

# Performance Summary Information 2016/17

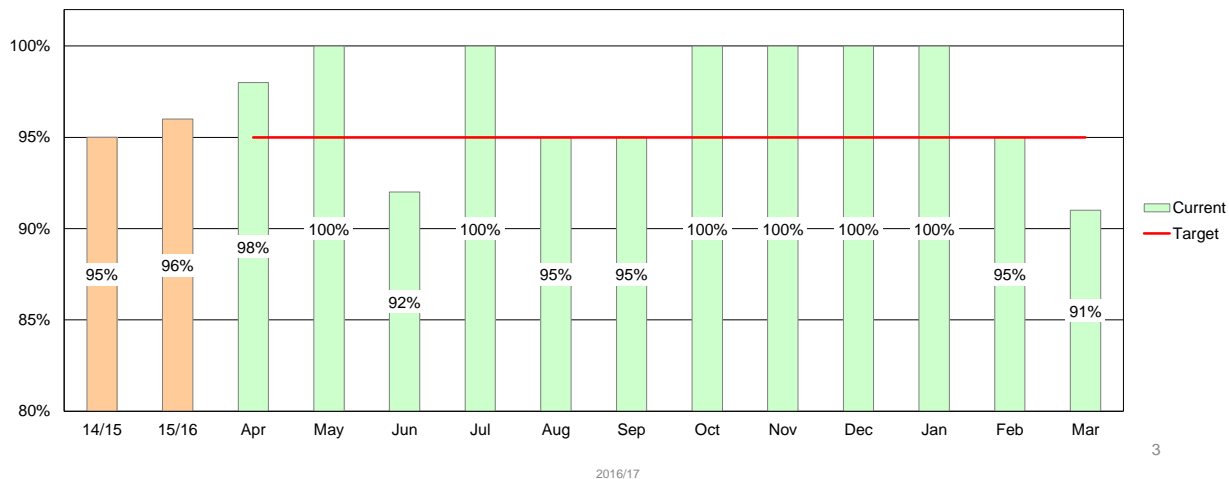
Benchmark performance comparisons are with 33 housing providers  
in the HouseMark East of England group (as at December 2016)

## RAG status Key

Colour Key	Performance rating Local
R	The indicator is not meeting performance expectations to date and/or is unlikely to improve by year end. Forecast is that it is very unlikely that the targets set will be achieved.
A	The indicator is not meeting performance expectations to date. There are mitigating circumstances in most cases and improvement is likely but risks are being flagged in regard to this indicator.
G	The indicator is meeting performance expectations to date, or as forecast to the next reporting period.

## Antisocial behaviour cases not reopened within 90 days

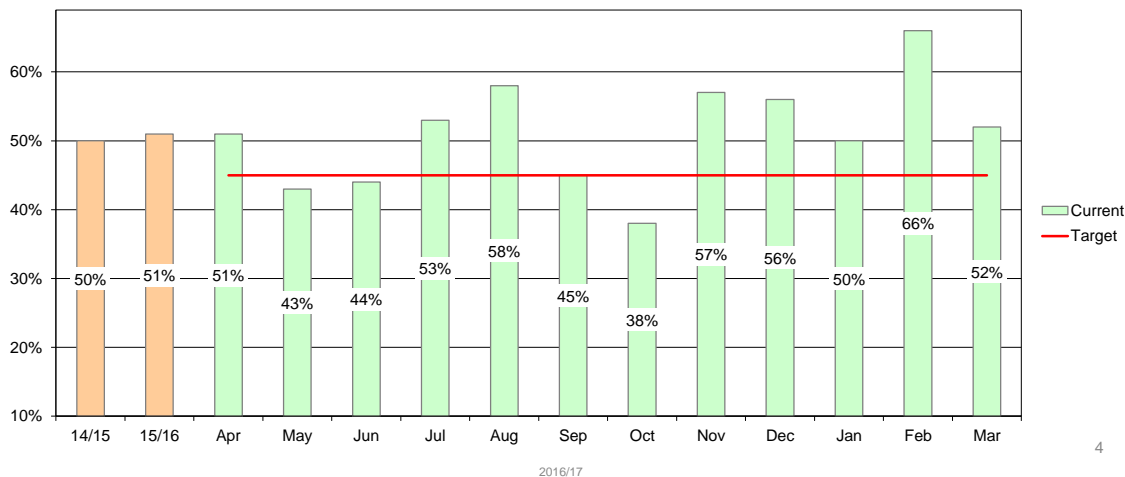
CBH 16/17 target	95%	RAG
CBH outcome	97% YTD	G
2015/16 Upper quartile benchmark performance comparison	Eastern - 99.51%    National – 99.63%	R
CBH YTD outcome at Q4 in 2015/16 comparison	96%	
Comment:		



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## % of Housing Options cases where homelessness was prevented

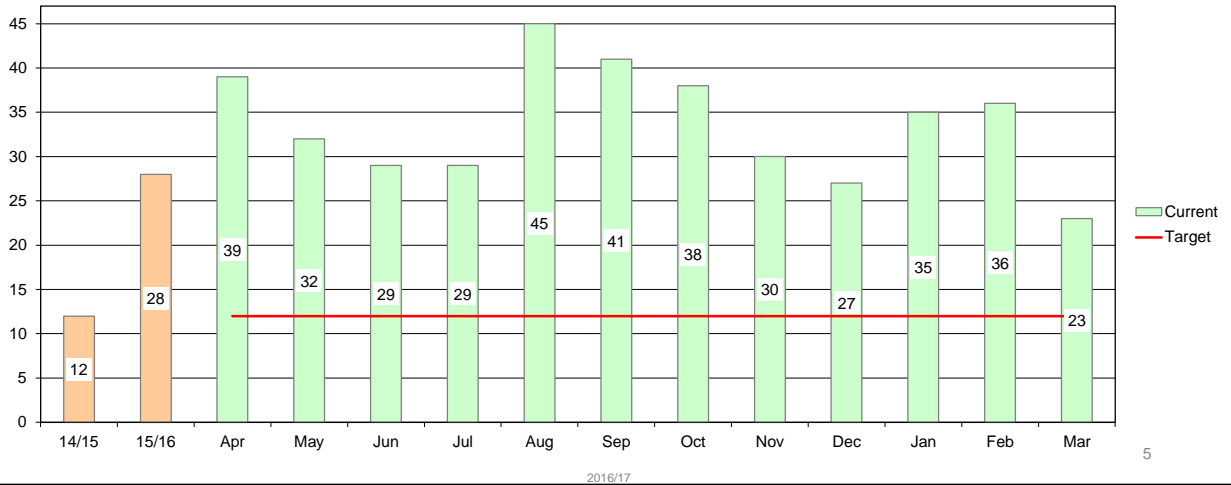
CBH 16/17 target	45%	RAG
CBH outcome	51% YTD	G
CBH YTD outcome at Q4 in 2015/16 comparison	51%	
Comment: 577 households were prevented from becoming homeless, up from 481 from the previous year. Alternative accommodation was found for 275 of these households.		



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## Number of households in bed & breakfast accommodation

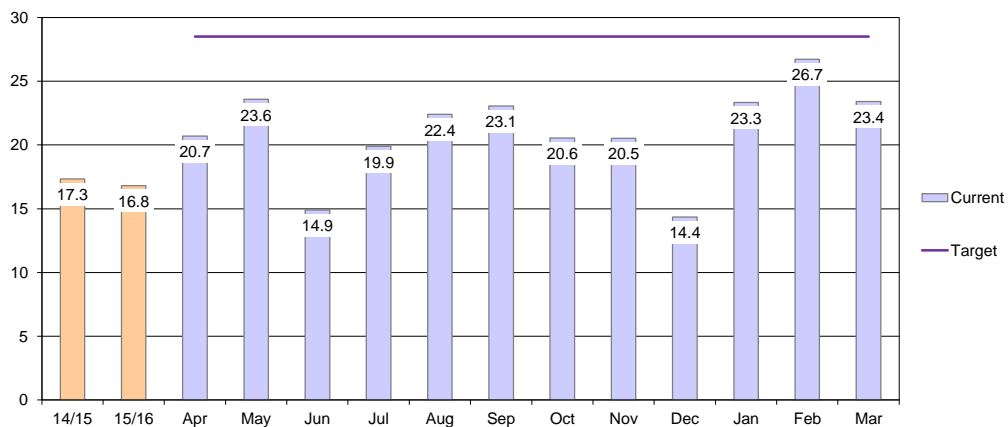
CBH 16/17 target	12	RAG
CBH outcome	23 at end of quarter 4	R
CBH YTD outcome at Q4 in 2015/16 comparison	28 at end of quarter 4	
<b>Comment:</b> Whilst there has been a reduction in the number of homeless acceptances during 2016/17 there has been an approximate 30% reduction in the number of social housing properties becoming available to relet during the same period. This has meant a slow down in the move on from temporary accommodation into permanent housing, resulting in a greater use of bed & breakfast accommodation.		



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## Voids - Overall time to relet - General Needs (including capital works)

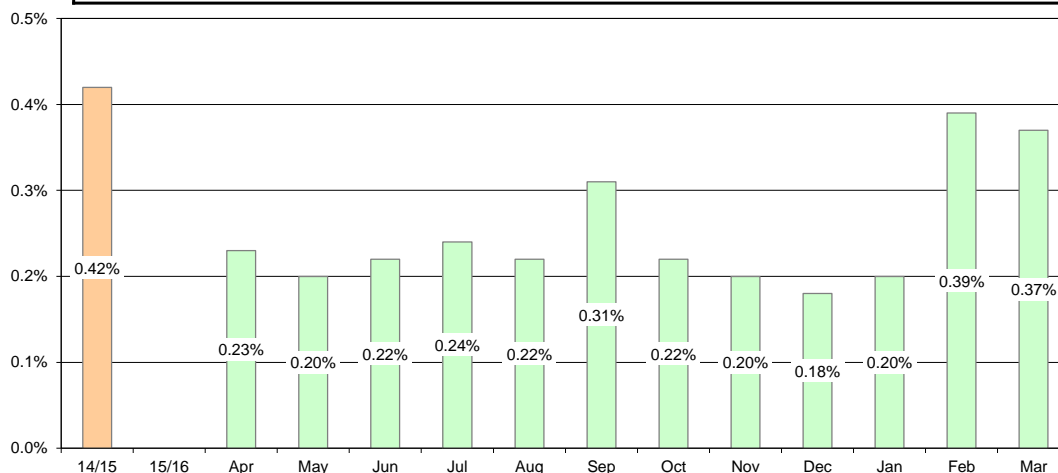
CBH 16/17 overall target (including capital works days)	28.5 days	RAG
CBH cumulative overall outcome	21.22 days YTD	G
2015/16 Upper quartile benchmark performance comparison (overall days)	Eastern - 16.11 days	National – 19.32 days
<b>Comment:</b> The lettings element (advertising, shortlisting, viewings & sign up) averaged 6 days, down from 9 days in 2015/16. <b>NOTE:</b> Figures for 2014/15 & 2015/16 exclude capital works days. 2016/17 onwards includes capital works days.		



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## % rent loss through empty General Needs properties

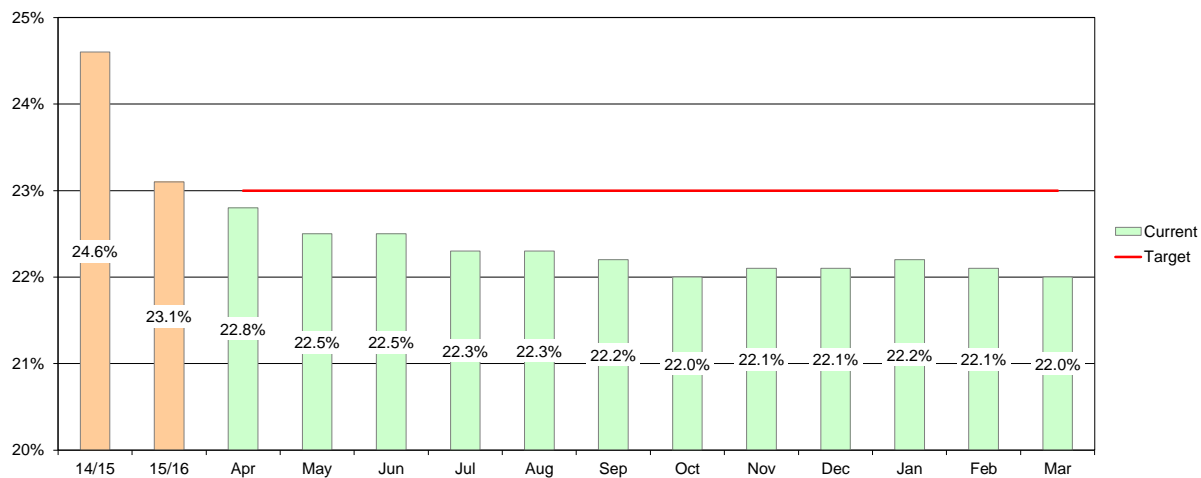
CBH 16/17 overall target	0.69%	RAG
CBH cumulative overall outcome	0.25% YTD	G
2015/16 Upper quartile benchmark performance comparison (overall days)	Eastern - 0.50%	National – 0.59%
Comment:		



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## Underoccupied Council homes

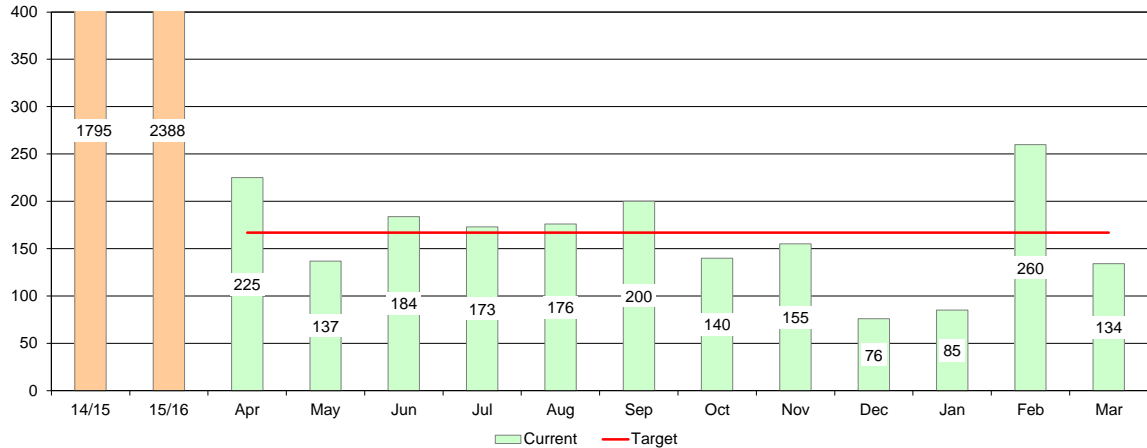
CBH 16/17 target – % of residents underoccupying Council homes	23%	RAG
CBH outcome	22% YTD	G
CBH YTD outcome at Q4 in 2015/16 comparison	23.1%	
Comment:		



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## Tenancy audits completed

CBH 16/17 target	2,000 (6,000 over 3 years)	RAG
CBH outcome cumulative	1,945 YTD (6,128 over 3 years)	G
Benchmark performance comparison	N/A	
CBH position at Q4 in 2015/16 comparison	2,388	
<b>Comment:</b> 3-year programme now completed (6,128 audits completed). Currently focusing on revisits to failed audits and properties where we have been unable to gain access.		

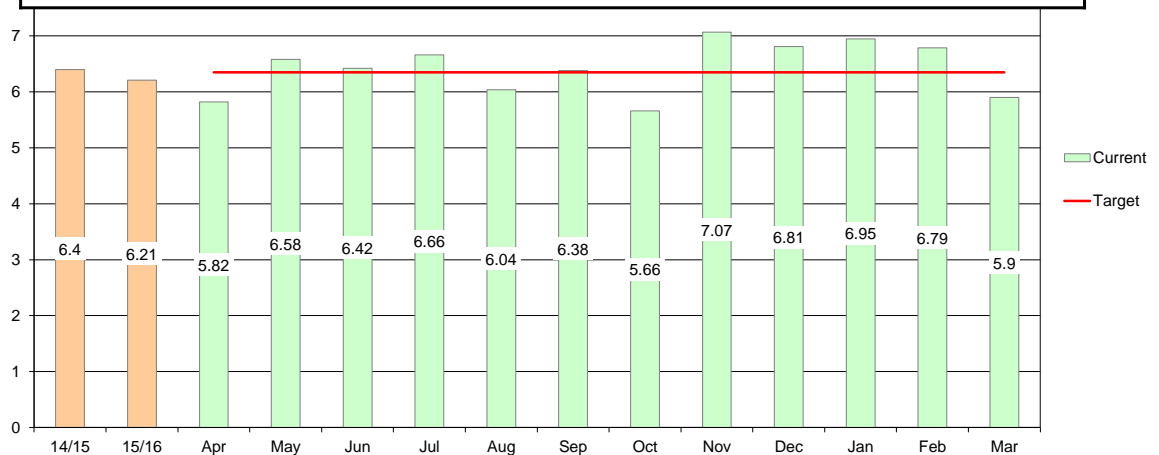


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## Average days to complete a repair

CBH 16/17 target	6.35 days		RAG
CBH outcome (latest cumulative)	6.41 days		R
2015/16 Upper quartile benchmark performance comparison	Eastern - 7.61 days	National – 6.64 days	G
CBH YTD outcome at Q4 in 2015/16 comparison	6.21		
<b>Comment:</b> Target narrowly missed. Lower repair times raise the cost and lower the efficiency of the overall repair work programme as they mean spare capacity on standby. To strike a balance between customer expectations and budget the 2017/18 target has been raised to 7 days.			

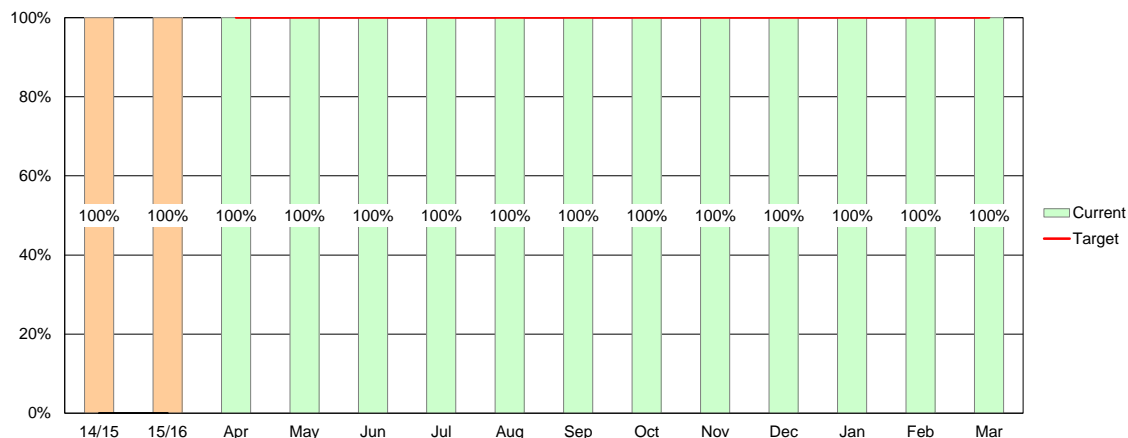


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## Properties with valid gas certificate

CBH 16/17 target	100%		RAG
CBH outcome	100%		G
2015/16 Eastern benchmark performance comparison	Eastern - 100%	National – 100%	G
CBH YTD outcome at Q4 in 2015/16 comparison	100%		
Comment:			

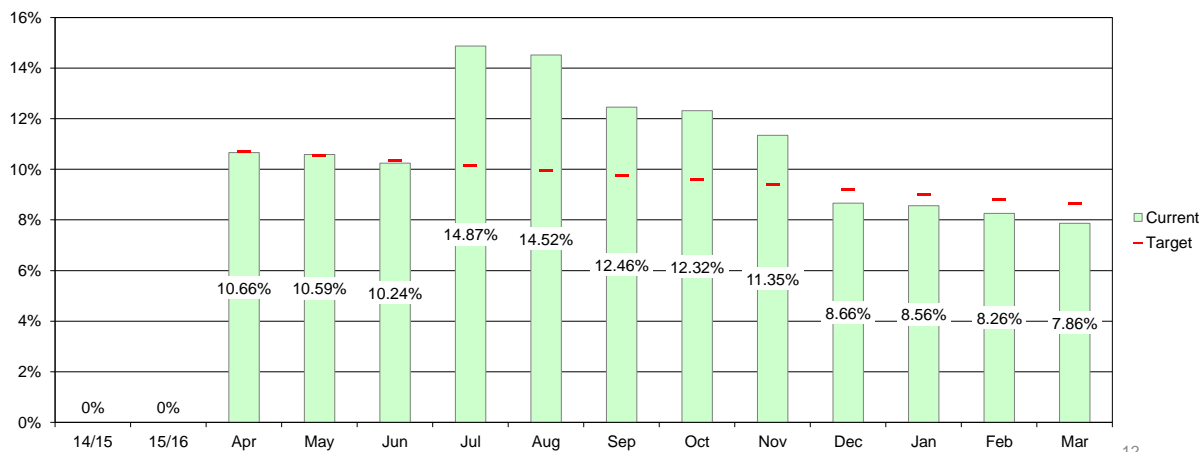


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## Non-Decent Council homes

CBH 16/17 target (part of a 5-year target)	8.63% (525 properties)		RAG
CBH outcome	7.86% (466 properties)		G
2015/16 Upper quartile benchmark performance comparison	Eastern - 0%	National - 0%	G
CBH YTD outcome at Q4 in 2015/16 comparison	0%		
Comment: Of the 5928 stock, there were 466 (7.86%) non Decent Homes at the end of the year. The target is profiled to achieve 100% decency by 2021.			

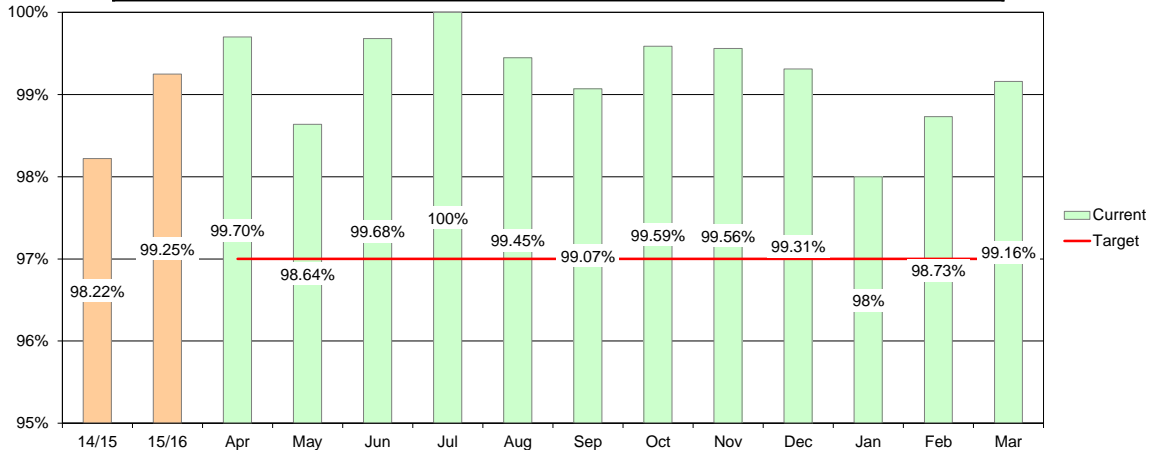


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## Repairs satisfaction

CBH 16/17 target	97%		RAG
CBH outcome (latest cumulative)	99.21% YTD		G
2015/16 Upper quartile benchmark performance comparison	Eastern - 86.45%	National - 86%	G
CBH YTD outcome at Q4 in 2015/16 comparison	99.25%		
<b>Comment:</b> Results include gas repairs, carried out by Mears. 4448 surveys returned throughout 2016/17. 33 dissatisfied. 248 neither. 4157 satisfied.			

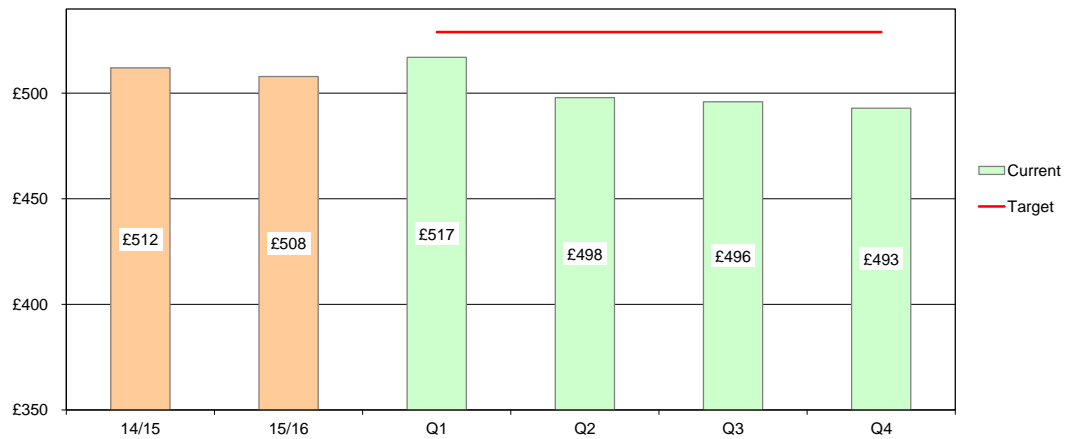


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## Repair and void costs per property

CBH 16/17 target	£529		RAG
CBH outcome	£493		G
2015/16 Upper quartile benchmark performance comparison	Eastern - £660	National - £697	G
CBH YTD outcome at Q4 in 2015/16 comparison	£508		
Comment: The cost per property figure is low as a result of low number of vacated properties and this trend is set to continue..			

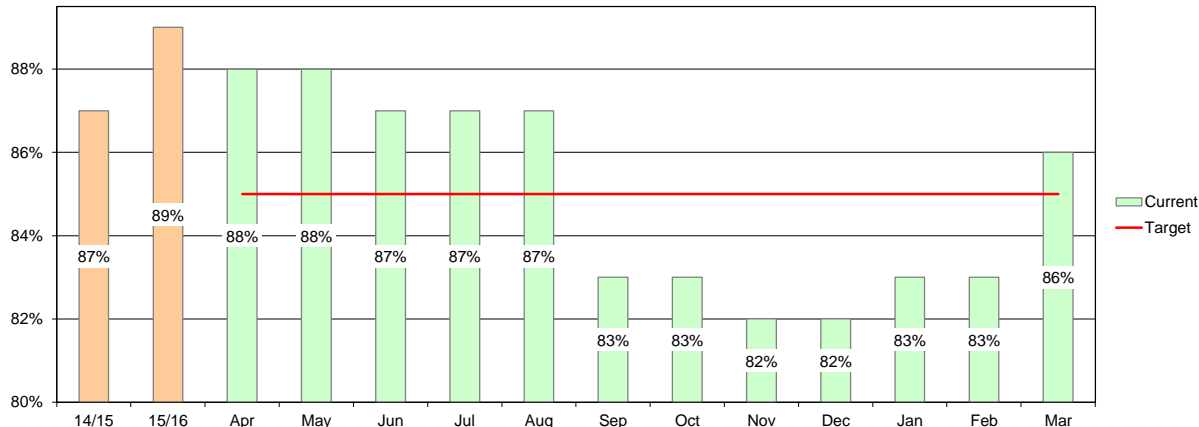


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## First call resolution

CBH 16/17 target	85%		RAG
CBH outcome	85% YTD		G
2015/16 Upper quartile benchmark performance comparison	Eastern - 95.62%	National – 94.17%	R
CBH YTD outcome at Q4 in 2015/16 comparison	89%		
<b>Comment:</b> First point of contact resolution is a measure of the percentage of telephone calls that were taken where the customer's enquiry was resolved, without the need to pass the customer on to somebody else.			

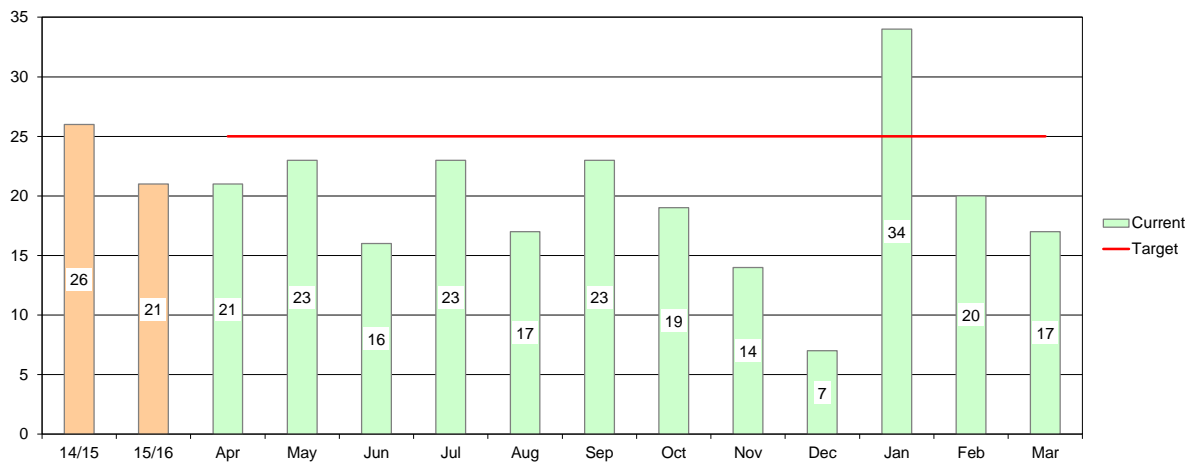


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## Average call waiting time

CBH 16/17 target	25 seconds		RAG
CBH outcome	20 seconds YTD		G
2015/16 Upper quartile benchmark performance comparison	Eastern - 7.8 seconds	National – 14.1 seconds	R
CBH YTD outcome at Q4 in 2015/16 comparison	21 seconds		
Comment:			



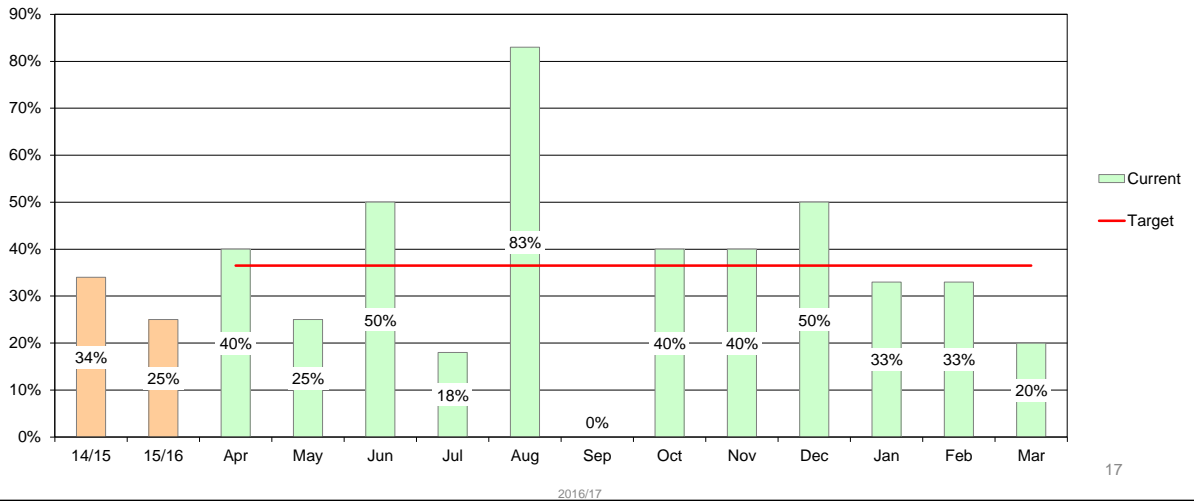
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## Stage 1 complaints upheld

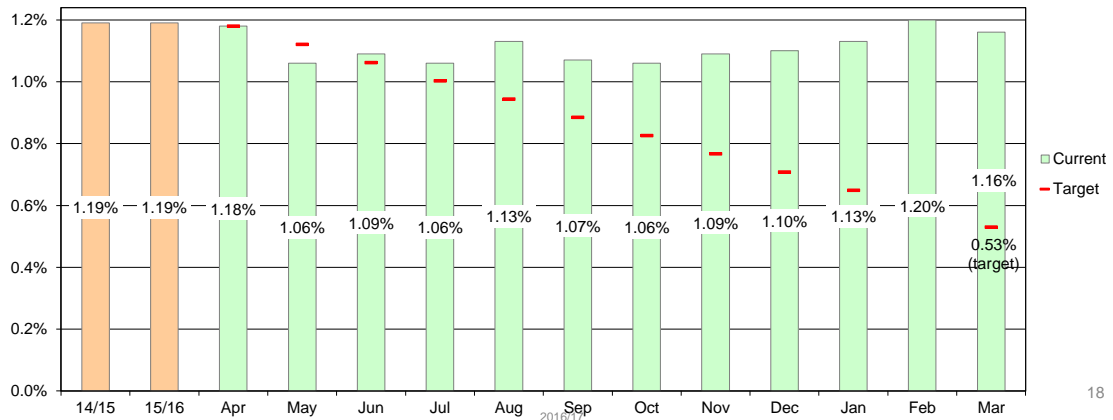
CBH 16/17 target	36.5%		RAG
CBH outcome	35.7% YTD		G
2015/16 Upper quartile benchmark performance comparison	Eastern - 35.19%	National – 42.11%	R
CBH YTD outcome at Q4 in 2015/16 comparison	25%		
Comment: Out of the 70 stage one complaints resolved during the year, 25 were partially or fully upheld.			



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## Former tenant arrears (% of annual rent debit)

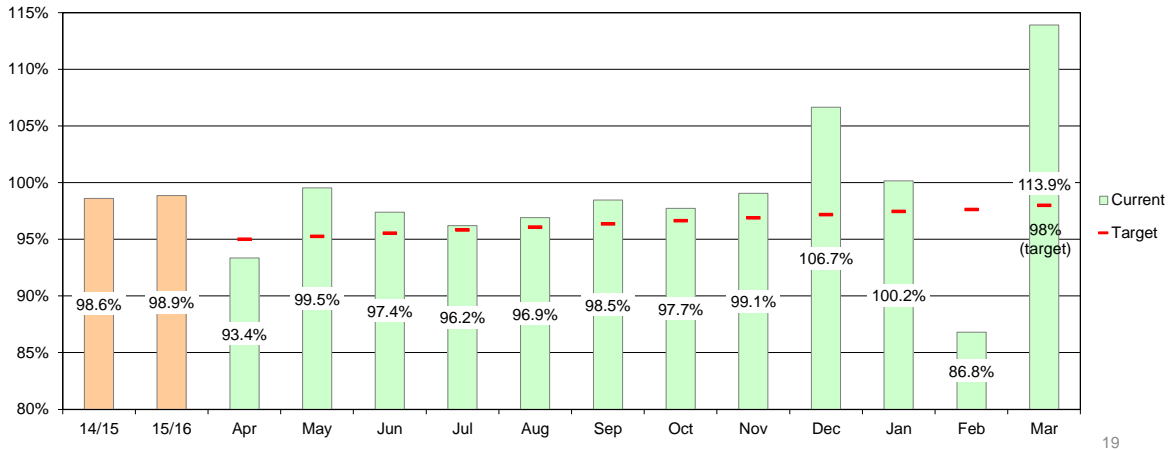
CBH 16/17 target	0.53%		RAG
CBH outcome	1.16% YTD		R
2015/16 Upper quartile benchmark performance comparison	Eastern – 0.52%	National – 0.73%	R
CBH YTD outcome at Q4 in 2015/16 comparison	1.19%		
<b>Comment:</b> Former tenant debts are collected by the CBC income collection team to maximise efficiency in overall debt collection, joining up collection of Council Tax, Housing Benefit and other corporate debts. The target set is aspirational and in line with HouseMark upper quartile collection in the East of England. At the end of the year there were Former tenant accounts with £329k outstanding debt. During the year 362 tenancies ended creating new debt of £99k. £51K of debt was collected and a further £107k was written off.			



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### Rent collection (including arrears brought forward)

CBH 16/17 target	98%	RAG
CBH outcome	98.85% YTD	G
2015/16 Upper quartile benchmark performance comparison	Eastern - 99.99%    National – 100.22%	R
CBH YTD outcome at Q4 in 2015/16 comparison	98.85%	
Comment:		

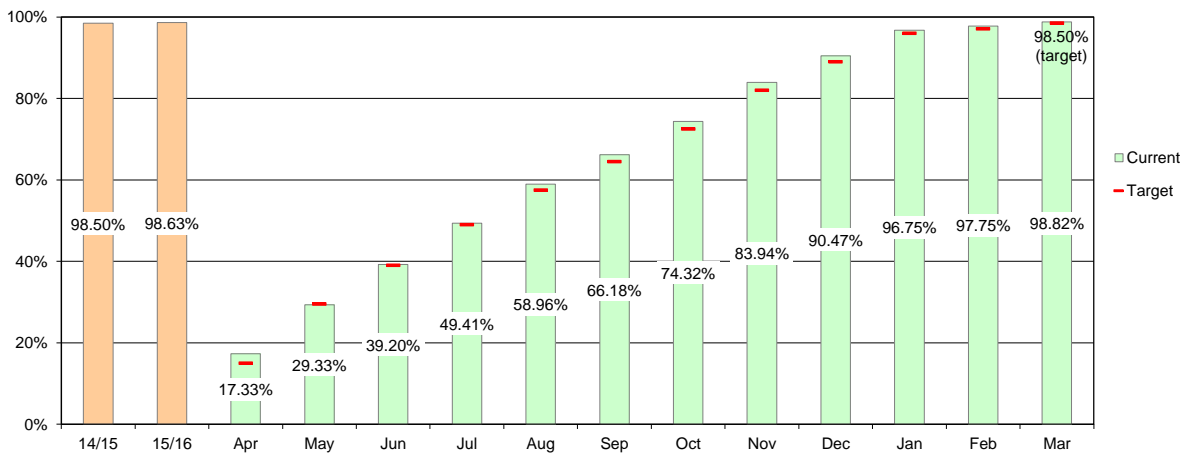


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### Leasehold service charge collection

CBH 16/17 target	98.5%	RAG
CBH outcome	98.82%	G
CBH YTD outcome at Q4 in 2015/16 comparison	98.63%	
Comment:		

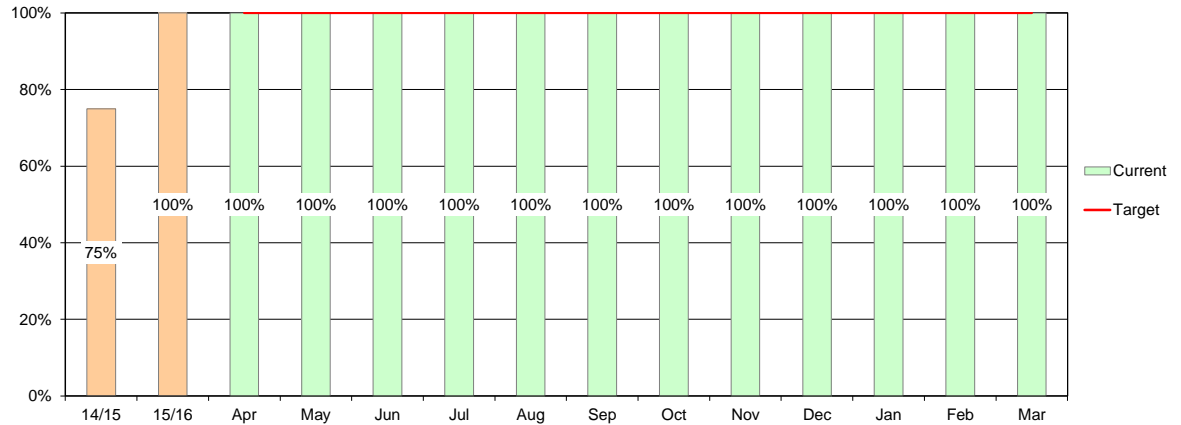


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## % of corporate buildings with condition surveys

CBH 16/17 target	100%	RAG
CBH outcome	100%	G
CBH YTD outcome at Q4 in 2015/16 comparison	100%	
Comment:		



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