

<b>SUBJECT:</b>	<b>TARGET SETTING 2022/23</b>
<b>DIRECTORATE:</b>	<b>HOUSING AND INVESTMENT</b>
<b>REPORT AUTHOR:</b>	<b>YVONNE FOX, ASSISTANT DIRECTOR, HOUSING MANAGEMENT</b>

## **1. Purpose of Report**

- 1.1 To advise Members of the proposed performance indicator targets normally reported to Scrutiny for 2022/23.
- 1.2 To agree the targets, consider how performance information can be monitored and reported throughout the year.

## **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 Covid-19, normal management information has been collated as well as performance against targets. Management information has been provided wherever practically possible and members are aware of reasons for any changes to service and performance during this challenging period.

## **3. Current Position**

- 3.1 Throughout 2021/22 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. We are now seeing an increase in the properties being completed and relet so performance for the remainder of the current financial year will likely increase however this is due to numerous longer-term voids now being completed. This will put us in a better position as we move into quarter one 2022/23.
- 3.2 We continue to encounter a small number of properties each month, which do not allow access for the annual gas service/safety inspection and this number is on the increase. Our robust processes are followed, and these failed access addresses are referred to legal services to seek an injunction from the county court in order to obtain access.
- 3.3 Rent collection has continued to be challenging with continued changes to legislation for landlords in place until October 2022. Universal Credit claims have

increased by 1,028 claims on last year. Tenancy have placed significant emphasis on contact through calls and visits, with new targets in place for staff

- 3.4 We have proposed realistic targets for 2022/23 based on current performance, national guidance, and benchmarking with similar authorities. These targets are attached at Appendix 1. To summarise, we are proposing introducing a lower target for rent loss due to non-payment of rent in order to maximise income and amending the non-decent target to reflect that due to the number of properties managed it is not possible to achieve a zero return. All other targets remain the same

#### **4. Recommendations**

- 4.1 To note and approve the proposed performance targets for 2022/23.

**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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