

Report to: Housing Review Board



Date of Meeting 16 March 2023

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Housing Service Quarter 3 performance report

Report summary:

The attached presentation (Appendix 1) outlines key performance indicators for Quarter 3 and the actions taken to ensure targets are achieved.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

That members note the Quarter 3 performance and actions

Reason for recommendation:

To ensure that members are able to scrutinise and have assurance on how the service is performing and the actions being taken where performance needs to be improved.

Officer: Housing Senior Managers; *Graham Baker- Property and Asset Manager. Andrew Mitchell- Housing Solutions Manager. Yusef Masih- Interim Housing Services Manager.*

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: High Risk; Failure to deliver services to tenants in line with our service standards, best practice and regulation could bring scrutiny from the regulator and action taken against EDDC as well as expose tenants to risk due to failures in service delivery.

Links to background information Presentation on QTR 3 performance and Overall KPI dashboard

Link to [Council Plan](#)

Priorities (check which apply)

- Better homes and communities for all
 - A greener East Devon
 - A resilient economy
-

On behalf of the Senior Management team, the Housing Services Manager will take Members through the attached presentation (Appendix 1).

The presentation focuses on;

- 12 high level key performance indicators that have been taken from the tabular summary as attached as Appendix 2. At the January meeting, Members approved the format of a new set of key performance indicators in order to track and monitor the performance of the service.
 - Detail on areas of concerns and actions we are putting in place to address the issues.
 - Detail on work underway ready for the start of the new financial year and how PIs will be reported on moving forward.
-

Financial implications:

There are no financial implications

Legal implications:

There are no legal implications.