

SUBJECT:	PERFORMANCE MONITORING REPORT QUARTER 2 – 2017/18
REPORT BY:	KAREN TALBOT ASSISTANT DIRECTOR – HOUSING
LEAD OFFICER:	PAULA BURTON HOUSING QUALITY & PERFORMANCE TEAM LEADER

1. Purpose of Report

- 1.1 To provide Lincoln Tenants' Panel with an end of quarter report on Performance Indicators for the second quarter of year 2017/18 (July 2017 – September 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, 11 are on or exceeding targets for the year and 12 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 two quarters have been completed within 24 hours of the repair being reported.

Tenant satisfaction with repairs

During the second quarter there were 96.50% of tenants that were satisfied with the repairs that they had carried out in their home which resulted in a year to date satisfaction rate of 95.54%.

Percentage of non-decent homes

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

Percentage of ASB cases closed that were resolved

Officers have continued to work hard to improve performance in this area. During the last quarter all cases that were closed were resolved and the average time taken to resolve the cases was 53.15 days.

- 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 2.58% which is not achieving the target of 2.20% but is following the same trend as last year so it is expected that the target will be achieved by year end.

Average re-let period

Although the performance for the second quarter is not achieving target the performance has been improving and the performance for the month of September was within target. There have been changes made to the management of the team, additional resources working temporarily within the team and the Void Support Team is now fully staffed so it is expected that performance shall continue to remain within target.

Percentage of offers accepted first time

Performance stands at 75.56% at the end of the second quarter which remains below target. 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.

Complaints

Performance in this area continues to be below the standard required. It is unlikely that performance will improve enough to achieve target by the year end, but the process will continue to be scrutinised at each stage of the complaint to ensure that there is a clear understanding of why each late complaint was delayed and put things in place to ensure that more complaints are completed within time.

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 LTP 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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Notes for Report Authors

1. An impact assessment toolkit is still available through the following link:

<http://LINCOLN-BOOKING/af3int/an/default.aspx/RenderForm/?F.Name=LvagZCjmbhF>

This does not have to be provided with the report, however its completion may assist report authors when preparing a report.

2. Report Authors should only complete those sections of the template that apply. They must also ensure that any required consultation has been completed before the report is forwarded to Committee Services.

3. An Information Report Template is available within the Committee Report Template folder on Authority Wide.

4. Within the Committee Report Template folder on Authority Wide is an information sheet on how reports should be prepared including formatting.