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Date: 31<sup>st</sup> May 2024

Our Ref: KB

Dear Sir/Madam,

**Housing and Communities Overview and Scrutiny Panel**  
**6<sup>th</sup> June 2024**

I refer to Item 8 (Landlord Services Key Performance Indicator Selection) on the Agenda for the Housing and Communities Overview and Scrutiny Panel scheduled for Thursday 6<sup>th</sup> June, 2024 and attach the report which was marked 'To Follow'.

Yours faithfully,

Brent Davis

Chief Executive

To: All Members of the Housing and  
Communities Overview and Scrutiny  
Panel

Councillors B Hughes (Chair), M, Etienne (Vice-  
Chair), E. Amaechi, M. Bird, T. Cooper, S. Dhillon,  
W. Markham, B. Pandher and T. Venson.

**AGENDA ITEM NO. 8**

**NUNEATON AND BEDWORTH BOROUGH COUNCIL**

**Report to:** Housing and Communities Overview & Scrutiny Panel

**Date:** 6<sup>th</sup> June 2024

**From:** Nicola Botterill – Assistant Director, Social Housing and Community Safety

**Subject:** Landlord Services Key Performance Indicators

**Portfolio:** Housing – Cllr. C. Watkins

**Building a Better Borough Theme: 1**

**Building a Better Borough Priority: 1**

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**1.0 OBJECTIVES OF SCRUTINY**

1.1 To provide the Panel with the options relating to key performance information as it relates to the Landlord Services function of the Housing & Communities Directorate.

**2.0 WHAT IS THE PANEL BEING ASKED TO CONSIDER?**

2.1 The Panel is asked to consider which strategic key performance indicators (KPI's) it wishes to receive at future Housing & Communities Overview and Scrutiny Panel meetings.

**3.0 WHO/ WHAT CAN THE PANEL INFLUENCE?**

3.1 The Panel can examine the KPI's and associated narrative, and provide comments and/or recommendations to the Portfolio Holder for Housing and/or to the Cabinet Executive.

**4.0 BACKGROUND INFORMATION**

4.1 Landlord Services are funded via the Housing Revenue Account (HRA). This is a ring-fenced account within the General Fund, and relates to the income and expenditure of the Landlord function. Its main sources of income are tenant rents and service charges.

- 4.2 The Social Housing (Regulation) Act (the Act) strengthened the powers of the Regulator of Social Housing (RSH). Every social housing landlord with 2,000 or more properties will be inspected at least once, every four years. The inspection will determine whether the Landlord is compliant with regulatory requirements, with a range of remedial actions imposed should the Council fail to demonstrate its compliance.
- 4.3 The RSH has advised that during the pilot inspections undertaken prior to the introduction of the Act, a significant cause of compliance failure related to Governance. In brief, the RSH determined that non-compliant Landlords were not as transparent as required, and were unable to evidence appropriate scrutiny and oversight of activities by Senior Managers and Elected Members. This was particularly in relation to Health and Safety matters.
- 4.4 The Act placed a number of additional regulatory requirements on the Council's Landlord function. Annually, it must survey tenants for the prescribed Tenant Satisfaction Measures. These will be reported annually to the Panel. Further, there is a regulatory requirement to complete an annual Complaint Handling Code Self-Assessment and Complaints Annual Report. Both of these must also be reported to the Panel.
- 4.5 The Overview and Scrutiny Panels currently receive a quarterly Integrated Performance report (IPR). The IPR reports financial information and specifically in relation to Landlord Services, the IPR covers the following:
- Rent Collection
  - Property Re-Let times
  - Satisfaction with Capital Work Programme

## **5.0 PROPOSED KEY PERFORMANCE INDICATORS**

- 5.1 KPI's are the focussed, critical performance indicators necessary to track strategic and operational performance and improvement. Strategic KPI's identify progress against the Council's long-term strategic objectives. Operational KPI's identify performance against day to day activities.
- 5.2 Given the requirements placed upon Landlord Services by the Act and the RSH, the following KPI's are recommended:
- Rent Collection Performance (existing)
  - Property Re-Let times (existing)
  - Number of repairs opened
  - Number of repairs resolved
  - Gas Safety Certification Performance
  - Fire Risk Assessment Actions (Progress against P1, P2 and P3)
  - Asbestos Survey Performance
  - Number of Damp and Mould Cases Identified
  - Number of Damp and Mould Cases Resolved

- Number of ASB Cases Opened
- Number of ASB Cases Resolved
- Number of Complaints received
- % of Complaints responded to within SLA at Stage 1
- % of Complaints responded to within SLA at Stage 2
- Number of Housing Ombudsman Complaints

## **6.0 CONCLUSIONS**

- 6.1 The recommended KPI's at paragraph 5.2 represent the key areas with highest risk in relation to health and safety, customer priorities and income management. The reporting of these KPI's do not preclude the Panel from requesting in depth reports in relation to other areas of service delivery as they deem necessary.
- 6.2 This review may prompt the Panel to consider a review of the KPI's received as they relate to the other functions of the Housing and Communities Directorate.

### Background Papers

None

NICOLA BOTTERILL