

OUR PERFORMANCE APRIL TO JUNE 2021-22



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Sometimes we restate figures because data comes through later in the year end and we do a full check again on all the figures.

Key	
Target not Met	
Target nearly Met	
Target Met	

Key	
Performance is worse than last year	
Performance is the same as last year	
Performance is better than last year	



Measure	Last Year 2019-20	April to June	July to Sept	Oct to Dec	Jan to March	YEAR TO DATE	TARGET	TARGET (Value)	CHANGE since 2020-21
Number of Phoenix residents supported into work	7	4				4	g	15	▲
Number of non-Phoenix residents supported into work	3	0				0	N/A	N/A	N/A
Total Number of people supported into work	10	4				4	N/A	N/A	▲
Number of Phoenix residents provided with training	80	68				68	g	150	▲
Number of non-Phoenix residents provided with training	331	103				103	N/A	N/A	▲
Total number of people provided with training	493	171				171	N/A	N/A	▶
Number of events for residents	9	2				2	N/A	N/A	▼
% of unique households consulted in period and YTD (includes surveys and ballots as well as face to face activity)	55.32%	0.85%				0.85%		60%	▼
% of unique households engaged in events or activities in period and YTD (Could include non landlord related activities such as training or employment)	9.84%	2.38%				2.38%	g	6%	▶

Comments

At the end of Quarter 1, 2021-22, 4 Phoenix residents were supported into work.

68 Phoenix residents have also been provided with training so far in 2021-22.

In Quarter 1, 0.85% of households were consulted, and 2.38% of households engaged at events. The Community Engagement Team ran Chat 'n' Chips events during Quarter 1 which will also run into Quarter 2 and Summer Fun is also planned. These numbers will also increase when all survey consultation responses are added later this year.

Income



Measure	Last Year 2020-21	April to June	July to Sept	Oct to Dec	Jan to March	YEAR TO DATE	TARGET	CHANGE since 2020-21
% of rent collected of rent due	100.80%	98.77%				98.77%		▼
Rent Arrears (£) at the end of period	£1,844,688	£1,890,213				£1,890,213		▲
Rent loss due to empty homes (£)	£177,176	£74,876.41				£74,876.41		▲
Leasehold service charges collected of those due at 31-03-2021 (%) YTD (not including arrears BF)	101%	42%				42.05%	g	▼
Number of tenants in arrears at the end of period	2062	2070				2070	N/A	▲
Number of leaseholders in arrears at end of period (Major Works)	87	237				237	N/A	▲

Average Rent (Social Rent): 2020-21 (Last Year)

Bedsit	1 Bed	2 bed	3 Bed	4 Bed	5 Bed	6 Bed
£78.63	£89.39	£103.70	£117.52	£128.59	£146.75	£152.02

Average Rent (London Affordable Rent): 2020-21 (Last Year)

1 Bed	2 bed	3 Bed
£169.14	£177.92	£184.23

Comments

In Quarter 1, 2021-22, rent arrears increased compared to last year (2020-21) and the % of rent collected of that due decreased, to 98.77% at the end of Quarter 1.

There were 237 leaseholders in arrears which is an increase compared to last year where 87 leaseholders were in arrears - but also reflects the cycle of payments throughout the year- leaseholders receive an annual estimate at the beginning of the financial year. The % of leasehold service charges collected of those due has also decreased for the same reasons.

The rent loss has increased due to empty homes because we are taking a longer time to re-let our homes. The loss is above our target. See more detail on page 3 of this report.

The average rent in 2020-21 has been split into two different types of rent: Social Rent (our existing properties) and Affordable Rent (new homes or homes that are bought and repaired by us so we can rent them out). The Affordable Rent figures for 2020-21 does not include Hazelhurst Court.

Empty Homes and Lettings



Measure	Last Year 2020-21	April to June	July to Sept	Oct to Dec	Jan to March	YEAR TO DATE	TARGET	TARGET (Value)	CHANGE since 2020-21
Number of homes let	126	42				42	N/A	N/A	▲
Number of long term empty homes at end of period	33	33				33	N/A	N/A	▶
Average time taken to re-let all homes so far this year	62.62	82.74				82.74		28	▲
Number of mutual Exchanges	9	1				1	N/A	N/A	▼
% of satisfaction with lettings process	90.6%	88%				90.59%		96%	▶

Comments

The number of homes let in Quarter 1, 2021-22 was 42, of which 5 were new lettings at Nuthatch. The average time to re-let a home increased to 82.74 at the end of Quarter 1 which is significantly above our target. It is due to delays from the contractor Phoenix Repairs Service uses for voids.

At the end of Quarter 1, 2021-22 there were 33 properties which remained long term empty homes. 28 of these we are planning to demolish to build more new homes.

Overall satisfaction with the lettings process decreased slightly from 90.6% last year, to 88%, at the end of Quarter 1.



Membership

Service Area	Last Year 2020-21	April to June	July to Sept	Oct to Dec	Jan to March	YEAR TO DATE	TARGET	TARGET (Value)	CHANGE since 2020-21
Number of Shareholders	3568	3548				3548		More than at year end 2020-2021	▼
Number of Gold Members	3563	3543				3543		More than year end 2020-21	▼

Comments
Gold Members decreased in Quarter 1, by 20 members. A project is set to review the gold membership scheme this year and will look at what benefits are offered and the importance of membership to our governance model.



Measure	Last Year 2020-21	April to June	July to Sept	Oct to Dec	Jan to March	YEAR TO DATE	TARGET	TARGET (Value)	CHANGE since 2020-21
Number of awards shortlisted for in period	3	1				3	N/A	N/A	▼
Number of awards won	0	0				0	N/A	N/A	▶
Number of positive press stories	100%	-				-		90%	▶

Comments
In Quarter 1, 2021-22, Phoenix did not win any awards but were shortlisted for 1 award: Inside Housing Development awards - Best Shared ownership. There were no recorded press stories in Quarter 1, 2021-22.

Day to Day repairs



Measure	Last Year 2020-21	April to June	July to Sept	Oct to Dec	Jan to March	YEAR TO DATE	TARGET	TARGET (Value)	CHANGE since 2020-21
% of residents satisfied with their last repair *	88.88%	85.61%				85.61%		91%	▼
Number of repairs completed*	18,932	5574				5,574	N/A	N/A	▲
Average time (days) to complete a responsive repair	6.05	9.21				9.21	g	10	▲
Number of emergency repairs ordered	6489	1402				1402	N/A	N/A	▼
% of appointments kept of those made	99.58%	99.13%				99.13%	g	99%	▼
% of responsive repairs done within target time	95.9%	96.90%				96.90%	g	96%	▲

* Responsive repairs

Comments

In Quarter 1, 2021-22, % Overall satisfaction with the last responsive repair (day to day, urgent and emergency) decreased to 85.61% compared to last year, of 88.88%.

The average days to complete repairs was higher than 2020-21, at 9.21 compared to last year of 6.05 days- this is because we have been doing more repairs this year.

The number of emergency repairs ordered and completed is reducing now the lock down and social distancing restrictions have been lifted however the numbers are still higher than usual.

The % of appointments kept of those made was 99.13% and 96.90% of all responsive repairs were completed within the target time.

Customer Contact



Measure	Last Year 2019-20	April to June	July to Sept	Oct to Dec	Dec to March	YEAR TO DATE	TARGET	TARGET (Value)	CHANGE since 2019-20
% of calls taken of all calls received	96.26%	87.68%				87.68%		92%	▼
First call resolution: % of calls resolved at 1st point of contact of those received- (this means without transferring them)	94.47%	94.94%				94.94%	G	85%	▲
% of calls meeting quality check standards	99.67%	99.73%				99.73%	G	95%	▲
Number of complaints received	252	60				60	N/A	N/A	▼
% of complaints replied to on time (10 working days)	67%	56%				56%		87%	▼
% of closed complaints with learning outcomes	95%	93%				93%	g	85%	▼
% of complainants satisfied with the way their complaint was handled (over a year at end of period)	40%	46%				46%		85%	▼

Comments

Our front of house service was closed during the quarter and planned to be reopened in July 2021.

In Quarter 1, 2021-22, of the calls received, 87.68% were answered and the % resolved at first point of contact improved to 94.94% compared to last year, 94.47%. This has been due to staff vacancies and induction of new staff.

There have been 60 complaints received so far in 2021-22, this year so far 56% have been replied to on time that is 25 out of 45. Where we replied after 10 working days we updated residents in 9 out of 20 cases. We are aiming to ensure we update complainants in all cases and this is being checked by our Executive Team.

Satisfaction with how complaints are handled was 46% between June 2020 and June 2021 this is lower than we would like. At Phoenix there remains a priority is to improve complaint handling and we have put in place a new service improvement plan to help guide us. The new Housing Ombudsman Complaint Code is helping us focus on complaint handling and training has been delivered for managers on complaints handling and all teams have received training on the new code. Our self assessment against the Code is on our website.

Tenancy Sustainment



Measure	Last Year 2020-21	April to June	July to Sept	Oct to Dec	Jan to March	YEAR TO DATE	TARGET	CHANGE since 2020-21
Number of Evictions in period and year to date	0	0				0	N/A	▶
Number of potential tenancy fraud cases live at end of period	40	44				44	N/A	▲
Number of cases of actual tenancy fraud	0	0				0	N/A	▶

Comments
<p>There have been no evictions due to Government restrictions, however the courts started to open at the end of the period. Phoenix does have some very serious cases where tenancy agreements have been broken which we will be going to court with because we have tried all other ways of resolving the arrears or other breaches.</p> <p>At the end of Quarter 1, 2021-22, there were 44 cases of potential fraud being investigated and no cases of actual fraud.</p>

ANTI-SOCIAL BEHAVIOUR



Measure	Last Year 2020-21	April to June	July to Sept	Oct to Dec	Dec to March	YEAR TO DATE	TARGET	CHANGE since 2020-21
% Satisfaction with how Phoenix dealt with the ASB complaint	60.00%	59%				59%	65%	▶
Number of open cases at end of period	138	147				147	N/A	▲
Number of cases closed year to date	169	18				18	N/A	▼
Number of new cases of domestic abuse	7	3				3	N/A	▼

Comments

In 2021-22, satisfaction with how Phoenix dealt with ASB complaints is 59% which is similar to last year.

There were 147 open ASB cases at the end of Quarter 1- which is an increase from last year but not as high as in July last year when the number of open cases was over 170.

There were 3 new domestic abuse cases between April and June.

Safeguarding and Supporting Residents at risk



Measure	Last Year 2020-21	April to June	July to Sept	Oct to Dec	Jan to March	YEAR TO DATE	TARGET	CHANGE since 2020-21
Number of safeguarding cases reported to social services in period	5	0				0	N/A	▼
Number of households at risk at the end of period	32	27				27	N/A	▼

Comments
At the end of Quarter 1, 2021-22, we had not reported any new safeguarding cases to social services. There were 27 households at risk at year end who we were supporting.



Estates and Caretaking

Measure	Last Year 2020-21	April to June	July to Sept	Oct to Dec	Jan to March	YEAR TO DATE	TARGET	TARGET (Value)	CHANGE since 2020-21
% of blocks inspected internally to standards A or B	97.80%	94.05%				94.05%		95%	▶
% of open spaces inspections completed to a high standard	100%	100%				100%	g	99%	▶
% of residents satisfied with the Caretakers' overall performance	89%	80%				80.00%		85%	▶
Comments									
<p>In Quarter 1, 2021-22, 94.05% of blocks were inspected to standards A and B, which is lower than last year, where 97.80% of blocks met these standards; but remains in target.</p> <p>Caretaking satisfaction has decreased since last year, with 80% of residents being satisfied with the caretaking service this year. A full report on all satisfaction survey findings is also on our web site.</p>									



New Homes

Measure	Last Year 2020-21	April to June	July to Sept	Oct to Dec	Jan to March	YEAR TO DATE	TARGET	CHANGE since 2020-21
New Homes acquired or built for social rents	27	0				0	N/A	▼
New Homes acquired or built for affordable rents	0	0				0	5	▶
New Homes being acquired or built for affordable rents (with works on site)	48	51				51	g	▲
New Homes built for shared ownership	8	0				0	N/A	▶
New Homes being built for shared ownership	0	0				0	g	▶
New Homes built for outright sale	0	0				0	N/A	▶
New Homes being built for outright sale	0	0				0	N/A	▶

Comments

So far, in 2021-22, no new homes have been built, but there were 51 new homes being acquired or built for affordable rent on site.



Health and Safety

Measure	Last Year 2020-21	April to June	July to Sept	Oct to Dec	Jan to March	YEAR TO DATE	TARGET	CHANGE since 2020-21
% of homes with up to date gas safety certificate	99.72%	99.89%				99.89%		▲
% of homes with up to date electrical certificate (we redo these every 10 years but are working towards doing every 5 years)	99.18%	99.35%				99.35%		▲
% blocks with an up-to-date fire risk assessment	100%	100%				100%	g	▶
% blocks with weekly fire inspections completed by caretakers	100%	100%				100%		▶
% homes with up to date asbestos survey (as part of our reinspection programmes)	99.13%	98.85%				98.85%		▶
Number of Accidents or near misses	8	2				2	N/A	▶

Comments

At the end of Quarter 1, 6 homes did not have a valid gas safety certificate. Of these, 2 cases were going through the legal process for forced entry or an injunction, and 4 were voids pending works.

At the end of Quarter 1, 36 homes had an out of date electrical condition survey. Of these, 24 were in the legal process, 8 have a risk assessment as the household was vulnerable or 'at risk' and we are working with them to do the check when it is safe and 4 were void pending works. There were no open remedial works at the end of Quarter 1. For the same period last year, 129 properties were out of electrical compliance.

We continue to have 100% of blocks with an up to date fire risk assessment.

98.85% of homes have received a resurvey for asbestos where needed. This meant 26 properties have not been reinspected within 2 years. These are all being followed up. All homes have an original asbestos management survey.

There have been 2 accidents or near misses in Quarter 1, 2021-22, compared to 8 which occurred last year and so we encouraging staff to continue reporting during this time.

Major Works



Programme:	Last Year 2020-21	April to June	July to Sept	Oct to Dec	Jan to March	YEAR TO DATE	CHANGE since 2020-21
Internal / External Works	On Track	On Track				On Track	▶
Planned Maintenance	On Track	Problems but being resolved				Problems but being resolved	▼
Fire Safety	Problems but being resolved	Problems but being resolved				Problems but being resolved	▶

Comments
<p>There have been some delays in works due to the Covid-19 pandemic.</p> <p>In Quarter 1, 2021-22, for Internal/External works, works were completed from last year delayed due to Covid-19.</p> <p>For Planned Maintenance, there have been some delays due to recruitment for the head of Planned Works.</p> <p>For Fire Safety, completion has been delayed due to the delivery of fire doors which have held up completion/sign off. The expected delivery is early August with completion estimated in September 2021.</p>