

## SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

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**REPORT TO:** Housing Portfolio Holder

16 February 2011

**AUTHOR/S:** Executive Director (Operational Services) / Corporate Manager (Affordable Homes)

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### AFFORDABLE HOMES QUARTERLY PERFORMANCE REPORT

#### **Purpose**

1. To provide an update on key performance indicators for Quarter 3 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: 'urgent repairs completed within 5 days' improved from 86% to 92% moving to an amber flag and 'routine repairs completed within 23 days' improved from 90% to 95% moving to a green flag. Both of these are a result of the performance of City Homes in the South area. The DLO performance remains on target.
6. The one red flag relates to 'average time to relet a general needs property' which moved from 18 days to 19 days. This was because of a number of properties that were refused following a bid by the applicant resulting in the properties being readvertised. A continuous improvement project group is focussing on voids and relets to facilitate improvements in the final quarter. It should be noted however, that 19 days remains a top quartile performance.
7. Current arrears at £309,950 continued to improve since the last quarter and compliance with gas safety testing continues to be excellent.
8. Appendix B attached includes a set of PIs that measure the performance of the non landlord services for the Council. For Housing Advice and Homelessness there has been a continued improvement trend in all three indicators up to the end of December 2010.
9. The third quarter figures for the number of affordable homes delivered is 54 and has moved to a red flag as it is unlikely that the end of year target of 270 homes will be met, with a more realistic figure of 200 now expected to complete by the end of March

2011. This is due to schemes being delayed and now likely to complete in 2011/12, and two schemes no longer progressing at the current time.

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.

### **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. 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. The quality of South Cambridgeshire District Council homes and the services offered play a role in the quality of life for all residents in South Cambridgeshire villages. Partnership working is central to housing work.

### **Conclusions / Summary**

15. Performance continues to generally good for year 2010/11. Further work will be undertaken to address the performance on urgent repairs and average repair times and also to focus efforts 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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