

## Appendix 2 - Exception Report Q3

2023-24 outturn (April 2023 – December 2023)

### December 2023 performance – exceptions

<b>Performance Indicator</b>	<b>In month performance</b>	<b>Target</b>	<b>Tolerance</b>	<b>Against target</b>	<b>Commentary</b>
% of properties and communal areas with a satisfactory electrical installation certificate	99.97%	100%	100%		<p>At the end of December there were three outstanding properties still to be completed:</p> <p>One property failed the electrical inspection and, on this basis, requires Electricity Northwest to carry out further work. This is being chased up with Electricity Northwest accordingly;</p> <p>There has been repeated no access at one property and as such legal proceedings have commenced to enable access;</p> <p>As of January, the third property has now been completed.</p> <p>The Compliance Team continues to chase all works streams constantly to complete these certifications.</p>
% of ASB complainants satisfied with the outcome of their case (transactional)	87.70% <i>In Month – 88.89%</i>	98%	95%		<p>There were two dissatisfied responses in December. A review of the cases has been undertaken and the Safer Neighbourhoods managers in each case has contacted the complainant to discuss the case in more detail.</p> <p>The actions of the service were in line with policies and procedures. Proportionate and reasonable action was taken to stop the ASB from occurring. Complainants contacted to discuss their feedback were not happy as the alleged perpetrators were not evicted, where eviction was not a proportionate response to the issue.</p> <p>Performance is disproportionately impacted due to low numbers of completed surveys received, meaning dissatisfied responses create a bigger impact.</p>

<b>Proportion of stage one complaints responded to within the HoS complaint handling code timescales</b>	97.1%	100%	98%		<p>Of the three complaints closed beyond 10 days, one was closed within an agreed extended period allowed as per HOS Code (within a further 10 days). Two were closed on day 11 without an agreed extension, equating to handling failure. In one case this was due to a failure in handover between team leaders (Head of Service advised to ensure does not repeat), and another owing to error by Customer Feedback Officer during period of high workload whilst additional resources are being brought online.</p>
<b>% of fire safety follow on actions completed within timescale per Fire Risk Assessment</b>	99.76%	100%	99.5%		<p>There are currently nine outstanding actions, none of which are rated as urgent. Of the outstanding actions four are due to access issues, with three currently going through the legal procedure to access, and the remaining one due to be progressed through the legal route. A further two are awaiting parts which are due at the end of January. The remaining three are being progressed with a specialist contractor and are expected to be completed by the end of the month.</p> <p>Of the outstanding actions there is one priority two job, seven priority three and one priority four job. There are no urgent actions outstanding.</p>
<b>Average time taken to re-let empty dwellings (all re-lets)</b>	13.4 Days	11 Days	13.5 Days		<p>During December performance continues to improve over the previous months but is still above the target of 11 days, with 12 direct lets.</p> <p>Temporary Accommodation customers were prioritised to ensure they could be moved on, have support in place and free up space over the Christmas and New Year period. Planning began at the end of November, so all teams involved were prepared (Finance, Furniture, Temporary Accommodation Schemes, Tenancy Ready, Three Sixty) and additional resources were deployed for a short period to enable double sign ups in the lead up to Christmas.</p> <p>Moving into the final quarter, Three Sixty have confirmed an additional contractor is now in place, so it is expected that will assist in improving the current YTD performance.</p>

Rent collected as a percentage of rent due	99.37%	100.05 %	98%		See below
Rent arrears as a percentage of rental debit	2.39%	2.20%	3%		<p>Rent arrears as a % of rental debit at the end of December were 2.39%, which was below the target set. However, compared to December 2022 where arrears were 2.41% of the annual debit, performance for this indicator has improved.</p> <p>There were only 17 more households with an account in arrears compared to December 2022 despite the on-going cost of living crisis and the number of Universal Credit claimants increasing by 387 over the same period.</p> <p>Rent setting proposals for 2023/24, included the provision of a £180k Hardship Fund set aside within the HRA to support any customers struggling to afford increased rent and service charges during 2023/24.</p> <p>The majority of SHG customers have continued to receive Government cost of living payments during 2023/24 (£900 in total), with the final £300 instalment being paid in February 2024. This continued financial assistance together with the stabilising of wider living costs increases, has meant only a small proportion of the Hardship Fund has been used, with just over £20k being spent to date.</p> <p>An awareness campaign using direct messaging and social media communications, ensured that customers were informed of changes to direct debit and benefit payment dates over the Christmas holiday period. The team also carried out an exercise to contact customers where payments have historically failed over Christmas to amend direct debit payment dates to ensure funds were available.</p> <p>The Money Advice Team supported 1,516 customers to access income gains totalling £4.77m, since the start of 2023/24.</p> <p>No evictions for rent arrears took place over the 3rd quarter of 2023/24.</p>