

North Area Housing

Report to Forum

Performance: January 2024 key indicators to date

| | Target | Achieved | Numbers received |
|--|-----------------------------------|----------|------------------|
| Members Enquiries (respond within 10 days) | 90% | 91.1% | 247 |
| Stage 1 Complaints (respond within 10 days) | 90% | 90% | 190 |
| Stage 2 Complaints | Less than 5% of Stage 1s total | 2% | 17 |

Continues

| | Target | Achieve |
|--------------------------------|---------------------|---------|
| Estate Inspections carried out | 100% | 99% |
| -with residents | 85% | 82% |
| -graded over 7 (1-10 scale) | 99% | 99.4% |
| Tenancy visits | 63.25% for February | 59.83% |

Continues

| | Target | Completed |
|-------------------------|--------|-----------|
| ASB complaints received | - | 462 |
| -responded on time | 98% | 95% |
| - Closed on time | 98% | 95% |

Continues

| | Target | Achieved |
|----------------------|--------------------------|---------------|
| Recovered properties | 70 for the whole Borough | 14 |
| Hoarding cases | - | 40 open cases |

Staff safety

- We pledge to support staff with balancing work and mental and physical wellbeing.
- We believe that improved overall wellbeing will lead to increased productivity and ultimately better outcomes for our residents and stakeholders.
- I encourage staff to report all incidents of threats and abuse and challenge the perception that it is all part of the job, because it is not and it will impact on their health at some point
- Our staff carry a Lone Working Device. When activated a call centre operator will be able to hear what the staff can hear and call the Police if the incident escalates
- I will ensure that residents who threaten or abuse my staff face the consequences of their actions.

Staff Safety- continues

- The range of sanctions can include
- Entry on the Violent and Aggressive tenants register
- Exclusion from Council buildings
- Limit access to services via a Single Point of Contact
- Legal Injunction
- Repossession proceedings through the Courts

Questions