

<b>SUBJECT:</b>	<b>PERFORMANCE MONITORING REPORT QUARTER 1 – 2017/18</b>
<b>DIRECTORATE:</b>	<b>HOUSING AND REGENERATION</b>
<b>LEAD OFFICER:</b>	<b>PAULA BURTON, HOUSING QUALITY &amp; PERFORMANCE TEAM LEADER</b>

**1. Purpose of Report**

1.1 To provide Housing Scrutiny Sub Committee with an end of quarter report on Performance Indicators for the first quarter of year 2017/18 (April 2017 – June 2017). 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, 10 are on or exceeding targets for the year and 13 have not met the targets set.

**3. Background**

3.1 Over the last seven 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 10 indicators that are currently meeting or exceeding target at the end of the year. Particular areas to highlight are:

### **Percentage of all emergency repairs carried out within time limits**

All emergency repairs in the first quarter have been completed within 24 hours of the repair being reported.

### **Percentage of non-decent homes**

The Investment Team have ensured that work has been carried out to programme and at the end of the first quarter all of the council's housing stock was at a decent standard.

### **Percentage of ASB cases closed that were resolved**

Officers have worked hard over the last year to improve performance in this area. Regular monitoring of all cases continues to take place and cases are closed by officers in agreement with their managers.

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

#### **Rent arrears**

The percentage of rent arrears currently stands at 2.41% which is not achieving the target of 2.20% but is an improvement compared to the same quarter last year. Rent collection is also an improvement on the same quarter of the previous year with the percentage collected at 98.88% of the rent due for the quarter.

#### **Average re-let period**

During the first quarter of 2017/18 there were 146 properties re-let, 75 of them requiring major works. At the end of the quarter 89 properties remained within the void process.

Along with a high number of voids there have also been 15 evictions during the quarter. Evictions cause delays with the storage and removal of possessions and the lack of a notice period in which to carry out any repairs.

During the quarter there have been staff shortages with one member of staff changing roles and this has resulted in a delay of two recruitment processes. There has also been a problem throughout the industry with delays of between 4 and 8 weeks occurring with the installation of isolation switches. The asbestos removal contractor that was being used was causing unacceptable delays so has been replaced with a new contractor.

#### **Percentage of offers accepted first time**

Performance is below target for the first quarter and stands at 75.74%. The properties continue to be refused for a variety of reasons with the highest number of refusals being applicants stating that the areas are not suitable or they have changed their mind about moving, which is beyond the Council's control. Officers

continue to gather as much information as they can about refusal reasons so that if a remedy is required it can be acted on.

### **Percentage of homes with valid gas safety certificate**

During the first quarter there was one gas service that was completed out of timescale. The property had been abandoned so it was the legal process of gaining access that resulted in the service being completed after the anniversary date. At the end of the quarter all gas safety certificates were in place.

### **Complaints**

Performance in this area continues to be below the standard required. The process is currently being scrutinised with each stage of the complaint being monitored so that there is a clearer understanding of why each out of time complaint was not completed within time.

During the first quarter there were a total of 48 complaints responded to by the Directorate, with an average response time of 6 days which was the lowest average timescale within the Council.

## **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 Housing Revenue Account Business Plan.

## **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 2017/18 ;
- 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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