

SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

REPORT TO: Housing Portfolio Holder

15 February 2012

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AFFORDABLE HOMES QUARTERLY PERFORMANCE REPORT

Purpose

1. To provide an update on key performance indicators for Quarter 3 of 2011-12.

Recommendations and Reasons

2. That the Portfolio Holder notes this report

Background

3. A key set of PIs are monitored by the Housing Services Management Team and reported quarterly to the Portfolio Holder for Housing and the Tenant Participation Group.
4. A quarterly update is also provided on the progress with the current service plan objectives and the current housing strategy objectives.

Considerations

5. The Performance at a Glance table for landlord services is attached as **Appendix A** and overall shows excellent or good performance across all of the PIs. The improvements in 'urgent repairs completed within 5 days' continued into quarter 3 dipping slightly to 97% but still excellent given the challenging target of 95%. Likewise the routines repairs have maintained the excellent 99% position and the average time to complete a repair remained at 10 days. Satisfaction in the repairs service and with contractors continues to be excellent.
6. The 'average time to relet a general needs property' saw a marginal increase from 15 to 16 days against a revised target of 20 days but it is still upper quartile for the housing sector nationally.
7. The third quarter current arrears figure of £300,890 was a decrease from quarter 2, and still excellent performance and upper quartile nationally for the sector.
8. Compliance with gas safety testing continues to be excellent and no homes were without a safety test in the quarter.
9. **Appendix B** attached includes a set of PIs that measure the performance of the non-landlord services for the Council. There is a continuing trend for a slight increase in the average length of time for families with children in hostel accommodation and the numbers in temporary accommodation, but both PIs remain within target. The PI for Homeless Prevention is currently on Amber, this is due to a slowdown in homeless prevention due to the difficulty accessing privately rented accommodation due to changes to the Local Housing Allowance.

10. For the Housing Development PIs, there are fewer completions expected in 2011/12 of 127 homes compared to 205 in 2010/11. This is due to the economic climate and changes to HCA funding.
11. **Appendix C** provides the third update on progress with the Affordable Homes Service Plan. This shows that suitable progress is being made in all the key elements to date.

Options

12. Not relevant to this report

Implications

13. Financial	None
Legal	None
Staffing	None
Risk Management	The review of key PIs forms part of the risk management Process in housing.
Equal Opportunities	None
Climate Change	None

Consultations, including with Children and Young People

14. None

Effect on Strategic Aims

15. Service Quality , Accessible Services	A high level of service has been delivered to date and the Housing Service will strive to achieve the best outcomes for tenants within the resources available.
Village Life	The quality of SCDC homes and the services offered by play a role in the quality of life for all residents in the South Cambridgeshire villages.
Sustainability	None
Partnership	Partnership working is central to housing work.

Conclusions / Summary

16. Performance for the first three quarters of 2011/12 is very good for the landlord service and is continuing to maintain improvement on the 2010/11 performance profile. Although on or near target, the Housing Advice and Homelessness PIs are as a result of a slow down in homeless prevention due to the difficulty accessing privately rented accommodation due to changes to the Local Housing Allowance. There are fewer affordable housing completions expected in 2011/12 due to the economic climate and changes to HCA funding.

Background Papers: the following background papers were used in the preparation of this report:

None

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