

OUR PERFORMANCE

APRIL TO SEPTEMBER 2021-22



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Target nearly Met	
Target Met	

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



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 Phoenix residents supported into work	7	4	7			11	g	15	▲
Number of Phoenix residents provided with training	80	68	63			110	g	150	▲
Number of events for residents	9	2	4			6	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%	5.47%	2.59%			7.56%		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%	4.17%			5.21%	g	6%	▶

Comments
<p>In Quarter 2, 7 Phoenix residents were supported into work, 20 digital devices were provided and 7 individuals have been referred for support with mental health or well being guidance and support.</p> <p>The number of households consulted with will increase once we add in residents consulted through satisfaction surveys.</p>

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%	99.36%			99.36%		▼
Rent Arrears (£) at the end of period	£1,844,688	£1,890,213	£1,851,663			£1,851,663		▲
Rent loss due to empty homes (£)	£177,176	£74,876.41	£160,429.08			£160,429.08		▲
Leasehold service charges collected of those due at 31-03-2021 (%) YTD (not including arrears BF)	101%	42%	57%			57.00%	g	▼
Number of tenants in arrears at the end of period	2062	2070	2053			2053	N/A	▲
Number of leaseholders in arrears at end of period (Major Works)	87	237	220			220	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

Rent arrears decreased in Quarter 2 and collection increased although still below target. Void rent loss decreased in Quarter 2 to 1.00%

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.

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	48			90	N/A	N/A	▲
Number of long term empty homes at end of period	33	33	32			32	N/A	N/A	▶
Average time taken to re-let all homes so far this year	62.62	82.74	79.00			80.62		28	▲
Number of mutual Exchanges	9	1	11			12	N/A	N/A	▲
% of satisfaction with lettings process	90.6%	88%	80.56%			83.61%		96%	▼

Comments

The number of homes let in Quarter 2, 2021-22 was 48. The average time to re-let a home decreased to 79 at the end of Quarter 2 which is significantly above our target. In October we ended a contract and appointed new contractors who we are managing to ensure targets are met going forward.

At the end of Quarter 2, 2021-22 there were 32 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 88% in Quarter 1 year, to 80.56%, at the end of Quarter 2.



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	3505			3505		More than at year end 2020-2021	▼
Number of Gold Members	3563	3543	3500			3500		More than year end 2020-21	▼

Comments

Gold Members decreased in Quarter 2. This is because tenancies have ended and new members have not been approved so far this year.



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			4	N/A	N/A	▶
Number of awards won	0	0	0			0	N/A	N/A	▶
Number of positive press stories	100%	-	100%			100%		90%	▶

Comments

In Quarter 2, 2021-22, Phoenix did not win any awards but were shortlisted for 3, 4 year to date: There was one recorded press story in Quarter 2, 2021-22 which was positive.

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%	81.19%			83.39%		91%	▼
Number of repairs completed*	18,932	5574	5463			11037	N/A	N/A	▲
Average time (days) to complete a responsive repair	6.05	9.21	12.13			10.65		10	▲
Number of emergency repairs ordered	6489	1402	1148			2550	N/A	N/A	▼
% of appointments kept of those made	99.58%	99.13%	97.69%			99.41%	g	99%	▼
% of responsive repairs done within target time	95.9%	96.90%	96.7%			97.77%	g	96%	▲

* Responsive repairs

Comments

In Quarter 2, 2021-22, % Overall satisfaction with the last responsive repair (day to day, urgent and emergency) decreased to 81.19% compared to last year, down by 4.42% from Quarter 1

The Average time (days) to complete a responsive repair increased in Quarter 2 due to lockdowns/measures being lifted and responsive repairs offering a full service.

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.



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%	85.27%			86.45%		92%	▼
First call resolution: % of calls resolved at 1st point of contact of those received- (this means without transferring them)	94.47%	94.94%	95.01%			94.90%	G	85%	▲
% of calls meeting quality check standards	99.67%	99.73%	100.00%			99.74%	G	95%	▲
Number of complaints received	252	60	91			151	N/A	N/A	▼
% of complaints replied to on time (10 working days)	67%	56%	73%			69%		87%	▼
% of closed complaints with learning outcomes	95%	93%	98%			96%	g	85%	▲
% of complainants satisfied with the way their complaint was handled (over a year at end of period)	40%	46%	47%			47%		85%	▲

Comments

In Quarter 2, 2021-22, of the calls received, 85.27% were answered and the % resolved at first point of contact improved to 95.01%, this has been due to staff vacancies and inductions of new staff.

There have been 151 formal complaints received so far in 2021-22, this year so far 69% have been replied to on time that is 145 out of 210. Where we haven't been able to reply on time we aim to ensure we update complainants in all cases. This continues to be checked by our Executive Team.

Satisfaction with how complaints are handled is 47%, this is lower than we would like. At Phoenix there remains a priority 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 and was updated in September.

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	1	10			11	N/A	▲
Number of potential tenancy fraud cases live at end of period	40	44	48			48	N/A	▲
Number of cases of actual tenancy fraud	0	0	0			0	N/A	▶

Comments

There have been 11 evictions year to date. Phoenix does have some very serious cases where arrears 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.

At the end of Quarter 2, 2021-22, there were 48 cases of potential fraud being investigated and no cases of actual fraud.

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%			59%	65%	▶
Number of open cases at end of period	138	147	145			145	N/A	▲
Number of cases closed year to date	169	18	24			42	N/A	▼
Number of new cases of domestic abuse	7	3	1			4	N/A	▶

Comments

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

There were 145 open ASB cases at the end of Quarter 2.

There were 1 new domestic abuse case between July and September 2021.



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			0	N/A	▼
Number of households at risk at the end of period	32	27	31			31	N/A	▼

Comments
At the end of Quarter 2, 2021-22, we had not reported any new safeguarding cases to social services. There were 31 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%	94.99%			94.52%		95%	▶
% of open spaces inspections completed to a high standard	100%	100%	100%			100%	g	99%	▶
% of residents satisfied with the Caretakers' overall performance	89%	80%	83.00%			82%		85%	▶
Comments									
<p>In Quarter 2, 2021-22, 94.52% 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 82% 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			0	N/A	▼
New Homes acquired or built for affordable rents	0	0	4			4	5	▲
New Homes being acquired or built for affordable rents (with works on site)	48	51	45			45	g	▼
New Homes built for shared ownership	8	0	0			0	N/A	▶
New Homes being built for shared ownership	0	0	0			0	g	▶
New Homes built for outright sale	0	0	0			0	N/A	▶
New Homes being built for outright sale	0	0	0			0	N/A	▶

Comments

So far, in 2021-22, 3 new homes have been completed as part of conversion. Plans for a further 45 are in development



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%	99.68%			99.68%		▲
% 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%	99.44%			99.44%		▲
% blocks with an up-to-date fire risk assessment	100%	100%	100%			100%	9	▶
% blocks with weekly fire inspections completed by caretakers	100%	100%	100%			100%		▶
% homes with up to date asbestos survey (as part of our reinspection programmes)	99.13%	98.85%	99.60%			99.60%		▶
Number of Accidents or near misses	8	2	8			10	N/A	▲

Comments

At the end of Quarter 2, 17 homes did not have a valid gas safety certificate. Of these, 4 cases were going through the legal process for forced entry or an injunction, 6 were pending void works, 3 are working towards access due to PRS appointments being pushed back, 1 attributed to a scheduling issue, 1 access issue due to carer presence and 2 working towards access with housing.

At the end of Quarter 2, 30 domestic properties had an out of date electrical condition survey. Of these, 17 were in the legal process, 7 have a risk assessment and 6 were void. There were no open remedial works at the end of Quarter 2. For the same period last year 88 properties were out of electrical compliance.

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

99.60% of general needs properties had an asbestos reinspection within 2 years of those due at the end of Quarter 2. Representing 9 properties that have not been reinspected within 2 years. 4 have a risk assessment with access pathways, 1 is pending a risk assessment, 2 had new appointments, 2 were void.



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			On Track	▶
Planned Maintenance	On Track	Problems but being resolved	Problems but being resolved			Problems but being resolved	▼
Fire Safety	Problems but being resolved	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 and fuel shortages in 2021-22 planned works. All work streams are progressing.</p>