

SUBJECT:	TARGET SETTING 2021/22
DIRECTORATE:	HOUSING AND INVESTMENT
REPORT AUTHOR:	YVONNE FOX, ASSISTANT DIRECTOR, HOUSING

1. Purpose of Report

- 1.1 To advise Members of the proposed performance indicator targets normally reported to Scrutiny for 2021/22
- 1.2 To agree the targets and consider how performance information can be monitored and reported throughout the year as Covid restrictions are eased.

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 Throughout the lockdown period, normal management information has been collated but performance against targets has not been formally reported as this has not always been possible due to changes in service delivery. Management information has been provided wherever practically possible and members are aware of reasons for any changes to service and performance during this challenging year.

3. Current Position

- 3.1 We are now in a position to note that Covid restrictions should be lifted at the end of June 2022. We will now be considering the various phases and how this may impact on our services.
- 3.2 Throughout 2020/1 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 we are currently reviewing the voids performance and procedures and considering these measures against external restrictions on performance

In addition, discussions with the Portfolio Holder regarding Scheduled Repairs have taken place and amended performance measures will be brought forward when the Working Group has concluded their work.

- 3.3 We have proposed realistic targets for 2021/2 based on current performance, national guidance and benchmarking with similar authorities. These targets are attached at Appendix 1.

- 3.4 Members received, in January 2021 an assessment of our current performance against key management indicators carried out by HouseMark which highlighted that, despite difficulties in the operating environment (due to the pandemic), performance had generally held up and compared to other LA's.
- 3.5 LTP have been asked to comment on the proposed indicators. They have raised some concerns about the change to the voids target and wanted to ensure that the complaints response target fell in line with the new national ombudsman target for complaints resolution. As a result, the Director of Housing has given assurances that the voids target as initially set will be reviewed at 3 and 6 months and if required will be brought down. It is expected that performance will be well below the parameters initially set but as we are not in full control of how we can deploy labour and receive materials the upper control limit should remain higher initially. The complaints target has been altered to fall in line with the ombudsman requirement, it is likely that the corporate complaints procedure will follow suit.

For information, the new Housing Ombudsman complaints handling code, outlines the following targets for responding to complaints:

- Logging and acknowledgement of complaint – five working days
 - Response within 10 working days unless the complainant has been notified of a need for an extension with good reason.
 - Stage two response – 20 working days from request to escalate – if this is not possible an explanation and a date when the stage two response will be received. This should not exceed a further 10 working days without good reason
- 3.6 The Portfolio for Housing and Health, Councillor Donald Nannestad, has been consulted on the proposed indicators and agrees the proposed targets and review of targets after Q2.

4. Recommendations

- 4.1 To note and approve the proposed performance targets for 2021/22
- 4.2 To approve a review of all targets, post quarter 2, October 2021.

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?

Yes/No

How many appendices does the report contain?

1

List of Background Papers:

None

Lead Officer:

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