

Housing Services

Performance Monitoring Group

Quarter 1
2022/23

Repairs and Maintenance

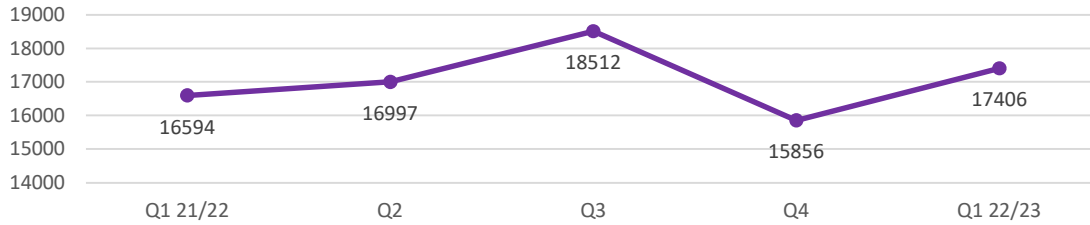
Target lines on graphs apply to percentages

Total number of repairs per quarter

Total Axis and Specialist jobs completed

Q1 22/23: 17406

Total number of repairs completed, by quarter

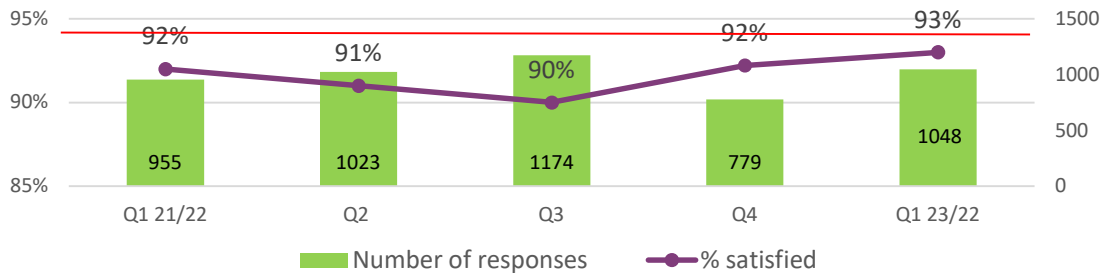


Customer Satisfaction – Repairs Text Surveys

Number of people answering 'very satisfied' or 'satisfied' when asked how they would rate the whole repairs experience. (Positive responses/total number of respondents)

Q1 22/23: 93.3% (978/1048) Target 94%

Customer satisfaction, by quarter

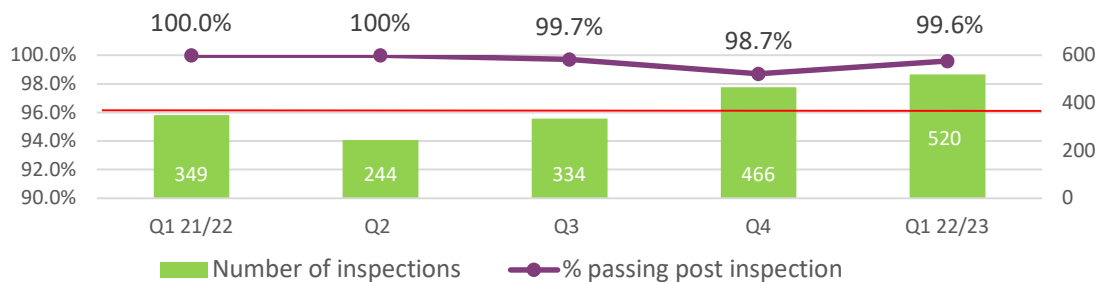


Post Inspections

Jobs passing post inspections as a % of total post inspections

Q1 22/23: 99.6% (518/520) Target 96%

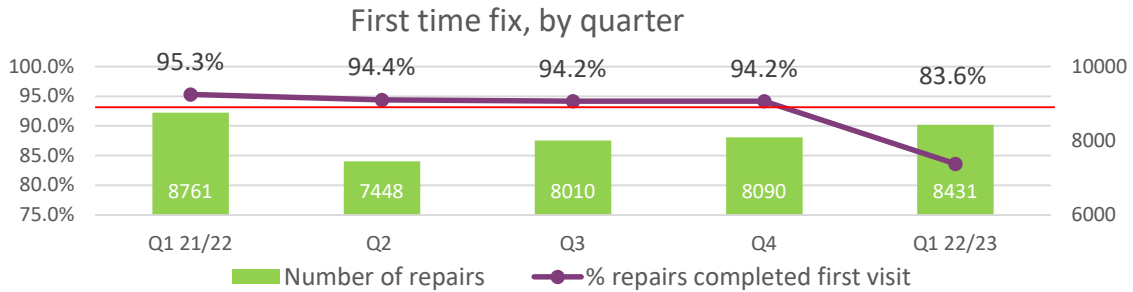
Post inspection, by quarter



First Time Fix

Number of repairs completed on first visit divided by total number of repairs completed (exclude specialist (asbestos, damp) scaffold jobs, renewals, priority 16 jobs, heating and gas servicing)

Q1 22/23: 83.6% (7049/8431) **Target 94%**

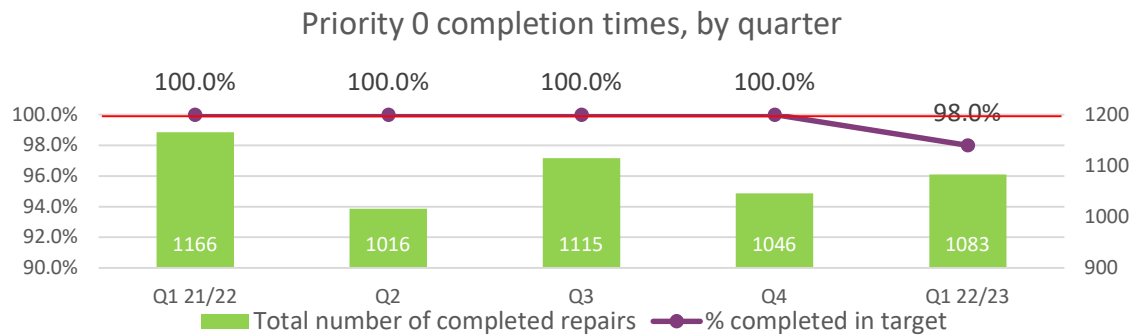


Repair completion times

Number of repairs completed in target divided by total number of repairs completed

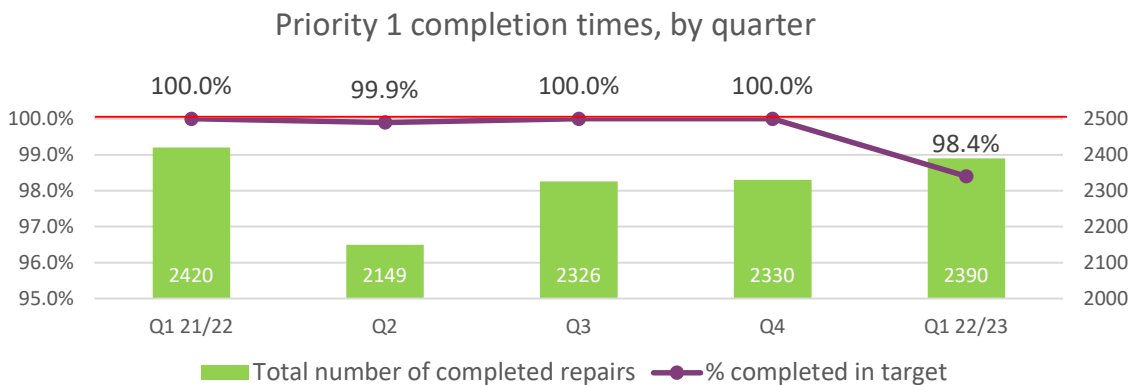
Priority 0, 00 (2hrs)

Q1 22/23: 98.0% (1062/1083) **Target 100%**



Priority 1 (24hrs)

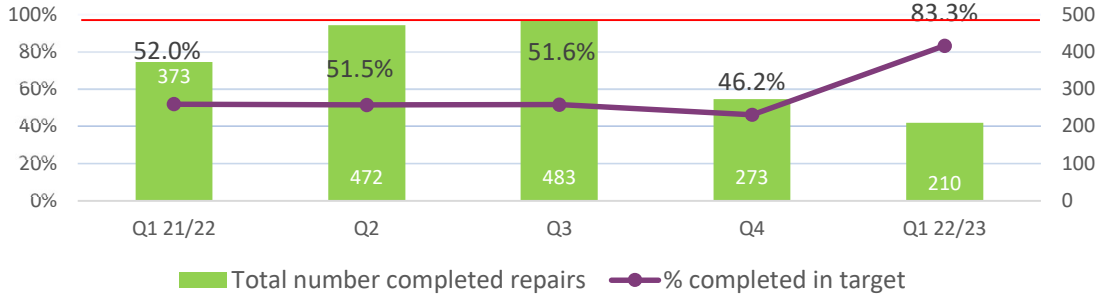
Q1 22/23: 98.4% (2351/2390) **Target 100%**



Priority 2 (3 days)

Q1 22/23: 83.3% (175/210) Target 99%

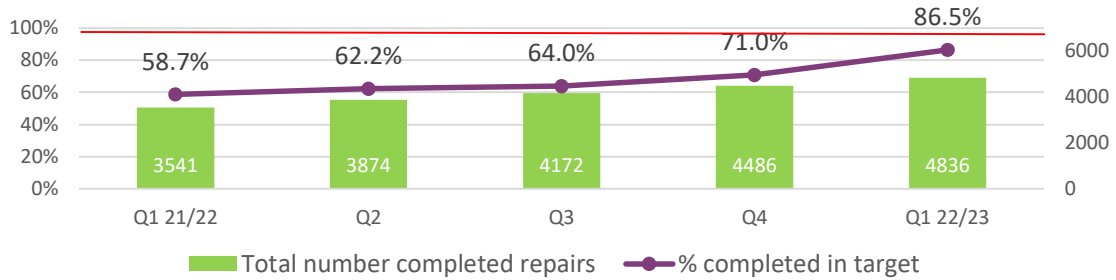
Priority 2 completion times, by quarter



Priority 15 (15 working days)

Q1 22/23: 86.5% (4183/4836) Target 98%

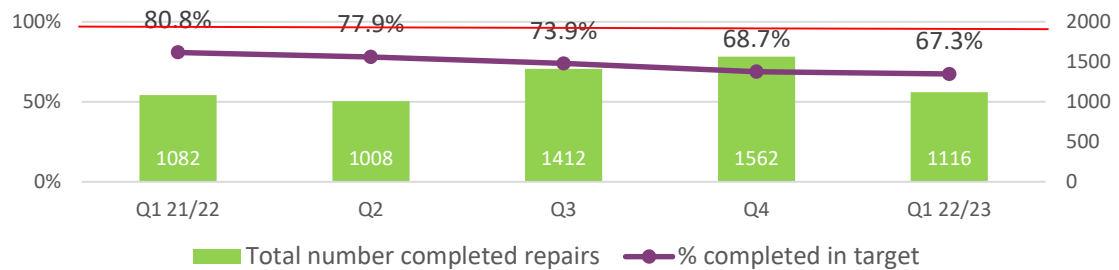
Priority 15 completion times, by quarter



Priority 16 (60 working days)

Q1 22/23: 67.3% (751/1116) Target 99%

Priority 16 completion times, by quarter

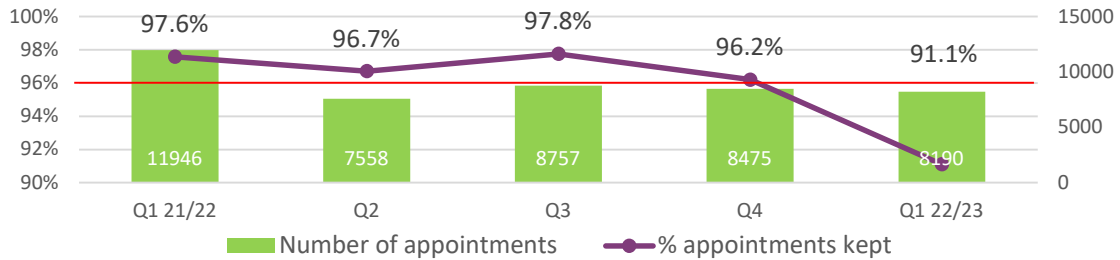


Appointments made and kept

Number of appointments kept divided by number of appointments made

Q1 22/23: 91.1% (7459/8190) **Target 96%**

Appointments made and kept, by quarter

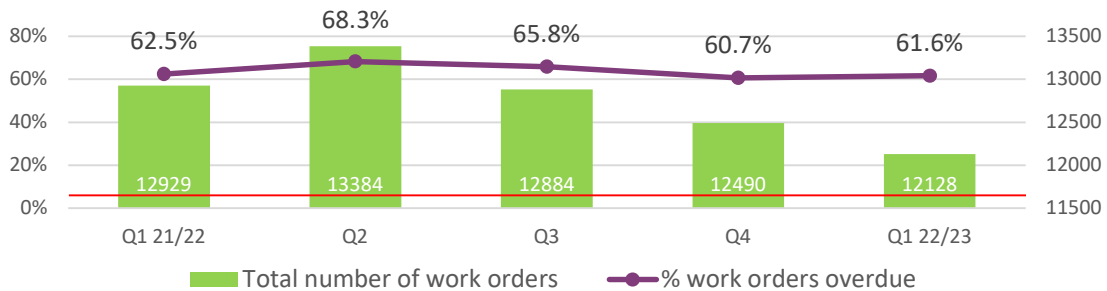


Orders issued and overdue

Number of work orders showing as issued and overdue divided by the total number of work orders

Q1 22/23: 61.6% (7465/12128) **Target: Not exceeding 3%**

Orders issued and overdue, by quarter

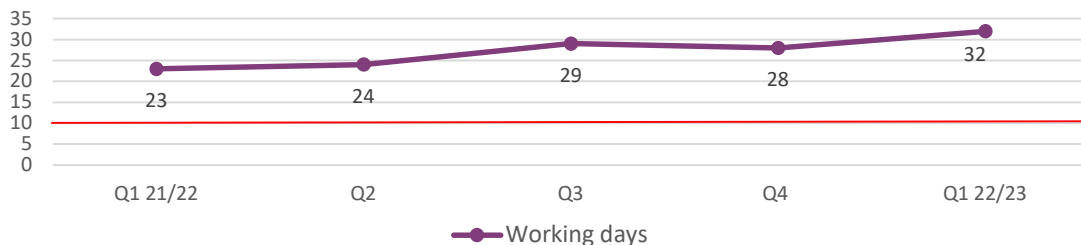


Average number of days to complete void works

Total number of working days spent on (all) voids divided by the number of (all) voids completed (excluding those with works over 5k)

Q1 22/23: 31.7 **Target: 10 working days**

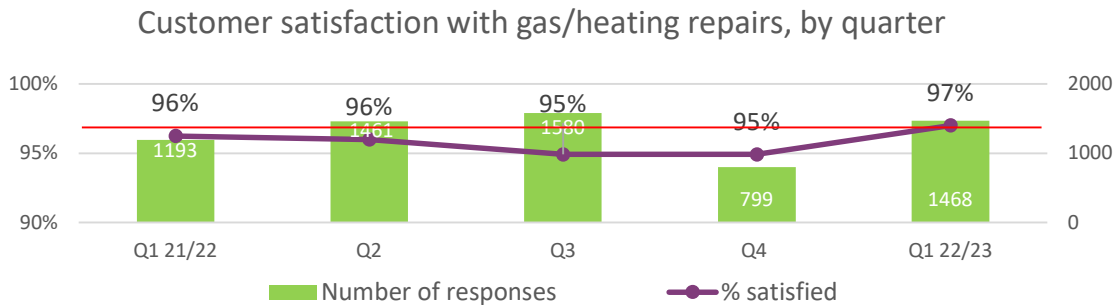
Average days to complete void works, by quarter



Gas/Heating customer satisfaction - Text surveys

Number of people answering 'very satisfied' or 'satisfied' when asked how they would rate the whole repairs experience. (Positive responses/total number of respondents to question)

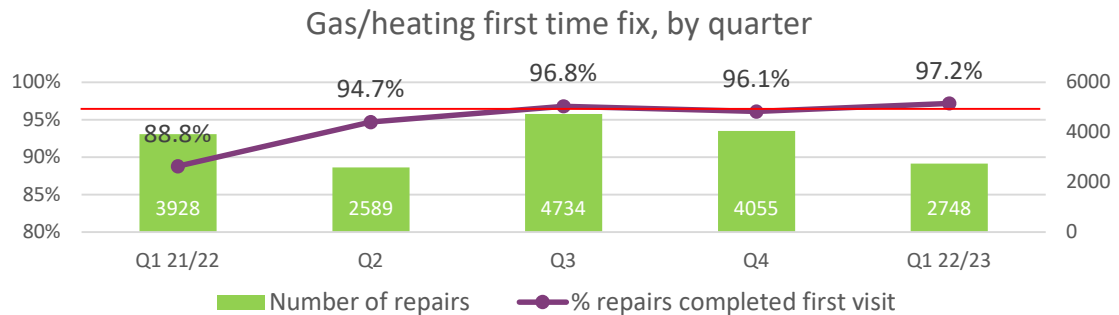
Q1 22/23: 96.7% (1420/1468) Target 94%



Gas/Heating first time fix

Number of repairs completed on first visit divided by total number of repairs completed

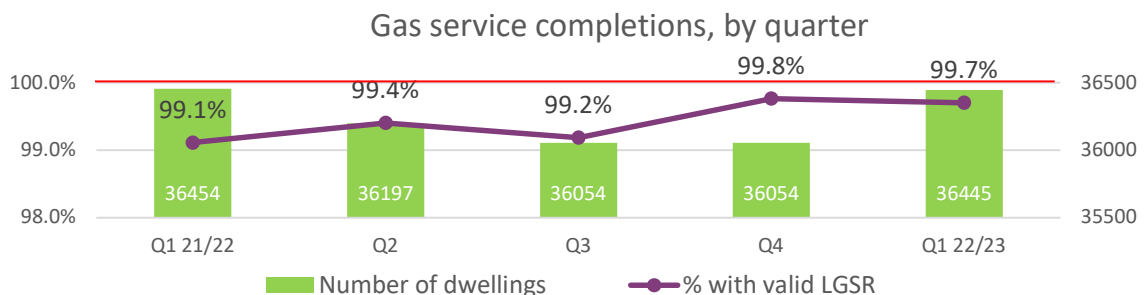
Q1 22/23: 97.2% (2672/2748) Target 96%



Gas service completions

Number of dwellings with a valid LGSR (Landlords Gas Safety Register) divided by the total number of dwellings that should have an LGSR

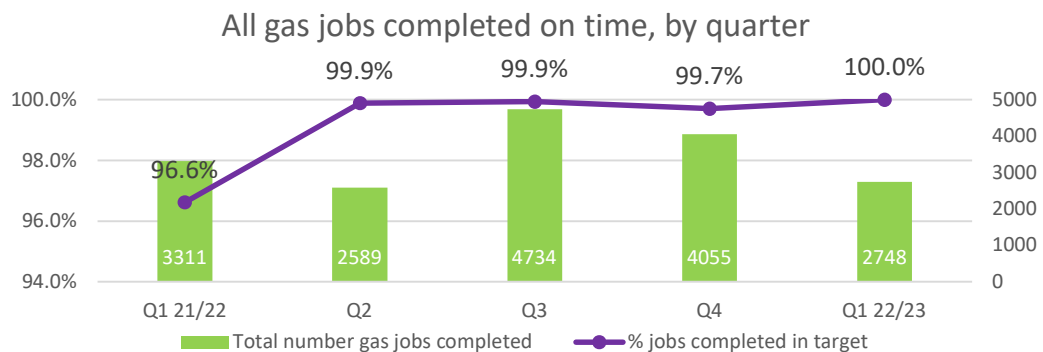
Q1 22/23: 99.67% (36325/36445) Target: 100%



Total gas jobs completion times

All priorities - Number of gas jobs completed in target divided by total number of repairs completed

Q1 22/23: 100.0% (2748/2748) **Target: 100%**



Responsive repairs survey results

Acuity have been commissioned to conduct monthly repairs surveys for 4 months
The following are combined for all types of repair, including gas/heating

Number of surveys conducted, by repair type

	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
Carpentry	5	5	1	4	4	7	7	5
Door entry/Intercoms	1	1	2	1	0	2	2	2
Drainage	5	11	9	8	8	7	12	13
Electrical	41	40	46	37	29	40	37	48
Heating	99	90	99	81	80	72	58	58
Other	0	0	3	5	3	8	4	3
Plastering	2	2	1	1	1	2	1	0
Plumbing	41	45	35	54	73	60	72	60
UPVC	8	9	5	10	4	2	7	11
	202	203	201	201	202	200	200	200

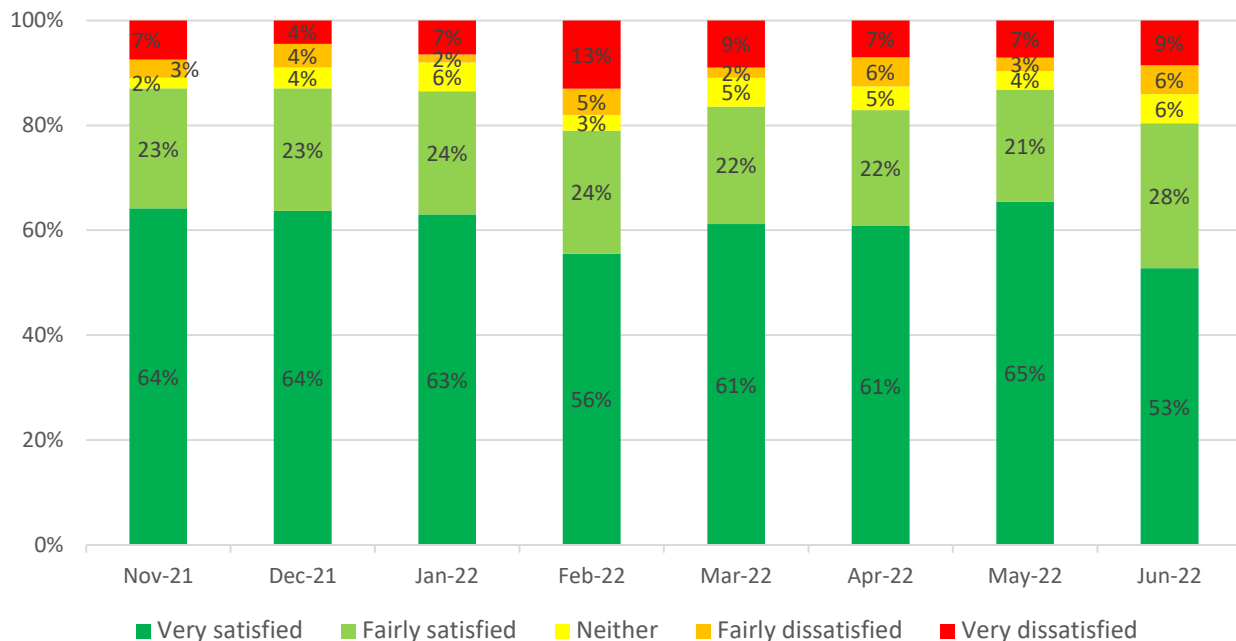
Overall, how satisfied or dissatisfied are you with the repairs service you received on this occasion?

Jun-22

199 responses

Very/fairly satisfied: **80%**

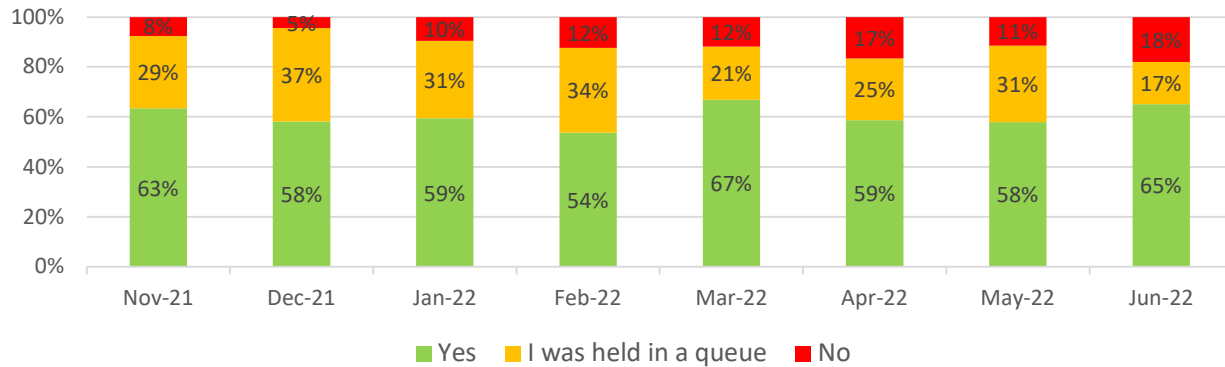
Overall, how satisfied or dissatisfied are you with the repairs service you received on this occasion?



Did you get through to the contact centre on the first attempt?

Jun-22 189 responses (5% reported online) Yes: **65%**

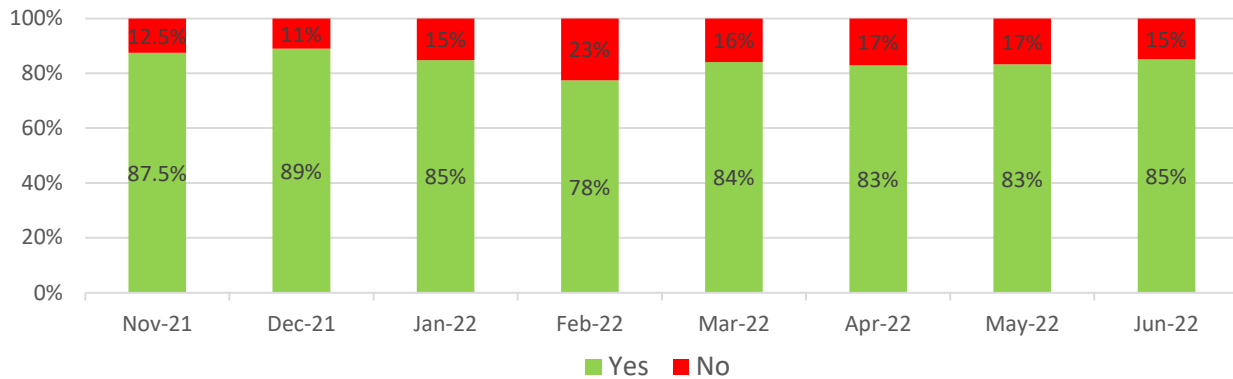
Did you get through to the contact centre on the first attempt?



Were you happy with the appointment you were given?

Jun-22 196 responses Yes: **85%**

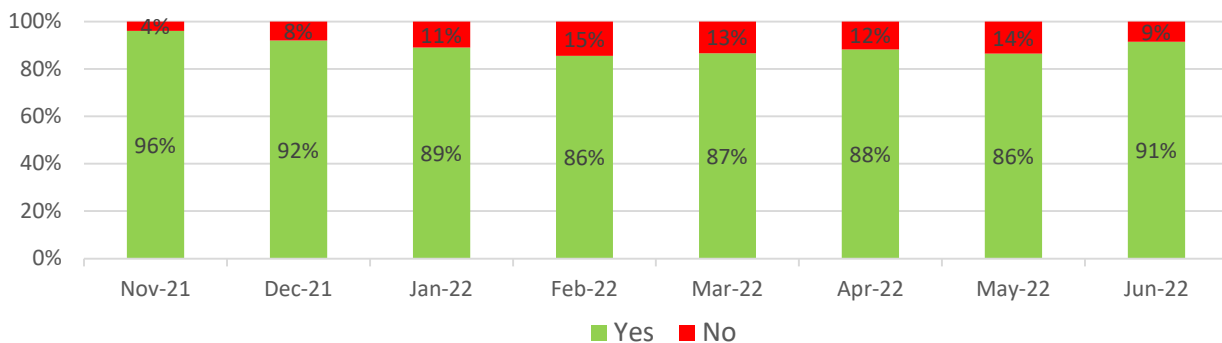
Were you happy with the appointment you were given?



Did the contractor turn up at the agreed appointment time/date?

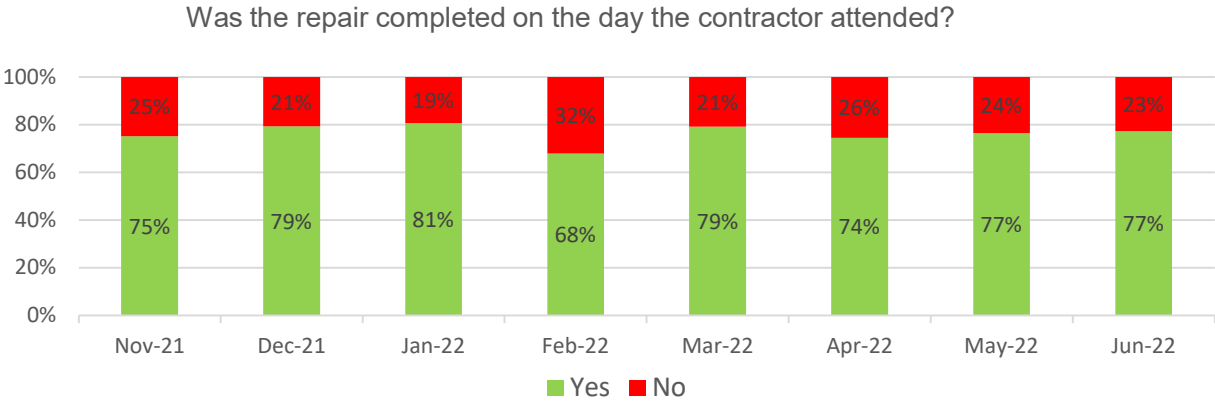
Jun-22 197 responses Yes: **91%**

Did the contractor turn up at the agreed appointment time/date?



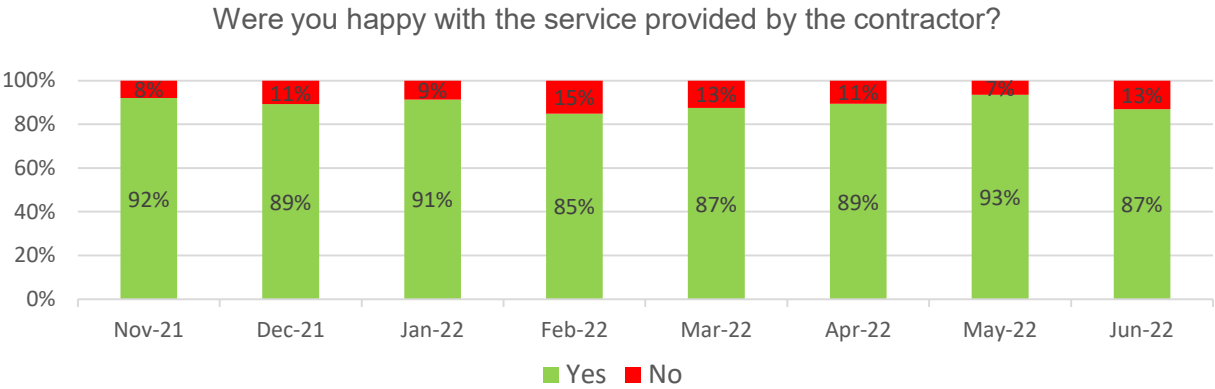
Was the repair completed on the day the contractor attended?

Jun-22 198 responses Yes: **77%**



Were you happy with the service provided by the contractor?

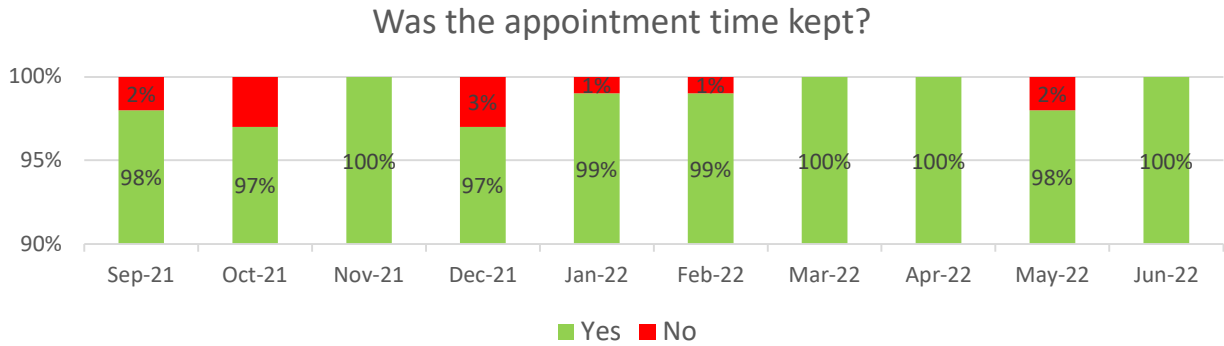
Jun-22 199 responses Yes: **87%**



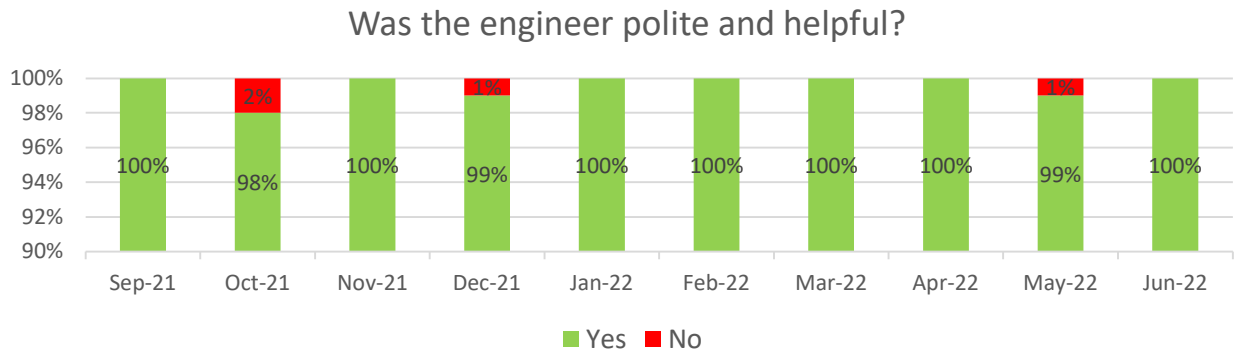
Gas servicing survey results

Monthly in house surveys, started Autumn 21
c100 telephone surveys, carried out the following month

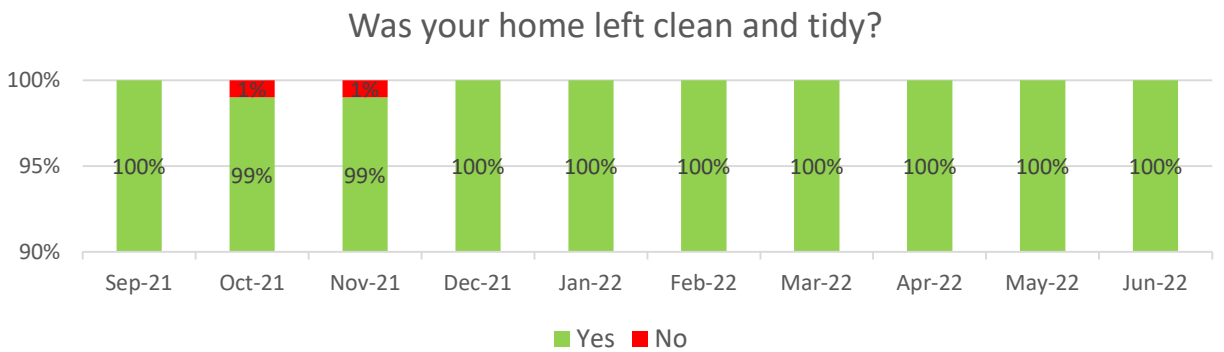
Was the appointment time kept?



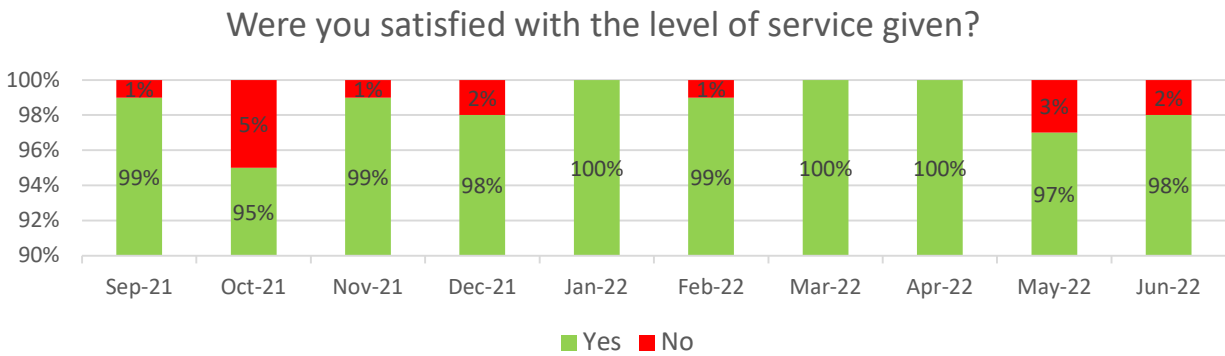
Was the engineer polite and helpful?



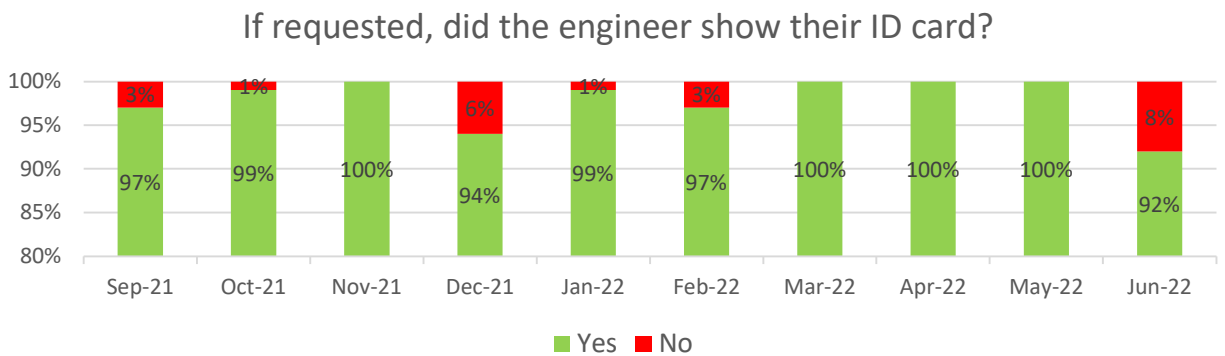
Was your home left clean and tidy?



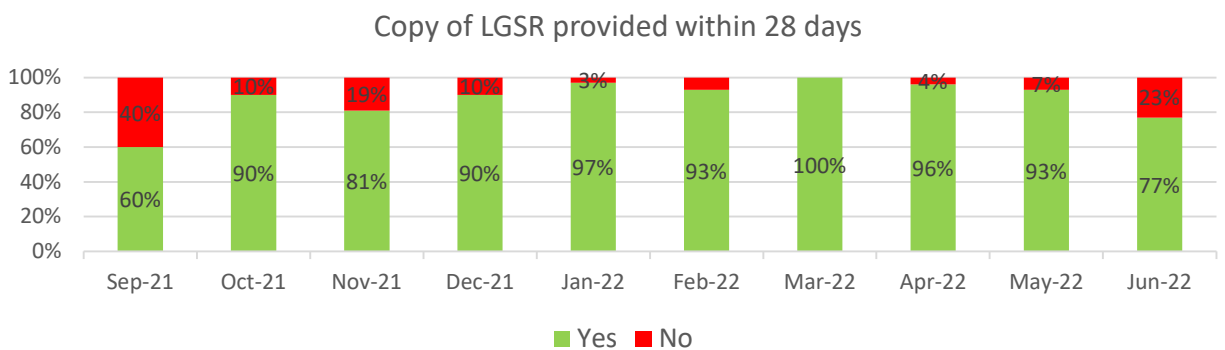
Were you satisfied with the level of service given?



If requested, did the engineer show their ID Card?



Copy of Landlord Gas Safety Record (LGSR) received within 28 days?



Void turnaround

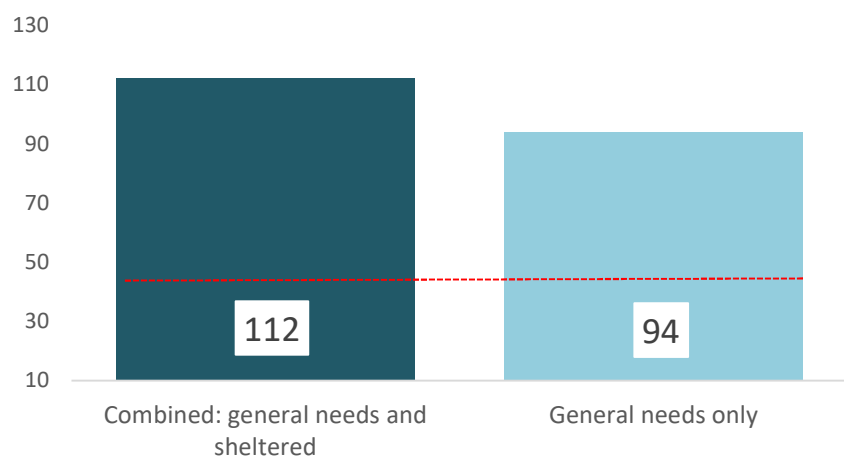
This average turnaround calculation looks at the time it takes the council to let HRA general needs (GN) and sheltered vacant properties. It includes: all calendar days for standard lets (from vacation date to tenancy start date).

calendar days from 'ready to let' to tenancy start date for major works lets

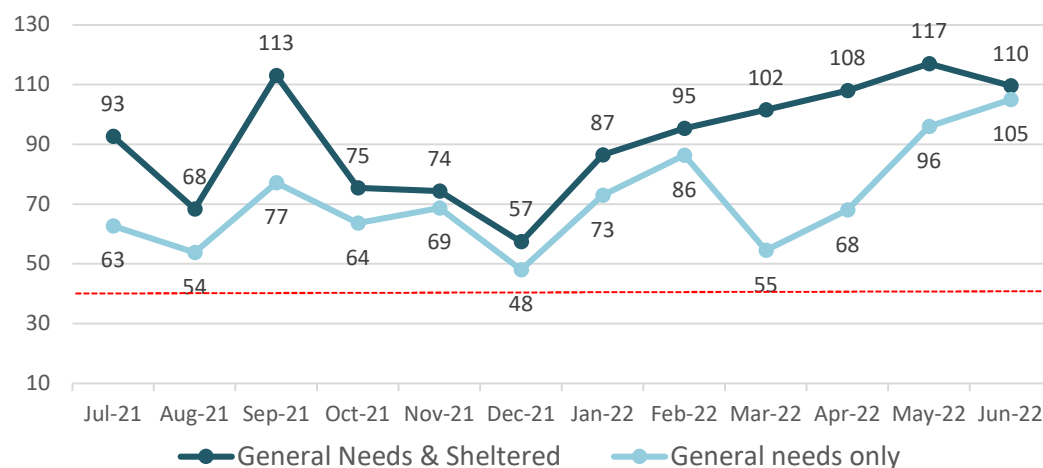
The key to key figure includes all voids for the period, from void date to let date. Monthly and year to date calculations are shown

Month	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
Average turnaround days - GN/shelt combined	93	68	113	75	74	57	87	95	102	108	117	110
Average turnaround days - GN only	63	54	77	64	69	48	73	86	55	68	96	105
Year to date average days - GN/shelt combined	90.7	87.7	90.4	87.8	85.6	83.4	83.7	84.4	85.3	107.6	113.0	111.5
Year to date average days - GN only	72.2	69.5	70.1	68.9	68.9	67.2	67.7	69.0	68.2	68.1	85.0	94.2
Key to key - all voids	152.9	110.1	131.4	112.8	120.1	107.4	114.1	105.4	126.1	135.4	135.2	118.0
Key to key - all voids, year to date	150.7	145.2	143.8	138.4	135.4	133.2	131.6	129.9	129.7	135.4	135.3	127.7
Total number of lets	57	34	30	60	67	34	42	33	30	29	42	55
No. sheltered lets	14	6	13	15	18	8	10	8	9	8	10	8

Average turnaround 22/23 year to date



Void turnaround, by month



Void turnaround working days split

Q1 22/23 April - June

This calculation takes into account all days properties were empty (key to key) and breaks down the average times taken in working days, for the quarter

Vacant, not ready to let: working days spent with repairs and lettings until property is ready to let.

Ready to let: working days awaiting allocation and sign up.

(Allocations are sometimes able to pre-allocate properties during the repair time.)

Signed up, pre tenancy start date: working days between sign up and tenancy start date.

Non working days: weekends and bank holidays

Number of lets			
Q1 22/23	Gen needs	Sheltered	Total
Standard	85	23	108
Major works	15	3	18
Total	100	26	126 lets

	Vacant, not ready to let	Ready to let	Signed up, pre tenancy start date	Non working days	Total calendar days	Number of lets
Standard lets: general needs and sheltered	42	40	3	38	123	108
Standard lets: general needs only	41	28	3	31	103	85
Major works lets: general needs and sheltered	79	27	3	48	157	18
Major works lets: general needs only	82	27	3	48	160	15

Current voids

333 properties (2 August 22)

Properties vacant, including:

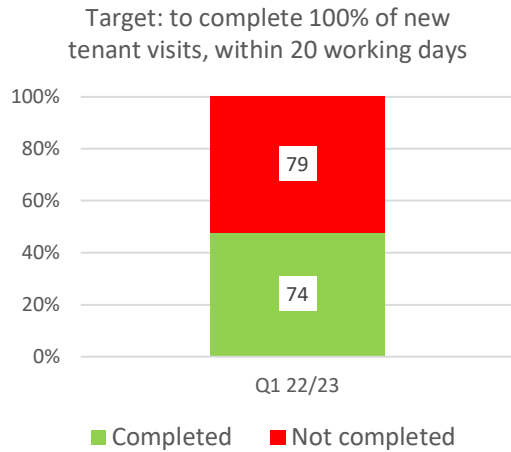
52 new builds (38 delayed, in 3-6mth bracket)

47 extra care shelt. (many awaiting referrals from ASC)

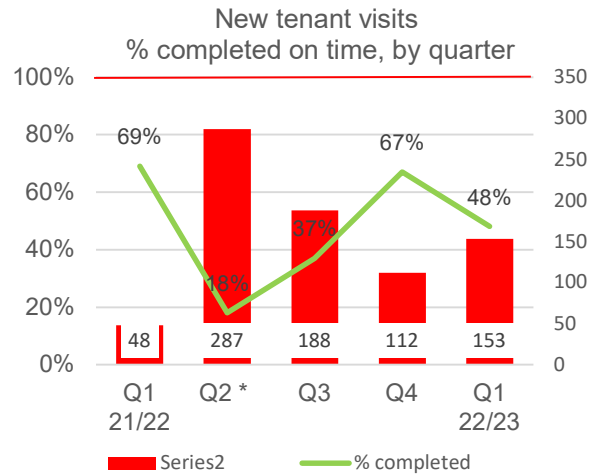
	Less than 1 month	1 - 3 months	3 - 6 months	6 months - 1 year	1 - 2 years	2 - 5 years	5 years plus	Total
Under repair	52	74	34	13	17	11	6	207
Ready to let	17	37	50	15	4	3	0	126
Total	69	111	84	28	21	14	6	333

Tenancy services

New tenant visits

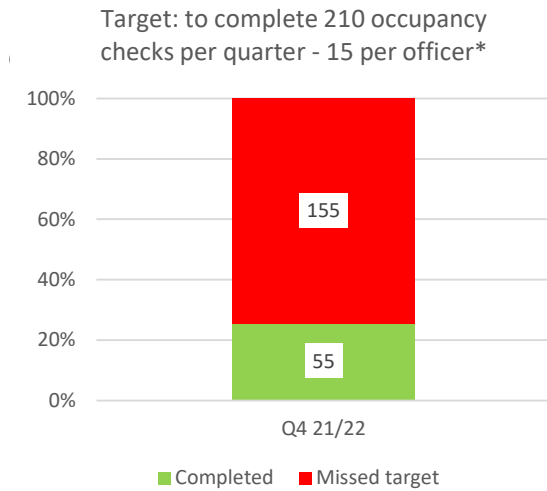


Target 100%: **Achieved 67%**

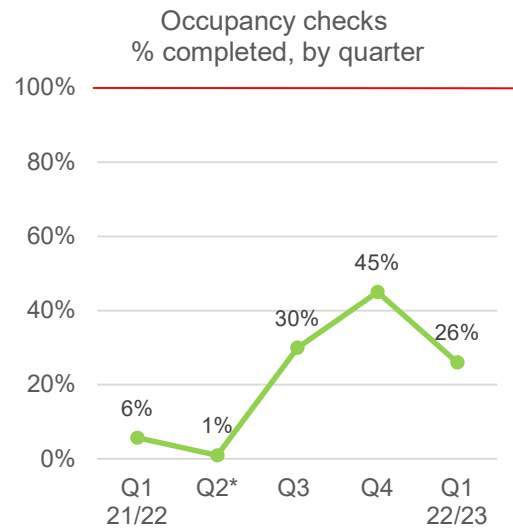


* incomplete data

Occupancy checks



Target 100%: **Achieved 45%**

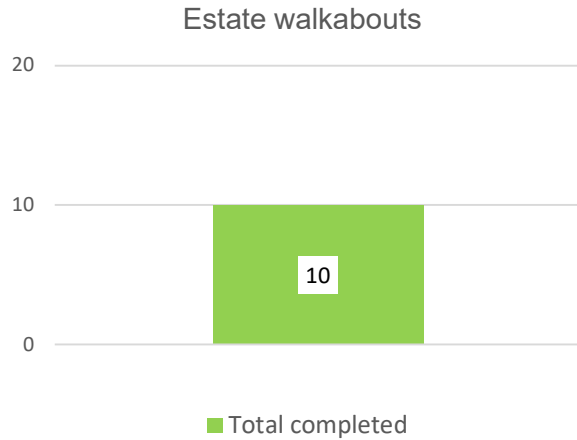


* incomplete data

*Target reduced from 30 to 15 per officer Q2 21/22

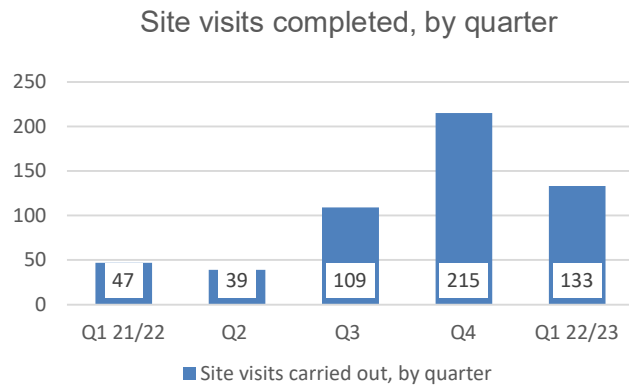
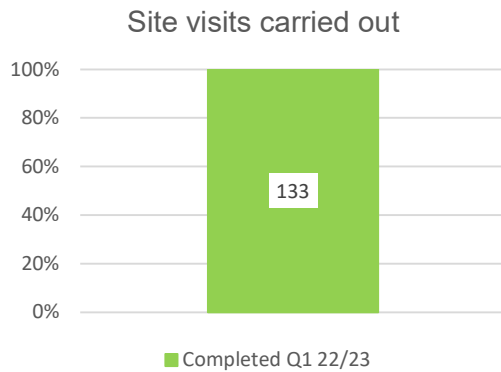
Estate walkabouts

(Scheduled estate visits including managers and sometimes councillors/residents)



Site visits

(Ad hoc visit to estate/area)



Surgeries started up again in July and will be included next quarter.