

Committee(s): Environment, Enforcement and Housing Committee	Date: 7 March 2022
Subject: Proposal to Enhance Housing Key Performance Indicator Reporting	Wards Affected: All
Report of: Tracey Lilley, Corporate Director - Housing & Community Safety	Public
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Summary

The Council, in its 'Brentwood 2025' Corporate Strategy, has stated 'Improving Housing' as a central plank of its ambition and has committed to "drive continuous improvement in housing services". This report looks to the future of the housing service and as a first step aims to improving performance reporting to this committee to inform future decision making on changes brought forward. This reporting will offer a 2022 baseline and ongoing assessment on the success or otherwise of future recommendations implemented.

Recommendation(s)

Members are requested to:

- R1. Approve a suite of 10 Housing Key Performance Indicators for quarterly reporting as a standing item at this committee.**

Main Report

Introduction and Background

- 1 The Corporate Director, Housing & Community Safety has been reviewing for some time how continuous improvement might be achieved and with the support of the newly appointed Strategic Director, Housing and Regeneration is in the process of undertaking a review of the housing service and its vision for service delivery.
- 2 Amongst other things, and over the coming 12 months, Members will be requested to consider changes to the staffing structure of the housing function, the management of services and delivery contracts in areas such as cleaning, gardening and wider estate management, how the Council responds to issues raised in the resident survey, (the results of which can be found elsewhere on the agenda). Based upon 'what gets measured gets done' it is now proposed to prepare a targeted regular housing specific performance report for consideration.

- 3 Currently, Housing Key Performance Indicator (KPI) reporting is undertaken through the Formal Complaints and Performance Indicator Working Group from where regular Council wide reports (including Housing) are presented to Audit and Scrutiny Committee.
- 4 There is no plan to change the current arrangements, but to augment them with further specific reporting to this committee so that it can base its decision making on housing issues in the context of housing specific performance and help drive up performance in the housing function.
- 5 Currently the following housing performance indicators are reported to Audit and Scrutiny through the Formal Complaints and Performance Indicator Working Group on a quarterly basis.

Indicator	Description
HO1	Average re-let times for homes
HO2	Percentage rent collected from current tenants as a percentage of rent due
HO3	Rent arrears of current tenants as a percentage of rent due
HO4	Number of Households living in temporary accommodation
HO5	Gas servicing inspections outstanding
HO6	Level of Arrears (£) at the end of quarter

6. It is proposed that, in addition to these established KPI's, the following performance areas are also reported to this Committee each quarter. A suite of 10 KPI's in total.

HO7	Actual Number of homes empty for greater than 3 months
HO8	Electrical Safety inspections outstanding
HO9	Fire Safety Risk Assessments outstanding
H10	Resident Satisfaction

7. These 10 indicators are judged to offer a mix of financial, technical and qualitative performance as a starting point and be in a similar format to that produced at Audit and Scrutiny meetings. They can be adjusted as new issues develop but are suggested as the starting point for regular reporting and reviewed for their continued usefulness annually.

Risks

8. The regular reporting and required monitoring of agreed KPI's improves organisational understanding and focusses attention on risk mitigation.

Consultation

9. Consultation has taken place with the Chair of Environment, Enforcement & Housing Committee.

References to Corporate Plan

10. The Council's Corporate Strategy 'Brentwood 2025' commits to continuous improvement within the housing service.

Implications

Financial Implications

Name/Title: Phoebe Barnes, Corporate Manager – Finance (Deputy S151)

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The Audit and Scrutiny Committee provides advice to the Council and the committees on the effectiveness of the arrangements for the proper administration of the Council's financial affairs, including all relevant strategies and plans.

It also acts as the Council's Overview and Scrutiny Committee with all the powers under Part 3 of the Local Authorities (Committee System) (England) Regulations 2012, and discharges the functions under section 19 of the Police and Justice Act 2006 (local authority scrutiny of crime and disorder matters).

Within the committee terms of reference, the Scrutiny Activity of this committee has responsibility for the monitoring of the Council service performance, including performance indicators. Therefore, it would be expected that the additional indicators would also be reported to Audit and Scrutiny Committee so they have the complete picture.

There are no direct financial implications arising from this report.

Legal Implications

Name & Title: Amanda Julian, Director of Law & Governance and Monitoring Officer

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There are no direct legal implications arising from this report.

Economic Implications

Name/Title: Phil Drane, Director of Planning and Economy

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There are no direct economic implications arising from this report.

Background Papers

None

Appendices to this report

None