

Report to Housing Scrutiny Panel

Date of meeting: 14th June 2013

Portfolio: Housing – Cllr D. Stallan

**Subject: Housing Key Performance Indicators (KPIs)
- 2012/13 Out-turns and 2013/14 Targets**

Officer contact for further information:

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Committee Secretary: Mark Jenkins



Recommendation Required:

That performance in relation to the Housing Key Performance Indicators (KPIs) in 2012/13, and the targets agreed by the Finance and Performance Management Scrutiny Panel for Housing KPIs in 2013/14, be noted.

Report:

1. The Council has adopted a number of Key Performance Indicators (KPIs) which, for 2012/13, included 9 KPIs relating to the Housing Service. Performance against all of the Council's KPIs are monitored on a quarterly basis by the Finance and Performance Management Scrutiny Panel.
2. In addition, the Tenants and Leaseholders Federation has previously selected 21 "Tenant-Selected Indicators", as being areas of performance considered particularly important to tenants which, in the past, the Tenants and Leaseholders Federation has monitored on a quarterly basis, and are reported to all tenants in the Annual Report to Tenants. However, with the introduction of the Federation's new Tenant Scrutiny Panel (TSP), this monitoring role will be undertaken by the TSP in future.
3. Consideration of the Council's end-of-year performance in relation to the Housing KPIs is included within the Housing Scrutiny Panel's Annual Work Programme. Appendix 1 therefore provides detailed information on the out-turn performance for each Housing KPI, which is due to be considered by the Finance and Performance Management (F&PM) Scrutiny Panel on 11th June 2013.
4. At its last meeting on 12th March 2013, the F&PM Scrutiny Panel considered and agreed the list of Council KPIs to be collected and monitored for 2013/14, together with associated targets, based on Quarter 3 Out-turns. The Schedule of proposed changes to the Housing KPIs and the associated targets and rationale presented to the F&PM Scrutiny Panel is attached as Appendix 2. It should be noted that all the proposals were agreed by the F&PM Scrutiny Panel, except the Scrutiny Panel decided that KPI 46 (no. of affordable homes built in the District) should be deleted for 2013/14, since members felt that performance in respect of this KPI was outside the control of the Council.
5. The Scrutiny Panel is invited to consider the Housing KPI Out-turns for 2012/13 and to note the new set of Housing KPIs and agreed targets for 2013/14.