

Improving Performance

**Housing Scrutiny Sub-Committee
13th November 2017**

Transformational Change Programme

Programme commenced 2016







- **Improving performance**
- **Making THH more efficient**
 - More for less
 - More efficient processes
 - More right first time



2017: Improving Performance

Performance area	Q2 2015/16	Sept 2017	
Repairs RFT	77%	87%	↑
Repairs satisfaction	90%	92%	↑
Short-term relets (days)	31.5	24.5	↑
Long-term relets	103	48	↑
Rent collected	100.5%	98.92	↓
Service charge collected *	111%	103.1	↔
Major works charge collected	108%	117%	↑
First time resolution	89%	92%	↑
THH does what it says	74%	78%	↑
Caretaking satisfaction	83%	86%	↑
Major Work Satisfaction	74%	96%	↑
Void rent loss	0.7%	0.4%	↑

2017: Increasing Satisfaction

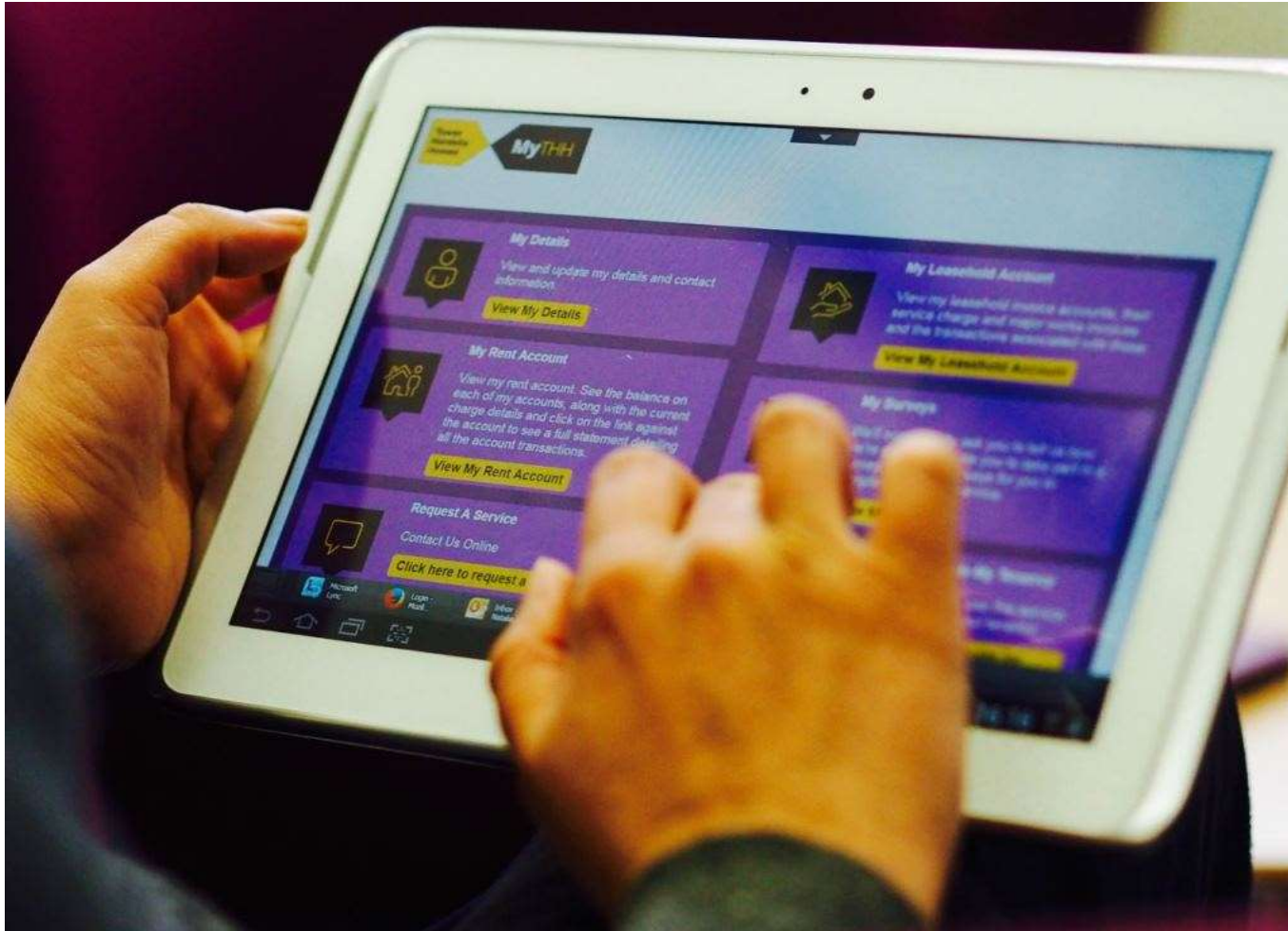
Satisfaction	2015/ 16	Q2 17/18	Trend
Overall satisfaction	79%	82%	
Tenants	85%	89%	
Leaseholders	67%	68%	
Satisfaction with THH keeping residents informed	84%	87%	
Satisfaction with THH taking residents views into account	68%	73%	
Satisfaction with grounds maintenance	88%	89%	

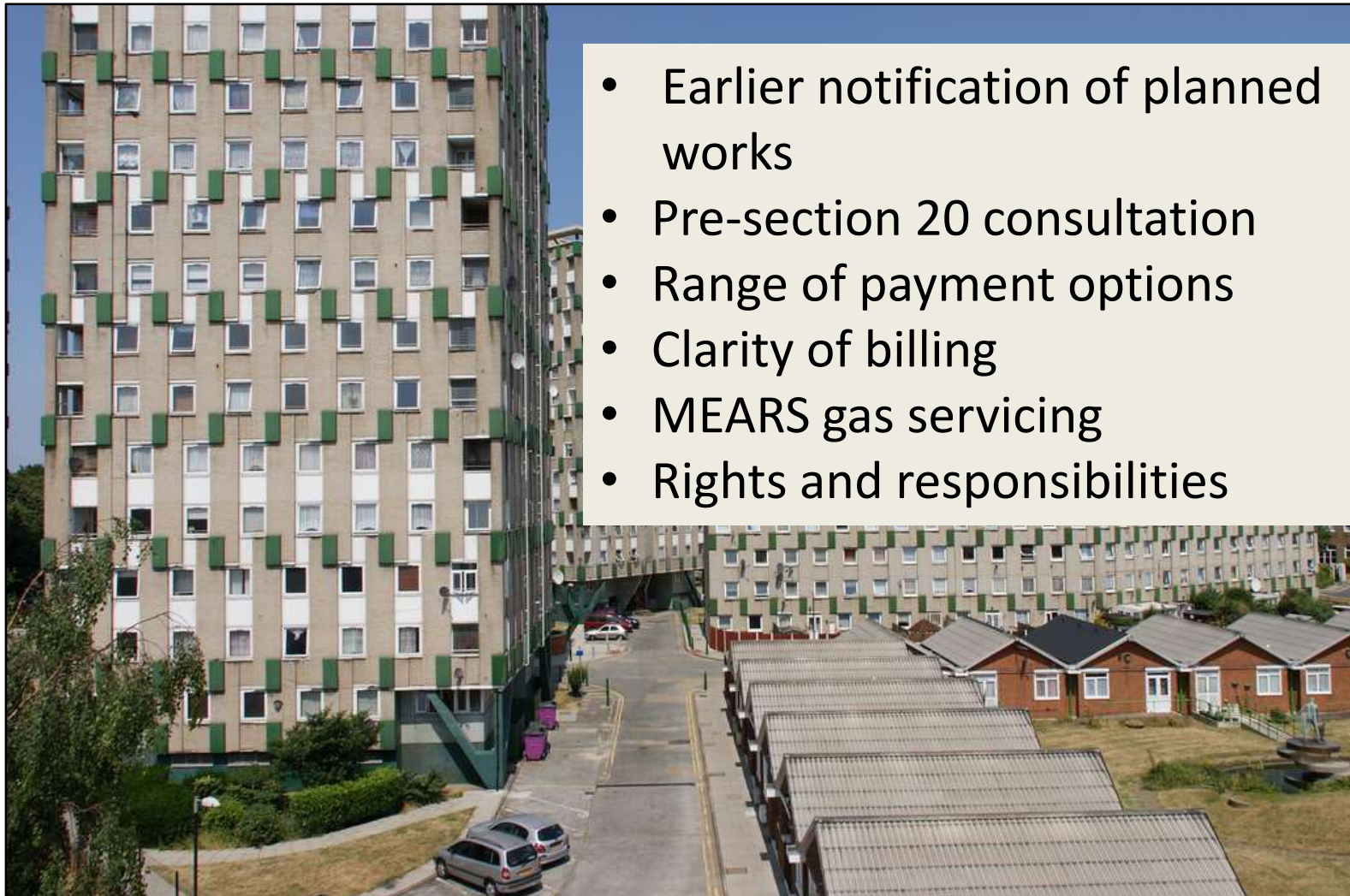
Transformational Change Programme

Last 12 months:

- Concentration on restructuring
 - Neighbourhoods
 - ASB
 - Repairs
 - Support services



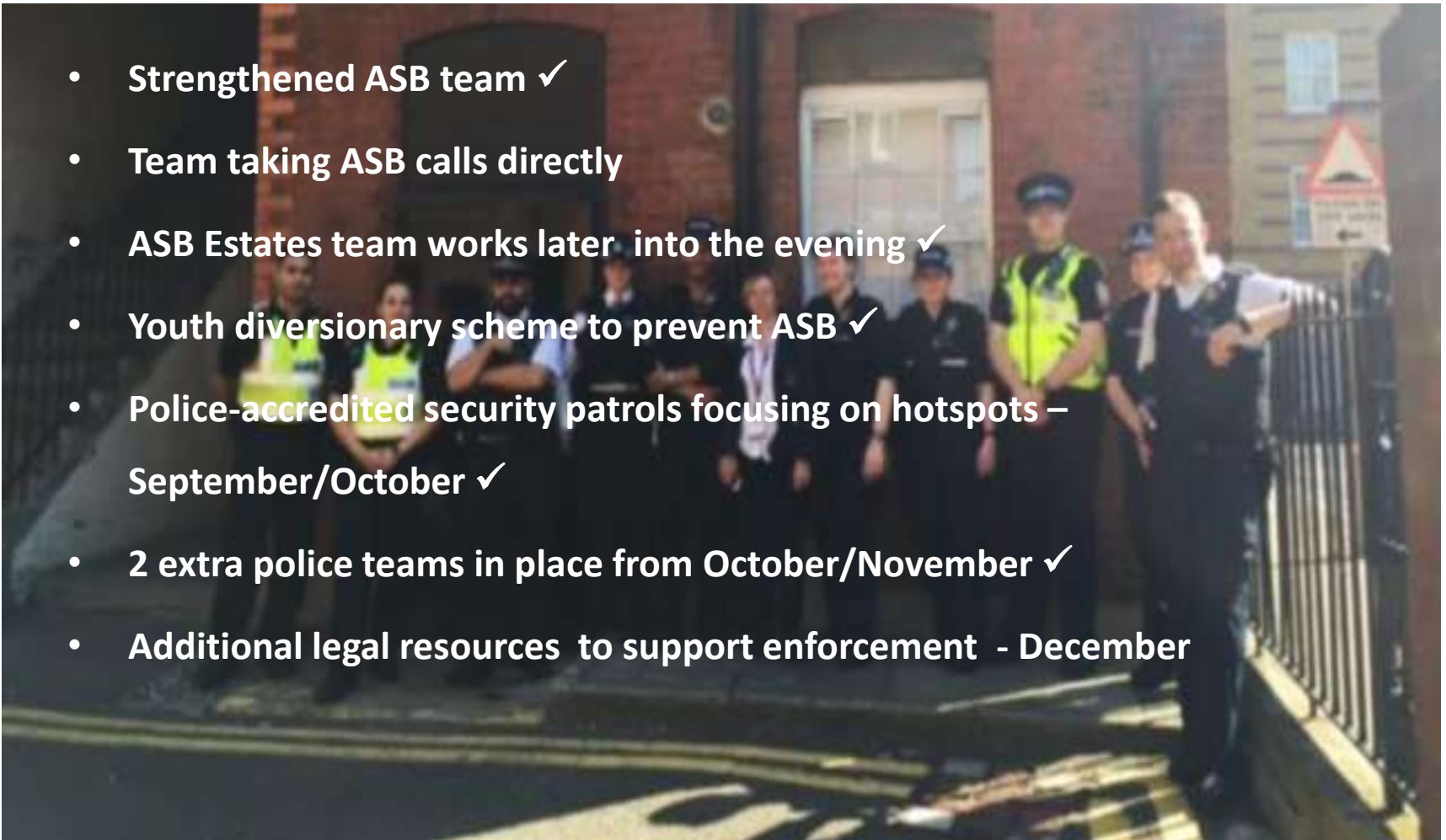




- Earlier notification of planned works
- Pre-section 20 consultation
- Range of payment options
- Clarity of billing
- MEARS gas servicing
- Rights and responsibilities



- **Strengthened ASB team ✓**
- **Team taking ASB calls directly**
- **ASB Estates team works later into the evening ✓**
- **Youth diversionary scheme to prevent ASB ✓**
- **Police-accredited security patrols focusing on hotspots –
September/October ✓**
- **2 extra police teams in place from October/November ✓**
- **Additional legal resources to support enforcement - December**



Tackling anti-social behaviour



Closing New Style Barbers,
Bancroft Road, Stepney





**NEVER
AGAIN**

It's the smaller things that can make a big difference:

- Bin storage
- Painted railings
- Stair cleaning
- Planting
- Replacing cracked paving





- **Access Strategy**
 - **Choice – appropriate to each service**

- **Fuller implementation of Digital Strategy**

- **Staff better equipped to do a great job**