

RP Cumulative Quarterly Performance Report For Quarter 1 2016/17 (April to June 2016)

1. Quarterly Performance Data For The Key RPs Who Work In The Borough

The following PIs are collected and reported on cumulatively on a quarterly basis:

1. % all repairs completed in target
2. % respondents satisfied with last completed repair
3. % appointments kept as % of appointments made
4. % properties with a valid gas safety certificate
5. % residents satisfied with outcome of ASB case
6. % complaints responded to in target
7. % Members Enquiries answered in target

The table below outlines cumulative Quarter 1 2016/17 performance from April 2016 to June 2016 for the 13 key RPs who operate in the borough (and Tower Hamlets Homes) who can produce borough specific data. It is not feasible to try to assess trends on a quarterly basis for each RP as performance for most RPs is mixed overall and varies from quarter to quarter. Trend analysis is of more use when comparing performance over at least a 2 year period for each RP in these areas. Some trend comparisons are thus made in the end of year performance report comparing performance against the previous year.

The quarterly performance report also outlines below any key highlights or achievements that RPs want to bring to our attention during this performance reporting period and any issues or concerns that Council officers have about individual RPs.

Quarterly Performance For Quarter One 2016/17 – cumulative from April to June 2016*

RP	Circle Old Ford	East Thames	Eastend Homes	Gateway	Genesis	One Housing Group	Peabody	Poplar Harca	Providence Row****	Southern Housing Group	Spitalfields HA*****	Swan	THCH	THH
PIs														
% all repairs completed in target	94.80%	88.14%	95.69%	96.47%	87.68%	99.4%	90%	99.30%	95.20%	N/A*****	99.80%	99.10%	86%	98.53%
% respondents satisfied with last completed repair *****	69.80%**	75.29%	95.24%	88.44%	81.66%	91.76%	89%	95.30%	72%*****	79%	97%	93.33%	98%	90.70%
% appointments kept as % of appointments made	N/A	86.75%	98.59%	98.35%	98.51%	99.50%	87%	99%	94.10%	N/A	99.50%	97.18%	98%	99%
% properties with a valid gas safety	99.90%	99.19%	100%	100%	100%	100%	100%	100%	100%	99.93%	100%	99.94%	100%	99.99%

certificate														
% residents satisfied with outcome of ASB case	N/A	N/A	100%	N/A	N/A	N/A	78% ***	79%	100%	66%	100%	100%	N/A	41%
% complaints responded to in target	81.60%	N/A	100%	100%	85.45%	100%	N/A	86%	100%	N/A	100%	100%	78%	75.92%
% Members Enquiries answered in target	84.70%	65.74%	95.24%	100%	80.00%	96.66%	N/A	95%	100%	N/A	100%	100%	95%	61.90%

Notes:

N/A = data is not available (although it may be at a regional level) - usually because the RP or social landlord does not measure this PI (or did not in previous years).

* Performance results may vary due to different survey methodologies being used (postal, by phone, transactional methods etc.) and by whether they are undertaken internally - or externally by external parties. Results are normally highest where internal surveys are undertaken over the phone. Thus meaningful comparisons below can be limited unless survey methods are closely scrutinized and caveated.

** Based on a sample of 285 - the low number of responses means the confidence rate at this point in the year in the usefulness of

the survey data is low. It will be of more use when a higher number of survey results are received later in the year.

*** From low sample size of 9. Again the same comments as in ** above apply regarding the usefulness of the survey data at this point in the year.

**** Providence Row is a small HA relative to the majority of other RPs on the list - their sample sizes for each indicator are also small in comparison, which does have a magnifying effect on the percentages. It can make it easier to achieve 100% for some PIs due to the smaller sample sizes.

***** From a low sample size of 25 with 7 tenants not being satisfied with a repair undertaken in the quarter. Again the same comments as in ** and *** above apply regarding the usefulness of the survey data at this point in the year.

***** Southern Housing Group use lean systems to measure progress with certain key processes and service delivery areas so do not always use PIs for some of the issues reported on above.

***** As with Providence Row – Spitalfields HA is a small HA relative to the majority of other RPs on the list - their sample sizes for each indicator are also small in comparison, which does have a magnifying effect on the percentages and can make it easier to achieve 100% for some PIs due to the smaller sample sizes.

***** The methodology used by different RPs (in particular) to measure repairs satisfaction often differs significantly and therefore results are not directly comparable and need to be treated with caution

Any Other Matters Of Note About The RPs

1. Comments From The RPs Themselves

Circle Old Ford:

- Our internal handyperson service for vulnerable customers has a satisfaction rate of 98.8% satisfaction with the service.
- Change of repairs contractor for repairs has helped secure improvements in performance resulting in a regulatory upgrade.
- Developed a film and guide book to assist residents to know how to get the best from living in their Passive-house (these are super energy-efficient new build houses – for details see: <http://www.passivhaus.org.uk/standard.jsp?id=122>)

Eastend Homes:

- Short term void turnaround - performance quarter one 2016/17 is 11.00 days.
- Introduction of KPI to measure performance against recommendations arising from water hygiene inspections - performance quarter one 2016/17 is 100%
- Introduction of KPI to monitor % of complaints resolved at Stage One - performance quarter one 71.28%

East Thames:

- Performance for East Thames in Tower Hamlets in the KPI's has remained fairly static from Q3 2015/16 to Q1 2016/17. We were pleased to note improving performance with regards to the number of repairs being completed on time within Tower Hamlets, which is now up to 88.1% from 82.9%. Satisfaction with repairs has remained above 75% and for the first time we can report that 87% of appointments in Tower Hamlets are being kept.

- We launched our new leading and dynamic front line roles in June within our housing management service. These roles are now actively contributing to East Thames achieving our aim to be a top performing housing association and more than just housing. Part of our commitment to help transform customer service has been the introduction of an MOT visit for every resident during the Housing Managers first year. This is a face to face opportunity to learn more about our customers and how they use our services. An opportunity to also gather critical information to improve customer profile data and shape our services going forward. As part of the induction process we invested in a comprehensive training and development programme, which includes industry-recognised qualifications.
- L & Q and East Thames remain committed to the merger. Together, working within our financial capacity, we will continue to pursue our vision to create 100,000 new homes, a new training academy, a new community foundation, and a care and support subsidiary. We will maintain local accountability through a regionalised structure and we are already working with other likeminded organisations to ensure we can deliver this ambition. Residents who attended the consultation event in June have been invited to join a resident merger steering group. During November, a second resident event will be held, giving a wider group of active residents the opportunity to meet each other and to learn more about how they can get involved

Gateway:

- Tenancy Fraud
- Customer Satisfaction increase including first time fix for the in-house contractor service Homeworks
- Formal Complaints – decrease in

Genesis:

- The first quarter has continued the positive focus on customer experience. We have introduced a digital programme with the launch of the MyGenesis Digital App with currently over 800 downloads from our customers.
- The focus in property services has seen improved satisfaction and quality of the service. We extended inspections on all jobs over £250 and the contract partnership with Kier is working well. Operatives have been trained in customer relations and this has highlighted by customer comments of a high level of respect shown by them.
- The gains we have made on complaints and members enquiries will be further enhanced by introduction of a new CRM system

One Housing Group:

- Strong first quarter income collection performance averaging a collection rate of 104.4%
- At the start of the year to improve income recovery work further we introduced the RentSense system for more effective monitoring of accounts and allowing earlier assistance for residents.
- At the start of the year, BlueBox a new system, went live to improve service charge and rent calculation and billing. This is the first time a system can manage all tenures for this function in the UK.

Peabody:

- Every year Peabody runs its award winning Winter Warmers campaign. Peabody employees volunteers to visit our residents aged 75 and over to give them practical advice to help them keep warm during the winter months. Because we are in our 5th year many of our most vulnerable residents really look forward to their Winter Warmer visits. When we come across a resident in need of help we refer them to our in-house support team. It's a really worthwhile and rewarding experience to meet them and make sure they're safe and secure.
- Tackling domestic abuse programme: Peabody takes this issue seriously and has a dedicated resource specialising in domestic abuse. Peabody aims to raise awareness of domestic abuse in the housing sector and supports employees to identify, manage and refer issues to suitable agencies. We have trained 98 employees in domestic abuse awareness and approach and trained 43 other housing providers. In addition, we have led awareness campaigns around England, Ireland and Wales. We have provided support for 146 residents and employees experiencing domestic abuse. Peabody achieved the Domestic Abuse Housing Alliance accreditation in July 2015 and worked with nine other housing associations on gaining the accreditation.
- Food and Toy Bank: Every year Peabody runs a Food and Toy Bank collection at all of its offices. The collected items / donations are distributed to the communities that are most in need. As well as assisting food banks across London, Peabody is also supplying hampers of goodies directly to residents. We include toys in the family hampers and these are wrapped and delivered by Peabody employees.

Poplar Harca:

- Gas Servicing – automated daily and weekly reports shared between our Technical team, Housing team and contractors to ensure the system picks up on gas servicing 2 months before expiry. The system has capability to trigger workflows to take further action against non-compliance
- % respondents satisfied with repairs – we've launched a new text messaging survey which is sent out to tenants following the completion of a repair
- Service Delivery - this reporting quarter coincides with the implementation of a significant staff and service restructure which is part of Poplar HARCA's response to the Government's 1% rent reduction.

Providence Row:

- We supported the police and the borough to provide a security control centre for the Mela
- Our Grounded Ecotherapy social enterprise (“Recovery for people and places”) provides work and volunteering opportunities for people with histories of homelessness, poor mental health and substance misuse issues. We also contribute to improving the environment for everyone in the borough working in partnership with the friends of Tower Hamlets Cemetery Park, with East End Homes on the British Street Estate and with Linkage on their allotment.

Southern Housing Group:

- They are going through a major business transformation process and are restructuring all their front line services at present so are not in a position to suggest best practice examples at present.

Spitalfields HA:

- Monitoring of first time fix; contractors are now required to ensure jobs are completed on first visit. This puts pressure on contractors to complete repairs first time, this also increases tenants satisfaction levels as repairs are completed quicker. A 65% target has been set - contractors have achieved 93% in first quarter.

- We are using two responsive repairs contractors, this creates competitiveness between contractors to ensure quality of work and value for money
- Post inspections of repairs and tenants satisfaction surveys via text message and telephone calls; this ensures repair works are completed to a good standard and to the satisfaction of SHA and residents.

Swan Housing:

- Submitted planning application for Blackwall Reach Phase 2.
- Awarded Housing Diversity Network Accreditation for Excellence in Equality and Diversity
- Formed a new partnership with E.ON for Swan homes with CHP systems.

THCH:

- We have replaced our poorly performing general build contractors from 1st July 2016 so we expect our performance on completion of repairs in time to improve in the next quarter (Q2).
- Our complaints response in target performance has also been low as many complaints were about repairs and we struggled to obtain information from our contractors about performance.
- A high number of members enquiries were also about outstanding repair issues so our performance was lower than we expected but we expect to meet our targets for Q2.

THH:

- Complaints and Members Enquiries: At the beginning of the year THH had a substantial backlog of complaints and Members Enquiries, in part due to our extensive Decent Homes programme, and just 42% were being responded to in target. A concerted effort by all and a shift of focus so that Heads of Service signed off Stage 1 complaints and Directors the Stage 2s have now cleared that backlog. In

addition a Complaints Learning Panel made up of Board members has been set up to ensure learning from the complaints is shared and embedded.

- ASB: THH and residents identified ASB as a key service area for review. The ASB specialist team now report to our Head of Environmental Services which will strengthen the overall management resource and allow for greater synergies between the team and estate based staff. We are piloting a new ASB senior officer within the team to deal with more complex cases and take a lead role in proactive communication with resident groups and other stakeholders. We have also been piloting the use of additional security patrols in one area of the borough and are going to be resourcing additional patrols on key estates using the Council's THEOs.
- Our Decent Homes programme has now finished: carrying out improvement works over 6 years to more than 13,500 leasehold and tenanted homes, almost 8,400 tenanted homes were made decent and 780 had aids and adaptations installed. In order to deal with any teething problems with the new works THH has set up a specialist After Care team. Throughout 2016-17 the team will be contacting tenants who had Decent Homes work carried out to ensure no issues have developed or been left unresolved.

2. Comments From Council Officers

Circle Old Ford:

- Remaining concerns around repairs service
- Large increases in parking charges April 2016
- Concerns about proposed merger with Affinity Sutton and non-completion of works around stock transfer (Parkside Estate)
- Have not signed the Preferred Partners Agreement

East Thames:

- Concerns about their potential merger with London and Quadrant and The Hyde Group

Genesis:

- Have not signed the Preferred Partners Agreement

One Housing Group:

- Suspended as a Preferred Partner for 6 months – now re-instated
- Have not signed the Preferred Partners Agreement or the Rent and Nominations Agreement
- Regeneration plans for Isle of Dogs

Poplar HARCA:

- Social media campaign about gentrification

Southern Housing Group:

- Have not signed the Preferred Partners Agreement

Spitalfields HA:

- Leaseholders' concerns around service delivery
- Governance issues
- Postcodes issues caused by new development

THCH:

- HCA governance downgrade to G3 from March 2016
- New acting CEO