



Report for:	Housing & Communities Overview & Scrutiny Committee
Date of meeting:	5th June 2019
PART:	1
If Part II, reason:	

Title of report:	2018/19 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:	1. To update the Committee on the Performance of the Housing Service - Quarter 4 2018/19 2. To inform the Committee on the progress of the 2018/19 Housing Service Plan and Operational Risk Register
Recommendations	That the Committee note the Performance Report, Service Plan and 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 Housing and Communities Overview and Scrutiny 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	Housing Operational Risk Register details the risks associated with the management of the housing service.

Equalities Implications	Community Impact Assessments are developed whenever there is a requirement to change or create a new policy or procedure or significant change to service delivery.
Health And Safety Implications	Health & Safety is an identified key risk for the Housing Service.
Consultees:	Mark Gaynor – Corporate Director, Housing and Regeneration Alan Mortimer – Group Manager Property and Place Natasha Beresford – Group Manager Strategic Housing Layna Warden – Group Manager Tenants and Leaseholders 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>	In consultation with staff and members of the Tenants & Leaseholder Committee, a set of performance indicators are agreed, approved by the Portfolio Holder for Housing. These indicators are monitored monthly and reported to the HCOSC quarterly. In addition, there are suites of contractual performance indicators 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 ASB – Anti-Social Behaviour

1.0 Introduction

- 1.0.1 This report details the performance of the Housing Service during the fourth quarter of 2018/19 against a raft of performance indicators. Annually, at the end of the financial year, there is a review of all performance indicators. Targets are altered to reflect previous performance or future challenges, such as the introduction of Universal Credit. Performance indicators are contained in Quarterly report extracted from Rocket, the performance-reporting tool, in Appendix A

- 1.0.2 The report also details the Housing Service Plan and Operational Risk Register. The Service Plan and Risk Register have quarterly reviews and updated to reflect the progress against the various milestones and establish if there have been any changes to the risk rating or likelihood of occurrence. In order to reduce the potential of the risk occurring, various mitigations are in place to reduce the likelihood or severity of occurrence. The Service Plan and Risk Register are contained at Appendix B.

2.0 Housing Performance Report – Q4 2018/19

- 2.0.1 Appendix A shows performance against the 'Service Critical' performance indicators for the 4th Quarter of 2018/19.
- 2.0.2 The performance in the majority of areas has been good, with the exception of three areas. The two indicators, which relate to the re-letting of empty homes, SH03a and SH04e, remained red and in addition, HL 05a the percentage of stage 1 complaints responded to within target was red.
- 2.0.3 Two further indicators were above target but within tolerance, TL15, which tracks the satisfaction with medium level ASB cases and TL13a Percentage of Community Alarm calls answered within 1 minute.
- 2.0.4 SH03a, the ability to re-let properties has been below target consistently throughout the year, but has started to show an improvement in the final quarter of the year, from 51.4 days in Q3 to 42.8 days in Q4, which follows extensive work undertaken by the team. In Q1 of 2019-20, the whole process is being reviewed to include all functions undertaken in the key-to-key journey, both internally and externally. During 2018-19, the methodology for calculating the average days, included properties that have adaptations, or are to be adapted for incoming tenants as well as those requiring major structural work. In order for the Council to benchmark performance with other local authorities, these will be reported separately in 2019-20.
- 2.0.5 SH04e, the percentage of all properties let in target at 52%, was again below target, but there was an improvement since Q3, when only 41.76% were let within target. This aligns with the performance of SH03a and further work is underway to ensure the process is as lean as possible.
- 2.0.6 HL 05a the percentage of stage 1 complaints responded to within target fell below the target and 6 of the 22 received were sent out after the 20-day target. There were a number of complex complaints that covered more than one area of the service, which required a longer period of investigation, during which tenants were contacted to advise of delays, or work undertaken that addressed the complaint, which was followed up in the response.
- 2.0.7 TL15, the satisfaction with the outcome of ASB cases was 67% and work is ongoing to develop a new corporate strategy to manage ASB cases, which will provide improved management of tenant expectations, in respect of the sanctions available to the Council and the need to consider evidence and proportionality.
- 2.0.8 TL13a, the percentage of Community Alarms answered within 1 minute, has improved since the last quarter. An Improvement Notice was served on Tunstall and in line with the provisions in the contract; the Council have been receiving regular

status updates from Tunstall on the impact of the interventions that they have introduced. The indications from the first month of Q1 2019-20 is positive with further improvements in the percentage of alarms being answered in 1 minute.

3.0 Housing Service Plan & Operational Risk Register

- 3.0.1 The 2018/19 Housing Service Plan and Operational Risk Register are contained in Appendix B and provide an update on progress against the various objectives and an update on the operational risks.
- 3.0.2 The majority of Service Plan objectives have been completed, with the exception of those scheduled to be ongoing into 2019-20, some due to the required input from external partner agencies or the need to comply with the introduction of legislation or recommendations arising from the Hackitt Report.