



**PERFORMANCE
INDICATORS**








The Wrekin
Housing Group

2020 - 2021 Quarter 4 and year end

Operational Performance

Quarter 4 and Year end (period ending 31 March 2021)

Customer Service – STAR satisfaction survey

		Trend	Q1 2020	Q2 2020	Q3 2020	Q4 2021	Year End 2020/2021
5 point scale % report	How satisfied or dissatisfied are you that The Wrekin Housing Group is easy to deal with?		N/A	82.8%	88%	87%	87%
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%	88%	87%	87%
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	58% NP	56%	56%
5 point scale % report	Satisfaction with being treated fairly and with respect.		N/A	84.9%	89%	88%	88%
5 point scale % report	How satisfied or dissatisfied are you with the overall quality of your home?		N/A	82.3%	80%	80%	80%
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%	90%	88%	88%
5 point scale % report	How satisfied or dissatisfied are you with your neighbourhood as a place to live		N/A	75%	76%	75%	75%

No satisfaction surveys were completed during the Covid-19 lockdown period. The new STAR Survey commenced in September 2020. Many of the questions are new this year therefore there is no comparative information the trend indicator is against the previous quarter.

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.

Customer Contact Centre

		Trend	Q1	Q2	Q3	Q4
% report	Abandoned call rate	↑	5.2% (15.7% 19/20)	7%	7.9%	7.1%
Number of seconds	Average time to answer call (seconds)	↑	29 seconds (87 secs19/20)	43 seconds	54 seconds	49 seconds

Figures in brackets indicate pre-Covid performance end of year 2019/2020 levels. Performance remains very good compared to pre-Covid levels, however, the number of calls received have returned to pre-Covid levels.

Complaints

Period	Q1	Q2	Q3	Q4	Total 2020/21
Stage 1	40	83	89	112	360
Stage 2 Review	1	1	3	6	12
Complaints Panel	0	1	0	0	1
Housing Ombudsman	3	0	0	0	3
% contacted within 24hrs	66%	66%	63%	74%	74%
% contacted within 5 days (code compliance)	89%	83%	74%	92%	92%
% resolved within 5 days	70%	53%	52%	63%	63%
% resolved within 10 days (code compliance)	75%	69%	66%	77%	77%

Complaints doubled in Q2 reflecting the low level of complaints on Q1 and the gradual return to normal service delivery. Following the promotion of the complaints service by the Group and the Housing Ombudsman (HO) service, complaints rose during the rest of the year. Following the Self-Assessment against the HO complaints handling code and the resulting action plan, performance against the time standards has started to rise.

Between 1 January and 31 March 2021 we have received 112 complaints.

Month	Amount of complaints
Jan	23
Feb	47
March	42

The top 3 areas of complaint in Q4 are:-

Service Area	Percentage
MSU	38%
Housing services	35%
Gas & Asset Management	8%

MSU now has all repairs and maintenance complaints including all other services provided by MSU (in-house planned, Watch alarm, able living, and grounds maintenance)

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








We have had 6 Stage 2 appeals, relating to the lettings procedure, tenancy management issues, succession and the ASB procedure and lack of enforcement action from the area teams due to Covid-19 restrictions.

We had **no** case's being investigated by with the Housing Ombudsman at year end. During the year we received no findings of maladministration and only one service failure relating to a Right to Acquire complaint that was not immediately recognised as a complaint. This occurred before the publication of the Complaints Management Code.

Learning from complaints:

See separate [Learning from Feedback report](#).

Your Home

Your home	Indicator	Trend	Q1	Q2	Q3	Q4	Year end 2020/21
% figure	How satisfied or dissatisfied are you with the overall quality of your home?		N/A	82.3%	80%	80%	80%
% figure	How satisfied or dissatisfied are you that The Wrekin Housing Group provides a home that is safe and secure?		N/A	88.5%	90%	88%	88%
% figure	% Satisfaction with Major Improvements carried out?		N/A	98.84%	99.45%	99.67%	99.67 %
Repairs	Indicator	Trend	Q1	Q2	Q3	Q4	Year End 2020/21
% figure	% Repairs completed on the same day (including gas repairs)		83.8%	83.3%	85.5%	86.7%	83.35% (79% 19/20)
% figure	Overall, how satisfied or dissatisfied are you with the repairs service you received this time?		98%	N/A	97.9% Telephone 91% CX	90.9% CX	95.6% (92.3% 19/20)
% figure	How satisfied or dissatisfied are you that the repair was completed right the first time?		91.7%	N/A	87.4% Telephone 84% CX	85% CX	88.2% (82.2% 19/20)
In days	Average time taken for all repairs, including gas. (excluding void repairs)		3.4	8.1	2.7	2.9	6.0 (6.1 19/20)

The demand for repairs is not back at pre-Covid levels and the % repairs completed the same day is achieving our aim of 85% +.

Satisfaction collection was moved to a new CX digital system during the quarter 3. Nationally there is normally between 5 and 10% difference in results between telephone and digital survey. The CX survey will have been sent on the completion of all repair work, and therefore a much higher number of responses received.

The average time taken for all repairs has decreased showing a positive trend and the completion of any backlog of repairs from the first lockdown period.



Safety compliance

Keeping your home safe	Sub-Group	Trend	Additional Comments
Heat Safe	Gas	↔	100% of appliances compliant at the end of the quarter and the year.
Asbestos Safe	Communal area - Asbestos check	↔	100% all locations compliant
Fire Safe	Servicing	↑	100% compliant
	Fire Risk Assessment	↔	100% all locations compliant
Water Safe	Risk assessment reviews	↑	100% All locations compliant
	Routine checks / testing.	↔	100% all locations compliant
Electrical Safe	Wiring - Rewire	↔	99.89% in date At the end of March there were 14 outstanding periodic inspections, all are domestic locations being worked through the access procedure, 3 of which had been completed but awaiting the paperwork. This compliance position has a low impact, as all locations have a previous periodic inspection in place, less than 10 years, which was the previous recommendation within the wiring regulations. All locations are subject to continued / ongoing maintenance as per the statutory requirement (which is the Electricity at work Act 1989)

Performance in this area is very positive and has fully recovered from lower performance in the year 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	35.32	33.54
	Overall, how satisfied or dissatisfied are you with the lettings process? (STAR transaction survey) 10 point scale		9.55/10	9.53/10	9.59/10	9.57/10

In Q4, 175 properties were re-let. The trend in average re-let times continues to improve, which is positive downward trend, but is still seeing the consequences of the Covid lockdown period between March 23 and May 25. 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, have all impacted on the average re-let time.

Performance for general need homes has recovered to pre-Covid levels, however performance in Retirement and Shire Living lettings continues to be affected by the Covid19 pandemic. Similarly for the re-letting of home ownership products.

During 2021/21 **299** new homes were also let bringing the total number of lettings for the year to **1142**

Anti-Social Behaviour (ASB) & Neighbourhood

	Indicator	Trend	Q1	Q2	Q3	Q4	2020/21
Numerical	Number of cases given advice		78	55	43	60	236
	Number of cases logged		172	178	112	190	652

The figures show an increase in the amount of advice given and a further increase in the number of cases dealt with. The increase reflects the second lockdown period and the similar position in Q1.

Income collection

	Indicator	Trend	Q1	Q2	Q3	Q4
% Figure	% rent collected of rent due	↑	106.6% (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	↑	0.63% (21.6.20)	0.58% (13/9/20)	0.55% (4/1/21)	0.47% (31/3/21)
% Figure	% tenancies with a clear rent account	↔	86.6%	87.0%	86.6%	82.5%

Income management remains a strength even with Covid-19 and the figures are a credit to our tenants and 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.

Support Services

Between April 2020 and March 2021, 561 tenants contacted the Support and Enablement service for advice and assistance

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:

During the year 394,945 'I'm ok' calls were made to vulnerable Group customers

These figures represent the phenomenal amount of work carried out by the Care and Support Teams during a very exceptional year to keep our customer safe and well.

