

## Housing Managing Agents Performance Monitoring Report Quarter Two – July 2018 to September 2018

This Housing Management performance report covers Quarter **Two** of the financial year **2018-2019**. It uses the 'RAG' rating system of red, amber and green traffic light symbols to provide an indication of performance.

### Trend

	Performance is out target and: (i) was marked as amber in the previous quarter, or marked as red, (ii) gives clear cause for concern.
	Performance is: (i) off target this quarter and was marked as Green previously, or (ii) in target this quarter and marked as red in the previous quarter.
	Performance is in target and: (i) was in target the previous quarter, or (ii) was marked as Amber in the previous quarter.

### Performance indicators and stock management

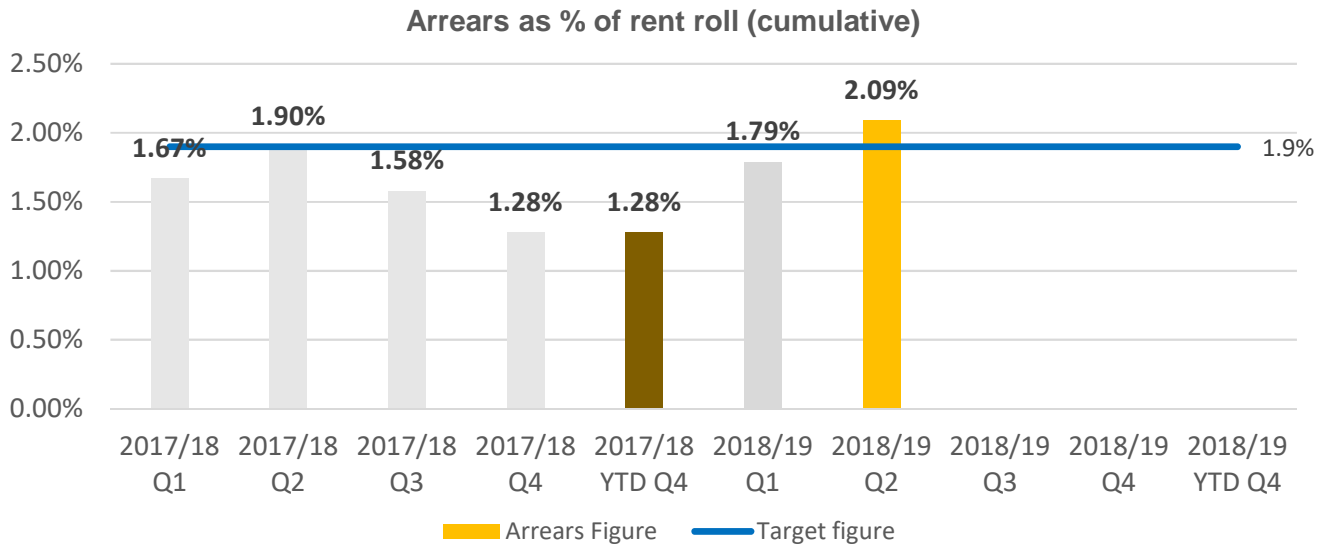
Managing Agent	Stock profile	Number of measured indicators	Performance targets snapshot		
			Below required targets	Within an acceptable tolerance	Meeting Targets
Wolverhampton Homes	20,106	22	2	9	11*
Bushbury EMB	824	8	1	3	4
Dovecotes TMO	802	10	1	2	7
New Park Village TMO	295	9	1	0	8
Springfield Horseshoe TMO	259	9	2	0	7

\* Two of the targets for Wolverhampton Homes do not yet have any comparative data. This will be included once the information is available.

Below is the quarter two performance information for Wolverhampton Homes during 2018-2019. Generally Wolverhampton Homes has performed well with only **two** indicators being outside of target, **nine** being within acceptable tolerance levels and **eleven** within target.

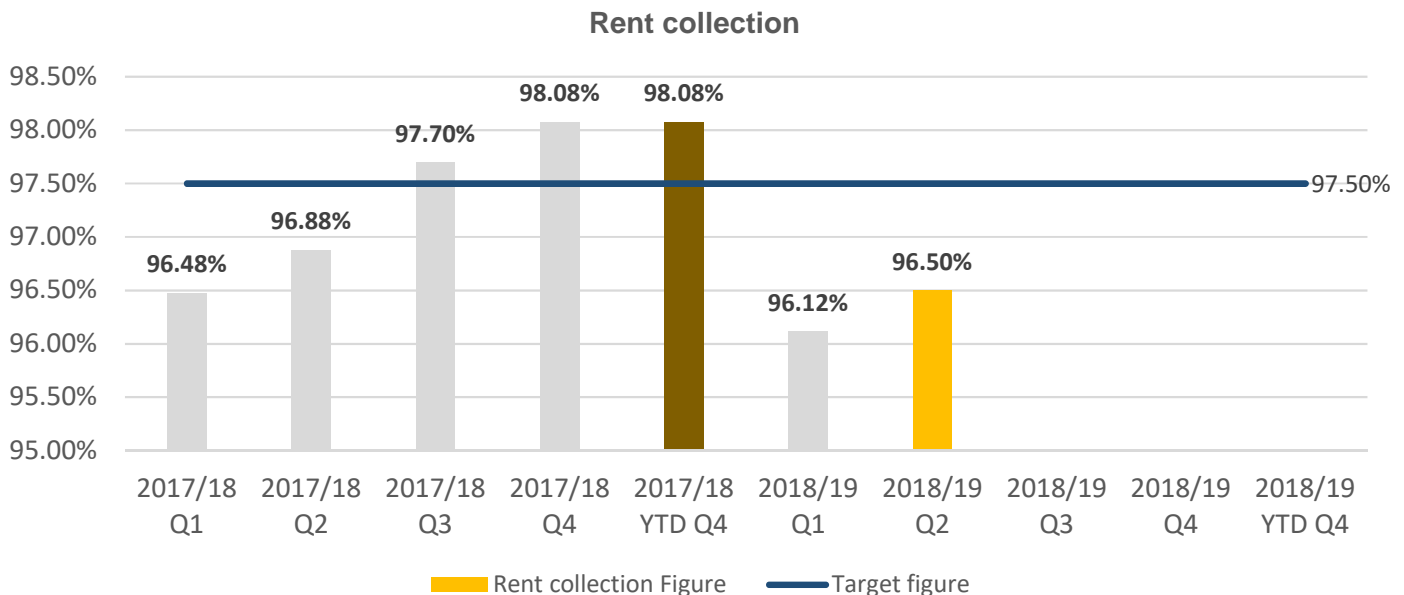
## Wolverhampton Homes – Rent Management

### Arrears as a percentage of the rent roll



- Wolverhampton Homes performance has decreased since quarter one and for the first time since quarter one, 2017-2018, arrears are out of target but with the acceptable tolerance level. The rollout of Universal Credit is having an impact, which is being discussed at the Universal Credit partnership group where the Department of Works and Pensions is represented.

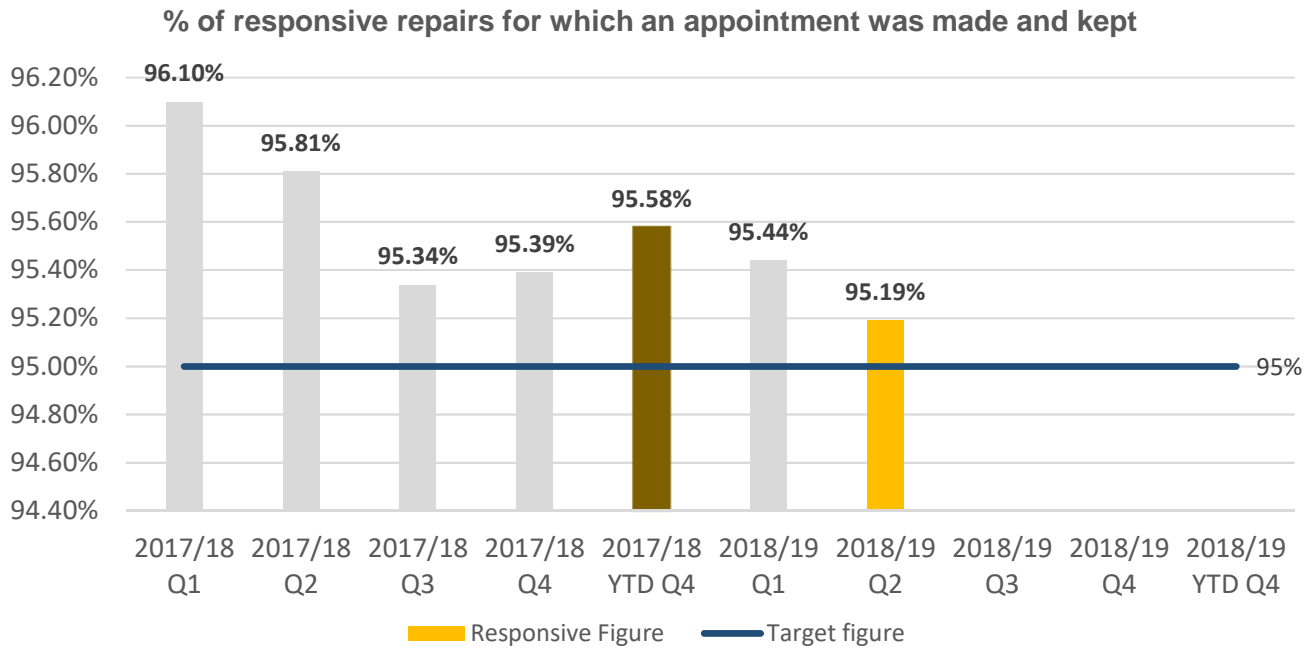
### Rent collection (arrears indicator)



- Whilst rent collection has improved since quarter one, performance remains below target but is within the acceptable tolerance level. This trend follows the same pattern as quarter one and two in 2017-2018, however Universal Credits is considerable concern with customers falling into arrears.

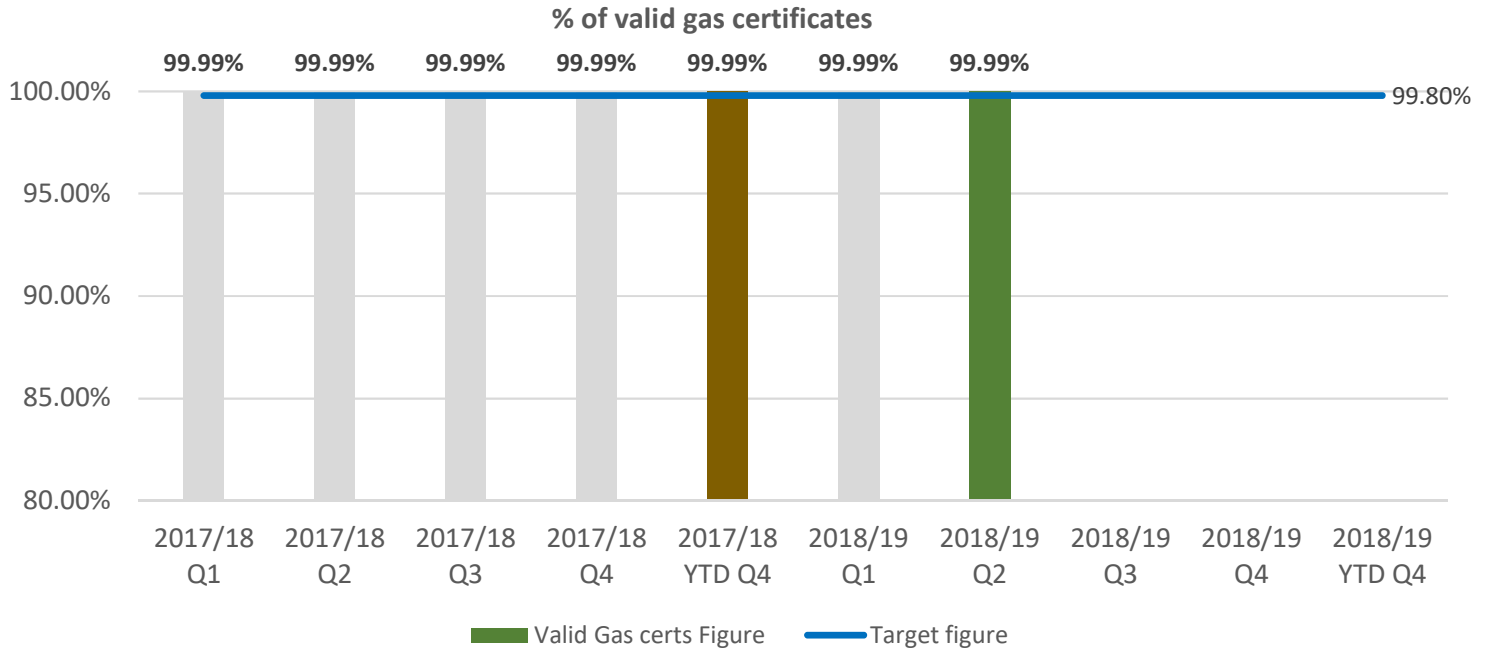
## Wolverhampton Homes – Repairs Management

### Responsive Repairs



- The percentage of responsive repairs for which an appointment was made and kept has fallen slightly when compared to quarter one and is 1% below where it had been at quarter one 2017-2018. Performance remains above the required target level of 95%.

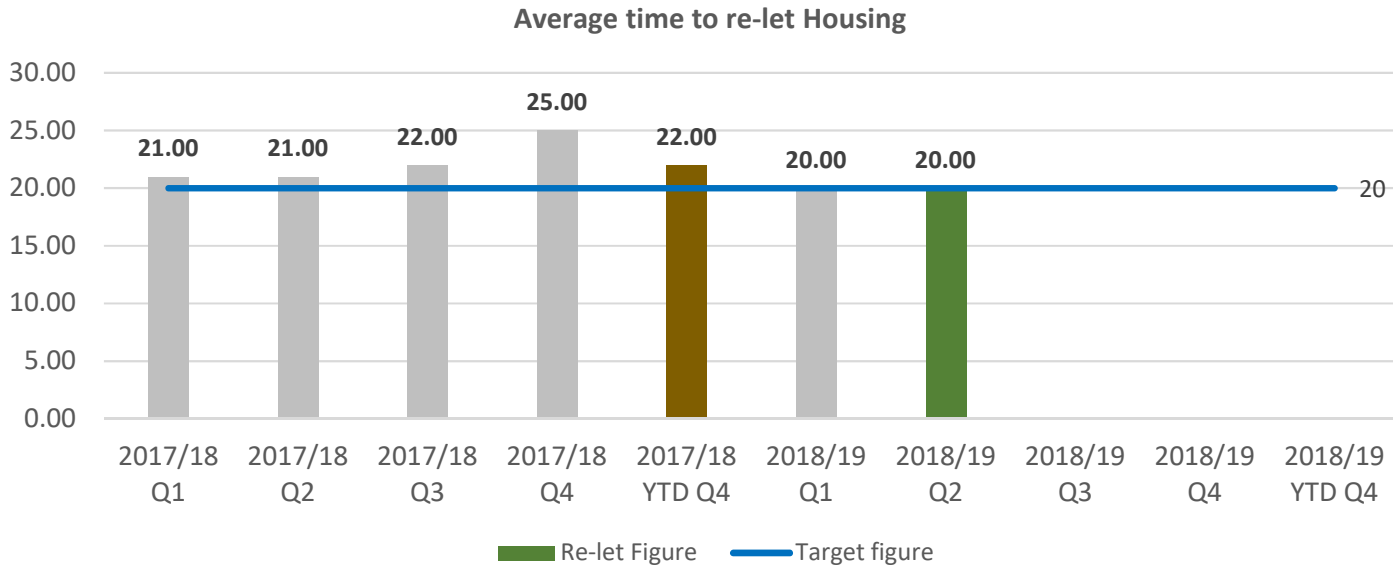
### Gas Certificates



- Wolverhampton Homes continues to maintain high performance with regards to the percentage of valid gas certificates at 99.99%.

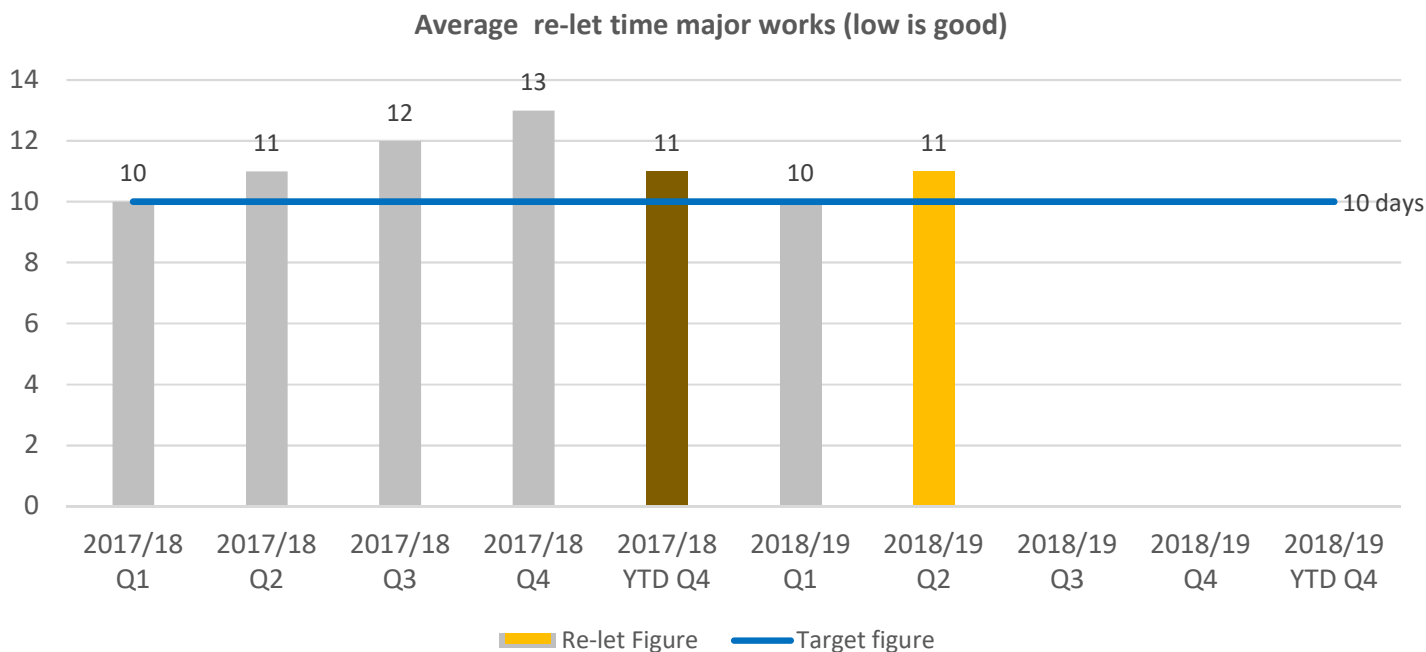
## Wolverhampton Homes – Voids and re-lets

### Average time to re-let











- Average time to re-let housing remains on target for quarter two, and marks a continuing improvement when compared to all quarters during 2017-2018.

### Average time to re-let – Major Works




- Performance when compared to quarter one of the same year the performance has declined, bringing major re-let works above the ten day target. This is the same as quarter two, 2017-2018 performance.


## Other Performance Indicators – Wolverhampton Homes Only

Anti-social behaviour				
AB 1	% satisfied with the way their ASB complaint was dealt with		97.01% (Target 97%)	Performance is good just above the required target level of 97%.
Business Planning				
BP 1	Average days lost through illness		7.62% (Target 6.5%)	Overall a decline in performance as long-term sickness for the organisation has improved but short term sickness has increased. From September 2018, Wolverhampton Homes staff have been offered free flu vaccinations. Cases continue to be monitored according to the sickness procedures.
Customer care				
CC 1	Homes Direct - % of customers answered within 80 seconds		65% (Target 55%)	Performance overall has been good, with four of the five indicators being within target.
CC 1b	Homes Direct - % of calls Abandoned		6.4% (Target 15%)	
CC 2	Complaints responded to in target timescales - %		87.88% (Target 92%)	
CC 3	Councillor enquiries responded to in 14 days		93.60% (Target 92%)	CC2 Decline in performance from the quarter one, however it is within the tolerance level of 87%.
CC 1a	% of calls answered		93.6% (Target 85%)	Good performance overall above the required target of 85%.
Estate Inspections				
EM1	% of Estate inspections achieving Good or Excellent rating		89.83% (Target 96%)	Performance when compared to previous quarter has fallen. It is however within an acceptable tolerance level.




### Voids and allocations

VA 3	% rent lost through empty property		0.92% (Target 0.90%)	Slight dip in performance due to the impact of major works, but is within the tolerance level of 1%.
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### Repairs

RP 12	% total response repairs completed within target		96.73% (Target 98%)	Performance has improved since previous quarter one.
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### Neighbourhood and Housing Management services

RM 3	% of tenants evicted for Rent Arrears (WH Homes only)		10 (Target N/A)	For information only, number of evictions taking place during quarter two.
NS 1	% of telecare calls answered within 60 seconds		97.69% (Target 97.5%)	NS1 performance has improved slightly when compared against quarter one.
NS 3	% of out of hours calls answered		No data	NS3 is an inherited service, currently due to existing systems not being fit for purpose there is no comparative data. However, it is expected a new system is should be implemented by the end of Q3.

### Estate Services / Health and Safety

ES7	% of fire safety inspections completed on low rise & medium rise blocks (concierge)		100% (Target 100%)	Fire inspections on blocks of flats are 100% completed.
ES1 1	% fire safety inspections completed on high rise blocks (concierge)		100% (Target 100%)	Management of Fire Risk Assessments fell slightly below target for quarter two to 99.89%. This was due to the paperwork of a risk assessment for one block not being filed in time, although the risk assessment was completed within timescale and Wolverhampton Homes still continue to meet their Health and Safety responsibilities.
HS2	Management of Fire Risk Assessments		99.89% (Target 100%)	

### Stock Investment

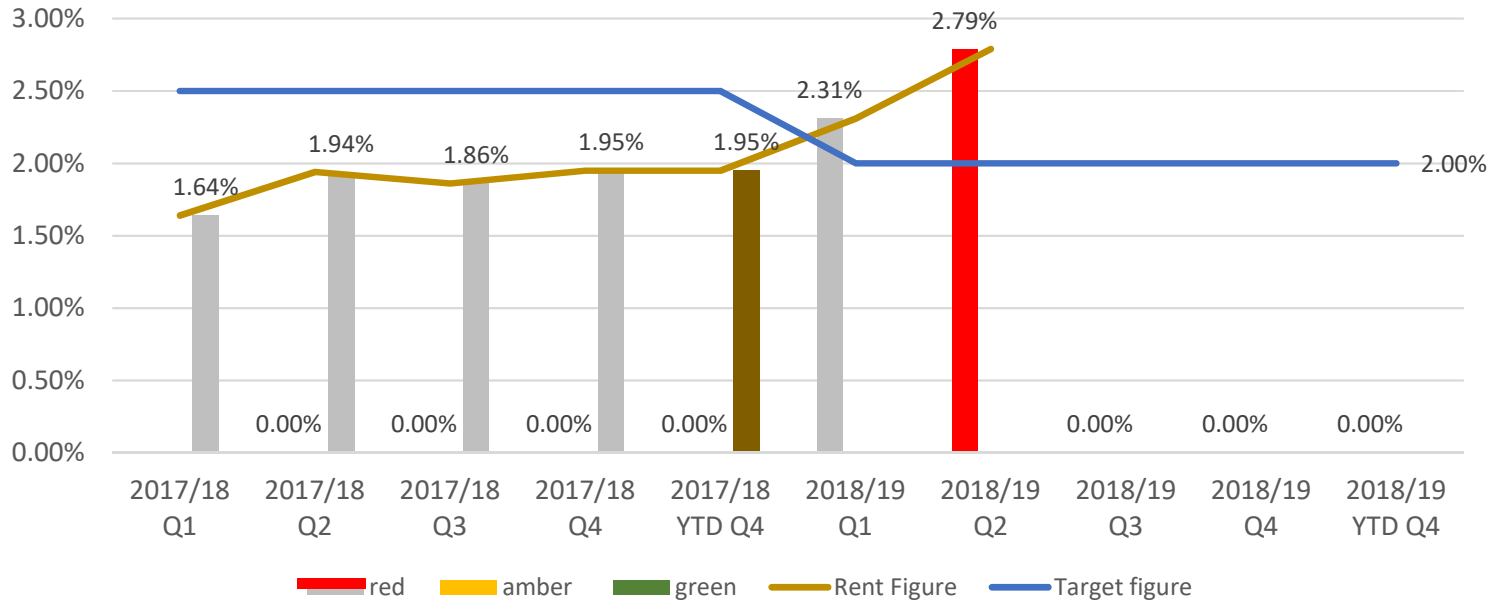
SI01	% progress (by Value) with the delivery of capital projects		42.22% (Target 95%)	Performance for this indicator has fallen as the Capital Works programme for Ellerton Walk has halted. The Council and Wolverhampton Homes have undertaken consultations with tenants and Board Members at New Park Village TMC to start to work through options.
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## Bushbury Hill Estate Management Board

Below is the quarter two performance information for Bushbury Hill Estate Management Board (EMB), for 2018-2019. Bushbury Hill EMB have an excellent performance track record however for quarter two, **two** indicators are outside of target, **two** are out of target but within an acceptable tolerance level and **four** within target.

### Arrears

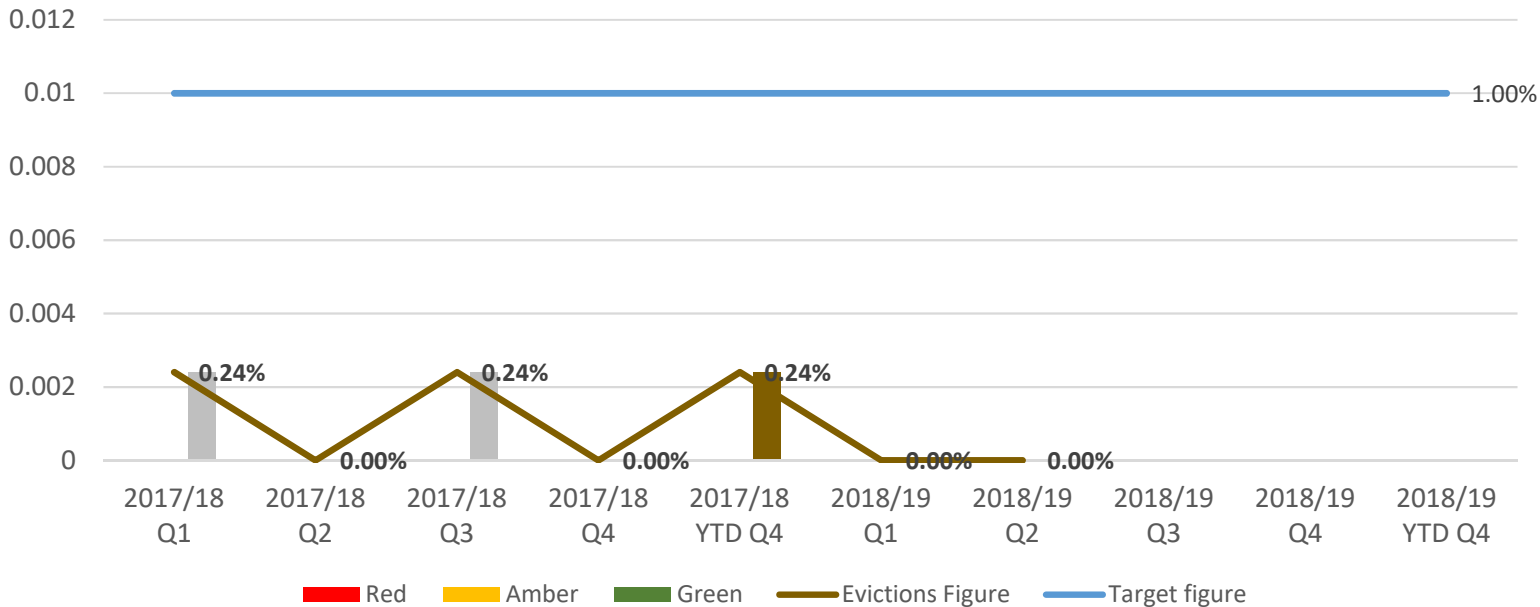
Tenants with more than seven weeks gross rent arrears (quarter figure)



- Rents Management performance has moved further out of target since quarter one; the main reason cited as the impact of the full roll out of Universal Credit. Bushbury Hill EMB continue to work to supporting tenants with the changes to sustain tenancy as well as work to maximise income collection.

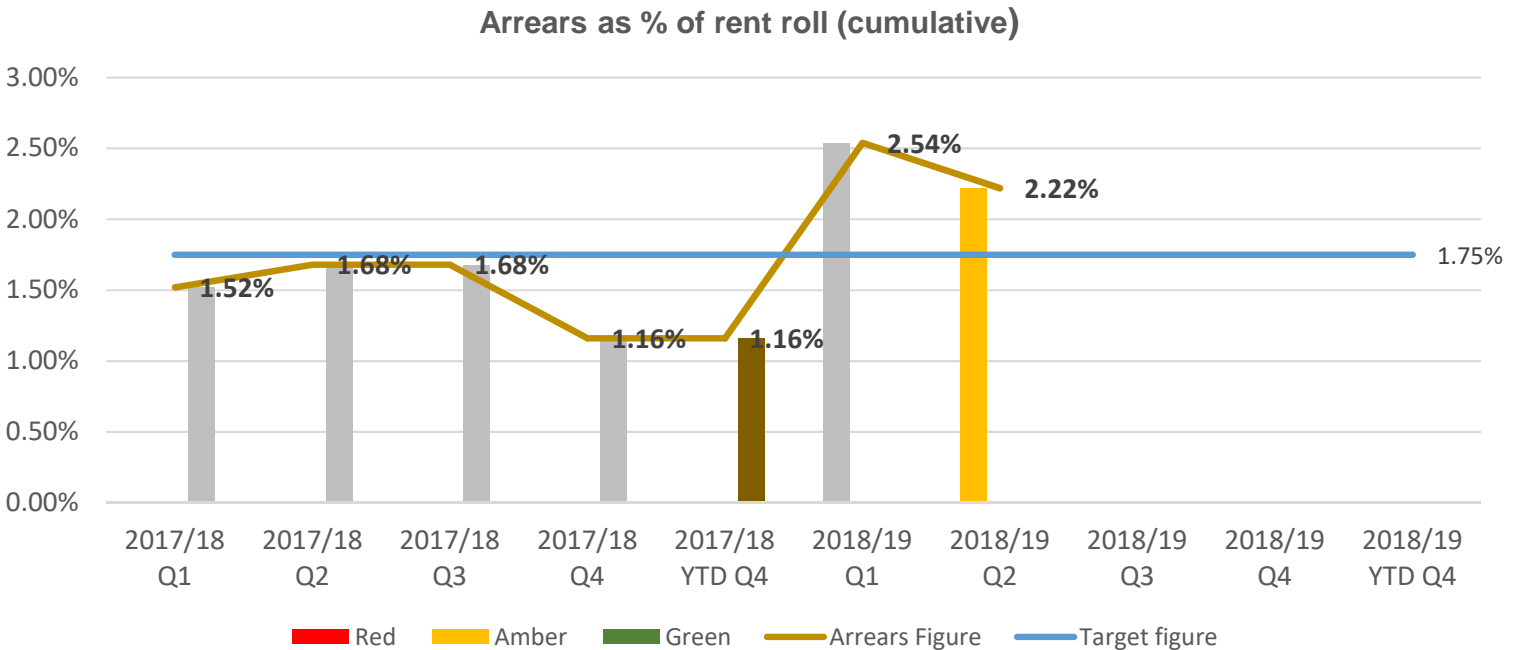
### Evictions

% of tenants evicted as a result of rent arrears



- Overall evictions has remained below the required target of 1%. Overall Bushbury Hill EMB has done well in ensuring tenants maintain their tenancies.

### Arrears as a percentage of the rent roll



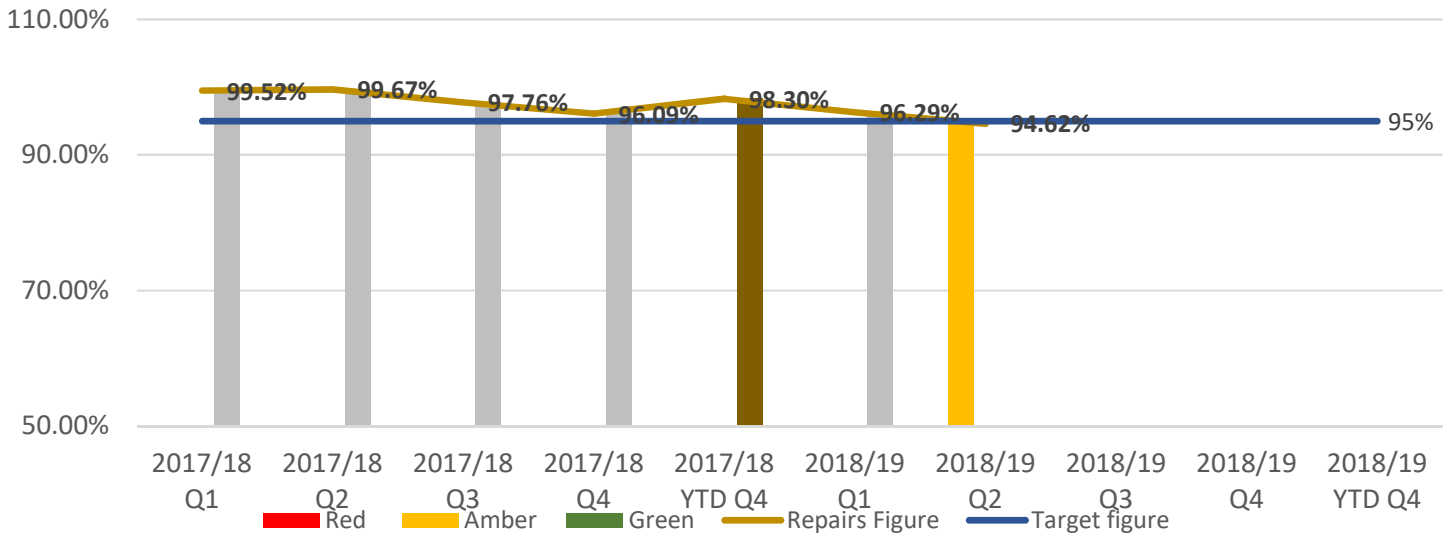
- Whilst arrears as a percentage of the rent roll remained below the required target during 2017/18, the percentage doubled by quarter one going out of target. Performance has improved slightly for quarter two demonstrating Bushbury Hill EMB are working hard to address this and mitigate against the impact of Universal Credit rollout however it remains out of target.
- It is evident that the full roll out of Universal Credit in Wolverhampton is having an impact on income collection and rent arrears.
- The EMB will continue to support tenants through this change and Housing Strategy are liaising with Bushbury Hill EMB to determine what further action need to take place to ensure this reduces.



## Bushbury Hill EMB – Repairs Management

### Repairs within time

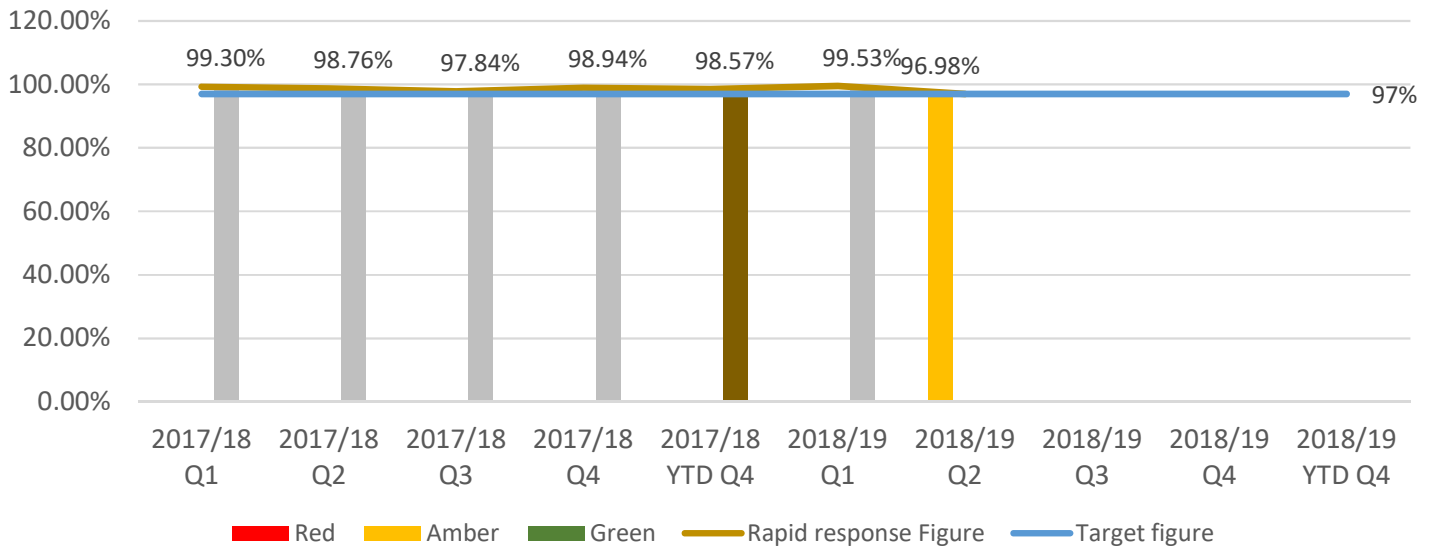
% Repairs attended within time (WHT & WH)



- Performance for repairs attended within time has fallen just short of target for quarter two, 2018-2019 despite being above target for the preceding five quarters and falling 5% since the same quarter in the previous year.
- Despite this slight fall in performance Bushbury Hill EMB still remain within the acceptable tolerance level.

### Rapid response repairs

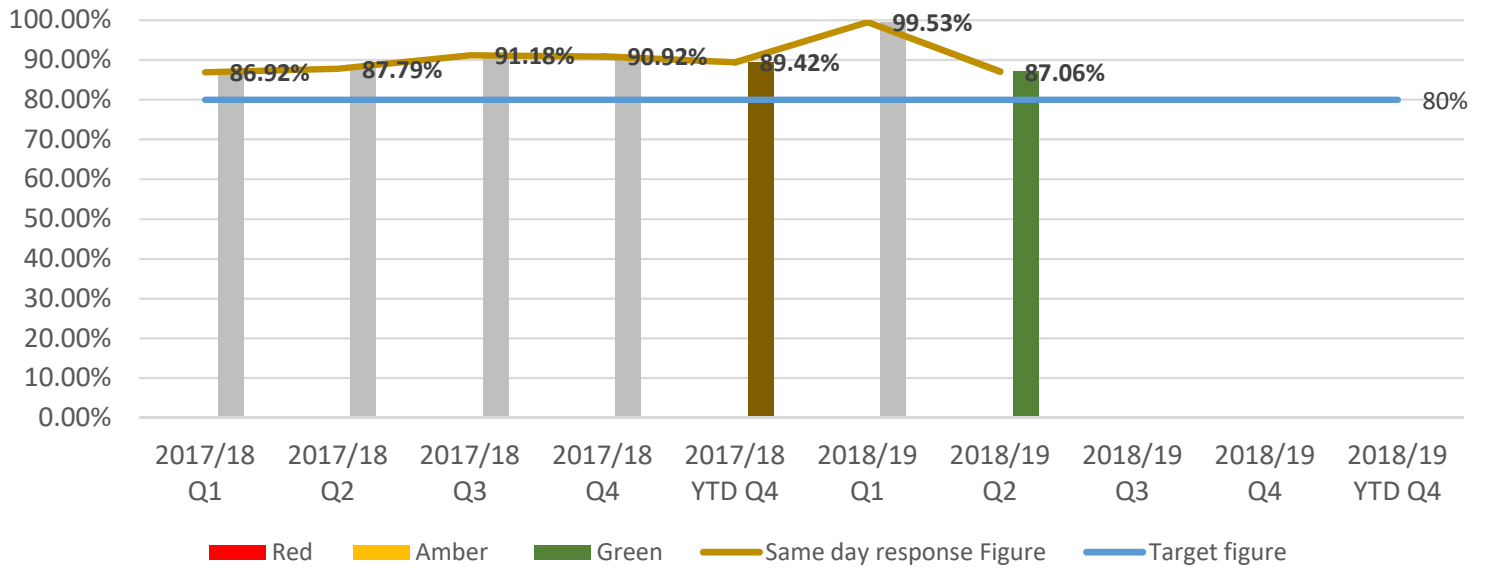
% Rapid Response Repairs attended same day (WHT only)



- Overall rapid response performance has been on or above target 2018-2019, indicating the EMB is ensuring a good service to tenants. Quarter two, 2018-2019 does represent a slight decline in performance since the previous quarter and when compared to the same quarter of 2017- 2018. Housing Strategy will continue to monitor this performance, to ensure it does not fall below target.

### Same day repairs

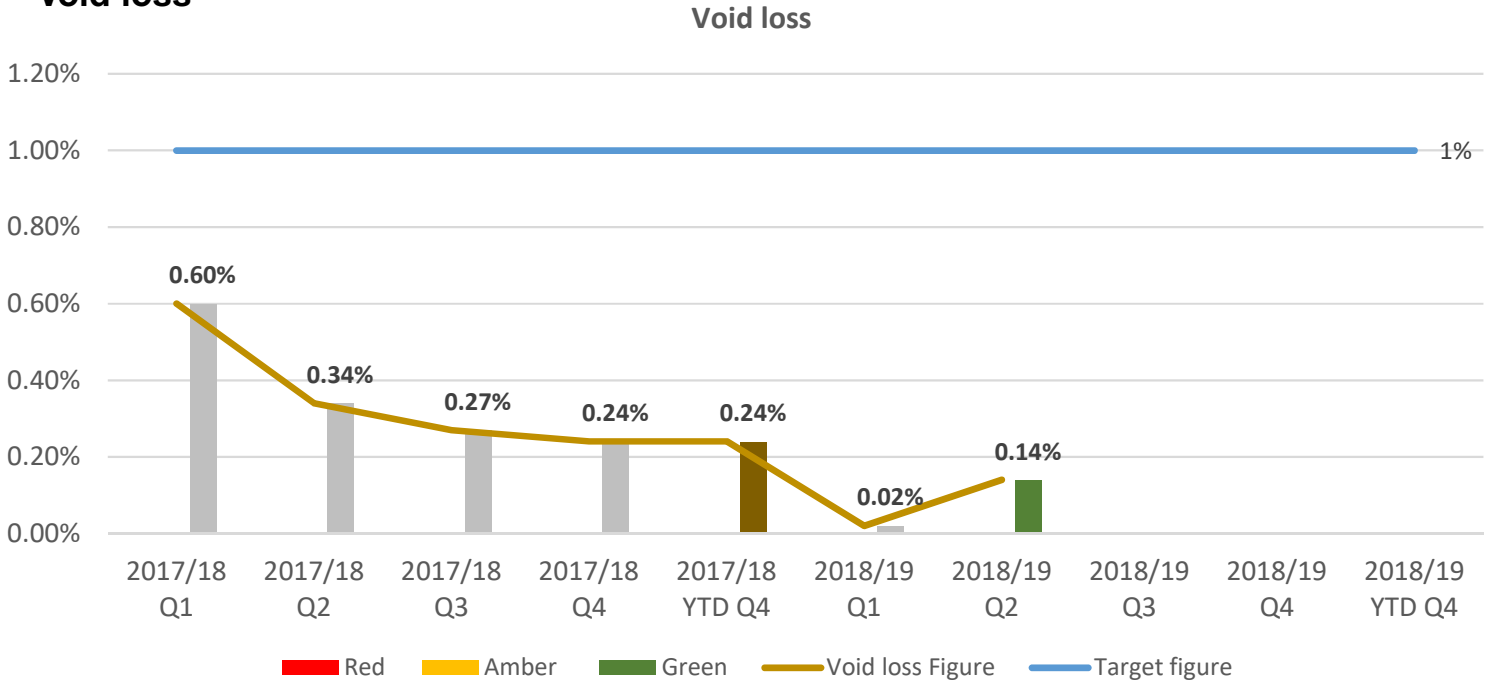
% Rapid Response completed same day (WHT only)



- Overall the same day response performance has been above target during 2018-2019, indicating an ongoing good service for tenants.
- Comparing quarter two against quarter one of the same year and against the same quarter of the previous year, there has been a slight decline in performance. This will continue to be monitored by Housing Strategy.

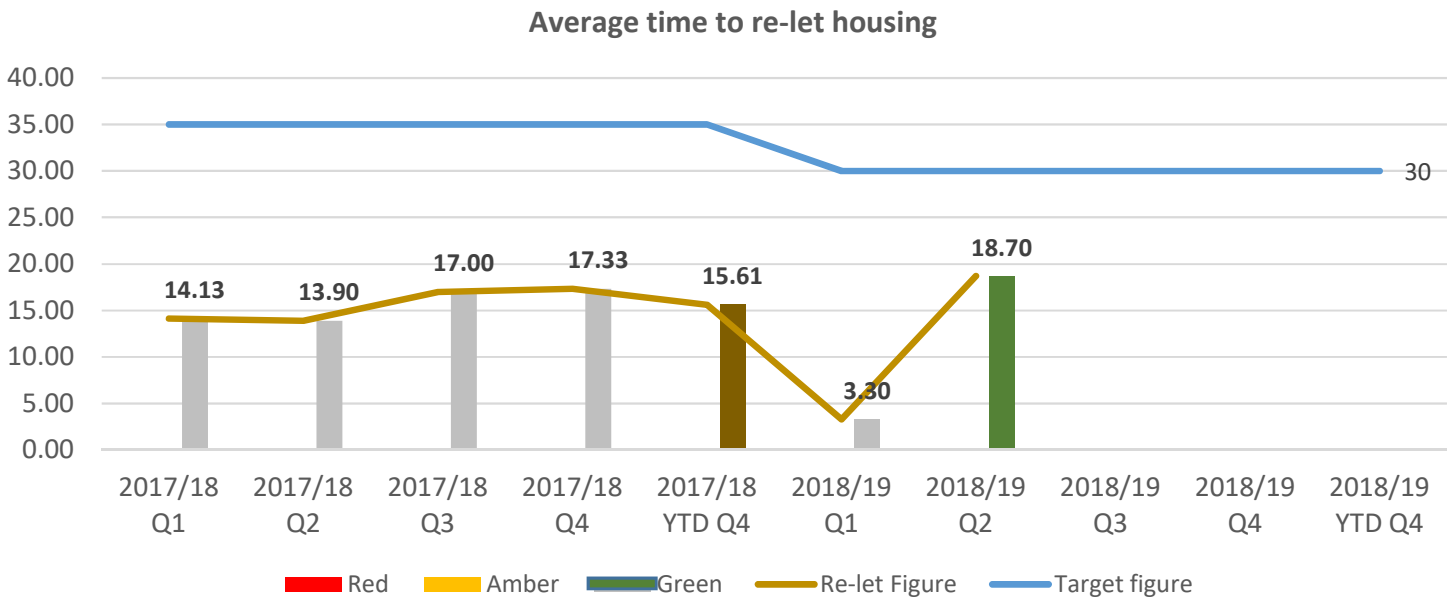
## Bushbury Hill EMB – Voids and Re-lets

### Void loss



- Overall void loss has remained below the required target of 1%, with improved performance when compared to the same quarter in 2017-2018.

### Re-lets



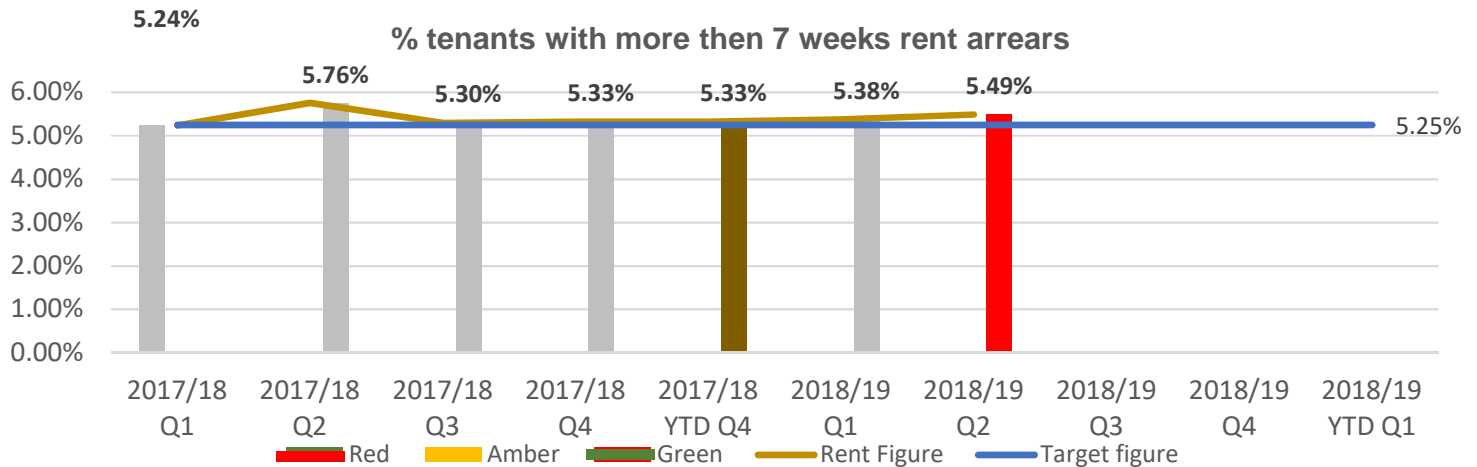
- Bushbury Hill EMB continue to demonstrate good performance for 2018-2019 quarter two, with properties re-let well within timescale.
- The target was reduced at the beginning of 2018 and they continue to remain below the new target of 30 days. This will continue to be monitored during 2018-2019 with a view to reducing this further.

## Dovecotes Tenant Management Organisation

Below is the quarter two performance information for Dovecotes Tenant Management Organisation (TMO), during 2018-2019. Dovecotes TMO has performed well with only **one** being outside of target and **nine** of their indicators within target.

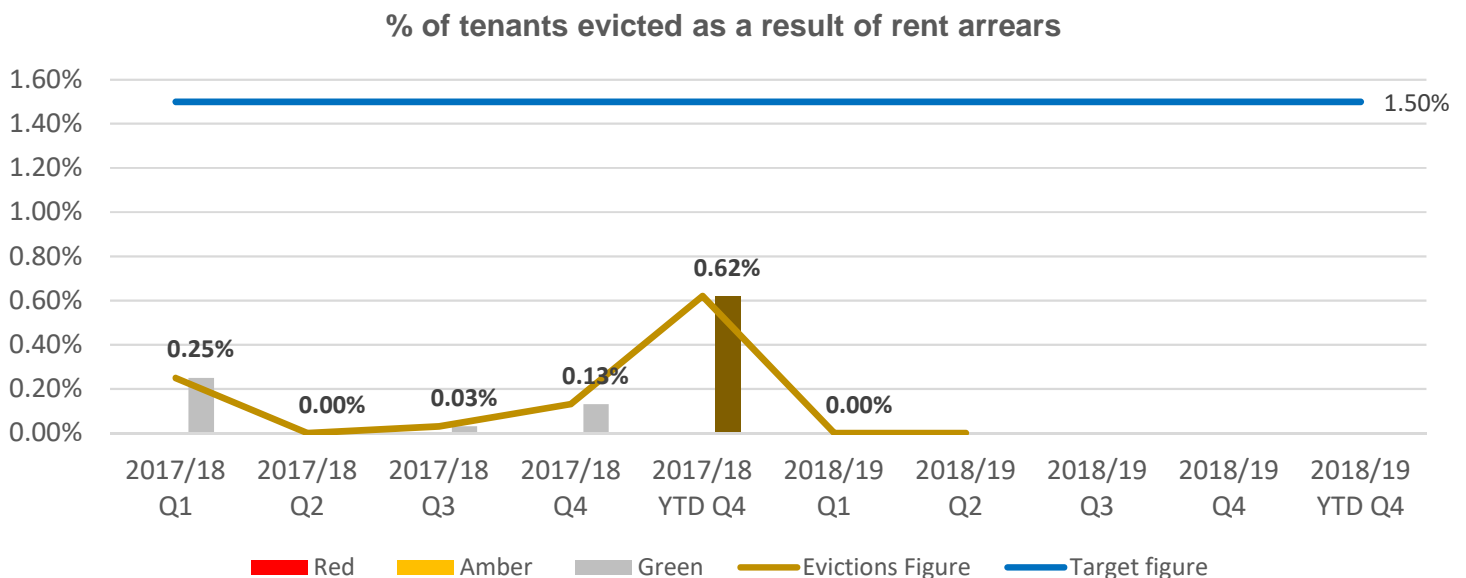
### Dovecotes TMO – Rent Management

#### Arrears



- The percentage of tenants in seven weeks plus arrears continues to remain out of target. Dovecotes TMO are working hard to address this issue, and it is hoped once Dovecotes TMO appoint a permanent Chief Officer, improvements will be made, although this will now be compounded by the roll out of Universal Credit, as experienced by other managing agents.
- Officers from Housing Strategy team and Human Resources are supporting Dovecotes with their recruitment of Chief Officer.

#### Evictions

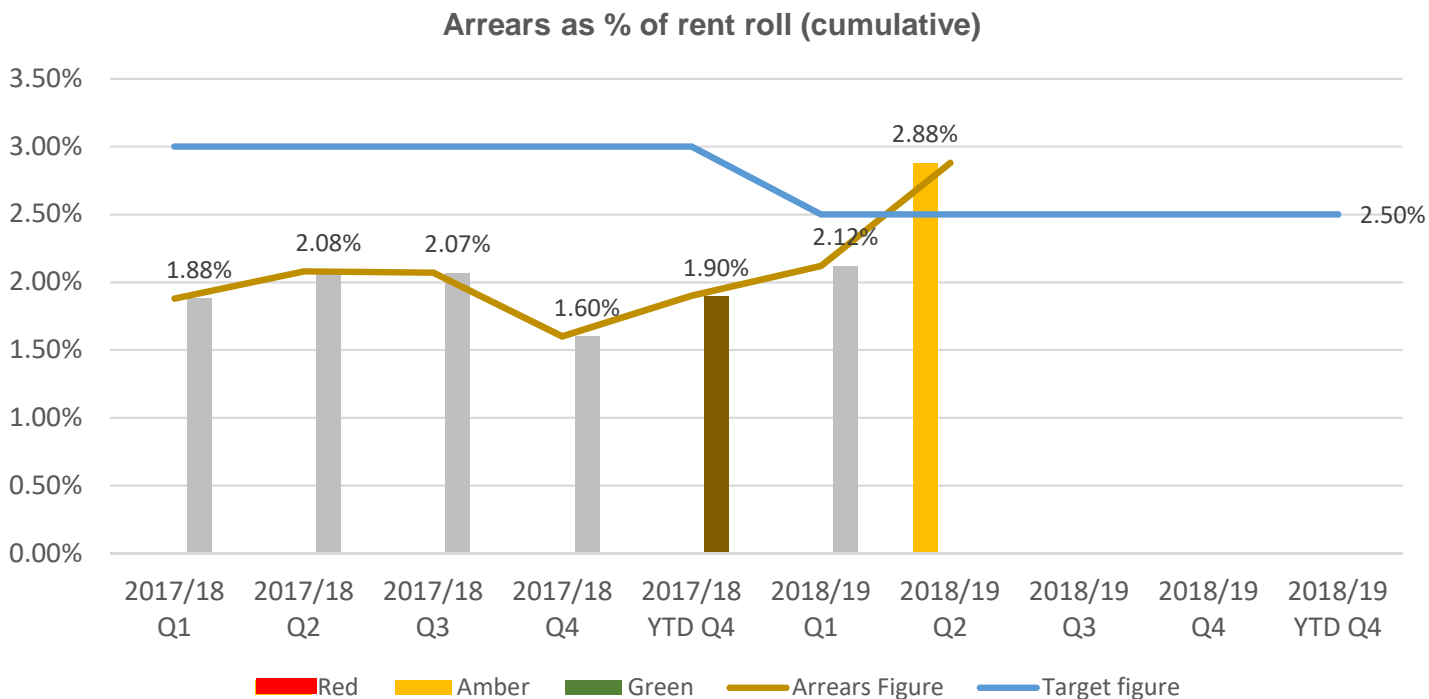


- Evictions continues to remain below the required target, with no evictions taking place in quarter two with Dovecotes TMO continuing to work with tenants in helping them sustain their tenancies.

## Dovecotes TMO – Rent Management

### Arrears

#### Arrears as a percentage of the rent roll

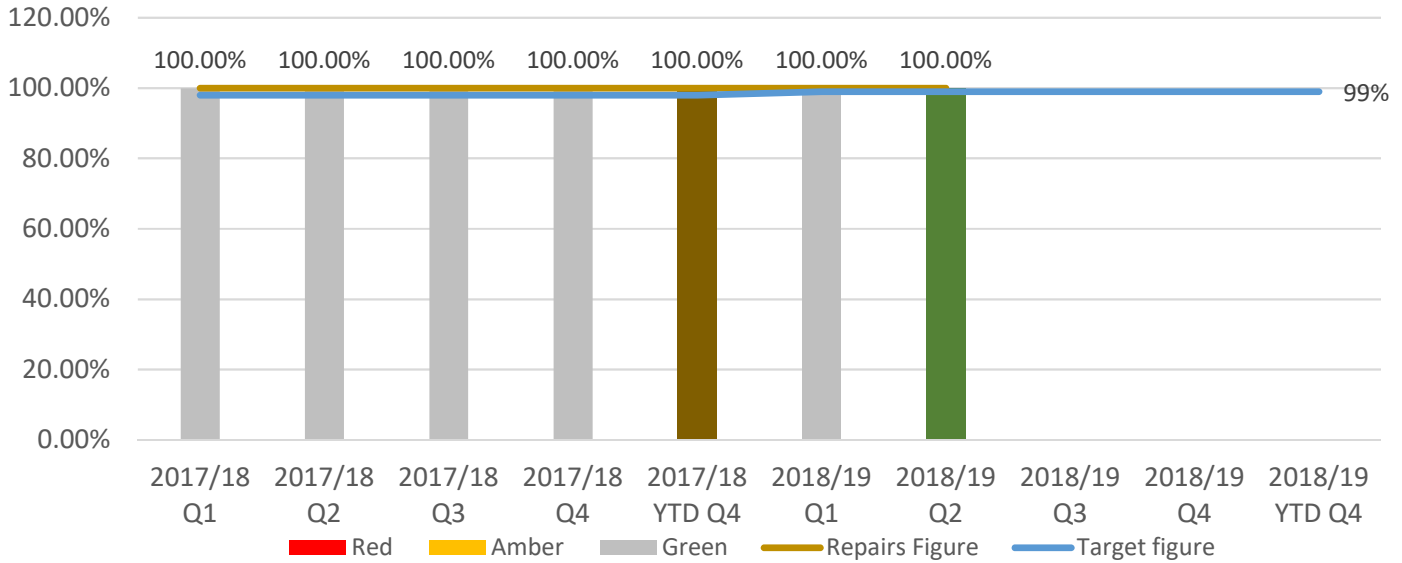


- There has been mixed performance for arrears as a percentage of the rent roll, however the TMO has successfully achieved being below the required target for quarter two 2018-2019, although it does represent an increase when compared to the previous quarter and quarter two of 2017-2018.
- As Dovecotes TMO allocates staff to address arrears, it is anticipated this trend should improve. Dovecotes TMO are reviewing their processes to determine where improvements can be made.

## Dovecotes TMO –Repairs Management

### Response repairs

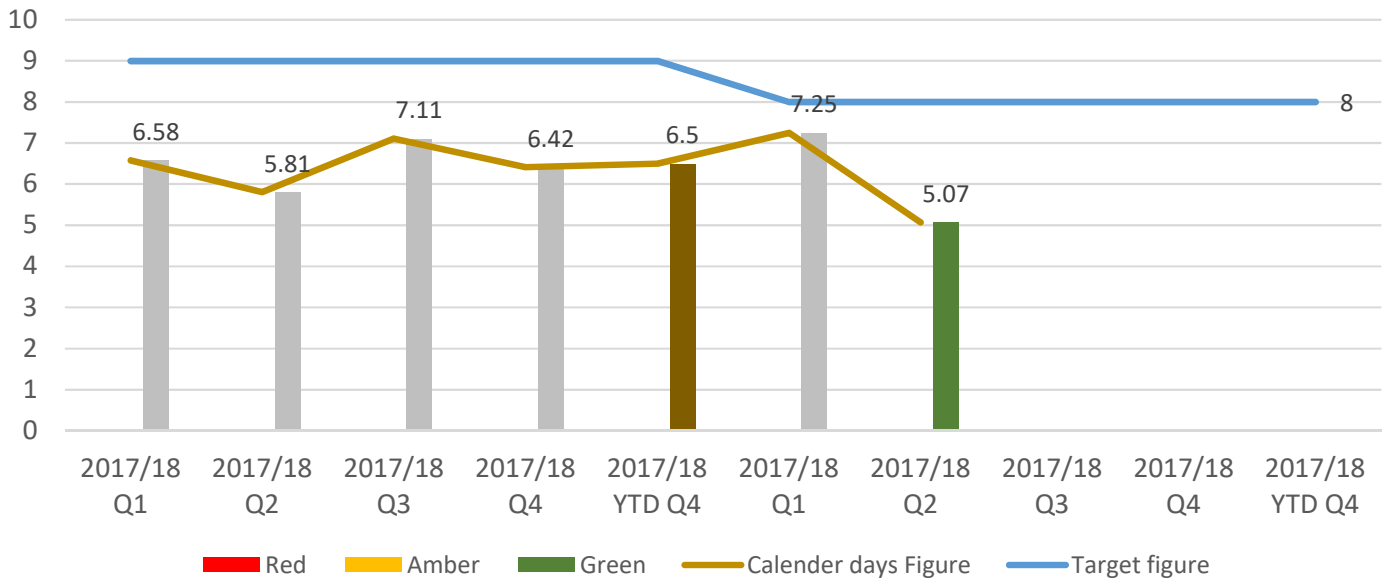
% Rapid response repairs (Right to repair)



- Performance for response repairs remains strong at 100%.

### Days to complete repairs

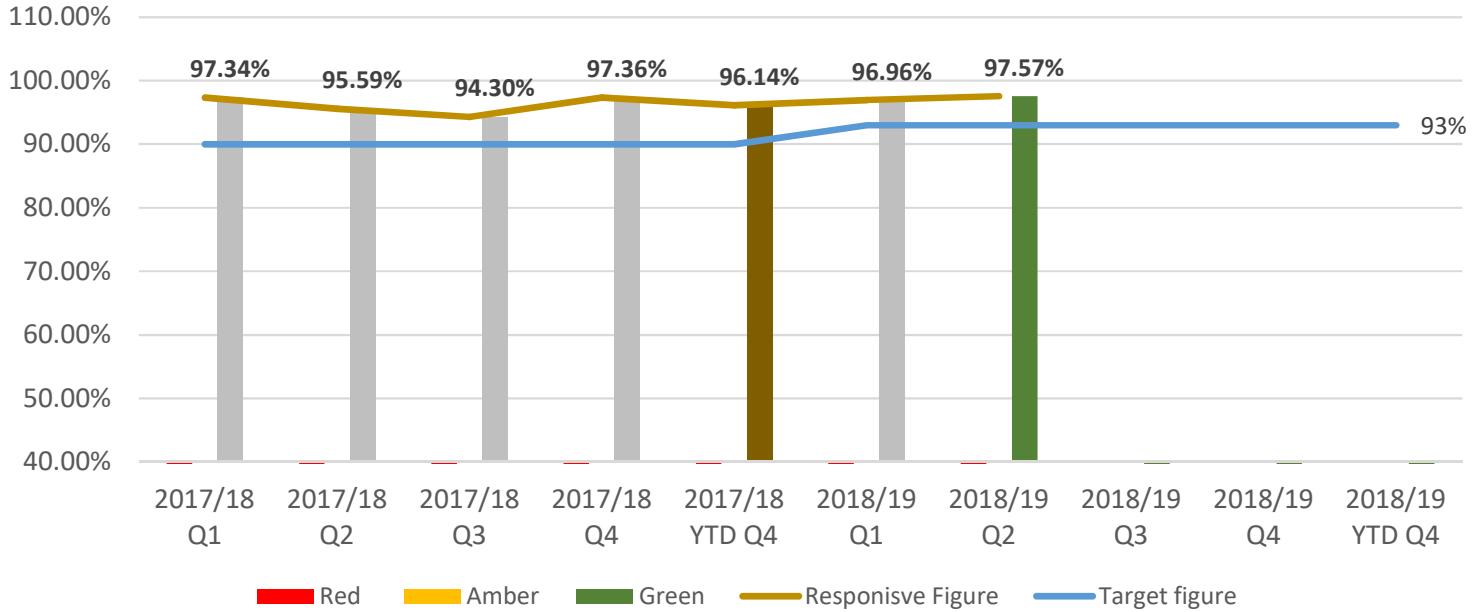
Complete non urgent repairs



- Overall the average time to complete repairs has remained below the required target since quarter one 2017-2018.
- When compared against the previous quarter and also quarter two of the previous year, there has been an improvement in time taken to complete repairs.

### Responsive repairs

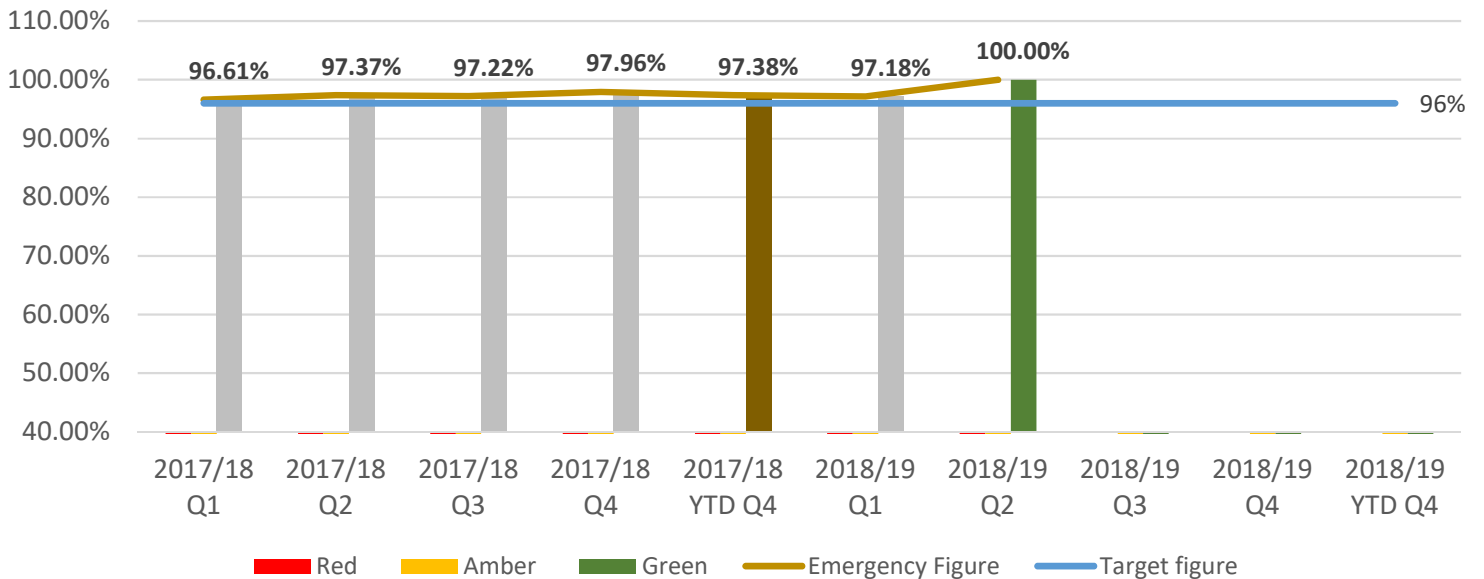
% of responsive repairs, appointment made and kept



- Overall tenant responsive repairs being made and kept when compared to quarter one and the same quarter of the previous year has improved and remains above target, which was made more stretching following from 90% to 93% for 2018-2019 due to high quarter on quarter performance.

### Emergency repairs

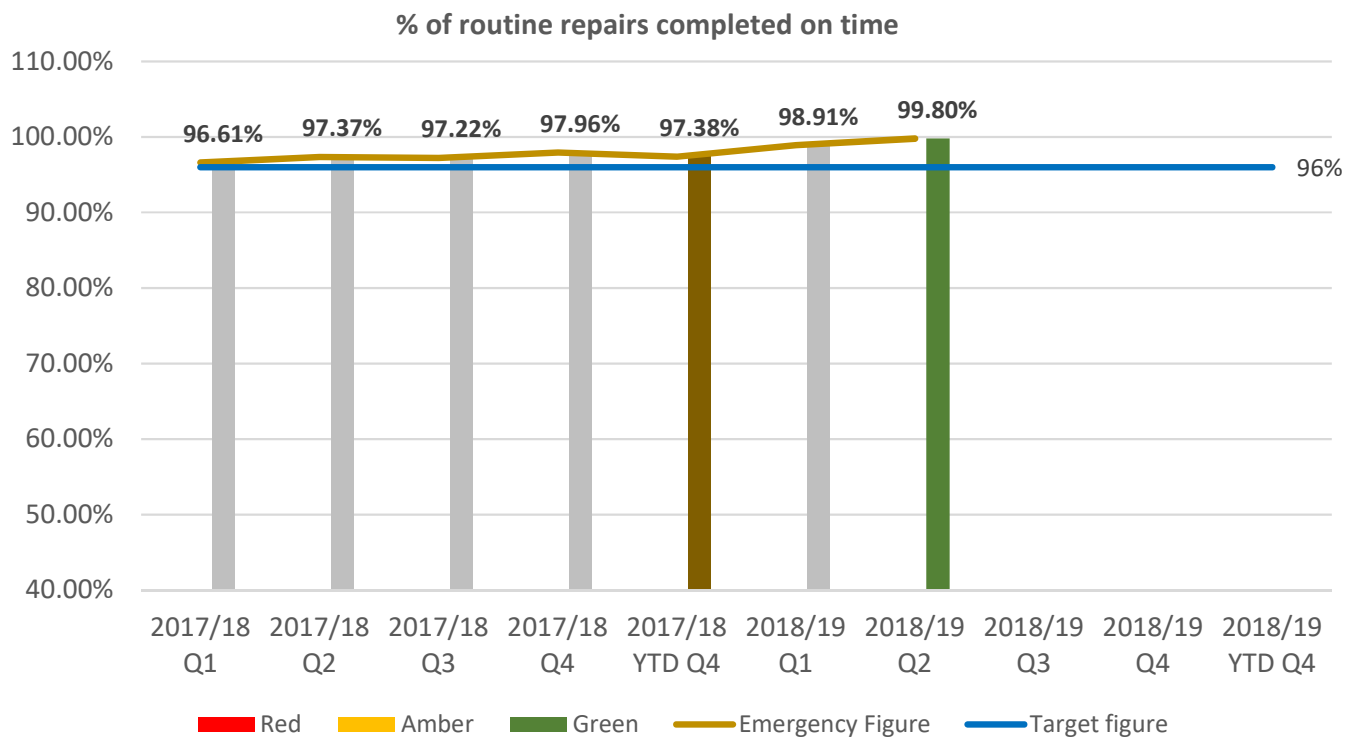
% of emergency repairs completed on time



- Dovecotes TMO has performed well over the last 12 months and has managed to remain above the required target for this indicator, achieving 100% emergency repairs completed on time for quarter two.

## Dovecotes TMO – Repairs Management

### Repairs completed on time

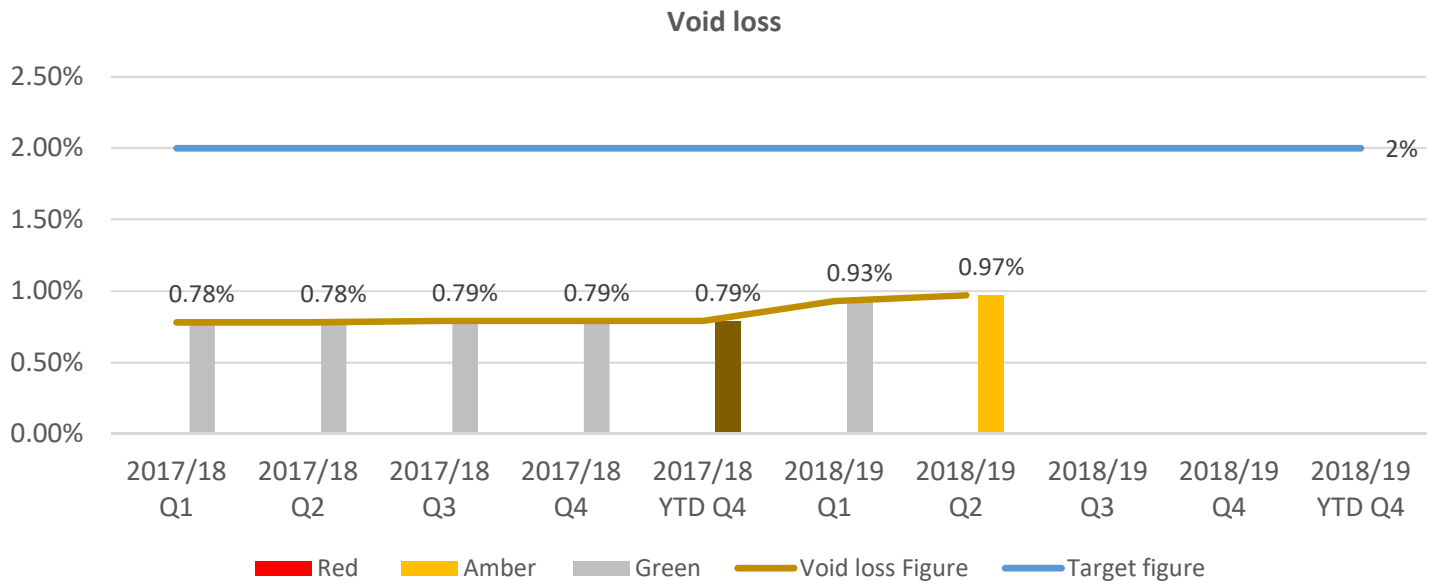


- Overall performance for routine repairs completed on time has been good, with performance remaining above the required target level since quarter one of 2017-2018.



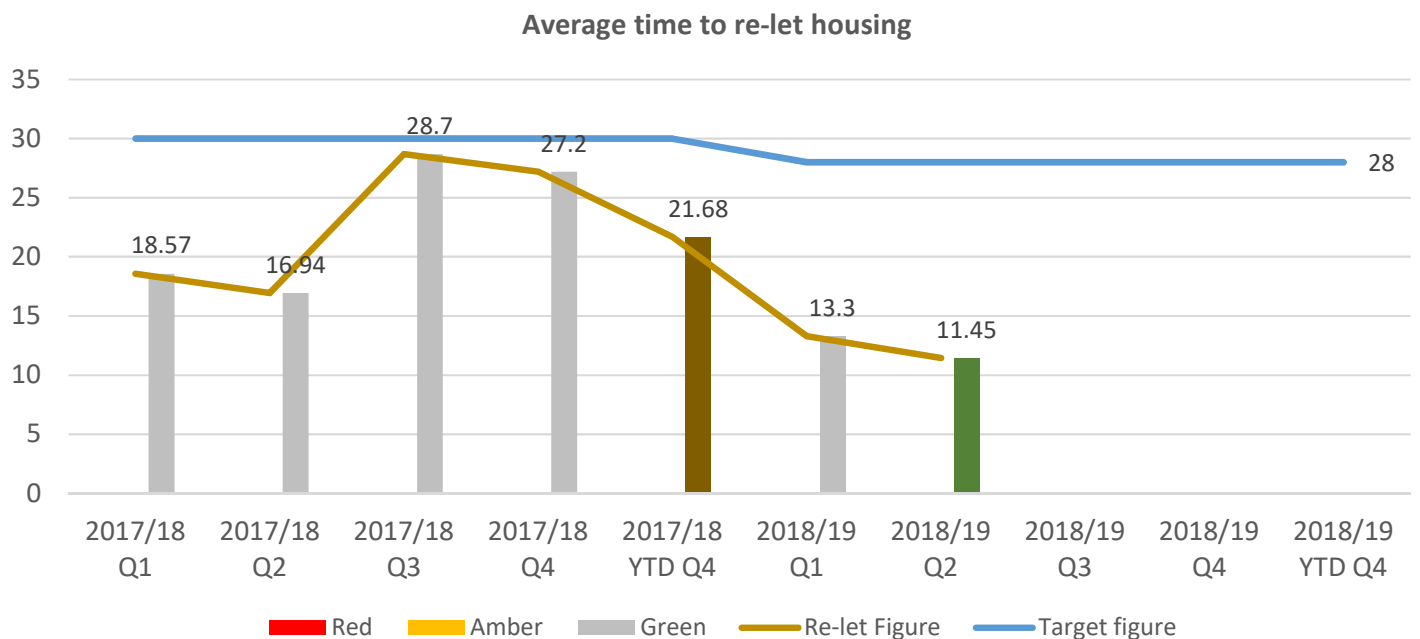
## Dovecotes TMO – Voids and Re-lets

### Voids



- Void loss for Dovecotes TMO has increased slightly from quarter one, however it is still below the required target level. Housing Strategy will monitor the activity to ensure it does not exceed the required target.

### Re-lets



- Quarter on quarter performance for the average time to re-let housing continues to improve since quarter three 2017-2018, reaching a low of 11.45 days.
- Performance is well below the new target of 28 days, which had been lowered from 30 days because of ongoing good performance.

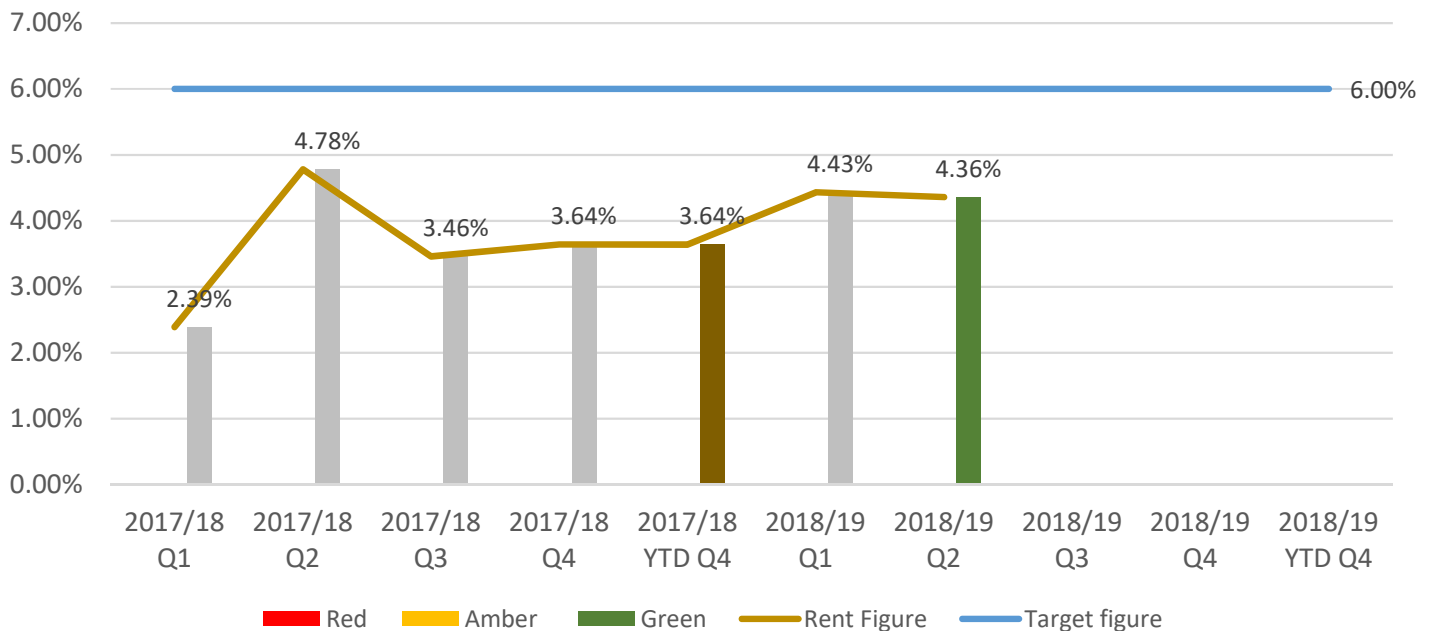
## New Park Village Tenant Management Cooperative

This section sets out quarter two performance information for New Park Village Tenant Management Cooperative (TMC), during 2018-2019. New Park Village TMC have generally performed well, with only **one indicator** being outside of target and **eight** being within target.

### New Park Village TMC – Rents Management

#### Arrears

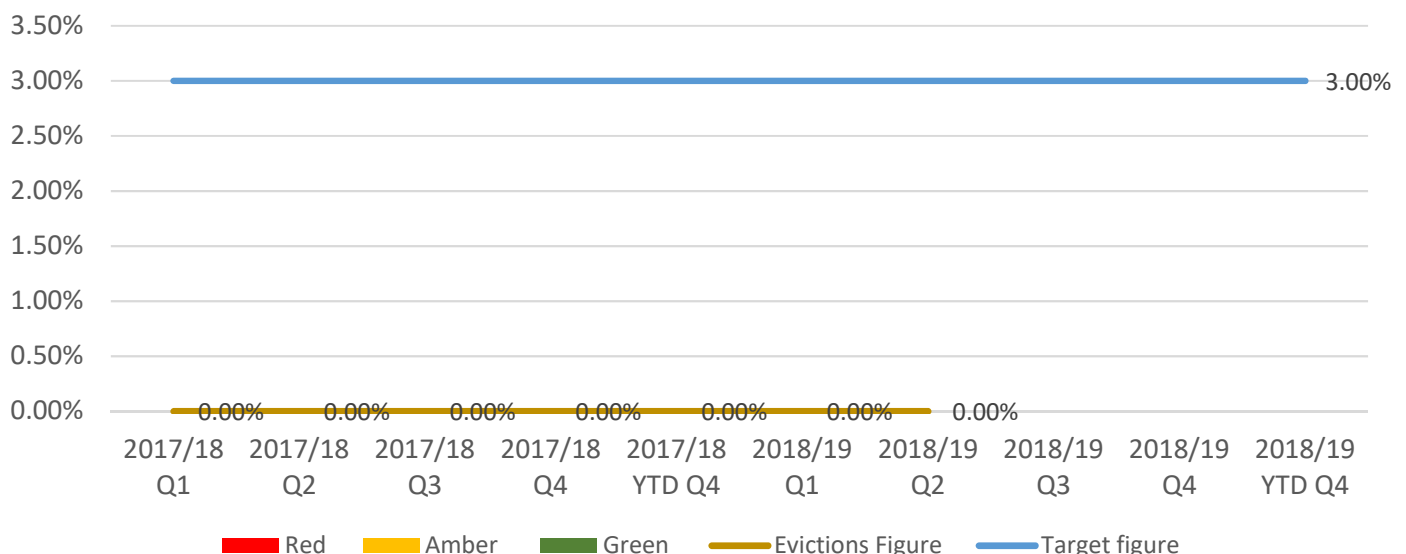
Tenants with more than 7 weeks rent arrears



- There has been a slight decrease in rent arrears, reversing the trend of the other managing agents, however the majority of arrears are attributed to the roll out of Universal credit. The TMC are working to address this and will be monitored by Housing Strategy.

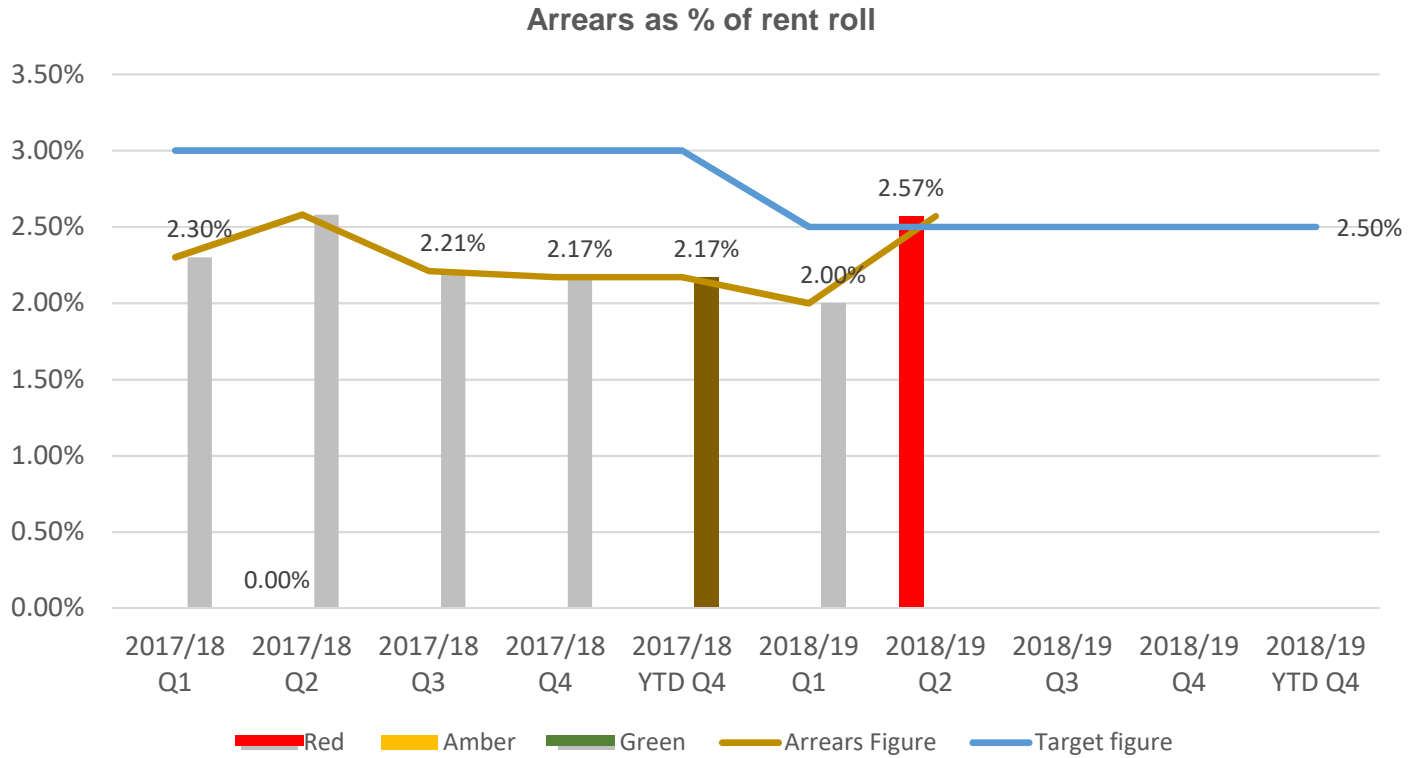
#### Evictions

% of tenants evicted as a result of rent arrears



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

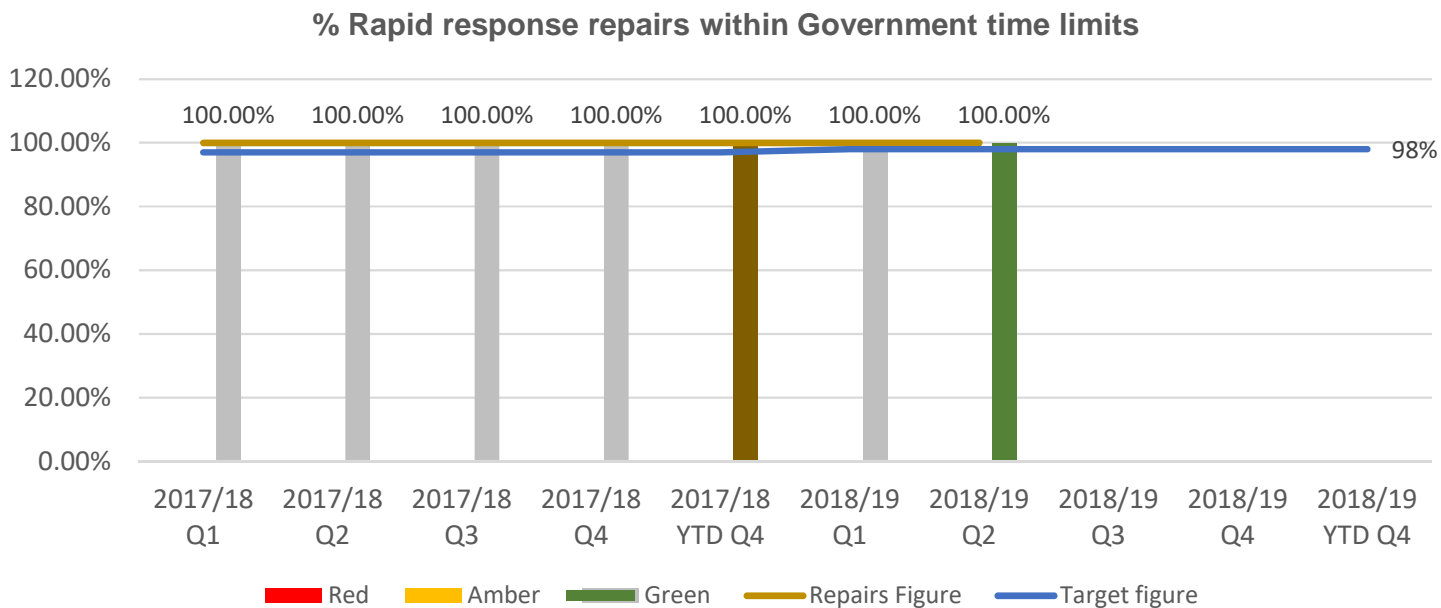
### Arrears as a percentage of the rent roll



- Performance for arrears as a percentage of the rent roll for quarter two 2018-2019 has seen a slight decline, taking it out of target; the first time since quarter two, 2017-2018. Universal Credit has had some impact on the arrears and will continue to be monitored by Housing Strategy.
- It had been agreed to lower the performance target for this indicator from 3% to 2.50% for 2018-2019 due to previous good performance. As New Park Village TMC has not achieved their target this will be monitored and the indicator reviewed to determine if it needs to revert back to original 3% target.

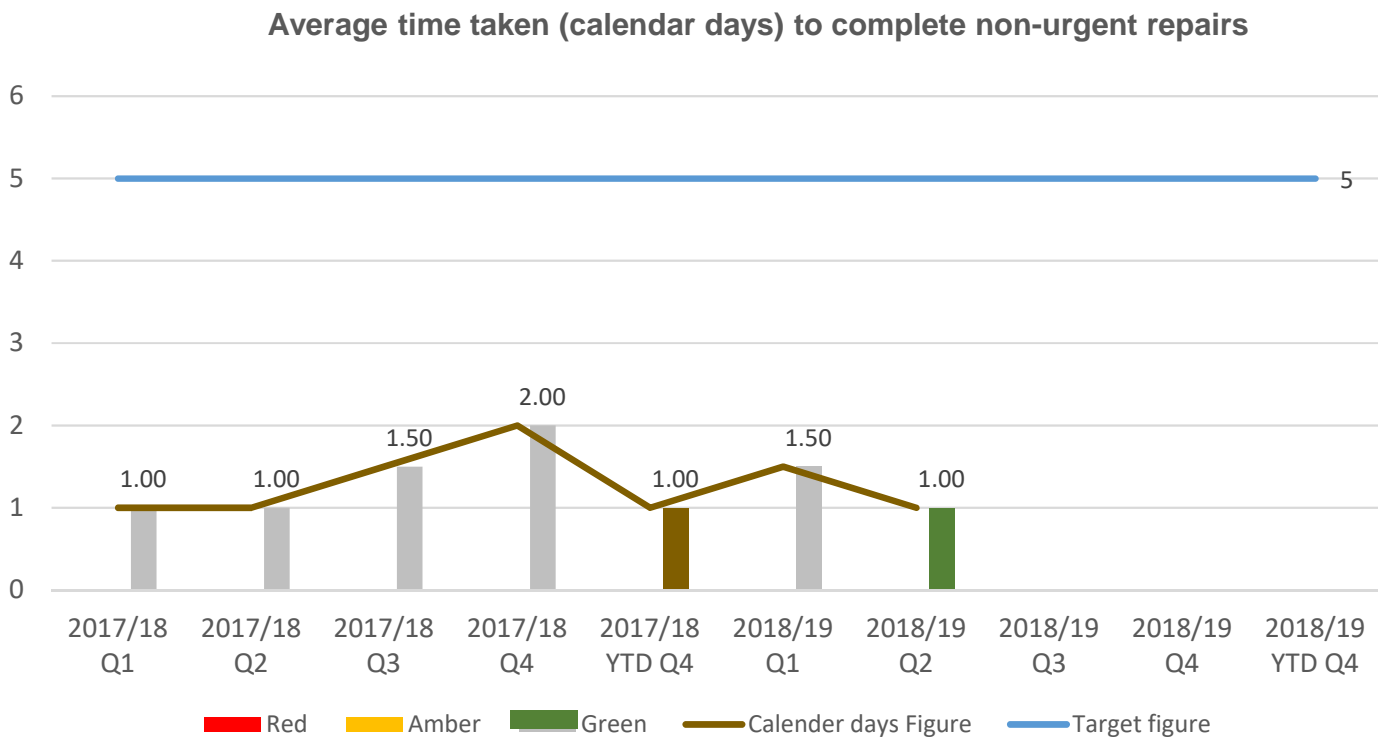
## New Park Village TMC – Repairs Management

### Rapid response repairs



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

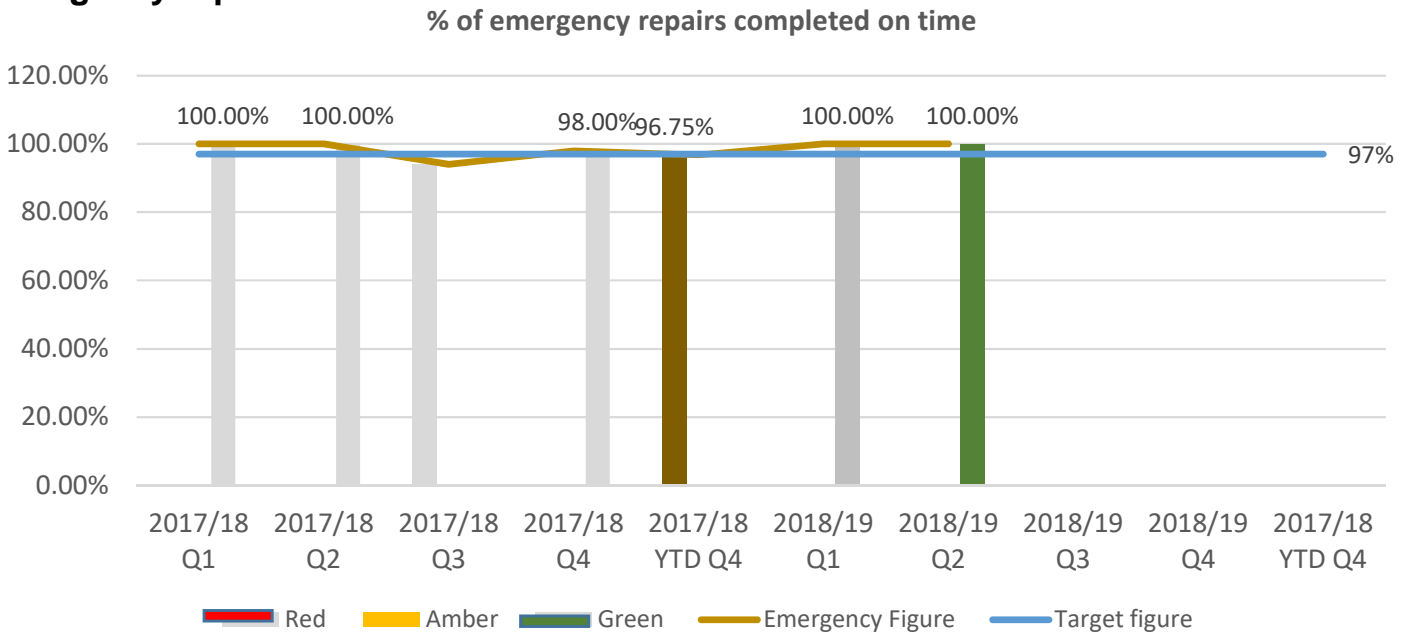
### Days to complete repairs



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

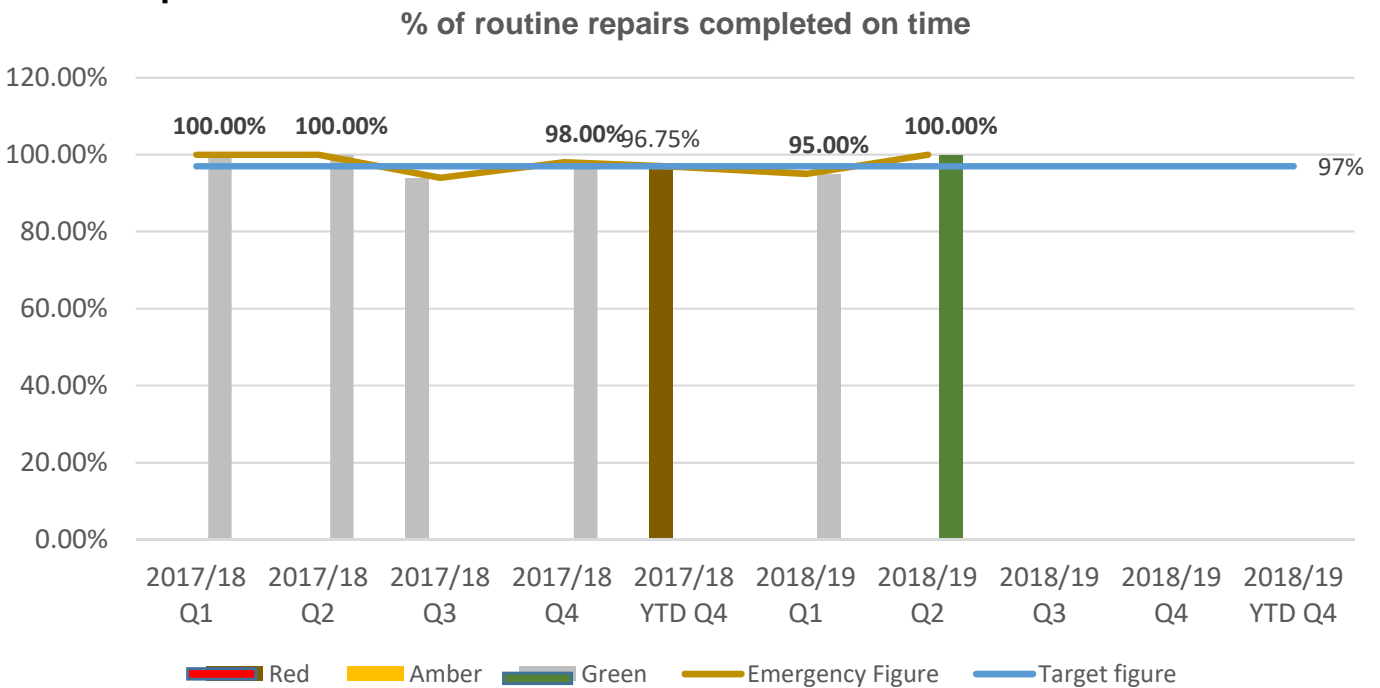
## New Park Village TMC – Repairs Management

### Emergency repairs



- Performance for the percentage of emergency repairs completed on time continues to be excellent at 100% for quarter two 2018-2019, continuing to remain above the required target level of 97%.

### Routine repairs

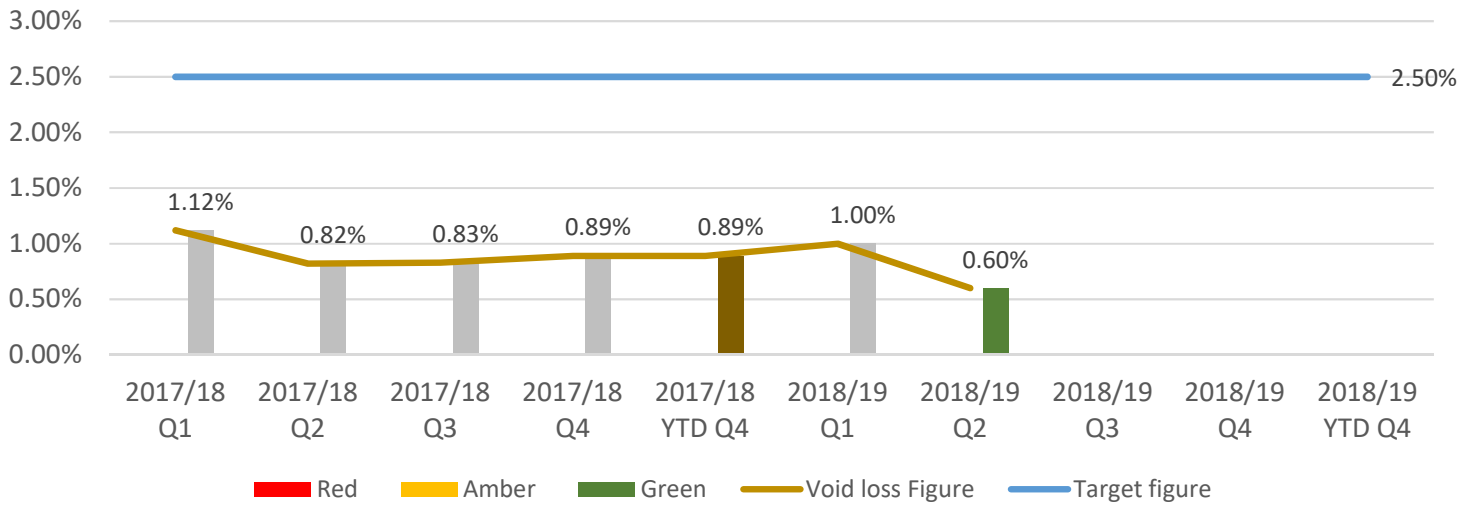


- Routine repairs performance has improved from quarter one and is above the required target at 100%.

## New Park Village TMC – Voids and Re-lets

### Voids

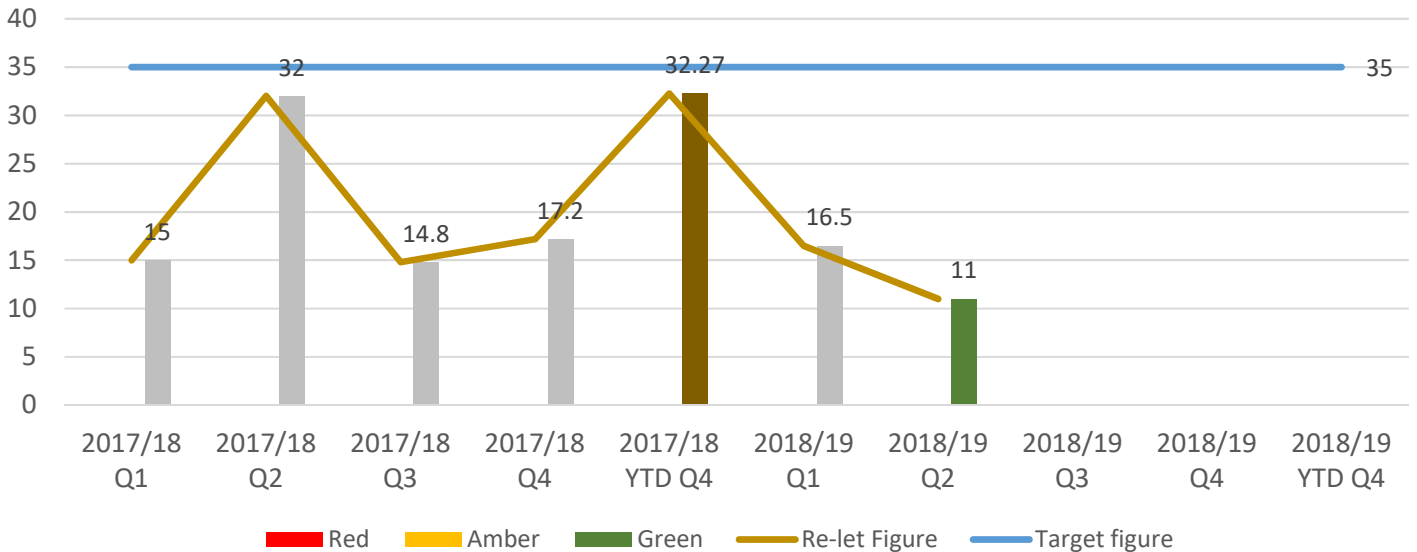
Void loss as a % of the rent roll



- Void loss for New Park Village TMC has improved slightly from quarter one, remaining below target and is lower than the same quarter of the previous year.

### Re-lets

Average time to re-let housing



- Time to re-let properties has improved to 11 days, which is well within target for quarter two 2018-2019. It is also lower than the same quarter of the previous year.

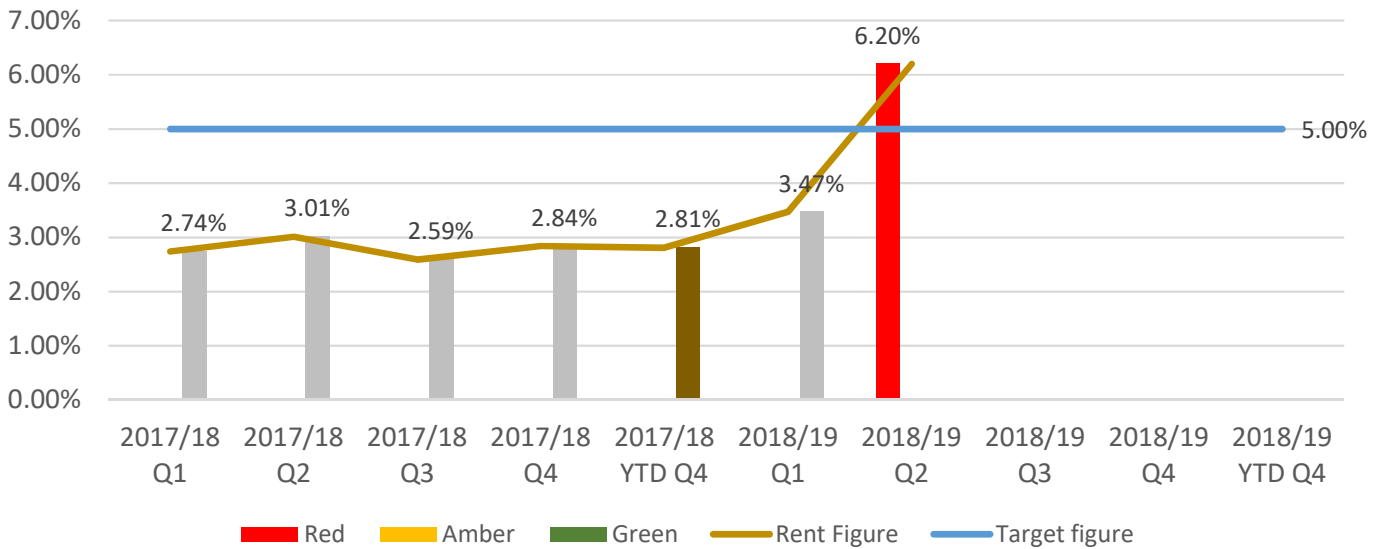
## Springfield Horseshoe Housing Management Cooperative

This sections sets out the quarter two performance information for Springfield Horseshoe Housing Management Cooperative (HMC), during 2018-2019. Generally Springfield Horseshoe HMC has performed well with **one** indicator being off target, **one** within acceptable tolerance level and the remaining **seven** indicators within target.

### Rents Management

#### Arrears

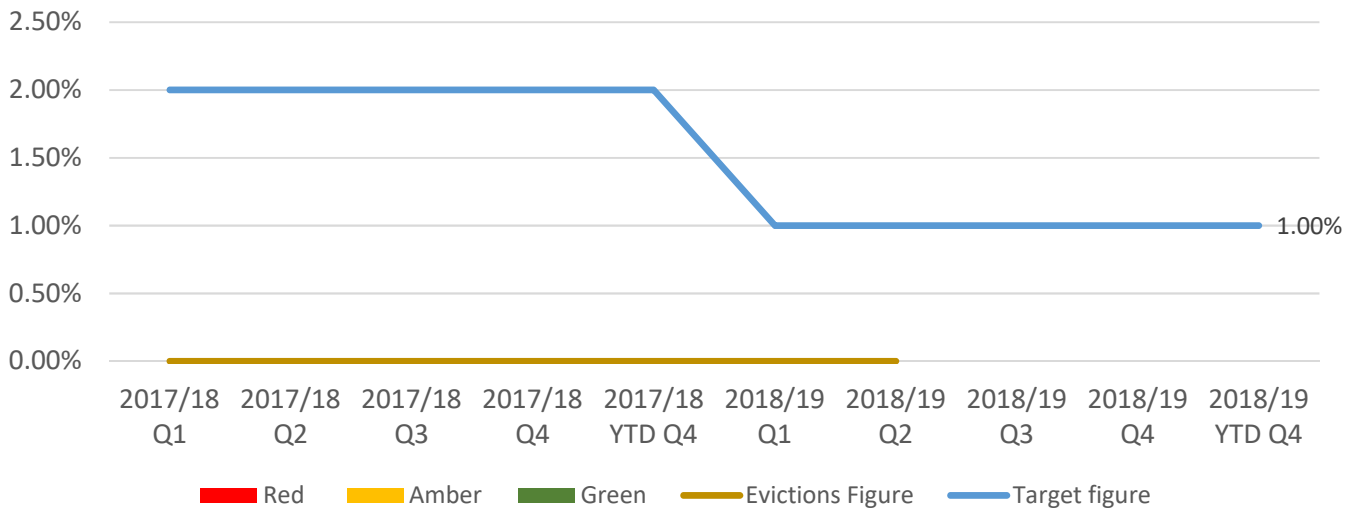
% tenants with more than 7 weeks rent arrears



- Arrears management was good for 2017-2018, but there has been a marked increase in arrears when compared to the quarter one of 2018-2019, with arrears now above target. This increase is attributed to Universal Credit claims. The TMO is working to reduce arrears and Housing Strategy will continue to monitor.

#### EVICIONS

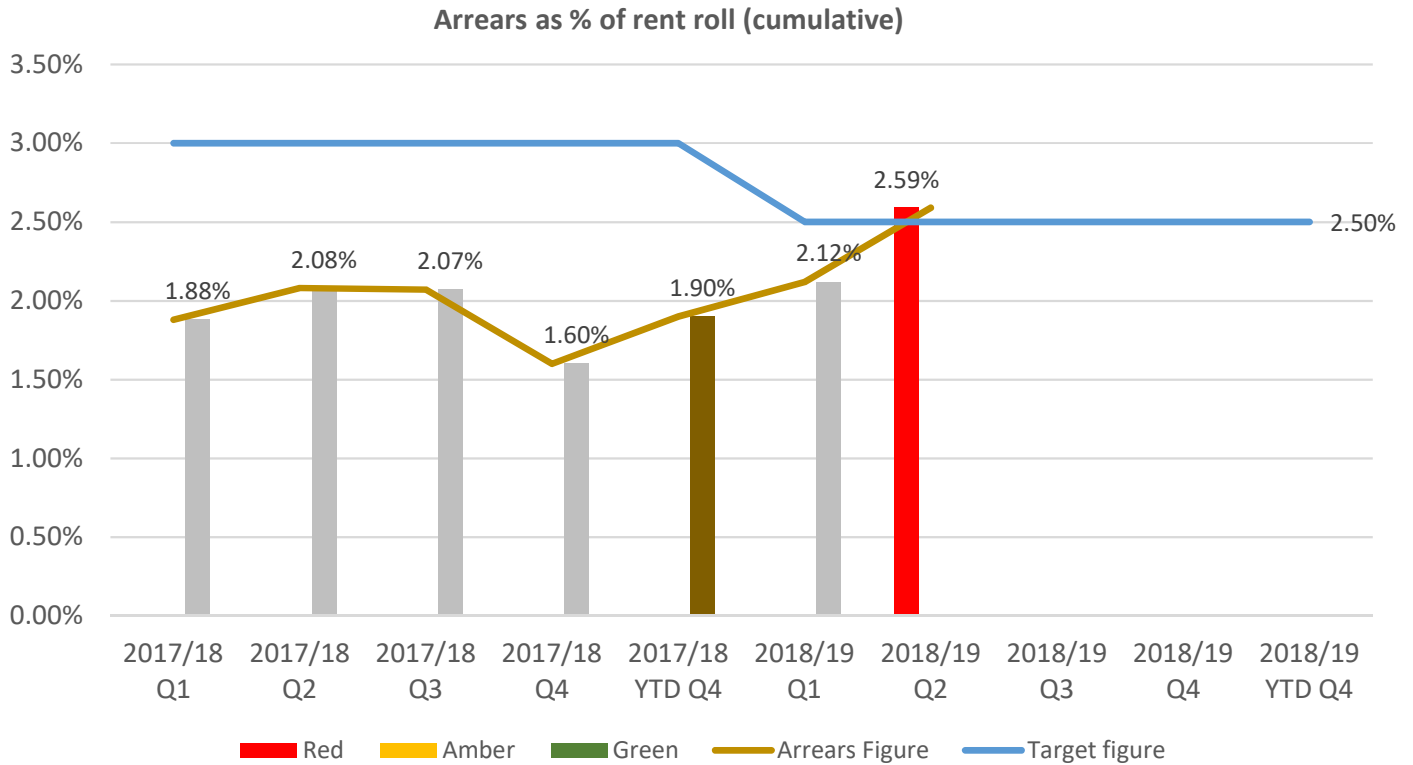
% of tenants evicted as a result of rent arrears



- Springfield Horseshoe HMC continues to have no evictions due to rent arrears since quarter one 2017-2018.
- The TMO agreed to have their target changed from 2% to 1% for 2018-2019 due to continually being below the required target level in the previous year.

## Springfield Horseshoe HMC – Rents Management

### Arrears of the Rent Roll



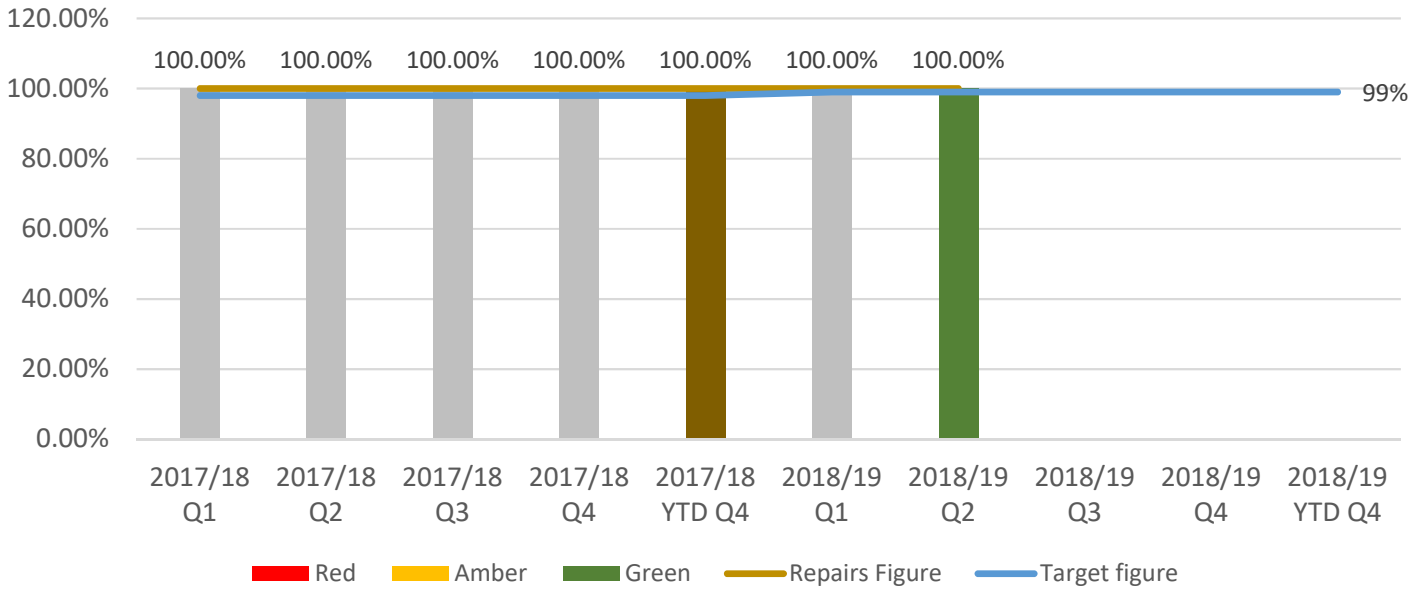
- Performance for arrears as a percentage of the rent roll has increased slightly above target level, and marks the highest level of arrears since quarter one 2017-2018. Performance will continue to be monitored in light of Universal Credit impact.
- Due to previous good performance for this indicator it has been agreed to reduce the target level from 3% to 2.5%, Housing Strategy will continue to monitor performance and if this needs to be revised further.



## Springfield Horseshoe HMC – Repairs Management

### Repairs within time

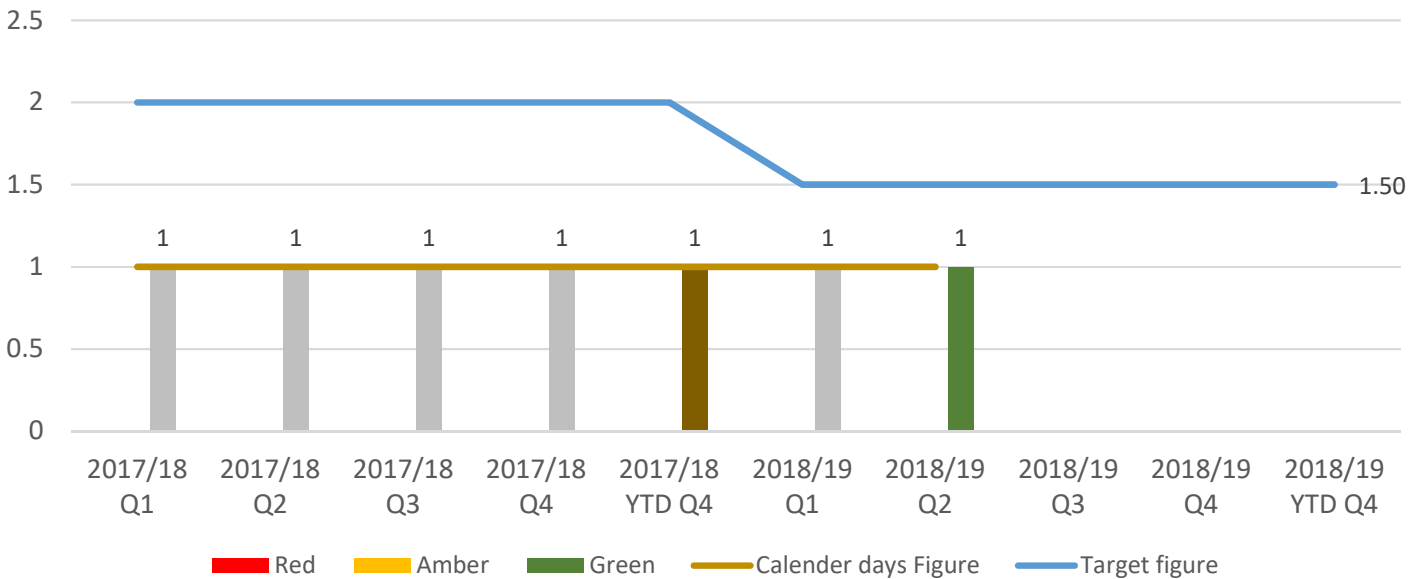
% Rapid response repairs (Right to repair)



- Springfield Horseshoe HMC continues to have high performance continually achieving a 100% response rate to rapid repairs.

### Days to complete repairs

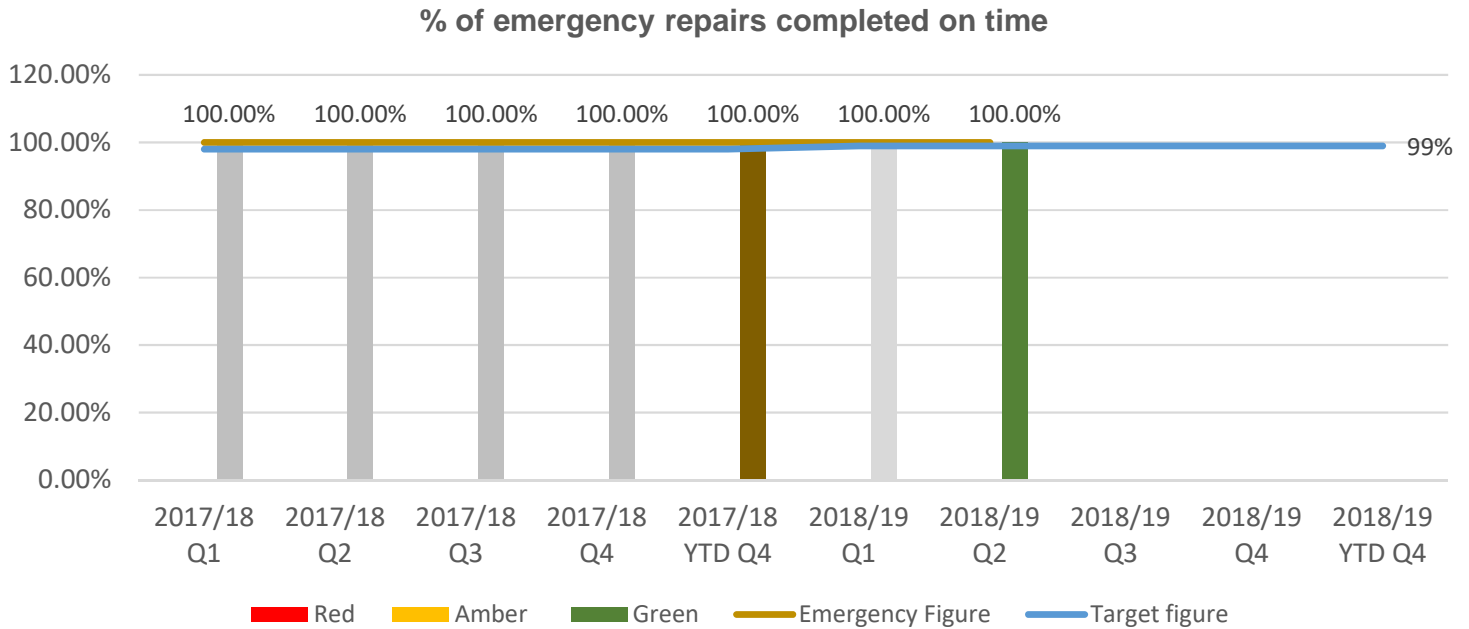
Average time to complete non-urgent repairs



- Springfield Horseshoe TMO continues to perform within target.
- The target level for this indicator has been changed from 2 days to 1.5 days due to continually achieving high performance during 2017-2018.

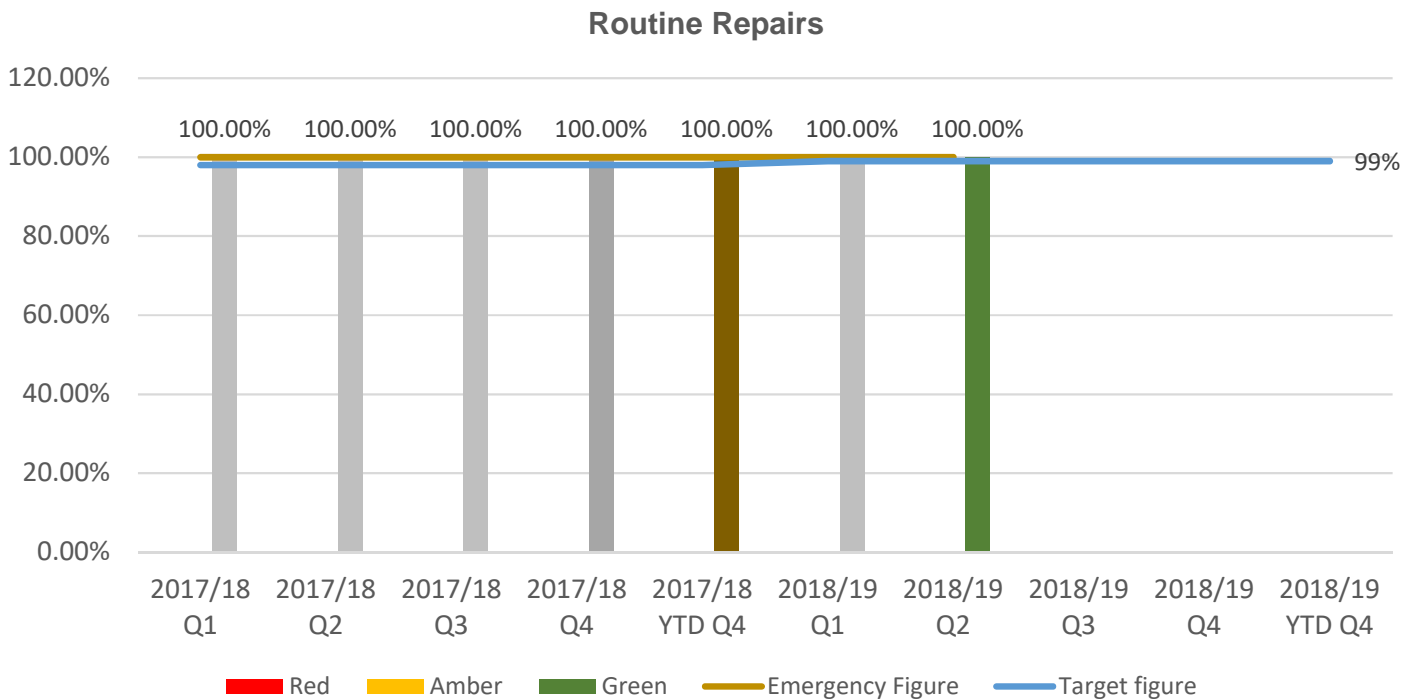
## Springfield Horseshoe HMC – Repairs Management

### Emergency Repairs



- Performance for this indicator remains at 100% since quarter one for 2017-2018, with Springfield Horseshoe HMC performing above the required target level.

### Routine Repairs

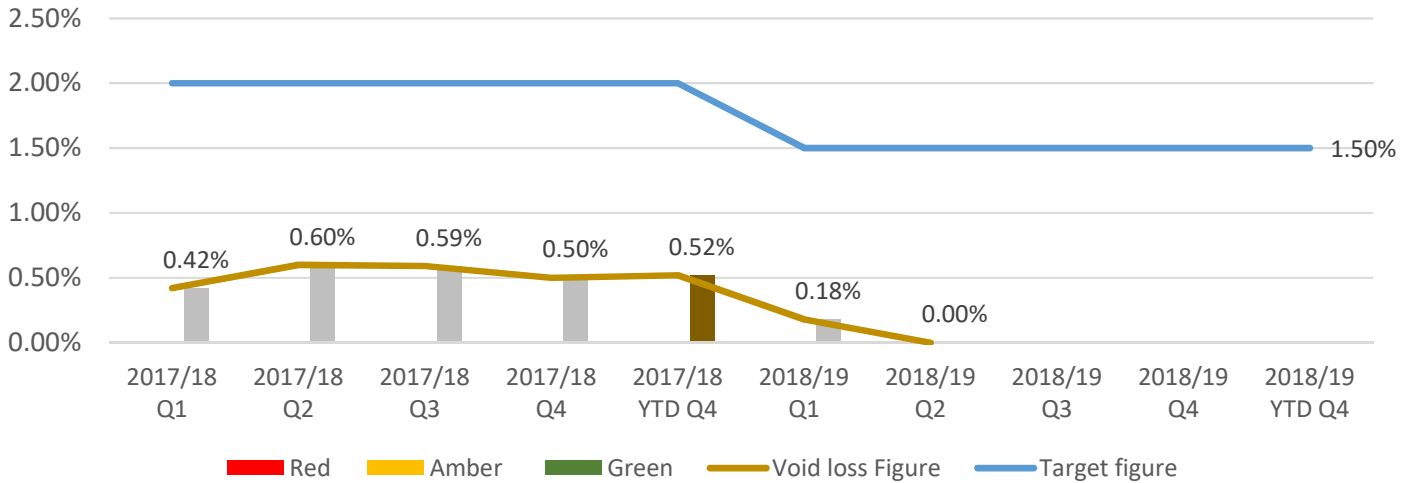


- Performance for this indicator remains at 100% since quarter one for 2017-2018, with Springfield Horseshoe HMC performing above the required target level.

## Springfield Horseshoe HMC – Voids and re-lets

### Voids

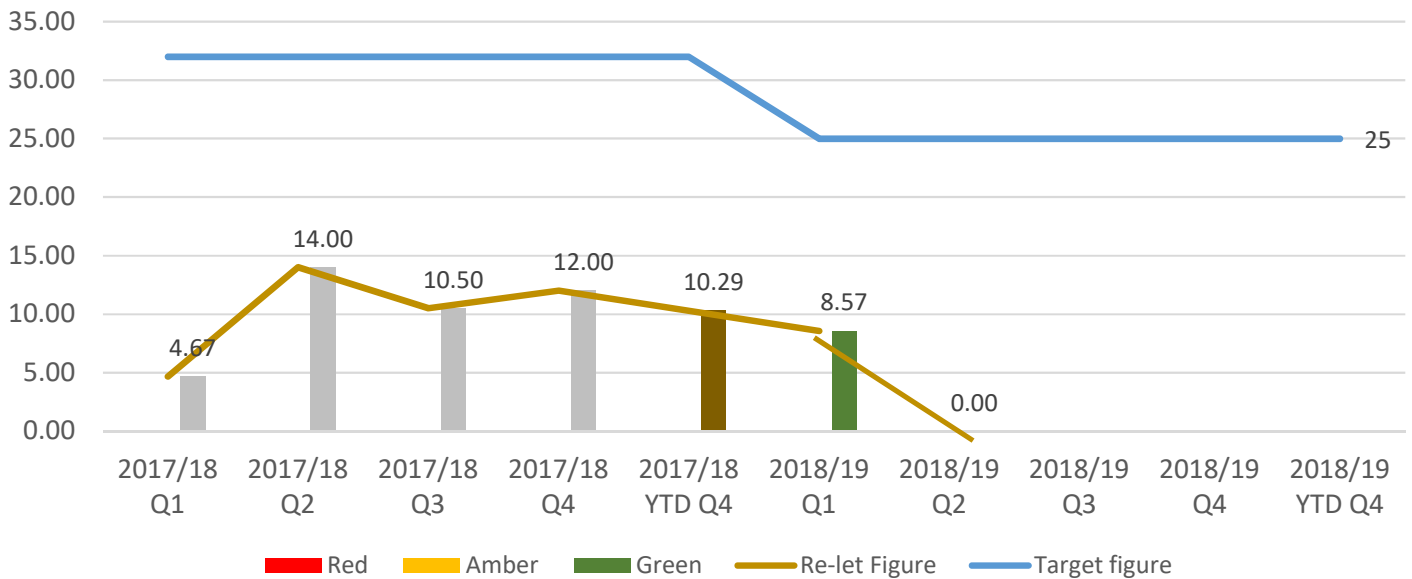
Void loss as a % of rent roll



- Springfield Horseshoe HMC continues to perform well. Void loss has improved quarter on quarter since the same period last year. No voids arose during this most recent quarter.
- Due to continuous good performance, the target level is has been changed from 2% to 1.5%.

### Re-lets

Re-lets



- Performance for quarter two is at zero with no arising voids in this period. Springfield Horseshoe HMC have historically performed well against this indicator.
- The target level for this indicator has been changed from 32 days to 25 days due to the TMO continually being below the required target for 2017-2018.

## **Auditing the Managing Agents**

During 2018-2019 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 issues identified within their audits.

## **Progress Update**

### **Bushbury Hill EMB**

- Audit has been completed
- Action plan has been released and work is underway to address issues.

### **Dovecotes TMO**

- Audit has been completed
- Improvement plan and action plan currently being developed to address issues.

### **Springfield Horseshoe Housing Management Cooperative**

- Audit has been completed
- Draft Audit reported was released to Springfield Horseshoe during November 2018 and action plan will be developed during December 2018.

### **New Park Village Tenant Management Cooperative**

- Audit commenced during July 2018
- Draft Audit plan issued to New Park Village to review during November 2018 and action plan will be developed during December 2018.

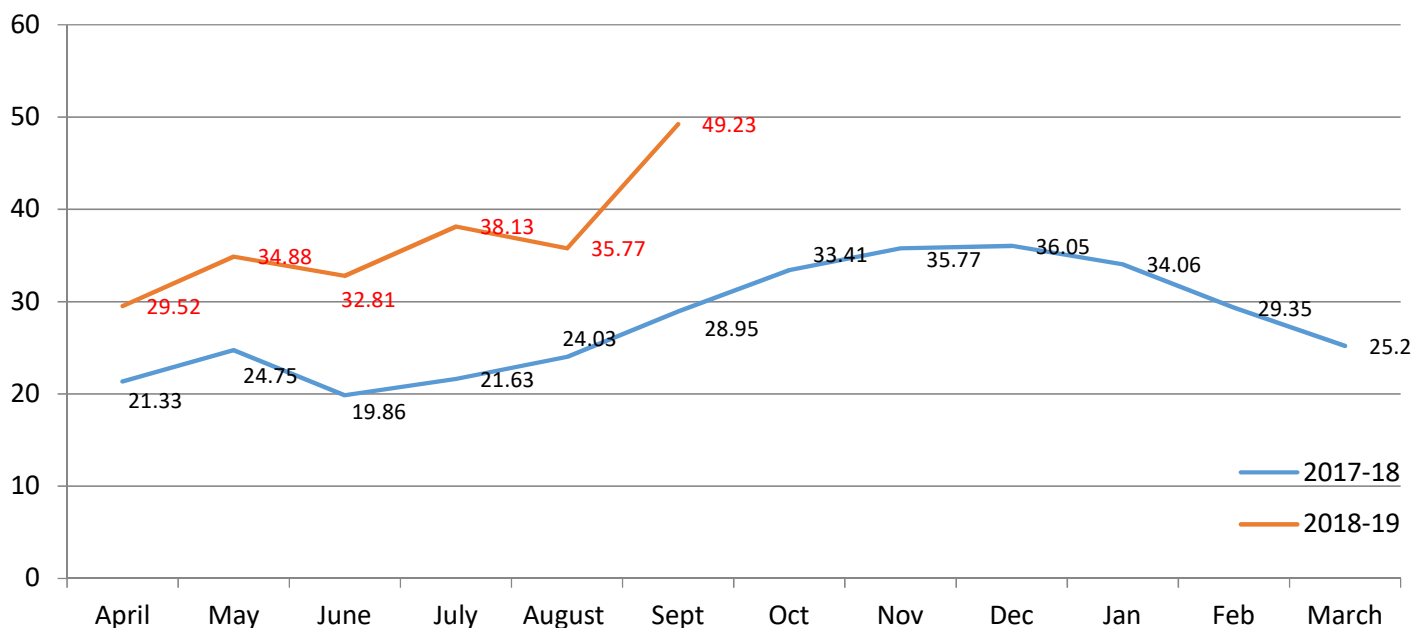
## Homeless Services Statistics

The Homelessness Reduction Act came into force from April 2017, placing legal duties on Local Authorities to provide meaningful help to anyone that becomes homeless, irrespective of their priority need status, as long as they are eligible for assistance.

Homeless services are delivered by Wolverhampton Homes on behalf of the Council, with residents provided with support in a number of ways to help ensure they keep their home.

The Housing Strategy team monitor Wolverhampton Homes' performance in the delivery of homelessness services as part of a service level agreement appended to their management agreement with the Council.

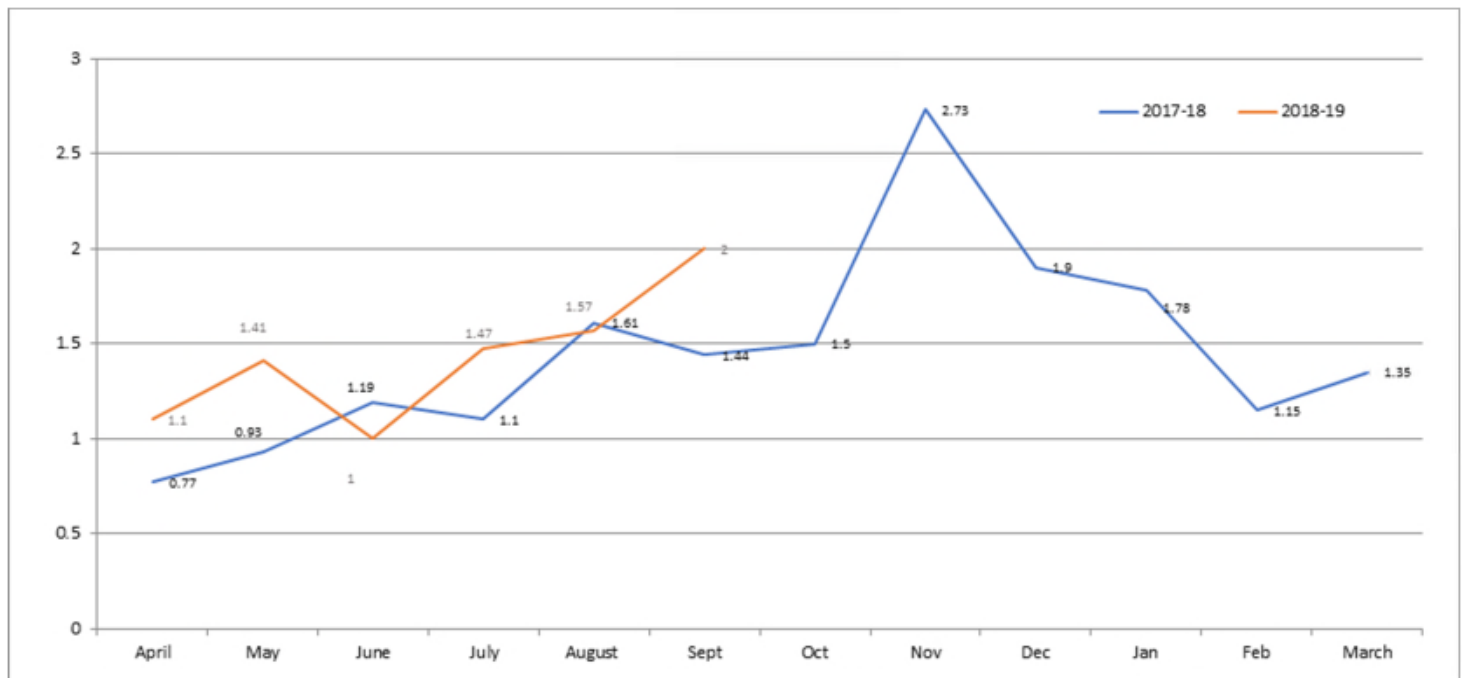
### Decision time in working days



The Homelessness Reduction Act increased the time allowed to make a homeless decision from 28 working days to 56 days. The average number of days taken to make a decision is therefore above the performance levels for 2017-2018, in response to the new duties.

This is an upward trend, but as new ways of working are increasingly embedded within Wolverhampton Homes, who are working diligently on the prevention and relief of homelessness it is anticipated that performance will improve further into 2018-2019.

## Length of stay in bed and breakfast – all clients

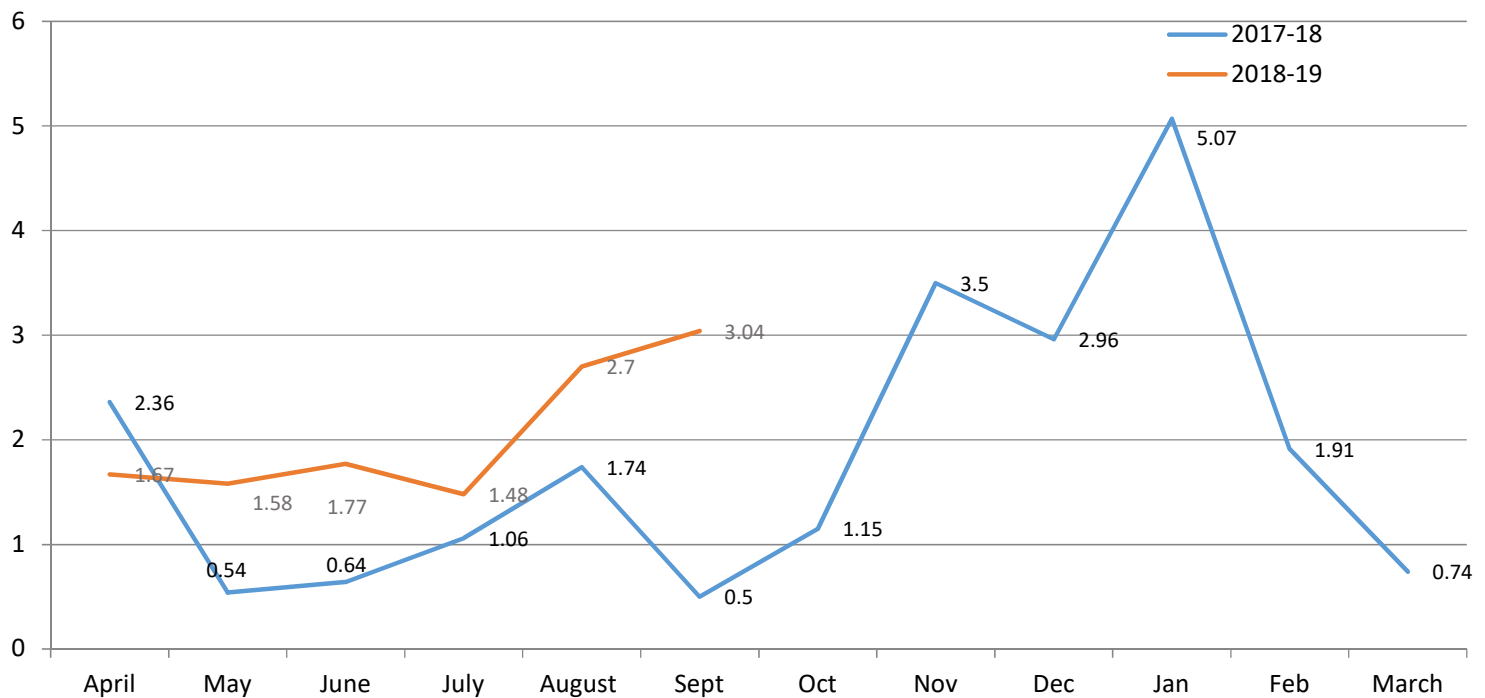


Homeless Services transferred to Wolverhampton Homes in December 2017. Between this time and April 2018 there was a steady reduction in the use of bed and breakfast accommodation. The Homelessness Reduction Act came into force in April 2018. From this time there has been an ongoing rise in the length of time spent in bed and breakfast, going from 1.1 days to 1.98 days on average.

Council officers are working with Wolverhampton Homes to regularly monitor bed and breakfast usage to understand the reasons for this and to try to reduce and minimise the usage of bed and breakfast.

Additional services are being utilised with the help of P3 and an officer is in place to help manage and monitor pathways processes from emergency accommodation into temporary accommodation and further onto settled accommodation.

### Length of stay in bed and breakfast with dependent children, leaving within a month



The 'length of stay in bed & breakfast with dependant children' is monitored as it is a legal requirement to ensure there are no families being accommodated in bed and breakfast for more than six weeks.

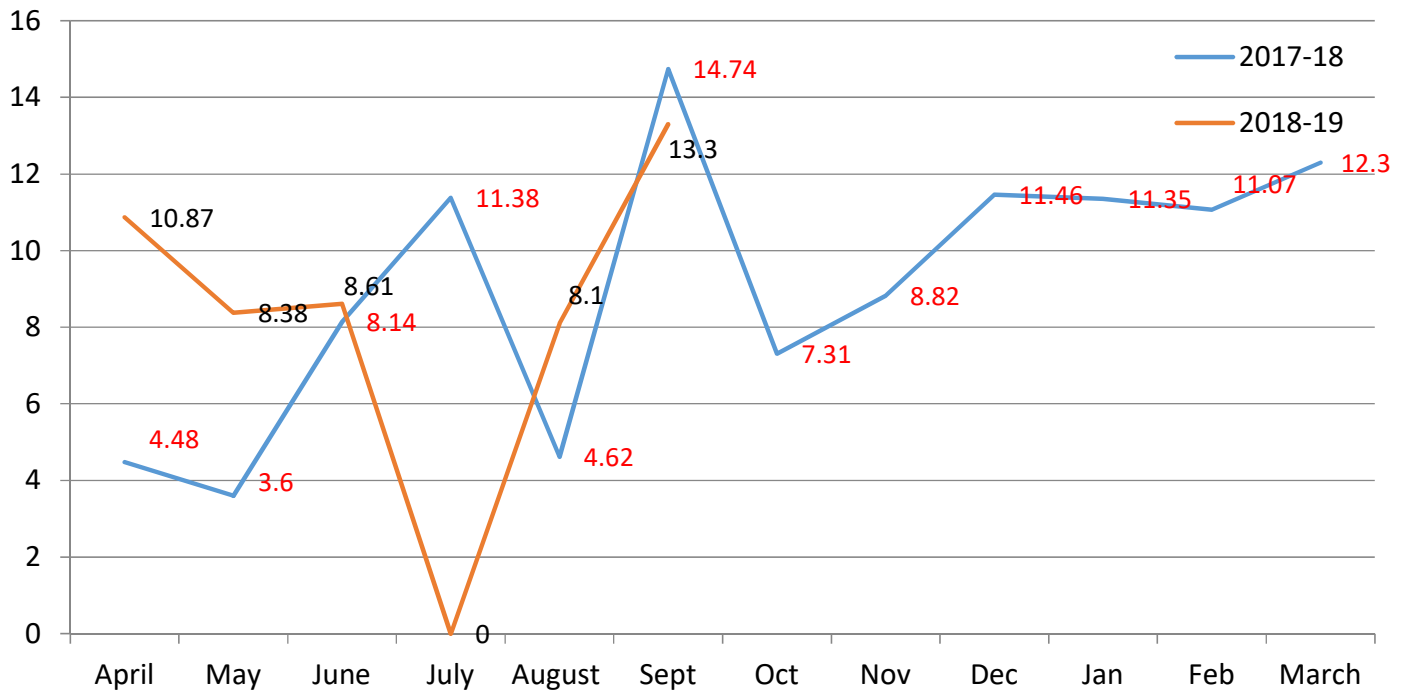
Average length of stay reduced significantly between January and March 2018 following Homeless Services transferring to Wolverhampton Homes, however quarter two 2018-2019 has experienced a monthly increase in the average length of stay by families within bed and breakfast.

The cumulative average totalled 1.84 weeks for 2017-2018. So far for 2018-2019, year to date the cumulative average figure is at 2.04 weeks.

During this period there has been an increase in larger families presenting, which presents a need for larger temporary accommodation for those families to move on to. Officers are working to secure larger properties within the private rented sector to enable people to reduce the use of and length of stay of families within bed and breakfast accommodation.

Housing Options staff are working to reduce the figures by working to ensure all other options are exhausted before bed and breakfast is used.

### Length of stay (weeks) in temporary 'shared accommodation' households with dependent children, leaving within a month



The length of stay by households with dependent children in temporary 'shared accommodation' relates to the average length of stay of those households that moved on from that accommodation in that month. (July 2018 therefore represents a month where no families moved on).

Where families did move on their average length of stay in 2018 -2019 for April, May and August was double that of 2017-2018. September 2018 has hit a peak of 13.3 weeks for the year, although this is slightly lower than the same period last year.

The cumulative length of stay (including placement prior to April 2018, as at Sept 11.38 weeks. As a comparison the cumulative figure as at April 2018 was 9.31 weeks.

Wolverhampton Homes are working to reduce average length of stay by improving move on making better use of private sector (temporary) accommodation.