

SUBJECT:	PERFORMANCE MONITORING REPORT QUARTER 3 – 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 third quarter of year 2019/20 (October 2019 – December 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, 13 are on or exceeding targets for the year (year-end), 7 have not met the targets set and 1 does not have a required target. Of the 7 measures that are not currently on target, 5 of these, have improved since quarter two.

3. Background

- 3.1 Over the last ten 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 13 indicators that are currently meeting or exceeding target. Particular areas to highlight are:

Arrears as a % of Rent Debit

Current tenant arrears are 2.82% or £789,473. This is a significant reduction from the previous quarter. During December we had the two rent free weeks in which we were able to collect £195,281 in rent. The team have been set targets for rent visits and calls, and management are continually monitoring performance in this area in order to further increase our income collection and reduce tenant arrears.

Average Days to Resolve ASB Cases

The average number of days to resolve an ASB case is 55.5 days (against the target of 75 days). Performance in this area has improved quarter on quarter. Although the number of days has decreased the team continue to exhaust on resources on a case by case basis.

The Tenancy Services Team have introduced a monthly ASB masterclass, where the team share best practice from cases they've dealt with, and discuss any issues arising from their current caseload. The idea behind these meetings is to expand officer's knowledge and intelligence around ASB, in order to further enhance our service to the tenants when dealing with any ASB issues.

- 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)

Although our void re-let times remain over target, it is worth noting that both void measures have significantly improved over the quarter. The average re-let time for general needs minor voids is now 30.3 days, compared to 34.3 days in quarter two. The average void time for all dwellings including major works is 39.7 days, compared to 44.1 at the end of September 2019. Despite this improved performance, it was the problems earlier in the financial year i.e. void contractor, sign up delays (refusals) that have made it incredibly difficult to claw the void time back anywhere close to the target.

In addition we are currently carrying out a 'deep dive' analysis of the voids process. The voids support team is now overseen by the Tenancy Services Manager and the Housing Maintenance Manager is ensuring contract compliance by our void contractor. We are critically analysing data and comparing with other authorities. Top quartile performance on voids nationally is 34 days; our target is currently 28 days.

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.

5.2 We are currently evaluating all the indicators to ensure that we are capturing the correct performance information for 2020/21. The current suite of indicators has not been comprehensively reviewed for several years and therefore this is an ideal opportunity to review our targets and definitions that can be meaningfully benchmarked with other comparable providers.

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:

1. The current performance outcomes during the financial year 2019/20 ;
2. 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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