

**Meeting:** Housing Sub Committee

**Date:** 27<sup>th</sup> June 2016

**Title:** Kier North Tyneside Performance Update

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**Service:** Environment, Housing and Leisure

**Wards affected:** All

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**1. Purpose of Report**

The report provides the latest performance information relating to housing repairs and housing investment work delivered through Kier North Tyneside, our Joint Venture Company (JVCo.).

**2. Background**

Kier North Tyneside, our JVCo. partner, deliver all construction and maintenance services for the Council.

The key premise of the partnership is to deliver high performing services to customers that continue to improve over time. A comprehensive suite of Key Performance Indicators (KPI's) have been developed across the service and are regularly reviewed through contract governance arrangements. Targets are re-aligned each year to ensure continuous improvement in line with benchmarking data.

**3. Details**

The Committee are asked to note the performance across the housing repairs (see Appendix 1) and investment service (see Appendix 2) attached to this report. This provides information on current and past performance to allow the Committee to understand the recent trend.

The KPI targets for the 2016/17 financial year have been agreed to ensure continuous improvement in line with benchmarking data and current performance levels.







Officers will attend the Committee to provide additional context to the performance tables included within the report.

#### **4. Appendices**

Appendix 1: Repairs and Maintenance Performance









Appendix 2: Investment Performance

## Appendix 1: Repairs and Maintenance Performance








Performance Summary					
Last Report			This Report		
16		On target	19		On target
4		Improving	0		Improving
0		Cause for concern	2		Cause for concern

Quartile Key:		
1	Top	
2	Upper middle	
M	Median	
3	Lower middle	
4	Bottom	




### Gas Servicing

Measure	Is higher or lower better?	2014/2015	2015/2016	Target	Are we on target?	Direction of travel	Top quartile 2014/2015	Quartile position
Percentage of properties with a valid gas servicing certificate	H	100%	100%	100%		▲	99.97%	1
Number of properties that have not had a gas service carried out in the past 12 months	L	0	0	0		▲		
Gas services outstanding: up to 1 month	L	0	0	0		▲		
Gas services outstanding: 1 to 3 months	L	0	0	0		▲		
Gas services outstanding: over 3 months	L	0	0	0		▲		
Longest outstanding gas service	L	0 days	0 days	0 days		▲		
The number of capped gas properties	L	25	34	0		▼		
Customer satisfaction: Gas Servicing	H	9.16	9.12	8.90		▼		




## Repairs Service

Measure	Is higher or lower better?	2014/2015	2015/2016	Target	Are we on target?	Direction of travel	Top quartile 2014/2015	Quartile position
Percentage of emergency repairs completed on time	H	99.88%	99.96%	99.70%		▲		
Percentage of urgent repairs completed on time	H	99.16%	99.26%	98.20%		▲		
Percentage of routine repairs completed on time	H	96.63%	98.04%	96.50%		▲		
Number of repair jobs out of priority (backlog)	L	178	147			▲		
Average time taken to complete all repairs	L	5.09 days	6.93 days			▼	6.85 days	1
Percentage of jobs that are appointed	H	98.12%	99.14%	98.50%		▲		
Percentage of repair appointments made and kept	H	93.56%	95.74%	93.20%		▲		
Percentage of repairs completed right first time	H	77.73%	96.34%	93.00%		▲		
Customer satisfaction: Repairs Service	H	8.81	8.70	8.70		▼		

## Empty Homes

Measure	Is higher or lower better?	2014/2015	2015/2016	Target	Are we on target?	Direction of travel	Top quartile 2014/2015	Quartile position
Average time to relet housing	L	30.56 days	29.39 days	30 days		▲	36.28 days	1
Average number of calendar days to repair empty homes	L	16.37 days	18.59 days	15 days		▼		
Customer satisfaction: New Tenants	H	7.82	8.17	8.00		▲		







## Contact Centre







Measure	Is higher or lower better?	2014/2015	2015/2016	Target	Are we on target?	Direction of travel	Top quartile 2014/2015	Quartile position
Average customer telephone call waiting time	L	7.76 seconds	15.16 seconds			▼		
Percentage of telephone calls answered within 20 seconds	H	89.81%	85.70%	85%		▼		
Percentage of telephone calls lost/abandoned	L	1.33%	1.33%	3.00%		◀▶		
Customer satisfaction: Contact Centre	H	9.93	9.95	9.25		▲		

## Appendix 2: Investment Performance

The 2016/17 Housing Investment Programme consists of 29 main projects and a range of other ancillary projects. To date we have:

- 0 schemes complete
- 9 schemes on site
- 20 schemes still to commence

Performance Summary					
Last Report			This Report		
4		On target	6		On target
0		Improving	0		Improving
1		Cause for concern	0		Cause for concern

Schemes	Is higher or lower better?	2014/2015	2015/2016	Target	Are we on target?	Direction of travel
Kitchens and bathrooms	H	76.00	75.57	73.75		▼
Heating replacement	H	80.68	83.14	73.75		▲
Roof replacement	H	59.94	79.14	73.75		▲
Fencing replacement	H	85.28	86.08	73.75		▲
External redecoration	H	80.15	78.67	73.75		▼
Walling refurbishment	H		78.40	73.75		
Porch canopies	H	84.55		73.75		