

## Scrutiny Report

Committee: Scrutiny Committee  
Meeting Date – 22 January 2025  
Key Decision –no



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### HRA Performance Management Report Q2 24/25

Chair of Committee: Cllr Gwil Wren

Executive Member(s): Cllr Smith-Roberts

Local Member(s) and Division(s) affected: All

Executive Director: Chris Hall - Executive Director, Community, Place & Economy

#### Executive Summary

The purpose of this report is to share the Housing Revenue Account (HRA) performance indicators for quarter one (Q1) and quarter two (2), which have previously been reported as part of the full 'Corporate Performance Management Report Q2 2024/25' (appendix A) to the Executive Committee on the 2 December 2024.

Within the 'Corporate Performance Management Report Q2 2024/25' the individual corporate performance indicators, were organised under each of the four council plan priorities (or the supporting priority of 'a financially sustainable and resilient Council'), instead of by directorate.

For ease of reference the HRA performance indicators have been extracted for the purpose of this report.

The HRA indicators show combined performance for in-house landlord and Homes in Sedgemoor properties unless indicated otherwise.

The original request was also to report on HRA Finance; however, this was taken separately to Community Scrutiny on Wednesday 11<sup>th</sup> December and therefore this request has been resolved.

#### Recommendations

The committee is asked to review the HRA performance information provided within this report and is invited to refer to the full 'Corporate Performance Management Report Q2 2024/25' which is at appendix A.

#### Reasons for Proposals

To ensure performance management is being effectively managed, reviewed and any areas of concern identified and addressed.





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## **Main report and supporting information**

### **Background and purpose of report**

1. This report includes the performance of the Housing Revenue Account (HRA) for quarter one (Q1) and quarter two (Q2).
2. The HRA indicators are included in the 'Corporate Performance Management Report Q2 20204/25' appendix A, which was seen by the Executive Committee on the 2 December 2024.
3. The full report contains 114 indicators, we have extracted the ones related to the Housing Revenue Account as illustrated below:

Key Performance Indicators	Target	Tolerance	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25	DoT
			Value	Value	Value	Value	Value	
SC/CSH16 – Housing - HAM15 Percentage of homes that do not meet the Decent Homes Standard	0.5%	0.5%-2.4% Amber, above 2.4% Red	5.93%	6.25%	5.31%	3.31%	3.33%	↓
<p>Now a combined figure for in-house and Homes in Sedgemoor results, backdated for Q1. This KPI is primarily driven by the number of components (e.g. kitchens, bathrooms, windows, heating systems, etc.) in properties reaching the end of their lifecycle requiring replacement (as any responsive repairs or Health and Safety issues are dealt with as soon as they are known). The ongoing Stock Condition Surveys (SCSs) undertaken will identify additional components and this, together with progress on undertaking the planned capital replacement programmes for component replacement, will mean the monthly non-compliance will vary during the year. However, the percentage of non-compliance is on a downward trajectory and full compliance is targeted for the end of the 2024/25 financial year.</p>								
Key Performance Indicators	Target	Tolerance	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25	DoT
			Value	Value	Value	Value	Value	
SC/CSH12 – Housing - TSE06 Percentage of tenants are overall satisfied with the housing services provided by Somerset Council	77%	Amber within 10% of target Red below 10%	76%	73%	73%	74%	74%	▬
This result is from the May 2024 Survey								
SC/CSH12a – Housing - Percentage of tenants are overall satisfied with the housing services provided by Homes in Sedgemoor	84%	Amber within 10% of target Red below 10%				86.2%	84.12%	↓
NEW MEASURE								
SC/CSH13 – Housing - TRS01 True current tenant arrears at the end of month percentage	2%	2.0-2.2% is Amber	1.84%	1.96%	1.44%	1.42%	1.25%	↑
Now a combined figure for in-house and Homes in Sedgemoor results, backdated for Q1								

Key Performance Indicators	Target	Tolerance	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25	DoT
			Value	Value	Value	Value	Value	
SC/CSH14 – Housing - PSC01 Percentage of housing dwellings with a valid gas safety certificate	100%	No threshold as this is a pass/fail	100%	100%	100%	99.67%	99.72%	
Now a combined figure for in-house and Homes in Sedgemoor results, backdated for Q1. This KPI is a Health and Safety requirement and therefore has a 100% compliance target. Q2 2024/25 performance target shortfall of 0.28% is due to tenants failing to provide access for the necessary annual gas checks to be undertaken. We are currently reviewing our legal options to further enhance our robust approach to processes to gain access.								
SC/CSH14b – Housing - PSC05 Percentage of housing dwellings with a valid electrical safety certificate.	100%	No threshold as this is a pass/fail	94.01%	94.24%	95.4%	97.28%	97.34%	
Now a combined figure for in-house and Homes in Sedgemoor results, backdated for Q1. This KPI is a Health and Safety requirement and therefore has a 100% compliance target. Q2 2024/25 performance target shortfall of 2.66% is also due to tenants failing to provide access for the necessary 5 yearly property electrical checks (and any consequent remedial repairs) to be undertaken. We are also currently reviewing our legal options to further enhance our robust approach to processes to gain access in this area.								
SC/CSH15 – Housing - HC11 Percentage of communal areas with a Fire Risk Assessment (FRA) in place and FRA Review complete (where applicable)	100%	No threshold as this is a pass/fail	100%	100%	100%	100%	100%	
Now a combined figure for in-house and Homes in Sedgemoor results, backdated for Q1								
SC/CSH20 – Housing - Proportion of homes for which all required legionella risk assessments have been carried out	100%	No threshold as this is a pass/fail				99.41%	99.87%	
NEW MEASURE - to include in-house and Homes in Sedgemoor results. This KPI is a Health and Safety requirement and therefore has a 100% compliance target. Q2 2024/25 performance target shortfall of 0.13% is also due to access issues on one block which are being addressed.								

Key Performance Indicators	Target	Tolerance	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25	DoT
			Value	Value	Value	Value	Value	
SC/CSH21 – Housing - % of housing dwellings with a valid asbestos management survey	100%	No threshold as this is a pass/fail				99.16%	99.24%	
	NEW MEASURE - to include in-house and Homes in Sedgemoor results. This KPI has a 100% compliance target. Q2 2024/25 performance target shortfall of 0.76% is also due to access issues with tenants. We are continuing to contact tenants to gain access to undertake the surveys.							
SC/CSH22 – Housing - % of passenger lifts and through floor lifts with annual and 6 monthly service and inspection complete	100%	No threshold as this is a pass/fail				100%	100%	
	NEW MEASURE - to include in-house and Homes in Sedgemoor results.							

## Links to Council Plan and Medium-Term Financial Plan

4. The performance indicators we report in Housing contribute to our corporate priority for a “healthy and caring Somerset, through providing good quality social housing; and a ‘fairer and ambitious Somerset’ by ensuring we have affordable and energy efficient housing.

## Other options considered

5. No alternative option was considered as this report is for information purposes only.

## Key considerations for the Council

## Consultation and feedback

6. The full ‘Corporate Performance Management Report Q2 20204/25’ has been shared with CLT and Executive.

## Financial and Risk Implications

7. Failure to have effective arrangements in place to adequately manage performance of key housing services would create a risk that service performance could deteriorate, and /or the HRA fails to deliver its priorities for our residents.
8. As the council in its capacity as a landlord is regulated by law, failure to comply could to an investigation by Housing Regulator, leading to a damaged reputation and lack of trust in our service from our residents.
9. Risk of ineffective performance management arrangements in place leading to management being unaware of poor services and these not being addressed

Current Risk Score:

<b>Likelihood</b>	<b>2</b>	<b>Impact</b>	<b>4</b>	<b>Risk Score</b>	<b>8</b>
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## Legal and Procurement Implications

10. None have been identified.

## HR / Workforce Implications

11. Some performance narrative notes staff capacity as a contributing factor to reduced performance.

## **Equalities Implications**

12. This report provides an update on performance rather than seeking a decision. For this reason, no Equalities Impact Assessment has been undertaken as the report does not seek a change in policy, change in service or a decision.
13. No equalities implications have been identified within the narrative provided in relation to performance. However, it should be recognised that the diversity of the Housing Service's service users is varied.

## **Community Safety Implications**

14. There are no direct community safety implications associated with this report.

## **Climate Change and Sustainability Implications**

15. There are no HRA measures linked to the Council Plan priority 'A greener, more sustainable Somerset'.

## **Health and Safety Implications**

16. There are no health and safety implications.

## **Health and Wellbeing Implications**

17. There are HRA measures linked to the Council Plan priority 'A healthy and caring Somerset'.

## **Social Value**

18. There are no social value implications

## **Background Papers**

19. None.

## **Appendices**

- Corporate Performance Management Report Q2 2024/25' (appendix A).

## **Report assurance checklist ahead of report publication (for Audit, Executive, Full Council and Scrutiny Committees)**

The report being provided to Scrutiny is a replication of that information provided to members within the Corporate Performance Management Report Q2 2024/25 which went to Executive Committee on the 2 December 2024.

All of the requisite assurances were provided for the information at that time and therefore we have not requested this again

