



Report of Head of Scrutiny and Member Development

Report to Tenant Scrutiny Board

Date: 23rd July 2014

Subject: Performance report - Quarter 4 and other requested information.

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

1. This report provides the available information requested by the Tenant Scrutiny Board at its informal meeting held on 26th June 2014. The following reports are attached;

Appendix 1 - Quarter 4 performance relevant to the Board within the Best Council Plan

Appendix 2 – Housing Performance Information Quarter 4 2013/14

Appendix 3 – The use of Arena Partnership Tracker

Appendix 4 - Star Survey

2. Areas of performance to highlight include:

- Rent collection performance for 2013-14 is 97.85%. Whilst this is short of the 98.06% target, this is better than expected at the start of the year and there has been month on month improvement in quarter 4. Members may wish to note that over £1.1m in Discretionary Housing Payments (DHP) and £286k in Housing Benefit Credits have helped to minimise the impact of Welfare Reform on rent collection. The number of current tenants with arrears and the amount of arrears has decreased since Q3. Members are asked to confirm whether a more detailed breakdown and analysis of arrears will be required for the Scrutiny Board Meeting in September.

- From January we have adopted a new approach to ATVs which involves a greater number of staff and this is showing signs of an improved performance although “no access” outcomes are still an issue. Since January 1st we have hit our monthly target which suggests that in 2014/15 we will make our overall target.
 - Reported performance on the number of repairs being completed within target has increased to 94.29% since the last quarter. Although overall performance for the last quarter is below the ambitious target of 99%, the actual figure for March is 99.86%. The challenge for 2014/15 will be to ensure this level of performance is sustainable.
 - Relet performance remains below target but is continuing to improve. East North East Area has performed within target across the year to date and all other areas have shown quarter on quarter improvements.
3. Officers will be in attendance at the meeting to discuss available performance information, but not the detail behind the performance. Should Members wish to investigate a specific performance area in more detail this will be scheduled into the next appropriate meeting.

Recommendation

4. Members of the Board are requested to consider the Quarter 4 performance information and the associated documents and consider if they wish to undertake further scrutiny work to support improvement over the coming year in any of these areas.

Background papers¹

5. None

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.