

# Housing and Community Services Performance Action Plan - Quarter Four and Year End, 2017/18

## Appendix C



**91.58%**

Tenancies  
sustained after  
the introductory  
period

**Target - 97%**

Theme - People. Action – PE2.2 Tenancies sustained after the introductory period.

Quarter four and annual target: 97%.  
Quarter four performance - 92.5%.  
Annual performance: 91.58%.

Background – Over the year, 194 tenancies have successfully transferred from an introductory tenancy to a secure tenancy. Seven tenancies have been held at introductory status due to rent arrears and two introductory tenancies have been issued with a notice of intention to seek possession due to rent arrears. Unfortunately, one tenancy was terminated due to rent arrears.

There have, however, been a handful of tenancies over the last year that have terminated for reasons outside of the Council's immediate control. For example, moving in with a partner or with family. Despite this outcome being a positive for the individuals, this has impacted negatively on our performance against this indicator.

Key actions underway - The reasons for termination have been revised to give a more accurate reflection of performance and the methodology for 2018/19 has been updated to reflect this. Tenancies not sustained after the introductory period are split into the relevant management areas and discussed with the relevant Housing Officer.

A high risk area for tenancy failure is where allocations are made to homeless applicants and for this reason a new process of case handover has been introduced. This means that the Housing Officer is fully briefed as to any potential risk of tenancy failure, in order that more regular monitoring can be put in place.

Opportunities/risks: Opportunities include continued improvement to this performance indicator, savings in officer time and reduced arrears. Risks of continued failure include increased arrears and higher probability of tenancy failure leading to increased homelessness, voids and associated costs.



**0**

Attain NPSS  
Bronze  
Standard for  
Homelessness

**Target - 1**

Theme - People.  
Action – PE2.6 Attain NPSS Bronze Standard for Homelessness.

Quarter four and annual target: Attain standard by March 31, 2018.  
Quarter four and annual performance: Unable to submit application due to external factors.

Background – The National Practitioner Support Service (NPSS) application was prepared and ready for submission on March 27. However, the Council was advised by the NPSS, at the end of March, that the accreditation has now ceased.

Due to the accreditation ceasing, the NPSS was unable to accept any new submissions. However, due to the work that had gone into the preparation of the submission and the services provided, the NPSS agreed to review and provide the Council with accreditation against the quality of our homelessness service in South Derbyshire.

Key actions underway - The submission will be considered by NPSS during quarter one of 2018/19 with a view to the Council receiving the appropriate accreditation during quarter two.

Opportunities/risks: This accreditation provides a mark of quality assurance for the Homelessness Service in South Derbyshire.



**41,612**

Throughput at  
Rosliston  
Forestry  
Centre

**Target - 45,000**

Theme - People. Action – PE4.1 Throughput at Etwall Leisure Centre, Green Bank Leisure Centre and Rosliston Forestry Centre.

Quarter four target: Rosliston = 45,000. Leisure centres = 170,404.  
Quarter four performance: Rosliston = 41,612. Leisure centres = 268,881.

*Year end targets for Rosliston and the leisure centres were achieved.*

Trend - Quarter three performance saw 36,987 visitors to Rosliston Forestry Centre (target 40,000) and 249,667 to our leisure centres (target 170,404).

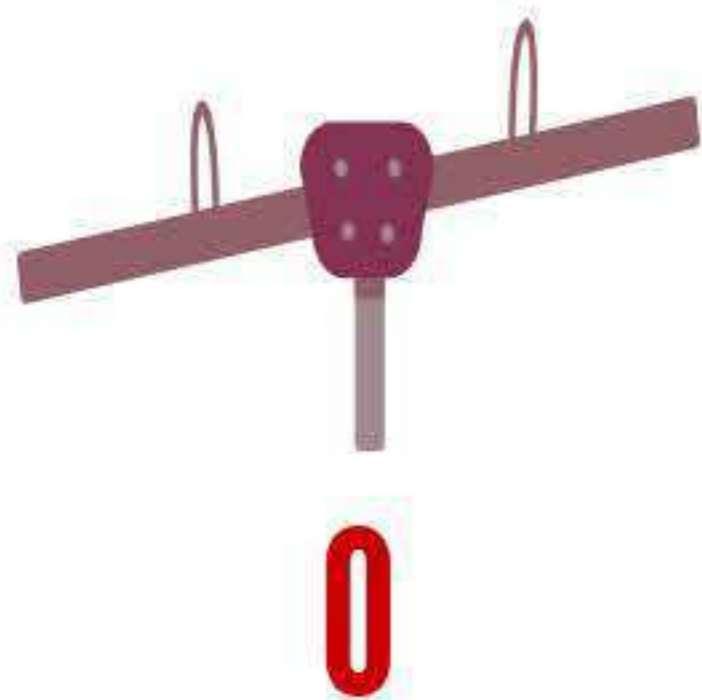
Background – Poor weather, particularly torrential rain and flooding conditions, adversely affected the number of visitors to Rosliston Forestry Centre during quarter four.

Despite below expected visitor numbers for quarters three and four, it should be noted that annual visitor numbers (197,737) were at the highest on record so far.

Excellent performance was achieved at the leisure centres, surpassing the anticipated footfall for the year.

Key actions underway - A capital investment programme for Rosliston Forestry Centre has been agreed with the Forestry Commission. A strategy for the long term management of the site is being developed.

Opportunities/risks: Monthly performance meetings are held to identify opportunities and address risks. The development and implementation of a new strategy will also be crucial in ensuring the site continues to go from strength to strength.



Update play  
area audit and  
prioritise sites

**Target - 1**

Theme - Place.  
Action – PL5.1 Implement and manage the leisure facility capital build programme.

Quarter four target: Update play area audit and prioritise sites.  
Quarter four performance: Audit not started.  
Year end performance - Due in part to the above, the leisure facility capital build programme hasn't been fully implemented.

Background – The play area audit, designed to ascertain the condition of sites in order to prioritise and aid future investment, has not yet begun. The audit is to be undertaken by external specialists.

Key actions underway - The scoping of a procurement exercise is currently underway.

Opportunities/risks: Risk is that playground standards fall and opportunities for investment are missed. Opportunity is to improve and add to existing stock within the District in a planned and prioritised manner.

**There are three actions jointly relating to year end and quarter four for Housing and Community Services. There is one action solely relating to quarter four.**