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| Report to:                                | <b>STOCKPORT HOMES MEMBER COMMITTEE</b>  |
|   | 09 October 2023  |
| Report of:                                | <b>ASSISTANT CHIEF EXECUTIVE</b>   |
| Contact Officer and contact details       | Alison Leach, Head of Data<br>07399 611462 <i>alison.leach@stockporthomes.org</i>  |
| Type of Report                            | Assurance  |
| Title of Report:                          | <b>CORPORATE PERFORMANCE REPORT</b>  |
| Purpose of Report:                        | <p>The purpose of this report is to provide an update on performance and tenant satisfaction against key performance indicators and measures.</p> <p>Details of Stockport Homes (SHG) performance against Regulator of Social Housing's Tenant Satisfaction Measures are shared, including benchmarking against Housemark<sup>1</sup> pilot exercises.</p> |
| Recommendation(s):                        | <p>That the Member Committee:</p> <ol style="list-style-type: none"> <li>i. Note performance and improvement actions outlined in this report.</li> <li>ii. Raises any issues of concern about the explanations presented where targets or objectives have not been met.</li> </ol>   |
| Confidentiality                           | Non-Confidential   |
| Resource Implications                     | Any resource implications have been considered as part of the budget setting process for 2023/24.  |
| Impact on Risk Appetite and Risk Register | SHG seeks to manage risks in line with its risk appetite. Overall, SHG's risk appetite in relation to decision making is 'minimal' and by reporting regularly on the key corporate performance indicators Member Committee will gain assurance.  |

|  | Risk Number | Risk Description  | Risk Mitigation   |
|--|-------------|---|---|
|  | 3           | Health and safety obligations to customers aren't fulfilled, including gas safety, electrical safety, fire safety, legionella, lift safety, asbestos, and carbon monoxide                       | The risk is mitigated in several ways, including by monitoring, and reporting on these key indicators. Any potential problems are highlighted, and action planning is triggered to address poor performance           |
|  | 5           | SHG does not deliver excellent customer services in the way that customers require them and does not maintain a strong, positive reputation where stakeholders have trust and confidence in SHG | This risk is mitigated by ensuring Tenant Satisfaction Measures are completed accurately and insight used to drive improvement and ensuring customer feedback processes reflect requirements of the Housing Ombudsman |
|  | 8           | Income collection, available cash resources and stress testing are insufficient to deliver and sustain SHG and its strategic ambitions  | This risk is mitigated by ensuring Stockport Homes income collection methods remain effective and for purpose and Stockport Homes remain best in sector for income collection.  |

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|  | 11 | SHG is not adequately prepared for proactive regulation by the Regulator of Social Housing           | This risk is mitigated by ensuring Tenant Satisfaction data is collected in line with the Regulator's technical guidance, supported by internal audit of processes involved. |
|  | 15 | SHG does not have confidence in data quality and integrity, and it is not accessible / used properly | This risk is mitigated by ensuring that all performance indicators (including TSM's) have documented collection methodology and rationale in line with definitions           |

Customer Voice      The performance indicators reflect the priorities agreed in the Business Plan and customers are involved in the formulation of that plan. The Tenant Satisfaction Measures have been developed in collaboration with customers following a national consultation which concluded in March 2022.

Equality, Diversity & Inclusion implications      Equality, Diversity and Inclusion has been considered when developing the TSM collection process in line with the Regulator's requirements to ensure that data submitted is statistically representative of the customer base.

Regulatory compliance      The performance indicators along with the Tenant Satisfaction Measures enable SHG to monitor performance on its regulatory obligations and compliance with the current consumer standards; **Governance and Financial Viability Standard, Value for Money Standard, Home Standard, Neighbourhood and Community Standard and the Tenant Involvement and Empowerment Standard**, along with the new requirement to report on the Tenant Satisfaction Measures.

A consultation on revised regulatory consumer standards led by the Regulator of Social Housing concluded in October 2023 and the updated Consumer Regulation will apply from April 2024.

Comments of the  
Customer Monitoring  
Group

The customers were pleased to see there has only been one eviction during 2023 so far.

The customers highlighted that they understood the difficulties involved in achieving 100 per cent satisfactory performance and although Stockport Homes strives for that, it isn't always going to be possible.

# 1. INTRODUCTION

- 1.1 This report summarises performance against SHG key performance indicators and measures for **July 2023 Year to Date**. Performance can be found in **Appendix 1**.
- 1.2 The performance dashboard now includes data relating to the perception Tenant Satisfaction Measures (TSMs), with monthly outturns included, and benchmark comparisons with TSM pilots, completed by Housemark. Graphs are provided to give a more visual interpretation of the figures.
- 1.3 There have been significant changes to performance measures and calculation requirements across the housing sector, introduced by the Regulator of Social Housing in April 2023. This has increased the overall number of measurable indicators to 27, 20 with targets assigned and seven without.

# 2. SUMMARY OF PERFORMANCE FOR 2023-24

- 2.1 At the end of July 23, 16 of the 20 performance indicators were rated as 'green', having met their targets. This demonstrates SHG is performing well against most performance indicators. Two indicators were outside of the target but remained within tolerance and were rated 'amber'. Two indicators were outside of tolerance and were rated as 'red'.
- 2.3 For July 2023, the areas not meeting target and tolerance which are RED are as follows: -
  - 91.04 per cent of ASB complainants satisfied with the outcome of their case.
  - 99.99 per cent of properties and communal areas with a satisfactory electrical installation certificate.

For July 2023, areas not meeting target which are AMBER are as follows: -

- 99.59 per cent of fire safety follow on actions completed within timescale.
- Rent arrears as a percentage of rental debit.

***See Appendix 2 for commentary on the above exceptions.***

- 2.4 There are seven measures without targets in the report, covering the following:
  - Number of anti-social behaviour cases that involve hate incidents opened per 1000 properties.
  - Number of anti-social behaviour cases (including hate incidents) opened per 1000 homes.
  - Proportion of non-emergency repairs completed within timescale.
  - Number of Stage one complaints per 1000 properties.

- Number of Stage 2 complaints per 1000 properties.
  - Number of evictions where the tenant is still in situ.
  - Percentage of people threatened with homelessness where homelessness is then prevented.
- 2.5 There has been one eviction in 2023, which was for rent arrears. Stockport Homes continue to use evictions as a last resort after all support and interventions have failed.
- 2.6 Homelessness was prevented in 214 cases, which is 64.26 per cent of the cases where people were at risk and is above the England average of 52 per cent. The relief duty, which is a statutory duty owed to people that are already homeless or in cases where prevention has not been successful, was met in 315 cases to date.

### **3. TENANT SATISFACTION MEASURES - PERCEPTION SURVEYS**

- 3.1 There are 12 Tenant Satisfaction Measures (Perception) and 14 Tenant Satisfaction Measures (Management) which are required by the Regulator. Performance against these measures up to the end of May 2023 is available in **Appendix 1**.

#### **3.2 Perception measures**

SHG are performing well in all perception TSM's with over 92 per cent satisfaction by the end of July with the overall service provided. When compared to Housemark pilot data this is upper quartile performance.

Repairs performance of 84.38 per cent is 0.5 per cent below Housemark upper quartile benchmarks and is higher than GMHP's average of 78%, it is worth noting that perception surveys generally produce lower satisfaction scores than transactional surveys. The transactional satisfaction presents a more real-time picture as the surveys are completed immediately after completed transactions, such as repairs, as opposed to the perception surveys which the tenant believes they have had a repair within the last 12 months.

For the TSM process, any comments from the perception surveys are actively followed up, to investigate any issues and identify any learning or improvements.

Satisfaction with listening to views and being kept informed are much higher than benchmark. SHG customers believe that they are treated fairly and with respect, with over 95 per cent satisfaction by the end of July against this measure. This can be linked to the attention SHG pay to both proactive and responsive feedback that is received.

## 4. CONCLUSION

- 4.1 SHG are performing well with 16 out of 20 indicators having met or exceeded target.
- 4.2 Average time to relet empty properties continues to perform positively, with performance rated 'green' for July at 10.3 days against a target of 11 days. This demonstrates the continuing impacts of improvements made following a challenging year in 22-23. Performance is also reassuring in the areas of building safety compliance, emergency repairs completed within timescale, repairs satisfaction (transactional) and complaints responded to within timescale (stage 1 and stage 2).
- 4.3 SHG have started the year positively with excellent results for TSM perception surveys with 11 out of 12 survey results higher than Housemark pilot benchmark.
- 4.5 With the ongoing development of business information dashboards using Power BI, SHG are realising the immediate benefits of real time access to performance related data. This is evident with the Tenant Satisfaction Measures dashboard, complaints dashboard and assets dashboards and demonstrates a positive trajectory for the management of data moving forward.
- 4.4 At the end of July, two indicators were out of tolerance and rated as 'red' and two were off target and rated as 'amber'. Commentary has been provided against all indicators where performance has not met target and reasons for this provided in **Appendix 2**.

## 5. RECOMMENDATION(S)

- 5.1 That the Member Committee:
  - i. Notes performance and improvement actions outlined in this report.
  - ii. Raises any issues of concern about the explanations presented where targets or objectives have not been met.

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<sup>i</sup> Tenant Satisfaction Measure pilot completed by Housemark – report issued in January 2023