

DECENT AND AFFORDABLE HOMES PDG
16 JUNE 2015:

PERFORMANCE AND RISK OUTTURN REPORT FOR 2014-15

Cabinet Member Cllr Ray L Stanley
Responsible Officer Head of Communities & Governance

Reason for Report: To provide Members with an update on performance against the corporate plan and local service targets for 2014/15 as well as providing an update on the key business risks.

RECOMMENDATION(S): That the PDG reviews the Performance Indicators and Risks that are outlined in this report and feeds back any areas of concern to the Cabinet.

Relationship to Corporate Plan: Corporate Plan priorities and targets are effectively maintained through the use of appropriate performance indicators and regular monitoring.

Financial Implications: None identified

Legal Implications: None

Risk Assessment: If performance is not monitored we may fail to meet our corporate and local service plan targets or to take appropriate corrective action where necessary. If key business risks are not identified and monitored they cannot be mitigated effectively.

1.0 Introduction

- 1.1 Appendix 1 provides Members with details of performance against the Corporate Plan and local service targets for the 2014-15 financial year.
- 1.2 Appendix 2 shows the section of the Corporate Risk Register which relates to the Housing Portfolio.
- 1.3 Both appendices are produced from SPAR, the corporate Service Performance and Risk Management system.

2.0 Performance

- 2.1 The Housing enablement targets were not achieved and should be reviewed for reasonableness before they are set for 2015/16.
- 2.2 **Repairs** performance continues to be good, although targets were just missed these represent 1 or 2 jobs not completed on time. There were 3 properties without a **valid gas certificate** and without access at the end of March; 2 were where the tenants were in hospital, the last is in the formal access process. As has been previously reported verbally, at the 31 March 2015 100% of homes with access **were decent**.

2.3 **Rent Collection** performance is also very good, even though it was outside the very challenging targets set for 2014/15, MDDC were persistently at the top of HouseMark's benchmarking quartiles for rent collection.

3.0 Risk

3.1 The Corporate risk register has been reviewed by Management Team (MT) and updated. Risk reports to Committees include risks with a total score of 15 or more and all those with an impact score of 5. (See Appendix 2)

3.2 The profile of these risks for Housing Services for this quarter is:

Impact	5	1				
	4					
	3					
	2					
	1					
		1	2	3	4	5
		Likelihood				

3.3 This report does not at present show target levels for risks set by MT, which is the tolerance level for each risk, however these are shown in the individual risk entries on SPAR where applicable.

3.4 As Service Business Plans for 2015-16 are approved any risks identified which meet the above criteria for inclusion will be added to the corporate risk register.

4.0 Conclusion and Recommendation

4.1 That the PDG reviews the performance indicators and risks for 2014-15 that are outlined in this report and feeds back any areas of concern to the Cabinet.

Contact for more Information: Amy Tregellas, Head of Communities & Governance ext 4246

Circulation of the Report: Management Team and Cabinet Member

DAH PDG Performance Report - Appendix 1

Quarterly report for 2014-2015

No headings

For Decent and Affordable Homes - Cllr Ray Stanley Portfolio

For MDDC - Services

Filtered by Performance Status: Exclude PI Status: Data not due, Not calculable

Key to Performance Status:

Performance
Indicators:

No Data

Well below target

Below target

On target

Above target

Well above target

DAH PDG Performance Report - Appendix 1

Performance Indicators

Status	Title	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
Well below target	<u>Deliver 15 homes per year by bringing Empty Houses into use</u>	16	15	15	2	6	8	12
Management Notes:								
Well below target	<u>Number of affordable homes delivered (gross)</u>	68	80	80	1	5	21	58
Management Notes:								
On target	<u>% Emergency Repairs Completed on Time</u>	99.74%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Management Notes:								
Below target	<u>% Urgent Repairs Completed on Time</u>	100.00%	100.00%	100.00%	100.00%	100.00%	99.91%	99.94%
Management Notes:								
(March)								
A combination of knowledgeable staff, dedicated operatives and smart programming has allowed the team to complete all but one urgent repair received within the targets set.								
(AB)								
Below target	<u>% Routine Repairs Completed on Time</u>	99.96%	100.00%	100.00%	100.00%	99.96%	99.97%	99.98%
Management Notes:								
Below target	<u>% Repairs Completed at First Visit</u>	99.86%	99.90%	99.90%	100.00%	100.00%	99.86%	99.87%
Management Notes:								
Well above target	<u>Ratio of expenditure between planned and responsive repairs</u>	76.24	70.30	70.30	53.47	66.34	82.18	81.19
Management Notes:								
Below target	<u>Rent Collected as a Proportion of Rent Owed</u>	100.66%	100.50%	100.50%	97.35%	100.10%	100.29%	100.09%
Management Notes:								
(March)								
Performance was excellent even if it was just outside target. Changes to procedures appear to have helped to mitigate the impact of welfare reform and this includes more personal contact, the use of letters which flag up the seriousness of the situation using a "traffic light" system and the inclusion of articles in our tenants newsletter which raised awareness.								
(AB)								

DAH PDG Performance Report - Appendix 1

Performance Indicators								
Status	Title	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
Well above target	<u>Rent Arrears as a Proportion of Annual Rent Debit</u>	0.72%	1.00%	1.00%	1.10%	1.00%	0.83%	0.60%
Management Notes:								
On target	<u>% Decent Council Homes</u>	83.45%	100.00%	100.00%	88.56%	96.09%	98.53%	100.00%
Management Notes:								
Below target	<u>% Properties With a Valid Gas Safety Certificate</u>	100.00%	100.00%	100.00%	99.91%	99.72%	99.81%	99.86%
Management Notes:								
Above target	<u>Average Days to Re-Let Local Authority Housing</u>	19.9days	17.0days	17.0days	21.0days	22.6days	15.3days	14.9days
Management Notes:								
(March)								
Rent Loss due to voids £7k								
(AB)								

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DAH PDG Risk Management Report - Appendix 2

Report for 2014-2015
 For Housing - Cllr Ray Stanley Portfolio
 Filtered by Flag: Include: * CRR 5+ / 15+
 For MDDC - Services

Not Including Risk Child Projects records or Mitigating Action records

Key to Performance Status:

Risks: No Data (0+) High (15+) Medium (5+) Low (1+)

DAH PDG Risk Management Report - Appendix 2

Risk: Asbestos Health risks associated with Asbestos products such as lagging, ceiling/wall tiles, fire control.

Effects (Impact/Severity):

Causes (Likelihood):

Service: Housing Services

Current Status:
Medium (5)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 1 -
Very Low

Head of Service: Nick Sanderson

Review Note: Following recent events procedures have been scrutinised and recommendations from the HSE are in the process of being implemented.

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