

# Data & Performance Management Work-Stream

Housing Improvement Board Meeting

20/01/22

# Tenant and Leaseholder Satisfaction

Figure 2.2: Satisfaction with overall services over time

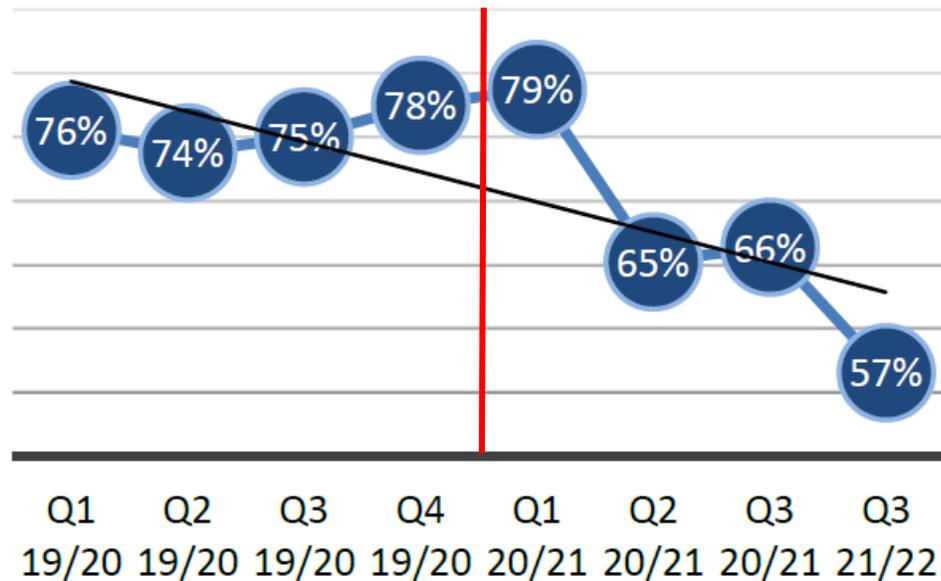
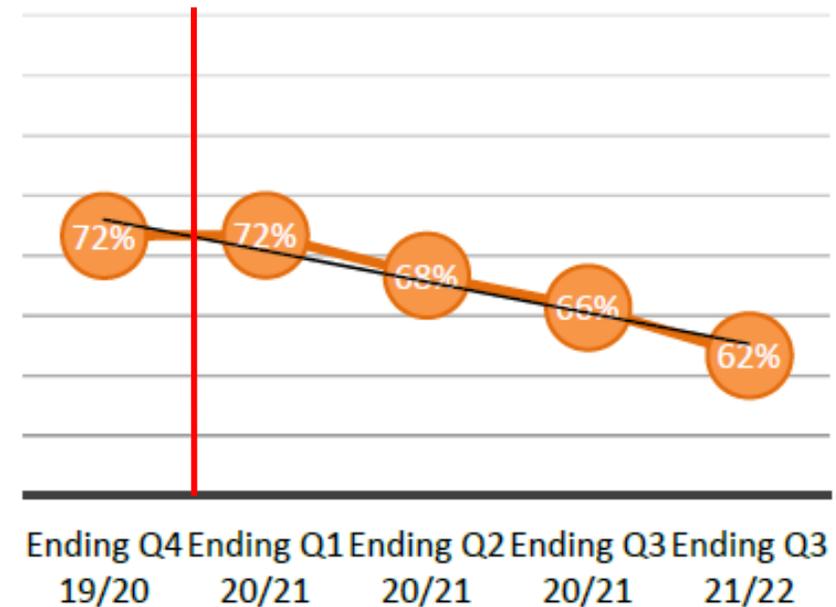


Figure 4.4: Satisfaction with the repairs service over time – last 4 surveys rolling average



— First Covid-19 national lockdown implemented on 26<sup>th</sup> March 2020

# Tenant and Leaseholder Satisfaction

The Council has commissioned Acuity Research & Practice to undertake quarterly telephone surveys of Croydon Council tenants to collect data on their opinions and attitudes towards their landlord and the services provided. The survey started in June 2019 but in late 2020 the Council underwent a major review and the surveys were stopped. However, these have recommenced in Q3 2021/2022 (see Figure 2.2 and 4.4) and will continue on a quarterly basis.

An average of the three tenant satisfaction surveys completed by Croydon Council tenants in 2020/2021 provides an overall satisfaction figure of 70%. Note that these surveys were commissioned prior to the ARK Consultancy Independent Investigation into 1-87 Regina Road.

Housemark data from over 200 organisations provides a median satisfaction rate of 83.4%, significantly higher than that of Croydon.

An average of the three tenant satisfaction surveys in 2020/2021 provides a satisfaction with repairs service figure of 69%. Housemark data provides a median satisfaction with repairs rate of 81% which is also significantly higher than that of Croydon.

# Tenant and Leaseholder Satisfaction- London

Analysis by Housemark across London councils presents Croydon's satisfaction levels more favourably.

For 2020/2021, the London councils median for Overall Satisfaction is 69%, indicating that prior to the ARK Consultancy Investigation, Croydon tenant satisfaction levels were in line with those of other London boroughs.

Similarly, the London councils median for Satisfaction with Repairs is 62.5%, indicating that prior to ARK, Croydon tenant satisfaction levels with repairs were higher than over half of London councils.

Housemark has found that satisfaction in London is typically around ten percentage points lower than in the rest of the country. The reasons for this are likely to be an accumulation of several negative survey biases including urbanisation and age.

# Repairs

CROYDON CORPORATE PERFORMANCE FRAMEWORK											
Latest Update: OCTOBER 2021		KEY		LATEST DATA						PREVIOUS DATA	
REF.	INDICATOR	Bigger or Smaller is better	Frequency	Timeframe	Target	Croydon position	Change from previous	RAG	Timeframe	Croydon position	
HOU 39	Responsive repairs logged in month	N/A	Monthly	Sep-21	N/A	8,661		N/A	Aug-21	4,845	
HOU 40	Responsive repairs completed in month	N/A	Monthly	Sep-21	N/A	3,993		N/A	Aug-21	3,802	
HOU 41a	% of Responsive Repairs on time (GB) Combined Immediate & Out of hours - P0 & P00 (2 hours)	Bigger is better	Monthly	Sep-21	100%	100%	↔	Green	Aug-21	100%	
HOU 41b	% of Responsive Repairs on time (GB) Emergency-P1 (1 day)	Bigger is better	Monthly	Sep-21	100%	100%	↑	Green	Aug-21	99.7%	
HOU 41c	% of Responsive Repairs on time (GB) Urgent- P2 (3 Days)	Bigger is better	Monthly	Sep-21	99%	55.0%	↓	Red	Aug-21	57.5%	
HOU 41d	% of Responsive Repairs on time (GB) Routine- P15 (15 days)	Bigger is better	Monthly	Sep-21	98%	60.0%	↓	Red	Aug-21	65.6%	
HOU 41e	% of Responsive Repairs on time (GB) Major- P16 (60 days)	Bigger is better	Monthly	Sep-21	99%	74.0%	↓	Red	Aug-21	81.5%	
HOU 41f	% repairs (GB) completed on First visit	Bigger is better	Monthly	Sep-21	94%	93.1%	↓	Amber	Aug-21	95.2%	

# Repairs

Performance across the red RAG-rated HOU41c, HOU41d and HOU41e has remained below target for several months. Poor performance has been affected by a number of factors, primarily contractor resources.

Contract review meetings review the contractor's plan to increase contract resourcing, which has improved over the past two months.

Actions are in place to continue to increase resourcing which is assessed on a weekly basis. The context of labour shortages caused by Brexit and the pandemic are exacerbating the current challenges.

Currently, the number of urgent and emergency jobs being raised are higher than usual, which is drawing resources away, which is also affecting performance.

# Stock Condition

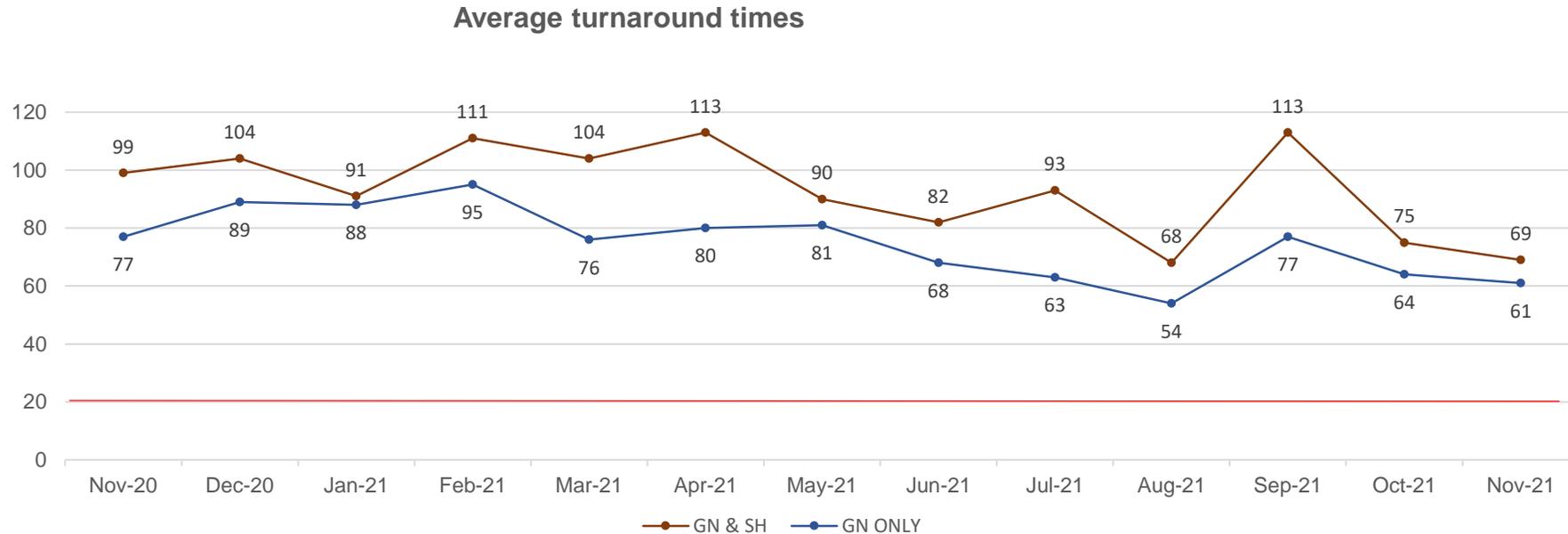
The Council has historically collected stock condition data, however, this data was no longer collected after March 2020.

To address this, the Council has undertaken detailed surveys at an initial five blocks including three in Regina Road, which will inform the future investment priorities of those homes.

The Council will also be conducting a 20% stock condition survey of all Council stock each year, on a rolling basis.

By May 2022, a team will have been established focused on improving investment planning for council housing stock.

# Voids



The void figures included in the previous slide exclude major works periods, and the number of turnaround days key-to-key is significantly higher.

In November, the key-to-key turnaround time was 115 days.

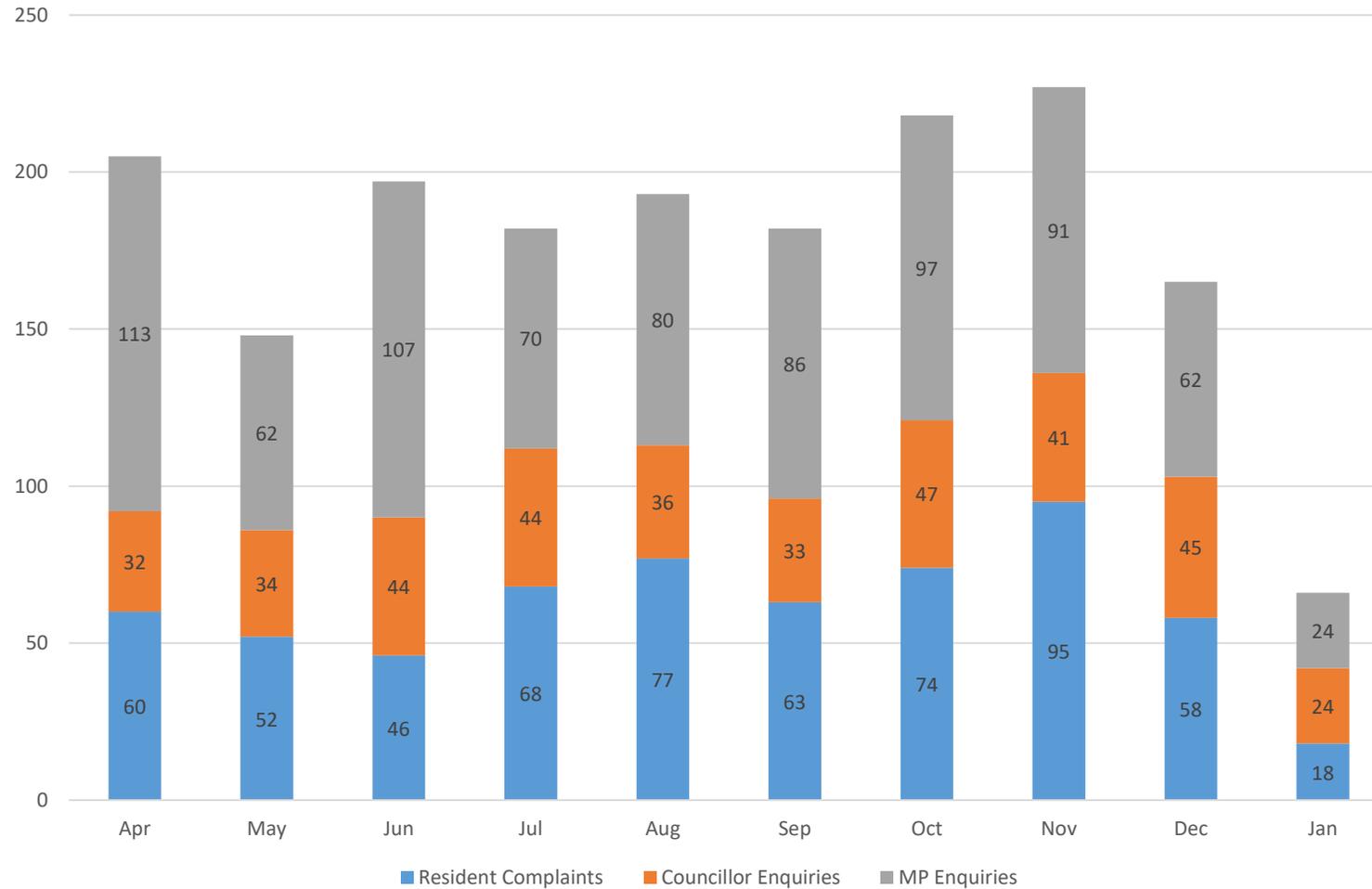
# Health & Safety Compliance

	INDICATOR	Frequency	Target	Month data covers	Monthly result
GAS	Total number of statutory gas checks compliant (Housing)	N/A	12507	Dec-21	12,493
	% of statutory gas checks that are compliant (Housing)	Monthly	100%	Dec-21	99.9%
FIRE SAFETY	Total number of Housing blocks with a current Fire Risk Assessment	Monthly	100%	Dec-21	100%
	Total number of FRA remediation actions outstanding	Monthly	0	Dec-21	3,578
Electrical	Domestic EICR Compliance	Monthly	100%	Dec-21	86%
	Communal EICR Compliance	Monthly	100%	Dec-21	87%
Lifts	Lift Servicing and maintenance	Monthly	100%	Dec-21	100%
Legionella	Legionella Safety Compliance	Monthly	100%	Dec-21	98.67%
	Legionella Remediation	Monthly	0	Dec-21	24
Asbestos	Asbestos Registers updated within 12 Months	Monthly	100%	Dec-21	0%

Contractor commissioned to begin programme of Asbestos Management surveys of all LBC communal areas, and work on providing ad hoc refurbishment asbestos surveys for repairs and capital works.

# Resident Complaints & Councillor/MP Enquiries

Resident Complaints and Councillor/MP Enquiries 2021/2022



# Data Quality

- The previous slides demonstrate the need for improvement in data collection, and business intelligence across all areas.
- A dedicated Business Intelligence work-stream is included within Housing Improvement Plan.
- A team focused on managing stock condition surveys, and harnessing data to understand stock performance will be established by May 2022.
- The Northgate ICT system which will be implemented in May 2022 will improve data quality across the directorate.