

SUBJECT:	PERFORMANCE MONITORING REPORT QUARTER 4 – 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 (January 2019 – March 2019). See Appendix A.

2. Executive Summary

- 2.1 This report combines all performance relevant to Housing Landlord issues.
- 2.2 In total there are 21 measures and of these, 12 are on or exceeding targets for the year, 8 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 12 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 four, arrears are 2.66% or £737.513. This falls well within the

target of 3.65% set, this target was set with the full implementation of Universal Credit and its impact on our service in mind. At the end of March, we had 1,128 UC claimants, of which 806 were in arrears. 52% of our total arrears are people claiming Universal Credit (£380,029). It is anticipated that the number of claimants will continue to increase on an upward trajectory in 2019/20 financial year.

% of all repairs carried out within time limits

All indicators within the housing repairs service met or exceeded targets for this financial year. 98.65% of all responsive repairs were carried out in time for the year, this was a further improvement on the final outturn in the previous year. 100% of all emergency tickets raised were completed/made safe within 24 hours. 97.5% of all urgent repairs (3 day tickets) were completed within time, and 98.3% of all non-urgent repairs (20 day tickets) were completed in time.

Average days to resolve ASB cases

Performance within this area has continued to improve during the financial year. The average time to resolve an ASB case at year end is 64 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. We will also be dip testing a percentage of cases to ensure procedures are being adhered to and that we are providing a quality anti-social behaviour service to our tenants.

- 4.4 The following summary provides a brief explanation of reasons where we have not achieved our targets. Particular areas to highlight are:

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

The re-let time for all voids at the end of March was 30 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. Receiving offers on available properties from applicants is a contributing factor for the delay on the overall void time, the main delays coming with sheltered properties. Work is continuing within the Housing Solutions team to remedy the situation. We will be reviewing the pre-tenancy process to ensure that an efficient and fit for purpose process is implemented.

% of non-decent homes

10 of the 16 current failures are where fire doors are due for replacement. As a result of government guidance we have been unable to resolve these this year. They have been placed on programme for 2019/2020. Out of the other 6 Failures 5 are on programme for 2019/20 and the other will be reviewed for programme.

% of calls answered within 60 seconds

Our calls are taking longer, this is possibly down to the new phone system, repairs calls are definitely longer since we changed the system. The longer each call is the longer the customers in the queue will wait. We have also pushed “easy” calls to more self-services so the calls we do get are more complex.

Anecdotally, the fact customers know where they are in the queue encourages them to wait, rather than hang up and try again later, our abandonment rate used to be over 25% now it is less than 10%, again lengthening the wait 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 [FINANCE, LEGAL AND EQUALITY & DIVERSITY SECTIONS BELOW ARE MANDATORY AND MUST NOT BE DELETED]

6.1 Finance

There are no direct financial implications arising from this report.

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

1

the report contain?

List of Background Papers:

None

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