



AGENDA ITEM:

SUMMARY

Report for:	Housing & Communities Overview & Scrutiny Committee
Date of meeting:	21st March 2018
PART:	1
If Part II, reason:	

Title of report:	2017/18 Quarter 3 Performance Report, Service Plan Update & Operational Risk Register - Housing
Contact:	Councillor Margaret Griffiths, Portfolio Holder for Housing Author/Responsible Officer – Elliott Brooks – Assistant Director - Housing
Purpose of report:	<ol style="list-style-type: none"> 1. To Update the Committee on the Performance of the Housing Service - Quarter 3 2017/18 2. To inform the Committee of the status of the current Housing Service Operational Risk Register 3. To update the Committee on the progress of the 2017/18 Housing Service Plan
Recommendations	<ol style="list-style-type: none"> 1. That the Committee note the Performance Report, Service Plan & Operational Risk Register
Corporate objectives:	Affordable Housing
Implications:	<u>Financial</u>
'Value For Money Implications'	<p>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.</p> <p><u>Value for Money</u></p>

	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:	Layna Warden – Group Manager Tenants & Leaseholders Fiona Williamson – Group Manager Property & Place Natasha Beresford – Group Manager Strategic Housing David Barrett – Group Manager Housing Development
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 are agreed, which are then approved by the Portfolio Holder for Housing and reported quarterly
Glossary of acronyms and any other abbreviations used in this report:	TLC – Tenants & Leaseholder Committee HRA – Housing Revenue Account

1.0 Introduction

1.0.1 This report details the performance of the Housing Service during the 3rd quarter of 2017/18 against performance indicators. The indicators were reviewed at the end of the previous year and some targets were altered to reflect previous performance or future challenges.

1.0.2 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. Finally, an update on progress against the actions within the Housing Service Plan 2017/18 is provided for the committee to note.

2.0 Housing Performance Report – 2017/18

- 2.0.1 Appendix 1 shows performance against the 'Service Critical' performance indicators for the 3rd Quarter of 2017/18.
- 2.0.1 Unfortunately at the time of producing the performance reports some commentary was not available relating to the red out of target performance indicators: This is now available.
- 2.0.2 SH10b. The delays in case management is in part due to the overlap of new officers starting and taking on caseloads, whilst training. There are a small number of cases, where it has been identified decisions could have been made earlier, reducing the overall decision making period – this has been addressed with the Lead Officer & Team Leader. However, in the main the case management delays are predominantly due to the team working with the principles of the new HRA 2017 legislation and focussing efforts on prevention rather than investigation.
- 2.0.2 SH31. There are an increased number of applicants in temporary accommodation in excess of 6 months, this is due to several cases awaiting specific disabled adapted accommodation and lack of suitable property being available. Discussions have recently been had regarding specific cases and in particular a proposal to consider adapting and re-designating some of the suitable 3 bedroom stock into disabled adapted 2 bedroom units. There are applicants who are under notice who have not vacated accommodation upon notice expiry and therefore possession proceedings will be required to re-gain the property.

2.1 Repairs & Maintenance

- 2.1.1 The Osborne 'Total Asset Management' (TAM) contract completed its third full year on July 1st 2017.
- 2.1.2 The 3rd quarter performance report shows that the performance indicators for the Total Asset Management contract are currently either within target or the agreed tolerance.
- 2.1.3 Close contract monitoring has taken place between the Council and Osborne Property Services in order to achieve this.
- 2.1.4 The Total Asset Management is currently subject to a full end of year review annually which determines whether Osborne Property Services Ltd are to be awarded a 1 year extension in line with the contract.

2.1.5 The review makes a formal recommendation to be approved by the Assistant Director of Housing in consultation with the Portfolio Holder for Housing. So far each review has resulted in Osborne being awarded an additional year

2.1.6 The annual review considers the following Key Strategic Indicators.

2.1.7 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, and customer satisfaction surveys and monitoring of corrective action arising from complaints.	Tenant involvement in operational and service improvement activities including meetings, workshops, and 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, 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	Delivery of integrated Information Technology solutions to ensure that the business intelligence 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

After year 5 of the contract, which starts in July 2018, The Council will produce a formal 5 year review. Work on this review will start during the second half of 2018/19.

3.0 HRA Capital Programme

3.0.1 The Council continues to invest in its current housing stock through the Total Asset Management contract with Osborne Property Services.

For the period September – December 2017 the following works were completed.

- Kitchens – 60
- Bathrooms & level access wet-rooms – 43
- Doors – 226
- Rewires - TBC
- Window Installations – 101
- Boilers – 205 (Sun Realm Gas Servicing & Installation contract)

For the 12 month period of April 2016 – March 2017 the numbers of improvements were as follows.

- Kitchens – 246
- Bathrooms – 210
- Doors – 907
- Re-Wires – 14 (significant up-grades to electrical supplies during K & B work)
- Roofs – 50
- Boilers 916

4.0 Housing Operational Risk Register

4.0.1 Appendix 2 details the Housing Service Operational Risk Register for Quarter 3 2017/18 following a quarterly review carried out by the Assistant Director & Group Managers.

5.0 Housing Service Plan

5.0.1 Appendix 3 is an update on progress against objectives within the 2017/18 Service Plan for the Housing Service