



Havering
LONDON BOROUGH

Quarter 4 Performance Report 2020/21

Towns and Communities O&S Sub-Committee

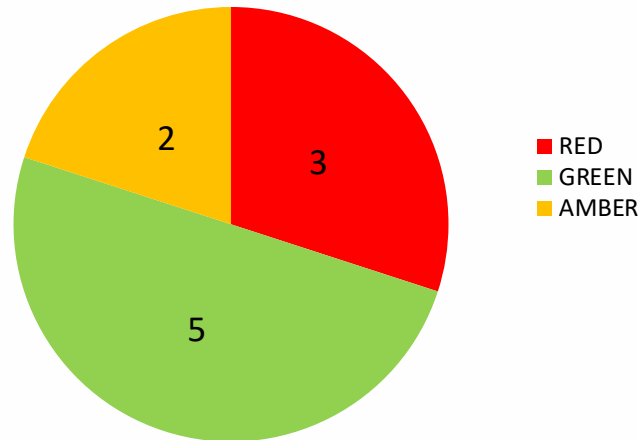
08 July 2021

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.

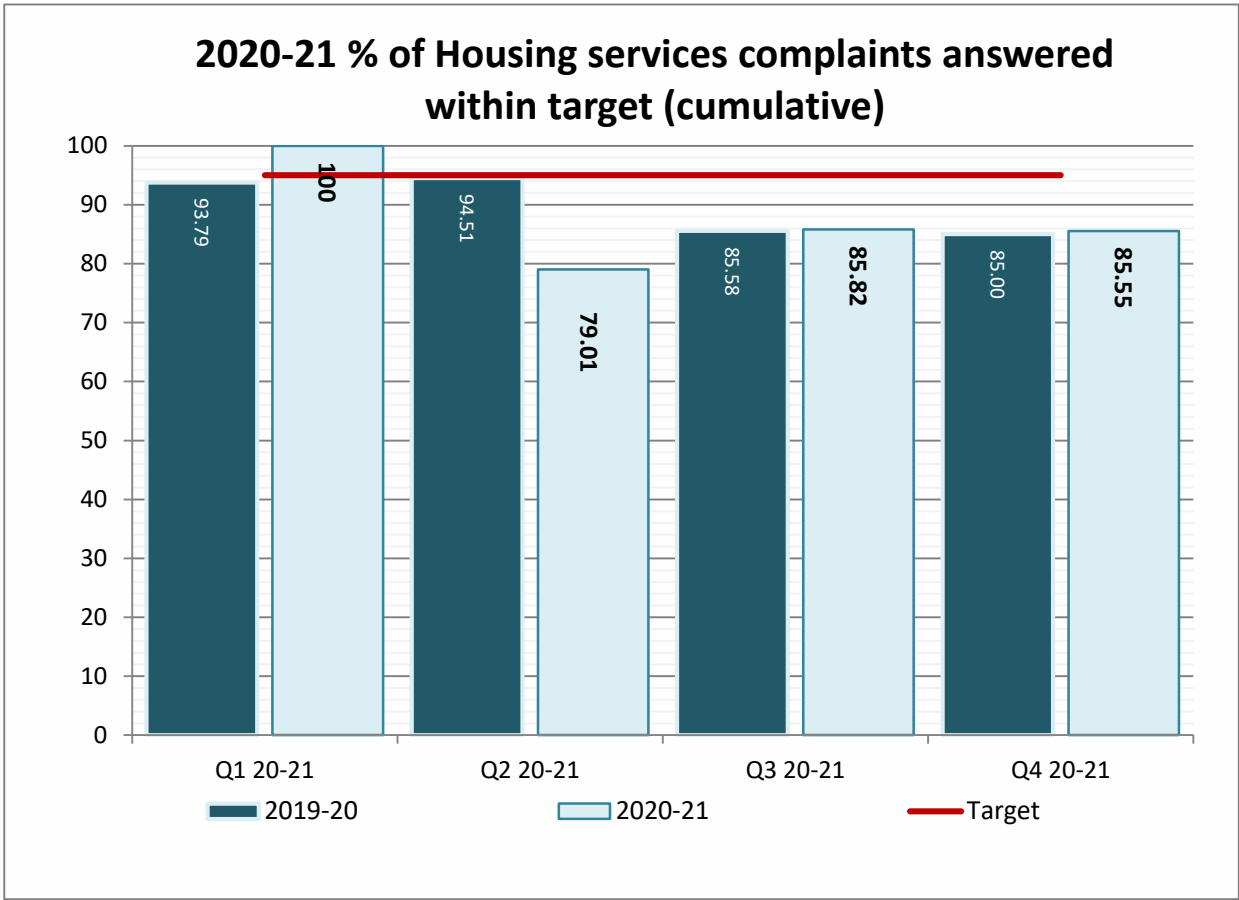
OVERVIEW OF TOWNS AND COMMUNITIES INDICATORS

Q4 2020-21 Indicators Summary



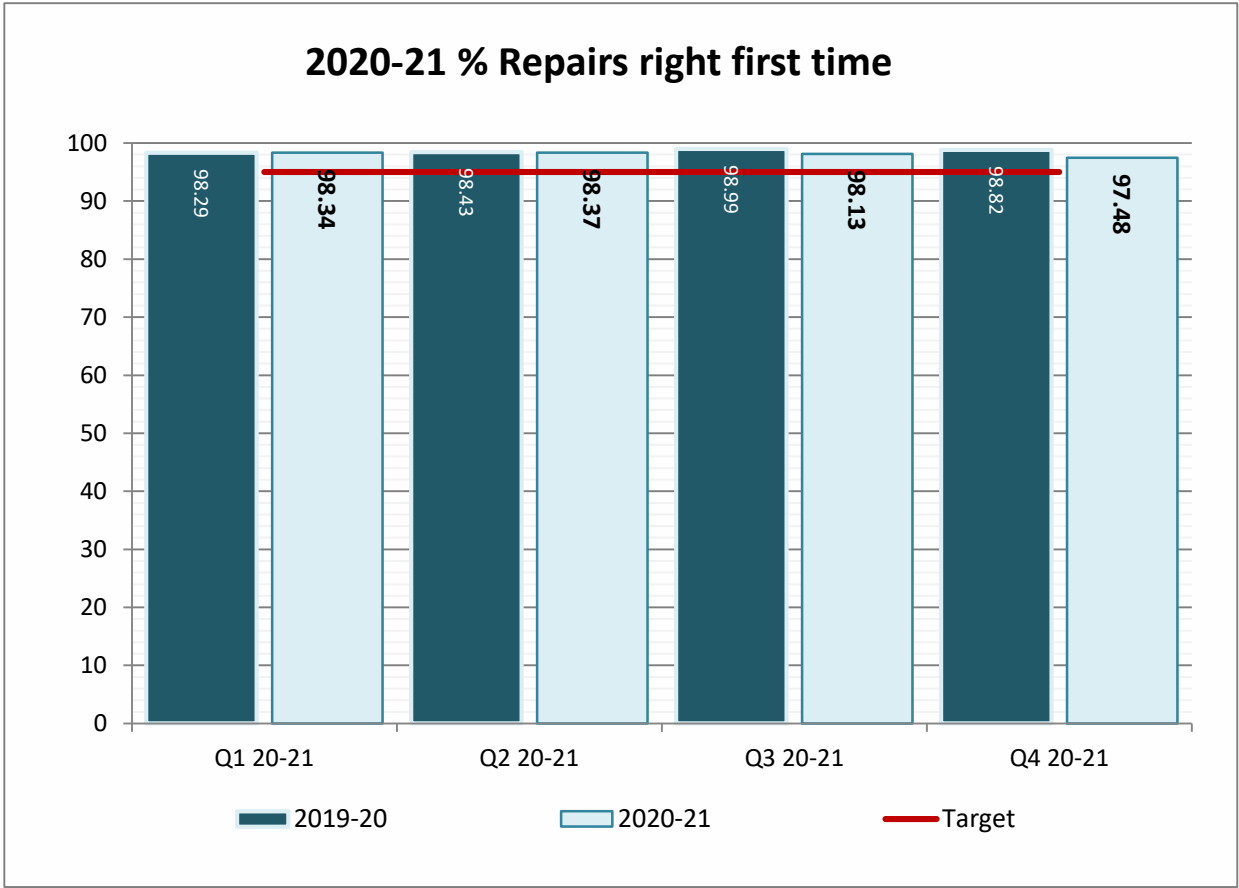
- 11 Performance Indicators are reported to the Towns and Communities Overview & Scrutiny Sub-Committee.
- Data is available for all the indicators.
- Q4 20/21 Performance ratings are available for 10 of the 11 indicators. 3 are **Red** (off target), 2 are **Amber** and 5 are **Green** (on target)

Indicator and Description	Value	2020/21 Annual Target	2020/21 Q4 Target	2020/21 Q4 Performance	Short Term DOT against Q3 2020/21		Long Term DOT against Q4 2019/20	
% of Housing services complaints answered within target time	Bigger is better	96% (5%)	96% (5%)	85.55% (Red)	↓	85.82% (Red)	↑	85.0% (Red)
Repairs right first time (Breyer Contractor only)	Bigger is better	95% (5%)	95% (5%)	97.48% (Green)	↓	98.13% (Green)	↓	98.82% (Green)
Percentage of all repairs completed within target Main Contractor(s) (cumulative)	Bigger is better	95% (5%)	95% (5%)	92.18% (Amber)	↓	92.76% (Amber)	↓	93.12% (Amber)
% HRA Gas servicing compliance (General needs & Sheltered)	Bigger is better	100%	100%	99.97% (Amber)	↓	100% (Green)	↓	100% (Green)
% 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%	2.32% (Red)	↑	2.75% (Red)	↑	2.60% (Red)
Total current UC tenants arrears (General, sheltered, HMO & AST)	Smaller is better	Demand Pressure	Demand Pressure	£924,382	↑	£1.10M	↓	£882K
Average days re-let time of ALL HRA Voids	Smaller is better	14 days	14 days	38.83 (Red)	↑	39.67 (Red)	↓	15.8 (Red)
Major Planning Applications completed within Target	Bigger is better	65%	65%	93.33% (Green)	↑	89.47% (Green)	↑	71.0% (Green)
Minor Planning Applications completed within Target	Bigger is better	65%	65%	85.65% (Green)	↑	82.82% (Green)	↑	74.0% (Green)
Other Planning Applications completed within Target	Bigger is better	80%	80%	93.75% (Green)	↑	92.59% (Green)	↑	89.0% (Green)



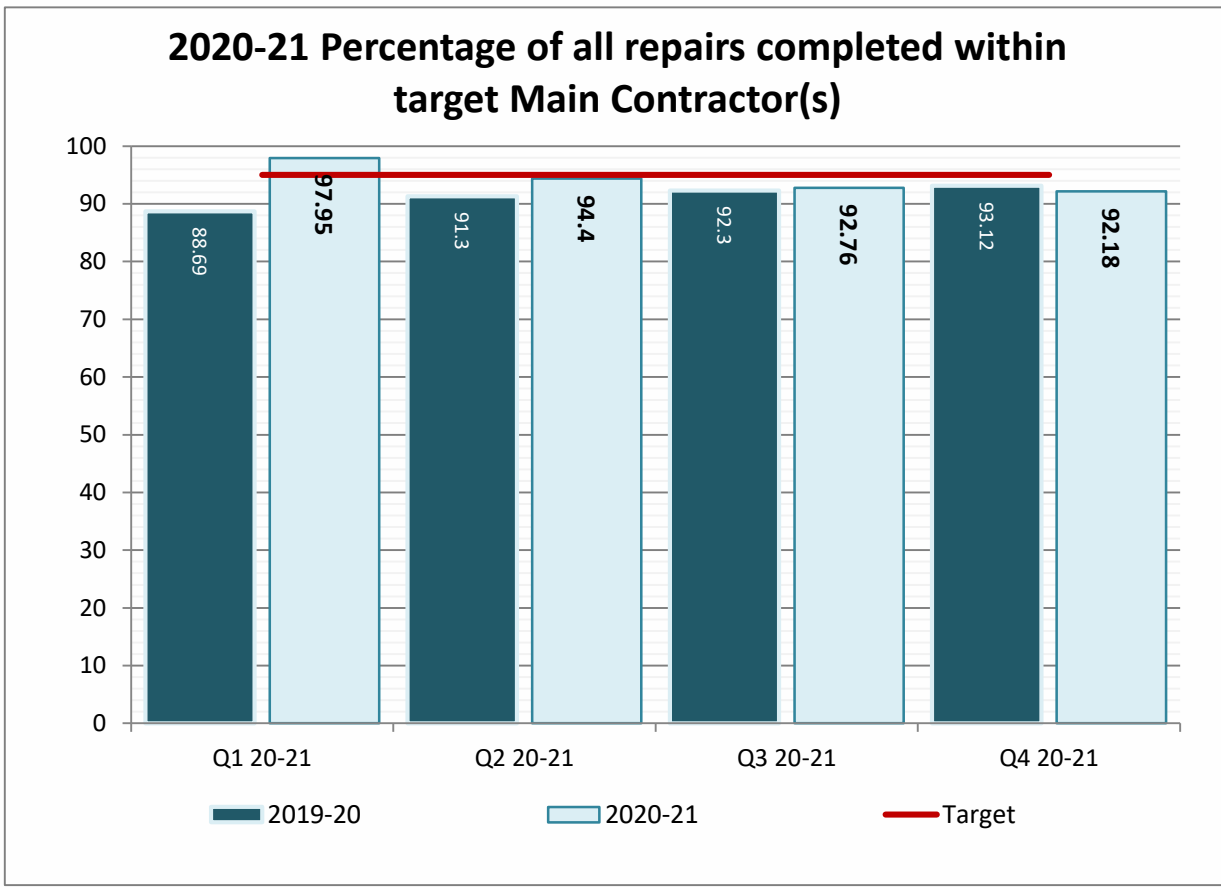
At the end of Q4 2020-21, there was a slight reduction in performance with 85.55% of Stage 1 complaints (cumulative) were answered within the 10 days target. The resolution time for complaints was impacted by a particularly higher number of Member Enquiries received; adding to the workload of the Complaints Team who resolve both complaints and enquiries. An improvement plan is in place to address this issue.

Repairs right first time (Breyer Contract) : Quarter 4 2020-21



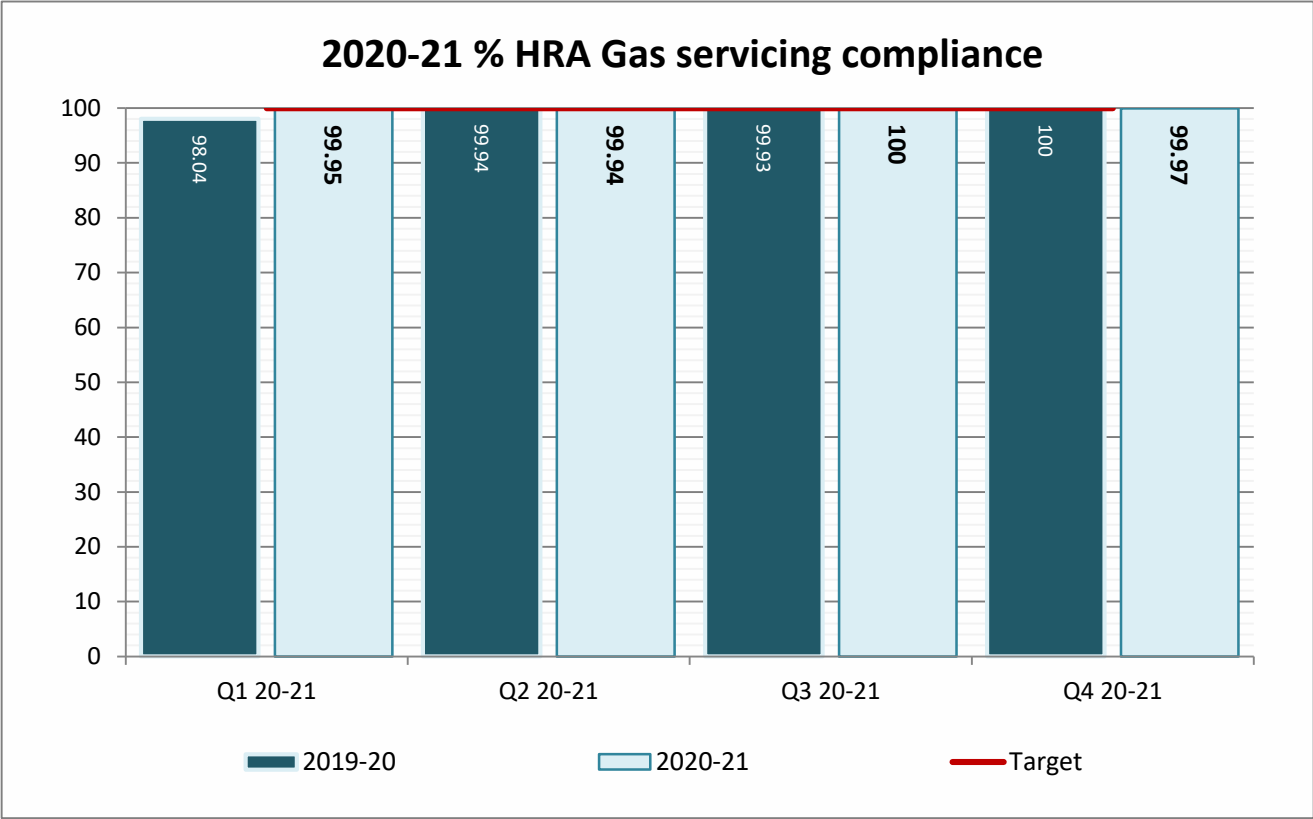
At the end of Q4 2020-21, 97.48% of responsive repairs were reported and completed right first time. This is above the target of 95% despite the impact of COVID-19 on performance.

Repairs completed within target – main contractors: Quarter 4 2020-21



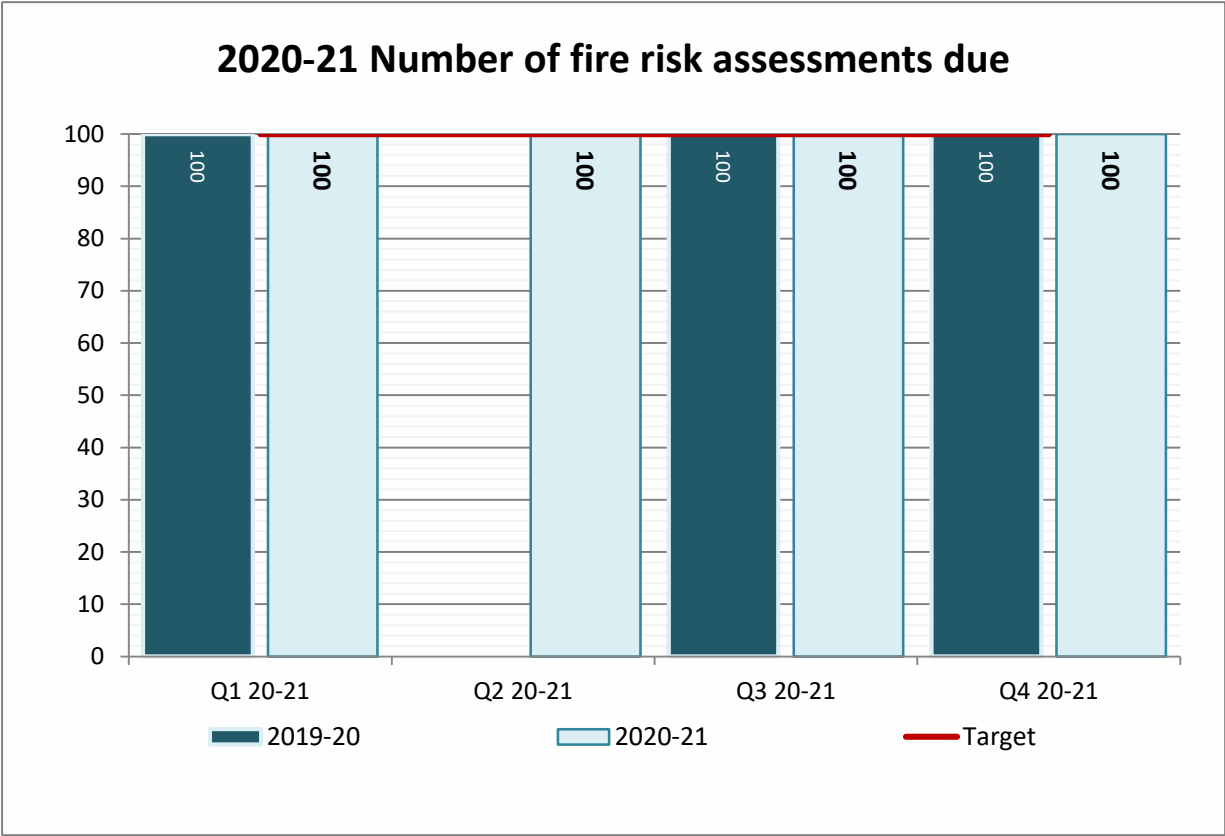
By the end of Q4 2020-21, 20,686 repairs orders have been raised (year to date) for the main maintenance and gas contractors and of these 19,068 repairs were completed within target. There is an action plan in place to return performance back to normal but performance is affected by Covid.

Repairs HRA Safety Compliance - Gas: Quarter 4 2020-21



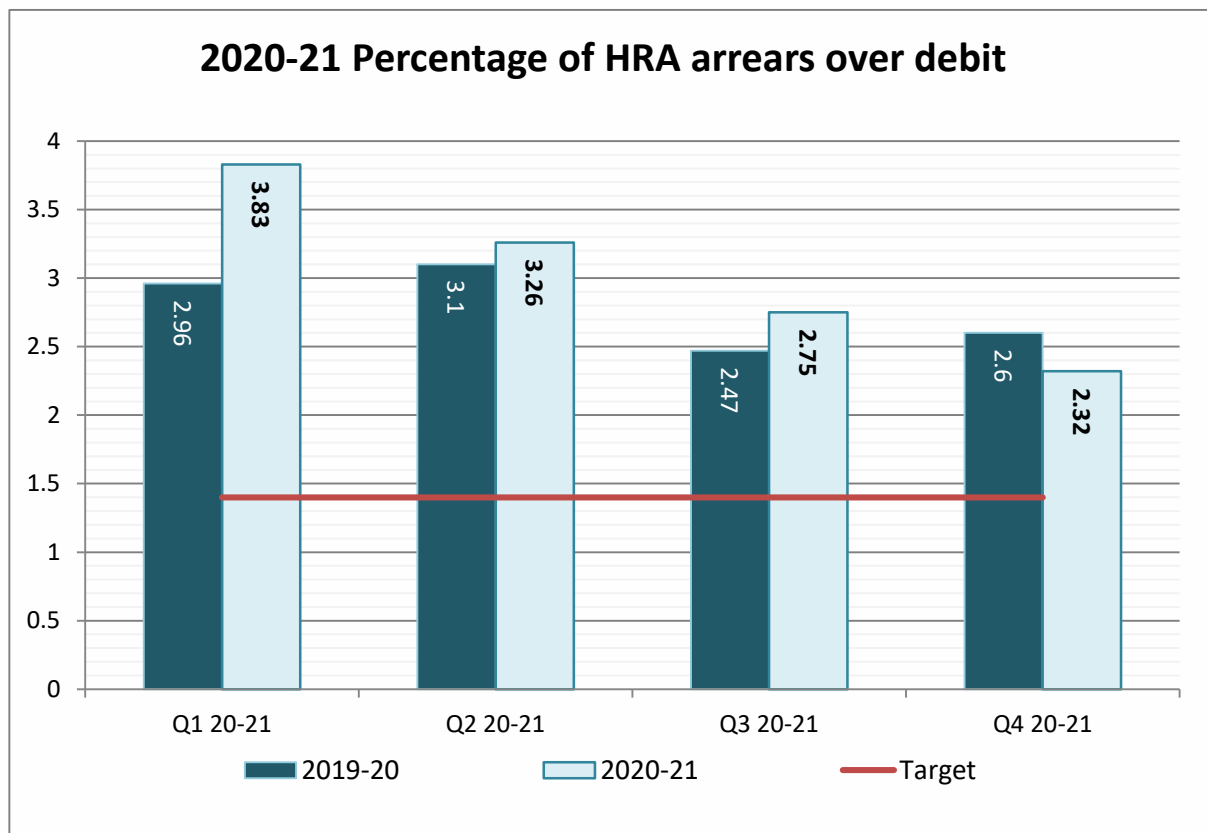
At the end of Q4 2020-21, 99.97% of 8,539 properties have a current gas safety record. Two properties have overdue inspections and measures have been put in place to gain access.

Repairs: HRA Safety Compliance – Fire: Quarter 4 2020-21

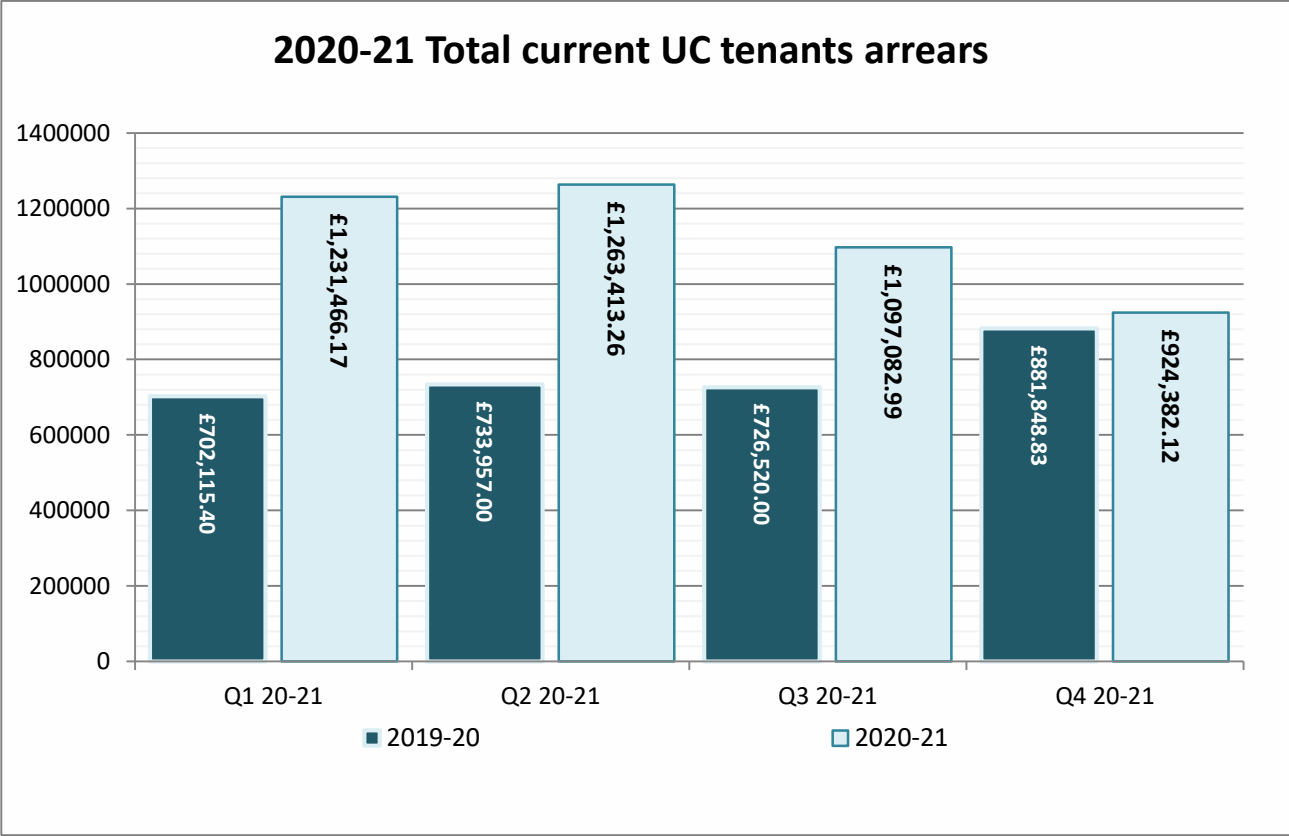


At the end of Q4 2020/21, 100% of Fire Assessments due were completed. (No outturn for Q2 2019-20 as indicator was under review).

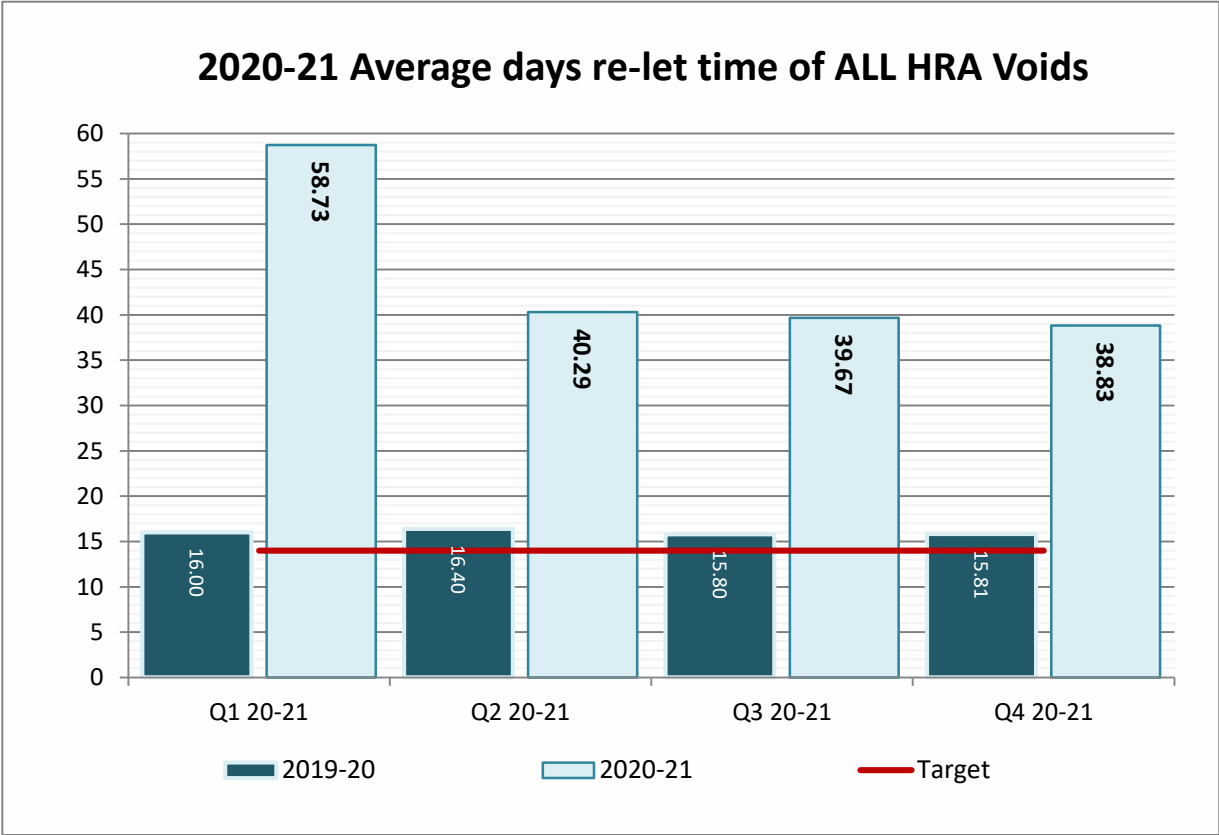
HRA Rent Arrears: Quarter 4 2020-21



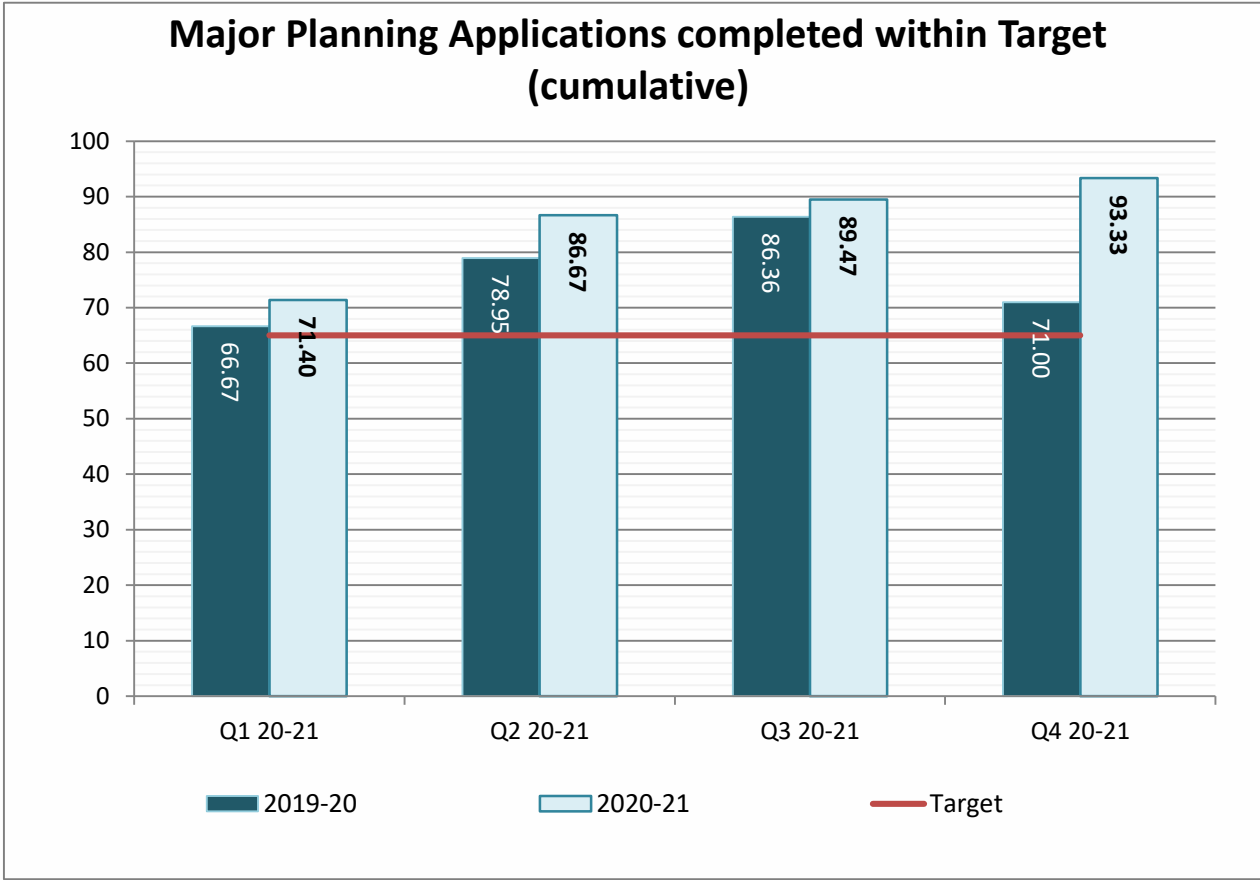
At the end of Q4 2020-21, 2.32% of HRA tenants current arrears over 1p over an estimate gross debit of £54,207,231. This equates to £1,255,587 (£1,238,612 accounts for General needs and £16,974 for Sheltered). The 2.32% is the lowest percentage since lockdown and the arrears figure is reducing to the same level which was reported pre-pandemic.



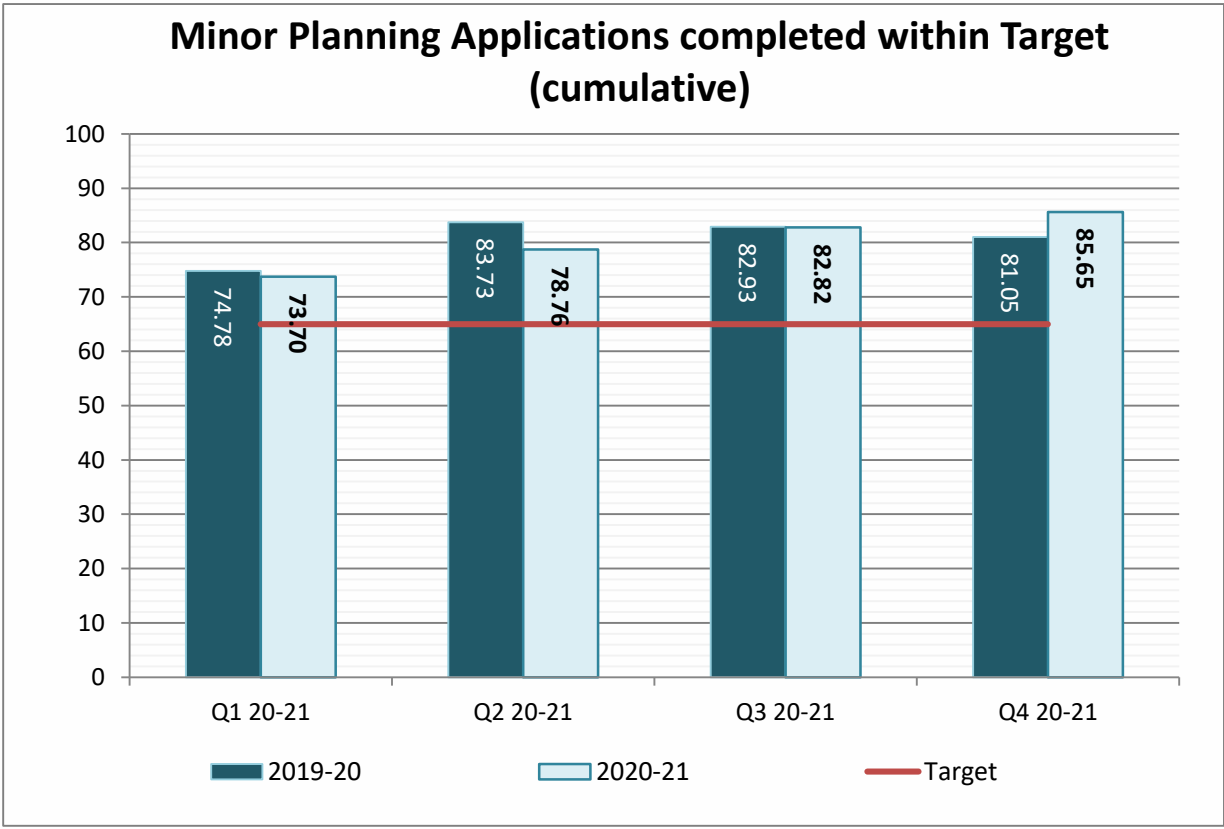
At the end of the quarter the total amount of UC arrears is £924,382.12. A total of 1,254 tenants receiving Universal Credit are in arrears, reducing from the previous quarter.



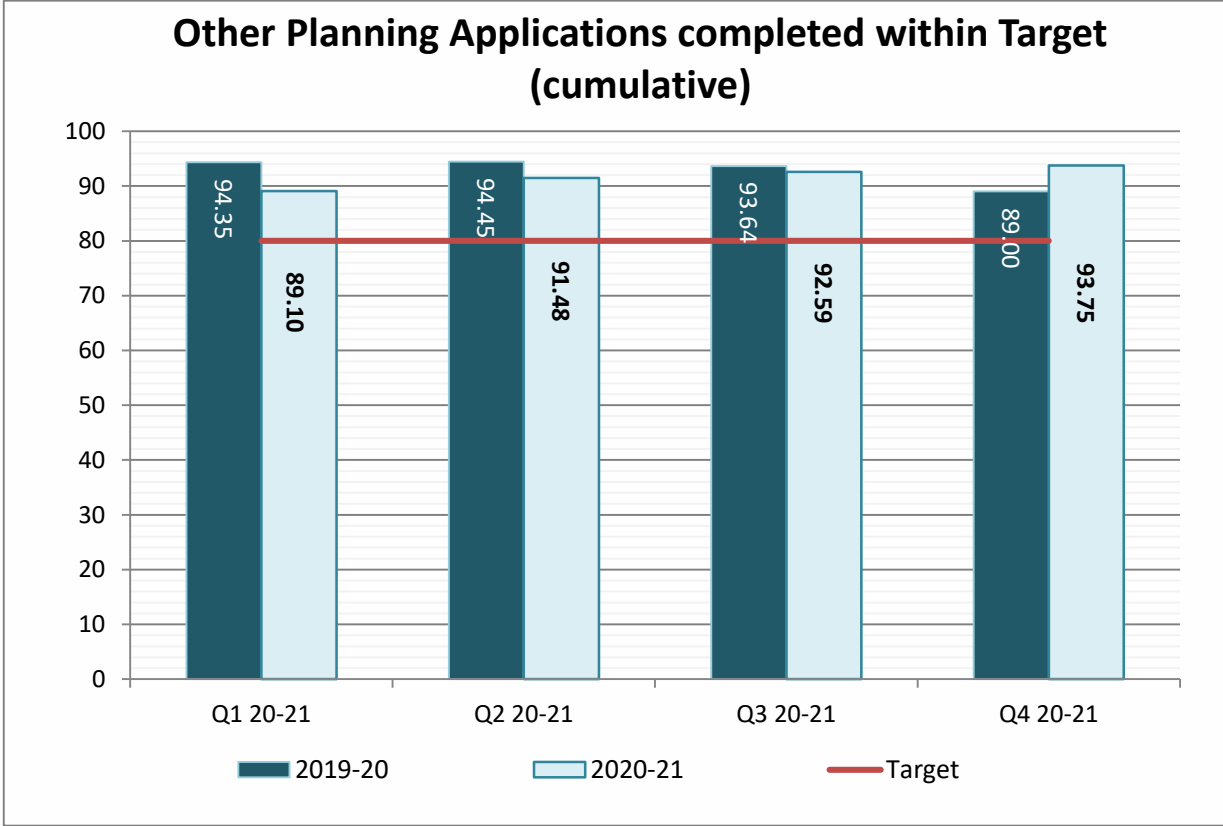
At the end of Q4 2020-21, a total of 363 HRA re-lets were carried out within an average time of 38.83 days. Of this total, 344 were general needs properties with an average re-let time days of 36.71 days. This has now been reduced to target in April 2021.



At the end of Q4 2020-21, 93.33% 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 Q4 2020-21, 85.65% of minor planning applications were completed within the target time 8 week statutory period. Performance is strong in this area and is currently well above the target set of 65%.



At the end of Q4 2020-21, 93.75% of other planning applications were completed within target. Performance remains strong in this area and is currently well above the target 8 week statutory period.

Any questions?

