

## BABERGH & MID SUFFOLK DISTRICT COUNCILS

<b>From: Improvement &amp; Involvement Officer</b>	<b>Report Number: JHB17/6</b>
<b>To: Joint Housing Board</b>	<b>Date of meeting: 17<sup>th</sup> July 2017</b>

### PERFORMANCE INDICATORS FOR SUPPORTED LIVING (2016/17)

#### 1. Purpose of Report

- 1.1 To provide the Joint Housing Board with a report on current performance in delivering the key outcomes in Supported Living

#### 2. Recommendation

That the Supported Living performance report and the performance outcome information attached as Appendices A and B be noted

#### 3. Key Information

- 3.1 The Supported Living performance information for this report evidences key achievements and the impacts they are having. Examples include:
  - Housing Delivery: Building **65 new council** homes by 2018, to date 12 at Babergh and 17 in Mid Suffolk. This is part of our aim to increase the number of new homes built of the right type and in the right place to meet the needs of our diverse communities.
  - Financial Inclusion: Our financial inclusion officers support some of our most vulnerable tenants with maintaining their tenancies and helping them to stay in their homes. Since April 2016 over 200 families and individuals have been supported and 13 evictions have been prevented saving the £91k to the councils.
  - Rent collection: We have collected 98.39% or £15.32m of council house rent in Babergh and 97.92% or £15.18m in Mid Suffolk.
  - We have brought 111 empty homes back into use which have been empty for more than two years.
- 3.2 Overall, good progress is being made across most areas. Ongoing, the Portfolio Holders and Assistant Director for Supported Living will continue to refine the indicators and performance information to ensure it gives improved real time insight into progress towards outcomes.

- 3.3 The Assistant Director will continue to develop targets and use additional trend information in future reports to provide an improving sense of progress. Our outcome performance culture will also continue to be embedded through ongoing performance conversations facilitating better decision making, service improvement and community involvement.
- 3.4 Appendices A and B provide quarterly performance information for 2016/17. As background information to this report, they contain populated tracking indicators with associated influencing indicators and, where available, a range of trends providing an 'at a glance' view.
- 3.5 Operational performance information, for each quarter of 2016/17, is available as 'Facts and Stats' on our website.

**4. Financial Implications**

- 4.1 There are no immediate financial impacts arising from this report.

**5. Legal Implications**

- 5.1 There are no immediate legal implications arising from this report.

**6. Risk Management**

- 6.1 Key risks are set out below:

Risk Description	Likelihood	Impact	Mitigation Measures
Without an effective performance framework, it is unlikely that the Council will deliver its priorities and outcomes and achieve value for money.	Unlikely (2)	Bad (3)	The new framework is intrinsically linked to our risk management strategy, creating an approach where it is clearly understood what is stopping us performing effectively and ensuring remedial actions are in place.

**7. Consultations**

- 7.1 Officers and Councillors have developed and refined the outcome performance framework through discussions at Portfolio Holder Briefings, and Administration Cabinet meetings and the Strategy committee.

**8. Equality Analysis**

- 8.1 There are no equality and diversity implications arising from this report.

## **9. Shared Service / Partnership Implications**

9.1 Our performance approach is designed to measure the impact of our key collaborative activity in the wider Suffolk system and with our businesses and other partners.

## **10. Links to Joint Strategic Plan (JSP)**

10.1 Effective performance management enables our Officers, Councillors and Communities to track progress against the delivery of Supported Living services to understand key risks, and to share in the celebration of our achievements and the contribution toward delivering on the JSP outcomes.

## **11. Outcome Performance Reporting**

11.1 Appendices A and B present our position using tracking (lagging) and influencing (leading) indicators. They set a baseline upon which future reports will track our progress and trends. This is a new approach to data collection and consequently in some cases gaps still need to be filled and targets identified.

11.2 As a reminder, a tracking indicator helps us to monitor progress towards our desired outcomes. Through selecting what is important to us, they provide us with a data snapshot that we can track. A number of activities are identified and measured that will influence this tracking indicator and these are called the influencing indicators. If we identify these correctly they will help us to achieve better results and ultimately deliver our outcomes.

11.3 Work is underway to review the targets and to further expand the suite of measures.

## **12. Appendices**

Title	Location
HD Performance 16/17	Appendix A
Draft HD within A&I Performance 16/17	Appendix B

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