

Housing Service

Quarterly Performance Indicator Report

Quarter 2 2020/21 Financial Year

Contents

0.0 Summary	2
1.0 Affordable Housing Completions	4
2.0 Anti-social behaviour	4
3.0 Complaints	6
4.0 Customer Satisfaction.....	7
5.0 EDDC Stock	7
6.0 Homelessness	8
7.0 Home Safeguard	9
8.0 Lettings.....	9
9.0 Number of Households on the East Devon Housing Waiting List.....	12
10 Private Sector Housing	13
11 Rental.....	14
12 Repairs.....	14

Background Information

Performance against 2019/20 quarter has been included to provide some context to the statistics.

	Performance is worse than 2019/20 quarter figure by over 5%
	Performance is within 5% of 2019/20 quarter figure
	Performance is better than 2019/20 performance figure

0.0 Summary

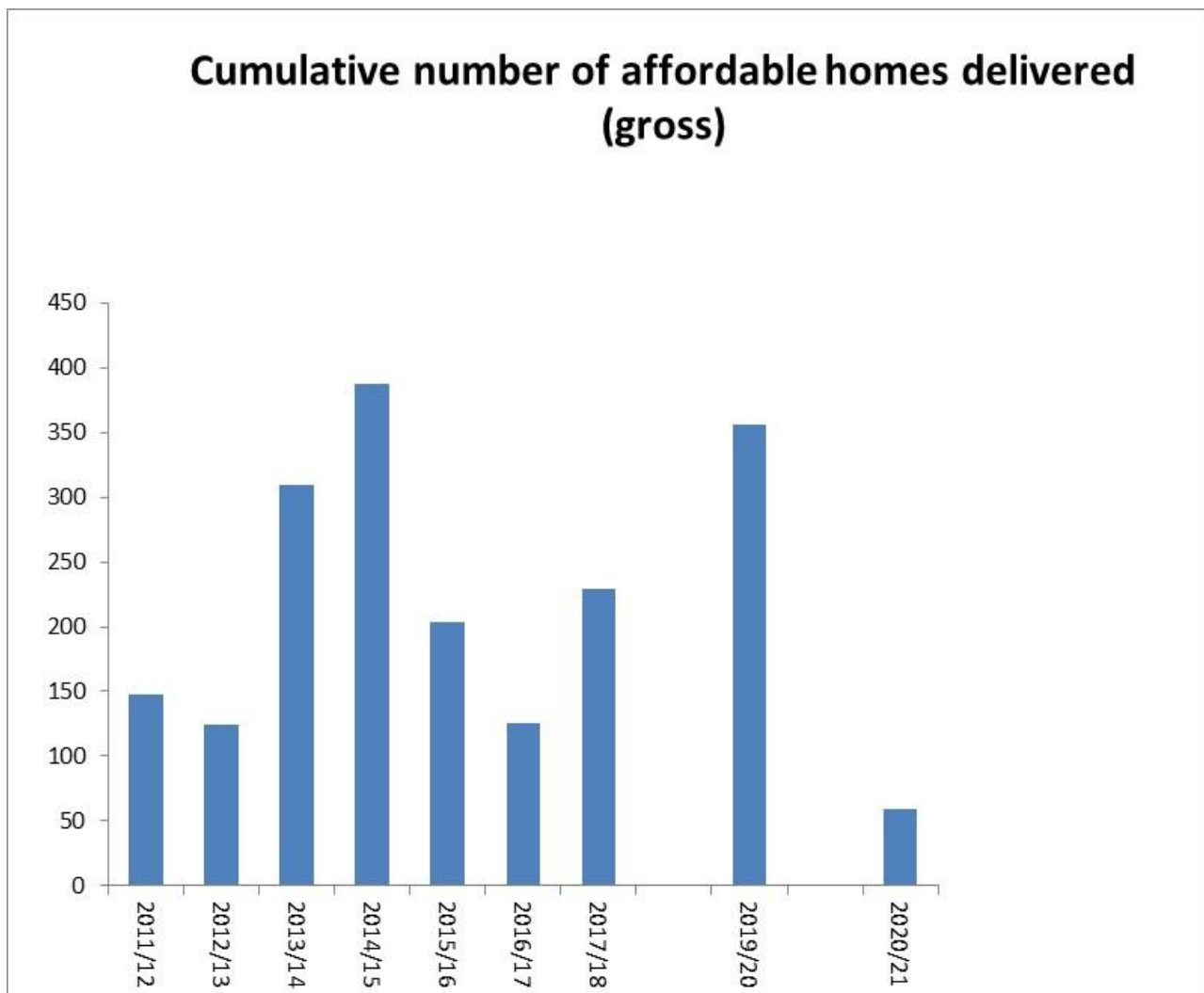
Description	2019/20	2020/21					Progress against 2019/20 quarter 2
	Cumulative Total	Apr- Jun	Jul-Sep	Oct - Dec	Jan - Mar	Cumulative Total	
Total supply of social rent housing and intermediate housing	356	19	40			59	
Total New ASB Cases	164	56	47			103	
No. of new stage 1 complaints	52	11	12			23	
Calls answered under 1 minute (%)	97.0	98.6	98.6			98.6	

Description	2019/20	2020/21					Progress against 2019/20 quarter 2
	Cumulative Total	Apr- Jun	Apr-Sep	Apr - Dec	Apr- Mar	Cumulative Total	
% of rent due collected from current & former tenants (property (incl garage) is occupied & not including all arrears brought forward & prepaids) - Year to date	100.2%	98.9%	96.7%			96.70%	
Percentage of routine repairs completed within target time	90.4%	94.7	88.6%			91.7%	

1.0 Affordable Housing Completions

Performance Indicator	2019/20	2020/21					Performance against 2019/20 quarter 2
	Cumulative Total	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Cumulative Total	
Number of affordable homes delivered (gross) (LAA)	339	15	40			55	
EDDC Acquisitions	17	4	0			4	

Source: Affordable Housing Team



2.0 Anti-social behaviour

Performance Indicator	2019/20	2020/21				Cumulative Total	Performance against 2019/20 quarter 2
	Cumulative Total	April- Jun	Jul-Sep	Oct - Dec	Jan-Mar		
No. of new ASB cases							
Alcohol related (H)	3	1				1	
Child behaviour*	4	1				1	
Communal Fire*	1	2	1			3	
Communal Garden*	1	3				3	
Communal Internal*	1					0	
Communal Open Space*	4	2	4			6	
Condition of Garden*	6	3	2			5	
Condition of Property*	33	12	4			16	
Criminal Behaviour (O)	3	3	4			7	
Dangerous Animal	3	0	4			4	
Domestic Abuse (I)	7	0	1			1	
Drugs, substance misuse, dealing (G)	14	1				1	
Garden Nuisance (L)	11	8	5			13	
Harrasment*	13	1	2			3	
Hate Related (C)	1	0				0	
Illegal Occupation, Squatter*	10	3	3			6	
Litter, Rubbish, Fly Tipping (K)	0	0				0	
Misuse of Communal Areas (M)	0	0				0	
Noise (A)	21	7	9			16	
Nuisance from Vehicles (F)	0	0				0	
Parking Dispute*	1	2	1			3	
Pets & Animal Nuisance (E)	0	1				1	
Physical Violence (J)	7	3	1			4	
Prostitution, Sex Acts (N)	0	0				0	
Untaxed Vehicle*	0	2				2	
Vandalism & Damage to Property (D)	2	0	2			2	
Vehicle Nusiance*	0					0	
Verbal Abuse (B)	18	4	4			8	
Total New ASB Cases	164	56	47	0	0	103	

Source: OpenHousing

3.0 Complaints

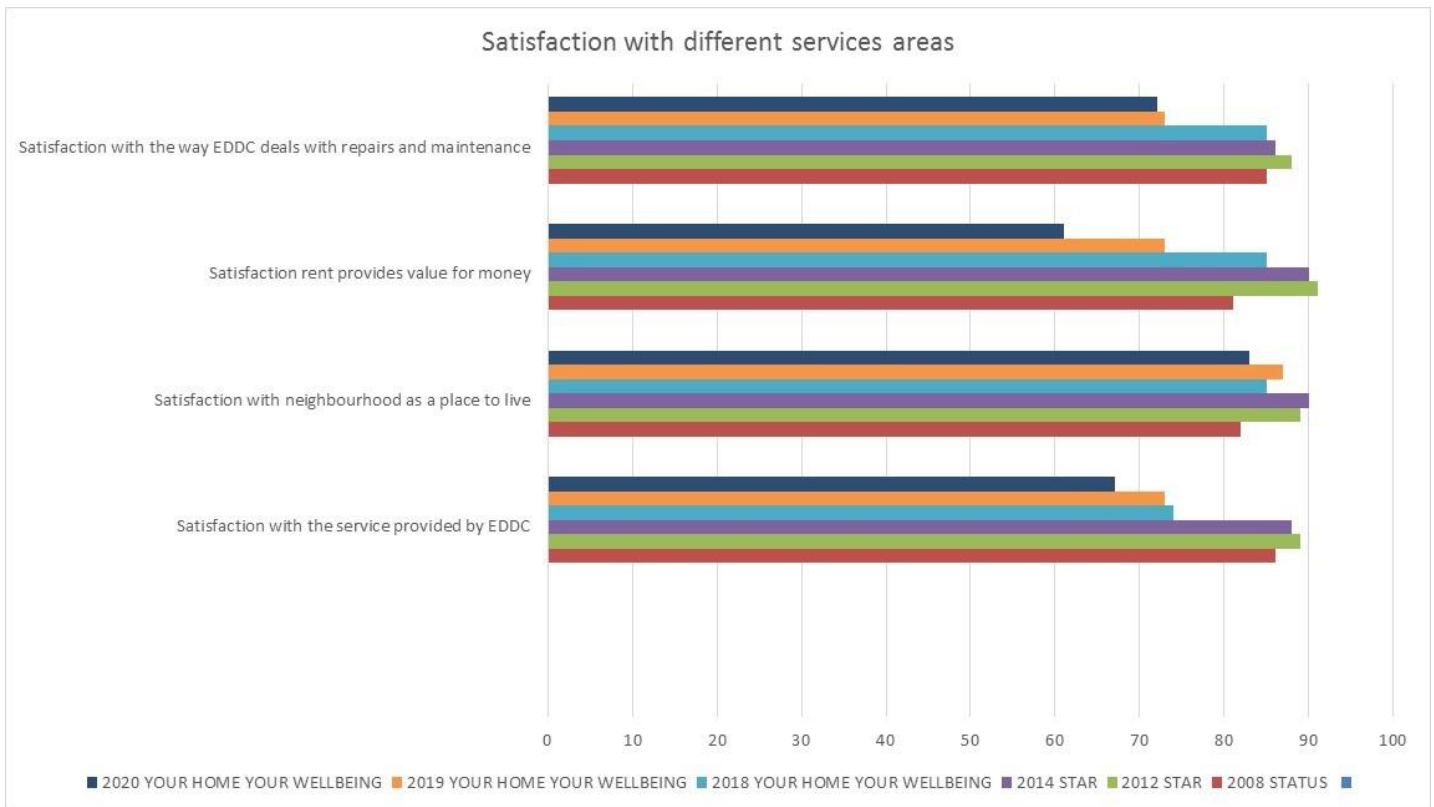
Description	2019/20	2020/21				2020/21	Performance against 2019/2020 quarter 2
	Cumulative Total	April- Jun	Jul-Sep	Oct - Dec	Jan - Mar	Cumulative Total	
No. of new stage 1 complaints	35	11	12				
Allocations complaints	8	2	3				
ASB complaints	0	1					
Estate services complaints	0	2	1				
Tenancy management complaints	4						
Rents and service charges complaints	1	2					
Repairs and maintenance complaints	16	3	7				
Staff & customer service complaints	6	1	1				
Other complaints	1						
Average time in calendar days to issue full response to all Stage 1 complaints	23.9	24.1	26.75				

Source: Complaints Team

4.0 Customer Satisfaction

Description	2008 STATUS	2012 STAR	2014 STAR	2018 YOUR HOME YOUR WELLBEING	2019 YOUR HOME YOUR WELLBEING	2020 YOUR HOME YOUR WELLBEING
Satisfaction with the service provided by EDDC	86	89	88	74	73	67
Satisfaction with neighbourhood as a place to live	82	89	90	85	87	83
Satisfaction rent provides value for money	81	91	90	85	73	61
Satisfaction with the way EDDC deals with repairs and maintenance	85	88	86	85	73	72

Source: STATUS and STAR surveys and Your Home, Your Wellbeing Survey (2018). NB: The STAR results are based on valid responses only, STATUS on non-valid and valid responses – they are therefore not directly comparable.



5.0 EDDC Stock

Stock Housing Type	2019/20	2019/20								Cumulative Total
	Cumulative Total	April- Jun		Jul-Sep		Oct - Dec		Jan - March		
		GN	SH	GN	SH	GN	SH	GN	SH	
Bedsit	40	25	17	25	17					42
Bungalow	984	198	782	198	782					980
Flat**	1169	637	534	635	534					1169
House	1998	1962	15	1961	15					1976
Maisonette	5	6	0	6	0					6
Room*	6	14	0	14	0					14
Total	4202	2842	1348	2839	1348					4187

* Morton Road and 102 St Andrews Road

** Includes St Andrews Road flats

Source: Open Housing

6.0 Homelessness

Performance Indicator	2019/20	2020/21				
Description	Cumulative Total	April- Jun	Jul-Sep	Oct - Dec	Jan - March	Cumulative Total
Approaches: Number of people who indicate that they are homeless or about to become homeless	1126	200	232			432
Acceptances: Number of people who EDDC have accepted as homeless	7	0	6			6
Successful Prevention Outcomes	335	54	77			131
Successful Relief Outcomes	155	27	42			69
Verified rough sleeper count*	4	5	7			#
No of households living in temp acc at the end of the quarter*	44	50	40			#
No of households placed into temp acc in the quarter*	54	57	54			#

Source: Jigsaw

7.0 HomeSafeguard

Description	2019/20		2020/21				Progress against last quarter 2 2019/20
	Cumulative total		Apr-June	July-Sept	Oct-Dec	Jan-March	
Call Handling							
Answered in under 1 Minute	97.04		98.64	98.58			
Answered in under 3 Minutes	99.56		99.88	99.08			
Answered in over 3 Minutes	0.43		0.12	0.91			
Installations							
Under 2 working Days (urgent) - Number	56		17	8			
Under 2 working Days (urgent) - % installed within target time	100%		100%	100%			
Under 5 working Days - Number	0		0	0			
Under 5 working Days - % installed within target time	100%		100%	100%			
Under 15 working Days (non urgent) - Number	442		70	136			
Under 15 working Days (non urgent) - % installed within target time	100%		0%	0%			
Under 20 working Days (non urgent) - Number	0		0	0			
Under 20 working Days (non urgent) - % installed	100%		100%	100%			
Repairs*							
Critical Repairs							
Total Number Critical Repairs	138		62	39			
Total Number Critical Repairs within 48 hours	122		51	38			
Total Number Critical Repairs over 48 hours	8		11	1			
% Critical within target time	88.4%		82.3%	97.4%			
Non Critical Repairs							
Total Number Non Critical Repairs	154		71	82			
Total Number Non Critical Repairs within 96 hours	116		53	69			
Total Number Non Critical Repairs over 96 hours	14		18	12			
% Non Critical within target time	90%		75%	84%			
Complaints							
Total complaints	0		0	0			
Response sent in under 5 days	#		#	#			
Response sent in under 20 days	#		#	#			

Source: HomeSafeguard

8.0 Lettings

Performance Indicator	2020/21			
	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar
Total number of units vacant at the end of the period	84	89		
Number of voids started in period	95	84		
Number of voids completed in period	60	79		
The average re-let time in days General Needs*	39.0	31.8		
*The average re-let time in days Sheltered Housing	40.0	58.0		
Total number of re-lets during the period benchmarked (incl mutual exchanges)	48	83		
*Please note this includes the 12 rooms which have become available in this quarter and are to be used as temporary accommodation & LT voids				
** Void time is time from void start to void end (incl allocation process and any repairs etc)				

Source: OH

9.0 Number of Households on the East Devon Housing Waiting List

Performance Indicator	2019/20	2020/21			
	End of Year Total	Apr-Jun	Jul-Sep	Oct-Dec	Apr-Mar
Band A - Emergency Housing Need	1	1	4		
Band B - High Housing Need	243	268	299		
Band C - Medium Housing Need	725	747	804		
Band D - Low Housing Need	1245	1285	1384		
Band E - No Housing Need	2494	1922	2073		
Total	4708	4223	4564		

Source: Devon Home Choice

10 Private Sector Housing

Description	Cumulative Total 2019/20	2020/21				Cumulative Total 2020/21
		April- Jun	Jul-Sep	Oct - Dec	Jan - March	
Empty homes investigated	108	270	162			
Empty homes genuinely brought back into use	22	0	25			
Disabled Facilities Grant Approvals	108	15	10 DFG and 10 Stairlift (20 Total)			
Disabled Facilities Grant Completions	76	16	13 DFG and 8 Stairlift (21 Total)			
Long term empty homes (6mth - 2 years)	1449	551	339			
Long term empty homes (> 2 years)	626	90	82			

Source: Council Tax Return & Private Sector Team records

11 Rental

Performance Indicators	2019/20	2020/21			
	Apr-Mar	Apr-Jul	Apr-Sep	Apr-Dec	Apr-Mar
Debit less voids	£18,538,903.30	£4,647,382.74	£8,937,668.00		
Voids	£497,019.05	£139,563.70	£267,830.00		
Adjustments	£118,578.97	£15,638.61	£23,435.79		
Court Fees	£6,013.00	£0.00	£394.50		
Less write offs	£17,232.00	£4,148.52	£4,148.52		
Total to collect	£18,538,903.30	£4,647,382.74	£8,937,668.00		
Arrears Cfwd	£316,131.00	£375,120	£362,995.00		
Housing Benefit	£8,019,669.30	£1,932,250.14	£3,710,198.00		
Income	£10,658,371.51	£2,679,014.03	£4,951,270.24		
Prepaid B/Fwd	£280,957.00	£374,128.70	£402,720.00		
Prepaid C/Fwd	£557,437.00	£304,340.81	£308,491.00		
Total credit	£18,559,461.84	£4,595,625.56	£8,638,032.45		
Total credit*	£18,582,706.84	£4,595,625.56	£8,638,032.45		
% Rent Collected (without arrears)	100.11	98.89	96.65		
% Rent Collected (with arrears)	98.6	91.5	92.9		
Total number of evictions due to rent arrears year to date	6	0	0		
Number of tenancies at the start of the period	4128	4139	4116		
Number of tenancies at the end of the period	4139	4116	4134		

	Apr-Jun 2019	Apr-Jun 2020	Jul-Sept	Oct-Dec	Jan-Mar
Number of UC Claimants	1298	555			
Total UC debt	£52,621.37	£167,028.35			
Number of UC tenants in credit or no arrears	85	150			
Number of UC tenants owing less than 2 weeks rent	75	103			
Number of UC tenants with rent arrears between 2-4 weeks	50	115			
Number of UC tenants with rent arrears between 4-8 weeks	56	97			
Number of UC tenants with rent arrears between 8 weeks or more	32	90			

Source: OH, Rental Team

*Payments arrangements are in place where appropriate to help reduce the debt.

	Apr-Jun 2019	Apr-Jun 2020	Jul-Sept	Oct-Dec	Jan-Mar
Number of UC Claimants	1298	555	£513.00		
Total UC debt	£52,621.37	£167,028.35	£154,374.69		
Number of UC tenants in credit or no arrears	85	150	131		
Number of UC tenants owing less than 2 weeks rent	75	103	125		
Number of UC tenants with rent arrears between 2-4 weeks	50	115	79		
Number of UC tenants with rent arrears between 4-8 weeks	56	97	94		
Number of UC tenants with rent arrears between 8 weeks or more	32	90	84		

12 Repairs

Performance Indicator	Cumulative Total 2019/20	2019/2020					Progress against 2019/20 quarter 2
		Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Cumulative	
		PPP	PPP	PPP	PPP	PPP	
The total number of emergency repairs completed year-to-date	1157	367	462				#
The total number of emergency repairs completed year-to-date that were completed within target	1102	367	462				#
Percentage of emergency repairs completed within target time - Year to date	93.5%	100%	100%				
The total number of routine repairs completed year-to-date	6992	1720	2955				#
The total number of routine repairs completed year-to-date that were completed within target	6178	1629	2617				#
Percentage of routine repairs completed within target time	88.4%	94.7%	88.6%				
The percentage of properties, requiring a landlord gas safety record, that have a valid landlord gas safety record	100.0%	99.5%	100.00%				

*Jobs include OOHOURS, PPEXCL, HANDPERS, PPP & NONPPP

Source: OpenHousing

13 Right To Buy

Performance Indicators	2019/20	2020/21				2020/21
	Cumulative	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	
Number of completed RTB sales	23	6	3			9

Source: Open Housing

