

**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.
- 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	Aug 06	Sep 06	Oct 06	Nov 06	Projected performance at end of year 06/07	06/07 Target
% of rent collected	High	96.10 %	96.65 %	97.39%	95.64%	95.37%	94.72%	95.18%	97.70%	97.70%

- 4.1 Following the new tenants' survey reported in September's report a new Welcome Pack has been collated. The information within the pack has been clarified and is now consistent across the 4 housing offices.

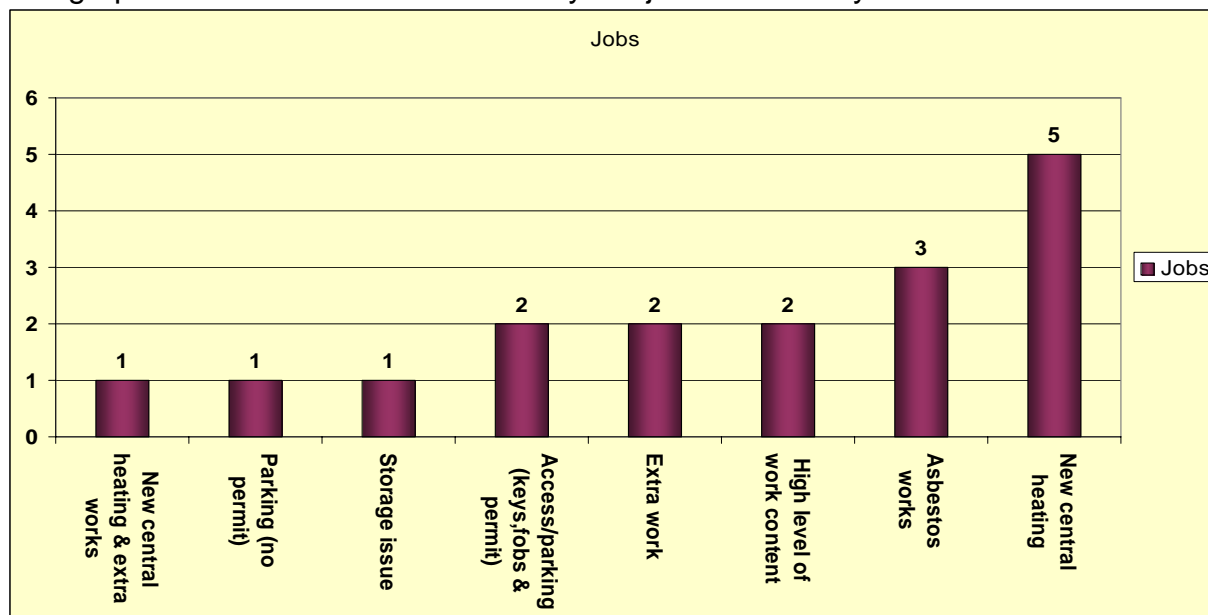
4.2 Included in the Welcome Pack will be information on the local Credit Union. The leaflets will also be available in the housing offices. As Credit Unions provide loans on more reasonable terms than doorstep lenders they are a more viable alternative and this may well assist in reducing the debt problems some tenants experience. This is part of the ongoing financial inclusion work that the department is undertaking.

## 5. VOIDS AND LETTINGS

Indicator Description	Performance	Actual '03/04	Actual 04/05	Actual last year 05/06	Aug 06	Sep 06	Oct 06	Nov 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	53.39 days	55 days	58.39 days	58.30 days	56 days	30 days

5.1 Average re-let times are very poor. Analysis was carried out for void jobs completed in a 2 week period in November and December to determine the reasons for delay. Of the 39 jobs that were completed in the period 17 took longer than the anticipated completion date.

The graph below shows the reasons why the jobs were delayed.



As a result MITIE and Wheldons are working together to create a more effective process which should eliminate the delays currently experienced around central heating.

- 5.2 Recent benchmarking with the Major Cities Group, which includes 13 other unitary authorities or their A.L.M.O.s where appropriate, shows that our performance is just above median.
- 5.3 The target set at the beginning of the year was, with hindsight, unrealistic therefore the projected performance for year end shows a more realistic, anticipated result for the year.

**6. REPAIRS**

Indicator Description	Performance	Actual last year 05/06	Aug 06	Sep 06	Oct 06	Nov 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	99.70%	99.55%	99.24%	98.86/0%	98.87% <b>YTD – 99.21%</b>	99%	95.00%
Average time for completion of non-urgent repairs	Low	20.15 days	21.16 days	21.98 days	22.19 days	23.7 days	25 days	30 days
% of Gas services completed	High	95.81%	96.11%	95.83%	95.71%	96.02%	95.60%	97.00%

6.1 The appointments made and kept figures have been revised as we had previously reported the figure including those appointments missed by the tenant(s) as well as the contractor which is not as per the definition. The performance for the period to the end of November is 99.2% which it is envisaged will be maintained to year end. The number of appointments missed by the contractor for the 5 month period July to November was 126 compared to 386 missed by tenants.

6.2 There has been a drop in performance with regard to the average time for completion of non-urgent repairs. An analysis was carried out for a 2 week period in November to determine where the blockages in completing repairs on time occurred.

The capability chart on the following page shows the jobs that were analysed. Where jobs were completed in a time greater than the mean they were investigated to determine the blockages preventing a speedier resolution. The 3 trades that were most affected were plastering, carpentry and ground works, where jobs were not able to be booked. The contractors and repairs team are focusing on these areas to determine how the resource issue can be addressed either through recruitment or the reorganisation of the existing work force.

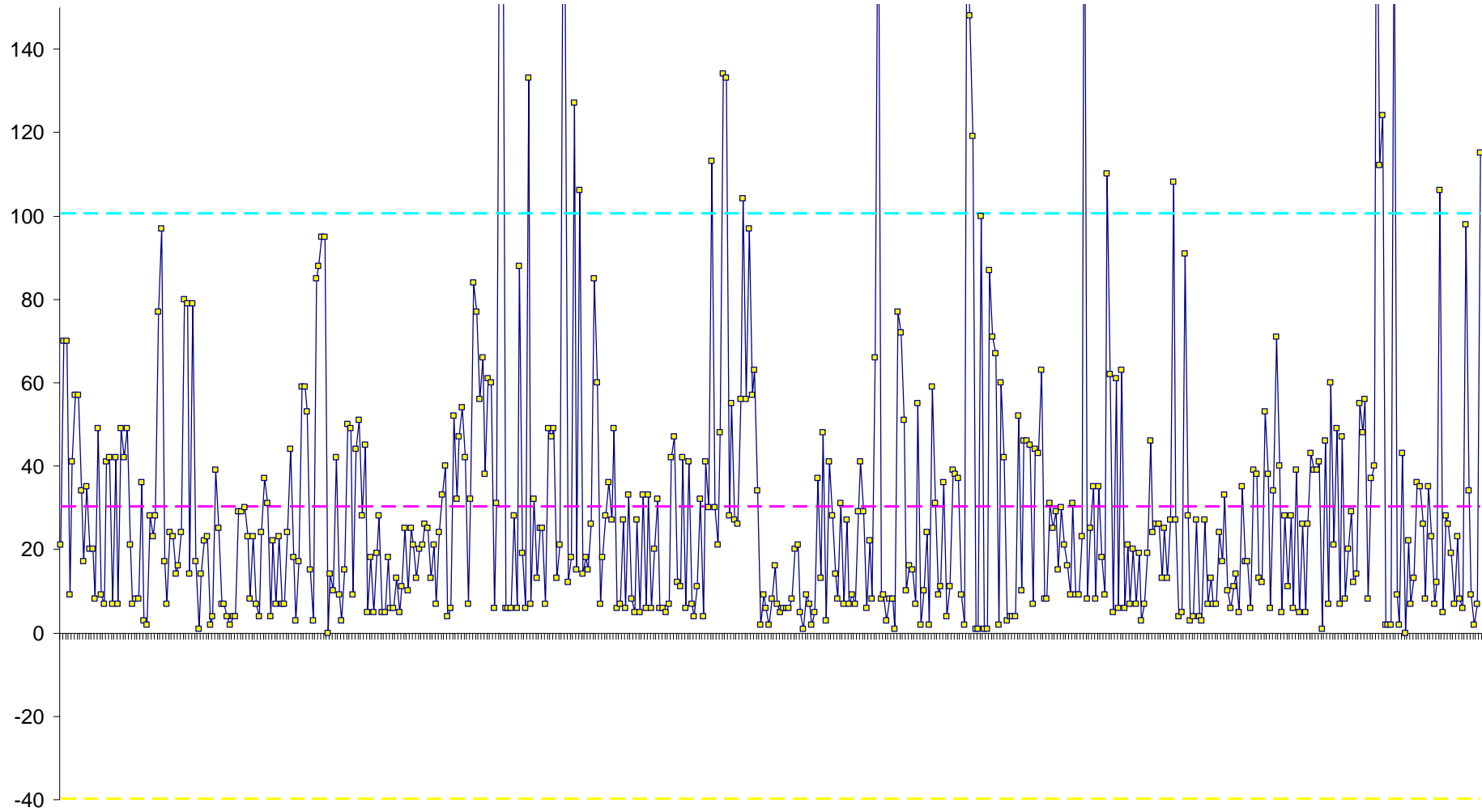
**It should be noted that the performance is still better than the target for the year.**

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



Routine Jobs. 02/11/2006 to 16/11/2006

Upper Control 100.6. Mean 30.4.



**PLEASE NOTE THAT THE UPPER CONTROL LIMIT AND MEAN ARE SHOWN AS CALENDAR DAYS, NOT WORKING DAYS.**



## **7. TENANCY SERVICES**

- 7.1 A recording system has been introduced to assist with Noise Nuisance Investigations. There are currently 4 DAT recorders, one in each area office that will be used to monitor the level of noise caused by disturbances. The noise levels can be recorded and used as evidence in court if required. The DAT recorders are being used in conjunction with a new leaflet, 'Talking to your Neighbour', which is a guide to assist neighbours in communicating to each other regarding noise nuisance. The aim of both the leaflet and the recorders is to bring about a quieter and more peaceful neighbourhood.
- 7.2 Tenancy Services have implemented a database called FLARE which will be used to enable better monitoring of Anti-Social Behaviour cases. The system is currently being used in other areas of the Council – Environment and Safer Communities.
- 7.3 The joint working initiative at Netherfield Housing Officer between the Thames Valley Police, the Parish Ranger and the Housing Office has had a positive impact on the area. Due to the co-location early intervention has been possible along with the involvement of other appropriate agencies. Thames Valley Police have reported that their statistics show a clear reduction in crime. There has also been local resident involvement in developing solutions through focus groups.

## **8. DATA QUALITY AUDIT**

- 8.1 The Audit Commission carried out their Data Quality Audit during September and October. The Audit differed from previous years in that it focused on the processes that are in place for collection and verification of data as opposed to solely the data used for the calculation of PIs.
- 8.2 The Housing indicators that were subjected to the audit were Average re-let times, Average time spent in Hostels and B&Bs, Private Sector Homes vacant for more than 6 months and Repeat Homelessness. Of these indicators one, Private Sector Homes, received a recommendation.
- 8.3 The draft report has been received from the Audit Commission and recommendations made within it are already being actioned.

## **9. COMPREHENSIVE PERFORMANCE ASSESSMENT**

- 9.1 The Council's Comprehensive Performance Assessment (CPA) result is based primarily on performance indicator results. Housing is one of the blocks of indicators whose results contribute to this score. The results have been submitted to the Audit Commission and Department for Communities and Local Government (formerly the ODPM) and the final score will be announced in 2007.
- 9.2 The Housing block for 2005/6 consists of 20 indicators and is split into two sections – Housing the Community and Managing Council Homes – which have 8 and 12

indicators respectively. The interim results show that the overall score for Housing is 2, compared to 3 in 2004/5.

- 9.3 The drop in score is due to a drop in satisfaction rates from 2004/5 to 2005/6, which affected 2 of the indicators and the reservation received on the Data Quality Audit. The survey results are slightly misleading in that the methodology used in 2004/5 was that of a telephone survey and for 2005/6 the survey methodology was postal; it is recognised that telephone or face-to-face surveys produce higher levels of satisfaction. Unfortunately, the rules had changed for 2005/6 and the postal methodology was the only one allowed.
- 9.4 The drop in score for the Housing block has not had an affect on the overall Council score, but quarterly monitoring is now in place for CPA indicators to ensure that action is taken in a timely manner in areas that are showing poor performance.

## 10. COMPLAINTS AND COMPLIMENTS

- 10.1 The table below shows the comparative periods of October and November for 2005 and 2006. It will be noted that there has been an increase of 9 complaints compared to the same period last year.
- 10.2 There is an increase of 14 complaints received by Building Services compared to 2005, whilst there are small movements in the other service areas.
- 10.3 There is a review under way of the manner in which complaints are handled. The processes are being examined in order to provide responses which are timely and of a high quality.

Service Area	Oct – Nov 2006	Oct – Nov 2005	Difference
Building Services - Planned Maintenance	3	5	-2
Building Services - Service Centre	5	7	-2
Building Services - Responsive Repairs	47	25	+22
Building Services - Heating Repairs	0	4	-4
Building Services - Voids	1	0	+1
Home Ownership	2	1	+1
Lettings	2	3	-1
Rents and Income	0	2	-2
Tenancy Support	0	1	-1
Tenant Participation	0	1	-1
Tenancy Services – East	2	4	-2
Tenancy Services – South	9	6	+3
Tenancy Services – North	5	8	-3
<b>TOTAL</b>	<b>76</b>	<b>67</b>	<b>+9</b>