

**Report of Directors of Environment and Housing, and City Development**

**Report to Housing and Regeneration Scrutiny Board**

**Date: 25 March 2014**

**Subject: 2013/14 Quarter 3 Performance Report**

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 a summary of performance against the strategic priorities for the council and city relevant to the Housing and Regeneration Scrutiny Board, in line with the process agreed at the Board's meeting on 4 February 2014.

**Recommendations**

2. Members are recommended to
  - Note the Quarter 3 performance information and to consider if they wish to undertake further scrutiny work to support improvement over the coming year in any of these areas.
  - Indicate whether the volume of performance information appended to this report is at the right level, or whether exception reporting would be more appropriate.

## **1 Purpose of this report**

- 1.1 This report presents a summary of the quarter three performance data for 2013-14, and provides an update on progress in delivering the relevant priorities in the City Priority Plan 2011-15 and the Best Council Plan 2013 - 17.

## **2 Background information**

- 2.1 Members will note that the delivery of City Priority Plan (CPP) is shared with partners across the city while the Best Council Plan (BCP) sets out the Council's key objectives and priorities. This report provides an overview of the performance relating to both plans enabling the Scrutiny Board to consider and challenge the council's performance as well as seeking to influence partners' contributions through existing partnership arrangements.
- 2.2 This report includes an Appendix showing a summary of performance at Quarter 3 across both CPP and BCP priorities.
- 2.3 Members should be aware that the current Best Council Plan is under review, and from Quarter 1 2014 – 15 progress updates are likely to reflect an amended set of priorities and measures.

## **3 Main issues**

- 3.1 The Appendix shows progress at Quarter 3 against the three priorities relevant to the Housing and Regeneration Scrutiny Board within the City Priority Plan, and the five priorities relevant to the Board within the Best Council Plan. Members will see that some of the indicators are designed to track trends rather than report against specific targets, and for these reasons the trend indicators have not been rated. The main performance issues arising from this progress report are given below:
- 3.2 ***City Priority Plan***
- 3.2.1 CPP performance measures are broadly on track. There are two performance areas that are rated amber but do not pose significant concerns :
- Empty properties (empty over 6 months) brought back into use which is slightly behind the phased target at the quarter end, but we expect performance to reach target by the end of the year. The net position which we are tracking is currently above the desired target position; but is very much influenced by market trends. The position will continue to be closely monitored.
  - Council house decency is showing to be slightly below the 95% target, and performance is reported to be mixed across the areas, although it is known that there have been data inputting issues in the East North East area which is reflected in the particularly low figure for that area and which has had an impact on the city-wide figure. It is useful for Members to note that, given that the Decent Homes indicator is no longer the main driver for Council House investment, Executive Board has asked that the Director of Environment and Housing brings forward proposals for a new Leeds Housing Standard, which can reflect the priorities of tenants and can give energy efficiency more prominence. A revised indicator will therefore need to be developed to measure performance against a new housing standard for Leeds.

### **3.3 Best Council Plan**

3.3.1 In relation to BCP measures, the majority are showing improving performance within the context of significant service changes and external impacts. Members' attention is drawn to the following performance areas:

- The energy efficiency performance measure is a city-wide cross sector measure designed to capture all energy efficiency measures delivered to Leeds' properties by any provider, including the Council. The Council's performance has been reported but the position across all providers is not yet known and has been traditionally difficult to obtain. However, we are confident that the position across Leeds will exceed the 5,000 target, despite the challenges arising from the Government's changes to ECO and Green Deal. It is hoped to be able to give a more accurate picture at Quarter 4.
- The percentage of rent collected has dropped slightly which can be attributed in part to seasonal trends. There has been a corresponding increase in Tenant Arrears, but over half are relatively small scale debts and action is being taken to recoup this via arrears campaigns over the next Quarter.
- We are seeking to embed annual tenancy visits across all Council homes and this is taking time to achieve. Attempts are being made to reduce 'no access' outcomes by aligning the visits to other opportunities e.g. linking to repairs.
- Reported performance on the number of repairs being completed within target is showing a slight reduction since the last quarter. However, the data should be treated with caution as it is known that there have been data inputting issues in the East North East area. Investigations have shown that performance levels on the ground are likely to have been maintained and that future reports should show an improved position. However, overall performance is below the ambitious target of 99% which is linked to the contractual targets set for the repairs service. It may be necessary to review the target to ensure that it remains challenging but achievable.
- Relet performance remains below target but is showing an increasingly encouraging picture with all areas showing quarter on quarter improvements, and East North East Area having continued to perform within target across the year to date.
- Members may wish to note the exceptionally good performance in relation to homelessness preventions and the numbers of households in temporary accommodation, which is due to the active homeless prevention strategies undertaken by the Housing Options service. This is a considerable achievement taking into account the pressures on the service as a result of increases in Homeless presentations and the impact of Welfare Change.

### **4.1 Consultation and Engagement**

4.1.1. This is an information report and as such does not need to be consulted on with the public. However all performance information is published on the council's and Leeds Initiative websites and is available to the public.

### **4.2 Equality and Diversity / Cohesion and Integration**

4.2.1 This is an information report, rather than a decision-making report, so it is not necessary to conduct an equality impact assessment. However, some of the data provided will link to

wider issues of equality and diversity and cohesion and integration, and there may be occasions when Scrutiny Board members will want to look more closely at these issues, and may request further information to inform their investigations.

### **4.3 Council policies and City Priorities**

4.3.1 This report provides an update on progress in delivering the council and city priorities in line with the council's performance management framework.

### **4.4 Resources and value for money**

4.4.1 There are no specific resource implications from this report.

### **4.5 Legal Implications, Access to Information and Call In**

4.5.1 All performance information is publicly available and is published on the council website. This report is an information update providing Scrutiny with a summary of performance for the strategic priorities within its remit and as such is not subject to call in.

### **4.6 Risk Management**

4.6.1 There is a comprehensive risk management process in the Council to monitor and manage key risks. This links closely with performance management.

## **5 Conclusions**

5.1 This report provides a summary of performance against the strategic priorities for the council and city related to the Housing and Regeneration Scrutiny Board.

## **6 Recommendations**

6.1 Members are recommended to:

- Note the Quarter 3 performance information and the issues which have been highlighted and consider if they wish to undertake further scrutiny work to support improvement over the coming year in any of these areas.
- Indicate whether the volume of performance information appended to this report is at the right level, or whether exception reporting would be more appropriate.

## **7 Background papers<sup>1</sup>**

7.1 None

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<sup>1</sup>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.