

SUBJECT: PERFORMANCE REPORT

DIRECTORATE: HOUSING AND INVESTMENT

REPORT AUTHOR: YVONNE FOX, ASSISTANT DIRECTOR – HOUSING MANAGEMENT

1. Purpose of Report

- 1.1 To advise Members of the current performance against indicators normally reported to Scrutiny
- 1.2 To consider how performance information can be monitored and reported.

2. Background

- 2.1 Performance information is reported to the Housing Scrutiny Sub Committee on a quarterly basis. Targets are reviewed on an annual basis with both tenants and the Committee at the March committee meeting.
- 2.2 Unfortunately, due to the outbreak of Covid-19, the committee due to take place in March was cancelled and therefore targets were not agreed to measure performance for 2020/21
- 2.3 Throughout the lockdown period, normal management information has been collated but performance against targets has not been formally reported to date
- 2.4 The attached table provides details of the performance measures that are normally reported against targets that would have been proposed at the March meeting.

3. Current Position

- 3.1 We are unable to report against some indicators as we have not been carrying out normal repairs.
- 3.2 There have been delays in repairing and allocating empty properties due to the pandemic and Government instructions on non-essential moves and holding empty properties for homeless households. Therefore performance in voids is significantly below the target we would normally measure against but should be viewed against external restrictions on performance.
- 3.3 We have collated all relevant management information and will present this at Committee for consideration and discussion on how we can present information going forward.
- 3.4 We have received today an assessment of our current performance against key management indicators carried out by HouseMark and will discuss the positive findings of this review at Committee.

4. Recommendations

4.1 To note the performance against normal indicators and targets and consider the reporting of management information at future committees

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

Lead Officer: Yvonne Fox
Assistant Director – Housing Management