

**PERFORMANCE
INDICATORS**

The Wrekin
Housing Group

2021 - 2022 Quarter 1

Operational Performance

Quarter 1 (period ending 30th June 21)

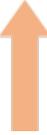
Customer Service – STAR satisfaction survey

	Trend	Q1 2021	Q2 2020	Q3 2020	Q4 2021
How satisfied or dissatisfied are you that The Wrekin Housing Group is easy to deal with?		81%	82.8%	88%	87%
Taking everything into account, how satisfied or dissatisfied are you with the service provided by the Wrekin Housing Group?		83%	88%	88%	87%
How likely would you be to recommend the Wrekin Housing Group to family or friends?		45%	46% NP	58% NP	56%
Satisfaction with being treated fairly and with respect.		85%	84.9%	89%	88%
How satisfied or dissatisfied are you with the overall quality of your home?		80%	82.3%	80%	80%
How satisfied or dissatisfied are you that The Wrekin Housing Group provides a home that is safe and secure?		89%	88.5%	90%	88%
How satisfied or dissatisfied are you with your neighbourhood as a place to live		75%	75%	76%	75%
How satisfied or dissatisfied are you that The Wrekin Housing Group listen to your views and acts on them?	New Indicator	66% (23% neither)			

Nearly all satisfaction indicators reduced this quarter other than satisfaction with that your home is safe and secure. Two indicators stayed the same. What is of note is that in most cases, dissatisfaction didn't increase, but more people chose the 'neither/don't know' category. We will be monitoring this closely in the coming weeks and months.

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 indicator shows that the Group are in Q1 when benchmarked nationally. Quarter 1 started at 45 and the Group score was 56. An excellent score nationally is recognised as 50. This indicator has reduced alongside other satisfaction indicators.

Customer Contact Centre

		Trend	Q1	Q2	Q3	Q4
% report	Abandoned call rate		9.8%	7%	7.9%	7.1%
Number of seconds	Average time to answer call (seconds)		83 seconds	43 seconds	54 seconds	49 seconds

During Qtr1, the performance of calls managed through the customer contact centre has reduced. The customer contact centre have managed an additional 10,000 inbound calls during Qtr1 compared to Qtr1 20/21 and 5,500 more than the same period in 19/20. A direct result of the increased demand, is that customers are waiting longer to be answered or abandoning their call.

Work is underway to improve our understanding for the reason behind the increased contact and to measure the contact from tenants that we resolve at point of call. Both pieces of work will feed into the Wrekin Learning Model and inform opportunities to move some contacts and transactions away from the phone and on to alternative channels.

The latest benchmarking information from the Contact Centre Management Association (CCMA) indicates the average performance across its members to be an abandoned call rate of **14.3%** and for time to answer a call, **199** seconds.

Complaints – Q1 April to June 2021

Period	Q1	Q2	Q3	Q4	Total 2020/21
Stage 1	124	83	89	112	360
Stage 2 Review	7	1	3	6	12
Complaints Panel	0	1	0	0	1
Housing Ombudsman	0	0	0	0	3
% contacted within 24hrs	91%	66%	63%	74%	74%
% contacted within 5 days (code compliance)	96%	83%	74%	92%	92%
% resolved within 5 days	57%	53%	52%	63%	63%
% resolved within 10 days (code compliance)	73%	69%	66%	77%	77%

Between 1st April and the 30th June 2021 we have received 124 complaints. The total for 2020/21 was 360. This is an increase on previous years. We can't directly compare with the same quarter the previous year as this was the first Covid19 lockdown period with low service levels and therefore low numbers of complaints.

We continue to work on meeting the Housing Ombudsman's Complaints Handling Code timescales and aim to be 100% compliant by the end of Q2

Outcomes of complaint handling

Resolved Happy	Resolved Unhappy	No Contact	% Resolved
117	7	4	100%

All resolved unhappy cases at stage 1, have been resolved at stage 2 of our complaints process.

The top 3 areas of complaint in Q4 are: -

Service Area	MSU	Housing Services	Asset Management
	36%	29%	18%

MSU now has all repairs and maintenance complaints including all other services provided by MSU (Gas, Cleaning, and Grounds Maintenance. Handyhelp)

The WATCH service has moved under the management of the Retirement Living Team, specifically the Support and Enablement team, who will now manage their complaints.

Adaptations are now managed by the Housing Management Team and the In House Planned team are moving to the Asset Management Team from 1st September 2021.

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

Your Home

Indicator	Trend	Q1	Q2	Q3	Q4
How satisfied or dissatisfied are you with the overall quality of your home?	↔	80%	82.3%	80%	80%
How satisfied or dissatisfied are you that The Wrekin Housing Group provides a home that is safe and secure?	↑	89%	88.5%	90%	88%
% Satisfaction with Major Improvements carried out?	↑	100%	98.84%	99.45%	99.67%
Indicator	Trend	Q1	Q2	Q3	Q4
% Repairs completed on the same day (including gas repairs)	↓	84.6%	83.3%	85.5%	86.7%
Overall, how satisfied or dissatisfied are you with the repairs service you received this time?	↓	87%	N/A	91%	90.9%
How satisfied or dissatisfied are you that the repair was completed right the first time?	↓	83%	N/A	84%	85%
Average time taken for all repairs, including gas. (excluding void repairs)	↓	3.7	8.1	2.7	2.9

The performance with Same Day repairs is as expected, as is the average time taken to complete all repairs, however, we are beginning to see a downward turn in performance. There are a number of reasons for this including the ongoing impact of Covid 19 and increased infection and self-isolating levels, which are leading to delays and repairs then scheduled into the future. Improving this is a priority for the operational team whose efforts are focused on these areas.

Area	Sub-Group	Current Position	Trend	Additional Comments
Heat Safe	Gas	☹️	↓	99.75% of appliances compliant at the end of the first quarter. 29 location overdue Gas safety inspection, 5 x complete awaiting paperwork, 4 x no access referred to legal, 9 with the legal team but service reappointed, 11 in the normal no access process. No addresses are over three months overdue as at end June. We are seeing a slight increase in customers calling to reappoint gas services, due to them self-isolating with COVID. The number out of date at this point of time is similar this time last year, in the middle of the servicing programme.
	Oil	☹️	↔️	95.24% of appliances compliant at the end of the first quarter. 1 location overdue and in the normal no access process as less than 15 days overdue.
	Solid Fuel	😊	↑	94.59% of appliances compliant at the end of the first quarter. 2 location overdue and in the normal no access process, and only just over 15 days overdue.
	Electric Solar/ Air source/ Ground Source	😊	↔️	99.76% of appliances compliant at the end of the first quarter. % 1 location overdue and in the normal no access process as less than 15 days overdue.
Asbestos Safe	Communal area - Asbestos check	☹️	↓	98.13% of locations compliant at the end of the first quarter. 8 locations are outstanding, but surveys booked in during July. Two of the locations are on properties that are vacant and awaiting demolition/sale i.e. Pauls Moss /Queens flats
Fire Safety	Fire Equipment Service Components	😊	↔️	100% compliant at the end of quarter 1.
	Fire Risk Assessment Locations	😊	↔️	100% all locations compliant at the end of quarter 1.
Home Lift Safe	Servicing	☹️	↑	99.17% all locations compliant 1 home lift service overdue, but only just over one month overdue and in the no access process.
	LOLER (Thorough examination)	☹️	↑	99.26%all locations compliant at the end of quarter 1. 1 LOLER locations overdue inspection. But completed in July.

Vertical Lift Safety	Servicing	😊	↔	100% all locations compliant at the end of quarter 1.
	LOLER (Thorough examination)	😊	↔	100% Compliant at the end of quarter 1
Water Safe	Risk assessment reviews	😊	↔	100% All locations compliant
	Routine checks / testing.	😊	↔	100% all locations compliant
Electrical Safe	Wiring - Rewire	😐	↔	99.78% in date at the end of quarter 1: 28 locations overdue EICR: 5 x complete awaiting paperwork, 23 remaining location are work in progress within the stages of the access procedure.

Performance against all of our compliance areas has mostly been maintained during quarter 1. Other performance is within normal parameters for this stage of the year. We are seeing some deferral of gas safety checks due to the increase in people self-isolating due to the recent rise in Covid transmissions.

Tenancy Management

Lettings

	Indicator	Trend	Q1	Q2	Q3	Q4
	Average Re-Let time		41.75	38.62	35.32	33.54
	Overall, how satisfied or dissatisfied are you with the lettings process? (STAR transaction survey) 10 point scale		83%	9.53/10	9.59/10	9.57/10

The lettings satisfaction has moved to the CX system and is now a satisfaction score rather than a ratings score, so not directly comparable to previous indicators.

The relet turnaround time applies to all areas of property lettings, and the table below shows clearly that whilst the general needs (Housing Team) lettings are back to a pre-Covid level the 'overall' figure remains higher than the Q1 last year. This is largely due to a small number of long-standing void properties finally being relet in our Adult Learning Disability properties and a small number of dwellings in Extra Care.

Lettings	No of lettings	Average Relet Time (2020 figure)	Trend against Q1 2020
General Needs	143	15.65 days (20.59 days)	
Retirement Living (inc Shire Living & ALD)	63	96.10 days (54.63 days)	
Group Total	217	41.75 days (34.83 days)	

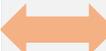
Anti-Social Behaviour (ASB) & Neighbourhood

Indicator	Trend	Q1	Q2	Q3	Q4	2020/21
Number of cases given advice		74	55	43	60	236
Number of cases logged		208	178	112	190	652

The combined totals of anti-social behaviour (ASB) reported into The Group has increased by 32 cases from the equivalent period last year. The national picture for ASB reporting across the housing sector has seen increases of between 20-40% during the pandemic and expect this to continue with more people at home and the ongoing frustrations and release of restrictions.

Income collection

(Indicators are compared to the same period the previous year)

	Indicator	Trend	Q1	Q2	Q3	Q4
% Figure	% rent collected of rent due		106.2% 20.6.21 (106.8% 21.6.20)	104.6% (13/9/20)	105.5% (4/1/21)	101.8% (31/3/21)
% Figure	Current tenant debt as a % of the rent roll		0.60% (0.63%)	0.58% (13/9/20)	0.55% (4/1/21)	0.47% (31/3/21)
% Figure	% tenancies with a clear rent account		86.9%	87.0%	86.6%	82.5%

Income management remains a strength even with Covid 19 and the figures are a credit to the teams. 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. In addition the withdrawal of the Universal Credit top up payment introduced for Covid relief will be ending in October, and The Group currently has more than 3,000 UC customers. We continue to be proactive in contacting known UC cases and offering support and guidance through our Money Matters Team, Housing Teams and Debt Advice services.

Support Services

Between April 2021 and June 2021, 659 tenants have contacted the service for advice and assistance. The graph below shows the number of tenants contacting the service per month.

The table below shows the reasons for this. Some tenants contacted the service for more than one reason.

Reason	Number
Food Parcel/Shopping related	171
Benefit/financial advice	126
Befriender call	98
Medication related	79
Assistive TEC	59
General information	40
Independent Living	29
Anxiety/depression techniques/health & well being	12
Admission avoidance	10
Electricity top up	2
Phone top up	1
Delivery of pads	1

Number of contacts made to tenants via I'm OK:

The table below shows the number of contacts made to tenants via the I'm OK system during Q1 2021 in Retirement Living and ShireLiving. It shows the % of contacts where tenants responded to the calls made. It also shows the % of contacts where tenants didn't respond to the I'm OK call and where other contact was made to check on the tenant's well-being.

Month	No of times tenants contacted	% who responded	% who didn't respond and followed up with other contact to check on their well being
April	32,597	99.1%	0.9%
May	32,019	99%	1%
June	33,797	99.6%	0.4%