

Arun District Council

REPORT TO:	Housing and Wellbeing Committee – 12 September 2023
SUBJECT:	Performance measures for housing services – Quarter 1 performance for the period 1 April 2023 to 30 June 2023
LEAD OFFICER:	Sasha Hawkins – Interim Business Improvement Manager
LEAD MEMBER:	Councillor Carol Birch
WARDS:	All

CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:

The performance measures will support the Council's vision and will allow the council to have visibility of how housing is performing as a service.

It will support the following aim.

Delivering the right homes in the right places

- Ensuring the existing housing stock in the district (private sector and council owned) is maintained to a high standard.
- Continue to bring empty homes back into use for the benefit of the community.

DIRECTORATE POLICY CONTEXT:

The Regulator of Social Housing expects that members and executive leaders are given performance information pertaining to the quality of homes, service performance and our engagement with tenants.

Our Resident Engagement Strategy has a specific aim 'Be Accountable' and we set out in this our commitment to publishing performance measures.

The performance measures set out within this report will ensure we are continuing to meet the requirements of The Regulator and deliver on the aims of our strategy

FINANCIAL SUMMARY:

There are no direct financial implications to this report.

1 PURPOSE OF REPORT

- 1.1 To provide members with our Q1 performance for the new set of measures agreed at committee on 20 June 2023.

2 RECOMMENDATIONS

- 2.1 This report is for noting and to give Members the opportunity to scrutinise performance.

3 EXECUTIVE SUMMARY

- 3.1 This report sets out the performance of housing services at Quarter 1 for the period 1 April 2023 to 30 June 2023. This is the first report setting out the new measures that were agreed at committee on 20 June 2023.
- 3.2 These measures are in addition to the Tenant Satisfaction Measures we are required to report on by the Regulator.
- 3.3 The Regulator of Social Housing expects Members and executive leaders to regularly scrutinise performance information pertaining to the quality of homes, service performance and our engagement with tenants.
- 3.4 Compared to 31 March 2023 our performance has declined in nine areas and improved in seven; some of the changes are summarised below:
- 3.5 The average relet time in days for all voids, is still high at 80 days but has reduced from 92 days in March.
- 3.6 Arrears due has increased slightly to 4.89% from 4.72%, and steps are being taken to improve income recovery.
- 3.7 The average time households spent in B&B and TA is down, and the number of cases where homelessness is prevented has increased.
- 3.8 Further detail on the figures and the actions being taken to improve performance are set out in Appendix 1 under manager comments.

4 DETAIL

- 4.3 At committee on 20 June 2023 Members approved a new suite of performance measures for housing to be reported on a quarterly basis.
- 4.4 There are 17 measures set out at Appendix 1 which give performance information pertaining to key areas of our service. Where any measures are only collected annually this will be set out in the report.
- 4.5 Within the tables set out in Appendix 1 we have also set out our benchmarking against other providers, this data is provided by Housemark and determines which quartile our performance is in.

- 4.6 Due to the benchmarking timelines not all quartile information for 2022/23 is available yet, which is the year we will be benchmarking against, this will be set out in the manager comments where this is the case.
- 4.7 Other measures will be added to the table as we collate further data.
- 4.8 The column titled “ADC Quartile 2022/23” represents our performance for 2022/23 and gives members insight into how our current performance is measuring against last year’s performance, and the upper quartile column gives members insight into how far we are from upper quartile performance. Our target is to be operating in the upper quartile.
- 4.9 The comparison data for West Sussex Authorities uses Q4 data as this is the latest data available via the Department of Levelling up Homes and Communities.
- 4.10 A meeting was held with the Group Head of Organisational Excellence to ensure that moving forward the KPI report includes the measures reported on at Appendix 1.
- 4.11 We are working to improve our void performance and have a briefing with members on 27 September to update them on the recent and planned changes to the voids process and the actions and timescales for improving performance.
- 4.12 The work we are doing to improve our complaints performance and satisfaction is set out in a separate report which has been presented to members this evening.
- 4.13 In respect of rent arrears, staff have received training on income recovery, and one of our officers is solely focusing on this area. Our financial inclusion officer is continuing to offer advice and support to those in arrears.
- 4.14 We have submitted our performance information for 22/23 to Housemark and this benchmarking will be available for Quarter 2.
- 4.15 A guide to the new measures is set out at Appendix 2

5 CONSULTATION

- 5.1 No consultation has taken place.

6. OPTIONS / ALTERNATIVES CONSIDERED

- 6.1 To review the report and performance measures at Appendix 1
- 6.2 To request further information and/or remedial actions to be undertaken.

7. COMMENTS BY THE GROUP HEAD OF FINANCE/SECTION 151 OFFICER

7.1 There are no direct financial implications arising from this report.

8. RISK ASSESSMENT CONSIDERATIONS

8.1 There are no implications identified.

9. COMMENTS OF THE GROUP HEAD OF LAW AND GOVERNANCE & MONITORING OFFICER

9.1 There are no direct legal implications associated with this report.

10. HUMAN RESOURCES IMPACT

10.1 No impact identified.

11. HEALTH & SAFETY IMPACT

11.1 Appendix 1 set out performance information pertaining to compliance and repairs. These measures give oversight to help support effective management of health and safety risks associated with our housing stock.

12. PROPERTY & ESTATES IMPACT

12.1 The recommendations of this report have no impact on the Councils General Fund Portfolio or the delivery of Property, Estates, and Facilities functions.

13. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

13.1 Not required for this report.

14. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

14.1 No impact identified.

15. CRIME AND DISORDER REDUCTION IMPACT

15.1 No impact identified.

16. HUMAN RIGHTS IMPACT

16.1 There are no implications identified.

17. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

17.1 There are no implications identified.

CONTACT OFFICER:

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BACKGROUND DOCUMENTS:

Appendix 1 – Table of performance measures

Appendix 2 – Performance measures guide