

WELWYN HATFIELD BOROUGH COUNCIL
CABINET HOUSING PANEL - 7 NOVEMBER 2024
REPORT OF THE EXECUTIVE DIRECTOR (RESIDENT SERVICES AND CLIMATE
CHANGE)

HOUSING PERFORMANCE REPORT – QUARTER 2 2024/25

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 two performance for the year 2024/25.

2 Recommendation

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

3. Explanation

KPI performance

- 3.1 The KPIs being reported, as shown in Appendix A, are the corporate KPIs published in the Council's Corporate Business Plan for 2024/25.
- 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.
- 3.4 The KPIs that are out of target are:
- 3.4.1 BPI 133 Disrepair cases per 1,000 properties:
There are currently 102 open cases, mostly involving damp and mould, and are going through the legal process. The target may not be realistic so may need to be amended.
- 3.4.2 BPI 152 – percentage of repairs not undertaken due to no access:
There are no targets set for this as it is for tracking trends. Q2 has reduced compared to Q1. All are subject to the legal process.
- 3.4.3 BPI 151 Percentage of non emergency repairs completed in target:
This is provisional data which is being scrutinised/validated. The performance of 77.72% against a target of 95% but is on an upward trend compared with Q1 in accordance with the improvement plan prepared by the contractor.
- 3.4.4 BPI 37 – the average standard voids relet times:

This is subject to an improvement plan prepared by the contractor. The contractor has brought in additional staff and sub-contractors to meet demand. The performance is monitoring with the contractor on a weekly basis.

3.4.5 BPI 88 – the average major voids relet times:

This is subject to an improvement plan prepared by the contractor. Many of these voids require component replacements such as bathrooms and kitchens and are taking longer. As above, the performance is monitoring with the contractor on a weekly basis.

3.4.6 BPI 129 – overall satisfaction with planned works:

There is an increased satisfaction compared to Q1. A prize draw has been implemented to encourage respondents.

3.5 Housing Complaints performance – Q1 and Q2 of 2024/25

3.6 The stage 1 and 2 complaints data for this period is in Appendix B, including Housing Ombudsman cases. The majority of complaints are for council housing repairs which is not unexpected due to the high volume of repairs.

3.7 The teams have been focusing in particular on responding to and closing the older (legacy) cases.

3.8 The majority of lessons learned from complaints investigated have focused on 3 main areas; operational service delivery, improved customer service and improved communications.

Stage 1 complaints:

3.7.1 396 stage 1 complaints have been received between 1 April and 30 September 2024 (Q1 and Q2), almost a 29% increase than the same period last year. 75 have been responded to and closed. The closing of older cases has had a temporary impact on the percentage of complaints closed within the timescale (55% YTD).

Stage 2 complaints:

3.7.2 67 stage 1 complaints have been received between 1 April and 30 September 2024 (Q1 and Q2), almost a 24% increase than the same period last year. 81 have been responded to and closed. The closing of older cases has had a temporary impact on the percentage of complaints closed within the timescale (53% YTD) and an increased number escalated to stage 2 in August 2024.

3.8 Housing Ombudsman Cases:

3.8.1 There was one new case received in reporting period relating to a responsive repair damp and mould issue which is under investigation.

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 There are potential risks of reputational damage, financial implications and legal action if service delivery and performance and corporate complaints are not managed. All KPIs and complaints have controls in place and are monitored on a weekly and monthly basis.

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 safety, and health and wellbeing of housing tenants and also on Housing Needs Register applicants.

12. Communication and Engagement Implications

12.1 Performance information is shared with 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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Appendices:

Appendix A – CHP Performance Report – Q2 2024/25
Appendix B – CHP housing complaints report Q1 & Q2 2024/25