

Part I

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All Wards

WELWYN HATFIELD BOROUGH COUNCIL
CABINET HOUSING PANEL – 19 FEBRUARY 2025
REPORT OF THE EXECUTIVE DIRECTOR (RESIDENT SERVICES AND CLIMATE
CHANGE)

HOUSING PERFORMANCE REPORT – QUARTER 3 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 quarter 3 performance for the year 2024/25.
- 1.3 The attached report (Appendix B) also provides the complaint handling performance for housing for quarter 3.

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 (red) are:
 - 3.4.1 BPI 133 Disrepair cases per 1,000 properties:
There are currently 113 open cases, mostly involving damp and mould, and are going through the legal process.
 - 3.4.2 BPI 129 – overall satisfaction with planned works:
There was a low level of surveys completed and decreased satisfaction compared to Q2.
 - 3.4.3 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. The backlog of older voids being addressed and this is impacting the statistics.

3.4.4 BPI 88 – the average major voids relet times:

This is subject to an improvement plan prepared by the contractor. Many of these voids require major works (eg structural) and are taking longer. The backlog of older voids being addressed and this is impacting the statistics. As above, the performance is being monitoring with the contractor on a weekly basis,

3.5 The KPIs that are slightly out of target (amber) are:

3.5.1 BPI 33 Overall satisfaction with repairs service

This has decreased slightly below target in Q3 (83.56% against a 85% target) and is being monitored.

3.5.2 BPI 34 – Percentage of properties with a valid gas certificate

These are 17 homes as of 31/12/24, which are subject to the legal process.

3.5.3 BPI 34 – Percentage of properties with an electrical certificate

The performance was 98.45% against a target of 100%. These small number of homes are subject to the legal process.

3.5.4 BPI 33 Percentage of emergency repairs completed in time

32 of the 2232 emergency repairs were not completed on time.

3.5.5 BPI 151 Percentage of non emergency repairs completed in time

313 of the 4173 non-emergency repairs were not completed on time. This is an improvement on Q1 and 2.

3.5.6 BPI 131 percentage of repair appointments kept

At 93.88%, this has fallen slightly below target in Q3 and is being investigated.

3.6 Housing Complaints performance – Q3 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 performance for complaints has improved in Q3 by over 20% compared to Q2 and is expected to continue to improve in accordance with the complaints improvement plan.

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. We are looking to improve lessons learned reporting.

Stage 1 complaints:

3.7.1 620 stage 1 complaints have been received between 1 April and 31 December 2024 (Q1-Q3). The percentage of stage 1 complaints responded to within target has increased in Q3 compared to Q2.

Stage 2 complaints:

- 3.7.2 102 stage 2 complaints have been received between 1 April and 31 December 2024 (Q1-Q3). The percentage of stage 2 complaints responded to within target is similar in Q3 as in Q2.

3.8 Housing Ombudsman Cases:

- 3.8.1 There were no determinations (decisions) received from the Housing Ombudsman in Q3. Two cases went to full investigation with the Housing Ombudsman and here are 9 open cases that we are waiting on outcomes.

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 – Q3 2024/25
Appendix B – CHP housing complaints report Q3 2024/25