

Arun District Council

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| REPORT TO: | Housing and Wellbeing Committee – 23 November 2023 |
| SUBJECT: | Performance measures for housing services – Quarter 2 performance for the period 1 July 2023 to 30 September 2023 |
| LEAD OFFICER: | Sasha Hawkins – Interim Business Improvement Manager |
| LEAD MEMBER: | Councillor Carol Birch – Chair of Housing and Wellbeing |
| 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:

Work continues to improve arrears levels across our general needs and leaseholder stock, which will increase the income received.

There are no other direct financial implications associated with this report.

1 PURPOSE OF REPORT

- 1.1 To provide members with our Q2 performance on the agreed set of housing measures.

2 RECOMMENDATIONS

- 2.1 It is recommended that the Committee notes the content of this report.

3 EXECUTIVE SUMMARY

- 3.1 This report sets out the performance of housing services at Quarter 2 for the period 1 July 2023 to 30 September 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 30 June 2023 our performance has improved in 7 areas and declined in 7 areas; this performance is based on looking month on month, where the trend shows improvements on average across the quarter this will be highlighted.
- 3.5 The average relet time in days for all voids has reduced from 80 days in June to 65 days in September, whilst this is still higher than we would like performance is improving this is as a result of us implementing a new voids process and awarding the voids work to a new contractor who are delivering properties back to us quicker.
- 3.6 We are continuing to work with our contractors to improve repairs performance and to ensure they meet the repairs timescales we have set, as the time taken for repairs to be completed is not meeting the targets we have set and is not providing the service we expect for our residents. Performance continues to trend at similar levels and is not seeing a large % increase quarter on quarter.
- 3.7 Arrears due has increased slightly from 4.89% from 4.94%, steps are being taken to improve income recovery, however external factor such as the cost of living have an impact on arrears levels.

- 3.8 We have continued to work with residents to gain access to their homes to carry out vital safety checks and we have seen performance improve this quarter from 94.65% to 96.83% for EICR checks and from 98.71% to 99.74% for gas checks.
- 3.9 On average complaints performance has improved this quarter and this is set out in more details within the Complaints and Determination report taken to committee this evening.
- 3.10 The average time households spent in B&B and TA is down, and the number of cases where homelessness is prevented has increased.
- 3.11 Further detail on the figures and the actions being taken to improve performance are set out in Appendix 1 under manager comments.

4 **DETAIL**

- 4.1 There are 14 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.
- 4.2 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.
- 4.3 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.
- 4.4 Other measures will be added to the table as we collate further data.
- 4.5 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.
- 4.6 We our continuing work to improve void performance, which has seen improvements in relet times this quarter. We have appointed a new contractor to carry out our void works, initial figures show improvement however we will see the full results of this change in next quarters report.
- 4.7 We have also introduced a new process for managing voids which will take effect when our new Technical Officers are in post, one of these changes is pre-void inspections, which will allow us to assess the condition of the property prior to the property becoming vacant. Members were invited to a briefing on 27 September 2023 which set out these changes in more detail.
- 4.8 The table below sets out the number of voids in compared to the number of lettings made across the two quarters.

4.9

| | Q2 (01/07/2023 – 30/09/2023) | Q1 (01/04/2023 – 30/06/2023) |
|----------|------------------------------|------------------------------|
| Voids in | 77 | 58 |
| Lettings | 66 | 42 |

- 4.10 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, but we are seeing improvements in this area and are close to moving up a quartile.
- 4.11 In respect of rent arrears, staff continue to receive regular training on income recovery, and one of our officers is still solely focusing on this area and looking at high level arrears cases. Our financial inclusion officer is continuing to offer advice and support to those in arrears.
- 4.12 There are delays in our main repair's contractor providing their data to us which impacts our reporting of completed works and means there is a delay on their works orders being included in reporting. We will therefore need to report to members a quarter behind for the two measures relating to repairs completed in time. These measures represent Q1 performance compared to Q4 performance. We are working on the options to rectify this.
- 4.13 However, our repairs performance still falls below our target and the service we want for our residents. This continues to be addressed by the Repairs and Maintenance Manager who meets with contractors on a regular basis to monitor performance and resolve issues.
- 4.14 We are also using the Dynamic Purchasing System (DPS) to address the performance of contractors and we will be placing a tender for repairs orders over £500 onto the DPS, this is due to the poor performance to date on these orders. By tendering this piece of work, we hope to see improved repairs times for our residents, increasing their satisfaction with the service and reducing ongoing repairs times.
- 4.15 The data for West Sussex Authorities has not been updated since Q1 by the Department of Levelling up Homes and Communities so this has not been included in this report as Q1 performance has already been brought to committee.
- 4.16 At the committee meeting in September 2023 members requested further performance information pertaining to housing fraud and service charge arrears for leaseholders.
- 4.17 We cannot benchmark against these figures as they are not measures by Housemark, but our own performance is set out in Appendix 2 and will be reported to this committee each quarter.
- 4.18 We have submitted our performance information for 22/23 to Housemark and this benchmarking will be available for next quarters report.
- 4.19 A guide to the measures is set out at Appendix 3

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 financial implications

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 legal and governance implications

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 – Fraud and leasehold charges performance

Appendix 3 – Guide to measures