



AGENDA ITEM: 8

SUMMARY

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| Report for: | Housing & Community Overview & Scrutiny Committee |
| Date of meeting: | 23rd January 2013 |
| PART: | 1 |
| If Part II, reason: | |

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| Title of report: | Quarter Three Performance Report, Service Plan Update & Operational Risk Register – Housing Landlord |
| Contact: | Cllr Margaret Griffiths, Portfolio Holder for Housing Author/Responsible Officer: Elliott Brooks – Assistant Director Housing |
| Purpose of report: | (1) To provide Members with the Quarter 3 performance information (2012/13), update on progress of the Service Plan & Operational Risk Register for the Housing Landlord Service Area. |
| Recommendation | 1) That Members note the Quarter 3 Performance Report, Service Plan update and Operational Risk Register. |
| Corporate objectives: | Effective Performance Monitoring will have a positive impact on all corporate objectives directly or indirectly. |
| Implications: | <u>Financial</u> None. |
| 'Value For Money Implications' | <u>Value for Money</u> Monitoring Performance supports the Council in achieving Value for Money in all areas of service delivery. |
| Risk Implications | The Housing Landlord Operational Service Risk Register was reviewed during the 3rd Quarter of 2012/13 and will be |

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| | reviewed quarterly. |
| Equalities Implications | Equality Impact Assessment completed for each Service Area and reviewed annually or as and when there is Policy change |
| Health And Safety Implications | None |
| Consultees: | Fiona Williamson – Group Manager, Property & Place Andy Vincent – Group Manager, Tenancy & Leasehold |
| Background papers: | None |

1. Introduction

This report details the performance of the Housing Landlord Service during the 3rd quarter of 2012/13 against performance indicators, as well as updating the Housing & Communities Overview & Scrutiny Committee regarding progress of the Housing Service Plan which was agreed with the Tenant & Leaseholder Committee in March 2012 following extensive consultation.

The report also details the Housing Landlord Operational Risk Register. These risks have been identified as key in terms of tracking and ensuring all is done to mitigate as far as is reasonably possible.

2. Housing Landlord Performance Report - Quarter 3 2012/13

Appendix 1 shows performance against the 'Service Critical' performance indicators for the Quarter 3 period of October – December 2012.

The performance of the interim Gas Servicing contract will be reported in its own report at the January Housing & Communities Overview & Scrutiny Committee.

2.1. Quarter 3 Performance Highlights

2.1.1 Average time taken to re-let a Council property – (adapted)

For the three month period of September – December 6 adapted properties were let to tenants with an average turnaround time of 36 days. This is against a target of 50 days and performance in the previous quarter of 74 days.

The improvement is due to a new closer working relationship between Strategic Housing and Housing Landlord, as well as more time taken to ensure the best fit regarding the needs of a tenant is found within the stock. This minimises required works.

2.1.2 Appointments kept as a percentage of appointments made

99.19% of appointments made within the three month period were kept by our repairs contractor MITIE. This obviously ensures minimum disruption to the tenant and reduces the time taken for a repair to be satisfactorily carried out following the initial report made.

2.1.3 Average time taken to re-let all properties

Overall the Council is ensuring that its empty homes are re-let quickly to ensure rent loss is kept to a minimum and new tenants move into a home as soon as possible. The overall figure of 34.75 days is good performance and the result of several months of reviewing the process.

It is hoped that the introduction of an Empty Homes Lead Officer in 2013/14 will further improve performance.

2.1.4 Rent Collected as a percentage of rent owed (excluding arrears brought forward)

To achieve a performance level in excess of 100% (100.16%) in the current financial climate is excellent. Arrears performance on the whole is improving rapidly and many initiatives which started in the early part of the year are now showing their value.

An example of this is that following a recent 'evening ring around' whereby tenants in arrears are called in the evening by an Income Officer, each one of those tenants made a payment within the next week. The Christmas 'Pay your Rent' campaign has also proved to be a success.

2.1.5 Acknowledgement of a report of ASB within 24 hours

Performance in this area has gradually improved throughout the year to a point where during the 3rd quarter all 88 reports of ASB from Council tenants or leaseholders were acknowledged within 24 hours. This gives the person suffering the alleged ASB reassurance regarding who is dealing with their case and what action can be expected.

2.2. Additional Performance Information

At the December 2012 Housing & Communities Overview & Scrutiny Committee officers were asked to report on the following information for quarter 3 of 2012/13.

- Number of Sheltered properties let and number of those which exceeded 50 days.

59 sheltered properties were let and 17 took longer than 50 days

- Number of General Needs properties let and number which took longer than 30 days

129 General Needs properties were let and 55 took longer than 30 days

3. Housing Service Plan

Appendix 2 details progress against the 2012/13 Service Plan.

Following the transfer of Strategic Housing to the Assistant Director for Housing in November, actions have been added that relate to the Strategic Housing department.

Consultation is planned for February with the Tenants & Leaseholder Committee to decide what the priorities should be for housing in 2013/14.

4. 2012/13 Housing Landlord Operational Risk Register

Appendix 3 details the key risks identified to monitor and report against. They are reviewed quarterly by the Housing Senior Management Team (HSMT) whereby work undertaken to mitigate will be reflected in the assessments.