DACORUM BOROUGH COUNCIL

AGENDA ITEM:

SUMMARY

Report for:	**Housing & Communities Overview & Scrutiny Committee**
Date of meeting:	**4th September 2019**
PART:	**1**
If Part II, reason:	

Title of report:	**2018/19 Quarter 1 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 1 2019/20 2. To inform the Committee on the progress of the 2019/20 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 – the provision of good quality affordable homes, by investing in existing stock and developing new.
Implications: 'Value For Money Implications'	<u>Financial</u> All areas of the service are subject to Monthly Budget Monitoring Meetings with the Housing Revenue Account (HRA) Financial Accountant. Budget Reporting is quarterly to Housing and Communities Overview and Scrutiny Committee. <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 *(please give a brief background to this report to enable it to be considered in the right context).*	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 and appendices:	TLC – Tenants & Leaseholder Committee SIE – Strategy, Improvement and Engagement Team CMT – Corporate Management Team TAM – Total Asset Management IT – Introductory tenancy UC – Universal Credit CA – Citizens Advice DWP – Department for Work and Pensions CPN – Community Protection Notice HRA – Housing Revenue Account TAM – Total Asset Management ASB – Anti-Social Behaviour HMO – Houses in Multiple Occupation

1.0   Introduction

1.0.1   This report details the performance of the Housing Service during the first quarter of 2019/20, against a raft of performance indicators. Annually, at the end of the financial year, there is a review of all performance indicators. Targets must remain challenging, but realistic and reflective of any external factors, 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   In this financial year, the performance indicators for the key to key times on empty homes have been reported separately, into general needs, sheltered accommodation, generally let to those over 60 and adapted properties, adapted for individuals with a disability. The rational for change is to provide stakeholders with improved levels of information and to enable decisions to be made regarding changes to process, or to monitor supply and demand for each type of property.

1.0.3   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 – Q1 2019/20

2.0.1   Appendix A shows performance against the 'Service Critical' performance indicators for the 1st Quarter of 2019/20.

2.0.2   **Performance Highlights**: The performance of the lifeline call service has continued to improve, following a dip in performance in the last quarter of the previous financial year. The decline in performance followed the implementation of a new software system and the technical issues have now been resolved, which is reflected in the positive performance, with 97.66 of all calls being answered within 60 seconds.

2.0.3. Repairs and improvement programmes are being delivered with high levels of customer satisfaction, quality levels and within target timescales. All emergencies were attended within the 4 hour time limit.

2.0.4   Rent collection has exceeded the anticipated levels and the team are working hard to support those on Universal credit who are getting into arrears due to the timescale for the first payment to be made, so that any arrears can be reduced as soon as possible.

2.0.5   The licencing of Houses in Multiple Occupation (HMO) continues to increase with both the number which are licenced and applications for licencing, rising since last year. The team have provided support and guidance to a number of landlords to ensure the standard of accommodation provided meets the appropriate legislative requirements.

2.0.6   Satisfaction with medium level Anti Social Behaviour (ASB) increases has shown an increase from 67% in   Quarter 4 last year to 83% in the first quarter of this year. Additional information is provided to complainants at the outset of cases, to manage their expectations in respect of the proportionate measures that can be taken to support those who are victims of ASB.

2.0.7   **Performance challenges:** The number of people being supported by the Homeless team continues to rise, with many of the cases having complex needs, which often results in a requirement for an enhanced level of support through the process and additional officer time as a result. This is illustrated in the year on year comparisons, where in June 2018, 3 cases were accepted for a duty to house, whereas in June 2019, 8 cases were accepted, and in respect of prevention, in June 18, 10 people were prevented from becoming homeless, whereas this figure had risen to 16 in June 2019.

2.0.8   The empty homes key-to key times have been reported separately for the different categories of work and the Council continues to include all properties within the reported figures, so that year on year comparisons can be undertaken.   The performance has shown a slight improvement in the key to key times for the general needs, sheltered and adapted properties, but improvements are still required to bring these within target.

2.0.9   The review of the empty homes process is underway and changes to the management of the functions and creating more generic roles, will provide further resilience in the teams, so that key to key times are reduced.

3.0   Housing Service Plan & Operational Risk Register

3.0.1   The 2019/20 Housing Service Plan and Operational Risk Register are contained in Appendix B and provide an update on progress against the various service objectives and an update on the operational risks.