

Arun District Council

REPORT TO:	Housing and Wellbeing Committee – 10 September 2024
SUBJECT:	Performance measures for housing services – Quarter 1 performance for the period 1 April to 30 June 2024
LEAD OFFICER:	Sasha Hawkins – Business Improvement Manager
LEAD MEMBER:	Councillor Carol Birch, Chair of Housing and Wellbeing Committee
WARDS:	All
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:	
<p>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.</p> <p>It will support the following aim.</p> <p>Delivering the right homes in the right places</p> <ul style="list-style-type: none">• 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:	
<p>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.</p> <p>Our Resident Engagement Strategy has a specific aim ‘Be Accountable’ and we set out in this our commitment to publishing performance measures.</p> <p>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</p>	
FINANCIAL SUMMARY:	
<p>Our void loss reduced slightly which is positive, and the continued work we are doing to improve re-let times will have a further positive impact.</p> <p>Rent arrears have increased, this is primarily due to down time experienced when implementing the new housing management system. Income recovery remains a top priority for the service and we are working with residents to reduce the level of arrears.</p>	

1 PURPOSE OF REPORT

- 1.1 To provide members with our Q1 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 1 for the period 1 April to 30 June 2024.

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 last quarter our performance has improved in 7 areas and declined in 7 areas. However, three of those declining remain in target.

3.5 The average relet time in days for all voids has decreased and is now 59 days compared to 66 days last quarter, we will continue our work to deliver improved performance in this area.

3.6 Our performance for repairs has improved on both emergency and non-emergency repairs. This is a positive sign given the insourcing of the repairs team, it is important to note that we continue to embed new processes for reporting with our in-house teams and will continue to validate our performance each quarter.

3.7 Arrears due has increased this quarter from 4.45% to 6.42%, this decline in arrears is partially attributed to arrears increasing in June, which was impacted by systems downtime due to the CX go-live transition. We will continue to focus our efforts in this area to deliver an improved position in Quarter 2.

3.8 We have continued to work with residents to gain access to their homes to carry out vital safety checks and our performance remains high in both gas and electrical safety inspections.

3.9 On average complaints performance has declined this quarter from the high benchmark achieved in the previous quarter. This is set out in more detail 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 or remaining static, and whilst the number of households in temporary accommodation has increased it is still below the county average.

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 17 measures set out at Appendix 1 which give performance information pertaining to key areas of our service.
- 4.2 The report also includes two new measures which are 'overall satisfaction with new lettings' and 'overall satisfaction with complaint handling'.
- 4.3 We have commissioned a company called Acuity, who carry out telephone surveys on our behalf in repairs, new lettings, complaints and anti-social behaviour.
- 4.4 Within the tables set out in Appendix 1 we have included benchmarking against other providers, this data is provided by Housemark and determines which quartile our performance is in.
- 4.5 We have not yet received 2023/24 quartile information from Housemark and will be able to provide this comparison in quarter 2.
- 4.6 Our targets are set using the mean values of similar sized local authorities.
- 4.7 We are continuing work to improve void performance, and we are reviewing the end-to-end process to identify areas of improvement within the process
- 4.8 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.
- 4.9 In respect of rent arrears, staff have received full training on our new housing management system which will assist them with income recovery. Staff continue to work with the Communities and Wellbeing Team to utilise the Household Support Fund for large arrears cases.
- 4.10 Our repairs performance has improved, and this is a result of the work to in-source the day-to-day repairs, which commenced at the beginning of April. We have also seen a marked improvement in the call handling as a result of bringing this service in-house.
- 4.11 Overall satisfaction with our repairs service is high, and for the months of May and June when we had our in-house team in place was 96% and 88%. It is worth noting that the satisfaction reduced in relation to other contractors and not our in-house team where overall satisfaction remains over 90%.
- 4.12 One such compliment received from a tenant was "Just thought I'd let you know. Credit were credits due. I had to report something to repairs during the week. Phone was answered inside two or three minutes. Extremely personable woman on the phone and everything sorted."
- 4.13 Our repairs and maintenance manager is investigating and addressing any lower rates of satisfaction with other contractors.

4.14 Appendix 2 sets out figures relating to fraud and the number of properties recovered.

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 and Appendix 2

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 Whilst there are no direct financial implications from this report, the KPI performance is reflected in the out-turn forecasts. Members are reminded that under performance has an adverse impact on this Committee's revenue budget and HRA budget.

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 as this is a performance monitoring report. Our performance is put on our website following the committee meeting, so we are transparent and accountable for how we are performing as a service.

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:

Name: Sasha Hawkins
Job Title: Business Improvement Manager
Contact Number: 01903 737656

BACKGROUND DOCUMENTS:

None