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**Bolsover District Council**

**Meeting of the Housing Liaison Board on 22<sup>nd</sup> October 2024**

**Agenda Item 8: Housing Key Performance Indicators**

<b>Classification:</b>	This report is Public
<b>Report By:</b>	Assistant Director of Housing Management & Enforcement

**Background**

In spring 2024, the Council launched its new Council Plan “The Future 2024-2028” This describes the key role we play in supporting the district, through the provision and delivery of key services that are essential to everyday life. The plan also outlines our four main aims :

- Customers - providing excellent and accessible services
- Economy - drive growth, promote the district and be business and visitor friendly
- Environment - protect the quality of life for residents and businesses, meet environmental challenges and enhance biodiversity
- Housing - deliver social and private sector housing growth

As a Housing Service we have developed a number of Key Performance Indicators (KPIs) that show how we are contributing to the Councils Ambitions. A summary of the Quarter 1 and 2 performance is attached at Appendix 1.

The Council’s Housing team is producing a significant amount of performance related information, whether this be the Complaints information, the Tenant Satisfaction Measures or the Councils own KPIs.

We would like to ensure we are providing tenants with useful and informative data which means that they can hold us to account on the services we deliver. Tenant’s can only do that when they have been provided with the relevant information or data.

We would like the Board to consider the various areas we report on and see if there are any areas which you feel are not being captured, which should be. Additionally, of the numerous performance reports we produce which do tenants feel are the most important to be aware of, and the most informative.

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We would like to agree a suite of performance measures which we report on quarterly and then present this information in a visually appealing, easy read format. We would envisage these one sided posters being put up in all contact centres, and on the Councils website to make them accessible.

A number of examples as to how other authorities do this will be presented in the meeting.

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### **RECOMMENDATION(S)**

1. That the performance documented in the attached report is reviewed and acknowledged.
2. That members of the Board agree to a suite of 10-12 key performance measures which are reported quarterly to the wider tenant base.
3. That the members of the Board review example options for a quarterly performance poster, to agree a format to be used moving forward.

### **Links to Council Ambition: Customers, Economy, Environment and Housing**

Ambition: Housing

Priority: Maintaining and improving property and housing management standards and ensuring that standards and living conditions in the district contribute towards better health outcomes for all

Target HOU4: Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.

### **DOCUMENT INFORMATION**

<b>Appendix No</b>	<b>Title</b>
1.	Housing Key Performance Indicators Quarter 1 and 2 2024/25