



**Bolsover District Council**

**Meeting of the Housing Liaison Board on Monday, 20<sup>th</sup> January 2025**

**Agenda Item 6: 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 current performance is attached at Appendix 1.

**Keeping Tenants informed of our performance**

The Council’s Housing Management 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. Tenants can only do that when they have been provided with the relevant information or data. We welcome tenant feedback on our current performance and suggestions for areas of focus to improve performance/delivery.

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.

At the last meeting tenants agreed a minimum set of indicators they would like to see included as part of a quarterly report to tenants. A draft has been produced for Members to consider. We would envisage these one sided posters being put up in all contact centres, and on the Councils website to make them accessible.

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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 review the draft quarterly performance poster to be used in the Contact Centres/on the website, and agree the final version.

#### **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 as at Quarter 3 2024/25