



AGENDA ITEM:

Report for:	SUMMARY Committee	Overview & Scrutiny
Date of meeting:	13th June 2018	
PART:	1	
If Part II, reason:		

Title of report:	2017/18 Quarter 4 Performance Report, Service Plan Update & Operational Risk Register - Housing
Contact:	Councillor Margaret Griffiths, Portfolio Holder for Housing Author/Responsible Officer – Fiona Williamson – 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 4 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> 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.
'Value For Money Implications'	<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	Community Impact Assessments are carried out whenever there is a requirement to change or develop a new policy or procedure.
Health And Safety Implications	Health & Safety is an identified key risk for the Housing Service.
Consultees:	Layna Warden – Group Manager Tenants & Leaseholders Simon Smith – Team Leader Assets and Business Improvement, 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. In addition there are a suite of contractual performance indicators that are used to monitor the performance of the contractors delivering the services and these are linked to their profit.
Glossary of acronyms and any other abbreviations used in this report:	TLC – Tenants & Leaseholder Committee HRA – Housing Revenue Account TAM – Total Asset Management

1.0 Introduction

1.0.1 This report details the performance of the Housing Service during the 4th 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 4th Quarter of 2017/18.
- 2.0.2 Overall the performance has been reasonable and no red indicators were reported in the period.
- 2.0.3 SH03a The average number of days to re-let an Empty Home at 33.7 days, had increased since the last quarter and analysis of the reasons demonstrated that there has been a number of properties that required extensive work to bring back to the re-let standard. Additionally, there had been a number of sheltered scheme properties that had multiple adverts before a property was let.
- 2.0.4 PP01 The percentage of dwellings with a valid gas safety certificate dropped to 99.94% across the 4th Quarter, which was in part as a result of the two cold periods of weather, that resulted in engineers being diverted onto boiler breakdowns. All properties that were overdue were managed through the tenancy and legal teams and by the end of the quarter performance had been reinstated to 100%. The Council team worked closely with Sun Realm to ensure the disruption to tenants was kept to a minimum and appointments rescheduled in a timely manner.
- 2.0.5 TST02 The tenancy sustainment team supported a number of vulnerable families in the 4th Quarter of the year and the percentage of cases where rent arrears were reduced had fallen since the previous quarter. The team were not able to establish specific rational for the decrease, but often there can be issues after the Christmas period that impact upon the ability to repay arrears. It is important to understand that a reduction in rent arrears is only one measure that indicates the interventions are having a positive impact on the families and vulnerable individuals that are supported.

2.1 Repairs & Maintenance

- 2.1.1 The Osborne 'Total Asset Management' (TAM) contract completed its fourth full year on July 1st 2017.
- 2.1.2 The 4th 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 and work has been ongoing during the quarter to agree the targets for 2018-19. There will be further separation of the Aids and Adaptations and Empty Homes performance in the reports, which will enable closer scrutiny of these key areas.

2.1.4 The Total Asset Management is currently subject to the annual full end of year, to determine whether Osborne Property Services Ltd are to be awarded a further 1year 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

The contract has provision for a full review the contract terms and conditions at the end of Year 5 of the contract, which starts in July 2018. The Council have commenced dialogue with Osborne Property Services Ltd, to establish the parameters for the review, which will commence in the fourth quarter of the financial year 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 1st April 2017 to 31st March 2018 the following works were completed.

Kitchens	437
Bathrooms	328
Doors & Windows	1044
Rewires	210
Boiler renewals	1065 (Sun Realm)

3.0.2 There was additional investment in the boiler replacement programme to accelerate the renewals to assist tenants who may experience fuel poverty by installing more energy efficient condensing boilers.

4.0 Housing Operational Risk Register

4.0.1 Appendix 2 details the Housing Service Operational Risk Register for Quarter 4 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