

Appendix 4 - Proposed Performance Framework for Housing Leeds for 2018/19

1. Background

The current performance framework for Housing Leeds is as developed when the Council Housing Service returned to the Council in 2013. Since 2013 performance has been reported both into Environment and Housing Scrutiny Board (and more recently the Environment, Housing and Communities Scrutiny Board), Housing Advisory Board and VITAL, although different information and performance was reported into each of the Boards / VITAL.

Following the winding up of Housing Advisory Board in November 2017, a review of the current performance framework has been undertaken to ensure that robust performance management of LCC housing services is in place via the Environment, Housing and Communities Scrutiny Board, Tenant Scrutiny Board and VITAL.

This review has considered how performance reporting can be strengthened in relation to compliance with the Homes and Communities Agency (HCA) Regulatory Standards, and has introduced a number of measures which have been agreed with VITAL as a way of measuring ongoing tenant satisfaction between biennial STAR Surveys.

2. Proposed Framework

The following categories of performance indicator have been identified as a priority to be included within the Housing Leeds performance framework:

- HRA Business Plan PIs – relating to income and expenditure, e.g. rent collection, voids, key revenue and capital expenditure
- HCA Standards – measuring compliance with the four consumer standards and local offer agreed with tenants, including customer satisfaction indicators
- Housing Strategy PIs – measuring success in delivering the Housing Strategy priorities

The proposed performance indicators to be included within the framework are as follows. In brackets, details of where performance is currently reported or whether it is a new indicator.

2.1. HRA Business Plan PIs

- Revenue budget position (HAB only)
- Capital budget position (HAB only)
- BV66a – % rent collection (HAB, Scrutiny, VITAL) – additional data sub sets to support performance analysis – number of welfare reform cases, payment methods
- Former Tenant Arrears? (VITAL)
- Right to Buy (HAB, Scrutiny)
- % Council Voids (HAB, Scrutiny, VITAL)

- Number of disrepair cases – (HAB only)

2.2. HCA Standards

PIs will be split between the 4 Consumer Standards, taken from the standard or the local offer agreed with tenants which includes more customer satisfaction indicators.

Home Standard

- % non decency NEW (added because compliance required for HCA Home Standard)
- % repairs completed within target timescales (HAB, Scrutiny, VITAL)
- % repairs completed right first time (HAB, Scrutiny)
- % overall satisfaction with repairs completed (HAB only)
- % overall satisfaction with capital works completed NEW (added as ongoing measure of customer satisfaction)
- % gas servicing completed? NEW

Tenancy Standard

- Average relet times (HAB, Scrutiny, VITAL)
- Number of mutual exchanges NEW (added because compliance required for HCA Tenancy Standard)
- % Annual Home Visits completed (HAB, Scrutiny, VITAL)
- % overall satisfaction with advice and support whilst moving home NEW (added as ongoing measure of customer satisfaction)

Neighbourhood and Community Standard

- % satisfaction with overall ASB service NEW (added as ongoing measure of customer satisfaction)
- % estate walkabouts completed NEW (or alternative indicator which measures neighbourhood management)

Tenant Involvement and Empowerment Standard

- % complaints responded within timescales (VITAL only)
- % calls answered on Housing lines (VITAL only)

Whilst acknowledging and reporting against the HCA Indicators, Housing Leeds has agreed other indicators of success which are included within this category. Whilst reporting decency performance it is important to stress that decency is not the main determinant of our investment policy and that Leeds has developed its own investment standard which incorporates wider investment priorities including high rise sustainability and investment which achieves the greatest health benefits for residents.

2.3. Housing Strategy PIs

- Number of new affordable homes delivered NEW (Housing Strategy indicator)
- Number of new Council homes delivered NEW (Housing Strategy indicator)
- Number of empty homes all sectors (Scrutiny, VITAL)

- Number of homeless preventions (HAB, Scrutiny, VITAL)
- Numbers living in emergency temporary accommodation (HAB, Scrutiny, VITAL)
- Number of Housing Association nominations NEW (proposed Housing Strategy indicator to ensure RP compliance with HCA Tenancy Standard)
- Adaptations completed in target timescales (HAB, Scrutiny, VITAL)
- Number of unauthorised encampments? (Scrutiny only)
- Number of Households in Fuel Poverty? (Scrutiny only)

Housing Strategy PIs will be reviewed during 2018/19 to make them more widely applicable to other housing organisations. Any changes to these PIs will be agreed with the Strategic Housing Board, and will be reflected in wider reporting arrangements.

2.4. Performance Reporting

It is proposed that performance is reported on performance indicators as follows:

Performance Indicators Reported	E,H+C Scrutiny Board	Tenant Scrutiny Board	Housing Strategy Board	VITAL
HRA Business Plan Indicators	Yes	No	No	No
HCA Standards Indicators	Yes	Yes	No	Yes
Housing Strategy Indicators	Yes	No	Yes	No

The role that each body will take in monitoring Housing Leeds performance is outlined below:

Environment, Housing and Communities Scrutiny Board – to monitor the overall Housing Leeds service, including both the delivery of Council housing services and the Housing Strategy.

Tenant Scrutiny Board – no specific role to monitor Council housing performance, but performance against the HCA Consumer Standards will be reported in on a periodic basis to help inform the choice of future scrutiny enquiries.

Housing Strategy Board – to monitor the delivery of the Housing Strategy outcomes.

VITAL – to monitor performance against the HCA Consumer Standards to inform tenant influence into policy development.

2.5. Next Steps

- It is proposed that the updated performance reporting take effect from the end of January 2018.