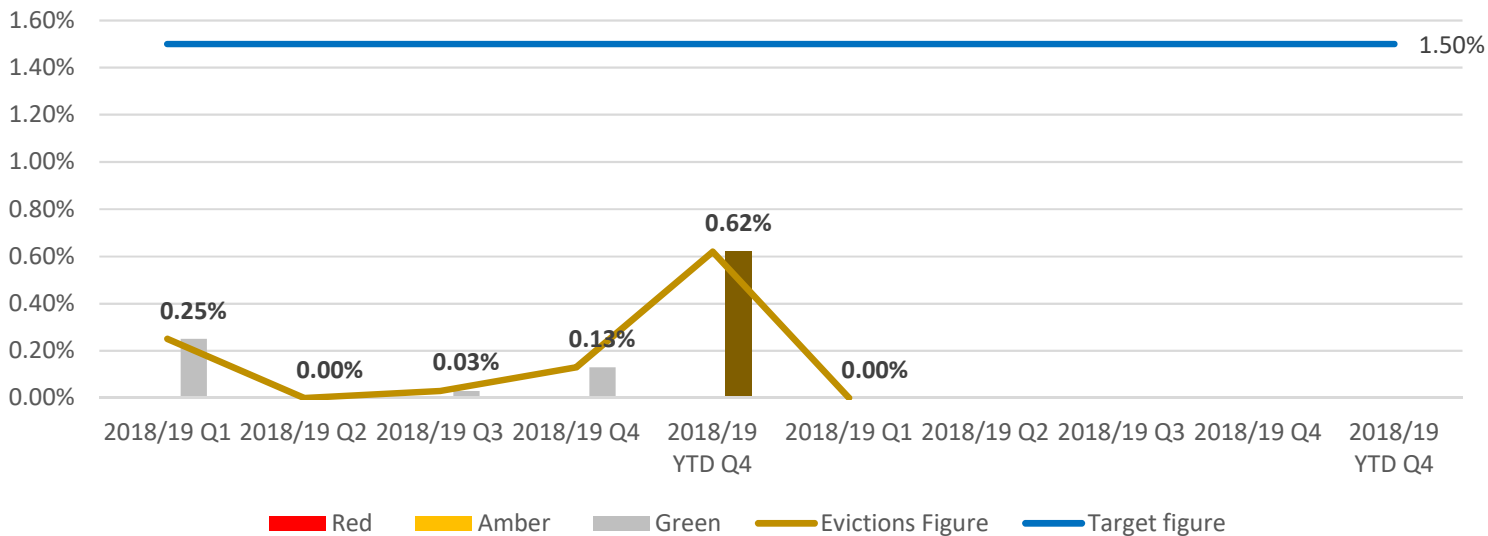
% tenants with more than 7 weeks rent arrears



- Overall Tenants in arrears has remained high for the last 12 months, there has been some decrease but it is still above the required target level of 5%.
- Comparing Quarter one for 2018/19 against the same quarter of the previous year there has been some improvement in the rent collection. Dovecotes are working hard to address the arrears, resources were affected due to sickness and Jury Service.

EVICTIONS

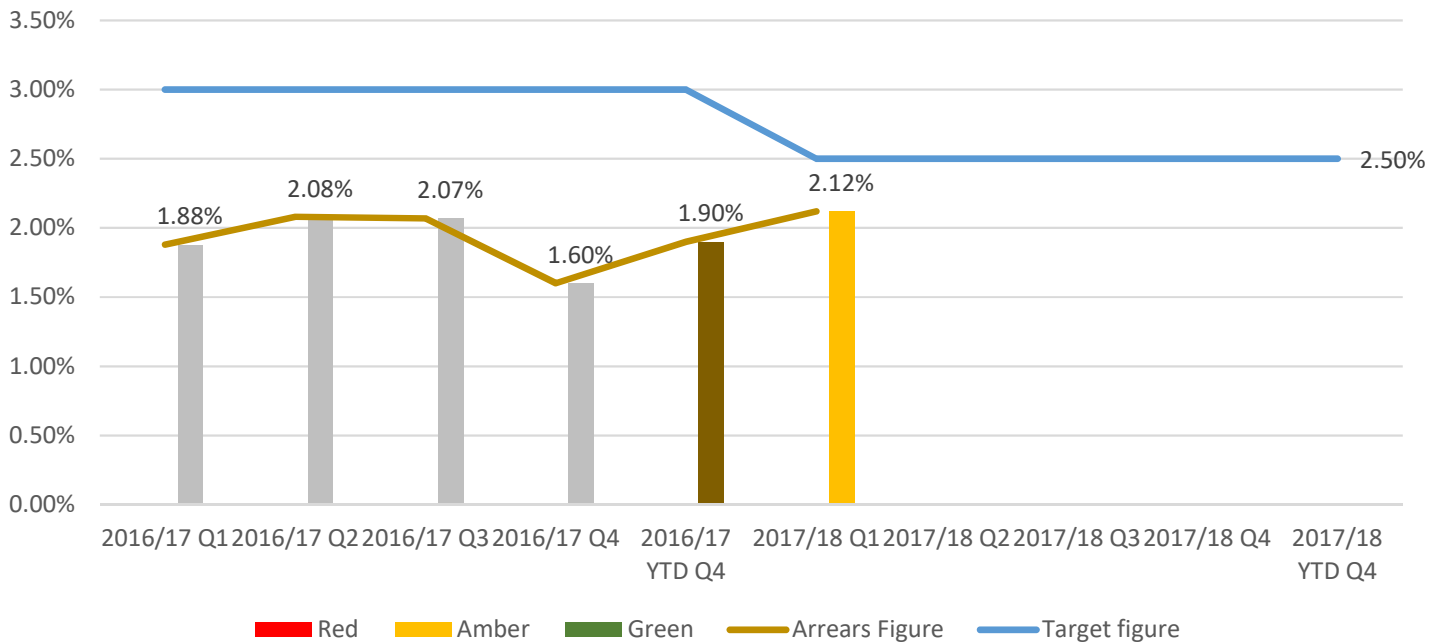
% of tenants evicted as a result of rent arrears



- Overall evictions have remained below the required target, with no evictions taking place during quarter one.
- Comparing data against the same quarter of the previous year, there has been improvement in this quarter, therefore illustrating Dovecotes are working with tenants to help sustain their tenancies.

### 7.3 ARREARS OF THE RENT ROLL

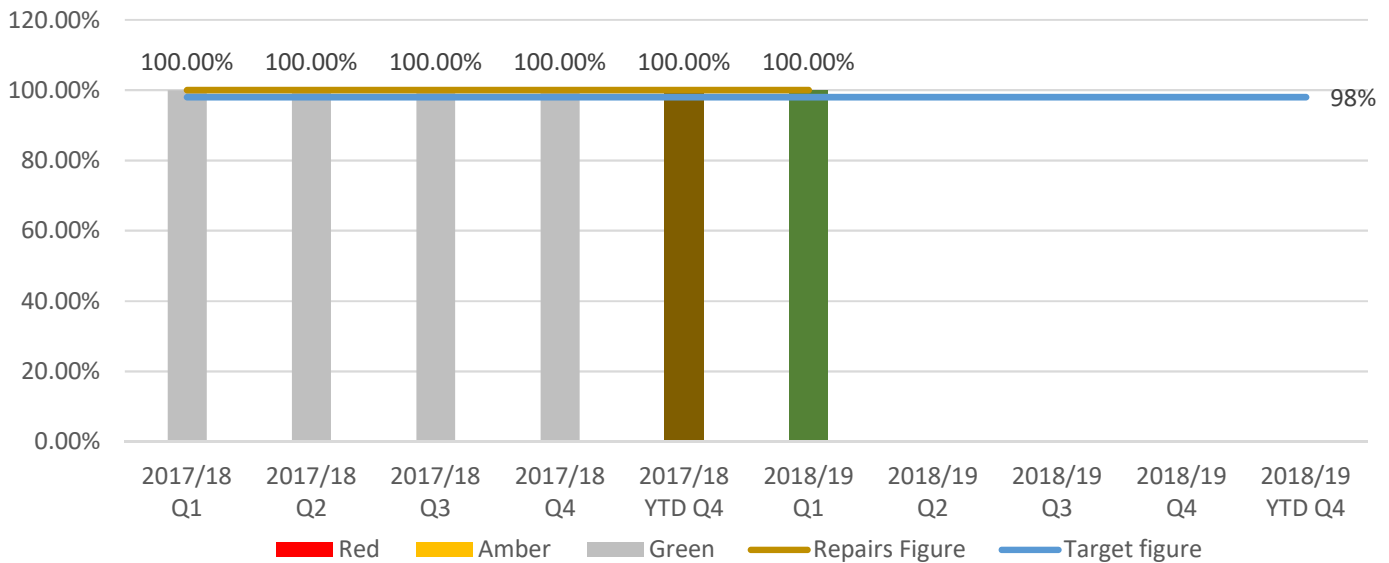
Arrears as % of rent toll (cumulative)



- There has been mixed performance for 'arrears of the rent roll', however the TMO has successfully achieved being below the required target.
- Dovecotes TMO have allocated staff to address the arrears, it is anticipated this should improve now their member of staff has returned back from Jury Service. Dovecotes are willing to have additional support from Wolverhampton Council to help review administrative processes for the work to determine where they could improve.

### RESPONSE REPAIRS

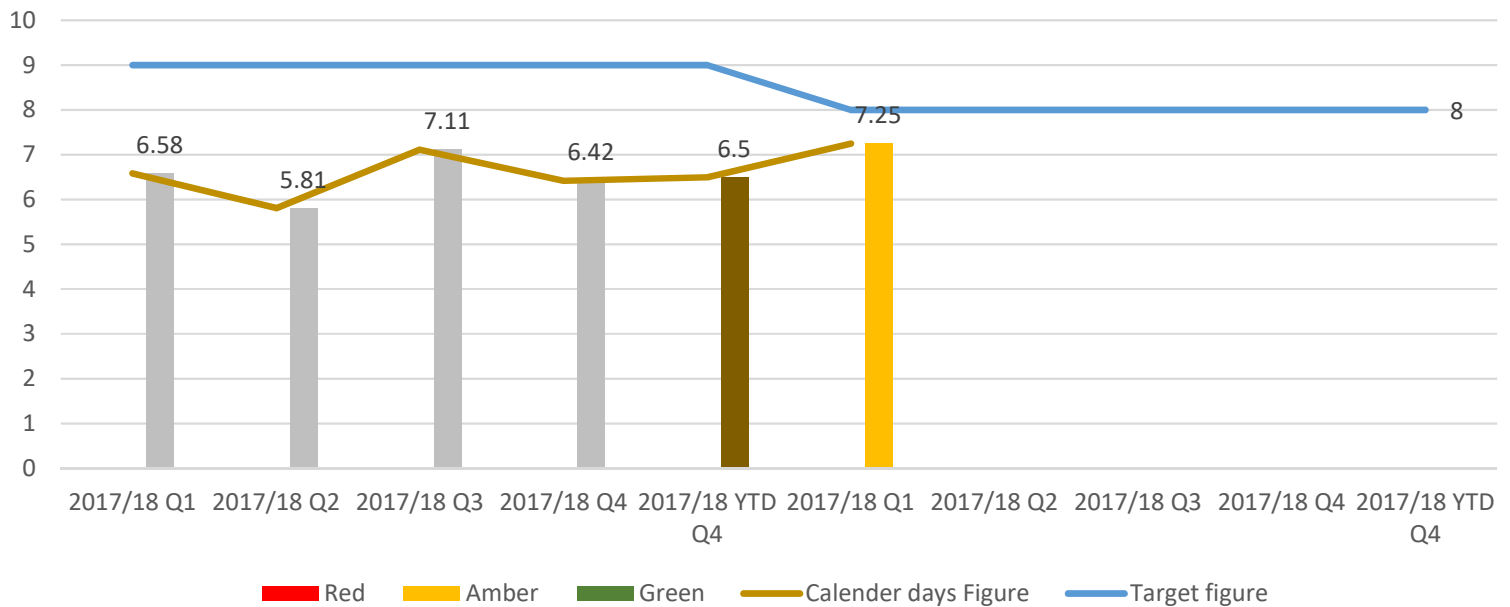
% Rapid response repairs (Right to repair)



- Response repairs has remained strong, overall good performance.

### DAYS TO COMPLETE REPAIRS

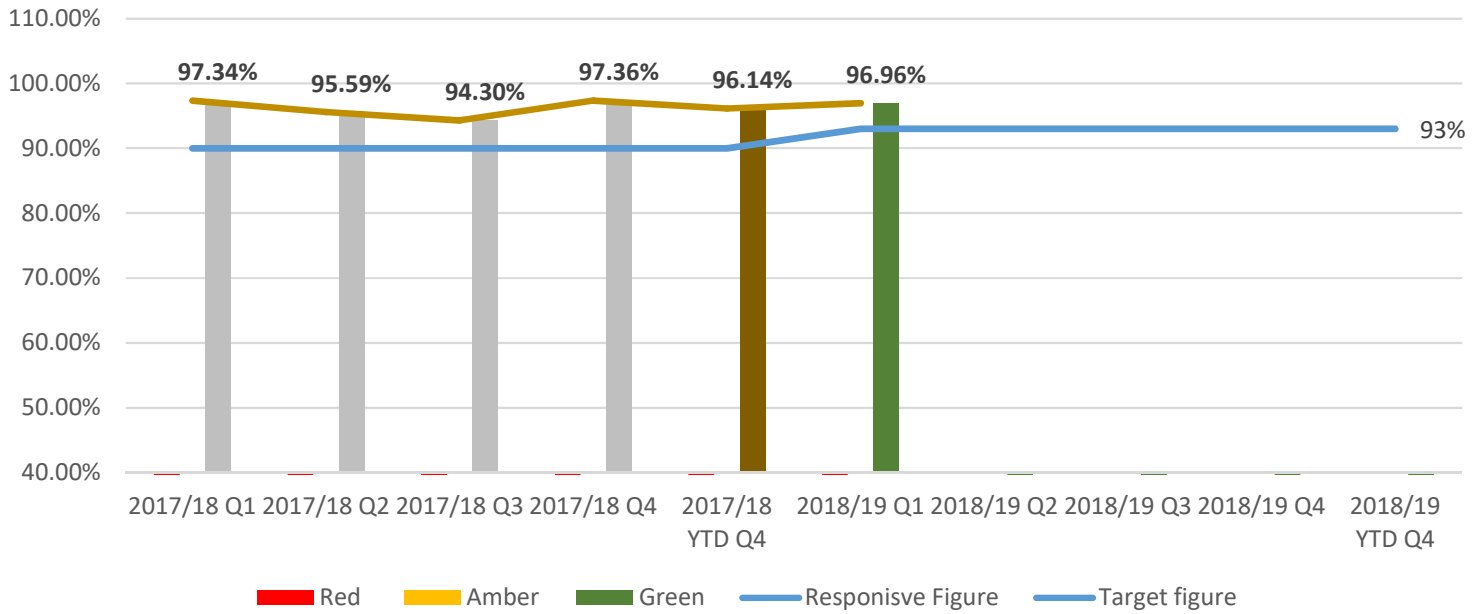
Number of days to complete non urgent repairs



- Overall the average time to complete repairs has remained at below the required target.
- When compared against the previous quarter and also quarter one of the previous year, there has been an increase in time taken to complete repairs but it is still within the accepted tolerance.

## RESPONSIVE REPAIRS

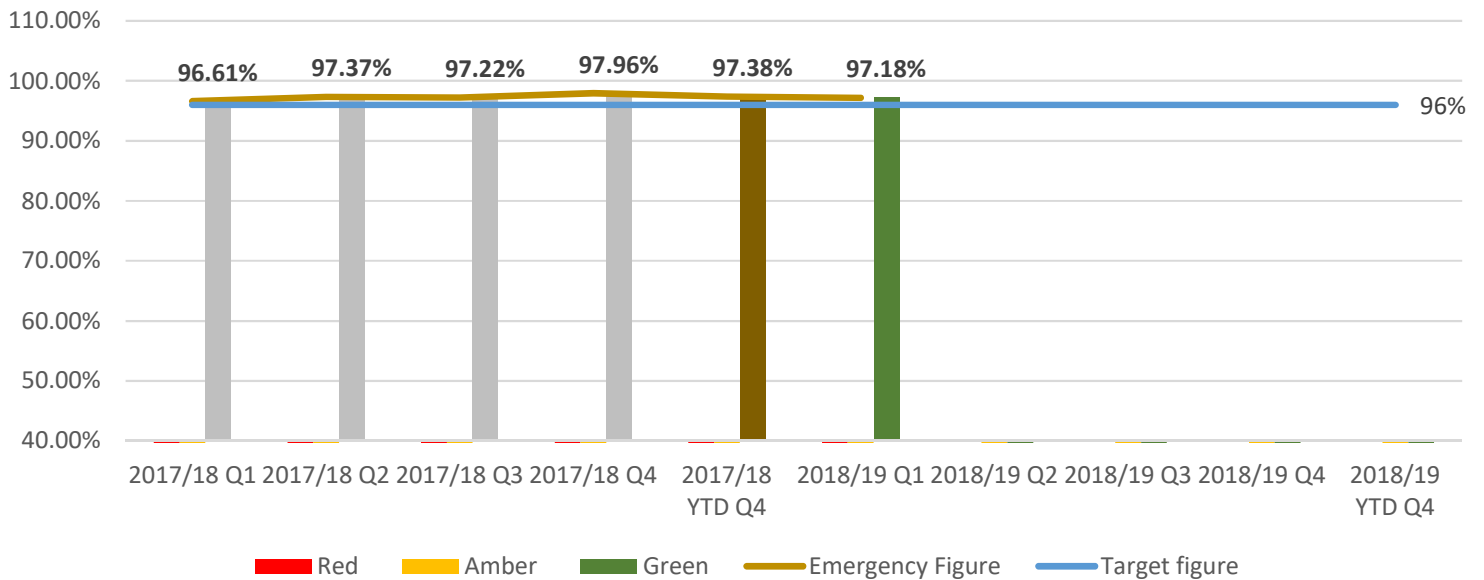
% of responsive repairs, appointment made and kept



- Overall Tenants repairs being made and kept, it is above the required target level.
- The target for this indicator has been increased in agreement with Dovecotes TMO from 90% to 93% due to having high quarter on quarter performance.

## EMERGENCY REPAIRS

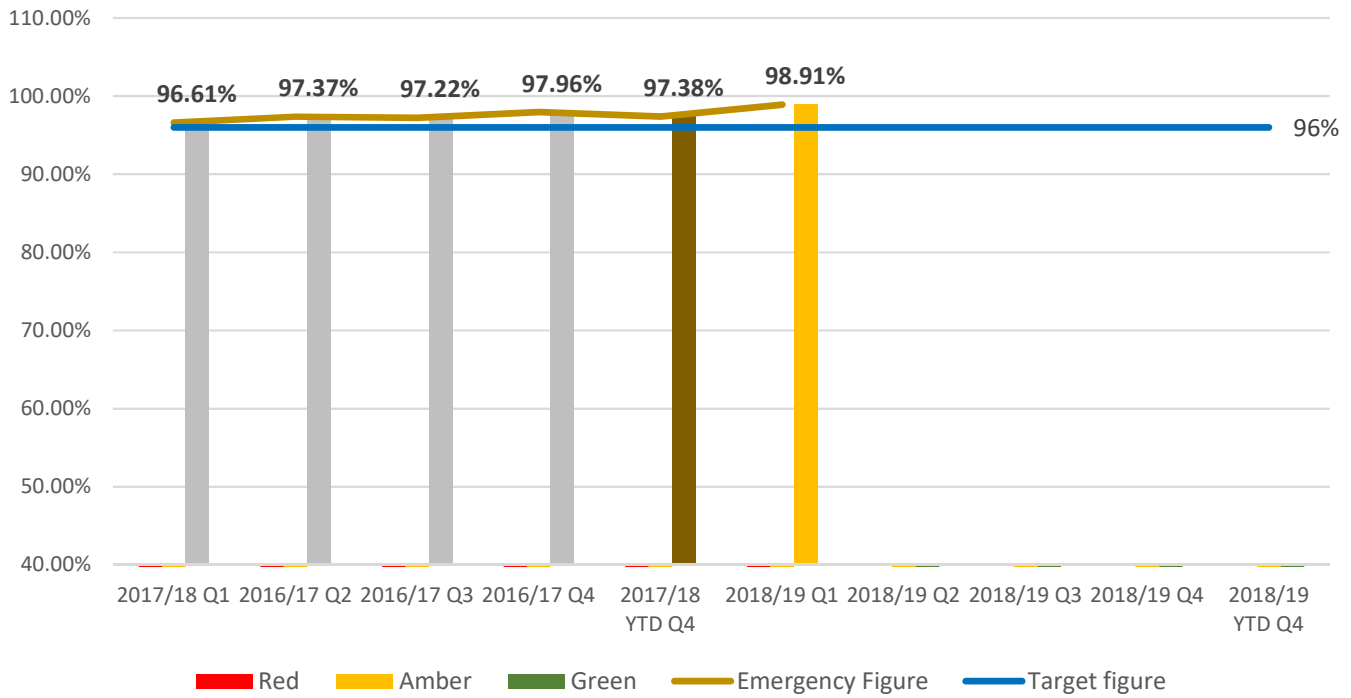
% of emergency repairs completed on time



- Dovecotes TMO have performed well over the last 12 months, they have managed to remain above the required target for this indicator OF 96%.

### COMPLETED ON TIME

% of emergency repairs completed on time

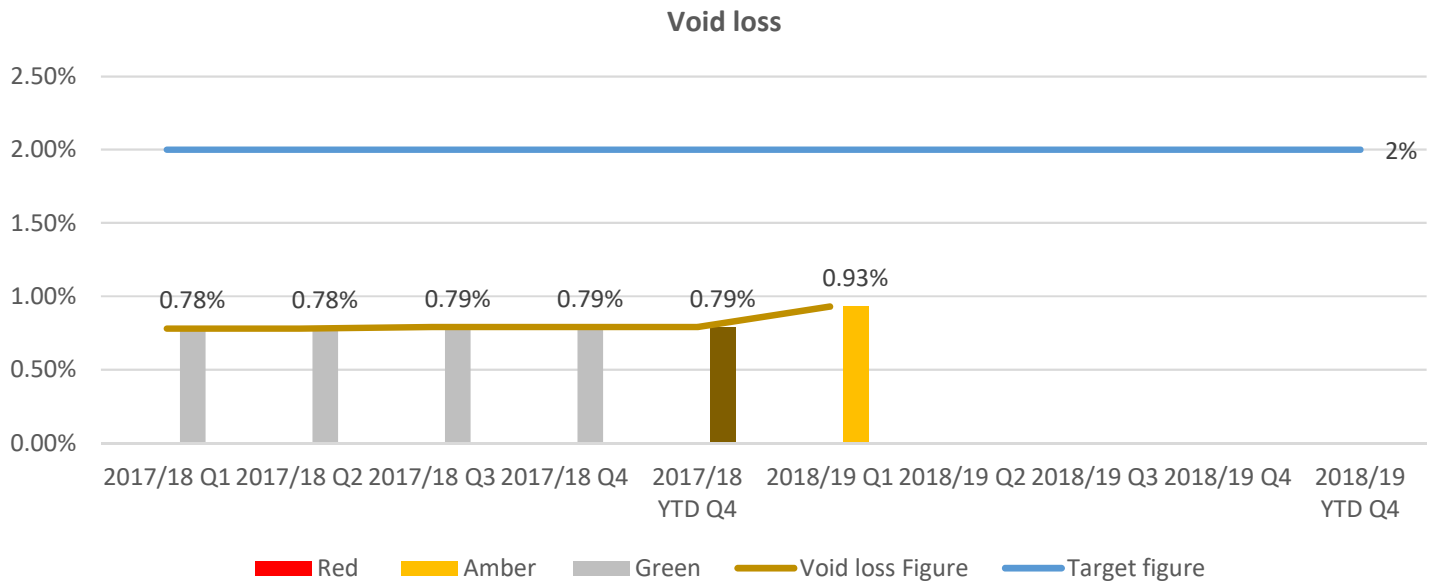


- Overall performance has been good, with performance remaining above the required target level since quarter one.



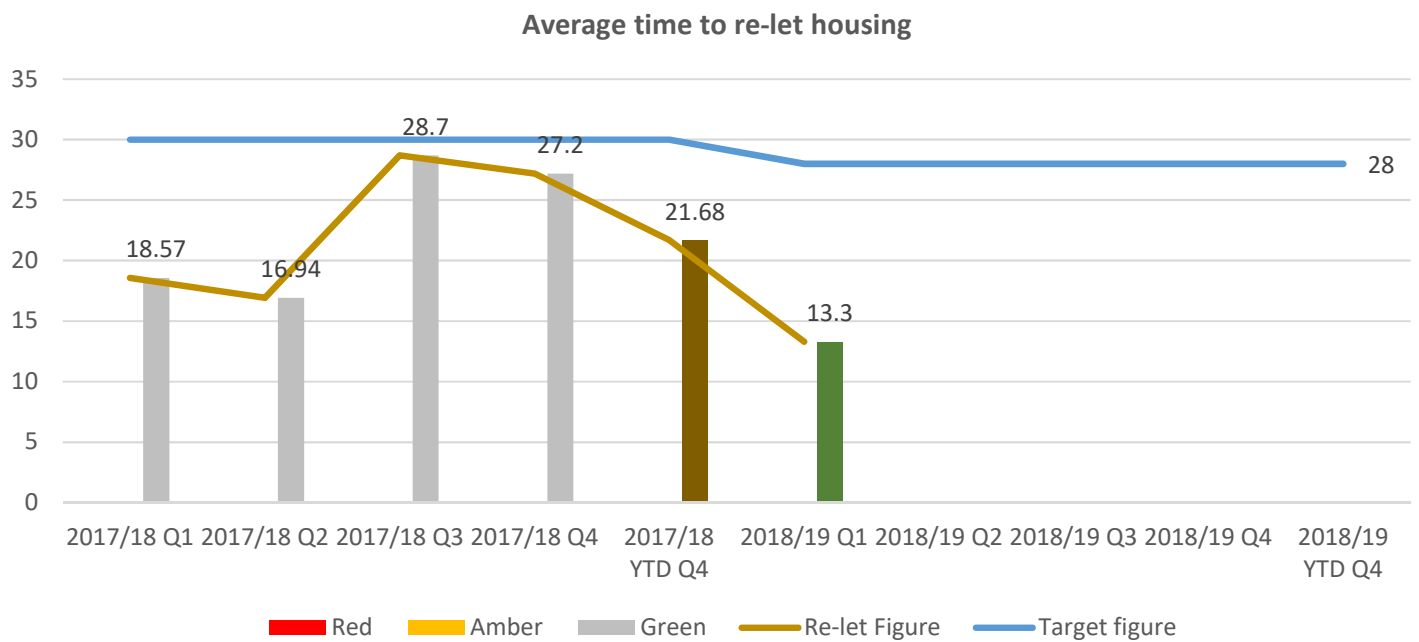
DOVECOTES TMO – VOIDS & ALLCOATIONS

VOIDS



- Overall void loss for the TMO has steadily increased, since quarter four 2017-18. It is still below the required target level.

RE-LETS



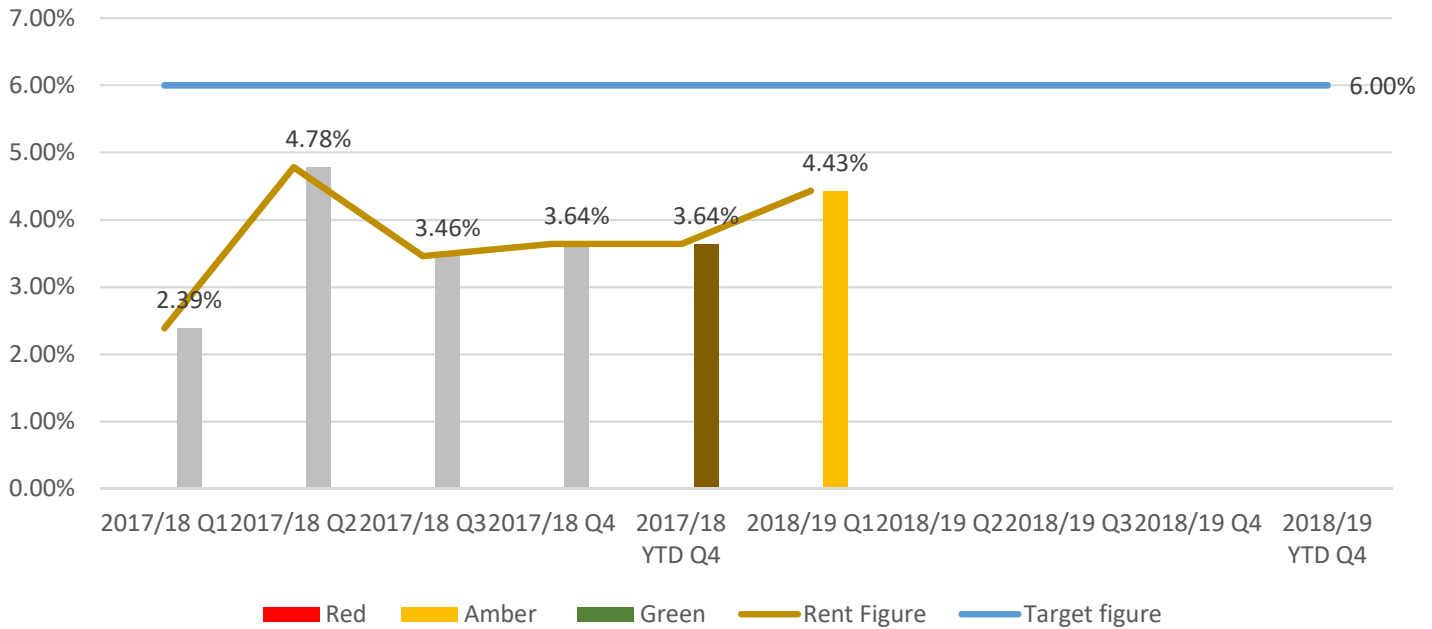
- Quarter on quarter performance for average time to re-let housing continues to improve since quarter three 2017-18, reaching an overall low of 13 days. Performance is well below the new target of 28 days, which had been lowered from 30 days because of ongoing good performance.

**Sensitivity: NOT PROTECTIVELY MARKED**  
**NEW PARK VILLAGE – RENT MANAGEMENT**

Below is the Quarter one performance information for New Park Village, during 2018/19. Generally New Park Village has been good with only one measure being outside of target, two measures being within target and six measures within target.

**ARREARS**

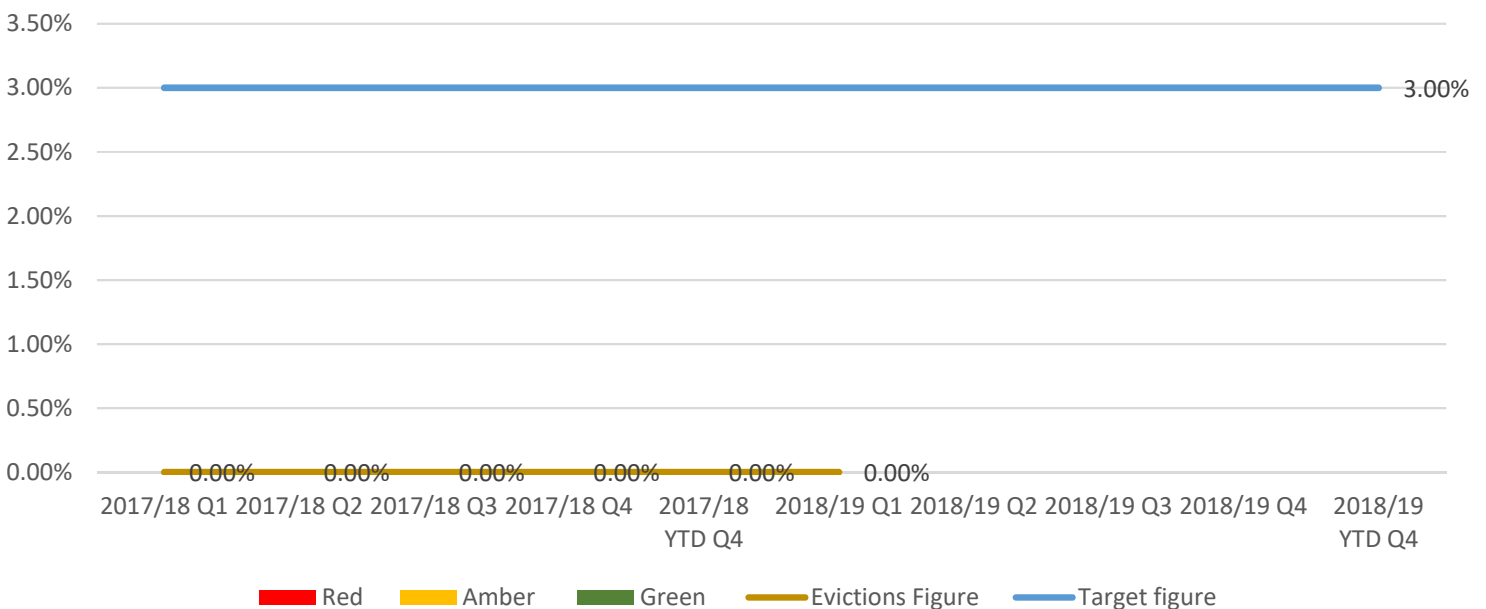
**Tenants with more than 7 weeks rent arrears**



- There has been a slight increase in ‘tenants more than seven weeks in arrears’ which has attributed to the roll out of the Universal Credit. New Park Village are working to address this and will be monitored by Housing Strategy.

**EVICIONS**

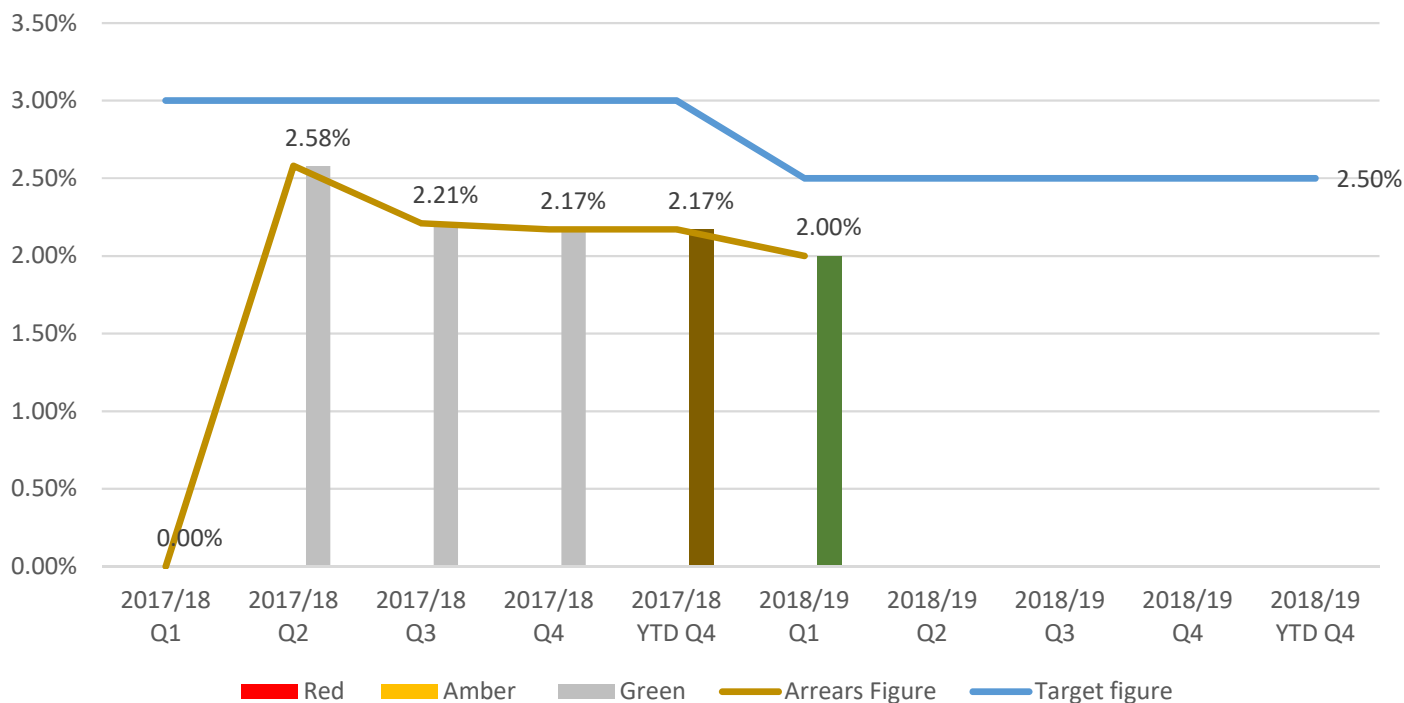
**% of tenants evicted as a result of rent arrears**



- Ongoing good performance with no evictions, which illustrates tenants are sustaining their tenancies

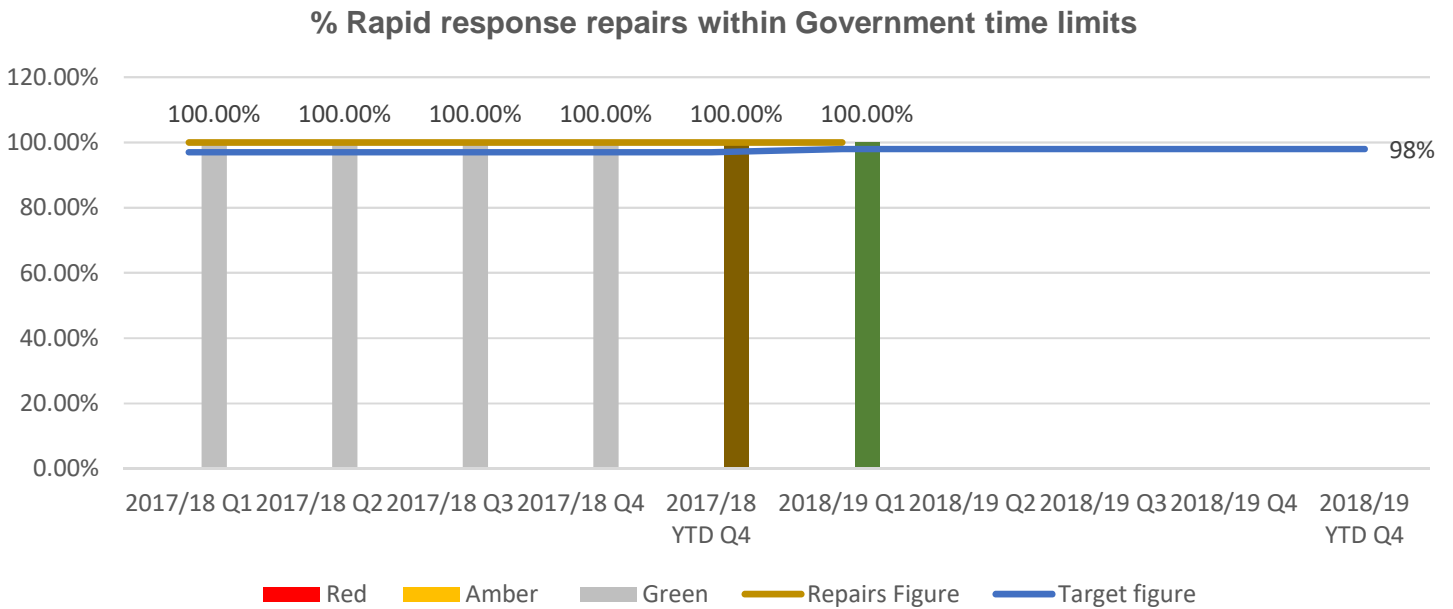
ARREARS AS % OF RENT ROLL

Arrears as % of rent roll



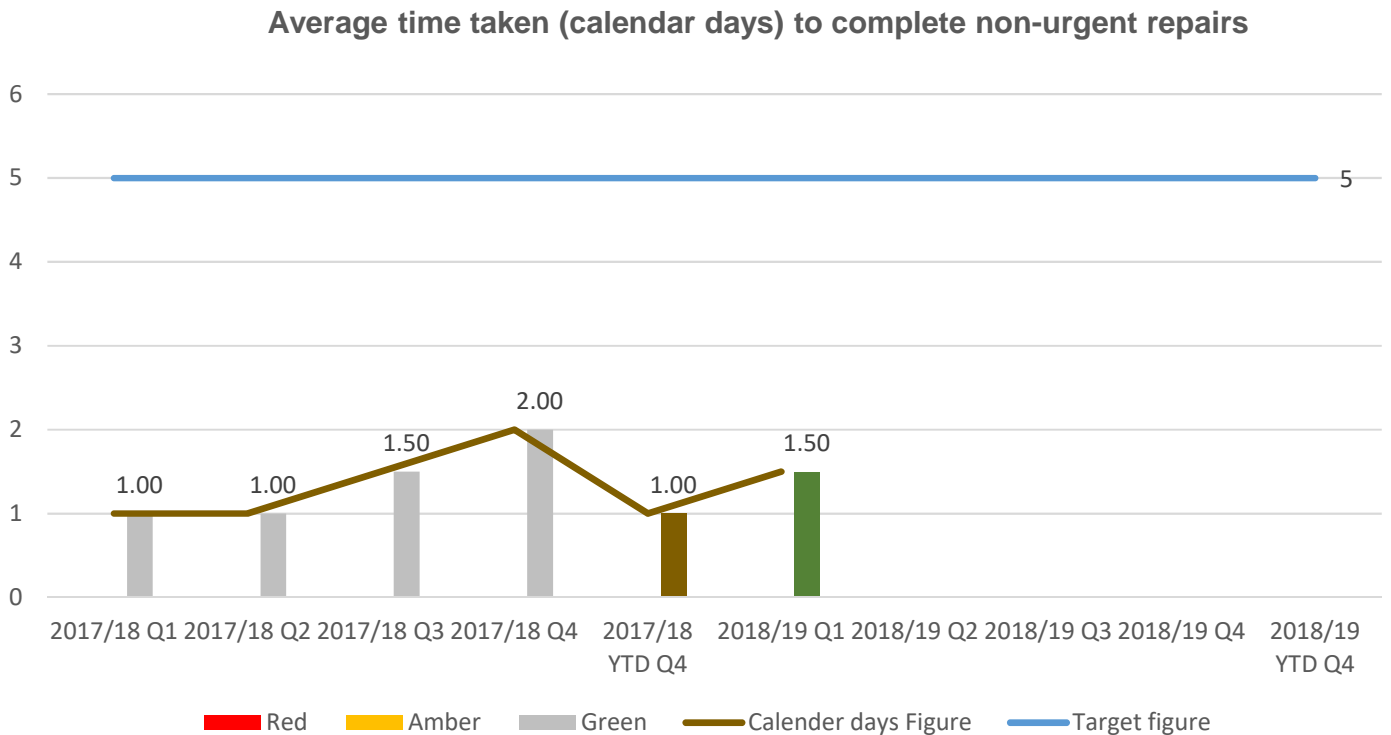
- New Park Village continues to have good arrears performance with arrears as a percentage of the rent roll remaining below target for over 12 months. When compared to the previous quarter there has been a further decrease in arrears.
- It has been agreed to change the performance target for this indicator from 3.5% to 2.5% due to previous good performance.

RAPID RESPONSE REPAIRS



- Performance continues to be at 100% for rapid response repairs.

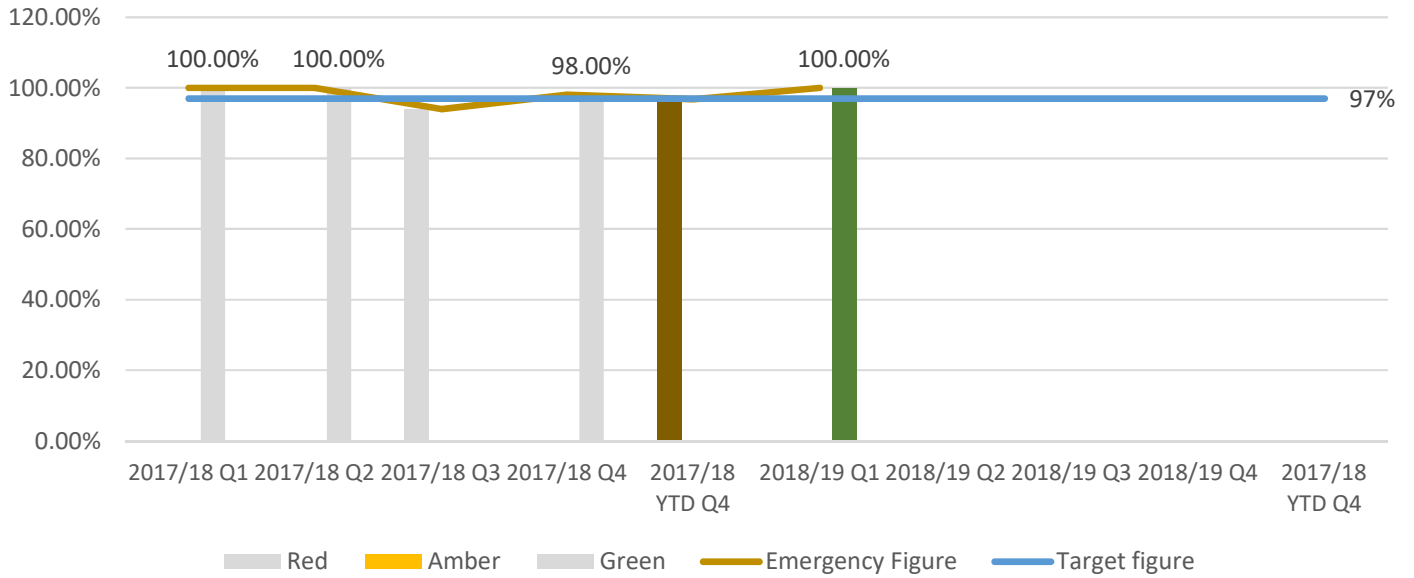
DAYS TO COMPLETE REPAIRS



- The time to complete non-urgent repairs has stayed below the required target level, with overall good performance.

EMERGENCY REPAIRS

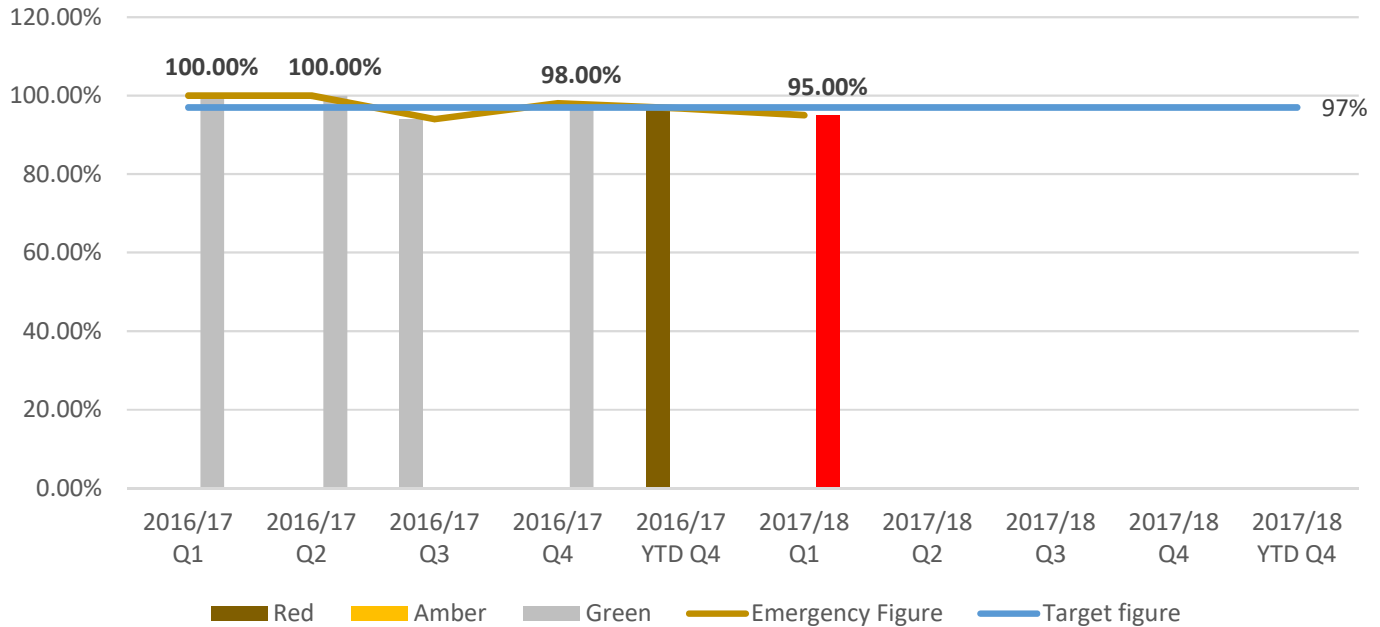
% of emergency repairs completed on time



- Performance continues to be excellent at 100% for quarter one 2018-19, following a slight dip to 98% at quarter four of the previous year.

ROUTINE REPAIRS

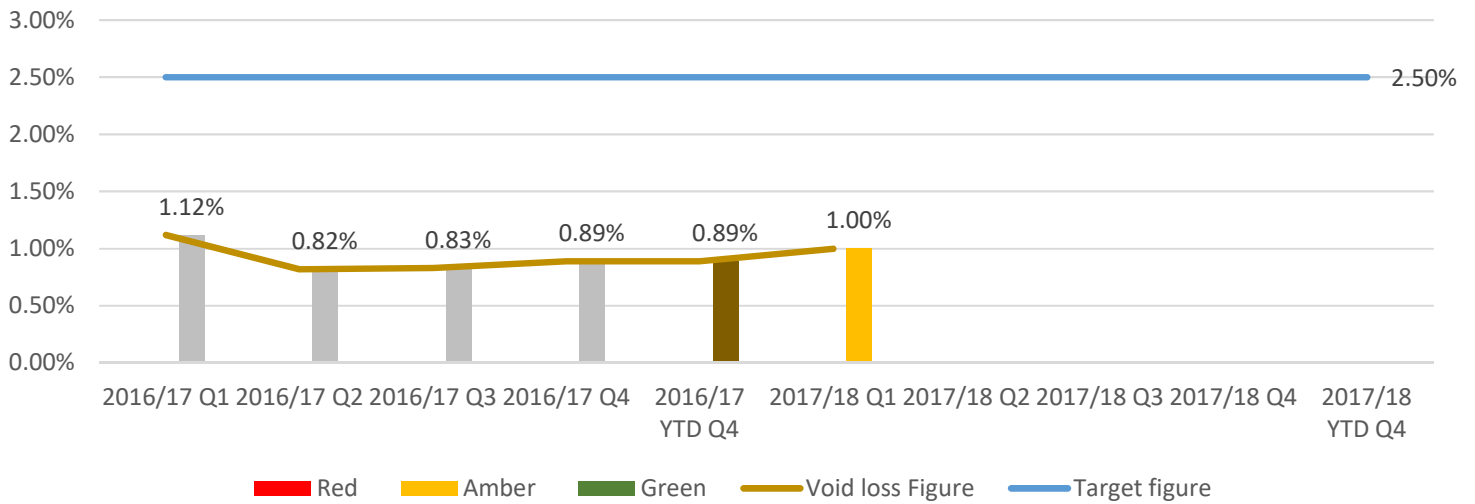
% of emergency repairs completed on time



- Emergency repairs has fallen slightly below target, with work having taken longer to complete than expected.

VOIDS

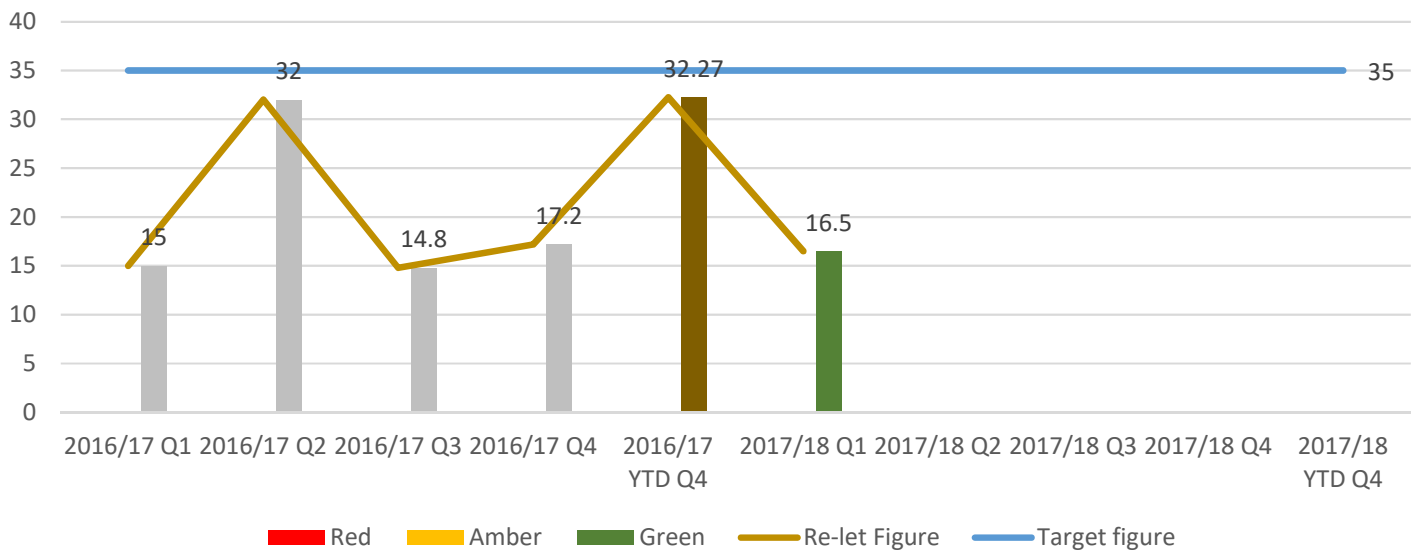
Void loss as a % of the rent roll



- Void loss has increased slightly to 1% of the rent roll, however it is still within the required target of 2.5%.

RE-LETS

Average time to re-let housing



- The time to re-let properties has improved to 16.5 days which is well within target for quarter one 2018-19.

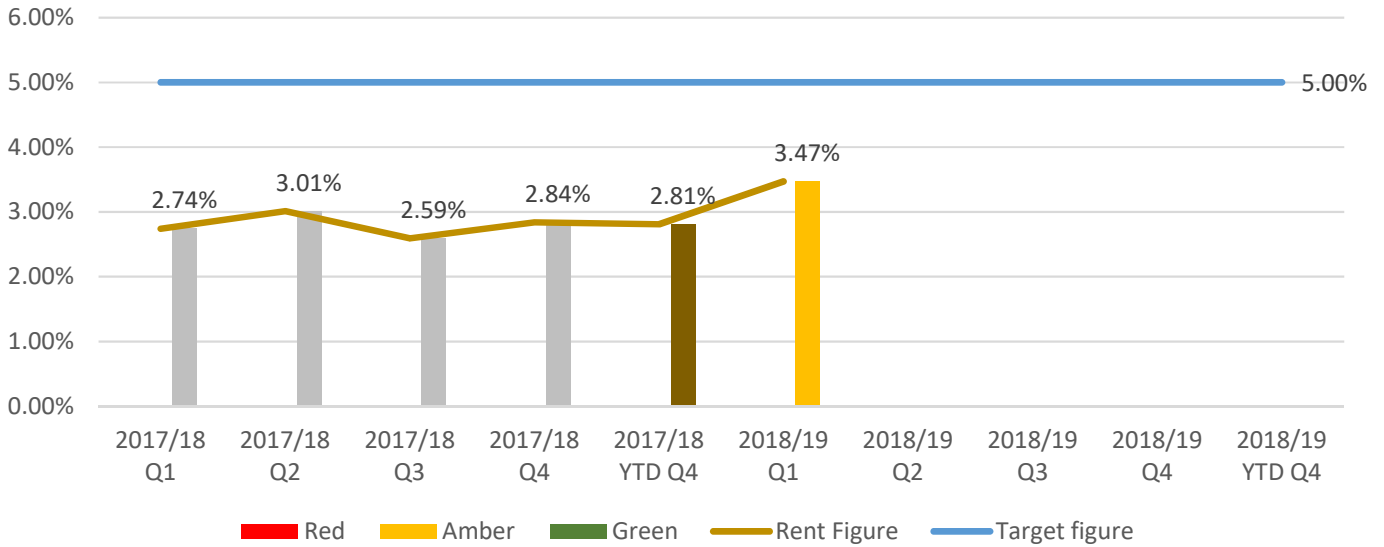
Sensitivity: NOT PROTECTIVELY MARKED

SPRINGFIELD HORSESHOE HOUSING MANAGEMENT CO-OPERATIVE (HMC) – ARREARS MANAGEMENT

Below is the quarter one performance information for Springfield Horseshoe HMC, during 2018-19. Generally Springfield Horseshoe HMC has been good with two measures being within acceptable tolerance and seven measures being within target. They have no indicators which are outside of the required target.

ARREARS

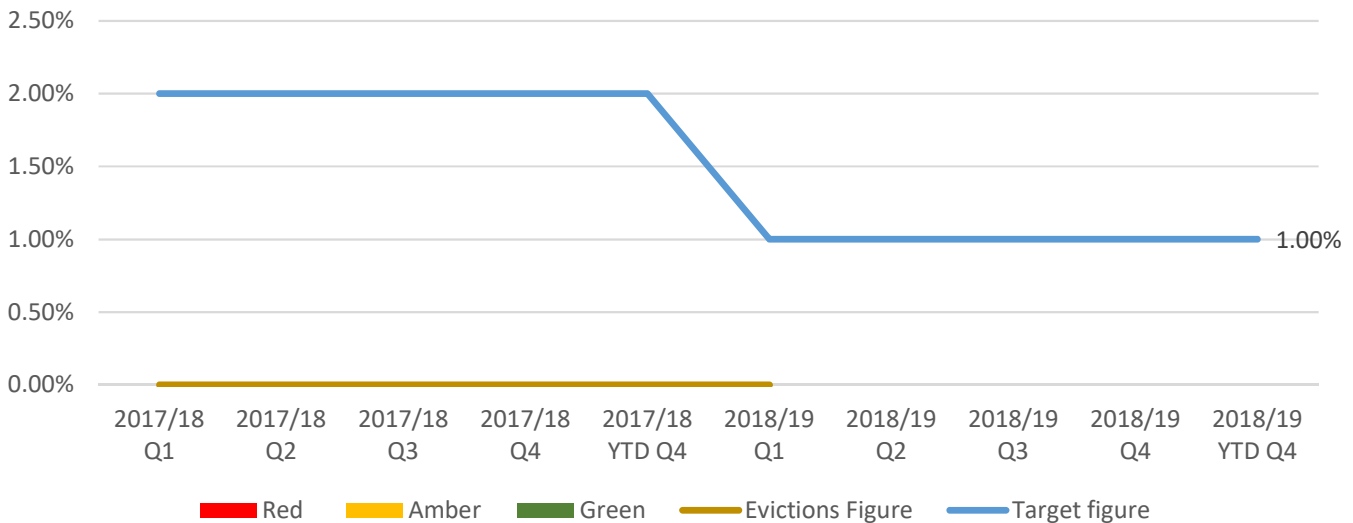
% tenants with more than 7 weeks rent arrears



- Arrears management was good for the 2018-19, even though there has been a slight increase in arrears when compared to the quarter one of 2017/18 the TMO has ensured this indicator is below the required target. Arrears increases are due to Universal credit claims.

EVICTIONS

% of tenants evicted as a result of rent arrears

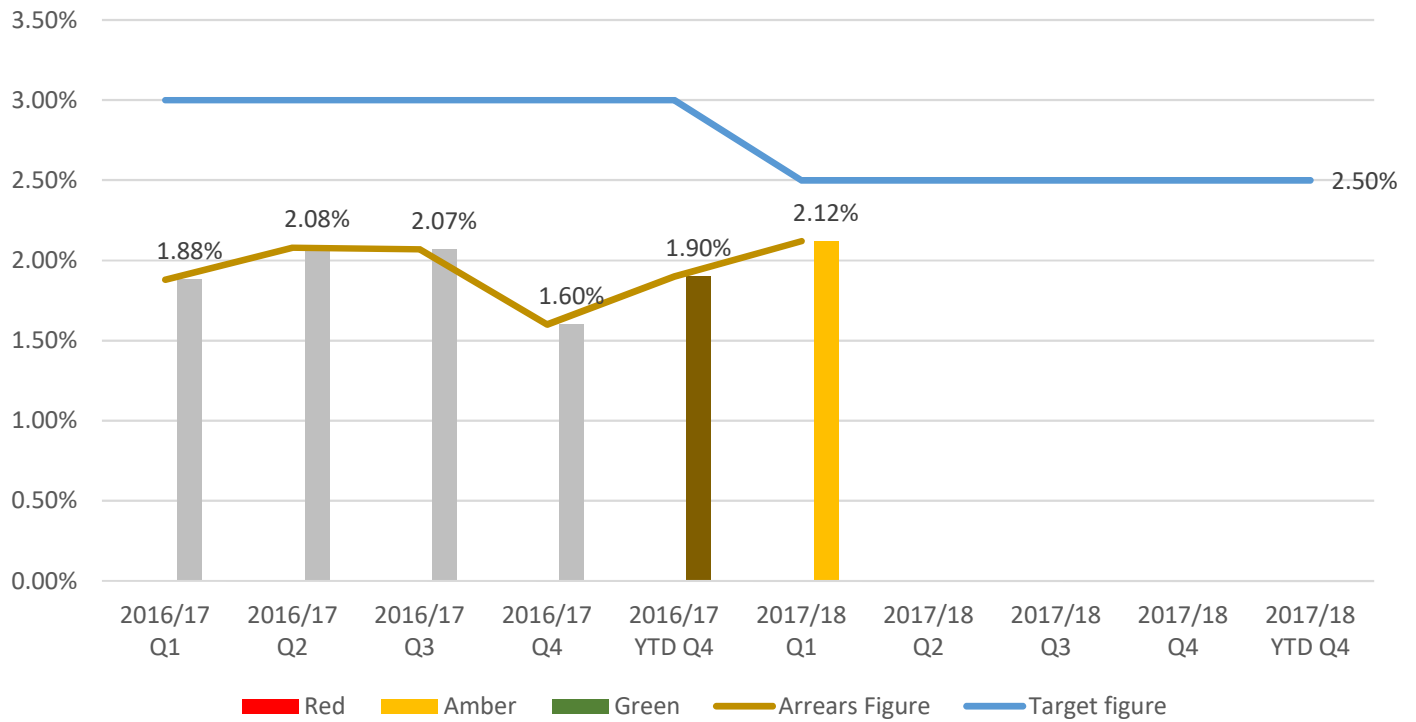


- Springfield Horseshoe HMC continues to have no evictions due to rent arrears in quarter one 2018-19.
- The TMO agreed to have their target changed from 2% to 15 for 2018-19 due to continually being below the required target level for the previous year.

SPRINGFIELD HORSESHOE TMO – RENT MANAGEMENT

ARREARS OF THE RENT ROLL

Arrears as % of rent toll (cumulative)



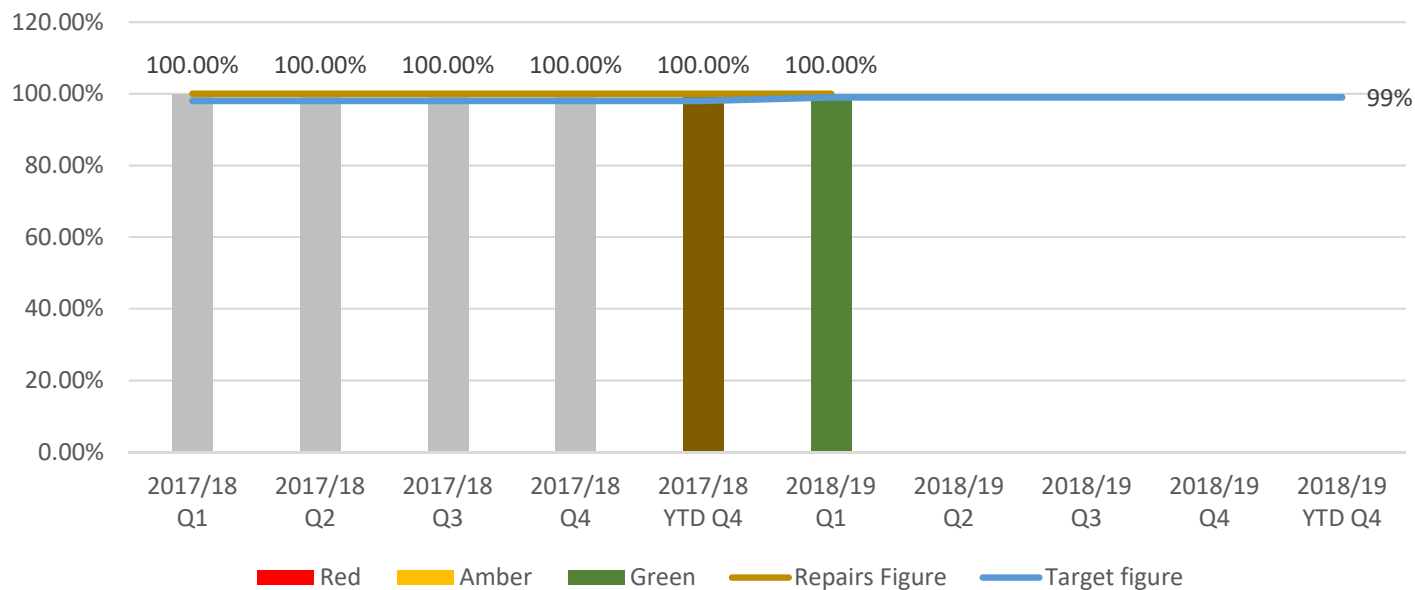
- Performance is good, even though there has been an increase since last quarter, Pringfield Horseshoe HMC are still below the required target of 2.5%.
- Due to previous good performance for this indicator it has been agreed to reduce the target level from 3% to 2.5%.



## REPAIRS MANAGEMENT

### REPAIR WITHIN TIME

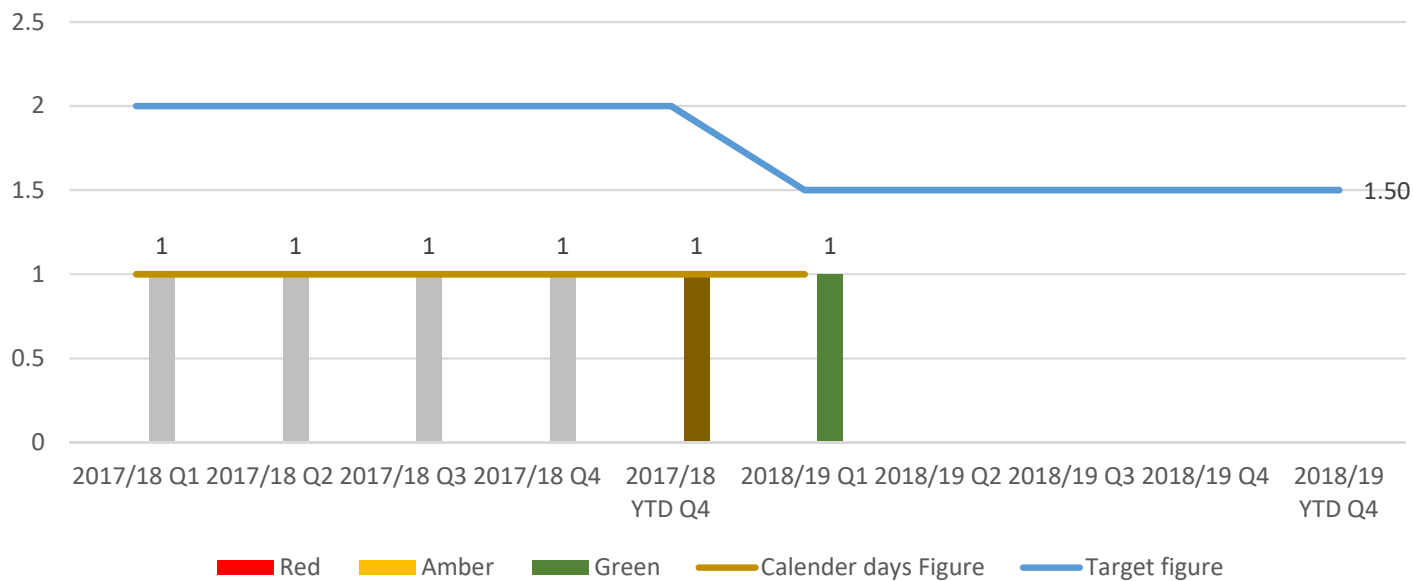
**% Rapid response repairs (Right to repair)**



- Performance for this indicator is good, Springfield Horseshoe HMC continues to have high performance continually achieving a 100% response rate.
- Due to continuous high performance the indicator has been changed from 98% during 2017-18 to 99% for 2018-19.

### DAYS TO COMPLETE REPAIRS

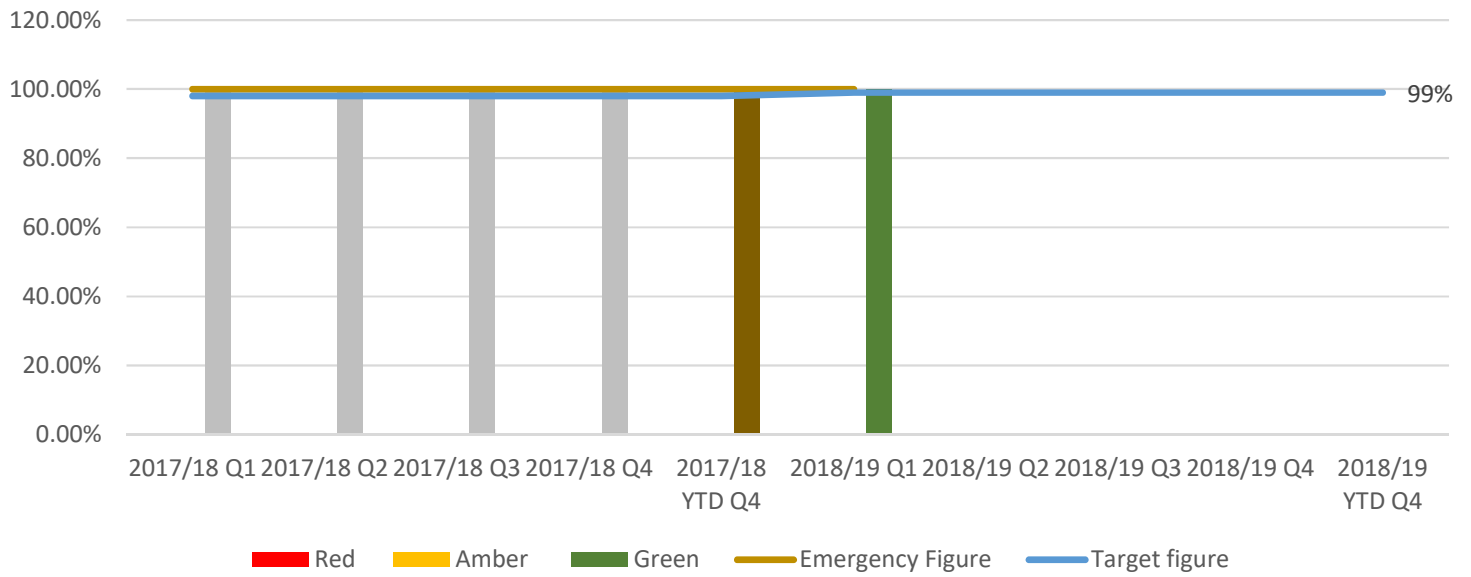
**Average time to complete non-urgent repairs**



- Springfield Horseshoe HMC continues to perform within target.
- The target level for this indicator has been changed from two days to 1.5 days due to continually achieving high performance during 2017-18.

EMERGENCY REPAIRS

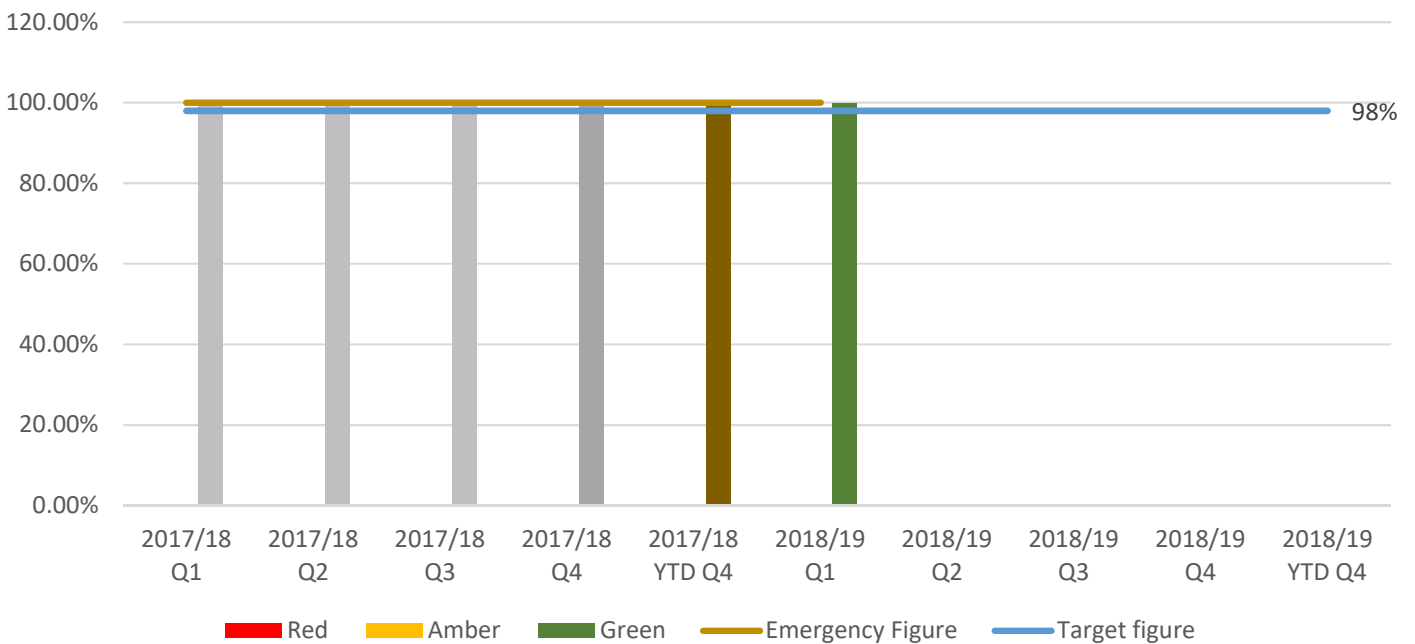
% of emergency repairs completed on time



- Performance for this indicator remains has remained at 100% for 2017-18, due to continuous high performance the target level for 2018-19 has been changed from 98% to 99%.

ROUTINE REPAIRS

% of Routine Repairs completed on time

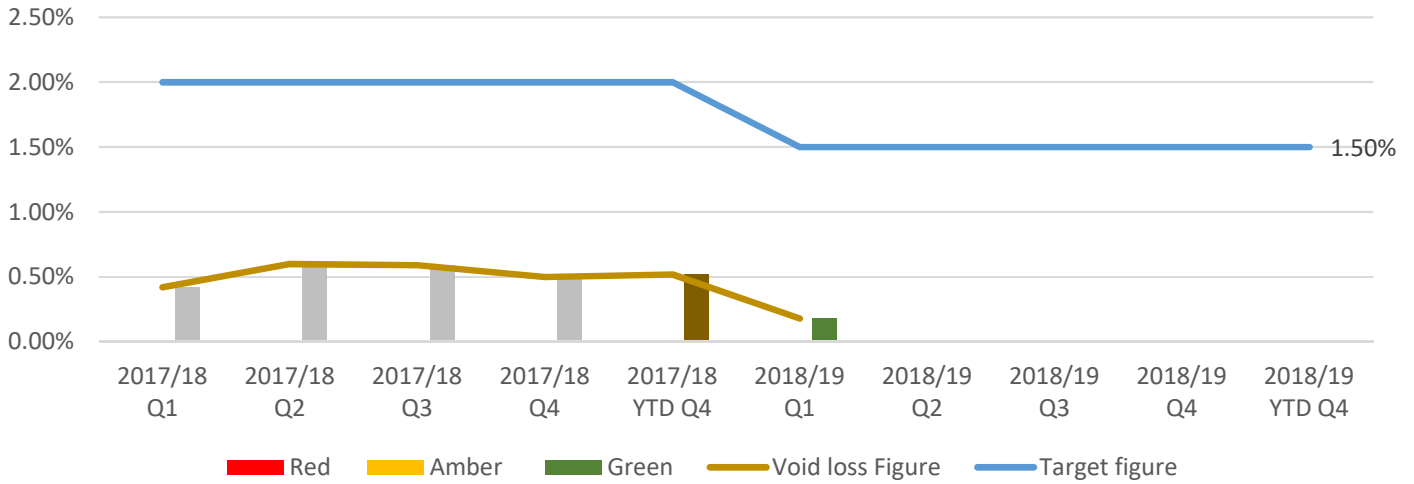


- Performance for this indicator continues at 100%, due to continuous high performance the target level for 2018-19 has been changed from 98% to 99%.

VOIDS AND RE-LETS

VOIDS

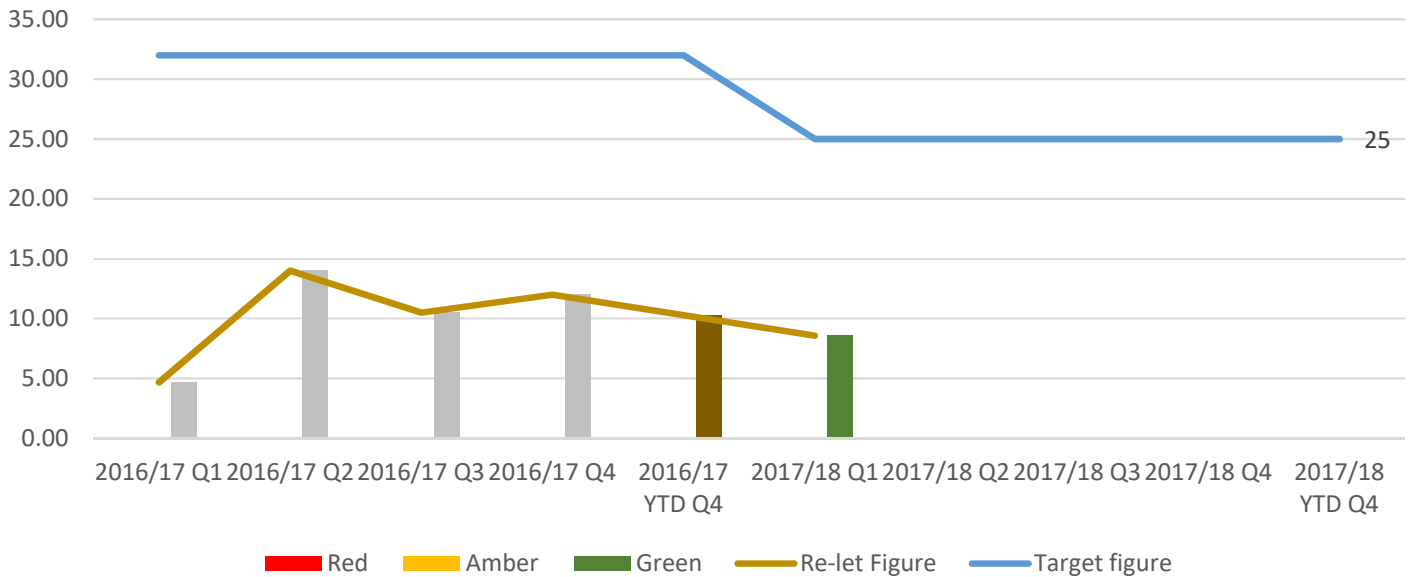
Void loss as a % of rent roll



- Voids for the TMO performance has always been good, there has been a slight decrease for Q1 it is still below the required target level.
- Due to continuous good performance, the target level is has been changed from 2% to 1.5%.

RE-LETS

Re-lets



- Performance for quarter one is within target, illustrating the Springfield Horseshoe HMC is managing to ensure properties are re-let quickly.
- The target level for this indicator has been changed from 32 days to 25 days due to continually being below the required target for 2017-18.

## AUDITING THE MANAGING AGENTS

During 2018/19 auditing of the Managing Agents commenced, as part of the Council's internal audit programme. Housing Strategy will work with the Managing agents to address any issues identified within their audits.

### **Bushbury Hill EMB**

- Audit has been completed
- Improvement plan to be developed

### **Dovecotes TMO**

- Audit has been completed, audit report being drafted.

### **Springfield Horseshoe**

- Audit to be undertaken during September 2018

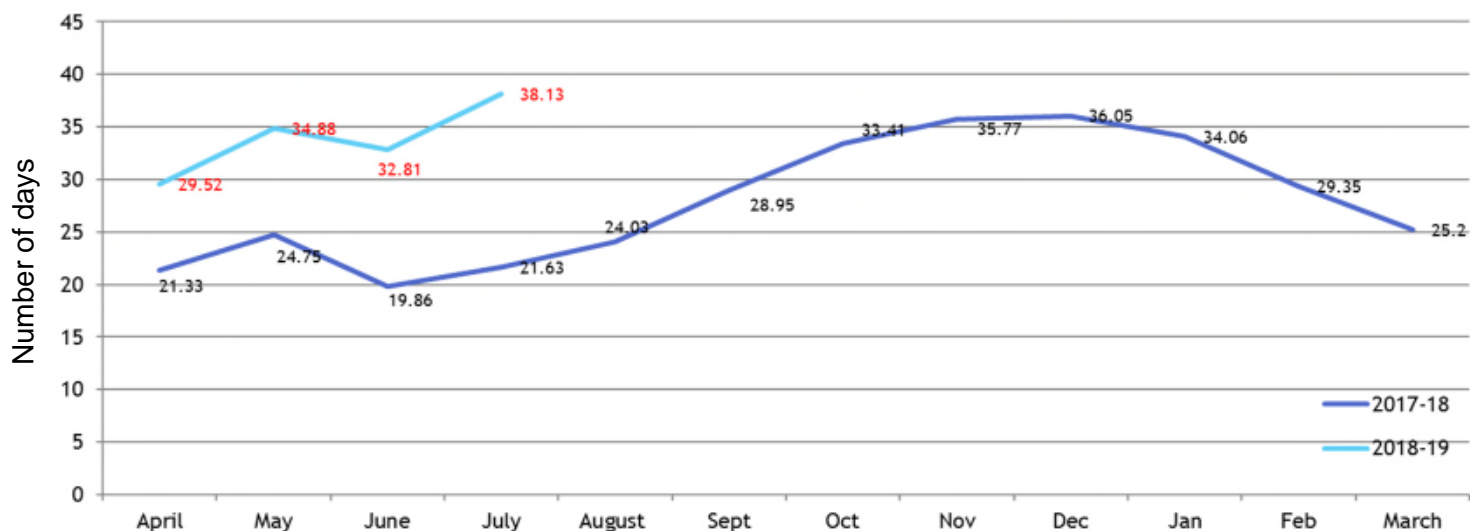
### **New Park Village**

- Audit commenced during July 2018

## HOMELESSNESS SERVICES STATISTICS

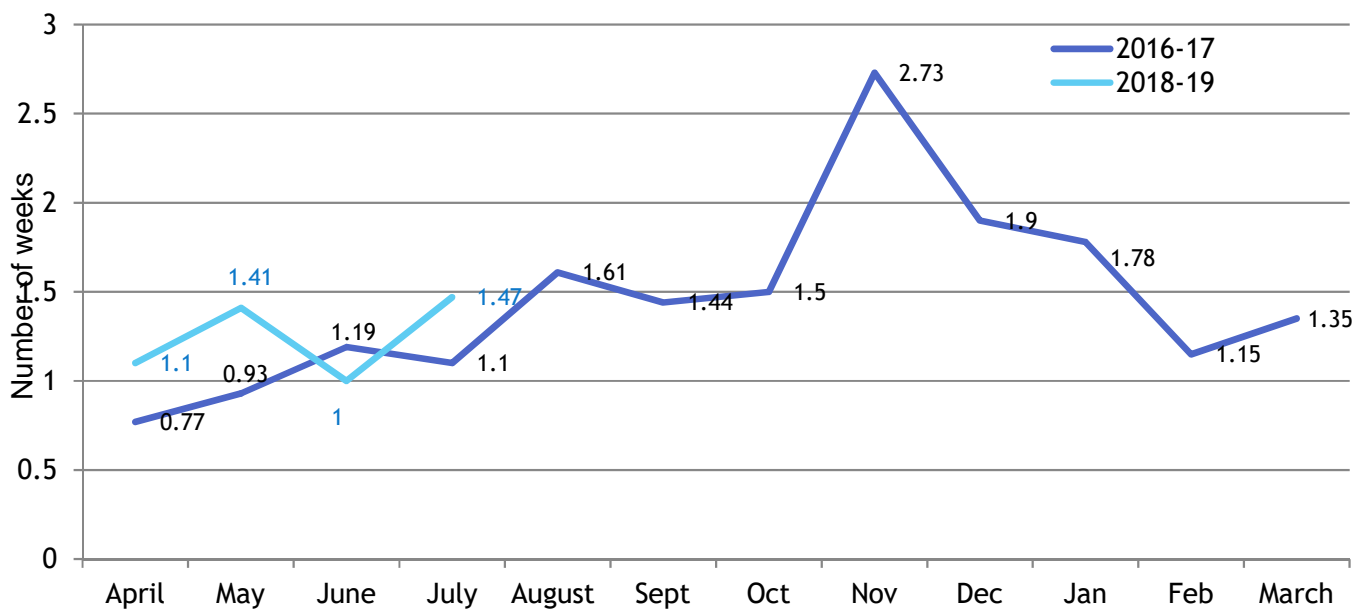
- City of Wolverhampton Council's homelessness services transferred to Wolverhampton Homes from December 2017 as part of a service level agreement. The Council retains strategic and statutory responsibility for Homeless services and will monitor performance of Wolverhampton Homes, reporting quarterly to Cabinet Performance Monitoring Panel through this housing managing reports.
- The Homelessness Reduction Act came into force from April 2017, which placed legal duties on to Local Authorities that anyone who becomes homeless will have access to meaningful help; irrespective of their priority need status as long as they are eligible for assistance. Residents of Wolverhampton are provided support in a number of ways to help ensure they keep their home.

### DECISION TIME IN WORKING DAYS



- The average decision time for 2017-18 was 27.86 working days.
- Based on the data for April to July 2018 it indicates a decline in performance approximately 34 days. (The projection for the coming year cannot be accurately calculated yet due to changes regarding the homelessness reduction act).
- On average 2018-19 performance is taking approximately 10 days longer for a decision to be made than in 2017-18. Based on this projection it is expected by November and December 2018, it could take up to 46 days for decision time.

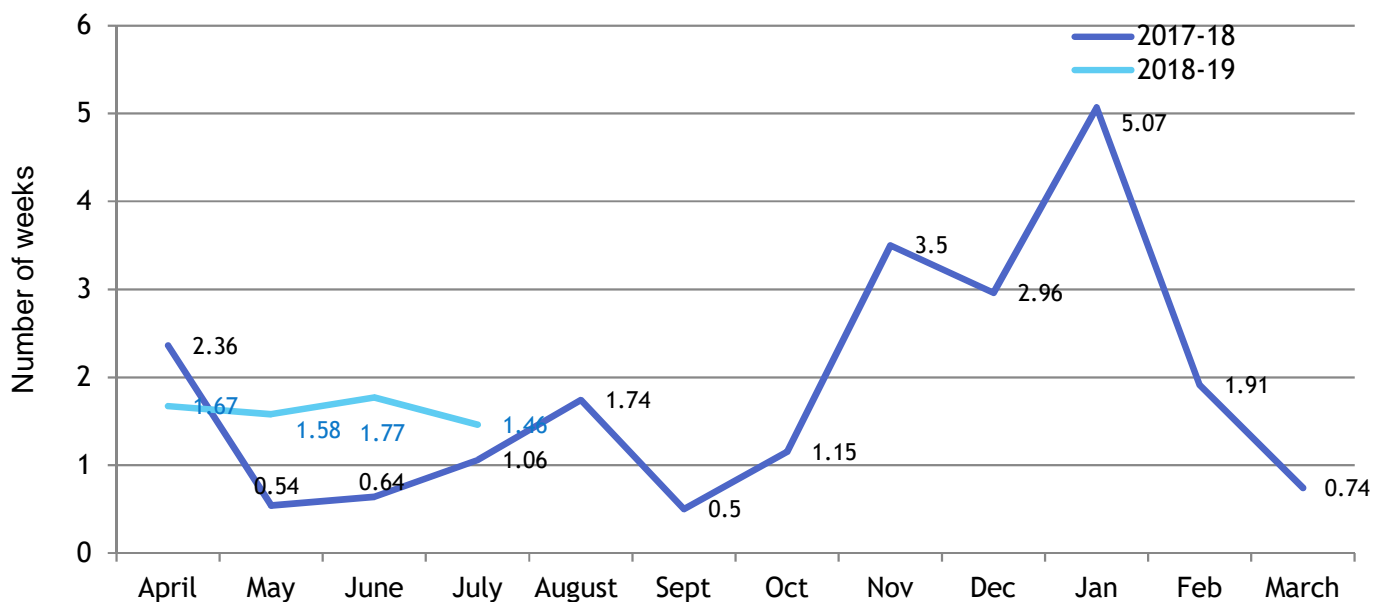
**LENGTH OF STAY ALL CLIENTS**



In comparison to the same period 2017, April through to July 2018 has seen a considerable rise in the length of time spent in Bed and Breakfast accommodation. The reasons for the increase has been due to the taken to process Universal Credit claims, this will continue to be monitored with Wolverhampton Homes by the Council.

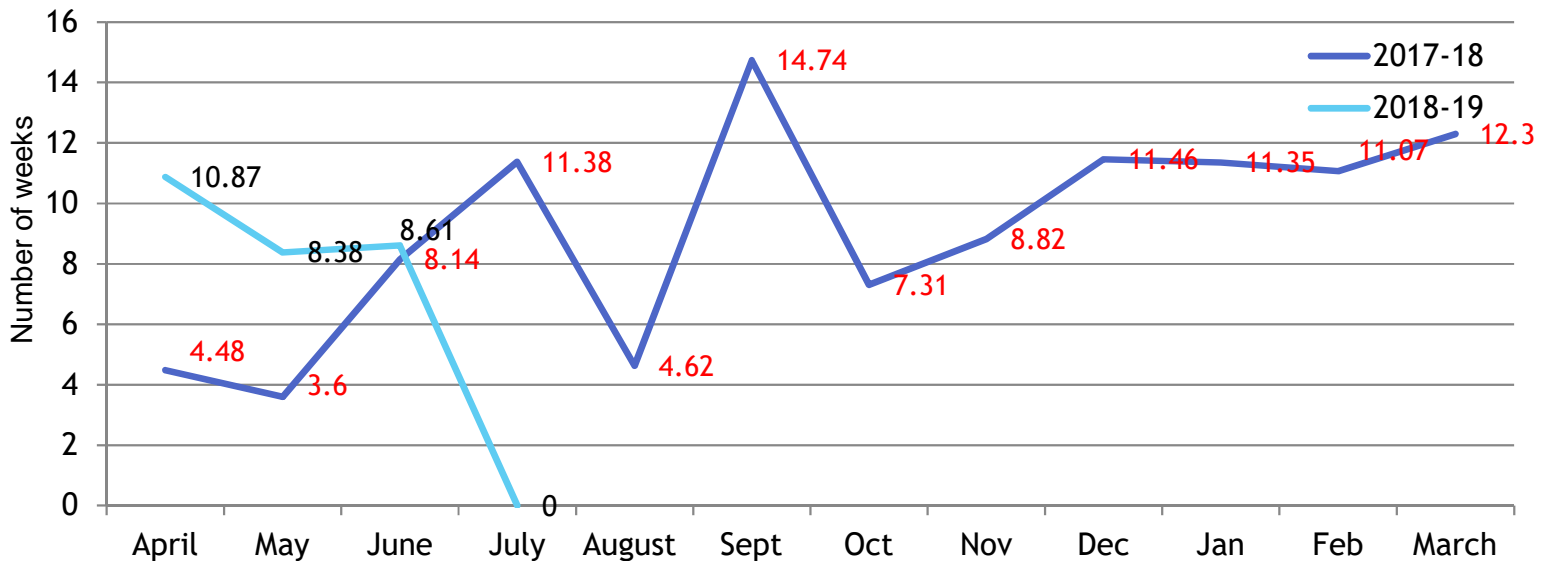
A slow but steady improvement was seen since the transfer to Wolverhampton Homes regarding the reduction of Bed and Breakfast accommodation expenditure and usage. Additional services are also being utilised with the help of P3 and an officer is in place to help manage and monitor the pathways processes.

**LENGTH OF STAY IN BED & BREAKFAST WITH DEPENDENT CHILDREN, LEAVING WITHIN A MONTH**



- Bed and Breakfast accommodation is being used for emergency placements only, individuals identified as homeless and does not include individuals who are being threatened as homeless.
- The 'length of stay in Bed and Breakfast accommodation with Dependant Children' is being monitored as it is a legal requirement to ensure there are no families still being accommodated in Bed and Breakfast accommodation for more than six weeks.
- In relation to the Housing Options transfer to Wolverhampton Homes, issues regarding temporary move on by utilising all available temporary accommodation within their own schemes have been mostly resolved.
- Between April and July 2018 there has a cumulative average of 1.84 weeks spent in Bed and Breakfast by households with dependant children. This is an improvement on last years cumulative average which totalled 1.84 weeks.
- Housing Options staff are working to reduce the figures, work is underway to ensure all other options are exhausted before Bed and Breakfast accommodation is used.
- As part of the transfer to Wolverhampton Homes procedures and practices will be reviewed, with any issues identified addresses and resolved.

**LENGTH OF STAY IN TEMP “SHARED ACCOMMODATION” HOUSEHOLDS WITH DEPENDANT CHILDREN, LEAVING WITHIN A MONTH**



- Following the transfer of the service to Wolverhampton Homes, there has been a steady reduction of Bed and Breakfast length of stay for families within “shared accommodation” of an average of 8.61 weeks.
- The highest length of stay in 2017-18 was at 14.74 weeks. However there has been a consistent reduction occurring ever since. Last year’s annual average was approximately 9.10 weeks.
- There was no move on from temporary Bed and Breakfast accommodation during July 2018, due to no other temporary accommodation being available. This is why July is showing as 0 weeks.
- With the continued use of Wolverhampton Homes move on and private let accommodation, it is expected there should be further reductions in Bed and Breakfast usage.