



**COMMITTEE TITLE: Housing, Health and Community**

**DATE: 19<sup>th</sup> June 2023**

<b>REPORT TITLE:</b>	Key Performance Indicators
<b>REPORT OF:</b>	Julian Higson – Interim Director Housing

### **REPORT 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.

### **SUPPORTING INFORMATION**

#### **1.0 BACKGROUND INFORMATION**

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.

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.

They are a mix of outcome based and perception based.

The KPI's that are reported on, were agreed by Members in December 2022 at the Housing Committee.


The table attached at Appendix A shows our current performance across the 28 selected KPI's and the last 3 months performance for comparison.

Some of these KPI's are new and came into force in April 2023 when we began collecting them ready to report to the Regulator of Social Housing from April 2024.

We will collect these throughout 2023/2024 through our external partners Tenant Leadership Factor.

As we begin to collect these, we will present them to future committees.

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.

## 2.0 FINANCIAL IMPLICATIONS

**Name & Title: Tim Willis, Director – Resources & Section 151 Officer**  
**Tel & Email: 01277 312500 / tim.willis@brentwood.rochford.gov.uk**

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.

## 3.0 LEGAL IMPLICATIONS

**Name & Title: Claire Mayhew – Joint Acting Director of People and Governance Director & Monitoring Officer**  
**Tel & Email 01277 312741 /claire.mayhew@brentwood.gov.uk**

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

#### **4.0 RESOURCE IMPLICATIONS: STAFFING, ICT AND ASSETS**

None

#### **5.0 RELEVANT RISKS**

We report on KPI's in order that any risks are identified at the earliest stage possible to allow mitigations to be put into place.

#### **6.0 ENGAGEMENT/CONSULTATION**

Key Performance Indicators are reported to the Corporate Leadership Team monthly.

They are also reported quarterly to our Tenant Talkback group and will soon be reported to the newly developed resident led focus panels.

#### **7.0 EQUALITY IMPLICATIONS**

**Name & Title: Kim Anderson, Corporate Manager - Communities, Leisure and Health**

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

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.

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).

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

## 8.0 ENVIRONMENT AND CLIMATE IMPLICATIONS

**Name & Title:** Phil Drane, Director - Place

**Tel & Email** 01277 312500 / phil.drane@brentwood.rochford.gov.uk

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.

**REPORT AUTHOR:**

**Name:** Nicola Marsh

**Title:** Corporate Manager Housing Estates

**Phone:** 01277 312 981

**Email:** nicola.marsh@brentwood.gov.uk

### APPENDICES

Appendix A: Key Performance Indicators

### BACKGROUND PAPERS

### SUBJECT HISTORY (last 3 years)

Council Meeting	Date
Taken to each Housing Committee as agreed in December 2022	