

Housing Performance Report

To:

Gerri Bird, Executive Councillor for Housing

Cabinet (15/07/2025)

Report by:

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Wards affected:

All

1.	Recommendations
1.1	It is recommended that Cabinet consider: i. The Housing Service's year-end performance results in operational delivery, health and safety, customer satisfaction and engagement. ii. The report on damp, condensation and mould as at June 2025, and the measures being put in place to help combat DCM in tenant's homes. iii. The results of the 2024-25 Tenant Satisfaction Measures (TSM's), from customer perception (Tenant Satisfaction Survey) and management data.
2.	Purpose and reason for the report
2.1	• To update Cabinet on the Housing Service's progress towards meeting performance indicator targets that support the delivery of the Council's vision: 'One Cambridge, Fair for All' • To provide an update on damp, condensation and mould recorded in HRA stock. • To report on the Tenant Satisfaction Measures, which are an annual Regulatory requirement. • To provide an overview of the results of the Tenant Perception Survey carried out in March 2025.
3.	Alternative options considered
3.1	A performance report was bought to Housing Scrutiny Committee in February 2025, which outlined the services commitment to reporting on performance on a regular basis going forward. Four reports covering the full range of performance-related activity were proposed, covering the previous quarter's key indicator results, as well as any other

	performance related activity updates relevant to the service. Whilst the alternative option is to share performance with Members in a non-formal setting, via quarterly bulletins for example, the Regulator expects Governing bodies to have clear oversight of performance against the TSM measures, and in particular, Health & Safety. It is therefore recommended that a report containing these measures, plus the other key areas of housing service performance, is presented to Cabinet.
4.	Background and key issues
4.1	<u>Overview</u> To ensure continuous monitoring of performance throughout the year, the Housing Service has oversight of operational, management and stress indicators across all service areas. Monitoring and review take place quarterly at Housing Leadership Board. An understanding of where services are not meeting customer expectations is captured via complaints monitoring and transactional surveys. This report incorporates key measures of service performance, compliance, other health & safety data and feedback from tenants; in line with the requirements of the Consumer Standards but also to ensure the service is meeting the objectives of the Council as a whole. Cambridge is a member of the Housemark benchmarking group; a social housing performance comparison club, which allows the service to compare costs and performance against a 'peer group' of authorities with a similar profile to Cambridge. Our position against our peers in relation to performance indicators helps the service to set realistic and achievable targets, as well as giving Managers the opportunity to open a dialogue with comparable Local Authorities who are achieving better performance at a lower cost. Performance measures have been presented in the following way: • <i>operational efficiencies</i> • <i>Health and Safety</i> • <i>The Tenant's Voice</i> Other areas of performance-related activity are included in these reports when data is

	available.															
4.2	<u>Proposed timeline of performance reporting</u> To ensure continued transparency and a good governance structure around performance is in place, the following timetable for updates is proposed: <table><tr><th>Report</th><th>when</th><th>Detail</th></tr><tr><td>Operational efficiencies, Health & Safety, the tenant's voice</td><td>Feb</td><td>damp and mould / disrepair / financial update / Housing Risks</td></tr><tr><td>Operational efficiencies, Health & Safety, the tenant's voice</td><td>Jul</td><td>damp and mould / disrepair / TSM's / annual tenant satisfaction survey results</td></tr><tr><td>Operational efficiencies, Health & Safety, the tenant's voice</td><td>Oct</td><td>damp and mould / disrepair / benchmarking results / financial update / Housing Risks</td></tr><tr><td>Operational efficiencies, Health & Safety, the tenant's voice</td><td>Dec</td><td>damp and mould / disrepair / financial update</td></tr></table>	Report	when	Detail	Operational efficiencies, Health & Safety, the tenant's voice	Feb	damp and mould / disrepair / financial update / Housing Risks	Operational efficiencies, Health & Safety, the tenant's voice	Jul	damp and mould / disrepair / TSM's / annual tenant satisfaction survey results	Operational efficiencies, Health & Safety, the tenant's voice	Oct	damp and mould / disrepair / benchmarking results / financial update / Housing Risks	Operational efficiencies, Health & Safety, the tenant's voice	Dec	damp and mould / disrepair / financial update
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5.	Corporate plan															
5.1	The reporting of progress against key performance measures supports Priority 2: Tackling poverty and inequality and helping people in the greatest need, and Priority 3: Building a new generation of council and affordable homes and reducing homelessness.															
6.	Consultation, engagement and communication															
6.1	The report asks the Executive Councillor for Housing to consider whether the proposed reporting arrangements are practicable and whether Cabinet members have any other measures they would like to see reported on, going forward. This report will also be shared with the Housing Board, so Board Members may also add in measures they want to see reported on. It is not intended to have 2 separate reports for Housing Board and Cabinet. Performance indicators are shared on the Housing webpages and in Open Door, where the opportunity for feedback is available.															
7.	Anticipated outcomes, benefits or impact															
7.1	Strong governance, visibility and accountability around the performance of housing services will highlight to members the pressures currently facing services, e.g. the ability to recover monies owed, compliance with health and safety requirements, the measures being put in place to support tenants and residents experiencing financial pressures.															

8.	Implications
8.1	Relevant risks
	There are no risks associated with this report, but Housing Risks will be reported on twice yearly to Cabinet in the current proposals.
	Financial Implications
8.2	There are no additional financial implications associated with this report.
	Legal Implications
8.3	NA
	Equalities and socio-economic Implications
8.4	NA
	Net Zero Carbon, Climate Change and Environmental implications
8.5	NA
	Procurement Implications
8.6	NA
	Community Safety Implications
8.7	NA
9.	Background documents
	Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985
9.1	None
10.	Appendices
10.1	None
	To inspect the background papers or if you have a query on the report please contact Catherine Buckle, Business Development Manager (Housing), 01223 457261 Catherine.buckle@cambridge.gov.uk