

WARWICK DISTRICT COUNCIL

TO: HOUSING COMMITTEE - 13th MARCH, 2000

SUBJECT: PERFORMANCE STANDARDS

FROM : HOUSING

1. **Purpose of Report**

1.1 To appraise members of the contractors' performance for the year to date on key performance indicators, and the comments of the Tenant & Leaseholder User Group on that performance.

2. **Background**

2.1 Key performance targets were adopted in 1996. The following year Members set the requirement for progress reports to be brought to every other cycle of this Committee. Performance targets were subsequently revised in August 1998 and March 1999.

3. **Actual Performance**

3.1 Performance is measured for the 3 months from 1st October to the end of December 1999 in the schedule in Appendix 1, which indicates the revised performance indicators and targets.

3.2 **Voids Turnaround**

I am pleased to report the continuing improvement of performance in relation to void turnaround, the average in the second quarter being 13.3 working days. This equates to a saving of 7 days since the 31st March, 1999 when performance was 20.3 working days. This will continue to be carefully monitored to ensure this level of performance is maintained and, where possible, improved upon.

3.3 **Repairs Response**

Since March 1999, performance has improved on all response repairs categories, which is very pleasing and encouraging. Members will be aware of the ongoing work which is looking in detail at our current processes and procedures. It is hoped that will result in further changes to improve performance in this important area of work. The Focus Group comprising tenants started off by looking at the Repairs Satisfaction Cards but will go on to consider other relevant issues. We do hope that this will assist us further in the development of this service.

3.4 **Rent Arrears**

As predicted, and despite sterling efforts, arrears as percentage of net debit increased over the Christmas/New Year period, although it is interesting to note that the tenants owing

more than 13+ weeks remained constant. This indicates that the tenants with the higher level of arrears did keep to the arrangements made, thus resulting in no significant rise in percentage terms. This indicates that the special letters sent to this category of tenants at the beginning of December and the arrears work we have been doing, have had the desired effect. Early indications of activity in 2000 are encouraging, with levels of rent arrears decreasing. Constant monitoring is in place and our approach to the recovery of rent arrears will be evaluated at the end of the financial year. 25 evictions have been enforced this financial year.

3.5 Homelessness and Use of Bed and Breakfast Accommodation

The use of this type of accommodation continues to be carefully controlled, as demonstrated by the performance indicator. Members will be pleased that no families had to remain in Bed and Breakfast over the Christmas period.

4. Key Issue Strategies

4.1 "We are committed to continuously improving all our services and testing ourselves to make sure that we are providing best value services."

5. Recommendations

5.1 Members note the report and comment as appropriate.

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Background Papers

Nil

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Area(s) In District Affected:

All

Appendix 1

Statistics for Housing Business Unit

		Target	1998/99	1.4.99 - 30.6.99	1.7.99 - 30.9.99	30.9.99 - 31.12.99
1.	Voids turnaround target changed to 20 working days (August 1998)	20 working days	20.3 working days (1.9.98 - 31.3.99)	18 working days	15.3 working days	13.3 working days

2.	Repairs Response					
	24 hours	95%	90%	90%	91%	92%
	Urgent	95%	88%	87%	88%	92%
	Routine 1	85%	83%	90%	87%	87%
	Routine 2	90%	86%	90%	88%	88%
3.	Repairs Satisfaction (Cumulative)	97%	97%	97%	97%	97%
4.	Tenants owing 13+ weeks rent	4.0%	4.96%	5.13%	5.0%	5.0%
5.	Arrears as % of net debit	4.5%	6.67%	7.15%	7.07%	7.38%
6.	Bed and Breakfast target changed in August 1998 to no more than an average of 5 cases per month	N/A	4	5	7	1