

COM01 Rent collection from current and former tenants as a percentage of rent due (excluding rent arrears brought forward).

Outturn			Target
New indicator for 2015/16			2015/16
			98.00%

Responsible Officer

**Alan Hall
Director of Communities**

Improvement Action	Target Dates	Key Measures / Milestones
Enable customers to access their rent accounts online	November 2016	Recruit a Communities IT Team Leader by September 2015. New IT Team Leader to be tasked with customer online system, following the implementation of the OHMs Leaseholder Module.
Increase the number of direct debit payment dates available to enable customers to set up a direct debit for any date in any month.	June 2015	Increased uptake of rent payments by direct debit is anticipated.
Remove restrictions on the number and frequency of direct debit payments from monthly, to include weekly, calendar monthly	June 2015	Increased uptake of rent payments by direct debit is anticipated.

Improvement Action	Target Dates	Key Measures / Milestones
and 4 weekly payments.		
Remove restrictions on the type of debts that can be paid by direct debit and include housing benefit sub accounts, court cost accounts and former tenant accounts.	June 2015	Increased payments of other rent related debts by direct debit is anticipated.
Re-establish the Welfare Reform Mitigation Group to consider ways to prepare customers for Universal Credit and Housing Benefit Direct.	March 2016	To consider any actions needed to support tenants in paying their rent in the light of the changes expected during 2016.
Undertake a review of staffing levels following the introduction of Universal Credit and Housing Benefit Direct in accordance with the recommendation of the former Housing Scrutiny Panel.	July 2016	To consider if any additional staffing is required following the introduction of further Welfare Reforms.
Consider extending the current arrangement to enable the Area Housing Office (North) to take payments of rent by phone.	September 2015	<p>Milestones: Area Housing Office (North) to arrange a demonstration from Finance of the system by July 2015.</p> <p>Implementation of the system by September 2015.</p>
Extend the opening hours at the Limes Centre, Chigwell in accordance with the Cabinet's decision from September 2015	September 2015	This will allow tenants, particularly those living on the Limes Farm estate, greater opportunity to pay their rent.

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

The review of staffing levels following the introduction of Universal Credit and Housing Benefit Direct could result in additional staffing costs depending upon the recommendations of the Housing Select Committee and the Housing Portfolio Holder.

All other improvement actions are within existing resources.

Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

None identified.

COM02 On average, how many days did it take us to re-let a Council property?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
33 days	37 days	34 days	37 days

Responsible Officer

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Director of Communities

Improvement Action	Target Dates	Key Measures / Milestones
<p>Following the Procurement of the CBL supplier, consider the benefits of moving from a fortnightly to weekly advertising cycle.</p>	<p>December 2015</p>	<p>Award of contract to the CBL supplier August 2015</p> <p>Discussions with the supplier and other HEHOC Consortium members on the benefits of a weekly advertising cycle October 2015</p> <p>Possible implementation December 2015</p>
<p>Provide greater publicity about the Supplementary Waiting list to those who do not meet the residency and housing need element of the Local Eligibility Criteria, which will assist in reducing sheltered accommodation re-let times.</p>	<p>July 2015</p>	<p>Promote the Supplementary Waiting List as part of the implementation of the Housing Allocations Scheme.</p>
<p>Expand pre-Qualification checks undertaken to Band B applicants to remove the need to undertake such checks at the point of allocation thereby preventing delays.</p>	<p>October 2015</p>	<p>Revised Housing Allocations Schemes goes live 27 July 2015</p> <p>Expand pre-verification checks of Band B applicants October 2015 when the revised Scheme has been embedded.</p>
<p>Introduce tougher penalties for refusals of offers of accommodation.</p>	<p>July 2015</p>	<p>Implementation of the revised Housing Allocations Scheme 27 July 2015.</p>

Improvement Action	Target Dates	Key Measures / Milestones
Following the Pilot Scheme, increase the number of accompanied multiple viewings undertaken on difficult-to-let properties	October 2015	Increase the numbers undertaken when the revised Housing Allocations Scheme has been embedded.
Consider advertising difficult-to-let properties in the private sector property adverts in the local press	October 2015	Pilot scheme when the revised Housing Allocations Scheme has been embedded.
Submit a report to the Housing Select Committee to give consideration to de-designation of all flats currently designated for older people. This will open up such flats to all home seekers on the Housing Register increasing the number of bids and reducing the number of refusals	November 2015	Housing Select Committee meeting 10 November 2015.
Undertake a review to include: <ul style="list-style-type: none"> • rationalising and improving existing sheltered/grouped housing scheme sites • reviewing the need/demand for sheltered/grouped accommodation • comparing demand and location of schemes • consideration of the current condition of schemes 	March 2016	Housing Select Committee meeting 8 March 2016
Consider appointing an external consultant to undertake a detailed “Void Study” to analyse each step of the voids process and identify any improvements	December 2015	None

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

Should a detailed void study be undertaken then this would incur additional consultancy costs to the HRA. Moving to a weekly advertising cycle for CBL may bring minor additional costs.
All other improvement actions are within existing resources.

Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

None

COM03 How satisfied were our tenants with the standard of the repairs service they received?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
100.00%	99.00%	100.00%	98.00%

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Improvement Action	Target Dates	Key Measures / Milestones
Continue to run regular reports to monitor and identify any areas of customer dissatisfaction	Monthly	Housing Repairs Service Resident Liaison Officer to contact every tenant who reports dissatisfaction with the service provided and identify the root cause of the problem
Continue to capture tenant satisfaction through handheld devices after operatives complete responsive repairs	Ongoing	Monitor feedback and learn from the information that these results provide.
Mears to run a customer experience training programme to move tenant satisfaction on to the next level.	October 2015	Review impact of training.
Housing Repairs Service to undertake dial out tenant satisfaction surveys by Tenant Liaison Officer when requested by customer.	Ongoing	Review to ascertain any trends in dissatisfaction.
Review STAR satisfaction results from annual survey and put in place measures to address any trends identified. Note: that satisfaction data gathered at closest time to service delivery will always result in higher levels of satisfaction	2 months after completion of STAR survey	Review data and revise KPI action to address any service issues.



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Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

COM04 How many households were housed in temporary accommodation?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
61	53	58	65

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Improvement Action	Target Dates	Key Measures / Milestones
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Improvement Action	Target Dates	Key Measures / Milestones
Following the Diagnostic Peer Review of the Homelessness Prevention Service in June 2015, which forms part of the Government's "Gold Standard" for homelessness services, undertake all improvement actions identified	March 2016	Feedback session on the Diagnostic Peer Review 30 June 2015 Depending on extent of the Action Plan, not know at the time of writing, complete March 2016
Continue to use the rental loan scheme and the rent damage deposit guarantee scheme to assist applicants in securing private rented accommodation	March 2016	Continue to grant loans until funds run out in around December 2015 Consider submitting a report to Cabinet for further funding January 2016 Use additional funding if agreed March 2016

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May be additional General Fund resources if a report was submitted to the Cabinet seeking additional budget for the Rental Loan Scheme. All other improvement actions are within existing resources.

Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

COM05 What percentage of our council homes were not in a decent condition?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
0.00%	0.00%	0.00%	0.00%

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Improvement Action	Target Dates	Key Measures / Milestones
<p>Potential Non-Decent properties have been identified through Stock Condition Surveys where Key Building Components within the properties are nearing the end of their predicted lifecycle.</p> <p>Appropriate Capital and Revenue works programmes have commenced to prevent these Key Building Components failing and to prevent properties falling into the Non-Decent category.</p>		

Improvement Action	Target Dates	Key Measures / Milestones
<p>The property management database located Z Drive/Stock Condition Survey 2015-16 baseline shows an increase in PVCu double-glazing elements nearing the end of their predicted lifecycle.</p> <p>The appointment of a specialist PVCu double glazing window and door installer is required to increase the double-glazing installation programme and prevent properties falling into the Non-Decent category.</p>	<p>June 2015</p>	<p>The appointment of a specialist PVCu double-glazing window and door installer.</p>
<p>Z Drive/Stock Condition Survey 2015-16 baseline shows the communal gas heating boilers installed in Sheltered Schemes are nearing the end of their predicted lifecycle.</p> <p>The appointment of a specialist gas heating installer is required to prevent these Key Building Components failing and prevent properties falling into the Non-Decent category.</p>	<p>April 2015</p>	<p>The appointment of a specialist gas heating installer.</p>
<p>Potential Non-Decent properties have been identified though Stock Condition Surveys where they are lacking a reasonable degree of thermal comfort.</p> <p>The appointment of a specialist</p>	<p>April 2015</p>	<p>The appointment of a specialist energy efficiency insulation installer.</p>

Improvement Action	Target Dates	Key Measures / Milestones
energy efficiency insulation installer is required to prevent these properties falling into the Non-Decent category.		

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

None, all budgets and resources are contained within the existing Capital Works Programme.

Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

None.

COM06 How many of the key building components required to achieve the Modern Homes Standard were renewed?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
NEW KPI	4,076	4,020	3,300

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Improvement Action	Target Dates	Key Measures / Milestones
<p>The appointment of a specialist PVCu double glazing window and door installer is required to increase the PVCu double-glazing window and door installation programme.</p>	<p>June 2015</p>	<p>Increased rate of Key Building Components replacements in Q2, Q3 and Q4 following appointment.</p>
<p>The appointment of a specialist gas heating installer to install communal gas heating boilers to Sheltered Schemes.</p>	<p>April 2015</p>	<p>Increased rate of Key Building Components replacements in Q3 and Q4 following appointment.</p>

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None, all budgets and resources are contained within the existing Capital Works Programme.

Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

None.

COM07 What percentage of all emergency repairs (including out of hours emergencies) are attended to within 4 working hours?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
NEW KPI	99%	99%	99%

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Improvement Action	Target Dates	Key Measures / Milestones
Ensure that correct diagnosis is undertaken to confirm that the reported repairs is a valid day time emergency or valid out of hours repair.	Ongoing	Monthly checks undertaken to ensure that repairs are raised on the correct priority
During normal working hours the responsive repairs planners check that the work order is allocated to the correct operative and that they can attend within the 4 working hour priority	Ongoing	Regular review and in the event that the operative cannot within this timescale the work is re-allocated to another operative.
Out of hours, Mears 247 ensure that the work order is allocated to the out of hours operative and despatched promptly.	Ongoing	Regular report exists to monitor prompt dispatch of works order.



Improvement Action	Target Dates	Key Measures / Milestones

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Adverse weather conditions could increase inbound volume of calls received.

COM08 What is the average overall time to complete all responsive repairs, from the time the request is made to the time the job is completed?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
NEW KPI	7.8 days	6.5 days	7 days

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Improvement Action	Target Dates	Key Measures / Milestones
Monitoring of work in progress jobs	Ongoing	Regular report produced to monitor work in progress
Ensure no delays occur in ordering materials for repairs orders	Ongoing	Ensure operatives order the correct materials required to complete their repair jobs in a prompt manner
Review imprest stock items carried in EFDC vehicles to ensure that more jobs are completed at first visit	Ongoing	Regular van stock reviews to be undertaken

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COM09 What percentage of appointments for repairs are both made and kept?

Outturn

Target

2012/13

2013/14

2014/15

2015/16

NEW KPI	98%	99%	98%
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Improvement Action	Target Dates	Key Measures / Milestones
Ensure regular monitoring of operatives to ensure that they meet the pre-agreed appointments with the customer	Ongoing	Responsive Repairs Planner to monitor and manage in real time the appointment diaries on Mears MCM system
Continue to send out SMS text reminders the day before the appointments is due to take place	Daily	System report generates notification of all SMS text message reminders
In the event that the service fails to achieve the target for appointments kept, HRS Manager to review the individual failures, number of appointment slots offered and the amount of operative labour available.	When required	Review of resources availability and productivity of operatives.

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COM10 What percentage of calls are answered by the Council's Careline Service within 60 seconds?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
NEW KPI	NEW KPI	99.8%	97.5%

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Improvement Action	Target Dates	Key Measures / Milestones
Performance is above target, therefore no improvement actions. The balancing 0.2% is due to a small number of calls placed on hold which the system identifies as non-urgent, for example, Scheme Managers going on/off duty		



Epping Forest District Council

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