


Performance Monitoring Action Report Q3 2019-20






Borough Council of
King's Lynn &
West Norfolk



This report highlights indicators that have not met target for Q3 2019-20 and is a supporting document to the Performance Monitoring Q3 2019-20 report. Comments / actions are recorded to help evidence performance management undertaken by the Council.

Status		This indicator has not met the target.
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Performance Indicators Q3 2019-20

Ref	Name	2019/20 Target	Q3 2019/20 cumulative performance	Q3 2019/20 (Oct-Dec) performance	Status	Notes	Actions
HS1	% of HMO's inspected in accordance with the programmed inspection regime	100.00%	54.00%	60.00%		During Q3 Housing Standards operated with reduced resources for various reasons, the limited resources available primarily dealt with new HMO licence applications and priority service requests.	The seven programmed inspections that were not completed in Q3 have subsequently been reallocated to officers for completion during Q4.
HS11	Time taken (in weeks) from first contact to completion of work on Disabled Facilities Grant	30.0	48.0	29.0		All three indicators have improved in Q3, this will have a positive impact on the 2019/20 cumulative figure. The performance levels achieved during October - December are: HS11 has improved from 57 weeks to 29 weeks HS12 has improved from 30 weeks to 26 weeks HS13 has improved from 33 weeks to 31 weeks	The team are working to reduce the delays by monitoring cases more closely as well as the contractors, but the volume of work this is creating is proving to be a challenge for the team. More DFG/Adapts and in some cases (Priority 1's) are being completed earlier than in the past so there are some positive results being achieved. The Repairs and Adaptions Manager will be attending the Environment and Community Panel in April 2020 to provide an update on the 2019/20 annual performance for these three indicators.
HS12	Time taken (in weeks) from first contact to completion of work on Adapt passported cases with a value under £6,000	25.0	28.0	26.0			
HS13	Time taken (in weeks) from first contact to completion of work on Adapt grant means-tested cases with a value under £12,000	30.0	33.0	31.0			
HS15	No of days to process changes of circumstances	11	12	8		This indicator has achieved 8.03 days in Q3 compared to 14 days in Q2, the improvement in performance levels has helped to bring the cumulative figure down to 12 days which is only slightly behind the 2019/20 target.	The indicator is monitored against an annual target which the service manager anticipates will be met at year end.