

WELWYN HATFIELD BOROUGH COUNCIL  
CABINET HOUSING PANEL – 7 MARCH 2022  
REPORT OF THE HEAD OF HOUSING OPERATIONS

PERFORMANCE REPORT FOR HOUSING - QUARTER THREE 2021/22

**1 Executive Summary**

- 1.1 The attached report provides a summary of the strategic Key Performance Indicators (KPIs), and comments about performance by exception. The KPIs are monitored quarterly by Heads of Service and reported to Corporate Management Team and Cabinet members at the council's performance clinic meetings.
- 1.2 The report is the quarter three performance report for the year 2021/22.

**2 Recommendation(s)**

- 2.1 It is recommended that the Panel note the contents of the attached report.

**3 Explanation**

- 3.1 The KPIs being reported, as shown in Appendix A, are the corporate KPI's published in the council's Action Plan for 2020/21.
- 3.2 The report shows the results for each KPI and how performance compares against target and tolerance. Each result is assessed and highlighted either as red, amber or green.
- 3.3 The report also includes comments for all KPIs.

**Implications**

**4 Legal Implication(s)**

- 4.1 All controls are in place to manage legal implications.

**5 Financial Implication(s)**

- 5.1 There are a number of financial performance indicators included within the KPIs, specifically around debt collection. Detailed explanations are included within the appendix against each indicator.
- 5.2 There are some indicators which will have a direct financial implications such as void re-let times. Where implications are significant, financial implications will be included in the notes against the relevant indicator.

**6 Risk Management Implication(s)**

- 6.1 No new risks identified. All controls are in place.

**7 Security and Terrorism Implication(s)**

- 7.1 There are no security and terrorism implications arising from this report

**8 Procurement Implication(s)**

- 8.1 There are no procurement implications arising from this report.

**9 Climate Change Implication(s)**

9.1 The Decent Homes standard for council housing stock and private sector housing directly affect climate change and are monitored within these KPIs.

**10 Human Resources Implication(s)**

10.1 There are no human resources implications arising from this report

**11 Health and Wellbeing Implication(s)**

11.1 Several of the KPI's impact on the wellbeing of housing applicants, Lifeline customers and tenants.

**12 Communication and Engagement Implication(s)**

12.1 Performance information is available to the Tenants Panel to be used to identify areas of scrutiny by the Panel.

**13 Link to Corporate Priorities**

13.1 Each of the KPIs is a corporate published KPI and include the corresponding reference used for performance clinic reports.

**14 Equality and Diversity**

14.1 An Equality Impact Assessment (EIA) has not been carried out in connection with the proposals that are set out in this report as the recommendation does not require a policy or service change.

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**Appendices:**

Appendix A – CHP Performance Report – Q3, 2021/22