

<b>SUBJECT:</b>	<b>PERFORMANCE MONITORING REPORT QUARTER 1 – 2018/19</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 2018/19 (April 2018 – June 2018). 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 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 11 indicators that are currently meeting or exceeding target at the end of the year. Particular areas to highlight are:

## **5. Percentage of all repairs carried out within time limits**

- 5.1 The percentage of all repairs carried out within their time limit is now at 98%. Emergency repairs are counted within this indicator and all emergency repairs were completed within their timescale of 24 hours.

## **6. Percentage of rent lost due to vacant dwellings**

- 6.1 All teams involved in the voids process have worked hard to ensure that the percentage of rent lost has been kept at a minimum and within the target set in the Housing Revenue Account Business Plan. Although the number of days that properties have been empty is not within target it has been improving throughout the quarter and the areas that are causing the delays are being scrutinised and remedies are being established.

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

- 7.1 Officers continue to work hard 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.
- 7.2 The following summary provides a brief explanation of reasons where we have not achieved our targets. Particular areas to highlight are:

## **8. Percentage of rent collected as a percentage of rent due**

- 8.1 When the target was set for this financial year the percentage of rent collected was projected to reduce due to the implementation of Universal Credit. This has proved to be the case but unfortunately the effect of Universal Credit has been worse than expected. There are currently 500 claimants and the delays in processing the claims and making the payments is running at 6 weeks. This is being closely monitored on a weekly basis and a working group is already working on ways to reduce the effect of the delays.

## **9. Average days to resolve ASB cases**

- 9.1 Although the number of cases that have been resolved has improved, the amount of time that it has taken to close the cases is above target and is taking an average of 78 days. This has been due to a higher complexity of the cases that have been closed rather than delays in the officers dealing with the various stages involved.

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

- 10.1 Performance in this area remains below target and stands at 68.46%. 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 and also give as much information as

they can about the properties during the bidding cycle and prior to viewing to attempt to reduce the refusal rate.

## **11. Complaints**

Performance in this area continues to be below the standard required. The process is continuously 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. In addition to this new processes are being developed to ensure that all officers are aware of the complaints they are responsible for and officers are encouraged to advise if they suspect that a complaint will not be completed within time so that it can be reallocated to a different officer.

## **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**

### **14.2 Members are asked to note and comment on:**

- a) The current performance outcomes during the financial year 2018/19 ;
- 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 Yes/No

15 of the Scrutiny  
Procedure Rules apply?

**Does the report contain** Yes/No  
**Appendices?**

**List of Background  
Papers:**

**Lead Officer:**

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