

Housing Performance Report - Quarter 4 2022/23.

Purpose of the Report

1. To update members of the Housing, Environment and Healthy Communities Overview and Scrutiny Committee (HEHC OSC) on Housing Performance results at the end of quarter 4, 2022/23, see appendix 1.

Background

2. A Performance Management Information Framework (PMIF) has been developed across the Council to support the achievement of the Thrive outcomes and 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. These indicators have been developed to underpin delivery of the Council's strategic priorities across all tenures and not just limited to Council Housing.
4. 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.
5. 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

Housing Performance Management Indicators Quarter 4

6. The performance results are colour coded, comparing performance against the targets for 2022/23. The Appendix shows those performance measures that are achieving target (green), not achieving target (red), not achieving target but improving on 2021/22 performance results (amber) and those performance measures that are not yet reported or baseline for 2022/23 (grey).
7. 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.

Key Performance Indicators Review for 2023/24

8. To ensure that the suite of HEHC KPI's remain relevant, a review will be undertaken of those KPI's to be monitored from 2023/24. This review will however reconfirm continued reporting on the Tenant Satisfaction Measures published by the Regulator of Social Housing. Any recommendations arising from the review will be reported at a future meeting of the Committee.

Recommendations

9. The views of HEHC OSC are sought on the Key Performance Indicator results at the end of the fourth quarter 2022/23.

Contact: Martin Poulter ext 5380.