

Subject: HOUSING & NEIGHBOURHOODS PERFORMANCE REPORT  
Quarter 1 2019/20

Report to: Housing & Neighbourhoods Committee 5 September 2019

Report by: Trevor Chaplin, Housing Transformation Manager

**SUBJECT MATTER/RECOMMENDATIONS**

**This report provides performance data from the Housing Department for Quarter 1 of 2018 – 19**

**Housing & Neighbourhoods Committee are requested to note this report**

**1. INTRODUCTION/BACKGROUND**

- 1.1 A report on key performance indicators (KPI's) will be provided to the Housing & Neighbourhoods Committee each quarter.

**2.0 PERFORMANCE INDICATORS**

- 2.1 The indicators reported to committee are those where targets are set and performance can be measured against.

**3.0 INDICATORS TO NOTE**

**3.1 HN01: Rent Collection**

Performance in rent collection is measured on an annual basis. The usual pattern involves a steady improvement recorded as the financial year progresses. The outturn for Q1 shows a increase in rent arrears in line with this pattern, however we remain confident that this will improve in line with target over the year.

**3.2 HN02 : Number of social housing applicants in the allocation pool or awaiting assessment.**

An increased number of applicants in the Allocation Pool will contribute to a lower average void time (HN03) and lower nomination time (HN08) due to the immediate availability of prospective tenants and was an expected outcome following the implementation of the revised Housing Allocation Scheme due to the introduction of Level One priority.

### 3.3 HNO4 : Average cost of Void repair

Works to voids are to be delivered through an alternative model to reduce costs particularly for kitchens and bathrooms, this work has been delayed due to the position with the delivery going into administration. A new provider is being sort from the Eastern Procurement Framework. A higher number of properties are also coming through as major voids having previously refused works to be undertaken this is also having an impact on the overall cost of voids.

## 4.0 FINANCIAL IMPLICATIONS

None

## 5.0 RISK IMPLICATIONS

None

## 6.0 CONCLUSIONS

None

## 7.0 RECOMMENDATIONS

That the Housing & Neighbourhoods Committee note this report.

## 8.0 BACKGROUND PAPERS

Performance data attached.

*Areas of consideration: e.g. does this report raise any of the following issues and if so how have these been considered/mitigated against?*

Area for consideration	Comment
Monitoring Officer Consultation:	N/A
Section 151 Officer Consultation:	N/A
Existing Council Policies:	N/A
Financial Implications:	N/A
Legal Implications (including human rights):	N/A

Risk Implications:	<b>N/A</b>
Equality Issues/EQIA assessment:	<b>N/A</b>
Crime & Disorder:	<b>N/A</b>
Every Child Matters:	<b>N/A</b>

**PERFORMANCE INDICATORS – SUMMARY REPORT QUARTER 1 (Apr – Jun) 2019/20**

**HOUSING AND NEIGHBOURHOODS COMMITTEE**

Measure	Previous Quarter	This Quarter	Target	Qtr 1 2018/19	Status	Trend	
						Last Period	Last Year
HN01: Great Yarmouth Community Housing rent: GYCH rent collection rate	99.72%	93.47%	99%	95.64%			
	1.11%	1.65%	1.4%	1.49%			
a) % of rent & arrears collected					<b>G</b>	↓	↓
b) Arrears as a % of rent debit					<b>G</b>	↑	↑
c) Total rent arrears (Quarterly Cumulative)					<b>R</b>	↑	↑
	£243,732	£377,732	£300,000	£345,095			

Performance in rent collection is measured on an annual basis. The usual pattern involves a steady improvement recorded as the financial year progresses. The outturn for Q1 shows a increase in rent arrears in line with this pattern, however we remain confident that this will improve in line with target over the year.

HN02: Number of							
a) Social housing applicants in allocation pool	347	451	300	304	<b>R</b>	↑	↑
b) Social housing new applicants awaiting assessment	383	324	350	395	<b>A</b>	↓	↓
(Snapshot at last day of quarter)							

An increased number of applicants in the Allocation Pool will contribute to a lower average void time (HN03) and lower nomination time (HN08) due to the immediate availability of prospective tenants and was an expected outcome following the implementation of the revised Housing Allocation Scheme due to the introduction of Level One priority.

HN03: Average Time to Re-let Local Authority Housing (Quarterly Cumulative)	20 days	19 days	25 days	29 days	<b>G</b>	↑	↑
HN04: Average cost of a Void repair (Quarterly Cumulative)	£4,175.42	£3,320.14	£2,745	£2,690.63	<b>R</b>	↓	↑

Works to voids are to be delivered through an alternative model to reduce costs particularly for kitchens and bathrooms, this work has been delayed due to the position with the delivery going into administration. A new provider is being sort from the Eastern Procurement Framework. A higher number of properties are also coming through as major voids having previously refused works to be undertaken this is also having an impact on the overall cost of voids.

Measure	Previous Quarter	This Quarter	Target	Qtr 1 2018/19	Status	Trend	
						Last Period	Last Year
HN05: Percentage of residents very or fairly satisfied with the repairs service they received  (Quarterly Cumulative)	97.73%	98.44%	95%	96.99%	G	↑	↑
HN06: Costs – Total Void Works (service provision) as % of Total Repairs Costs  (Quarterly Cumulative)	24.00%	24.27%	24.27%	24.40%	G	↑	↑
HN07: Costs – total responsive repairs as a percentage of total repairs costs	76.00%	75.73%	75.73%	75.60%	G	↓	↑
HN08: Number of Disabled Facilities Grant (DFGs) Numbers of calendar days from initial request to works complete  (Quarterly Cumulative)	249 days	239 days	240 days	New indicator	A	↑	N/A

HN09: Neighbourhoods That Work programme							
a) Number of self-help resident led community groups supported to develop.	36	3	6	3*	A	N/A	↓
b) Number of residents who have overcome issues preventing them from getting and holding down a job, resulting in them sustaining employment.	36	5	7	11*	A	N/A	↑
c) Number of residents with complex needs supported to overcome at least one personal challenge.					G		
(Quarterly)	76	21	21	20*		N/A	↑

**Note:**

\*The programme for Neighbourhoods at Work started in September 2018 so the project years run from 1 September to 31 August each year so the reporting period is not in line with our performance cycle of 1 April to 31 March.