

<b>Committee(s):</b> Housing Committee	<b>Date:</b> 12 December 2022
<b>Subject:</b> Key Performance Indicators	<b>Wards Affected:</b> All
<b>Report of:</b> Steve Summers, Strategic Director	<b>Public</b>
<b>Report Author/s:</b> Name: Nicola Marsh, Corporate Manager – Housing Estates Telephone: 01277 312981 E-mail: nicola.marsh@brentwood.gov.uk	<b>For Information</b>

### 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 the proposed set Key Performance Indicators that officers intend to present at all future Housing committees.

### Recommendation(s)

**Members are asked to:**

**R1. Agree the recommended set of Key Performance Indicators be used as a basis for monitoring the Housing service and be presented at all future committees.**

**R2. Agree that any amendments to the Key Performance Indicators presented, will be done in consultation with the Chair and Vice Chair of the Housing Committee and the Director of Housing**

### Main Report


#### **Introduction and Background**

1. Previously, Housing have presented a small number of Key Performance Indicators (KPI's) to the committee which gave a very high-level overview of the service.
2. During the course of various meetings, additional KPI's have been requested by members as it was felt that there was not a balanced overview of the service.

3. Officers have been working to develop a larger suite of KPI's across the full Housing Service and we are now proposing to bring 28 of these to the Committee.
4. The chosen KPI's give a balanced overview of how the Housing Service is currently performing and 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.

**Issue, Options and Analysis of Options**

5. The table contained within Appendix A details our proposed list of 28 KPI's for the Committee to consider.
6. We have chosen a mix of outcome based and tenant perception measures to create a balanced set of measures across the whole of Housing Services.
7. At present, a small number of the proposed KPI's are new and we therefore do not collect the information at present. As we begin to gather the information, if it is not viable to collect, we may substitute these for a similar measure recorded and measured in a more productive and manageable way.
8. The table below identifies how we will monitor progress against the previous months KPI's.

<b>Key</b>	
	Current performance is below target
	Current performance is below target but is improving
	Current target has been met or exceeded.
	No target.
<b>NMTP</b>	Not measured this period.
	Performance for the quarter or year to date is improving (up) or deteriorating (down) compared to previous quarter or across the year.

9. HRA financials are reported to Policy, Resources, Economic and Development Committee and a copy of the 2022 – 2023 estimated out turns, is attached at Appendix B for HRA Revenue and Appendix C for HRA Capital Works.

10. In addition to the KPI's, Housing also track progress against the wider Corporate Strategy Objectives.
11. These objectives and the most recent situational update are attached at Appendix D.

## **Consultation**

12. Key Performance Indicators are reported to the Corporate Leadership Monthly
13. They are also reported quarterly to our Tenant Talkback panel.

## **References to Corporate Plan**

14. Drive Continuous improvement of our Housing Services

## **Implications**

### **Financial Implications**

**Name/Title: Phoebe Barnes, Director of Assets and Investments**

**Tel/Email: 01277 312500/phoebe.barnes@brentwood.gov.uk**

15. 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. The impact of rent arrears will financially impact the Housing Revenue Account that is reported to Policy, Resources and Economic Development Committee.

### **Legal Implications**

**Name & Title: Steve Summers, Strategic Director and Monitoring Officer**

**Tel & Email: 01277 312500/steve.summers@brentwood.gov.uk**

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

### **Economic Implications**

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

**Tel/Email: 01277 312500/philip.drane@brentwood.gov.uk**

17. 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**

**Tel/Email: 01277 312500/kim.anderson@brentwood.gov.uk**

18. 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.
  
19. 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).
  
20. 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**

Appendix A: KPI Reporting Template

Appendix B: Housing Corporate strategy objectives update

Appendix C - CAPITAL FINANCIAL DASHBOARD

Appendix D - Corporate Strategy Key Objectives 2022-23 – Update)