



Corporate Plan 2020-2024

Performance Measure Report Index

Housing and Community Services Committee

Team: Organisational Development and Performance

Date: May 2021



Our Environment | Our People | Our Future

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Performance Measure Report Index

Corporate Plan 2020-2024

Summary

The Corporate Plan 2020-2024 has 35 Corporate Measures which underpin the Council's three priorities Our Environment, Our People, Our Future.

The following Committees are responsible for overseeing the delivery of the following key aims and outcomes:

Environmental and Development Services Committee (E&DS) are responsible for 12 Corporate measures under the key aims:

- E1. Improve the environment of the District
- E2. Tackle climate change
- E3. Enhance the attractiveness of South Derbyshire
- P2. Supporting and safeguarding the most vulnerable
- F2. Support economic growth and infrastructure

Housing and Community Services Committee (H&CS) are responsible for seven Corporate measures under the key aims:

- E3. Enhance the attractiveness of South Derbyshire
- P1. Engage with our communities
- P2. Supporting and safeguarding the most vulnerable

Finance and Management Committee (F&M) are responsible for 16 corporate measures under the key aims:

- E3. Enhance the attractiveness of South Derbyshire
- P2. Supporting and safeguarding the most vulnerable
- P3. Deliver Excellent Services
- F1. Develop skills and careers
- F2. Support economic growth and infrastructure
- F3. Transforming the Council



Housing and Community Services Committee (H&CS) are responsible for the following seven Corporate measures

Our Environment

Measure

- The number of Green Flag Awards for South Derbyshire parks

Our People

Measure

- Number of new and existing community groups supported
- Number of Anti-social behaviour (ASB) interventions by type
- % of households prevented from homelessness
- Deliver the objectives identified in the South Derbyshire Health and Wellbeing Group
- Deliver the Planned Maintenance Housing programme over four years
- Average time taken to re-let Council homes



PRIORITY: OUR ENVIRONMENT

OUTCOME: E3.2 - Improve public spaces to create an environment for people to enjoy

Measure and Ref	E3.2A - The number of Green Flag Awards for South Derbyshire parks		Committee	H&CS	
Definition	<p>Increase the Green Flag Awards for South Derbyshire green spaces by two so that there are four Green Flag Awards in South Derbyshire by 2024</p> <p>The Green Flag Award scheme recognises and rewards well managed parks and green spaces, setting the benchmark standard for the management of recreational outdoor spaces across the United Kingdom and across the world.</p> <p>The green spaces are judged annually through their management plan and a site visit by external Green Flag Judges on the 27 different Green Flag criteria under the following eight headings:</p> <p>A Welcoming Place; Healthy Safe and Secure; Well Maintained and Clean; Environmental Management; Biodiversity; Landscape and Heritage; Community Involvement; Marketing and Communication; Management.</p>		Why this is important	<p>To ensure that everybody has access to quality attractive green and open spaces. Green Flag standard green spaces are important for mental and physical health and wellbeing, children’s development and play, natural heritage including ecosystems and biodiversity and the economic benefits of adjacent residential and industrial premises. To ensure that these spaces are appropriately managed and meet the needs of the community they serve. To establish standards of good management and to promote and share best practice amongst the green space sector.</p>	
What good looks like	<p>The purpose of this PI is to see an upward trend over four years increasing the sites managed to Green Flag standard by 100%. The Green Flag Awards will be reported annually in quarter three of each year following the judging of the green spaces over the summer period.</p>		Mitigating actions	<p>Action plans following the Green Flag Judges recommendations fully completed each year, up to date management plans for the green spaces written each year, support for the volunteers and Friends’ Groups and a good standard of management and maintenance throughout the year.</p>	
History with this indicator	<p>At present there are two Green Flag green spaces in South Derbyshire, Eureka Park and Maurice Lea Memorial Park.</p>				
2019/20 baseline data		Two Green Flag Parks in 2019			
	Annual target	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)
2020/21					



2021/22	4 Green Flag Parks by 2024				
2022/23					
2023/24					
<u>Performance Overview – quarterly update</u>				<u>Actions to sustain or improve performance</u>	
<p>Q4 - Swadlincote Woodlands has been submitted for judging in 2021 taking the number of sites submitted in 2021 to three.</p> <p>Further applications including for Newhall Park are planned for next financial year.</p>				<p>Dialogue commenced about potential and preferred sites. Park condition discussed and monitored at service meetings.</p>	
Benchmarking		Not applicable			



PRIORITY: OUR PEOPLE

OUTCOME: P1.1 - Support and celebrate volunteering, community groups and the voluntary sector

Measure and Ref	P1.1A - Number of new and existing Community Groups supported	Committee	H&CS
<p>Definition</p>	<p>The number of Community Groups supported by the District Council. Support will include:</p> <ul style="list-style-type: none"> • Assistance with setting up a new group • Providing advice and support on developing constitution, policy, legislation, seeking external funding, safeguarding, accessing training and coaching. • Referrals to other third-party agencies • Providing Financial support through Community partnership Scheme and Safer Neighbourhood Grants • Assisting with events and initiatives • General support through attending meetings, helping with promotion or obtaining third party support for group. • Neighbourhood Planning <p>The Services that are asked to record their support with Community Groups are those that will regularly work with Community groups, namely:</p> <ul style="list-style-type: none"> • Environmental Health • Housing (Community Engagement / Tenants Participation) • Communities Team • Cultural Services • Active Communities and Health • Economic Development • Environmental Development / Education • Planning (Neighbourhood Planning) 	<p>Why this is important</p>	<p>The Service offers support to Community Groups however this is not always recorded to gauge the level of impact on the Community.</p>
<p>What good looks like</p>	<p>First year will be benchmarking and then see an increase in the numbers of groups supported.</p>	<p>Mitigating actions</p>	<p>Communities Team Manager to contact relevant staff to remind to input into Spreadsheet</p>
<p>History with this indicator</p>	<p>N/A</p>		
<p>2019/20 baseline data</p>		<p>N/A</p>	



	Annual target	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)
2020/21	Proxy	28	66	113	153
2021/22	Upward trend				
2022/23	Upward trend				
2023/24	Upward trend				

Performance Overview – quarterly update

During Q4 – 40 Community Groups were Supported
Providing support to the following areas.

1. Advice / Support with delivering an Event / Initiative
2. Advice / Support with setting up a Community Group
3. Advice/ Support with finding External Funding
4. Advice/ Support with Project Development
5. Advice/ Support with setting up Constitution
6. Community and Environmental Partnership Grant
7. General assisting i.e.: attendance at meetings
8. Neighbourhood Planning
9. Other: please provide information
10. Referral to 3rd Party Organisation
11. Safer and Stronger Neighbourhoods Grant
12. Support with Training / Coaching

Community groups to receive support Q4 included:

Aston on Trent Church
Aston on Trent Parish Council
Butterfly Volunteer Group
Castle Gresley Parish Council
Coton in the Elms Parish Council
Egginton Parish Council
Elvaston CC
Etwall Parish Council
Eureka Park Bowls Club

Actions to sustain or improve performance

4th Quarter figure (40) slightly down on Q3 (47) but nine of the Community Organisations were assisted by more than one Service on separate issues. This was also during a full Lockdown for the entirety of Q4.



<p> FairMeadows school Findern Parish Council Grow Outside CIC Hartshorne Parish Council Hilton Parish Council Hatton Parish Council Melbourne Parish Council Melbourne Wildcats Centre Melbourne Arts Natioanl Forest Company Netherseal Parish Council Newhall Litter Picking Group Newton Solney Parish Council Old Post Centre Newhall Overseal PC People Express Pingle Academy Prince Trust Rosliston Forestry Centre Community Group Repton Parish Council Senior Tennis Group - Maurice Lea Park Smsiby Parish Council South Derbyshire Cricket Development Group St Wilfreds Youth Group Stenson Fields Parish Council Sustrans Swad Joggers Walton on Trent Parish Council Weston on Trent Parish Council Willington Parish Council Woodville Parish Council </p>	
Benchmarking	Not applicable



PRIORITY: OUR PEOPLE

OUTCOME: P1.2 - Help tackle anti-social behaviour & crime through strong and proportionate action

Measure	P1.2A - Number of ASB interventions by type compared to the overall reported incidents of various forms of anti-social behaviour.				Measure Ref	H&CS	
Definition	The effectiveness of the delivery of the services will be assessed as High, Moderate, Minor or Minimal based on a comparison of the changes in numbers of anti-social behaviour complaints and relevant interventions				Why this is important	This is intended to show the service activity around interventions and the result of the interventions	
What good looks like	The assessment will be based on the matrix shown and calculated in accordance with the separate published methodology					Mitigating actions	Type of Interventions to help tackle anti – social behaviour includes: <ul style="list-style-type: none"> • Penalty notice • Legal notice • Prosecution / injunction
		Number of Enforcement Actions compared to baseline					
	Number of ASB Incidents compared to baseline		Increasing Actions	Same Level of Actions	Decreasing Actions		
		> 10% Decrease	High	High	Moderate		
No significant change		Moderate	Moderate	Moderate			
	> 10% Increase	Moderate	Minor	Minimal			
History with this indicator	No historical monitoring of this indicator						
2019/20 baseline data		2019/20 baseline data is unavailable. In 2018/19 an estimated 3500 reports of relevant forms of Anti-social behaviour (ASB) were received and an estimated 47 formal legal interventions were made.					
	Annual target	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)		
2020/21	'Moderate' or 'High'	Minimal	Minimal.	Minimal	Minimal		
2021/22	'Moderate' or 'High'						
2022/23	'Moderate' or 'High'						



2023/24	'Moderate' or 'High'				
<p><u>Performance Overview – quarterly update</u></p> <p>Q1 target for reports of ASB < 849, actual reports 1776 Q2 target for reports of ASB < 800, actual reports 1084 Q3 target for reports of ASB < 540, actual reports 960 Q4 target for reports of ASB < 704, actual reports 1413</p> <p>The data for 2020-21 has, across the entire year, been significantly distorted by the impacts of COVID-19 and therefore cannot be considered to be representative of a deterioration in ASB in South Derbyshire.</p>			<p><u>Actions to sustain or improve performance</u></p> <p>Implementing systemic change in response to the unique circumstances of COVID-19 is not considered to be proportionate or sustainable. Many of the issues created by the circumstances will never recur. Nevertheless, Council officers involved in these services will look to embed the positive changes and impacts which COVID-19 forced upon services into how they are delivered in future.</p>		
Benchmarking		Level of crime rate (per 1,000 population) and Number of ASB Police calls for Service (per 1,000 population)			



PRIORITY: OUR PEOPLE

OUTCOME: P2.1 - With partners encourage independent living and keep residents healthy and happy in their homes.

Measure	P2.1A - Number of households prevented from Homelessness	Committee	H&CS
<p>Definition</p>	<p>The purpose of the performance indicator is to measure the total number of homeless cases whereby homelessness was prevented or relieved. The Homelessness Reduction Act 2017 places duties on local authorities to take reasonable steps to assist households to ensure that accommodation does not cease to become available. These are known as <i>Prevention cases</i>. It also places duties on local authorities to take reasonable steps to assist households to secure suitable accommodation when it becomes available. These are known as <i>relief cases</i>.</p>	<p>Why this is important</p>	<p>To demonstrate the effectiveness of the Councils services in preventing homelessness from occurring.</p>
<p>What good looks like</p>	<p>Good performance would be to increase the level of prevention work to prevent households from becoming homeless and have a reduced level of relief work which focuses on supporting households in secure accommodation after they have become homeless.</p>		
<p>History with this indicator</p>	<p>This is a new performance indicator which is guided by the Homeless Reduction Act 2017.</p>	<p>Mitigating actions</p>	<p>Not all B&B's have fully re-opened, there is a slow phased return to normal operation. This has meant sourcing alternative provision. During Christmas pressure provision was made directly with the IBIS at Willington and a provider in Nottingham. People approaching can have pets and not all providers will accept placements. The Council made extra use of its own stock to build in resilience.</p> <p>In line with Government advice not to have any households sleeping rough, issued in the last week of March 2020 the Council immediately identified three further units of accommodation from its general needs stock that could be made readily available for rough sleepers, hospital discharge or early prison released. This number</p>



					<p>is fluid and is being closely monitored to match demand. The Council has incurred costs which are currently being managed.</p> <p>Discussions were held with Derbyshire Housing Officer Group (DHOG) members and neighbouring authorities regarding collaboration and alternative provision, although the conclusion was to make a block booking of five rooms at a Bed and Breakfast in Burton on Trent.</p>
2019/20 baseline data		During Q4 a total of 103 cases were either prevented or relieved.			
	Annual target	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)
2020/21	Proxy measure to show service activity	64 cases 19 cases ended in prevention and 45 cases ended in relief	63 cases 21 cases ended in Prevention and 42 cases ended in Relief (YTD 127 cases – 40 cases ended in Prevention and 87 cases ended in relief)	76 Cases 19 cases ended in Prevention and 57 Cases ended in relief. (YTD=203 cases – 59 cases ended in Prevention and 144 cases ended in relief)	62 cases -16 ended in prevention - 46 ended in relief (YTD = 265 cases -75 cases ended in prevention and 190 in relief)
2021/22	Proxy measure to show service activity				
2022/23	Proxy measure to show service activity				
2023/24	Proxy measure to show service activity				



Performance Overview – quarterly update

Q4 Overview 16 cases ended in Prevention.

The prevention action is detailed below:

- 6 ended in prevention
- 6 Registered providers
- 1 lost contact
- 1 Friend & Family
- 1 relief
- 1 withdrew
- 1 went to SDDC
- 5 Private rent

46 cases were ended in relief.

- 5 went to full duty
- 4 had a non priority
- 2 Friends & Family
- 11 Registered providers
- 2 private rent
- 1 HMO
- 6 lost contact
- 9 supported housing -
 - 1 accepted by another LA
 - 1 went to secure hospital
 - 1 withdrew
 - 3 went to SDDC

Actions to sustain or improve performance

Covid-19 is still impacting on the service.

The Council is continuing to see a high number of households accessing supported accommodation which reflects a high number of households that require this support.

Owing to Covid-19 a decision has been taken that it is not appropriate for night shelters to operate. This may well place additional demand and resource on the service. The Travelodge has re-opened, but planning is difficult at present owing to rises in localised pockets of Covid-19 cases and national changes in management of the virus at local levels.

Legislation remains in place regarding evictions, and as yet, there is no confirmation of a date from the Government. Dates keep being extended and therefore this is somewhat “open-ended” at present. There is also a massive court backlog of cases to be dealt with. When eviction hearings do restart and Warrants enforced, the Council may face a significant increase in approaches. The Council has expanded its temporary accommodation due to ongoing demand because of the pandemic and winter pressures. The Council has already experienced a spell when Severe Weather Emergency Protocol (SWEP) was introduced. There is a reduced number of appropriate local bed and breakfast accommodation. A high number of cases are being supported. It should also be noted that owing to ongoing legal restrictions in relation to evictions that concern is being expressed that once lifted, there will be a high level of demand for this service. The Council has retained and expanded with the addition of a further three Emergency Temporary Accommodation properties over this Quarter to build in resilience for Covid and winter pressures. It is envisaged that the Housing Solutions team shall start to return



	<p>some of the Emergency Temporary Accommodation to stock as it becomes available. The Council's retention of its own housing stock has proved invaluable to meet its legal duties during Covid.</p> <p>The Council has also had winter pressures during this quarter which means that households that may not ordinarily be accommodated would be in adverse weather accommodated until the weather improves. The Council is still working with "everyone in "considerations under priority need. YTD the Council has closed 265 cases and has 135 active cases being supported and considered.</p> <p>SWEP has now ended as of 31 March 2021. Figures are currently running at a relative parallel; there is a minimal decreased. However, trends are exceedingly difficult to anticipate at present. The Council is currently exploring partnership working to find solutions for long-term complex needs / revolving door cohorts who approach the Housing Service for support. The team has had some great wins over this quarter / the past year in joint working with other professionals in finding supported placements i.e. finding appropriate accommodation some of which has been out of area, but it should be noted this is time-intensive.</p>
Benchmarking	The service was benchmarked against other Derbyshire Councils as part of the review of Homelessness and Rough Sleeping which was presented to Housing and Community Services Committee in January 2021



PRIORITY: OUR PEOPLE

OUTCOME: P2.2 - Promote health and wellbeing across the District

Measure and Ref	P2.2A - Deliver the objectives identified in the South Derbyshire Health and Wellbeing Group			Committee	H&CS
Project detail	Delivery against the key themes identified in the Health and Wellbeing Group Action Plan as appropriate to the Council.			Why this is important	To support the overall health and wellbeing of South Derbyshire residents.
	The current key themes are: <ul style="list-style-type: none"> • Health inequalities between different communities are reduced • People make choices in their lifestyles that improve both their physical and mental wellbeing • Older people, people with dementia and other long-term conditions and their carers have a good quality of life, retain their independence for as long as possible, and receive the support they need at the end of their lives. • (Note these will be updated in March/April 2020) • Deliver 100% of the actions identified 			Mitigating actions	The action plan for the Health and Wellbeing Group will be developed before the end of the 2019/20 financial year and then presented to the wider group in the next scheduled meeting in 2020/21. Actions achieved in each quarter will be reported.
Project Action Plan	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)	
2020/21	Action plan developed and adopted	Ongoing delivery of the action plan by partners	Ongoing delivery of the action plan by partners	Ongoing delivery of plan	
<u>Project Overview:</u> <u>Quarterly update</u> SAIL Officer in post and started at the start of Q4. Winter Wellbeing booklet produced and distributed to most vulnerable. Work taking place around Covid-19 recovery planning across partners and a mental health partnership group is working collectively to connect preventative and primary care work, and an action plan is being developed.				<u>Actions to sustain or improve performance</u> Ongoing assessment and work to identify the opportunities for the Health and Wellbeing Group and action plan during Covid-19 pandemic.	



Leaflet produced on support available and distributed through vaccination centres and with council tax letters to every household.

Recognition of Community Heroes supporting the Covid-19 response will take place through the South Derbyshire Awards which was launched in Q4, due to take place in Q1 of 2021-22.

Covid Information Connectors being recruited and supported through CVS across the District.

Some projects unable to be delivered due to Covid-19.

Food bank and digital learning support through Citizens' Advice has been provided.

Various groups in South Derbyshire have accessed Public Health Covid-19 emergency funding.

Review of small grants scheme administered by CVS.



PRIORITY: OUR PEOPLE

OUTCOME: P2.3 - Improve the condition of housing stock and public buildings.

Measure and Ref	P2.3A - Deliver the Planned Maintenance Housing programme over four years			Committee	H&CS
Project detail	Deliver 100% of the planned maintenance project over four years Each financial year a programme of planned maintenance will be drawn up which addresses statutory and other guidance for maintaining homes up to any regulatory standard and safety standard. These works can be funded through either capital or revenue and will all be either procured appropriately as contracted work or completed by the in-house Direct Labour Organisation. The plan will change annually subject to stock condition surveys and any other property fitness assessment. The annual maintenance and expenditure plan will be reported to Housing and Community Services Committee and progress measured against this plan.			Why this is important	To ensure that Council properties are being maintained through a programme of planned and contracted works
				Mitigating actions	Contracts for the maintenance of dwellings in order to comply with all relevant legislation and guidance Programme revised to set deliverable targets based on current environment /supply chain
Project Action Plan	Q1 (Apr-June)	Q2 (Apr - Sept)	Q3 (Apr - Dec)	Q4 (Apr 20 - Mar 21)	
2020/21 Projected Spend	£680,525.00	£1,361,050.00	£2,041,575.00	£2,722,100	
2020/21 Actual Spend	£239,752.99	£1,210,720.32	£1,951,974.16	£3,104,732	
Project Overview: Quarterly update					Actions to sustain or improve performance
During Q4, £1,152,757 in quarter spend against a target of £680,525, which represents an 169% of target in quarter spend. (Note: these values at Year End now include new kitchens or bathrooms identified and fitted as part of the VOID programme).					Negotiations with contractors have ensured that they have capacity to meet spend targets by



YTD progress stands at 114% due to the commencement of the delayed Fire Door programme and Replacement Doors programmes at properties on Midland Road, Swadlincote. The majority of live programmes have progressed at a sufficient pace to regain and in some instances, exceed the planned position. The inclusion of the value of Kitchen and Bathroom replacements on VOID properties has led to a significant increase in spend.

switching programmes from internal to external works where necessary.

COVID-19 restrictions that were in place have impacted on the ability to obtain access to properties and has had significant impact on the materials supply chain and the availability of contractors', staff and tradespeople. As these have become less restrictive work has progressed at a near normal pace, and additional resources have been utilised to allow programmes to continue.

Additional workstreams have been added to the Planned programme during the year.

Programme for 2020/2021.

Kitchens	C1107	KRCT	MRA	£4,500.00	95	£	427,500.00	Melbourne
Bathrooms	C1107	BARP	MRA	£3,700.00	40	£	148,000.00	Midway, Newhall
Roof Coverings	C1107	ROOF	MRA	£7,000.00	100	£	700,000.00	Midway
Windows	C1107	PVCU	MRA	£3,800.00	30	£	114,000.00	District wide
Doors	C1107	DRRN	MRA	£580.00	20	£	11,600.00	ADHOC
Rewires	C1107	DER	MRA	£2,800.00	121	£	340,000.00	District wide
Active Fire Protection - Installs	C1107	AFP	MRA	£2,083.33	24	£	50,000.00	District wide
Passive Fire Protection - Fire Doors	C1107	PFP	MRA	£8,000.00	100	£	800,000.00	District wide
Heating Installs	C1107	HIAU	MRA	£3,100.00	110	£	341,000.00	District wide
Communal Doors (Bamford)	C1107	COMDR	MRA	£40,000.00	2	£	80,000.00	Urban Swadlincote
Conversions	C1107	CONV	MRA	£20,000.00	3	£	60,000.00	Etwall & Swadlincote
Home from Home	C1107	HFM	MRA	£90,000.00	1	£	90,000.00	Newhall



Overall HRA Budget	£2,584,550.00
Annual HRA Forcasted Spend	£2,591,400.00
Variation to Budget	£6,850.00
Overall MRA Budget	£2,535,000.00
Annual MRA Forcasted Spend	£2,722,100.00
Variation to Budget	£187,100.00

Spend 20/21	April - June	April- Sept	April - Dec	Arpil - Mar
HRA	£ 647,850.00	£ 1,295,700.00	£ 1,943,550.00	£ 2,591,400.00
MRA	£ 680,525.00	£ 1,361,050.00	£ 2,041,575.00	£ 2,722,100.00
DFG's	£ 198,093.75	£ 396,187.50	£ 594,281.25	£ 792,375.00

There is currently £258,500 in the pipeline for Disabled Facilities Grants.



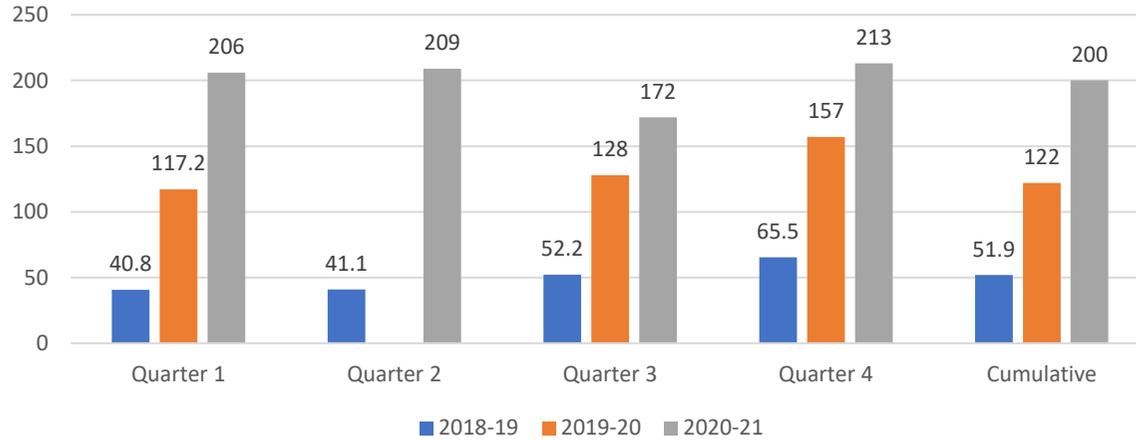
PRIORITY: OUR PEOPLE

P2.3C OUTCOME: Average time taken to re-let Council homes

Measure	P2.3C Average time taken to re-let Council homes			Committee	H&CS
Definition	This indicator measures the average time (in calendar days) to re-let all vacant Council properties during the reporting period.			Why this is important	Re-letting Council homes in a timely manner reduces the amount of rent loss (£) and ensures stock is available to allocate to applicants on the waiting list.
What good looks like	This measure will be benchmarked via Housemark, the benchmarking provider for Housing Services. Good performance would be to achieve 'Median Quartile' performance when benchmarked against a similar peer group.				
History with this indicator	This is a new indicator, in the previous Corporate Plan performance was reported for day-to-day responsive properties and excluded properties which had undergone major works, for example a new kitchen, new bathroom or a re-wire. For the current Corporate Plan (2020-24) this indicator will report against the average time to re-let <u>all</u> Council homes.			Mitigating actions	
2019/20 baseline data		During Q4 the average re-let time was 157 days (this includes all council properties, irrespective of whether major or minor repair work was carried out) The average re-let time for 2019/20 was 122 days.			
	Annual target	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)
2020/21	Median Quartile Performance	206 days average all properties (COVID-19)	209 days average all properties (Covid-19)	192 average all properties (Covid-19)	200 average all properties (Covid-19)
2021/22	Median Quartile Performance				
2022/23	Median Quartile Performance				
2023/24	Median Quartile Performance				
<u>Performance Overview – quarterly update</u>				<u>Actions to sustain or improve performance</u>	
Total no of properties let during Q4: 48				The easing of restrictions in Q4 has allowed for NOVUS to accelerate its work on properties and also for the Council to let properties to general need applicants rather than just in emergencies. The Council and NOVUS have redeployed resources to complete work on properties and to relet the	
Quarter 4 = 48 properties over 10,234 days = average 213 days					



Average time taken to re-let Council homes



greater number of properties that are being completed. Improvement in quality of older properties being returned by the Council's contractor does mean a longer void period. Failed damp proof courses are being identified. 90-95% of all void property has undergone a full re-decoration. Noticeable improvement in quality of returned properties. The most recent lockdown impacted on the amount of property delivered during Q4. With the exception of four Batch 50 properties which are awaiting inspection for confirmation of re-wire, all identified Batch 50 properties were returned at the end of the financial year. Allocations Team continue to work through void properties to have them advertised, matched and offered to enable property to be simultaneously viewed and signed up when returned from the contractor. Five new build houses were handed over at Tithebarn Drive, Overseal and two at Cross Close, Overseal at the end of March 2021.

Benchmarking

This performance indicator will be benchmarked with Housemark once performance data has been validated.

