

Meeting: Housing Sub Committee

Date: 27th March 2017

Title: Kier North Tyneside Performance Update

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Service: Environment, Housing and Leisure

Wards affected: All

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) has been developed across the service and are regularly reviewed through contract governance arrangements.

3. Details

The Committee is 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 2017/18 financial year have been agreed to ensure continuous improvement in line with current performance levels and benchmarking data where available.







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		
19		On target	17		On target
0		Improving	0		Improving
2		Cause for concern	3		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?	2015/2016	2016/2017 (Jan 2017)	Target	Are we on target?	Direction of travel	Top quartile 2015/2016	Quartile position
Percentage of properties with a valid gas servicing certificate	H	100%	100%	100%		▲	100%	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	34	43			▼		
Customer satisfaction: Gas Servicing	H	9.12	9.25	8.93		▲		




Repairs Service

Measure	Is higher or lower better?	2015/2016	2016/2017 (Jan 2017)	Target	Are we on target?	Direction of travel	Top quartile 2015/2016	Quartile position
Percentage of emergency repairs completed on time	H	99.96%	99.98%	99.70%		▲		
Percentage of urgent repairs completed on time	H	99.26%	99.39%	98.60%		▲		
Percentage of routine repairs completed on time	H	98.04%	99.21%	97.44%		▲		
Number of repair jobs out of priority	L	147	38			▲		
Average time taken to complete all repairs	L	6.93 days	6.45 days			▲	6.98 days	1
Percentage of jobs that are appointed	H	99.14%	99.62%	98.50%		▲		
Percentage of repair appointments made and kept	H	95.74%	98.01%	95.00%		▲		
Percentage of repairs completed right first time	H	96.34%	98.49%	96.00%		▲		
Customer satisfaction: Repairs Service	H	8.70	9.03	8.73		▲		

Empty Homes

Measure	Is higher or lower better?	2015/2016	2016/2017 (Jan 2017)	Target	Are we on target?	Direction of travel	Top quartile 2015/2016	Quartile position
Average time to relet housing	L	29.39 days	35.42 days	30 days		▼		
Average number of calendar days to repair empty homes	L	18.59 days	23.41 days	17.87 days		▼		
Percentage of void properties completed Right First Time	H	New measure 2016/17	53.71%	70.00%				
Customer satisfaction: New Tenants	H	8.16	8.05	8.12		▼		







Contact Centre






Measure	Is higher or lower better?	2015/2016	2016/2017 (Jan 2017)	Target	Are we on target?	Direction of travel	Top quartile 2015/2016	Quartile position
Average customer telephone call waiting time	L	15.16 seconds	11.07 seconds			▲		
Percentage of telephone calls answered within 20 seconds	H	85.70%	89.75%	85.00%		▲		
Percentage of telephone calls lost/abandoned	L	1.33%	0.96%	3.00%		▲		
Customer satisfaction: Contact Centre	H	9.95	9.95	9.55		◀▶		

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:

- 18 schemes complete
- 11 schemes on site
- 0 schemes still to commence

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

Schemes	Is higher or lower better?	2015/2016	2016/2017 (Feb 2017)	Target	Are we on target?	Direction of travel
Kitchens and bathrooms	H	75.57	84.67	73.75		▲
Heating replacement	H	83.14	84.95	73.75		▲
External redecoration	H	78.67	83.34	73.75		▲
Fencing replacement	H	86.08	88.93	73.75		▲
Roof replacement	H	79.14	78.44	73.75		▼
Wall insulation	H		88.59	73.75	