

**TITLE: PERFORMANCE REPORT**

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**1. PURPOSE**

To update the Milton Keynes Housing Forum on the performance of the Housing Service.

**2. RECOMMENDATION**

The Forum is recommended to note the content of the report.

**3. BACKGROUND**

3.1 The Housing service has changed the way it reports performance as a result of the ongoing service improvement programme; Changing MK Homes.

3.2 We continue to report those indicators, which are required as a result of the government regulations. This includes Comprehensive Performance Assessment and Best Value Performance Indicators. This report uses these statistics, as these are currently the only reported figures available.

3.3 As a result of Changing MK Homes we continue to develop new measures and report these as capability charts instead of a range of statistics. These have proved to be a better method to improve the service performance, as they highlight more effectively problem issues, which are hidden by a single number statistic.

**4. RENT COLLECTION AND ARREARS**

Indicator Description	Performance	Actual 03/04	Actual 04/05	Actual last year 05/06	Apr-06	May-06	Jun-06	July 06	Projected performance at end of year 06/07	06/07 Target
% of rent collected	High	96.10 %	96.65 %	97.39%	97.00%	95.00%	96.73%	96.40%	97.70%	97.70%

4.1 Currently a review of the process of sign-up of new tenants is underway. This has included a survey of new tenants to see what they thought of the information that was provided to them. We are reviewing the administrative processes to set up a new tenancy and rent account to help ensure that there is no "false" rent arrears caused by the set-up process. We will continue to make sure that we work closely with Housing Benefits to make sure that everyone who

is entitled to Housing Benefit makes a claim and receives payment and other welfare rights advise is given.

## 5. VOIDS AND LETTINGS

Indicator Description	Performance	Actual '03/04	Actual 04/05	Actual last year 05/06	Apr 06	May 06	Jun 06	Jul 06	Projected Performance at end of year 06/07	06/07 Target
Average re-let times for Council dwellings let in the financial year (in calendar days)	Low	39.83 days	41.69 days	43 days	42.22 days	55.10 days	54.40 days	46.90 days	46 days	30 days

5.1 Average re-let times are very poor. We are working hard to reduce the times and are developing new processes across the whole service, not just individual teams, to improve this result. To achieve this a new process is being developed, we are working closely with our new contractors MITIE, and we have developed a new monitoring system to make sure everyone working on voids can tell at what stage the work has reached and how soon it will be ready for letting.

## 6. REPAIRS

Indicator Description	Performance	Actual '03/04	Actual 04/05	Actual last year 05/06	Apr 06	May 06	Jun-06	Jul 06	Projected Performance at end of year 06/07	06/07 Target
% of responsive (but not emergency repairs during 2006/07 for which the council made and kept appointments	High	0.00%	0.00%	99.70%		See June 06	98.90%	99.17%	95.00%	95.00%
Average time for completion of non-urgent repairs	Low			20.15 days	19.01 days	17 days	17.79 days	19.81 days	25 days	30 days
% of Gas services completed	High			95.81%	95.73%	95.61 %	95.78%	95.75%	95.60%	97.00%

6.1 The appointment system operates with a continuing high score, but we are aware that improvements can be made which are not reflected in the figures. We have improved this service in recent weeks by using an Internet based monitoring system, which

enables better and more accurate information to be given to customers when they call. This has reduced the need for repeat phone calls and freed up time in the call centre to enable better planning of work.

- 6.2 Gas Servicing remains a priority area for the service. Various initiatives to improve access to properties/legal remedies are being pursued.

## **7. TENANCY SERVICES**

- 7.1 We are addressing issues related to neighbour nuisance and have looked at the types of problems that we are seeking to solve. Noise nuisance has been highlighted as a key issue and we have developed new processes and information leaflets, which we will be distributing shortly in areas, where there are key problems. We will be using a new reporting tool FLARE that will help in monitoring Anti-social behaviour and help with our work with the police and other agencies.
- 7.2 We have developed new processes to improve the removal of abandoned vehicles and to speed up the administration of tenancy successions.
- 7.3 We have developed new processes to deal with mutual exchange and have promoted this through mail shot. This has led to a high level of interest and we are seeking to match up possible exchanges.
- 7.4 We are progressing with a review of caretaking services and will shortly advertise two vacancies for two more staff.
- 7.5 Moreover, to improve service delivery we have decided to create a fourth area team and will be moving staff around the offices to enable West Bletchley office to provide a wider range of services at that location. At present the new team is co-located at the South Office. To head up this team we have reallocated a vacant management post and we are currently recruiting an Area Manager to head up this team.

## **8. TENANT PARTICIPATION**

New measures to reflect the work with the Housing Forum need to be developed.

## **9. COMPLAINTS AND COMPLIMENTS**

Details of the definition of a complaint were requested by the Executive. The Council defines a complaint like this;

*You can complain if you feel we have:*

- *Done something wrong*
- *Done something we should not have done*
- *Failed to do something we should have done*
- *Behaved unfairly or discourteously*
- *Not carried out a service to an agreed standard*
- *Not responded to your request for a service or standard remedy within our stated timescale*

Details of complaints for the two comparative quarters in 2005 and 2006 are shown below. Miscellaneous complaints are those that are open during the period & under investigation.

Area	July/August/September 2005		July/August/September 2006	
	Complaints	Misc.	Complaints	Misc
Building Services - Heating Repairs	3 (3.8%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Building Services - Planned Maintenance	5 (6.3%)	4 (5.6%)	5 (6.6%)	0 (0.0%)
Building Services - Repairs Service Centre	9 (11.4%)	1 (1.4%)	4 (5.3%)	0 (0.0%)
Building Services - Responsive Repairs	20 (25.3%)	20 (28.2%)	23 (30.3%)	3 (14.3%)
Building Services - Voids	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (4.8%)
Home Ownership	8 (10.1%)	5 (7.0%)	0 (0.0%)	1 (4.8%)
Lettings	4 (5.1%)	12 (16.9%)	3 (3.9%)	1 (4.8%)
Rent and Incomes	5 (6.3%)	1 (1.4%)	1 (1.3%)	0 (0.0%)
Tenancy Support	0 (0.0%)	1 (1.4%)	1 (1.3%)	0 (0.0%)
Tenant Participation	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Tenant and Estate Services (MK East)	9 (11.4%)	9 (12.7%)	24 (31.6%)	0 (0.0%)
Tenant and Estate Services (MK North)	5 (6.3%)	1 (1.4%)	9 (11.8%)	10 (47.6%)
Tenant and Estate Services (MK South)	11 (13.9%)	17 (23.9%)	5 (6.6%)	5 (23.8%)
<b>Unallocated:</b>	<b>0</b>	<b>-</b>	<b>1</b>	<b>-</b>
<b>Total:</b>	<b>79</b>	<b>71</b>	<b>76</b>	<b>21</b>
<b>compliments</b>	<b>11</b>		<b>15</b>	

Overall the numbers of complaints responded to or being worked on are down on the same period as last year. Compliments remain relatively stable.

Complaints about services provided by Building Services are down as are complaints to MK South Office and homeownership. Complaints numbers in other teams remain broadly similar in number.

There has been no significant change in the nature of the complaints received, in that there are no obvious trends, and the issues raised are across a wide range of service delivery issues.