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HOUSING AND COMMUNITY

Overview and Scrutiny Committee

Report for:	Housing and Community Overview and Scrutiny Committee
Title of report:	Q2 2024/25 Housing Performance & Tenants' Voice Report
Date:	20 November 2024
Report on behalf of:	Councillor Simy Dhyani, Portfolio Holder for Housing and Property Services
Part:	I
If Part II, reason:	N/A
Appendices:	Appendix A – Housing & Community Overview and Scrutiny Performance Summary Report Q2 2024/2025 Appendix B – September 2024 Assurance Report Appendix C – Q2 24/25 DBC Performance Comparison
Background papers:	
Glossary of acronyms and any other abbreviations used in this report:	TSMs – Tenant Satisfaction Measures SQA – Strategy, Quality and Assurance Service ASB – Anti-Social Behaviour KPI – Key Performance Indicator FRA – Fire Risk Assessment RSH – Regulator of Social Housing HTIP – Housing Transformation and Improvement Programme ALMO – Arms Length Management Organisation

Report Author / Responsible Officer

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On behalf of:

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Corporate Priorities	<p>Community engagement: Engage with residents and partners to have a real say on our services and the borough</p> <p>Service improvement and delivery: Running the Council efficiently and putting residents at the heart of everything we do</p> <p>Vibrant communities: Foster arts, culture and leisure opportunities</p> <p>Sustainable future: Take action on the Climate and Ecological Emergency</p> <p>Clean, safe and green: Provide a clean, safe and green-focussed environment</p> <p>Homes to be proud of: Enable well-maintained and affordable homes, where people want to live</p> <p>Proud and thriving borough: Realise our potential as a great place to live and work with a thriving business community</p>
Wards affected	All
Purpose of the report:	<ol style="list-style-type: none"> 1. To provide H&COSC with an overview of the performance and the tenants' voice for the Housing & Property Services for Quarter 2 2024. 2. To present the interventions and actions undertaken to address any performance concerns
Recommendation (s) to the decision maker (s):	That H&COSC consider the report and scrutinise the actions to address any performance concerns highlighted.
Period for post policy/project review:	This report relates to Q2 2024. This report is produced every quarter.

1. Introduction / Background

- 1.1 This report details the performance of Housing & Property Services during the second quarter of 2024/25, measured against a full suite of performance indicators, including those which represent our tenants' views and feedback.
- 1.2 The performance indicators were developed by the Housing & Property Service, and associated targets were approved by Cabinet in June 2024. Performance against these indicators is internally monitored and reviewed via In-Phase, our performance management system.
- 1.3 The Housing (Regulation) Act 2023 legislates the importance of listening and acting on the Tenants' Voice. The feedback we receive from our Tenants is invaluable data we must use to inform service improvement and deliver tailored services.

1.4 The effective use of the Tenant voice data and insight not only improves services, but also demonstrates our compliance with the new regulatory framework relating to the Tenant Satisfaction Measures (TSMs) and the Consumer Standards.

2. Aims of Paper

- To improve service performance within the directorate,
- To ensure that services delivered are resident focussed,
- To drive service delivery improvements,
- To increase efficiency and focus,
- Improve the customer experience,
- Ensure appropriate scrutiny of the services delivered.

3. Current Position on Performance

3.1 The full Housing & Property Services Overview and Scrutiny Performance Summary Report is included in **Appendix A**.

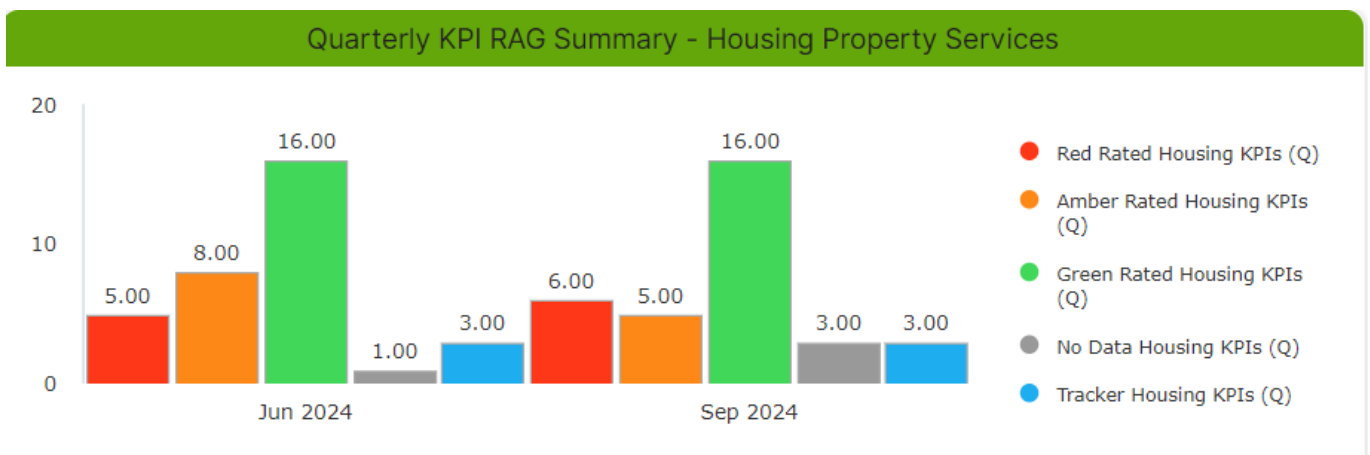
3.2 There are three measures for which there is no data provided for this quarter:

CL01 - ‘Satisfaction with we keep the communal areas clean and tidy during the period’ – the transactional satisfaction survey has been drafted by the service with support from the Strategy, Quality and Assurance service (SQA), and will be going live in November.

ID08 - ‘Satisfaction with New Build homes received during the quarter’ – no surveys were sent out in this quarter; the team will have return figures for Q3 to capture new builds handed over in recent months.

ASB01 – ‘Satisfaction with Anti-Social Behaviour (ASB) case handling’ – as noted in Q1 there was a data handling error within CX-Feedback, which skewed the data available. Surveys started to be sent out in late September 2024, but there have been insufficient returns to make the data statistically informative. Additional work is being done to drive up engagement with this survey, including moving from a monthly survey sent to all closed case customers to weekly, and using merge technology with CIVICA to make email invitations more personalised to the customer. Survey responses expected to be reported on in Q3.

3.3 The graph below shows the breakdown of the RAG ratings of the Key Performance Indicators (KPIs) for this quarter. 48% (16) of 33 KPIs were rated Green, and so met or exceeded their target, 15% (5) were rated Amber, and 18% (6) were rated Red, having not achieved their target.



3.4 7 of the 16 **‘GREEN’** indicators belong to the Safe Homes Service. This includes HPS05 ‘Percentage of all High-Risk FRA (Fire Risk Assessment) actions outstanding’ (2.39% vs. a target of 5%) where the number of actions has consistently fallen during Q2, and PP01 ‘Percentage of homes with a valid gas safety certificate’ which has moved to 100% this quarter and is highlighted below in section 5. **Comparing Our Performance**. Compliance

remains an Area of Focus for the Housing and Property Service (see section 4. Areas of Focus below), recognising our continued attention on this crucial area.

3.5 There are six 'RED' indicators at the end of Q2:

INDICATOR:	HPS03 Average re-let time in days *NEW*		
Q2 Performance	48.39	Target	40.00
<p>The work to reduce void turnaround times in this Quarter has been focused on reducing post repair work processes, ensuring these processes are as efficient as possible (the person/team receiving the property has all the information they need, they had warning that the property was coming to completion and all standards were met.</p> <p>While there are further improvements required, we are pleased to see an increasing number of voids being turned around in under 15 days. There are still longer-term voids that need to be cleared through the system and a small number of more recent voids which are slipping into the long-term category due to unforeseen issues such as the requirement to complete a significant clearance, flea treatments, garden clearances etc.</p> <p>We have taken the opportunity to review the scope of void works currently undertaken. Whilst this approach will improve the time taken to turn these properties around, it is important not to reduce the works too much leading to complaints and possible impact to the repairs arising on occupation. It was reassuring to see September's void turnaround time at an average of 33.68 days.</p> <p>The upcoming Tenancy Agreement Review is likely to impact positively on void times in the long-term, as a suggested change will be to enable the Lettings Team to proactively market properties once notified of the intention to move, rather than wait until after moving day.</p>			
ACTIONS:			
<p>We will now put more focus into working with residents who have made us aware of the intention to move. This will involve visiting them to understand what work they need to do to their home with a particular focus on gardens, which are often expensive for the council but are also works that most residents can undertake themselves with sufficient notice, or support of others.</p>			
TARGET DATE:	Q3 – expect to see improved void turnaround time and work completed on void processes redesign. Q4 – expect to see consistently low void turnaround times.		

INDICATOR:	RKK17 Percentage of open damp and mould cases exceeding 100 days		
Q2 Performance	45.00%	Target	10.00%
See narrative below in 4. Areas of Focus			

INDICATOR:	TL01 Current arrears as a percentage of annual debt *NEW*		
Q2 Performance	4.70%	Target	4.00%
<p>The average arrears percentage for the last quarter is higher than Q1 (3.92%). This is an expected trend, which is reflective in previous years data, seasonal trends and external factors such as the continued cost of living crisis including increases in bills etc, and the team face with the Universal Credit migration and this year being a 53-week rent year (where Universal Credit only recognises 52).</p> <p>Tenants who are in receipt of the older means-tested benefits will be migrated over to Universal Credit. This will mean that we will not be receiving weekly Housing Benefit payments for these tenants but will have to await direct payments from Universal Credit where applicable (such as someone being in rent arrears already, having difficulties with finances, vulnerable needs etc). Universal Credit is paid 4 weeks in arrears.</p> <p>With regards to the 53-week rent year, which occurs once every 5/6 years, there are only 4 rent free weeks which means that the team would be expected to collect the rent/income for the additional week (49th). This also means that for all the tenants in receipt of Universal Credit, they will have to pay the extra weeks rent out of their living costs or any additional income sources.</p>			

The team are working hard to contact tenants where necessary and ensure prompt action is taking place. Further work with other departments should help with early intervention work and this should have a positive impact on the arrears as the year progresses.

An example of this is working alongside the Welfare and Tenancy Sustainment team as well as the Supported Housing team in facilitating for coffee meetings where people residing in supported schemes were able to come and discuss any concerns they may have to do with the rent or tenancy for example. The relevant officers stated they were able to signpost the elderly tenants to ensure they are claiming for the correct welfare benefits to help alleviate the financial pressures where necessary. This was an ongoing schedule of events across the borough, and it is anticipated this will continue due to the numbers of tenants who engage with officers.

ACTIONS:

- Continue on-going schedule of collaborative coffee mornings
- An in-depth analysis of income collection is being undertaken currently which will propose recommendations for improvement

TARGET DATE:

Based on the data that is available, it is anticipated that this KPI will be on track at the end of Q3.

INDICATOR:

TL02 Rent collected as a percentage of rent owed (excluding current arrears brought forward)

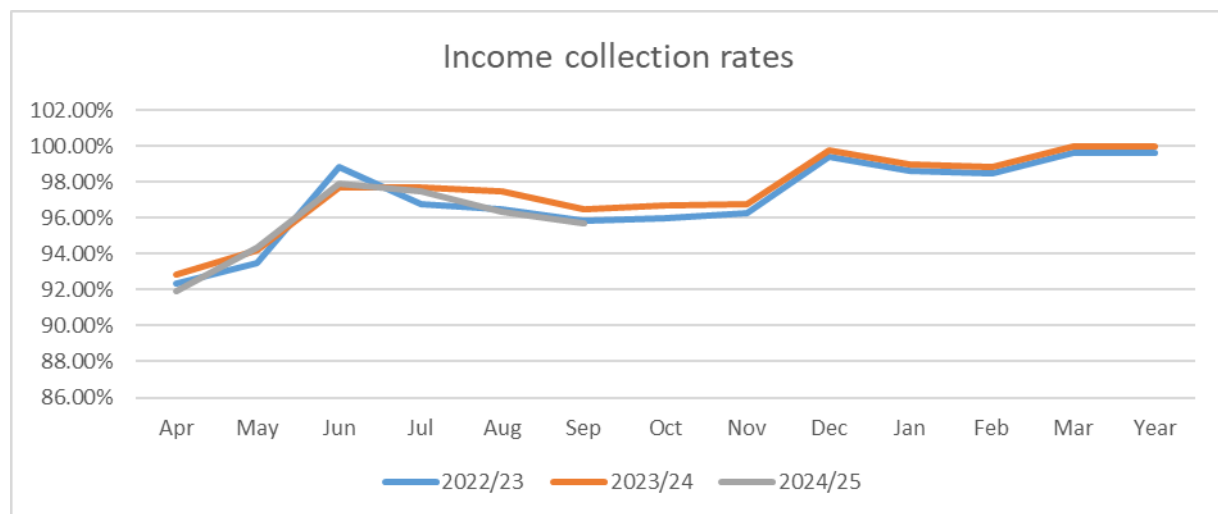
Q2 Performance

95.71%

Target

99.00%

For the end of Q2 we are down from the target set, this is a common trend given the time of year. As the year progresses, the collection rates will increase.



All Income Officers have completed a two session Income management masterclass from HQN, a Housing consultancy and training provider, which will assist officers further during the conversations with tenants about rent and benefits and support etc.

Given the additional week's rent to be collected, from the beginning of the financial year, the team have advised tenants of the impact on their rent when factoring in the additional week's payment. This advice has been targeted to those currently in receipt of Universal Credit, as this benefit does not take into account the additional week. While the additional week will bring in further income, it is likely this will also have an impact on rent owed. The data analysis of the income recovery will explore this in further detail.

ACTIONS:

- Actions already taken to address performance. No further action required at this stage.

TARGET DATE:

Based on the data available it is anticipated that this KPI will be on target at the end of Q3 due to the rent-free weeks in December.

INDICATOR:	TM04 Percentage of estate inspections completed that were due to be completed during the period		
Q2 Performance	30.95%	Target	100%
See narrative below in 4. Areas of Focus			

INDICATOR:	SQA02 Percentage of respondents satisfied with complaint handling		
Q2 Performance	22.00%	Target	67.00%
<p>We sent out 177 surveys to those customers who have raised a complaint in this quarter, there was a 22% response rate, with 39 surveys returned. Of those 39, 22% were satisfied with the way that DBC handled their complaint.</p> <p>Further detail on actual number of complaints raised, escalated, and responded to can be found in section 4. Areas of Focus.</p>			
ACTIONS:			
<ul style="list-style-type: none"> - Complaints Workshops being held with DBC Customer Service Unit to ensure agreed definitions, methodology and reporting mechanisms - CX-Feedback, our tenant engagement platform, being demonstrated to Digital Transformation Team to highlight opportunity for integration with new digital platform. 			
TARGET DATE:	Q3 – Complaints workshop to be completed		

4. Areas of Focus

Compliance

- 4.1 Fire Safety planned works programmes have successfully progressed with projects at Kylna Court, Phyllis Courtage House, Townsend and Church Street concluding in Q2.
- 4.2 All other areas of compliance continue to perform well, with the robust access process providing positive results with our harder-to-reach tenants. Attention is focused on ensuring this positive performance continues. The latest Compliance position can be seen in the September 2024 Assurance Report (**Appendix B**)

Damp / Mould

- 4.3 The number of open damp and mould cases has reduced to 209 (a reduction from 409 at the start of Q2). The number is still high as we are keeping some cases open until we are certain the treatment has been successful. This is absolutely the right thing to do and provides our residents reassurance that we are committed to resolution. The negative of this approach is when reporting the percentage of open damp and mould cases exceeding 100 days may increase.
- 4.4 We continue to use Aico Environmental Sensors to help with early warning for properties that are potentially at a higher risk of damp and mould and to provide a measure of the success of the interventions introduced to manage the situation. A survey has been developed for use with CX-Feedback, where we will ask residents to confirm the damp and mould treatment has been successful eight weeks after the work has been completed. This is the timeframe in which we would expect mould to return. This will allow us to close cases sooner, with the confidence we will be able to check in with residents to ensure the issue has been resolved.

Estate Inspections

- 4.5 September has shown a remarkable improvement in the number of blocks inspected, increasing significantly to 565 compared to 283 in August and 115 in July. This surge reflects the hard work and commitment of the team, particularly considering persistent recruitment challenges and a high workload. Two additional team members joined in September, but there remain 4 Tenancy Management Officer vacancies the service is still actively recruiting to.

4.6 While the total number of neighbourhoods inspected remains relatively low, in Quarter 2 the existing resource was focused on high-priority areas. These include blocks of flats (especially high-rises), garages, and specific streets or roads with known concerns.

4.7 While September has been a promising month, it is important to recognise that performance was at its lowest at the end of Q1 and the beginning of Q2, reflecting the impact of staffing shortages and the transition of the inspection regime into the broader responsibilities of the Tenancy Management Officer role. However, the consistent implementation of contingency plans, ongoing staff training, and the strategic allocation of resources have set the foundation for continued improvement.

4.8 As we continue moving into October, we will introduce new KPIs in Q3 to break down these inspection figures further and provide a more granular analysis using the following criteria:

- Breakdown by property type (blocks of flats, garages, streets/roads).
- Breakdown by inspection outcome (red for serious issues, amber for moderate issues, green for satisfactory conditions).
- Tracking neighbourhoods inspected more than once.

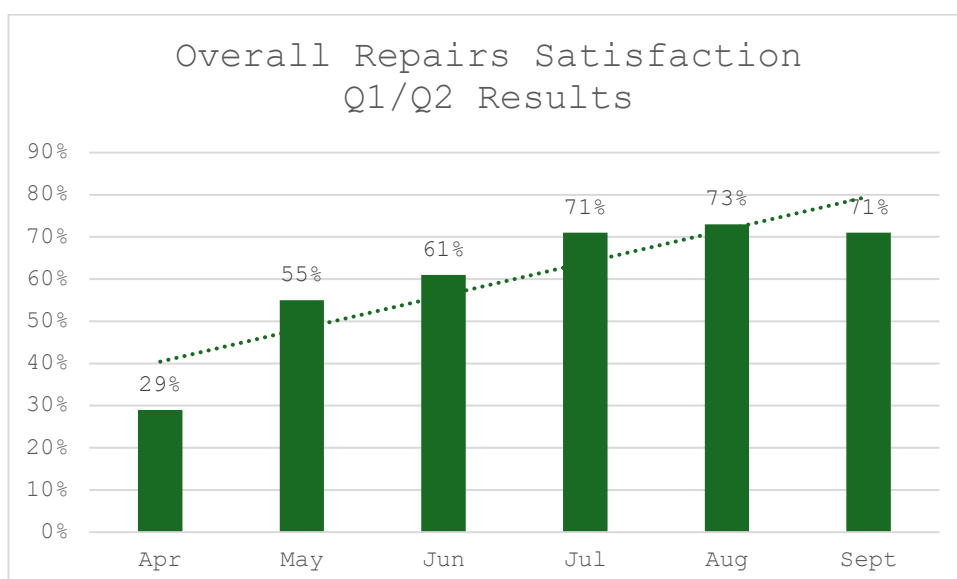
4.9 The team remains committed to maintaining high standards and addressing areas of concern through corrective actions, regular monitoring, and the targeted deployment of resources. We are optimistic that with these measures, performance will continue to improve in the months ahead.

Responsive Repairs

4.10 The number of overdue repairs has reduced from 691 to 383 during Q2. In the same period the total number of open repairs has fallen from 2217 to 1872. We were hopeful of improving these numbers further however the heavy rain experienced towards the end of September generated a large number of roofing repairs.

4.11 We have placed a focus on increasing our 'first time fix' – i.e. being able to complete the repair at the first visit. We have looked at how repairs are first diagnosed to make sure they are allocated to the correct workstream. CARDO have introduced dedicated planners to each workstream, this helps to build up the right expertise so they can arrange the correct materials and trades person to attend the job. We have also reinforced that operatives are not allowed to book follow-on works without the permission of a supervisor.

4.12 We know 'first time fix' drives satisfaction and keeps costs down and we are pleased to see the results coming through confirming this has had a continued positive impact on the resident satisfaction survey as demonstrated below.



Regulator of Social Housing (RSH) – Learning from Inspection

- 4.13 Following the Q1 achievement of the C2 grading in our Regulatory Judgement, work is being undertaken to design an action plan to address the areas for improvement noted by the Inspector.
- 4.14 A key area for improvement was relating to the Transparency, Influence and Accountability standard. We will need to:
- Improve the information about the diverse needs of our tenants,
 - Continue to develop the collection and analysis of customer data,
 - Conclude our work to improve tenant involvement and scrutiny functions,
 - Build on the range of accessible information to tenants, including about our performance,
 - Improve and evidence how we learn from complaints and uses these to improve services.
- 4.15 The HTIP (Housing Transformation and Improvement Programme) workstream lead (Assistant Director for Strategic Housing and Delivery) and Project Manager (Head of Strategy, Quality and Assurance) will be meeting with the RSH Post-Inspection Team in Q3 to help shape the developing action plan.

Housing & Property Services Complaints

- 4.16 During Q2, Housing and Property Services received 158 Stage One complaints. The following teams accounted for 72% of total Q2 Housing and Property Services Stage One complaints:

Responsive Repairs	99
Planned and Adaptations	18
Compliance	7

- 4.17 25 Stage One complaints were escalated to a Stage Two in this period. The following teams had Stage One complaints escalated to Stage Two.

Responsive Repairs	13
Compliance	4
Housing Needs	3
Community Safety	2
Planned and Adaptations	1
Rent and Income	1
Service Charges	1

- 4.18 Of the 156 Stage One complaints responded to in Q2, 96 (62%) were upheld, 14 (9%) were partially upheld and 21 (13.5%) were not upheld by the Stage One responder. 5 complaint responses did not record the complaint outcome. 20 complaints were closed without a response provided. This can happen for a variety of reasons e.g. events having superseded their complaint, the customer needed to provide further information for the investigation to continue, the customer withdrawing their complaint or the customer's representative does not have authority to act on their behalf.
- 4.19 Of the 21 Stage Two complaints responded to in Q2, 8 were upheld, 3 were partially upheld and 5 were not upheld. 4 did not have a recording of a response. 1 complaint was withdrawn by the customer.
- 4.20 In July 2024 we received 4 determinations of Housing Ombudsman complaints. 1 was a Severe Maladministration Determination, which required compensation of £1,000 and a management report outlining the actions taken being taken to address the causes of the complaint. There were 3 Maladministration determinations, with DBC required to pay a total of £3,250. Themes of the determinations highlighted poor record-keeping, length of time taken to rectify issues, poor communication and lack of follow up of appointments.

4.21 The annual report from the Housing Ombudsman was received in August 2024, a DBC summary of response to the annual report will be taken to SLT in Q3, before both will be published on our website.

5. Comparing Our Performance

5.1 It is important to measure our performance against our peers, not just against our own targets. We are a member of HouseMark, a national social housing bench-marking organisation, to help us to do this.

5.2 HouseMark have provided a monthly summary Pulse Report for each month this Quarter, focused on key compliance, repairs and complaint measures. We have used this to compare our performance with other larger Local Authorities and ALMOs (over 10k units), and this dashboard is provided in **Appendix C**.

5.3 Q2 Achievements include:

- 100% of Homes with a valid gas certificate – placing us in 1st quartile for the first time this financial year,
- 99.87% of Domestic properties with EICR certificates up to five years old – we have been in 1st quartile since June, and now well within the 1st Quartile threshold for September (99.54%)
- Dwellings vacant but available to let – been performing in 1st Quartile for duration of this financial year
- Average re-let time in days (standard re-lets) has moved into the 1st Quartile, from a high of 51.87 days in June to 37.78 days in September

5.4 Small improvements can be seen in the Responsive Repairs performance against our peers, but remains in the lower quartiles, and the associated service / CARDO improvement action plan is designed to address this. While the transactional satisfaction with repairs remains in the bottom quartile, there has been a significant improvement from a low of 29.41% in April to 71% in September, recognising we are moving in the right direction. The median score for September was 84%, with the top Quartile recording 90.8% satisfaction.

6. Service Performance - Improvement Activity

New Builds – Randall's Ride

6.1 Randall House and Bowyer House were handed over on 24 July 2024, providing another thirty brand-new social rent homes. The houses and flats, which include three 2-bed wheelchair-accessible flats, are on a site that provides 30 parking spaces, two waste storage buildings, cycle storage and landscaped communal garden areas.



6.2 The handover of Randall's Ride marks our 400th home for social rent, and a celebration to mark this achievement will be held shortly at Randall's Ride.

6.3 The DBC Development Team and several of their projects were also shortlisted for five categories at the 2024 Inside Housing Development Awards including:

- Best Development Team (Urban)
- Best Development over 4 storeys – Mountbatten View (Paradise Fields)
- Best Partnership - with Bugler Developments Limited for Marchmont Fields
- Best Affordable Development under £5m – Wilstone development (Barton Close)
- Best Affordable Development under £10m – Randall’s Ride.

6.4 Work is being undertaken in Q3 to review all Housing-related awards and build the submission processes into the Housing Communications Planner to ensure we are recognising and externally highlighting significant achievements of the directorate.

Homeless Accommodation

6.5 We recently worked in partnership with Hightown Housing Association to deliver homeless accommodation in Alexandra Road, Hemel Hempstead. Dacorum Borough Council and Homes England provided funding to purchase the building and to carry out the refurbishment works, and the Council will continue to fund the support provided to residents.

6.6 Councillor Adrian England, Leader of Dacorum Borough Council, officially opened the new homes in July. The opening event was attended by Councillors and staff from Dacorum Borough Council, representatives from Homes England, and residents, staff and Board members from Hightown.



Future Neighbourhoods

6.7 In July, staff from across our directorate supported the Future Neighbourhoods pilot project. The cross-departmental team visited the Heights in Highfield to identify local issues and work with residents, businesses and councillors to resolve them. On the day, they tackled community safety, building issues, fly-tipping, and hedge trimming. This pilot will help us to shape local improvements and use DBC resources effectively to enhance wellbeing and pride in the local area.



7. Our Tenants' Voice

7.1 This section of the Performance and Tenants' Voice Report will highlight how we have listened to and engaged with our residents during this Quarter.

Tenant & Leaseholder Committee

7.2 At their meeting in July 2024, the Committee received the 23/24 Tenant Satisfaction Measures Report, a report outlining Dacorum's performance against these measures. They also reviewed updates to the Housing Disposal of Goods Policy and provided their input through a detailed discussion. The Strategy, Quality and Assurance service have used this feedback to further shape the policy. The Committee were also consulted with by the directorate on how best to incorporate resident feedback into the Annual Report, which is now being finalised for approval in Q3/Q4.

Housing Open Day

7.3 A significant piece of tenant engagement will be happening in Q3. Following the success of last year's Housing Open Day, which attracted approximately 400 tenants, the SQA service have been working in this quarter to develop the plans for this year's Housing Open Day. Due to the pre-election period of purdah, the date has been moved to 13th December. This year will include stalls from a wide range of Housing services, including Repairs, Adaptations, Anti-Social Behaviour/Community Safety, as well as wider DBC services such as Council Tax, Customer Service, and Complaints. Attendees will receive free food and drink including snack-bags for children. Other incentives will include prize draws (sponsorship for prizes being confirmed) and a children's entertainment area with a face painting station.

Compliance

7.4 As mentioned above in section 4. Areas of Focus, Fire Safety planned works programmes have successfully progressed in Q2. The Kylna Court Garden had been identified as a potential hazard due to the wooden decking, which was removed and replaced with non-combustible material. Our contractors, Wates, sponsored a celebration event for residents, staff and members. They provided planters to decorate the space, games for local children at the event, and refreshments provided by Sunnyside Rural Trust, a local charity and social enterprise.



7.5 The Fire Safety works at Phyllis Courtnage House included upgrade of approximately 100 flat entrance doors and communal doors to bring them up to current fire safety standards in a project lasting approximately. United Living, the contractors for Phyllis Courtnage House, sponsored a celebration event on 5 September for residents, and provided raised planters for residents who are wheelchair-bound and unable to use the planters currently on-site.

Leaseholder Consultation on Major Works

7.6 Throughout this quarter, we have reviewed the approach to leasehold consultation and involvement for major works. We have adapted this process in response to leaseholders concerns at Hilltop Crecent, during recent works. We will now have an early meeting with leaseholders to engage with them around why the works are needed and how we will achieve value for money. We are also inviting a representative to attend the regular site meetings with the contractor. We have found this transparency to have generated a considerable amount of trust from the leaseholders, as well as valuable input based on their perspective. We will look to continue to enhance this process and involve tenants in future works.

Help to Move Policy Review – Tenants Scrutiny Session

7.7 The Housing Needs Team are leading a review of our Help to Move Policy, and used the Strategy, Quality and Assurance Team to organise a comprehensive workshop targeted at older single tenants and couples still living in family-sized homes to understand whether they would consider downsizing to a home that met their current housing need, what their ideal home would look like, and what help they would need to make such a significant move. To put this into perspective, Dacorum has around 2,800 three and four-bedroom homes occupied by tenants whose housing need is currently for a smaller property.

7.8 The SQA team were able to use CX-Feedback to appropriately target and communicate directly with this key audience. To ensure attendance a small financial incentive was provided, as well as logistical support and transport to the Forum to attend the event. Around thirty attendees participated in the event, and the event feedback indicates the event had successfully attracted residents who had never engaged with us previously. The feedback is being analysed to build an action plan to refresh the policy and encourage more residents to downsize. The target for this is end of Q3.

Supported Housing

7.9 Supported Housing, Housing Income and Tenancy Sustainment teams worked collaboratively to provide extra support to our tenants who are residing in Supported Housing/Sheltered schemes. Officers from across these teams attended all our schemes for drop-in sessions between 27 August and 9 September 2024. This provided an opportunity for residents to attend and discuss any issues they may have regarding their rent, financial constraints, benefits, tenancy sustainment and welfare to name a few. Officers were able to sign-post residents or follow up with an in-depth appointment to provide further assistance, where needed. There will also be a session held at the Forum for residents to attend should this be their preference.

- 7.10 In July, new flower beds were created by the tenants at our Willow Edge sheltered scheme, with compost provided by the Housing Service. They asked for an area to be left as a wild garden, and have been growing vegetables, as well as creating the 'WE' shaped bed to represent Willow Edge.



8. Risks

Operational Risk Registers are reviewed by relevant service teams quarterly to reflect any changes internally or externally that have impacted upon the identified risks and to include new risks. Mitigating actions are expected to be put in place to reduce the risk's likelihood and severity.

Certain key functions are outsourced to CARDO, and key metrics have been added to the monthly performance report for HSLT.

9. Financial and Value for Money implications

As members will be aware the impact of inflation and interest rates have significantly impacted the sector, and we are experiencing unprecedented price increases across all areas of Council activity. This has been fed into the 24/25 business plan, along with other demands to assess the impact on current and future budgets and detailing what additional mitigating actions may need to be introduced.

10. Legal Implications

We are required to comply with all statutory and regulatory legislation relating to the delivery of Housing & Property Services. This includes the statutory functions for management of Compliance activity, Homelessness and interim (temporary) accommodation, Housing Allocations, Strategy and Private Sector Housing. This also includes the regulatory functions for the consumer standards and rent setting.

11. Equalities, Community Impact and Human Rights

Community and equality Impact Assessments are developed whenever there is a requirement to change or create a new policy or procedure or significant change to service delivery.

Human Rights – There are several services that are provided to tenants, residents and leaseholders which involve entering their homes. The policies adopted by the Council are subject to consultation or oversight to make sure that the right to respect for private and family life is considered and balanced against other landlord responsibilities for health and safety.

12. Sustainability implications (including climate change, health and wellbeing, community safety)

Investment programmes are contained within the HRA Business Plan, and an element of budget provision has been allocated to future stock sustainability. The performance report includes the responsibilities of the

Housing Service in relation to community safety and the health and wellbeing of some of the most vulnerable tenants and residents.

13. Council infrastructure (including Health and Safety, HR/OD, assets, and other resources)

The HRA and general fund stock management of the asset is undertaken across the housing service. In line with the HTIP further work is underway to develop a stock investment review process and programme, which will inform future investment decisions.

The management of health and safety related matters are reported into the Corporate Health and Safety Working Group.

14. Conclusions

This report provides an overview of service performance, the tenants' voice and interventions implemented to address key areas of performance. Key performance challenges will be subject to ongoing monitoring via the Housing Services Leadership Team, ensuring a collaborative approach to service delivery and ongoing performance.

15. Recommendations

No specific recommendations – the Committee are recommended to note this report and its contents.

16. Next steps

- Utilise data better. We have continued improved the quality and quantity of what we input into HouseMark and InPhase with bespoke reports being tailored to key audiences. We are working to develop our benchmarking opportunities and how we share this knowledge across DBC
- Further embed CX-Feedback across the Housing service to collect real time resident data and enable bespoke communications to our residents, as well as highlight the opportunities to link to our incoming digital platform for wider DBC applications
- Progress the collection of the Tenant Satisfaction Measures for 24/25 via CX-Feedback
- Share this report with HTIP to help ensure their improvement plans are designed to meet the continuing and emerging needs of the business.
- Recognising the Regulatory Judgement feedback, work with the HTIP Learning from Inspection workstream to shape the action plan to deliver how we can improve collecting, analysing and applying information about the diverse needs of our customers to shape our services