



**PERFORMANCE  
INDICATORS**

**The Wrekin**  
Housing Group

**2020/2021 - Quarter 3:**

**1 October to 31 December 2020**

## Quarter 3 (period ending 31 December 2020)

### Customer Service – STAR satisfaction survey

|   |  | Trend | Q1 2020 | Q2 2020 | Q3 2020 | Q4 2021 |
|---|--|-------|---------|---------|---------|---------|
| <b>5 point scale % report</b>                 | How satisfied or dissatisfied are you that The Wrekin Housing Group is easy to deal with?                                    | ↑     | N/A     | 82.8%   | 88%     |         |
| <b>5 point scale % report</b>                 | Taking everything into account, how satisfied or dissatisfied are you with the service provided by the Wrekin Housing Group? | ↔     | N/A     | 88%     | 88%     |         |
| <b>10 point scale Net promoter score (NP)</b> | How likely would you be to recommend the Wrekin Housing Group to family or friends?  | ↑     | N/A     | 46% NP  | 58% NP  |         |
| <b>5 point scale % report</b>                 | Satisfaction with being treated fairly and with respect.   | ↑     | N/A     | 84.9%   | 89%     |         |
| <b>5 point scale % report</b>                 | How satisfied or dissatisfied are you with the overall quality of your home?   | ↓     | N/A     | 82.3%   | 80%     |         |
| <b>5 point scale % report</b>                 | How satisfied or dissatisfied are you that The Wrekin Housing Group provides a home that is safe and secure?                 | ↑     | N/A     | 88.5%   | 90%     |         |
| <b>5 point scale % report</b>                 | How satisfied or dissatisfied are you with your neighbourhood as a place to live   | ↑     | N/A     | 75%     | 76%     |         |

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 and 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 indicator shows that the Group are in Q1 when benchmarked nationally. Quarter 1 started at 45 and the Group score was 58. An excellent score nationally is recognised as 50.

## Customer Contact Centre

|                          |                                       | Trend | Q1                      | Q2         | Q3         | Q4 |
|--------------------------|---------------------------------------|-------|-------------------------|------------|------------|----|
| <b>% report</b>          | Abandoned call rate                   | ↓     | 5.2%<br>(15.7%)         | 7%         | 7.9%       |    |
| <b>Number of seconds</b> | Average time to answer call (seconds) | ↓     | 29 seconds<br>(87 secs) | 43 seconds | 54 seconds |    |

Figures in brackets indicate pre-Covid performance end of year 2019/2020 levels. While the trend is downward, 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  |    | 212           |
| Stage 2 Review                                  | 1     | 1   | 3   |    | 5             |
| Complaints Panel                                | 0     | 1   | 0   |    | 1             |
| Housing Ombudsman                               | 3     | 0   | 0   |    | 3             |
| % Complaints resolved to customers satisfaction | 92.5% | 83% | 91% |    |               |
| % resolved but not to customer's satisfaction   | 2.5%  | 6%  | 2%  |    |               |
| % no further contact with customer              | 5%    | 11% | 7%  |    |               |

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 restrictions it has taken longer to resolve complaints in this quarter.

Between 1 October and 31 December 2020 we received 89 complaints.

| Month | Amount of complaints |
|-------|----------------------|
| Oct   | 35                   |
| Nov   | 25                   |
| Dec   | 29                   |

The top 3 areas of complaint in Q3 are:-

| Service Area          | Percentage |
|-----------------------|------------|
| Repairs & Maintenance | 46%        |
| Tenancy Management    | 12%        |
| Gas                   | 14%        |

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

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

21% of complaints related to communication and 11% were because of an appointment that was too far in the future, tenants expectations are that follow on works will be completed quickly but some appointments are for weeks later.

It should be noted that the current pandemic and restrictions has made ASB resolution and management a greater challenge especially using other agencies such as LA and the Police.

We have had 3 Stage 2 appeals, they relate to the condition of the property at sign up, tenants perception of resources evenings and weekends, and a tenant not understanding the terms of a tenancy agreement.

We have 1 case with the Housing Ombudsman (HO) where they found no maladministration or service failure but the complainant was not satisfied and requested a review. The judgement was upheld at HO review stage.

**Learning from complaints:**

See separate Learning from Feedback report [available via this link.](#)

## 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%  | 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%                             |    |
| % figure  | % Satisfaction with Major Improvements carried out?  | ↑     | N/A   | 98.84% | 99.45%                          |    |
| Repairs   | Indicator  | Trend | Q1    | Q2     | Q3                              | Q4 |
| % figure  | % Repairs completed on the same day (including gas repairs)  | ↑     | 83.8% | 83.3%  | 85.5%                           |    |
| % figure  | Overall, how satisfied or dissatisfied are you with the repairs service you received this time?              |       | 98%   | N/A    | 97.9%<br>Telephone<br>91%<br>CX |    |
| % figure  | How satisfied or dissatisfied are you that the repair was completed right the first time?                    |       | 91.7% | N/A    | 87.4%<br>Telephone<br>84%<br>CX |    |
| In days   | Average time taken for all repairs, including gas. (excluding void repairs)                                  | ↑     | 3.4   | 8.1    | 2.7                             |    |

- 🏠 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.
- 🏠 Performance includes the previous telephone survey and the new digital survey. 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.  |
| Asbestos Safe          | Communal area - Asbestos check | ↑     | 100% al locations compliant  |
| Fire Safe              | Servicing                      | ↔     | 99.78% in date.<br>1 location that was overdue its service. This was Limewood, due to restricted access due to Covid-19 cases at the scheme.   |
|                        | Fire Risk Assessment           | ↔     | 100% for all Wrekin FRA's (where Wrekin is the responsible person).  |
| Water Safe             | Risk assessment reviews        | ↑     | 100% All locations compliant   |
|                        | Routine checks / testing.      | ↔     | 100% All locations compliant   |
| Electrical Safe        | Wiring - Rewire                | ↔     | 99.89% in date<br><br>At the end of December there were 13 outstanding periodic inspections; 4 were complete and awaiting the receipt of paperwork in early January. The remaining locations were work in progress with the domestic locations being worked through the no access procedure. |

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   |    |
|  | 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 |    |

The trend in average relet times continues to improve, which is positive downward trend, but is still seeing the consequences of the Covid lockdown period between 23 March and 25 May. 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. 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. Performance during December has improved further and was down to 26 days.

In Q3 we have let 405 properties in total, with 264 relets and 141 new build properties, this amounts to our largest number of lettings during a quarter and was almost 150 up on Q2 lettings.

## Anti-Social Behaviour (ASB) & Neighbourhood

|                  | Indicator                    | Trend   | Q1  | Q2  | Q3         | Q4 |
|------------------|------------------------------|---|-----|-----|------------|----|
| <b>Numerical</b> | Number of cases given advice |  | 78  | 55  | <b>43</b>  |    |
|                  | Number of cases logged       |  | 172 | 178 | <b>112</b> |    |

The figures show a reduction in the amount of advice given and a further reduction in the number of cases dealt with which are positive trends. Some of the reduction relates to the relaxing of Covid restriction which has reduced the number of Covid rule breaches reported.

## Income collection

|          | Indicator                                   | Trend | Q1                  | Q2                  | Q3     | Q4 |
|----------|---|-------|---------------------|---------------------|--------|----|
| % Figure | % rent collected of rent due                | ↑     | 106.6%<br>(21.6.20) | 104.6%<br>(13/9/20) | 105.5% |    |
| % Figure | Current tenant debt as a % of the rent roll | ↑     | 0.63%<br>21.6.20    | 0.58%<br>(13/9/20)  | 0.55%  |    |
| % Figure | % tenancies with a clear rent account       | ↔     | 86.6%               | 87.0%               | 86.6%  |    |

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.