

Housing Service

Quarterly Performance Indicator Report

Quarter 1 2022/23 Financial Year

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Background Information

Performance against 2021/22 quarter has been included to provide some context to the statistics.

	Performance is worse than 2021/22 quarter figure by over 5%
	Performance is within 5% of 2021/22 quarter figure
	Performance is better than 2021/22 performance figure

0.0 Summary

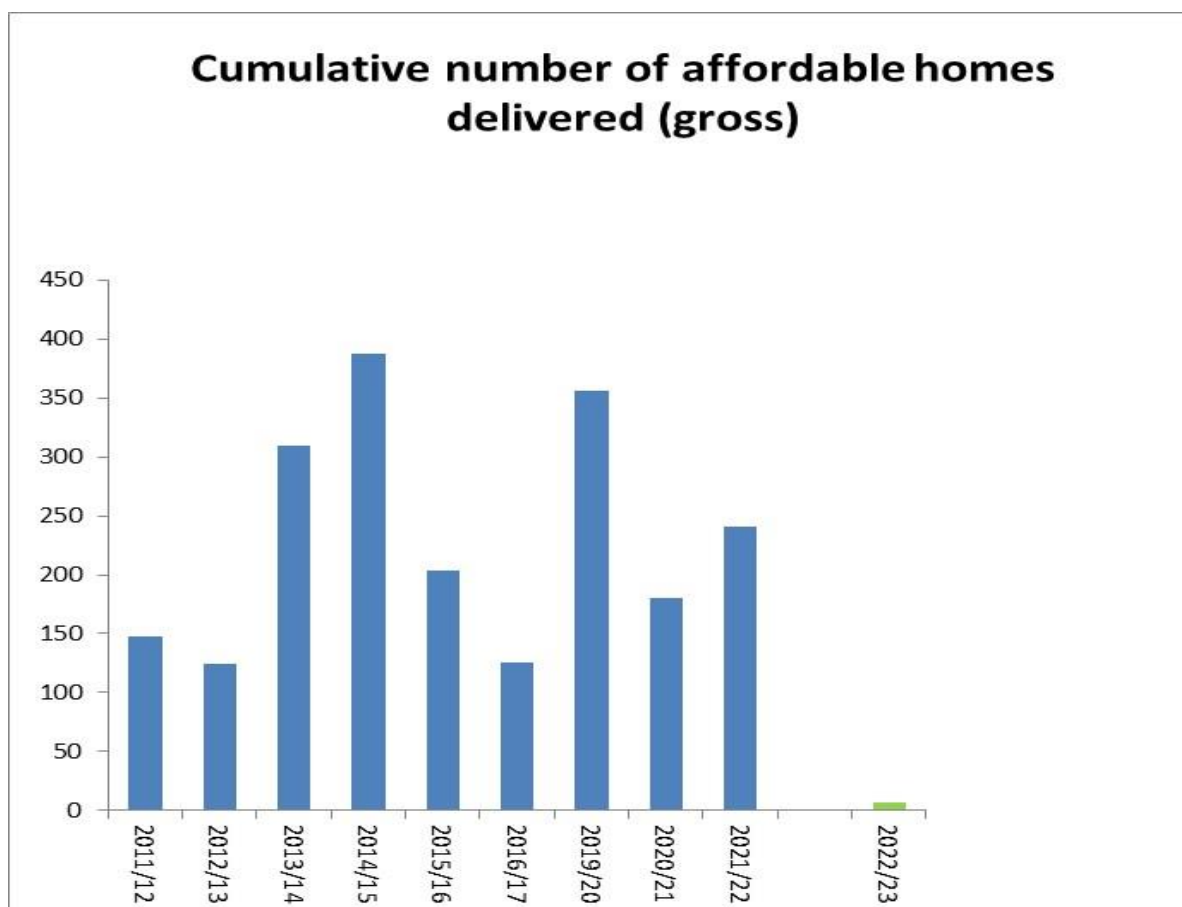
Description	2021/22	2022/23					Progress against 2021/22 quarter 1
	Cumulative Total	Apr- Jun	Jul-Sep	Oct - Dec	Jan - Mar	Cumulative Total	
Total supply of social rent housing and intermediate housing	241	7				7	
Total New ASB Cases	272	6				6	
No. of stage 1 complaints	119	35				35	
All Housing Calls answered under 1 minute (%)	54.6	58.3				58.3	

Description	2021/22	2022/23					Progress against 2021/22 quarter 1
	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	99.5%	94.1%					
Percentage of routine repairs completed within target time	81.7%	78%					

1.0 Affordable Housing Completions

Performance Indicator	2021/22	2022/23				2022/23	Progress against 2021/22 quarter 1
	Cumulative Total	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Cumulative Total	
Number of affordable homes delivered (gross) (LAA)	230	7				7	
EDDC Acquisitions	11	0				0	

Source: SPAR.net



2.0 Anti-social behaviour

Performance Indicator	2021/22	2022/23				2022/23	Progress against 2021/22 quarter 1
	Cumulative Total	April- Jun	Jul-Sep	Oct - Dec	Jan-Mar	Cumulative Total	
No. of new ASB cases							
Alcohol related (H)	1					0	
Child behaviour*	3					0	
Communal Fire*	2					0	
Communal Garden*	14					0	
Communal Internal*	3					0	
Communal Open Space*	12					0	
Condition of Garden*	22					0	
Condition of Property*	54	2				2	
Criminal Behaviour (O)	17					0	
Dangerous Animal	0	1				1	
Domestic Abuse (I)	4					0	
Drugs, substance misuse, dealing (G)	17					0	
Garden Nuisance (L)	15	1				1	
Harrassment*	4					0	
Hate Related (C)	1					0	
Illegal Occupation, Squatter*	7					0	
Litter, Rubbish, Fly Tipping (K)	8					0	
Misuse of Communal Areas (M)	0					0	
Noise (A)	38	2				2	
Nuisance from Vehicles (F)	0					0	
Parking Dispute*	7					0	
Pets & Animal Nuisance (E)	10					0	
Physical Violence (J)	7					0	
Prostitution, Sex Acts (N)	1					0	
Untaxed Vehicle*	0					0	
Vandalism & Damage to Property (D)	4					0	
Vehicle Nuisance*	4					0	
Verbal Abuse (B)	17					0	
Total New ASB Cases	272	6	0	0	0	6	

Source:OpenHousing

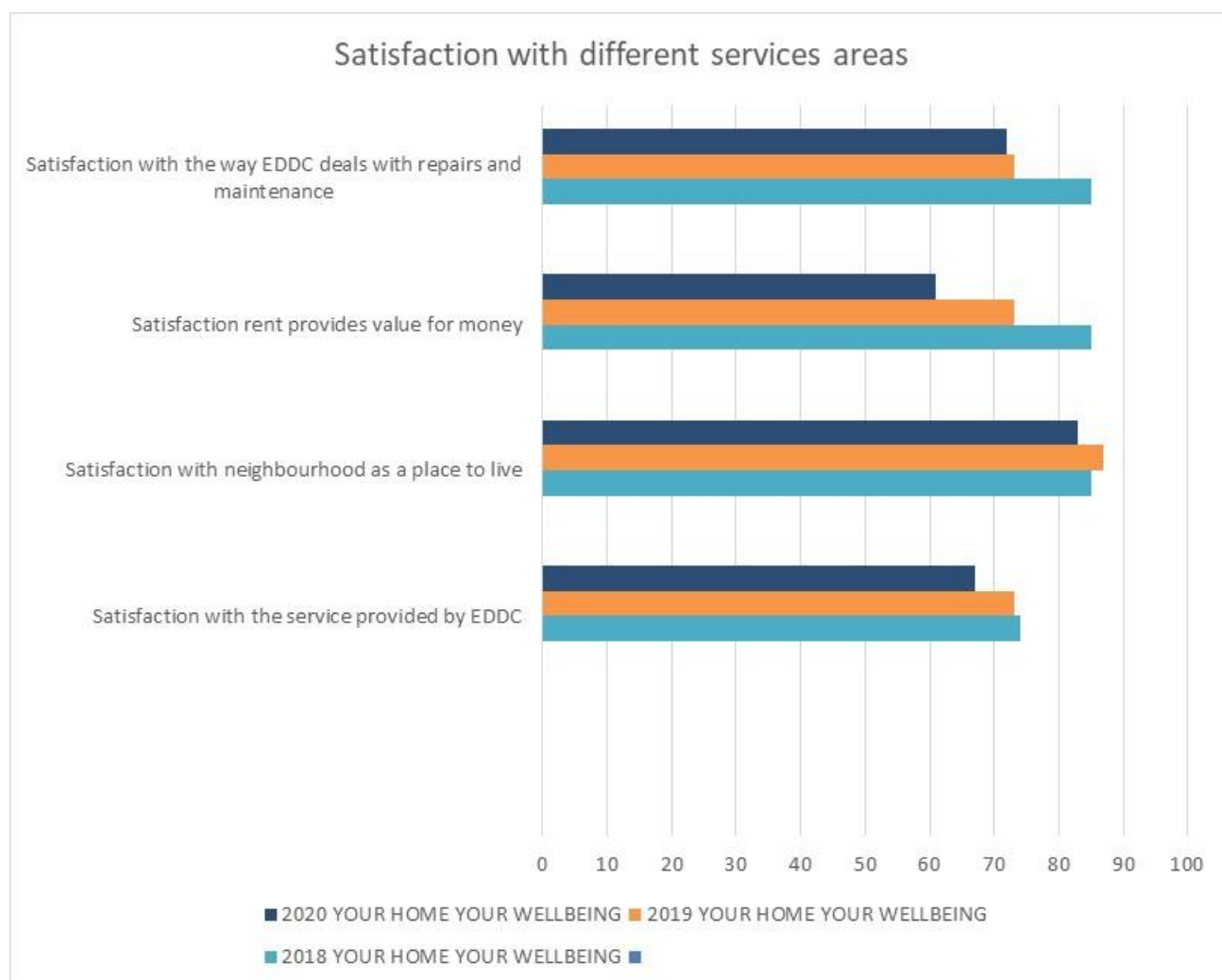
3.0 Complaints

Description	2021/22	2022/23				2022/23	Progress against 2021/2 quarter 1
	Cumulative Total	April- Jun	Jul-Sep	Oct - Dec	Jan - Mar	Cumulative Total	
No. of stage 1 complaints	119	35				35	
Allocations complaints	6	5				5	
ASB complaints	9	2				2	
Estate services complaints	7	5				5	
Tenancy management complaints	2						
Rents and service charges complaints	1	1				1	
Repairs and maintenance complaints	84	17				17	
Staff & customer service complaints	1						
Other complaints	9	5				5	
Average time in calendar days to issue full response to all Stage 1 complaints	25.2	30.41				30.4	

* – 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	2018 YOUR HOME YOUR WELLBEING	2019 YOUR HOME YOUR WELLBEING	2020 YOUR HOME YOUR WELLBEING
Satisfaction with the service provided by EDDC	74	73	67
Satisfaction with neighbourhood as a place to live	85	87	83
Satisfaction rent provides value for money	85	73	61
Satisfaction with the way EDDC deals with repairs and maintenance	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	2021/22	2022/23								
Housing Type	Cumulative Total	April- Jun		Jul-Sep		Oct - Dec		Jan - March		Cumulative Total
		GN	SH	GN	SH	GN	SH	GN	SH	
Bedsit	42	25	17							42
Bungalow	977	195	782							977
Flat**	1178	644	534							1178
House***	1983	1961	14							1975
Maisonette	6	6								6
Room*	14	14								14
Total	4200	2845	1347							4192

Source: Open Housing

* 14 Morton Road and 102 St Andrews Road

** Includes 10 St Andrews Road flats

***Includes 4 PSL properties

6.0 Homelessness

Performance Indicator	2021/22	2022/23				
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	1006	146				146
Acceptances: Number of people who EDDC have accepted as homeless	32	10				10
Successful Prevention Outcomes	276	62				62
Successful Relief Outcomes	113	30				30
Verified rough sleeper count*	#	9				#
No of households living in temp acc at the end of the quarter*	#	49				#
No of households placed into temp acc in the quarter*	164	58				#

Source: Jigsaw

7.0 HomeSafeguard

New system – awaiting reports

Source: HomeSafeguard

8.0 Lettings

Performance Indicator	2022/23			
	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar
Total number of units vacant at the end of the period	140			
Number of voids started in period	73			
Number of voids completed in period	53			
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 lets at end of quarter (incl mutual exchanges)	51			
*Void times are being reconciled by the teams				
** Void time is time from void start to void end (incl allocation process and any repairs etc) in quarter				

Source: OH

9.0 Number of Households on the East Devon Housing Waiting List

Performance Indicator	End of Year Total	Apr-Jun	Jul-Sep	Oct-Dec	Apr-Mar
Band A - Emergency Housing Need	2	4			
Band B - High Housing Need	320	297			
Band C - Medium Housing Need	694	694			
Band D - Low Housing Need	1205	1271			
Band E - No Housing Need	2326	2433			
Total	4547	4699			

Source: Devon Home Choice

10 Rental

Performance Indicators	2021/22	2022/23			
	Apr-Mar	Apr-Jul	Apr-Sep	Apr-Dec	Apr-Mar
Debit less voids	£18,919,135.00	£4,295,813.13			
Voides	£629,648.00	£196,522.13			
Adjustments	£87,092.04	£26,819.08			
Court Fees	£2,032.50	£849.00			
Less write offs	£2,127.45	£5,041.53			
Total to collect	£19,548,783.00	£4,492,335.26			
Arrears Cfwd	£340,097.00	£366,881			
Housing Benefit	£7,252,867.97	£1,654,901.99			
Income	£11,784,522.14	£2,573,497.64			
Prepaid B/Fwd	£363,362.20	£470,567.87			
Prepaid C/Fwd	£640,157.70	£380,051.25			
Total credit (minus adjustments)	£18,950,298.07	£4,201,580.55			
% Rent Collected (without arrears)	100.2%	94.1			
% Rent Collected (with arrears)	95.3	87			
Total number of evictions due to rent arrears year to date	2	0			
Number of tenancies at the start of the period	4131	4108			
Number of tenancies at the end of the period	4108	4089			

As at 30th May 2022, of the arrears £142,791.27 is from tenants on UC compared with in 2021 when it was £58,430.94. This is an increase of **£84,360.33**. Since May 2021 there has been increase of 77 UC claimants.

Month	2020/21	2021/22	2022/23
Apr	519	936	1109
May	531	953	1030
June	555	967	
July	543	975	
Aug	514	1000	
Sept	514	1017	
Oct	859	995	
Nov	892	1014	
Dec	863	1019	
Jan	887	1030	
Feb	906	1035	
March	927	1041	

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

12 Repairs

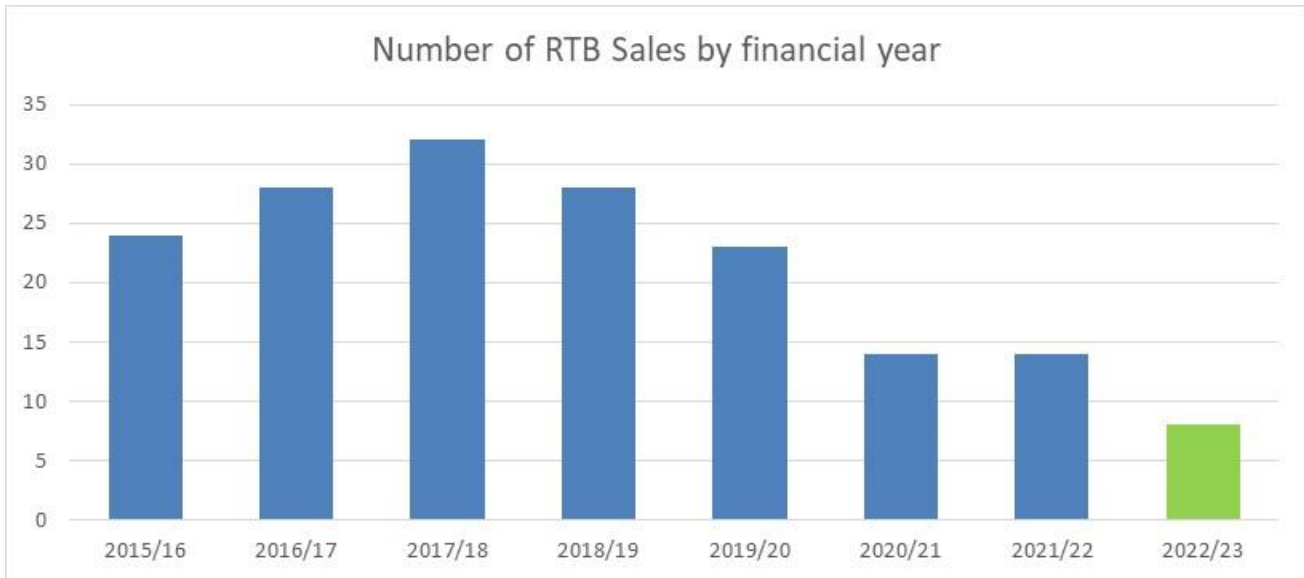
Performance Indicator	Cumulative Total 2021/22	2022/23					Progress against 2021/22 quarter 1
		Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Cumulative	
		PPP	PPP	PPP	PPP	PPP	
The total number of emergency repairs completed year-to-date	2385	472				472	#
The total number of emergency repairs completed year-to-date that were completed within target	2338	465				465	#
Percentage of emergency repairs completed within target time - Year to date	98.1%	99.0%				99.0%	
The total number of routine repairs completed year-to-date	10657	2643				2643	#
The total number of routine repairs completed year-to-date that were completed within target	8705	2061				2061	#
Percentage of routine repairs completed within target time	81.7%	78.0%				78.0%	
The percentage of properties, requiring a landlord gas safety record, that have a valid landlord gas safety record	100.0%	100.0%	100.00%	100%	100%	100.0%	

Source: Open Housing

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

13 Right To Buy

Performance Indicators	2021/22	2021/22				2022/23
	Cumulative	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	
Number of completed RTB sales	12	8				8



Source: Open Housing