

<b>SUBJECT:</b>	<b>TARGET SETTING 2023/24</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 2023/24.
- 1.2 To agree the targets against which 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 Following the Covid-19 pandemic, normal management information has been collated as well as reporting performance against targets. Management information has been provided wherever practically possible and members are aware of reasons for any changes to service and performance over the last few years.

## **3. Current Position**

- 3.1 Throughout 2022/23 there have been challenges in repairing and allocating empty properties due to the shortage of available work force, supply chain issues and the increase in price of raw materials, goods and services. New ways of delivering non-urgent repairs have been trialled and introduced and new sub-contracting arrangements are now in place. Unfortunately, the number of tenancies becoming void has increased and the delivery of new housing developments had put further pressure on the time taken to repair a void property.
- 3.2 Around 50% of all voids are currently as a result of the death of a tenant. If a tenant dies without an executor or a will, we have to apply to the Public Trustee before the tenancy can be legally terminated. The notice is valid for 28 days before we have possession of the tenancy.
- 3.3 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.

- 3.4 Rent collection has continued to be challenging but the focus on early help and support has seen collection rates broadly in line with targets throughout this year. Members and tenants agreed not to change targets relating to rent collection for a period of 2 years in 2022 due to financial uncertainties post-covid. Tenancy Services have placed significant emphasis on contact through calls and visits, with new targets in place for staff. Universal Credit (UC) claims have continued to increase. As the number of tenants moving on to UC increases, the proportion of tenancies in arrears will increase as UC is paid in arrears.
- 3.5 We have proposed realistic targets for 2023/24 based on current performance, national guidance and benchmarking with similar authorities. These targets are attached at Appendix 1.

#### **4 Recommendations**

- 4.1 To note and approve the proposed performance targets for 2023/24

**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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