

Committee(s): Housing Committee	Date: 27 February 2023
Subject: Key Performance Indicators	Wards Affected: All
Report of: Julian Higson, Director of Housing	Public
Report Author/s: Name: Nicola Marsh, Corporate Manager – Housing Estates Telephone: 01277 312981 E-mail: nicola.marsh@brentwood.gov.uk	For Information

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 a balanced overview of the department's services, we will present a dashboard of 28 key performance indicators.
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. They are a mix of outcome based and perception based.
4. The KPI's that are reported on, were agreed by Members in December 2022 at the Housing Committee.

Issue, Options and Analysis of Options

5. The table attached at Appendix A shows our current performance across the 28 selected KPI's and the last 3 months performance for comparison.
6. Some of these KPI's are new and come into force in April 2023 when we are required to report to the Regulator, 22 Tenant satisfaction measures.

7. We currently do not collect these ones and are working towards new process and collection methods in line with the April deadline for reporting.
8. As we begin to collect these, we will present them to future committees.
9. The key below details how we track progress of each KPI against its target.

Key	
	Current performance is below target
	Current performance is below target but is improving
	Current target has been met or exceeded.
	No target.
NMTP	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.

10. Whilst the 28 present KPI's give a balanced overview of housing, officers have placed a large focus on compliance areas in particular following changes in the Building Act following Grenfell Tower.

11. In order to give a detailed overview of compliance, we have included at Appendix B, a full compliance report which goes into depth on the performance of all compliance areas, issues that have arisen and actions being taken to rectify and resolve.

Consultation

12. Key Performance Indicators are reported to the Corporate Leadership Team monthly.
13. They are also reported quarterly to our Tenant Talkback group and will soon be reported to the newly developed resident led focus panels.

References to Corporate Plan

14. Drive Continuous improvement of our Housing Services

Implications

Financial Implications

Name/Title:, Director (Finance & Resources)
Tel/Email: 01277 312500/ @brentwood.gov.uk

15. There are no direct financial implications. However there are indirect implications such as reporting high level rent arrears as these will impact on the Housing Revenue Account regarding the bad debt provision and arrear write offs.

Legal Implications

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

Tel & Email: 01277 312741/claire.mayhew@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 Report

Appendix B: Housing Compliance Report