

## **WAVERLEY BOROUGH COUNCIL**

### **HOUSING OVERVIEW & SCRUTINY COMMITTEE**

**20 MARCH 2018**

---

**Title:**

**HOUSING SERVICE PERFORMANCE MANAGEMENT REPORT  
QUARTER 3, 2017/18**

**[Portfolio Holder: Cllr Carole King]  
[Wards Affected: All]**

---

**Summary and purpose:**

This report provides a summary of the housing service performance over the third quarter of the financial year. The report details the team's performance against the indicators that fall within the remit of the Housing Overview & Scrutiny Committee.

The Committee has the opportunity to comment and scrutinise the presented performance data. In addition the Committee may identify future committee reporting requirements regarding performance management.

---

**How this report relates to the Council's Corporate Priorities:**

Waverley's Performance Management Framework, and the active management of performance information, helps ensure that Waverley delivers its Corporate Priorities. The Housing Service indicators support the Customer Service, Community Wellbeing and Value for Money corporate priorities.

**Financial Implications:**

The Performance Management Framework ensures that services are on track and provide evidence of performance against income and spend. There are no direct financial implications included within this report.

**Legal Implications:**

There are no direct legal implications associated with this report.

---

**Introduction**

1. This report provides a summary view of housing service detailing KPIs.

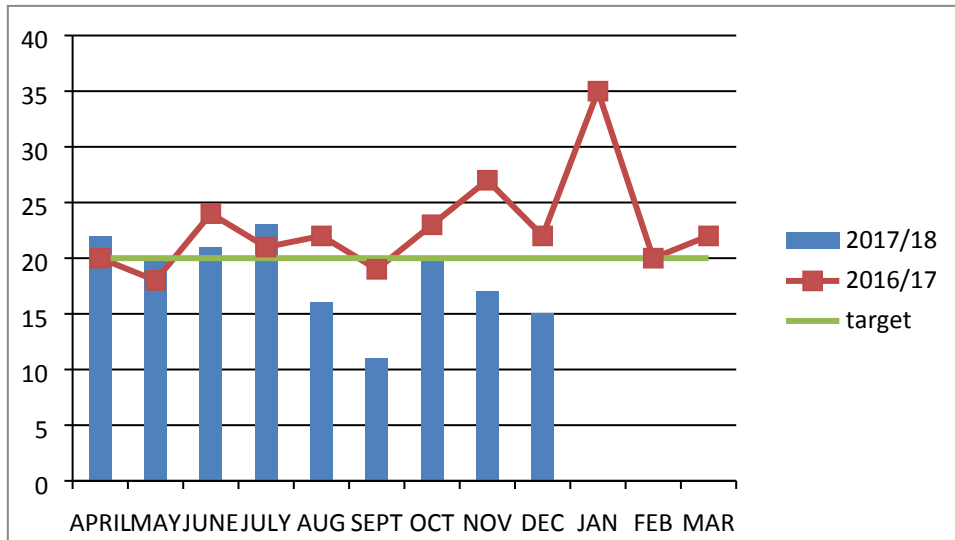
**Key Performance Indicators**

2. The nine Performance Indicators for the Housing Service are set out in Annexe 1.
3. The Housing Service performed exceptionally well during Quarter Three. Only one indicator did not meet the target. Comments on performance can be found for each indicator within Annexe 1. Additional information for the Voids (of particular interest to the Committee) and Rents (did not meet performance target) follows:

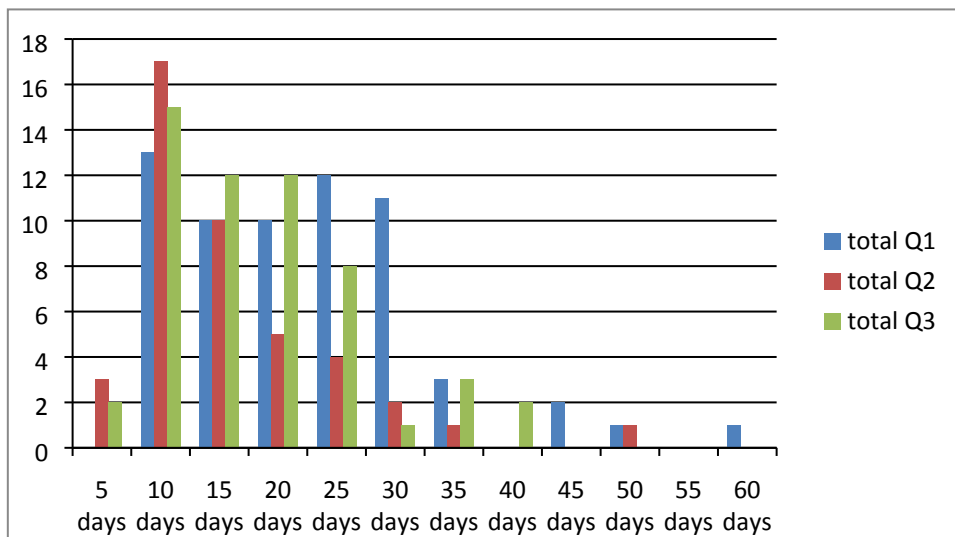
## Re-let Performance

4. To ensure we provide homes for people in housing need and maximise our rental income homes must be relet promptly. There has been an ongoing improvement in the relet performance for normal voids, achieving target in Quarter Two and Three.
5. 55 homes were relet during Quarter Three with an overall average of 18 working days. The breakdown by month demonstrates that performance was on target throughout the quarter.

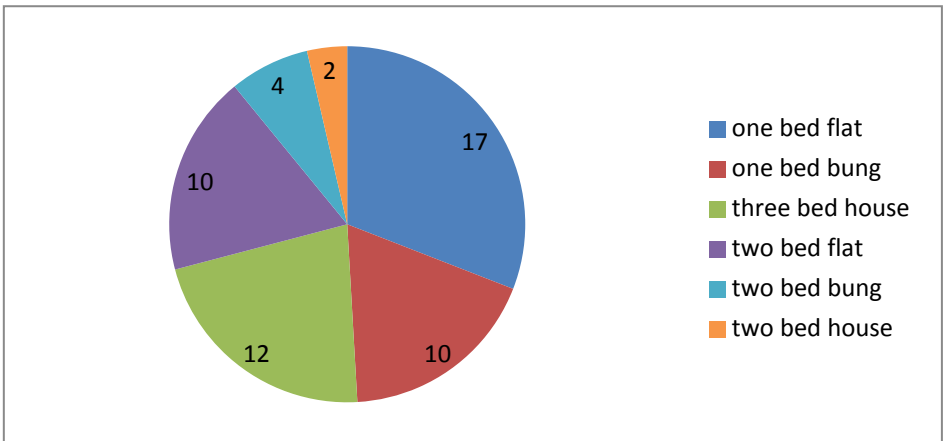
### Average number of working days taken to relet normal voids by month



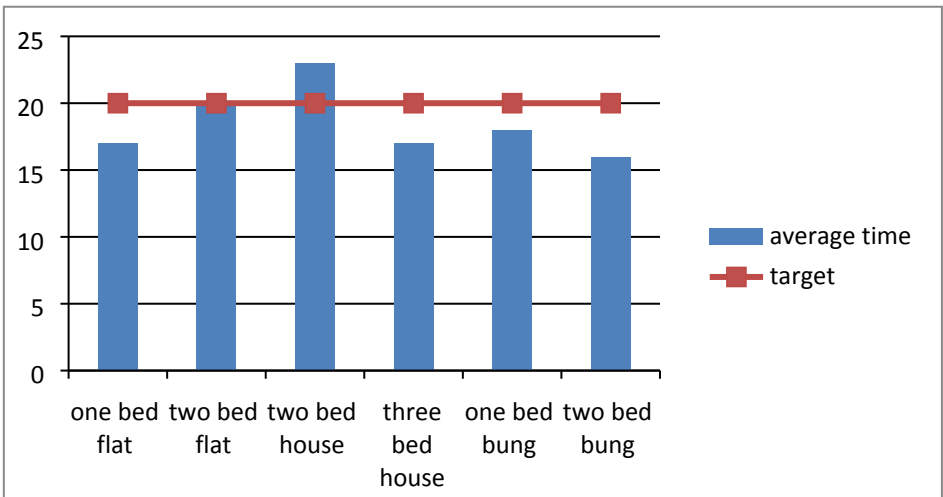
6. The mode average data for Quarter Three shows an average of 10 working days.



7. 41 homes were let within target and no homes took over two months to be relet.
8. On reviewing the number and size of homes the majority of homes relet in Q3 were one bedroomed flats.



9. The data indicates that two bed houses took on average longest to relet in Q3.



10. The team continue to implement the new initiatives to improve performance:
- charge use and occupation when belongings left in home
  - visit current tenants expected to have successful bid in near future, and
  - identify fast track voids.

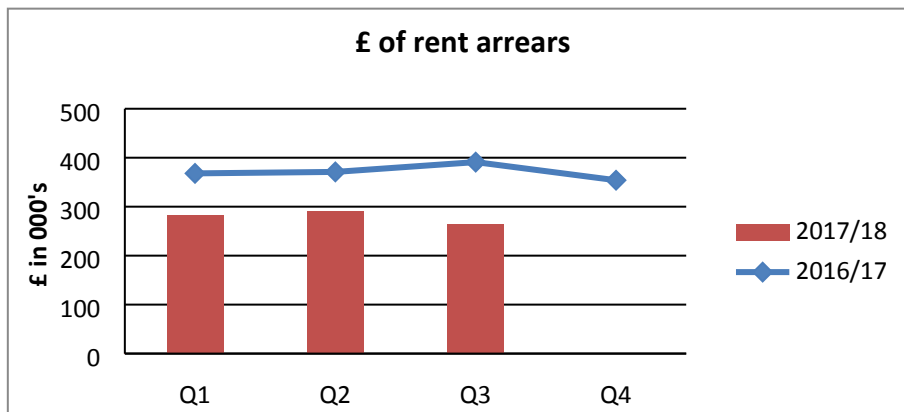
### Rent Collection

11. The team have an excellent history of rent collection performance and this figure is an anomaly this year. Due to the water charge credit<sup>1</sup> and some proactive work to ensure rent is paid in advance there has been a reduction in the total rent collected.
12. This is because tenants in credit have reduced their payments either manually or through direct debit payments. The below table illustrates the increase in tenants in credit compared to the previous year. There are an additional c400 tenants in credit amounting to an additional c£30,000.

| Time period (Q3) | Number of rent accounts in credit | Total credit |
|------------------|-----------------------------------|--------------|
| End Dec 2016/17  | 3,297                             | £508,000     |
| End Dec 2017/18  | 3,690                             | £539,000     |

<sup>1</sup> c2500 tenants received a credit to their rent account to reflect commission received by Waverley. This assisted tenants in rent arrears and enabled payment in advance.

13. The amount of total arrears also demonstrates good performance in rent collection and a significant improvement from 2016/17.



14. The Committee agreed in January to review % of rent arrears. The % rent arrears is currently below 1% compared to over 1% in 2016/17.

| Time period (week no)    | 13    | 26    | 39    |
|--------------------------|-------|-------|-------|
| % of gross debit 2016/17 | 1.2%  | 1.15% | 1.21% |
| % of gross debit 2017/18 | 0.91% | 0.94% | 0.86% |

## **Conclusion**

The housing service has continued to meet key performance targets on voids, gas safety, temporary accommodation and overall satisfaction with responsive repairs. The missed indicator on rents is not of concern given the context and reducing rent arrears. The initiatives implemented to improve and maintain performance are proving successful.

## **Recommendation**

It is recommended that the Housing Overview & Scrutiny Committee:

1. considers the performance figures, as set out in Annexe 1, and agrees any observations or recommendations about performance it wishes to make to the Executive.
2. considers performance and identifies suggested scrutiny areas for the Committee future workplan.

---

## **Background Papers**

There are no background papers (as defined by Section 100D(5) of the Local Government Act 1972) relating to this report.

---

## **CONTACT OFFICER:**

**Name:** Annalisa Howson  
Service Development Manager  
**Telephone:** 01483 523453  
**E-mail:** annalisa.howson@waverley.gov.uk