

Part I

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All Wards

WELWYN HATFIELD BOROUGH COUNCIL  
CABINET HOUSING PANEL 31 JANUARY 2024  
REPORT OF THE EXECUTIVE DIRECTOR (PLACE)

HOUSING PERFORMANCE REPORT – QUARTER 3 2023/24

**1 Executive Summary**

- 1.1 The attached report (Appendix A) provides a summary of the Key Performance Indicators (KPIs), and commentary on performance across the Council's housing services. The KPIs are monitored quarterly by the Senior Management Team and Cabinet at the Council's performance clinic meetings.
- 1.2 The report is for the quarter three performance for the year 2023/24.

**2 Recommendation**

- 2.1 That Cabinet Housing Panel note the contents of the report.

**3. Explanation**

- 3.1 The KPIs being reported, as shown in Appendix A, are the corporate KPIs published in the Council's Corporate Business Plan for 2023/24.
- 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 commentary for all of the KPIs, to provide a rationale for any changes in performance.

**4. Legal Implications**

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

**5. Financial Implications**

- 5.1 There are no new financial implications as a result of this report.

**6. Risk Management Implications**

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

**7. Security and Terrorism Implications**

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

**8. Procurement Implications**

8.1 There are no procurement implications arising from this report.

**9. Climate Change Implications**

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 resource implications arising from this report.

**11. Health and Wellbeing Implications**

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

**12. Communication and Engagement Implications**

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 includes 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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Date 22 January 2023

**Appendices:**

Appendix A – CHP Performance Report – Q3 2023/24