5a - HEHC - Key Performance Indicator Review

Purpose of the Report

1.   To update members of the Housing, Environment and Healthier
Communities Overview and Scrutiny Committee (HEHC OSC) of the
outcome of a Key Performance Indicator (KPI) review.

Background

2.   In 2021/22 a suite of performance measures was 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.

3.   The 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.

Review of HEHC Key Performance Indicators

4.   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). See
Appendix 1.

5.   To ensure that the suite of HEHC KPI's remain relevant, challenging and
support delivery of key objectives a review commenced in March 2022.

6.   Service Directors and Officers within HEHC reviewed each performance
measure currently reported. The review considered for each performance
indicator if it should be:

- **Retained as a HEHC KPI**. KPI's are the most critical high-level indicators
and are used to evaluate and demonstrate how successfully we are
delivering on Council priorities.
- **Changed to a Management Performance Indicator.** MPIs feed into
KPI's and are used by Officers to monitor and manage effectiveness,
efficiency and customer service delivery of individual housing service
- **Deleted** – remove the performance measure from current reporting.

7. The review also reflected the introduction of a new set of Tenant Satisfaction Measures (TSM's) by the Regulator of Social Housing. The TSMs will provide a new system for assessing how well social landlords in England are providing good quality homes and services.

8. Tenants will be able to use these measures to understand how well their landlord is doing. It is also expected that inspections of social landlords by the RSH will be introduced, with details yet to be confirmed but they will be informed in part by the TSM's.

9. There are 22 TSM's in total. 10 of these will be measured by landlords directly, and 12 will be measured by landlords carrying out tenant perception surveys. It is mandatory for all social landlords including Local Authorities to collect, publish and submit performance to the Regulator of Social Housing.

10. The 22 TSM's have been incorporated into the proposed new suite of KPI's.

Next Steps

11. The review is now complete, and **Appendix 2** sets out the proposed new suite of HEHC KPI's and also includes those that will be changed to MPIs and those that will be deleted. The TSM's are included in the suite of new KPI's.

12. It is proposed that we continue to report on the existing set of KPI's during the rest of 2022.23 and the new set of KPIs will be introduced from 1st April 2023. All performance indicator targets will be reviewed and amended where necessary in consultation with Service Managers and Directors annually.

13. We are required to collect the new TSM's from 2023.24 and report to the Regulator of Social Housing who will publish the results nationally during Autumn 2024. To provide an early understanding of how we are performing against these measures, we will carry out a tenant satisfaction survey in November 2022.

14. The survey will incorporate the 12 TSM perception questions and the results of the survey will be reported to HEHC OSC later in 2022/23.

Recommendations

15. The agreement and further feedback is sought on whether to adopt the proposals set out in the report.

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