

Arun District Council

REPORT TO:	Housing and Wellbeing Committee – 20 March 2025
SUBJECT:	Performance measures for housing services – Quarter 3 performance for the period 1 October to 31 December 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 has increased by 0.22% however the improvement in re-let times will have a positive impact on income.</p> <p>Rent arrears have reduced this quarter although our performance is still below target levels.</p>	

1 PURPOSE OF REPORT

- 1.1 To provide members with our Q3 performance on the agreed set of housing measures.

2 RECOMMENDATIONS

- 2.1 It is recommended that the Committee scrutinise and make observations on Q3 performance.

3 EXECUTIVE SUMMARY

- 3.1 This report sets out the performance of housing services at Quarter 3 for the period 1 October to 31 December 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 8 areas and declined in 8 areas. Two of those declining remain in target.
- 3.5 The average relet time in days for all voids has decreased to 57 days which is the lowest relet time since Q3 2022 and significantly exceed the mean performance of other similar sized local authorities.
- 3.6 Our performance for repairs has declined on both emergency and non-emergency repairs. This is being addressed by the Repairs and Maintenance Manger to ensure that performance increases each quarter, and communication has been sent to our external contractors regarding their completion target.
- 3.7 However, we have a 91% satisfaction with our repair service which is 10% increase compared to Q2 and exceeds our target.
- 3.8 Arrears due has decreased this quarter from 5.99% to 5.87%, whilst this is an improvement it falls below our expected levels of performance. Actions are being put in place to address this, with staff training and enhanced monitoring.
- 3.9 The average time households spent in B&B and TA has improved and so have the number of households in B&B and TA.
- 3.10 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 16 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, that 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 Appendix 2 sets out figures relating to fraud and the number of properties recovered and leasehold arrears.

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

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BACKGROUND DOCUMENTS:

None

