

# Arun District Council

<b>REPORT TO:</b>	<b>Housing and Wellbeing Committee – 21 November 2024</b>
<b>SUBJECT:</b>	<b>Performance measures for housing services – Quarter 2 performance for the period 1 July to 30 September 2024</b>
<b>LEAD OFFICER:</b>	<b>Sasha Hawkins – Business Improvement Manager</b>
<b>LEAD MEMBER:</b>	Councillor Carol Birch, Chair of Housing and Wellbeing Committee
<b>WARDS:</b>	<b>All</b>

## **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:**

Our void loss has continued to reduce which is positive, and the work we continue to do to improve re-let times will have a further positive impact.

Rent arrears have reduced this quarter although our performance is still below target levels.

## **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 to 30 September 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 8 areas. However, four of those declining remains in target.
- 3.5 The average relet time in days for all voids has increased to 98 days due to the figure for August, this was due to letting of 7 units at New Road that had been void for a long time while being prepared for repurposing as supported housing. Our average re-let time for September alone was 62 days.
- 3.6 Our performance for repairs has continued to improve on both emergency and non-emergency repairs. This is a positive sign given the insourcing of the repairs team, we have seen satisfaction drop slightly compared to last quarter this is being addressed by the Repairs and Maintenance Manager.
- 3.7 Arrears due has decreased this quarter from 6.42% to 5.99%, however performance is below our Q4 performance of 4.45%. A debt management meeting is held every month to ensure a strategic approach to income recovery, with officers from across the service attending.
- 3.8 The average time households spent in B&B and TA remains static, and whilst the number of households in temporary accommodation has increased it continues to be below the county average.
- 3.9 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 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. We can now provide 2023/24 quartile information from Housemark. Our targets are set using the mean values of similar sized local authorities.
- 4.3 Service managers have provided commentary within the Appendices, which provides context to the performance information.
- 4.4 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.
- 4.5 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.
- 4.6 Our Repairs and Maintenance manager is investigating and addressing any lower rates of satisfaction with other contractors.
- 4.7 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 All costs are indirect and bourn by existing service Budgets.

## **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

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**CONTACT OFFICER:**

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**BACKGROUND DOCUMENTS:**

None