Birmingham City Council

Housing and Neighbourhoods Overview and Scrutiny Committee

Date 10-11-2022

Subject:	City Housing Directorate - Performance Monitoring Report 2022/23
Report of:	Mira Gola – Head of Business Improvement and Support (City Housing)
Report author:	Kieran Cronin – Business Support Co-ordinator (City Housing)

1   Purpose

1.1   This report shows directorate performance against all corporately reported KPIs for City Housing.

2   Recommendations

2.1   Members note the report and agree any comments/recommendations.

3   Any Finance Implications

3.1   There are no direct financial implications from the report, as it is for information.

3.2   The implications of positive or negative variations from Performance Indicators are reflected in monthly budget monitoring updates to O&S committee, quarterly to Cabinet, in which City Housing is currently reporting a financial pressure of £5.4m due to a surge in demand for Temporary Accommodation.

4   Any Legal Implications

4.1   The KPI for void turnarounds has a direct impact on the availability of housing stock for Part 6 housing applicants who cannot be allocated properties from the housing register. This KPI has a direct impact on the KPI for families in B&B over 6 weeks as there is insufficient housing stock due to delays in the void turnaround and families are left in B&B over 6 weeks against the Code of Guidance Regulations 16.29.

4.2	There is a litigation risk for void turnaround and applicants left in B&B over 6 weeks as legal action is commenced against the Council for being left in unsuitable accommodation. Currently there are potentially 424 separate legal cases that can be issued against the council. Following Elkundi Appeal once a property is deemed to be unsuitable the duty to rehouse is immediate and cannot be deferred. This in turn leads to unnecessary legal costs and compensation being paid out to tenants and their solicitors.

4.3	The KPI where homelessness is relieved is a duty to help applicants secure accommodation within 56 days to help secure accommodation. During this time, we will make every effort to help the applicant to either return home where safe to do so or secure alternative accommodation. The council use B&B accommodation for emergency cases. If a decision is not notified to the applicant within 56 days' there is a litigation risk of Judicial Review proceedings against the council for failing to notify within strict timescales.

## 5	Any Equalities Implications

5.1	None.

## 6	Appendices

6.1	Month 6 September Performance Report.

Performance Monitoring Process

The reporting framework is based on performance against targets, baseline figures, and benchmarking (where it is available).

This report contains KPIs for the 2022/23 financial year.

Key

| Preferred Direction of Travel	
'Bigger is better'	Performance improves if the result figure is higher
'Smaller is better'	Performance improves if the result figure is lower

Direction Of Travel (DOT)	
△	Performance improves from previous reporting period (bigger is better)
▽	Performance improves from previous reporting period (smaller is better)
▶	No change in performance
△	Performance deteriorates from previous reporting period (smaller is better)
▽	Performance deteriorates from previous reporting period (bigger is better)

BRAG (Blue Red Amber Green) Rating	
Blue	Greatly exceeds target
Green	Achieved or slightly surpassed target
Amber	Slightly below target but above standard/tolerance
Red	Both the target and the standard/tolerance has not been achieved

Reporting period	
In-month	KPI is measured on a month-on-month basis e.g. January only
In-quarter	KPI is measured on a quarter-on-quarter basis e.g. Quarter 2 would cover July, August and September only
Cumulative	The annual result up until that reporting period e.g. the May report's figure would be the total of the April and May's result (year-to-date)
Snapshot	The current (snapshot) figure at the end of the reporting period e.g. the May snapshot result would be the figure 'at that moment in time' on 31 May
Year-end	The year-end result for annually-reported KPIs

Summary Vital Signs

Summary of KPI Performance by BRAG Rating		
BRAG	**Number**	**Percentage of total**
Blue	**0**	**0%**
Green	**3**	**43%**
Amber	**1**	**14%**
Red	**2**	**29%**
Blue, Green, Amber, Red Total	**6**	**86%**
Other KPIs (no target, target TBC, or BRAG N/A)	**1**	**14%**
Grand Total	*7*	-

Performance Based on BRAG Rating
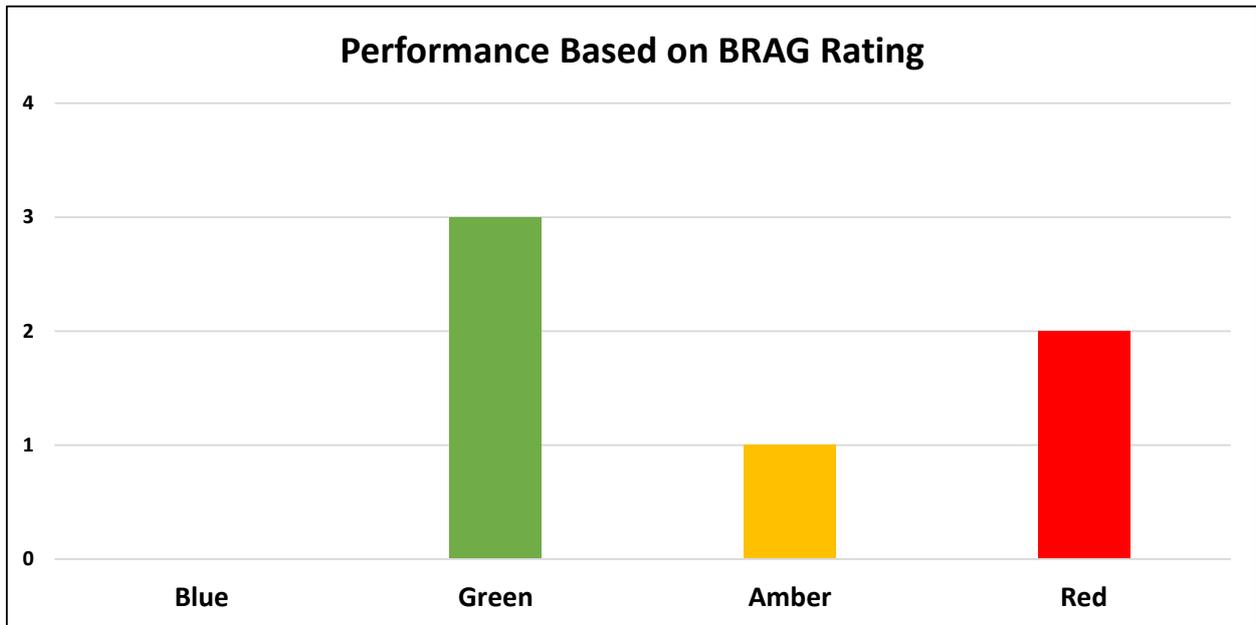
Summary Corporate Plan KPI's

Summary of KPI Performance by BRAG Rating		
BRAG	**Number**	**Percentage of total**
Blue	**1**	**25%**
Green	**0**	**0%**
Amber	**0**	**0%**
Red	**1**	**25%**
Blue, Green, Amber, Red Total	**2**	**50%**
Other KPIs (no target, target TBC, or BRAG N/A)	**2**	**50%**
Grand Total	*4*	*-*
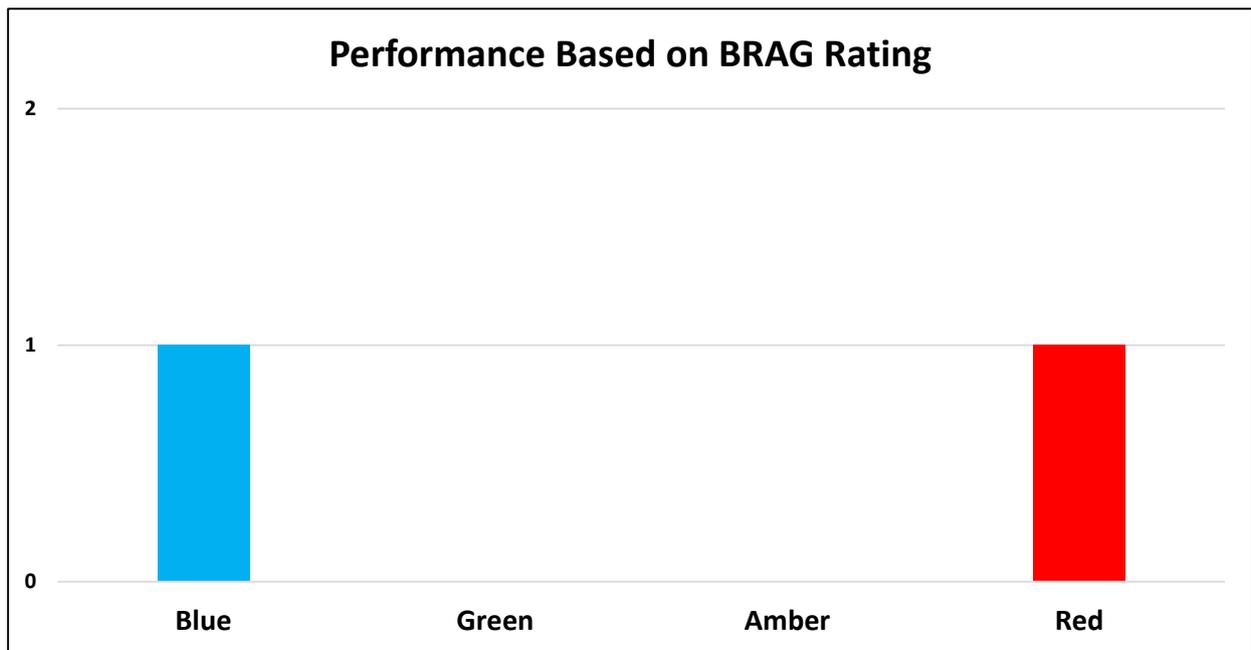
Performance Based on BRAG Rating

Exceptions Report and Contents Page

Overall performance by BRAG rating (commentary provided where KPI's BRAG rating is red, amber, or blue)

Vital Signs

Capital Investment & Repairs

Ref.	KPI	BRAG rating	Page
VH1a	Percentage of Council housing routine repairs resolved within 30 days	Green	6

Ref.	KPI	BRAG rating	Page
VH1b	Percentage of Right to Repair jobs completed against period profile	Green	6

Ref.	KPI	BRAG rating	Page
VH1c	Percentage of Council housing emergency repairs responded to in 2 hours	Green	7

Ref.	KPI	BRAG rating	Page
VH2	Average days void turnaround - excluding void sheltered properties	Red	7

Exception Commentary:

The void turnaround performance for September 2022 (excluding sheltered properties) was 31.3 days against a target of 28 days. This is an improvement of 5.4 days compared to the end of quarter one (June) and 1.7 days on the previous month of August.

The main reason for not meeting the period target was due to the Fortem (South) repairs performance times which for the period was 33.19 days. The target for incremental improvement is December 2022, Fortem's service improvement plan will support this. Quality and performance targets have been set and are reviewed on a monthly basis with key stakeholders, including the Head of Service to ensure focus and scrutiny. Fortem is dedicated to improving this position with a commitment at a senior level.

If the South district void turnaround timescales were removed, the figure for the East, West and North districts would be 23.15 days and therefore significantly better than target.

Housing Solutions and Support

Ref.	KPI	BRAG rating	Page
VH3	Percentage of housing applications awaiting assessment that are within 6 weeks	Amber	8

Exception Commentary:

As of September 2022, a total of 4020 new housing applications are awaiting assessment, of which 3119 (77.59%) are within 6 weeks; this is within the 5% tolerance for the quarter two target of 80%. Performance has dropped due to reduced resources and the additional bank holiday in September. The number of new applications received has stabilised with an average of 527 new applications received per week, however, this is still an increase compared to 2021 when the average number of new applications received was 477.

Once a fully completed application form along with the required supporting documentation has been received, the service aims to assess new housing applications within six weeks. The focus is to assess applications in date order, where homeless applications are prioritised.

Ref.	KPI	BRAG rating	Page
TBC	Total number of households in Bed and Breakfast	N/A	8

Ref.	KPI	BRAG rating	Page
TBC	Total numbers of families in Bed and Breakfast over 6 weeks	Red	9

Exception Commentary:

As of September 2022, the service is underperforming against this target with 424 households in bed and breakfast accommodation over six weeks, compared to the quarter two target of 300. The reason for this is the number of households approaching as homeless and needing emergency accommodation (increased by 25% in 2022), in addition to the already large number of households in bed and breakfast (720) and temporary accommodation overall (4300).

The service concentrates on re-housing those longest in bed and breakfast utilising Oscott Gardens, a new homeless centre specifically being used for this at present, as well as increasing dispersed temporary accommodation, additional private sector leasing, accessing private rented sector accommodation and other initiatives to reduce and end the use of bed and breakfast.

Exceptions Report and Contents Page

Overall performance by BRAG rating (commentary provided where KPI's BRAG rating is red, amber, or blue)

Corporate Plan KPIs

Housing Solutions and Support			

Ref.	KPI	BRAG rating	Page
TBC	Number of households living in temporary accommodation per 1,000 households	N/A	10

Ref.	KPI	BRAG rating	Page
TBC	Households where homelessness is prevented	Blue	10

Exception Commentary:

The quarter two result is 42.83%, which is above the target of 40%. As outlined in quarter one, the definition of this indicator has been modified from the 2021/22 reporting period. This now matches national definitions and will enable comparison against National Government statistics and data.

There has been a slight decrease in the performance of this indicator in quarter two; this is the result of the removal of the National Government's additional vulnerable household funding in March 2022. Any households who had their homelessness prevented through the use of this fund will have had their homelessness closed after 56 days as successful prevention, and this indicates if we can get to cases earlier we can support households and prevent homelessness. We continue to prioritise prevention activity across the service area through funding deposits, mediation, and rent in advance. The increase in staffing with a prevention focus has helped to mitigate some of the risks from the loss of funding.

Ref.	KPI	BRAG rating	Page
TBC	Households where homelessness is relieved	Red	11

Exception Commentary:

The quarter two result is 24.71%, which is below the target of 30%. As outlined in quarter one, the definition of this indicator has been modified from the 2021/22 reporting period. This now matches national definitions and will enable comparison against National Government statistics and data.

Households placed into relief are often households in immediate crisis who often are provided with emergency accommodation on the day of presentation. This is especially the case with domestic abuse which is currently the third highest reason for homelessness. This is a stretch target for the City Council and whilst the second quarter has seen some improvement we are still outside the tolerance level. However, the work of the Accommodation Team when fully established should lead to improving our performance in this area.

Ref.	KPI	BRAG rating	Page
TBC	Tenant Satisfaction placeholder (subject to consultation concluding in summer)	N/A	11

Vital Signs

Frequency: Monthly	DOT: ▶	BRAG: **Green**	Reporting: In-month

Percentage of Council housing routine repairs resolved within 30 days

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Result	98.6%	97.9%	96.9%	96.5%	96.5%							
Target	92.6%	92.6%	92.6%	92.6%	92.6%	92.6%	92.6%	92.6%	92.6%	92.6%	92.6%	92.6%

Preferred direction of travel
△
Bigger is Better

Status:

Q4 - 21/22	Green
Q1	Green
Q2	N/A
Q3	N/A
Q4	N/A

Baseline:
87.20%

Variance from target (monthly)
3.9%

Year End Target
92.60%

Benchmarking:
N/A
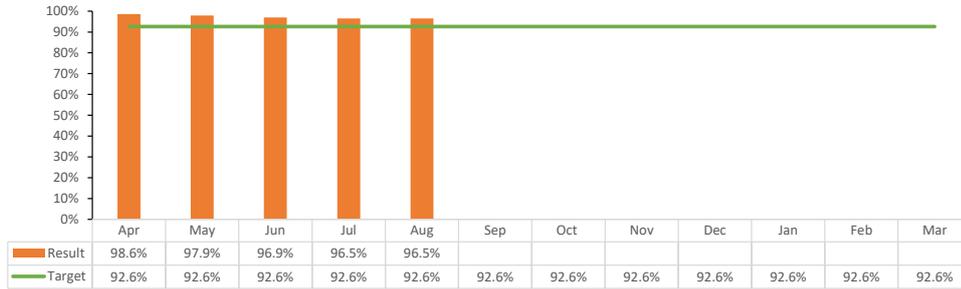
Commentary:

KPI reported one month in arrears: The August 2022 result is 96.5% which has surpassed the contractual target of 92.6% (14,050 repairs out of 14,566).

The performance is monitored by the service via daily appointments and monthly performance reports to ensure drops in performance can be identified and addressed in month with contractors.

Frequency: Monthly	DOT: △	BRAG: **Green**	Reporting: In-month

Percentage of Right to Repair jobs completed against period profile

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Result	94.2%	94.1%	95.6%	94.8%	95.1%							
Target	92.6%	92.6%	92.6%	92.6%	92.6%	92.6%	92.6%	92.6%	92.6%	92.6%	92.6%	92.6%
Standard	87.9%	87.9%	87.9%	87.9%	87.9%	87.9%	87.9%	87.9%	87.9%	87.9%	87.9%	87.9%

Preferred direction of travel
△
Bigger is Better

Status:

Q4 - 21/22	Amber
Q1	Green
Q2	N/A
Q3	N/A
Q4	N/A

Baseline:
89.30%

Variance from target (monthly)
2.5%

Year End Target
92.60%

Benchmarking:
N/A

Commentary:

KPI reported one month in arrears: The August 2022 result is 95.1% which is above the contractual target of 92.6% (4,860 repairs out of 5,109).

The performance is monitored by the service via daily appointments and monthly performance reports to ensure drops in performance can be identified and addressed in month with contractors.

Percentage of Council housing emergency repairs responded to in 2 hours

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Result	99.0%	98.4%	98.8%	99.1%	98.6%							
Target	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%
Standard	94.9%	94.9%	94.9%	94.9%	94.9%	94.9%	94.9%	94.9%	94.9%	94.9%	94.9%	94.9%

Preferred direction of travel
△
Bigger is Better

Status:	
Q4 - 21/22	Amber
Q1	Green
Q2	N/A
Q3	N/A
Q4	N/A

Baseline:
98.2%

Variance from target (monthly)
0.5%

Year End Target
98.1%

Benchmarking:
N/A

Commentary:

KPI reported one month in arrears: The August 2022 result is 98.6% which is above the contractual target of 98.1% (3,957 repairs out of 4,015).

The performance is monitored by the service via daily appointments and monthly performance reports to ensure drops in performance can be identified and addressed in month with contractors.

Average days void turnaround - excluding void sheltered properties

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Result	33.2	28.8	36.7	33.1	33.0	31.3						
Target	28.0	28.0	28.0	28.0	28.0	28.0	28.0	28.0	28.0	28.0	28.0	28.0
Standard	29.4	29.4	29.4	29.4	29.4	29.4	29.4	29.4	29.4	29.4	29.4	29.4

Preferred direction of travel
▽
Smaller is Better

Status:	
Q4 - 21/22	Amber
Q1	Red
Q2	Red
Q3	N/A
Q4	N/A

Baseline:
46.9

Variance from target (monthly)
3.3

Year End Target
28.0

Benchmarking:
N/A

Commentary:

The void turnaround performance for September 2022 (excluding sheltered properties) was 31.3 days against a target of 28 days. This is an improvement of 5.4 days compared to the end of quarter one (June) and 1.7 days on the previous month of August.

The main reason for not meeting the period target was due to the Fortem (South) repairs performance times which for the period was 33.19 days. The target for incremental improvement is December 2022, Fortem's service improvement plan will support this. Quality and performance targets have been set and are reviewed on a monthly basis with key stakeholders, including the Head of Service to ensure focus and scrutiny. Fortem is dedicated to improving this position with a commitment at a senior level.

If the South district void turnaround timescales were removed, the figure for the East, West and North districts would be 23.15 days and therefore significantly better than target.

Housing Solutions and Support

Frequency: Monthly   DOT: ▽   BRAG: Amber   Reporting: Snapshot

Percentage of housing applications awaiting assessment that are within 6 weeks

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Result	71.98%	70.69%	79.70%	88.30%	86.42%	77.59%						
Target	75.00%	75.00%	75.00%	80.00%	80.00%	80.00%	85.00%	85.00%	85.00%	90.00%	90.00%	90.00%
Standard	71.25%	71.25%	71.25%	76.00%	76.00%	76.00%	80.75%	80.75%	80.75%	85.50%	85.50%	85.50%

Preferred direction of travel
△
Bigger is Better

Status:	
Q4 - 21/22	Amber
Q1	Blue
Q2	Amber
Q3	N/A
Q4	N/A

Baseline:
N/A
Variance from target (monthly)
-2.41%
Year End Target
90.00%
Benchmarking:
N/A

Commentary:

As of September 2022, a total of 4020 new housing applications are awaiting assessment, of which 3119 (77.59%) are within 6 weeks; this is within the 5% tolerance for the quarter two target of 80%. Performance has dropped due to reduced resources and the additional bank holiday in September. The number of new applications received has stabilised with an average of 527 new applications received per week, however, this is still an increase compared to 2021 when the average number of new applications received was 477.

Once a fully completed application form along with the required supporting documentation has been received, the service aims to assess new housing applications within six weeks. The focus is to assess applications in date order, where homeless applications are prioritised.

Frequency: Monthly   DOT: △   BRAG: N/A   Reporting: Snapshot

Total number of households in Bed and Breakfast

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Result	635	697	699	670	585	720						

Preferred direction of travel
▽
Smaller is Better

Status:	
Q4 - 21/22	N/A
Q1	N/A
Q2	N/A
Q3	N/A
Q4	N/A

Baseline:
548
Variance from target (quarterly)
N/A
Year End Target
N/A
Benchmarking:
Benchmarking information available from the Department for Levelling Up, Housing and Communities

Commentary:

As of September 2022, there are 720 households in bed and breakfast placed by Birmingham City Council as temporary accommodation. Of these 243 are outside of the Birmingham City Council boundary. This is as a result of a number of factors. Presentations of households to Housing Solutions and Support as homeless has increased – 13% over 2021 and 23% over 2020 figures. Enormous work has gone on to prevent homelessness at presentation, this is not always possible and so the number of households going into bed and breakfast has been high. Once in bed & breakfast a whole range of options are used to secure move on into another form of temporary accommodation or into a permanent home, these interventions include the work of the Accommodation Finding Team, direct lets, tenancy conversions, and the planned changes to the allocation policy giving greater priority to those in temporary accommodation.

Total numbers of families in Bed and Breakfast over 6 weeks

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Result	389	418	425	427	426	424						
Target	450	450	450	300	300	300	150	150	150	0	0	0
Standard	472.5	472.5	472.5	315	315	285	157.5	157.5	157.5	0	0	0

Preferred direction of travel

▽

Smaller is Better

Status:	
Q4 - 21/22	N/A
Q1	Blue
Q2	Red
Q3	N/A
Q4	N/A

Baseline:
345

Variance from target (quarterly)
124

Year End Target
0

Benchmarking:

Benchmarking information available from the Department for Levelling Up, Housing and Communities

Commentary:

As of September 2022, the service is underperforming against this target with 424 households in bed and breakfast accommodation over six weeks, compared to the quarter two target of 300. The reason for this is the number of households approaching as homeless and needing emergency accommodation (increased by 25% in 2022), in addition to the already large number of households in bed and breakfast (720) and temporary accommodation overall (4300).

The service concentrates on re-housing those longest in bed and breakfast utilising Oscott Gardens, a new homeless centre specifically being used for this at present, as well as increasing dispersed temporary accommodation, additional private sector leasing, accessing private rented sector accommodation and other initiatives to reduce and end the use of bed and breakfast.

Corporate Plan KPIs

Housing Solutions and Support

Frequency: Quarterly	DOT: ▽	BRAG: N/A	Reporting: Snapshot

Number of households living in temporary accommodation per 1,000 households

	QTR1	QTR2	QTR3	QTR4
■ Result	9.8	9.5		

Commentary:

As of September 2022, there are 4300 households living in temporary accommodation; this is a result of 9.5 per 1,000 households. Of these 495 are placed outside of Birmingham City Council boundary.

Preferred direction of travel
▽
Smaller is Better

Status:	
Q4 - 21/22	N/A
Q1	N/A
Q2	N/A
Q3	N/A
Q4	N/A

Baseline:
8.6

Variance from target (quarterly)
N/A

Year End Target
N/A

Benchmarking:

Benchmarking information available from the Department for Levelling Up, Housing and Communities

---

Frequency: Quarterly	DOT: ▽	BRAG: Blue	Reporting: In-quarter

Households where homelessness is prevented

	QTR1	QTR2	QTR3	QTR4
■ % Result	54.32%	42.83%		
Target	40.00%	40.00%	40.00%	40.00%
Standard	38.00%	38.00%	38.00%	38.00%
Number Result	377	191		

Commentary:

The quarter two result is 42.83%, which is above the target of 40%. As outlined in quarter one, the definition of this indicator has been modified from the 2021/22 reporting period. This now matches national definitions and will enable comparison against National Government statistics and data.

There has been a slight decrease in the performance of this indicator in quarter two; this is the result of the removal of the National Government's additional vulnerable household funding in March 2022. Any households who had their homelessness prevented through the use of this fund will have had their homelessness closed after 56 days as successful prevention, and this indicates if we can get to cases earlier we can support households and prevent homelessness. We continue to prioritise prevention activity across the service area through funding deposits, mediation, and rent in advance. The increase in staffing with a prevention focus has helped to mitigate some of the risks from the loss of funding.

Preferred direction of travel
△
Bigger is Better

Status:	
Q4 - 21/22	N/A
Q1	Blue
Q2	Blue
Q3	N/A
Q4	N/A

Baseline:
N/A

Variance from target (quarterly)
2.83%

Year End Target
38.00%

Benchmarking:

Benchmarking information available from the Department for Levelling Up, Housing and Communities

Frequency: Quarterly DOT: △ BRAG: **Red** Reporting: In-quarter	Preferred direction of travel

Households where homelessness is relieved

	QTR1	QTR2	QTR3	QTR4
■ % Result	23.24%	24.71%		
— Target	30.00%	30.00%	30.00%	30.00%
— Standard	28.50%	28.50%	28.50%	28.50%
Number Result	353	280		

Preferred direction of travel
△
Bigger is Better
Status:
Q4 - 21/22 N/A
Q1 **Red**
Q2 **Red**
Q3 N/A
Q4 N/A
Baseline:
N/A
Variance from target (quarterly)
-5.29%
Year End Target
30.00%
Benchmarking:

Commentary:

The quarter two result is 24.71%, which is below the target of 30%. As outlined in quarter one, the definition of this indicator has been modified from the 2021/22 reporting period. This now matches national definitions and will enable comparison against National Government statistics and data.

Households placed into relief are often households in immediate crisis who often are provided with emergency accommodation on the day of presentation. This is especially the case with domestic abuse which is currently the third highest reason for homelessness. This is a stretch target for the City Council and whilst the second quarter has seen some improvement we are still outside the tolerance level. However, the work of the Accommodation Team when fully established should lead to improving our performance in this area.

Benchmarking information available from the Department for Levelling Up, Housing and Communities

---

Tenant Satisfaction

DMT Lead: Julie Griffin Frequency: Quarterly DOT: TBC BRAG: N/A Reporting: In-quarter	Preferred direction of travel

TBC

	2022/23 Year-end
■ Result	
— Target	
— Standard	

Preferred direction of travel
TBC
Status:
Q1 N/A
Q2 N/A
Q3 N/A
Q4 N/A
Baseline:
TBC
Variance from target
N/A
Year End Target
TBC
Benchmarking:
N/A

Commentary

Tenant satisfaction measures have been signed off by government and are due to be implemented in April 2023. We are currently working with IT to develop a survey mechanism to collect tenant perception measures - this is in train and will be completed by April 2023 where will be able to provide a set of indicators and stats to sit alongside this.