

Colchester Borough Homes Performance 2015/16

Scrutiny Panel
8 November 2016



Areas we will cover

- Strategic overview
- Annual report
- Key performance indicators
- Survey of Tenants and Residents (STAR) 2016
- 2015/16 highlights
- Forward look

Strategic overview

- CBC/CBH management agreement 2013–23
- Performance good but under pressure in some areas
- Increased tenant satisfaction
- Achieved Investors in People Gold status
- Business development
- Governance and board development
- Impact of national policy changes

CBH Annual Report 2015/16

Key performance indicators

- Targets achieved include rent collection, cost of repairs, decent homes standard
- Target not achieved for numbers in bed & breakfast accommodation:
 - ❖ Increased demand for services nationally
 - ❖ Local pressures due to significant reduction in supply of social housing,
 - ❖ Lack of affordable private rented accommodation and increasing duty to support vulnerable people
 - ❖ Measures already in place to improve supply of accommodation, e.g. private sector leasing scheme
 - ❖ B&B accounted for 14% of households in temporary accommodation at the end of the year.

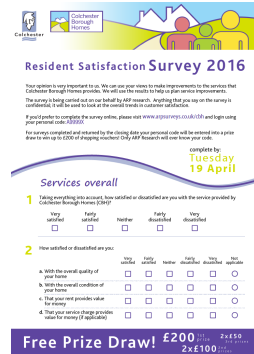
Survey of Tenants and Residents (STAR) 2016



- Jointly commissioned by CBC and CBH
- Satisfaction up since 2014
- Significant improvements in satisfaction with home, value for money & appearance of neighbourhoods
- Strong improvement in satisfaction for leaseholders
- Improvements in speed of repairs, but quality is more important
- More to do in specific areas:-
 - Tackling ASB a top priority for tenants
 - New approach to resident insight & engagement

Actions since 2014 survey

- Improved online services
- Closer working between repairs team and the CBC Customer Service Centre
- New Financial Inclusion team
- Improvements to sheltered housing
- Estate improvement programme
- Photovoltaic panel (PV) installations



Resident Satisfaction Survey 2016

Your opinion is very important to us. We will use your views to make improvements to the services that Customer Housing Homes provide. We will use the results to help us plan service improvements.

The survey is being carried out on our behalf by CBP Research. Everything that you say on this survey is confidential. It will be used to look at the overall trends in customer satisfaction.

If you prefer to complete the survey online, please visit www.cbpr.co.uk/survey and input your personal code: 58002.

For further confidential advice contact the Housing Advice personal code will be entered into a prize draw to win up to £200 of shopping vouchers. Only CBP Research will ever know your code.

Completed by **Tuesday 19 April**

Services overall

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Customer Housing Homes (CHH)?

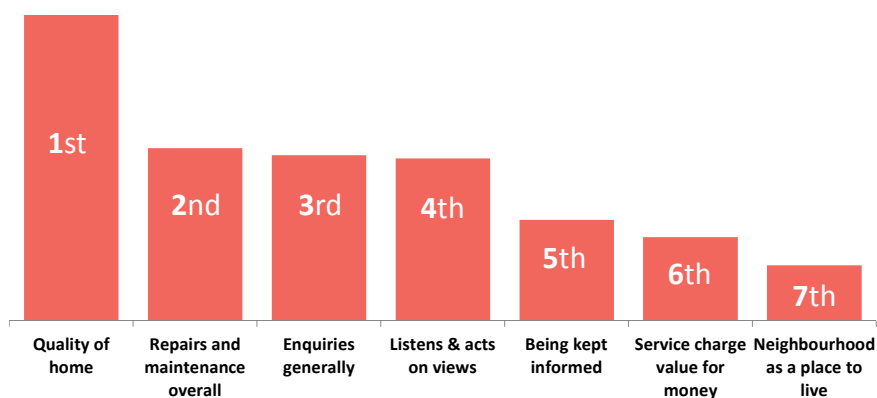
| | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Very satisfied | Satisfied | Neither | Partly dissatisfied | Very dissatisfied |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

2. How satisfied or dissatisfied are you:

| | Very satisfied | Satisfied | Neither | Partly dissatisfied | Very dissatisfied |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. With the overall quality of your home | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. With the overall condition of your home | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. That your rent provides value for money | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. That your service charge provides value for money (if applicable) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

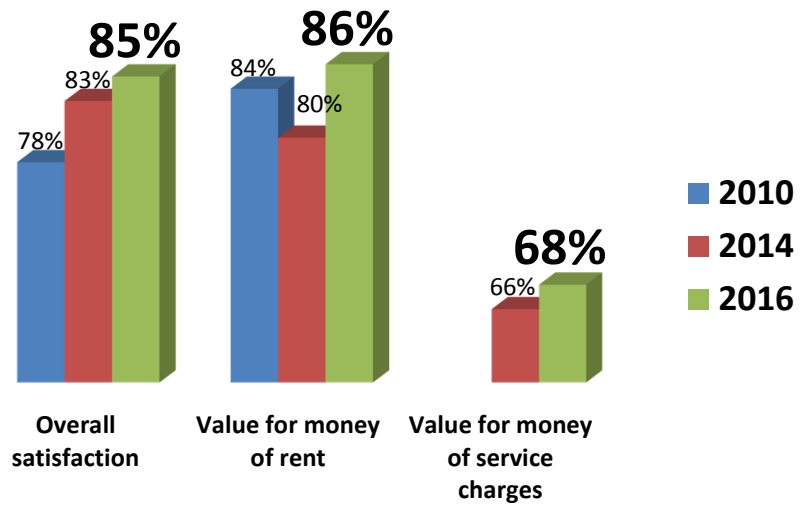
Free Prize Draw! £200 ☐ **£150** ☐ **£100** ☐

What means most to our tenants

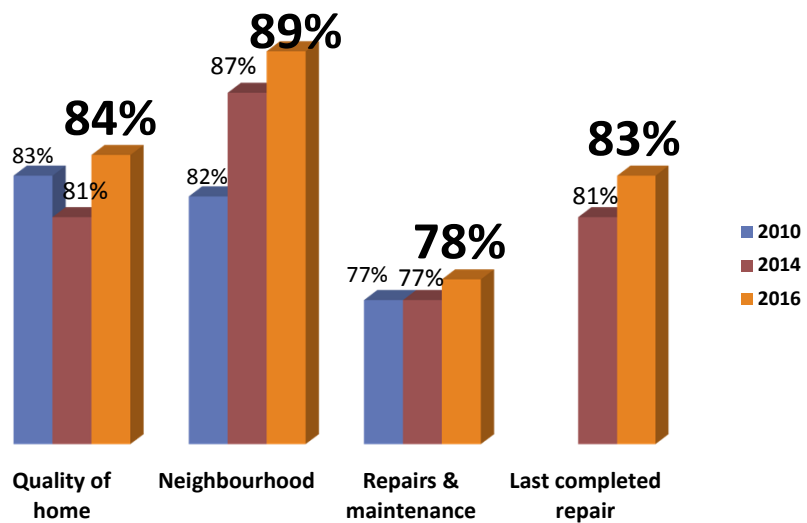


Key drivers = most closely linked to overall satisfaction

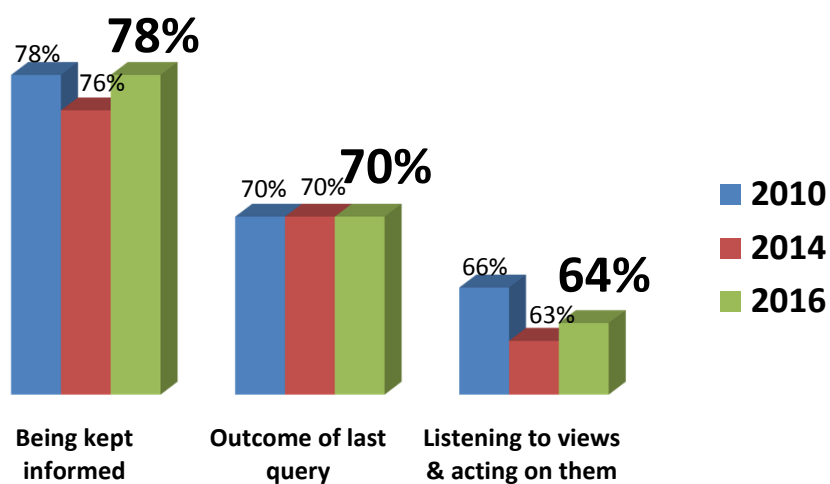
STAR 2016 - General satisfaction



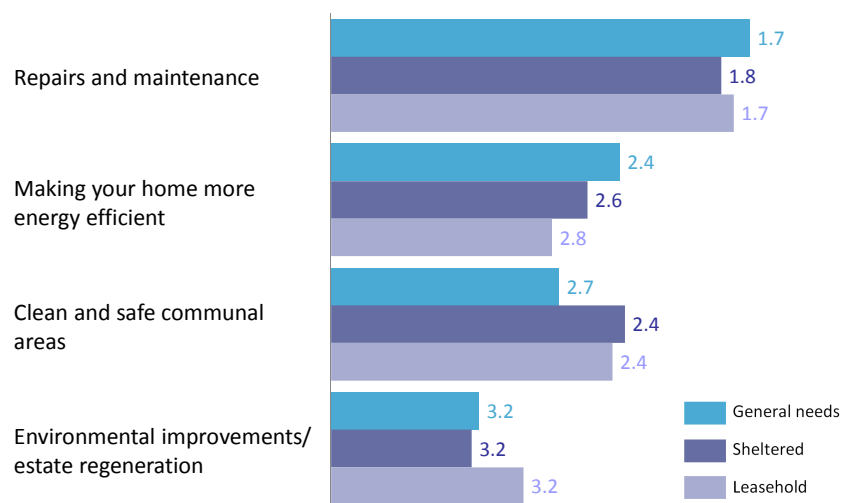
Home & neighbourhood



Communication, customer service & involvement



Priorities for investing in homes



Priorities for investing in services



2015/16 Highlights

- Good progress toward the Homelessness Standard - Silver award achieved
- Proactive use of new anti-social behaviour legislation, including St Botolph's Public Space Protection Order
- 49 family homes freed up under Transfer Incentive Scheme
- Significant increase in direct debit payments
- Partnership working to improve supply of temporary accommodation
- Modest business development success
- Successful project management of CBC Creative Business Centre project

Forward look

- Housing & Planning Act and welfare reform
- CBC/CBH Housing Futures programme
- Focus on business development
- Developing partnerships to improve health, wellbeing and life chances of our communities
- Future-proofing – accommodation, ICT, working practices and cultural change
- Strengthened governance arrangements
- Explore additional opportunities to support and deliver for CBC

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