




# OUR PERFORMANCE APRIL TO JUN 2020-21






Measures	Page
Community Engagement	2
Empty Homes and Lettings	3
Income	4
Membership	5
Reputation	6
Repairs	7
Customer Contact	9
Anti Social Behaviour	10

Measures	Page
Tenancy Sustainment	11
Safeguarding	12
Estate and Caretaking	13
New Homes	14
H&S	15
Major Works	16

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	



# Regeneration

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 2019-20
Number of Phoenix residents supported into work	18	1				1		25	↓
Number of non-Phoenix residents supported into work	29	0				0	N/A	N/A	N/A
Total Number of people supported into work	47	1				1		40	↓
Number of Phoenix residents provided with training	114	29				29		150	↑
Number of non-Phoenix residents provided with training	462	31				31	N/A	N/A	↓
Total number of people provided with training	784	60				60	N/A	N/A	↓
Number of events for residents	14	0				0	N/A	N/A	↓
% of unique households consulted in period and YTD (includes surveys and ballots as well as face to face activity)	12.16%	0.40%				0.40%		15%	↓
% of unique households engaged in events or activities in period and YTD (Could include non landlord related activities such as training or employment)	10.56%	1.83%				1.83%		15%	↓

## Comments

Due to the current lockdown and social distancing measures in place due to Covid-19, in Quarter 1, 2020-21, only 1 resident was supported into work.

29 residents have also been provided with training in Quarter 1, 2020-21.

In Quarter 1 mentoring with young people continued as planned via digital forms, however overall consultation and engagement fell below expected numbers due to lockdown. The Community Engagement Team are planning to accommodate the current social situation to increase both numbers in the coming months by other activities- for example Summer Fun.

# Income



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 2019-20
% of rent collected of rent due	99.32%	97.18%				97.18%		100%	↓
Rent Arrears (£) at the end of period	£1,593,837	£1,848,946				£1,848,946		£1,593,837	↓
Rent loss due to empty homes (£)	£75,982	£19,436.73				£19,436.73	g	£896,801	↓
Leasehold service charges collected of those due (%) YTD	111%	37%				37%	g	100% at year end	↑
Number of tenants in arrears at the end of period	2364	2346				2346	N/A	N/A	↑
Number of leaseholders in arrears (Major Works)	103	271				271	N/A	N/A	↓

Average Rent (Social Rent): 2019-20 (Last Year)						
Bedsit	1 Bed	2 bed	3 Bed	4 Bed	5 Bed	6 Bed
£76.57	£87.04	£100.99	£114.44	£125.23	£142.84	£148.04

Average Rent (Affordable Rent): 2019-20 (Last Year)		
1 Bed	2 bed	3 Bed
£160.86	£169.41	£181.14

Comments
<p>In Quarter 1, 2020-21, rent arrears increased compared to last year (2019-20). % of rent collected of due also decreased to 97.18%. This was due to the COVID-19 pandemic. At the end of June there were 1035 tenants on Universal Credit (more than 31-03-2020) of these 72% were in arrears contributing to 15% of all arrears, (a drop from previous months).</p> <p>There were 271 leaseholders in arrears which is an increase compared to last year, where 103 leaseholders were in arrears- but also reflects the cycle of payments through the year.</p> <p>The % of leasehold service charges collected of those due increases during the year.</p> <p>The average rent in 2019-20 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 2019-20 does not include Hazelhurst Court.</p>

# Empty Homes and Lettings



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 2019-20
Number of homes let	163	24				24	N/A	N/A	↓
Number of long term empty homes at end of period	30	31				31	N/A	N/A	↔
Average time taken to re-let all homes so far this year	23.88	48.29				48.29		29	↓
Number of mutual Exchanges	24	0				0	N/A	N/A	↓
% of satisfaction with lettings process	88.4%	100%				100%	9	88%	↑

## Comments

In Quarter 1, 2020-21, there were 31 long term empty homes at the end of June. The average time to re-let a home increased to 48.29.

Overall satisfaction with the lettings process increased from 88.4% last year, to 100% this year- but only reflected 14 respondents. The number of homes let was lower in Quarter 1, 2020-21, because the lettings services was suspended in April while we explored safe ways of reopening the service. This also affected void turnover.

# Membership



Service Area	Last Year 2019-20	April to June	July to Sept	Oct to Dec	Jan to March	YEAR TO DATE	TARGET	TARGET (Value)	CHANGE since 2019-20
Number of Shareholders	3579	3592				3602		100 more in 2020-21	↑
Number of Gold Members	3574	3597				3597		100 more in 2020-21	↑

Comments
Gold Membership increased in Quarter 1, 2020-21 by 23 following approval of new members by the Executive Team



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 2019-20
Number of awards shortlisted for in period	11	0				0	N/A	N/A	↓
Number of awards won	4	0				0	N/A	N/A	↓
Number of positive press stories	98%	100%				100%	9	90%	↔

**Comments**

In Quarter 1, 2020-21, Phoenix Housing have not been shortlisted for any awards or won any awards. However, we have had 1 positive press story and no negative ones.

# Day to Day repairs



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 2019-20
% of residents satisfied with their last repair *	91.03%	90.48%				90.48%		93%	↔
Number of repairs completed*	22,702	2928				2,928	N/A	N/A	↓
Average time (days) to complete a responsive repair	7.85	1.12				1.12	g	8	↑
Number of emergency repairs ordered	4850	1150				1150	N/A	N/A	↓
% of appointments kept of those made	99.45%	99.55%				99.55%	g	99%	↔
% of responsive repairs done within target time	97.7%	99.25%				99.25%	g	98%	↑

\* All repair types

## Comments

In Quarter 1, 2020-21, % Overall satisfaction with last responsive repair (day to day, urgent and emergency) decreased to 90.48%. The driver of the lower satisfaction is dissatisfaction was being kept up to date with the progress of their repairs.

In Quarter 1, 2020-21 the % of emergency repairs of all repairs was high as expected due to responsive repairs being put on hold due to lockdown/covid-19 pandemic.

As part of the recovery plan and tracking jobs cancelled due to CoVid19 a new priority for relogging cancelled jobs has been created, of these 180 jobs have been completed and 527 remain outstanding.

The average days to complete repairs was also affected by the majority of repairs being completed as emergencies in the period.

The % of appointments kept of those made was 99.55% and 99.25% 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	83.66%	-				-	-	91%	-
First call resolution: % of call resolved at 1st point of contact of those received- (this means without transferring them)	82.79%	-				-	-	84%	-
% of calls meeting quality check standards	97.37%	-				-	-	94%	-
Number of complaints received	237	31				31	N/A	N/A	↑
% of complaints replied to on time	30.00%	74%				74%		85%	↓
Average number of days to resolve a complaint	27.43	53.2				53.2		20	↓
% of closed complaints with learning outcomes	85.2%	96.72%				96.72%	9	82%	↑

Comments
<p>Due to the current coronavirus pandemic, all calls were diverted to our out of hours service, who are logging cases for us to call back.</p> <p>The out of hours service received 13,332 calls in Quarter 1, 2020-21. Of those calls that came in 74% were answered. We are working to be able to take all calls at home by the end of July 2020.</p> <p>There were 31 complaints received in Quarter 1, 2020-21 and the average no. of days to resolve complaints increased this year as some complaints could not be fully resolved due the Covid19 pandemic.</p> <p>Satisfaction surveys continued throughout the pandemic- only 6/28 respondents were satisfied with the way their complaint was handled. The cases that were surveyed had all been open some time.</p> <p>A priority for recovery is to improve complaint handling and we have put in place a new service improvement plan to help guide us.</p>



# Tenancy Sustainment



Measure	Last Year 2019-20	April to June	July to Sept	Oct to Dec	Jan to March	YEAR TO DATE	TARGET	CHANGE since 2019-20
Number of Evictions in period and year to date	19	0				0	N/A	↑
Number of potential tenancy fraud cases live at end of period	40	36				36	N/A	↓
Number of cases of actual tenancy fraud	0	0				0	N/A	↔

## Comments

All possession proceedings were suspended following the Coronavirus Act 2020 and only recently courts have started to consider cases again. eviction remains a last resort for Phoenix.  
 In Quarter 1, 2020-21, there were 36 cases of potential fraud at the end of the period, with 0 actual cases of fraud.



# ANTI-SOCIAL BEHAVIOUR

Measure	Last Year 2019-20	April to June	July to Sept	Oct to Dec	Dec to March	YEAR TO DATE	TARGET	CHANGE since 2019-20
% Satisfaction with how Phoenix dealt with the ASB complaint	58.0%	60%				60%	58.33%	↑
Number of open cases at end of period	100	150				150	N/A	↓
Number of cases closed year to date	134	15				15	N/A	↓
Number of new cases of domestic abuse	8	2				2	N/A	↑

## Comments

In Quarter 1, 2020-21, Satisfaction with how Phoenix dealt with the ASB complaint increased slightly to 60%.

There were 150 open ASB cases at the end of June and there were 2 new domestic abuse cases. During the pandemic we have received the highest ever number of new cases of ASB in one quarter and are working hard to try and resolve these with residents.

# Safeguarding and Supporting Residents at risk



Measure	Last Year 2019-20	April to June	July to Sept	Oct to Dec	Jan to March	YEAR TO DATE	TARGET	CHANGE since 2019-20
Number of safeguarding cases reported to social services in period	3	0				0	N/A	↑
Number of households at risk at the end of period	26	28				0	N/A	↓

Comments
At the end of Quarter 1, 2020-21, there were no new safeguarding cases reported to social services, and there were 28 households at risk.



# Estates and Caretaking

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 2019-20
% of blocks inspected internally to standards A or B	95.94%	97.64%				97.64%	g	93%	↑
% of open spaces inspections completed to a high standard	100%	-				-		98%	-
% of residents satisfied with the Caretakers' overall performance	83%	-				-		81%	-
Comments									
<p>In Quarter 1, 2020-21, Caretaking and Estate service inspections were less frequent in Quarter 1 due to the CoVid outbreak/lockdown.</p> <p>97.64% of blocks were inspected achieving a A-B for internal cleanliness.</p> <p>Caretaking satisfaction surveys started late in Quarter 1 and so will be available in Quarter 2.</p>									



# New Homes

Measure	Last Year 2019-20	April to June	July to Sept	Oct to Dec	Jan to March	YEAR TO DATE	TARGET	CHANGE since 2019-20
New Homes acquired or built for social rents	0	0				0	N/A	↔
New Homes acquired or built for affordable rents	14	0				14	N/A	↓
New Homes being acquired or built for affordable rents (with works on site)	70	70				70	g	↔
New Homes built for shared ownership	0	0				0	N/A	↔
New Homes being built for shared ownership	8	8				8	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

In Quarter 1, 2020-21, there are 70 new homes being acquired or built for affordable rents, and 8 being built for shared ownership. There have been delays on completing all schemes since the pandemic, however all grants have for building the homes have been retained.



# Health and Safety

Measure	Last Year 2019-20	April to June	July to Sept	Oct to Dec	Jan to March	YEAR TO DATE	TARGET	CHANGE since 2019-20
% of homes with up to date gas safety certificate	# # #	99.66%				99.66%		↑
% of homes with up to date electrical certificate (we redo these every 10 years)	97.47%	97.58%				97.58%		↑
% blocks with an up-to-date fire risk assessment	100%	100%				100%	g	↔
% homes with up to date asbestos survey (as part of our reinspection programmes)	98.46%	92.31%				92.31%		↓
Number of Accidents or near misses	37	0				0	N/A	↑

## Comments

We have been working hard to safely complete all safety inspections and where residents are shielding or self isolating booking appointments after this time.

At the end of Quarter 1, 2020-21, 99.66% of our homes had an up to date gas safety certificate, this meant 18 homes did not have a certificate. Of these 14 cases were going through the legal process for forced entry or an injunction, 2 were about to become void as the tenants had died and we were liaising with next of kin and 2 were shielding/self isolating with appointments scheduled.

At the end of Quarter 129 domestic properties remain out of electrical compliance. Of these 18 were shielding or self isolating, 1 property is now empty, 42 were in the legal process so have received a legal letter and have another appointment date and 1 is pending an injunction, in 60 other cases appointments are being made, then after 3 no access attempts a legal letter will be served. In 7 other cases we are exploring the safest ways to gain access as the resident is vulnerable/at risk.

1 property with overdue remedial works remained at the end of period for electrics. This was a Low risk action and the appointment was cancelled due to CoVid and the resident shielding.

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

92.31% of homes had received a resurvey for asbestos. This means 189 properties have not been reinspected within 2 years. 105 of these properties fell out of compliance in June. 9 properties were in the legal process at the end of Quarter 1, 2nd and 3rd appointments were being followed up for the remaining properties. All of these homes had a full asbestos management survey in place.

There have been no accidents or near misses so far, compared to 37 which occurred last year and so we encourage staff to continue reporting during this time.



# Major Works

Programme:	Last Year 2019-20	April to June	July to Sept	Oct to Dec	Jan to March	YEAR TO DATE	CHANGE since 2019-20
Internal / External Works	On Track	On Track				On Track	↔
Internal Works	On Track	On Track				On Track	↔
Kitchen & Bathrooms	On Track	On Track				On Track	↔
Falkland House – Boundary Wall	On Track	On Track				On Track	↔

Comments