



Report to:	<b>STOCKPORT HOMES MEMBER COMMITTEE</b>  <i>01 July 2024</i>
Report of:	<b>EXECUTIVE DIRECTOR OF RESOURCES</b>
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Type of Report	<i>Assurance</i>
Title of Report:	<b>CORPORATE PERFORMANCE REPORT</b>
Purpose of Report:	The purpose of this report is to present the year-end performance and tenant satisfaction data for 2023-24.
Recommendation(s):	That Member Committee: <ul style="list-style-type: none"> <li>• Note performance and improvement actions outlined in this report</li> <li>• Raise any issues of concern about the explanations presented where targets or objectives have not been met</li> </ul>
Confidentiality	Non-Confidential
Resource Implications	Resource implications of collecting and retaining robust data on agile, accurate systems is considered as part of the Data Strategy. Provision and access to high quality and accurate performance information in line with expectations from the Regulator (Consumer Standards / Sector Risk Profile) and the Housing Ombudsman have been agreed as part of resource requirements for the 2024/25 Budget.
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 the Board will gain assurance.

Risk Number	Risk Description	Risk Mitigation
1	SHG is not adequately prepared for a proactive inspection of the Consumer Standards by the Regulator of Social Housing	SHG monitors data through the Consumer Regulation Project Board to ensure data adheres to regulatory requirements and supports compliance with revised Consumer regulation
6	SHG does not deliver excellent customer services in the way that customers require them	SHG has invested in a specific data function and systems to ensure customer, property and performance data is collected effectively and informs service delivery.
8	SHG's performance in relation to Tenant Satisfaction Measures (TSMs) is not in line with SHG's ambitions	Tenant Satisfaction Measures are upper quartile when benchmarked against Greater Manchester (GM) peers in line with SHG ambitions to provide excellent services.
11	SHG does not have confidence in data quality and integrity and does not have a robust	SHG has data quality as a key theme throughout the Data Strategy

		<p>performance management framework that generates valuable insight for leaders</p>	<p>and in line with the Regulators Sector Risk profile ambitions. Accessibility of performance and business insight related data remains a high priority for SHG's through the implementation of a modern data platform.</p>
<p>Customer Voice</p>	<p>The performance indicators reflect the priorities agreed in the Business Plan and customers are involved in the formulation of that plan. Tenant Satisfaction Measures (TSM's) were agreed via the Regulator of Social Housing in collaboration with customers in March 2022. TSM performance is now published on the SHG website and used to inform SHG service reviews and customer scrutiny reviews.</p>		
<p>Equality, Diversity &amp; Inclusion implications</p>	<p>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.</p>		
<p>Regulatory compliance</p>	<p>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.</p> <p>Consumer Regulation has been in force since 1 April 2024. TSM performance must be submitted to the Regulator of Social Housing (RoSH) by the 12 July 2024.</p> <p>The Housing Ombudsman (HoS) has published the statutory Complaint Handling Code 2024 following consultation with landlords and customers. The new self-assessment is currently being finalised in preparation for the submission date of 30 June 2024.</p>		

# 1. INTRODUCTION

- 1.1 This report summarises performance against SHG key performance indicators and measures for 2023-24. Year-end data can be found at Appendix 1.
- 1.2 The performance dashboard (Appendix 1) includes data relating to Tenant Satisfaction Measures (TSM's) survey related questions, with cumulative out-turns included, in addition to benchmark comparisons with Greater Manchester Housing Providers (GMHP) Q4 outturns. TSM performance is also published on the SHG website monthly for customers.
- 1.3 The Regulator of Social Housing (RSH) has published the TSM submission template which must be uploaded to the National Register of Social Housing (NROSH) data collection portal by the 30 June 2024. Stockport Council are responsible for submission with SHG collating the data on their behalf.
- 1.4 A more detailed benchmark comparison of perceptual and management TSM's has been included at Appendix 3, demonstrating SHG performance against other GM housing providers TSM results for Q4 of 23-24 financial year.
- 1.5 Overall, there has been some high performance outcomes delivered, and the data shows a promising start to the new TSM environment. Where tolerances haven't been met, lead officers have provided narrative to show that patterns are understood, and improvement actions are being implemented.

# 2. SUMMARY OF PERFORMANCE – YEAR END (2023-24)

- 2.1 At year-end (2023-24), 14 of the 20 corporate performance indicators were rated as 'green', having met their targets.

Areas not meeting tolerance are as follows: -

- % of properties and communal areas with a satisfactory electrical installation certificate
- % of fire safety actions completed within timescale
- % of ASB complainants satisfied with the outcome of their case
- % of homes that do not meet the Decent Homes Standard

Areas not meeting target are as follows:-

- Average time taken to re-let empty dwellings (all re-lets)
- % of stage one complaints responded to within Housing Ombudsman complaint handling code timescales

- 2.2 To summarise end of year performance where target / tolerance has not been met:-

- **Electrical safety** - no access remains the main issue for completion of electrical inspections, however the overall number outstanding continues to decrease (from 14 in January to four in March). Access issues have been

encountered, specifically related to households with more complex needs. Additional support is being offered from the Senior Housing Officer for complex cases and the compliance team are also engaging with external agencies to expedite access to complete electrical checks.

- **Fire risk actions** – following the appointment of a new Fire Risk Assessor the number of fire risk actions has increased more quickly than previously. The Compliance Team are working with the Fire Risk Assessor to ensure actions are defined correctly and associated risk level are correct. In addition, actions are now being grouped to ensure they are completed in the most efficient way possible. Additional financial capacity is being added in the 24-25 Investment Programme to mitigate predicted increased volumes. In terms of risk, at the end of May, of all the jobs overdue for completion there were just six that were classed as Priority One jobs (to be attended to within one month of being raised).
- **Satisfaction with ASB** - Satisfaction with ASB continues to be affected by outcomes achieved not meeting customer expectations. SHG uses all legal powers available, but customers can remain dissatisfied when an eviction does not take place. The ASB survey process is being reviewed to improve the number of surveys completed each month. SHG are always learning about how to continue to improve the service and work with customers to resolve ASB cases. Although the ambitious targets have not been met outcomes remain high compared to the sector as a whole
- **Homes that do not meet Decent Homes Standard** – as at end of March 2024 28% of surveys had been completed (as a % of housing portfolio stock). As a result, eight Category one hazards were identified, all relating to mould presence in the property. These issues have never been reported to SHG by the customer and as soon as identified, an urgent request is raised to resolve the issue. Seven out of the eight jobs raised to rectify the issues have been completed, leaving one outstanding due to access issues which is being followed up by the Assets team. The 2023-24 outturn of 0.01% is based upon known failings and throughout the year any further failings highlighted will be addressed through the Stock Condition Survey process.
- **Average re-let times** - The average re-let time of 13.5 days in March ensures this indicator is within tolerance for 2023-24 and the introduction of an additional contractor should impact positively on performance in 2024-25 as the resource will ensure void works are completed more quickly, which will contribute to an overall reduction of the average relet time.
- **Stage 1 complaints completed within timescale** - The percentage of Stage 1 complaints completed within timescale was just under target at 98.9% at the end of 2024-25, with three cases taking 12 days to complete against a target of 10 days. SHG achieved first quartile performance against this indicator when benchmarked against GMHP.

2.3 There have been five evictions in 2023/24. Two evictions were related to rent collection where the customers failed to engage with the rents team despite ongoing attempts to contact during the 12-month period prior to eviction. Support from Money Advice was offered however this was refused. In relation to the three ASB related evictions, as is SHG policy, appropriate support was offered before legal action was taken, however the customers failed to amend

their behaviours and mandatory possession was granted by the courts. In all cases eviction is used as a last resort.

- 2.4 Homelessness was prevented in 536 cases, which is 62.62 per cent of the cases where people were at risk and is above the UK 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 751 cases.

### **3. TSM GMHP BENCHMARKING**

- 3.1 Greater Manchester Housing Providers performance group have completed a Q4 benchmarking exercise against all perceptual and management TSMs. SHG have achieved 1<sup>st</sup> quartile performance against all perception measures .
- 3.2 For TSM management measures, SHG have performed in the 1<sup>st</sup> quartile for complaints, emergency repairs completed within timescale, and Building Safety Compliance. Decent Homes performance is below 1<sup>st</sup> quartile, however SHG reporting is based on an extrapolation across the stock profile due to a 28% actual survey completion rate at the end of March 2024. This means a portion of this sample is presumed and not actual. It's important to note that any non-decency issues are rectified at the point of identification and receipt of survey details. In all cases identified, customers had not at any point reported any issues to SHG.
- 3.3 SHG are in the 2<sup>nd</sup> quartile for non-emergency repairs completed within timescale, which is due to the ongoing focus on the closure of overdue repairs. This will improve as the number of overdue repairs decreases, (April 2024 seeing a decrease of 1134 overdue repairs).

### **4. CONCLUSION**

- 4.1 SHG have met targets in 14 out of 20 indicators. Commentary has been provided against all indicators where performance has not met target or tolerance.
- 4.2 SHG has demonstrated good performance when benchmarked against other Greater Manchester Housing Providers in relation to TSM satisfaction and management indicators (for Q4).

### **5. RECOMMENDATION(S)**

That Member Committee:

- Note performance and improvement actions outlined in this report
- Raise any issues of concern about the explanations presented where targets or objectives have not been met