

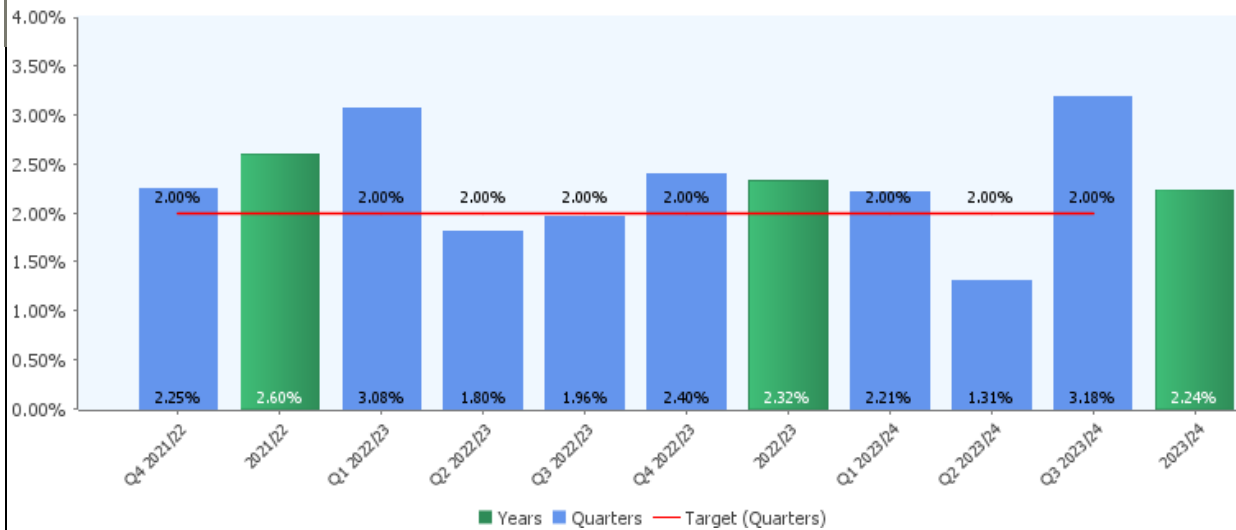
Key Performance Indicators

Quarter Three 2023/24

Strategic Aim: To provide the environment to deliver business success

Performance Indicator	Key Associated Risks
Sickness	Ineffective Executive Strategic leadership. OVH.A.05. O.01
	Failure to embed organisational culture and align human resources to achieve growth targets. OVH.A.05. O.02
	Unacceptable levels of sickness. OVH.A.05. O.03
	Breach of Employment, Human Rights or Equality & Diversity Law. OVH.A.05. O.04
Rent Collection	Increased rent arrears due to ineffective rent collection processes/compliance. OVH.A.07. O.01
	Failure to respond effectively to changes in Welfare Reform. OVH.A.07. O.02
Void rent loss	Inadequate monitoring and reporting of the strategic plan OVH.A.03. O.01
Overall Compliance	Inadvertently place customers at undue risk, due to failing to achieve full statutory compliance. OVH.A.02. O.08
	Ineffective Incident Management and Disaster Recovery Plans and Contingencies. OVH.A.04. O.02
	No access impacts negatively on delivery of the compliance / investment programme (time and cost) OVH.A.02. O.06
	None Compliance or a Breach of Health & Safety OVH.A.04. O.05

Sickness - % of hours lost



Top Quartile	Median	Bottom Quartile		
3.29%	3.68%	4.05%		
Quarterly				
	Value	Target	Status	Short Trend
Q3 2023/24	3.18%	2.00%	🛑	⬆️
Year to date				
	Value	Target	Status	Short Trend
2023/24	2.24%	2.00%	🛑	⬆️

Explanation of current position

Q3 has ended out of the 2% target at 3.18% due to absence levels increasing in October, November and December. Year to date currently sits at 2.24%.

The HR team will continue to work with Managers in OVH, providing constant support around Absence Management with an aim to lower absence levels to below 2%. Absence Management workshops will be considered in order to support Managers who may be experiencing challenging employment relations issues related to absence, with the workshops focused on responsibility of action, how to challenge appropriately and reminders of available resources for Managers who have team member absences.

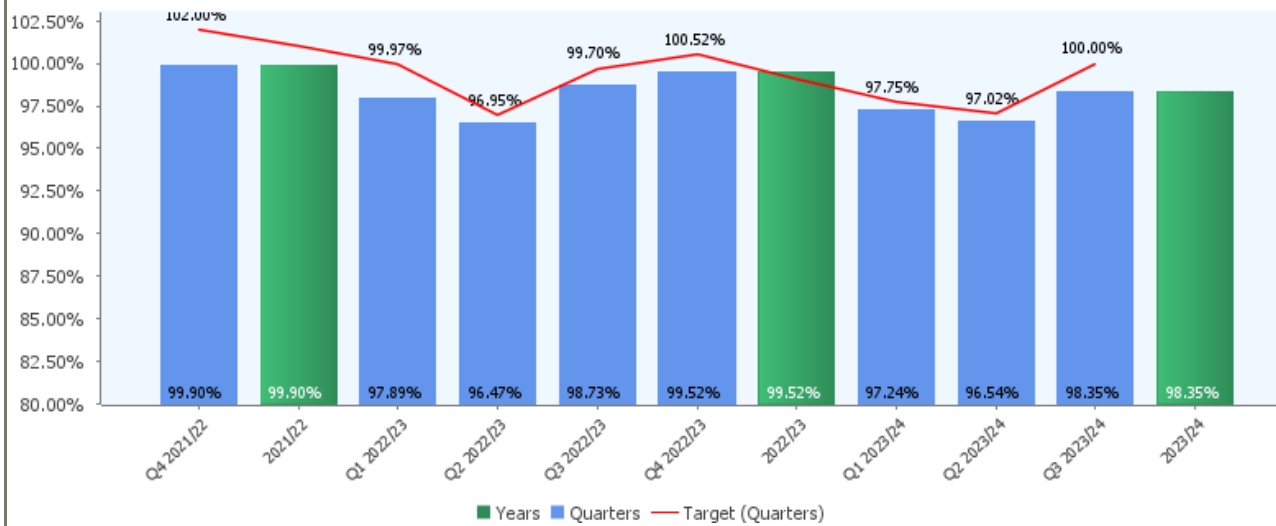
We will also continue to look at different ways of working to try and alleviate any sickness in the first instance, for example amended duties for a short time frame.

Over the 3 months, 37 days was short term (1-5 days) 30 days midterm (5-10 days) and 245 longer term (11 plus days).

The long term accounted for 9 employees who have been actively managed and 6 have now returned to work. Of the short term, an increase in Covid has impacted attendance although home working has been offered.

Absence reviews have been supporting attendance with average of 95% of reviews resulting in a sanction to prevent further occurrences.

Rent collected as a % of rent due (social rent)



Top Quartile		Median		Bottom Quartile	
101.17		99.58		98.92	
Quarterly					
	Value	Target	Status	Short Trend	
Q3 2023/24	98.35%	97.54%	⚠️	↓	
Year to date					
	Value	Target	Status	Short Trend	
2023/24	98.35%	100.00%	⚠️	↓	

Explanation of current position

Rent collection at the end of December (week 39) and Q3 was 98.35%. This is a significant step up from the previous month's collection (96.93%), and is aided by the impact of the non-debit weeks at the end of the month.

This is below the profile target of 99.66%

A Liverpool Housing Benefit payment file of £127k was posted late and will instead be posted into the following week's payment (week 40).

In addition, there appeared an issue with the VPN for My Account customer portal, which prevented customers from making payments via this channel. Looking at previous year's data, it has had an approximate negative impact on collection of circa £40-£50k.

The automated telephone payment liner (ATTP) is still not yet back up and running, although now we are hopeful it is at the final stages and Sefton will implement once more in mid-January.

Without the above factors, we believe performance would have been ahead of the previous year.

The rent collection rate being reported is not including the DD deferral. The collection rate including the DD Deferral for week 39 is 97.85%. From April 2024, the rent collection rate figure will be reported with the DD Deferral as default.

Corrective actions to be taken

We will be communicating with IT over controlling the risk associated with a VPN failure during out of hours to minimise the impact of any failed payment channels.

We will look to analyse impacted customers and contact them as soon as possible to seek payment.

We have contacted customers whose DD failed during the non-debit weeks and have begun to collect payment.

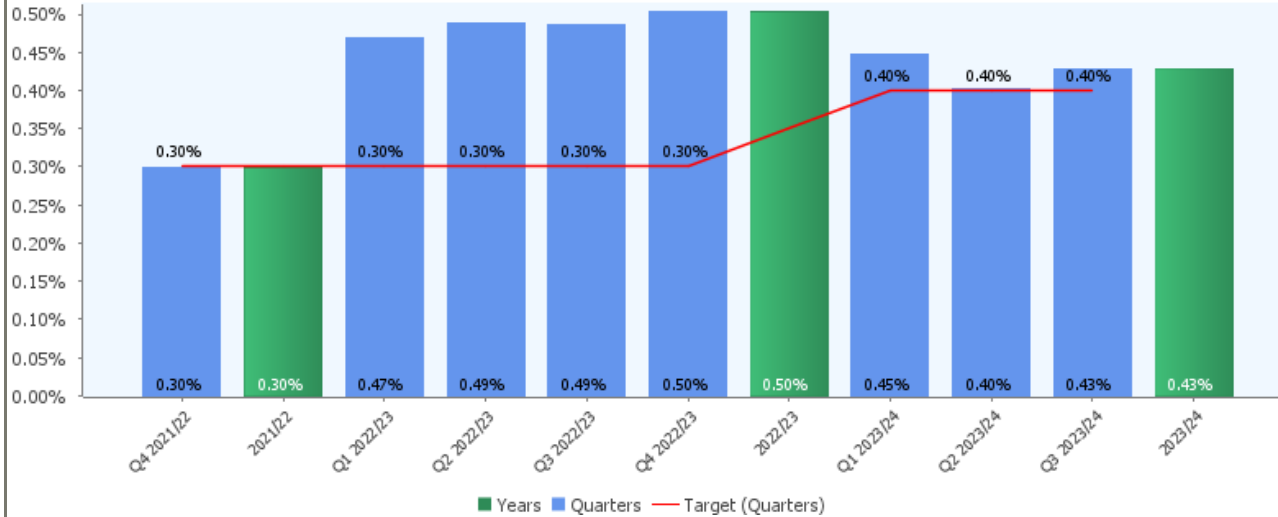
We have identified improvements in our management of UC accounts and have implemented an action plan for the staff to ensure OVH are awarded as many direct payments as possible, and customers are supported at the earliest stage possible.

The rent collection report will soon include annual comparative of patch performance, enabling a more accurate performance management plan to be rolled out to staff.

Expected impact of actions and timescale

It is expected that performance will continue to improve during Q4

Void rent loss due to empty properties (social rent)



Top Quartile	Median	Bottom Quartile
0.86%	1.21%	1.66%

Quarterly				
	Value	Target	Status	Short Trend
Q3 2023/24	0.43%	0.40%	⚠	↓

Year to date				
	Value	Target	Status	Short Trend
2023/24	0.43%	0.40%	⚠	↓

Explanation of current position

Void rent loss was 0.43% at the end of Q3 and therefore just over target. This is a slight deterioration from Q2.















Corrective actions to be taken

n/a

Expected impact of actions and timescale

The aim for Q4 is to achieve our target of 0.4%.

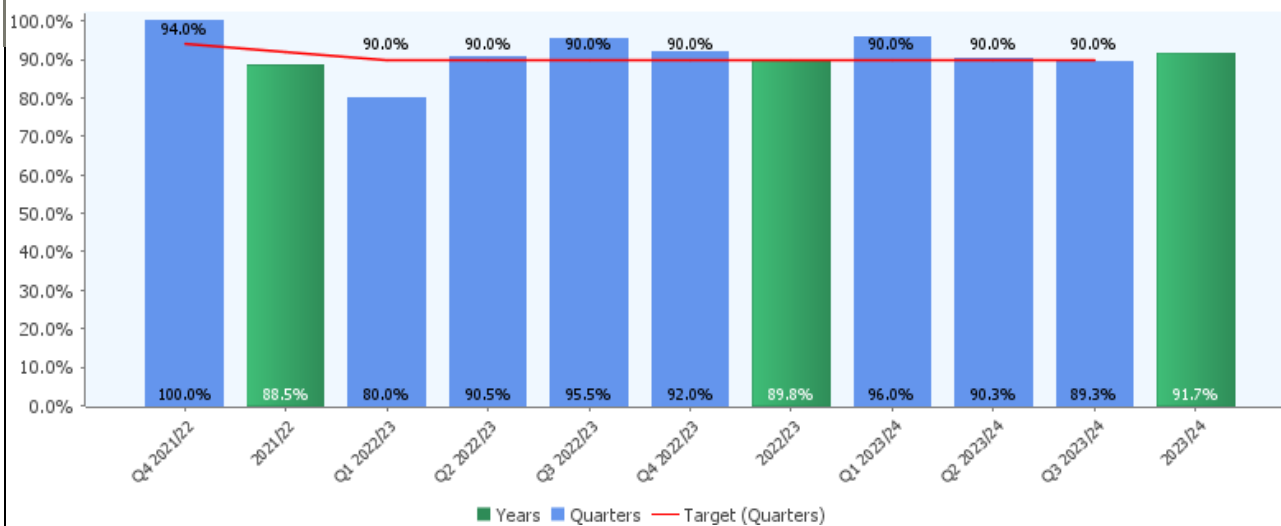
Property Compliance

Code & Short Name	Q3 2022/23	Q4 2022/23	Q1 2023/234	Q2 2023/234	Q3 2023/24			
					Value	Target	Status	Short Trend
% of Legionella Assessments in date	100%	100%	100%	100%	100%	100%		
% of Asbestos Surveys in date	100%	100%	100%	100%	100%	100%		
% of Passenger Lift Inspections in date	100%	100%	100%	100%	100%	100%		
% of Fire Risk Assessments in date	100%	100%	100%	100%	100%	100%		
% of Electronic Gate Assessments in date	100%	100%	100%	100%	100%	100%		
% of Gas Services (domestic) in date	100%	100%	100%	100%	100%	100%		
% Gas Services (commercial and communal) in date	100%	100%	100%	100%	100%	100%		

Strategic Aim: To provide excellent services that meet or exceed customer and stakeholder expectations

Performance Indicator	Key Associated Risks
Satisfaction with ASB case handling	Failure to deal effectively with ASB, which leads to legal or reputational challenge. OVH.A.07. O.05
Satisfaction with the lettings service	Non-compliance with the approved Allocations Policy. OVH.A.07. O.08
Satisfaction with completed repairs	Poor and ineffective Repair and Maintenance Services. OVH.A.02. O.07
Satisfaction with investment works	Ineffective Asset Management Sustainability Data that results in poor Return on Investment OVH.A.02. O.03

Satisfaction with ASB case handling (%)



Top Quartile	Median	Bottom Quartile
84.5%	80%	65.5%

Quarterly				
	Value	Target	Status	Short Trend
Q3 2023/24	89.3%	90.0%	⚠	↑

Year to date				
	Value	Target	Status	Short Trend
2023/24	91.7%	90.0%	✅	↑

Explanation of current position

89.3% (25 out of 28) customers were satisfied with the handling provided as part of their asb cases in Q3. This is just below the current target of 90%. a reduction of 1% from the last Q's performance. we remain YTD above the 90% target in place

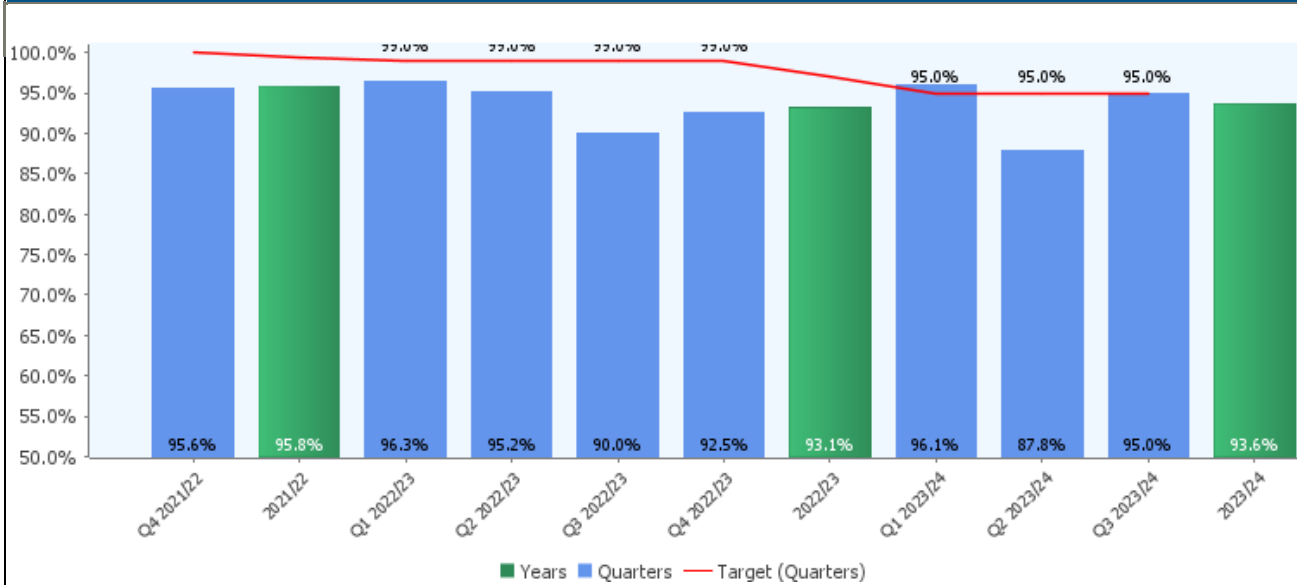
Corrective actions to be taken

Continue to review our survey feedback form tenants who have had access to our service for any service improvements or recommendations.

Expected impact of actions and timescale

keep our performance within target for year end.

Satisfaction with the lettings service (%)



Top Quartile	Median	Bottom Quartile		
93.05%	92.7%	92.35%		
Quarterly				
	Value	Target	Status	Short Trend
Q3 2023/24	95.0%	95.0%	✓	↑
Year to date				
	Value	Target	Status	Short Trend
2023/24	93.6%	95.0%	⚠	↓

Explanation of current position

New tenant satisfaction is 95% for Q3, with 38 out of 40 tenants satisfied, 1 x fairly dissatisfied and 1 x very dissatisfied. We have reached target in Q3, which is great. However, cumulative for the year we are on 93.6%.

The reasons for those dissatisfied were due to property condition and unrealistic customer expectations.

Corrective actions to be taken

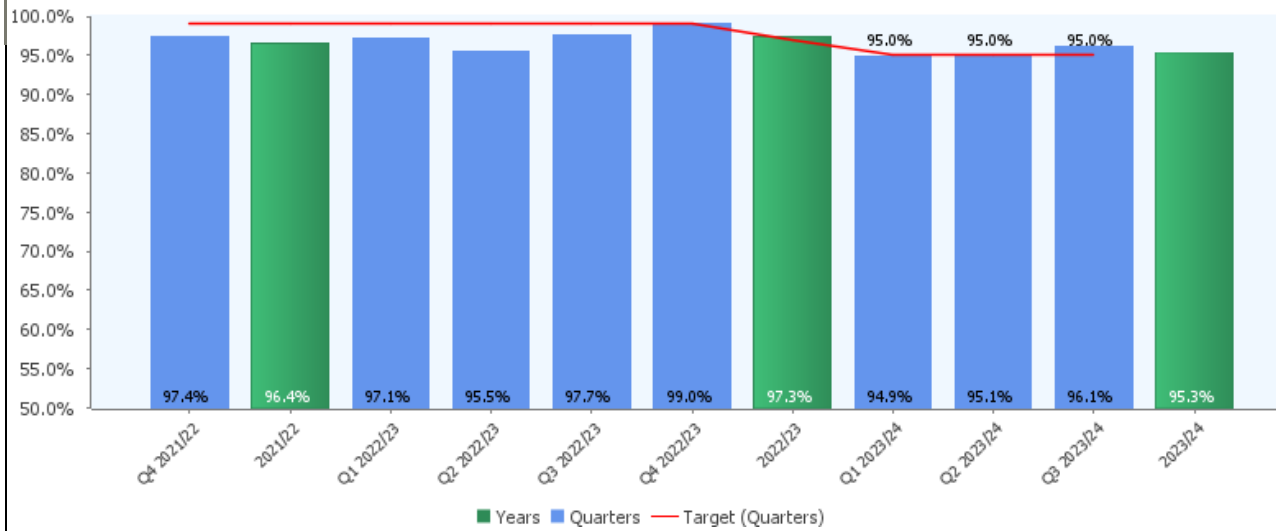
Assets to be encouraged to carry out more post inspections going forward, Neighbourhoods to continue to ensure that customer is kept informed during the whole process allocation process and SPS to make sure properties are handed over in a clean and all works completed. All three departments to work together to increase satisfaction to improve performance for Q4.

Further to this request made to Performance Team that sample size of surveys will be increased.

Expected impact of actions and timescale

We are still striving to be closer to 95% target by the end of Q4.

Satisfaction with completed response repairs (%)



Top Quartile	Median	Bottom Quartile
91.45%	86.15%	83.75%

Quarterly				
	Value	Target	Status	Short Trend
Q3 2023/24	96.1%	95.0%	✓	↑

Year to date				
	Value	Target	Status	Short Trend
2023/24	95.3%	95.0%	✓	↑

Explanation of current position

Positive impact from corrective actions achieved in Q2 has followed through in to Q3. 96.1% (174 out of 181) OVH tenants surveyed responded that they were either satisfied or very satisfied with overall repairs service.

Some similar themes identified this quarter as previous, amongst customers who felt dissatisfied. Some mis-communication issues and tenant expectations appear to be the main themes.

These have been picked up on the individual examples, but corrective actions have been put in place monthly to improve.

Quarterly Performance updates with specific focus on customer satisfaction and customer journey was delivered all SPS staff during the quarter in a number of staff briefings

Corrective actions to be taken

Toolbox talks have been completed with operatives regarding communication with tenants and managing customer expectations however these will be carried out regularly.

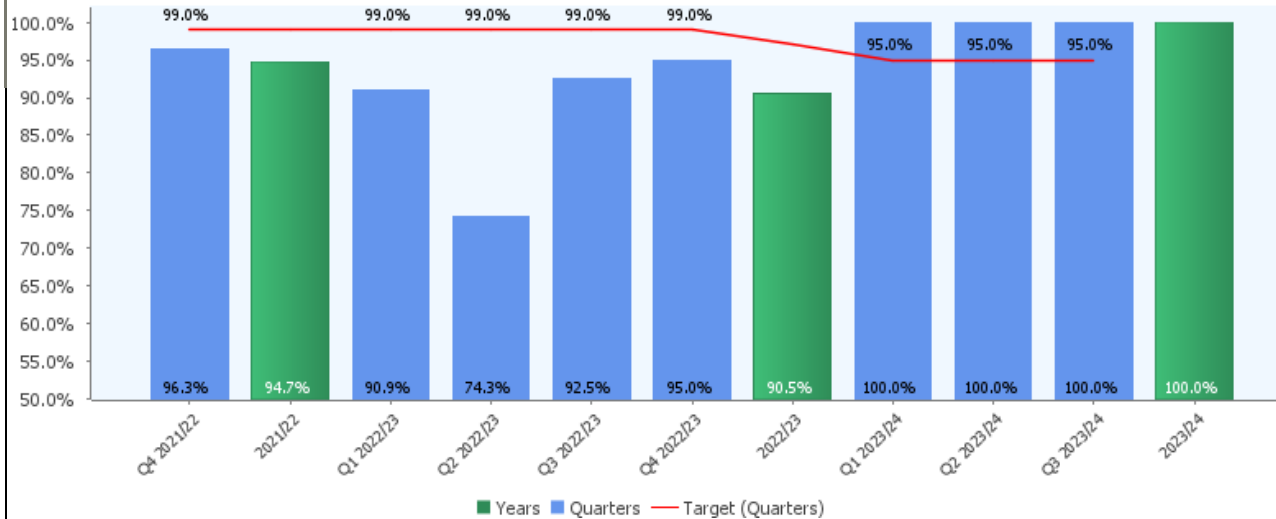
Monthly contractor review meetings to feedback issues regarding managing tenant expectation

Customer service training to be carried out early Q4

Expected impact of actions and timescale

Continued actions through Q4.

Satisfaction with improvement works (%)



No benchmarking data available for this indicator

Quarterly

	Value	Target	Status	Short Trend
Q3 2023/24	100%	95.0%	✓	↑

Year to date

	Value	Target	Status	Short Trend
2023/24	100%	95.0%	✓	↓

Explanation of current position

Continuation of high performance from previous quarters with 100% satisfaction achieved against a target of 95%.

Following previous implementation of quality questionnaire on handover and concentration on area's highlighted as areas of concern, the improvement on customer experience has carried through this quarter.

Corrective actions to be taken

Continue to focus on customer experience and monitoring jobs on site and maintain current performance

Expected impact of actions and timescale

Continue into final quarter- Q4