

**SUBJECT: PERFORMANCE MONITORING REPORT QUARTER 1 – 2019/20**

**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 first quarter of year 2019/20 (April 2019 – June 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, 15 are on or exceeding targets for the year, 5 have not met the targets set and 1 does not have a required target.

## **3. Background**

- 3.1 Over the last nine 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 15 indicators that are currently meeting or exceeding target at the end of the year. Particular areas to highlight are:

### **% of rent collected as a percentage of rent due**

Rent collection for the quarter is 98.2%, this follows the trends from previous years. Universal Credit continues to have an impact on our collection rates. At the last count, there were over 1,300 UC claimants, with a high percentage of these claimants attributing to the total arrears.

### **% of all repairs carried out within time limits**

Repairs performance continues to be above target. With the Contracts Team within Housing Repairs Service concentrating on longer/planned repairs, it has allowed the responsive side of the service to solely focus on responsive repairs and completed them within the target time.

### **Repairs completed right first time**

The first time fix rate remains consistent. This area has significantly improved from previous years. With better intelligence on the repairs before visit and improved stock on the fleet it has allowed us to complete repairs at the first visit without the need to return at a later date to complete.

- 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)**

We have had significant unforeseen problems with the changeover in void repairs contractor, this has unfortunately caused major problems for the repairs team. To try and alleviate the issues Housing Repairs Service are using all resources available to help on void properties but given the high level of properties already in the process this is having minimum effect

The ready to let to sign up date has been effected by refusals, and the next offer taking some time to come through, however this delay has decreased at the time of writing this report.

### **% of calls answered within 60 seconds**

The average wait has been going up, there are currently 7 vacancies (20% of staff hours). We have recruited to 5 of these posts, with 3 starting in the last two weeks, the remaining two will be starting in post ahead of quarter two.

## **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 the report contain?**

1

**List of Background Papers:**

None

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