



AGENDA ITEM: 7

SUMMARY

Report for:	Housing & Communities Overview & Scrutiny Committee
Date of meeting:	10th June 2015
PART:	1
If Part II, reason:	

Title of report:	2014/15 Quarter 4 Performance Report, Service Plan update & Risk Register - Housing
Contact:	Councillor Margaret Griffiths, Portfolio Holder for Housing Author/Responsible Officer – Elliott Brooks – Assistant Director - Housing
Purpose of report:	1. To Update the Committee on the Performance of the Housing Service for the Quarter 4 2014/15 2. To inform the Committee of the status of the current Housing Service Risk Register and Housing Service Plan
Recommendations	1. That the Committee note the Performance Report & Risk Register, and Service Plan Update
Corporate objectives:	Affordable Housing
Implications:	<u>Financial</u>
'Value For Money Implications'	All areas of the service are subject to Monthly Budget Monitoring Meetings with Financial Accountant. Budget Reporting is quarterly to the Committee and 6 monthly to Tenants & Leaseholders Committee. <u>Value for Money</u> The Housing Service & its costs are reviewed annually through a national benchmarking organisation (Housemark)

Risk Implications	Appendix – Housing Operational Risk Register
Equalities Implications	Equality Impact Assessments are carried out when policies or procedures are amended as appropriate
Health And Safety Implications	Health & Safety is an identified key risk for the Housing Service.
Consultees:	Andy Vincent – Group Manager Tenants & Leaseholders Fiona Williamson – Group Manager Property & Place Julia Hedger – Group Manager Strategic Housing
Background papers:	n/a
Historical background <i>(please give a brief background to this report to enable it to be considered in the right context).</i>	Each year, in consultation with staff and members of the Tenants & Leaseholder Committee a set of performance indicators, and key Service Plan Objectives are identified and agreed.
Glossary of acronyms and any other abbreviations used in this report:	TLC – Tenants & Leaseholder Committee HRA – Housing Revenue Account STAR – Survey of Tenants & Residents

1.0 Introduction

This report details the end of 4th quarter performance against the agreed Housing Performance Indicators as well as the progress against the Service Plan and Operational Risk Register.

2.0 Housing Key Performance Indicators

Please see full Performance Indicators report in Appendix 1. This includes all areas of the housing service in the 3 Groups:

- Tenants & Leaseholders – Group Manager Andy Vincent
- Strategic Housing – Group Manager Julia Hedger
- Property & Place – Group Manager Fiona Williamson

Regarding performance of re-letting an empty home please see update below which relates to April 15 Performance:

- | | |
|---|------------------------|
| • SH03a- Average time to re-let a Council property | 24.71 (target 35 days) |
| • SH03b - Average time to re-let a General Needs property | 21.31 (target 25 days) |
| • SH03c - Average time to re-let a Sheltered Property | 31.4 (target 45 days) |
| • SH03d - Average time to re-let an Adapted Property | 47 (target 50 days) |

3.0 Housing Service Plan

Appendix 2 shows the latest position regarding the initiatives within the Housing Service Plan 2014 – 2016 and current Housing Structure Chart

4.0 HRA Capital Programme

Between 1st July 2014 & 31st March 2015 the following works were completed by Osborne:

- Kitchens 516
- Bathrooms 386
- Doors - 2565
- Re-wires – 413

(Includes Empty Homes)

5.0 Housing Operational Risk Register

Appendix 3 details the Housing Service's key operational risks and the mitigation in place for each. These are reviewed on a quarterly basis by the Assistant Director and Group Managers

6.0 Special Projects & Case Studies

Attached are a number of recent submissions made by the Housing Service to the District Councils Network. If approved these will be displayed at the DCN's National conference later this month to demonstrate some of the innovation and progress being made in the Borough related to Housing.