
REPORT TO:	Housing and Community Services	AGENDA ITEM: 9
DATE OF MEETING:	Thursday 25th August 2005	CATEGORY: DELEGATED
REPORT FROM:	Director of Community Services	OPEN
MEMBERS' CONTACT POINT:	Vicki Taylor-Stokes, Housing Performance Manager (ext. 5940)	DOC:
SUBJECT:	Performance report	REF:
WARD(S) AFFECTED:	All	TERMS OF REFERENCE: HCS01

1. Recommendations

- 1.1 To note and scrutinise the performance as at first quarter.
- 1.2 To agree that the new method of performance reporting will be used for all performance reports. Please note this is a working document and can be reviewed, amended and improved throughout the year.
- 1.3 To note the increase in BVPI's, with new indicators introduced in the areas of homelessness, Re let times, Rents and Maintenance.

2. Purpose of Report

- 2.1 To inform Members of first Quarter's performance within Housing Services.

3. Executive Summary

- 3.1 60 % of all Housing indicators are within target.
- 3.2 72% of all measurable BVPI's are within top quartile performance for 2003-04 (Current bench marking data). SDDC are striving corporately to have 70% of all their BVPI's to be within top quartile performance.
- 3.3 Overall performance within homelessness is good, but there remains a concern on the amount of preventative work we are able to do at present with the given resources. New BVPI's (213 and 214) have been introduced this year, and particularly focus on preventing homelessness. Currently, the service has 1 homelessness officer for around 85,000 households and it therefore follows that this officer cannot carry out quality investigations and homelessness decisions, as well as undertaking casework to prevent homelessness before it happens. Whilst the current homelessness officer focuses on those people in priority need, the new BVPI's place a requirement on the LA to look at both those cases where the applicant is in priority need, as well as those cases who may not be in priority need.

The ODPM are keen to point out that in terms of the housing arena, performance in relation to homelessness will carry as much weight in upcoming CPA assessments as performance in relation to Decent Homes.

- 3.4 BV 212 'Average time taken to re let LA housing' is below target with a first quarter out turn of 87 days against a target of 31 days. This is due to the letting of some long-term voids, particularly one that had been empty in excess of 100 days. The way that the indicator is calculated means whilst we go through the process of bringing long-term void properties back into management the indicator will fluctuate. However it has been estimated, and will be reported in the 2005 HRA Business Plan, that improved performance on voids is likely to realise additional income of £1m over the next ten-year planning period.
- 3.5 There are issues remaining with the ability to record the amount of appointments made and kept for repairs. This will be resolved before Quarter Two's report is published.

4. Detail

- 4.1 See full report.

5. Financial Implications

- 5.1 Consideration of the Homelessness situation and the need to undertake more preventative action. This matter will be reported on in further detail before the end of the calendar year.

6 Corporate Implications

- 6.1 General information.

7. Community Implications

- 7.1 General information.

8. TACT view

- 8.1 The contents of the attached report have been discussed with TACT and their view is that they recognise a service that is improving. They continue to request that Housing Services target and prioritise a fully operational, across the board repair appointments system and to improve the turnaround time of void properties (the time interval from one tenant leaving and the new tenant moving in).
- 8.2 These issues are already identified as priorities within our improvement plan and it is pleasing that TACT both share and understand the importance of these issues as priorities.