

# Report to Housing Scrutiny Panel

**Date of meeting: 29<sup>th</sup> July 2010**

**Portfolio: Housing – Cllr D. Stallan**

**Subject: Housing Key Performance Indicators (KPIs)  
- 2009/10 Out-turn Report**

**Officer contact for further information:**

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**Committee Secretary: Mark Jenkins (01992 56 4607)**



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## Recommendations/Decisions Required:

**That the Council's performance in 2009/10 in relation to the Housing Key Performance Indicators (KPIs), comprising all National Indicators (NIs) and Local Performance Indicators (LPIs), be considered.**

## Report:

1. The Council has adopted a number of Key Performance Indicators (KPIs), comprising all National Indicators (NIs) and Local Performance Indicators (LPIs), which include 4 KPIs and 6 LPIs relating to the Housing Service.
2. Performance against all the Council's KPIs are monitored on a quarterly basis by the Finance and Performance Management (FPM) Scrutiny Panel. However, in past years, the Housing Scrutiny Panel has asked that performance on the Housing KPIs be reported to, and considered by, the Scrutiny Panel, which has now been included within its Annual Work Programme
3. The Performance Report for Housing KPIs in 2009/10 is attached as an appendix, which includes the:
  - Target for 2009/10, set by the FPM Scrutiny Panel;
  - Performance for 2009/10; and
  - Target for 2010/11, set by the FPM Scrutiny Panel.
4. As can be seen, all 4 of the targets for the Nis, and 3 out of the 6 LPI targets for 2009/10 were achieved. Comments on the 3 targets not achieved are as follows:

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| Rent collected as a proportion of rents owed | Performance of 97.7% was below the target of 98.8%, due to the ending of the "tolerated trespassers" status in law (whose arrears are now included in the figures). In addition, in many cases, the courts have been more lenient in dealing with rent arrears, due to the current economic climate. |
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| <p>Emergency repairs undertaken within the target time of 24 hours</p>    | <p>The performance of 97% of emergency repairs undertaken within the target was very disappointing, since the performance is usually at a consistent 99%, and most emergency repairs are, in fact, completed within 2-3 hours of report. Indeed, performance for the first two quarters of 2009/10 was 99%.</p> <p>The main reason for the lower performance appears to be due to a significant number of long term absences at the managerial and supervisory level in the latter half of the year, which affected the smooth allocation of works orders in a timely fashion.</p> <p>The new managerial structure for the Housing Repairs Service should be in place and filled shortly, and there is every confidence that performance will resume to 99%</p> |
| <p>Urgent repairs undertaken within the target time of 5 working days</p> | <p>Although the target of 95% was not achieved, the performance of 93% was significantly better than the performance of 86% in the previous year. Again, performance for the first two quarters of 2009/10 was on target at 95%, and again the reason for the lower performance appears to be due to the long term absences at the managerial and supervisory level in the latter half of the year.</p>   |

**Reason for decision:**

The Housing Scrutiny Panel has previously asked for performance on the Housing KPIs to be reported to, and considered by, the Scrutiny Panel, which has now been included within its Annual Work Programme.

**Options considered and rejected:**

None

**Consultation undertaken:**

None

**Resource implications:**

Budget provision: Nil

Personnel: Nil

Land: Nil

Relevant statutory powers: N/A

Background papers: Nil

Environmental/Human Rights Act/Crime and Disorder Act Implications: Nil

Key Decision reference: N/A