

# 2022/23 Housing Committee Performance Report

## Housing Committee Tuesday, 20 June 2023

Report of: Head of Housing

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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 4 2022-2023, to enable the Committee to monitor how the Council is delivering the services for which it is responsible.
  - Performance and risk headlines are included in Section 3.
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**This report supports the Council's priority of:** Building a better Council

**Contact officer** James Devonshire Head of Housing  
JDevonshire@tandridge.gov.uk

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### Recommendation to Committee:

- A. That the Quarter 4 2022-2023 performance and risks for the Housing Committee be noted.
  - B. That the collection of the additional performance indicators highlighted in appendix c be noted.
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### Reason for recommendation:

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

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## Introduction and background

### 1 Performance and Risk

1.1 Performance and risk reports are to be 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:

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

### 3 Performance

3.1 The following KPI's have not met target as detailed in Appendix A:

- HO2a - Average time taken to re-let local authority housing (days)
- HO2b - Average time taken to re-let local authority sheltered housing (days)
- HO3 - Number of cases where it is known that advice and/or support from the Council successfully prevented or relieved the threat of homelessness
- HO4 - Number of households living in temporary accommodation

- HO5 – Number of people in 'urgent need' (bands A&B) on the Housing Register

3.1.1 Narratives have been provided in Appendix A outlining reasons for the these KPI's not meeting target.

### 3.2 Risk

3.2.1. The risk register has been reviewed and the risks that are more operational in nature have been removed and will be monitored by Officers internally. However, this does not preclude these risks from being escalated back to the committee register in the future, or new risks being added.

3.2.2. See Appendix B for details.

### **Other options considered**

## **4. Additional performance and satisfaction measures**

4.1 Following the introduction of the Tenants Satisfaction Measures Standard by the Regulator of Social Housing in April 2023, registered providers must collect and provide information to support effective scrutiny by tenants of their landlord's performance in managing their homes and neighbourhoods.

4.2 Registered providers must:

- Collect and process information specified by the regulator relating to their performance against the tenant satisfaction measures. The information must be collected within a timeframe set by the regulator and must meet the regulator's requirements in Tenant Satisfaction Measures: Technical Requirements and Tenant Satisfaction Measures: Tenant Survey requirements.
- Annually publish their performance against the tenant satisfaction measures. This should include information about how they have met the regulator's requirements set out in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction Measures: Tenant survey requirements. This information must be published in a manner that is timely, clear, and easily accessed by tenants.
- Annually submit to the regulator information specified by the regulator relating to their performance against those measures. The information must be submitted within a timeframe and in a form determined by the regulator.

4.3 These measures will be collated by way of tenant satisfaction survey or management information held by the Council as set out in appendix c.

## **Consultation**

5. To enable the delivery and publication of the tenant satisfaction measures the Council has implemented a Tenant and Leaseholder Engagement Strategy which has undergone public consultation.
- 5.1 To meet the requirements set by the regulator, an annual survey of tenants is required to collate tenant's responses. Due to limited in house resource, consideration is currently being given to jointly commissioning a satisfaction survey through a specialist provider with other stock holding authorities in Surrey. It is anticipated that the survey will be launched in September 2023, allowing enough time for collation and scrutiny of data prior to submitting the Government return and publishing the results in an annual report.

## **Key implications**

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

Although there is not necessarily direct correlation between the delivery of KPIs and the financial position, it is important to understand how the two may affect each other. With the reinstatement of performance reports to Committee, this is a link that needs to be developed further as part of formal reporting in 2023/24.

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

Although there are no legal implications arising from this report, it is good practice that Officers update Members the extent to which the Housing Service team is fulfilling its performance indicators, that is, the extent to which: (i) it is exercising its functions effectively; (ii) it is using its resources economically, efficiently and effectively; and (iii) its governance is effective for securing (i) and (ii). The information set out in this report enables the Council to assess this.

### **Equality**

Data will be obtained through several formats to that all Council housing tenants are able to access and complete the survey. A specialist company is being considered through joint commissioning with other stock holding authorities in Surrey.

If necessary, home visits to complete surveys, phone calls or other communication methods will be used to ensure access for all.

An Equality Impact Assessment (EIA) has not been carried out in connection with the points set out in this report as the recommendation does not require a policy or service change.

### **Climate change**

There are no significant environmental / sustainability implications associated with this report.

## **Appendices**

Appendix 'A' Housing Performance Charts 2022 - 23

Appendix 'B' Risk Register April 2023

Appendix 'C' Tenant Satisfaction Measures

## **Background papers**

None

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