

# Housing Service

## Quarterly Performance Indicator Report

### Quarter 3 2021/22 Financial Year

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## Background Information

Performance against 2020/21 quarter has been included to provide some context to the statistics.

	Performance is worse than 2020/21 quarter figure by over 5%
	Performance is within 5% of 2020/21 quarter figure
	Performance is better than 2020/21 performance figure

## 0.0 Summary

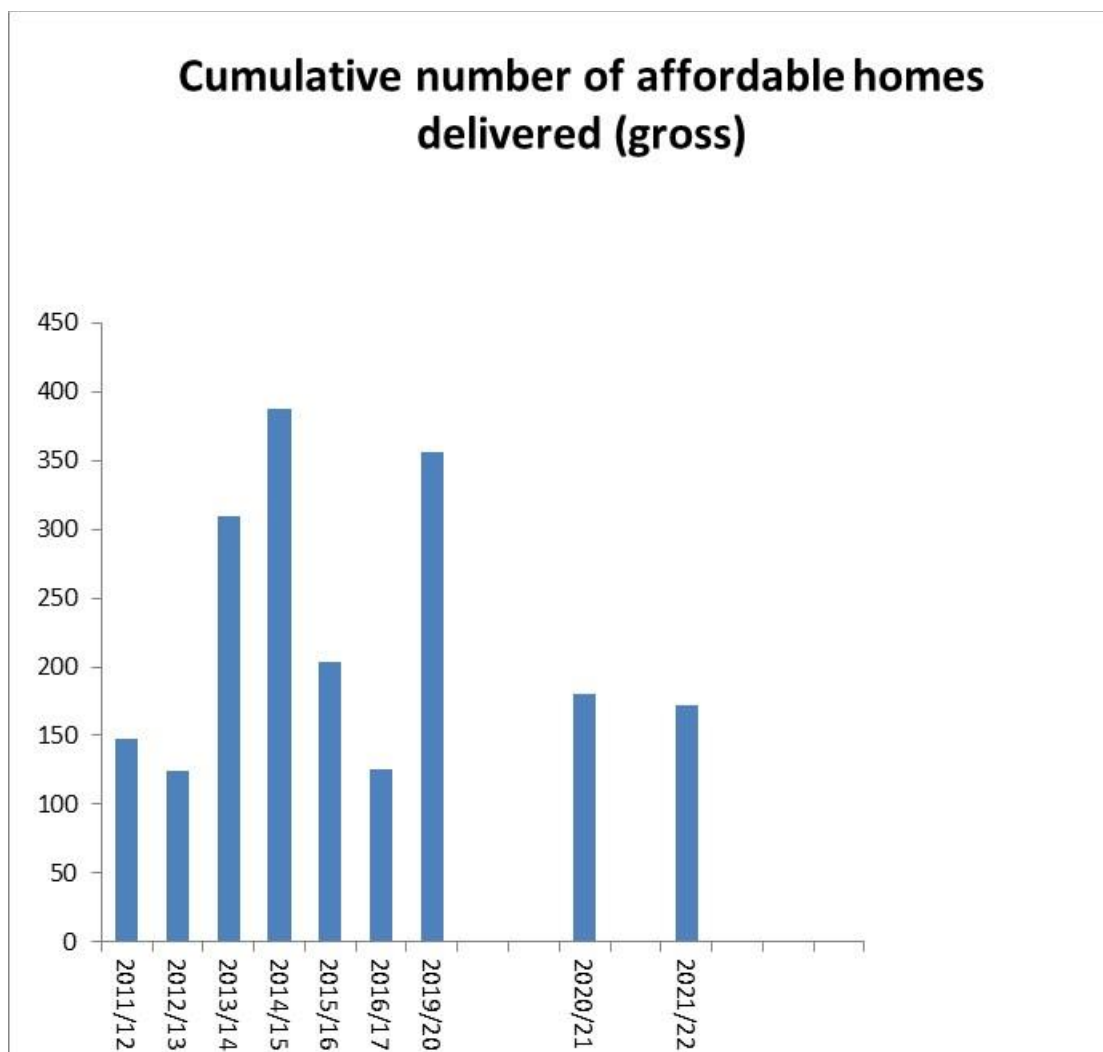
Description	2020/21	2021/22					Progress against 2020/21 quarter 3
	Cumulative Total	Apr- Jun	Jul-Sep	Oct - Dec	Jan - Mar	Cumulative Total	
Total supply of social rent housing and intermediate housing	180	66	55	51		172	
Total New ASB Cases	269	123	91	24		238	
No. of stage 1 complaints	96	32	27*	30*		32	
Calls answered under 1 minute (%)	98.2	#	#	#		#	#

Description	2020/21						Progress against 2020/21 quarter 3
	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	100.4%	100.2%	96.7%	99.5%		99.50%	
Percentage of routine repairs completed within target time	91.7%	81.7	84.6%	79.2%		81.9%	

### 1.0 Affordable Housing Completions

Performance Indicator	2020/21	2021/22				2021/22	Progress against 2020/21 quarter 3
	Cumulative Total	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Cumulative Total	
Number of affordable homes delivered (gross) (LAA)	165	63	52	50		165	
EDDC Acquisitions	15	3	3	1		7	

Source: SPAR.net



**2.0 Anti-social behaviour**

Performance Indicator	2020/21	2021/22				Cumulative Total	Progress against 2020/21 quarter 3
	Cumulative Total	April- Jun	Jul-Sep	Oct - Dec	Jan-Mar		
<b>No. of new ASB cases</b>							
Alcohol related (H)	2	1				1	
Child behaviour*	1	3				3	
Communal Fire*	7	1	1			2	
Communal Garden*	3	10		4		14	
Communal Internal*	3	2				2	
Communal Open Space*	16	5	5	2		12	
Condition of Garden*	18	10	12			22	
Condition of Property*	69	24	17	8		49	
Criminal Behaviour (O)	11	6	4	2		12	
Dangerous Animal	4					0	
Domestic Abuse (I)	2		3			3	
Drugs, substance misuse, dealing (G)	6	6	6	1		13	
Garden Nuisance (L)	25	6	6	2		14	
Harrassment*	8	1	1			2	
Hate Related ( C)	2		1			1	
Illegal Occupation, Squatter*	10	1	4	1		6	
Litter, Rubbish, Fly Tipping (K)	1	6	1			7	
Misuse of Communal Areas (M)	0					0	
Noise (A)	36	21	9	2		32	
Nuisance from Vehicles (F)	0					0	
Parking Dispute*	9	2	3	2		7	
Pets & Animal Nuisance (E)	2	5	4			9	
Physical Violence (J)	11	2	4			6	
Prostitution, Sex Acts (N)	0		1			1	
Untaxed Vehicle*	6					0	
Vandalism & Damage to Property (D)	2	3				3	
Vehicle Nuisance*	3		4			4	
Verbal Abuse (B)	15	8	5			13	
<b>Total New ASB Cases</b>	<b>269</b>	<b>123</b>	<b>91</b>	<b>24</b>		<b>238</b>	

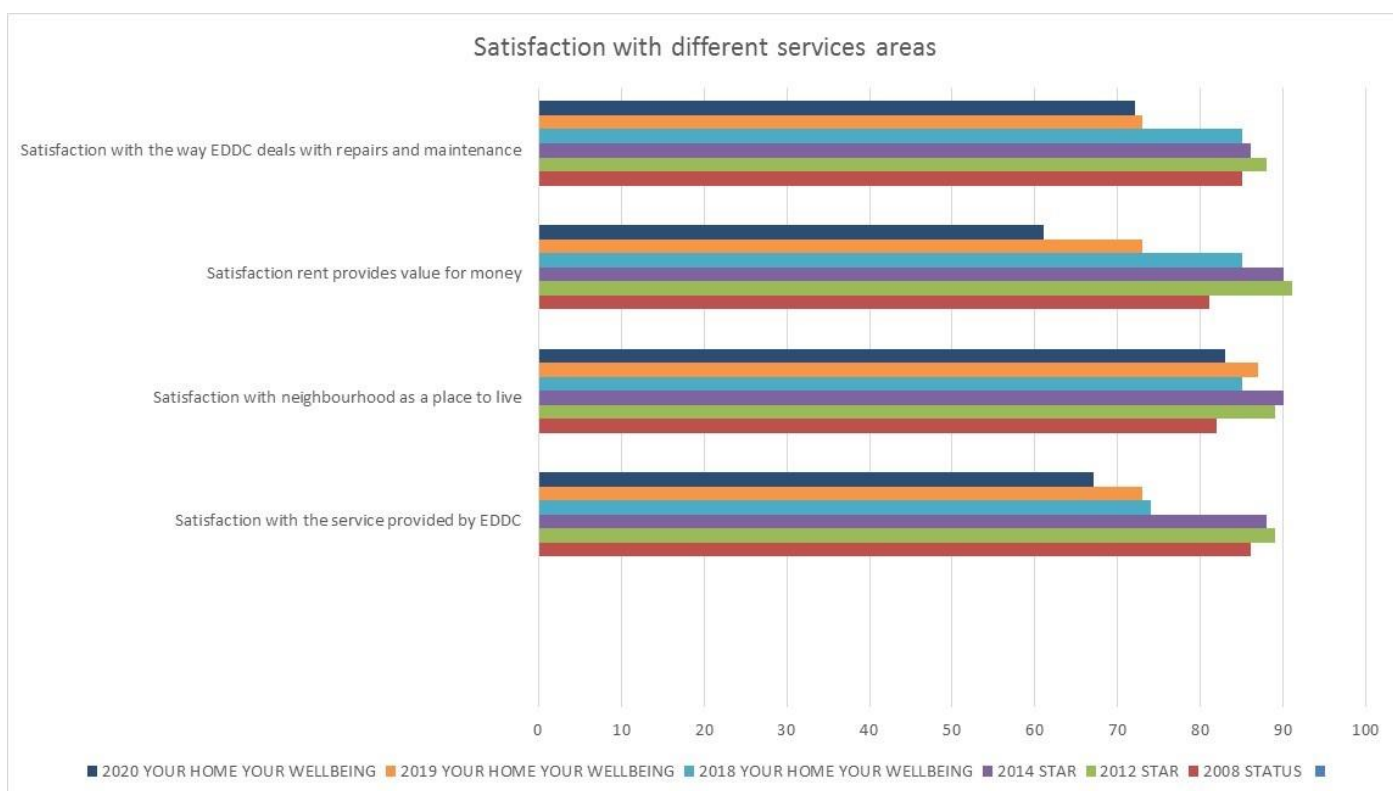
**3.0 Complaints**

Description	2020/21	2021/22				2021/22	Progress against 2020/21 quarter 3
	Cumulative Total	April- Jun	Jul-Sep	Oct - Dec	Jan - Mar	Cumulative Total	
No. of stage 1 complaints	96	32	27*	30 (2 open)		89	
Allocations complaints	10	2		2		4	
ASB complaints	8	4	3	1		8	
Estate services complaints	5	3	2	1		6	
Tenancy management complaints	6	2				2	
Rents and service charges complaints	2	0	1			1	
Repairs and maintenance complaints	53	18	16	25		59	
Staff & customer service complaints	4	1				1	
Other complaints	8	2	5	1		8	
Average time in calendar days to issue full response to all Stage 1 complaints	26.2	30.25	19.18**	26.26		25.2	

\* – This figures includes those complaints that are still open but may change if the complaints are downgraded to a service request

### 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 (2018,19,20). 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	2020/21	2021/22								Cumulative Total
	Cumulative Total	April- Jun		Jul-Sep		Oct - Dec		Jan - March		
		GN	SH	GN	SH	GN	SH	GN	SH	
Bedsit	42	25	17	25	17	25	17			42
Bungalow	979	197	782	196	782	196	782			978
Flat**	1175	643	534	643	534	643	534			1177
House	1981	1967	14	1968	14	1968	14			1982
Maisonette	6	6	0	6		6				6
Room*	14	14	0	14		14				14
Total	4197	2852	1347	2852	1347	2852	1347			4199

Source: Open Housing

\* 14 Morton Road and 102 St Andrews Road

\*\* Includes 10 St Andrews Road flats



## 6.0 Homelessness

Performance Indicator Description	2020/21	2021/22					Performance against 2017/18 quarter 2
	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	888	196	263	248		707	
Acceptances: Number of people who EDDC have accepted as homeless	16	4	4	10		18	
Successful Prevention Outcomes	279	74	69	71		214	
Successful Relief Outcomes	143	29	28	24		81	
Verified rough sleeper count*	#	5	11	6		#	
No of households living in temp acc at the end of the quarter*	#	35	37	46		#	
No of households placed into temp acc in the quarter*	#	53	40	47		#	
*snapshot not cumulative							

Source: Jigsaw

## **7.0 HomeSafeguard**

New system – awaiting reports

Source:HomeSafeguard

**8.0 Lettings**

Performance Indicator	2021/22			
	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar
Total number of units vacant at the end of the period	58	92	101	
Number of voids started in period	59	50	68	
Number of voids completed in period	21	80	67	
The average re-let time in days General Needs for voids completed in period*	#	#	#	
*The average re-let time in days Sheltered Housing for voids completed in period*	#	#	#	
Total number of re-lets during the period benchmarked (incl mutual exchanges)	64	80	67	
*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) in quarter				

Source: OH

# void length data currently being reconciled with allocations and repairs teams

**9.0 Number of Households on the East Devon Housing Waiting List**

Performance Indicator	2020/21	2021/22			
	End of Year Total	Apr-Jun	Jul-Sep	Oct-Dec	Apr-Mar
Band A - Emergency Housing Need	3	2	2	2	
Band B - High Housing Need	333	339	324	303	
Band C - Medium Housing Need	836	863	805	781	
Band D - Low Housing Need	1480	1529	1337	1323	
Band E - No Housing Need	2254	2328	2823	2348	
<b>Total</b>	<b>4906</b>	<b>5061</b>	<b>5291</b>	<b>4757</b>	

Source: Devon Home Choice

## **10 Private Sector Housing**

Removed in Q1 2021/22 as private sector housing now not part of the housing team

**11 Rental**

Performance Indicators	2020/21	2021/22			
	Apr-Mar	Apr-Jul	Apr-Sep	Apr-Dec	Apr-Mar
Debit less voids	£19,264,048.87	£4,740,406.10	£9,110,576.95	£14,202,947.60	
Voids	£551,216.00	£139,161.54	£279,233.16	£453,083.83	
Adjustments	£52,747.00	£23,527.31	£39,284.06	£62,143.90	
Court Fees	£2,297.50	£394.50	£1,183.50	£1,608.00	
Less write offs	£9,742.00	£3,259.00	£3,228.05	£3,228.05	
Total to collect	£19,178,935.12	£4,740,406.10	£9,389,810.11	£14,656,031.43	
Arrears Cfwd	£351,260.27	£405,819	£371,288.22	£393,115.98	
Housing Benefit	£7,632,020.37	£1,859,901.50	£3,537,782.39	£5,478,886.23	
Income	£11,080,812.50	£2,911,685.45	£5,314,991.93	£8,715,667.30	
Prepaid B/Fwd	£348,930.00	£439,530.00	£437,165.67	£691,606.25	
Prepaid C/Fwd	£613,693.00	£348,949.00	£338,866.65	£586,553.53	
Total credit (minus adjustments)	£19,252,009.37	£4,748,059.64	£8,813,490.26	£14,132,409.63	
% Rent Collected (without arrears)	100.38	100.16%	96.74%	99.50%	
% Rent Collected (with arrears)	98.6	92.3	90.3	93.9	
Total number of evictions due to rent arrears year to date	4	1	2	2	
Number of tenancies at the start of the period	4137	4148	4096	4111	
Number of tenancies at the end of the period	4148	4096	4111	4131	

As at 20<sup>th</sup> December 2021, of the arrears £258,928.14 is from tenants on UC compared with in 2020 when it was £233501.75. This is an increase of **£25,426.39**. Since Dec 2020 there has been increase of **156** UC claimants.

Month	No. of UC claimants	No. of UC claimants
Apr	519	936
May	531	953
June	555	967
July	543	975
Aug	514	1000
Sept	514	1017
Oct	859	995
Nov	892	1014
Dec	863	1019
Jan	887	
Feb	906	
March	927	

Source: OH, Rental Team \*Please note collection rates may differ depending on when date data is extracted.

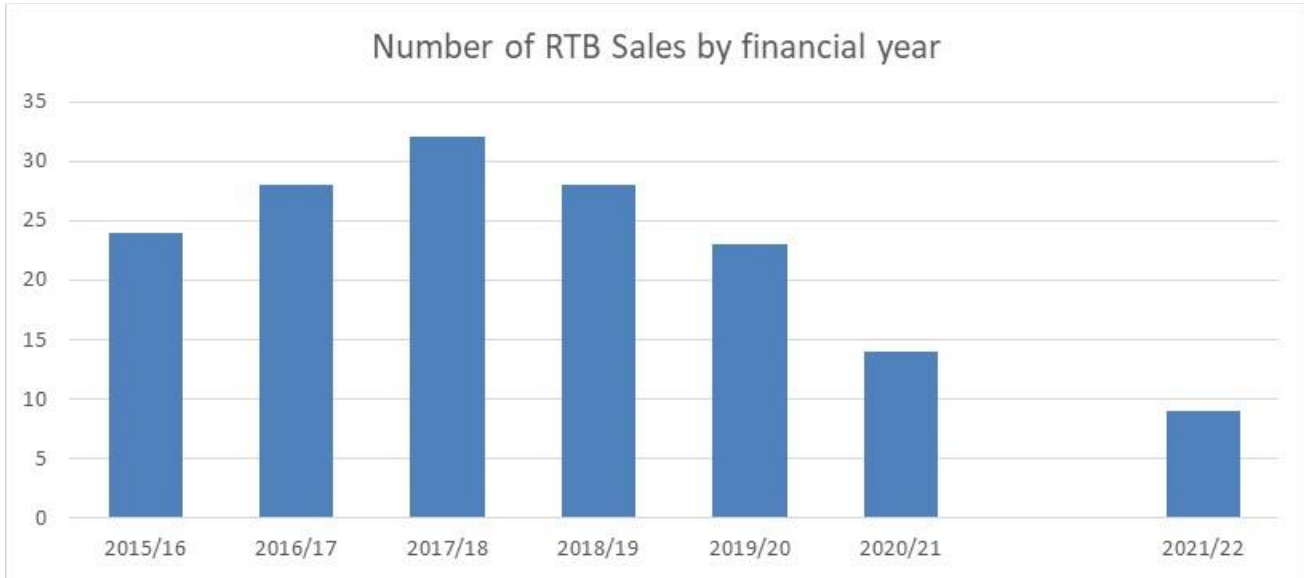
**12 Repairs**

Performance Indicator	Cumulative Total 2020/21	2021/22					Progress against 2020/21 quarter 3
		Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Cumulative	
		P P P	PP P	PP P	PPP	P P P	
The total number of emergency repairs completed year-to-date	1560	652	575	622		1849	#
The total number of emergency repairs completed year-to-date that were completed within target	1537	632	563	613		1808	#
Percentage of emergency repairs completed within target time - Year to date	98.5%	96.9%	97.9%	98.6%		97.8%	
The total number of routine repairs completed year-to-date	8740	2432	2556	2499		7487	#
The total number of routine repairs completed year-to-date that were completed within target	7654	1988	2163	1979		6130	#
Percentage of routine repairs completed within target time	89.4%	81.7%	84.6%	79.2%		81.9%	
The percentage of properties, requiring a landlord gas safety record, that have a valid landlord gas safety record	99.9%	100.0%	100.00%	100%		100.0%	
*Jobs include OOHOURS, PPEXCL, HANDPERS, PPP & NONPPP							

Source: Open Housing

**13 Right To Buy**

Performance Indicators	2020/21	2021/22				2021/22
	Cumulative	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	
Number of completed RTB sales	14	5	1	3		9



Source: Open Housing