

SUBJECT:	PERFORMANCE MONITORING REPORT QUARTER 3 – 2018/19
DIRECTORATE:	HOUSING AND INVESTMENT
REPORT AUTHOR:	YVONNE FOX – ASSISTANT DIRECTOR OF HOUSING

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 2018/19 (October 2018 – December 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, 14 are on or exceeding targets for the year, 11 have not met the targets set and 1 does not have a required target.

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 14 indicators that are currently meeting or exceeding target at the end of the year. Particular areas to highlight are:

Arrears as a % of rent debit

At the end of quarter three, arrears are 2.47%. A stretching target of 3.65% was set for current tenant arrears despite the implication of full implementation of

Universal Credit. As is always the case there has been a significant drop in the arrears during December from 3.23% to 2.47%. It is anticipated that the year-end figure will meet the target. At the end of December we had 973 UC claimants, of which 687 were in arrears. 47% of our total arrears are people claiming Universal Credit.

Complete repairs right first time

The housing repairs service continues to work well. In the current financial year, all emergency repairs (2,700+) have been completed on time. We are also performing above target in appointments made and kept, all responsive repairs in time, repair satisfaction and first time fixes. The latter in particular has improved significantly over the last few years. Our first time fix rate is currently 93.6%, compared to only 80.1% in 2015-16, and 86.1% in 2016-17. Our current fleet has been in situ for just over 2 years and has been operating smoothly as is evidenced with performance levels alongside the new stores system at Hamilton House with Travis Perkins.

Average days to resolve ASB cases

Performance within this area has improved significantly over the last two quarters. The average time to resolve cases is currently 65 days, it was previously 78 days at quarter one. 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:

Complaints

Complaints performance remains below target. Although performance is not where we want it to be, we have improved since the end of quarter one. Since then, we have improved performance by over 10%. Regular monitoring takes place and complaints performance is analysed down to service area and office level to determine any trends.

Average re-let period – All dwellings (including major works) – (days)

The re-let time for all voids at the end of December was 28.4 days, against a target of 25 days. The number of void properties within the process has significantly increased due to the New Build Project and an increased amount of evictions taking place, which in turn has increased the workload and pressures on all areas within voids. Receiving offers on available properties from applicants is a contributing factor for the delay on the overall void time. Work is continuing within the Housing Solutions team to remedy the situation. In the coming months, we will be reviewing the voids letting standard in order to improve processes and further streamline the service.

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.

6.2 Legal Implications including Procurement Rules

No impact

6.3 Equality, Diversity and Human Rights

No impact

7. Risk Implications

7.1 (i) No risks identified in this quarter.

8. Recommendation

8.1 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.

Is this a key decision? Yes/No

Do the exempt information categories apply? Yes/No

Does Rule 15 of the Scrutiny Procedure Rules (call-in and urgency) apply? Yes/No

How many appendices does the report contain? 1

List of Background Papers: None