

Housing Service

Quarterly Performance Indicator Report

Quarter 1 2020/21 Financial Year

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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 1
	Cumulative Total	Apr- Jun	Jul-Sep	Oct - Dec	Jan - Mar	Cumulative Total	
Total supply of social rent housing and intermediate housing	356	19				19	
Total New ASB Cases	164	56				56	
No. of new stage 1 complaints	52	11				11	
Calls answered under 1 minute (%)	97.0	98.6				98.6	

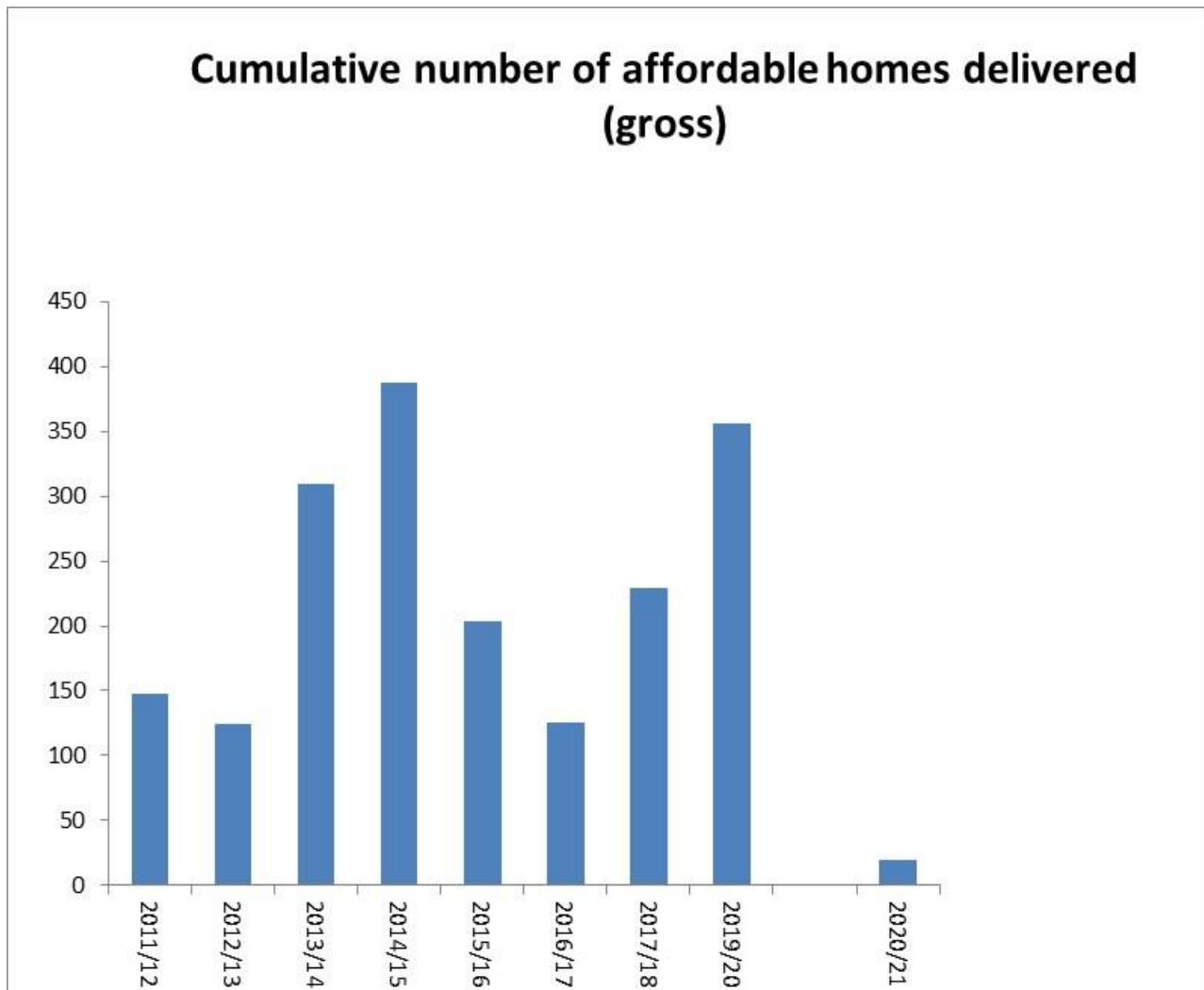
Description	2019/20	2020/21					Progress against 2019/20 quarter 1
	Cumulative Total	Apr- Jun	Apr-Sep	Apr - Dec	Apr- Mar	Cumulative Total	
% of rent due collected from current & former tenants (property (incl garage) is occupied & not including all arrears brought forward & prepaids) - Year to date	100.2%	98.9%					
Percentage of routine repairs completed within target time	90.4%	94.7					#

#No comparable data as IWS contract started in July 2019

1.0 Affordable Housing Completions

Performance Indicator	2019/20	2020/21					Performance against 2019/20 quarter 1
	Cumulative Total	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Cumulative Total	
Number of affordable homes delivered (gross) (LAA)	339	15				15	
EDDC Acquisitions	17	4				4	

Source: Affordable Housing Team



2.0 Anti-social behaviour

Performance Indicator	2019/20	2020/21				Cumulative Total	Performance against 2019/20 quarter 1
	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				2	
Communal Garden*	1	3				3	
Communal Internal*	1					0	
Communal Open Space*	4	2				2	
Condition of Garden*	6	3				3	
Condition of Property*	33	12				12	
Criminal Behaviour (O)	3	3				3	
Dangerous Animal	3	0				0	
Domestic Abuse (I)	7	0				0	
Drugs, substance misuse, dealing (G)	14	1				1	
Garden Nuisance (L)	11	8				8	
Harrasment*	13	1				1	
Hate Related (C)	1	0				0	
Illegal Occupation, Squatter*	10	3				3	
Litter, Rubbish, Fly Tipping (K)	0	0				0	
Misuse of Communal Areas (M)	0	0				0	
Noise (A)	21	7				7	
Nuisance from Vehicles (F)	0	0				0	
Parking Dispute*	1	2				2	
Pets & Animal Nuisance (E)	0	1				1	
Physical Violence (J)	7	3				3	
Prostitution, Sex Acts (N)	0	0				0	
Untaxed Vehicle*	0	2				2	
Vandalism & Damage to Property (D)	2	0				0	
Vehicle Nuisance*	0					0	
Verbal Abuse (B)	18	4				4	
Total New ASB Cases	164	56	0	0	0	56	

Source: OpenHousing

3.0 Complaints

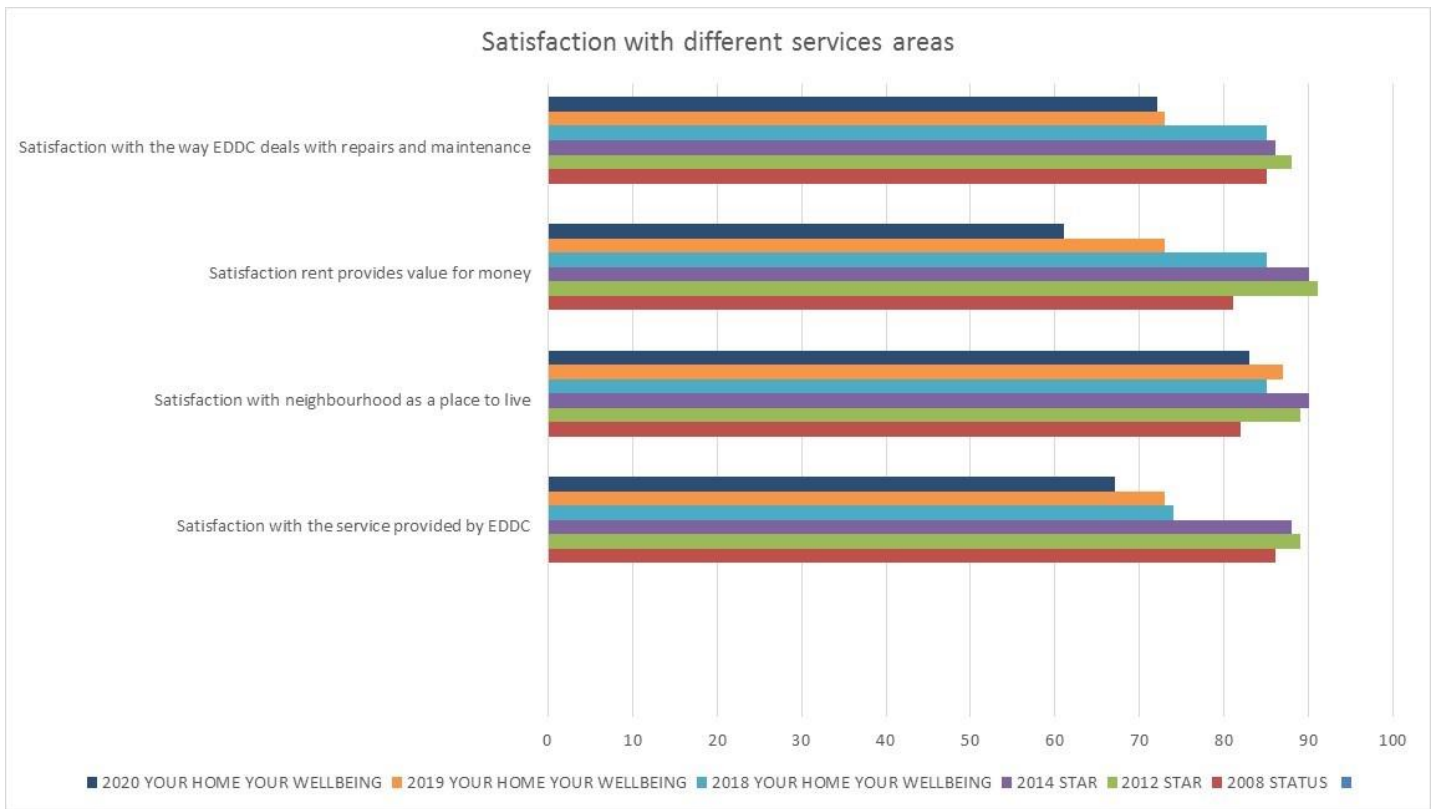
Description	2019/20	2020/21				2020/21	Performance against 2019/2020 quarter 1
	Cumulative Total	April- Jun	Jul-Sep	Oct - Dec	Jan - Mar	Cumulative Total	
No. of new stage 1 complaints	35	11					
Allocations complaints	8	2					
ASB complaints	0	1					
Estate services complaints	0	2					
Tenancy management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

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							42
Bungalow	984	198	782							980
Flat	1169	645	534							1179
House	1998	1962	15							1977
Maisonette	5	6	0							6
Room*	6	14	0							14
Total	4202									4198

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				200
Acceptances: Number of people who EDDC have accepted as homeless	7	0				0
Successful Prevention Outcomes	335	54				54
Successful Relief Outcomes	155	9				9
Verified rough sleeper count*	4*	5				#
No of households living in temp acc at the end of the quarter*	44	50				#
No of households placed into temp acc in the quarter*	54	57				#

Source: Jigsaw

7.0 HomeSafeguard

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

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			
Number of voids started in period	95			
Number of voids completed in period	60			
The average re-let time in days General Needs*	39.0			
*The average re-let time in days Sheltered Housing	40.0			
Total number of re-lets during the period benchmarked (incl mutual exchanges)	48			
*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			
Band B - High Housing Need	243	268			
Band C - Medium Housing Need	725	747			
Band D - Low Housing Need	1245	1285			
Band E - No Housing Need	2494	1922			
Total	4708	4223			

Source: Devon Home Choice

10 Private Sector Housing

Description	Cumulative Total 2018/19	2019/20				Cumulative Total 2019/20
		April- Jun	Jul-Sep	Oct - Dec	Jan - March	
Empty homes investigated	0	22				#
Empty homes genuinely brought back into use	0	9				#
Non-exempt empty homes	0					#
Disabled Facilities Grant Approvals	127	23				23
Disabled Facilities Grant Completions	68	28				28
Long term empty homes (6mth - 2 years)	#	442				442
Long term empty homes (6mth - 2 years)	#	86				86

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			
Voids	£497,019.05	£139,563.70			
Adjustments	£118,578.97	£15,638.61			
Court Fees	£6,013.00	£0.00			
Less write offs	£17,232.00	£4,148.52			
Total to collect	£18,538,903.30	£4,647,382.74			
Arrears Cfwd	£316,131.00	£375,120			
Housing Benefit	£8,019,669.30	£1,932,250.14			
Income	£10,658,371.51	£2,679,014.03			
Prepaid B/Fwd	£280,957.00	£374,128.70			
Prepaid C/Fwd	£557,437.00	£304,340.81			
Total credit	£18,559,461.84	£4,595,625.56			
Total credit*	£18,582,706.84	£4,595,625.56			
% Rent Collected (without arrears)	100.11	98.89			
% Rent Collected (with arrears)	98.6	91.5			
Total number of evictions due to rent arrears year to date	6	0			
Number of tenancies at the start of the period	4128	4139			
Number of tenancies at the end of the period	4139	4116			

	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.

12 Repairs

Performance Indicator	Cumulative Total 2019/20	2019/2020					Progress against 2019/20 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	1157	367					#
The total number of emergency repairs completed year-to-date that were completed within target	1102	367					#
Percentage of emergency repairs completed within target time - Year to date	93.5%	100%					No info for Q1 2019/20 as new contract
The total number of routine repairs completed year-to-date	6992	1720					#
The total number of routine repairs completed year-to-date that were completed within target	6178	1629					#
Percentage of routine repairs completed within target time	88.4%	94.7%					No info for Q1 2019/20 as new contract
The percentage of properties, requiring a landlord gas safety record, that have a valid landlord gas safety record	100.0%	99.5%					

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				6

Source: Open Housing

