



AGENDA ITEM: 7

SUMMARY

Report for:	Housing & Communities Overview & Scrutiny Committee
Date of meeting:	16th September 2015
PART:	1
If Part II, reason:	

Title of report:	2015/16 Quarter 1 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 1 2015/16 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: 'Value For Money Implications'	<u>Financial</u> All areas of the service are subject to Monthly Budget Monitoring Meetings with the HRA Financial Accountant. Budget Reporting is quarterly to the Committee and 6 monthly to the 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 performance of the Housing Service during the 1st quarter 2015/16 against performance indicators and an update regarding the Housing Service Plan 2014- 2016

The report also details the Housing 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.

2.0 Housing Performance Report – 2015/16

Appendix 1 shows performance against the ‘Service Critical’ performance indicators for 2015/16 for the period of April – June.

Following feedback received from the committee the number of indicators reported has been reduced to those seen as most appropriate and of most

relevance. All other indicators remain available and are monitored for management purposes.

2.1 Repairs & Maintenance - Osborne

The Osborne 'Total Asset Management' (TAM) contract completed its first year on July 1st 2015.

The 1st quarter performance report shows that performance indicators are improving and for the 1st quarter all indicators were either on target or within tolerance.

The relationship between the Council as client and Osborne is continuing to develop strongly and there is evidence of a true partnership approach, particularly in terms of innovation, new ideas and problem solving.

Together with consultants in the role of 'partnering advisor' for the Council officers have recently concluded the 1st year review which is the mechanism for determining whether Osborne successfully 'bank' another year to the existing contract.

In summary the extension is awarded automatically if the Key Strategic Indicators for the year are met. If they are not all achieved there is an opportunity for mitigation presented and a discussion facilitated by the partnering advisor would take place.

The Key Strategic Indicators are:

Key Strategic Indicator	Target Compliance
Performance at or above the target for all KPIs for at least 9 months of the year	Performance at or above the target for all KPIs for at least 9 months of the year
Transparency and control of costs delivered through the management of Open Book records including sub-contractors information available at Quarterly intervals	Open Book format and protocol to be agreed during dialogue and the information to be presented at quarterly intervals in advance of Core Group meetings. Target in year one 95% - from year 2 onwards 100%
Tenant involvement in operational and service improvement activities including meetings, workshops, customer satisfaction surveys and monitoring of corrective action arising from complaints.	Tenant involvement in operational and service improvement activities including meetings, workshops, customer satisfaction surveys and monitoring of corrective action arising from complaints.
Delivery of community initiatives to support the ambitions of the Councils economic, environmental and social sustainability agenda	Delivery of community initiatives to support the ambitions of the Councils economic, environmental and social sustainability agenda
Delivery of integrated Information Technology solutions to ensure that the business intelligence collected through repairs data,	Delivery of integrated Information Technology solutions to ensure that the business intelligence

<p>component condition information from operatives, tenant preferences, complaints, satisfaction surveys etc. is collated and shared with the client to develop annual programmes for targeted investment and continually develop the asset management strategy</p>	<p>collected through repairs data, component condition information from operatives, tenant preferences, complaints, satisfaction surveys etc. is collated and shared with the client to develop annual programmes for targeted investment and continually develop the asset management strategy</p>
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As the first year of contact delivery spanned two financial years, the first 9 months of the contract was reviewed and the targets for the Key Strategic Indicators measured at pro-rata levels. The subsequent reviews will align with the commencement and completion of each financial year.

Regarding KSI 1, there were periods during the first year that Key Performance Indicators were not at target however consideration was given to the number of challenges faced within that period and the willingness of Osborne to be transparent and report the true picture was pleasing.

All other KSI's could be demonstrated as being achieved.

It was therefore agreed to award the extension after consultation with the Portfolio Holder for Housing and Corporate Director of Housing & Regeneration.

2.2 Empty Homes

The new Empty Homes team has now been operating for over a year and there has been a gradual improvement over this period. The report details how the average number of days it takes for the Council to carry out the required safety checks, repairs, advertising and sign-up of an empty home has reduced on average by approximately 12 days during the last year.

3.0 HRA Capital Programme

The Council continues to invest in its housing stock ensuring that tenants properties are of an excellent standard. For the period of April – June 2015 the following been works have completed through the 'Total Asset Management' contract with Osborne.

- Kitchens 120
- Bathrooms 61 + 95 level access and wet-rooms (156 total)
- Doors –365 front doors 84 back / side doors (449 total)
- Rewires 168 Rewires and 54 Upgrades (222 Total)
- Roofs 33 street properties and 8 flat block roofs

4.0 Special Projects

As well as investing in tenants homes the Council is also committed to improving the communal areas and environment in which people live. The following projects include communal areas such as drying areas, hallways, footpaths and bin stores.

Summer Court – Energy Efficiency Refurbishment & Estate Improvements

(Contractor – Kier)

This project is now completed. The project was on time and within budget. Members of the Council's Tenants & Leaseholder Committee have had a number of visits throughout the duration of the project. Close monitoring of the energy efficiency measures such as the External Wall Insulation, Solar PV and the communal Biomass boiler is being carried out to ensure the benefits to the Council and tenants are captured and fully understood.

165 – 215 Longlands – External Refurbishment & Rooftop Development

(Contractor – Keepmoat)

This contract involves full external refurbishment, some reconfiguration of communal facilities and the creation of 6 new homes on the roof. Works have been ongoing since early January and are due for completion in November/December 2015. The new homes are now in place and will be advertised during October through 'Moving With Dacorum'

5.0 Housing Service Plan

It was agreed with the Council's Tenants & Leaseholder Committee that the Housing Service plan should be aligned with the STAR survey which is carried out every two years. The most recent survey took place in early 2014.

Appendix 2 shows progress of the Housing Service Pan as at end of August 2015.

The Council has recently introduced a new corporate template for Service Plans and they will be aligned with the budget setting process for 2016/17. The new format will be reported throughout 2016/17.

5.0 Housing Risk Register

Appendix 3 details the Housing Service Operational Risk Register following a quarterly review carried out by the Assistant Director & Group Managers.