



Haverling

LONDON BOROUGH

Quarter 3 Performance Report 2020/21

Towns and Communities O&S Sub-Committee

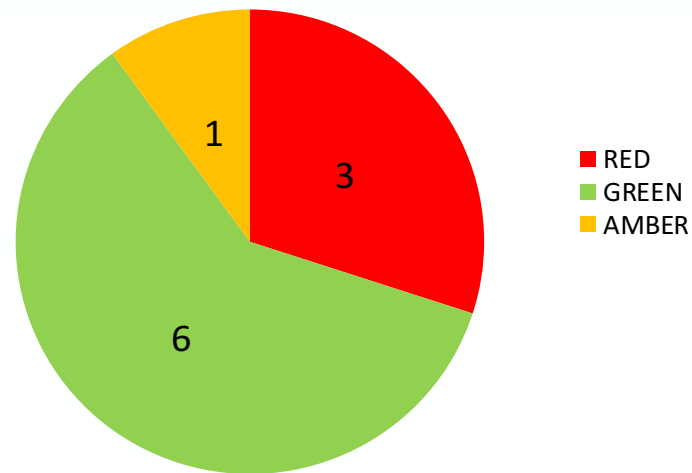
February 2021

Towns and Communities O&S Committee Performance Report

- Overview of the key performance indicators as selected by the Towns and Communities Overview and Scrutiny Sub-Committee
- The report identifies where the Council is performing well (**Green**), and not so well (**Amber** and **Red**).
- Where the RAG rating is '**Red**', '**Corrective Action**' is included. This highlights what action the Council will take to address poor performance.
- It is important to note that though service delivery is returning to business as usual, there will be still be an impact on performance due to COVID-19.

OVERVIEW OF TOWNS AND COMMUNITIES INDICATORS

Q3 2020-21 Indicators Summary

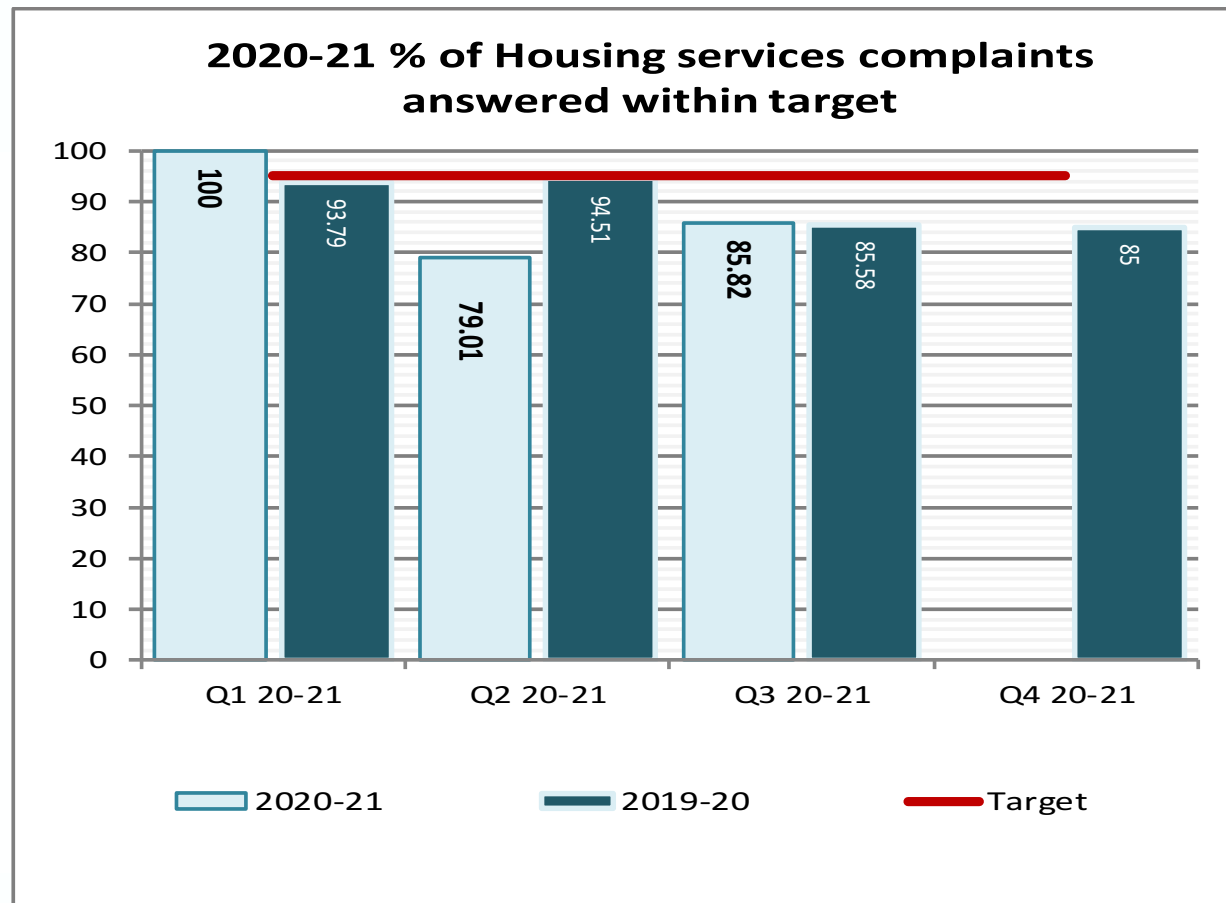


- 11 Performance Indicators are reported to the Towns and Communities Overview & Scrutiny Sub-Committee.
- Data is available for all the indicators.
- Q3 20/21 Performance ratings are available for 10 of the 11 indicators. 3 are **Red** (off target), 1 are **Amber** and 6 is **Green** (on target)

Quarter 3 2020-21

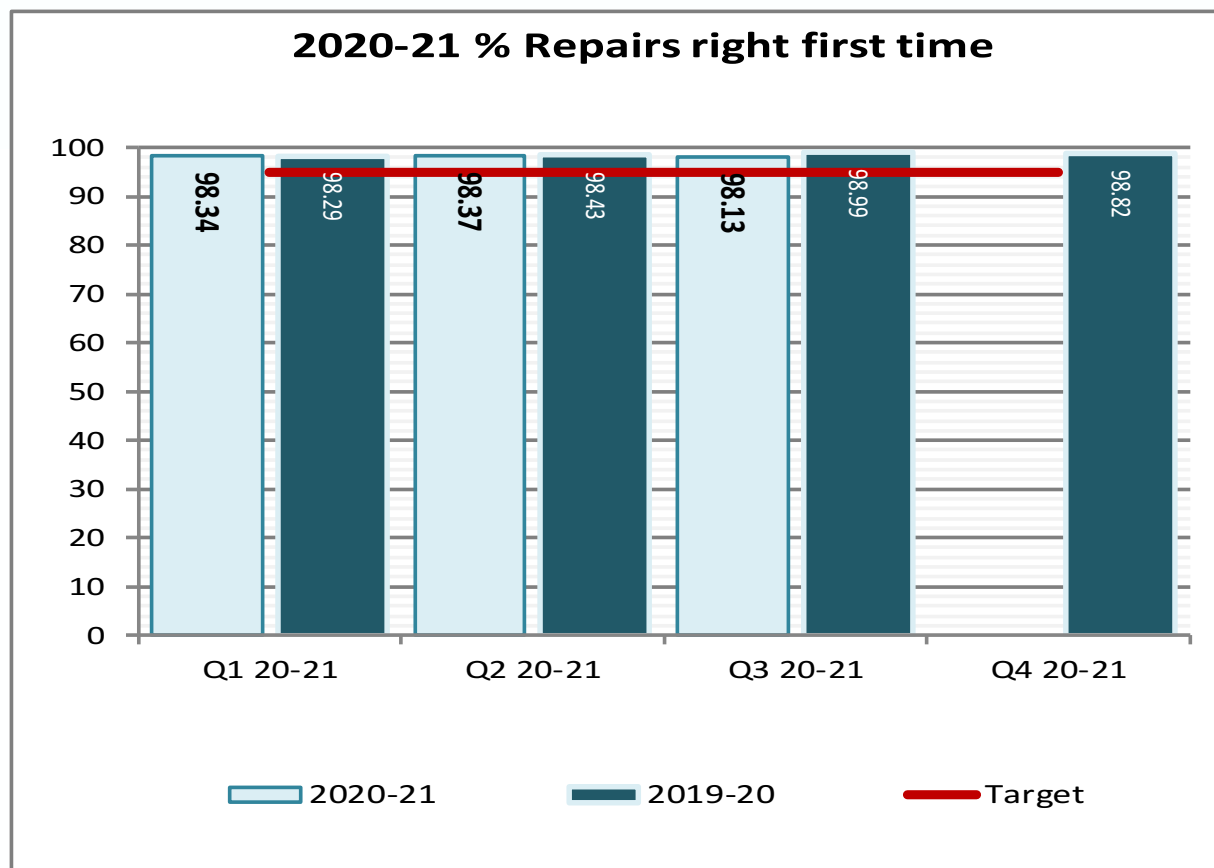
Indicator and Description	Value	2020/21 Annual Target	2020/21 Q3 Target	2020/21 Q3 Performance	Short Term DOT against Q2 2020/21	Long Term DOT against Q3 2019/20
% of Housing services complaints answered within target time	Bigger is better	96% (5%)	96% (5%)	85.82% (Red)	↑ 79.10% (Red)	↑ 85.58% (Red)
Repairs right first time (Breyer Contractor only)	Bigger is better	95% (5%)	95% (5%)	98.13% (Green)	↓ 98.37% (Green)	↓ 98.99% (Green)
Percentage of all repairs completed within target Main Contractor(s) (cumulative)	Bigger is better	95% (5%)	95% (5%)	92.76% (Amber)	↓ 94.40% (Amber)	↑ 92.3% (Amber)
% HRA Gas servicing compliance (General needs & Sheltered)	Bigger is better	100%	100%	100% (Green)	↑ 99.94% (Red)	↑ 99.93% (Red)
% of fire risk assessments due	Bigger is better	100%	100%	100% (Green)	↔ 100% (Green)	↔ 100% (Green)
Percentage of HRA arrears over debit	Smaller is better	1.40%	1.40%	2.75% (Red)	↑ 3.26% (Red)	↓ 2.47% (Red)
Total current UC tenants arrears (General, sheltered, HMO & AST)	Smaller is better	Demand Pressure	Demand Pressure	£1,097,083	↑ £1.3M	↓ £726,520
Average days re-let time of ALL HRA Voids	Smaller is better	14 days	14 days	39.67 (Red)	↑ 40.29 (Red)	↓ 15.8 (Red)
Major Planning Applications completed within Target	Bigger is better	65%	65%	89.47% (Green)	↑ 86.67% (Green)	↑ 86.00% (Green)
Minor Planning Applications completed within Target	Bigger is better	65%	65%	82.82% (Green)	↑ 78.76% (Green)	↑ 81.90% (Green)
Other Planning Applications completed within Target	Bigger is better	80%	80%	92.59% (Green)	↑ 91.48% (Green)	↓ 93.60% (Green)

Complaints (Stage 1): Quarter 3 2020-21



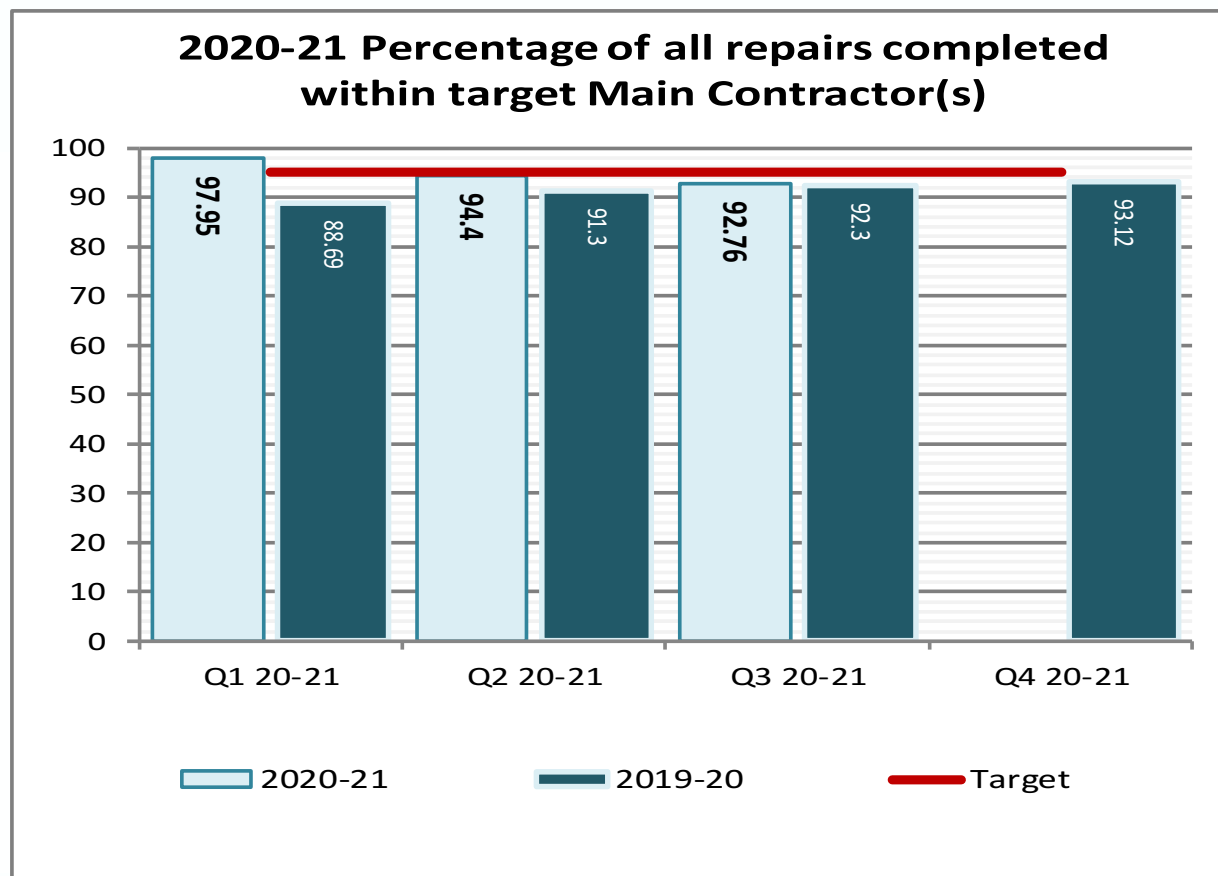
At the end of Q3 2020-21 a total of 333 complaints were answered within the 10 days target out of a total of 388 complaints which were received between April and end of December 2020 for Housing services.

Repairs right first time (Breyer Contract) : Quarter 3 2020-21



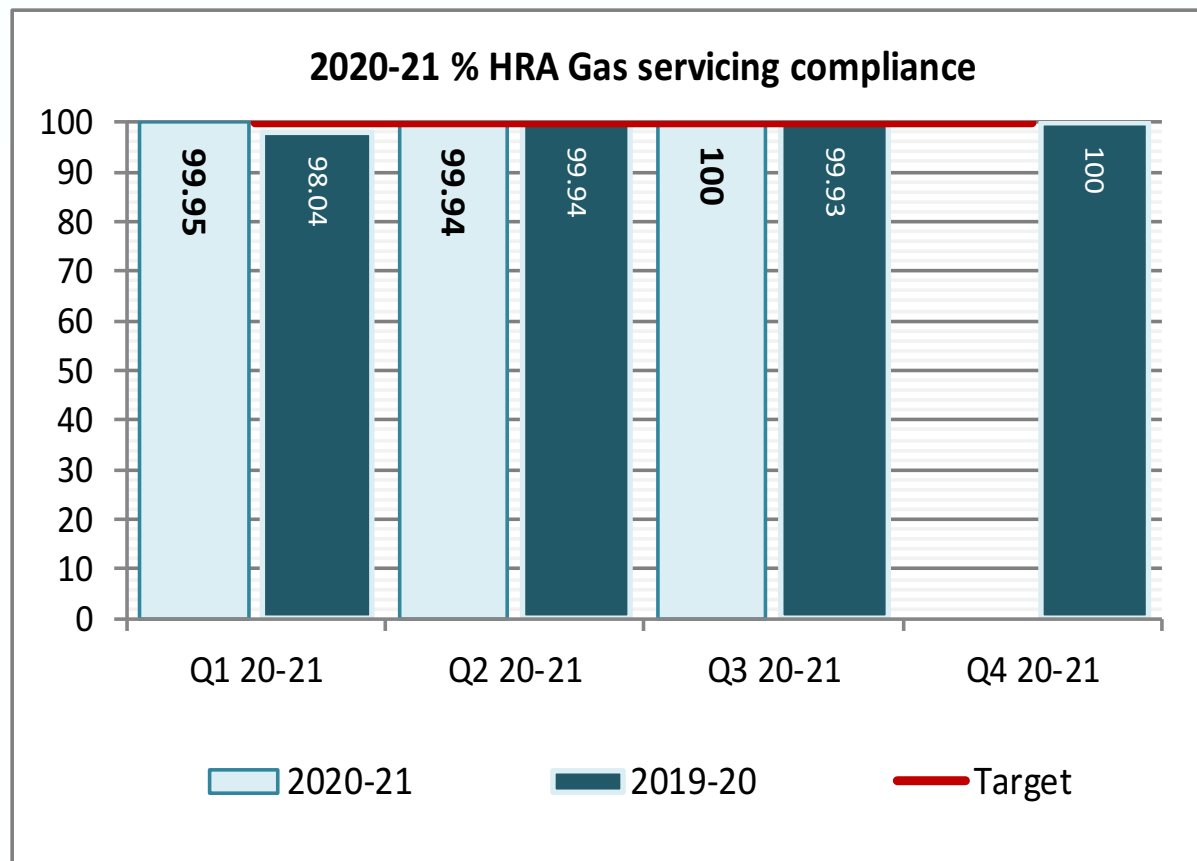
At the end of Q3 2020-21, 98.13% of responsive repairs were reported and had been completed right first time. This is above the target of 95% due to Covid 19 performance has been impacted.

Repairs completed within target – main contractors: Quarter 3 2020-21



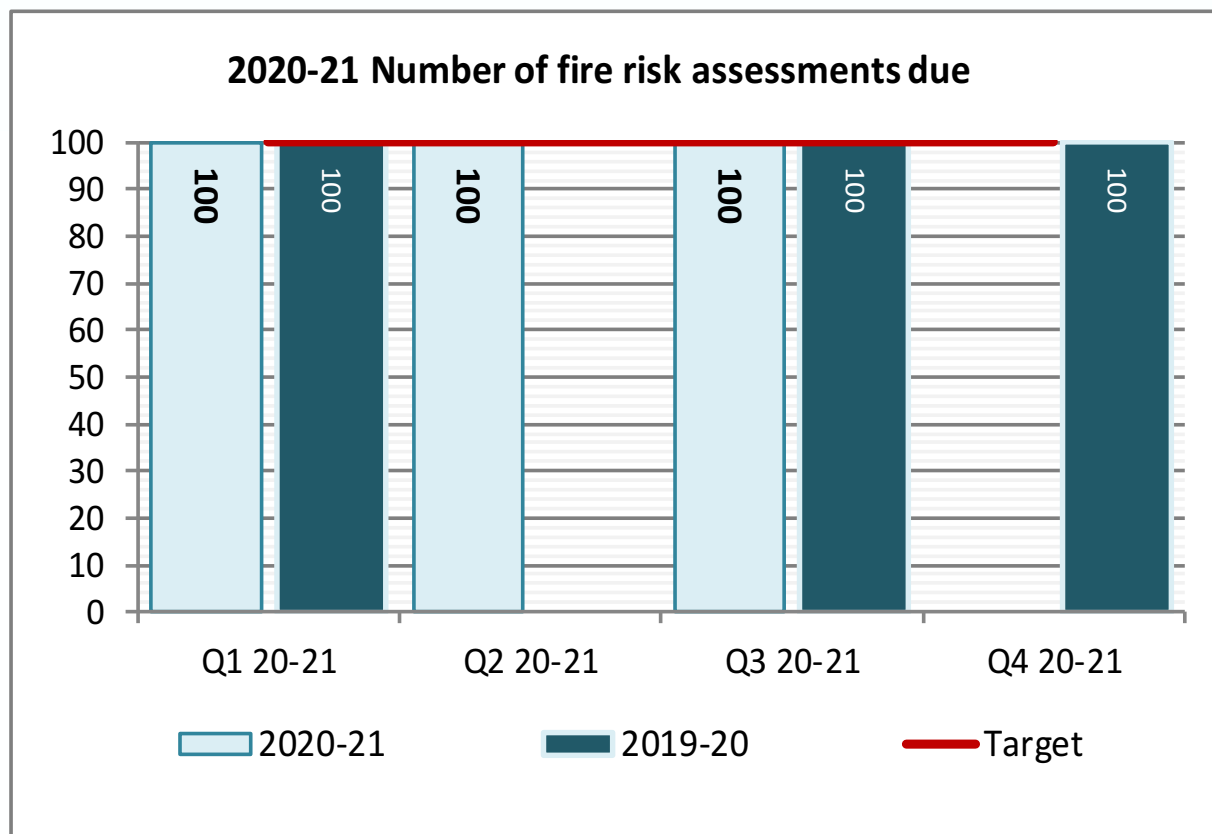
By the end of Q3 2020-21 a total of 16194 repairs orders have been raised (year to date) for the main maintenance and gas contractors and of these 15051 repairs were completed within target.

Repairs HRA Safety Compliance - Gas: Quarter 3 2020-21



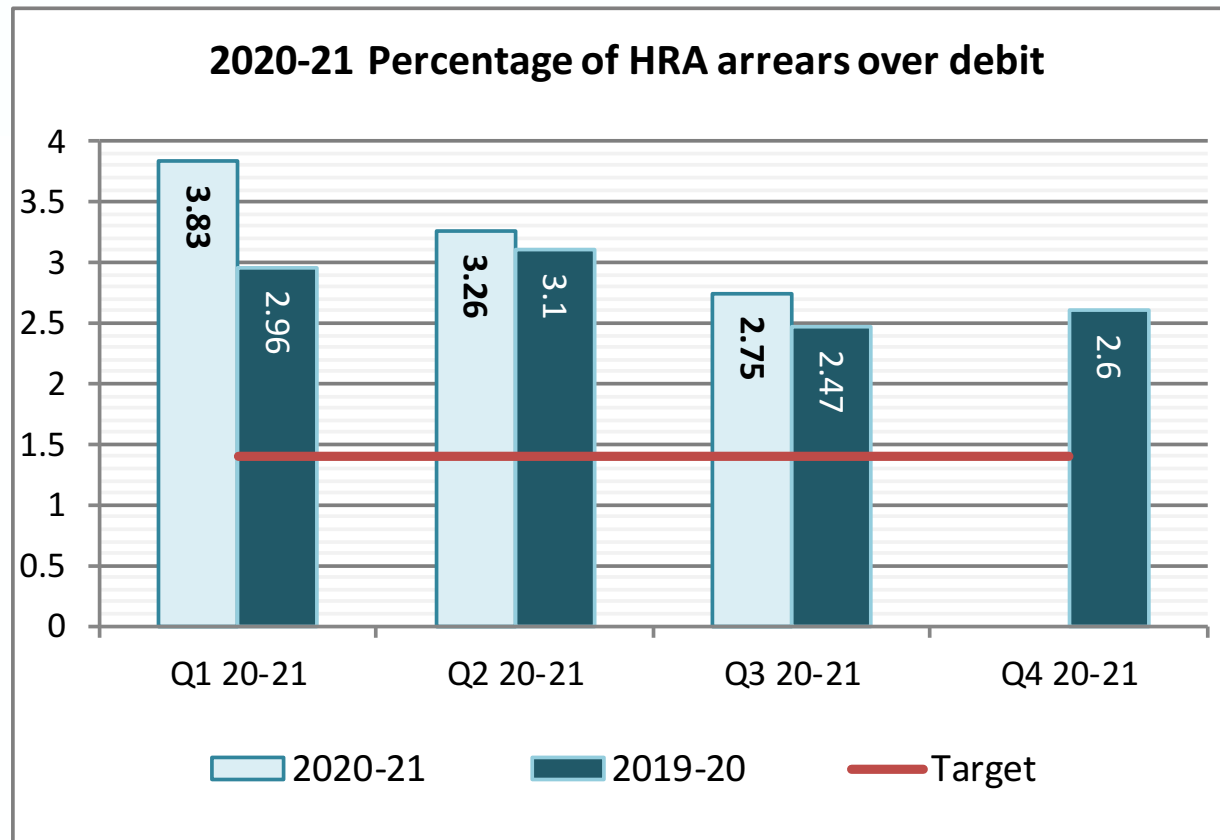
At the end of Q3 2020-21, 100% of 8539 properties have a current gas safety record.

Repairs: HRA Safety Compliance – Fire: Quarter 3 2020-21

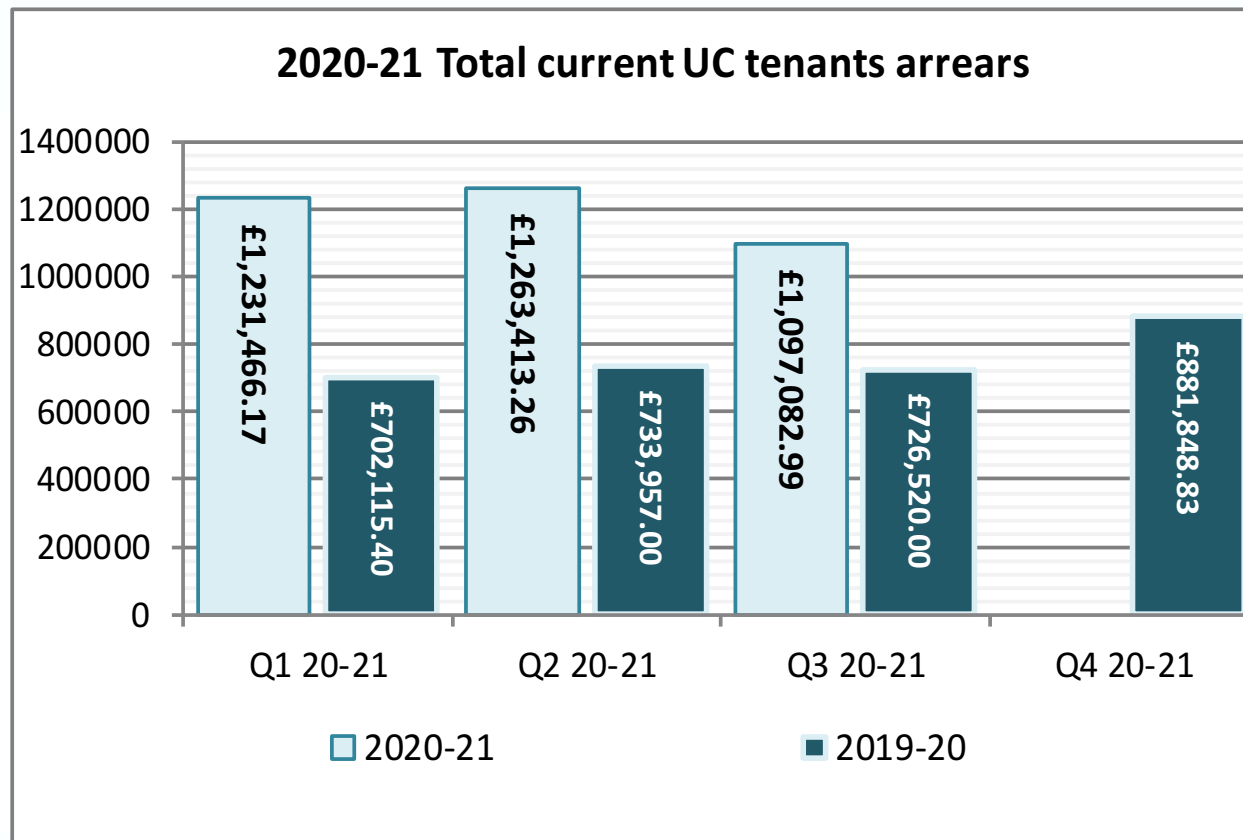


At the end of Q3 2020/21 a 100% of Fire assessments due were completed. (No outturn for Q2 2019-20 as indicator was under review)

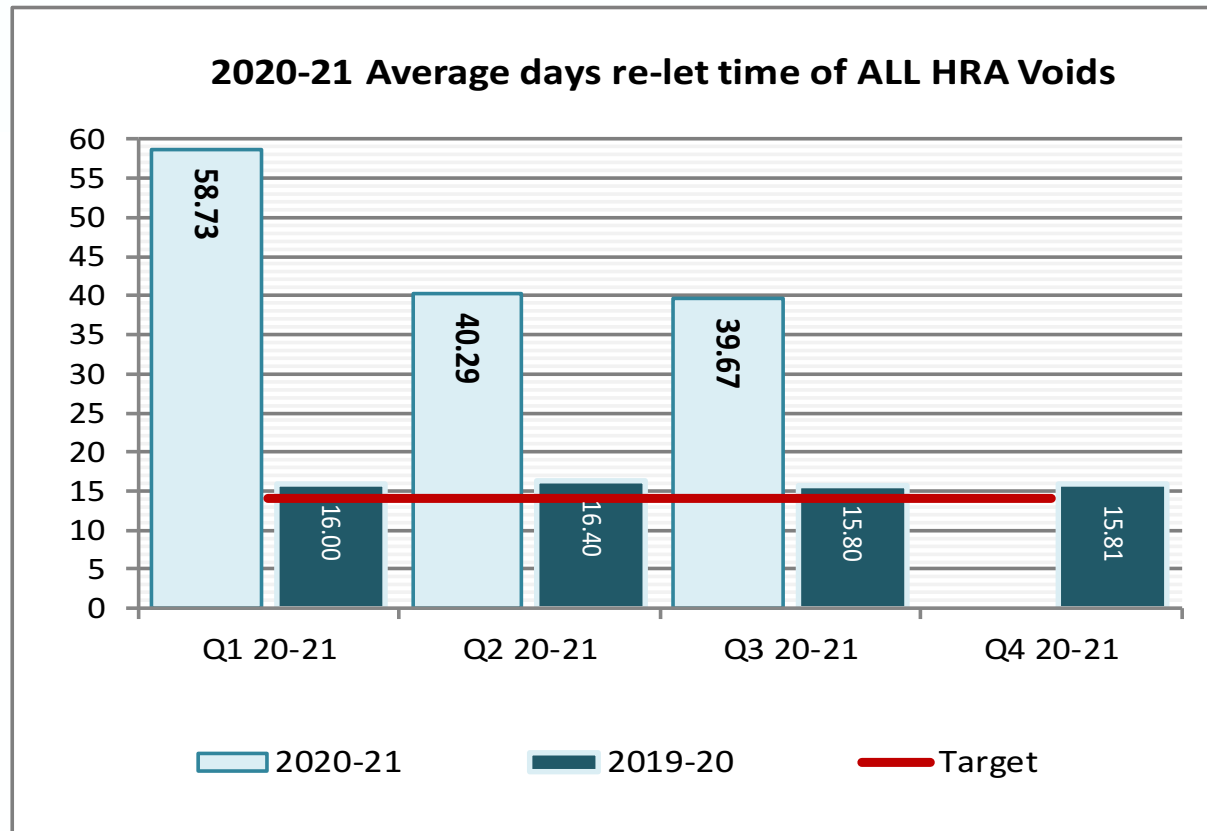
HRA Rent Arrears: Quarter 3 2020-21



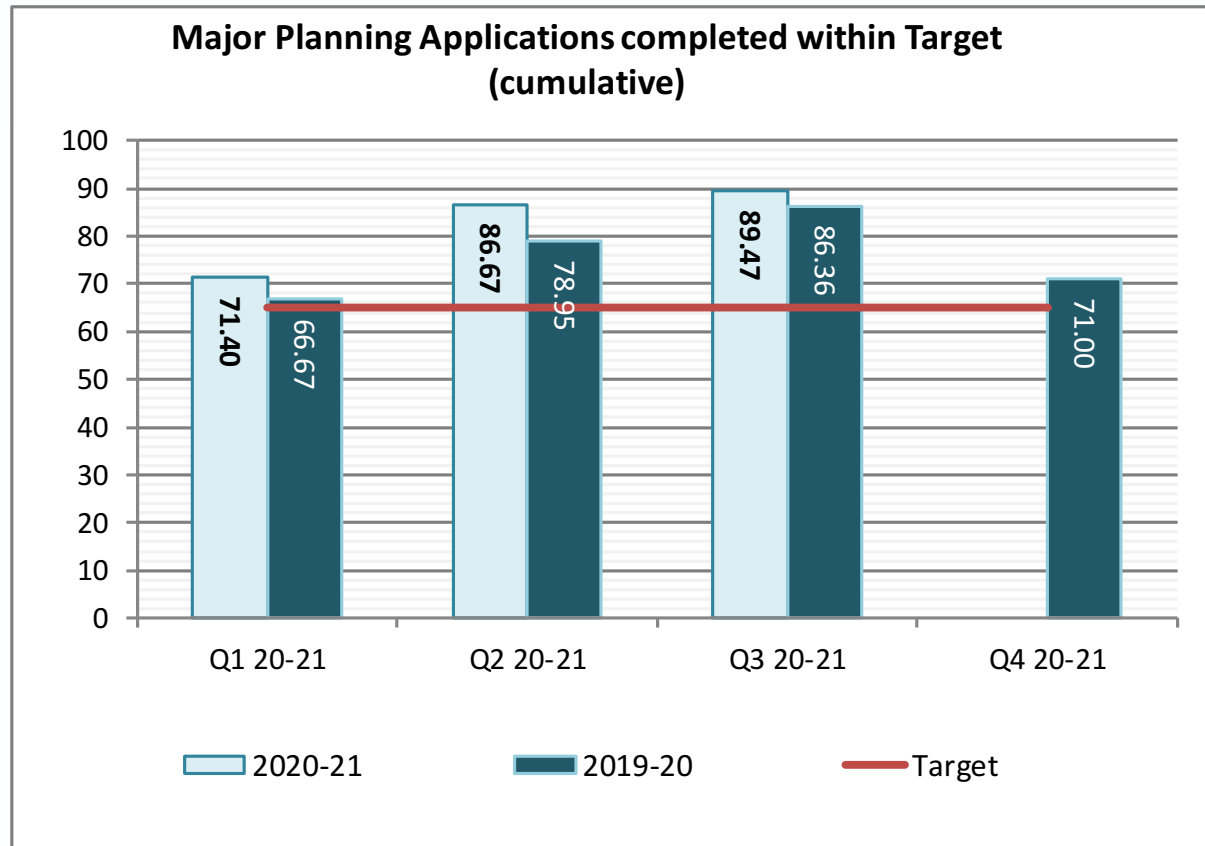
At the end of Q3 2020-21 2.75% equals £1459829 of HRA tenants current arrears over £0.01 over an estimate GROSS debit £53010214. Of which £1,446,408 accounts for General needs and £13,421 for Sheltered.



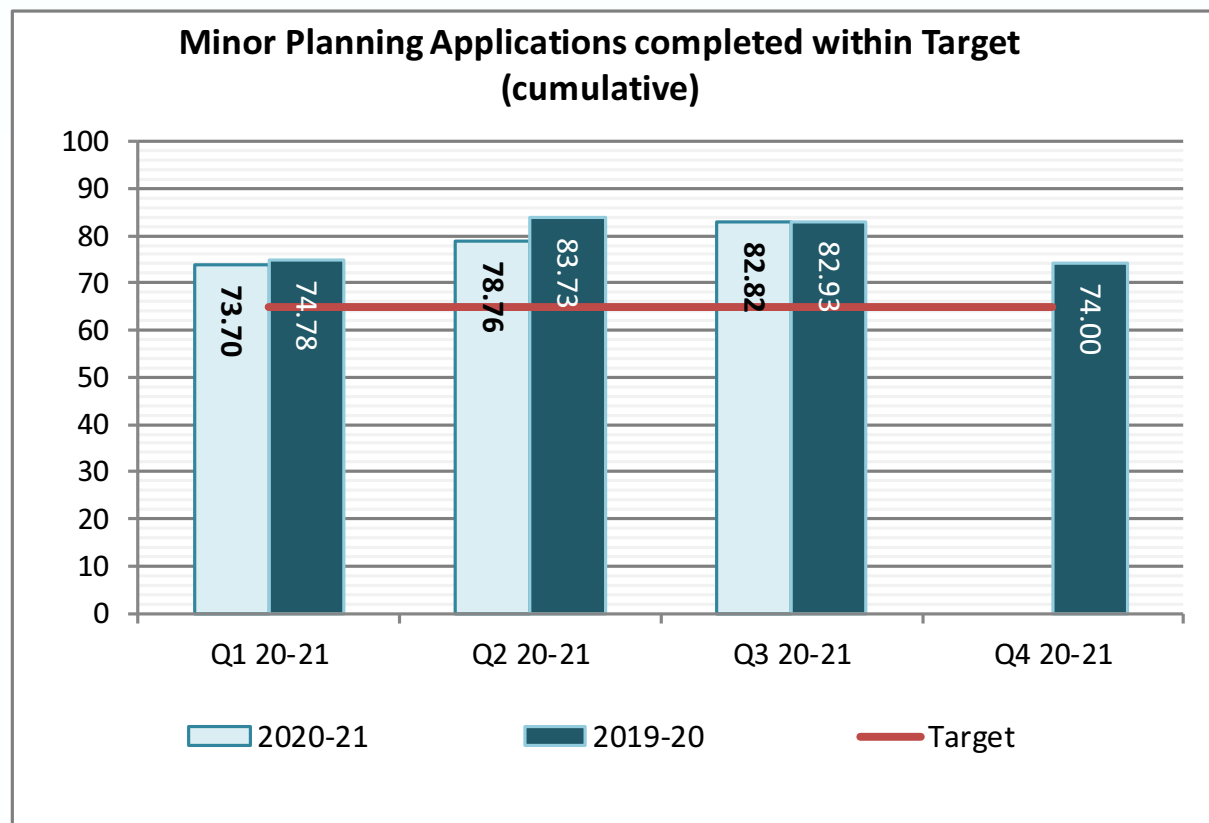
At the end of Q3 2020-21 the total amount of £1,097,082.99 UC arrears represents a total of 1306 tenants receiving Universal Credit in arrears.



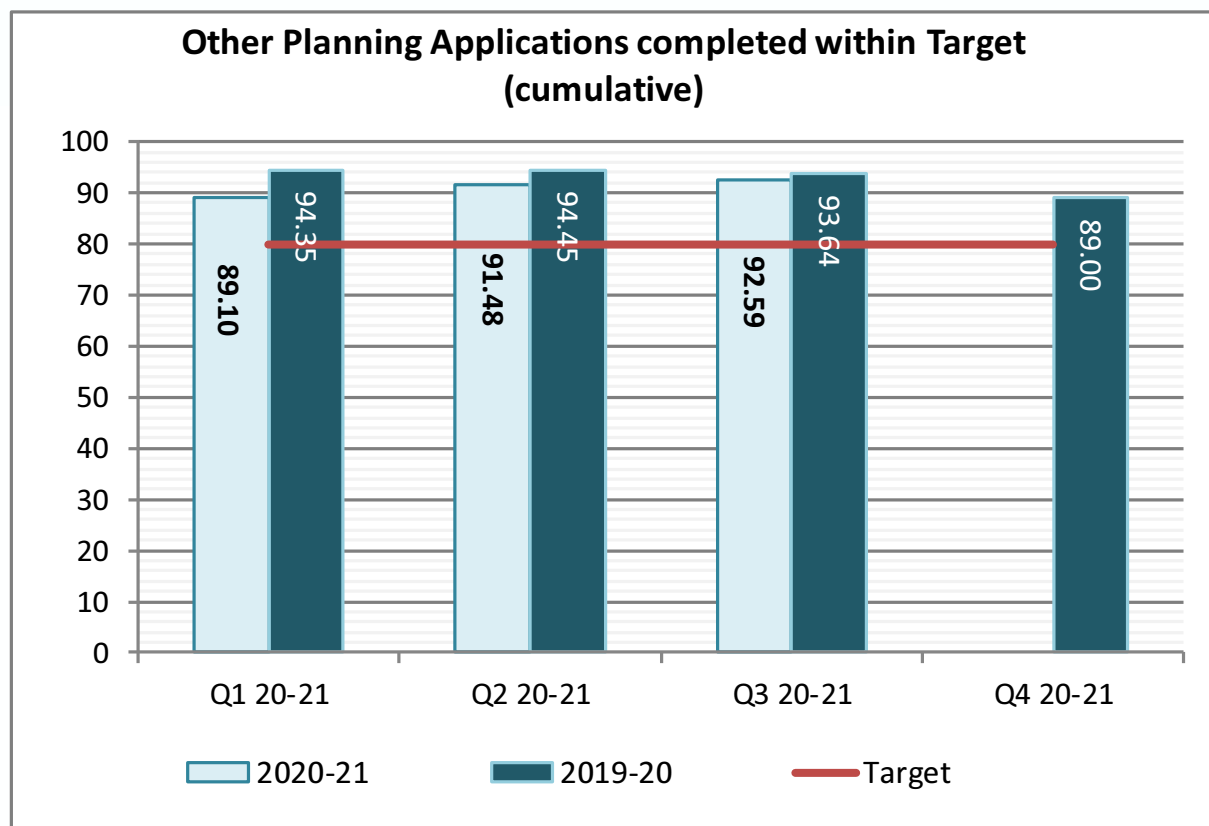
At the end of Q3 2020-21, a total of 297 HRA re-lets were carried out within an average time of 39.67 days. Of this total, 276 were general needs properties with an average re-let time days of 37.95 days.



At the end of Q3 2020-21 89.47% of major planning applications were completed within the target 13 week statutory period. The performance is still steadily improving following on from increasing performance during 2019-20.



At the end of Q3 2020-21 82.82% of minor planning applications were completed within the target time 8 week statutory period. Performance is strong in this area and currently well above the target set of 65%.



At the end of Q3 2020-21 92.59% of other planning applications were completed within target. Performance is still remaining strong in this area and currently well above the target 8 week statutory period.

Any questions?

