

Committee(s): Housing Committee	Date: 12 September 2022
Subject: Key Performance Indicators	Wards Affected: All
Report of: Steve Summers, Strategic Director	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	June	Sept	Commentary
HO1	Average re-let times for homes (DAYS) (Year-end Target 22 days)	41	27	We have seen an improvement in the void turnaround times, on average minor void turnaround times have improved to a 9 day turn around time, major voids are averaging 26 days
HO2	Percentage rent collected from current tenants as a percentage of rent due	91.11%	94.7%	Actions on accounts are back to 100% per period even though we are still under-resourced. We are due to recruit new staff, and they will be focussing on income generation. Arrears collection is still proving difficult due to the current economic climate.
HO3	Rent arrears of current tenants as a percentage of rent due	6.40%	6.36%	Due to slightly higher collection, our arrears have reduced, and we are seeing a slightly lower percentage of annual rent roll as debt. We are still not hitting the desired targets but will continue to process 100% of accounts per period
HO4	Households living in temporary accommodation (Year-end Target 29)	23	28	As predicted, we are starting to see an increase in the number of homeless approaches requiring temporary accommodation. In addition, many households are approaching with additional complex needs in relation to the type of temporary accommodation which is need which is creating additional burden on the team
HO5	Homes without a current gas safety certificate (Year-end target 0%)	16	15	Housing are in the process of transferring the court procedure to the Repairs team to help speed up going to court and reducing the number of overdue LGSR's.
HO6	Level of Arrears (£) at the end of quarter Q/Target £650,000	£817,012.72	£841,139.21	We have been provided data by Housemark to show that there are increases still being seen across the sector and have been doing some work with Rent Sense to ensure we are targeting and collecting on accounts as fast as reasonably possible. We are due to look at digital direct debits and the

				potential to collect on debt in addition to weekly payments.
HO7	Actual Number of homes empty for greater than 3 months	1	1	Property requires Major works, which includes the removal of an unauthorised extension, new roof, replacement kitchen, rewire, removal of false wall to bedroom
HO8	Electrical Safety inspections outstanding	626 dwellings 5 communal	350 dwellings 5 communal	Dwelling numbers on track to be completed within target. Communal blocks currently being worked on and will receive the EICR certificates within 3 weeks
HO9	Fire Safety Risk Assessments outstanding	0	0	
HO10	Overall Resident Satisfaction – STAR Survey 2022			

Increased	Decreased	Risk	No change

Arrears by age

Debt age	No. of accounts	Total arrears value
0-1 years	478	£230,922.522
1-2 years	181	£169,646.72
2-3 years	182	£229,904.59
4-5 years	900	£102,547.07
Total	1741	£841,139.21

Current numbers on the combined waiting lists

Homeseekers	June	Sept
1-bedroom need	96	104
2-bedroom need	41	48
3-bedroom need	38	45
4-bedroom need	0	0
Total	175	197
Transfers		
1-bedroom need	44	44
2-bedroom need	61	60
3-bedroom need	99	93
4-bedroom need	9	9
Total	213	206
Pending assessment	89	93
Total	302	299

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: Claire Mayhew, Corporate Manager (Democratic Services) and Deputy Monitoring Officer

Tel & Email: 01277 312741/claire.mayhew@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