SUBJECT:	**PERFORMANCE MONITORING REPORT QUARTER 1 – 2022/23**
DIRECTORATE:	**HOUSING AND INVESTMENT**
REPORT AUTHOR:	**GARETH GRIFFITHS QUALITY AND PERFORMANCE OFFICER.**

1. Purpose of Report

1.1 To provide Housing Scrutiny Sub Committee with a quarter one report on Performance Indicators for the 2022/23 financial year (April 2022 – June 2022). 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, against agreed targets, 10 are on or exceeding targets for the year (year-end), 10 have not met the normal targets set. Of the 10 measures that did not meet target, 3 of these were within 5% tolerance of their respective targets (Amber rating), One measure does not have a target (Complaints replied to in line with corporate policy).

3. Background

3.1 Over the last twelve 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. Particular areas to highlight are:

% of rent collected as a percentage of rent due

Rent collection is ahead of the 96.5% target and Tenancy Services continue to prioritise the collection of rent to maintain the income stream. The financial pressures tenants are facing are increasingly apparent, and our new Sustainment Team are working with tenants who are struggling financially.

Arrears as a % of rent debit

The arrears as a % of the debit is currently ahead of the target of 4.45%. Housing Officers and the Sustainment Team are working hard to collect the rent and work with tenants and prioritise sustaining tenancies and controlling the number of evictions.

Complete repairs right on first visit (priority and urgent)

Our Right First Time fix rate is on target, although we need further improvement to ensure we continue to reduce follow on work and increase first time fix rates.

4.4 The following summary provides a brief explanation of reasons where we are close to achieving our targets (amber rating). Particular areas to highlight are:

% of non-decent homes

Additional inspections that have identified requirements for replacement components have masked the progress made this month. A modest overall increase of 2 properties has therefore resulted. Presently 72 properties are now failing, with 43 doors, 2 Windows, 21 Electrics, 2 Roofs and 6 Chimney. An additional 2 properties fail both door and windows.

4.5 The following summary provides a brief explanation of reasons where we have not achieved our targets (red rating). Particular areas to highlight are:

Average re-let period – General needs (excluding major works) – (days)

The average re-let time for all dwellings is slightly ahead of the high target of 34 with 37.26 days being achieved at the end of quarter one. Significant improvement has been made to all aspects of the voids process as reflected in the improvement in performance compared to the previous quarter. The teams have been working to identify issues during the void process and rectify them to avoid delays. Housing Repairs are now working with three external contractors to turn properties and Allocations and Void Support are prioritising offers and sign ups as quickly as possible to try and achieve target.

Average re-let period – General needs (including major works) – (days)

There has been an improvement in performance compared to last quarter from 59.88 days to 50.71 days which demonstrates a positive trend in performance. The improvement in performance is due to a concerted effort from all teams to reduce the void times and work together to identify potential delays early on. We continue to focus on achieving target as quickly as possible.

Q1 has seen a significant positive progression in repair performance, this progression should continue with three contractors now aiming to carry out two void properties per week alongside the Housing Repair Service (HRS) Void repairs team, although gains may be smaller due to some mobilisation, we still hope for a positive performance return.

The quantity of voids entering the process has risen from 7.8 to 9.6 per week meaning more pressure on the repairs team exacerbated by the standard of property entering the void repair process. This continues to be an issue with 32% (43% in Q4 2021-2022) requiring some form of cleaning work to be carried out before a property condition inspection can take place, therefore causing a delay in the process and ultimately more repairs as the properties requiring cleansing often have been poorly looked after.

Moving into Q2 there will be entering 34 transferred properties from the De Wint Court project in addition to the 9 or 10 properties a week and early indications are that some of the properties require major works such as kitchen and bathroom replacements due to refusals by tenants in the past. Elements within the process add complexity to managing void repairs, and reducing the "humps" in the process like De Wint Court is essential to ensuring a steady manageable flow of properties as it does impact the repairs process for a few months after the "hump" starts Void repairs management will continue to monitor this situation moving into Q2 to identify any early signs of concerns and take action where possible to reduce any delays.

% of calls answered within 90 seconds

There are a range of pressures currently affecting the service in the Contact Centre and the Service Manager will be attending the meeting to brief members and answer questions.

% of complaints replied to within target time

Although performance remains below target, we have seen a 10% improvement compared to the final outturn in 2021/22. The complaints tracker is now being presented at our Directorate EDMT and any overdue/close to deadline complaints are highlighted to Service Manages.

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(HRA) Business Plan.

6. Organisational Impacts

6.1 Finance

Although there are no direct financial implications arising from this report, there are

several indicators that do affect the HRA including the amount of rent collected and repairs and improvements.

We continually monitor the financial position on the HRA and HRS, with quarterly reports to Performance Scrutiny Committee and the Executive.

6.2 **Legal Implications including Procurement Rules**

There are no legal implications arising from this report.

6.3 **Equality, Diversity and Human Rights**

The Public Sector Equality Duty means that the Council must consider all individuals when carrying out their day-to-day work, in shaping policy, delivering services and in relation to their own employees.

It requires that public bodies have due regard to the need to:

- Eliminate discrimination
- Advance equality of opportunity
- Foster good relations between different people when carrying out their activities.

Due to the nature of this report, there are no equality, diversity and human rights impacts to be assessed however their impact will be considered as part of the service delivery at all times.

7. Risk Implications

7.1 (i) There is a risk as identified, to the maximisation of our income to the HRA from rents collected.

7.2 (ii) There is a risk that households are required to stay in temporary Accommodation longer than we would want them to due to the slow turnover of void properties.

8. Recommendation

8.1 Members are asked to note and comment on:

a) The current performance outcomes during the financial year 2022/23;

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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