

## **PERFORMANCE AND RISK REPORT FOR 2016-17**

**Cabinet Member** Cllr Ray L Stanley  
**Responsible Officer** Director of Operations, Andrew Pritchard

**Reason for Report:** To provide Members with an update on performance against the corporate plan and local service targets for 2016/17 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.

**Equality Impact Assessment:** No equality issues identified for this report.

### **1.0 Introduction**

- 1.1 Appendix 1 provides Members with details of performance against the Corporate Plan and local service targets for the 2016-17 financial year.
- 1.2 Appendix 2 shows the section of the Corporate Risk Register which relates to the Homes Portfolio. See 3.0 below.
- 1.3 Appendix 3 shows the profile of all risks for Homes for this quarter.
- 1.4 All appendices are produced from the corporate Service Performance And Risk management system (SPAR).

### **2.0 Performance**

- 2.1 Due to issues with the building contractor, there have been no new Council Houses built in 2016/17. However, a new contract has been agreed with a different supplier, and they have given completion dates on the outstanding projects in Birchen Lane and Palmerston Park, as 17/11/17 and 18/05/18 respectively.

- 2.2 The **Percentage of Properties with a Valid Gas Safety Certificate** has fallen below 100% as there are currently 3 properties where tenants are refusing access to the Council. However, all the cases have been referred to Legal services to obtain access.
- 2.3 The performance indicators for Rents show that the service has performed very well once again and the **Rent Collected as a Proportion of Rent Owed** was over 100% for the fourth consecutive month in March 2017.
- 2.4 **Rent Arrears as a Proportion of Annual Rent Debit** in March 2017 were 0.60%, against a target of 1% which is encouraging as it shows arrears have steadily reduced compared to the figures in January (0.95%) and February (0.94%).
- 2.5 Following a major exercise by the Private Sector Housing team of inspecting all those properties that had been empty for 2 years or more, a new revised **empty homes** plan was implemented from September 2016. This has proven to be extremely successful with 33 empty homes being brought back into use, against an annual target of 15 for 2016/17.
- 2.6 When benchmarking information is available it is included.

### **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 total score of 10 or more. (See Appendix 2)

### **4.0 Conclusion and Recommendation**

- 4.1 That the PDG reviews the performance indicators and risks for 2016-17 that are outlined in this report and feeds back any areas of concern to the Cabinet.

**Contact for more Information:** Catherine Yandle, Audit Team Leader ext 4975

**Circulation of the Report:** Management Team and Cabinet Member