Central Housing Services Performance Report

2011/12

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TENANT QUALITY PROMISE - SUMMARY 2011/12

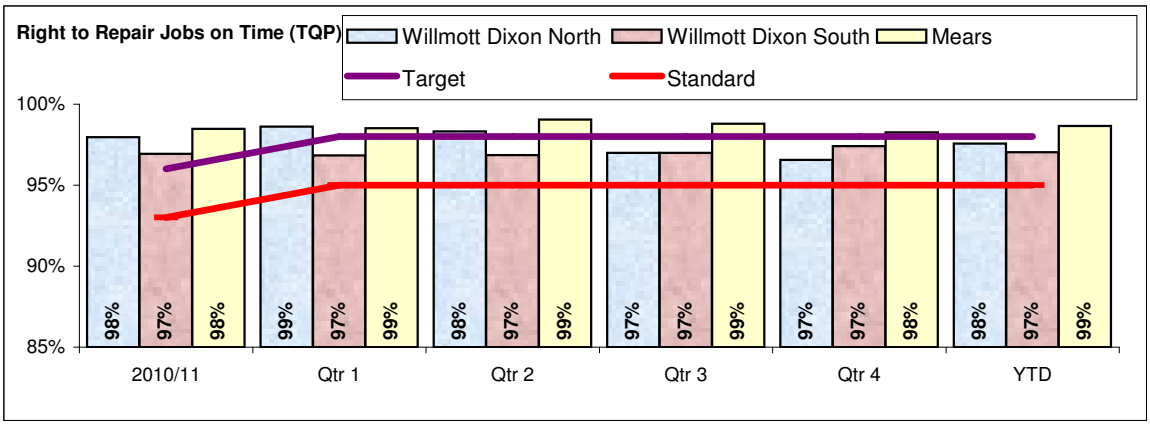
REPAIRS TQP INDICATORS	Last Year (2010/11)	Minimum Standard	Improvement Target	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Average / Year to Date	Current Performance	Comments
Right-to-repair jobs completed on time	97.7%	95%	98%	97.9%	97.9%	97.5%	97.3%	97.6%		
Average days non-RTR jobs	9.3	12	10	12.1	10.7	10.8	10.9	11.1		
Call Centre - average time to answer calls	120	34.0	25.0	17	17	51	43	33		
Gas servicing - outputs against profile	99.6%	-	100%	96.2%	95.6%	98.1%	100%	100%		
Percentage of homes decent	99.1%	-	100%							Reported annually, a month in arrears following the inspection of expiring major property elements to determine stock decency.
Percentage of appointments kept	96.5%	94%	97%	98.5%	98.2%	98.0%	96.5%	97.8%		
Emergency Repairs responded to in 2 hours	97.2%	92%	95%	98.3%	97.5%	97.0%	96.0%	97.2%		
Repairs of a Good Quality on Inspection	96.1%	93%	97%	99.2%	97.2%	94.3%	96.6%	96.4%		
Jobs Completed First Day of Visit	90.3%	90%	94%	89.0%	89.2%	89.9%	91.3%	89.9%		
Satisfaction with repairs service (3 questions)	94.9%	92.5%	95.5%	94.9%	95.1%	94.7%	94.6%	94.8%		
Call Centre - Calls Retained	87.0%	90%	95%	97.2%	97.1%	93.3%	94.0%	95.2%		
Tenant Satisfaction with call centre	92.6%	85%	90%	92.5%	94.0%	92.8%	92.4%	93.0%		
Lift Call Outs on Time	96.3%	93%	95%	95.4%	95.9%	96.7%	96.6%	96.2%		March data not available at time of print.
Measure the number of tenants who attend local management meetings and consultation events when they haven't previously been involved	-	-	-					2		
REPAIRS OTHER INDICATORS	**Last Year (2010/11)**	**Minimum Standard**	**Improvement Target**	**1st Qtr**	**2nd Qtr**	**3rd Qtr**	**4th Qtr**	**Average / Year to Date**	**Current Performance**	**Comments**
% Complaints investigated and responded to in 10 days	-	85%	90%	97.6%	97.8%	92.8%	94.9%	95.6%		
RENT TQP INDICATORS	**Last Year (2010/11)**	**Minimum Standard**	**Improvement Target**	**1st Qtr**	**2nd Qtr**	**3rd Qtr**	**4th Qtr**	**Average / Year to Date**	**Current Performance**	**Comments**
Amount of Rent Arrears	**£8,110,503**	£7,910,503	£7,610,503	£9,309,157	£9,906,669	£8,974,424	£9,181,950	£9,181,950		YTD Target is £7,610,503
% of Cash collected as a % of all rent due	**99.22%**	97.35%	100.35%	96.41%	95.59%	97.26%	96.88%	98.66%		
% of tenants in arrears for more than seven weeks	**8.47%**	8.5%	8%	8.36%	8.59%	8.24%	8.08%	8.32%		
% of tenants evicted for rent arrears	**0.48%**	0.45%	0.40%	0.13%	0.15%	0.15%	0.13%	0.56%		

Scoring system

- Below Minimum Standard
- Above minimum level, but below improvement target
- On Target

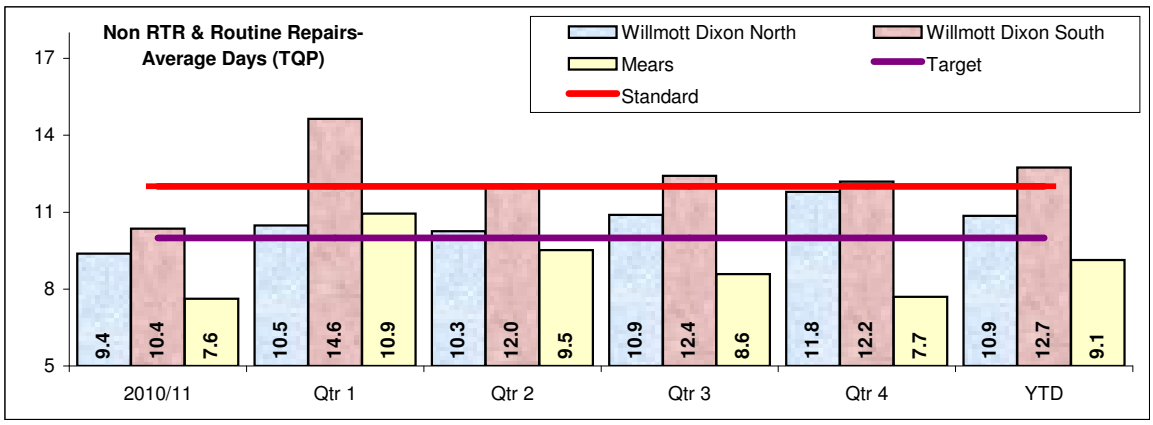
Responsive Repairs

This chart gives data on urgent jobs that fall within the government's right-to-repair regulations. These are jobs classified as 1 day, 3 day or 7 day excluding jobs classified locally as urgent.

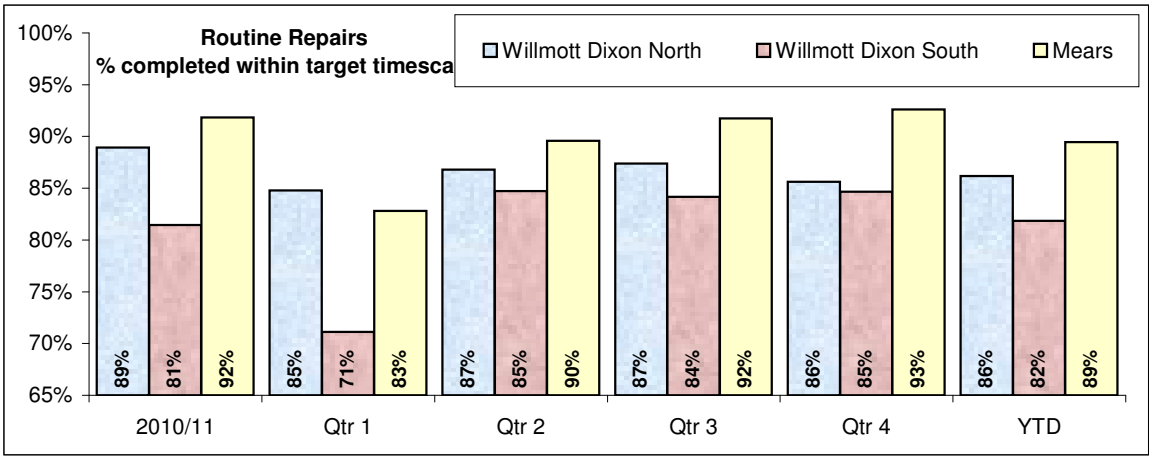


	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Willmott Dixon North	98.0%	98.6%	98.3%	97.0%	96.6%	97.6%
Mears	98.5%	98.5%	99.1%	98.8%	98.3%	98.6%
Willmott Dixon South	96.9%	96.8%	96.9%	97.0%	97.4%	97.0%
City	97.7%	97.9%	97.9%	97.5%	97.3%	97.6%

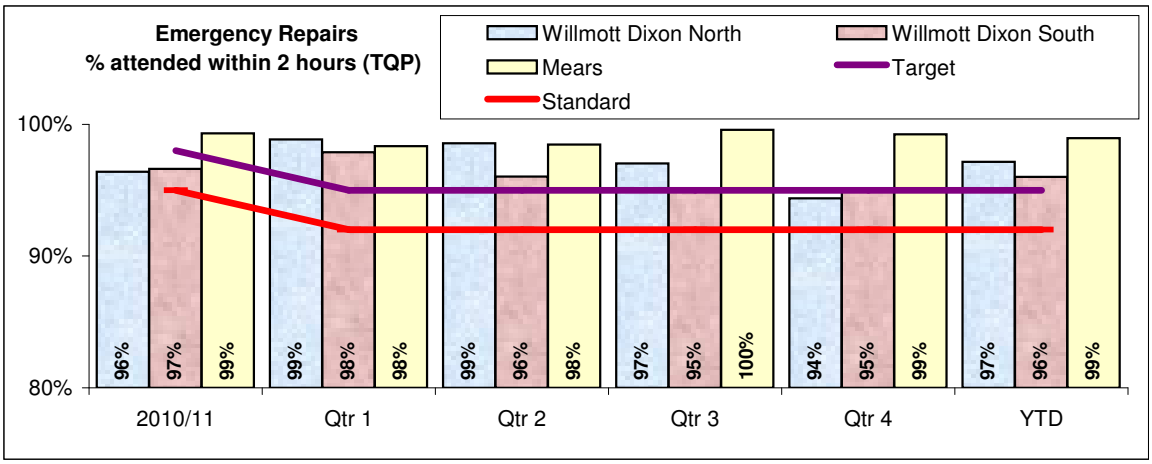
Non RTR and Routine Repairs: This chart shows the average days to carry out all repairs not classified as Right-to-Repair. It therefore includes other 1, 3, 7 day jobs, as well as Routine Repairs.



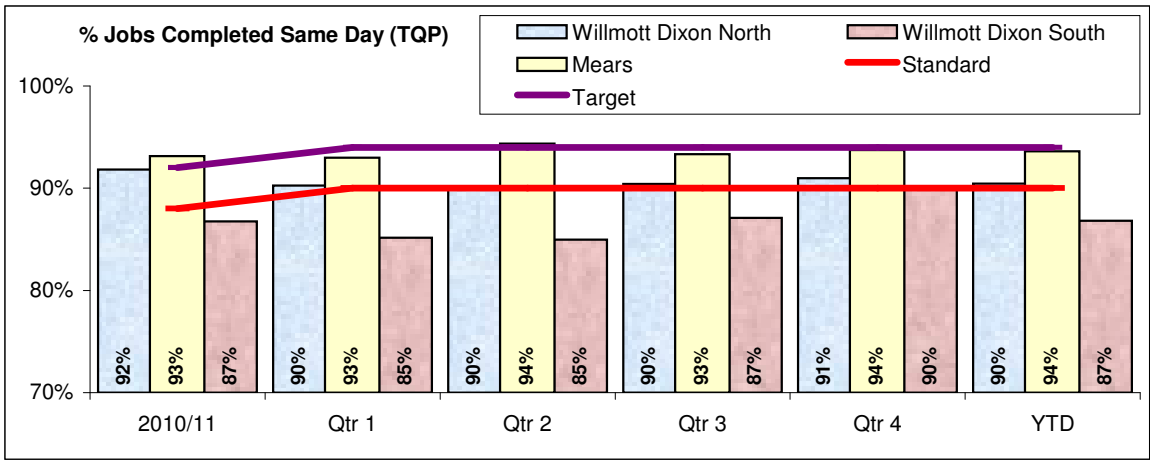
	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Willmott Dixon North	9.4	10.5	10.3	10.9	11.8	10.9
Mears	7.6	10.9	9.5	8.6	7.7	9.1
Willmott Dixon South	10.4	14.6	12.0	12.4	12.2	12.7
City	9.3	12.1	10.7	10.8	10.9	11.1



	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Willmott Dixon North	88.9%	84.8%	86.8%	87.4%	85.6%	86.2%
Mears	91.8%	82.8%	89.6%	91.7%	92.6%	89.5%
Willmott Dixon South	81.5%	71.1%	84.7%	84.2%	84.7%	81.9%
City	87.2%	79.8%	86.8%	87.3%	86.9%	85.5%

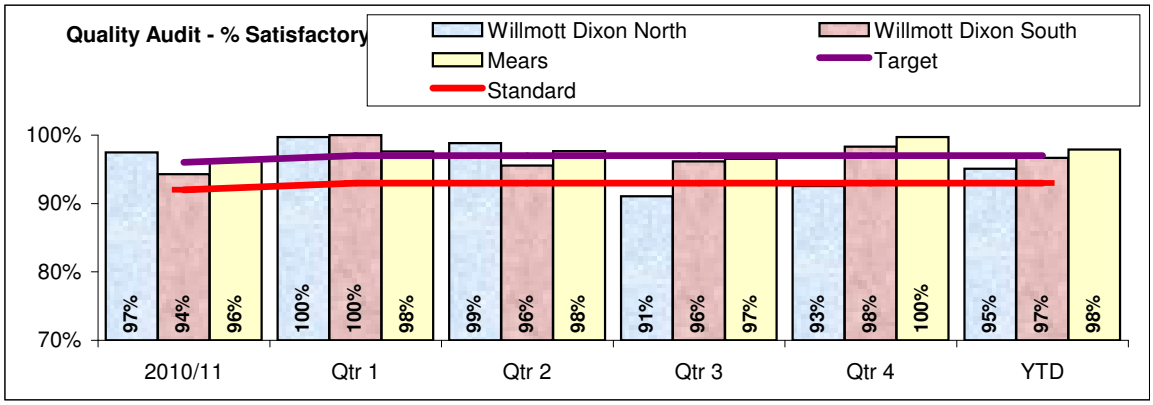


	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Willmott Dixon North	96.4%	98.9%	98.6%	97.0%	94.4%	97.2%
Mears	99.3%	98.4%	98.5%	99.6%	99.3%	98.9%
Willmott Dixon South	96.6%	97.9%	96.0%	95.0%	95.1%	96.0%
City	97.2%	98.3%	97.5%	97.0%	96.0%	97.2%



	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Willmott Dixon North	91.8%	90.3%	90.1%	90.4%	91.0%	90.4%
Mears	93.1%	93.0%	94.4%	93.3%	93.7%	93.6%
Willmott Dixon South	86.7%	85.1%	85.0%	87.1%	90.0%	86.8%
City	90.3%	89.0%	89.2%	89.9%	91.3%	89.9%

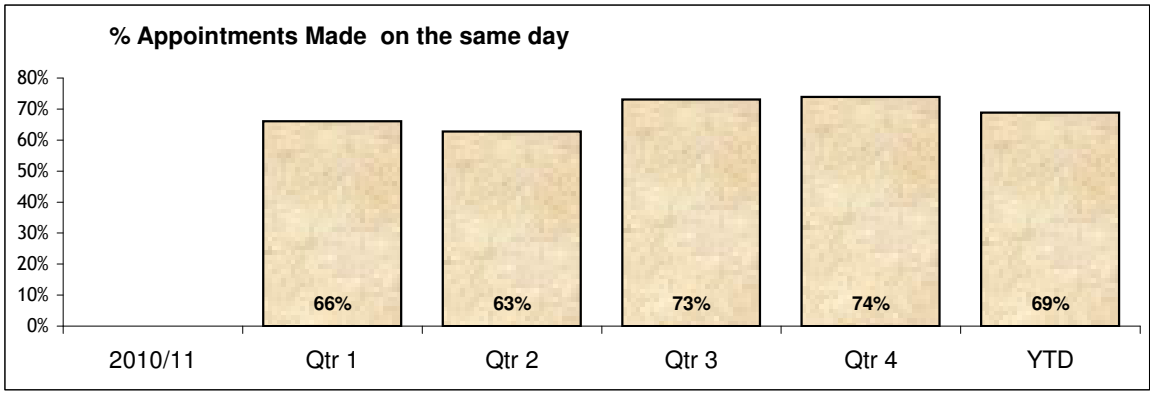
Quality and Audit checks



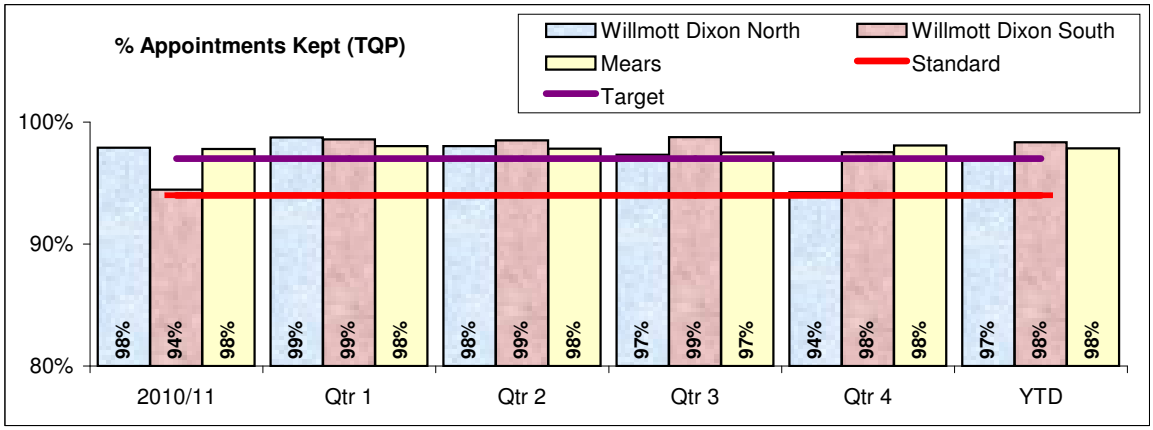
	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Willmott Dixon North	97.5%	99.7%	98.8%	91.1%	92.5%	95.1%
Willmott Dixon North	4459	332	421	481	456	1690
Mears	96.3%	97.6%	97.6%	96.5%	99.7%	97.9%
Mears	2146	125	297	403	355	1180
Willmott Dixon South	94.3%	100%	95.6%	96.2%	98.3%	96.7%
Willmott Dixon South	3490	23	517	338	410	1288
City	96.1%	99.2%	97.2%	94.3%	96.6%	96.4%
City	10095	480	1235	441	1221	4158

Appointments made by the call centre

This measures the number of appointments made by the call centre on the same day (the day the call was received).



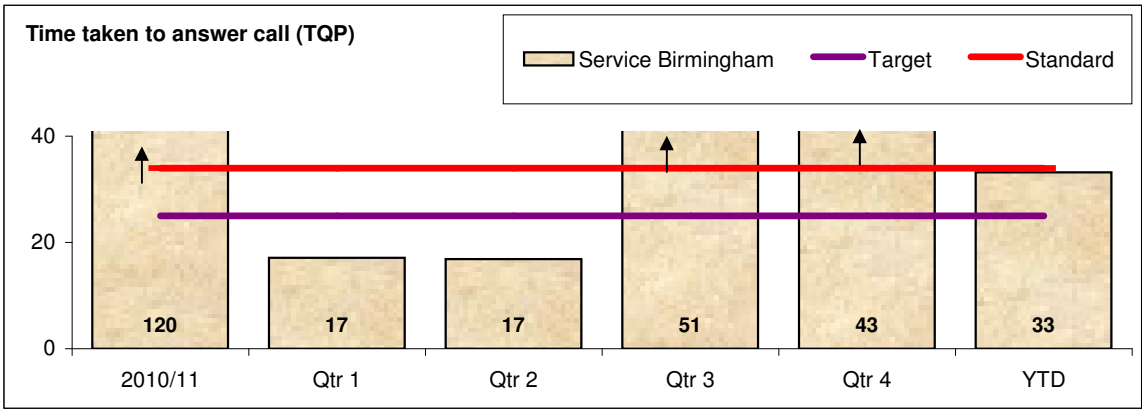
	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Service Birmingham		66.1%	62.7%	73.1%	73.9%	68.9%



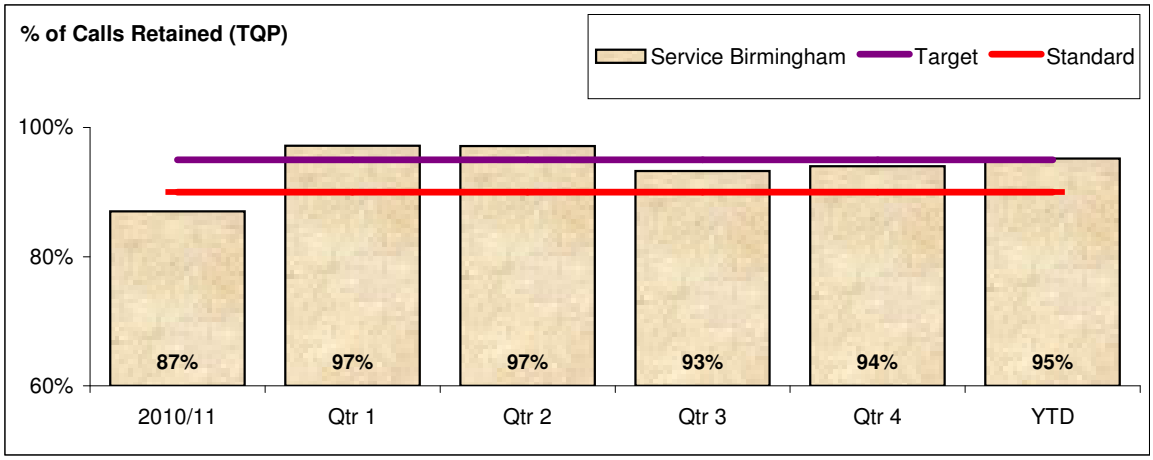
	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Willmott Dixon North	97.9%	98.7%	98.0%	97.3%	94.3%	97.1%
Mears	97.8%	98.0%	97.8%	97.5%	98.1%	97.9%
Willmott Dixon South	94.5%	98.6%	98.5%	98.8%	97.5%	98.3%
City	96.5%	98.5%	98.2%	98.0%	96.5%	97.8%

Call Centre Information

This measures the average length of time it takes to talk to a call-centre operator from the initial connection (last year), and from the end of the message (this year).

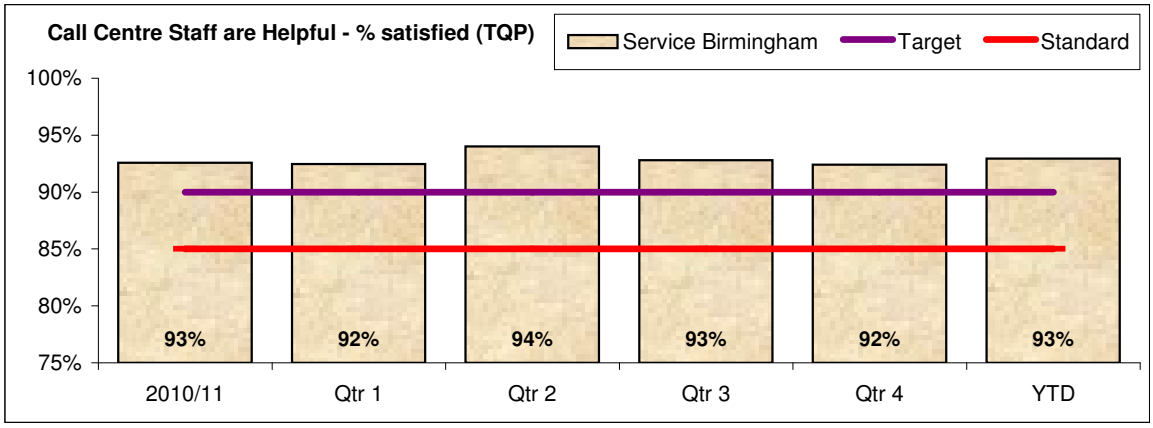


	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Service Birmingham	120	17	17	51	43	33



	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Service Birmingham	87.0%	97.2%	97.1%	93.3%	94.0%	95.2%

Customer Satisfaction



2011/12 figures in detail

Q1 = % satisfied with getting through to the call centre and talking to someone

Q2 = % satisfied with the helpfulness of the call centre

Q3 = % satisfied with the call centre's ability to deal with your problem

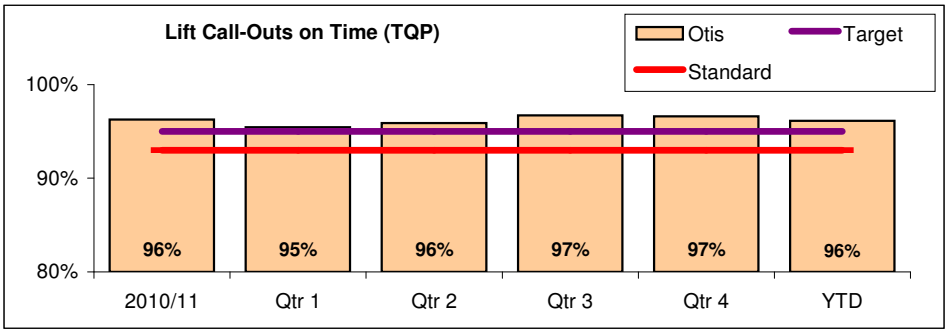
Total of 3 Questions

Monthly Summary Figures of 3 Questions

	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Service Birmingham	92.6%	92.5%	94.0%	92.8%	92.4%	93.0%

Lift Call Outs

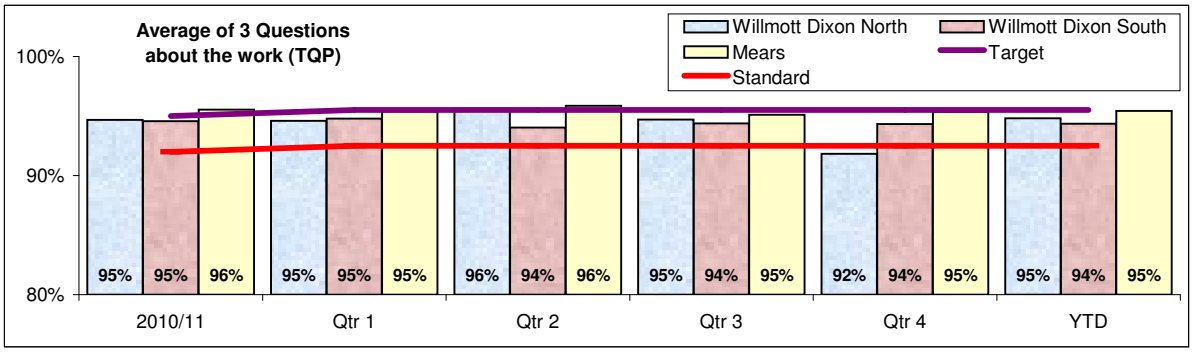
This chart shows the percentage of Lift Call Outs carried out on time. There is only one contractor who carries out this work called Otis Ltd. ***This measure is reported monthly in arrears.***



	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Otis	96.3%	95.4%	95.9%	96.7%	96.6%	96.2%

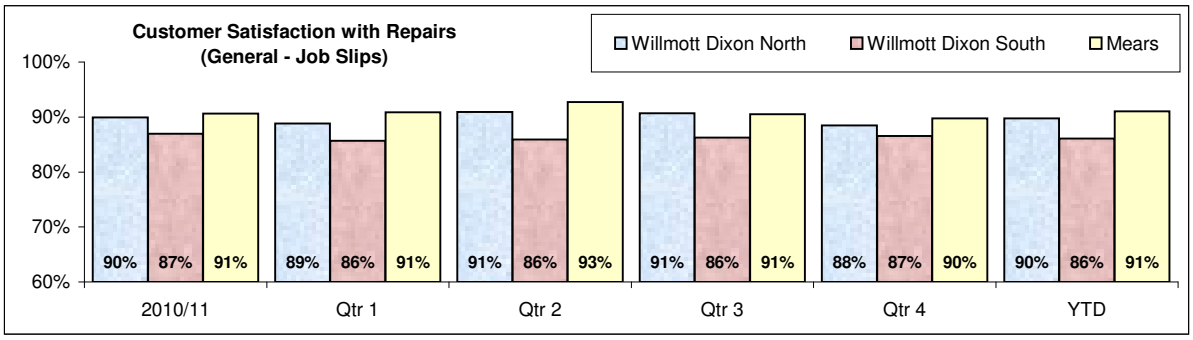
Customer Satisfaction

Reported here are the repairs satisfaction results collected by the council for Willmott Dixon and Mears. A satisfaction form is sent to all residents who have had a repair completed within the last month. This is not intended as a measure of satisfaction as a whole, but as a way of testing customer response to the repair completed. Every form returned is read by the Customer Services team, and action is taken as appropriate, as well as used for statistics. Data based on % on positive satisfaction ('Good' and/or 'Very Good')



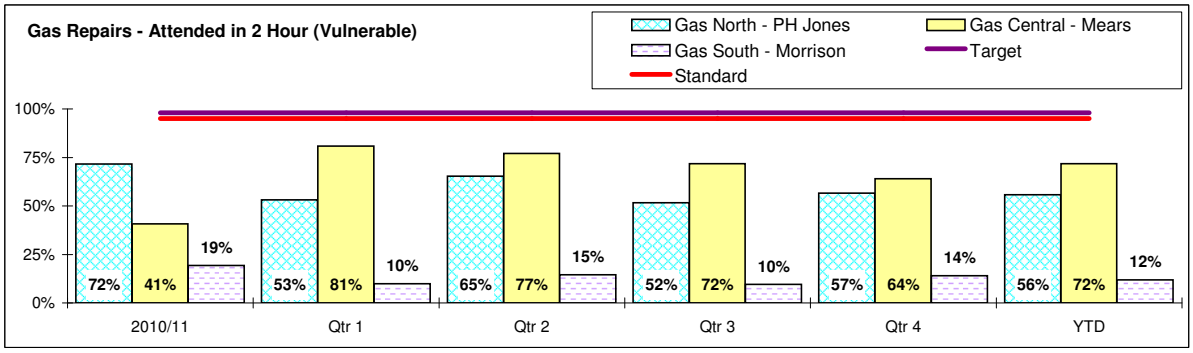
2011/12 figures in detail	Willmott Dixon North	Mears	Willmott Dixon South
Q1 = % satisfied with the attitude of the workers	96.2%	96.4%	95.8%
Q2 = % satisfied keeping the dirt and mess to a minimum	96.0%	96.6%	95.9%
Q3 = % satisfied with the overall quality of repair	92.2%	93.3%	91.3%
Total of 3 Questions	94.8%	95.4%	94.4%

Monthly Summary Figures of 3 Questions							2011/12	
	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Forms Scanned	Sent out
Willmott Dixon North	94.7%	94.6%	95.6%	94.7%	91.8%	94.8%	11622	50607
Mears	95.5%	95.4%	95.8%	95.1%	95.4%	95.4%	8126	35676
Willmott Dixon South	94.6%	94.8%	94.0%	94.4%	94.3%	94.4%	12367	53021
City	94.9%	94.9%	95.1%	94.7%	94.6%	94.8%		



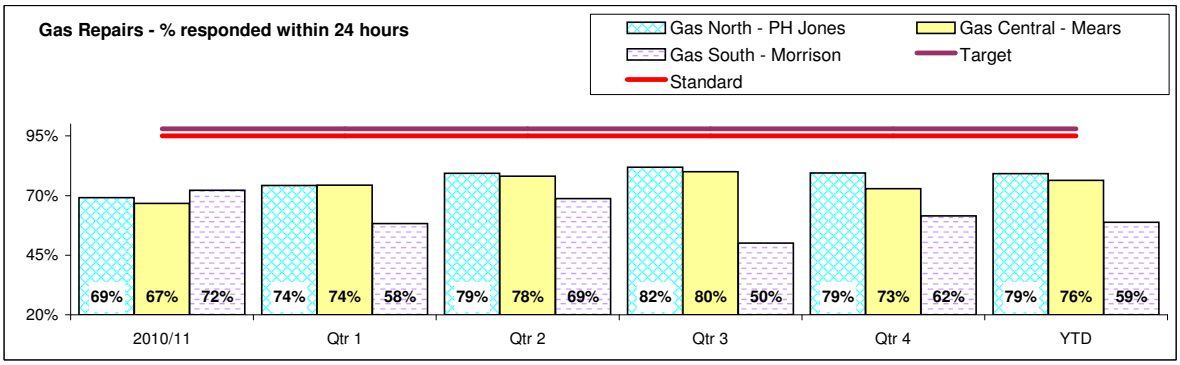
	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Willmott Dixon North	89.9%	88.8%	90.9%	90.7%	88.5%	89.7%
Mears	90.6%	90.9%	92.7%	90.5%	89.7%	91.0%
Willmott Dixon South	87.0%	85.7%	85.9%	86.3%	86.5%	86.1%
City	89.0%	88.1%	89.5%	88.9%	88.1%	88.7%

Gas Repairs Attended within 1 Hour
This measures the number of repair jobs attended within 1 hour of receipt.



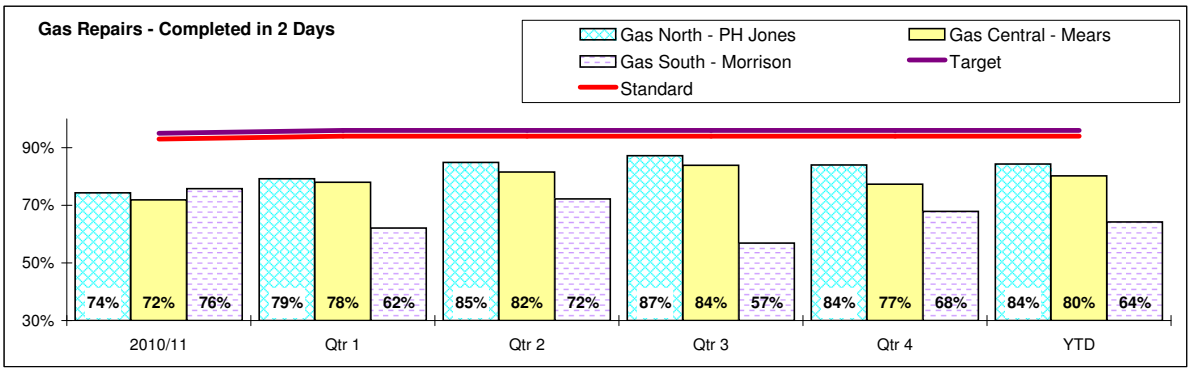
	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Gas North - PH Jones	71.5%	53.2%	65.3%	51.7%	56.6%	55.8%
Gas Central - Mears	40.8%	80.8%	77.1%	71.8%	64.0%	71.8%
Gas South - Morrison	19.4%	9.9%	14.5%	9.6%	14.0%	11.9%
Total Repairs	43.5%	40.4%	48.0%	41.1%	41.9%	42.4%

Gas Repairs Responded within 24 Hours
This measures the number of repair jobs responded within 24 hours of receipt.



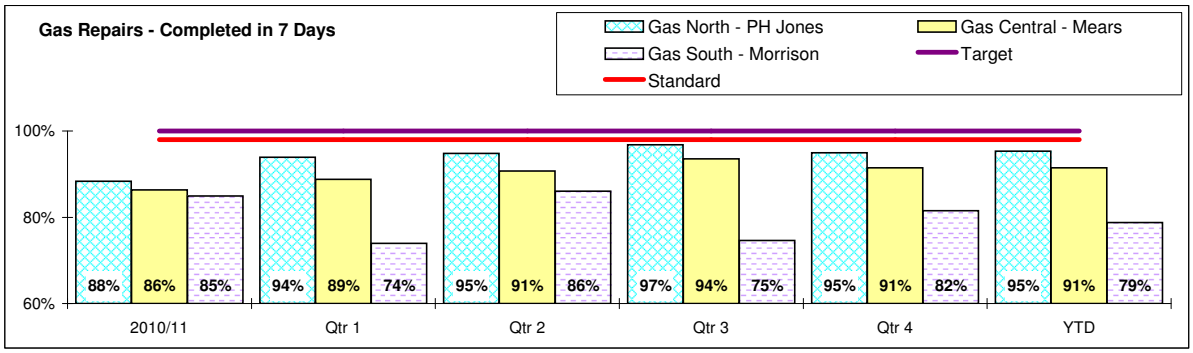
	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Gas North - PH Jones	69.2%	74.3%	79.3%	81.8%	79.4%	79.2%
Gas Central - Mears	66.8%	74.4%	78.2%	80.0%	72.9%	76.4%
Gas South - Morrison	72.2%	58.3%	68.7%	50.0%	61.5%	58.8%
Total Repairs	69.6%	68.0%	75.3%	70.3%	71.2%	71.0%

Gas Repairs Completed within 2 Days
This measures the number of repair jobs completed within 2 days of receipt.



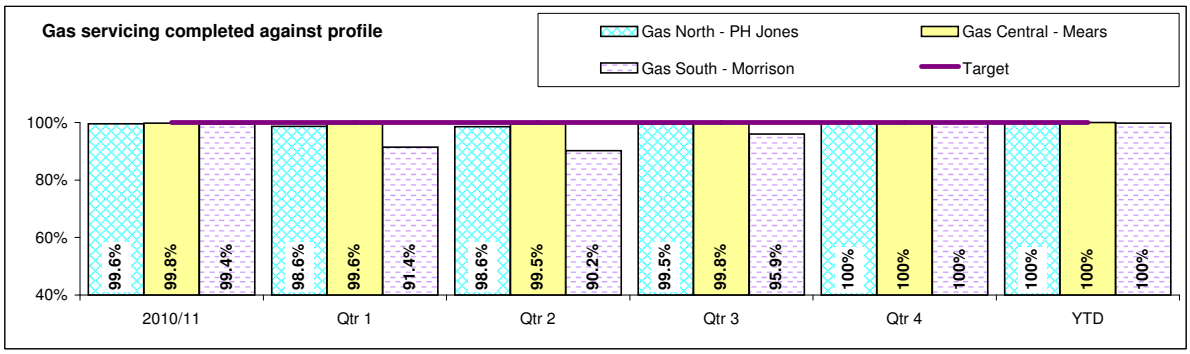
	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Gas North - PH Jones	74.3%	79.2%	84.8%	87.3%	84.0%	84.3%
Gas Central - Mears	71.9%	78.0%	81.5%	83.9%	77.3%	80.2%
Gas South - Morrison	75.7%	62.1%	72.3%	56.9%	67.9%	64.3%
Total Repairs	74.2%	72.2%	79.5%	75.8%	76.4%	75.9%

Gas Repairs Completed within 7 Days
This measures the number of repair jobs completed within 7 days of receipt.



	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Gas North - PH Jones	88.4%	93.9%	94.8%	96.8%	95.0%	95.3%
Gas Central - Mears	86.4%	88.8%	90.7%	93.6%	91.5%	91.5%
Gas South - Morrison	85.0%	73.9%	86.1%	74.7%	81.5%	78.8%
Total Repairs	86.6%	84.7%	90.6%	88.2%	89.2%	88.3%

Gas Servicing
This measures the number of properties where a gas service is due in the period and where one has been carried out.

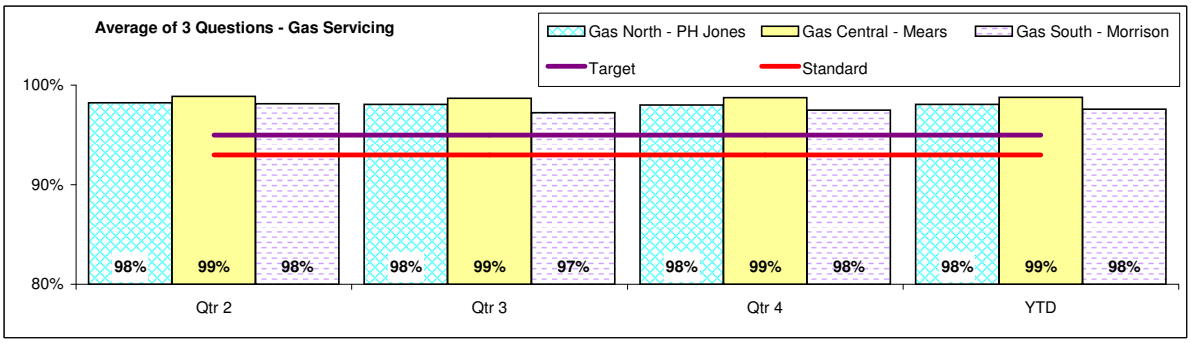


	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Gas North - PH Jones	99.6%	98.6%	98.6%	99.5%	100%	100%
Gas Central - Mears	99.8%	99.6%	99.5%	99.8%	100%	100%
Gas South - Morrison	99.4%	91.4%	90.2%	95.9%	100%	100%
City	99.6%	96.2%	95.6%	98.1%	100%	100%

Customer Satisfaction

Reported here are the repairs satisfaction results collected by the council for PH Jones, Mears and Morrison. A satisfaction form is sent to all residents who have had a gas service or gas repair completed within the last month. This is not intended as a measure of satisfaction as a whole, but as a way of testing customer response to the work completed. Every form returned is read by the Customer Services team, and action is taken as appropriate, as well as used for statistics. Data based on % on positive satisfaction ('Good' and/or 'Very Good')

Customer Satisfaction - Gas Servicing
August is the first month that we are able to report and customer satisfaction information for 2011/12.

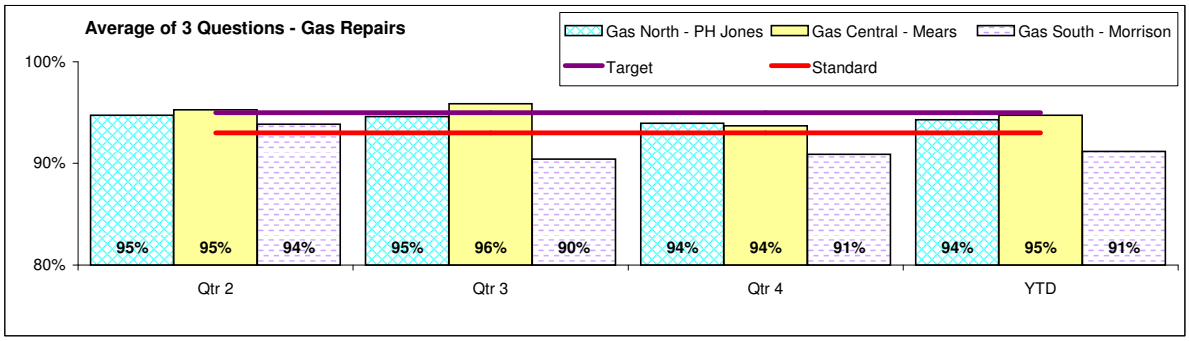


2011/12 figures in detail	PH Jones	Mears	Morrison
Q1 = % satisfied with the attitude of the workers	98.3%	99.0%	98.0%
Q2 = % satisfied with the dirt and mess being kept to a minimum	98.8%	99.3%	98.4%
Q3 = % satisfied with the overall quality of the repair	97.1%	97.9%	96.2%
	98.1%	**98.8%**	**97.6%**

Monthly Summary Figures of 3 Questions

	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	2011/12 Forms Scanned	2011/12 Sent out	2011/12 % return
Gas North - PH Jones			98.2%	98.1%	98.0%	98.1%	3332	2495	**15.6%**
Gas Central - Mears			98.9%	98.7%	98.7%	98.8%	2400	10677	**22.5%**
Gas South - Morrison			98.1%	97.2%	97.5%	97.6%	4271	18190	**23.5%**
City			98.3%	97.8%	98.0%	98.0%			

Customer Satisfaction - Gas Repairs
August is the first month that we are able to report and customer satisfaction information for 2011/12.



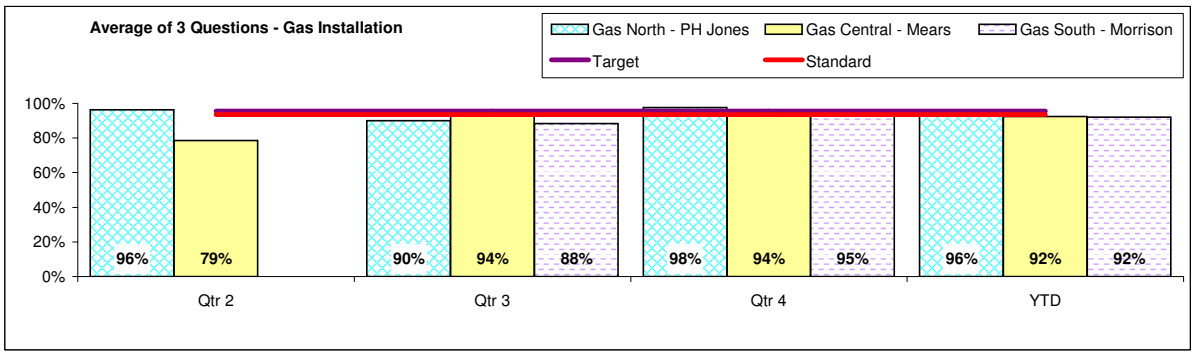
2011/12 figures in detail	PH Jones	Mears	Morrison
Q1 = % satisfied with the attitude of the workers	95.8%	95.6%	92.9%
Q2 = % satisfied with the dirt and mess being kept to a minimum	96.4%	97.0%	95.1%
Q3 = % satisfied with the overall quality of the repair	90.6%	91.7%	85.5%
Total of 3 Questions	94.3%	**94.7%**	**91.2%**

Monthly Summary Figures of 3 Questions

	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	2011/12 Forms Scanned	2011/12 Sent out	2011/12 % return
Gas North - PH Jones			**94.8%**	**94.6%**	94.0%	94.3%	3563	17459	**20.4%**
Gas Central - Mears			**95.3%**	**95.9%**	93.7%	**94.7%**	2364	12150	**19.5%**
Gas South - Morrison			93.9%	**90.4%**	**90.9%**	**91.2%**	3457	16037	**21.6%**
City			**94.6%**	93.5%	92.7%	93.3%			

Customer Satisfaction - Gas Installations

August is the first month that we are able to report and customer satisfaction information for 2011/12.



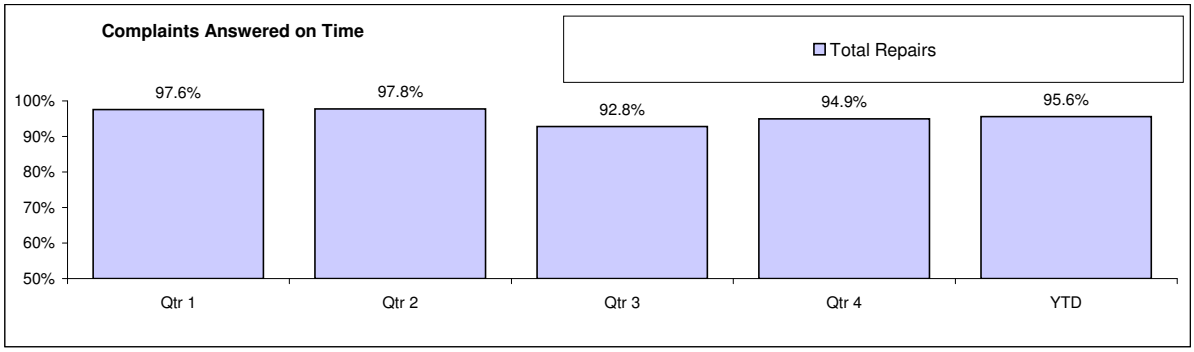
2011/12 figures in detail	PH Jones	Mears	Morrison
Q1 = % satisfied with the attitude of the workers	98.2%	94.0%	93.6%
Q2 = % satisfied with the dirt and mess being kept to a minimum	93.4%	91.7%	89.4%
Q3 = % satisfied with the overall quality of the repair	95.2%	91.7%	93.2%
Total of 3 Questions	**95.6%**	**92.5%**	**92.0%**

Monthly Summary Figures of 3 Questions

	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	2011/12 Forms Scanned	2011/12 Sent out	2011/12 % return
Gas North - PH Jones			96.3%	90.1%	97.5%	95.6%	186	790	**23.5%**
Gas Central - Mears			78.6%	94.4%	93.9%	92.5%	107	479	**22.3%**
Gas South - Morrison				88.4%	95.3%	92.0%	48	254	**18.9%**
City			90.8%	89.9%	95.9%	94.1%			

Complaints

Reported below is the city performance on the number of complaints investigated and resolved within 10 days

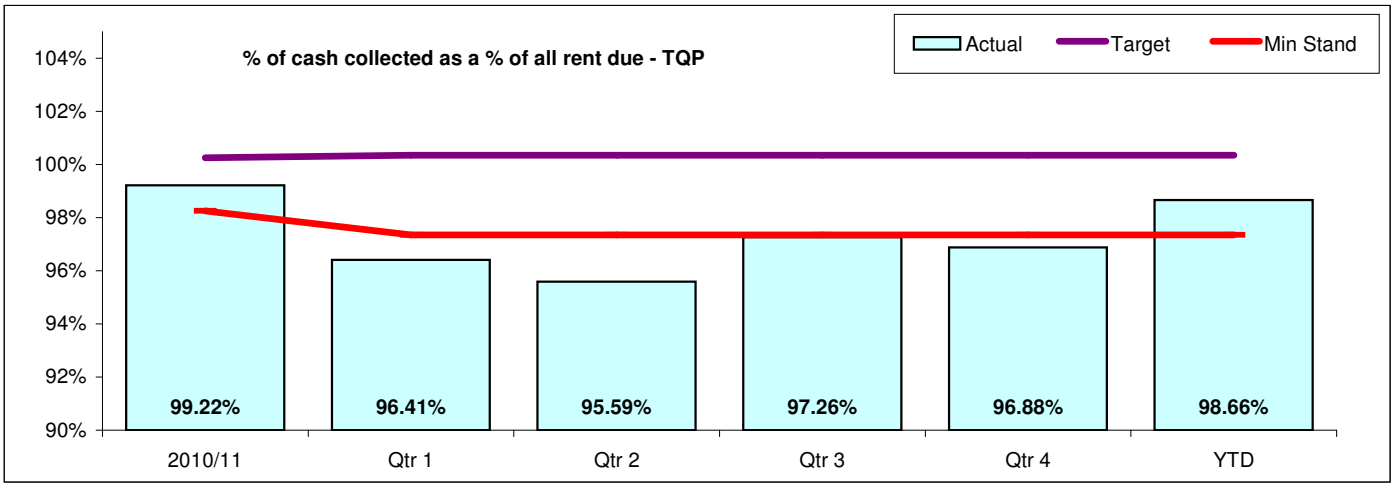


	2010-11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Total Repairs	-	97.6%	97.8%	92.8%	94.9%	95.6%

Rent Collection & Benefits

% of cash collected as a % of all rent due - TQP

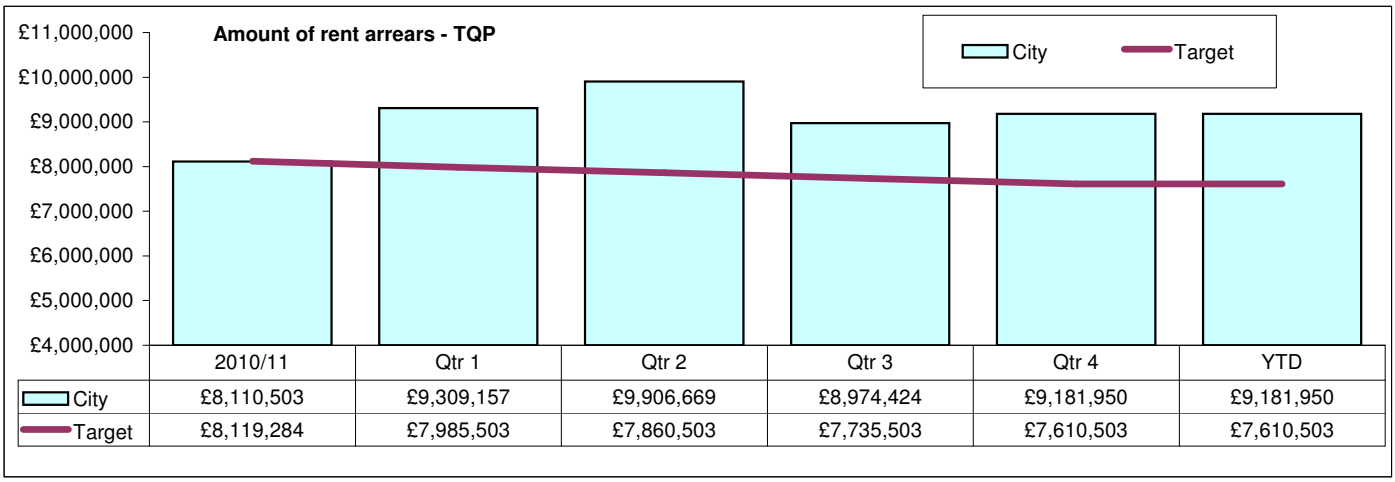
As like the previous year we are reporting cash collection and arrears based on the same definition as other councils and the Audit Commission. This means that housing benefit is now included in the figures.



Cash Collected Year To Date	98.66%
Cash Collected 2010/11	99.22%

Amount of rent arrears - TQP

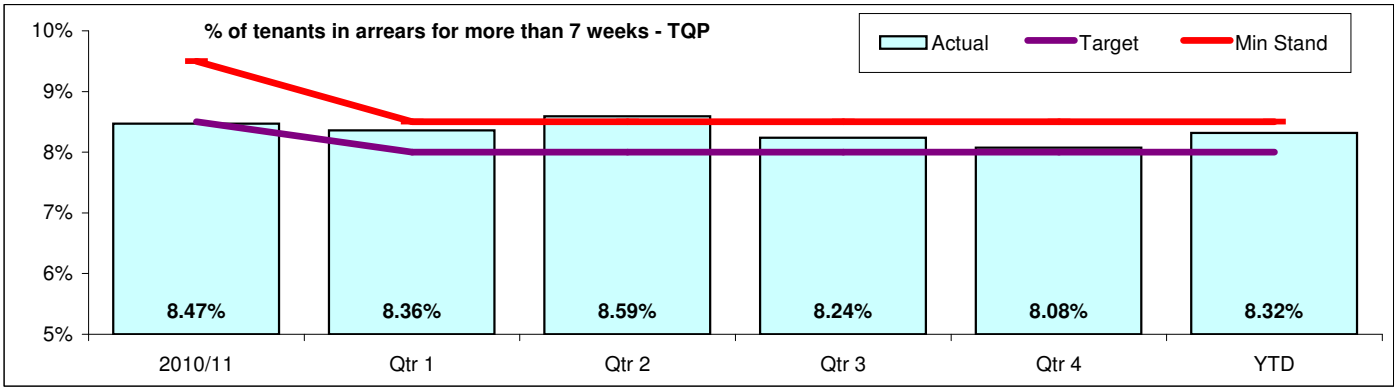
The chart shows the current arrears value. Housing benefit overpayments are excluded from the arrears count. Please note that this is a snap shot figure, and the latest period also equates to year to date position.

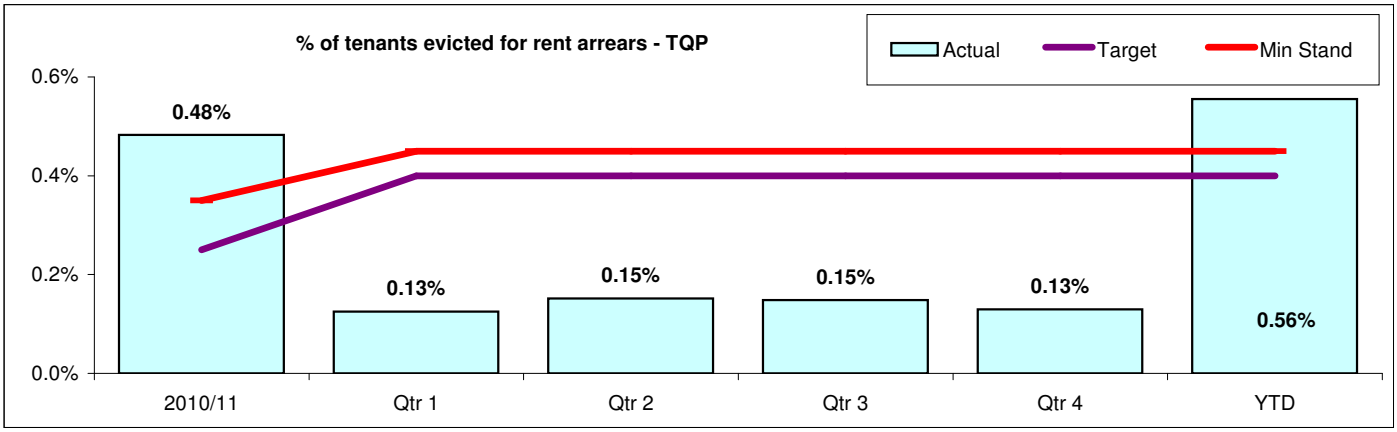


	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
City	£8,110,503	£9,309,157	£9,906,669	£8,974,424	£9,181,950	£9,181,950
Target	£8,119,284	£7,985,503	£7,860,503	£7,735,503	£7,610,503	£7,610,503

The table below shows the number of tenants in arrears and the arrears value as a proportion of debit raised.

	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of tenants in arrears	16,479	17,636	18,649	15,366	18,787	18,678
Arrears as a % of debit	3.48%	3.70%	3.94%	3.79%	3.88%	4.03%



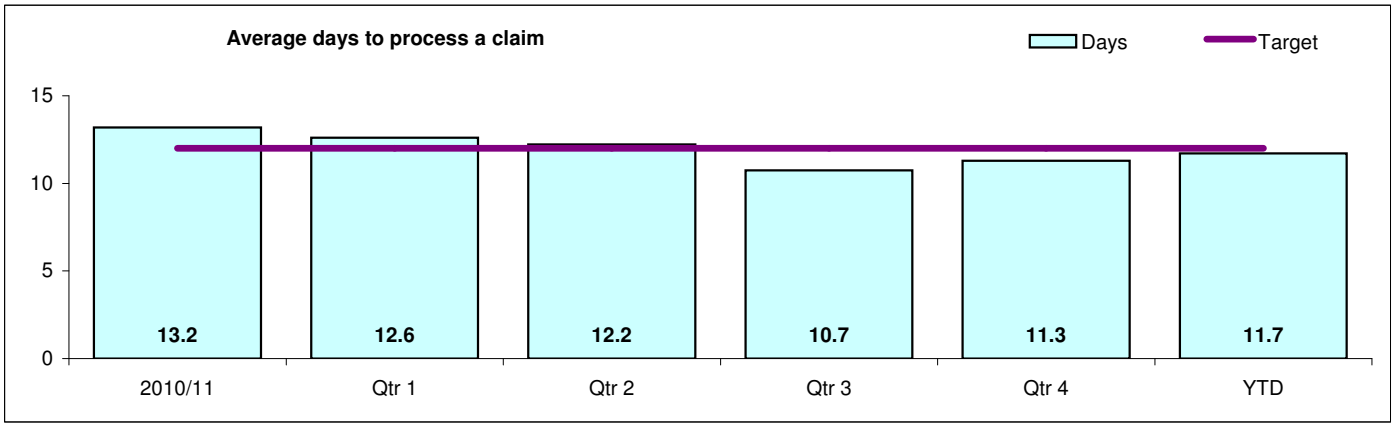


Evicted - Rent Arrears	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of tenants evicted for rent arrears	304	79	96	94	82	351

Amount of money (arrears) collected from former tenants

	2010/11	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Income collected from former tenants - City	£292,936	£100,479	£112,467	£120,777	£129,716	£412,473

The 2011/12 figures for income collected from former tenants include Standard Housing Benefit and Late Payment Benefit. From the total collected YTD an amount of £48,601 is a result of money collected from Standard Housing Benefit and Late Payment Benefit. The 2010/11 figure excludes money collected from Standard Housing Benefit and Late Payment Benefit.

2. Housing Benefit

A corporate target of 12 calendar days has been set for all new housing benefit claims to be processed. This target includes claims from both private sector tenants as well as council tenants.