

SUBJECT:	PERFORMANCE MONITORING REPORT QUARTER 2 – 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 second quarter of year 2019/20 (July 2019 – September 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 (year-end), 8 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. Details

- 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. Particular areas to highlight are:

Average Days to Resolve ASB Cases

Performance within this area has improved significantly over quarter. The average time to resolve a cases is currently 56.7 days, it was previously 63.7 days at quarter one. Regular monitoring of all cases continues to take place from Housing Officers and their managers. A weekly report is also sent to the Tenancy Services Manager of live cases to ensure anything over a certain length of time is reviewed and the appropriate action taken.

Tenant Satisfaction with Repairs

Tenant satisfaction with repairs remain above target. We have consistently received a high percentage of satisfaction from our tenants regarding the responsive repairs service, and with all other repairs indicators performing, it is no coincidence that satisfaction is above 98%.

- 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 void times remain above target. During this year we have had issues with our previous void repairs contractor. We now have a new contractor in place (Woodlands). In September Woodlands were instructed to have all properties back by month end meaning the backlog of long terms voids have hit in this quarters stats. As a result we hope to see much improved performance in our void turnaround time from October onwards.

Arrears as a % of Rent Debit

Rent arrears as of the end of quarter two are £242,000 above the same point last year and 3.72% as a percentage of the debit which is 0.07% behind target. There has been an increase of 641 tenants claiming Universal Credit (UC) in the past 12 months which is having a significant impact on arrears. There have also been 2.5 vacancies within the service which have now been recruited to and an agency Income Officer recruited until the end of March 2020 to assist specifically with income collection.

A UC Interview and claim procedure has been implemented which ensures all UC claimants are contacted within three days of making their claim. This new interview ensures a payment arrangement is made as soon as a claim is made and ensures tenants are given sufficient knowledge on UC and the impact this will have on their rent account.

Tenancy Services also received specialised UC training which has ensured Housing Officers have the knowledge to manage UC claims on their own patches. Previously this was only done by three officers. The Housing Assistants are now also assisting with arrears collection and are having success managing low level arrears in their respective teams.

Our current rent arrears procedures are being reviewed to ensure they are fit for purpose and a Universal Housing consultant will also be making improvements to

the current housing management system. This will mean Housing Officers have more capacity to manage the increasingly complex cases they are facing.

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

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? No

Do the exempt information categories apply? No

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

How many appendices does the report contain? 1

List of Background Papers: None

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