

# Housing Quarter 2 2021/2022 Performance Report

## Housing Committee Tuesday, 30 November 2021

Report of: Executive Head of Communities

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Purpose: For information

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Publication status: Open

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Wards affected: All

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### Executive summary:

- The appendices to this report contain data on the Committee's key performance indicators and risks for Quarter 2 2021-2022, to enable the Committee to monitor how the Council is delivering the services for which it is responsible.
  - The report also includes a separate appendix (C), which provides an update on the Council Housing Building Programme.
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**This report supports the Council's priority of:** Building a better Council

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### Recommendation to Committee:

That the Quarter 2 2021-2022 performance and risks for the Housing Committee be noted.

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### Reason for recommendations:

To support the Committee to monitor and manage its performance and risks.

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## 1. Introduction and background

- 1.1. Performance and risk reports are presented to each policy committee at the end of each quarter. The reports include a covering report and an appendix with individual performance charts and commentary for each performance indicator, and the committee's risk register.

## 2. Notes on performance and risk data

- 2.1. See Appendix A and Appendix B for the Housing performance data and risk register respectively.
- 2.2. Wherever possible the most recent data has been included in the appendices, regardless of whether it technically falls into the reported quarter. However, due to the committee report timelines, there may be occasions where data is not available in time for the committee report. In these cases, the data will be provided in the next scheduled report.
- 2.3. The Council uses the following risk management scoring matrix:

<b>Likelihood</b>	<b>Very Likely</b>	<b>4</b>	4	8	12	16
	<b>Likely</b>	<b>3</b>	3	6	9	12
	<b>Possible</b>	<b>2</b>	2	4	6	8
	<b>Unlikely</b>	<b>1</b>	1	2	3	4
			<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
			<b>Low</b>	<b>Medium</b>	<b>High</b>	<b>Very High</b>
			<b>Impact</b>			

- 2.4. See Appendix C for an update on the Council Housing Building Programme.

### **3. Quarter headlines**

#### **3.1. Performance**

- 3.1.1. At the end of July 2021, we achieved target for 7 out of 11 indicators. We missed our targets for:
- Rent collection and arrears, marginally (HO1);
  - Average time taken to re-let local authority sheltered housing (HO2b);
  - Number of people in 'urgent need' (bands A&B) on the Housing Register (HO5);
- 3.1.2. We do not currently have the data for "Percentage of emergency responsive repairs completed within the timescales set for the contractor (HO10a)." Therefore it will be included in the next report.
- 3.1.3. See Appendix A for more details.

#### **3.2. Risk**

- 3.2.1. There are no risks in the register with a red rating.
- 3.2.2. See Appendix B for details.

### **4. Key implications**

#### **4.1. Comments of the Chief Finance Officer**

There are no direct finance implications arising from this report. However, the risks identified in the Corporate and Committee risk registers and their mitigating actions may lead to significant additional resources and cost implications for the Council if they come to pass. The impact of any additional cost pressures will be shown in the monthly budget monitoring reports. It is possible that the impact of Covid-19 will add additional costs to projects and delay the speed of implementation.

The key risks, their likelihood, impact and mitigation are identified in the Risk Register appendices with each risk allocated to a risk owner. Officers will continue to monitor operational risks and will look to escalate these if necessary

#### **4.2. Comments of the Head of Legal Services**

- 4.2.1. There are no direct legal implications arising from this report. The monitoring process enables the Committee to remain aware of issues and risks. There is no statutory duty to report regularly on the Council's performance. However, under Section 3 of the Local Government Act 1999 (as amended) a best value authority has a statutory duty to secure continuous improvement in the way in which its functions are exercised,

having regard to a combination of economy, efficiency and effectiveness. Regular reports on Council performance help to demonstrate best value and compliance with the statutory duty.

#### **4.3. Other corporate implications**

4.3.1. Not applicable.

#### **4.4. Equality**

4.4.1. This report contains no proposals that would disadvantage any particular minority groups.

#### **4.5. Climate change**

4.5.1. This report contains no proposals that would impact on the Council's commitment to climate change.

### **5. Appendices**

5.1. Appendix 'A' – Performance Charts

5.2. Appendix 'B' – Risk Register

5.3. Appendix 'C' – Update on Council Housing Building Programme

### **6. Background papers**

6.1. None.

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