
Housing and Safer Communities Committee – 20th November 2023

Report of the Director of Housing and Communities

Quarterly Housing Performance Report – Quarter 1 (1 April – 30 June 2023)

Purpose

1. To present the Housing quarterly performance figures to Select Committee Members following the presentation of the Quarter 1 Corporate Quarterly Performance report to Overview and Scrutiny Committee on 19th October 2023.

Recommendations

2. It is recommended that the Select Committee Members review the contents of the Quarter 1 performance report and raise any identified performance concerns for discussion.

Background

3. The Quarter 1 performance report provides the committee with progress against the delivery of the corporate KPIs and service improvement plan actions for discussion. These figures are reported quarterly to the Overview and Scrutiny Committee within the wider corporate performance report, and the information contained within Appendix 1 of this report is taken directly from the corporate report to allow Select Committee Members opportunity to discuss performance directly relevant to the work programme of the Select Committee.

Key Performance Indicators for the Housing and Communities Directorate

4. Overall, there are four Corporate KPI's that the Directorate reported to the Overview and Scrutiny Committee on a quarterly basis, along with progress in achieving the 38 actions identified in the Directorate Service Improvement Plan. A high level dashboard showing these KPIs is included at Appendix 1 of this report.

5. Of the four Housing KPIs, during Q1 one is "On or Exceeding Target", with the other three being "Below Target", and a more detailed summary of those measures below target is included below.
6. PI.1191 Average re-let time for Standard Re-Lets

Average relet times for standard voids have shown a decrease from 60.23 days in Q4 2022-23 to 49.26 days in Q1 2023-24. This is below for the same period last year when the figure for Q1 2022-23 was 61.7 days.

This positive progress has been driven by an ongoing review of the end to end void process and the target of 40 days is achievable. However with the ongoing stock condition survey work taking place across DMBC housing stock, there has been a slight impact on void turnaround times as additional works over and above the usual void works are being informed by the stock condition surveys and completed at void stage.

As always, there will be some properties across the borough that may appear empty but for which there may still be a legal tenancy agreement in place which must be ended by mutual agreement or through the Court process before it can be turned around and relet. These properties are not included in void figures until such time as the tenancy comes to an end.

7. PI.1899 Rent loss - % of potential receipts lost (dwellings)

This performance indicator is intrinsically linked to PI.1191 above in that the quicker void properties are brought back into use, the lower the rent loss associated with the void.

The cumulative rent loss in Q1 of 2.28% equates to £559k, of which £311,555 is attributable to routine voids.

The reduction of average re-let times from 61.7 days (Q1 22/23) to 49.3 days (Q1 23/24) will have a corresponding positive impact upon void loss, and this is evidenced by the reduction of rent loss attributed to routine voids from 70% to 56%.

The remaining rent loss of £247,043 in Q1 is made up as follows:

- £119,219.62 due to improvement programmes in our sheltered stock or decanting people to facilitate them (85 properties).

- £19,243.43 attributable to properties being used for decant or held for future decant (not as part of the sheltered improvement programme) (19 properties).
- £108,580.04 attributable to 95 properties awaiting an investment decision.

A report is currently being prepared for Cabinet making recommendations with regard to the disposal of the homes currently being held pending an investment decision, recognising that the investment needs of these homes are significant. In line with the disposal strategy, factors other than cost are also considered on a home by home basis before making a final decision on disposal including location, property type and size, and desirable features such as space, adaptations and driveways.

8. PI.2027 Satisfaction - way your anti-social behaviour complaint was handled

Having mainly increased through 2022/23, satisfaction with ASB complaint handling dipped in Q1 of 2023/24. The target of 70% was set as a stretch target, and is almost 10% higher than the benchmarking median of 60.7%. When compared to the benchmarking median, the Q1 performance is only marginally lower at 59.8%, however the Q1 performance is lower than throughout 2022/23 which is cause for some concern and further discussion.

Having reviewed the performance of the ASB service throughout 2022/23, Committee Members will have seen initial issues with staffing levels and processes within the service which were addressed, leading to an improvement in customer satisfaction. However a number of staff have subsequently successfully gained promotion and development opportunities in other service areas and this, along with sickness absences, has once again impacted upon capacity with a knock on impact upon customer satisfaction.

A full review of staffing, systems and processes now underway and this, along with the handing over of lower level ASB issues to the housing team, is expected to lead to improvements in case handling and customer satisfaction.

Progress on improving service delivery and customer satisfaction will be included in the report on Community Safety and ASB Services which will be presented at the January Committee meeting.

Finance

9. There are no direct financial implications in receiving this report.

Law

10. There are no direct law implications in receiving this report.

Risk Management

11. For the current performance reporting period, risk management is contained and reviewed in the performance reporting, however as part of the new risk management framework approved at audit and standards committee, risk reporting will not sit within performance and each directorate will need to develop a risk register for monitoring purposes. A full review and refresh of the Housing and Communities Risk Register was undertaken in March 2023, with ongoing quarterly reviews in place.

Equality Impact

12. There are no special considerations to be made with regard to equality and diversity in noting and receiving this report.
13. No proposals have been carried out.
14. No proposals have been made, therefore does not impact on children and young people.

Human Resources/Organisational Development

15. There are no specific direct human resource issues in receiving this report.

Commercial/Procurement

16. There is no direct commercial impact.

Council Priorities

17. The Council Plan and Corporate Performance Management Framework enables a consistent approach for performance management across the organisation, aligning the Council Plan, Borough Vision and Future Council Programme and provides that golden thread between them.
18. Performance management is key in delivering the longer-term vision of the Council. Quarterly Corporate Performance Reports are reported and reviewed by Strategic Executive Board, the Deputy and Shadow Deputy Leader and Scrutiny/Select Committees.

K. Jones

Director of Housing and Communities

Report Author: Kathy Jones
Telephone: 01384 81
Email: kathryn.jones@dudley.gov.uk

Appendices

- Appendix 1 – Performance Dashboard