

Appendix 2 - Exception Report

2022-23 outturn (April 2023 – May 2023)

Performance Indicator	In month performance	Target	Tolerance	Against target	Commentary
% of fire safety follow on actions completed within timescale	99.48%	100%	99.5%		<p>Access issues and third-party works are the main causes of delays for follow-on actions, resulting in a slightly below tolerance performance.</p> <p>Overall, there were 19 outstanding actions at year-end. Seven actions were delayed due to access issues with five undergoing legal action. Three were waiting for third party works and nine were awaiting inspections or preparatory work to be completed before the main repairs can be conducted.</p> <p>Eight of the above actions have since been completed</p>
Average time taken to re-let empty dwellings (all re-lets)	16.4 days	11 days	12.5 days		<p>Since the last report performance improved from 17.1 days to 16.4 days, which whilst an improvement, still remains out of tolerance.</p> <p>As per January's report to Board, the main factors affecting void performance were an increase in major works, a decrease in direct lets and difficulties recruiting and retaining contractors. It was acknowledged by Board and Stockport Homes that the target would not be met by year end.</p> <p>Following a difficult year in 2022-23 it's positive to note that performance for April and May 2023 has improved significantly and is below target for both months.</p>
% of ASB complainants satisfied with the outcome of their case	96.61%	98.5%	95.5%		<p>502 surveys have been completed with 485 customers being satisfied with the outcome of their case. A summary of the reasons for dissatisfaction were as follows: -</p>

Performance Indicator	In month performance	Target	Tolerance	Against target	Commentary
					<ul style="list-style-type: none"> - Three complainants had temporary CCTV removed once their case was closed and were unhappy with this as they wanted the CCTV on a permanent basis. - In five cases the warnings were issued, and the anti-social behaviour stopped but the complainants wanted more robust legal action. - Two cases related to drug use and SHG was unable to locate any robust evidence to support this, and therefore action could not be taken. - Five cases related to the outcome not resulting in a move to another property for the complainants due to SHG resolving the ASB issues - Two cases related to a perceived lack of contact from SHG, despite the ASB issues being resolved, the customers still wished to note their response as dissatisfied.
Availability of core IT systems	99.49%	99.75%	97%		There was a reoccurring issue with a piece of hardware resulting in network outages for multiple systems. The issue was identified, and the hardware has been replaced, with no further issues reported. This issue originated from Stockport Council and SHG worked closely with SMBC to resolve.

May 2023 performance - exceptions

Performance Indicator	Performance	Target	Tolerance	Against target	Commentary
% of fire safety follow on actions completed within timescale	99.57%	100%	99.5%		<p>At the end of May performance was 99.57%, which is an improvement on the previous month, and the previous yearend. Additional resources have been assigned to the fire safety follow on actions to help improve performance further.</p> <p>All overdue actions are regularly chased up to get them completed as quickly as possible. Third party works and access issues remain the main cause of delays.</p> <p>Seven actions have work booked in for June, five are awaiting third party works, one of which is now progressing.</p> <p>Three actions are delayed due to access issues, with Neighbourhood Teams working with the Compliance Team to resolve.</p> <p>One action requires a specialist supplier, after a job previously being raised with a different supplier.</p> <p>The improvement in performance has been in part attributed to the S239ⁱ trial, where access is granted using the power of entry granted in the Housing Act 2004.</p>
% of ASB complainants satisfied with the outcome of their case	91.14%	98%	95%		<p>The service has carried out 79 surveys in May with 72 customers being satisfied with the outcome of their case and seven dissatisfied.</p> <p>Reasons for dissatisfaction were that three customers had wanted a different outcome to the case than the one that occurred, despite the case being resolved and no further ASB occurring.</p> <p>Four other cases related to the closure of cases and the customer not being aware that the case was being closed. Whilst there is evidence on the cases to demonstrate case closures were discussed, it has highlighted that the closure process could be more robust and followed up either with a visit or a letter. This service improvement will be implemented.</p>

Performance Indicator	Performance	Target	Tolerance	Against target	Commentary
Rent arrears as a % of rental debit	2.11%	1.79%	1.87% - 2.48%		<p>Rent arrears as a % of rental debit performance at the end of May was below the year-end target. However, compared to May 2022 where arrears were 2.17% of the annual debit, performance for this indicator has improved.</p> <p>There were only seven more households with an account in arrears compared to May 2022 despite the number of Universal Credit claimants increasing by 472 over the same period.</p> <p>Income gains as a result of Money Advice had also improved. With gains totaling £1.08m which was around £100k more than the same period in 2022.</p>
Availability of core IT systems	99.42%	99.75%	97%		<p>There were two IT issues identified in May.</p> <p>One system was down due to issues on the supplier's side, a backup system was implemented until the issues were resolved, but some downtime was experienced.</p> <p>The second system issue was identified when some services were not brought back online after a planned system restart. Civica, an external IT supplier provided assistance, and the system is fully operational again. The restart procedure has been updated to mitigate this risk in future.</p> <p>Both issues were related to Stockport Council's network and could not be resolved by SHG. SHG worked closely with the Council to resolve as quickly as possible.</p> <p>There has been no further downtime since this issue.</p>

ⁱ S239 of the Housing Act 2004 provides local authority with powers of entry. These powers are granted where the local housing authority considers that inspection of any premises is necessary to carry out its functions.