

Briefing Note

To:	Budget and Performance Panel
From:	Anne Marie Harrison, Assistant Head, Community Engagement (Partnerships)
Date:	15 June 2012
Subject:	Performance on the Provision of Health and Housing Services

A question was raised at the meeting of the Budget and Performance Panel on 12 June 2012 regarding key work areas reported as the *'provision of health and housing services that raise standards; address the needs of elderly and vulnerable people and increases rent collection'*.

Corporate Performance Monitoring Reports considered by Budget and Performance Panel, and subsequently by Cabinet, routinely concentrate on the performance of key work areas and projects that are, or are expected to be, in need of further intervention to deliver corporate priorities and outcomes.

The report did highlight, however, the importance of acknowledging that over the lifetime of the 2011-2014 Corporate Plan delivery of corporate priorities are on track to be achieved, which includes a number of notable activities being successfully undertaken by Health and Housing Services to deliver a wide variety of functions to our communities.

These activities were considered by the Cabinet Member with responsibility for Health and Housing as part of the scheduled quarter Performance Review Team meeting. The attached extract from the PRT report highlights progress and achievements against key work areas including actions that:

- Improve standards in the private rented sector
- Deliver the Disabled Facilities Grant and Council Housing Capital Programmes
- Implement the Housing Strategy and preventing homelessness
- Deliver environmental health services including inspections, enforcement and good practice measures
- Provide effective performance in rent collection and tenant satisfaction in wider services offered by Council Housing Services
- Enable elderly and vulnerable people to stay in their own homes

All of these activities have been report with a *Green* status using the established RAG (Red, Amber, Green) reporting system indicating that performance relating to each of these is, or is expected to be, on track to be achieved as planned in support of the delivery of 2011-14 corporate priorities, including Statutory Responsibilities, .Partnership Working and Community Leadership and Economic Regeneration.

Portfolio Area: Health and Housing

Councillor Karen Leytham

PRT Report: Health and Strategic Housing

Head of Service: Suzanne Lodge

Quarter:

4

Date of PRT Meeting:

Virtual

Key Work Area(s)	Key Service Actions	Success Measure/Milestones		Comments on Progress
		Description	RAG Status	
Corporate Priority: ECONOMIC REGENERATION				
Housing Standards	Improving standards in the private rented sector	On going Licensing of all HMO’s found to meet the statutory requirement	Green	232 HMO's currently licensed (4 new and 9 removed in Q4, 11/12). This year sees the start of the re-licensing process (5 year cycle).
Home Improvement Agency	Delivering the DFG capital programme	Ensuring the annual budget is fully committed	Green	At the end of Q4 100% of 11/12 budget committed including additional £62.5k allocated in January 2012. £150k of 12/13 budget also committed (Note; 12/13 allocation, £653,000).

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		Description	RAG Status	
Corporate Priority: STATUTORY RESPONSIBILITIES				
Housing Options (Homelessness)	Implementing the Homeless Strategy and preventing homelessness.	Maintain level of Statutory Homeless acceptances compared with previous year	Green	13.3% (16 No.) ahead of target at the end of Q4 to maintain 10/11 levels.
Council Housing Tenancy	Ensure that council housing is let efficiently	Proportion of rent collected	Green	Q4 98.8% - Collection rate on target
Environmental Health service delivery	Responding to new and existing service requests	Percentage of responses to environmental health service requests provided within target times	Green	Target achieved.
Environmental Health investigation / enforcement	Implementation of investigation / enforcement good practice measures in service delivered	Percentage of established good practices implemented and maintained	Green	The matrix of good practice measurer is being finalised for implementation in 2012-13
Civil contingencies	Emergency planning & business continuity	Progress against agreed work programme plan of service delivery	Green	Work programme completed.

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Corporate Priority: STATUTORY RESPONSIBILITIES				
Council Housing Home	Deliver the capital and planned maintenance programme 2011/2012	Tenant’s homes continue to meet Decent Homes and the Lancaster Standard	Green	Decent Homes and the Lancaster Standard continues to be met All capital and planned maintenance programme schemes have been completed by the end of the financial year with the exception of the commissioning of the boiler systems at Water/Cable Street and the snagging works on the external refurbishments to Lancaster and Lunesdale properties.
1)Dog Warden service 2)Pest Control	1)Implementation of good practice measures in service delivered 2)Income generation	1)Percentage of established good practices implemented and maintained. 2)Progress against agreed plan for generating additional income	Green	1)Retained level of good practice as per 2010-11. 2)Several new income-generating service areas have been implemented. Business Improvement Team established for action during 2012-13.

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Corporate Priority: PARTNERSHIP WORKING & COMMUNITY LEADERSHIP				
Home Improvement Agency	Enabling elderly and vulnerable people to remain in their own homes	Meeting annual target for number of households assisted via the Handyperson and Advocacy services	Green	26.7% (208 No.) ahead of target at the end of Q4, 11/12.
Council Housing Tenant involvement and empowerment	Undertake tenant satisfaction survey (September 2012)	Survey completed, key driver analysis and action plan produced to address issues	Green	Survey completed - highlight report issued. Action plan to be developed 2012/2013 to address any issues following presentation of the full report by the research company. The headline is that overall satisfaction has increased since the last comprehensive survey was carried out in 2008.
Council Housing Neighbourhood and community	Deliver Estate Walkabouts programme	Estate Walkabout Programme completed	Green	Programme of walkabouts completed and action plans and issues arising published.
Council Housing Housing related support and telecare	Deliver community alarm and telecare service in compliance with contact requirements	1)TSA accreditation maintained 2)TSA standards for response times met	Green	Telecare Services Association accreditation maintained - due for external review in June 2012. Target response times being achieved. County currently tendering for call centre to be established wit One Connect Limited with a view to pulling services in-house to County. Currently remain on 3 month rolling contract. Existing providers, including Lancaster City Council will be asked to tender for installation, and response service only. County looking to achieve transition of the Lancashire Telecare Service by 30 November 2012.