



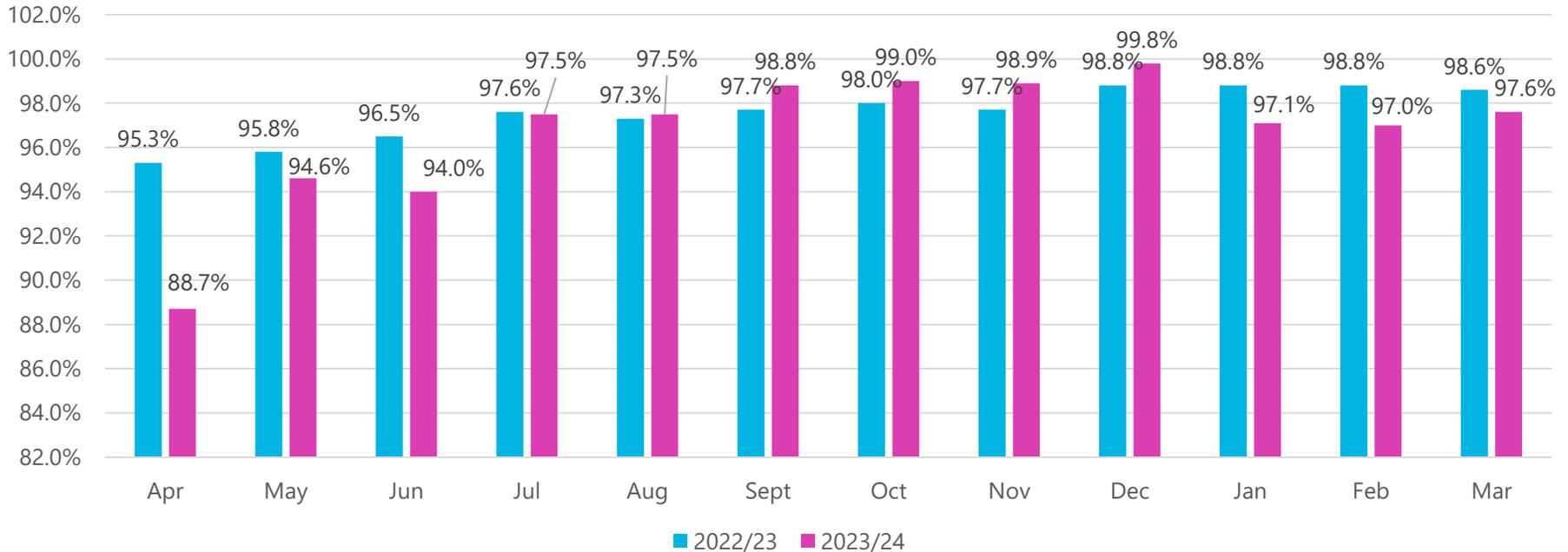
Housing Performance Report

(Quarter 4 2023/24)

1.1 Housing Operations: Tenancy Management

Rent Collection - Current Arrears With Historical Arrears

Council Tenants: % Collection With Historical Arrears



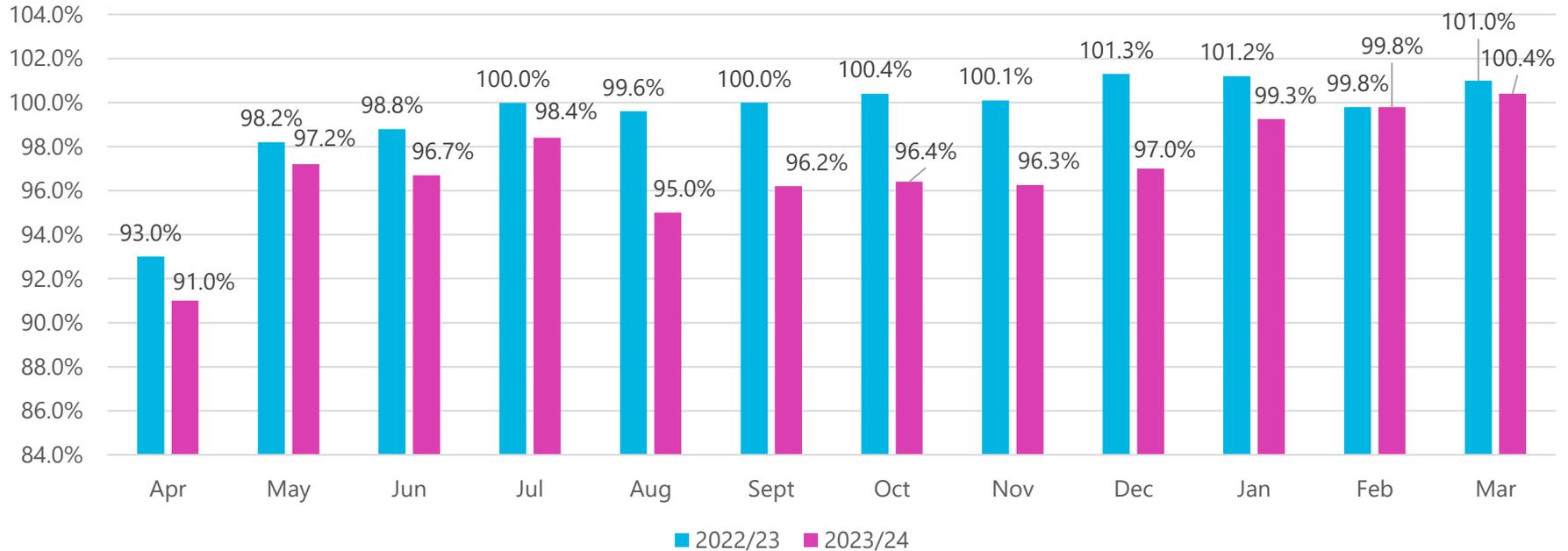
Definition: Rent collected as a percentage of current rent owed including historic rent arrears from previous years.

www.luton.gov.uk

Collection rates were low at the beginning of the year due to a number of factors, including cost of living and staffing issues. However, performance has improved over the course of the year and has remained fairly consistent.

Rent Collection – Without Historical Arrears

Council Tenants: % Collection Without Historical Arrears

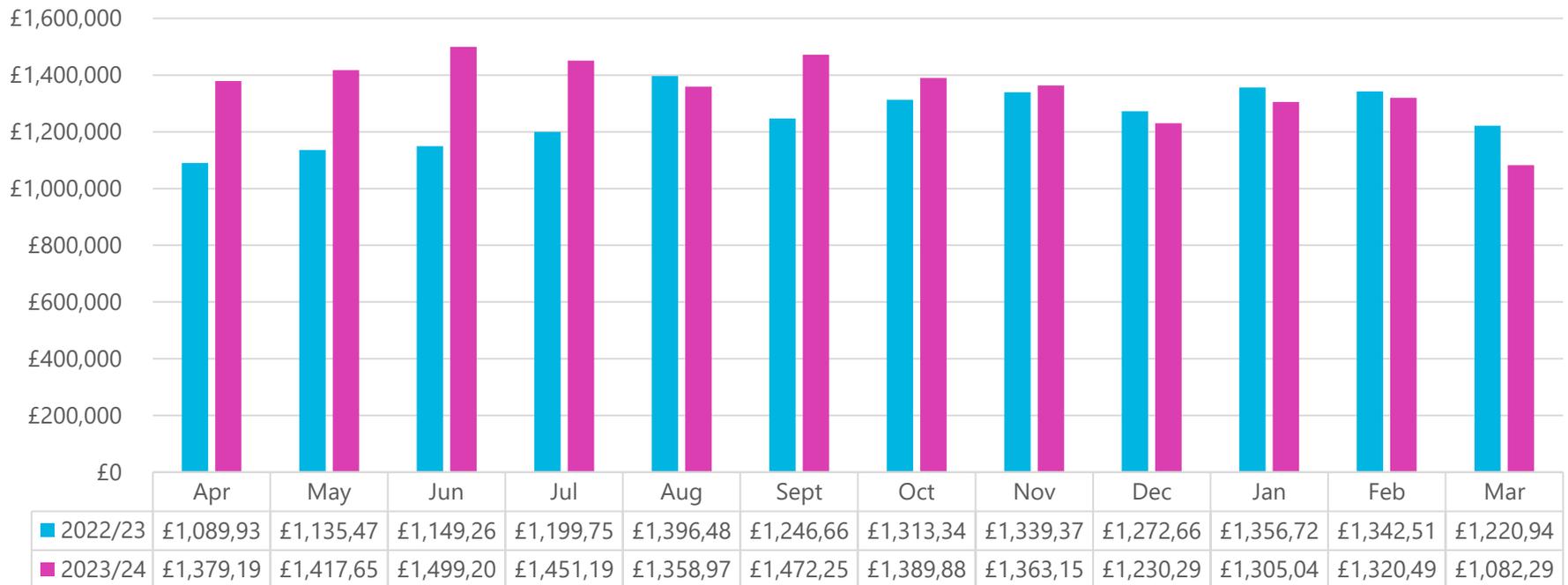


Definition: Rent collected as a percentage of current rent owned excluding historic rent arrears from previous years.

As the above chart demonstrates, performance picked up in the latter part of 2023/24. This may be partially attributed to the service’s recruitment efforts.

Rent Collection – Council Tenant Current Arrears

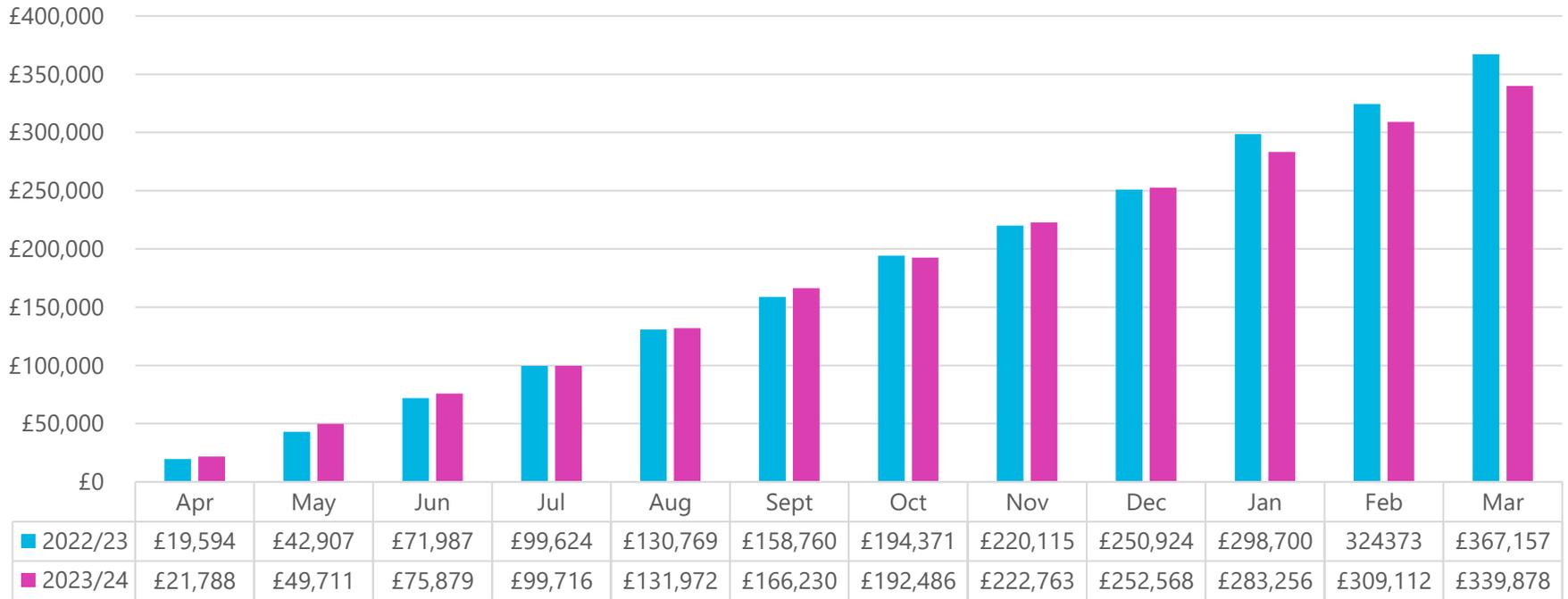
Council Tenants: Current Arrears



Figures were higher than their corresponding months at the beginning of 2023/24, and gradually decreased as the year progressed; with March’s figure being the lowest (£1,082,29), and lower than March of the previous year (£1,220,94).

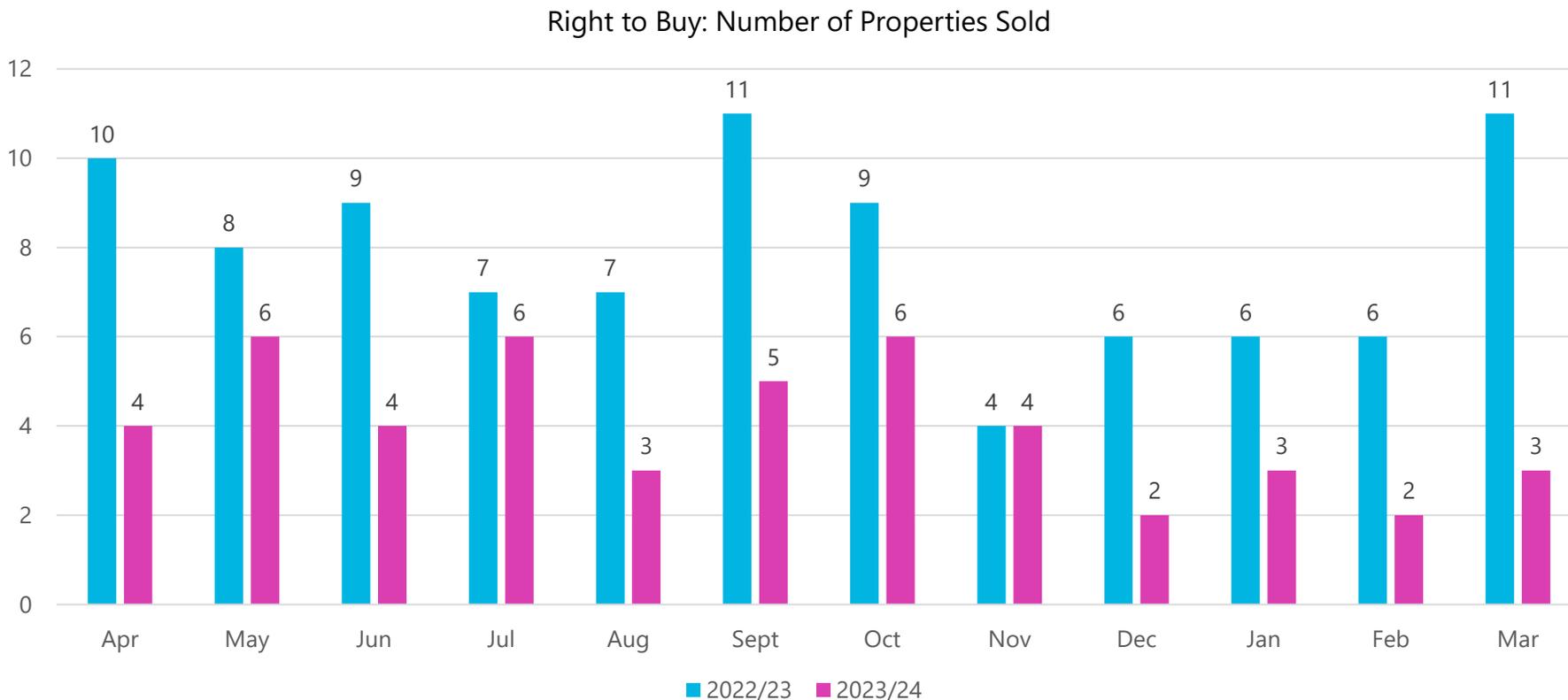
Rent Collection – Former Tenant Arrears

FTA Collection



Performance was slightly under target for the month of March and the annual target has not been met. The figures for 2023/24 have been following a similar trend to the previous reporting year.

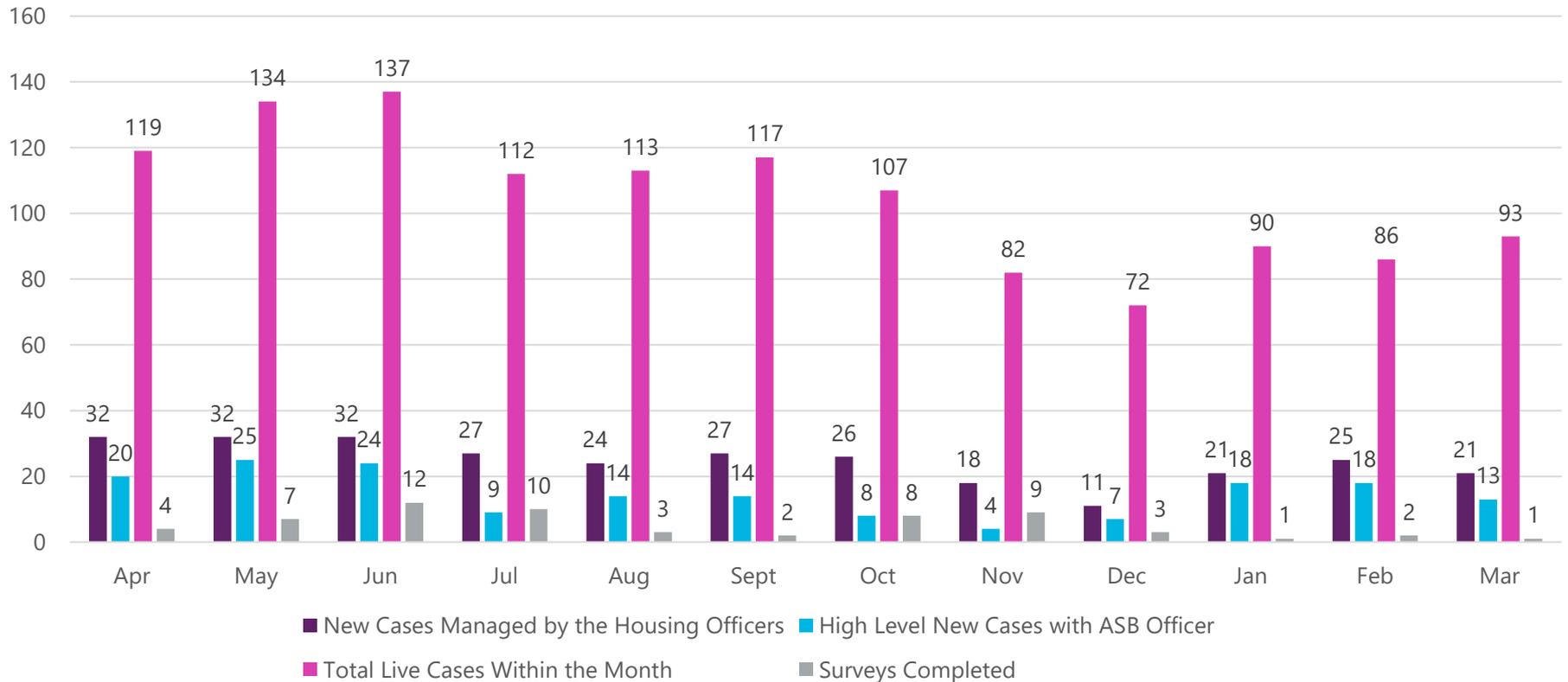
Right to Buy – Number of Properties Sold



The service have reached the target (with 48). There were fewer properties sold in 2023/24 compared to 2022/23. The RTB is a statutory right in England.

Anti-Social Behaviour (ASB) – Live Cases

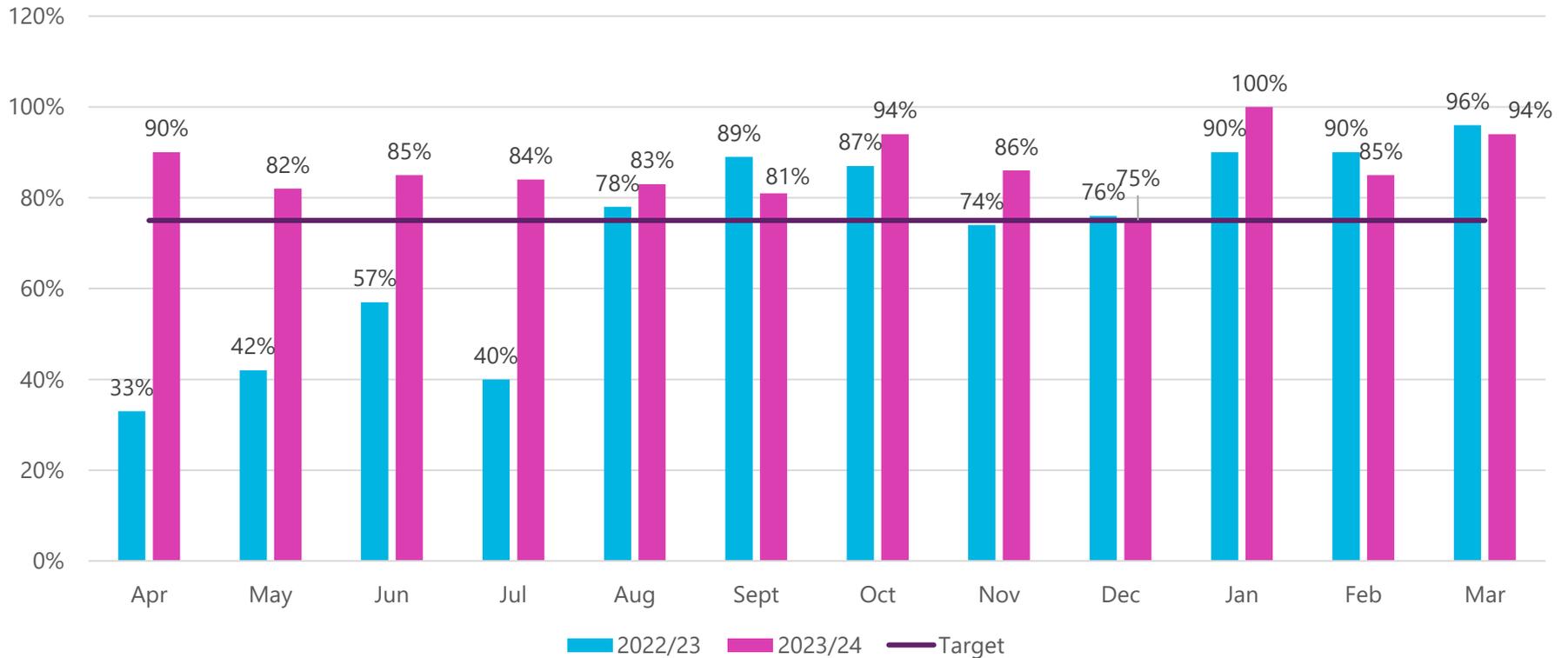
ASB Live Cases (2023/24)



Performance has remained consistent throughout the year, across the measures. The number of total live cases has gradually decreased, with December being the lowest (72).

Anti-Social Behaviour (ASB) – Satisfaction With Case Management

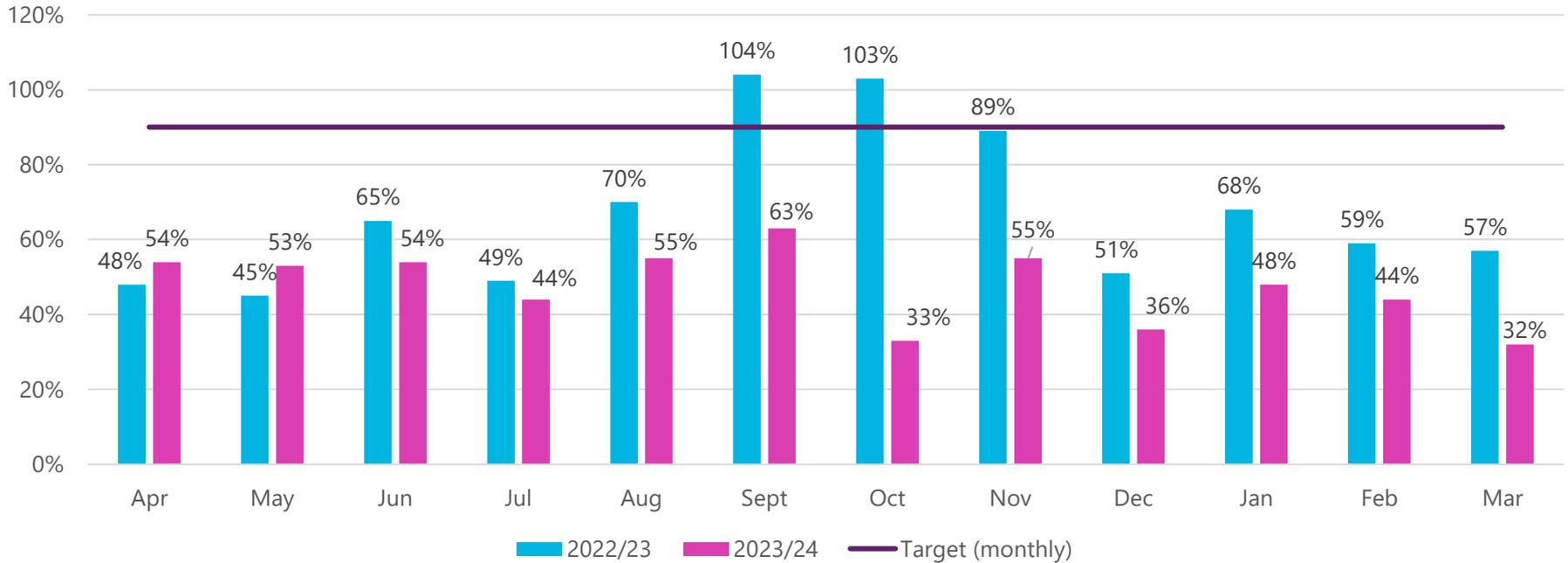
Customer Satisfaction with ASB Case Management



Customer satisfaction regarding ASB case management has met and exceeded the target across the reporting year, with January showing the highest results (100%).

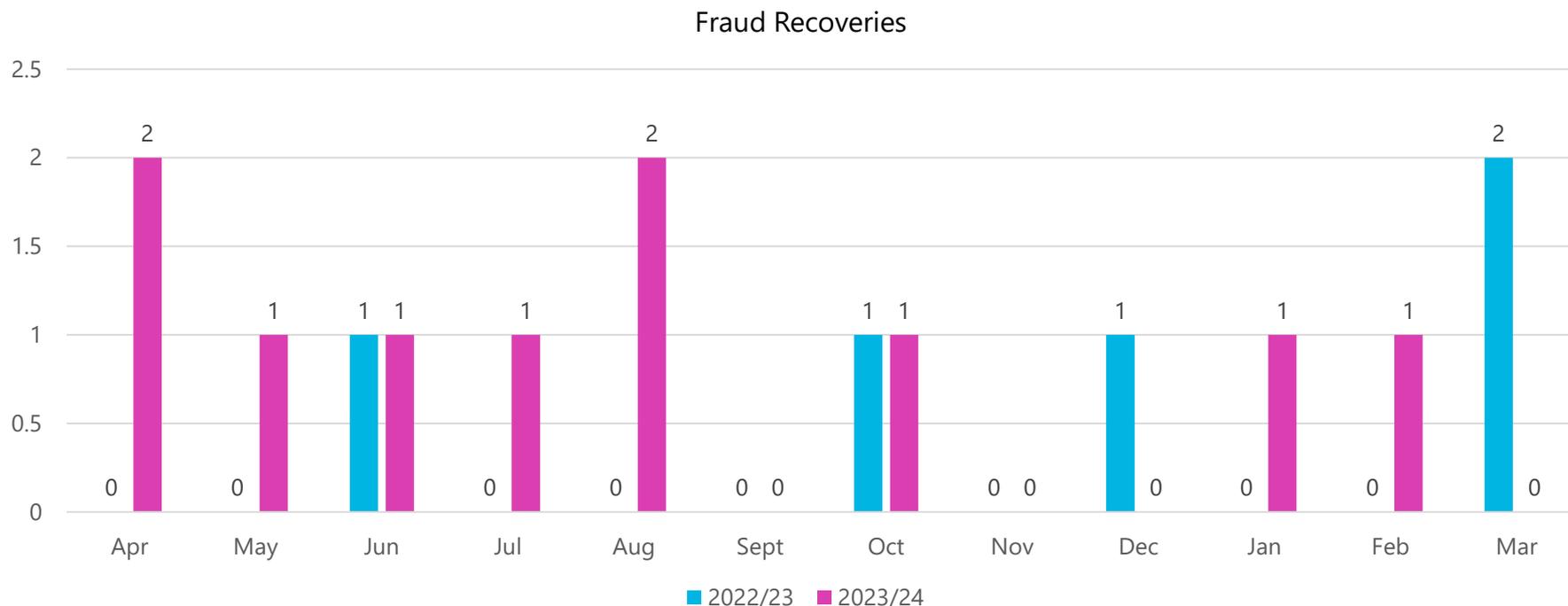
Tenancy Audits (Secure)

Tenancy Audit Visits Completed (%)



Performance across 2023/24 has fallen short of the target. Despite recruitment efforts, there remain vacancies within the team, which is impacting performance.

Housing Fraud Recoveries

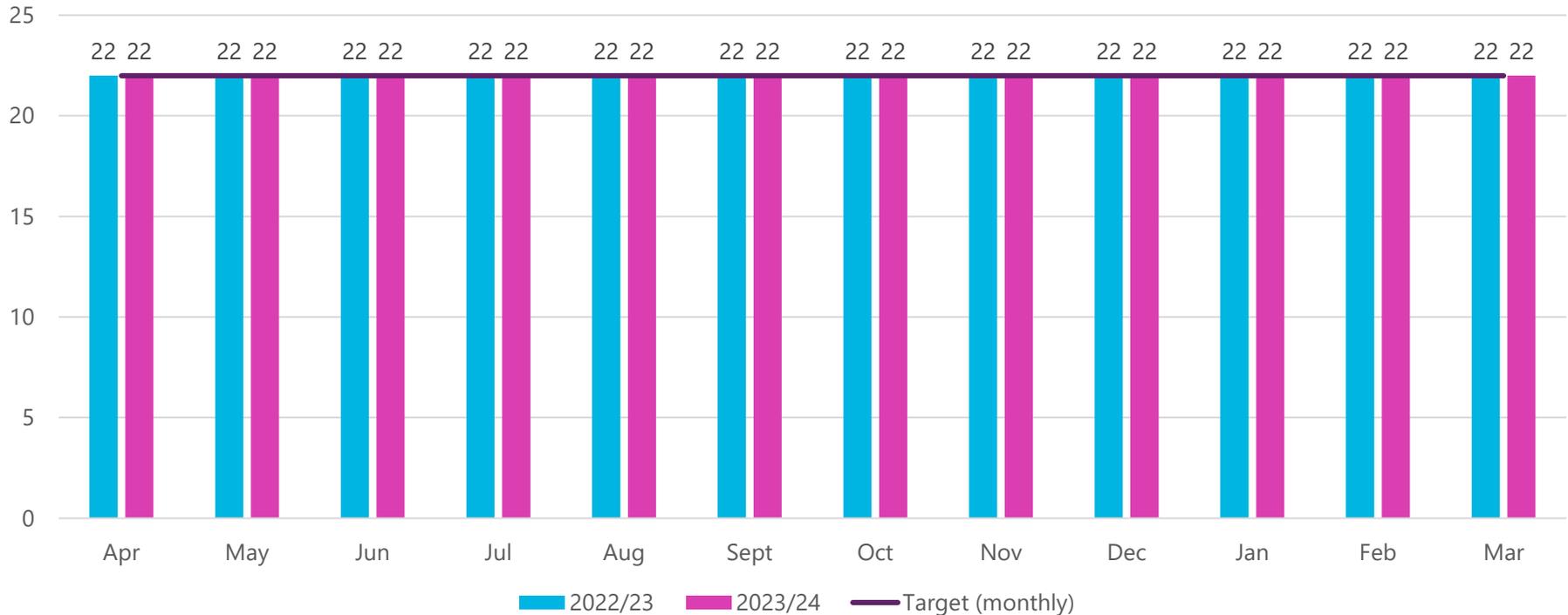


The service has met the annual target, despite some months where no fraud recoveries took place. This high performance can be partly attributed to the clearing of the Covid-19 backlog in County Court.

1.2 Housing Operations: Sheltered Housing

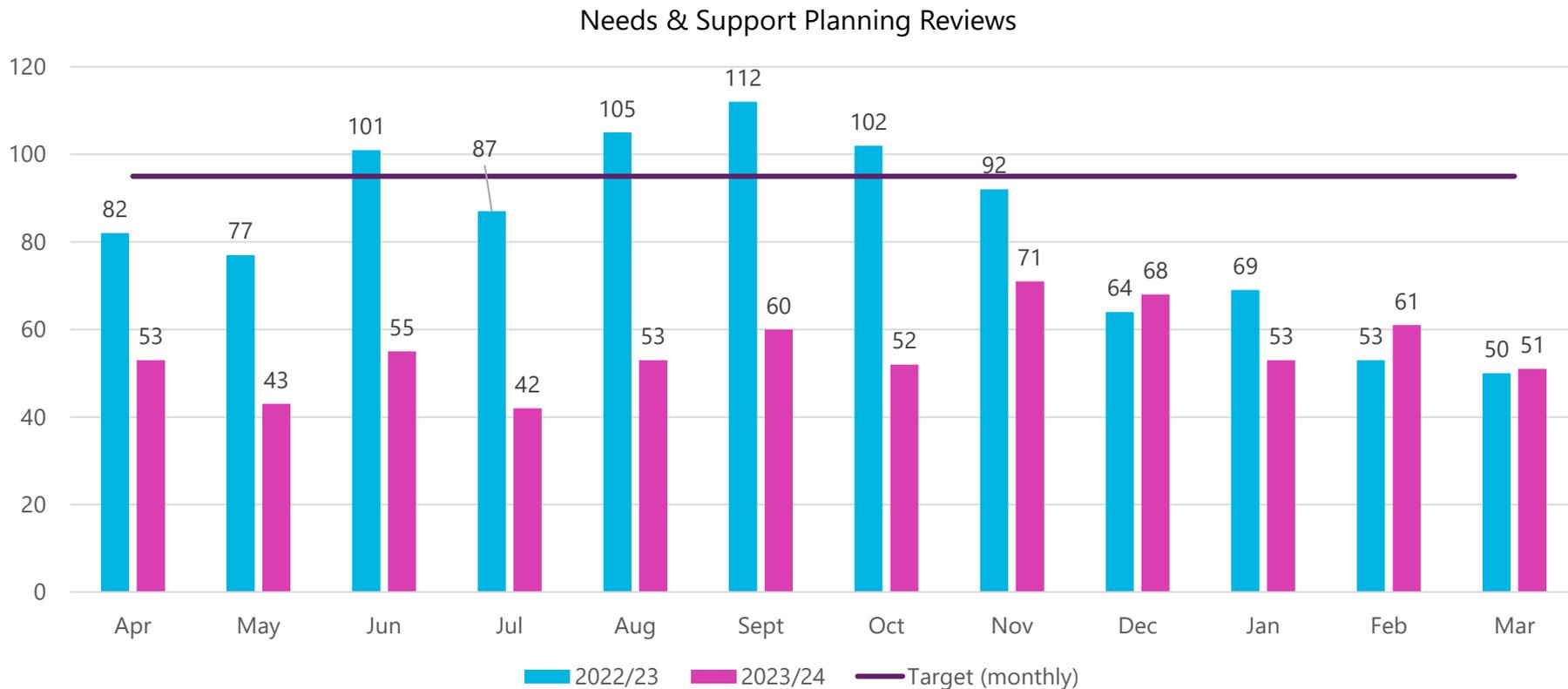
Health & Safety Inspections (Including Communal Pull Cord Testing)

Health & Safety Inspections



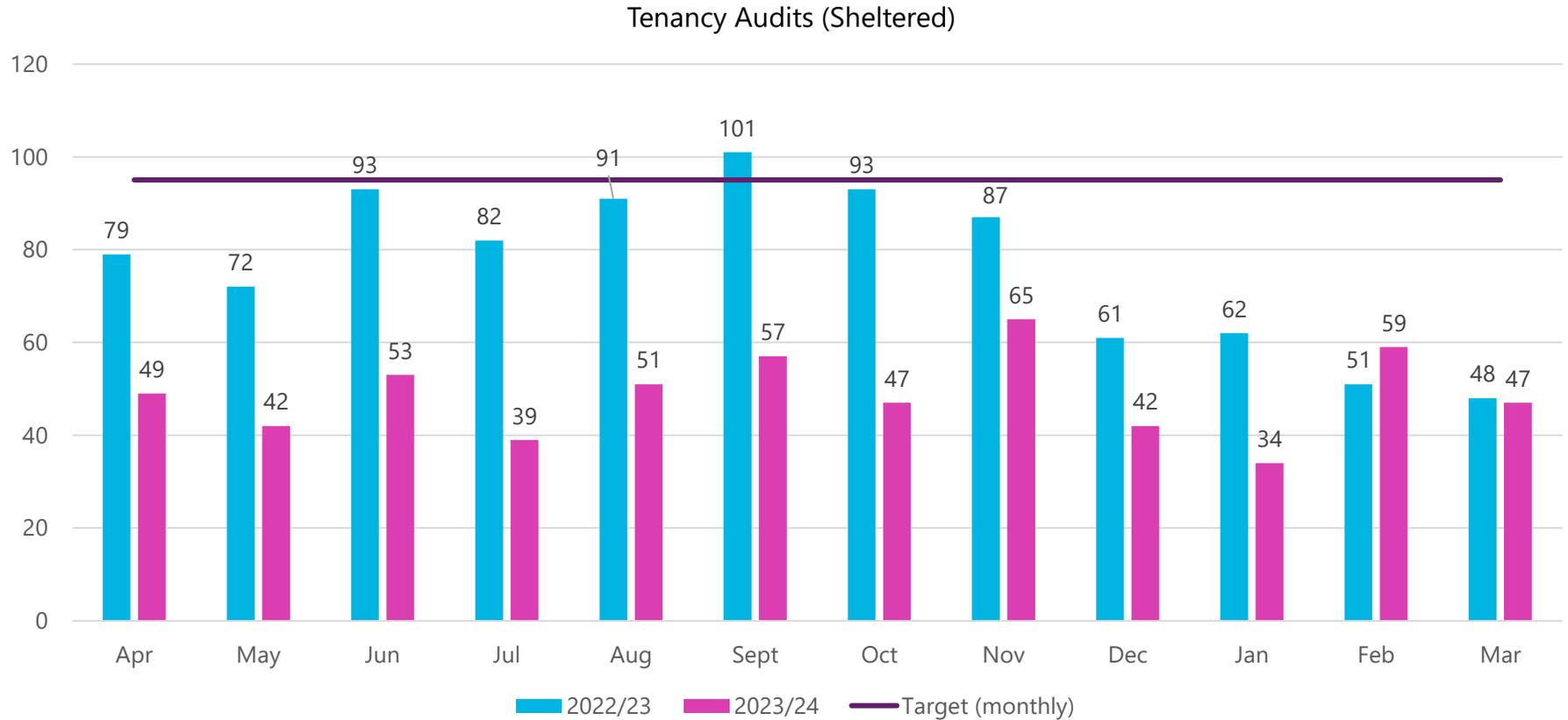
All inspections having been completed across all schemes across both reporting years. Inspections incorporate a full inspection of the interior and exterior of our buildings, including testing of our emergency call system. These complement the day to day walkthrough inspections which are undertaken at each scheme visit by officers.

Needs & Support Planning Reviews



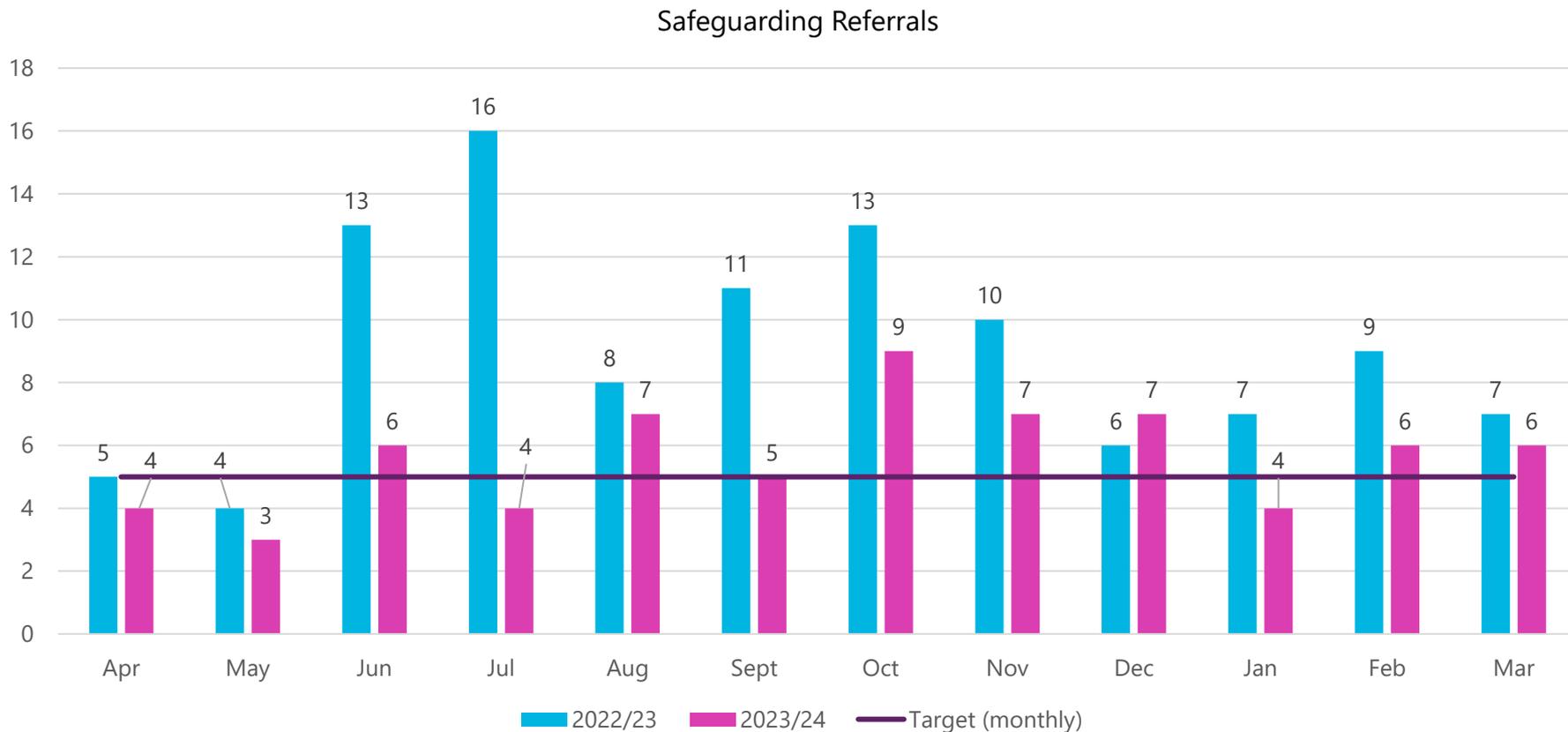
We are still below our monthly targets however we do prioritise our Needs Assessment Reviews via our RAG system to ensure that we are focusing our schedule on the tenants of highest risk. Any tenant can also request an early review at any time where they feel they require further or are seeking further support.

Tenancy Audits (Sheltered)



The monthly target has not been met however we do prioritise our Tenancy Audits in combination with our Needs Assessment Reviews via our RAG system to ensure that we are focusing our schedule on the tenants of highest risk. Any tenant can also request an early review, which will include a Tenancy Audit, at any time.

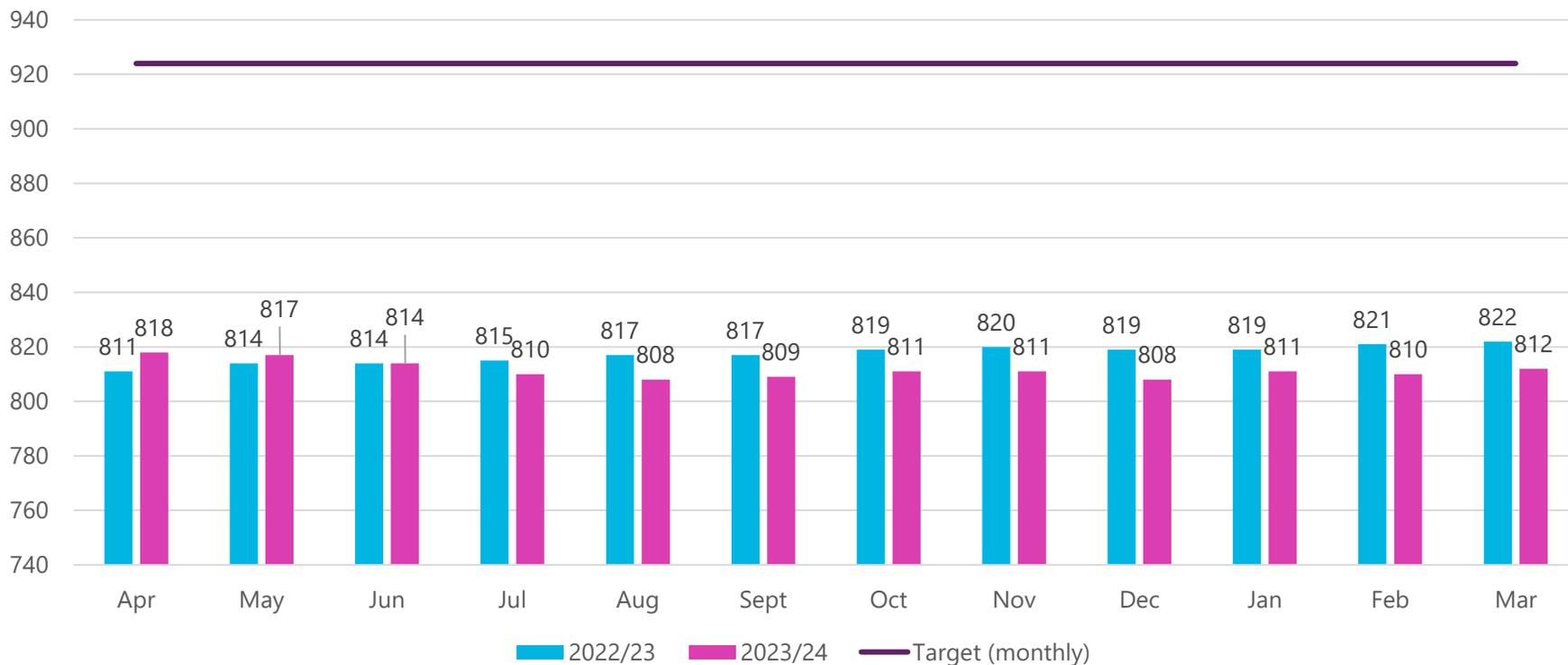
Safeguarding Referrals (Sheltered)



The majority of Safeguarding Referrals made concern mental health and associated issues such as hoarding, property upkeep and self-neglect. There have been fewer safeguarding referrals in 2023/24 (68) compared to the previous year (109).

Keysafe Usage (Sheltered)

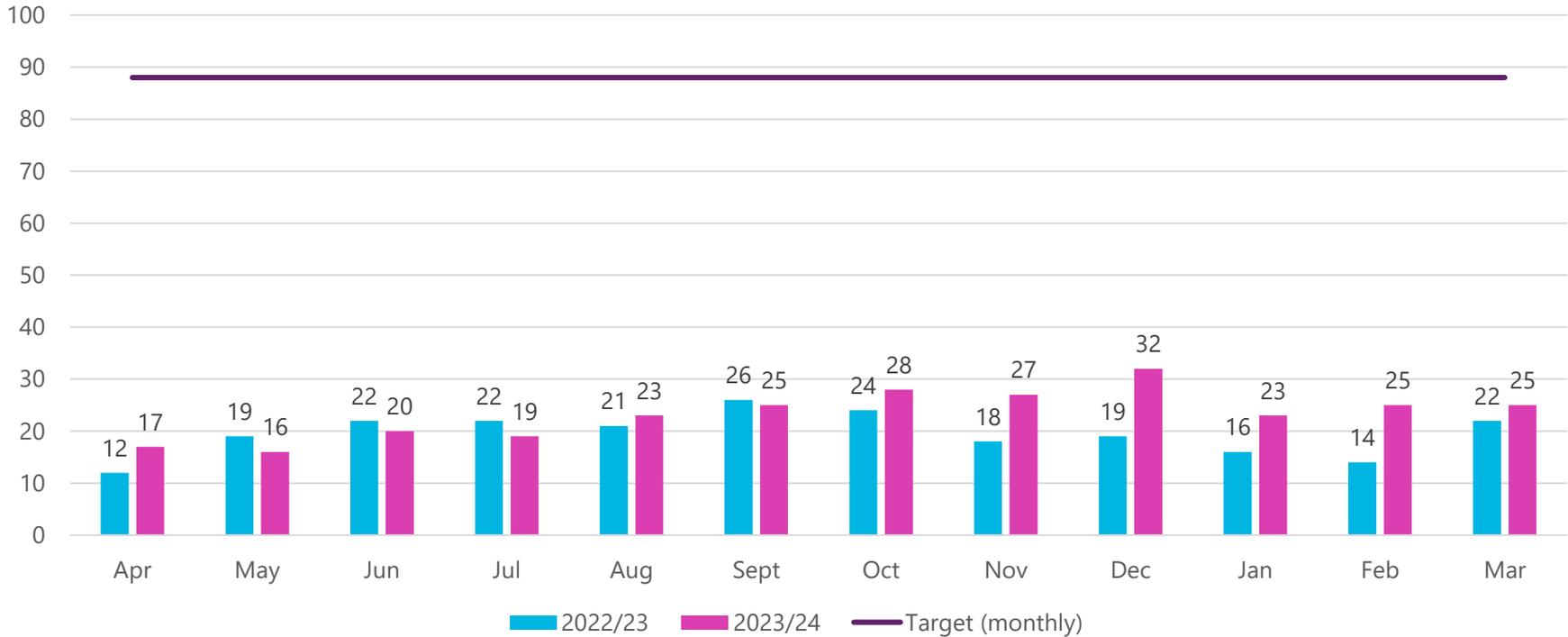
Keysafe Usage



In general, the figures for 2023/24 have been slightly lower than the previous year. We encourage the use of Keysafes as a means of enabling improved response times for emergency access and to minimise lockouts and possible repairs or callouts for access.

Coffee Time Sessions (Sheltered)

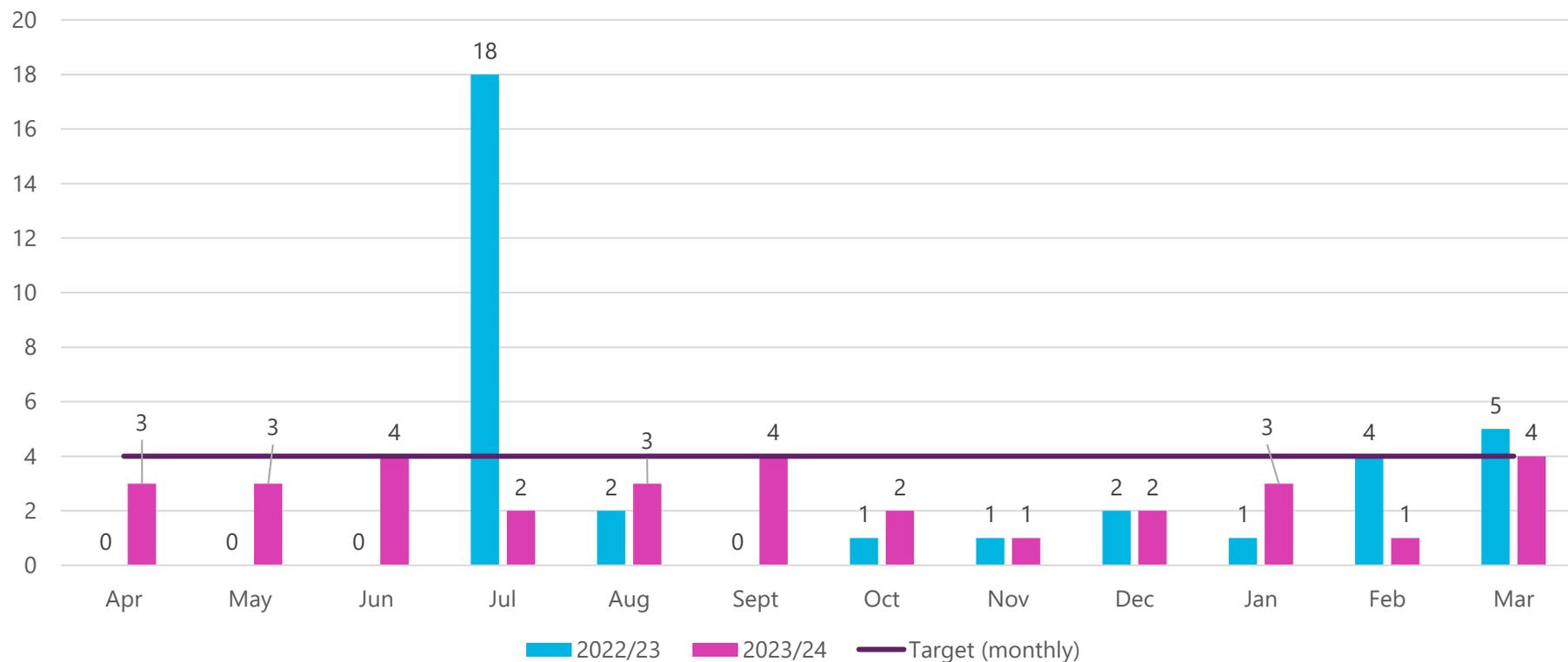
Coffee Time Sessions



Coffee Time Sessions have been much improved over last year's numbers and are popular with tenants as a means to meet socially with other tenants and members of staff.

Tenants' Meetings (Sheltered)

Sheltered Tenants' Meetings

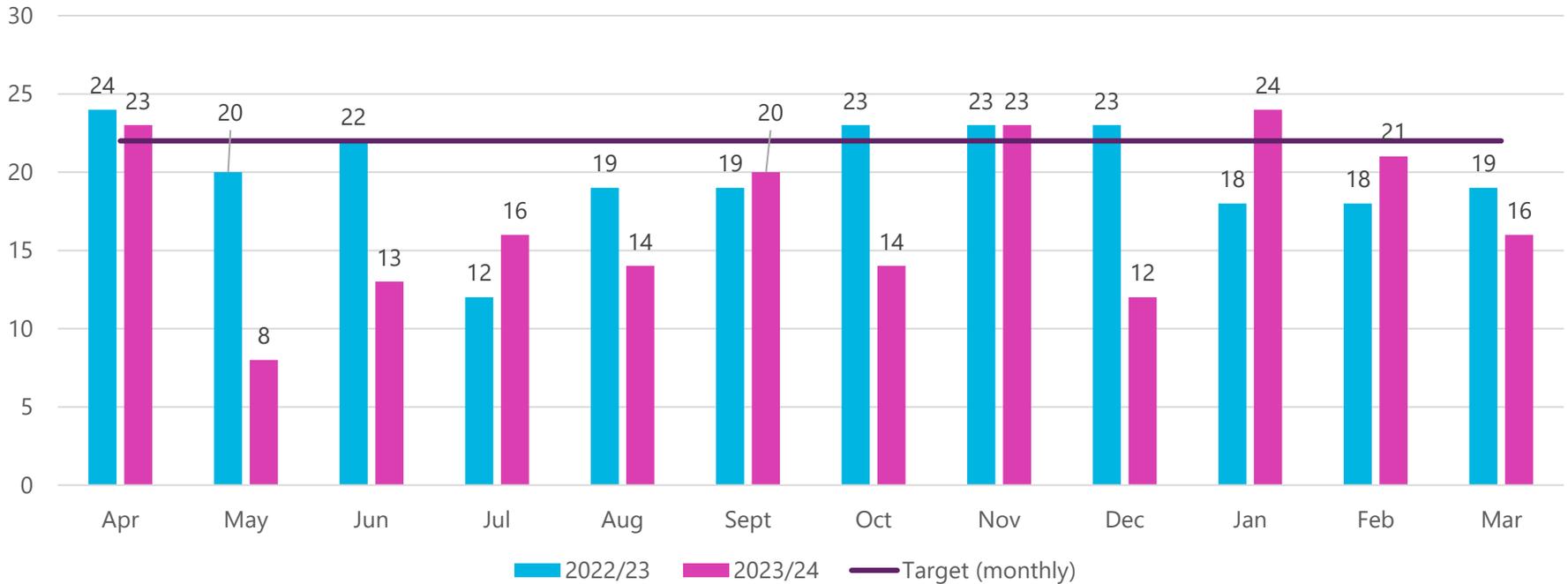


All schemes have had tenants' meetings held throughout the course of the year. These figures do not include ad hoc or specially arranged meetings such as Fire, Specialist Service or Refuse briefings. They also do not include the Sheltered Refurbishment Consultations.

2.0 Housing Needs

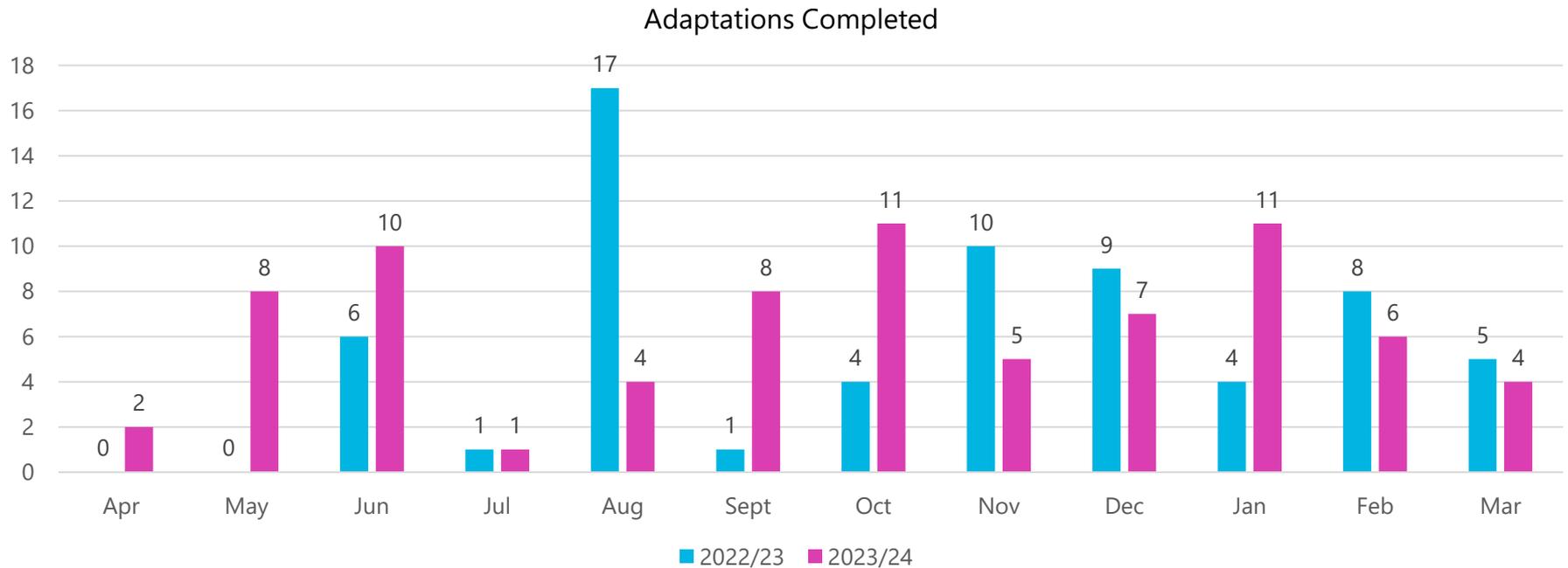
Average Relet Times in Days – Sheltered Housing

Relet Times: Average Relet Times in Days Sheltered Housing



This chart demonstrates how long it has taken for sheltered properties to be relet against the target. The faster that properties are relet the better as it maximises our income from rent. Performance has been positive throughout the year.

Disabled Adaptations



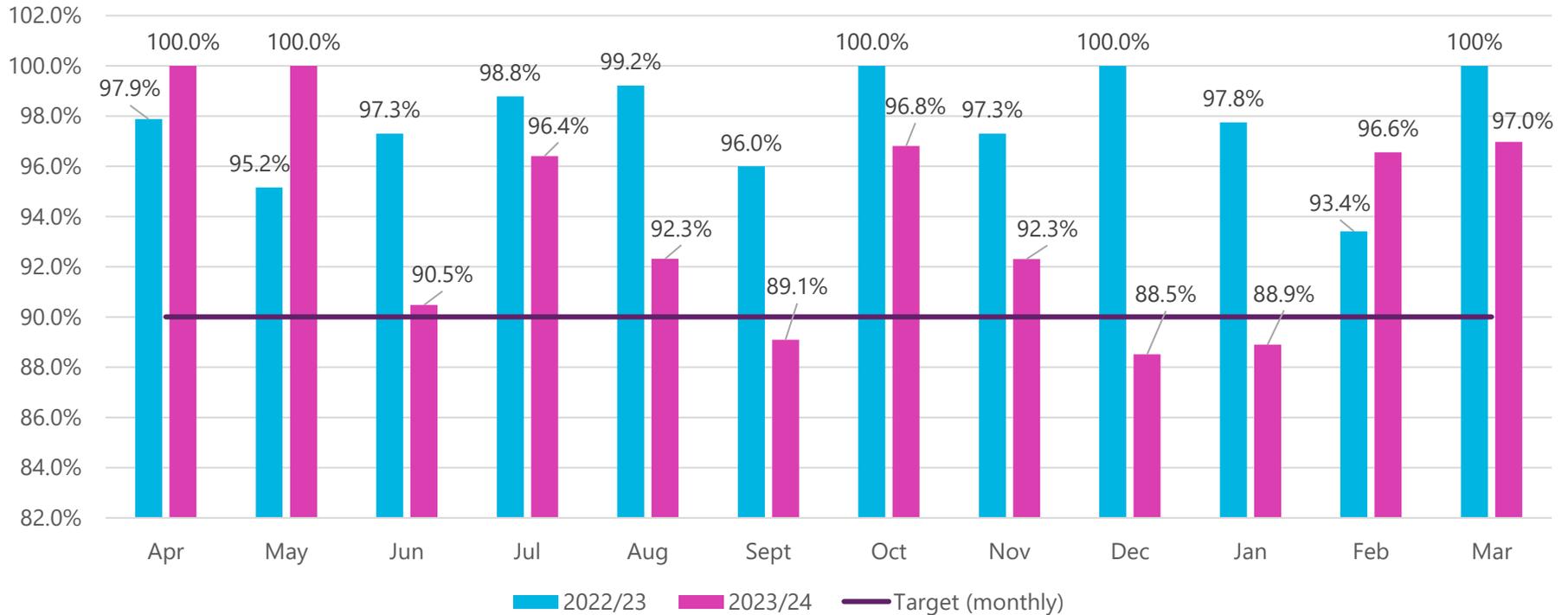
Definition: Total number of completed adaptations (council and Private stock - cumulative).

The service has exceeded the target, with 70 adaptations completed. October and January had the highest number of completions (11), and July had the lowest (1).

3.0 BTS: Repairs

Customer Satisfaction

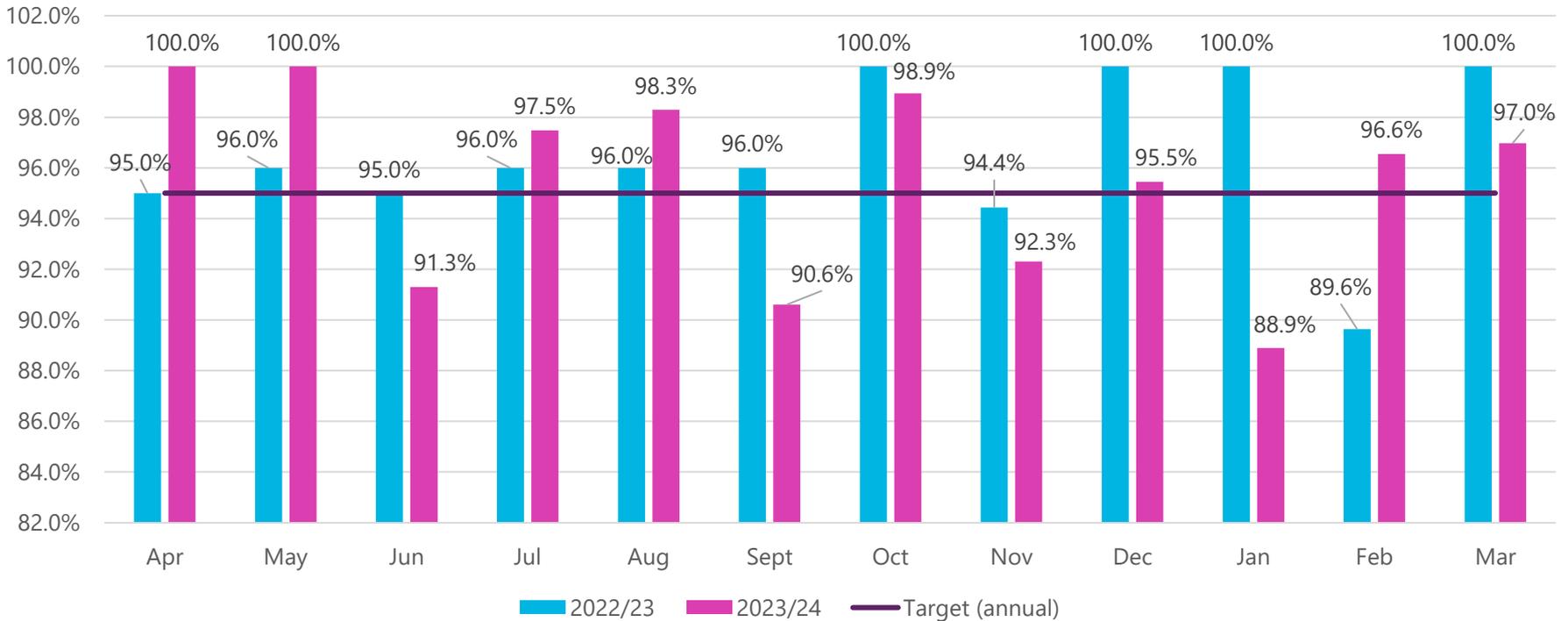
Customer Satisfaction with Repairs Service



This KPI is collected by contacting the tenants with recently completed repairs satisfaction questionnaire. (This method of collecting this information is called transactional satisfaction). Performance has generally been very high for the current reporting year, with only September, December and January being slightly below target.

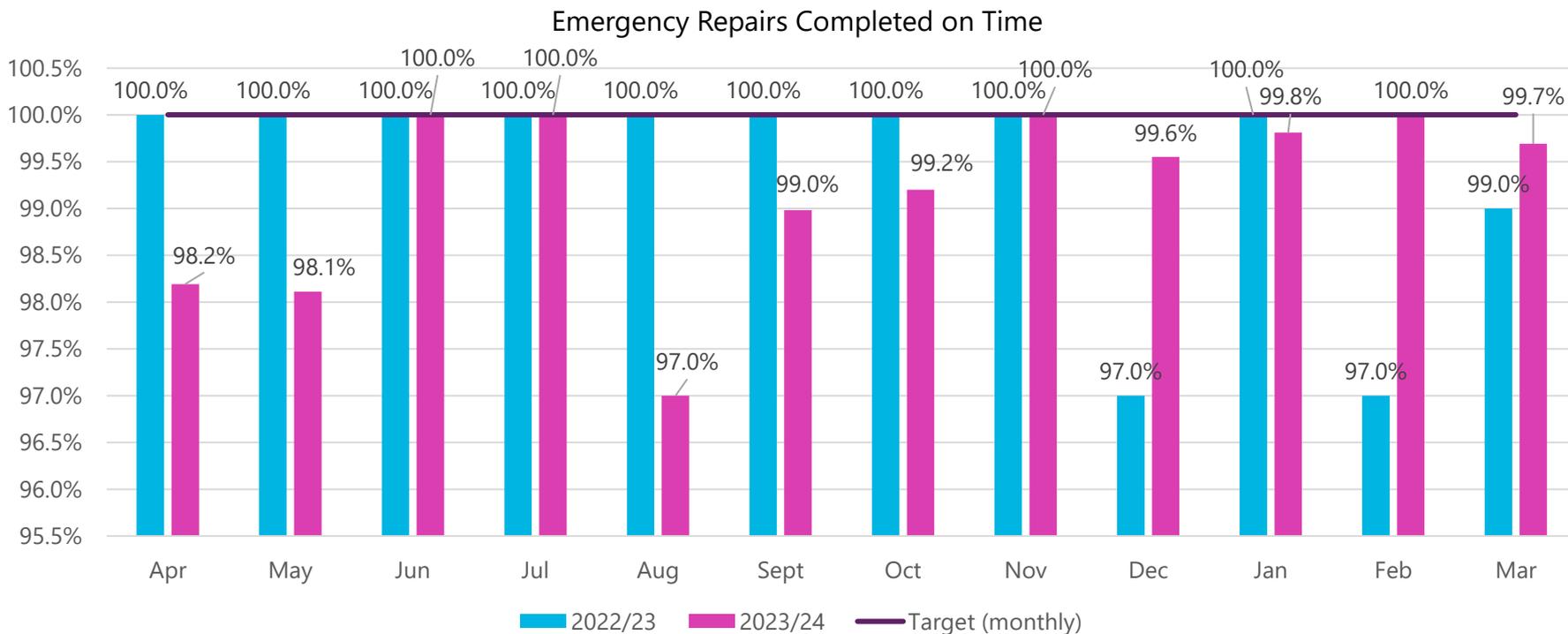
BTS - Call Centre Stats- Calls attended

BTS Call Centre Statistics



This KPI is collected by contacting the tenants with recently completed repairs. BTS Customer Support Officers contact tenants and complete a customer service satisfaction questionnaire. This data is from a customer perspective based on the actual repair. January 2023/24 had the lowest performance, with 88.9%; however, performance for the year has been very positive, with most months exceeding the target.

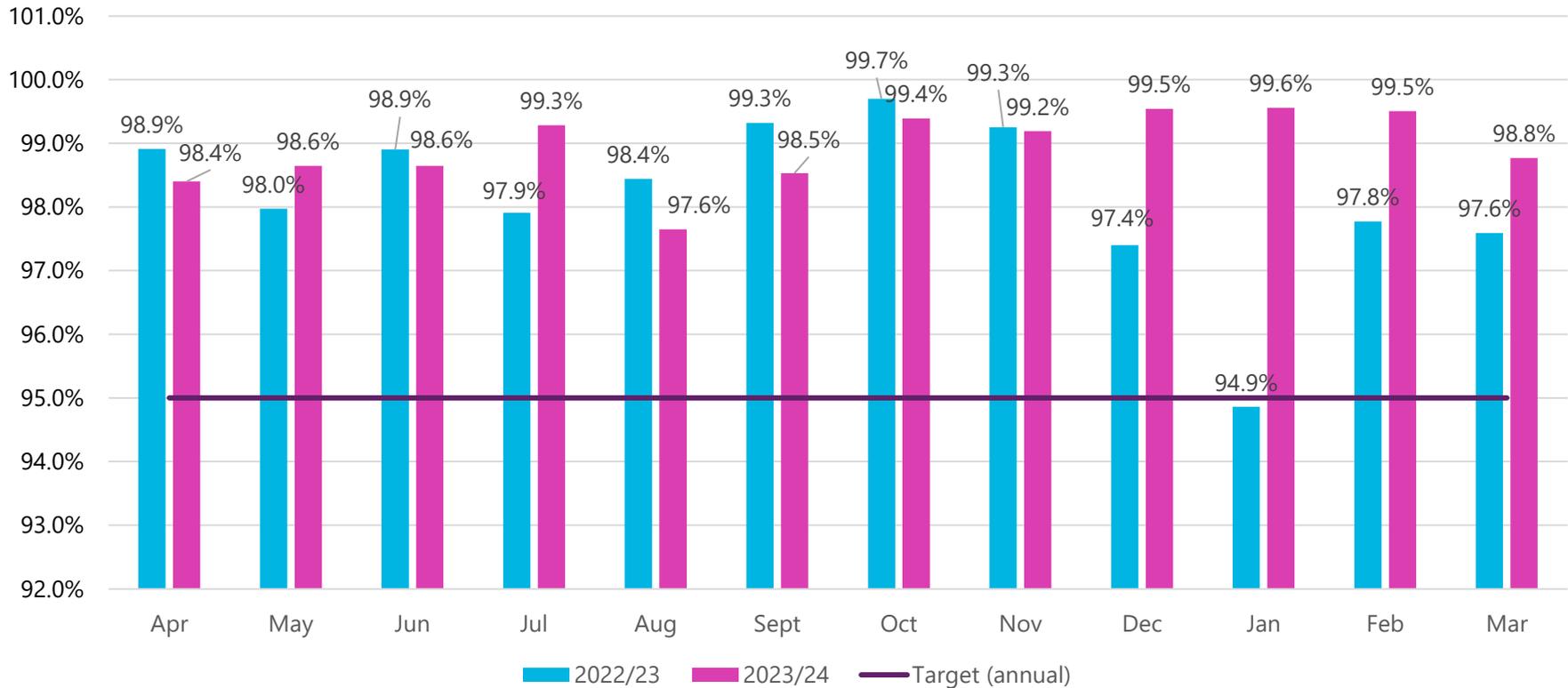
BTS - Repair completion timeliness – Emergency repairs



An emergency repair is a fault which is reported either during working hours or out of working hours which threatens danger or risk to the health of the occupants, or which could cause serious damage to the property and this KPI measures the % of emergency repairs completed within the agreed timescales as set out in our repairs policy. Performance during 2023/24 has been consistently high. Even the months which did not reach the 100% target have all remained within target levels and demonstrate the swiftness and efficiency of the service.

BTS - Repair completion timeliness – All repairs

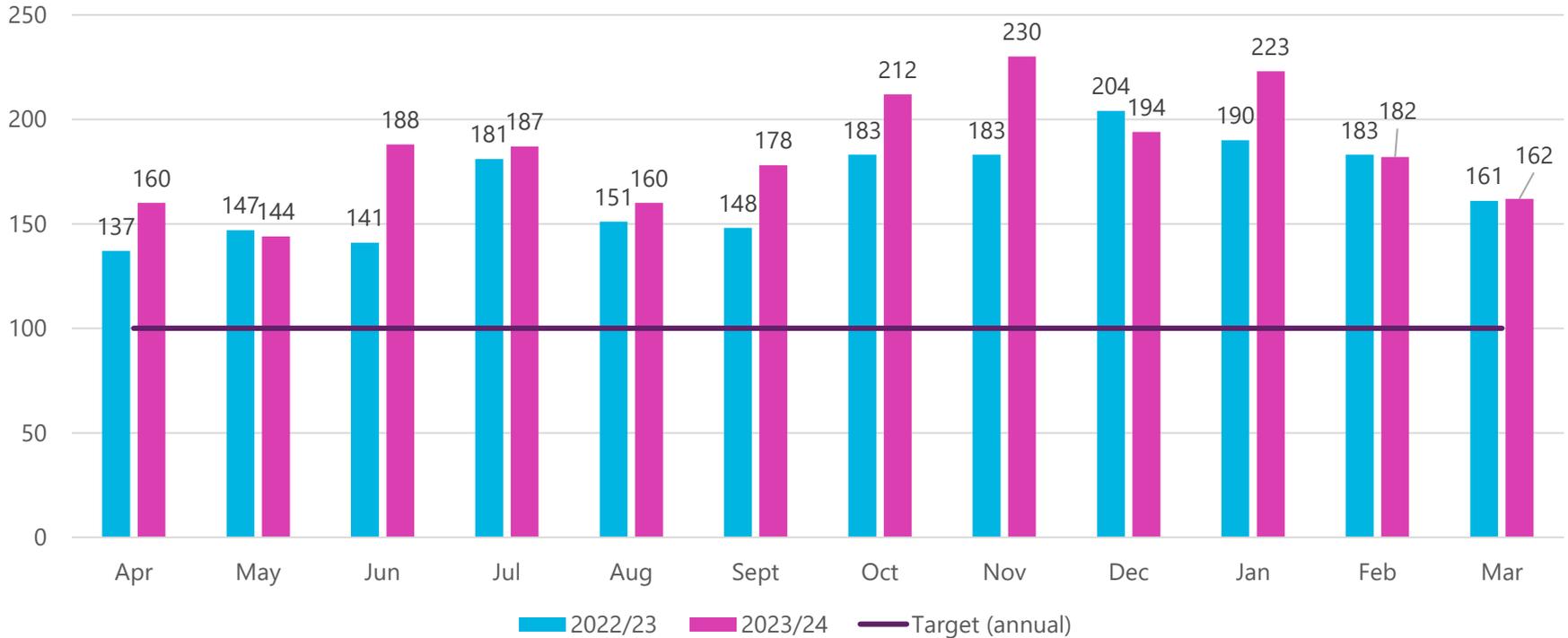
Timeliness of All Repairs



This is a monthly KPI that includes all emergency, urgent and routine jobs. Performance has been consistent throughout the year, with all months of 2023/24 being above target.

BTS - No Access (Day to day repairs)

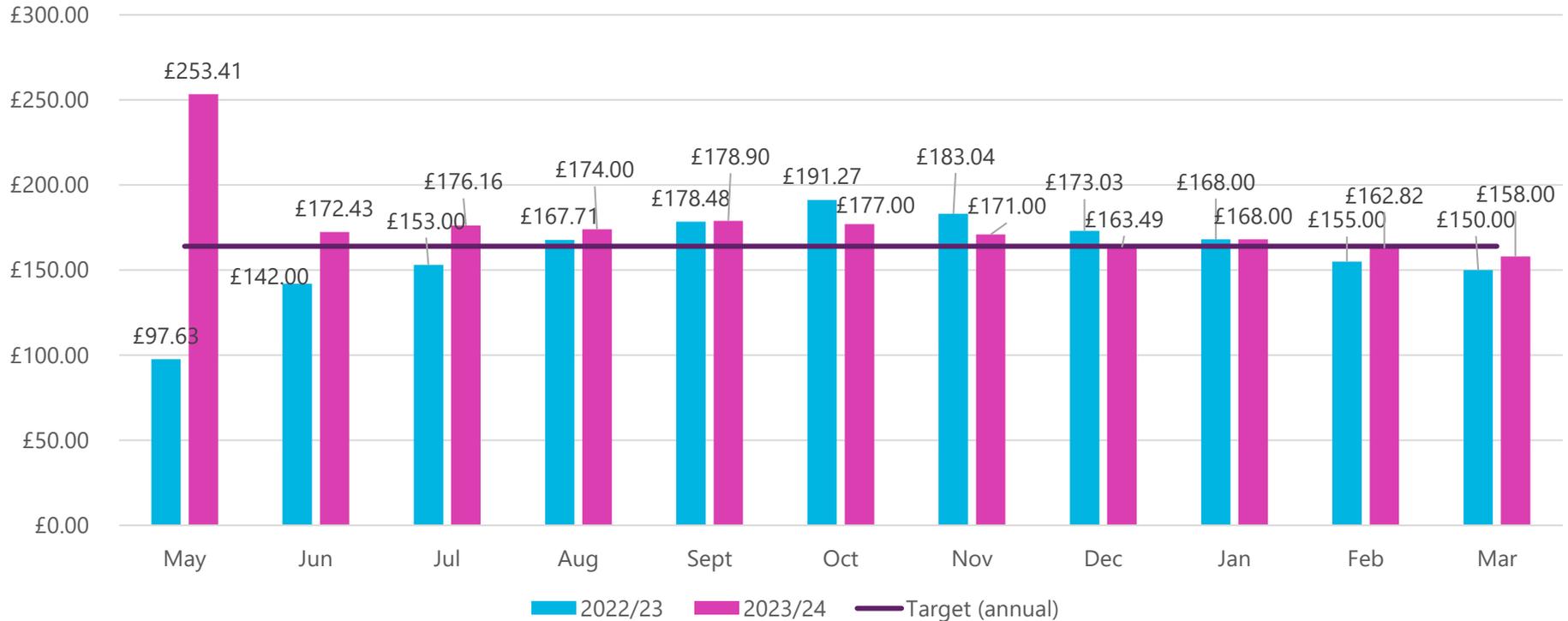
BTS No Access (day to day repairs)



Please note it costs LBC about £60 for every no access repairs appointment. BTS sends a text/letter or calls tenants to agree an appointment prior to attending the repair. Figures for 2023/24 have generally been higher than their corresponding months in the previous year, with November being the highest month for the year (230), and May was the lowest (144).

BTS - Average repair cost – day to day

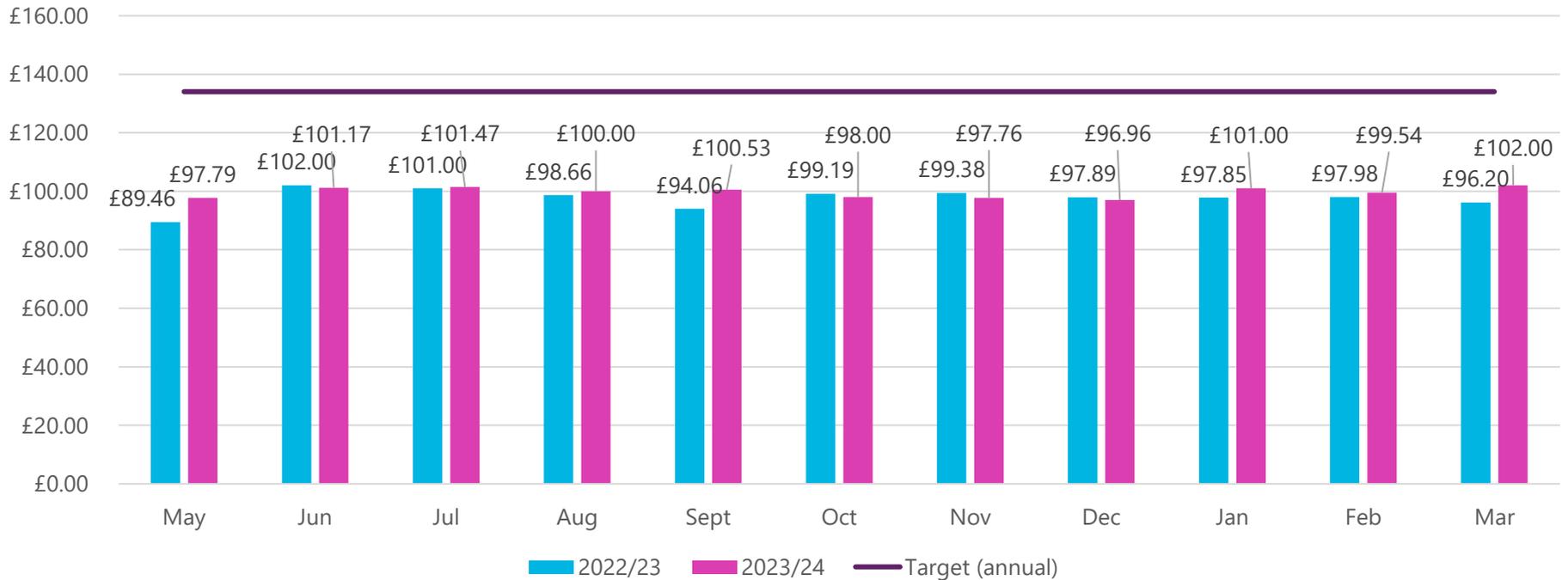
BTS Average Repair Cost (day to day)



Day to day costs have been increasing due to inflation, cost of living and lack of materials. Figures have generally been higher than the target. Costs decreased slightly in the latter part of 2023/24, with March being the lowest (£158.00).

BTS - Average Repair Cost – Standby Only (Out of Hours)

BTS Average Repair Cost: Standby Only (out of hours)



Both 2023/24 and the previous year display similar data, with the monthly figures for 2023/24 (in general) being slightly higher than the months of the previous year. BTS always strives to utilise its limited resources effectively and effectively, our repairs expenses is lower than the industry average. This low repair cost helps in widening our repairs base and carry out the repairs which most of the other councils include in tenant's responsibilities.