

COMMUNITY SCRUTINY COMMITTEE

DATE: 17TH FEBRUARY, 2017

SUBJECT:

HOUSING SERVICES PERFORMANCE MEASURES

Purpose:

- To outline the performance framework for Housing Services.
- To provide examples of performance information that the division collects and reports.
- To detail how this supports the strategic direction of the council and its key objectives.

To consider and comment on the following issues:
For consideration.

Reasons:
For the committee's Information

To be referred to the Executive Board / Council for decision: NO

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:-

Cllr. Linda Evans (Housing Portfolio Holder)

Directorate

Communities

Name of Head of Service:

Robin Staines

Report Authors:

Jonathan Morgan

Jonathan Willis

Designations:

Head of Housing & Public Protection

Housing Services Manager

Housing Services Manager

Tel Nos./Email Addresses:

01267 228960

rstaines@carmarthenshire.gov.uk

01554 899285

jmorgan@carmarthenshire.gov.uk

01554 899232

jnwillis@carmarthenshire.gov.uk

COMMUNITY SCRUTINY COMMITTEE

DATE: 17TH FEBRUARY, 2017

SUBJECT

HOUSING SERVICES PERFORMANCE MEASURES

Housing Services – approach to performance management

The Integrated Community Strategy has a vision for our county which is for a “Carmarthenshire that enables people to live healthy and fulfilled lives by working together to build strong, bilingual and sustainable communities.” It will achieve this by focusing on five strategic outcomes:

- *People in Carmarthenshire are healthier*
- *People in Carmarthenshire fulfil their learning potential*
- *People who live, work and visit Carmarthenshire are safe and feel safer*
- *Carmarthenshire’s communities and environment are sustainable*
- *Carmarthenshire has a stronger and more prosperous economy*

In varying degrees, our division plays an important role in delivering all of these. The second and fourth are particularly pertinent. To ensure we know how well we are doing in delivering these, the Communities Department has adopted a performance management approach to ensure energy and effort is focused. We believe we will deliver a good service when it meets the following criteria:

- *Supports independence*
- *Keep people safe*
- *Promotes health and well being*
- *Provides sustainable and efficient services*

Explicitly for our division, this means:

- *Providing accurate and timely housing advice*
- *Delivering the Carmarthenshire Homes Standard +*
- *Protecting individuals from harm and promoting health improvement*
- *Ensuring the safety and quality of food chain to minimise risk to humans and animals*
- *Promoting a fair and just trading environment for businesses and citizens*
- *Improving the local environment to positively influence the quality of life and promote sustainability*
- *Getting better at what we do*
- *Delivering effective care and support services.*

Which means our day to day behaviours will focus on the following:

- *Responding to our customers*
- *Information, Advice and Assistance*
- *People are satisfied with the service that they receive*
- *Annual appraisals*
- *Managing our services within budget*

Our division is comparably large and comprises a range of services to improve the quality of life, health and wellbeing. It ranges from regulated care to regulatory services to protect the public and to housing services. Our performance information is designed to ensure we meet key objectives and help us manage the business better.

We regularly collect over 150 pieces of performance data across the division. This includes:

- National performance indicators and statistical returns to Welsh Government
- Key performance objectives supporting the Public Service Board
- Performance indicators linked to the improvement plan and integrated strategy
- Data for political scrutiny
- Data to manage the business
- Data to assess our legal compliance – for example homelessness and Homes Standards

Political scrutiny and accountability come via reporting our performance through to four scrutiny committees as well as directly to three Executive Board Members (on a monthly basis), the Housing Services Advisory Panel, the Enforcement Forum and the affordable housing steering group.

In addition, there is officer scrutiny through performance reports to the Corporate Management Team, and the departmental performance management framework meeting (officers from across the department meet monthly to discuss key performance areas). This includes key performance regarding rent arrears, voids, fuel servicing and disabled facility grants. Performance is also a key feature of both the divisional and departmental management team as well as individual service teams.

Attached are examples of the performance data we collect in respect of some of housing services.

DETAILED REPORT ATTACHED ?	YES - Appendix 1 – Health Impact Study Appendix 2 – Housing Options & Advice
----------------------------	--

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :

Signed: Robin Staines

Head of Housing & Public Protection

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: Robin Staines

Head of Housing & Public Protection

1. Local Member(s)

N/A

2. Community / Town Council

N/A

3. Relevant Partners

N/A

4. Staff Side Representatives and other Organisations

N/A

Section 100D Local Government Act, 1972 – Access to Information
List of Background Papers used in the preparation of this report:

THERE ARE NONE

Title of Document	File Ref No.	Locations that the papers are available for public inspection