

Report to: Scrutiny Committee



Date of Meeting 1st December 2022

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Quarterly monitoring of performance – 2nd quarter 2022-23 July 2022 to September 2022

Report summary:

This report provides performance information and progress against our performance indicators and key objectives from across the council services.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

It is recommended that Members consider performance against delivery of our key performance indicators for the 2nd quarter of 2022/23 so that issues can be addressed.

Reason for recommendation:

So that Members can gain a clear view of progress against what we said we would deliver in our service plans and deal with performance issues arising

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Portfolio(s) (check which apply):

- Climate Action and Emergency Response
- Coast, Country and Environment
- Council and Corporate Co-ordination
- Democracy, Transparency and Communications
- Economy and Assets
- Finance
- Strategic Planning
- Sustainable Homes and Communities
- Tourism, Sports, Leisure and Culture

Equalities impact Low Impact

Climate change Low Impact

Risk: Low Risk; A failure to monitor performance may result in customer complaints, poor service delivery and may compromise the Council's reputation.

Links to background information

Link to [Statement of Intent](#)

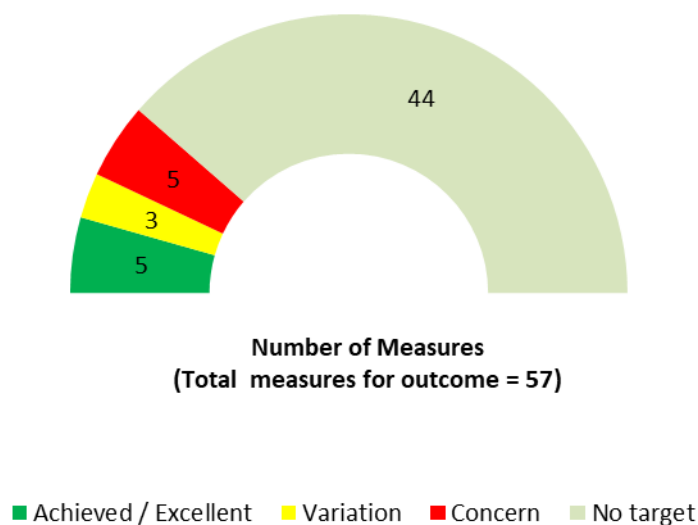
Priorities (check which apply)

- Better Homes and Communities for all
- Greener East Devon
- A resilient Economy
- Services that matter

Report in full

1. This quarterly report will be providing details of our performance of our council wide performance indicators and key objectives from our service plans. It also includes a roundup of some of the outputs and achievements from across the authority throughout 2022-23.

2. This year there are more service performance indicators than previously reported on. For most of these new indicators this is a benchmark year and so there are no targets yet. We also have some indicators that are showing on track or variation but five are showing a status of concern.



Number of households living in temporary accommodation – Snapshot at the end of the quarter (30.09.22) – figure includes 31 households in spot purchase accommodation. Figure compares with a total of 35 at the same time the previous year, a total which included 11 households in spot purchase accommodation. Two main issues have created this overall rise in numbers, first of all the huge increase in new homeless cases, especially those presenting where they are already homeless as opposed to being threatened with homelessness, and secondly the severe lack of options with which to resolve homeless situations ie huge demand and increased competition for all forms of social housing, a lack of affordability and limited options within the private sector, and a lack of supported accommodation projects.

Working days lost due to sickness absence. - Sickness absence rates remain above target. This is due to Covid absence and there is also an increase in cases of medium and long term absence as a result of personal stress, anxiety and fatigue related to bereavement and some staff are expressing concerns with dealing with continued operational demands. Additional training has been sourced, funded from the public health budget, to support staff who are experiencing mental

health difficulties. Sickness absence continues to be actively managed and employees are supported in accordance with the Absence Management Policy.

Percentage of Stage 2 complaints responded to within stated timeframes. - Delays in responses in some cases due to complaint volumes and resourcing/workload issues for some service teams.

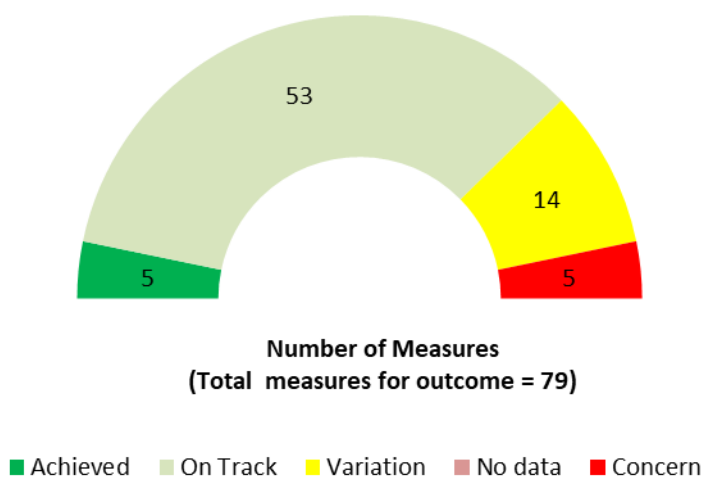
Days taken to process new Housing Benefit claims and Days taken to process changes to Housing Benefit claims - The number of days taken to process new claims and changes has risen as we have had to divert a full time member of staff to administer the Homes for Ukraine guests and hosts payments. This has been a significant amount of work and is in addition to the on-going high volume of work generated by the cost of living crisis and the second household support fund announced by the government. We have also had to design and implement the discretionary energy rebate scheme whilst having a number of staff taking their summer leave.

We are continuing to work on ensuring Benefit claims are dealt with as quickly as possible and are looking at recruiting another member of staff to replace the member of staff dealing with the Homes for Ukraine payment applications.

On top of that I need to also raise that - our working age caseload is being reduced due to Housing Costs needing to be claimed through Universal Credit. Our working age case load for new claims are now for those living in temporary accommodation and specified accommodation. These are much more in depth and the specified accommodation cases are requiring further information from landlords some of which is not readily available and is taking time to be provided to us. This all results in our new claims for working age households taking longer to process than they previously had.

See [Appendix A](#) for more details of the key performance indicators for quarter two 2022-23.

4. Most of our current key service objectives that have been taken from the Service plans for 2021-22 are showing as on track to be achieved or with a variation which would indicate a mild concern or minor setback for the objective. However five are showing a status of concern.



Improve void turnaround times and review the Void Standard for properties being re-let as part of our Price Per Void contract, and ensure that a suitable lettable standard is achieved for new tenants achieving 'right first time'. - Completion of Voids within Target is a concern, performance in months 1 and 3 of Q2 was poor although there was improvement in month 2; void completion time in days was poor in months 1 and 2 but there was improvement in month 3, this improvement is continuing into Q2. In light of the concern a full Void review led by external consultants, Echelon has been commissioned and have commenced work.

Recruit and support the development of our Compliance team that will sit within the Property and Asset team. Ensure the Compliance Manager is supported to ensure appropriate resourcing and focus to embed and develop the new team. Embrace and prepare for the changes anticipated in the Building Safety Act, including the appointment of Building Safety Managers. Review compliance procedures by an external body to drive continuous improvement. - Recruitment remains a challenge; at present we have recruited into the Administrative roles and one Surveyor role, asbestos and radon (the Surveyor has not yet started with us).

Review compliance procedures by an external body to drive continuous improvement. - Currently there is no progress on this as recruitment remains an issue.

Complete the Play Strategy linked to our adopted Green Space Plan with an action plan to improve outdated sites, ensure appropriate provision, introduce play space and 'play along the way' micro parks by September 2022. - Strategy has been largely completed, but required minor updates, however the senior engineer delivering the work has been on long term sick, so the strategy has not progressed with a report through cabinet. No spare resource with other team members to push forward.

Revising the Cemetery Regulations to ensure an updated and fit for purpose regime for burials by Dec 2022. - Timescales for delivery have been delayed due to the significant impact/demands of taxi fares reviews twice in 2022. Aim to finalise draft in Nov 22 to consult early 2023

See [Appendix B](#) for more details of the service key objectives and their current status.

Financial implications:

There are no direct financial implications

Legal implications:

No legal comments are required