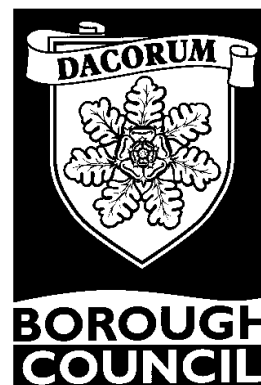


AGENDA ITEM: 9

SUMMARY



Report for:	Housing & Communities Overview & Scrutiny Committee
Date of meeting:	31 st October 2012
PART:	1
If Part II, reason:	

Title of report:	Quarter Two 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 Landlord
Purpose of report:	(1) To provide Members with the Quarter 2 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 2 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 2nd Quarter of 2012/13 and will be 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 2nd quarter of 2012/13 against Performance Indicators, as well as updating the Housing & Communities Overview & Scrutiny Committee regarding progress of the Housing Landlord 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 End Quarter 1 2012/13

Appendix 1 shows performance against the ‘Service Critical’ Performance Indicators for the Quarter 2 period of July – September 2012.

2.1. Quarter 1 Performance Highlights

2.1.1 Responsive Repairs

The MITIE contract continues to perform very well with excellent results across the board in terms of tenant satisfaction, repair completion times and appointments. The working relationship is also at its most positive since the start of the contract.

2.1.2 Acknowledgement of a report of ASB within 24 hours

Although this is a new indicator in terms of reporting to Housing & Communities Overview & Scrutiny Committee it is something which has been monitored as management information for approximately 1 year. Procedures were put in place for staff to follow at the same time.

Performance initially was relatively poor but there has been consistent improvement towards the challenging target set.

2.2. Quarter 1 Performance Below Tolerance Level

2.2.1 Average time to re-let all properties (38.78 days)

Whilst performance has improved greatly over the past twelve months or so due to a review of the process and tighter controls there is a second stage to be realised. Following consideration by the Housing Landlord Management Team it has been identified that the management of empty homes suffers from the lack of ownership at Team Leader level.

A Lead Officer for empty homes will be recruited in time for the start of 2013/2014 if approved in the budget setting process. This role would report to the Team Leader – Housing Assets who would have direct responsibility for the empty homes indicators.

2.2.2 Percentage of dwellings with a valid Gas Safety Certificate

Carillion Energy Services have recently implemented a series of operational and strategic changes which for a period of approximately 4 weeks had some detrimental impact on the day to day delivery of the Gas Servicing contract.

Following a series of meetings with both operational staff and Directors, assurances have been made and commitments in terms of additional resources in order to recover the situation. Performance is being monitored on a daily basis by DBC officers.

3. Housing Landlord Service Plan

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

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 Landlord Management team whereby work undertaken to mitigate will be reflected in the assessments.

5. Dacorum Borough Council Annual Tenants & Leaseholder Conference

The 2nd Annual Tenants & Leaseholder Conference took place at the Civic Centre on Saturday 29th September. Almost 100 tenants visited, approximately double that of the previous year.

The day was intended to celebrate a successful year of the Housing Team working with Tenants & Leaseholders to improve the service as well as introducing new tenants to the opportunities to get involved. Activities included:

- 'Market Stalls' in the Bulbourne room of all housing and related services
- Repairs & Maintenance advice from MITIE & Apollo/Keepmoat
- Resident Awards
- Face Painting
- 'Hot Topic' Workshops
- Prize Draws
- Animal Petting Farm
- Youth Action Band – 'The Parachutes'
- Guest Speaker – Blaze Lambert, Confederation of Co-Operative Housing