

Housing and Advice Performance Surgery

SUMMARY

- 1.1 At the Cabinet Member meeting for Housing and Advice held on 15 February 2013 it was reported that at the end of the quarter three reporting period (up to 31 December 2012) two indicators were underperforming against the targets set. The two indicators reported to be underperforming were:
- DH Local 7 (BVPI 66a) Rent collected as a proportion of rent due (including arrears brought forward)
 - DH Local 27 (NI 160) Tenant satisfaction with Landlord
- 1.2 Following the Cabinet Member meeting the Chair and Vice Chair of the Planning, Housing and Leisure Board attended a 'Performance Surgery' meeting to discuss the underperforming targets in more detail and to agree actions to improve outcomes. The meeting was also attended by officers from Housing, Derby Homes, and the Performance and Improvement team. A number of actions and recommendations resulting from this meeting and can be found at section 4.

RECOMMENDATION

- 2.1 To note and discuss the content of the report and to make appropriate comments or recommendations.

REASONS FOR RECOMMENDATION

- 3.1 To ensure that Planning, Housing and Leisure Board is kept informed of the way services within the portfolio are performing.

SUPPORTING INFORMATION

Rent Collected (BVPI 66a)

- 4.1 It was reported that the year end forecast for 'rent collected as a % of rent due (includes arrears brought forward)' was likely to be 98%, against a target of 99%. Officers suggested that due to the inclusion of former rent arrears in the indicator, the

target of 99% was potentially unreachable. After an in-depth discussion on this subject the group made a number of recommendations.

4.1 It was recommended that:

- a report on the options around revising the method of tenant payments/rent collection be brought to a future Planning, Housing and Leisure Scrutiny Board meeting for comment, before this goes to Council Cabinet for a decision.
- an end of term report (including detail on rent arrears and former rent arrears) be brought to the quarter four Performance Surgery for discussion and comment.
- officers should look at revising the indicators and targets relating to the performance of cash collection from tenants for the next financial year to ensure that as well as being challenging they are realistic, achievable, benefit our tenants, and are appropriately benchmarked.
- the Cabinet Member for Housing and Advice, and the Cabinet Member for Resources should initiate discussions with the housing benefit team to investigate the opportunity to use discretionary benefit payments to supplement rent payments for tenants affected by the bedroom tax. The aim of this would be to ensure that tenants who have requested to downsize their property but cannot be accommodated are not forced into arrears whilst they wait for a suitable property to become available. It is requested that this option is considered for all tenants in receipt of housing benefit across the city.

Tenant satisfaction with Landlord (All - Status Survey) (NI 160)

- 4.2 It was reported that the year end forecast for the Derby Homes indicator 'tenant satisfaction with Landlord' was likely to be 83%, against a target of 88%. Whilst it was noted that performance in this area is not poor, this still falls below the median housemark percentage quartile of 84.6%. The group felt that more could be done to try and improve tenant satisfaction and achieve the top housemark quartile of 86.9%, and that other methods of conduct tenant satisfaction surveys could be adopted to improve the response rate. Following a discussion the group agreed on a number of recommendations.

4.3 It was recommended that:

- Derby Homes should consider different ways in which the tenant satisfaction survey could be conducted in future years in order to increase the response rate and ensure more robust responses.
- Derby Homes should conduct further analysis of formal complaints and why tenants are complaining, and report this back to the quarter four Performance Surgery.
- Derby Homes should closely monitor those calls coming in the Council through the Derby Direct service to ensure tenant satisfaction is not adversely affected.
- the Chair and Vice Chair of the Planning, Housing and Leisure Board should accompany Derby Homes on a visit to Solihull Community Housing (who have a tenant satisfaction rate of 96.3%) to experience their practices and report any lessons learnt and potential improvements back to the next Performance Surgery.

OTHER OPTIONS CONSIDERED

5.1 None.

This report has been approved by the following officers:

Legal officer Financial officer Human Resources officer Estates/Property officer Service Director(s) Other(s)	Not Applicable Not Applicable Not Applicable Not Applicable Not Applicable Heather Greenan, Head of Performance and Improvement
For more information contact: Background papers: List of appendices:	Clare Harrison 01332 643648 clare.harrison@derby.gov.uk None Appendix 1 – Implications

IMPLICATIONS

Financial and Value for Money

- 1.1 None arising directly from this report.

Legal

- 2.1 Section 21 (3) of the Local Government Act 2000 requires that the power of an overview and scrutiny committee to review or scrutinise a decision made but not implemented includes power to recommend that the decision be reconsidered by the person who made it.

Personnel

- 3.1 None arising directly from this report.

Equalities Impact

- 4.1 Effective scrutiny benefits all Derby people.

Health and Safety

- 5.1 None arising directly from this report.

Environmental Sustainability

- 6.1 None arising directly from this report.

Property and Asset Management

- 7.1 None arising directly from this report.

Risk Management

- 8.1 None arising directly from this report.

Corporate objectives and priorities for change

- 9.1 Our aim is to work together so that Derby and its people will enjoy a thriving

sustainable economy, good health and well-being and an active cultural life.