



**PERFORMANCE
INDICATORS**

The Wrekin
Housing Group

2020/2021 - Quarter 2:

1 July to 30 September 2020

Quarter 2 (period ending 30 September 2020)

Customer Service – STAR satisfaction survey

		Trend	Q1 2020	Q2 2020	Q3 2020	Q4 2021
5 point scale % report	How satisfied or dissatisfied are you that The Wrekin Housing Group is easy to deal with?		N/A	82.8%		
5 point scale % report	Taking everything into account, how satisfied or dissatisfied are you with the service provided by the Wrekin Housing Group?		N/A	88%		
10 point scale Net promoter score (NP)	How likely would you be to recommend the Wrekin Housing Group to family or friends?		N/A	46% NP		
5 point scale % report	Satisfaction with being treated fairly and with respect.		N/A	84.9%		
5 point scale % report	How satisfied or dissatisfied are you with the overall quality of your home?		N/A	82.3%		
5 point scale % report	How satisfied or dissatisfied are you that The Wrekin Housing Group provides a home that is safe and secure?		N/A	88.5%		
5 point scale % report	How satisfied or dissatisfied are you with your neighbourhood as a place to live		N/A	75%		

No satisfaction surveys were completed during the Covid-19 lockdown period. The new STAR Survey was carried out by email in September 2020. Many of the questions are new this year therefore there is no comparative information and therefore no trend indicator.

The 'recommend to friends and family' question, is new to the Group. It has a specific 'net promoter' calculation method and is not an average figure. Housemark benchmarking information from 2019/2020 for this indicators shows that the Group are in Q1 when benchmarked nationally. Quarter 1 started at 45 and the Group score was 46. An excellent score nationally is recognised as 50, which is something to aim for.

Customer Contact Centre

		Trend	Q1	Q2	Q3	Q4
% report	Abandoned call rate	↓	5.2% (15.7%)	7%		
Number of seconds	Average time to answer call (seconds)	↓	29 seconds (87 secs)	43 seconds		

Figures in brackets indicate pre-Covid performance end of year 2019/2020 levels. While the trend in performance is downward, performance remains very good compared to pre-Covid levels.

Complaints

	Q1	Q2	Q3	Q4
Stage 1	40	83		
Stage 2 Review	1	1		
Complaints Panel	0	1		
Housing Ombudsman	3	0		
% logged and contacted within 24hrs	N/A	95%		
% resolved within 5 days	N/A	28%		

Outcomes of complaint handling	Resolved Happy	Resolved Unhappy	Resolved with agreed actions to be completed.	No Contact
	57	5	12	9

Complaints doubled in Q2 reflecting the low level of complaints on Q1 and the gradual return to normal service delivery. 83% of complaints were resolved to the customer's satisfaction and 6% were not resolved to the customer's satisfaction. Due to Covid-19 restriction it has taken longer to resolve complaints in this quarter.

The top 3 areas of complaint in Q2 are:-

Service Area	Percentage
Repairs & Maintenance	38.5%
Tenancy Management	19%
Gas	13%

Repairs and maintenance include all repairs, including responsive repairs and new property repairs.

Other service areas have also received a smaller number of complaints.

Learning from complaints:

Complaints and dissatisfaction increased in Q2, matching the re-introduction of key services, however, not all services have returned back to normal immediately, and it has taken most of the quarter for service to resume to anywhere near the same standard as we had achieved pre-Covid. There are some service areas that may feel the effects of Covid-19 for some time into the future, including the service from some of our suppliers. Customers are letting us know that they are not happy with this, but are in most cases understanding when the effects are explained to them.

At the same time, the lessons from the Covid-19 customer survey tell us that some tenant perceptions may be due to our communication channels, which may not have reached all of our tenant body effectively. We have learned from the survey and an action plan is in place to improve our communication through more digital and other channels, reaching more people. We have already introduced an SMS alert just before a tradesman attends a call to advise the tenant on our Covid-19 safe working practices when working in their home.

There was also a sense from the complaints we received this quarter that customer are now getting less tolerant and more frustrated with the general restrictions that the ongoing pandemic is creating and the prospect, or lack of it, of it ending anytime soon.

Your Home

Your home	Indicator	Trend	Q1	Q2	Q3	Q4
% figure	How satisfied or dissatisfied are you with the overall quality of your home?		N/A	82.3%		
% figure	How satisfied or dissatisfied are you that The Wrekin Housing Group provides a home that is safe and secure?		N/A	88.5%		
% figure	% Satisfaction with Major Improvements carried out?		N/A	98.84%		
Repairs	Indicator	Trend	Q1	Q2	Q3	Q4
% figure	% Repairs completed on the same day (including gas repairs)	↔	83.8%	83.3%		
% figure	Overall, how satisfied or dissatisfied are you with the repairs service you received this time?		98%	N/A		
% figure	How satisfied or dissatisfied are you that the repair was completed right the first time?		91.7%	N/A		
In days	Average time taken for all repairs, including gas. (excluding void repairs)	↓	3.4	8.1		

The average time taken for all repairs has increased showing a downward trend. This is the continued consequence of the Covid-19 lockdown and the reduction in service to essential repairs only. It will include some repairs reported during lockdown that were completed when normal service resumed. The expectation is that any backlog would be completed by the end of September.

Safety compliance

Keeping your home safe	Sub-Group	Trend	Additional Comments
Heat Safe	Gas	↑	99.90% of gas services in date. There is a positive direction of travel as tenants 'Shielding' period has ended. Only 12 overdue, all have CO alarm delivered, and risk assessed if Covid-19 related.
Asbestos Safe	Communal area - Asbestos check	↔	99.80%, 1 location due at the end of the month, completed in early October.
Fire Safe	Servicing	↔	100% in date
	Fire Risk Assessment	↔	100% for all Wrekin FRA's (where Wrekin is the responsible person).
Water Safe	Risk assessment reviews	↔	96.7% 3 locations overdue RA review. Existing RA in place and checks carried out.
	Routine checks / testing.	↔	100% in date. Monthly checks and inspections carried out.
Electrical Safe	Wiring - Rewire	↔	99.90% in date, just 18 OOD all within various stages of the no access procedure.

Performance in this area is very positive and has recovered from Q1 levels where customers were shielding or self-isolating and we were not able to access properties.

Tenancy Management

Lettings

	Indicator	Trend	Q1	Q2	Q3	Q4
	Average Re-Let time	↓	44.4	38.62		
	Overall, how satisfied or dissatisfied are you with the lettings process? (STAR transaction survey) 10 point scale	↔	9.55/10	9.53/10		

The trend in average relet times is down, which is positive, but is still seeing the consequences of the Covid-19 lockdown period between March 23 and May 25. In Q2 issues such as shortage of materials, the change in the re-let process to ensure that it is Covid safe, the volume of the backlog, in addition to the priority given to catching up on responsive repair work delayed due to Covid-19, have all impacted on the average re-let time. It is likely that performance will not recover to pre-covid levels certainly for the remainder of this year, particularly due to additional time ensuring that all re-lets are Covid safe takes. For example, each property has to be cleaned after each individual viewing.

The Housing Quality Network (HQN) have reported that nationally lettings activity is now close to what would be expected under normal circumstances, however the number of empty properties nationally has increased to almost 1%. They estimate that the increase in vacancy rates is costing the sector around £7.5 million each month in lost rental income. It is clear that this is a concern across the sector.

Anti-Social Behaviour (ASB)

	Indicator	Trend	Q1	Q2	Q3	Q4
Numerical	Number of cases given advice	↓	78	55		
	Number of cases logged	↔	172	178		

The levels of ASB remain typical for the time of year. Whereas some types of ASB have reduced we now receive reports of ASB through the breaching of Covid-19 restrictions.

Income collection

	Indicator	Trend	Q1	Q2	Q3	Q4
% Figure	% rent collected of rent due	↓	106.6% (21.6.20)	104.6% (13/9/20)		
% Figure	Current tenant debt as a % of the rent roll	↑	0.63% 21.6.20	0.58% (13/9/20)		
% Figure	% tenancies with a clear rent account	↑	86.6%	87.0%		

Income management remains a strength even with Covid-19. However, there will remain pressures on income management following Covid-19 due to the effect on the economy, the end of furlough and future job losses, which may disproportionately affect Social Housing tenants.

The Housing Quality Network recently reported that nationally, arrears increased by 1.8% over August whereas Wrekin saw a REDUCTION in arrears of 4.5%. While the national increase is modest, it indicates that many landlords are still struggling with rent collection during a time when the economy was starting to open up and Covid-19 infection rates were comparatively low.