

SUBJECT:	PERFORMANCE MONITORING REPORT QUARTER 3 – 2017/18
DIRECTORATE:	HOUSING AND REGENERATION
LEAD OFFICER:	PAULA BURTON, HOUSING QUALITY & PERFORMANCE TEAM LEADER

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 2017/18 (October 2017 – December 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. Of the 12 that are not achieving target for the year to date, 5 of them are meeting the target for the third quarter.

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 11 indicators that are currently meeting or exceeding target at the end of the year. Particular areas of good performance to

highlight are:

Percentage of rent collected as a percentage of rent due

Although the amount of rent collected for the year to date is 99.27% which is just below the target of 100%, the percentage collected in the third quarter was 101.57%. During the month of January the high level of collection has continued and it is predicted that the target of 2.15% rent arrears will be achieved by year end.

Percentage of repair appointments kept against appointments made

The percentage of appointments kept stood at 95.71% at the end of the third quarter. As almost all of our repairs are appointed this is a good reflection of the service that is being provided to tenants.

Complete repairs right on first visit

Although this indicator is slightly below target for the year to date, during the third quarter performance has exceeded the target of 90% and achieved 90.63%. Together with the percentage of repair appointments that were kept this shows that tenants are receiving a better overall service as once the Housing Repairs Service attend on time they are also striving to and succeeding in completing the majority of those repairs during that one visit.

- 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 offers accepted first time

Performance stands at 75.33% at the end of the third 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 with 89.61% of complaints being responded to within time. 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 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

List of Background Papers:

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