

Performance Data (Housing, Angela Horsey)

Synopsis of report:

This report provides recent performance data in key areas of Housing Services

Recommendation(s):

None. This report is for information.

1. Context of report

1.1 This Committee receives reports on key performance indicators which are published quarterly. This Committee meeting falls outside that cycle and this report presents performance data on rent collection, complaints and health and safety compliance.

2. Report

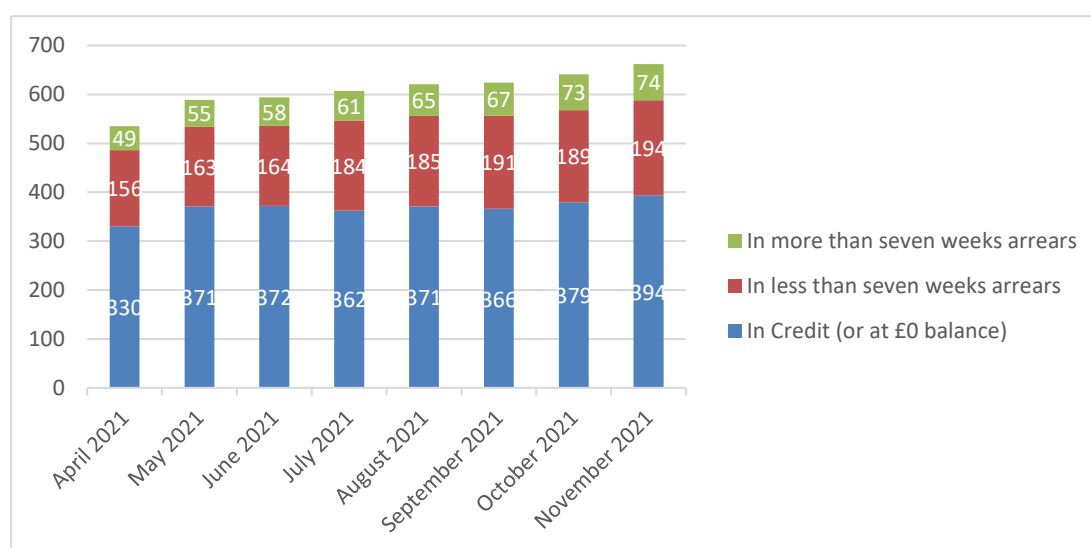
2.1 Members received the full suite of Key Performance Indicator results for quarter 2 (July – September) at the meeting of this Committee in November 2021. The results for quarter 3 (October – December) will be presented in March 2022. This report provides additional data on recent rent collection performance and the results of the monthly health and safety compliance monitoring for October and November.

2.2 Table 1 Rent collection performance in October and November

CORPORATE KPIs	TARGET	RESULT October	RESULT November
Rent arrears of current HRA tenants as a percentage of gross rent due	1.75%	1.88%	2.02%
Percentage of current HRA tenants with more than 7 weeks rent arrears	4%	4.11%	4.73%

2.3 Current performance is worse than this time last year, which whilst disappointing is not surprising in the current financial environment. Three out of the four officers responsible for income collection are new to this area as it has not been possible to recruit experienced officers, so we have employed people with transferable skills. This and the fact that we had vacancies for several months has adversely impacted on collection. Where roles on lower grades have only one month's notice it is very difficult to recruit and not have a significant delay in getting replacements in post and we have been unable to temporarily fill the roles with experienced officers. From now until March the whole team will be focusing on rent collection, assisting tenants to maximize their income and prioritise rent.

2.4 Table 2 | Tenants in receipt of Universal Credit since the start of the financial year



2.5 Table 3 Health and Safety compliance statistics for October and November

	Frequency	KPI Target	Result Oct '19	Result Nov '19	Result Oct '20	Result Nov '20	Result Oct '21	Result Nov '21
Gas Safety								
No. of CP12 certificates out of target at any given time	Daily	0	0	0	2	3	6	4
% of valid CP12 certificates	Daily	100%	100%	100%	99.92% (2647)	99.89% (2646)	99.77% (2640)	99.85% (2639)
Electrical								
% of stock with valid safety EICR certification	Monthly	100%	39%	41% (1188)	64% (1827)	67% (1935)	95% (2708)	97% (2767)
% of emergency lighting tests completed against target	Monthly	100%	87.40%	68.57% (59)	100%	100%	100%	100%
Water Management								
% of water management inspection test undertaken	Monthly	100%	100%	100%	100%	100%	100%	100%
Passenger Lifts								
% of inspections undertaken against programme	Monthly	98%	100%	100%	100%	100%	100%	100%

Accidents Reporting								
Number of RBC RIDDOR reportable incidents	Monthly	0	0	0	0	1	0	0
Number of days lost to accidents and incidents	Monthly	0	0	0	0	0	0	0
Fire Risk Assessment								
% of inspections completed in target	Monthly	100%	100%	100%	100%	100%	100%	100%

- 2.6 The above data has been shared with the Regulator.
- 2.7 The Compliance team are working very closely with K and T to get the CP12 certificates out of target back down to 0. K and T are looking to bring in additional resources to help achieve this as soon as possible.
- 2.8 Housing Technical Services are closely monitoring the no access procedure for those properties where we have not been able to gain access to complete the EICRs. This is a joint process between T.Brown and RBC Housing Services. The legionella and fire risk assessment figures remain at 100%.

3. Policy and Resource Implications

- 3.1 There are no policy or resource implications to report.

4. Equality Implications

- 4.1 There are no legal, equality, environmental or other implications to report.

5. Environmental/Sustainability/Biodiversity implications

- 5.1 The Council is carrying out a package of measures under the Local Authority Delivery (LAD) section of the new Green Homes Grant and it is hoped this will improve the energy efficiency within these homes and therefore reduce heating costs for those households.

(For information)

Background papers

None