

## SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

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**REPORT TO:** Housing Portfolio Holder

17 November 2010

**AUTHOR/S:** Executive Director, Operational Services

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### SERVICE IMPROVEMENTS & PERFORMANCE INDICATORS – Q2

#### Purpose

1. To provide an update on key performance indicators (PIs) for Quarter 2 of 2010-11.

#### Recommendation

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 'urgent repairs completed within 5 days', but this has improved by 5% since the last quarter indicating a positive direction of travel. This is entirely a result of performance in the 'south area' carried out by City Homes, which has brought down the average. The performance in the two DLO areas is above target.
7. Current arrears at £314,333 has improved since the last quarter and the relet trend continues to be positive, reducing to 18 days.
8. **Appendix B** attached includes a set of PIs that measure the performance of the non-landlord services for the Council. The one red flag in the last quarter for the use of B&B accommodation is now green as a result of positive preventative measures reducing the number of families in B&B.
9. Half yearly figures for the number of affordable homes delivered are not usually proportionate to the year end figure as it is normal that completions of homes tend to be towards the end of the year.
10. **Appendix C** provides the second update on progress with the Affordable Homes Service Plan. This shows that suitable progress is being made in all the key elements to date. The service plan covers the period 2010/11 – 2012/13 so some of the actions will carry forward to next year.

## **Options**

11. Not relevant to this report

## **Implications**

12.	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**

13. None

## **Effect on Strategic Aims**

14.	<p>.</p> <p><b>Service Quality</b>, 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.</p> <p><b>Village Life</b> The quality of SCDC homes and the services offered play a role in the quality of life for all residents in the South Cambridgeshire villages.</p> <p><b>Sustainability</b> None</p> <p><b>Partnership</b> Partnership working is central to housing work.</p>
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## **Conclusions / Summary**

15. A good start has been made to the 2010/11 year. Further work will be undertaken to address the performance on urgent repairs and continuous efforts are being made to reduce the relet times for general needs housing.

**Background Papers:** the following background papers were used in the preparation of this report: None

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