



Havering  
LONDON BOROUGH

# **Quarter 3 Performance Report 2021/22**

## **Towns and Communities O&S Sub-Committee**

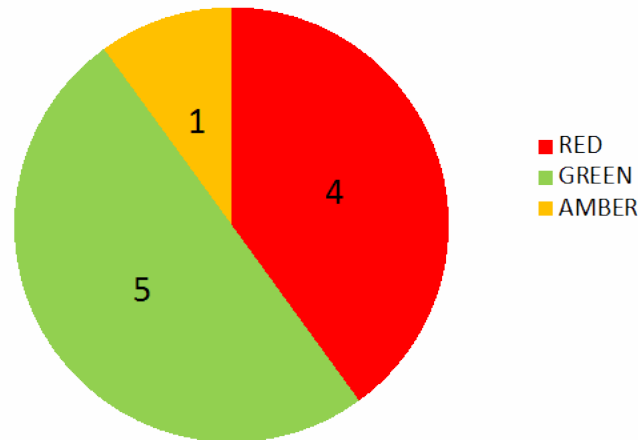
**March 2022**

## 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 2021-22 Indicators Summary

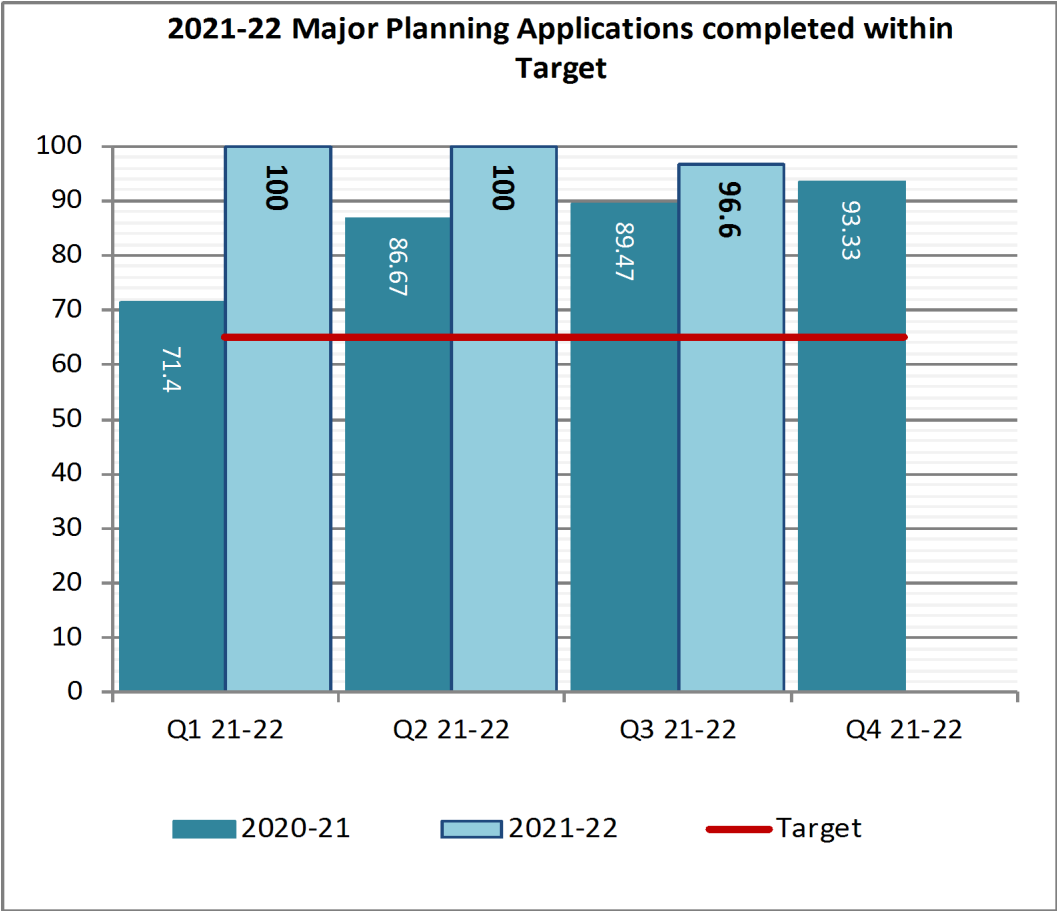


- 11 Performance Indicators are reported to the Towns and Communities Overview & Scrutiny Sub-Committee.
- Data is available for all the indicators.
- Q3 21/22 Performance ratings are available for 10 of the 11 indicators. 4 are **Red** (off target), 1 are **Amber** and 5 is **Green** (on target)

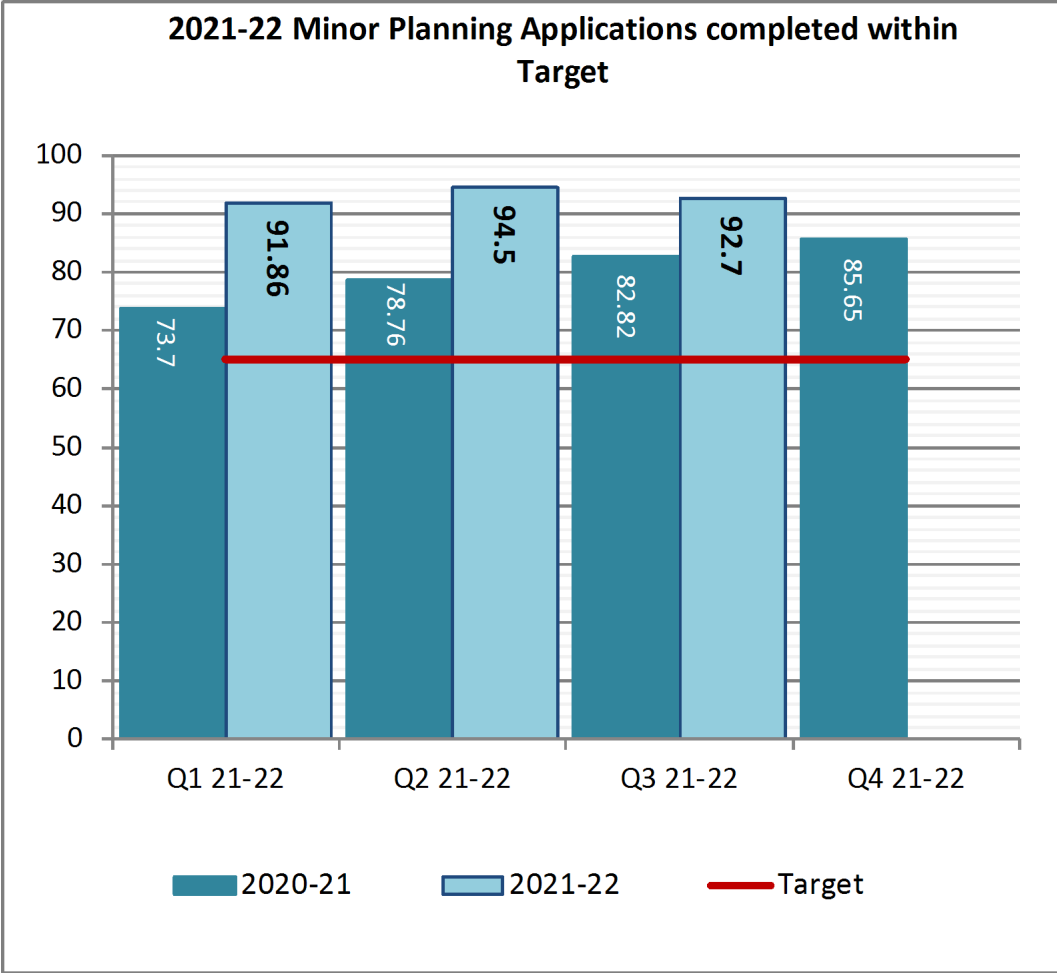
# Quarter 3 2021-22 Scorecard

Indicator and Description	Value	2021/22 Annual Target	2021/22 Q3 Target	2021/22 Q3 Performance	Short Term DOT against Q2 2021/22	Long Term DOT against Q3 2020/21
Major Planning Applications completed within Target	Bigger is better	65%	65%	96.60% (Green)	↓ 100% (Green)	↑ 89.47% (Green)
Minor Planning Applications completed within Target	Bigger is better	65%	65%	92.70% (Green)	↓ 94.50% (Green)	↑ 82.82% (Green)
Other Planning Applications completed within Target	Bigger is better	80%	80%	97.00% (Green)	↓ 97.20% (Green)	↑ 92.59% (Green)
% of Housing services complaints answered within target time	Bigger is better	96% (5%)	96% (5%)	81.36% (Red)	↓ 92.13% (Amber)	↓ 85.82% (Red)
Repairs right first time (Breyer Contractor only)	Bigger is better	95% (5%)	95% (5%)	97.15% (Green)	↓ 97.26% (Green)	↓ 98.13% (Green)
Percentage of all repairs completed within target Main Contractor(s) (cumulative)	Bigger is better	95% (5%)	95% (5%)	88.42% (Red)	↓ 89.27% (Red)	↓ 92.76% (Amber)
% HRA Gas servicing compliance (General needs & Sheltered)	Bigger is better	100%	100%	99.91% (Amber)	↓ 99.99% (Amber)	↓ 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	2.00%	2.42%	2.88% (Red)	↑ 3.13% (Red)	↓ 2.75% (Red)
Total current UC tenants arrears (General, sheltered, HMO & AST)	Smaller is better	Demand Pressure	Demand Pressure	£944,161	↑ £947,753	↑ £1,097,083
Average days re-let time of General Needs Voids	Smaller is better	14 days	14 days	16.16 (Red)	↓ 13.81 (Green)	↑ 39.67 (Red)

## **Major Planning Applications: Quarter 3 2021-22**

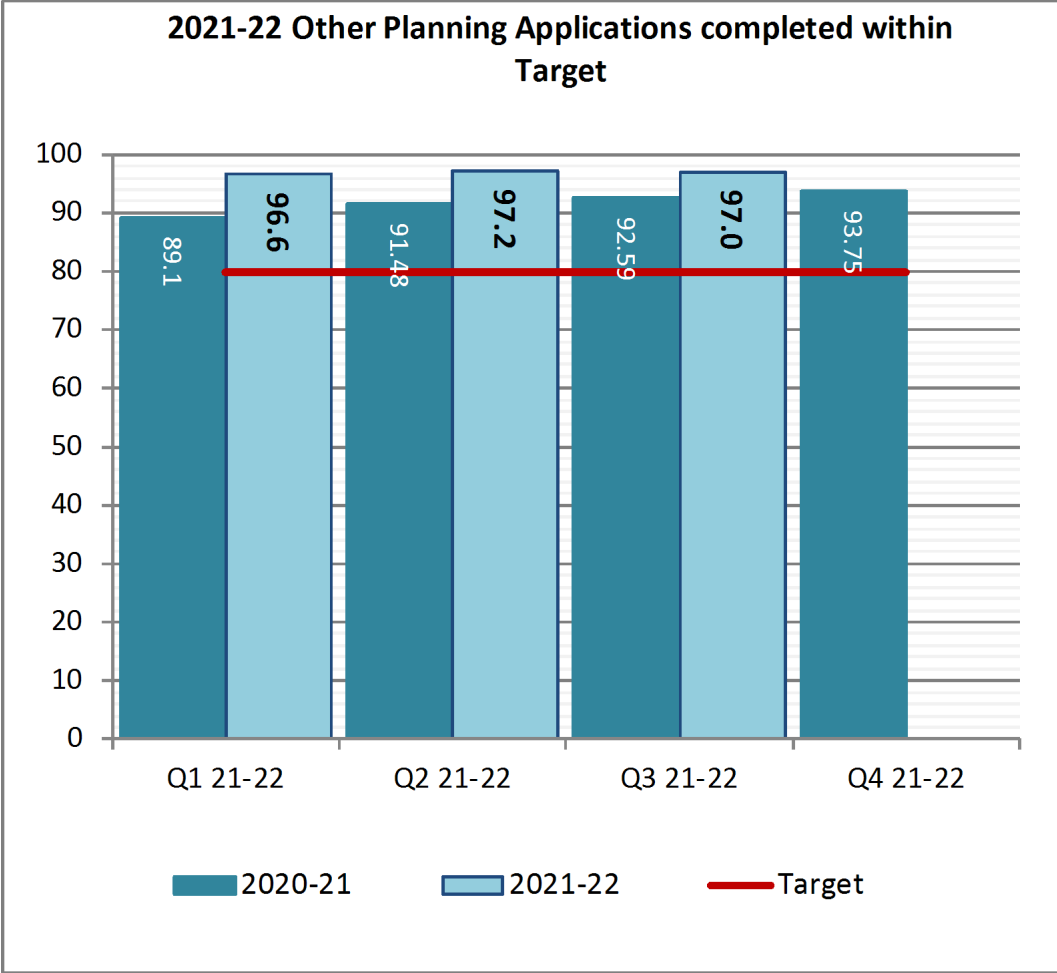


At the end of Q3 2021-22, 96.6% of major planning applications were completed within the target 13 week statutory period. A slight drop in Q3 though performance still continues to remain over target and the volume of decisions being made in time is greater over quarter when compared to last year (82.82%).



At the end of Q3 2021-22, 92.70% of minor planning applications were completed within the target time 8 week statutory period. There was a slight decrease compared to last quarter but performance remains above target.

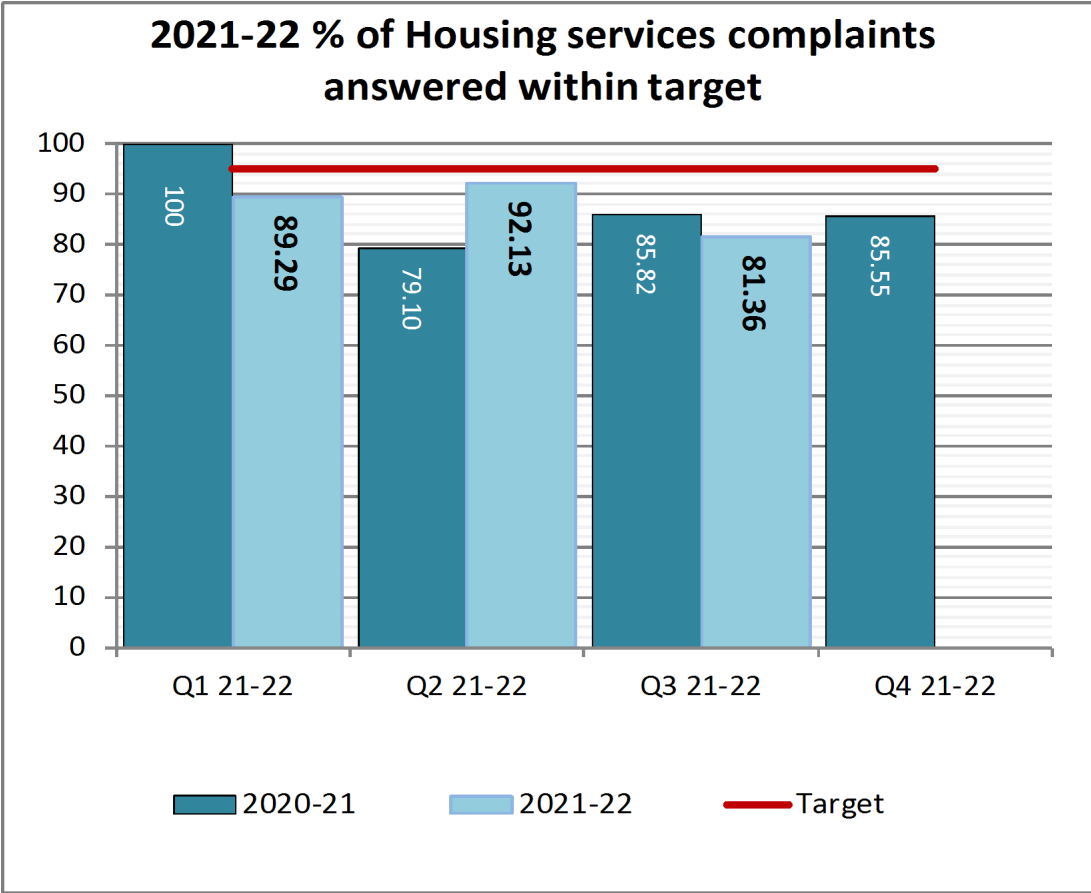




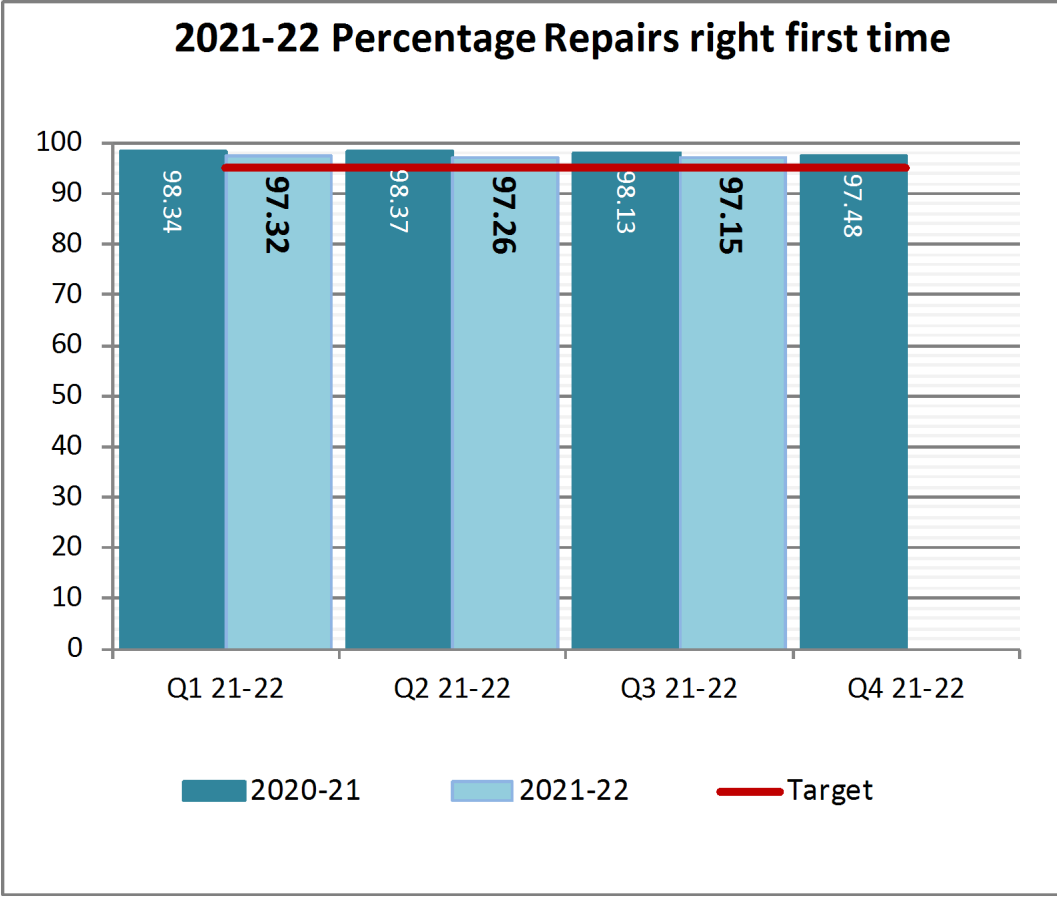
At the end of Q3 2021-22, 97.00% of other planning applications were completed within the statutory target. Performance continues to remain high each quarter

## **Housing: Quarter 3 2021-22**

# Housing Complaints (Stage 1): Quarter 3 2021-22

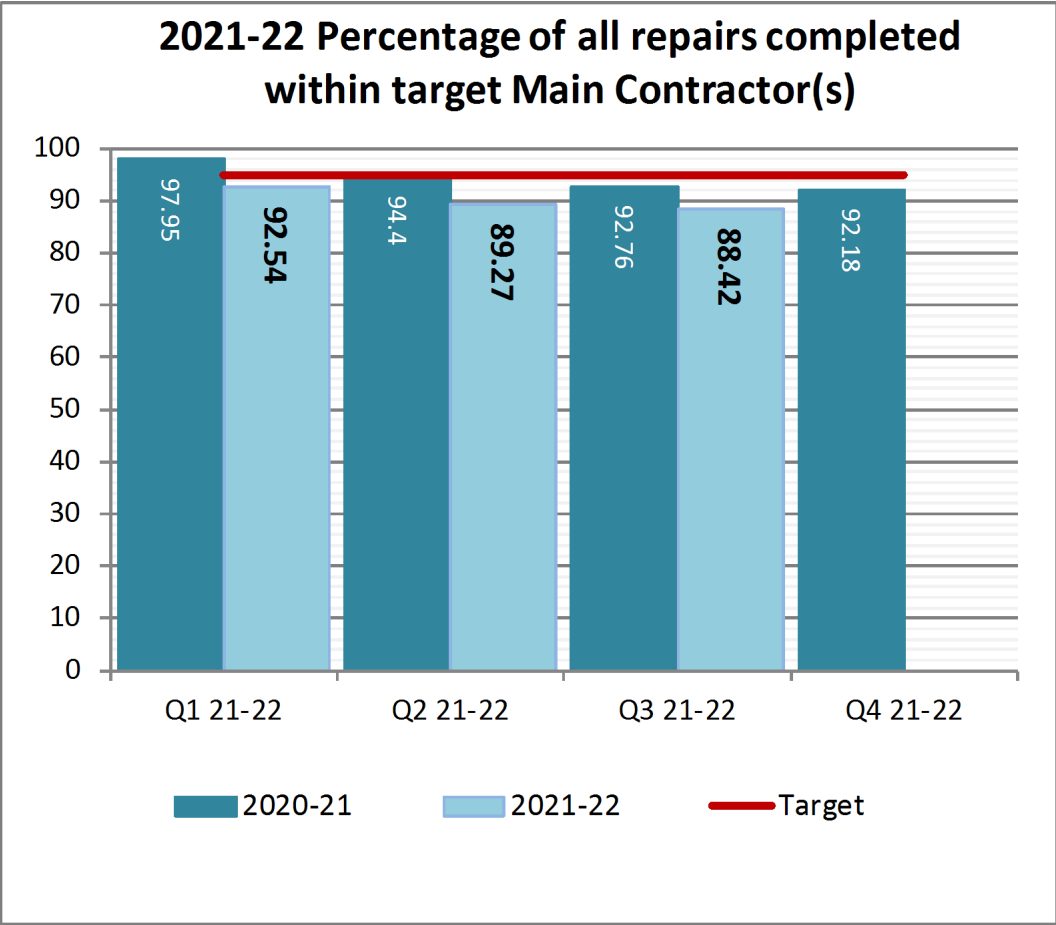


At the end of Q3 2021-22, a total of 81.36% of complaints were answered within the 10 days target. This is out of a total of 859 complaints received cumulatively between April 2021 and end of March 2022. Volumes have remained high and climbed during Quarter 3 due to the winter period and the end of the Repairs and Maintenance contract, however performance dropped due to delays in response times and staff shortages over the festive period.



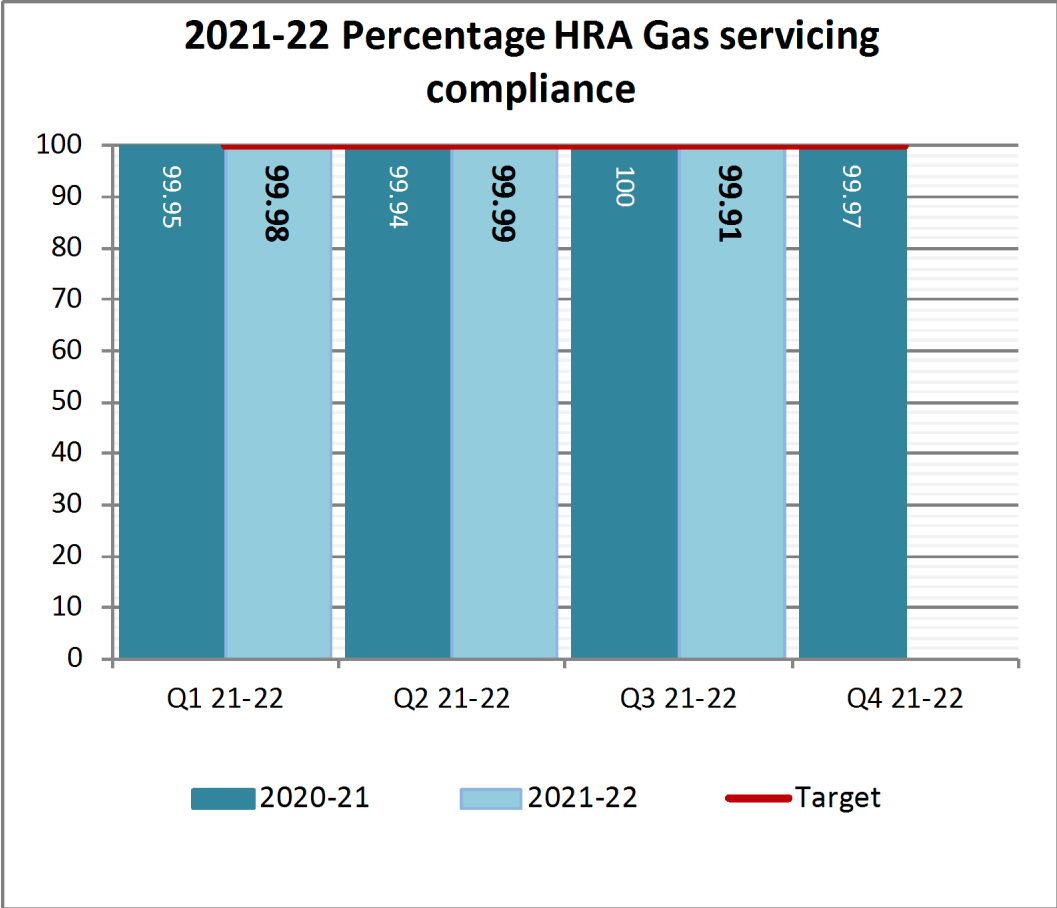
At the end of Q3 2021-20, 97.15% of responsive repairs were reported and had been completed right first time. This is above the target of 95%, though marginally lower than the previous quarter.

# Housing Repairs completed within target: Quarter 3 2021-22



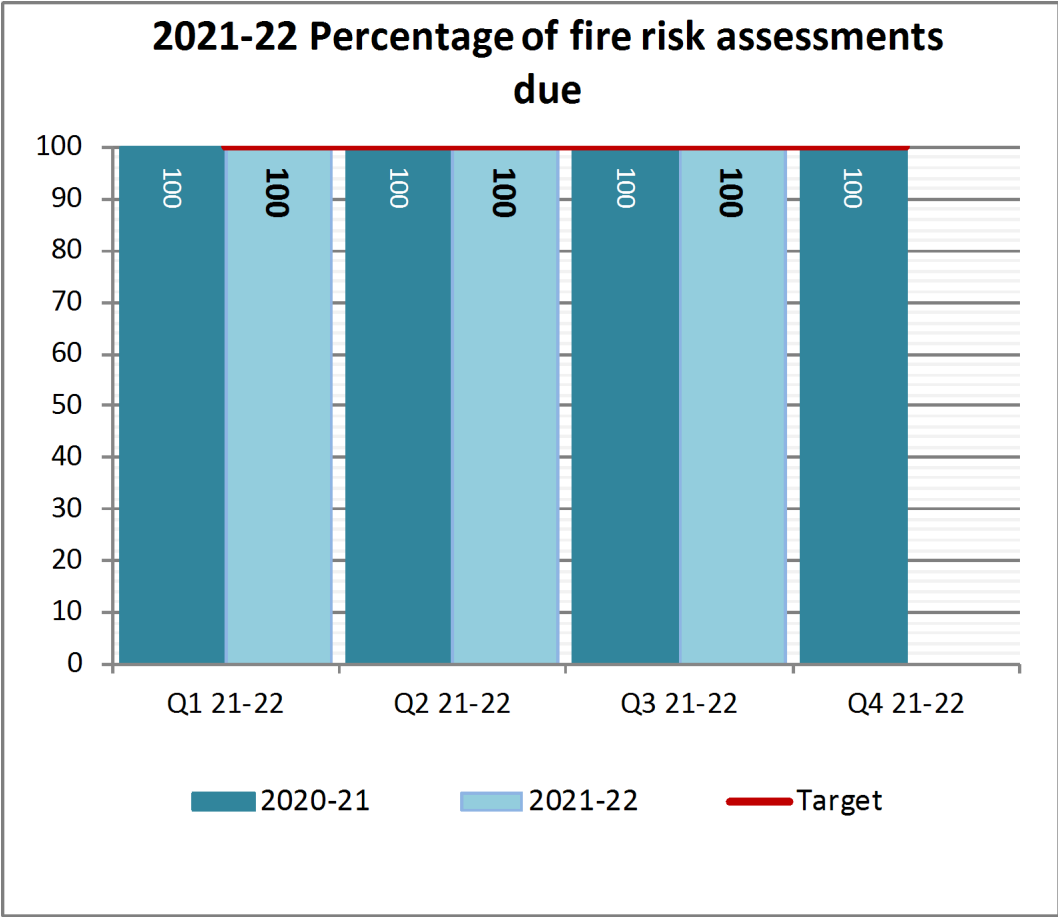
By the end of Q3 2021-22, a total of 26,215 repairs orders have been raised (year to date) for the main maintenance and gas contractors and of these 23,180 repairs were completed within target. The service continues to work closely with Breyer to demobilise the contract as it is coming to an end.

# Housing Repairs HRA Safety Compliance - Gas: Quarter 3 2021-22

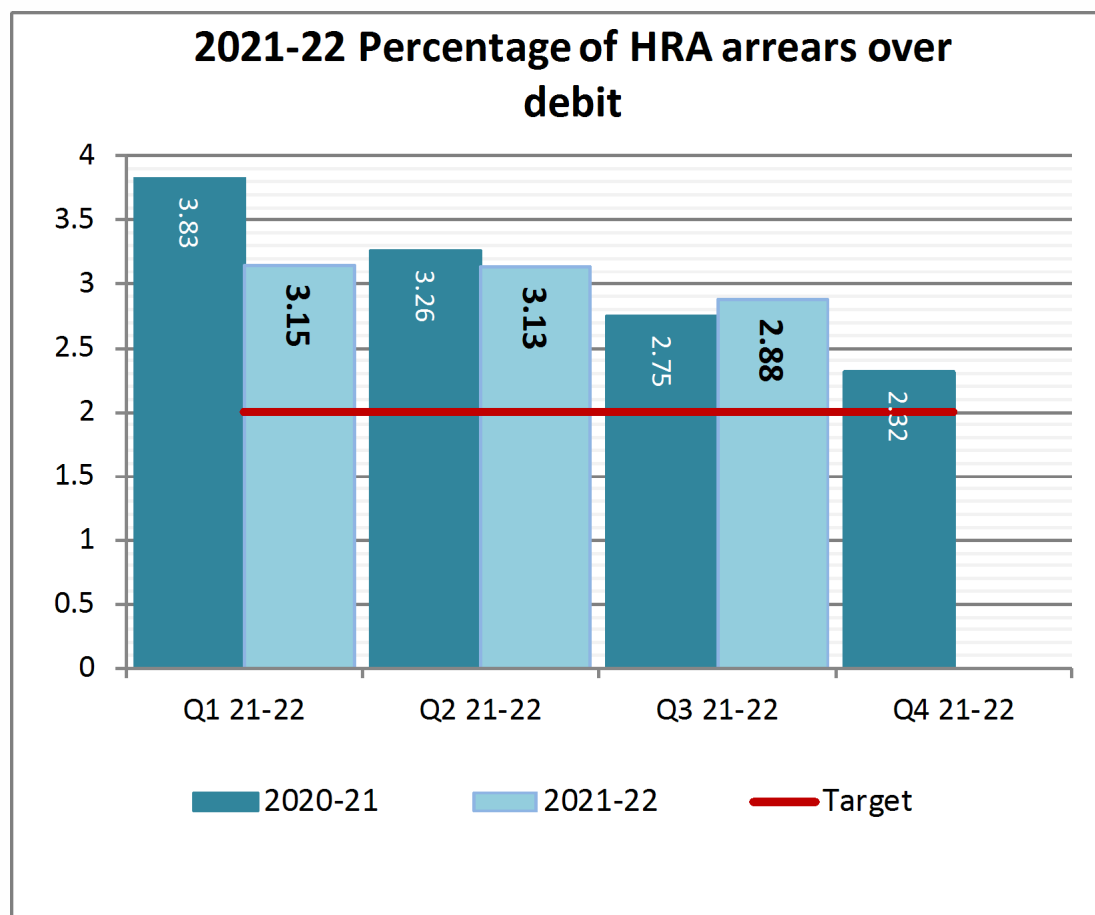


At the end of Q3 2021-22, 99.91% of 8,574 properties have a current gas safety record. The service continues to maintain extremely high levels of compliance through a proactive approach to safety checks, despite the access issue and increased safety concerns from Covid.

# Housing Repairs: HRA Safety Compliance – Fire: Quarter 3 2021-22



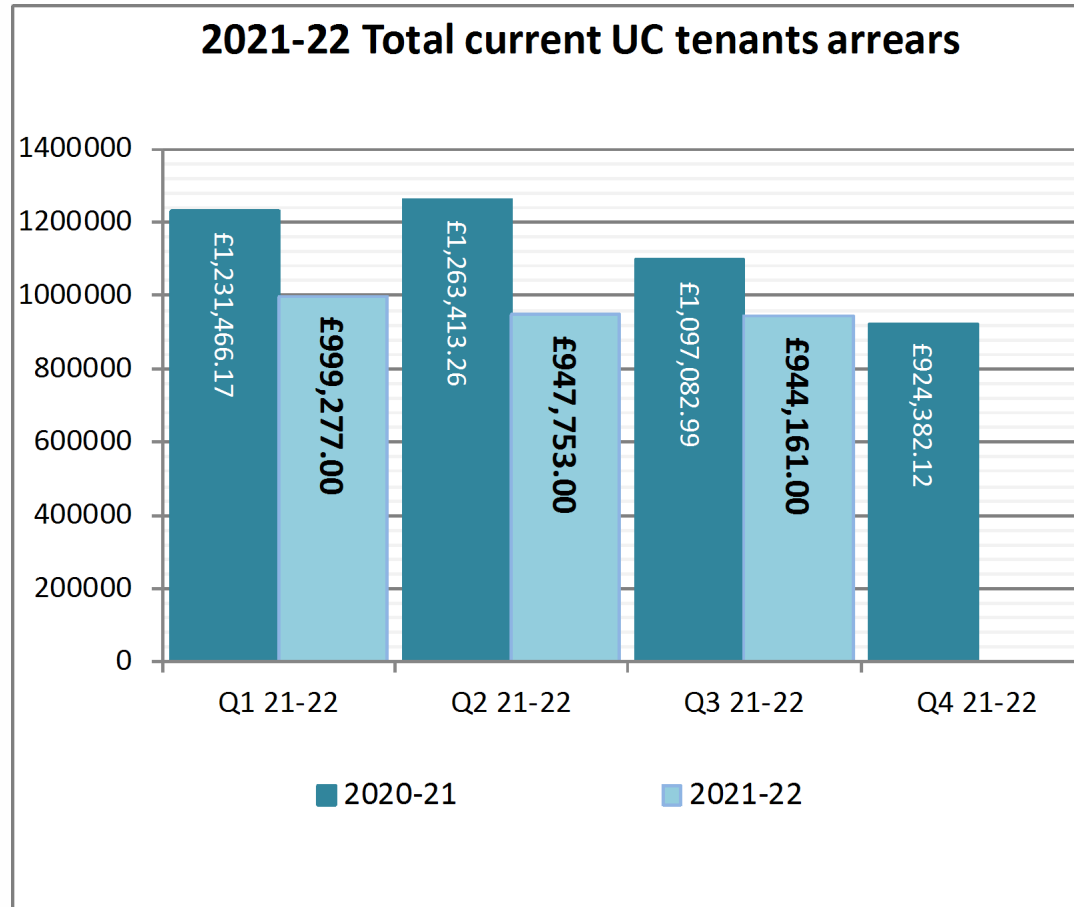
At the end of Q3 2021/22, 100% of fire assessments due were completed. The service continues with its approach of undertaking Type 4 FRAs to all Housing blocks.



At the end of Q3 2021-22, 2.80% equals £1,459,130.66 of HRA tenants current arrears over £0.01 over an estimate GROSS debit £52,996,148 accounts for General Needs and £25,421.26 arrears for Sheltered.

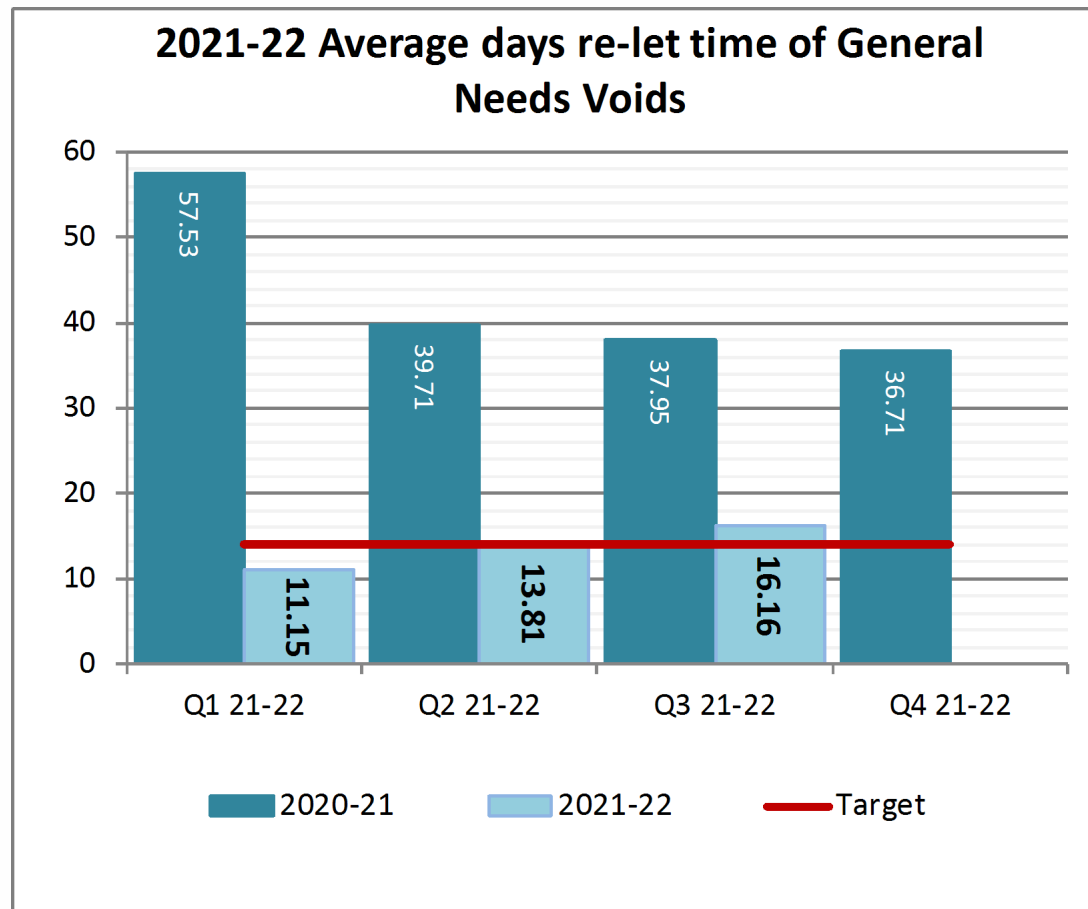


# Housing HRA Rent: UC Arrears: Quarter 3 2021-22



At the end of Q3 2021-22 the total amount of £944,161 UC arrears represents a total of 1811 tenants receiving Universal Credit in arrears.

# Housing HRA Properties: Re-let times: Quarter 3 2021-22



At the end of Q3 2021-22, a total of 118 HRA General Needs re-lets were carried out within an average time of 16.16 days.

# Any questions?

