

Committee(s): Housing Committee	Date: 27 June 2022
Subject: Key Performance Indicators	Wards Affected: All
Report of: Tracey Lilley, Corporate Director – Housing & Community Safety	Public
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Summary

Key Performance indicators are collected across all services in the Housing Department and help monitor how we are performing across a set list of key areas.

This report presents these Key Performance Indicators to Members of the Housing Committee with a commentary for each one which details why we are under performing and noting where a high level of performance has been achieved.

Main Report

Introduction and Background

1. Housing collects a large range of Key Performance Indicators (KPI's) each month, however, in order to provide an overview of the department's services, 10 of our most prudent KPI are presented within this report.
2. The performance measures presented are compiled through direct information that we gather as an authority as well as information provided to us by our Repairs and Maintenance contractor, Axis.
3. The KPI's that are reported on were agreed by Members in March 2022 at the Environment, Enforcement and Housing Committee.

Issue, Options and Analysis of Options

4. The table below shows our current performance year to date, broken down into monthly performance with a commentary for each one.

	Description		Commentary
HO1	Average re-let times for homes (DAYS)	41	We have seen a slight decrease in the average re-let times.
HO2	Percentage rent collected from current tenants as a percentage of rent due	91.11%	<p>The collection rate is very low in comparison to the previous 4 quarters. Initial investigations into the potential cause of the decreased collection rate appears to be a genuine inability for residents to pay or a lack of prioritisation of essential expenditure such as rent payments for people that would normally have a higher level of disposable income.</p> <p>In order to address the issues our residents are facing we are currently setting up a new Support service for residents to allow for early intervention working closely with our Housing Advice team to prevent arrears from building and re-introducing the support call service which will allow us to signpost residents to debt Advisory Services and Mental Health services.</p>
HO3	Rent arrears of current tenants as a percentage of rent due	6.40%	The percentage of arrears against potential rent roll has increased significantly which from data assessed by RentSense it is clear that the trend is an increase in arrears across the UK
HO4	Number of Households living in temporary accommodation	23	<p>There has been a small increase in the numbers in temporary accommodation due to various factors;</p> <ul style="list-style-type: none"> • Increase in evictions from PRS accommodation • Hospital discharges • Increase of approaches from families with complex needs that require larger or lift assisted accommodation <p>We also foresee further pressure from Ukrainian refugees requiring accommodation either through the family route or where there are sponsorship breakdowns</p>
HO5	Homes without a current gas safety certificate	16	<p>The full summer service programme has started, and this is a rolling number.</p> <p>The compliance and estates management teams are working together to gain forced entry access and attending court</p>

			<p>appearances to obtain right of entry under the Environmental Protection Order.</p> <p>In order to reduce this number a new meeting has been set up which are held on a fortnightly basis delivering a progress update on the hard to access properties where solutions are discussed, and action plan put forward.</p>
HO6	Level of Arrears (£) at the end of quarter	£817,012.72	<p>Despite 100% of cases being reviewed by Housing Officers on a weekly basis, It is clear that the cost-of-living crisis is affecting our tenants who are struggling to maintain their finances.</p> <p>We are experiencing the highest arrears figure seen to-date. There has also been a significant increase in the number of requests for financial advice and assistance and applications for discretionary housing payments (DHP) being received.</p> <p>A review of our data with RentSense has predicted that up to 26% of our tenants could be classed as 'in poverty' with a disposable income of less than £2 per week.</p> <ul style="list-style-type: none"> • High level debt remains a problem and the reduction is being hindered by the Courts either refusing enforcement against suspended court orders or delays in court hearings being listed. • There is an unusually high number of new arrears cases, with tenants who have been consistently good at maintaining their rent accounts falling into arrears. • With the introduction of the 'taper rate', universal credit will be reduced for 100% of our claimants.
HO7	Actual Number of homes empty for greater than 3 months	1	The property is being used as a training flat for Axis.
HO8	Electrical Safety inspections outstanding	626 Dwellings 5 Communal	Total number of properties is 2561 which is broken down into 124 blocks and 2437 dwellings.

			626 is the number of EICR tests that need to be undertaken to complete total testing to the entire stock which is on a rolling programme with Axis. A fortnightly meeting is held to deliver a progress update and discuss any hard to access properties.
HO9	Fire Safety Risk Assessments outstanding	0	None are outstanding.
HO10	Overall Resident Satisfaction – STAR Survey 2022		<p>The results are based on a rate of 656 responses from a mixture of general needs, Leasehold and Sheltered tenants</p> <p>Very Satisfied – 20% Fairly Satisfied – 39% Satisfied – 59% Neither – 14% Dissatisfied – 28% Fairly Dissatisfied – 14% Very dissatisfied – 14%</p> <p>The results show that Repairs & Maintenance and Overall quality of your home are the top two priorities for residents.</p> <p>The lowest satisfaction rate was found in feeling valued and promises being kept.</p> <p>Those that who are satisfied find the Council are easy to deal with are most likely to be satisfied with the overall service provided compared to other core measures, suggesting that improvements to this measure will see overall perceptions increase</p>

Consultation

5. Key Performance Indicators are reported to the Senior Leadership Monthly
6. They are also reported quarterly to our Tenant Talkback group.

References to Corporate Plan

7. Drive Continuous improvement of our Housing Services

Implications

Financial Implications

Name/Title: Jacqueline Van Mellaerts, Corporate Director (Finance & Resources)

Tel/Email: 01277 312500/jacqueline.vanmellaerts@brentwood.gov.uk

8. There are no direct financial implications. However there are indirect implications such as reporting high level rent arrears which has been addressed within the report.

Legal Implications

Name & Title: Amanda Julian, Corporate Director (Law & Governance) and Monitoring Officer

Tel & Email: 01277 312500/amanda.julian@brentwood.gov.uk

9. Monitoring performance assists the Council in contract management and monitoring its statutory compliance.

Economic Implications

Name/Title: Phil Drane, Corporate Director (Planning and Economy)

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10. There are no direct economic implications. It is important that the council monitor outputs across all services to maintain and improve performance, which can be linked to wider economic benefits for the borough and more specific economic related key performance indicators.

Equality and Diversity Implications

Name/Title: Kim Anderson, Partnerships, Leisure & Funding Manager

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11. The Public Sector Equality Duty applies to the Council when it makes decisions. The duty requires us to have regard to the need to:
 - a. Eliminate unlawful discrimination, harassment and victimisation and other behaviour prohibited by the Act. In summary, the Act makes discrimination etc. on the grounds of a protected characteristic unlawful
 - b. Advance equality of opportunity between people who share a protected characteristic and those who do not.
 - c. Foster good relations between people who share a protected characteristic and those who do not, including tackling prejudice and promoting understanding.
12. The protected characteristics are age, disability, gender reassignment, pregnancy and maternity, marriage and civil partnership, race, religion or belief,

gender, and sexual orientation. The Act states that 'marriage and civil partnership' is not a relevant protected characteristic for (b) or (c) although it is relevant for (a).

13. The proposals in this report will not have a disproportionately adverse impact on any people with a particular characteristic.

Other Implications (where significant) – i.e. Health and Safety, Asset Management, Risk Management, Section 17 – Crime & Disorder, Sustainability, ICT.

None

Background Papers

None

Appendices to this report

None