



AGENDA ITEM: 7

SUMMARY

Report for:	Housing & Communities Overview & Scrutiny Committee
Date of meeting:	8th June 2016
PART:	1
If Part II, reason:	

Title of report:	2015/16 Quarter 4 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:	1. To Update the Committee on the Performance of the Housing Service Quarter 4 2015/16 2. To inform the Committee of the status of the current Housing Service Risk Register and Housing Service Plan
Recommendations	1. That the Committee note the Performance Report & Risk Register, and Service Plan Update
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	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:	Andy Vincent – Group Manager Tenants & Leaseholders Fiona Williamson – Group Manager Property & Place Natasha Brathwaite – Interim Group Manager Strategic Housing
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, and key Service Plan Objectives are identified and agreed.
Glossary of acronyms and any other abbreviations used in this report:	TLC – Tenants & Leaseholder Committee HRA – Housing Revenue Account STAR – Survey of Tenants & Residents

1.0 Introduction

This report details the performance of the Housing Service during the 4th quarter 2015/16 against performance indicators and an update regarding the Housing Service Plan 2014- 2016

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.

2.0 Housing Performance Report – 2015/16

Appendix 1 shows performance against the ‘Service Critical’ performance indicators for the 4th Quarter of 2015/16 and the year as a whole.

2.1 Repairs & Maintenance - Osborne

The Osborne 'Total Asset Management' (TAM) contract will complete its second year on July 1st 2016.

The end of year performance report shows that performance indicators for the Total Asset Management contract are on target.

Whilst Performance Indicators have on the whole been achieved this year the contract has not been without its problems which the Council and Osborne continue to work together on in order to rectify.

Certain areas of work such as Aids & Adaptations and complex repairs are proving problematic and works which require full pricing outside of previously agreed rates are not getting started in acceptable timescales in some instances.

The Total Asset Management contract will be subject to a full end of year review and a report will be brought to the Housing & Communities Overview & Scrutiny Committee.

As well as Key Performance Indicators the contract is also subject to Key Strategic Indicators. These are reviewed annually as part of the formal contract review which determines whether Osborne achieve a 1 year rolling extension. The year two review will take place in June.

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, customer satisfaction surveys and monitoring of corrective action arising from complaints.	Tenant involvement in operational and service improvement activities including meetings, workshops, 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

<p>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</p>	<p>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</p>
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3. Tenant Involvement

The Housing Service is currently producing its next Tenant Involvement Strategy for the period 2016 – 2020. The strategy will set out how the Council will involve tenants and leaseholders, as well as those in temporary accommodation in shaping and holding the service to account.

There has been a full review of the involvement structure and a proposal for the way forward will be taken to the Council's Tenant & Leaseholder Committee in June. Both the Strategy & involvement structure will be brought to the Housing & Communities Overview & Scrutiny Committee in July.

4.0 Syrian Refugee Re-settlement Programme

In September 2015 the Government announced the UK's plans to resettle approximately 20,000 Syrian refugees over the next 5 years. Across Hertfordshire 9 districts including Dacorum have confirmed their commitment to the Syrian Vulnerable Person Resettlement Programme (SVPRP).

The Council will receive 10 families over the 5 year period. The Council's Housing Department is leading on the project and a group of officers led by the Assistant Director are confirming arrangements with the Home Office for the first arrival in June. Various voluntary sector organisations attended a workshop in April and made commitments to assist in both pre-arrival and ongoing support for the families.

5.0 HRA Capital Programme

The Council continues to invest in its current housing stock through the Total Asset Management contract with Osborne Property Services. For the period January – March 2016 the following works were completed.

- Kitchens – 2 Kitchens
- Bathrooms & level access and wet-rooms – 14
- Doors – 33
- Rewires – 0
- Roofs – 7 Blocks / 6 Houses

For the full financial year 2015/16:

- Kitchens – 389 Kitchens
- Bathrooms & level wet-rooms – 412 Bathrooms/ WC
- Doors – 1282
- Rewires – 247 Rewires/137 rewire upgrades/lighting – upgrade work to 105 blocks
- Roofs – Blocks 19 / Properties 80

The information about is being programmed into the Council's Asset Management data base to determine the current percentage of homes classed as 'decent'. This should be available for the end of year Total Asset Management Contract review.

5.0 Housing Service Plan

It was agreed with the Council's Tenants & Leaseholder Committee that the Housing Service plan should be aligned with the STAR survey which is carried out every two years.

Appendix 2 shows progress of the Housing Service Plan as at end of March 2016.

The Council has recently introduced a new corporate template for Service Plans and they will be aligned with the budget setting process for 2016/17. The new format will be reported throughout 2016/17.

6.0 Housing Risk Register

Appendix 3 details the Housing Service Operational Risk Register following a quarterly review carried out by the Assistant Director & Group Managers.