

SUBJECT:	PERFORMANCE MONITORING REPORT QUARTER 4 – 2017/18
REPORT BY:	DIRECTOR OF 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 fourth quarter of year 2017/18 (January 2018 – March 2018). Full details are provided in 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, 12 are on or exceeding targets for the year and 11 have not met the targets set. Of the 11 that are not achieving target for the year to date, 6 of them are meeting the target for the fourth quarter.

3. Background

3.1 Over the last eight 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 12 indicators that are currently meeting or exceeding target at the end of the year. Particular areas of good performance to

highlight are:

5. Arrears as a percentage of rent debit

- 5.1 The level of rent arrears has exceeded target in the last quarter and ended the year at 2.11% against a target of 2.15%. The Tenancy Team have worked very hard throughout the year to achieve this target and are continuing to in order to minimise the impact that Universal credit has when it is introduced.

6. Percentage of non-decent homes

- 6.1 The percentage of non-decent homes has remained at 0% throughout the year. The data has been refreshed for the new financial year and this will result in the possibility of some properties showing as non-decent but the required work will be allocated to the programme for completion throughout the year.

7. Complete repairs right on first visit

- 7.1 To achieve the target for this indicator requires the success of several elements of the service by ensuring that the required materials are at the property for the correct time to enable the operatives to complete the repair at the appointed time. The service is very proud that they have achieved the target by year end as the performance has improved by 25% over the last 3 years.

8. Percentage of anti-social behaviour cases that were resolved

- 8.1 Following on from the ASB Housemark accreditation, performance has continued to improve along with the quality of the service being sustained.
- 8.2 The following summary provides a brief explanation of reasons where we have not achieved our targets. Particular areas to highlight are:

9. Percentage of offers accepted first time

- 9.1 Performance stands at 75.05% at the end of the year which remains below the target of 85%. 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. All refusal reasons are monitored and any potential remedies actioned. Officers continue to scrutinise this indicator closely as failure to achieve this target has an impact on the overall void performance.

10. Complaints

- 10.1 Performance in this area remained below the standard required with 89.81% of complaints being responded to within time for the year and 90.38% for the fourth quarter. All staff have been advised that this level of performance is not acceptable. Close monitoring of every complaint will continue and the reasons for any late responses are discussed at management meetings so that any possible solutions can be actioned.

11. Percentage of calls answered within 60 seconds

11.1 The percentage of calls answered has not achieved the target this year and performance was notably worse in the fourth quarter. The reasons have been that the team were carrying vacancies of 2.5 employees, a change in customer behaviour with more customers waiting on the line during busier periods and the implementation of a new repairs process. All repairs are now tasked according to the trade and repair required and this has resulted in a delay as staff are still learning and gaining experience with doing this.

12. Strategic priorities

12.1 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.

13. Organisational Impacts

13.1 Finance

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

14. Recommendation

14.1 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	No
Key Decision Reference No.	N/A
Do the Exempt Information Categories Apply	No
Call in and Urgency: Is the decision one to which Rule 15 of the Scrutiny	No

Procedure Rules apply?

Does the report contain Appendices?

Yes

List of Background Papers:

None.

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