



Havering  
LONDON BOROUGH

# **Quarter 3 Performance Report 2019/20**

## **Towns and Communities O&S Sub-Committee**

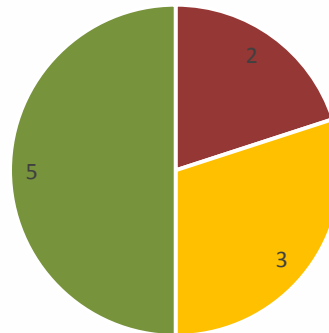
**25 FEBRUARY 2020**

## Towns and Communities O&S Committee Performance Report

- Overview of the key performance indicators as selected by the Towns and Communities Overview and Scrutiny Sub-Committee
- The report identifies where the Council is performing well (**Green**), and not so well (**Amber** and **Red**).
- Where the RAG rating is '**Red**', '**Corrective Action**' is included. This highlights what action the Council will take to address poor performance.

# OVERVIEW OF TOWNS AND COMMUNITIES INDICATORS

Performance Indicators RAG Status



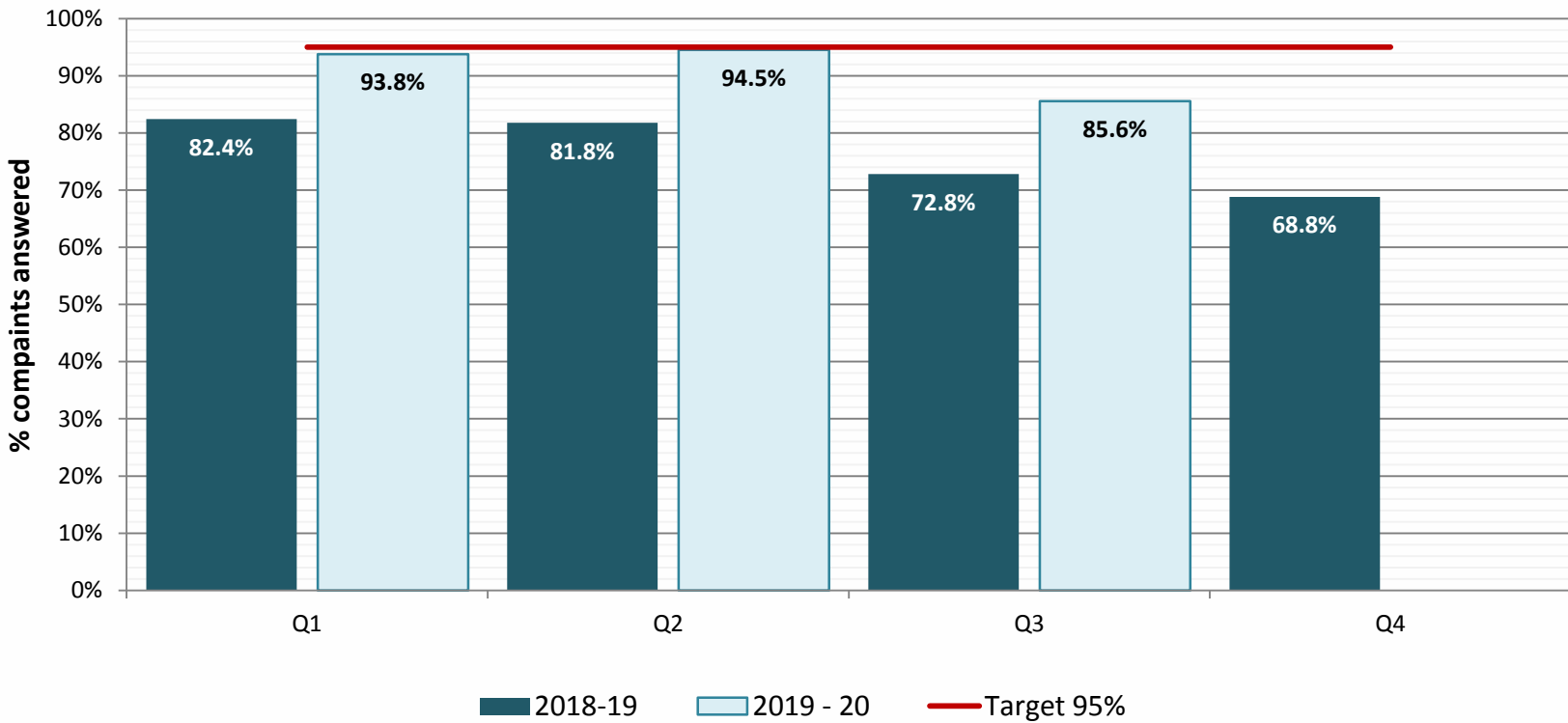
■ Red ■ Amber ■ Green

- 11 Performance Indicators are reported to the Towns and Communities Overview & Scrutiny Sub-Committee.
- Data is available for all the indicators.
- Performance ratings are available for 10 of the 11 indicators. 2 are **Red** (off target), 3 are **Amber** and 5 is **Green** (on target)

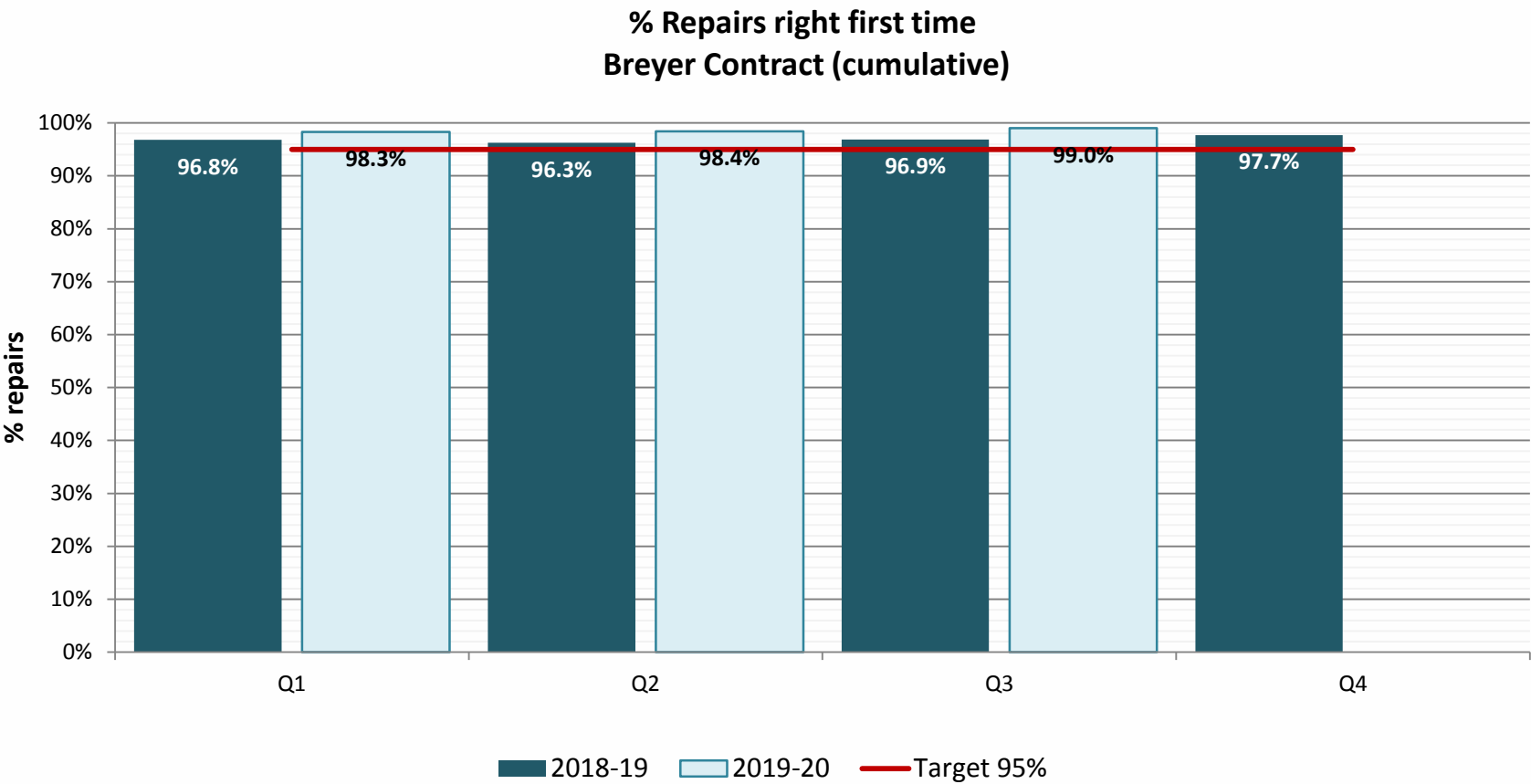
# Quarter 3 2019-20

Indicator and Description	Value	Target	2019/20 Q3		Short Term DOT		Long Term DOT
Percentage of Housing services complaints answered within target time	Bigger is better	95%	85.6%	↓	94.5%	↑	72.3%
Percentage of repairs right first time – Breyer Contractor only	Bigger is better	95%	99.0%	↑	98.4%	↑	72.8%
Percentage of all repairs completed within target – Main Contractor (cumulative)	Bigger is better	95%	92.3%	↑	91.3%	↑	84.8%
Percentage HRA Gas servicing compliance – General needs & Sheltered	Bigger is better	100%	99.9%	↓	99.9%	↑	99.5%
Percentage of fire risk assessments due	Bigger is better	100%	100%	↔	-	↔	100%
Percentage of HRA arrears over debit	Smaller is better	1.40%	2.5%	↑	3.1%	-	NEW
Total current UC tenants arrears (General, sheltered, HMO & AST)	Smaller is better	Demand Pressure	£726,520	↑	£733,957	-	NEW
Average days re-let time of ALL HRA Voids	Smaller is better	14 days	15.8 days	↑	16.4	-	NEW
Percentage of Major Planning Applications completed within Target	Bigger is better	65%	86%	↑	79%	-	NEW
Percentage of Minor Planning Applications completed within Target	Bigger is better	65%	82%	↓	84%	-	NEW
Percentage of other Planning Applications completed within Target	Bigger is better	65%	94%	↔	94%	-	NEW

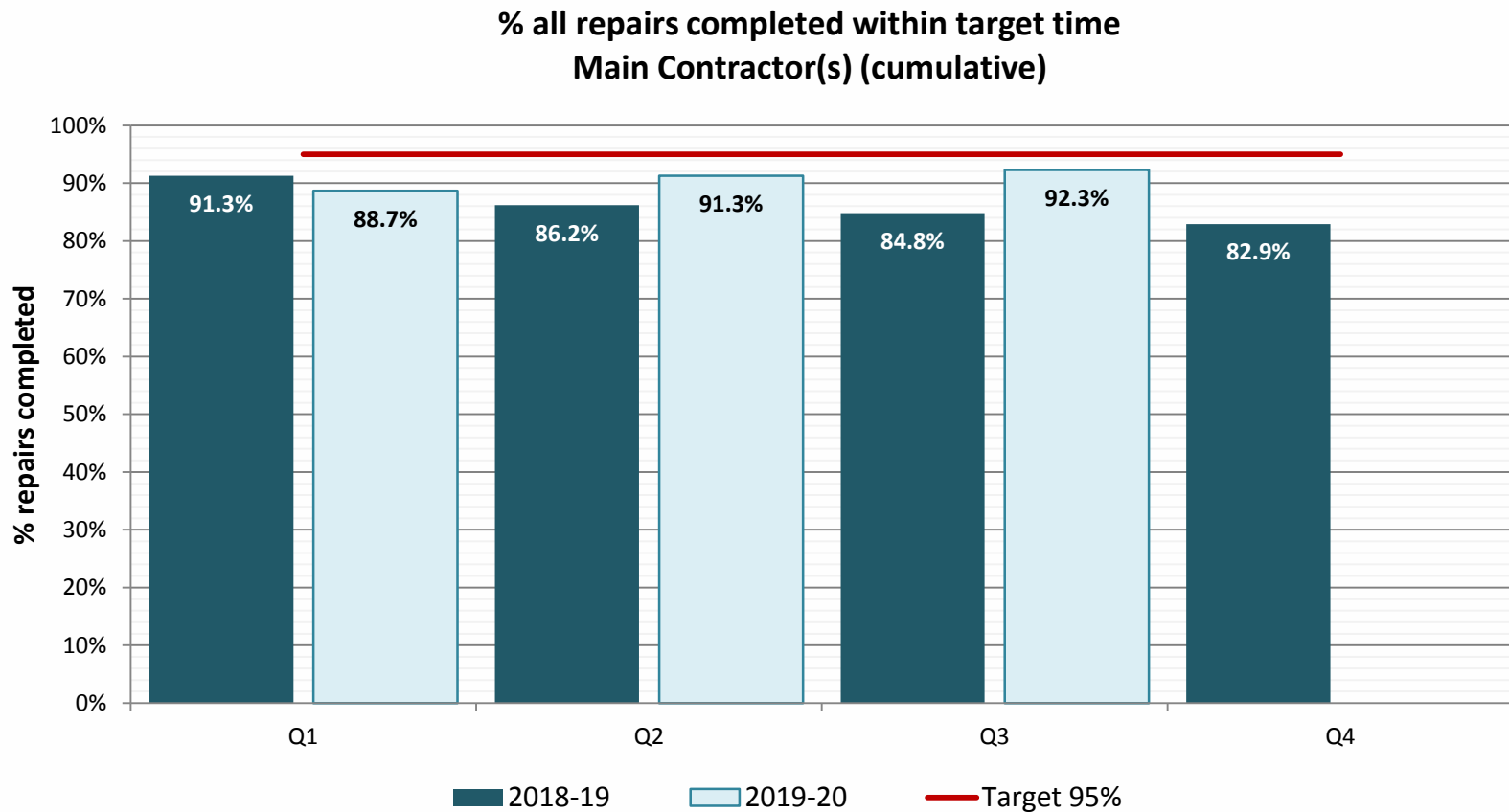
**% of Housing services complaints answered within target (cumulative)**



At the end of Q3 2019-20 a total of 374 complaints were answered within the 10 days target out of a total of 437 complaints which were received between April and end of December 2019 for Housing services.



At the end of Q3 2019-20, 99% of respondents to the text satisfaction survey reported that their repairs had been completed right first time. This is above the target of 95%, and an improvement on last quarter and also quarter 3 last year.

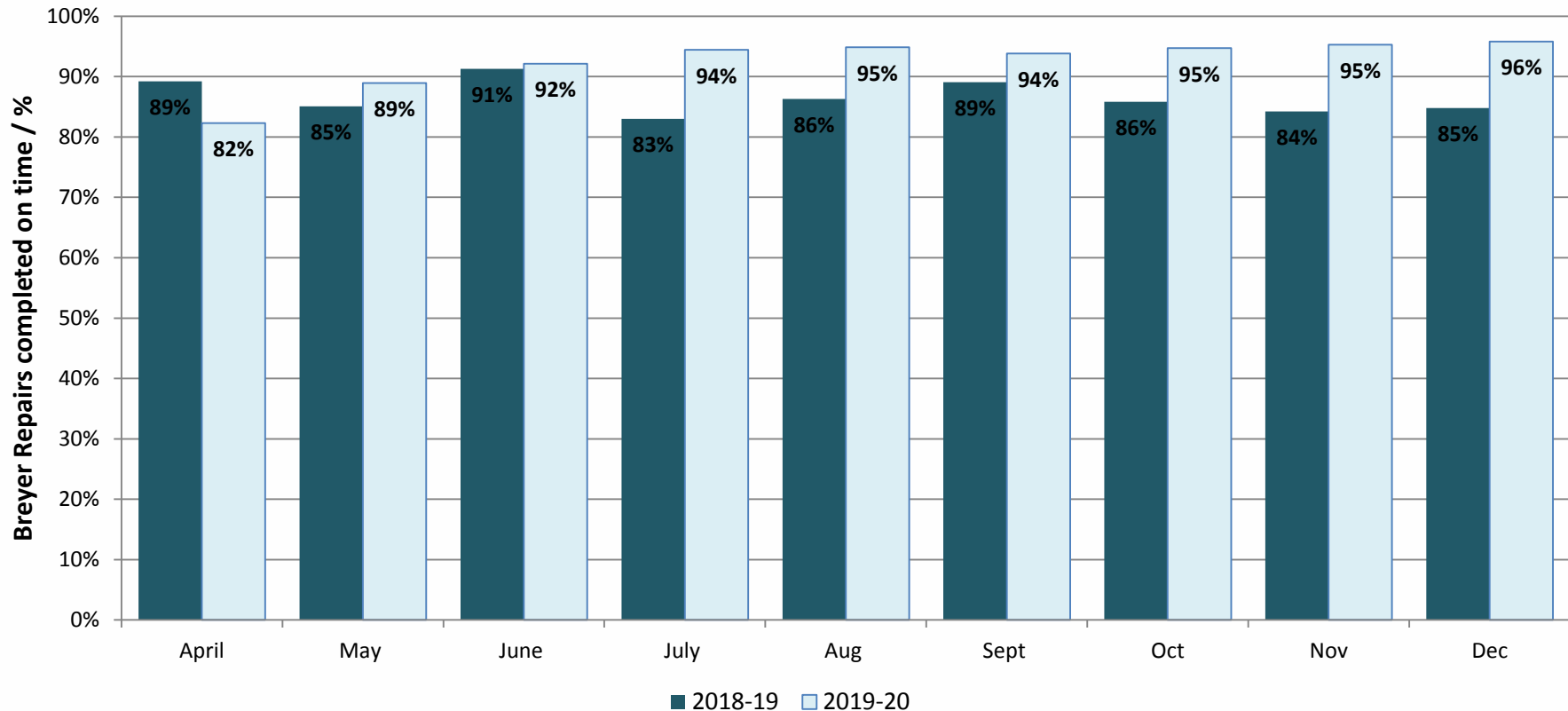


By the end of Q3 2019-20 a total of 22321 repairs orders have been raised (year to date) for the main maintenance and gas contractors and of these a total 20610 were completed within target. The contractors have shown a steady improvement throughout the 2019-20 financial year but still have yet to reach the target of 95% completions within target time.



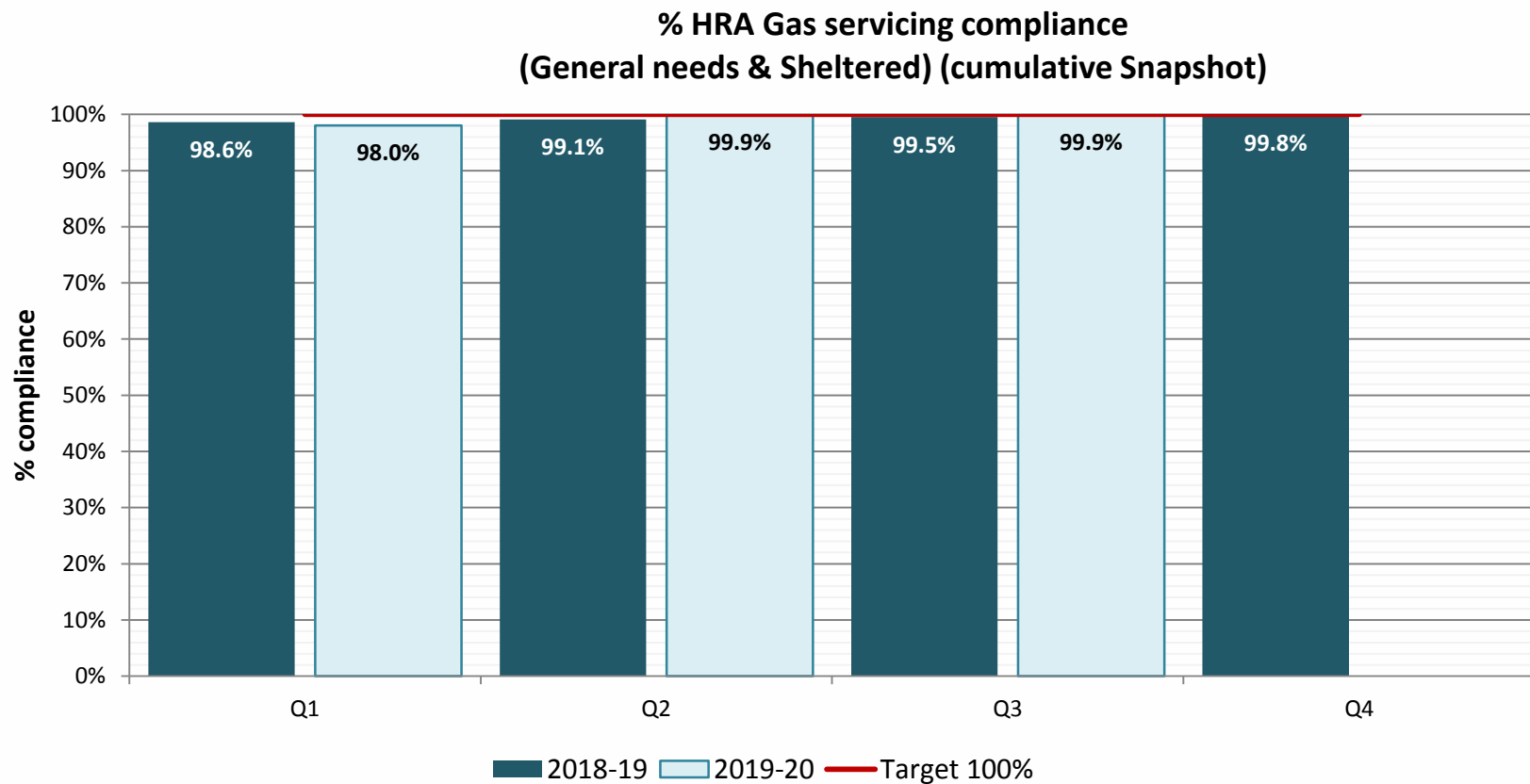
# Repairs completed within target - Breyer

**Breyer Repairs on time performance comparison 2019-20 & 2018-19**



The graph shows the percentage of Breyer repairs that were completed on time each month. The comparison between 2018-19 and 2019-20 shows that, with the exception of April 2019, performance has improved every month compared to the last financial year.

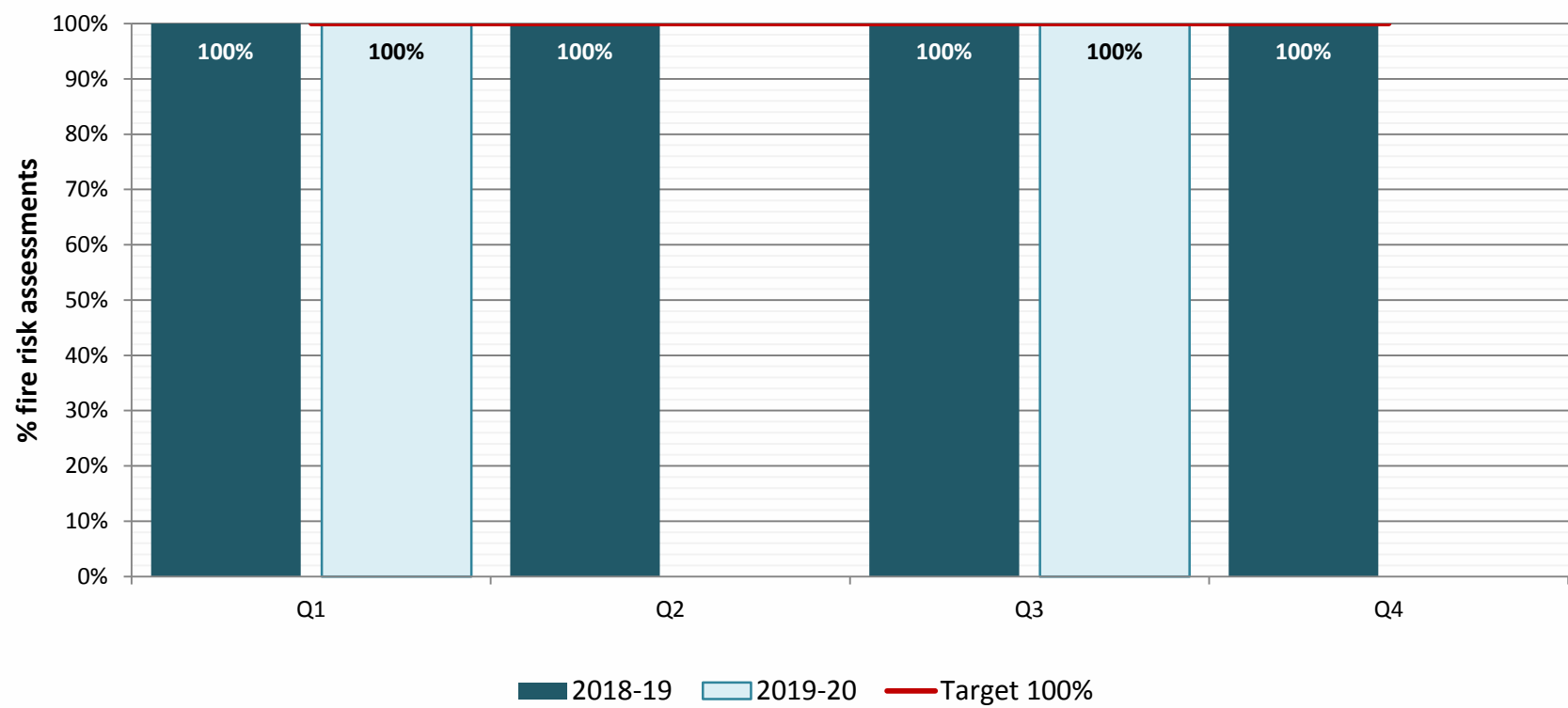
Performance has steadily improved throughout the year and reached 96% by the end of December 2019.



At the end of Q3 2019-20, there were a total of 8529 properties with a current CP12 (current gas safety record) out of a total compliance stock count of 8535 properties (general needs only).

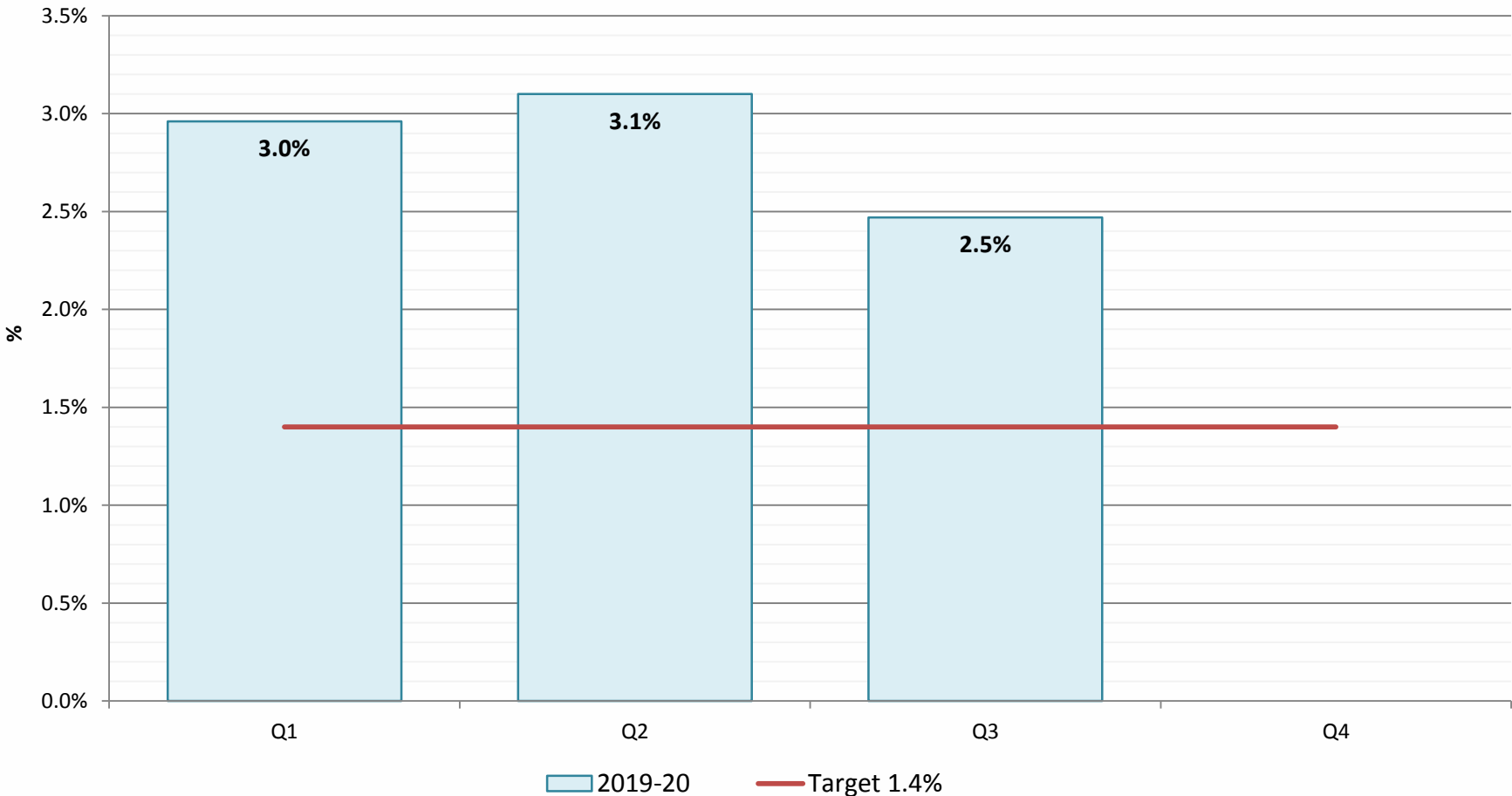
At the end of Q3 2019-20, 100% of PSL (temporary accommodation) properties held a current gas safety is 100% (796 out of 796)

**% fire risk assessments completed (cumulative Snapshot)**



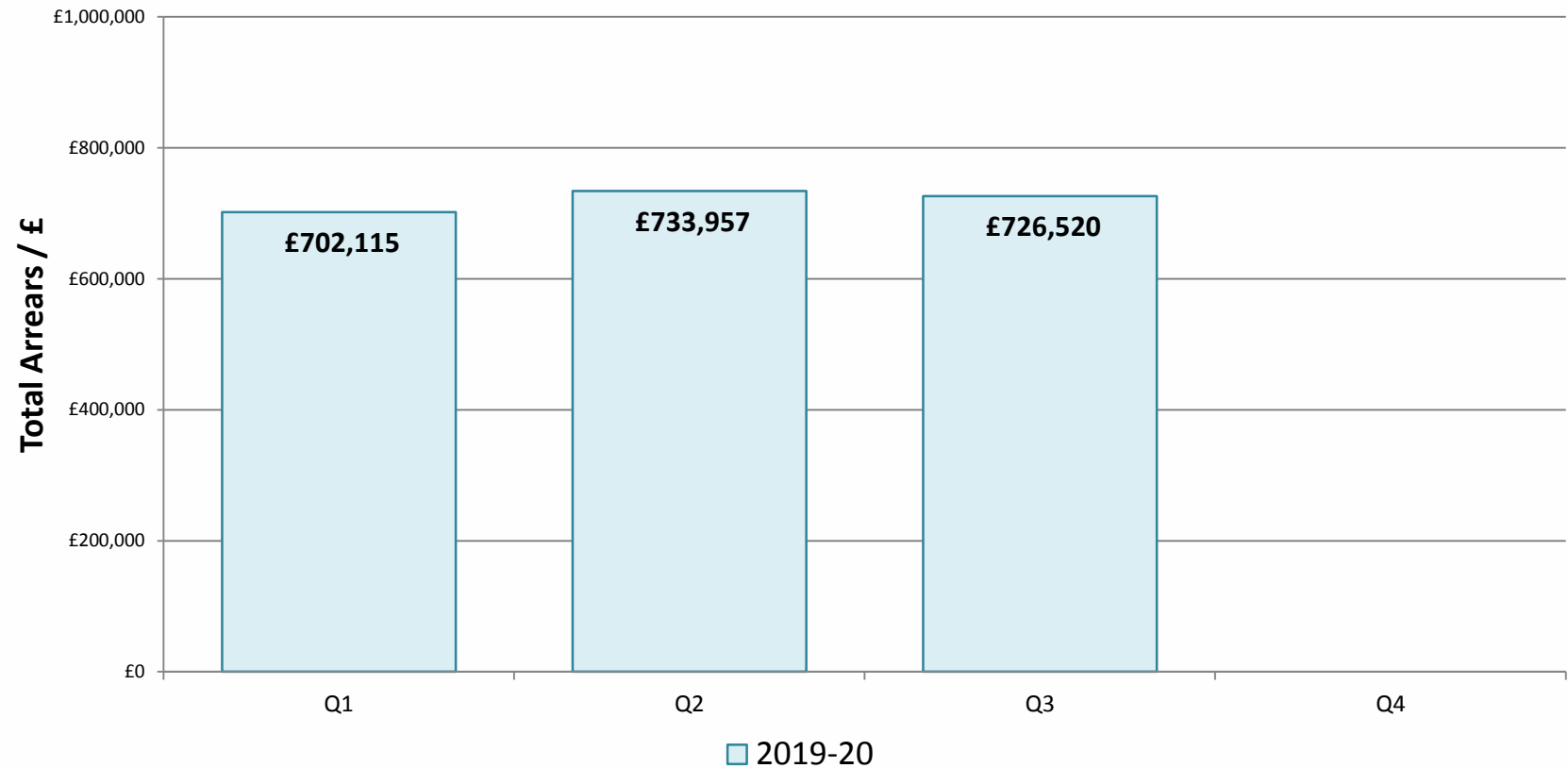
At the end of Q3 there was 100% of Fire assessments due were completed. This indicator had been under review in Q2 2019-20.

Percentage of HRA arrears over debit (cumulative Snapshot)



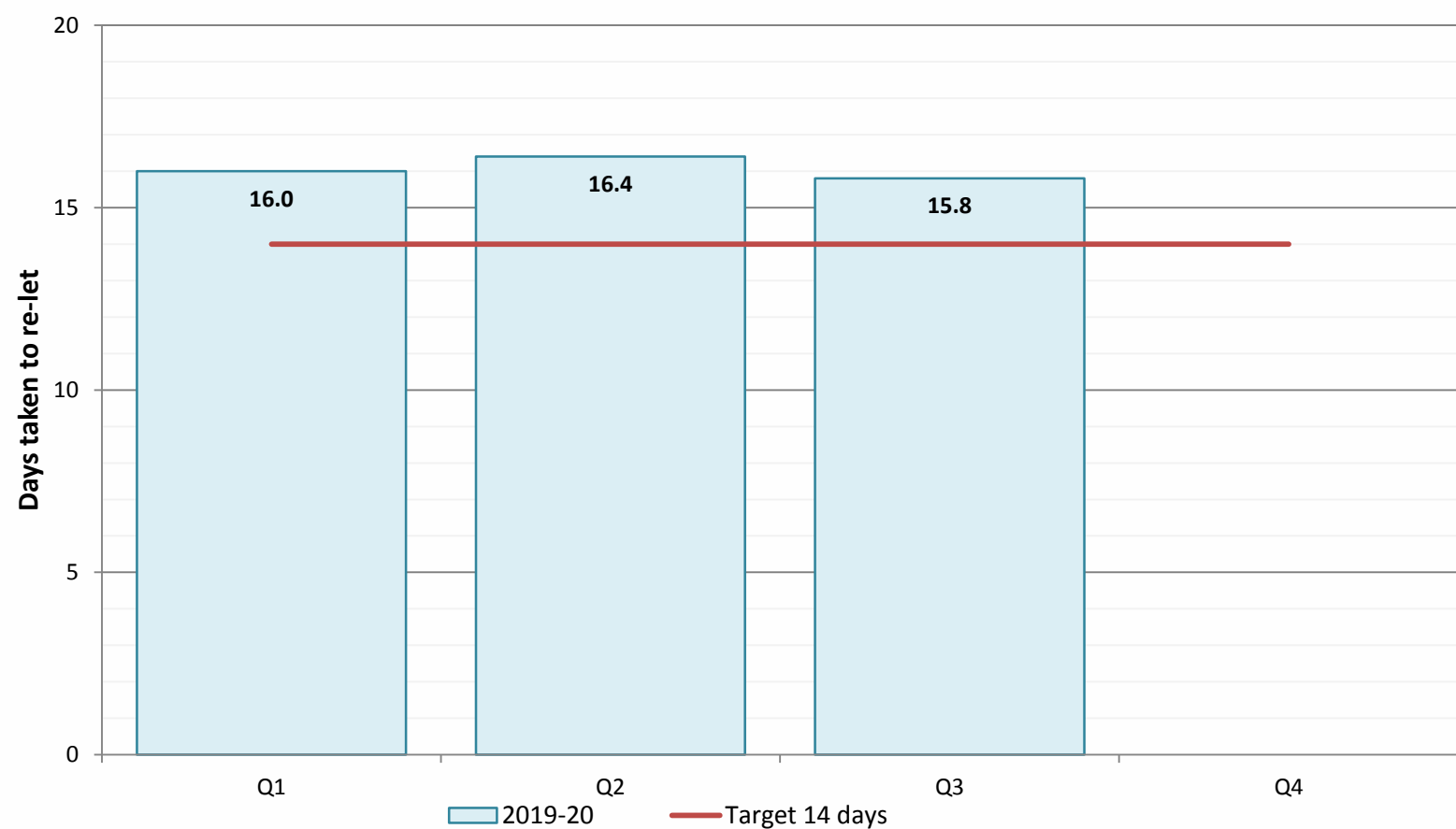
At the end of Q3 2019-20, a total of 4481 HRA tenants were in arrears over £0.01p.  
The total amount of arrears owing was £1,324,101 over a current estimated annual HRA rent debit of £53,400.00.

## Total current UC tenants arrears (cumulative Snapshot)



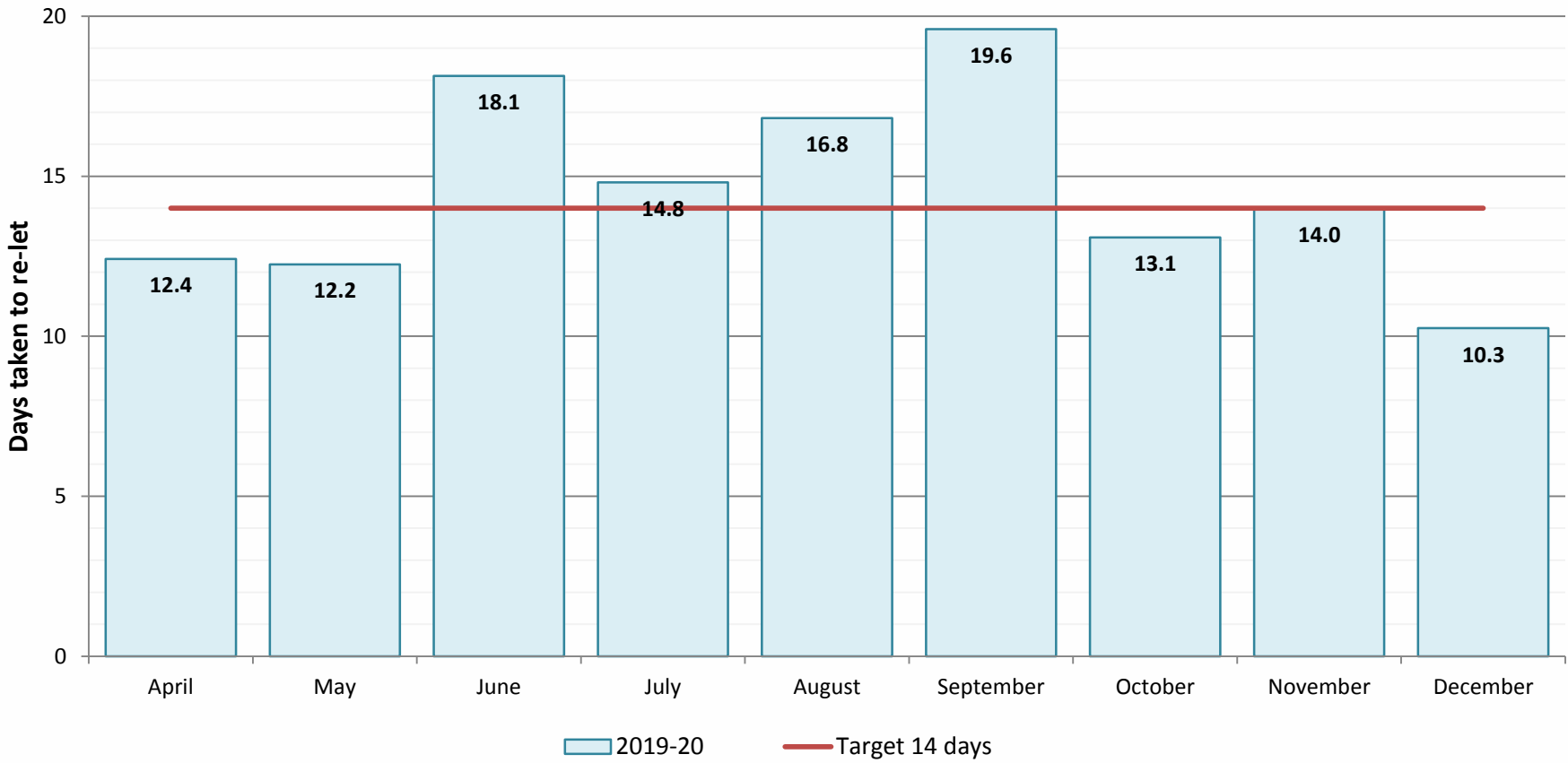
At the end of Q3 2019-20, there were a total of 1304 tenants receiving Universal Credit in arrears. The current £726,520 UC arrears represents 1.36% when expressed as a percentage of the annual rent debit  
(Demand Pressure)

**Average days re-let time of ALL HRA Voids (cumulative)**



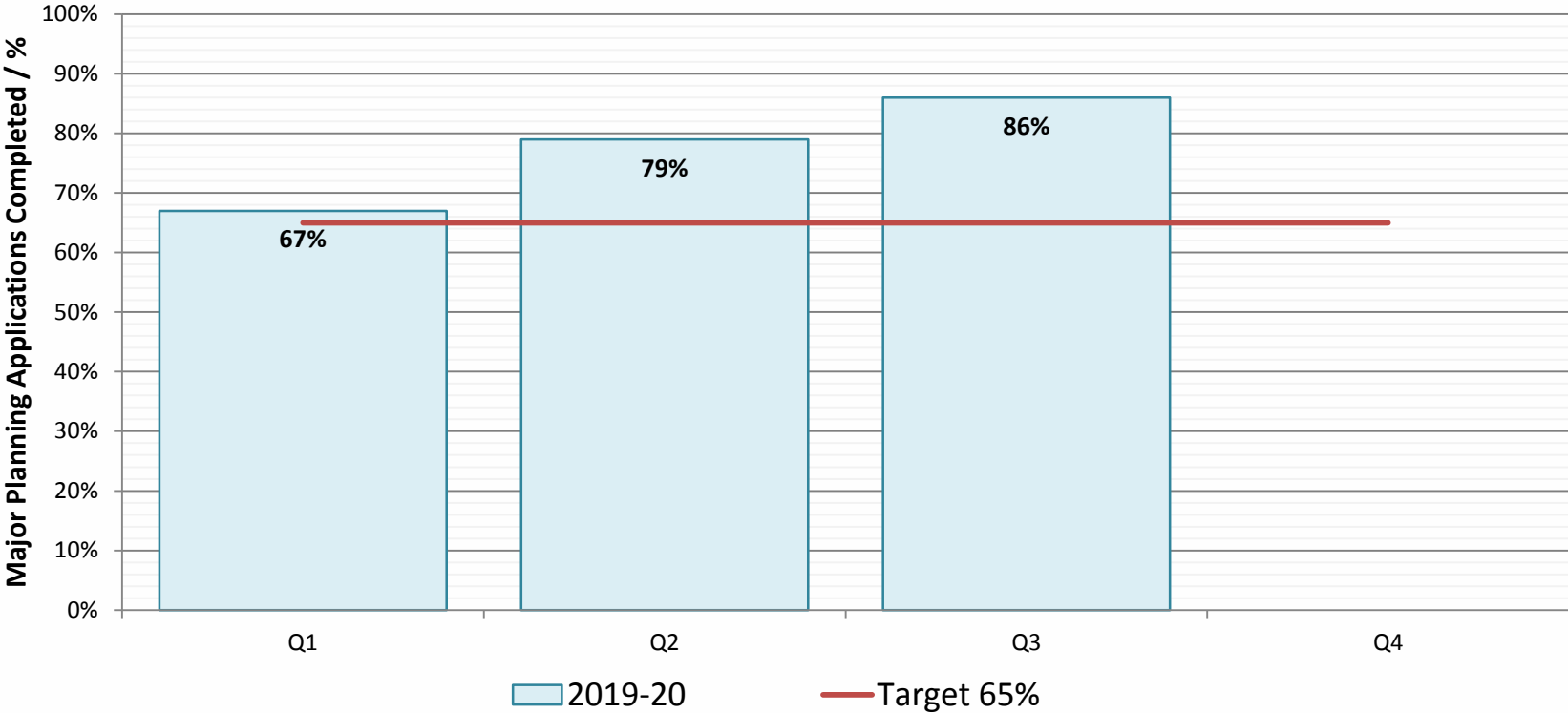
At the end of Q3 2019-20, a total of 268 HRA re-lets were carried out within an average time of 15.8 days. Of this total, 239 were general needs properties with an average re-let time days of 14.7 days.

Average days re-let time of ALL HRA Voids (cumulative)



The chart shows the average time taken each month to re-let an HRA property. Performance is good, and currently well under the 14 day threshold at 10.3 days to re-let.

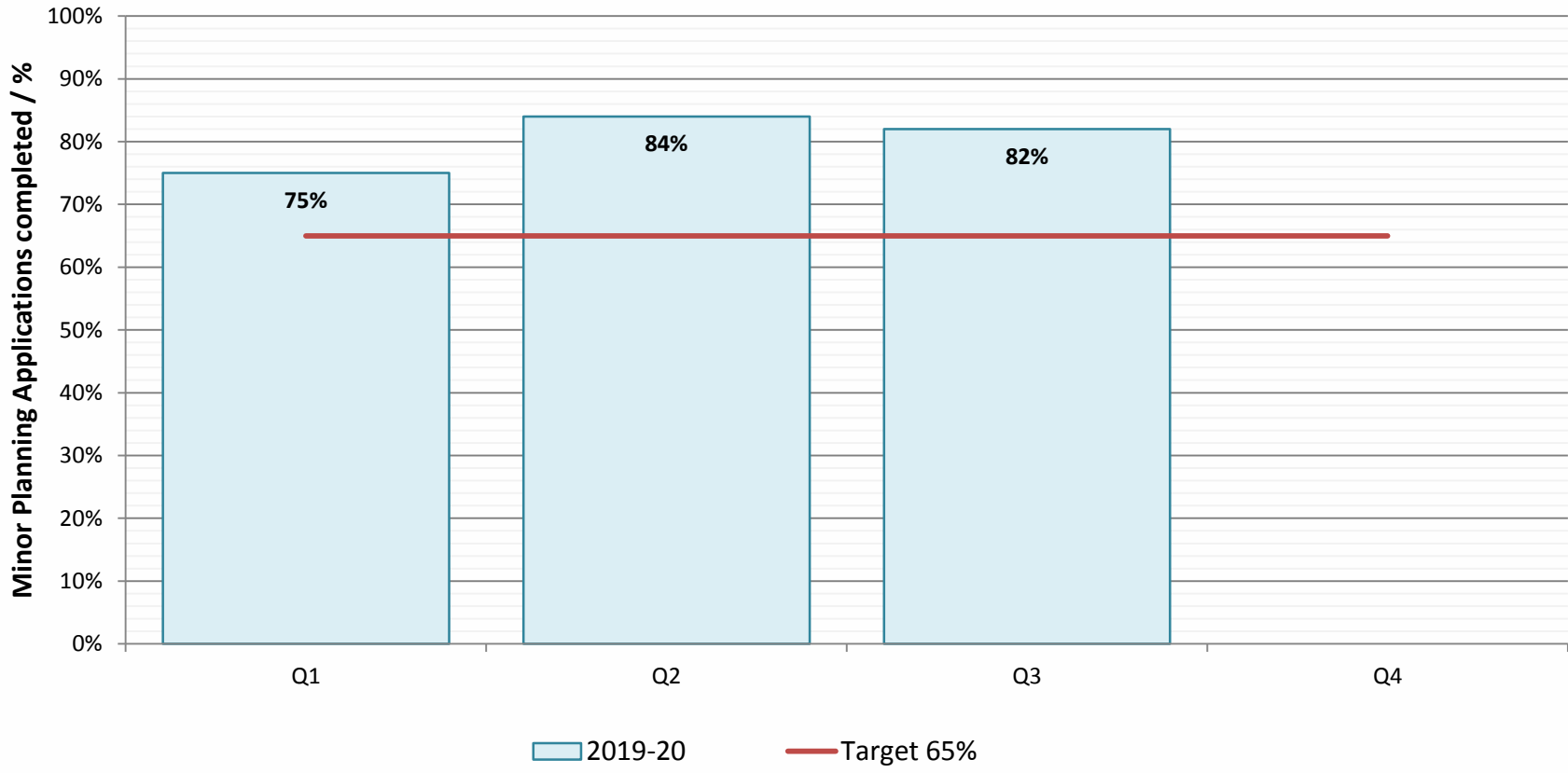
**Major Planning Applications completed within Target (cumulative)**



At the end of Q3 2019-20, 86% (18 of 21) of major planning applications were completed within the target 13 week statutory period. There has been a steady improvement in performance in each quarter of 2019-20 to date.

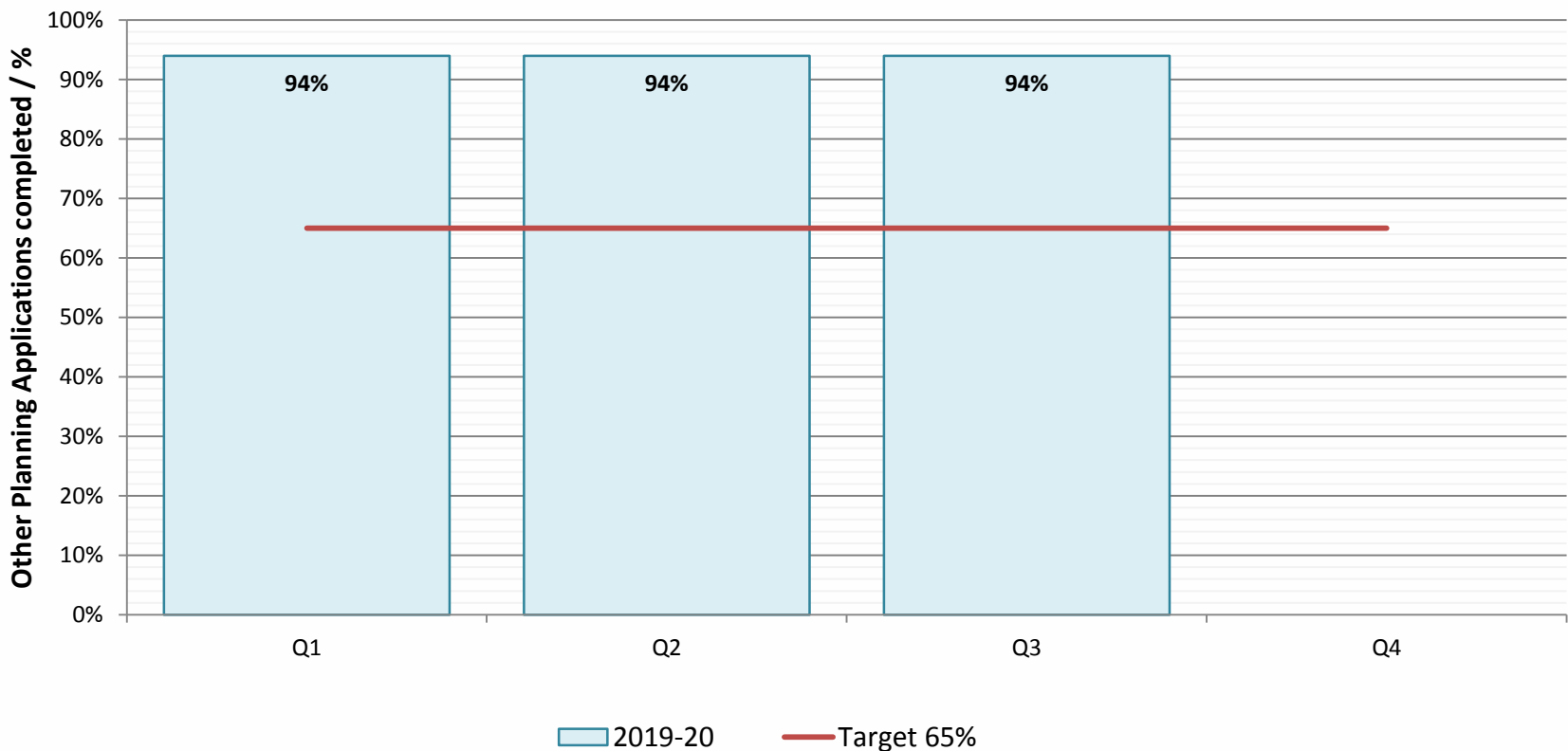


Minor Planning Applications completed within Target (cumulative)



At the end of Q3 2019-20, 82% (285 of 348) of major planning applications were completed within the target time 8 week statutory period. Performance is strong in this area and currently well above the target set of 65%.

**Other Planning Applications completed within Target (cumulative)**



At the end of Q3 2019-20, 94% (913 of 975) of “other” planning applications were completed within target. Performance is very strong in this area and currently well above the target 8 week statutory period.

# Any questions?

