

## EAST KENT HOUSING PERFORMANCE Q2 2016/17

Corporate Performance  
Review Working Party

**22 November 2016**

Report Author:

**Deborah Upton, Chief Executive of EK Housing**

Status:

**For Information**

Classification:

**Unrestricted**

Key Decision:

**No**

Ward:

**All Wards**

### **Executive Summary:**

The following report sets out East Kent Housing (EKH) performance for Thanet District Council for the second quarter of the year 2016-17. A detailed report by performance indicator is appended.

The report shows good overall performance (top or 2<sup>nd</sup> benchmarking quartile). Areas of particular concern, as well as Thanet's targets, are explained in more detail in the report.

### **Recommendation(s):**

To note the contents of the report.

<b>CORPORATE PRIORITIES (tick those relevant)✓</b>	
A clean and welcoming Environment	✓
Promoting inward investment and job creation	
Supporting neighbourhoods	✓

<b>CORPORATE VALUES (tick those relevant)✓</b>	
Delivering value for money	✓
Supporting the Workforce	
Promoting open communications	✓

### **1.0 Introduction and Background**

- 1.1 This reports sets out performance for the Q2 period in respect of East Kent Housing and the provision of services for Thanet District Council.
- 1.2 Challenging targets were set at the start of the 2016-17 year and particular areas of importance in relation to our performance are set out below for information.

### **2.0 Income collection**

- 2.1 Income collection remains strong, and the total rent arrears owed to Thanet District Council has shown a marked improvement (i.e. rent arrears have reduced) year on year over the period 2011-2016. EKH has a team of staff dedicated to income collection across all four areas, and we are also able to provide welfare benefits advice and referrals to other services where appropriate. We are on target to meet the year end target of 1.5% in March 2017.

### **3.0 Void Performance**

3.1 Performance on voids is exceeding target at 10.67 days for the quarter and 11.6 days year-to-date, against a target of 15 days. For those voids which require major works, performance has improved this quarter to an average of 22.75 days. We are also putting in place the following actions to ensure performance meets target by year end:

- We are making a single manager responsible for void performance in each area, to ensure there is accountability for voids that exceed the turnaround time;
- We are reviewing the process for left items in properties, to ensure storage is identified and dealt with faster;
- We are looking at how we deal with pre-void inspections to identify sub-standard DIY work carried out by the tenant, in order that it can be removed prior to the property becoming vacant.

### **4.0 Customer Satisfaction & Complaints**

4.1 As usual, customer satisfaction remains high this quarter at 99.16% against a target of 98%. This year we want to look at alternative ways of collecting customer satisfaction to ensure that it is meaningful and that we are getting an accurate understanding of the services provided by third parties, as well as EKH. Our Board is being asked to consider alternative methods of survey, and our contractors are now using text messaging which represents a more independent way of verifying contractor performance. We are also involving our residents in helping us to design new processes for customer satisfaction.

4.2 The average time to answer complaints has further improved in Quarter 2 to a year to date average of 5.55 days, against a target of 10 days. However complaints closed on time have not met target and we are reassigning resources have a single post that is responsible for assessing and supporting our complaints handling at stage one and also be an independent reviewer at stage two. This will provide a level of independence from the services, as well as quality control. We are also looking to introduce a performance measure of complaints per 1000 properties, which will allow us to benchmark our performance.

### **5.0 Capital Programme**

5.1 Members will be aware from the report they received in September 2015 that this continues to be the most challenging area of performance for EKH. We have had an external review completed of this part of our service, and the findings have been shared with the Councils. We have set up a task & finish group of board members (including one Councillor and one Council Client Officer) and they will be monitoring our improvement plan.

5.2 The capital programme spend is currently behind target in Thanet. The delivery of the Capital Programme has been impacted due to a number of challenges that will result in a projected underspend.

We have agreed a revised projected outturn position with Thanet District Council as to what works can be delivered within the 2016/17 financial year.

### **6.0 Other areas to highlight**

6.1 The Heating contract has improved this quarter with 98.82% of emergency heating repairs completed on. Close monitoring of the current contractor is in place and weekly monitoring meetings are held to ensure that there is no slippage.

6.2 We also monitor gas servicing on a daily basis (Number of properties without a valid LGSR) and as at the end of Quarter 2 there were no outstanding gas servicing cases i.e. performance was at 100%. Performance on a day to day basis has remained consistently high all quarter.

Contact Officer	Sara Bateman, Executive Support Manager
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### **Annex List**

Annex 1	East Kent Housing Performance Report for 2016/17 Q2
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### **Background Papers**

<b>Title</b>	<b>Details of where to access copy</b>
None	N/A

### **Corporate Consultation**

<b>Finance</b>	N/A
<b>Legal</b>	N/A