

SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

REPORT TO: Housing Portfolio Holder

21 July 2010

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SERVICE IMPROVEMENTS & PERFORMANCE INDICATORS 2010/11 FIRST QUARTER

Purpose

1. To provide an update on key performance indicators for Quarter 1 of 2010-11.

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.
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 is attached as **Appendix A** and overall shows good performance across most of the PIs with improvements in two areas and one red flag.
6. The red flag relates to a drop in the performance of urgent repairs. This is due to a fall off in the reported performance of City Services, which is believed to be the result of IT difficulties at the City Council.
7. The core PIs reported to the Portfolio Holder have historically focused on landlord services. **Appendix B** attached includes a set of PIs that measure the performance of the non landlord services for the Council. These show one red flag for use of B&B accommodation as a consequence of increased demand for temporary accommodation for homeless applicants.
8. Appendix C provides the first update on progress with the Affordable Homes Service Plan. This shows that suitable progress is being made on all of the key elements to date.

Options

9. Not relevant to this report.

Implications

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|-----|---------------------|---|
| 10. | 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

11. None

Effect on Strategic Aims

12.

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| 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

13. A good start has been made to the 2010/11 year. Further work will be undertaken to address the work of City Services on Urgent Repairs and the void turnaround target.

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

None

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