



Agenda item:

[No.]

Overview & Scrutiny

On 9th May 2011

Report Title: Homes for Haringey Performance Report April 2010 - February 2011

Report of Mun Thong Phung, Director of Adult and Housing Services

Signed:

Date: 20th April 2011.

Contact Officer: Nick Powell, Head of Housing Strategy, Development & Partnerships
Tel: 020 8489 4774
Email: nick.powell@haringey.gov.uk

Rowann Limond, Executive Director Resources, HfH
Tel: 020 8489 5339
Email: rowann.limond@homesforharingey.org

Wards(s) affected: All

Report for: Non - Key Decision

1. Purpose of the report

1.1 This report introduces Homes for Haringey's performance monitoring period from April 2010 to February 2011.

2. Introduction by Cabinet Member (if necessary)

2.1 Not applicable for this report

3. State link(s) with Council Plan Priorities and actions and /or other Strategies:

3.1 This report is being presented following a request by Overview & Scrutiny Committee for Homes for Haringey's performance data for the financial year 2010/11.

3.2. This report sets out the performance of Homes for Haringey which includes the year to date figures for eleven months of the reporting year in relation to the key performance indicators (KPIs) that the Council agreed it would monitor. The performance indicators cover customer-facing services as well as detailing planned improvement actions for those areas where there are weaker performances.

4. Recommendations

4.1 Cabinet is asked to;

4.2 Note the content of Homes for Haringey's performance report for the period April 2010 to February 2011 (see attached).

5. Background

5.1 Strategic and Community Housing is responsible for monitoring HfH's performance and ensuring that it contributes to the Council's aims and objectives in relation to housing and other community initiatives.

5.2 The Council agrees key performance indicators and targets annually with HfH and their performance is reported to the Council via the monthly monitoring and strategic quarterly meetings.

5.3 The suite of performance information for this financial year was approved by Cabinet 20th April 2010 and was included in HfH's Business Plan.

5.4 These key performance indicators are vital part of the performance management framework in place and gives a clear view of how services are performing in the area of service delivery.

6. Performance Summary

6.1 Homes for Haringey's performance report shows the current status of all the indicators and provides narrative on those indicators performing well or below target. The report also gives details of any relevant improvement actions and the implications.

6.2 Performing Well

6.2.1 A number of indicators that are performing well are highlighted in pages 1 and 2 of the report as follows;

- (a) Decent Homes Programme.
- (b) Percentage of properties with a valid Gas Safety Certificate.
- (c) Two of the three repairs indicators in February.
- (d) Estate Services.
- (e) Feedback performance.
- (f) Welcome visits
- (g) Stage one anti-social behaviour tasks completed

6.3 Areas of Concern

6.3.1 The areas of concerns on page 2 of the report provides details on indicators where performance did not achieve the agreed target.

- (a) Percentage of invoices paid within thirty calendar days.
- (b) BV212 - Average re-let time in calendar days was 33.9 days in February from 28.8 days a month earlier.
- (c) Percentage of day to day service charges collected.

7. Chief Financial Officer's Comments

7.1 Any rent income lost due to the increased re-let time and service charges not collected will need to be contained within existing resources. The latest projection for Housing Revenue Account is currently to come in on budget.

8. Head of Legal Services Comments

8.1 None for this report

9. Head of Procurement Comments

9.1 None for this report

10. Equalities & Community Cohesion Comments

10.1 None for this report

