

Report to: Housing Review Board



Date of Meeting 29 April 2021

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

HouseMark Annual Performance Summary

Report summary:

This summary HouseMark report provides key cost and performance comparisons for our organisation. The data relates to the financial year 2019-20, but has been supplemented by bespoke HouseMark forecasts built using in-year data and public data sources. Our bespoke peer group, chosen by us, is detailed in the appendix.

As well as annual cost and performance benchmarking, HouseMark also provides a range of other data services, including monthly COVID-19 impact monitoring and a bespoke budget forecasting tool for your organisation.

I have also appended our own generated weekly Covid-19 report.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

Performance reports be noted and the areas for further investigation identified in the report be examined by the Housing Leadership Group

Reason for recommendation:

To monitor performance and gauge our performance against peers in the sector with the ultimate aim of learning and improving our performance for our tenants.

Officer: John Golding Strategic Lead - Housing Health and Environment

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Portfolio(s) (check which apply):

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

Equalities impact Low Impact

Climate change Low Impact

Risk: Low Risk;

Links to background information .

Link to [Council Plan](#):

Priorities (check which apply)

- Outstanding Place and Environment
 - Outstanding Homes and Communities
 - Outstanding Economic Growth, Productivity, and Prosperity
 - Outstanding Council and Council Services
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Report in full

1. Performance reporting

- 1.1 We are a member of the HouseMark benchmarking club and have been so for many years. Membership provides a useful comparison if we benchmark ourselves against comparable organisations and consider differences in performance and costs. The HouseMark annual performance report is reproduced in **annex 1**.
 - 1.2 There are inherent difficulties in benchmarking with other Councils and housing associations, but despite difficulties I believe it is worth doing. There are no right or wrong results, however, differences can be investigated and it can open up ideas about how to bring performance in line with peers and/or celebrate higher levels of performance.
 - 1.3 Despite peer groups being selected to be comparable many organisations have very different stock profiles, different priorities and different ways of accounting. However, it is interesting to see the differences in a number of areas when compared to our peers. For example, our rent collection figures remain strong and in the higher performing group. Housing management costs at £268 per property seem to offer good value for money.
 - 1.4 Areas where I would like a better appreciation of the differences is in relation to our overheads which come out significantly higher than our peers; housing maintenance costs are quite high in comparison; tenant satisfaction; cost and speed of repairs are also showing marked differences to our peers reported data.
 - 1.5 I have asked the Housing Leadership Team of senior managers to review the data supplied by HouseMark and satisfy themselves that the data is accurate and reflects differences between us and our peers. I would like us to understand and account for the differences and identify ways of improving performance in order that future comparisons show smaller differences.
 - 1.6 We have also utilised our own Covid-19 performance reporting tool during the pandemic that provides a useful management dashboard of key performance indicators. This report is updated weekly and an example has been reproduced in **annex 2**. The report provides a useful weekly 'health check' agents activities that are core business and important to tenants and maintaining tenant services and safety. The report is a standard agenda item for management team meetings and briefing staff on Service performance.
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Financial implications:

Contained within the body of the report and appendix.

Legal implications:

It is believed that there are no comments of a legal nature arising from the contents of this report.”