

SUBJECT: PERFORMANCE MONITORING REPORT - QUARTER 3 2016/17

DIRECTORATE: HOUSING AND REGENERATION

LEAD OFFICER: KAREN TALBOT, ASSISTANT DIRECTOR OF HOUSING

1. Purpose of Report

1.1 To provide Housing Scrutiny Sub Committee with an end of quarter report on Performance Indicators for the third quarter of year 2016/17 (October 2016 – December 2016). See Appendix A.

2. Executive Summary

2.1 This report combines all performance relevant to Housing Landlord issues.

2.2 In total there are 23 measures and of these, 15 are on or exceeding targets for the year and 8 have not met the targets set.

3. Background

3.1 Over the last six years the Council has been working with the Lincoln Tenants Panel to improve external scrutiny and to meet the standards implemented by the Tenant Services Authority.

3.2 From 1 April 2010 all social landlords were required to have local offers in place alongside the national standards as set out in the new Regulatory Framework for Social Housing. The Framework was amended with effect from April 2012 but the principles remain the same.

4. Main Body of Report

4.1 Appendix A attempts to simplify the overall analysis by listing performance on a service functional basis (rents, repairs etc) and then showing the source of the indicator (reason).

4.2 For comparison purposes each indicator shows performance for the last year, target for current year (where applicable) and progress made in the current year.

4.3 Appendix A shows which targets have been met and those where we have not achieved our target. There are 15 indicators that are currently meeting or exceeding target at the end of the first quarter. Particular areas to highlight are:

Rent arrears

Prior to Christmas the Tenancy Services team ran a campaign that focussed on the payment of rent arrears. At the end of the third quarter the rent collection rate was 101.03% and the rent arrears stood at 2.15% which exceeds the target of 2.25%.

Average re-let period – all dwellings (including major works)

This indicator continues to improve with the amount of time a dwelling was void reducing to 20 days for the third quarter. This has resulted in a reduction of the year to date amount to 23 days which is exceeding the target.

Percentage of rent lost due to vacant dwellings

The reduction in the average re-let period ties in with this indicator and the percentage of rent loss has continued to reduce to 0.80% for the year to date which is within the target of 0.90%.

Repairs appointments kept against appointments made

Throughout the year performance has continually improved and in the third quarter 96.46% of repairs appointments were kept which resulted in 95.04% of appointments being kept for the year to date and this now exceeds the target.

Customer satisfaction with the overall service

The Survey of Tenants and Residents (STAR) was completed during this quarter and the satisfaction rate increased by 3% which returns it to 88% which was the level of satisfaction four years ago.

- 4.4 The following summary provides a brief explanation of reasons where we have not achieved our targets. Particular areas to highlight are:

Percentage of homes with valid gas safety certificate

At the end of the third quarter one property has a valid gas safety certificate outstanding and out of time. A vulnerable tenant resides and all efforts are being explored to ensure that we gain access to the property as soon as possible.

Percentage of offers accepted first time

Performance remains below target for this quarter. The main refusal reasons include size of property, dislike of area, changed personal circumstances and property unsuitable for needs of applicant. The officers from the Voids Team who attend viewings have been asked to provide as much detailed information as possible on refusal reasons. They are also contacting the Property Shop whilst they are with the applicant so that they can check their situation and their likelihood of being offered a different property in the near future. This will enable applicants to make a more informed decision and may result in some applicants accepting the properties.

% of ASB cases closed that were resolved

This is a difficult area to predict and the target set is the same as the previous year. In reality each case has to be treated on its own merits so performance is expected to fluctuate. During the first quarter the percentage of cases resolved was 78.57% and this quarter it was 88.07% so this continues to show improvement. Regular monitoring of all cases continues to take place and cases are closed by officers in agreement with their managers.

Complaints

Over the last six months the system of responding to complaints has been below the high standard required.

During the third quarter of the year we received a total of 50 complaints of which 80% were responded to in time this is 18% below the agreed target. Reasons given for missed deadlines were e.g miscommunication, complex issue, officer absent.

Some responsible officers have not given priority to complaints despite being sent reminders; details of replies and dates have to be chased and decisions have not been recorded.

Each complaint requires a summary report from the responding officer that seeks to obtain details of any identified learning, changes to policies and procedures etc. We will be changing this report to identify in greater detail why complaints are not being dealt with in time, establish why there is a lack of accountability from teams and colleagues not dealing with complaints within the agreed timescales. Each report will then be discussed through team meetings to ensure that lessons learned are integrated and we do not repeat the same mistakes again.

At this stage of the year we will not be able to achieve the target by year end_of responding to 98% of all complaints within 10 working days.

Councillor enquiries - we received 3 enquires in QTR3 and 66% answered within time against the target of 100%.

MP Enquires - we received 20 enquires in QTR3 and answered 70% within time against the target of 100%.

5. Strategic priorities

5.1 Improve the performance of the Council's Housing Landlord Function

There continues to be a strong commitment to improving the quality and efficiency of the service and this is a key aim in the 2016/17 financial year.

6. Organisational Impacts

6.1 Finance

The performance reported in this report are all, currently, being delivered within the existing budget.

7. Recommendation

7.1 Members are asked to note and comment on:

- a) The current performance outcomes during the financial year 2016/17 ;
- b) A commitment to continue reporting on a quarterly basis and to determine a programme to have more interim in depth reviews of service specific performance.

Key Decision Yes/No

Key Decision Reference No.

Do the Exempt Information Categories Apply Yes/No

Call in and Urgency: Is the decision one to which Rule 15 of the Scrutiny Procedure Rules apply? Yes/No

Does the report contain Appendices? Yes/No

List of Background Papers:

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