

Housing Performance Report – Qtr 4 2021/22

Purpose of the Report

1. To update members of the Housing, Environment and Healthier Communities Overview and Scrutiny Committee (HEHC OSC) on Housing Performance results at the end of quarter 4, 2021/22.

Background

2. A new Performance Management Information Framework (PMIF) has been developed across the Council to support the achievement of the Thrive outcomes and new performance measures have been developed in line with this new approach.
3. In addition, a separate suite of performance measures has been developed for the Housing, Environment and Healthier Communities (HEHC) directorate. The suite was presented and approved by HEHC Overview and Scrutiny Committee (OSC) and the Strategic Housing Board (SHB) at its meeting on 30 September 2021.
4. There are also some important external drivers that inform our performance reporting approach:
 - Regulatory Requirements.
 - White Paper: The Charter for Social Housing Residents.
 - Building Safety Act 2022

Performance Management Indicators

5. From 1st April 2021 all Housing related functions were brought together within the Council, and this necessitated a change to and the development of a new framework of performance indicators. This framework underpins the delivery of the Council's strategic priorities across all tenures and not just limited to Council housing.
6. The new framework can be broadly broken down into five objectives:
 - Increase the supply of, and access to suitable affordable homes.
 - Ensure the effective management & maintenance of the council's homes.
 - Reduce homelessness.
 - Housing Revenue Account "health".
 - Resident Satisfaction.

7. The performance results are colour coded, comparing performance against the targets for 2021/22. The Appendix shows those performance measures that are achieving target (green), not achieving target (red), not achieving target but improving on 2020/21 performance results (amber) and those performance measures that are not yet reported or baseline for 2021/22 (grey).
8. Narrative is provided for each performance measure that details performance progression, actions to be taken to improve future performance and, where appropriate, an explanation regarding performance indicators that are in development or that will be reported later in the financial year.

Reporting Cycle

9. During 2021/22 the current suite of 49 Key Performance Indicators (KPI's) have been reported on a quarterly basis to HEHC Overview and Scrutiny Committee (OSC) and six monthly to Strategic Housing Board (SHB)
10. It has been discussed and agreed with the Chair and Vice Chair of HEHC OSC to change the reporting frequency of HEHC KPI's to six monthly. This will allow more time to collect and analyse performance data and to provide more timely updates. Details will be confirmed at the next meeting of HEHC OSC.
11. Data will continue to be collected and reported to SMG Services and Performance on a quarterly basis and shared with the Cabinet Member for Housing.

Review of HEHC Key Performance Indicators

12. To ensure that the suite of HEHC KPI's remain relevant, challenging and support delivery of key objectives a review has been commenced.
13. Service Directors and Officers within HEHC will review each of the KPI's reported. They will establish if the performance measure should be used as a KPI or a Management Performance Indicator (MPI). Consideration is also given to adding or deleting current indicators.
14. KPI's are the most critical indicators and are used to evaluate the success of individual services with the overall aim being able to demonstrate the effectiveness of the Council to meet its Thrive aims and objectives.
15. MPI's feed into KPI's and are used by Officers to monitor and manage effectiveness, efficiency and customer service delivery of individual housing services. MPI's act as an early warning of anomalies in service delivery and allow Officers to adapt services to ensure service delivery.

Regulator of Social Housing

16. The Regulator for Social Housing (RSH) has signalled a move to a more proactive regulation regime of social landlords including local authorities.

17. This includes the introduction of a set of detailed Tenant Satisfaction Measures (TSM's) which will be mandatory for all social landlords to collect, publish and submit performance to the RSH.
18. The proposed set of TSM's have been published for consultation. All social landlords and their customers were asked for feedback comments on the proposed indicators. This was promoted via social media to complete an online survey and a focus group of tenants also met and provided feedback. Officers across HEHC also met to provide feedback and this has been submitted as one response to the RSH
19. A decision statement with the final version will be issued during the summer of 2022. Social landlords will be expected to prepare for collection during the remainder of 2022/23 and the TSM's will come into force from April 2023. Submission of performance data for 2023/24 is required during summer 2024 and results published nationally during the autumn of 2024.
20. The proposed satisfaction measures cover:
 - Keeping Properties in Good Repair
 - Maintaining Building Safety
 - Effective Handling of Complaints
 - Respectful and Helpful Engagement
 - Responsible Neighbourhood Management
21. The new set of TSM's will also inform the review of HEHC KPI's and an update will be brought to a future meeting of OSC.

Recommendations

22. Members of OSC are requested to note and comment on Housing performance at the end of the fourth quarter for 2021/22.

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