

Main author: Stuart Pearson
Executive Member: Nick Pace
Wards: All

WELWYN HATFIELD BOROUGH COUNCIL
CABINET HOUSING PANEL – 15TH SEPTEMBER 2020
REPORT OF THE CORPORATE DIRECTOR (HOUSING AND COMMUNITIES)

HOUSING PERFORMANCE REPORT - QUARTER ONE 2020/21

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 2020/21.
- 3.2 The report shows the results for each KPI and how performance compares against target and tolerance.
- 3.3 Each KPI has supporting commentary relating to the period end performance, with each assessed using a 'RAG' status of either as red, amber or green.

Implications

4 Legal Implication(s)

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

5 Financial Implication(s)

- 5.1 A robust rent arrears management framework is in place through a specialist team responsible for collecting the council's annual rent charges of circa. £50 million.

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.

Name of author	Stuart Pearson
Title	Head of Housing Operations
Date	03/09/2020

				Totals						
Housing Service	BPI Ref	Description	Last Note	Target	Tol	Q1	Method	Source value	YTD	Last year
Community & Housing Strategy (HOS)	BPI 29	The total number of families living in temporary accommodation in the borough (where the council have a duty)	The number of households in temporary accommodation has increased due to continued approaches during the COVID crisis, and the government's Everyone In campaign, which meant that anyone who was at risk of rough sleeping was offered temporary accommodation. Of the 131 households, 29 were confirmed as not being owed a duty under normal conditions.	75	80	131	123	131	131	115
	BPI 30	The number of Decent Home assessments undertaken in properties in the Private Sector	The whole of the reporting period falls within the Covid 19 lockdown restrictions. The team reduced its operational activities to responding to complaints that had the potential to cause significant harm to the occupiers, or the threat of illegal eviction. Furthermore wherever possible complaints were resolved without visits to the property and hence would have not generated a 'Decent Homes' assessment for the purposes of this indicator. This provided the opportunity to concentrate on the desktop investigations into suspected HMOs and plan for the promotion of the service when Covid restrictions permit. The team are now starting to commence routine inspection work that has built up over the lockdown period. The three HMO inspections were licencing visits that had been suspended.	200	180	8	123	8	8	214
	BPI 63	The percentage of customers who have a suitable Housing Support Plan agreed within the target time, once the Prevention Duty is triggered under the Homeless Reduction Act	The target was achieved despite pressures on a team of reduced staff numbers and higher volumes of cases in June. There were high levels of performance and the team is commended for this attention to detail.	95	90	95.6	0%	174	95.6	96.4
	BPI 65	The percentage of Housing Needs Register applications assessed within 28 days	During the first quarter of 2020/2021, the Housing Allocations Team dealt with 382 new HNR applications. Of these, 378 were dealt with within 28 days (98.9%) which is above target.	95	90	98.95	0%	378	98.95	95.7
	BPI 80	The number of households who are living in temporary hotel accommodation for more than six weeks	1 household (family) has remained in hotel past this deadline by choice, as they do not wish to move twice in succession and they are lining up their own accommodation.	0	1	1	123	1	1	
Housing Operations (HOS)	BPI 35	Current council tenant arrears as a percentage of the annual rent debit	Q1 - Arrears performance currently stands at 2.05% which is a slight decrease compared to 2.07% at the same period last year.. This is within the end of year target of 2.20%. The team have seen residents effected by covid-19 with 704 new arrears cases since the start of the new financial year. These cases have a total arrears value of 142K. Due to the suspension of legal cases we can not at present take legal action to recover the debt which is having a negative impact on performance. The team continue to support these residents to make sure they are in receipt of the right benefits and have the funds to pay their rent, ultimately trying to ensure the cases don't need to go to court in the future.	2.2	2.4	2.05	0%	1,016,889	2.05	2.1
	BPI 36	The number of council tenant evictions due to rent arrears as a percentage of council homes managed (YTD)	Q1 - Due to Covid-19 all evictions have been suspended until the 23rd August 2020. Therefore no evictions have been carried out to date. We do however have 15 cases at threat of eviction stage due to non-payment of rent and breach of court order - we continue to monitor these cases and offer advice, assistance and support to the tenants to help manage the situation and prevent further action being taken.	0.3	0.4	0	0%	0	0	0.1
	BPI 37	The average void property re-let time in days for normal general needs housing (YTD)	Q1 - Performance is above tolerance due to the effects of Covid-19. There were a number of issues that affected the void turnaround time such as materials not being available and lack of operatives due to shielding and workplace restrictions imposed by the Government guidance. Those who had properties allocated to them were also unable to move due to self-isolation and shielding as well as not being able to move whilst removal companies and other resources were not operating. We are seeing gradual improvements but expect the picture to be similar during quarter 2.	18	20	25	123	100	25	19.8
	BPI 38	The average time for a mobile warden to attend an address in response to an emergency alarm call from a resident (YTD)	Q1 - Average mobile response time is 9.6 minutes. The mobile wardens have delivered a reduced service throughout the pandemic which has resulted in fewer callouts.	12	13	10	123	10	10	10.5

	BPI 67	The number of customers involved in tenant engagement activities	Q1 - Our engagement activities have been severely affected by Covid-19 as most are carried out face to face. However, we have worked with our training providers and will be offering a number of courses online starting from September and have held our first Tenants Panel meeting via MS Teams. We are currently looking at other ways to involve tenants digitally and in the future will offer a blend of face to face and digital opportunities for engagement.	100	81	79	123	79	79	113
	BPI 69	The percentage of Anti-Social Behaviour cases closed and resolved to residents' satisfaction	Q1 - 132 cases were closed in Q1, with only two cases expressing that they did not feel the issues were resolved. Given the spike in low level noise related issues and neighbour disputes due to the impact of lockdown and an increase of high level cases involving drugs and cuckooing, this is a significant achievement for the team. In both cases, there was no further action or intervention that could be taken by the ASB team and expectations on the remit of the service were managed.	90	85	98.48	0%	130	98.48	
	BPI 72	The percentage of customers satisfied with all services and facilities offered at The Hive	Q1 - The customer service satisfaction to date is nil as the centre has been closed since March 2020 due to Covid 19.	90	85	0	0%	0	0	
Property Services (HOS)	BPI 31	The percentage of housing repairs where the work is completed right first time	Performance remains strong with results at 6.56% above target. 2,241 jobs were carried out in the quarter with 2,164 jobs completed right first time. This PI measures all urgent and routine jobs including jobs where wet works are carried out or scaffolding is required, so we would expect that a small proportion of jobs are unable to be completed with one visit.	90	88	96.56	0%	2,164	96.56	96.9
	BPI 33	The percentage of council tenants 'satisfied' overall with the responsive repairs service provided (based on the last repair completed)	403 surveys were sent out in quarter one. 62 surveys were returned (response rate 15%) and 56 were satisfied with the service provided. The performance of this PI is measured against urgent, routine and major works only. Emergency jobs are excluded from the process. Due to the reduction in service and only raising emergency and urgent jobs between March and mid-June, limited surveys were sent out during this time. We resumed business from the middle of June operating a full repairs service to include routine and major works. Low scores on the surveys appeared to be due to the need to carry out further works however due to Covid 19 there was a delay in completing such jobs. As Mears had furloughed a high number of their staff, we are currently operating at 75-80% with the intention of being at 100% capacity from August	92	90	90.32	0%	56	90.32	93.3
	BPI 34	The percentage of council properties with a valid gas safety certificate	At the end of Qtr. 1 we are able to report that 99.84% of properties containing gas have a valid and in date LGSR with fourteen (14) overdue out of a stock of 8,784 properties with a gas supply. The reason for the number of overdue LGSRs is due to access difficulties due to tenants shielding or isolating. HSE guidelines are still being followed and the government has recently reduced the restriction in place for vulnerable group. Some of our tenants however continue to shield throughout July and the majority of cases overdue at this time are COVID related. Appointments for 10 of the 14 LGSRs have been confirmed for various dates in July/ early August. We will continue to keep in contact with these tenants and those who are not in contact with us have received correspondence advising them to call us immediately. Our contractors have purchased the necessary PPE and follow government guidelines to enter tenant's homes safely. Tenants have been advised of this and with their cooperation we have made great efforts in controlling the full impact of COVID on our servicing numbers. Progressing legal action continues to be slow as COVID related cases require 3 months' notice before court action can take place. We hope to see this restriction lifted in August.	100	100	99.84	0%	8,770	99.84	100
	BPI 66	The percentage of all responsive repairs completed in target	Out of the 3,878 jobs in the quarter, all responsive repairs were kept completed within target time.	95	92	100	0%	3,878	100	100