

BERNÍCIA



**Customer
Focused**



**Respect for
our People**



Leadership



Accountability



Performance Report – Quarter 1



**Delivering an
exceptional
housing service**



Section 1

Housing Management and Customer Service

This section covers:

- Income Management.
- Evictions, tenancy sustainment and safeguarding
- Anti-social behaviour.
- Lettings and Voids.
- Customer Service and Complaints.

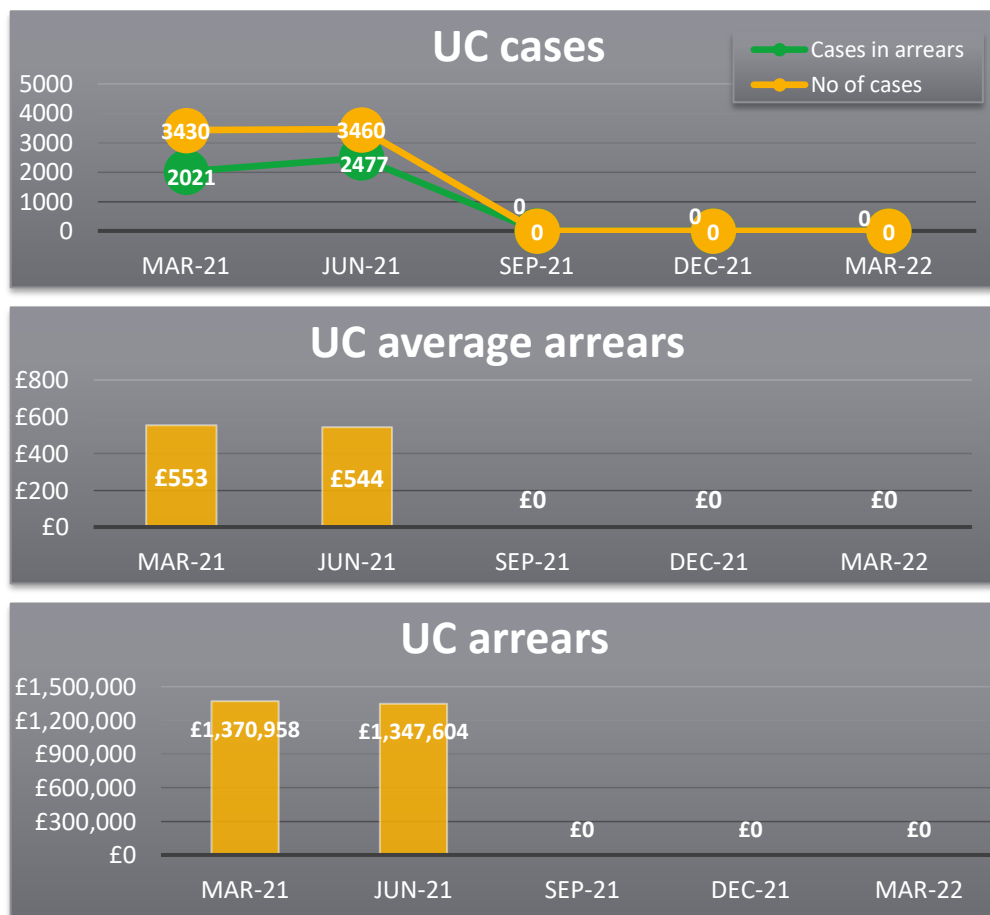
Income Management – General Needs and Housing for Older People

Good performance is reported for current arrears and rent collection. As always, the Committee is reminded that quarter 1 includes two ‘rent free’ weeks for a number of tenants. This effectively means that no rents are raised for tenants on a 48 week rent cycle therefore any payments made have a positive effect on both arrears and collection rates.

Transfers to former tenants remains low at 0.05% against an annual target of 1%.

Rent loss for voids at 2.29% has risen above the annual target of 2.25%. This is primarily due to the length of time it is taking to attract new tenants into retirement housing – both schemes and bungalows. However, a secondary factor is the number of properties that require major works before reletting, dampness is the main reason for this.

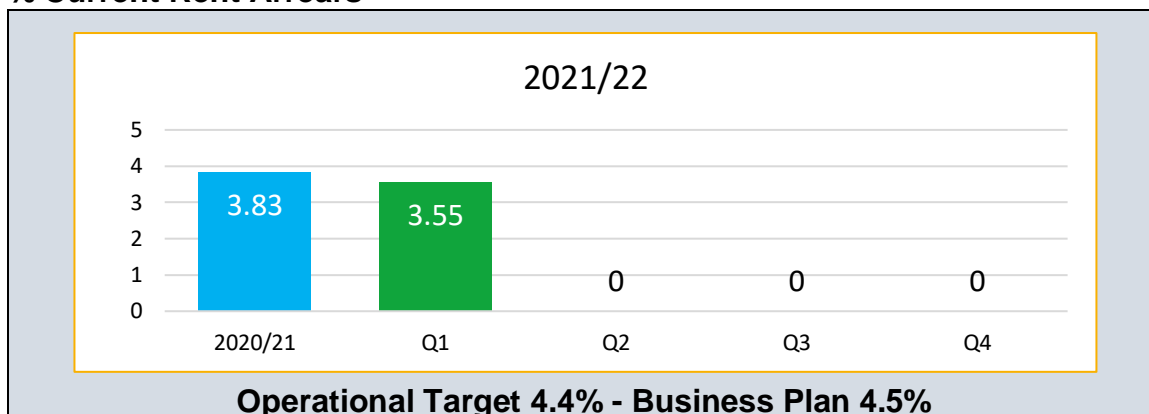
Void performance is being closely monitored and revised management and operational approaches are being strengthened in retirement housing to provide dedicated focus on income collection and lettings.



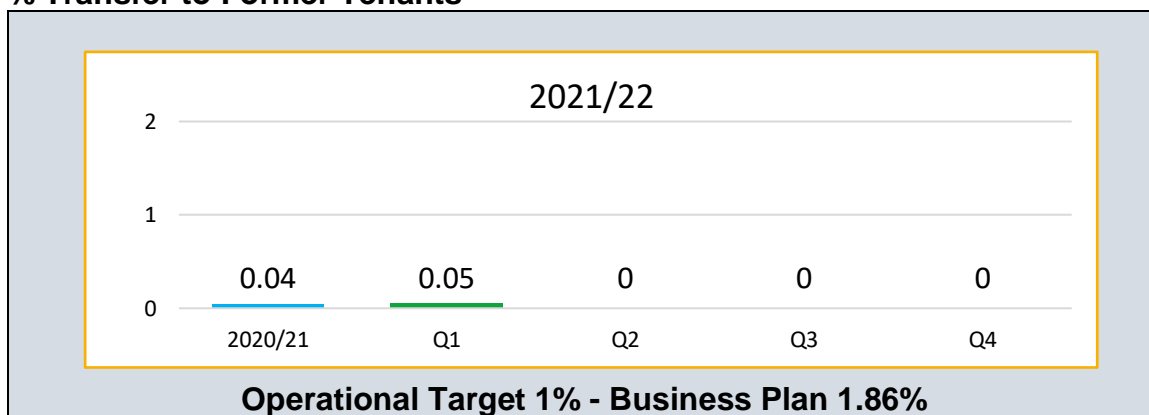
The number of universal credit cases has increased very slightly during the quarter. However there is a rise in cases in arrears, although overall the total amount of arrears is down and there is a slight decrease in average arrears.

Rent – General Needs and Housing for Older People

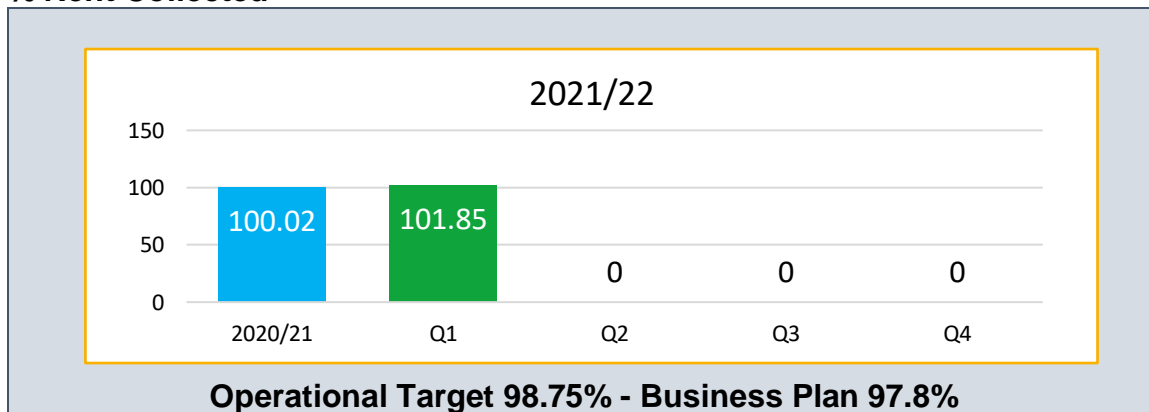
% Current Rent Arrears



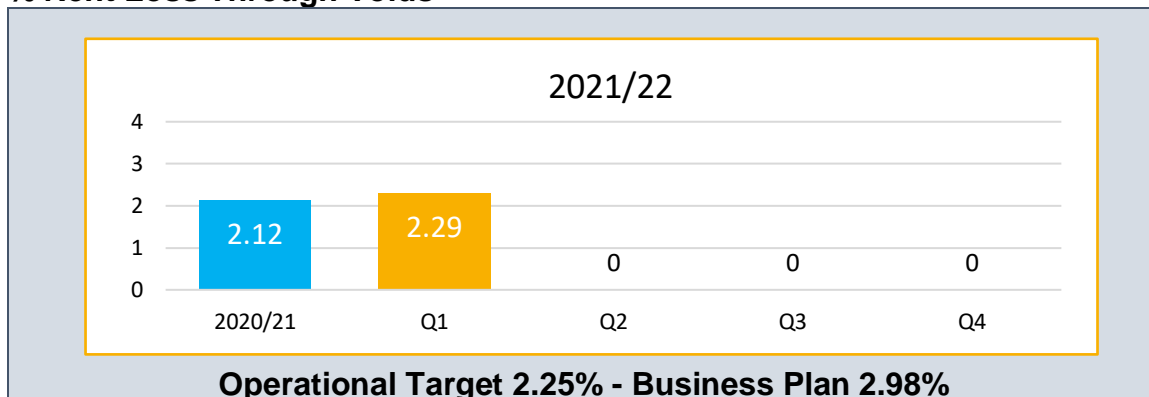
% Transfer to Former Tenants



% Rent Collected



% Rent Loss Through Voids



Income Management – Care and Support

The Committee is aware that multiple factors can impact both positively and negatively on the performance trajectory of the Care and Support portfolio. This was debated as part of the measures and target setting at the Committee's meeting in January 2021.

Quarter 1 is an example of where performance has been affected by different transactions that have or have not been performed.

Due to a number of rents being brought in line with the Regulator of Social Housing's Rent Standard, several refunds were made to tenants during quarter 1 which impacted on rent collection rates. Additionally a £7k refund for a housing benefit backdated payment was made to a tenant.

A payment made by a service provider that did not hit accounts until after the quarter end also impacted on both collection rates and arrears.

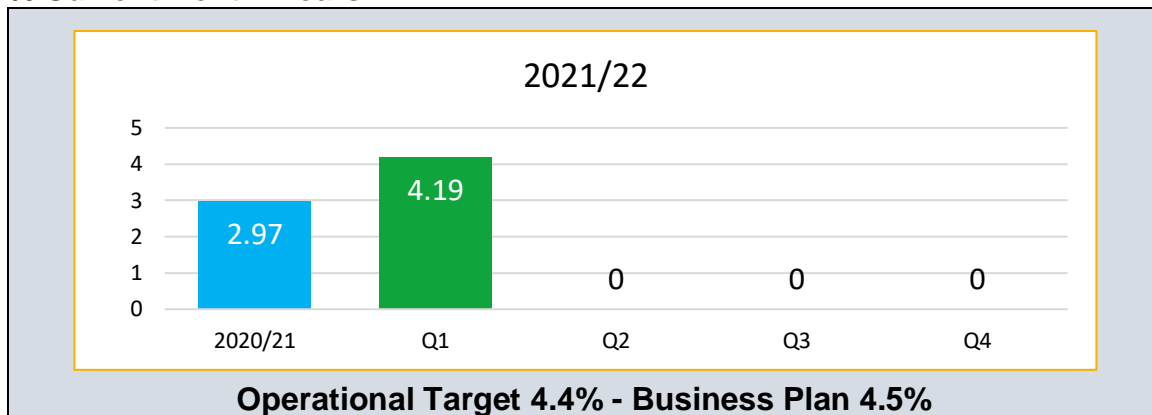
In terms of void loss, the increase from year end is attributable to a property being transferred to Care and Support that had been empty for some time and, therefore, brought with it rent loss which had already been accrued and an anomaly in the IT system which resulted in void loss being incorrectly recorded to two properties.

In a smaller portfolio, the effect of even minor adjustments or changes in payment patterns etc. can manifest in stark changes in percentages.

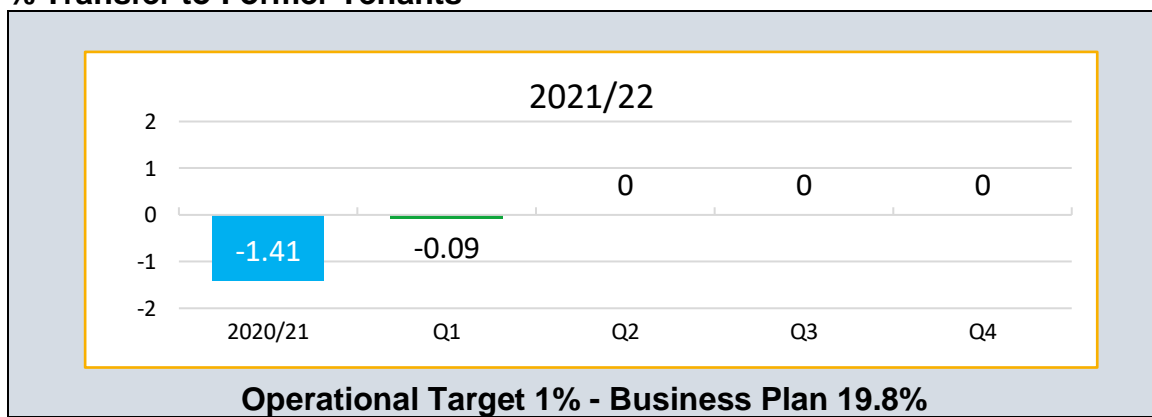
With the exception of the £7k refund for backdated housing benefit and the void loss associated with the property transferred to Care and Support, all issues are resolvable and will correct themselves over time.

Rent – Care and Support

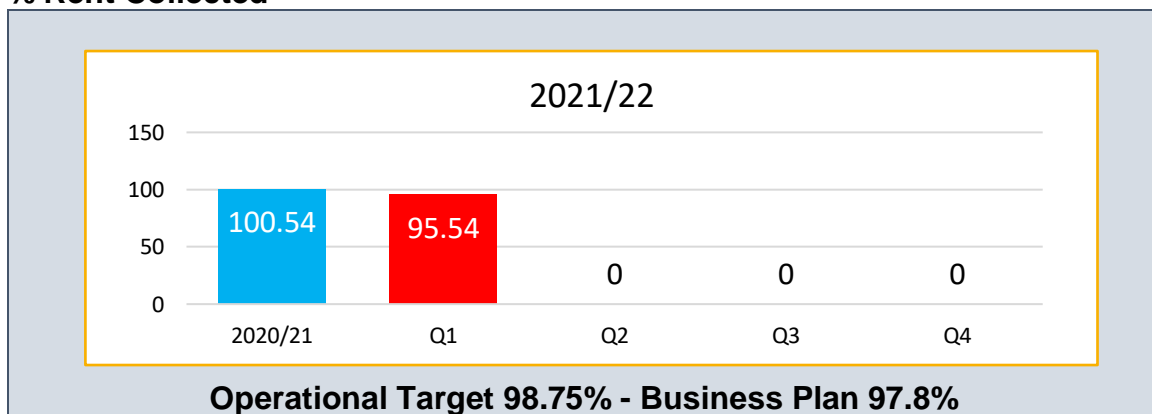
% Current Rent Arrears



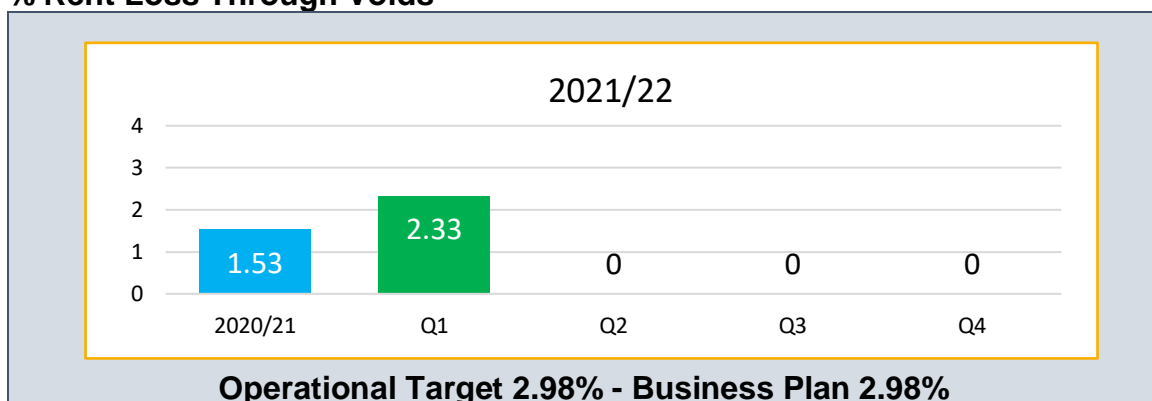
% Transfer to Former Tenants



% Rent Collected



% Rent Loss Through Voids



Eviction, tenancy sustainment and safeguarding

Evictions

There have been no evictions for rent arrears during quarter 1.

The ban on evictions ended on 31 May 2021. Bernicia has committed to supporting the National Housing Federations statement to 'keeping people secure in their home, helping people get the support they need and acting compassionately where people are struggling'.

During the quarter, two cases that would not engage or pay, came close to eviction but through the persistence and determination of officers both were avoided.

Intensive Housing Management

Engagement with the Intensive Housing Management Service has picked up and a high level of success in helping sustain tenancies continues at 76%.

Tenancy sustainment	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to date
Cases closed	131	0	0	0	131
Tenancy managed successfully	100	0	0	0	100
Tenancy ended	7	0	0	0	7
None engagement / other	20	0	0	0	20
Tenancies sustained	76%	0	0	0	76%

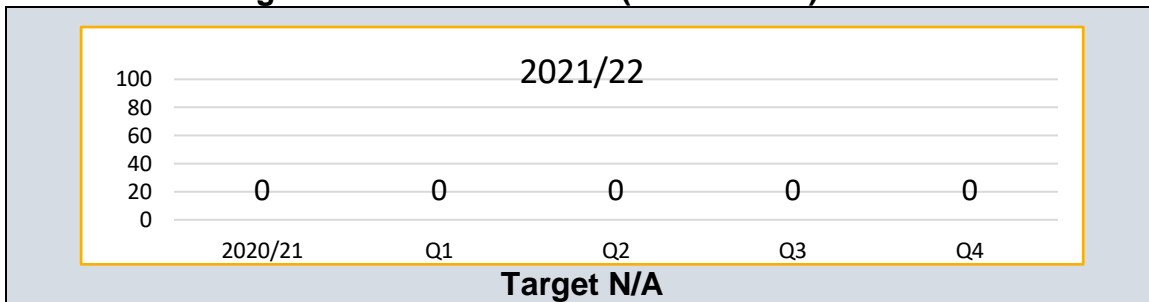
Safeguarding

Safeguarding numbers and types of referrals are shown in the table below.

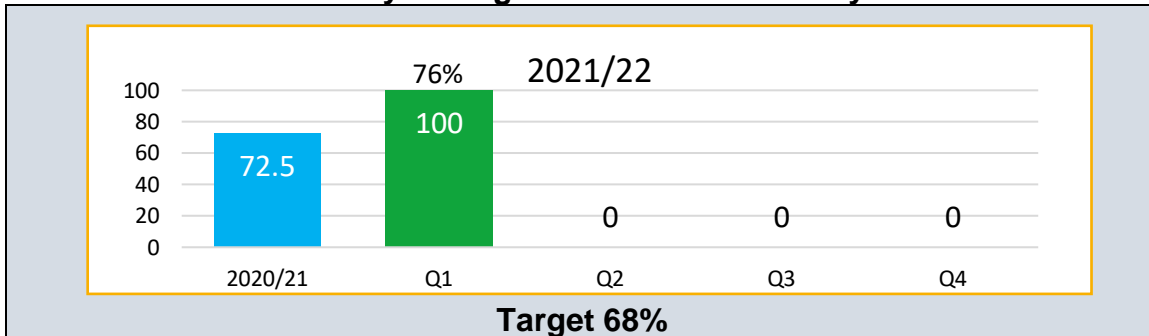
Type of Referrals made	Q1		Q2		Q3		Q4	
	Adults	Children	Adults	Children	Adults	Children	Adults	Children
Discrimination	1	0	0	0	0	0	0	0
Emotional	4	18	0	0	0	0	0	0
Self Neglect	51	0	0	0	0	0	0	0
Sexual	0	0	0	0	0	0	0	0
Domestic Abuse	7	0	0	0	0	0	0	0
Physical	0	2	0	0	0	0	0	0
Neglect	6	43	0	0	0	0	0	0
Financial	11	0	0	0	0	0	0	0
Organisational	0	0	0	0	0	0	0	0
Total	80	63	0	0	0	0	0	0

At the end of quarter 1 there were 40 adult cases open and 71 children's cases.

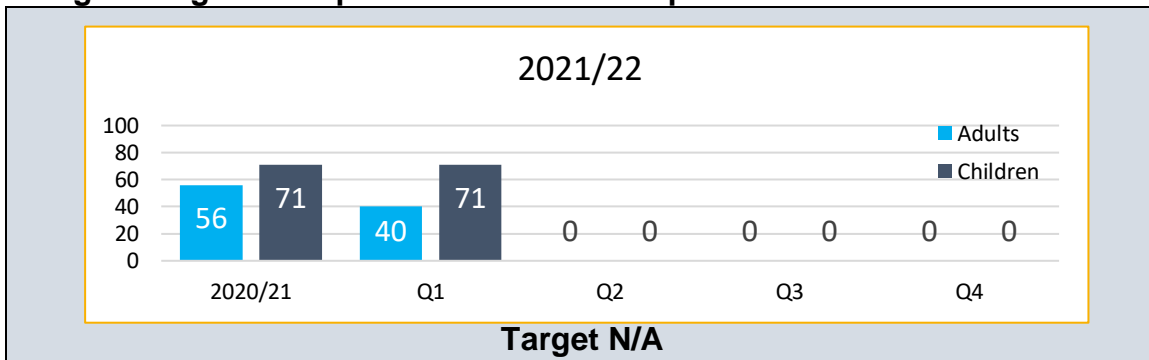
Tenancies ending as a result of eviction (rent arrears)



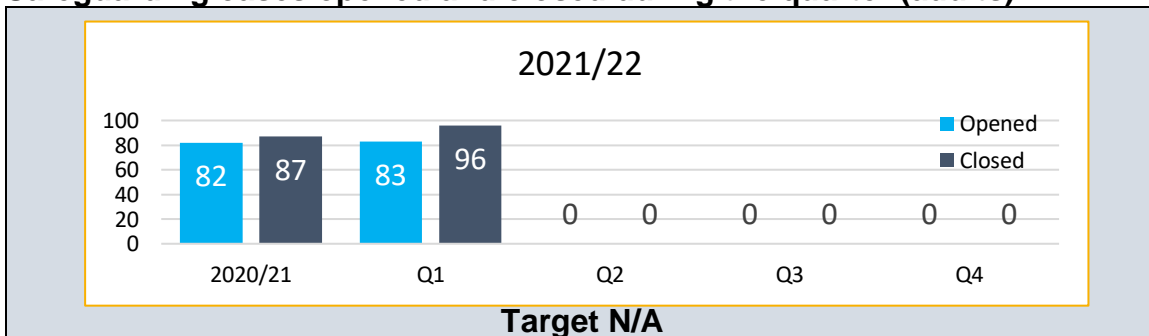
% Tenancies successfully managed after intervention by IHM



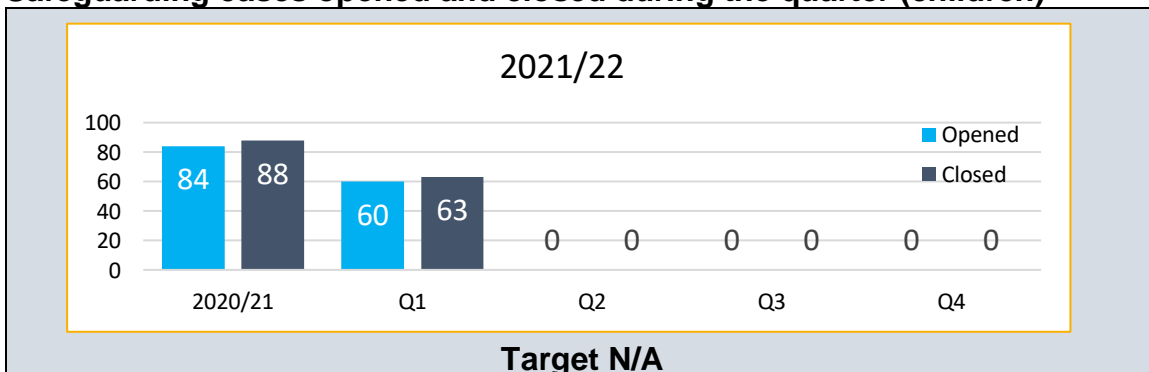
Safeguarding cases open at the end of the quarter



Safeguarding cases opened and closed during the quarter (adults)



Safeguarding cases opened and closed during the quarter (children)



Anti-social behaviour (ASB)

Good performance is returned for high levels of ASB case resolution at 99.1% against a target of 95% and 100% of cases responded to within timescales.

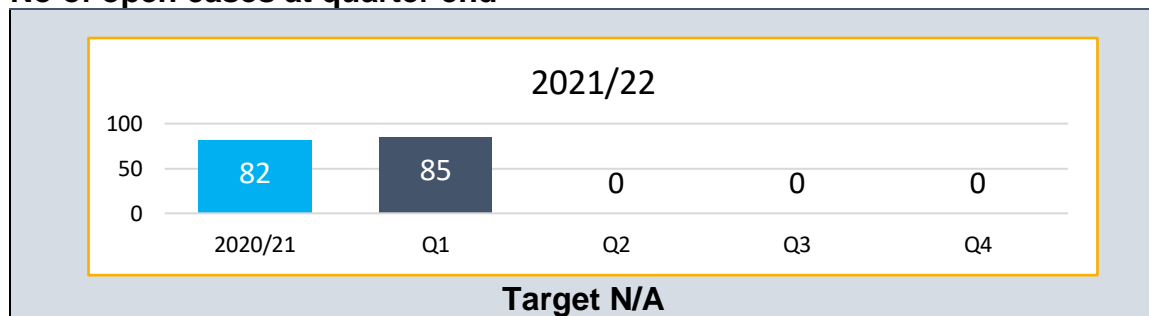
The average days taken to resolve a case at 39.8 days is well above target of 28 days. This is attributable to 3 cases that took 379 days, 276 days and 369 days respectively to bring to a resolution. These long running disputes were resolved by termination of tenancy, obtaining an injunction and facilitating a management move and an eviction.

The ASB led eviction resulted from a combination of issues relating to drug dealing and use, troublesome visitors and fights outside the premises involving weapons.

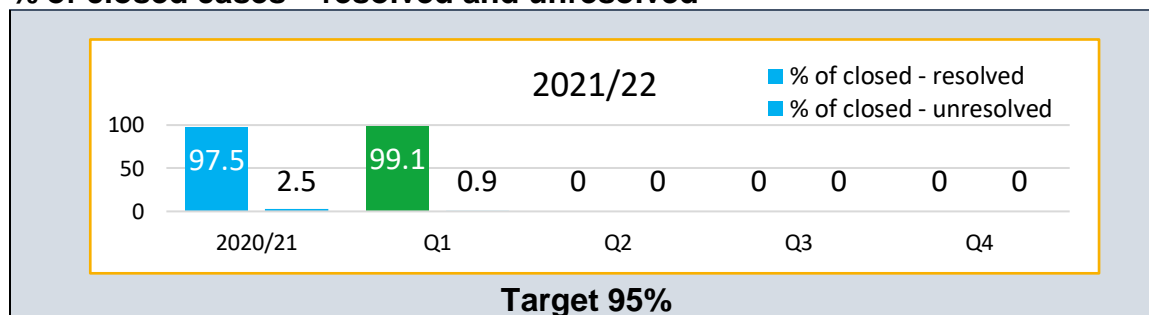
There was one hate crime reported and dealt with during the quarter which related to a homophobic incident.

Anti-social behaviour

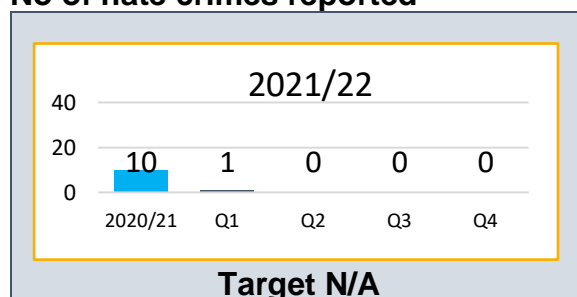
No of open cases at quarter end



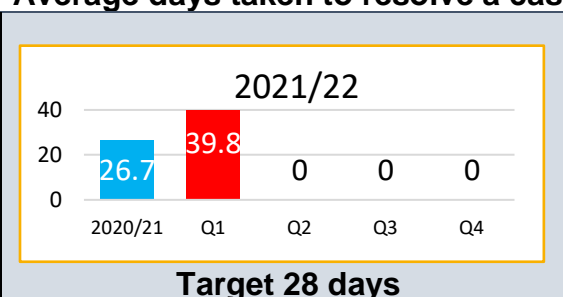
% of closed cases – resolved and unresolved



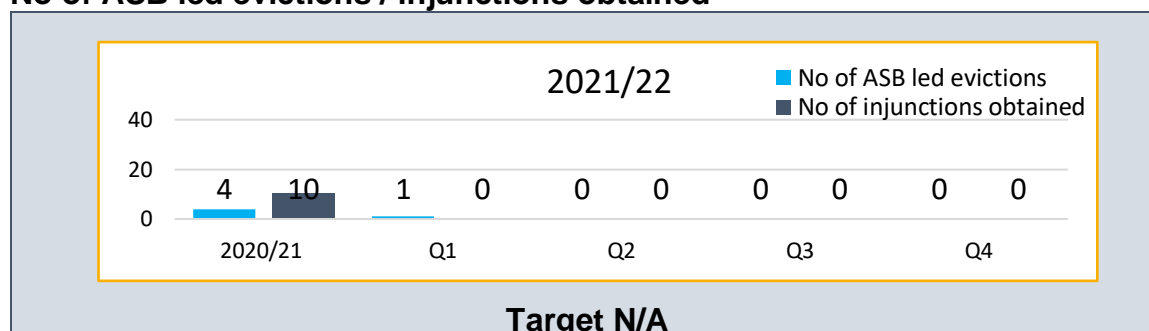
No of hate crimes reported



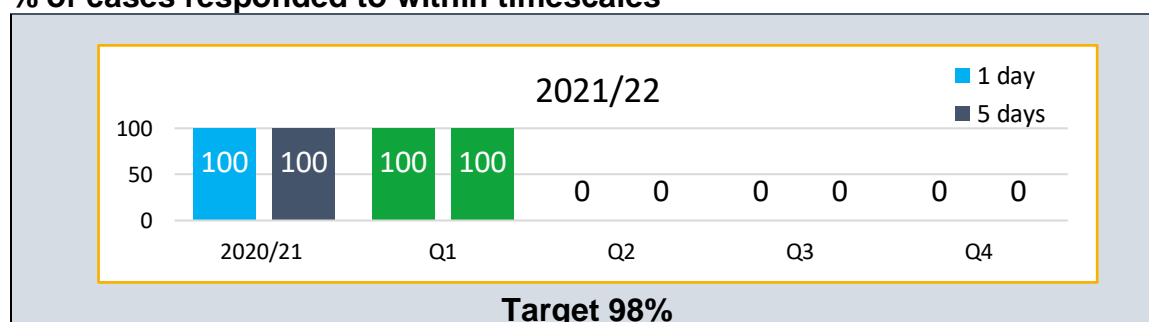
Average days taken to resolve a case



No of ASB led evictions / injunctions obtained



% of cases responded to within timescales



Lettings and Voids

During the quarter 256 properties were relet at an average of 52.02 days. The main factor adversely affecting average relet times is the difficulty in attracting new tenants into retirement housing.

In relation to retirement housing, 62 properties were relet at an average of 75.17 days. Whilst this remains low there are signs of lettings picking up with 33 relets taking place during June which is the highest number made in a month for some time. If this trend continues, coupled with a revised approach to lettings and as confidence grows as restrictions are relaxed an improvement in performance is expected. It is the absolute priority of the retirement housing team to reduce the number of vacancies in this portfolio. A number of marketing tactics are being used to raise the profile of the benefits of living in a Bernicia home.

The number of properties requiring major works whilst vacant has impacted on properties unavailable to let which shows at 0.66% against target of 0.65%. The main reasons for major works are dampness and omissions (tenant refusals) from the Decent Homes Programme.

Properties available to let at 1.36% remain within target of 1.5%.

Success continues in reletting longer term more difficult to let properties which include:

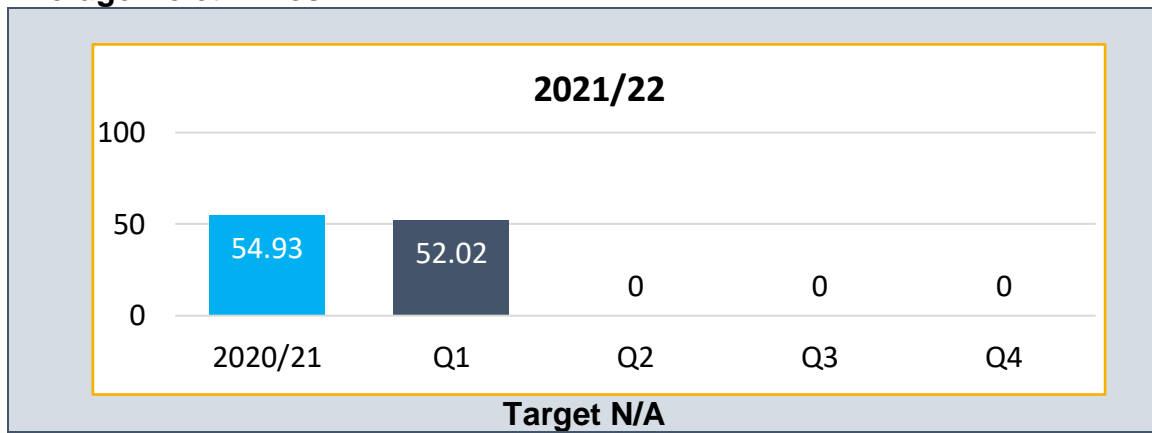
- Flats – Ashington
- Ex coalfield houses – Ferryhill
- Bungalows – Chatton / Millfield
- Various – sheltered flats

84.4% of properties were relet on first offer and 93.58% of new tenant survey responders were satisfied with the overall lettings service.

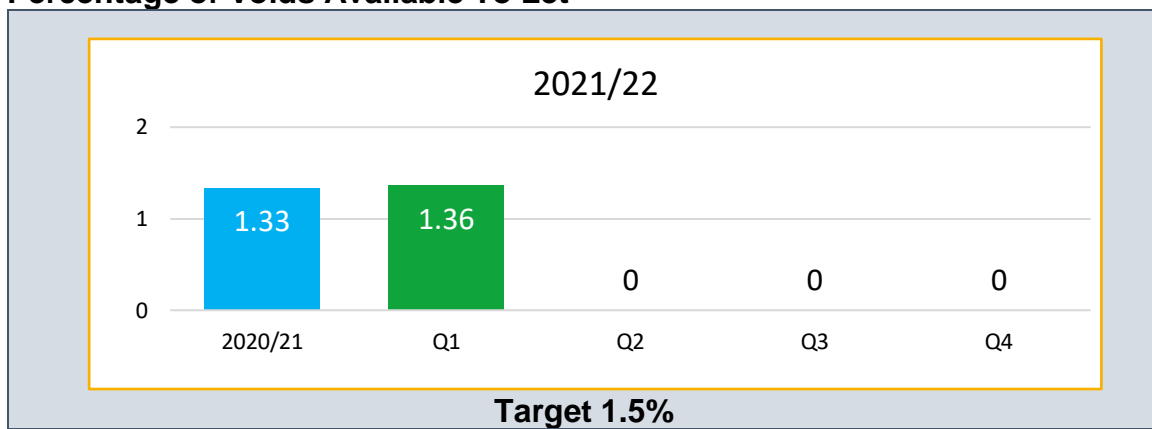
17 properties were included in mutual exchanges.

Lettings

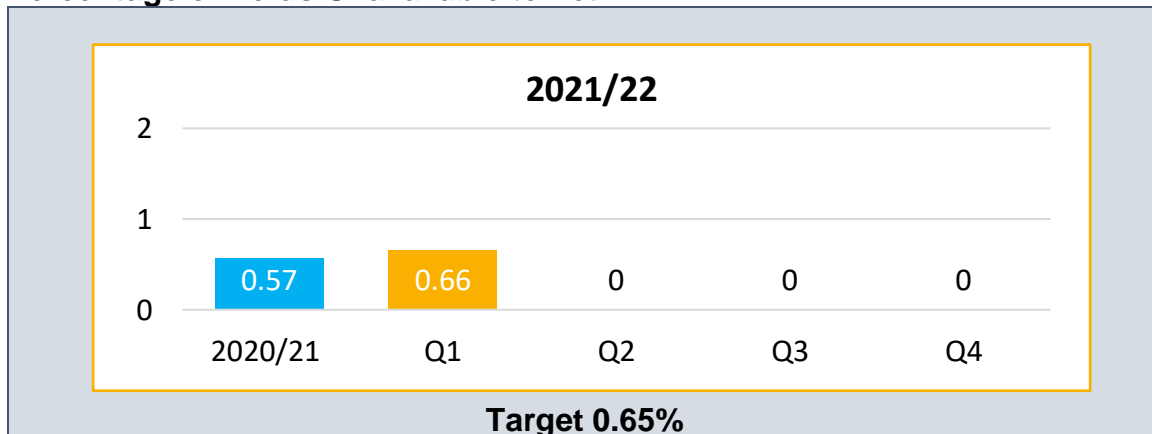
Average Relet Times



Percentage of Voids Available To Let



Percentage of Voids Unavailable to Let



Customer Service and Complaints

Good performance is returned for calls answered within service standard – 83.6% against a target of 75% and for calls abandoned – 3.07% against a target of 5%.

In May 2021, a new Customer Contact Manager came into post who has introduced some subtle changes that have improved service delivery for both customers and staff. Significant improvement in call handling is evident in the month of June 2021.

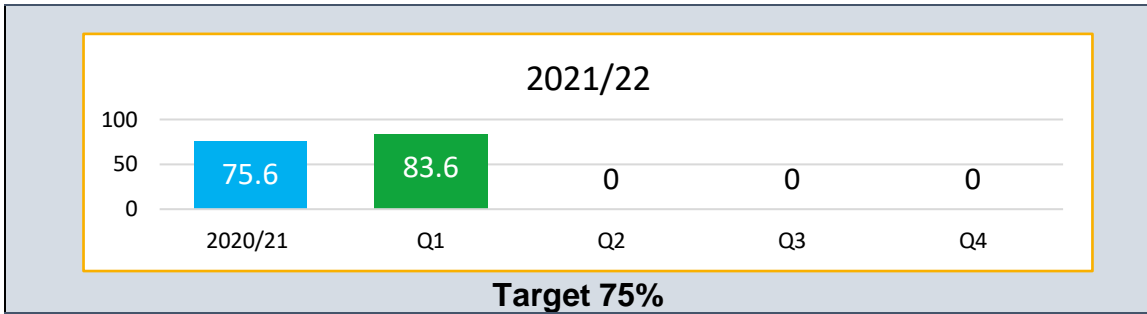
In relation to community alarm monitoring responses within both 60 and 180 seconds have fallen slightly below target.

An internal review of the community alarm service, has been completed. An action within the recommendations of the review is to work towards achieving response times that meet the Telecare Services Authority (TSA) acceptable standards for call handling. Further details will be brought back to the Committee.

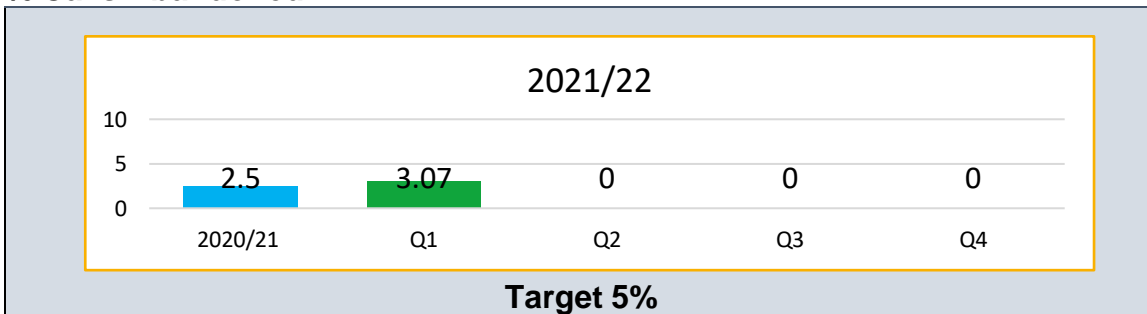
The % of complaints responded to within timescale at 95% has fallen below target of 97%. This is attributable to 4 complaint responses being issued 1 day outside the 15 day timescale. There is no single of common reason for the delays, however colleagues have been reminded of the importance of meeting timescales, and where timescales cannot be met an extension must be agreed with the customer.

Customer Service

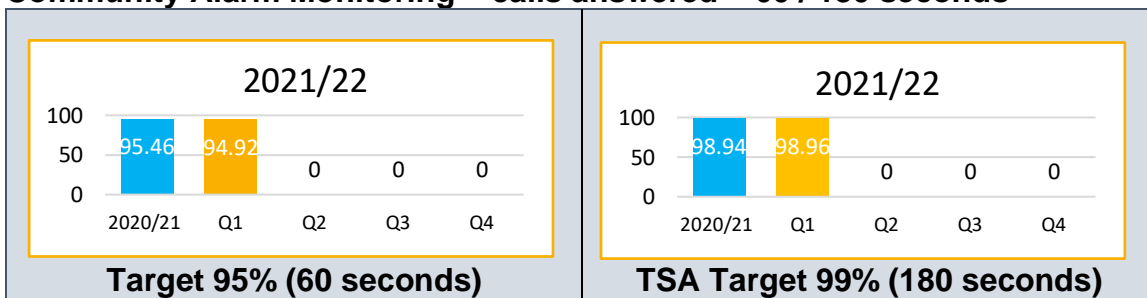
% Calls Answered Within Service Standard 40 Seconds



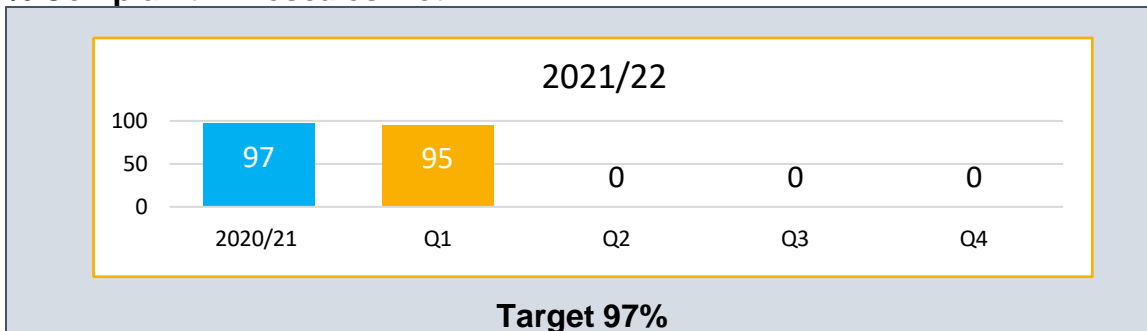
% Calls Abandoned



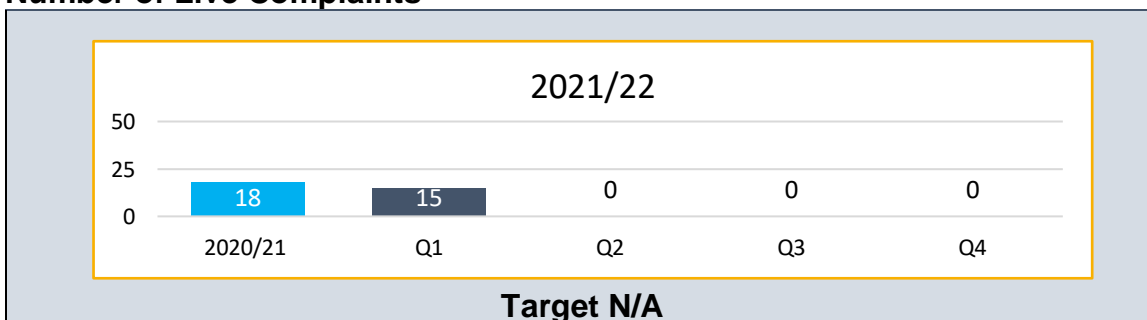
Community Alarm Monitoring – calls answered – 60 / 180 seconds



% Complaint Timescales Met



Number of Live Complaints





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Section 2

Responsive Repairs

This section covers:

- Performance.
- Quality (tenant satisfaction).

Responsive Repairs

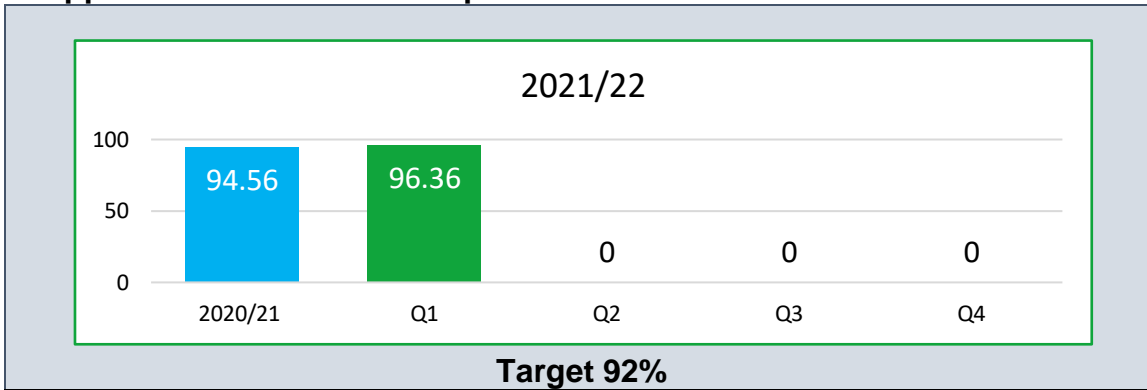
Good performance is returned for both appointments made and kept and emergencies attended to within timescales.

Despite longer waiting times for appointments particularly for joinery works, satisfaction has increased slightly to 92.67% in comparison to 92.55% at year end.

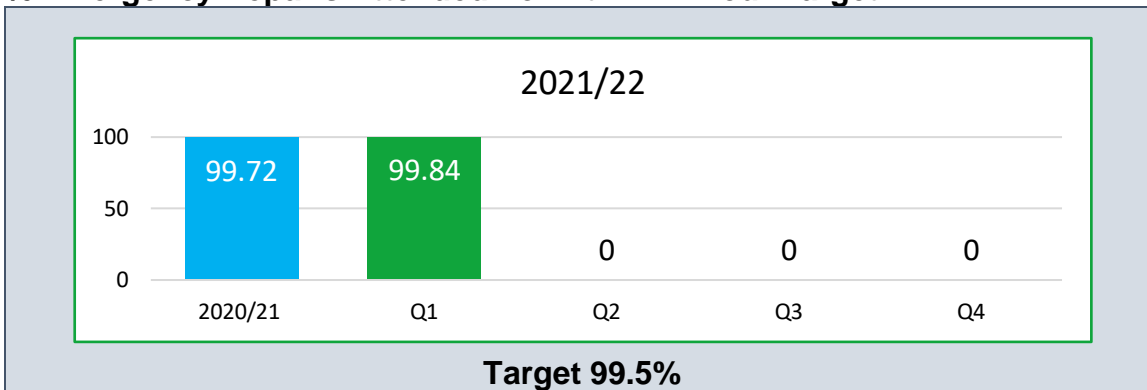
A proportion of external joinery work in the north operating area is being outsourced to allow the in house team to focus on internal work.

Repairs

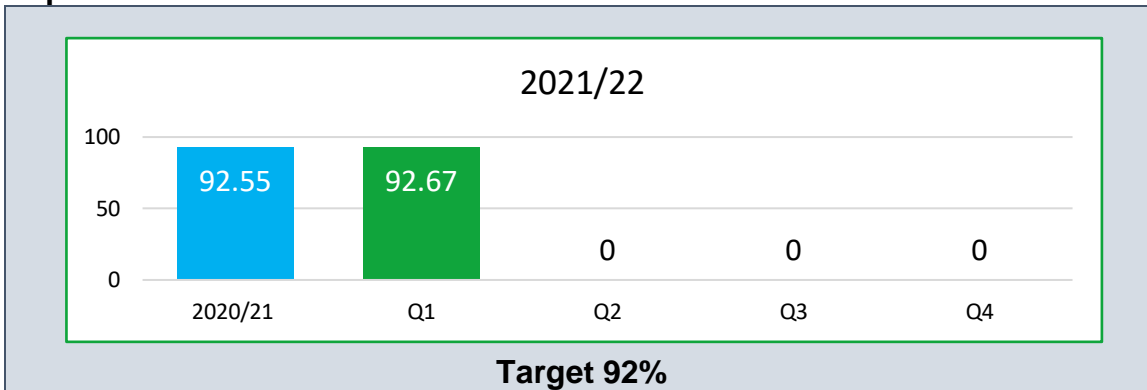
% Appointments Made and Kept



% Emergency Repairs Attended To Within 24 Hour Target



Repairs Satisfaction





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Section 3

Servicing (Health and Safety)

This section covers:

- Gas.
- Solid fuel / oil.
- Electrical Testing.
- Water Hygiene
- Asbestos
- Fire Risk Assessments

Health and Safety

Gas

Target 100% - Actual 99.92%

99.92% of properties had a valid landlord gas safety record at the end of Quarter 1. There were 9 gas safety checks outstanding at the end of the quarter, all due to standard no access. Since 30 June 2021, we have completed 4 safety checks from the 9 outstanding. 4 have been served with abandonment notices and one a notice of seeking possession. None of the no accesses were attributable to Covid-19.

Within the Quarter 36 properties were serviced after their due date, 2 of which were due to Covid-19 and the rest all due to standard no access. The longest of these overdue services overran by 490 days due to tenant access issues and is now complete.

The longest overdue LGSR resulted in a notice of abandonment being served, which prompted the tenant to send a request to terminate their tenancy. We are awaiting keys from the tenant.

An audit of "Fuel Servicing" in February 2021 returned a result of Substantial Assurance with no recommendations, stating "the Board can take substantial assurance that the controls upon which the Group relies to manage the identified risk is suitably designed, consistently applied and operating effectively."

Solid Fuel / Oil

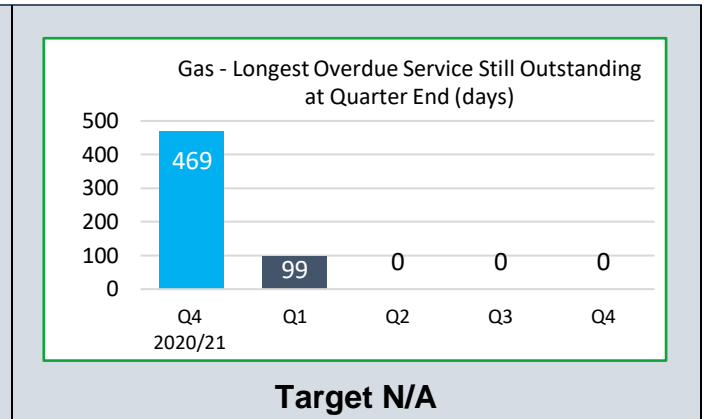
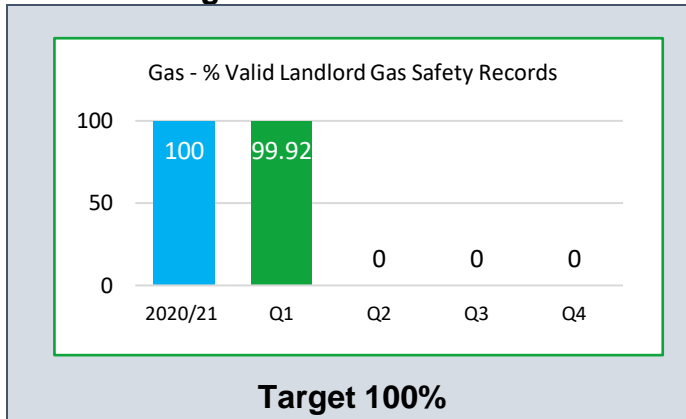
Target 100% - Actual 100%

100% of the required solid fuel/oil services were completed at the end of Quarter 1

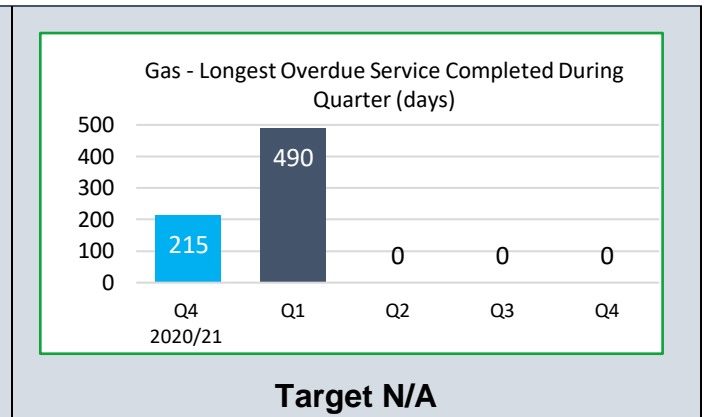
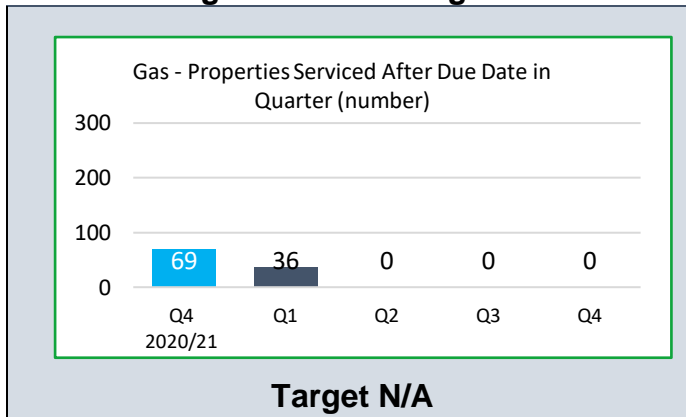
Within the Quarter, 5 properties were serviced after their due date, of which 2 were due to Covid-19. The longest overdue service completed within the quarter was 164 days, with additional carbon monoxide detectors provided to the tenant.

An audit of "Fuel Servicing" in February 2021 returned a result of Substantial Assurance with no recommendations, stating "the Board can take substantial assurance that the controls upon which the Group relies to manage the identified risk is suitably designed, consistently applied and operating effectively."

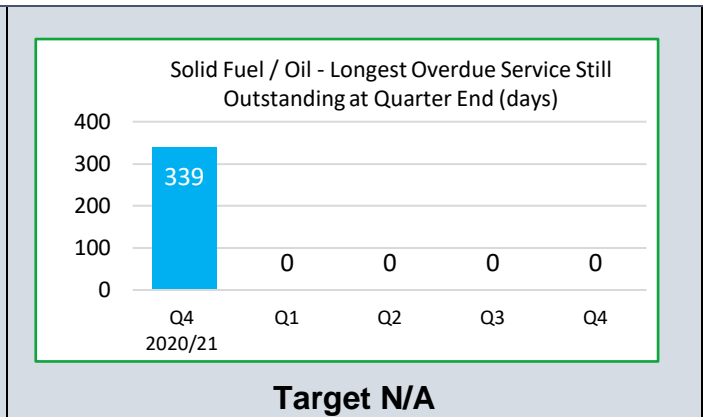
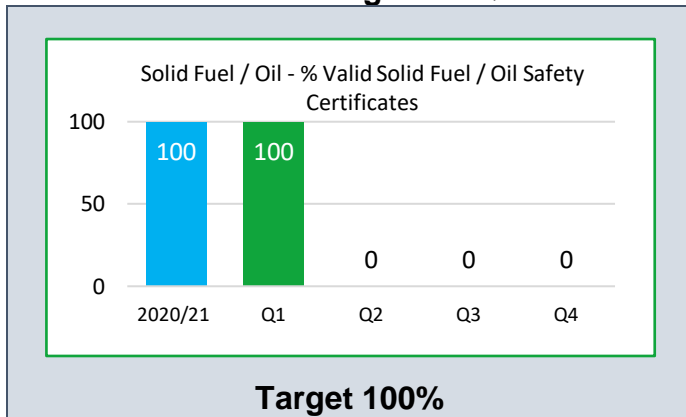
Gas Servicing as at Quarter End



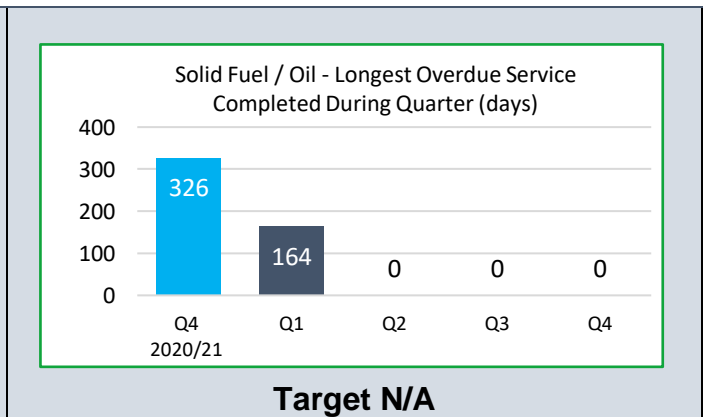
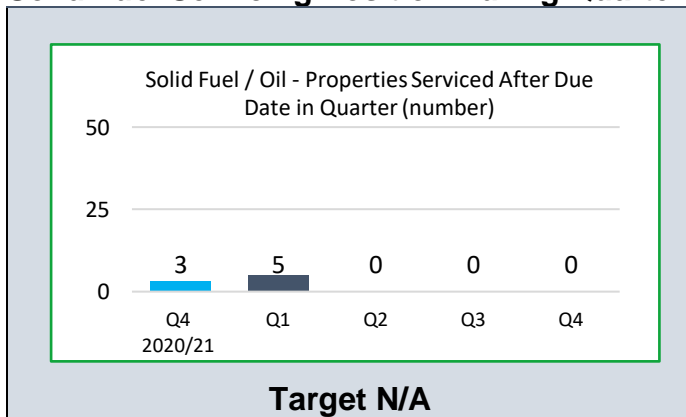
Gas Servicing Position During Quarter



Solid Fuel / Oil Servicing as at Quarter End



Solid Fuel Servicing Position During Quarter



Domestic Periodic Electrical Testing

Target 100% - Actual 98.73%

At the commencement of 2018/19 Bernicia, like most RPs, had a 10-year inspection regime. In January 2019 the Investment Committee agreed, in line with best practice, to transition our inspection regime from a 10-year cycle to a 5-year cycle over the period up to March 2023.

10 Year Cycle: 100% of the 100% target was attained for properties having a valid electrical inspection condition report within 10 years of the previous report.

As we move to a five-year cycle, at the end of Q1, 98.73% of domestic properties had a valid EICR. 165 properties were outstanding, 146 were due to general no access and 19 were due to issues linked to Covid-19.

An audit in March 2020 resulted in a 'Substantial Assurance' (Green) conclusion for this service area.

Water Hygiene

Target 100% - Actual 100%

100% of properties within programme have a valid water hygiene inspection.

All actions resulting from the inspections have been responded to.

An audit in March 2020 resulted in a 'Substantial Assurance' (Green) conclusion for this service area.

Passenger Lifts

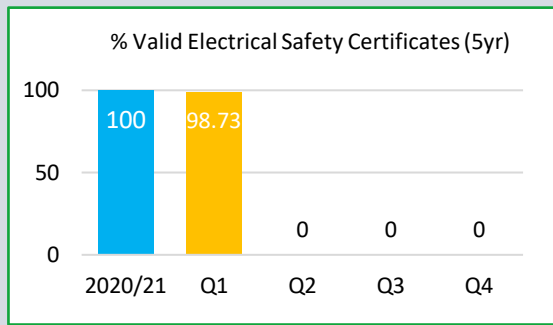
Target 100% - Actual 100%

At the end of Quarter 1, 100% (41 of the required 41) of LOLER inspections have been carried out within programme

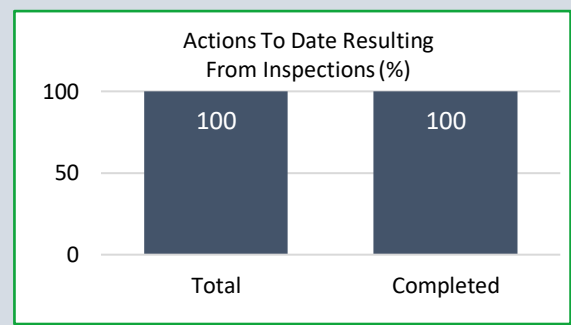
All urgent actions resulting from the inspections have been responded to. Minor repairs are completed by contractors as part all-inclusive contract.

Our last audit resulted in a 'Substantial Assurance' (Green) conclusion for this service area.

Domestic Periodic Electrical Testing

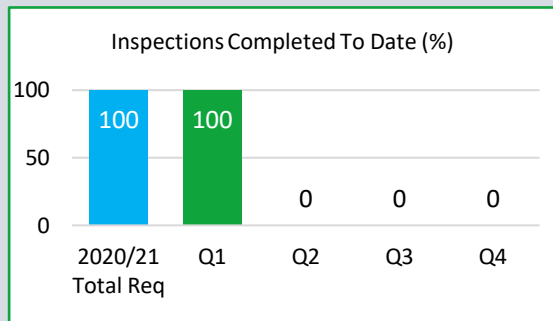


Target 100%

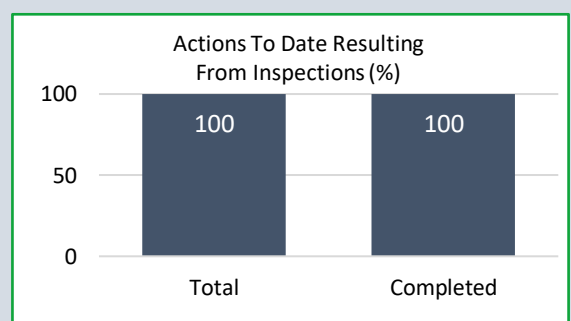


Target N/A

Water Hygiene

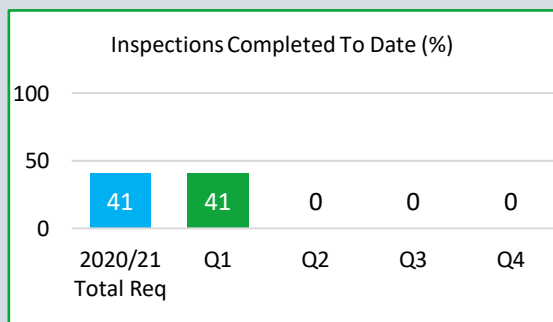


Target 100%

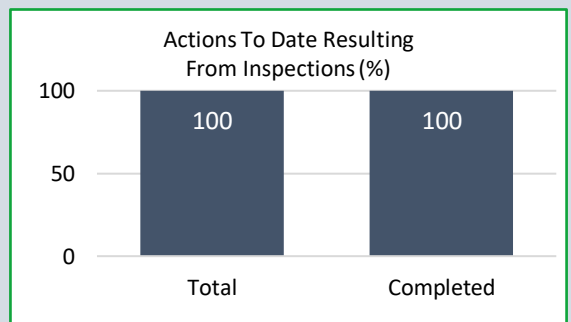


Target N/A

Passenger Lifts



Target 100%



Target N/A

Asbestos – Re-inspection of Communal Areas

Target 100% - Actual 95.47%

At the end of Quarter 1, 95.47% of communal areas had been re inspected in line with the programme.

There are 331 properties which require an asbestos re-inspection. At the end of Quarter 1 there were 15 properties overdue, of which 12 were scheduled for inspection week commencing 12 July 2021 and the remaining 3 were due to access issues.

Any actions arising from the re-inspections are being responded to.

An audit in February 2021 was carried out to ensure that we have a compliance framework in place to allow Bernicia to understand and fully meet its statutory obligations under Control of Asbestos Regulations (CAR) 2012, Health and Safety Work Act and Housing Act. This audit focussed on the non-domestic properties (including the common parts of domestic blocks) and returned a result of Substantial Assurance with no recommendations. A further audit of asbestos management will be carried out in March 2022, with this specifically focussing on the management of asbestos within our domestic properties.

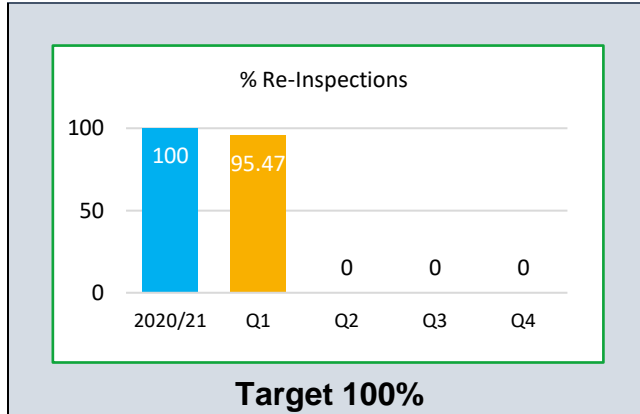
Fire Risk Assessments

Target 100% - Actual 96.32%

There are 299 blocks that require a fire risk assessment, but this is subject to change due to de-registration of learning and physical disability schemes and procurement and disposal of assets. The frequency of the fire risk assessments (FRA) is based on risk profile. In the quarter 1 period 59 fire risk assessments were due, of which 48 were completed. The remaining 11, originally due in June, were re-programmed to be completed in July, which was due to staff resource issues that have now been sorted by procuring the services of an external specialist consultant.

Of the 272 actions arising out of the fire risk assessments for the period April – June 2021, 219 are either complete or in progress and within target, 46 have been issued but still to commence but still within target and 7 actions have been transferred to the risk register. The actions transferred to the risk register are those items that meet the regulations at the time of construction and will be completed when we next undertake work as part of the investment programme.

Asbestos

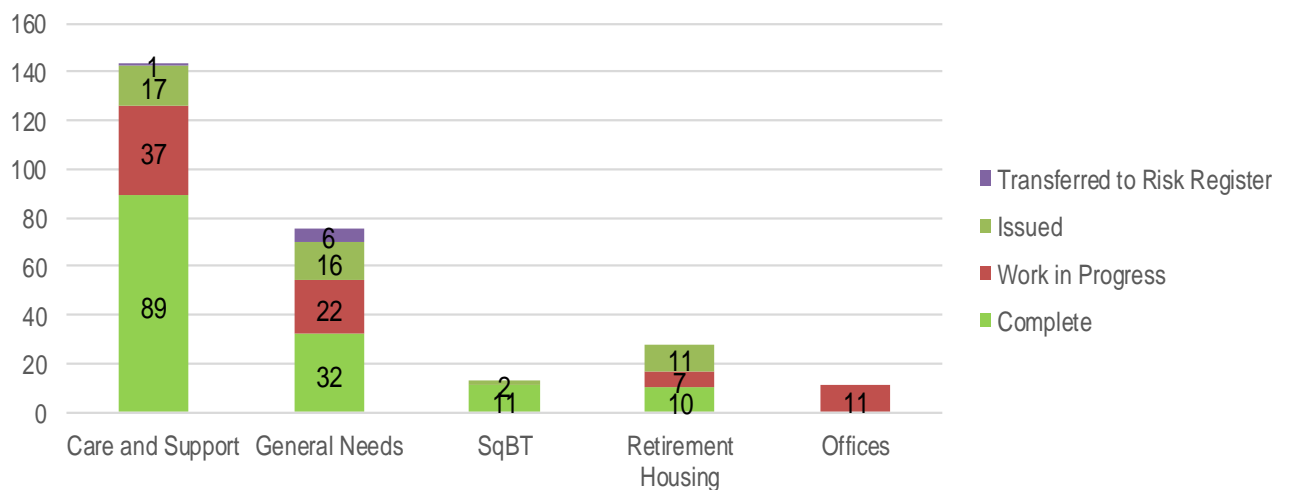


Fire Risk Assessments



Fire Risk Assessments Number of actions allocated by type of accommodation (as at 28.06.21)

1 April 2021 to 31 March 2022





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Section 4

Stock Investment

This section covers:

- Quality (tenant satisfaction).
- SAP Ratings 2019/20.

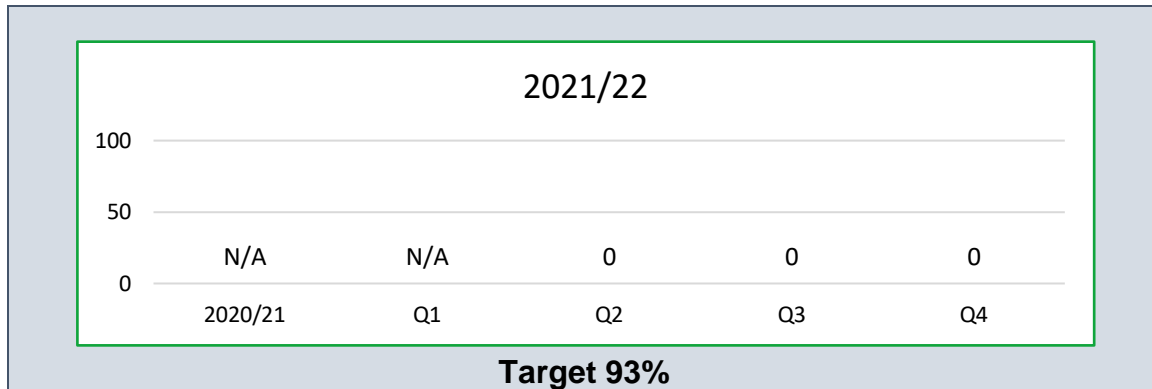
Stock Investment

SAP ratings

SAP ratings at 71.57 continue to incrementally increase towards a target of 71.75.

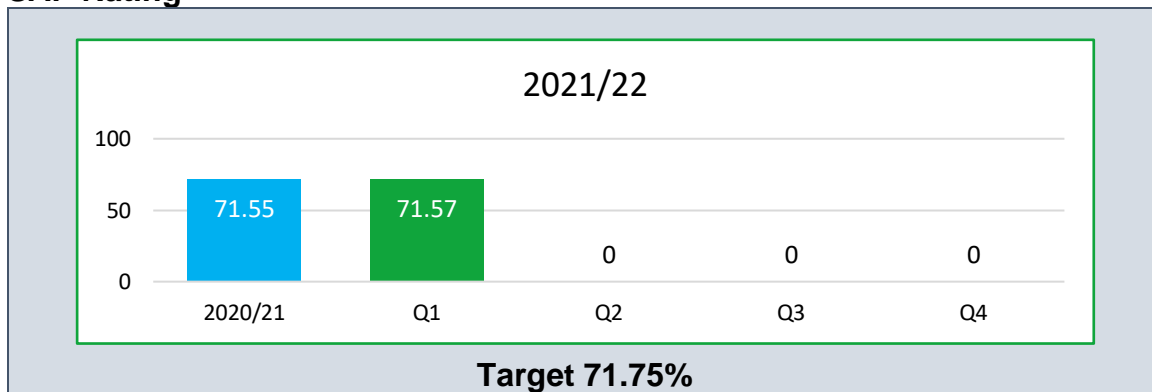
Satisfaction and SAP Ratings 2021/22

Satisfaction



*No satisfaction surveys were undertaken during quarter 1.

SAP Rating



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