

5b - Housing Performance Report

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 2, 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 2

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.

Reporting Cycle

8. During 2022/23 the current suite of 49 Key Performance Indicators (KPI's) will be reported on a quarterly basis to HEHC Overview and Scrutiny Committee (OSC) and six monthly to Strategic Housing Board (SHB)
9. 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.
10. Data will continue to be collected and reported to SMG Services and Performance on a quarterly basis and shared with Housing Portfolio

HEHC Key Performance Indicators Review 2023/24

11. To ensure that the suite of HEHC KPI's remain relevant, challenging and support delivery of key objectives a review has been undertaken and a separate report will be presented at this meeting that will update members of HEHC OSC on the outcome and recommendations.
12. The review has also incorporated the Tenant Satisfaction Measures recently published by the Regulator of Social Housing. Details are included in the accompanying report.

Recommendations

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

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