

## EAST KENT HOUSING PERFORMANCE Q2

Corporate Performance  
Review Working Party

**13 November 2017**

Report Author:

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Status:

**For Information**

Classification:

**Unrestricted**

Key Decision:

**No**

Ward:

**All Wards**

### **Executive Summary:**

The following report sets out East Kent Housing (EKH) performance for the second quarter of the year 2017-18. The report contains an executive summary to accompany a detailed report by performance indicator.

Out of a total of 16 targeted KPIs, 13 were in target at the end of quarter, 1 is target to be achieved by the year end and the remaining are areas positive action has been taken to deliver improvements.

Particular areas of good or improved performance can be seen in responsive repairs and gas servicing repairs. At the end of the quarter, all properties had a valid LGSR.

Performance in complaints continued to be poor for Q2, as expected, and our management action is now complete. We expect to be back in target for Q3.

The rent arrears target are the values to be achieved by the end of the year and whilst these are currently higher than at the same point last year this is in part due to the continued roll-out of Universal Credit and the monthly cycle of direct debits.

In addition to which EKH has been working with residents to review the Formal Resident Involvement Framework, these proposals will see the structure revised to reflect recommendations made by tenants.

*This report is for information and discussion*

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

To note the contents of the report.

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

<b>CORPORATE VALUES (tick those relevant)✓</b>	
Delivering value for money	x
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 EKH and the provision of services to Thanet District Council.

## **2.0 Income collection**

2.1 The targets set for arrears are set for the end of the financial year rather than a quarterly target, and therefore we would not expect to achieve the target until the end of Q4. Performance until that point is expected to vary through the year and is dependent upon a number of factors:-

- Rental income comes in over in various levels at various points in the month,
- Direct debts are made monthly, whilst the monies owed increase weekly

This means that over the period, an account could be in both credit and debit, depending on the point at which the report is taken within the period.

2.2 Arrears have increased as we are now experiencing the impact of the roll out of Universal Credit in the Thanet area. Universal Credit is paid monthly, and in most cases it is paid at least six weeks in arrears following the initial claim. This means that most claimants will build up arrears during this time as they do not have savings to support them.

2.4 We will continue to monitor the roll out of Universal Credit in Thanet to try and model the impact, and whether any additional resources are needed to support customers in respect of their claims

## **3.0 Void Performance**

3.1 Our performance continues to be strong, and has resulted from effective joint working between all service areas along with our contractors in order to ensure voids are quickly made available for occupation in order to help minimise voids and rent loss.

3.2 Overall the number of properties that have become available for rent has remained constant however in some areas it has decreased slightly. This is due to a number of reasons, including the need to decant a number of properties last year in preparation for redevelopment work.

## **4.0 Repairs and Maintenance**

4.1 Performance on responsive repairs continues to be extremely good, with 99.74% of emergency repairs completed on time and 100% of routine repairs completed on time. All responsive repair indicators are in target.

4.2 Targets have been met for all heating and hot water repairs with 100% being completed on time (target 98%).

4.3 We also monitor gas servicing in relation to the number of properties without a valid Landlord Gas Safety Record (LGSR). At the end of the reporting period (30 September 2017) 100% properties were showing as having a valid LGSR.

## 5.0 Customer Satisfaction & Complaints

5.1 Satisfaction with repairs remains very high, with 100% satisfied with day to day and heating and hot water repairs. Customer satisfaction with repairs places EKH within the upper benchmarking quartile (threshold 96.84). As members are aware, we have been trialling other methods of collecting customer satisfaction information, and we will be evaluating these over the next quarter, with out contractors.

5.2 The average number of days taken to close complaints this quarter is outside target. Our new complaints role went live on 1<sup>st</sup> October, and a large number of existing complaints were closed in Q2 prior to this, meaning that all overdue complaints were dealt with and closed. Our new Complaints Officer is responsible for all complaints, member and MP enquiries, and this will ensure that we learn from our complaints and reduce our response times, to improve our service. Members are advised that any queries should be sent to [memberenquiries@eastkenthousing.org.uk](mailto:memberenquiries@eastkenthousing.org.uk)

## 6.0 Capital Programme

6.1 Spending on our capital programme was a challenging area of performance in 2016-17. At Q2, the current capital spend is 14.05% which is slightly lower than the position at Q2 last year (17.64%).

## 7.0 Resident Involvement

7.1 The Tenant Scrutiny Panel (TSP) carried out a review of the formal resident involvement structure and provided recommendations which included:-

- A residents board covering the whole of the EKH area
- Maintaining and reviewing the roles of local groups
- Increased focus of task and finish project groups to produce specific and timely outcomes
- Reducing the duplication of groups
- A consistent approach to the structure of groups, including their terms of reference, number of meetings agendas and their aims and objectives.

In order to develop these recommendations a group of wider residents from the four areas have been supported by an Independent Tenant Advisor to work with EKH to develop and recommend the new structure and the supporting documentation. As part of the work and the development of the revised structure we have worked with tenants to retain the link back to the original recommendations of the Tenant Scrutiny Panel. The proposals are supported by residents and have been developed by them, and they contribute to improved governance at EKH and a greater ability for the Board to hear the voice of residents.

### The revised framework Background Papers

Title	Details of where to access copy
None	N/A

**Client Officer Comments**

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**Corporate Consultation**

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