

SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

REPORT TO: Housing Portfolio Holder

15 June 2011

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AFFORDABLE HOMES QUARTERLY PERFORMANCE REPORT

Purpose

1. To provide an update on key performance indicators for Quarter 4 of 2010-11 and the cumulative review for the year.

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 excellent or good performance across all of the PIs. There are specific improvements in 'urgent repairs completed within 5 days' which has improved from 92% to 93% but the challenging target of 95% means that the flag is still amber. The remaining repairs and satisfaction PIs were excellent and flagged green.
6. The 'average time to relet a general needs property' stabilised at 19 days for the year, and whilst this was under to the target of 15 days. The outturn for April 2011 was 14.8 days. This was therefore an excellent outturn because the target of 15 days was very challenging and 19 days is still upper quartile for the housing sector nationally.
7. The Housing Services Management Team has reflected on the performance for the year and taken into account the increased financial pressures on getting void properties in a fit state to relet. The target for 2011/12 has therefore been set at 20 days (which is still upper quartile) and the Affordable Homes continuous improvement project group have been asked to focus on voids and relets to facilitate improvements.
8. Specific information on the bidding behaviour of waiting list applicants was requested by the Portfolio Holder and this is included in Appendix D.
9. The final quarter's current arrears of £305,416 continued to improve since the last quarter and performance for the year was excellent. This again is upper quartile

performance. Compliance with gas safety testing continues to be excellent and no homes were without a safety test in the quarter and indeed for the year.

10. Appendix B attached includes a set of PIs that measure the performance of the non-landlord services for the Council. All the PIs continued to remain green as a result of positive preventative measures reducing the number of families in B&B.
11. The 2010-11 figure for the number of affordable homes delivered was not met as a result of delays in completing some schemes and other schemes were dropped. Completions will continue in 2011-12. The changes to the way in which affordable housing is grant funded may have an adverse effect on the number of homes being developed. A separate briefing report will be provided for the Portfolio Holder during 2011 once some of the external variables have been assessed.
12. 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. A number of projects are of a longer duration and have will therefore continue into 2011/12.

Options

13. Not relevant to this report

Implications

14. 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

15. None

Consultations Children & Young People

16. None

Effect on Strategic Aims

17. **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.
Partnership Partnership working is central to housing work.

Conclusions / Summary

18. 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 further reduce the relet times for general needs housing.

The building of new affordable homes is likely to be a significant challenge for the coming year.

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

None

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