

## SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

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**REPORT TO:** Housing Portfolio Holder 19 May 2010  
**AUTHOR/S:** Executive Director (Operational Services) / Corporate Manager  
Affordable Homes

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### AFFORDABLE HOMES QUARTERLY PERFORMANCE REPORT

#### **Purpose**

1. To provide an updated on key performance indicators for 2009/10

#### **Recommendations and Reasons**

2. That the Portfolio Holder for Housing 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.
4. A quarterly update is also provided on the progress with the current service plan objectives and the current housing strategy objectives.
5. This is the final report for the 2009/10 review period.

#### **Considerations**

6. The Performance at a Glance table has been attached as Appendix A and overall shows strong performance across most of the PIs with improvements in three areas, a slight drop in only one area and no red flags.
7. All of the service plan objectives are detailed in Appendix B. Of the 39 elements listed, 27 are complete 4 are being taken forward as part of the Customer Service Excellence accreditation project for 2010/11, 5 form part of the Journey to Excellence project for 2010/11, 2 are part of wider corporate or county projects and one was not completed.
8. The objective not completed is the commitment to review the use of home visits in homelessness applications. This has not been possible as increased demand has meant that resources have had to be deployed to deal with customers approaching the Council for assistance with their housing needs.

#### **Options**

9. Not relevant to this report.

### Implications

10.	Legal	None
	Staffing	None
	Risk Management	The review of key PIs forms part of the risk management process in housing.
	Equal Opportunities	None

### Consultations

11. None

### Effect on Strategic Aims

12.	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

12. The year 2009/10 has been particularly challenging for the housing service. The first three months of the year were bound up with the preparations for the Housing Futures vote. The next few months were affected the uncertainty created by the restructuring that followed the tenants' vote. In view of these circumstances the overall performance of the housing service has been excellent.

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

None

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