

# Housing Services' performance report

April – December 2017

## Introduction

This quarterly performance briefing will focus on results for on our seven **key performance indicators**. The table on the right shows that we reached or exceeded our targets on four out of seven of our key performance indicators shown and are very near target on a further two indicators.

## Housing Services priorities

Our priorities for 2017/18 reflect our commitment to preventing homelessness and supplying temporary accommodation where our citizens require it. We are maintaining our focus on repairs as we know that they are a priority for all residents. We are currently undertaking a number of improvement initiatives in Homeownership Services and leaseholder satisfaction remains a key indicator.

### Our priorities for 2017/18:

- Preventing homelessness and managing temporary accommodation
- Developing repairs and estate services
- Improving services for homeowners
- Widening engagement with residents

Key outcomes	2017/18 quarter 3 target	Quarter 3 performance
<b>Satisfaction</b>		
Tenant satisfaction with Housing Services	70%	69%
Leaseholder satisfaction with Housing Services	43%	42%
Satisfaction with grounds maintenance and estate cleaning	70%	75.5%
<b>Income collection</b>		
Rent collection rate in-year	98.75%	99.7%
<b>Call handling</b>		
Calls answered within 20 seconds	80	82.7%
<b>Housing needs</b>		
Number of households in temporary accommodation	2,250	2,065
Number of households where homelessness was prevented	425	398

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The corporate performance measures above are supported by a much broader set of over 100 detailed performance measures which we use to monitor and help manage the effectiveness of our services. This wider set of measures report in detail on all of our services including income collection, repairs, estates management, and call centre performance.

## Summary of performance

### Percentage of residents satisfied with the quality of repairs

87 per cent of residents are satisfied with the quality of the repair work they have received. Satisfaction increased by 0.3 percentage points between quarter two and quarter three of this year, bringing the quarter three performance to 0.9 percentage points below the target (88 per cent).

Whilst satisfaction is just below target, all of the repairs KPIs outlined below are above target:

- Contractors were polite and helpful;
- Their home was left clean and tidy;
- Repairs carried out in two or fewer visits.



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## Leaseholder satisfaction with Housing Services

Leaseholder satisfaction for quarter three is one percentage point below target at 42 per cent.

We know that satisfaction scores might be held down as changes to the service are implemented. We saw a fall in satisfaction in the second quarter correlating to 'actual' leaseholder service charges being sent out on time in September 2017. This is earlier than in recent years.

The purpose and benefit of sending the bills as early as possible is to give leaseholders as much time as possible to plan their finances for the coming year.



## Satisfaction with grounds maintenance and estate cleaning

The performance of our contractors to deliver estate cleaning and grounds maintenance continues to be good. Satisfaction with grounds maintenance and estate cleaning has been consistently above the 70 per cent target over the past year. At its highest point, there was a 77.2 per cent level of satisfaction, which was during the summer of 2016. Quarter three performance is slightly lower at 75 per cent.

Further analysis indicates that residents are highly satisfied with grounds maintenance (81 per cent) and remain reasonably satisfied with estate cleaning (70 per cent).



## Calls answered within 20 seconds

Over the third quarter, our contact centre received nearly 465,000 calls, or an average of over 154,000 calls each month. Call volumes are slightly lower in the summer months but increase in the colder seasons.

Quarter three performance of 82.7 per cent is above the target 80 per cent of calls answered in less than 20 seconds. This represents an improvement over the already good performance for 2016/17, for which an average of 82.5 per cent of calls were answered on time.



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## Rent collection rate in-year

In the year to date, we have received 99.65 per cent of rent owed. This is above the profiled target of 98.75 per cent for quarter three, leaving us well placed to meet and exceed our year-end target.

It is important that tenants do not fall into rent arrears so that they can maintain their tenancies in secure council housing. The high levels of in-year rent payment are a positive indicator of the financial resilience of Lambeth's council tenants.



## Number of households in temporary accommodation

Currently 2,065 households are in temporary accommodation. This is a reduction on the numbers reported at the end of quarter two (2,073), which has been achieved in part through a 20 per cent reduction in new placement demand for temporary accommodation in quarter three.

In the London context, Lambeth continues to perform well for this measure. We reported the eight lowest occupation level in Inner London at the end of quarter two (September 2017)<sup>1</sup>. By contrast, the highest occupation levels in London at the end of quarter two were reported by Newham who had 4,668 households in temporary accommodation.



## Number of households where homelessness was prevented

398 homeless prevention and relief outcomes were secured in quarter three representing a reduction of two per cent when compared to the previous quarter. Small seasonal reductions are a recurring feature of the annual cycle of prevention outcomes. Comparing the year to date (April to December 2017) with the same period in 2016 shows an overall increase of one per cent in the number of prevention actions taken.

The majority of our prevention work helps priority-need families and single vulnerable adults, who would otherwise make a homeless application and require temporary accommodation. An average of 1.98 prevention actions were taken in London per 1,000 household population in quarter two (September 2017). Lambeth reported better performance, with 2.78 preventions per 1,000 borough household population. High homeless prevention performance in Lambeth is helping to hold down temporary accommodation occupation levels and to reduce homeless acceptance levels<sup>1</sup>.



<sup>1</sup> Communities and Local Government (CLG) Statistical Release, Housing, December 14 2017