

WELWYN HATFIELD BOROUGH COUNCIL
CABINET HOUSING PANEL – 11TH MARCH 2019
REPORT OF THE CORPORATE DIRECTOR (HOUSING AND COMMUNITIES)

PERFORMANCE REPORT FOR HOUSING PERIOD QTR THREE - 2018-19

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 monthly by Heads of Service.

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 2018/19.
- 3.2 The first part of 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 second part includes comments by exception, relating to any KPIs highlighted as either red or amber.

Implications

4 Legal Implication(s)

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

5 Financial Implication(s)

- 5.1 There are no new financial implications as a result of this report. Robust arrears management is essential in maximising income.

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 KPIs impact on the wellbeing of housing applicants, Lifeline customers and tenants.

12 Communication and Engagement Implication(s)

12.1 Performance information is reviewed by the Tenants Panel, and communicated with customers through Your Voice newsletter.

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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PI No.	Report Frequency	Performance Measure	TARGET	TOLERANCE	Qrt1 2018-19	Qrt2 2018-19	Qrt3 2018-19	Qrt4 2018-19	Source Value	YTD	Last Year
COMMUNITY & HOUSING STRATEGY											
29	Quarterly	The maximum number of households living in temporary accommodation in the borough (where the council have a duty)	75	80	108	117	96		96	96	89
30	Quarterly	The number of Decent Homes assessments undertaken in properties in the Private Sector	125	123	142	136	163		135 Houses in Multiple Occupation / 28 single	163	124
HOUSING PROPERTY											
31	Quarterly	The percentage of housing repairs where work was completed right first time	90.0%	88.0%	92.5%	93.3%	91.6%		3823 / 3501	92.5%	94.6%
32	Quarterly	The percentage of housing repairs appointments made and kept	95.0%	90.0%	96.5%	97.8%	97.5%		7439 / 7253	97.2%	97.3%
33	Quarterly	The percentage of council tenants 'satisfied' overall with the responsive repairs service provided (based on the last repair completed)	92.0%	90.0%	92.4%	90.2%	87.0%		308 / 268	89.9%	91.3%
34	Quarterly	The percentage of council properties with a valid gas safety certificate	100.00%	99.95%	99.97%	99.99%	100.00%		8755	99.99%	99.89%
HOUSING OPERATIONS											
35	Quarterly	Current council tenant arrears as a percentage of the annual rent debit	1.80%	2.00%	2.79%	2.78%	3.05%		£1,501,611	3.05%	2.54%
36	Quarterly	Number of evictions (due to rent arrears) as % of homes in management (cumulative)	0.08% pqrtr 0.3% pa	0.1% pqrtr 0.4% pa	0.03%	0.12%	0.06%		5	0.21%	0
37	Quarterly	The average void property re-let time for standard general needs council homes in days	18.0	20.0	21.6	20.0	15.7		77	18.8	20.5
38	Quarterly	The average time in minutes for a mobile warden to attend an address in response to an Emergency Alarm call from the resident	12.00	13.00	10.50	10.13	11.02		396	10.50	11.00

COMMENTS BY EXCEPTION

COMMUNITY & HOUSING STRATEGY

KPI 29 - The maximum number of households living in temporary accommodation in the borough (where the council have a duty)

Requirement for temporary accommodation has reduced in the last quarter and a lot of work has gone into reducing the amount of households in hotels. There are now only 5 households in hotels, and this is due to the lack of available accommodation at the point of application. Length of time in hotel is reducing as we identify suitable accommodation.

Further sites are due to come online this quarter, which should remove the requirement for hotel accommodation entirely.

HOUSING PROPERTY

KPI 33 - The percentage of council tenants 'satisfied' overall with the responsive repairs service provided (based on the last repair completed)

1,356 surveys were sent out in quarter three. 308 surveys were returned (response rate 22.72%) and 268 were satisfied with the service provided.

The performance of this PI is monitored closely and following a decrease in satisfaction identified early in the quarter, we implemented a plan for enhanced call handling training and tool box talks for operatives. The main areas of failure identified were in the initial contact when the team have not explained the categories of repairs sufficiently and the standard of workmanship from the operatives.

Whilst performance for the month of December has shown an improvement and is back within tolerance, we continue to monitor and work closely with our team and partners to get satisfaction above target.

HOUSING OPERATIONS

KPI 35 - Current council tenant arrears as a percentage of the annual rent debit

Q3 performance has increased slightly to 3.05% compared against Q2 performance of 2.78%. This is expected due to the seasonal impact. Throughout this period Universal Credit (UC) arrears increased by £195K (0.40%) and 270 new cases transitioned over. Current number of tenants in receipt of UC is 832 with 627 in arrears (75.36%) This is a reduction of 7% since Q2. UC cases arrears levels are currently 11.08% totalling £505K, however with a payment of £94k expected from the DWP in the first week of January, this will have a positive impact on both UC arrears and overall arrears performance.

The new Rent Arrears Policy has now been approved and will be adopted promoting early action and intervention, extensive support to tenants whilst adopting a firm but fair approach to minimise arrears for tenants and the financial impact on the council as much as possible.