



Chart 1

Annual Tenancy Visit (ATV) Summary					
Metric	S & SE	BITMO	E & NE	W & NW	CITY
Visited	9,225	1,257	11,869	12,121	34,472
Outstanding ATVs	9,759	677	5,042	8,407	21,245
KPI (% Completed)	57.71%	64.99%	68.72%	59.05%	61.87%

Table 1

Commentary:

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Overall, performance continues to improve towards the 100% year end target although performance remains below the 75% target for the end of Q3. As the service currently has a 10% staffing vacancy rate this is having an impact on some areas of service delivery, including ATVs. The recent recruitment to fill a number of vacant posts and the reduced patch sizes following the restructure will help staff to work towards the target for the end of the financial year. No Accesses continue to have an impact on achieving the 100% target.

Staff teams are driving performance improvements, as outlined below:

East North East

Managers have reviewed weekly targets for the completion of ATVs and these have been communicated to staff. Some additional staffing resources have been diverted from other parts of the housing management service to support the completion of ATVs. Targeted action days will continue to be undertaken to year end.

South South East

Managers and Team Leaders are reviewing existing ATV action plans with staff and through their one to ones identifying opportunities for improved performance up to year end. This is being supported by targeted ATV action days leading up to week 52.

West North West

Housing Officers are continuing to prioritise this area of work with a least one day a week dedicated to carrying out ATV's. Performance is being monitored regularly and weekly targets are in place with Housing Officers to ensure the target is achieved.

Tenant Scrutiny Board is currently undertaking a scrutiny enquiry into ATVs. The Board is currently collating its findings to present to Tenant Scrutiny Board in February 2015. These findings will be used to refine the ATV process for 2015/16.