



HOUSING AND REGENERATION SCRUTINY COMMITTEE – 1ST FEBRUARY 2022

**SUBJECT: DIRECTORATE PERFORMANCE ASSESSMENT SIX MONTH
UPDATE 2021/22**

REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES AND HOUSING

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1. PURPOSE OF REPORT

- 1.1 To present Scrutiny with the 6-month Caerphilly Homes Performance Assessment which is part of the Council's Performance Management Framework.
- 1.2 The Performance Assessment (referred to hereafter as the DPA) is the Directorate's self-assessment and forms part of the Council's overall self-assessment activity. It provides information and analysis for 6-month period April – September 2021. Members are invited to discuss, challenge, and scrutinise the range of information in the DPA.

2. SUMMARY

- 2.1 The Council's revised Performance Framework was endorsed by Cabinet in February 2020 and this report introduces one of the key components of the Framework, the Directorate Performance Assessment (DPA). The DPA is a 'self-assessment' of Directorate's progress across a wide range of information types and meets our 'duty as a principal council to keep our performance under review'
- 2.2 DPA's are an opportunity to bring together a range of information and intelligence into one picture to answer the self-assessment questions of 'how well are we performing, how do we know? And what and how can we do better? Appendix 1 is the Caerphilly Homes Performance Assessment 6-month update 2021/22.

3. RECOMMENDATIONS

- 3.1 Members review the attached document (appendix 1) and discuss, challenge, and scrutinise the information contained within.

4. REASONS FOR THE RECOMMENDATIONS

- 4.1 Scrutiny Members are involved in the 'self-assessment' process by scrutinising the information within the Directorate Performance Assessment. This also supports the principles within the section (Part 6, Chapter 1) of the Local Government and Elections (Wales) Act 2021 which provides for a new performance and governance regime for principal councils.

5. THE REPORT

- 5.1 The Performance Framework has been developed to meet several strategic and operational needs as well as to meet the legislation and further the Council's desire to be a high performing learning organisation focused on meeting the needs of its residents. The framework was piloted in 2019 and endorsed by Cabinet February 2020 and now is reported as a regular part of scrutiny committees. This report introduces and shares the Caerphilly Homes dashboard (the DPA) 6-month update 2021/22.

- 5.2 The spirit of the DPA (appendix 1) is about providing learning. The DPA is less about performance and targets (though they have their place) and is more so to provide a wider picture of performance that will support reflective and challenging conversations and scrutiny that will ultimately lead to learning and further improvement.

5.3 CONCLUSION

- 5.4 This DPA covers the period April 2021 to September 2021. The Covid pandemic continues to have a significant impact on most services this year with performance impacted as we deal with consequential backlogs, contractor and material shortages, and difficulties in the retention and recruitment of staff, and we have not yet fully reopened the home repair grant service, although performance in areas such as support provided to tenants to assist them in sustaining their tenancies has continued to improve.
- 5.5 Financially we continue to be in a strong position and good progress continues to be made in some of our key project areas including the WHQS programme, which is nearing completion, and our new build strategy; with works commencing on site on our first new build housing developments.
- 5.6 The Valleys Task Force initiative has proved successful in engaging the owners of long term empty homes and it is anticipated that the project, together with the ongoing creation of a new Empty Properties Team will impact positively on our performance in future years in returning empty private sector properties to use.
- 5.7 Staff have continued to respond extremely well to circumstances associated with the pandemic and remain committed to delivering Housing services. The situation has highlighted the importance of having a single source supplier arrangement and our own in-house workforce that we can directly manage and utilise to best meet our and customers' needs. We need to ensure that we have the required IT equipment and systems in place for the future which support agile working and must continue to review our existing systems and processes to ensure they are suitable for further changes in working practices. The impact of Covid will continue to be demonstrated in future performance reports as backlogs resulting from the consequences of

lockdown are addressed and reinstated services are prioritised in line with capacity of the service and contractors.

- 5.8 There has been a significant increase in demand for our homelessness services with higher numbers of presentations and placements in emergency temporary accommodation. There has also been a significant increase in the use of hotels and Bed & Breakfast accommodation due to new guidance issued by WG, although alternative options for the provision of emergency temporary accommodation are continually being sought with some success. A Homeless Project Plan has been devised which identifies priority areas for service enhancement, allowing us to refocus on early intervention and prevention and meeting the needs of those presenting with complex needs.

6. ASSUMPTIONS

- 6.1 There are no assumptions thought to be required within this report.

7. SUMMARY OF INTEGRATED IMPACT ASSESSMENT

- 7.1 This report is for information only and on this basis an integrated impact assessment is not required.

8. FINANCIAL IMPLICATIONS

- 8.1 There are no financial implications within this report, however the DPA (appendix 1) has a section on resources including relevant budget outturns as part of the overall self-assessment of the directorate.

9. PERSONNEL IMPLICATIONS

- 9.1 There are no personnel implications within this report, although the DPA (appendix 1) has a section called 'resources' which provides data on a range of workforce aspects.

10. CONSULTATIONS

- 10.1 Any consultation responses have been included with in this report.

11. STATUTORY POWER

- 11.1 The Local Government and Elections (Wales) Act 2021

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Appendices:

Appendix 1 Directorate Performance Assessment (6-month update 2021/22)